



Contractual Compliance Transfer Policy Outreach

25 September 2012

Pam Little 盧素卿

Senior Director, Asia Pacific

Objectives:

1. Provide an overview of the current transfer policy and Contractual Compliance process
2. Promote better awareness and improve registrar compliance

Agenda

- ❑ Inter-Registrar Transfer Policy
- ❑ How to Respond to Compliance Notices from ICANN
- ❑ Q&A and Feedback

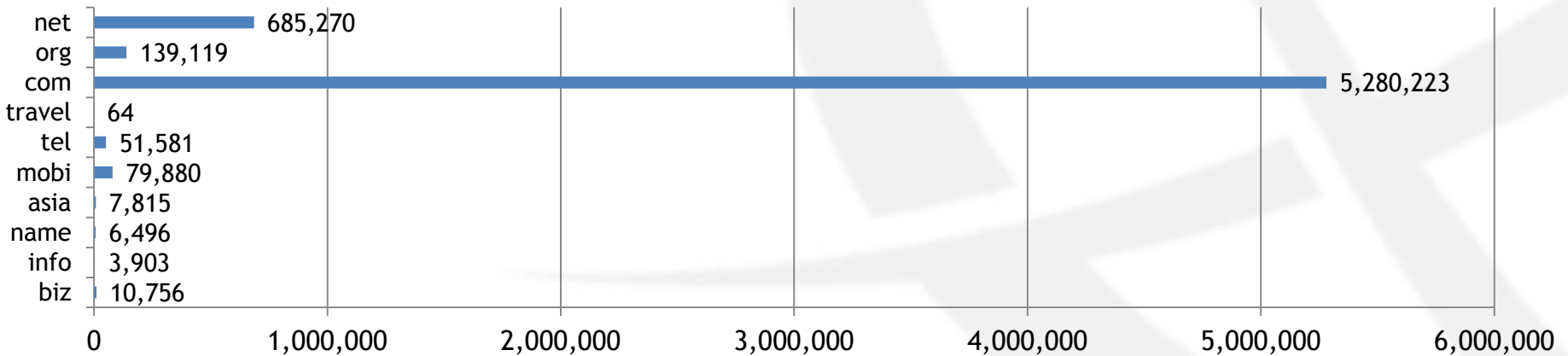
Quiz

1. How many ICANN-accredited registrars worldwide?
2. How many are in China?
3. How many gTLD domain names registered globally?
4. How many names are sponsored by registrars in China?

Quiz Answers

1. How many ICANN-accredited registrars worldwide? **1,034**
2. How many are in China? **33**
3. How many gTLD domain names registered globally? **143,246,308**
4. How many names are sponsored by registrars in China? **6,265,107**

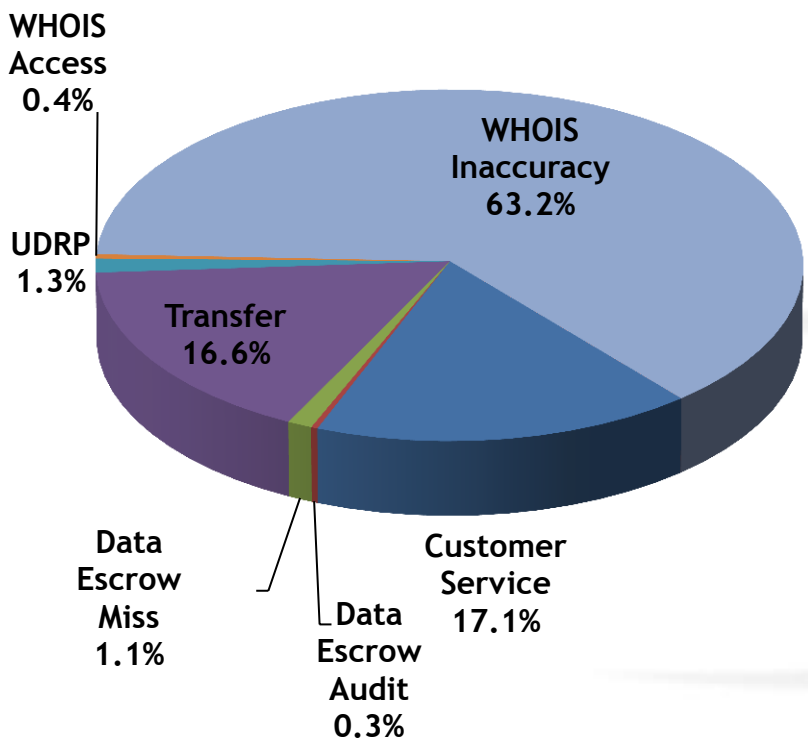
China Domain Volume by gTLD



Complaint Types and Phases

March - May 2012

15,292 Complaints



Mar 2012 - May 2012	All Complaints Received by Type	Quantity
Prevention phase	Customer Service	2,627
	Data Escrow Audit	44
	Data Escrow Miss	171
	Transfer	2,463
	UDRP	197
	WHOIS Access	61
	WHOIS Inaccuracy	9,728
	Law Enforcement	1
Total Complaints		15,292
Enforcement Phase	Breach	7
	Suspension	0
	Terminated/ Non-Renewal	1

Top 10 Registrars (by # transfer complaints)

Ranking	Country	# Tickets in T3 Mar - May 2012	# Tickets in T2 (Nov - Feb 2012)
1	China	885	454
2	China	228	234
3	China	125	134
4	China	117	98
5	China	66	68
6	China	39	65
7	China	28	
8	India	26	
9	Malaysia	23	
10	China	22	

8/10
Rrs in
China:
1,510
(61%)

Three Key Transfer Policy Goals

1. Promote and encourage robust **competition** in the domain name space
2. Provide a **straightforward procedure** for domain name holders to transfer their names from one ICANN-accredited registrar to another
3. Provide **standardized requirements** for registrar handling of transfer requests from domain name holders

Key Registrar Transfer Obligations

- ❑ **Registrars (1)** - Must inform their customers of their transfer policy or process (which must be consistent with the transfer policy)
- ❑ **Gaining Registrar (2)** - Must obtain express authorization from **Transfer Contact** (= Registered Name Holder + Admin Contact)
- ❑ **Losing Registrar (3)** - Must use Form of Authorization (FOA) to inform **Registered Name Holder** of a transfer request and may only deny a transfer request under limited circumstances

Key Registrar Transfer Obligations

- ❑ **Registrars (4)** - Must have a Transfer Emergency Action Contact (TEAC), must retain data and records and provide them to the other registrar or ICANN within 5 days of request
- ❑ **Registrar of Record (5)** - Must provide “AuthInfo” code to **Registered Name Holder** within 5 calendar days of request

Most Common Complaints/Issues

- ❑ Registrars not providing mechanisms to retrieve **“AuthInfo” Code** online

- ❑ Registrars not providing the **“AuthInfo” Code** due to:
 - ID verification
 - Renewal issues
 - Transfer fee disputes
 - Reseller issues
 - Domain on hold (Chinese laws/regulations)

Agenda

- ✓ Transfer Policy
- How to Respond to Compliance Notices from ICANN
- Q&A

What is ICANN Contractual Compliance?

- ❑ Use CONTRACT as a COMPLIANCE tool
- ❑ Ensure contracted parties adhere to:
 - ✓ a set of rules
 - ✓ a standard of performance

- ❑ ICANN is NOT a government or law enforcement agency
- ❑ ICANN's authority is contractual



Learn more about ICANN Contractual Compliance
<http://www.icann.org/en/resources/compliance>

Contractual Compliance Model and Approach

Culture of Compliance

1. Bottom-up
2. Multi-stakeholder

FORMAL RESOLUTION

INFORMAL RESOLUTION
Inquiries & Warnings

PREVENTATIVE ACTIVITIES
Monitoring Audits
Education & Outreach

SELF-Assessment
Industry Best Practice

Enforcement

Non-Renewal,
Suspension,
Termination

Breach

Prevention

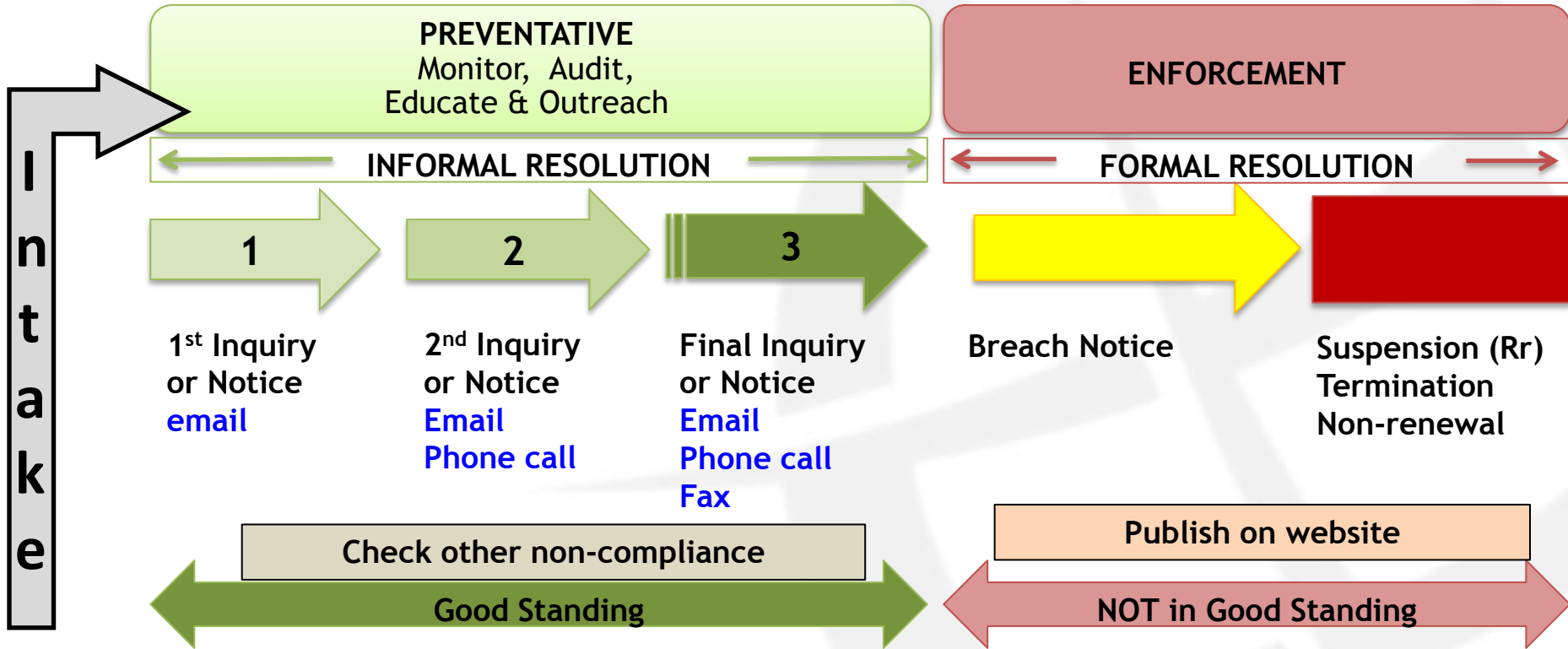
Final Inquiry

2nd Inquiry

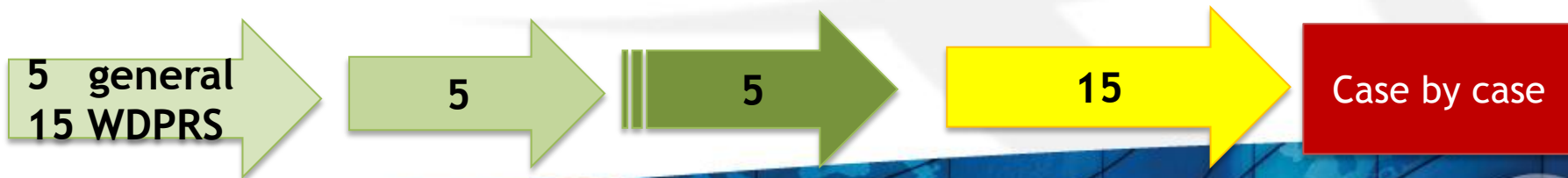
1st Inquiry

Process

General Approach & Turn Around Time



Turn Around Time in business days



ICANN 1-2-3 Notices

To demonstrate compliance, please respond directly to the complainant and provide ICANN the following records and information in accordance with Section 3.4 of the Registrar Accreditation Agreement (RAA), by **[NOTICE DUE DATE]**:

1. Copies of any written communications between your registrar and the Registered Name Holder (or its authorized agent);
2. Your registrar's findings of this complaint; and
3. The steps your registrar took to address this complaint or otherwise.

PLEASE SEND ATTACHMENTS ONLY IN .DOC(X), .PDF OR .TXT.

Additional Resources

- Inter-Registrar Transfer Information
<http://www.icann.org/zh/resources/registrars/transfers> (中文)
- Current transfer policy (Effective after 1 June 2012)
<http://www.icann.org/en/resources/registrars/transfers/policy-01jun12.htm>
- Transfer policy (In effect until 31 May 2012)
<http://www.icann.org/zh/resources/registrars/transfers/policy> (中文)

Q&A and Feedback

Please send your feedback to
compliance@icann.org

Subject line:

**[September 2012 Contractual Compliance
Transfer Policy Outreach]**