

# ICANN COMPLIANCE Change of Registrant (CoR) MATRIX<sup>1</sup>

Based on received notices from June 2018 to October 2023<sup>2</sup>

The data reflects what is received in total in NSp. Cases may have been solved but still being reported.

## Total number of complaints received in the Transfer queue

Complaint type:	Received count:	Received total 06.2018-10.2023	Received average month
Transfer		22470	346

## With the Complaint Category: Transfer (Unauthorized Inter-Registrar Transfer)

Complaint Category	Complaint type	Received total 06.2018-10.2023	Received average month
Transfer (Unauthorized Inter-Registrar Transfer)	Transfer	781	12
Transfer (Unauthorized Inter-Registrar Transfer)	Domain Renewal/Redemption	2	0
Transfer (Unauthorized Inter-Registrar Transfer)	Registration Data Inaccuracy	1	0

<sup>1</sup> A complete matrix was distributed to the GNSO-TPR for the Dec 5, 2023 meeting. This document is an extract of the matrix received.

<sup>2</sup> The numbers are all from the Name Service portal (NSp). Previous to NSp was compliance tickets collected using the Kayako system

Transfer (Denied): Other	Abuse	1	0
Transfer (Denied): Other	Domain Renewal/Redemption	6	0
Transfer (Denied): Other	Generic Registrar	5	0
Transfer (Denied): Other	Transfer	8049	124
Transfer (Denied): Other	Domain Suspension	1	0
Transfer (Denied): Other	Registration Data (service down)	1	0
Transfer (Denied): Other	Uniform Domain-Name Dispute-Resolution (UDRP)	2	0

### With the Complaint Category: Transfer (COR)

Complaint Category	Complaint type	Received total 06.2018-10.2023	Received average month
Transfer (Unauthorized COR)	Transfer	206	3
Transfer (COR Denied): COR Not Authorized	Transfer	364	6
Transfer (COR Denied): Court Order	Transfer	16	0
Transfer (COR Denied): Domain Expired	Transfer	251	4
Transfer (COR Denied): Other	Registration Data Inaccuracy	2	0
Transfer (COR Denied): Other	Transfer	1742	27

Transfer (COR Denied): Other	Generic Registrar	1	0
Transfer (COR Denied): Other	Domain Suspension	1	0
Transfer (COR Denied): UDRP, URS or TDRP Proceedings	Transfer	43	1
Transfer (Denied): 60-day COR	Transfer Lock	779	12

## Complaint Type and Complaint Category

"Complaint Type" refers to the nature of complaint that reporters choose from <https://www.icann.org/compliance/complaint> - this helps to route the complaint to the relevant queue (e.g. Transfer, Renewals, Abuse, etc.), while "Complaint Category" is selected during the process of completing the form (e.g. Transfer complaint form) and provides further categorization of issue and possible reasons (e.g. Transfer (Denied): 60-day Lock After Creation or Transfer).

Categories "Transfer (Denied): Other" and "Transfer (COR Denied). "Other" are options to choose when denial is for reasons different from the given list of options or no reason given.

"Generic Registrar" complaint type is for filing complaints about compliance issues that do not fall into other complaint types (e.g. registrar not supporting DNSSEC, IDN, or IPv6, registrar not addressing an issue related to reseller). Compliance metrics provided to the WG showing complaint type other than Transfer, mean that transfer complaints have been misfiled under other types ( "Generic Registrar", "Domain Suspension", "Domain Renewal", etc.)