



**ICANN**

**COMMUNITY FORUM**

**61**

**SAN JUAN**

10–15 March 2018

# **Registrants - Understanding the issues facing them and helping them navigate ICANN's policies.**

**An update on the ICANN Org Registrant Program**

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ICANN61

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# Program Goals

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- ⦿ Educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.
- ⦿ Identifying and raising awareness about issues and challenges that registrants are facing.

# Domain Name Registrants Education



## Resources

[▶ About ICANN](#)[▶ Board](#)[▶ Accountability](#)[▶ Governance](#)[▶ Groups](#)[Business](#)[Civil Society](#)[▶ Complaints Office](#)[▶ Contractual Compliance](#)[▶ Registrars](#)[▶ Registry Operators](#)

### ▼ [Domain Name Registrants](#)

[Rights and Responsibilities](#)[Domain Name Industry](#)[Registering Your Domain Names](#)[▶ \[Managing Your Domain Name\]\(#\)](#)[Transferring Your Domain Name](#)[Renewing Your Domain Name](#)[Spam, Phishing, and Website Content](#)[Trademark Infringement](#)[GDD Metrics](#)[▶ \[Identifier Systems Security, Stability and Resiliency \\(OCTO IS-SSR\\)\]\(#\)](#)[▶ \[ccTLDs\]\(#\)](#)

## Information for [Domain Name Registrants](#)

This page is available in: [English](#) | [العربية](#) | [Español](#) | [Français](#) | [Русский](#) | [中文](#)

### News and Updates

- [19 December 2017 – Blog: Do you have a domain name? Here's what you need to know. Part III: Having Issues Transferring Your Domain Name?](#)
- [21 November 2017 – Blog: Assisting Registrants in Areas Affected by Hurricane Maria](#)
- [11 October 2017 – Blog: Do you have a domain name? Here's what you need to know. Part II: Transferring your domain name](#)
- [11 October 2017 – 5 Things Every Domain Name Registrant Should Know About ICANN's Transfer Policy](#)
- [31 August 2017 – Blog: Do you have a domain name? Here's what you need to know. Part I: Why you need to keep your contact information up to date](#)
- [30 August 2017 – 5 Things Every Domain Name Registrant Should Know About the WHOIS Data Reminder Policy \(WDRP\)](#)

A domain name registrant is a person or entity that holds the rights to a domain name. As a domain name registrant, you have certain [rights and responsibilities](#). Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration. Your responsibilities include providing accurate contact information for publication in the [WHOIS directory](#), promptly notifying your registrar of any changes to your contact information, and promptly responding to your registrar's request for information relating to your domain name registration. This newly created web page helps you understand your rights and obligations, and manage your domain name registration.

If you have suggestions, or would like to submit an inquiry please contact [ICANN's Global Support Center](#).

Contractual compliance complaints can be submitted [here](#).

### Participate/Get Involved

- [ICANN Policy Development](#)
- [Public Comment Opportunities](#)
- [Get Involved in the ICANN Community](#)

### FAQs

- [FAQs for domain name registrants](#)
- [FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy](#)

# Top ICANN.org unique page views – January 2018

Rank This Month	Rank Last Month	Page
1	1	<a href="#">Home Page</a>
2	2	<a href="#">EPP Status Codes   What Do They Mean, and Why Should I Know?</a>
3	3	<a href="#">2013 Registrar Accreditation Agreement</a>
4	5	<a href="#">Search</a>
5	6	<a href="#">List of Top-Level Domains - ICANN</a>
6	10	<a href="#">FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy (WDRP)</a>
7	4	<a href="#">Whois Data Reminder Policy</a>
8	7	<a href="#">Sign In</a>
9	–	<a href="#">Information for Domain Name Registrants</a>
10	9	<a href="#">Registrant Rights and Responsibilities Under the 2009 Registrar Accreditation Agreement</a>

# Examples - Key Messages of educational content

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- ⦿ As a domain name registrant, you have certain [rights and responsibilities](#). Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration.
- ⦿ Keep contact information associated with your domain name registration up-to-date at all times so you receive important notifications about your domain name.
- ⦿ While ICANN is responsible for making sure that registrars verify and validate the WHOIS information, which includes your contact information, you provide them, ICANN itself does not (and cannot) verify or update WHOIS information. You must contact your registrar to do so.
- ⦿ As a domain name registrant it is one of your [rights](#) to transfer your domain name to another registrar or registrant, and to have access to the necessary information from your registrar regarding the process for making a transfer should you wish to do so.

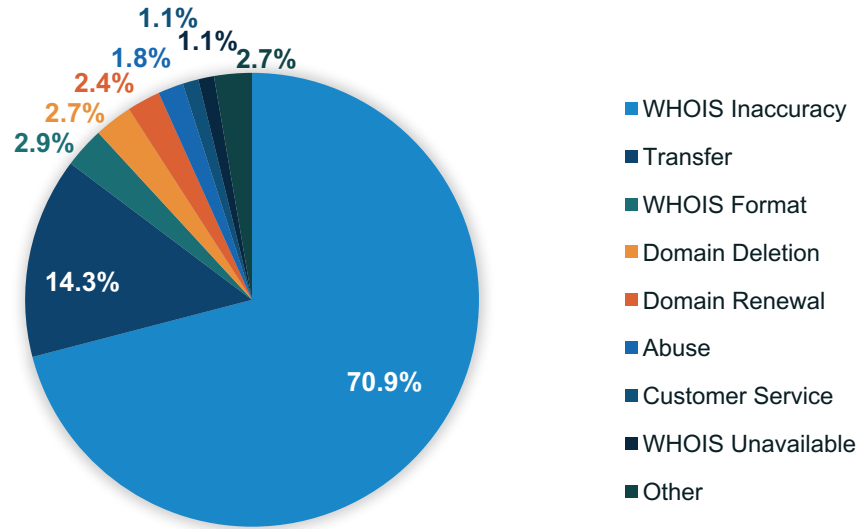
- ◉ [Blog: Do you have a domain name? Here's what you need to know. Part III: Having Issues Transferring Your Domain Name?](#)
- ◉ [Blog: Assisting Registrants in Areas Affected by Hurricane Maria](#)
- ◉ [Blog: Do you have a domain name? Here's what you need to know. Part II: Transferring your domain name](#)
- ◉ [5 Things Every Domain Name Registrant Should Know About ICANN's Transfer Policy](#)
- ◉ [Blog: Do you have a domain name? Here's what you need to know. Part I: Why you need to keep your contact information up to date](#)
- ◉ [5 Things Every Domain Name Registrant Should Know About the WHOIS Data Reminder Policy \(WDRP\)](#)
- ◉ [FAQs for Domain Name Registrants](#)
- ◉ [FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy \(WDRP\)](#)
- ◉ [FAQs: Transferring Your Domain Name](#)



**Identifying and raising awareness about issues and challenges that registrants are facing.**

# Data from ICANN Contractual Compliance

Registrar Complaint Volume by Complaint Type



Note: complaints are submitted by various reporters, including registrants\*

Contractual compliance data is a source to help identify registrant related topics.

If you have any Contractual Compliance related questions, email them to: [compliance@icann.org](mailto:compliance@icann.org).

To view additional ICANN Contractual Compliance metrics, go to: <https://features.icann.org/compliance>.

To learn more about the different complaint types, go to: <https://www.icann.org/compliance/complaint>.

Registrar Complaint Volume & Distribution

Complaint Type	January 2018	Closed before 1st Inquiry / Notice
Abuse	58	46
CEO Certification	7	-
Customer Service	36	45
Data Escrow	10	-
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	5	4
Domain Deletion*	87	107
Domain Renewal*	76	77
Failure To Notify	2	2
Privacy/Proxy	2	1
Registrar Contact	12	13
Registrar Information Specification (RIS)	10	12
Reseller Agreement	1	-
Transfer*	458	401
Uniform Domain-Name Dispute-Resolution (UDRP)*	11	13
WHOIS Format	93	92
WHOIS Inaccuracy* <i>breakdown in italics</i>	2272	1919
<i>Quality Review</i>	1	-
<i>Bulk Submission</i>	27	12
<i>Individual Submission</i>	2244	1501
<i>Accuracy Reporting System</i>	-	406
WHOIS Service Level Agreements	25	42
WHOIS Unavailable	36	35
Total	3201	2809

# ICANN Contractual Compliance – Quarterly Reports (Q4 2017)

Complaint Types	Closure Code Description	# of Complaints
Reseller Agreement	The registration agreement or the registrar's reseller is corrected.	1
Transfer	The change of registrant has been completed.	4
	The change of registrant is not authorized.	1
	The registrar corrected its noncompliance.	2
	The registrar demonstrated compliance with its contractual requirements.	43
	The registrar demonstrated compliance with the change of registrant requirements.	8
	The registrar demonstrated compliance.	4
	The registrar provided evidence that the transfer AuthInfo code was provided to the registrant and the public WHOIS shows the domain is unlocked for transfer.	52
	The transfer cannot be completed due to a dispute over the identity of the registrant or administrative contact.	7
	The transfer cannot be completed due to a transfer or registration within the past 60 days, or a change of registrant lock.	12
	The transfer cannot be completed due to a transfer within the past 60 days.	1
	The transfer cannot be completed due to evidence of fraud.	4
	The transfer cannot be completed due to the change of registrant lock.	3
	The transfer cannot be completed due to the domain being in redemption grace period or pending delete status.	2
	The transfer cannot be completed due to the domain registration occurring within the past 60 days.	1
The transfer cannot be completed without proof of the transfer contact's identity.	10	
	The transfer has been completed.	130
Uniform Domain-Name Dispute-Resolution (UDRP)	The registrar corrected its noncompliance.	1
	The registrar demonstrated compliance with the Uniform Domain Name Dispute Resolution Policy (UDRP) requirements.	5

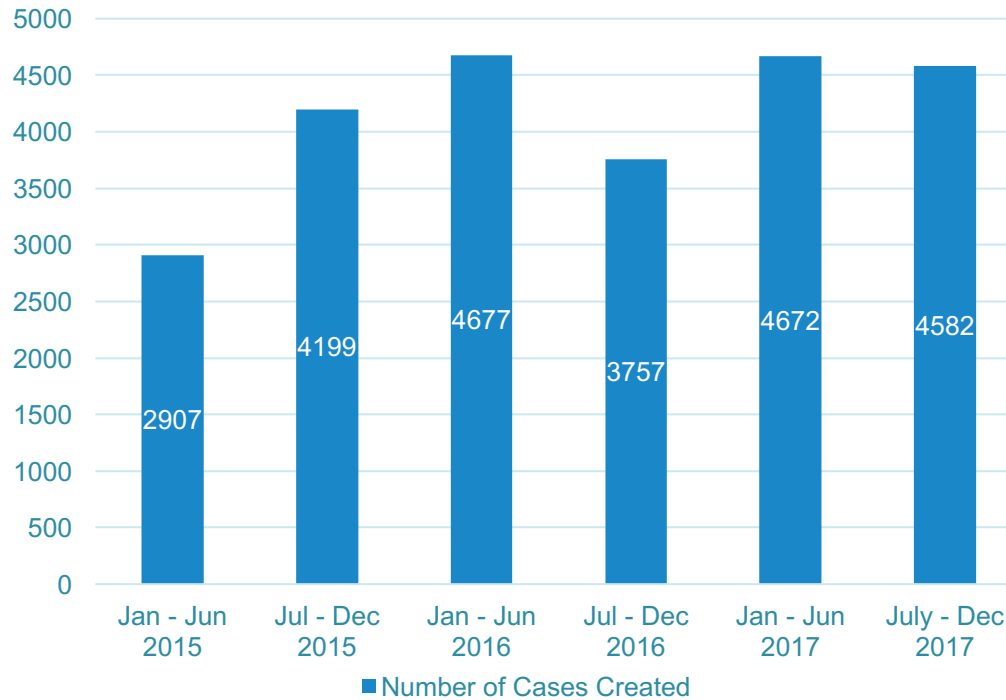
**Quarterly Reports available at:**

<https://features.icann.org/compliance/dashboard/2017/q4/registrar-resolved-codes>

# ICANN Global Support Center (GSC)

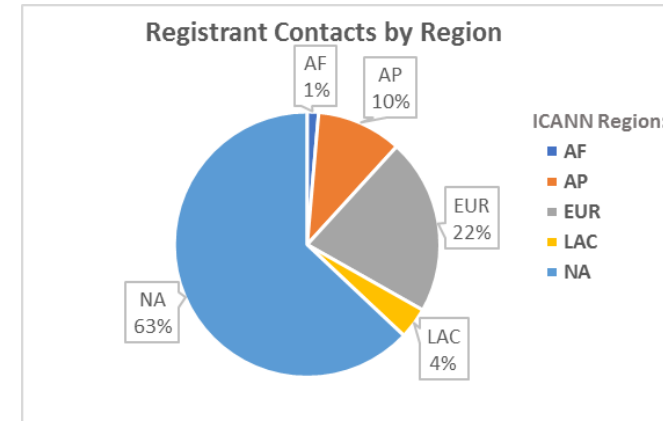
## Registrant Contact Volume Trending January 2015 – December 2017

### 24,794 Registrant Cases Logged



#### Volume Impacts:

- Awareness
- Seasonality
- Incremental Spikes:
  - Content / Fraud – January 2017
  - Complaints Office



# ICANN Global Support Center (GSC)

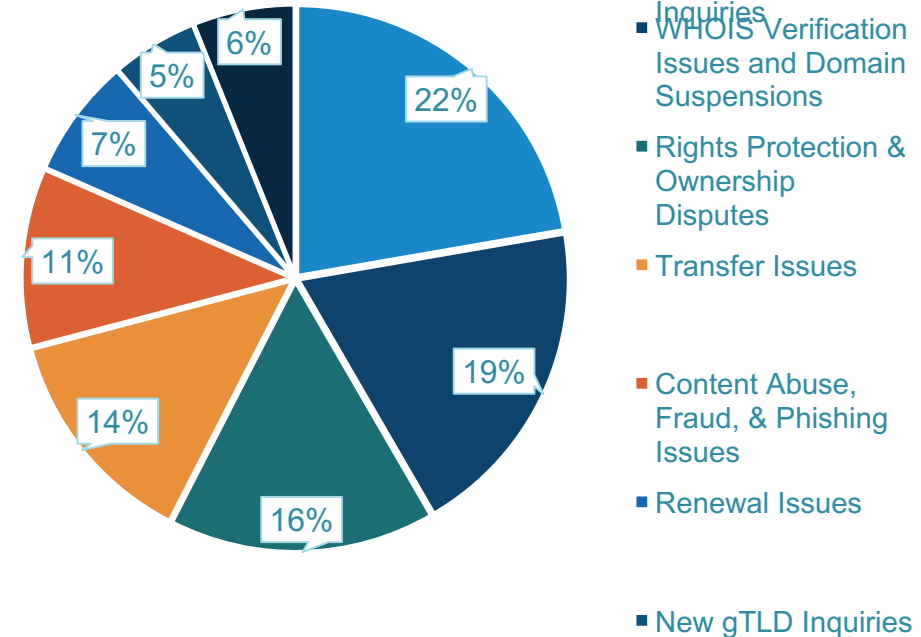
## Observations

Jun – Dec 2017

- Registrants contact us through several avenues
  - Referred by Registrar or Reseller
  - Internet Search
  - 'Contact Us' on icann.org
  - ICANN Complaints Office
  - Phone Calls
- Closed upon explanation / education
  - Help identify Registrar
  - Process explanation
  - Navigation to information on icann.org
  - Explain ICANN's role
  - Refer to ICANN Compliance
- Volume Increase Trends
  - Fraud, Content Abuse, Phishing
  - Renewals & Transfer Issues
  - Rights Protection & Ownership Abuse
- Volume Decrease Trends
  - General Registrar related Inquiries
- Increase in inquiries due to Complaints Office emails

## Drivers for Registrant Contacts

Jun - Dec 2017



# GSC Data – Deeper Analysis

Complaint Types	Complaint Description	# of Complaints
Transfers	Registrar said they sent AuthCode but registrant has not received	6
	Registrar refusing to/not responding to request to send AuthCode to registrant (i.e. domain blocked/suspended, registrar closed/suspended)	4
	Registrant requesting AuthCode directly from ICANN	12
	Transfer was requested but could not be completed due to registrant having incorrect WHOIS data, recently changed contact details, or has recently purchased domain.  (60-day-lock placed on registrant's domains)	23
	Registrar unresponsive or uncooperative to transfer requests (i.e. requesting higher fees, has shutdown, not replying to communication)	20
	Registrants request ICANN expedite the transfer process	7
	Registrants unclear of transfer process, contacting ICANN directly to initiate transfer	7
	General complaints, inquiries, comments  (i.e. Process takes too long, haven't received confirmation of transfer, verification of registrar, web-host vs. registrar clarification, recommending the suspension of various registrars, fee-related inquiries)	11
		Total Complaints Analyzed
	Total Complaints Submitted	592
	Period of Complaints	07/17 – 12/17

# Ongoing work/What's next?

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- ⦿ Share data and information with the community on specific issues registrants are experiencing and their intersection with ICANN policies.
- ⦿ Work with registrars to see how educational content can be best used to benefit registrants (their customers).
- ⦿ Continuing to engage with the community (ALAC, NCSG, others) to better understand what they are doing in support of registrants.
- ⦿ Develop new educational materials for registrants on issues such as the role of ICANN, domain name management, and other trending topics.
- ⦿ Further disseminate content - awareness campaigns, regional outreach.

# Q&A / Open discussion