

# About the Registrant Program

# ICANN org and Registrants

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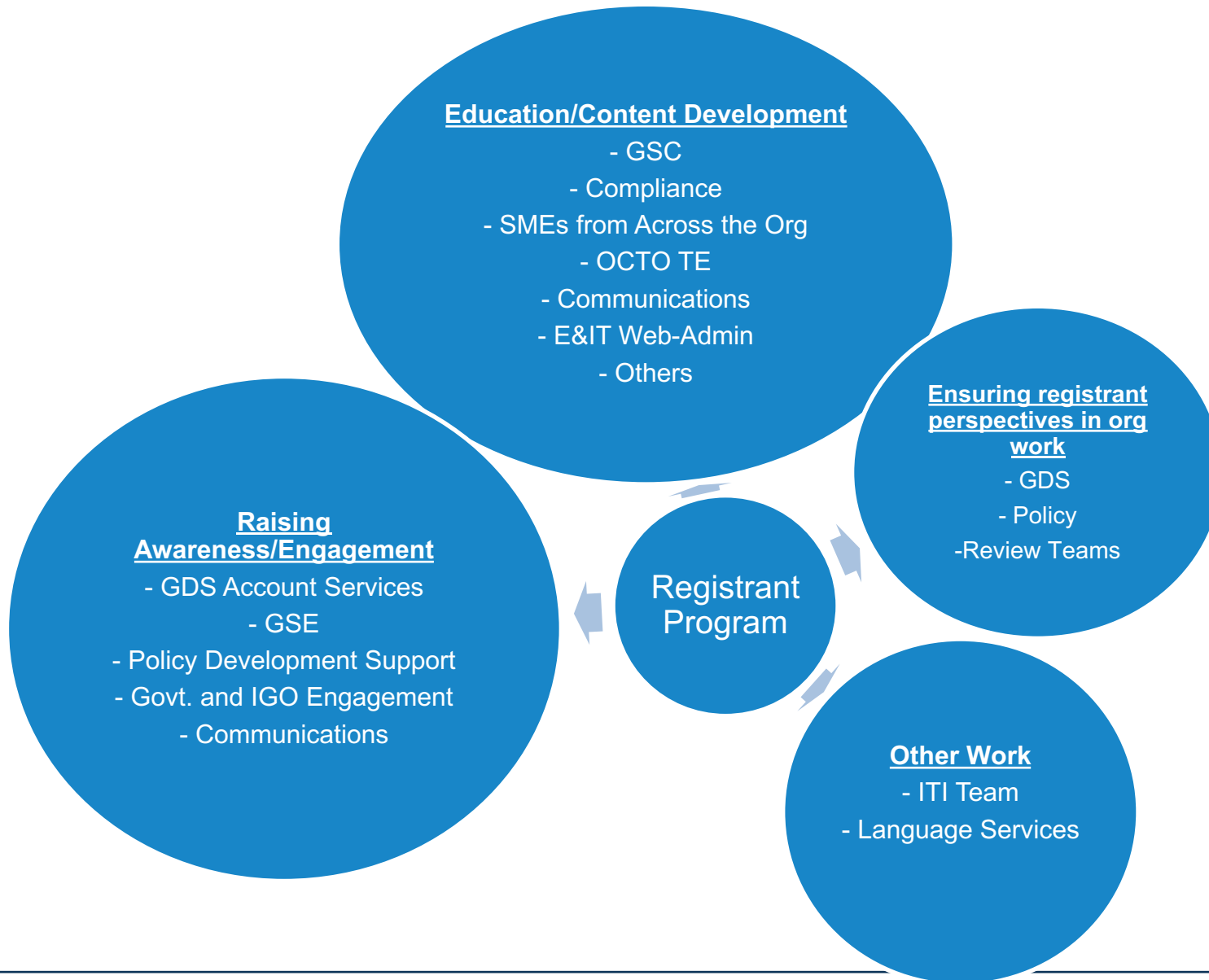
- ⦿ Throughout all of ICANN's work, we endeavor to serve the global public interest, domain name registrants and end-users of the Internet by ensuring a secure and stable domain name system (DNS), all while promoting trust, choice, and competition in the industry.
- ⦿ ICANN organization has always recognized registrants as being essential to a robust DNS and marketplace but more can be done to improve their experience when interacting with the organization.

# Registrant Program Goals

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- ⦿ To educate registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.
  - [icann.org/registrants](https://icann.org/registrants)
  - Blogs, articles, FAQs, Infographics, etc.
  - Presentations, webinars
- ⦿ To identify and raise awareness about issues and challenges that registrants face.
  - Publish ICANN data to inform community dialogue.
  - Engage and collaborate with relevant ICANN community groups.
- ⦿ Ensuring that registrant perspectives are reflected in ICANN org ongoing work/services/reviews.

# ICANN org Registrant Program: Cross-Functional and Collaborative Work



# Recently Published Educational Materials

- ⦿ Launched in March 2020
- ⦿ This educational course aims to educate actual domain name holders (registrants) and the broader end user community on:
  - The rights and responsibilities of registrants.
  - The important role registrants serve in the domain name ecosystem.
  - Domain name management best practices
  - The ICANN policies that impact registrants.
- ⦿ <https://learn.icann.org/-/public-dashboard>

## Issues and Challenges Impacting Domain Name Registrants Reporting Series

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- ⦿ The *'Issues and Challenges Impacting Domain Name Registrants'* report series is part of our broader effort to raise awareness about the issues and challenges registrants face.
- ⦿ We encourage everyone to review the reports and share any data you might have regarding issues impacting registrants to inform ongoing conversations and work.
- ⦿ We'll continue to work with departments across the organization who engage with registrants to gather and analyze data on an ongoing basis.

# **Vol. 4: Issues and Challenges Impacting Domain Name Registrants – Observations from ICANN Global Support Center (GSC)**



# ICANN Global Support Center (GSC) Observations

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## Registrant Contact Profile

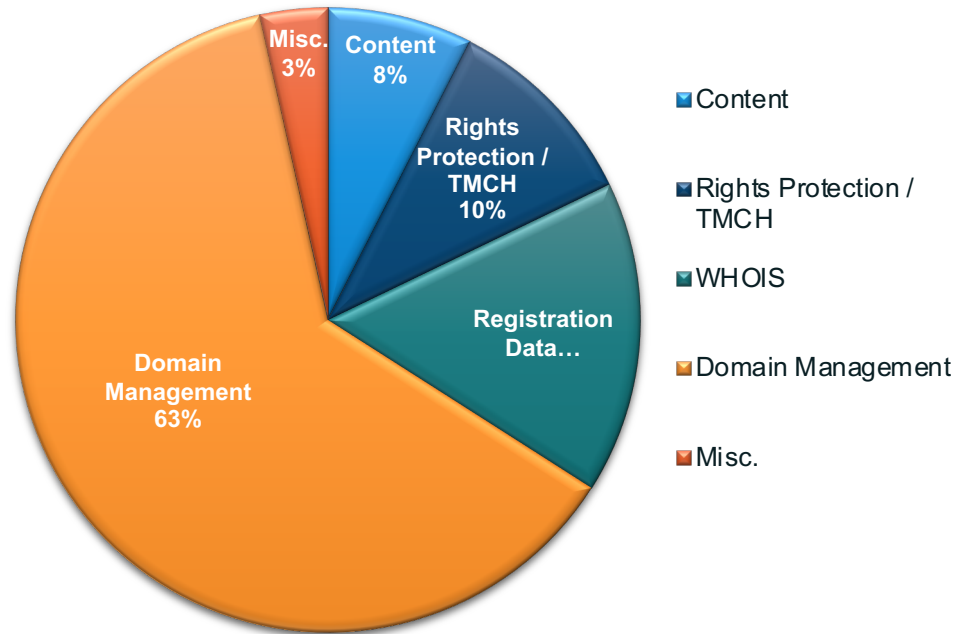
- ⦿ Small and medium-sized business owners, individual Internet users, bloggers, and community site owners.
- ⦿ Most registrants consider their website to be mission critical and/or revenue impacting.
- ⦿ Most of the time, there is a heightened sense of urgency.
- ⦿ Inquires originate from around the world
- ⦿ Unaware of Internet community or ecosystem (ICANN, registries, registrars, resellers, hosting providers), and who to contact.
- ⦿ Little or no technical background.
- ⦿ Lack of domain name management knowledge, resources, and tools.

# ICANN GSC Summary Information

## Observations

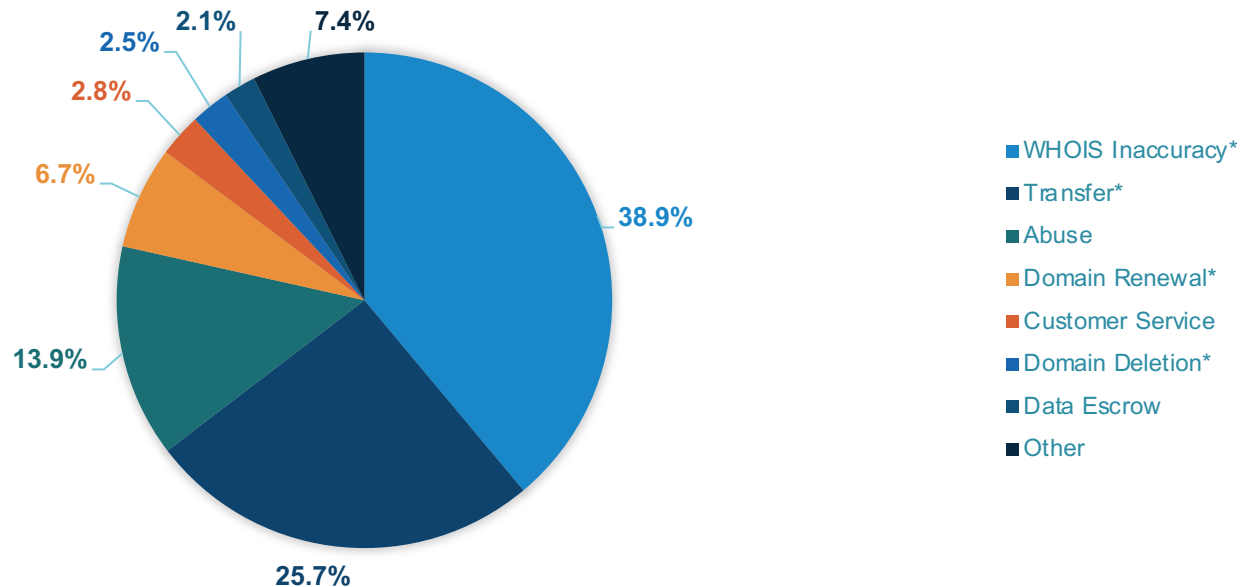
- **Registrants contact us through:**
  - Registrar or Reseller referral
  - Internet search
  - ‘Contact Us’ on icann.org
  - ICANN Complaints Office
  - Phone call
- **Closed upon explanation / education**
  - Help identify their registrar
  - Process explanation
  - Direct to information on icann.org
  - Explain ICANN’s role
  - Refer to ICANN Compliance
- **Volume is unpredictable**

**Registrant Volume (6,039) by Inquiry Type  
March 2020 thru August 2020**



# Data from ICANN Contractual Compliance

Registrar Complaint Volume by Complaint Type  
March 2020 -August 2020



*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>

# Q&A + ALAC Ideas + Feedback?

# Engage with ICANN



## Thank You and Questions

For more information: [icann.org/registrant](https://icann.org/registrant)



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