

ALAC ICANN 43 Pre-Meeting

March 5, 2012



Objective:

To provide a brief update of WHOIS Contractual Compliance Challenges and Next Steps

WHOIS Compliance Summary

- 8,711 WHOIS inaccuracy complaints filed
- 6445 Complaints resolved per process

WHOIS Compliance Challenges and Next Steps:

Registrant as data source

Registrants are responsible for providing accurate WHOIS data.

- RAA Amendments negotiation list

WHOIS Compliance Challenges and Next Steps:

Policy/contract Interpretation

- “take reasonable steps” to investigate ...’
- “registrars “may”, not must cancel names....

RAA Amendments negotiation list

WHOIS Compliance Challenges and Next Steps:

Limited functionalities and automation in current tools and systems

For ex:

- Manual validation and screening of WHOIS data updates
- Manual data analysis and tracking

2 year improvement plan for current and future tools on automation, validation and reporting

WHOIS Compliance Challenges and Next Steps

Lack of effective and efficient process

ICANN conducts numerous follow-up work with registrars before taking escalated compliance action when registrars fail to correct WHOIS inaccuracies

Process improvements identified and being implemented

- Reduce 5- step follow-up process to 3 step follow-up process and
- Request proof of validation early in process

WHOIS Compliance Challenges and Next Steps

Community Misperception concerning WHOIS obligations and ICANN'S authority

For ex:

Some in community believe that ICANN can cancel the registration, if a registrar fails to correct the inaccuracy to the complainant's satisfaction. This is not true.

- Engage in Contractual Compliance outreach activities
- Increase communication and reporting

Questions