

1. How many reports have you received concerning timeouts on the WHOIS lookup tool on ICANN.org?

As of 20 July 2018, ICANN Contractual Compliance has processed approximately eight tickets related to timeouts on the WHOIS lookup tool on ICANN.org for two registrars (which were from the same registrar family). The source of the timeout problem is that the registrars are limiting queries on their port 43 WHOIS service. ICANN org's whois.icann.org service is recursive and will display the result of the existing contracted party's WHOIS service .

ICANN Contractual Compliance proactively monitors the registrar's port 43 WHOIS service availability using an ICANN tool referred to as WHOIS Server Audit (WSA). Before sending a notice to a registrar regarding the availability of its WHOIS service, ICANN Contractual Compliance confirms the tool's results by conducting WHOIS queries of the service identified by the tool. ICANN Contractual Compliance publishes statistics on processed WHOIS service availability complaints in the complaint type called "WHOIS Unavailable".

2. How many WHOIS inaccuracy reports relate to proxy privacy registrations?

In October 2017, ICANN enhanced the [compliance monthly dashboard](#) to report the WHOIS Inaccuracy complaint by three categories – syntax, operability, and identity; this was based on recommendations from the Competition, Consumer Choice, and Consumer Trust Review Team [draft report](#). Read more in the blog at this link <https://www.icann.org/news/blog/enhancing-transparency-in-contractual-compliance-reporting> .

ICANN does not track WHOIS inaccuracy reports based on whether the domain name is a proxy privacy registration. Please refer to the the quarterly report Registrar Closed Complaints by Closure code at this link <https://features.icann.org/compliance/dashboard/report-list> as some of the closure descriptions describe the resolution of the complaint relating to proxy privacy services.