Consumer Safeguards & Registrants

Discussion Webinar

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ICANN

Consumer Safeguards

⊙ Summary of ICANN's Safeguards

  ○ https://www.icann.org/en/system/files/files/cccs-safeguards-11sep17-en.pdf

⊙ 25 September 2017 Webinar

  ○ Focus on Issues of Importance to Community

  ○ What should ICANN's role be in addressing DNS abuse?

  ○ Are there gaps between DNS abuse and the tools within ICANN's remit to address that abuse?

  ○ Phishing, Malware, Botnets (C&C)… other types of abuse within the DNS?

  ○ How should ICANN collaborate with other stakeholders addressing abuse?

  ○ Is there a threat of governmental regulation?

Consumer Safeguards

⊙ Data inventory:

- OCTO's Domain Abuse Activity Report

- Complaints Officer

- Global Support

- Ombudsman

- Contractual Compliance

Consumer Safeguards

- Contractual Compliance Dashboard – September 2017 - Registrars
  - https://features.icann.org/compliance/dashboard/0917/report
  - https://www.icann.org/news/blog/enhancing-transparency-in-contractual-compliance-reporting

Registrar Complaint Volume & Distribution

Complaint Type	September 2017	Closed before 1st Inquiry / Notice
Abuse	46	38
Customer Service	20	32
Data Escrow	9	1
Domain Name System Security Extensions (DNSSEC), Internationalized Domain Names (IDN), Internet Protocol Version 6 (IPv6)	5	6
Domain Deletion	77	85
Domain Renewal	65	60
Failure To Notify	3	4
Privacy/Proxy	2	3
Registrar Contact	12	9
Registrar Information Specification (RIS)	10	9
Registrar Other	2	-
Reseller Agreement	1	-
Transfer	449	377
Uniform Domain-Name Dispute-Resolution (UDRP)	14	11

Additional Information on the Subject Matter of Complaints

Details on Abuse Complaints	September 2017
New gTLD	
N/A [1]	4
New gTLD Total	4
Legacy gTLD	
N/A [1]	24
Fraudulent, deceptive practices	1
Pharmaceuticals	1
Pharming, Phishing	2
Pharming, Phishing	Spam	1
Registrar Abuse contact	1
Registrar Abuse contact	Other	1
Trademark or Copyright Infringement	3
Legacy gTLD Total	34
Not Specified [2]	
N/A [1]	24
Not Specified Total	8
Details on Abuse Complaints Total	46

Focus on Registrants

⊙ Domain name registrants are an integral part of the Domain Name System (DNS).

⊙ The ICANN org has always helped addressing registrant inquiries.

⊙ In 2017 (and moving forward), added more work to further help registrants:

○ Become more informed participants of the DNS.

○ Understand their rights and obligations.

○ Understand how ICANN policies impact them.
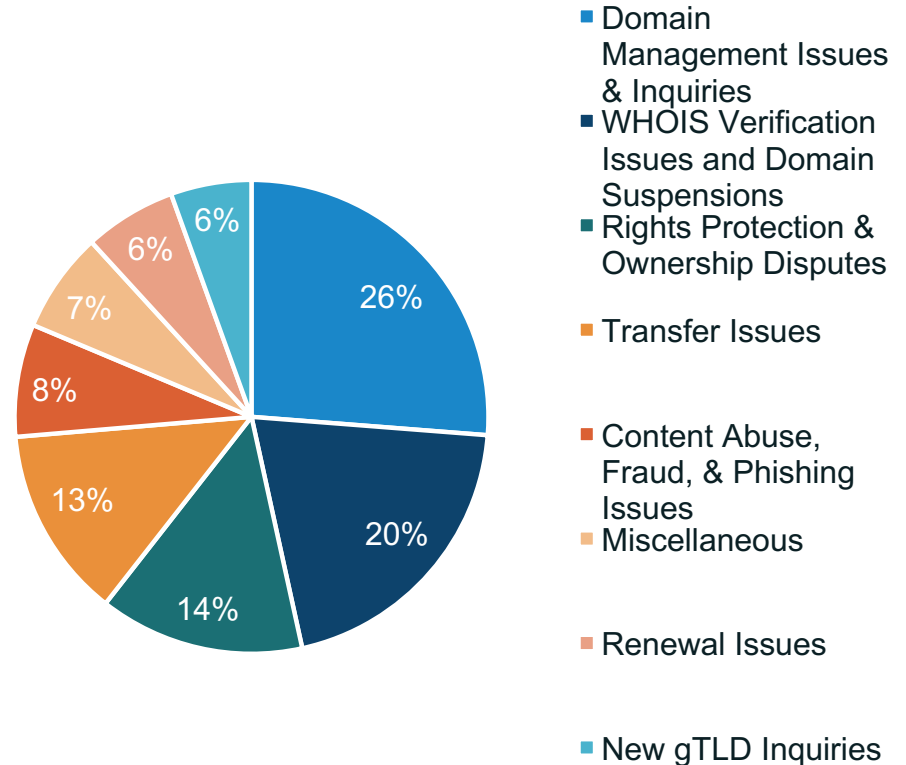
Focus on Registrants

- ⊙ Use data and information from Global Support Center (GSC) and Compliance to help inform the work.

- ⊙ Develop educational content written for registrants (and registrars to use with their customers)

- ⊙ Welcome input and suggestion from community to further current work.

- ⊙ Link to full Update on Domain Name Registrant Work Session from ICANN60: https://participate.icann.org/p8ozx5xp2xe/?launcher=false&fcsContent=true&pbMode=normal

ICANN Global Support Center (GSC)

Observations – FY2017

- Over 80% of volume is from Registrants regarding their domains
  - Referred by Registrar or Reseller
  - Found us via Internet Search
  - 'Contact Us' on icann.org

- Closed upon explanation / education
  - Help identify Registrar
  - Process explanation
  - Navigation to information on icann.org
  - Explain ICANN's role
  - Refer to ICANN Compliance

- Volume Increase Trends
  - Fraud, Content Abuse, Phishing
  - Renewals & Transfer Issues
  - Rights Protection, Ownership Abuse

- Volume Decrease Trends
  - New gTLD Inquiries
  - Domain Management

- 11% Repeat Contacts

- 3.8 / 5.0 -- Overall Satisfaction Rating on Closed Case Surveys

Drivers for Registrant Contacts -- FY2017

- Domain Management Issues & Inquiries — 26%
- WHOIS Verification Issues and Domain Suspensions — 20%
- Rights Protection & Ownership Disputes — 14%
- Transfer Issues — 13%
- Content Abuse, Fraud, & Phishing Issues — 8%
- Miscellaneous — 7%
- Renewal Issues — 6%
- New gTLD Inquiries — 6%

Contractual Compliance Dashboard – September 2017

Registrar Complaint Volume by Complaint Type
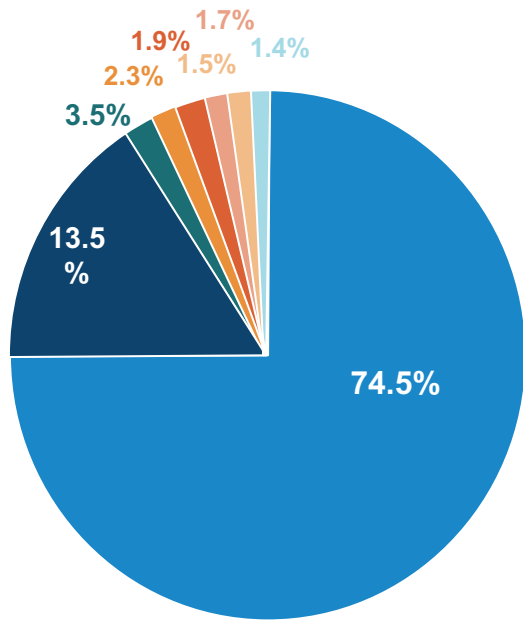
- **WHOIS Inaccuracy**
- **Transfer**
- **Other**
- **Domain Deletion**
- **Domain Renewal**
- **WHOIS Format**
- **WHOIS Service Level Agreement**
- **Abuse**

*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.

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 .

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Transfer *	449	377
Uniform Domain-Name Dispute-Resolution (UDRP) *	14	11
WHOIS Format	59	56
WHOIS Inaccuracy * *breakdown in italics*	2524	1442
Quality Review	3	-
Bulk Submission	478	3
Individual Submission	2043	1317
Accuracy Reporting System	-	122
WHOIS Service Level Agreements	51	50
WHOIS UNAVAILABLE	39	28
Total	3388	2211

Consumers and Registrants

⊙ Factual based policy making:

⊙ Data vs. Information

    ○ ICANN Organization

    ○ Other sources?

    ○ Community input and feedback?

Engage with ICANN – Thank You and Questions

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