Contractual Compliance
Quarterly Metrics

2018 Quarter Four
October – December 2018
Contractual Compliance Metrics

1. Global Metrics
2. Registrar Metrics
3. Registry Metrics
Global Metrics
Registrar and Registry Complaints by Region (October – December 2018)

<table>
<thead>
<tr>
<th>Region</th>
<th>Domain Volume (as of Sep 2018)</th>
<th>Complaints</th>
<th>Complaints per Domain Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>129.1M</td>
<td>3,461</td>
<td>0.003%</td>
</tr>
<tr>
<td></td>
<td>2,630</td>
<td>172</td>
<td>6.5%</td>
</tr>
<tr>
<td></td>
<td>618</td>
<td>19</td>
<td>3.1%</td>
</tr>
<tr>
<td>Latin America</td>
<td>0.6M</td>
<td>47</td>
<td>0.008%</td>
</tr>
<tr>
<td></td>
<td>26</td>
<td>8</td>
<td>30.8%</td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>2</td>
<td>11.8%</td>
</tr>
<tr>
<td>Europe</td>
<td>26.7M</td>
<td>712</td>
<td>0.003%</td>
</tr>
<tr>
<td></td>
<td>192</td>
<td>83</td>
<td>43.2%</td>
</tr>
<tr>
<td></td>
<td>397</td>
<td>19</td>
<td>4.8%</td>
</tr>
<tr>
<td>Africa</td>
<td>59,514</td>
<td>21</td>
<td>0.035%</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>8</td>
<td>66.7%</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>3</td>
<td>42.9%</td>
</tr>
<tr>
<td>APAC</td>
<td>44.6M</td>
<td>1,490</td>
<td>0.003%</td>
</tr>
<tr>
<td></td>
<td>353</td>
<td>116</td>
<td>32.9%</td>
</tr>
<tr>
<td></td>
<td>215</td>
<td>16</td>
<td>7.4%</td>
</tr>
</tbody>
</table>

LEGEND

- Domain Volume (as of Sep 2018)
- Complaints
- Complaints per Domain Volume
- Registrars per region
- Registrars with Complaints
- Registrars with complaints, per region
- Registries per region
- Registries with Complaints
- Registries with complaints, per region
### Regional Registrar Turnaround Time (October – December 2018)

<table>
<thead>
<tr>
<th>Region</th>
<th>1st Notice TAT</th>
<th>2nd Notice TAT</th>
<th>3rd Notice TAT</th>
<th>Average TAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>12.3</td>
<td>8.5</td>
<td>6.5</td>
<td>9.1</td>
</tr>
<tr>
<td>Europe</td>
<td>9.4</td>
<td>7.5</td>
<td>6.4</td>
<td>8.5</td>
</tr>
<tr>
<td>APAC</td>
<td>12.6</td>
<td>13.3</td>
<td>6.4</td>
<td>10.8</td>
</tr>
<tr>
<td>Africa</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Latin America</td>
<td>9.3</td>
<td>6.0</td>
<td>5.0</td>
<td>7.7</td>
</tr>
</tbody>
</table>

**Turnaround Time in Business Days**
Regional Registry Turnaround Time (October – December 2018)

<table>
<thead>
<tr>
<th>Region</th>
<th>1st Notice TAT</th>
<th>2nd Notice TAT</th>
<th>3rd Notice TAT</th>
<th>Average TAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>5.3</td>
<td>3.7</td>
<td>2.5</td>
<td>3.8</td>
</tr>
<tr>
<td>Europe</td>
<td>6.1</td>
<td>6.3</td>
<td>6.5</td>
<td>6.3</td>
</tr>
<tr>
<td>APAC</td>
<td>5.7</td>
<td>6.0</td>
<td>5.0</td>
<td>5.6</td>
</tr>
<tr>
<td>Africa</td>
<td>14.0</td>
<td>6.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latin America</td>
<td></td>
<td></td>
<td></td>
<td>10.0</td>
</tr>
</tbody>
</table>

Turnaround Time in Business Days
Global Formal Notice Activity (October – December 2018)

<table>
<thead>
<tr>
<th>Notices</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach</td>
<td>8</td>
</tr>
<tr>
<td>Non-Renewal</td>
<td>0</td>
</tr>
<tr>
<td>Suspension</td>
<td>0</td>
</tr>
<tr>
<td>Termination</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Breach Notice Reason</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach Notice Reasons</td>
<td>8</td>
</tr>
<tr>
<td>• Cured *</td>
<td>2</td>
</tr>
<tr>
<td>• Not Cured</td>
<td>6</td>
</tr>
</tbody>
</table>

Breach Notice Reasons

- 2013 RAA 3.9 - Pay accreditation fees; 62.5%
- 2013 RAA 3.6 - Escrow registration data; 12.5%
- Base RA Article 6 - Pay past due fees; 25.0%

* There were an additional 2 breach notices reasons that were sent in a previous period & cured in this period.

Disclaimer: Due to rounding, percentages may not always add up to 100%.
Global Formal Notice Trends (October – December 2018)

**Region**

- Africa: 1
- APAC: 3
- Europe: 4
- Latin America / Caribbean: 2
- North America: 7

**Contract Type**

- 2009 RAA: 5
- 2013 RAA: 4
- RA: 1

- Breach: Blue
- Suspension: Green
- Termination: Orange
Complaint and Notice Volumes by Quarter

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Complaint Volume</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registrar</td>
<td>11,911</td>
<td>6,046</td>
</tr>
<tr>
<td>Registry</td>
<td>298</td>
<td>145</td>
</tr>
<tr>
<td>Total New Complaints</td>
<td>12,209</td>
<td>6,191</td>
</tr>
<tr>
<td><strong>Complaints Closed</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume Closed Before 1st Notice</td>
<td>7,398</td>
<td>4,415</td>
</tr>
<tr>
<td>Total Closed</td>
<td>8,793</td>
<td>5,648</td>
</tr>
<tr>
<td><strong>Formal Notices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notice of Breach</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Contract Non-Renewal</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notice of Suspension</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Notice of Termination</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>
Satisfaction Survey Results

- **Total - # of Participants:**
  - July - September 2018: 31
  - October - December 2018: 33
  - Total: 64

- **Reporters - # of Participants:**
  - July - September 2018: 30
  - October - December 2018: 30
  - Total: 60

- **Contracted Parties - # of Participants:**
  - July - September 2018: 3
  - October - December 2018: 3
  - Total: 6

- **Total - # of Satisfied:**
  - July - September 2018: 77
  - October - December 2018: 74
  - Total: 151

- **Reporters - # of Satisfied:**
  - July - September 2018: 30
  - October - December 2018: 30
  - Total: 60

- **Contracted Parties - # of Satisfied:**
  - July - September 2018: 3
  - October - December 2018: 3
  - Total: 6

**Data Source:**
- **July - September 2018**
- **October - December 2018**
Registrar Metrics
# Registrar Complaint Types in Detail

<table>
<thead>
<tr>
<th>Registrar Complaints</th>
<th>Quantity</th>
<th>Closed before 1st inquiry / notice</th>
<th>ICANN Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q3 2018</td>
<td>Q4 2018</td>
<td>Q3 2018</td>
</tr>
<tr>
<td>Abuse</td>
<td>207</td>
<td>242</td>
<td>144</td>
</tr>
<tr>
<td>CEO Certification</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Service</td>
<td>72</td>
<td>43</td>
<td>61</td>
</tr>
<tr>
<td>Data Escrow</td>
<td>17</td>
<td>70</td>
<td>1</td>
</tr>
<tr>
<td>Domain Deletion</td>
<td>219</td>
<td>206</td>
<td>225</td>
</tr>
<tr>
<td>Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)</td>
<td>31</td>
<td>30</td>
<td>27</td>
</tr>
<tr>
<td>Domain Renewal</td>
<td>216</td>
<td>235</td>
<td>186</td>
</tr>
<tr>
<td>Failure To Notify</td>
<td>11</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Fees</td>
<td>16</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Privacy/Proxy</td>
<td>8</td>
<td>9</td>
<td>12</td>
</tr>
<tr>
<td>Registrar Contact</td>
<td>47</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td>Registrar Information Specification (RIS)</td>
<td>34</td>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>Registrar Other</td>
<td>25</td>
<td>23</td>
<td>0</td>
</tr>
<tr>
<td>Reseller Agreement</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Transfer</td>
<td>1107</td>
<td>877</td>
<td>1028</td>
</tr>
<tr>
<td>Uniform Domain-Name Dispute-Resolution (UDRP)</td>
<td>64</td>
<td>54</td>
<td>39</td>
</tr>
<tr>
<td>WHOIS Format</td>
<td>146</td>
<td>117</td>
<td>137</td>
</tr>
<tr>
<td>WHOIS Inaccuracy</td>
<td>9,436</td>
<td>3,860</td>
<td>5,160</td>
</tr>
<tr>
<td>WHOIS Quality Review</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>WHOIS Inaccuracy Bulk Submission</td>
<td>0</td>
<td>168</td>
<td>0</td>
</tr>
<tr>
<td>WHOIS Inaccuracy Individual submission</td>
<td>3,733</td>
<td>3,688</td>
<td>3,725</td>
</tr>
<tr>
<td>WHOIS Accuracy Reporting System (WHOIS ARS)</td>
<td>5,702</td>
<td>0</td>
<td>1,435</td>
</tr>
<tr>
<td>WHOIS Service Level Agreements</td>
<td>89</td>
<td>95</td>
<td>109</td>
</tr>
<tr>
<td>WHOIS Unavailable</td>
<td>165</td>
<td>125</td>
<td>112</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,911</strong></td>
<td><strong>6,046</strong></td>
<td><strong>7,318</strong></td>
</tr>
</tbody>
</table>
Registrar Complaint Volume and Turnaround Time (TAT)

Total Complaints
- Q3 2018: 11,911
- Q4 2018: 6,046

Closed before 1st inquiry / notice
- Q3 2018: 7,318
- Q4 2018: 4,368

ICANN Issues
- Q3 2018: 2

Average Days, Received to Closed
- Q3 2018: 13
- Q4 2018: 20

Registrar Average TAT
- 1st Notice: Q3 2018: 11.1, Q4 2018: 12.0

Staff Average TAT
- Open WIP-1st Notice: Q3 2018: 1.3, Q4 2018: 1.3
- 2nd WIP-2nd Notice: Q3 2018: 2.8, Q4 2018: 3.0
- 3rd WIP-3rd Notice: Q3 2018: 2.0, Q4 2018: 3.7
Registrar Complaint Types and Top Closure Reasons (October – December 2018)

**WHOIS Inaccuracy***
- Requested evidence not provided: 56.7%
- Data changed: 6.0%
- ccTLD: 7.2%
- Domain suspended or canceled: 26.4%
- Duplicate complaint (open): 3.6%

**Transfer**
- Requested evidence not provided: 63.9%
- Registrar demonstrated compliance: 3.8%
- ccTLD: 10.2%
- Transfer completed: 10.3%
- Duplicate complaint (open): 11.8%

* 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 (October – December 2018)

**Domain Renewal**
- Requested evidence not provided: 51.6%
- Duplicate complaint (open): 26.7%
- Registrar Compliant - ERRP: 9.3%
- ccTLD: 8.9%
- Rr fixed issue - ERRP: 3.6%

**WHOIS Unavailable**
- Requested evidence not provided: 51.3%
- Service restored: 19.5%
- External issue to Registrar: 8.0%
- Duplicate complaint (open): 9.7%
- ccTLD: 11.5%

Disclaimer: Due to rounding, percentages may not always add up to 100%.
Registrar Complaint Types and Top Closure Reasons (October – December 2018)

**Domain Deletion**
- Domain still in DNS: 5.6%
- ccTLD: 6.7%
- Duplicate complaint (open): 9.6%
- Domain not suspended: 15.7%
- Requested evidence not provided: 62.4%

**Abuse**
- Requested evidence not provided: 44.5%
- Responded to abuse report (non-LEA): 18.9%
- ccTLD: 13.2%
- Domain suspended or canceled (Abuse): 18.1%
- Spam: 5.3%

**Disclaimer:** Due to rounding, percentages may not always add up to 100%.
Registry Metrics
## Registry Complaint Types in Detail

<table>
<thead>
<tr>
<th>Registry Complaints</th>
<th>Quantity</th>
<th>Closed before 1st inquiry / notice</th>
<th>ICANN Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q3 2018</td>
<td>Q4 2018</td>
<td>Q3 2018</td>
</tr>
<tr>
<td>Abuse Contact Data</td>
<td>14</td>
<td>20</td>
<td>14</td>
</tr>
<tr>
<td>Bulk Registration Data Access</td>
<td>5</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Bulk Zone File Access (ZFA)</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Claims Services</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Code Of Conduct</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Continued Operations Instrument (COI)</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Monthly Report</td>
<td>3</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Public Interest Commitments (PIC)</td>
<td>6</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Registration Restrictions Dispute Resolution Procedure</td>
<td>5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Registry Data Escrow</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Registry Fees</td>
<td>1</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Registry Other</td>
<td>12</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Reserved Names/Controlled Interruption</td>
<td>8</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Service Level Agreement</td>
<td>4</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Service Level Agreement Alerts</td>
<td>4</td>
<td>16</td>
<td>2</td>
</tr>
<tr>
<td>Uniform Rapid Suspension (URS)</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Wildcard Prohibition</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Zone File Access</td>
<td>226</td>
<td>72</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>298</strong></td>
<td><strong>145</strong></td>
<td><strong>80</strong></td>
</tr>
</tbody>
</table>

*ICANN Issue in Q3 and Q4 2018.*
Registry Complaint Types and Top Closure Reasons (October – December 2018)

ZFA request approved 5.8%
Duplicate complaint (open) 7.2%
Ry Fixed issue 14.5%
Ry Demonstrated Compliance 72.5%

Zone File Access

Ry Fixed issue 100.0%

Service Level Agreements

Disclaimer: Due to rounding, percentages may not always add up to 100%.
Registry Complaint Types and Top Closure Reasons (October – December 2018)

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