# I C A N N 63

## ANNUAL GENERAL

## BARCELONA

20–25 October 2018

# What Issues and Challenges are Registrants Having Managing Domain Names?
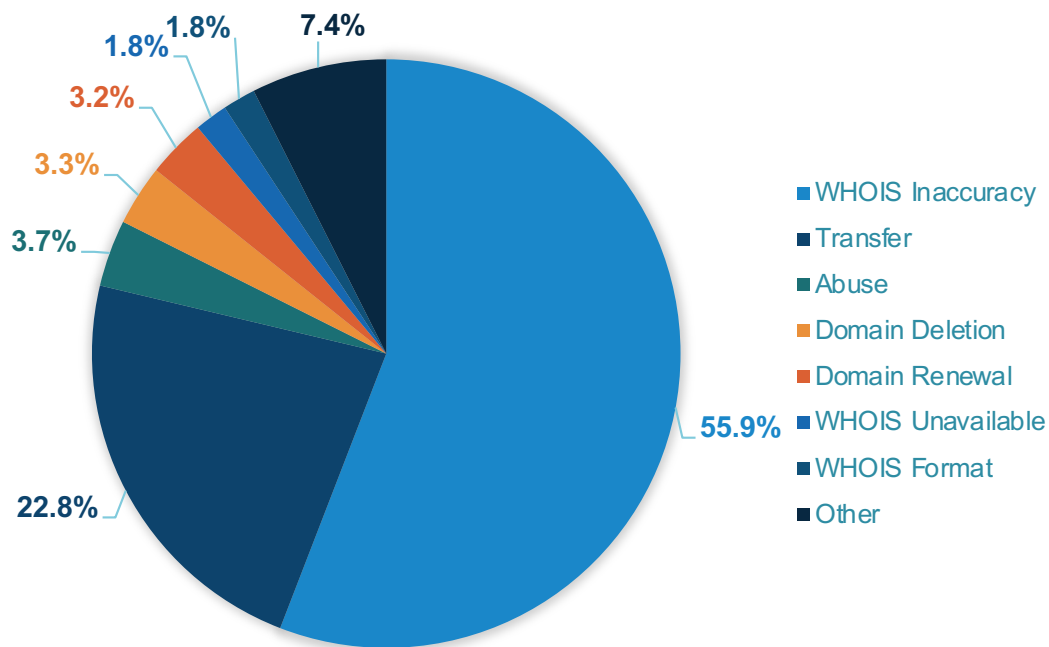
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ICANN

# Program Goals

- 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.

# ICANN GLOBAL SUPPORT CENTER (GSC)-REGISTRANT CONTACT PROFILE

❑ Many are Small and Medium Business Owners, Individual Internet Users, Bloggers, Community site owners

❑ Most Registrants consider their website to be mission critical and/or revenue impacting

❑ Website and Business Emails: Essential and dependent on internet access

❑ Most of the time there is a heightened sense of urgency

❑ Sometimes Regional Challenges: Location and Language of Registrars vs Registrants

❑ Unaware of Internet Community or Ecosystem: ICANN, Registries, Registrars, Resellers, Hosting Providers. Who to contact?

❑ Often Times No Technical Background

❑ Usually a Lack of domain management knowledge, resources, & tools

# Registrar Complaint Volume by Complaint Type September 2018

## Registrar Complaint Volume by Complaint Type



- WHOIS Inaccuracy — 55.9%
- Transfer — 22.8%
- Abuse — 3.7%
- Domain Deletion — 3.3%
- Domain Renewal — 3.2%
- WHOIS Unavailable — 1.8%
- WHOIS Format — 1.8%
- Other — 7.4%

*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.

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 | September 2018 | Closed before 1st Inquiry / Notice |
|---|---|---|
| Abuse | 75 | 57 |
| Customer Service | 31 | 23 |
| Data Escrow | 8 | - |
| Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6) | 14 | 14 |
| Domain Deletion | 68 | 63 |
| Domain Renewal | 66 | 52 |
| Failure to Notify | 3 | 4 |
| Fees | 4 | - |
| Privacy/Proxy | 1 | 2 |
| Registrar Contact | 26 | 23 |
| Registrar Information Specification (RIS) | 9 | 7 |
| Reseller Agreement | 1 | - |
| Transfer | 467 | 456 |
| Uniform Domain-Name Dispute-Resolution (UDRP) | 19 | 9 |
| WHOIS Format | 37 | 41 |
| WHOIS Inaccuracy | 1142 | 1110 |
| breakdown in italics | | |
| Quality Review | - | - |
| Bulk Submission | - | - |
| Individual Submission | 1142 | 1110 |
| Accuracy Reporting System | - | - |
| WHOIS Service Level Agreements | 26 | 33 |
| WHOIS Unavailable | 47 | 35 |
| Total | 2044 | 1929 |

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# Registrant Educational Resources: www.icann.org/registrants



| GET STARTED | NEWS & MEDIA | POLICY | PUBLIC COMMENT | **RESOURCES** | COMMUNITY | IANA STEWARDSHIP & ACCOUNTABILITY |

**Resources**
- ▶ About ICANN
- ▶ Board
- ▶ Accountability
- ▶ Governance
- ▶ Groups
  - Business
  - Civil Society
- ▶ Complaints Office
- ▶ Contractual Compliance
- ▶ Registrars
- ▶ Registry Operators
- ▼ Domain Name Registrants
  - About Domain Names
  - ICANN Policies
  - Domain Name Industry
  - Registering Domain Names
  - ▶ Managing Domain Names
  - Transferring Domain Names
  - Renewing Domain Names
  - Rights and Responsibilities
  - Spam, Phishing, and Website Content
  - Trademark Infringement
  - GDD Metrics
- ▶ Identifier Systems Security, Stability and Resiliency (OCTO IS-SSR)

## Information for Domain Name Registrants

This page is available in:  English | العربية | Español | Français | Русский | 中文

### News and Updates

- Blog: New Report: Issues and Challenges Impacting Domain Name Registrants – (Click Here to Download Full Report [PDF, 294 KB])
- Blog: Do you have a domain name? Here's what you need to know. Part IV: How to Protect Your Domain Name Against Domain Hijacking or Unauthorized Transfers
- 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

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.

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.

### FAQs

- FAQs for domain name registrants
- FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy (WDRP)
- FAQs: Transferring your domain name
- Various FAQs

### Registrant Program Sessions at ICANN Meetings

- ICANN60: Update on ICANN Domain Name Registrant Work
- ICANN61: Registrants - Understanding the issues facing them and helping them navigate ICANN's

# New Report: Issues and Challenges Impacting Domain Name Registrants

# New Report: Issues and Challenges Impacting Domain Name Registrants

**REPORT:**
https://www.icann.org/en/system/files/files/domain-name-registrants-issues-challenges-report-26sep18-en.pdf

- One of the efforts of the ICANN Registrant Program is to identify and raise awareness about issues and challenges that domain name registrants face in managing their domain names. To this end, the ICANN organization is publishing semi-annual reports aimed at providing quantitative data to inform community discussions and collaborations.

- This inaugural report provides data from the ICANN Global Support Center (GSC), ICANN Contractual Compliance and some observations from the ICANN Complaints Office.

⊙ The GSC data is for the six-month period from July-December 2017. Fifteen percent of the total inquiries from each inquiry category (e.g., Renewals, Transfers, WHOIS inquiries) was reviewed and further categorized into more specific issue areas.

⊙ The ICANN Contractual Compliance data is pulled from the June 2018 monthly dashboard report and the 2018 Q2 (April-June) quarterly report, which can both be accessed in their entirety here. ICANN Contractual Compliance's comprehensive and transparent reporting methodology is available here.

⊙ The data and observations from the ICANN Complaints Office come from the ICANN Complaints Office Semi-Annual Report published in March 2018 which can be read in its entirety here.

- ⊙ During the GSC June-December 2017 reporting period, the four most common inquiry types from registrants were domain management issues, WHOIS verification and suspensions, rights protection, and ownership disputes and transfer issues. These four categories account for 71 percent of the 4,582 inquiries received during this reporting period.

- ⊙ While ICANN Contractual Compliance does not track if complainants are registrants or not, they estimate that four of the most common complaint types filed by registrants with ICANN Contractual Compliance are related to Domain Deletion, Domain Renewal, Transfer and UDRP.

- ⊙ WHOIS verification/inaccuracies, domain transfers and renewals are among the top four categories of complaints/inquiries received by both GSC and Contractual Compliance.

- ⊙ One of the key observations in the first Semi-Annual Report of the ICANN Complaints Office was that many registrants do not fully understand ICANN's remit and scope of authority.

# Examples - New Report: Issues and Challenges Impacting Domain Name Registrants

## Inquiry Category: Transfer Issues

*Figure 6:*

| Inquiry Description | # of Inquiries |
|---|---|
| Registrant inquiring about transfer requests that could not be completed (e.g., due to registrant having incorrect WHOIS data, recently changed contact details, or has recently purchased domain). | 23 |
| Registrant inquiring about registrar being unresponsive or uncooperative to transfer requests (e.g. requesting higher fees, has shutdown, not replying to communication). | 20 |
| Registrant requesting AuthCode directly from ICANN. | 12 |
| Registrant requesting that ICANN expedite the transfer process. | 7 |
| Registrant inquiring about the transfer process or contacting ICANN directly to initiate transfer. | 7 |
| Registrant inquiring about registrar having said they sent AuthCode but registrant has not received. | 6 |
| Registrar refusing to/not responding to request to send AuthCode to registrant (e.g. domain blocked/suspended, registrar closed/suspended). | 4 |
| General complaints, inquiries, comments (e.g. process takes too long, haven't received confirmation of transfer, verification of registrar, web-hostversus registrar clarification, recommending the suspension of various registrars, fee-related inquiries). | 11 |
| **Total Inquiries Analyzed** | 90 (15%) |
| **Total Inquiries Submitted** | 592 |

# Examples - New Report: Issues and Challenges Impacting Domain Name Registrants

## Compliance Complaint Type: Domain Renewal

*Figure 11:*

| Complaint Closure Description | # of Complaints |
|---|---|
| The registrar demonstrated compliance with the Expired Registration Recovery Policy (ERRP) requirements. | 13 |
| The registrar corrected its ERRP noncompliance. | 12 |
| The domain has been renewed with the same registrant. | 10 |
| The registrar corrected its noncompliance. | 3 |
| The registrar demonstrated compliance. | 3 |

⊙ The ICANN Registrant Program will continue to work with departments across the organization that have touch points with registrants to gather and analyze data on an ongoing basis; and will publish a similar report semi-annually as part of our broader effort to raise awareness about the issues and challenges that registrants are facing.

⊙ We encourage the ICANN community and any readers of this report to share any data they might have regarding issues impacting registrants to inform future conversations and work.

⊙ Feedback on this report and other relevant data on issues and challenges impacting domain name registrants can be sent to **registrant@icann.org**.

# Q&A / Open discussion

**Open Dialogue – Feedback? Ideas? Suggestions?**

⊙ Can you please share the perspective of your stakeholder group on some issues and challenges you believe domain name registrants may be having when they want to register and manage domain names? Any data to share?

⊙ In your view; are there any particular ICANN policies impacting domain name management that are working well/not as well?

⊙ For CPs: Can you share some of the industry initiatives that registrars/registries are working on to reduce the issues/challenges that their customers (registrants) are having registering and managing (transfer/renewal, whois info, etc.) domain names?

⊙ Can we identify any specific/particular issues/challenges where collaboration between ICANN community groups is necessary to resolve the issue/challenges?

# Engage with ICANN

## Thank You and Questions

Visit us at **icann.org/registrant**
Email: registrant@icann.org

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facebook.com/icannorg

youtube.com/icannnews

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linkedin/company/icann

slideshare/icannpresentations

soundcloud/icann