

ICANN
COMMUNITY FORUM

64

KOBE

9–14 March 2019



Raising Awareness about Registrant Issues and Challenges

ICANN Registrant Program
At-Large Capacity Building Session



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Registrant Rights and Responsibilities

- ⦿ Throughout all of ICANN's work, we endeavor to serve the global public interest, domain name registrants and end-users of the Internet by ensuring a secure and stable domain name system (DNS), all while promoting trust, choice, and competition in the industry. Domain name registrants are an integral component of the DNS; they are the entities or individuals that have acquired the right to use a domain name for a period of time via an agreement with a registrar or reseller.
- ⦿ Domain name registrants have important [rights](#), which include the right to access information from their registrar regarding the processes for registering, managing, transferring, renewing, and restoring domain name registrations. They also have important [responsibilities](#), which include providing accurate contact information for publication in the [WHOIS directory](#), notifying registrars of any changes in contact information, and promptly responding to requests from registrars about information relating to their domain name registration.

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

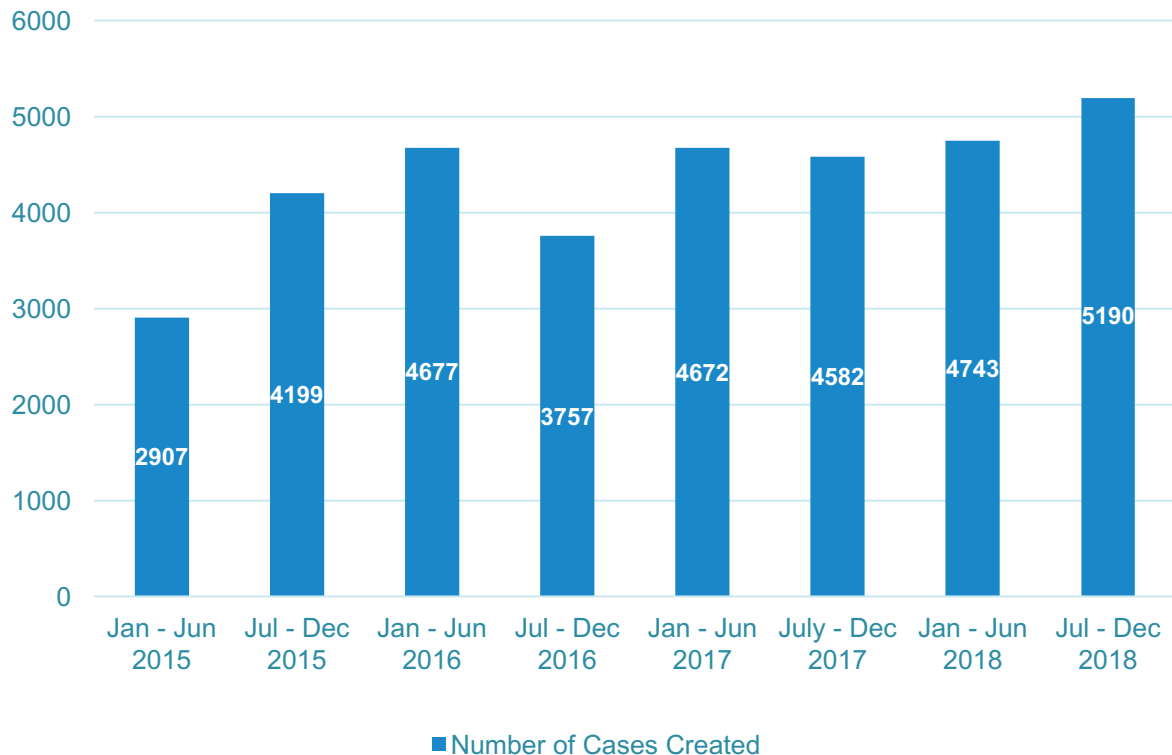
- Many are small and medium business owners, individual Internet users, bloggers, and community site owners
- Most registrants consider their website to be mission critical and/or revenue impacting
- Website and business emails: Essential and dependent on Internet access
- Most of the time, there is a heightened sense of urgency
- Sometimes regional challenges exist: Location and language of registrars vs. registrants
- Unaware of Internet community or ecosystem: ICANN, registries, registrars, resellers, hosting providers. Who to contact?
- Oftentimes little or no technical background
- Usually a lack of domain management knowledge, resources, & tools

ICANN Global Support Center (GSC)

ICANN Global Support

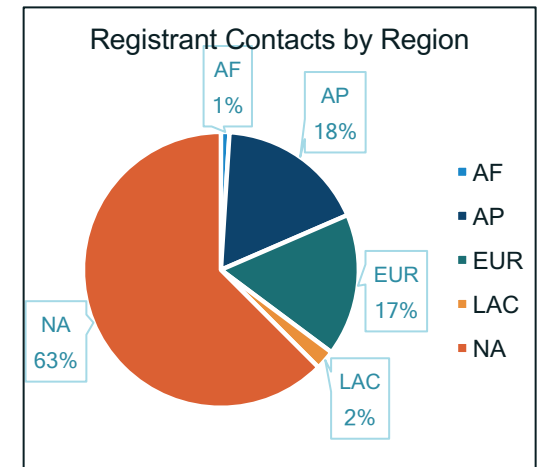
Registrant Contact Volume Trending January 2015 – December 2018

34,727 Registrant Cases Logged



Volume Impacts:

- Awareness
-
-



ICANN Global Support

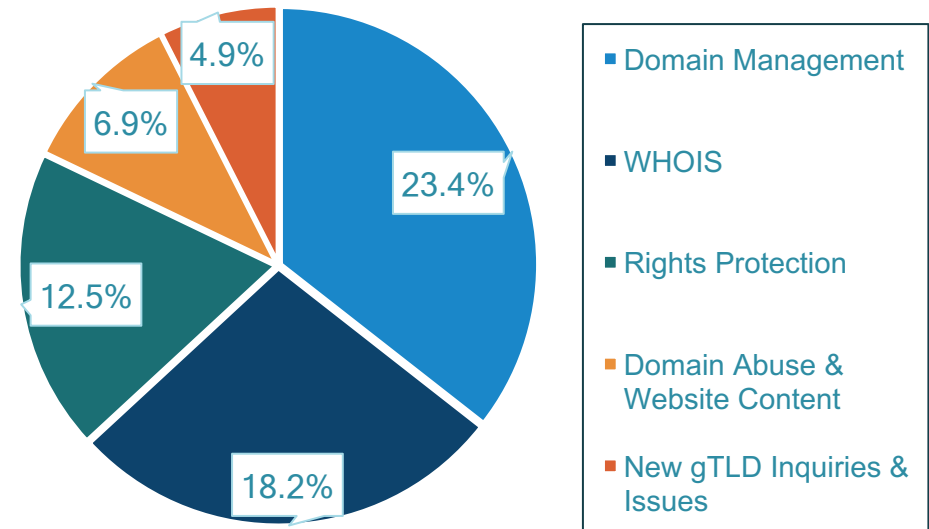
Observations

June – Dec. 2018

- **Registrants contact us through:**
 - Registrar or Reseller Referral
 - Internet Search
 - 'Contact Us' on icann.org
 - ICANN Complaints Office
 - Phone Call
- **Closed upon explanation / education**
 - Help identify Registrar
 - Process explanation
 - Navigation to information on icann.org
 - Explain ICANN's role
 - Refer to ICANN Compliance
- **Volume Trends**
 - Fraud, Content Abuse, Phishing
 - Renewals & Transfer Issues
 - Rights Protection & Ownership Abuse
- **Volume Decrease Trends**
 - General Registrar-related Inquiries
- **Volume is unpredictable**

Top Drivers for Registrant Contacts (66% of 9,933 Inquiries)

Jun - Dec 2018



ICANN Contractual Compliance

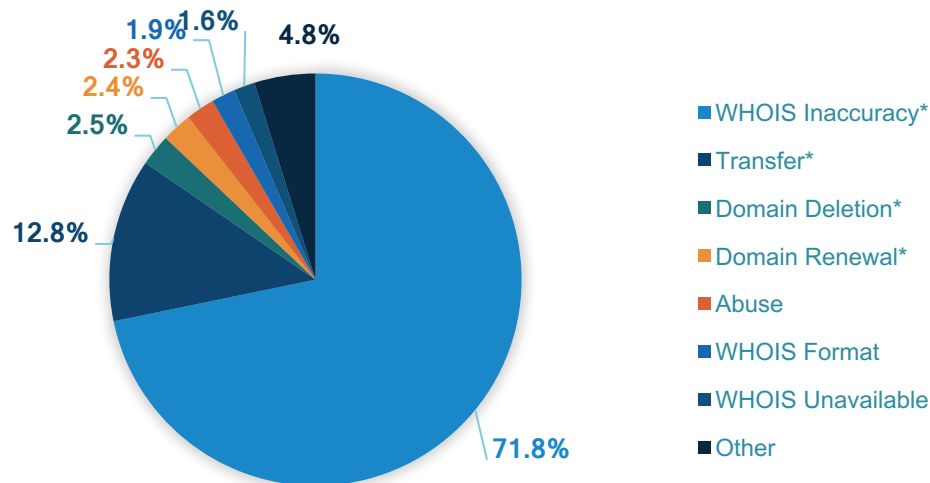
ICANN Contractual Compliance's Role

- ⦿ To be a trusted service provider ensuring that contracted parties (registry operators and registrars) fulfill the requirements in their agreements with ICANN organization for a secure and stable Domain Name System.

- ⦿ Promotes consumer trust by:
 - Preventing compliance challenges through the collaboration with contracted parties
 - Facilitating communication between contracted parties and the end user
 - Attempting to resolve compliance matters and pursue formal remedies when necessary

Data from ICANN Contractual Compliance

Registrar Complaint Volume by Complaint Type
January-December 2018



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>.

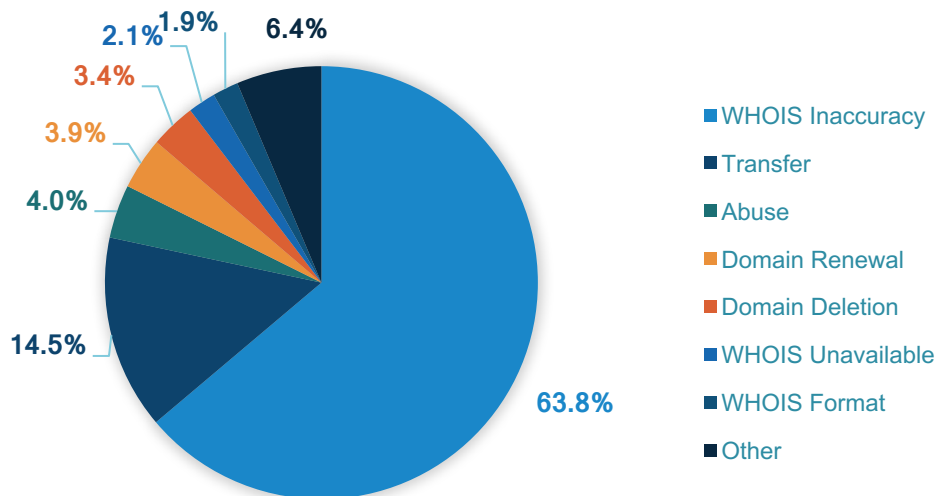
To learn more about the different complaint types, go to:
<https://www.icann.org/compliance/complaint>.

Registrar Complaint Volume & Distribution

Complaint Type	2018
Abuse	787
CEO Certification	30
Customer Service	283
Data Escrow	167
Domain Deletion*	866
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	86
Domain Renewal*	832
Failure To Notify	52
Fees	35
Privacy/Proxy	56
Registrar Contact	150
Registrar Information Specification (RIS)	126
Registrar Other	71
Reseller Agreement	5
Transfer*	4,482
Uniform Domain-Name Dispute-Resolution (UDRP)*	230
WHOIS Format	655
WHOIS Inaccuracy*	25,096
WHOIS Service Level Agreements	386
WHOIS Unavailable	577
Total	34,972

Data from ICANN Contractual Compliance

Registrar Complaint Volume by Complaint Type
October-December 2018



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	Q4 2018
Abuse	242
Customer Service	43
Data Escrow	70
Domain Deletion*	206
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	30
Domain Renewal*	235
Failure To Notify	10
Fees	7
Privacy/Proxy	9
Registrar Contact	35
Registrar Information Specification (RIS)	6
Registrar Other	23
Reseller Agreement	2
Transfer*	877
Uniform Domain-Name Dispute-Resolution (UDRP)*	54
WHOIS Format	117
WHOIS Inaccuracy*	3,860
WHOIS Service Level Agreements	95
WHOIS Unavailable	125
Total	6,046

Common WHOIS-Related Complaints

- ⦿ Incorrect / invalid registration data displayed in WHOIS database.
- ⦿ “Missing” registration data due to the European Union’s General Data Protection Regulation (GDPR) and Temporary Specification
- ⦿ Domain suspended or deleted for non-response to registrar or reseller
- ⦿ Registrants inability to update registration records
 - No access to control panel or no ability to login
 - Non-response from service provider or reseller
- ⦿ Domain holder issues – domains registered in name of hosting providers, resellers or former employees of registrant organization

Common Transfer Complaints

- ⦿ Unable to retrieve “AuthInfo” codes via control panel / user panel
- ⦿ Unable to unlock domain name via control panel / user panel
- ⦿ Transfer requests by someone not listed as registrant or Admin contact
- ⦿ Request transfer between web hosting or service providers
- ⦿ Registrar/reseller denied transfer due to additional fee, such as “Transfer Fee”
- ⦿ Registrar/reseller denied transfer due to pending/ future registration period
- ⦿ Unresponsive/uncooperative resellers or service providers
- ⦿ Hijacked domain/email accounts and unauthorized transfers

Common Renewal Complaints

- ⦿ Registrant did not receive renewal reminders since registrant email is non-functional
- ⦿ Registrant was not able to renew / restore domain because control panel was inaccessible
- ⦿ Registrant paid renewal fee, but domain name was not renewed
- ⦿ Registrar / reseller did not provide information about renewal / redemption fees
- ⦿ Customer service problems such as failed renewal due to payment methods and billing disputes (out of scope)
- ⦿ Reseller's failure to send reminders, inform customer or other issue(s) described above

Recently Published Educational Materials: Domain Name Renewals and Expiration



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 \(ICANN ISSSR\)](#)

Information for Domain Name Registrants

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

News and Updates

- [Blog: Do you have a domain name? Here's what you need to know. Part V: Renewing Your Domain Name](#)
- [5 Things every Domain Name Registrant should know about ICANN's Expired Registration Recovery Policy \(ERRP\)](#)
- [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?](#)

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 Registrants: Domain Name Renewals and Expiration](#)
- [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

New Educational Content: Domain Name Renewals and Expiration

- ⦿ <https://www.icann.org/news/blog/do-you-have-a-domain-name-here-s-what-you-need-to-know-part-5>
- ⦿ Do You Have a Domain Name? Here's What You Need to Know – Part V: Renewing Your Domain Name
- ⦿ **Know the terms of your domain name registration**
- ⦿ **Mark your calendar**
- ⦿ **Consider the auto-renew option**
- ⦿ **Keep an eye out for renewal reminders**

RENEW YOUR DOMAIN NAME BEFORE IT EXPIRES!

GREAT NEWS.

You hold a unique address on the Internet to promote your organization or yourself.

What do you need to do to keep it?

Renew **BEFORE** it expires!

DOMAIN NAME MAINTENANCE

If you haven't renewed your domain name and it is about to expire, now is the time to do it.

If you didn't renew your domain name and it has expired, contact your registrar immediately to find out which of the following three scenarios applies to you:

SCENARIO 1: YOU LOST THE RIGHT TO YOUR DOMAIN NAME

There is no available option to renew or restore your domain name.

About Lost Domain Names:
go.icann.org/lostdomain

SCENARIO 2: YOU MAY HAVE THE OPTION TO RENEW

Depending on the terms of your contract with your registrar, you may have the option to renew the expired domain name for up to 45 days after expiration.

SCENARIO 3: YOU MAY HAVE THE OPTION TO RESTORE

If your expired domain name is deleted by your registrar, then you have the option to restore it within 30 days of deletion.

www.example.com

www.example.com

IF YOU LOST YOUR DOMAIN NAME

You will not be able to get your domain name back and it is available for someone else to register.

Registrar: A registrar is an organization that registers domain names.

QUICK TIPS

- Make sure you check in with your registrar to stay up-to-date with registration and expiration deadlines.
- Don't forget to read the Terms of Service of the registrar or reseller you are registering your domain name with to ensure you understand the fees, rules, and conditions.
- Your registrar must send you two renewal reminders – approximately one month and one week before the domain name's expiration date.
- Your domain name will not function during the 30-day Redemption Grace Period after its deleted.

5 Things every Domain Name Registrant should know about ICANN's Expired Registration Recovery Policy (ERRP)

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

- *The ERRP sets minimum renewal notification requirements for registrars before and after domain names expire, as well as certain requirements for renewal and restoration of expired domain names.*
- *A link to the full ERRP can be found here: <http://www.icann.org/en/resources/registrars/consensus-policies/errp>*

1. Registrars must send you at **least two renewal reminder notices before the domain name expires**, one **approximately one month prior to expiration and the second approximately one week prior to expiration**. If a domain name registration expires and is deleted by the registrar, the registrar must also send at least one additional notice within 5 days after expiration. This notice must include instructions for restoring the registration. All notices are sent to the registrant email address listed in the official contact information of the domain name so make sure **your contact information is up-to-date** to receive these important notices.
2. Registrars **must make their renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonably available to you and other** prospective registrants at the time of registration of a domain name. At a minimum, these fees must be clearly displayed on the registrar's website and a link to these fees, or the fees themselves must be included in the registrar's registration agreements. Registrars must also ensure that these fees are displayed on their resellers' websites. Registrars may change their fees at any time but must notify you if they do. Be sure to keep your contact info up-to-date so you receive any notices of changes to fees.
3. If the Registrar does not immediately delete the domain name upon expiration, it **may offer an Auto Renew Grace Period, a 1-45-day period during which you may renew an expired domain name**. This may come at a fee so be sure to read your Registrar's Terms of Service carefully to see if this Period is offered, for how many days, and any fees that might be associated with it. You should be aware that during the auto-renew period, the domain name may be available to third parties for

- ⦿ Volume 1: <https://www.icann.org/en/system/files/files/domain-name-registrants-issues-challenges-report-26sep18-en.pdf>
- ⦿ The ICANN Registrant Program continues to work with departments across the organization that have touch points with registrants to gather and analyze data.
- ⦿ We expect to publish Volume 2 of this report sometime in the next couple of months. Report will contain updated FY 2018+2019 data from GSC and Compliance.
- ⦿ 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 these reports and other relevant data on issues and challenges impacting domain name registrants can be sent to **registrant@icann.org**.

Q&A / Open discussion:

**How can we all work together to
better raise awareness of
Registrant issues and challenges?**

Open Dialogue: Feedback? Ideas? Suggestions?

- ⦿ Can you please share the perspective of ALAC 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?

Open Dialogue – Feedback? Ideas? Suggestions?

- ⦿ 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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