



Contractual Compliance

Quarterly Metrics

2017 Quarter Three
July – September 2017

Contractual Compliance Metrics

1

Global
Metrics

2

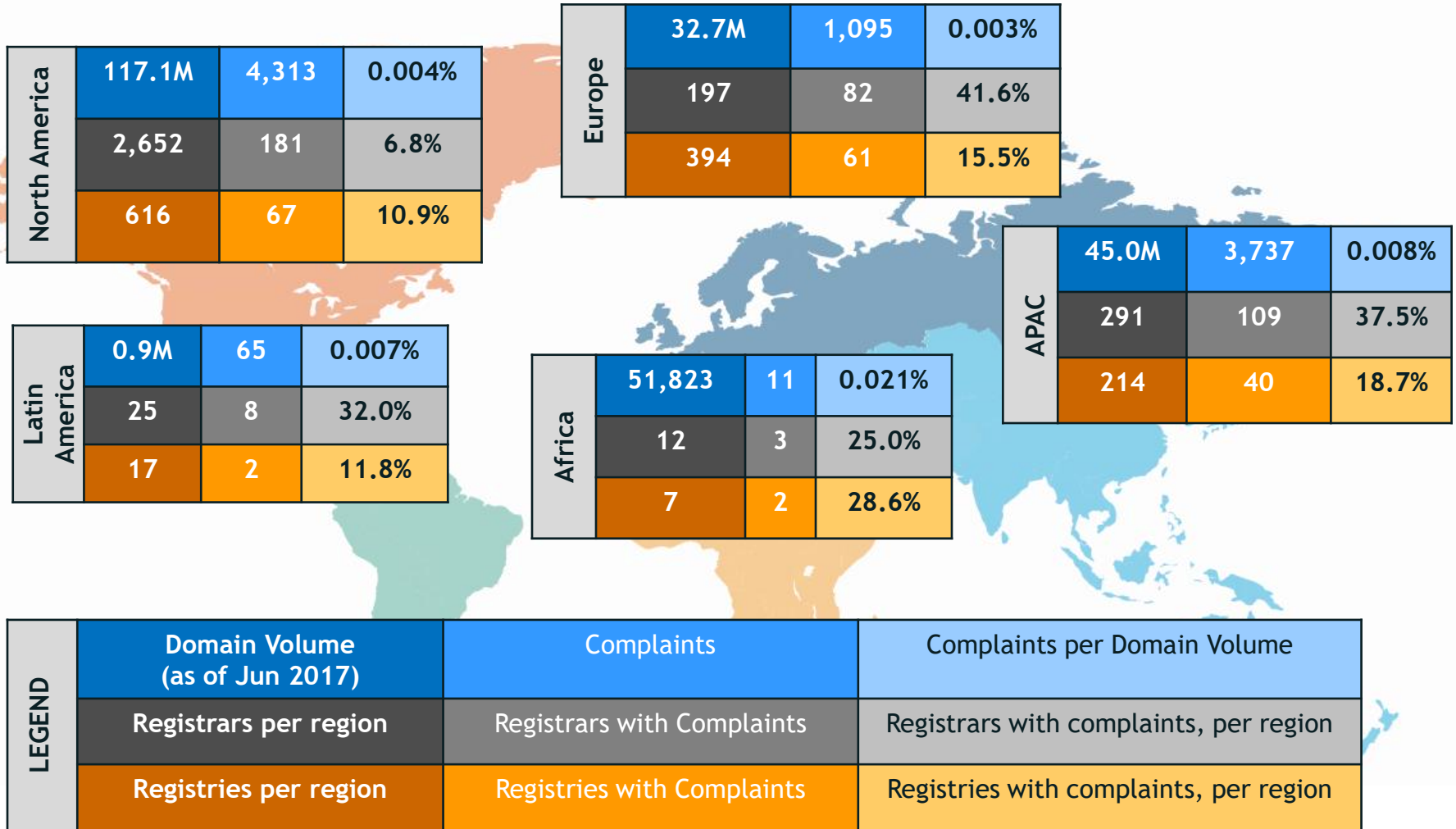
Registrar
Metrics

3

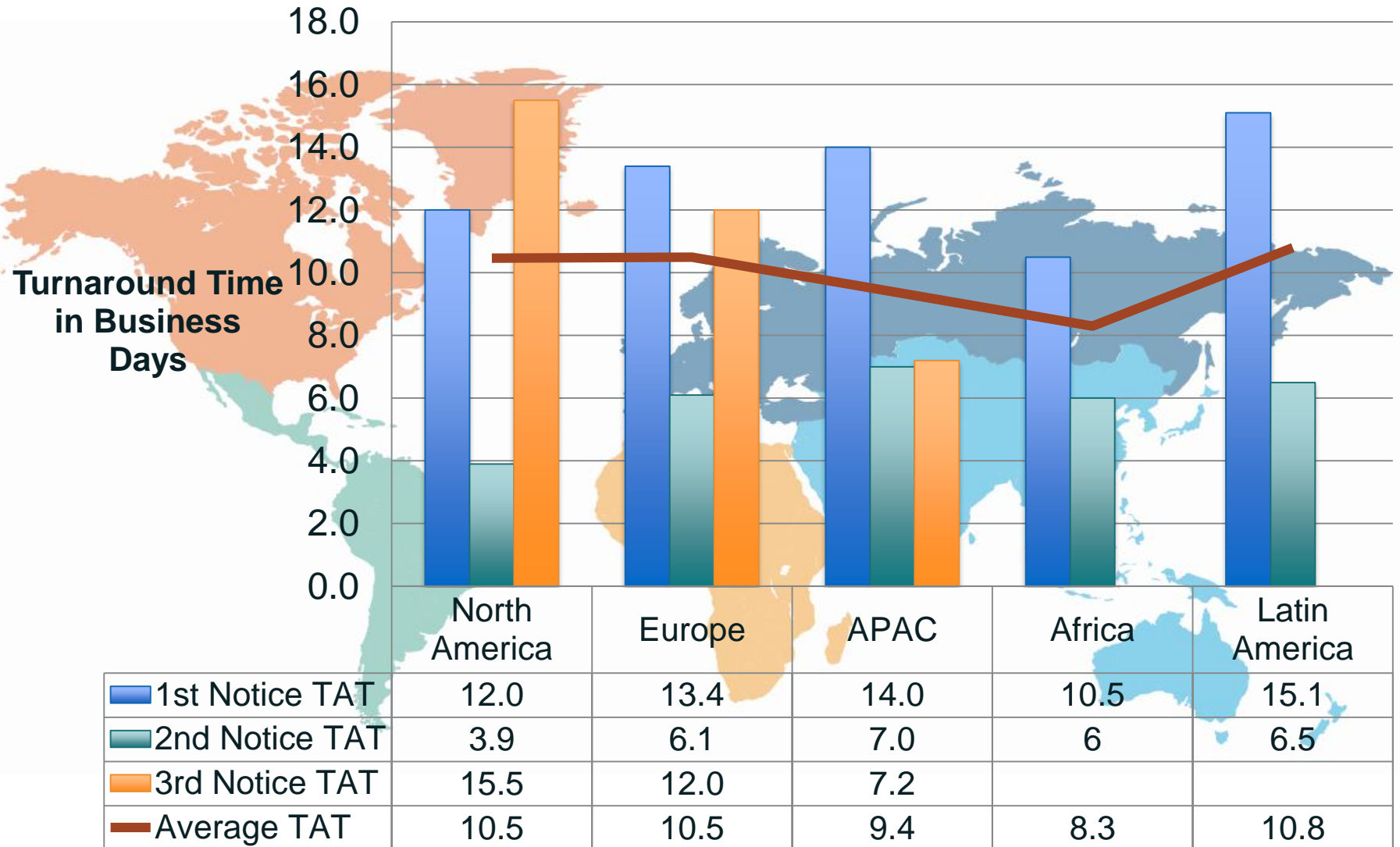
Registry
Metrics

Global Metrics

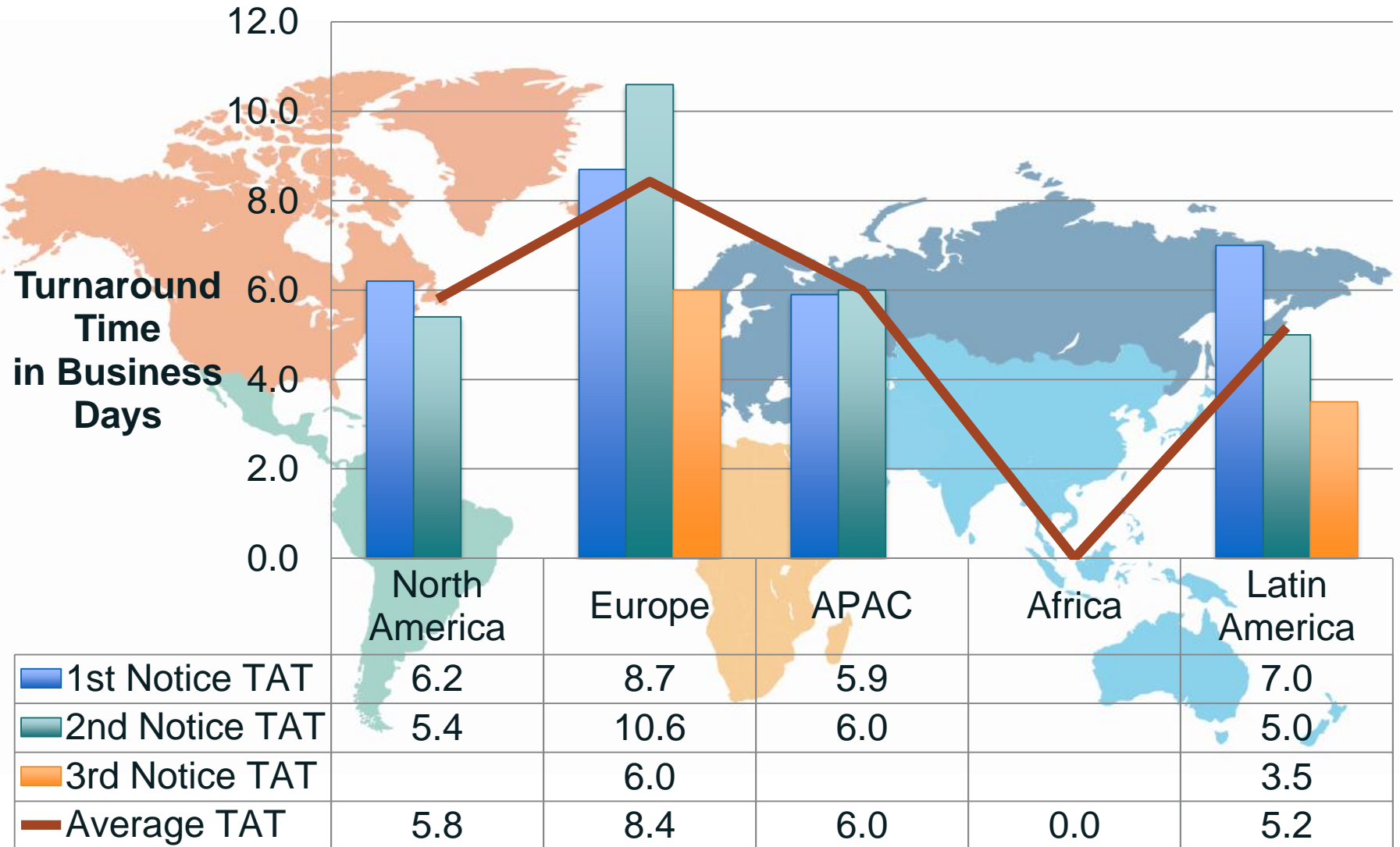
Registrar and Registry Complaints by Region (July – September 2017)



Regional Registrar Turnaround Time (July – September 2017)



Regional Registry Turnaround Time (July – September 2017)



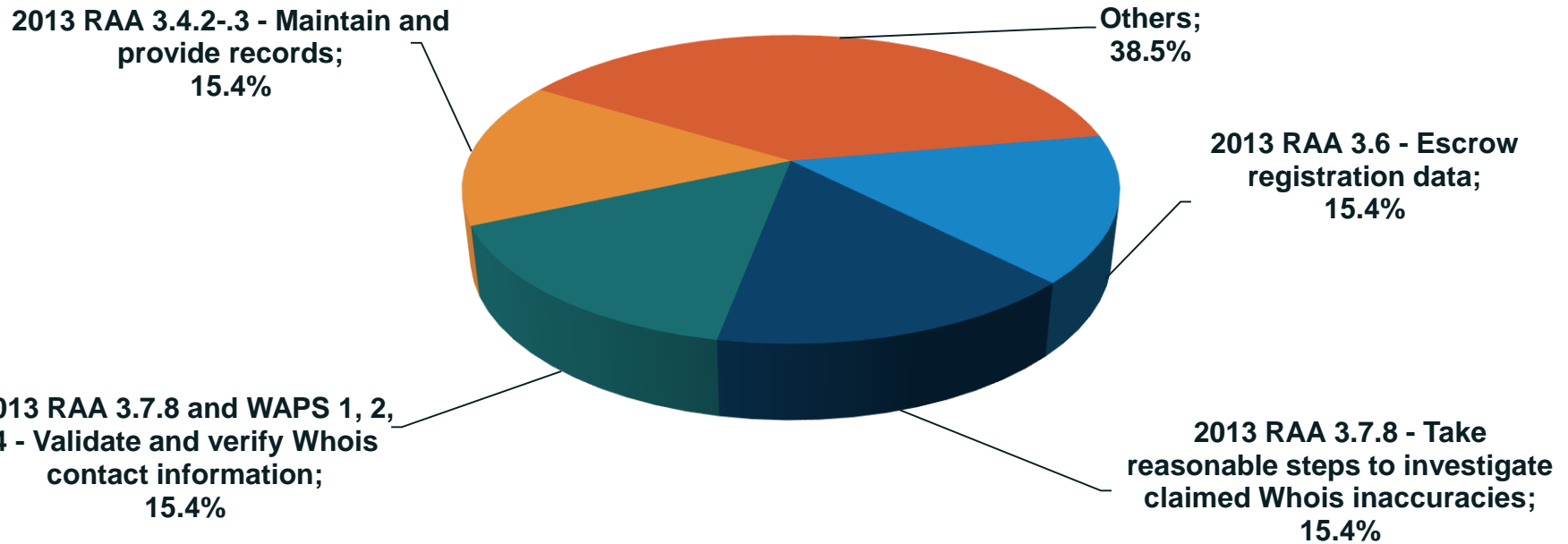
Global Formal Notice Activity (July – September 2017)

Notices	Quantity
Breach	7
Non-Renewal	0
Suspension	2
Termination	1

Breach Notice Reason	Quantity
Breach Notice Reasons	13
• Cured *	1
• Not Cured	12

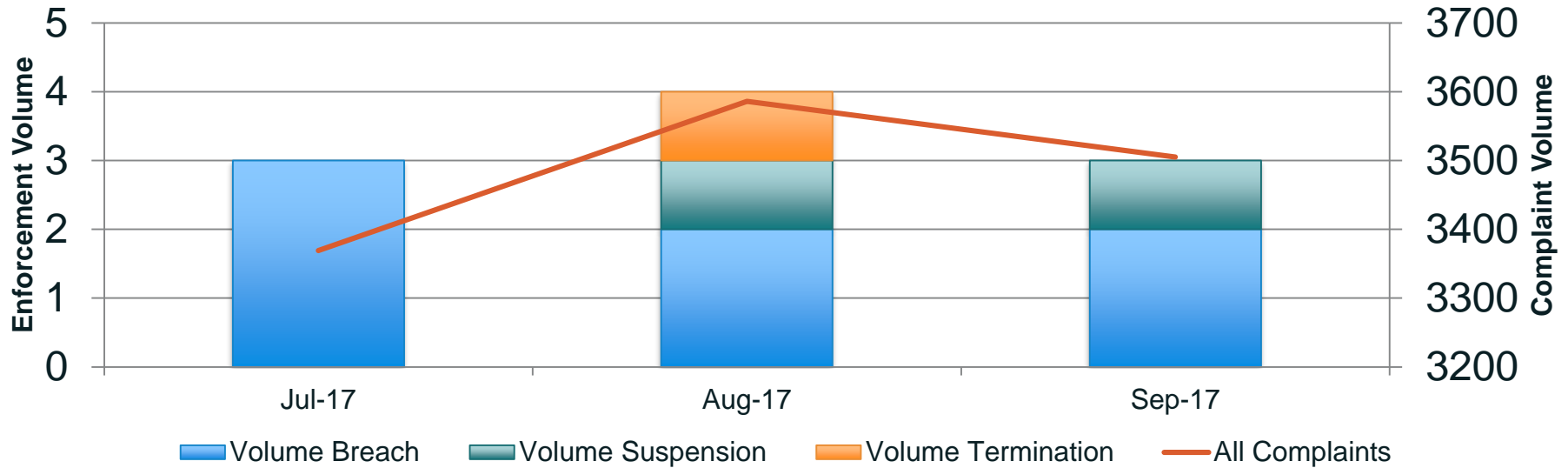
* There were an additional 3 breach notices reasons that were sent in a previous period & cured in this period .

Breach Notice Reasons

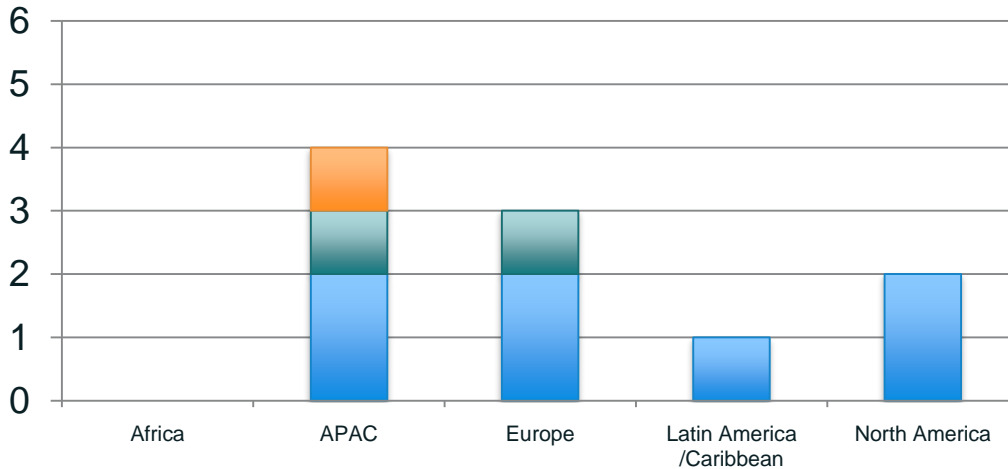


Disclaimer: Due to rounding, percentages may not always add up to 100%.

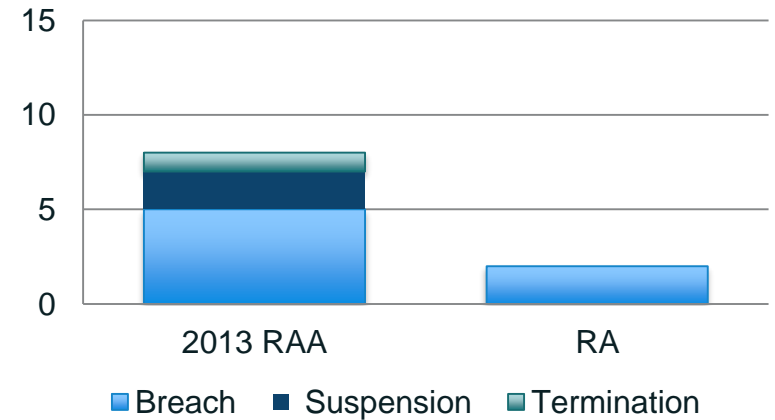
Global Formal Notice Trends (July – September 2017)



Region



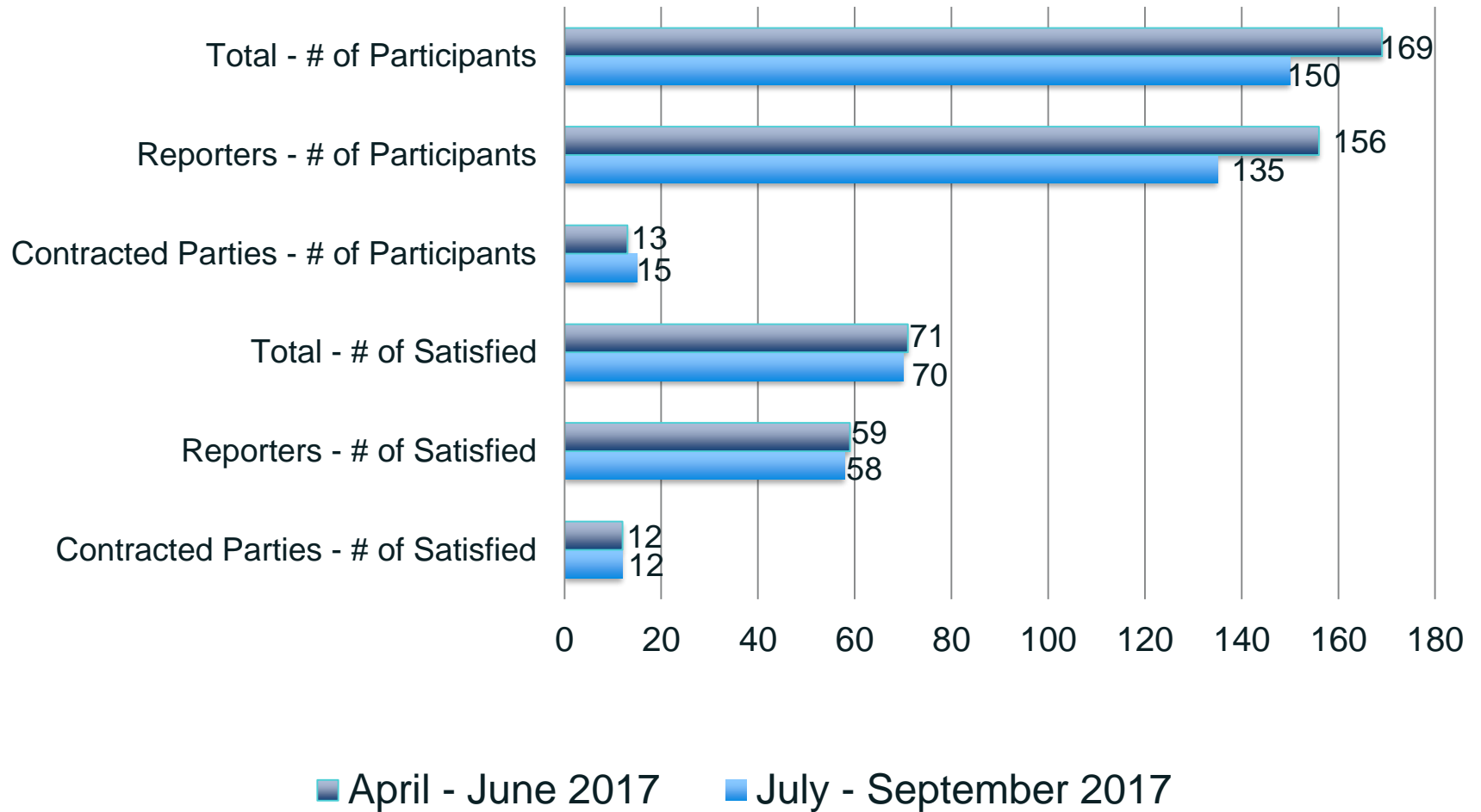
Contract Type



Complaint and Notice Volumes by Quarter

	Q2 2017 [Apr 17 – Jun 17]	Q3 2017 [Jul 17 – Sep 17]
	Complaint Volume	Complaint Volume
Registrar	14,183	10,123
Registry	404	337
Total New Complaints	14,587	10,460
Total Prior Month(s) Carryover	5,220	8,086
Total Complaints	19,807	18,546
	Complaints Closed	Complaints Closed
Volume Closed Before 1st Notice	7,070	7,793
Total Closed	11,283	12,906
	Formal Notices	Formal Notices
Notice of Breach	7	7
Contract Non-Renewal	0	0
Notice of Suspension	0	2
Notice of Termination	3	1

Satisfaction Survey Results

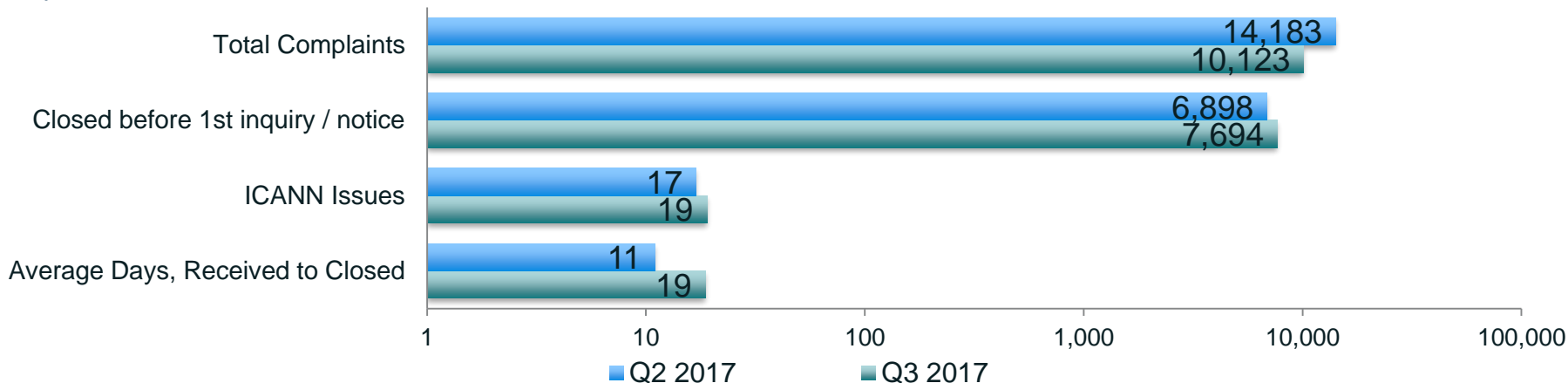


Registrar Metrics

Registrar Complaint Types in Detail

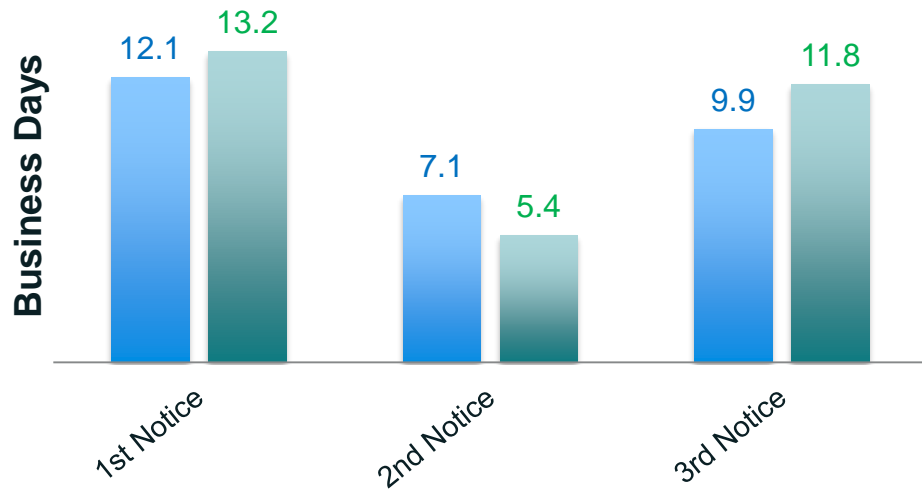
Registrar Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q2 2017	Q3 2017	Q2 2017	Q3 2017	Q2 2017	Q3 2017
Abuse	172	178	113	130	0	0
Customer Service	129	84	119	85	0	2
Data Escrow	113	51	50	13	0	13
Domain Deletion	255	278	253	277	0	
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	9	14	7	14	0	0
Domain Renewal	203	186	170	153	0	0
Failure To Notify	15	14	15	13	0	0
Privacy/Proxy	15	8	14	9	0	0
Registrar Contact	33	26	26	27	0	0
Registrar Information Specification (RIS)	47	38	36	36	0	0
Registrar Other	5	5	0	0	0	0
Reseller Agreement	2	3	0	0	0	0
Transfer	1,520	1,309	1,168	1,059	0	0
Uniform Domain-Name Dispute-Resolution (UDRP)	53	46	33	27	0	0
WHOIS Format	318	237	290	217	0	0
WHOIS Inaccuracy	11,039	7,392	4,386	5,412	17	4
WHOIS Quality Review	6	5	0	0	0	0
WHOIS Inaccuracy Bulk Submission	725	912	27	57	0	0
WHOIS Inaccuracy Individual submission	5,607	6,475	3,375	3,841	0	4
WHOIS Accuracy Reporting System (WHOIS ARS)	4,701	0	984	1,514	17	0
WHOIS Service Level Agreements	100	125	100	119	0	0
WHOIS Unavailable	155	129	118	103	0	0
Total	14,183	10,123	6,898	7,694	17	19

Registrar Complaint Volume and Turnaround Time (TAT)



Registrar Average TAT

■ Q2 2017 ■ Q3 2017

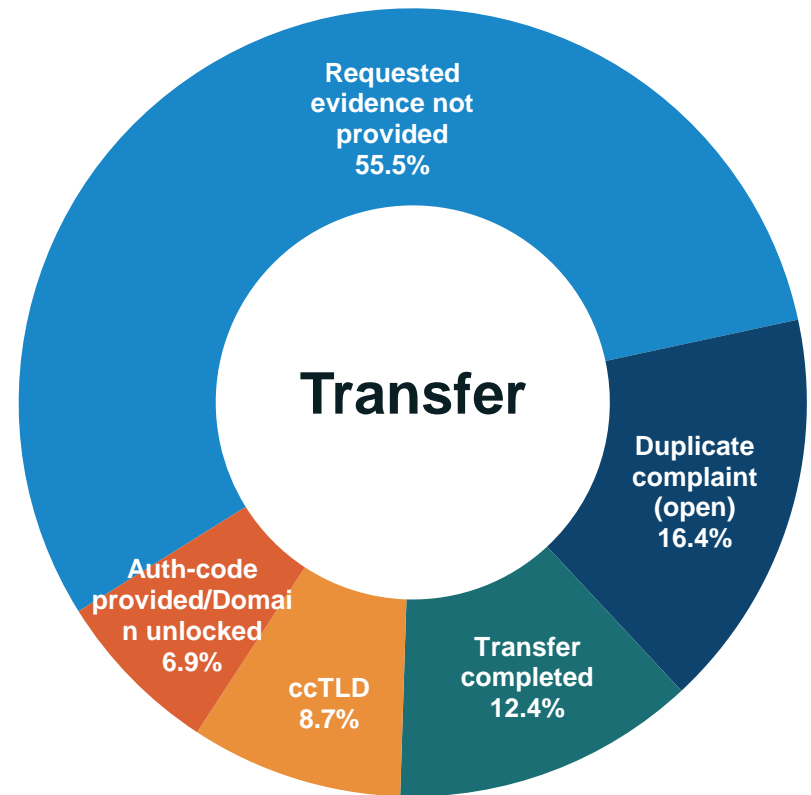
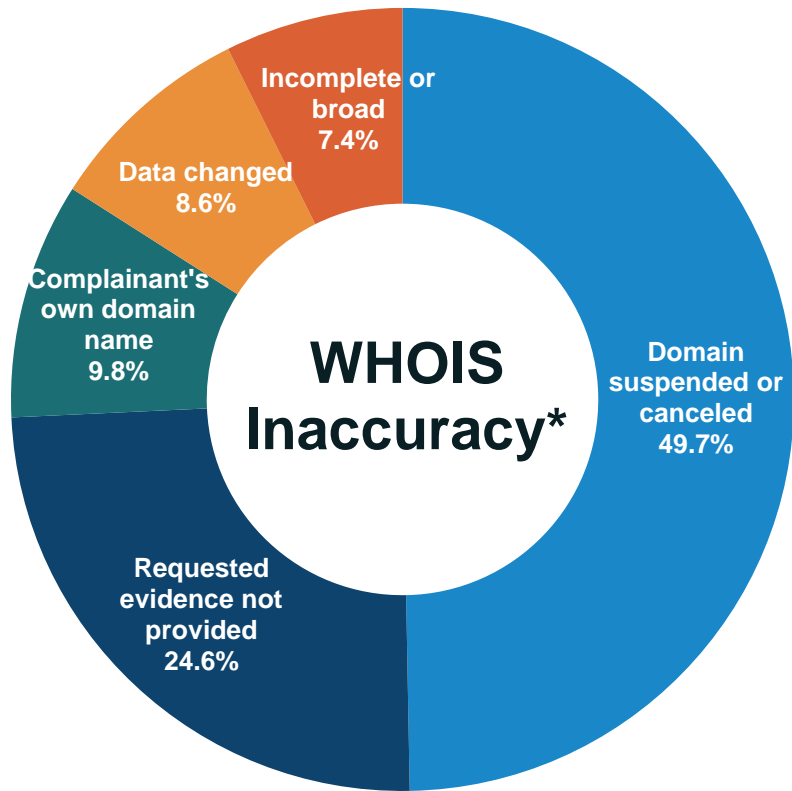


Staff Average TAT

■ Q2 2017 ■ Q3 2017



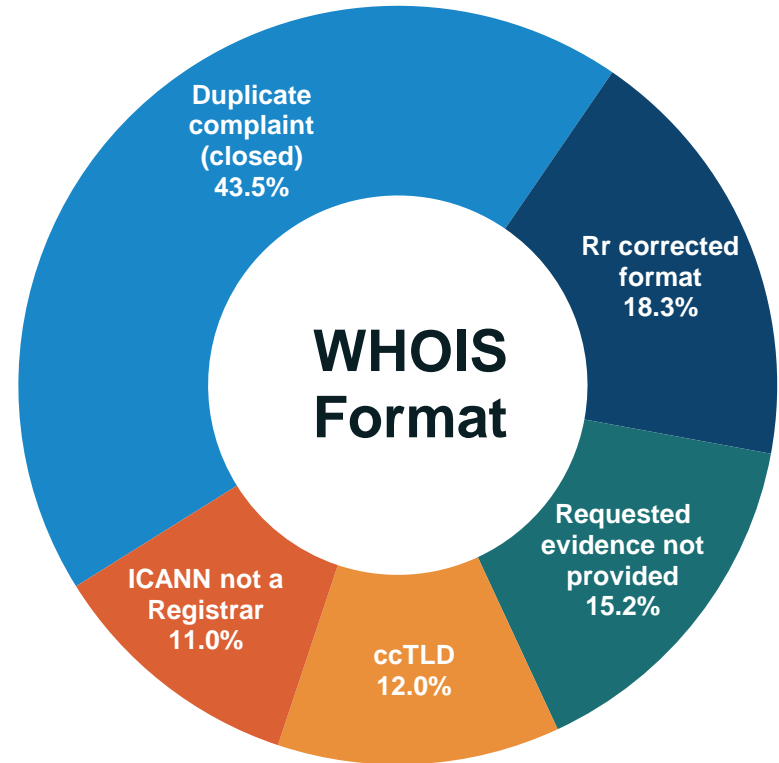
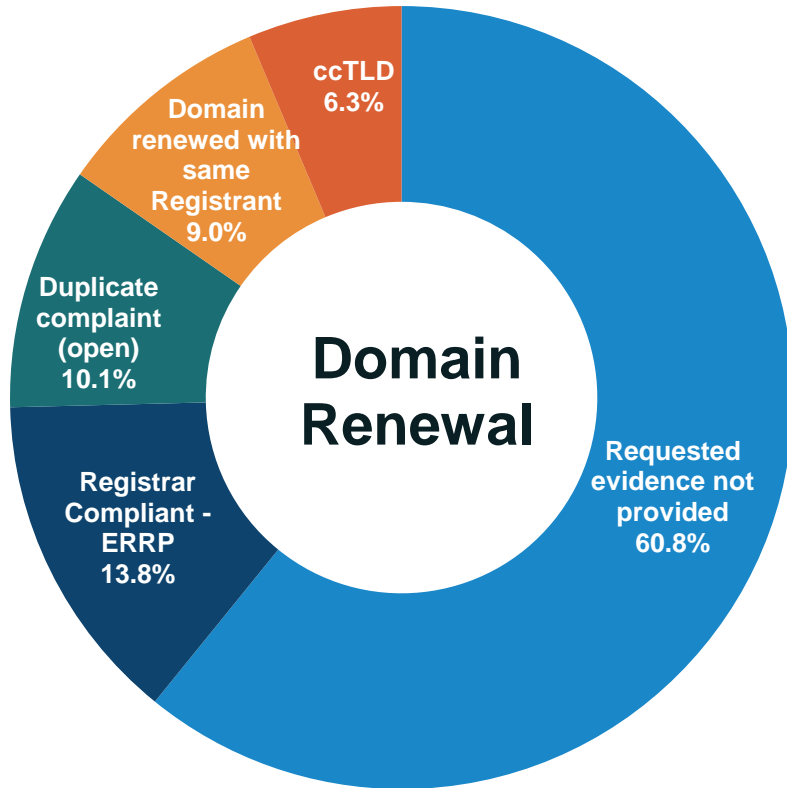
Registrar Complaint Types and Top Closure Reasons (July – September 2017)



* Does not include "WHOIS Accuracy Reporting System"

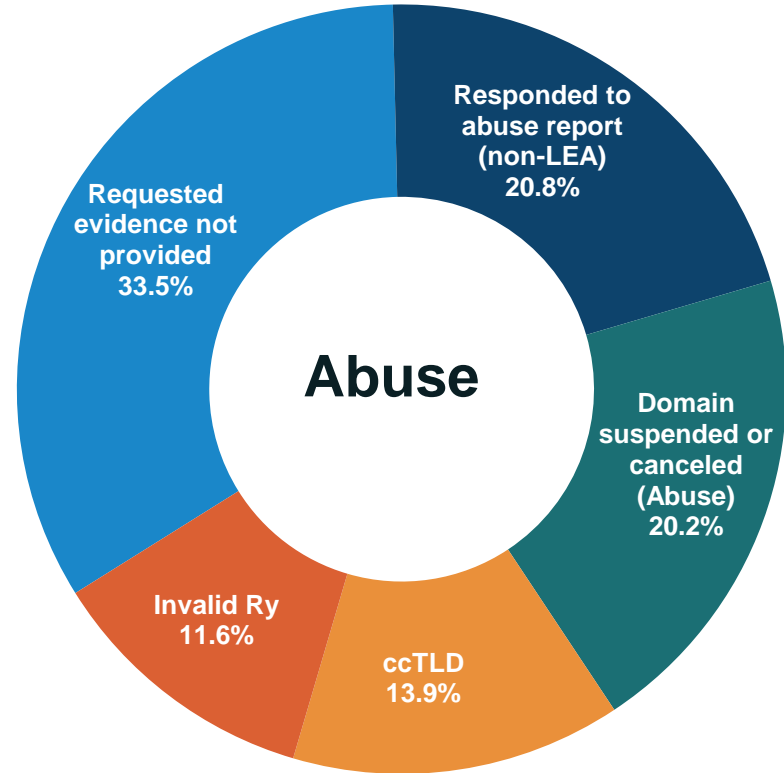
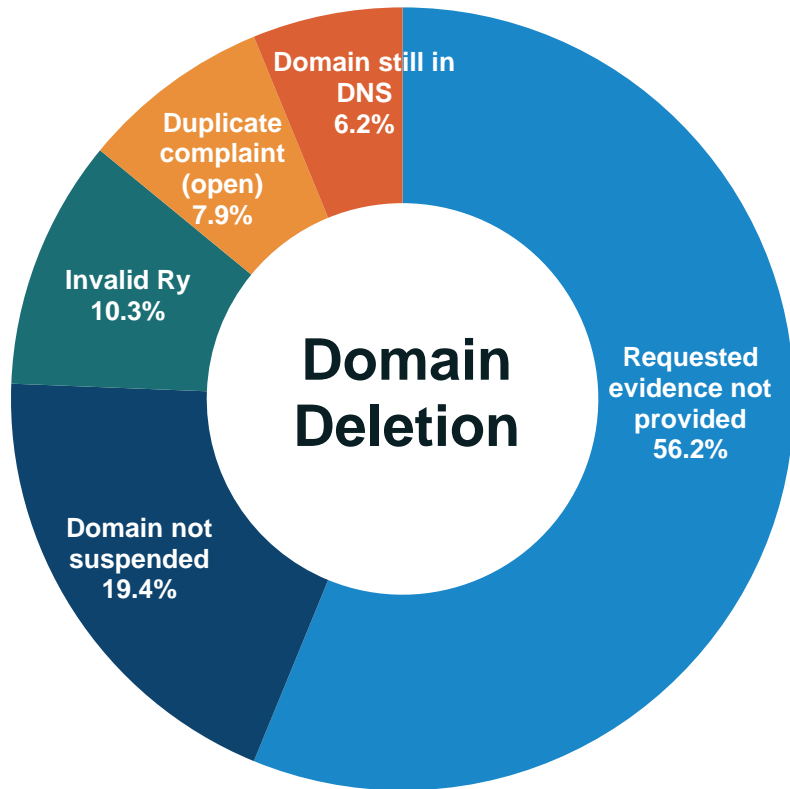
Disclaimer: Due to rounding, percentages may not always add up to 100%.

Registrar Complaint Types and Top Closure Reasons (July – September 2017)



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Registrar Complaint Types and Top Closure Reasons (July – September 2017)



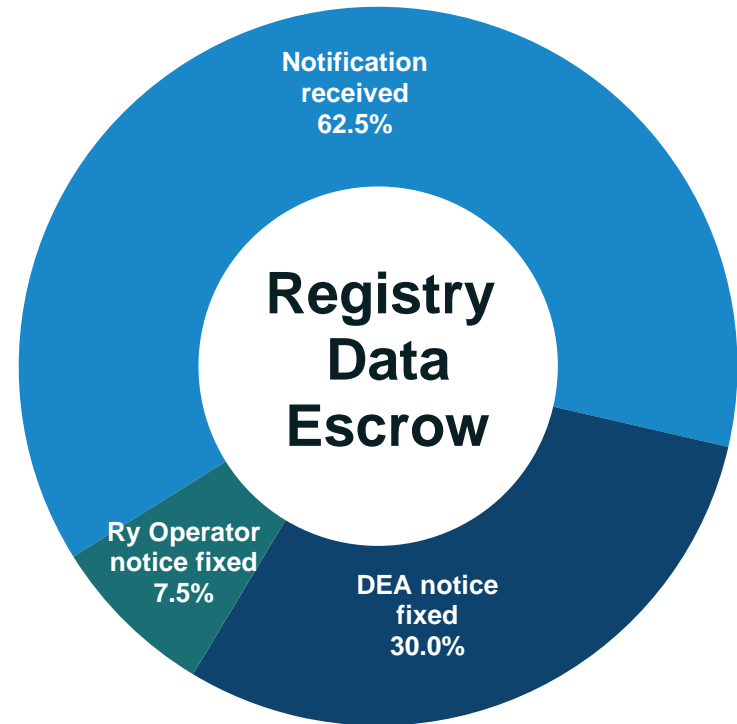
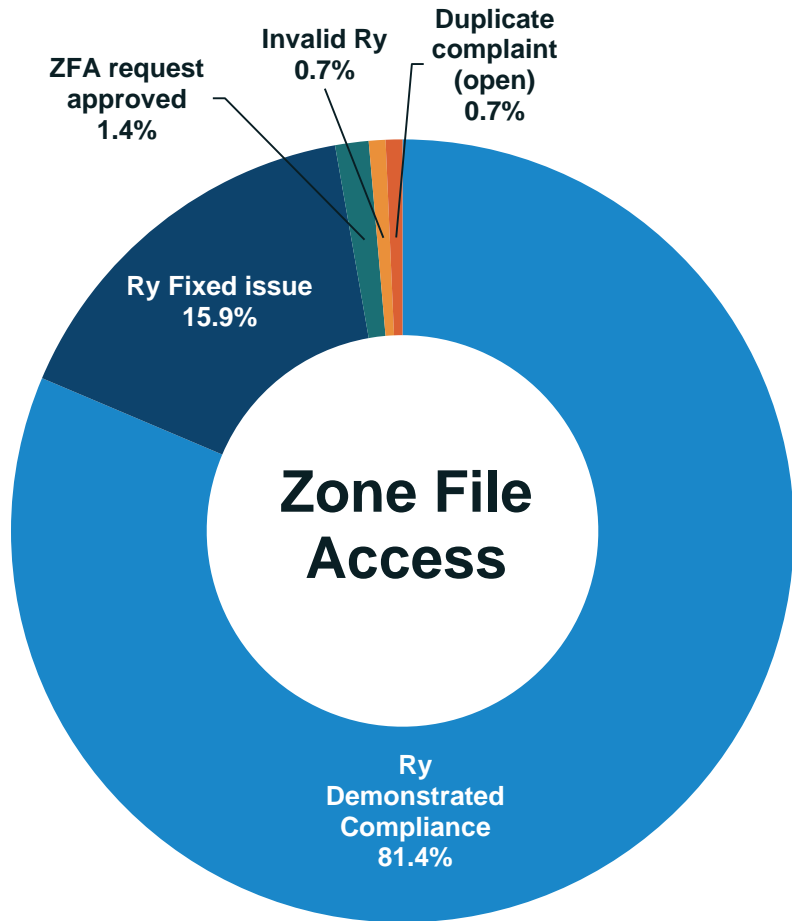
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Registry Metrics

Registry Complaint Types in Detail

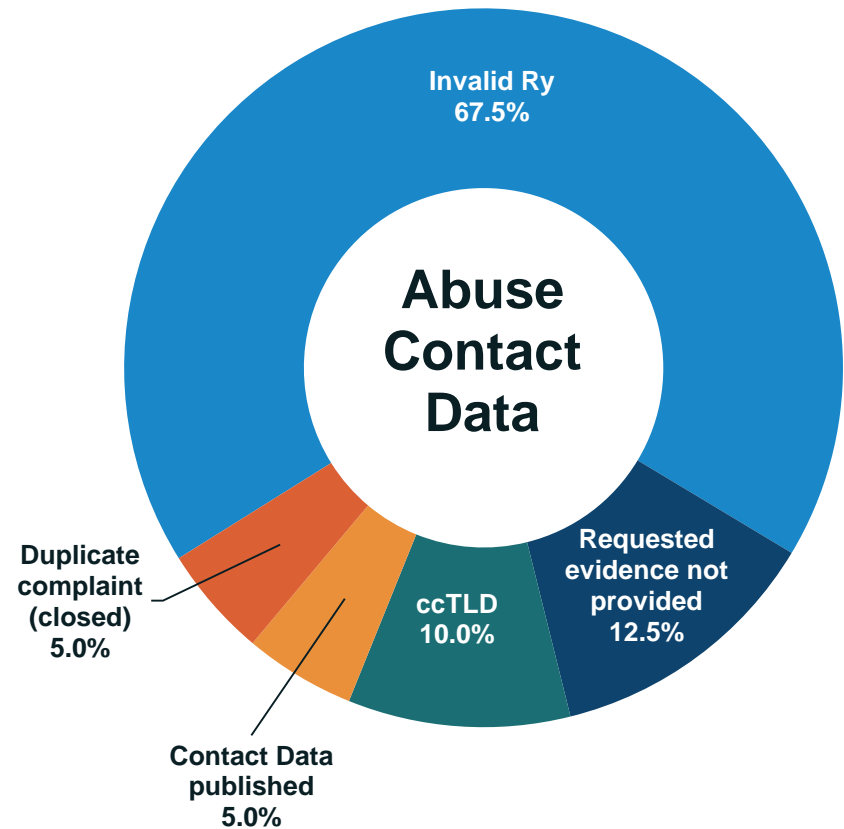
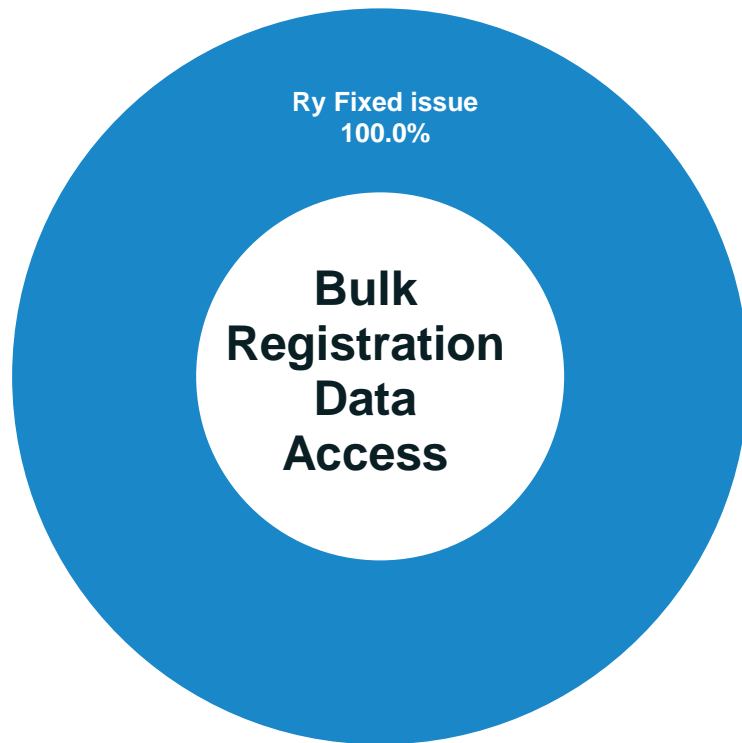
Registry Complaints	Quantity		Closed before 1st inquiry / notice		ICANN Issue	
	Q2 2017	Q3 2017	Q2 2017	Q3 2017	Q2 2017	Q3 2017
Abuse Contact Data	27	39	27	41	0	0
Bulk Registration Data Access	36	8	0	0	0	0
Bulk Zone File Access (ZFA)	2	2	0	0	0	0
Claims Services	0	1	0	1	0	0
Code Of Conduct	2	2	3	3	0	0
Monthly Report	20	13	0	0	0	0
Public Interest Commitments (PIC)	1	3	1	3	0	0
Registration Restrictions Dispute Resolution Procedure	11	8	11	8	0	0
Registry Data Escrow	27	52	2	0	0	0
Registry Other	21	25	22	16	0	0
Reserved Names/Controlled Interruption	13	13	10	13	0	0
Service Level Agreement	16	7	17	7	0	0
Service Level Agreement Alerts	24	26	0	3	0	3
Uniform Rapid Suspension (URS)	5	0	5	0	0	0
Wildcard Prohibition	15	0	0	0	0	0
Zone File Access	184	138	74	4	0	0
Total	404	337	172	99	0	3

Registry Complaint Types and Top Closure Reasons (July – September 2017)



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Registry Complaint Types and Top Closure Reasons (July – September 2017)



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ICANN Contractual Compliance

Thank you for taking the time to review the Contractual Compliance Quarterly Metrics.

If you have any questions, email them to:

compliance@icann.org

To learn more about the ICANN Contractual Compliance Quarterly Metrics, go to: [ICANN Contractual Compliance Quarterly Metrics Explanation](#).