

NCPH Compliance Session

Locating Compliance Metrics on ICANN Website

ICANN Contractual Compliance Dashboard

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ICANN Contractual Compliance Performance Reports

Performance metrics provide information to the community on compliance activities through dashboards and reports.

Monthly Dashboard

The monthly dashboard presents data on the complaint volume, the process volume and turn-around times. For a more detailed explanation, learn more about the dashboard report.

- January 2017
- Previous months

Global Reports

Click on the links below for contractual compliance metrics for a rolling 13-month period.

- Percentage of Registrars with Complaints by Region & Country
- Percentage of Registries with Complaints by Region & Country
- Complaints per Notification Cycle by Region
- Informal Complaints by Region
- Formal Complaints by Type & Region
- Formal Notices (Enforcement)
- Complaint Counts by TLD
- Domain Count by Region

Complaint Count

January 2016 - January 2017

Registrar Informal: 46,679
 Registry Informal: 2,407
 Formal: 36

% of Registrars with Complaints by ICANN Region

Hover to see % for that region, and click to see a table with detailed metrics.

<https://features.icann.org/compliance>

ICANN Contractual Compliance Performance Reports

Previous: Percentage of Registries with Complaints by Region & Country Report 3 of 10 Next: Informal Complaints by Region

Complaints per Notification Cycle by Region

January 2016 - January 2017

Region	Volume Received	Volume Closed Before 1st Notice	Volume 1st Notice Sent	Volume 2nd Notice Sent	Volume 3rd Notice Sent	Volume Closed
Europe	5864	3254	2757	437	106	5949

<https://features.icann.org/compliance/complaints-by-cycle>

ICANN Contractual Compliance Dashboard for January 2017

ICANN provides a monthly dashboard summarizing contractual compliance complaint activity. These monthly metrics show the complaint volume as they advance through the overall contractual compliance Informal & Formal process. Learn more about this dashboard report »

Registrars

Complaint Type	Percentage
Whois Inaccuracy	66.9%
Transfer	12.6%
Other	4.7%
Whois Format	4.7%
Data Escrow	2.7%
Domain Deletion	2.6%
Domain Renewal	2.2%
Abuse	1.9%
CEO Certification	1.7%

Registrar Complaint Volume & Distribution

Complaint Type	January 2017	Closed before 1st Inquiry / Notice
ABUSE	62	34

Compliance Process Volume & Turnaround Time

January 2017	Quantity Sent	Process Turnaround Time
Volume 1st Notice Sent	1993	12.6

<https://features.icann.org/compliance/dashboard/0117/report>

ICANN Compliance Yearly Reports

<https://www.icann.org/resources/pages/compliance-reports-2016-04-15-en>

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Contractual Compliance Reports 2016

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2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 | 2008 | 2007 | 2006

Annual Report

[2016 Contractual Compliance Annual Report](#) [PDF, 1.16 MB]

Quarterly Report

[2016 Contractual Compliance Quarter One Report](#) [PDF, 591 KB]
[2016 Contractual Compliance Quarter Two Report](#) [PDF, 547 KB]
[2016 Contractual Compliance Quarter Three Report](#) [PDF, 486 KB]
[2016 Contractual Compliance Quarter Four Report](#) [PDF, 804 KB]

Audit Report

[2016 January Contractual Compliance New Registry Agreement Audit Report](#) [PDF, 220 KB]
[2016 May Contractual Compliance Registrar Audit Report](#) [PDF, 372 KB]

Internet Corporation for Assigned Names and Numbers Contractual Compliance Update

January – March 2016

<http://www.icann.org/en/resources/compliance>

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- [Audit Program Update](#)
- [Complaints Handling and Enforcement Summary](#)

General Update

In March 2016, ICANN Contractual Compliance participated in ICANN's 55th Public Meeting in Marrakech. The presentations can be found at: <https://meetings.icann.org/en/marrakech55/schedule-table>.

Participation in ICANN Policy Development Process

Contractual Compliance staff supported several policy efforts by attending several face-to-face meetings of Working Groups and discussion panels that were conducted during ICANN55 in Marrakech, and providing feedback regarding the intersection of potential new policy with implementation efforts and Contractual Compliance functions. A list of the sessions includes:

- Privacy & Proxy Services Accreditation Issues (PPSAI) Working Group
- Inter-Registrar Transfer Policy (IRTP), Parts C and D
- Transfer and Transition of Contract Information Policy Development

Internet Corporation for Assigned Names & Numbers Contractual Compliance 2016 Annual Report

<http://www.icann.org/en/resources/compliance>

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- [Contractual Compliance Registry Program Summary](#)
- [Contractual Compliance Risk and Audit Program Summary](#)
- [Appendix](#)

I. Highlights of 2016

Letter from the Vice President of Contractual Compliance

The efforts and energy in 2016 focused on enforcing the contracts and policies where applicable, proactively and collaboratively addressing non-compliance issues and expanding and developing the compliance outreach activities.

In 2016, about 425 new gTLDs were delegated, twelve 12 others signed Registry Agreements (RA) but not delegated and about 950 new ICANN registrars accredited. The Contractual Compliance scope went from 1,169 gTLDs and 2,100 registrars in 2015 to approximately 1,215 gTLDs and 2,946 registrars in 2016. The Contractual Compliance team performed over 425 compliance checks of prospective registry operators, including those declaring cross-ownership with registrars or other registries and performed about 1,119 registrar related compliance checks related to contract renewal or new contracts compared to 725 in 2015. The compliance checks related to contract renewal or new contracts compared to 725 in 2015.

Competition, Consumer Choice, Consumer Trust Metrics (For the later session)

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Competition, Consumer Trust and Consumer Choice (CCT) Metrics Reporting

ICANN's Affirmation of Commitments mandates that it review the New gTLD Program in terms of [competition, consumer trust, and consumer choice \(CCT\)](#). The ICANN community recommended a list of metrics and definitions that would inform this review and the ICANN board [approved](#) these metrics. ICANN staff is responsible for collecting data necessary to produce these metrics, which will be part of the recurring [CCT review](#).

This webpage serves as a central reporting space for CCT metrics. Each metric includes the number it was assigned by the community in its [recommendations](#) [DOCX, 105 KB].

Not all approved metrics are included here, as some were incorporated into other efforts. In 2015, ICANN commissioned and published findings from several efforts at capturing metrics related to competition, consumer choice and consumer trust, including a [consumer survey](#), [registrant survey](#) and an [economic study](#). In 2016, a [second consumer survey](#) explored the same issues of consumer choice and trust, in an effort to determine if attitudes had changed one year later. Some, but not all, metrics include information about the period prior to the introduction of the first new gTLDs in October 2013, and will serve as a baseline of comparison for future data. Those metrics include a footnote indicating which period of the data is considered part of the baseline.

ICANN will update the metrics as new data becomes available. The update schedule is noted next to each metric.

View Metrics by Category

- [Compliance](#)
 - [1.6 Notices of Breach Issued to registry operators](#)

<https://www.icann.org/resources/reviews/cct/metrics>