



#ICANN50



Contractual Compliance

GNSO Council Meeting

Wednesday, Jun 25 2014

#ICANN50



Objective

To provide an update to the GNSO council on the Contractual Compliance efforts regarding [20130516-1](#) Address the Final Issue Report on the Uniformity of Reporting.

Per agenda item: ICANN's Contractual Compliance team will present the past activities and results of the Contractual Compliance three-year plan and future efforts to evolve the contractual compliance function in regards to metrics collection and reporting.

Compliance back in April 2011...

- Seven Contractual Compliance Staff
- Three Ticketing Systems + emails + Excel Sheets + ...
- 9% automation
- 10 Complaint Types
- No Process; No Metrics; Limited communication
- Presented at GNSO meeting on 12 April 2012
- Destination is to fulfill

[Contractual Compliance Vision](#)

Accomplishments

- Global staffing Model – [Global Model](#)
- ONE Compliance Process
- 71% automation of Compliance Process
- 40 Complaint Types
- [Consolidation](#) of systems, Improved User Experience
- Readiness for 2013 RAA and the new Registry Agreement
- Improved transparency and accountability through [Reporting and Metrics](#)
- Completed Year-2 of the Three-Year [Audit Program](#)

Compliance Initiatives

- Monitor and Enforce 2013 RAA and the new Registry Agreement
- Publish Year-2 Audit Program Report
- Continuous improvement on process, system and people
- Integration with other ICANN front-end and back-end systems
- Launch the new Registry Audit Program
- Implement and Report on Consumer Trust and Consumer Choice metrics
- Enhance Registry Reporting

6 #ICANN50



Thank You

Please send general questions:

To: Compliance@icann.org

Subject line: **ICANN50 GNSO Session**

#ICANN50



Supporting Slides

#ICANN50



Vision, Mission and Approach

ICANN's Vision

One World. One Internet.



Contractual Compliance's Vision

To be a “trusted”
Contractual
Compliance
service provider

ICANN's Mission

To coordinate, at the overall level, the global Internet's systems of unique identifiers, and in particular to ensure the stable and secure operation of the Internet's unique identifier systems.



Contractual Compliance's Mission

To preserve the security, stability and resiliency of the Domain Name System and to promote consumer trust

ICANN's Approach

Open and Transparent
Equitable Treatment



Contractual Compliance's Approach

Prevention through
collaboration
Transparency through
communication
Enforcement

Contractual Compliance Global Staffing Model

Los Angeles

Full Time Equivalent(s): 16
Open Positions: 0

Singapore

Full Time Equivalent(s): 2
Open Positions: 1

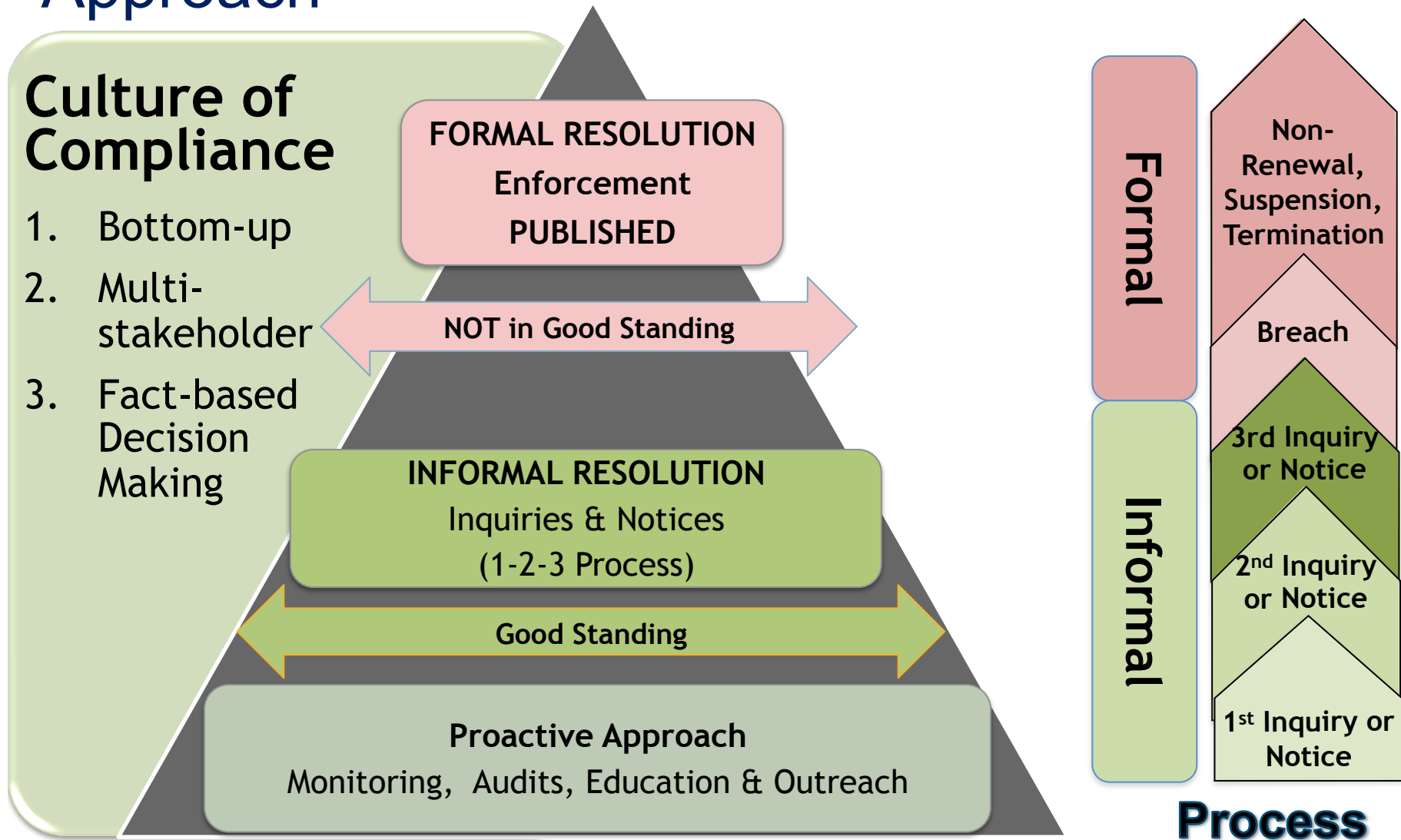
Istanbul

Full Time Equivalent(s): 3
Open Positions: 1

Scalability Through Contractors: 2 Full Time Equivalents Currently

- 21 Staff members strong
- Arabic, English, French, Korean, Mandarin, Russian, Spanish, Turkish and Uzbek
- Link to staff page:
<https://www.icann.org/resources/pages/staff-2012-02-25-en>

Contractual Compliance Global Model and Approach



Published at: <http://www.icann.org/en/resources/compliance/approach-processes>

Improved User Experience and Learn More Feature

Completed Submission form



Completed Learn More in 6 UN languages

URL is

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

Welcome to the new ICANN.org! [Learn more](#), and send us [your feedback](#). [✕ Dismiss](#)

Translations at ICANN العربية 简体中文 Français Русский Español [Log In](#) | [Sign Up](#)

 GET STARTED NEWS & MEDIA POLICY PUBLIC COMMENT RESOURCES COMMUNITY 

Resources

- ▶ [About ICANN](#)
- ▶ [Board](#)
- ▶ [Accountability & Transparency](#)
- ▶ [Governance](#)
- ▶ [Groups](#)
- ▼ **Contractual Compliance**
 - [Annual Reports](#)
 - [Approach & Processes](#)
 - [Audit Program](#)
 - [Compliance Reports](#)
 - [Complaint Submission & FAQ](#)
 - [General Questions](#)
 - [Monthly Update](#)
 - ▶ [Notices](#)
 - [Operating Plan](#)

Contacting ICANN Regarding Contractual Compliance Complaint

Please refer to the table below to address the most common complaints ICANN receives on accredited registrars that may be in violation of the Registrar Accreditation Agreement (RAA) and/or the consensus policies.

"Learn More" links to Frequently Asked Questions on common topics. The "Take Action" column links to the appropriate form to file a complaint or lookup data.

Some complaints are outside of ICANN's scope and authority; for example, unsolicited commercial email, or spam. For this type of complaint, a referral is provided.

Help With?	Learn More	Take Action
Country Code Domain Names (ccTLDs)	About ccTLD Compliance	ccTLD Compliance
Dispute Resolution Policies & Procedures	Domain Name Dispute/UDRP Registry-Restriction Dispute Resolution Procedure (RRDRP) Uniform Rapid Suspension System	Domain Name Dispute/UDRP Registry-Restriction Dispute Resolution Procedure (RRDRP) Form

Readiness for the 2013 RAA and the New Registry Agreement

	Previous	Additional Registrar Complaints	Additional Registry Complaints
Public Complaints	<ol style="list-style-type: none"> 1. Domain Renewal/Redemption +ERRP 2. Registrar Contact 3. Registry 4. Transfer 5. UDRP 6. WHOIS Inaccuracy 7. WHOIS Unavailable 	<ol style="list-style-type: none"> 1. Domain deletion non-response WHOIS inquiry 2. Abuse Contact Data 3. Customer Service Handling 4. Failure to Support DNSSEC, IDN, IPv6 5. Privacy/Proxy Registration Program 6. WHOIS SLA 	<ol style="list-style-type: none"> 1. Dispute Resolution Processes PIC, RR, URS, TMPD 5. Registry Complaint (Service Performance + Other) 6. Sunrise Processes & Procedures 7. Abuse Contact Data 8. Wildcard Prohibition (Domain Redirect) 9. Code of Conduct (Registry Operator) 10. Claims Services (Trademark) 11. Zone File Access 12. Reserved and Blocked Second Level Domain (SLD) Names
ICANN Cases	<ol style="list-style-type: none"> 8. Data Escrow 9. Fees 10. Other 	<ol style="list-style-type: none"> 7. WHOIS Format 8. CEO Certification 9. Registrar Info Specification 10. Reseller Agreement 11. Failure Notify ICANN Bankruptcy, Security Breach, Conviction, non-display of trademark notice 	<ol style="list-style-type: none"> 13. DNS Zone File Transfer (EBERO) 14. Data Escrow 15. Continued Operations Instrument (COI) 16. Registry Fees 17. Registry Monthly Report 18. Registry SLA Monitoring 19. Failure Notify ICANN of Bankruptcy

Contractual Compliance Community Report

Transparency & Accountability

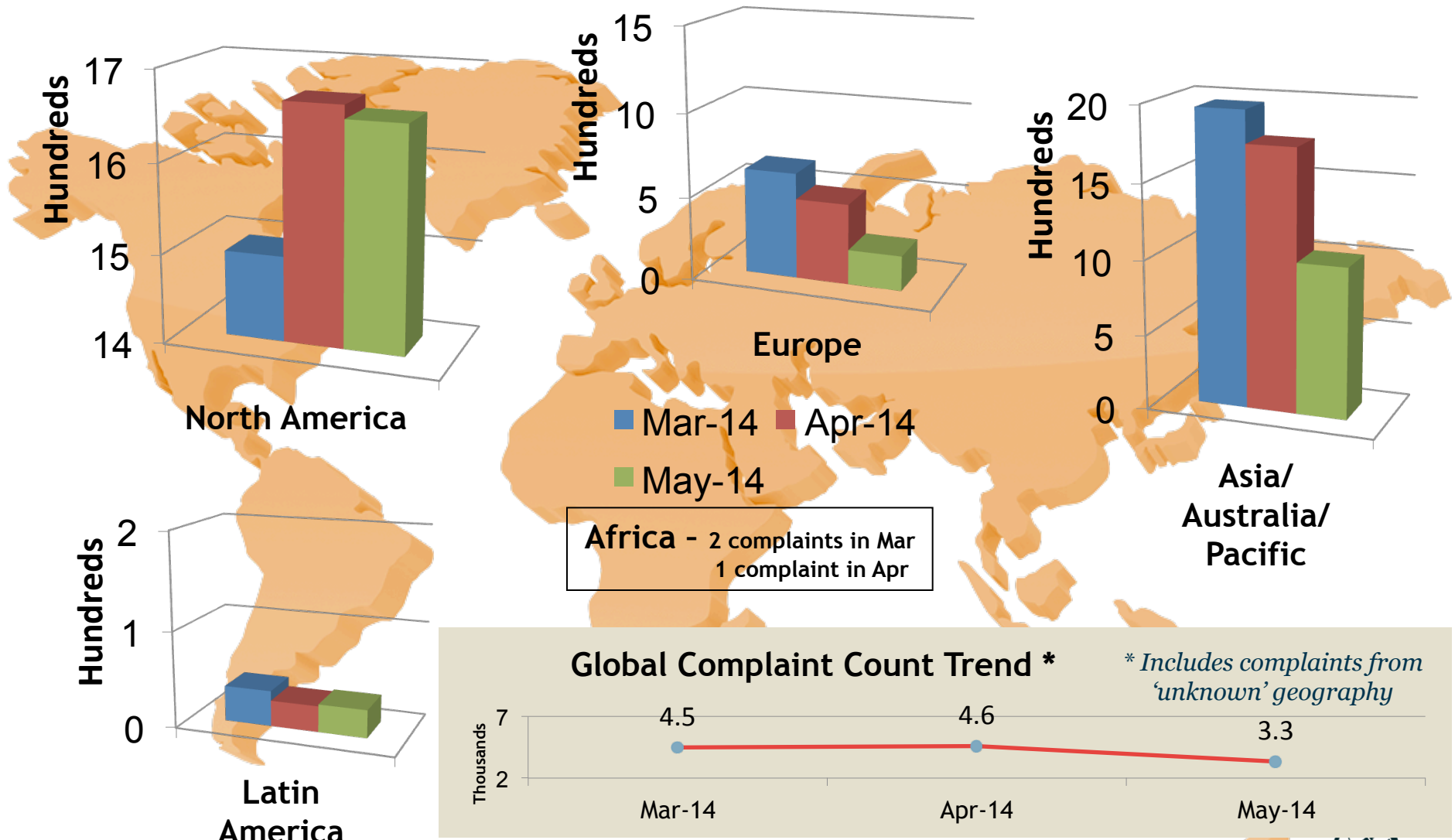
- Annual Report found at:
<http://www.icann.org/en/resources/compliance/reports>
- Monthly Updates found at:
<http://www.icann.org/en/resources/compliance/update>
- Reporting in 6 UN languages
- Compliance Metrics found at:
<https://features.icann.org/compliance>
- About ICANN Contractual Compliance:
<http://www.icann.org/en/compliance/>

Contractual Compliance Metrics

- Regional view
- Enforcement view
- Complaint Management Reporting (operation)

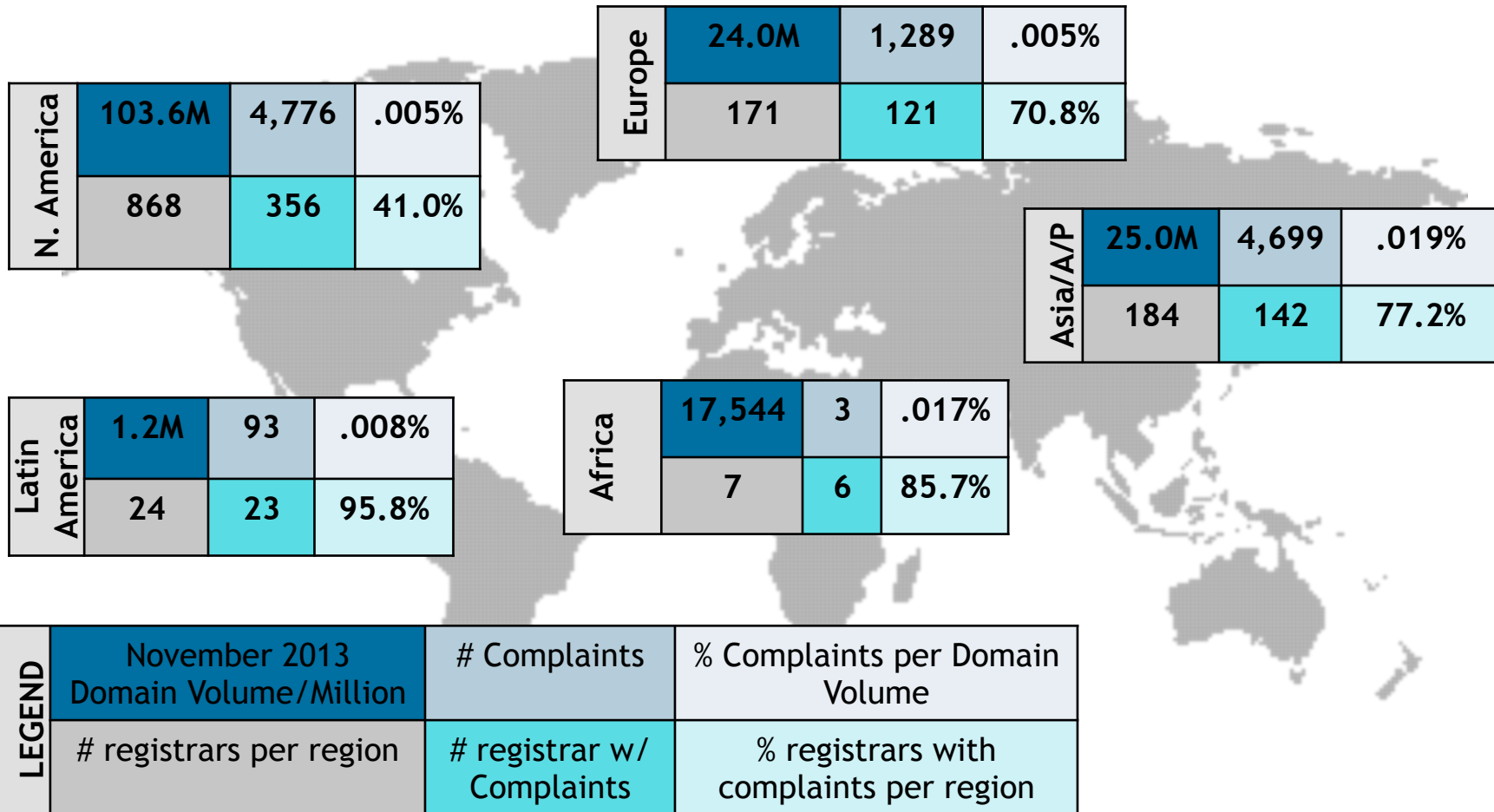
Contractual Compliance – Mar 2014 – May 2014

Global Complaint Trend



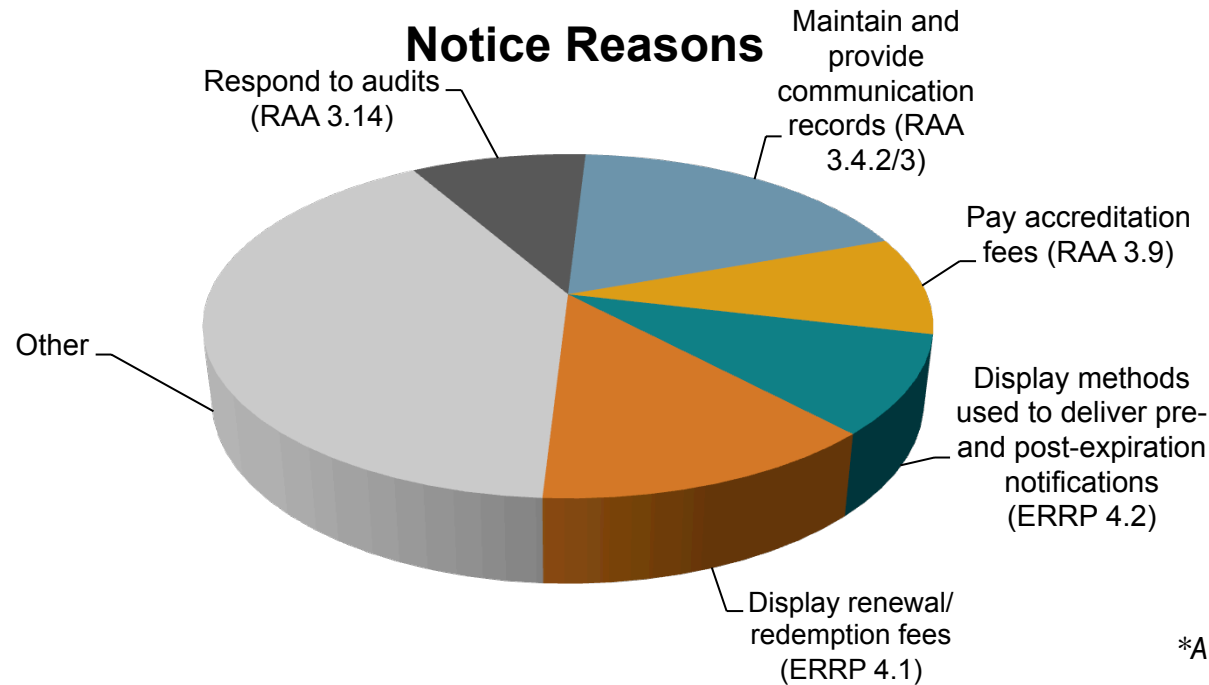
Contractual Compliance – Mar 2014 – May 2014

Complaints per Domain Volume



Note: “# registrars per region” data may contain some obsolete registrars but is retained for reporting history

Contractual Compliance – Mar 2014 – May 2014 Enforcement Activity



Notices	Qty
Breach	15
Suspension	0
Termination	0

Breach Notice Reason*	Qty*
Failure Notice Reasons	54
➤ Cured	16
➤ Not Cured	38

*A single Breach may contain multiple Notices Reasons.

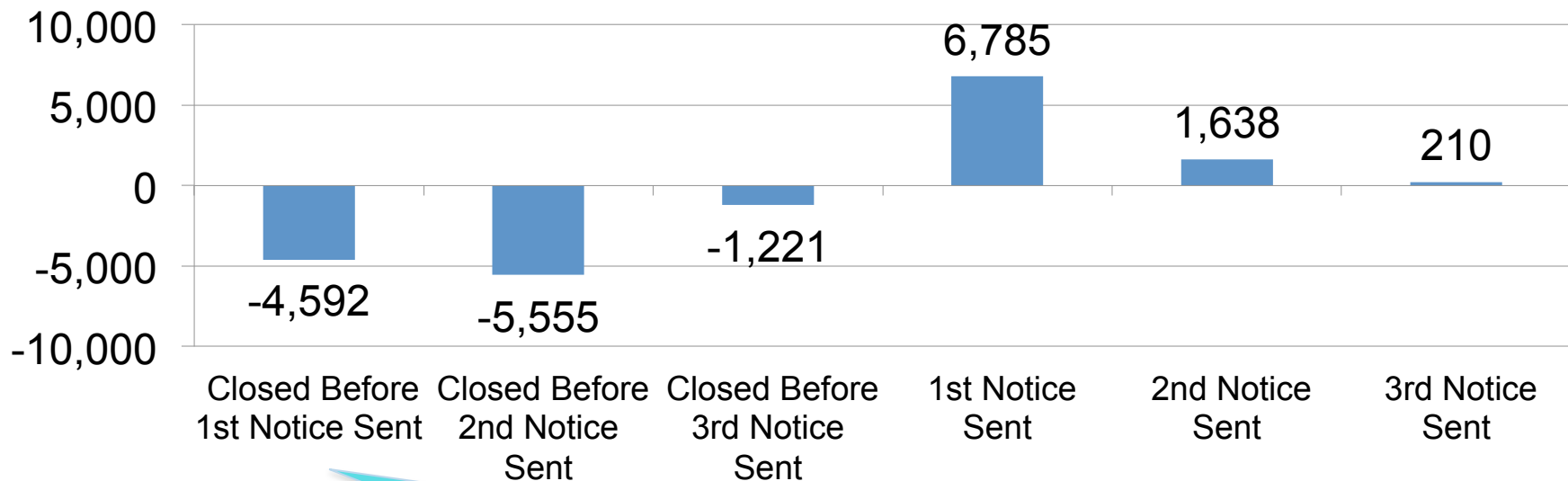
Enforcement Notice Reasons	%
Maintain and provide communication records (RAA 3.4.2/3)	18.5
Display renewal/redemption fees (ERRP 4.1)	13.0
Respond to audits (RAA 3.14)	9.2
Pay accreditation fees (RAA 3.9)	9.2
Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)	9.2
Other	40.7

Contractual Compliance – Mar 2014 – May 2014

Complaints per Notification Cycle

Closure Rate 63%

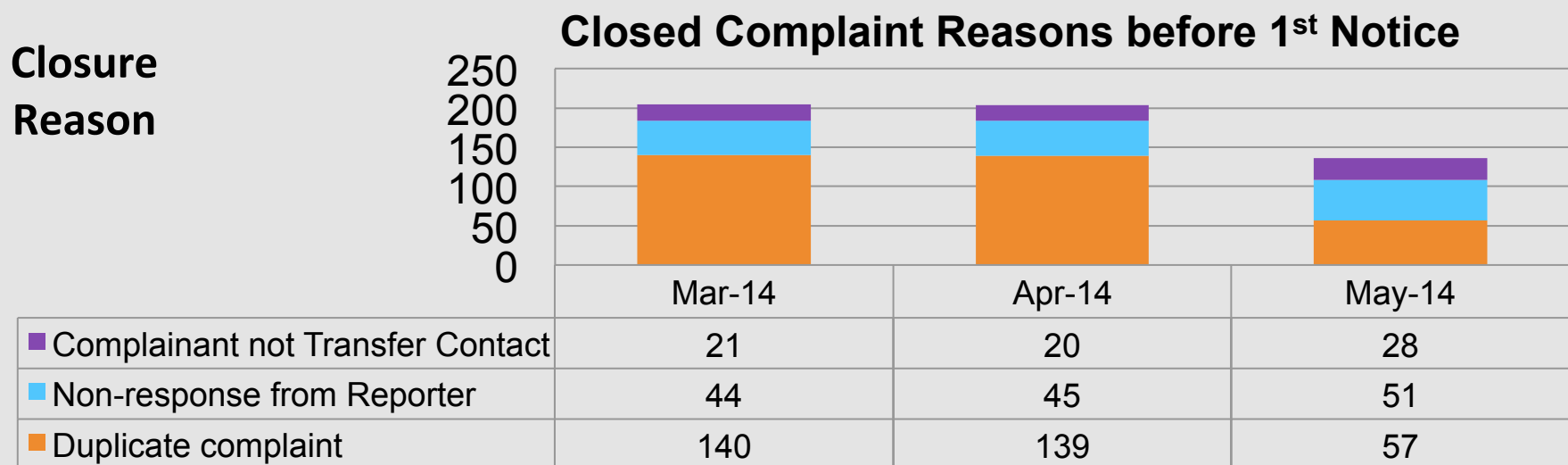
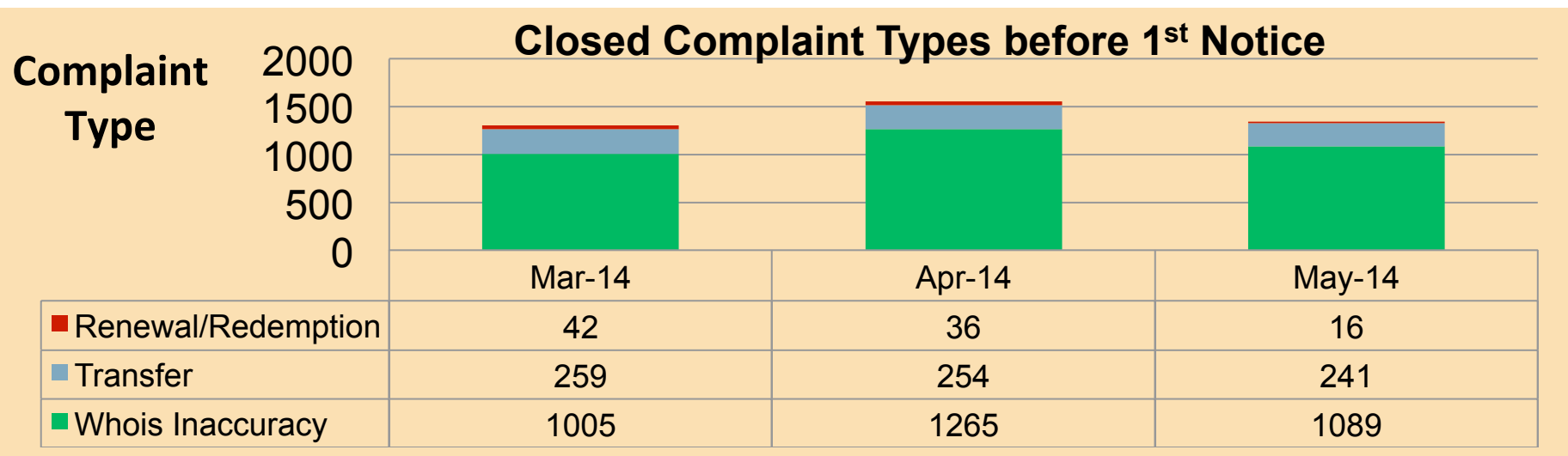
<i>Complaint Summary</i>	Mar - May Total Complaints Processed	Mar – May Complaints Closed	Mar – May Complaints Remaining Open	Complaints Remaining Open After May 31
	18,333	11,561	6,772	1,926



25% complaints closed before sending to Registrar

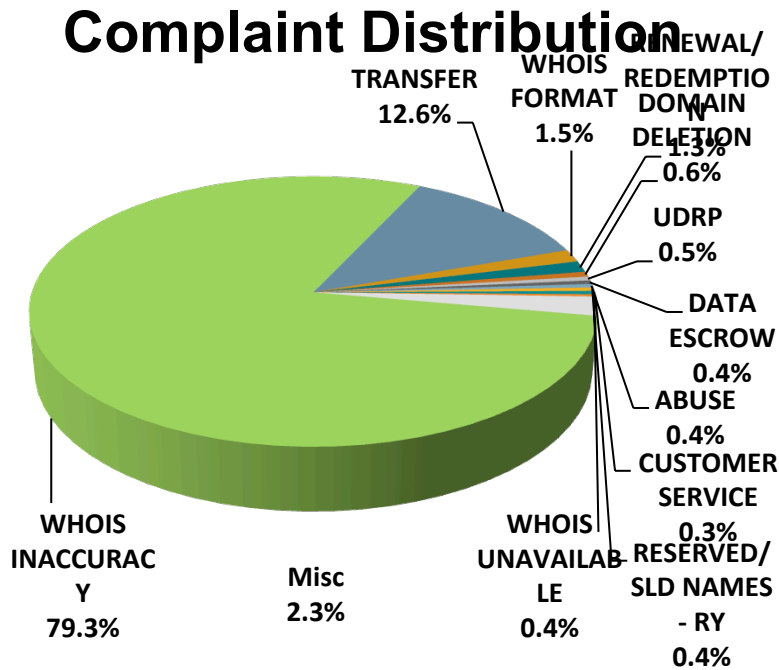
Contractual Compliance – Mar 2014 – May 2014

Complaint Type & Closure Reasons – Top 3



Contractual Compliance – Mar 2014 – May 2014

Operations Scorecard Running Balance



Registrar/Registry TAT – Mar-14 - May-14 (in days)	
Avg TAT 1st Notice	12.5
Avg TAT 2nd Notice	5.5
Avg TAT 3rd Notice	11.2
CC Staff TAT - Mar-14 - May-14 (in days)	
Avg TAT Open-1st Notice	1.4
Avg TAT 2nd WIP	3.2
Avg TAT 3rd WIP	3.0
Avg TAT Received-Closed	11.5

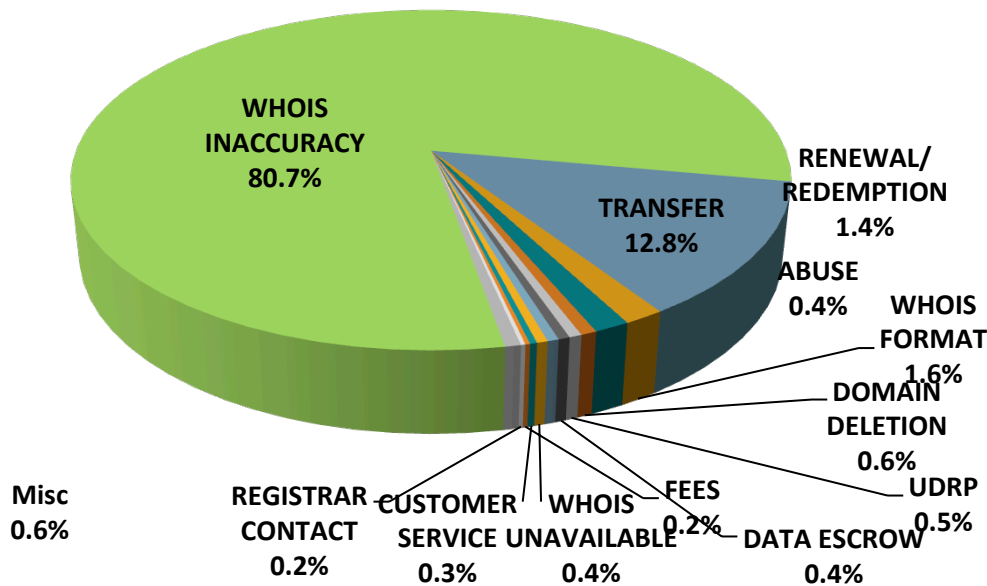
	New Complaints	Sub-total
REGISTRAR	12,183	
REGISTRY	218	
Total New Complaints Received		12,401
Total Prior Months Carryover		5,932
Total Complaints Received		18,333
Complaints Closed		
Volume Closed Before 1st Notice	4,592	
Volume Closed Before 2nd Notice	5,555	
Volume Closed Before 3rd Notice	1,221	
Volume Closed Before Enforcement WIP	127	
Volume Closed After Enforcement*	66	
Total Closed		11,561
Complaints Open (Carryover)		
Volume Open Before 1st Notice Sent	2,148	
Volume Open in 1st Notice Sent	3,590	
Volume Open in 2nd Notice Sent	652	
Volume Open in 3rd Notice Sent	358	
Volume Open After Enforcement All	24	
Total Remaining Open (Carryover)		6,772
Carryover- at end of period	1,926	1,926
Enforcements		
Volume Breach	15	
Volume Termination	0	

*A single breach may contains multiple complaints

Contractual Compliance – Mar 2014 – May 2014

Registrar Complaint Types

Complaint Distribution



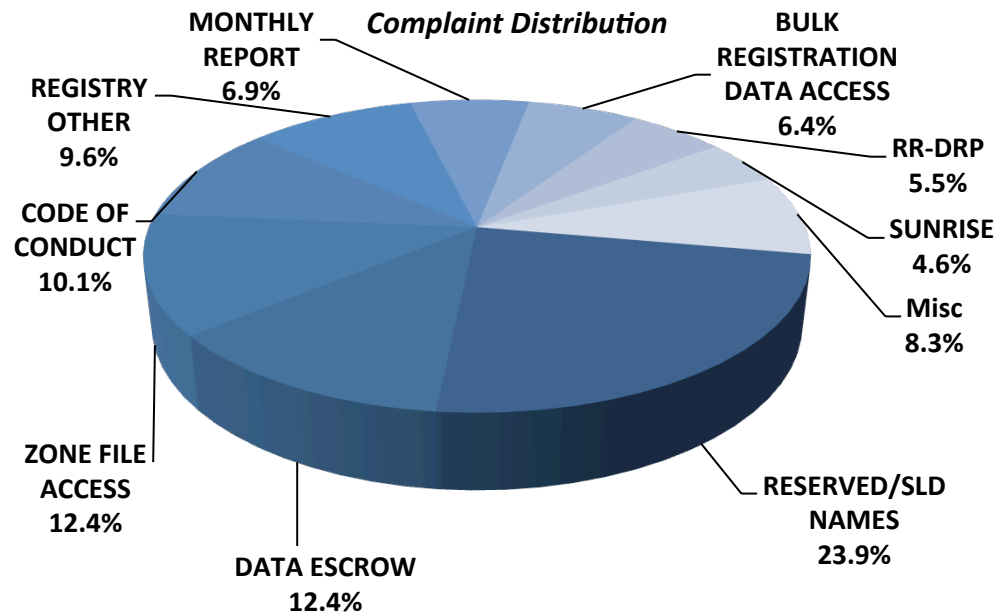
Registrar TAT	(in days)
Avg TAT 1st Notice	12.6
Avg TAT 2nd Notice	5.6
Avg TAT 3rd Notice	11.2

Enforcements	
Volume Breach	15
Volume Termination	0

REGISTRAR Complaints	Quantity
ABUSE	53
CEO CERTIFICATION	10
CUSTOMER SERVICE	33
DATA ESCROW	54
DNSSEC, IDN, IPV6	1
DOMAIN DELETION	75
FAILURE TO NOTIFY	10
FEEES	22
PRIVACY/PROXY	16
REGISTRAR CONTACT	21
REGISTRAR INFO SPEC	16
REGISTRAR OTHER	8
RENEWAL/REDEMPTION	167
RESELLER AGREEMENT	3
TRANSFER	1,558
UDRP	59
WHOIS FORMAT	189
WHOIS INACCURACY	9,828
WHOIS SLA	9
WHOIS UNAVAILABLE	51
Total Complaints Processed	12,183
Total Complaints Closed	11,364

Contractual Compliance – Mar 2014 – May 2014

Registry Complaint Types



Registry TAT	(in days)
Avg TAT 1st Notice	6.6
Avg TAT 2nd Notice	2.9
Avg TAT 3rd Notice	n/a

Enforcements	
Volume Breach	0
Volume Termination	0

* 'Registry Other' breakdown:	Qty
Customer Service	3
Pricing	3
Invalid Registrar	1
Publish Data	1
Miscellaneous	13
TOTAL	21

REGISTRY Complaints	Qty
ABUSE CONTACT DATA	4
BULK REGISTRATION DATA ACCESS	14
BULK ZFA	1
CLAIMS SERVICES	3
CODE OF CONDUCT	22
DATA ESCROW	27
MONTHLY REPORT	15
PIC-DRP	2
REGISTRY OTHER*	21
RESERVED/SLD NAMES	52
RR-DRP	12
SLA	2
SUNRISE	10
URS	4
WILDCARD PROHIBITION	2
ZONE FILE ACCESS	27
Total Complaints Processed	218
Total Complaints Closed	197

Pulse Survey (Customer Satisfaction Survey)

The objective of the survey is to seek feedback, to measure the satisfaction level, and to determine specific areas for improvement in the complaint submission and management process

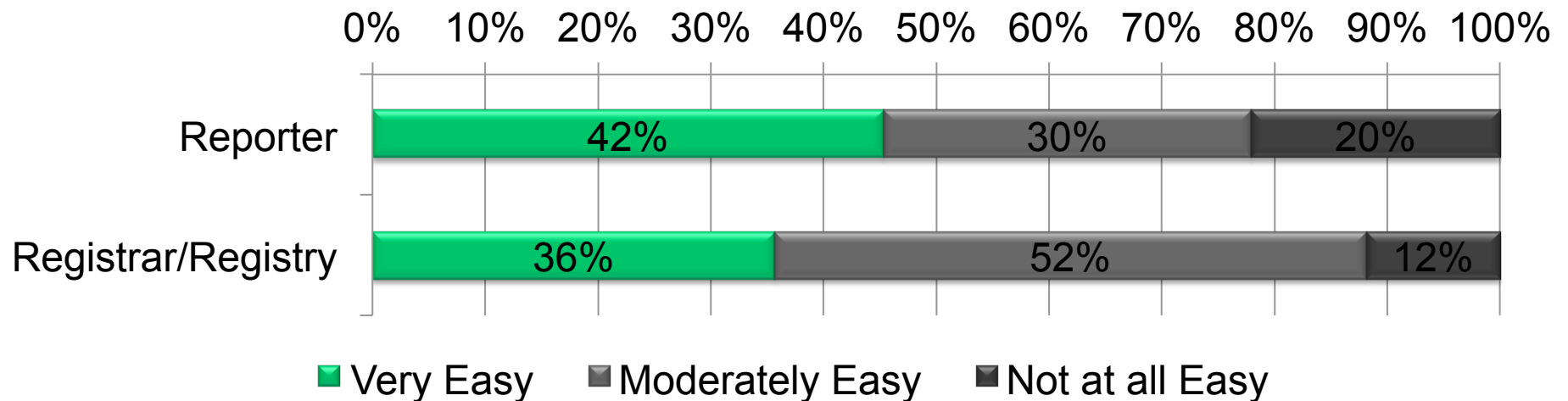
- Registrar / Registry Survey
- Reporter Survey

Pulse Survey Results – Closed Complaints

Mar 2014 – May 2014

- Pulse Survey asks five customer satisfaction questions
- Pulse Survey URL link included in all Closure notification emails to Complaint Reporters & Registrar/Registry
- Reporter
 - Response rate: 10%
 - 72% answered favorably
- Registrar
 - Response rate: 1.2%
 - 88% answered favorably

Overall, how do you rate the complaint experience?



Risk and Audit Program

✓ **Three-Year Audit Program**

➤ **Year-2 of the Three-Year Audit Program**

- launched 14 October 2013
- Selected one third (1/3) of the Registrars and Registries
- Five rollover registrars from Year-1
- Excluded the Year-1 audited list

□ **New Registry Audit Program**

- Audit Program scope developed
- Conducted three outreach sessions with Registries

✓ **Internal Audit**

- Conducted in July 2013 to assess compliance with the process and procedures
- 45 total controls were in scope
- 8 findings were identified and corrected by the September 2013

FY 14 YTD Metrics

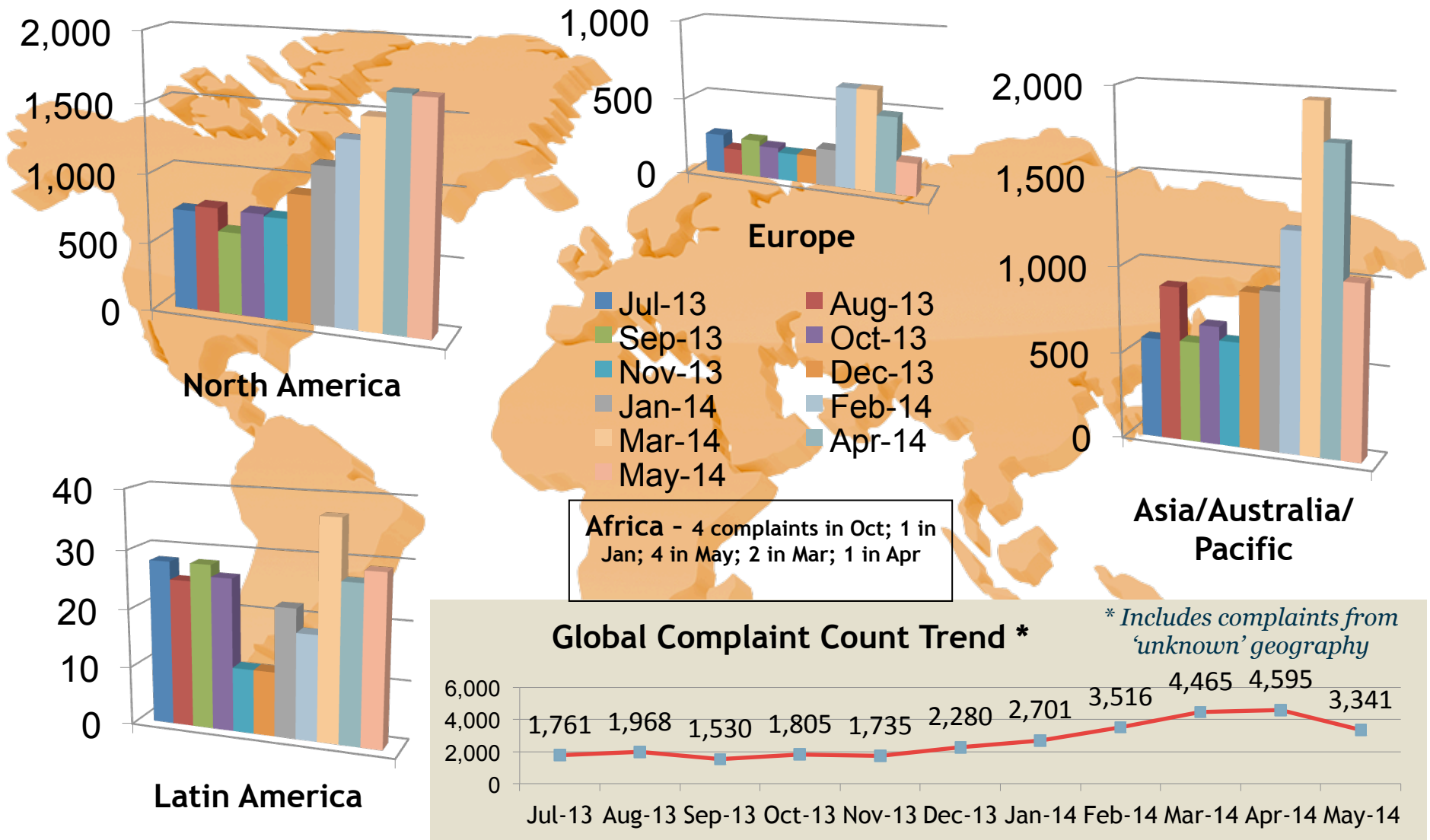
July 2013 – May 2014

#ICANN50



Contractual Compliance – July 2013 – May 2014

Global Complaint Trend



Contractual Compliance – July 2013 – May 2014 Complaints per Domain Volume

N. America	103.6M	11,653	.011%
	868	356	41.0%
Europe	24.0M	3,340	.014%
	171	121	70.8%
Asia/A/P	25.0M	11,085	.044%
	184	142	77.2%
Latin America	1.2M	262	.023%
	24	23	95.8%
Africa	17,544	12	.068%
	7	6	85.7%
LEGEND	November 2013 Domain Volume/Million	# Complaints	% Complaints per Domain Volume
	# registrars per region	# registrar w/ Complaints	% registrars with complaints per region

Note: "# registrars per region" data may contain some obsolete registrars but is retained for reporting history

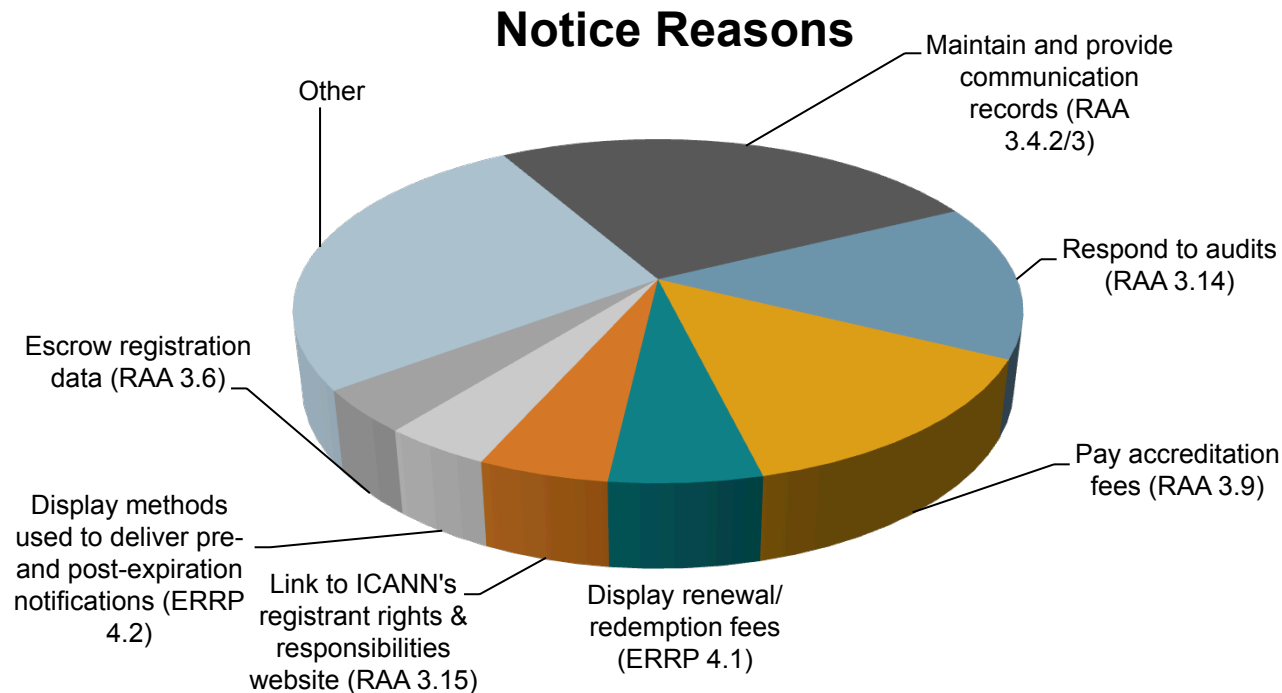
Contractual Compliance – July 2013 – May 2014

Enforcement Activity

Notices	Qty
Breach	38
Suspension	2
Termination	6

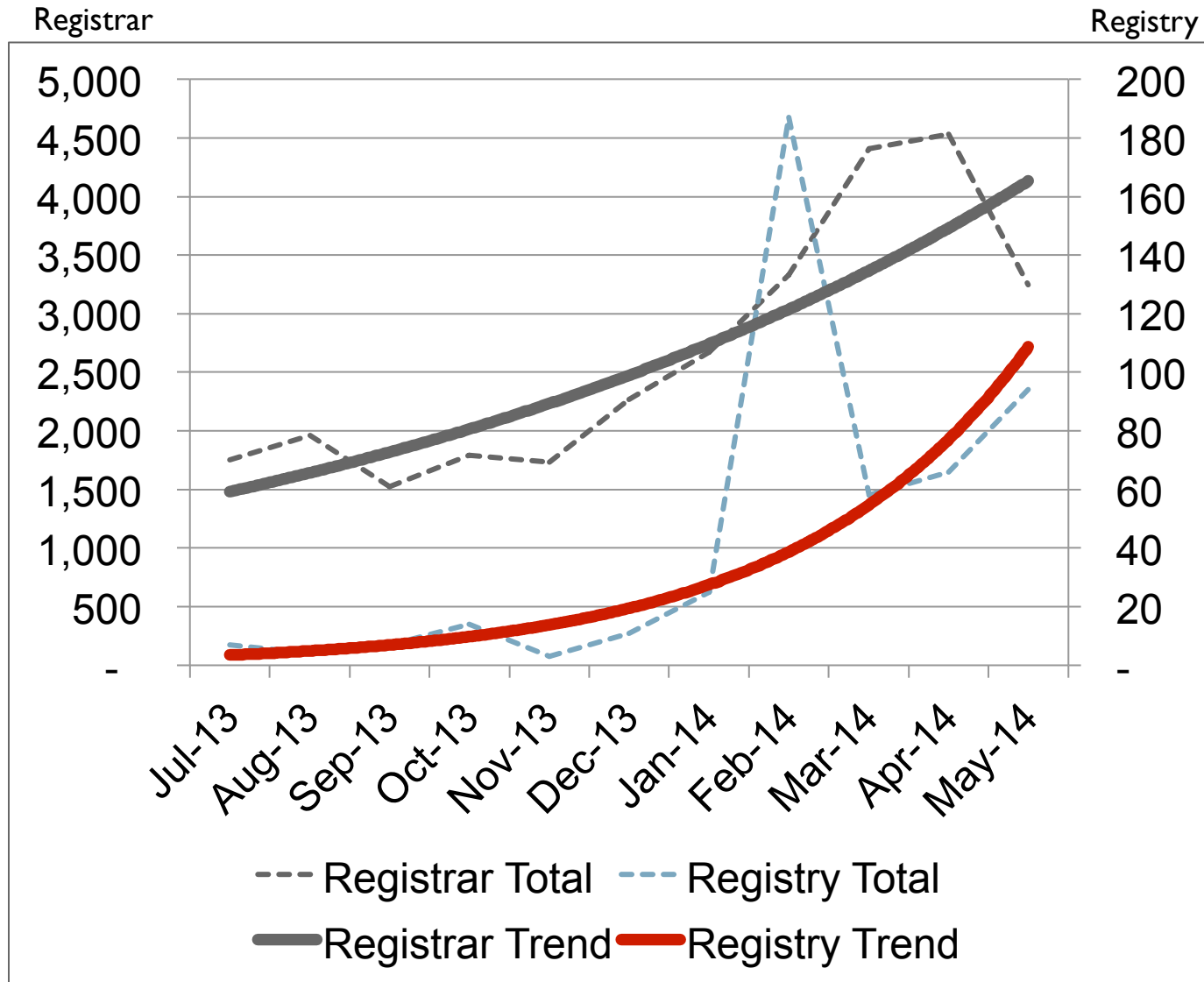
Breach Notice Reason*	Qty*
Failure Notice Reasons	131
• Cured	49
• Not Cured	82

*A single Breach may contain multiple Notice Reasons.



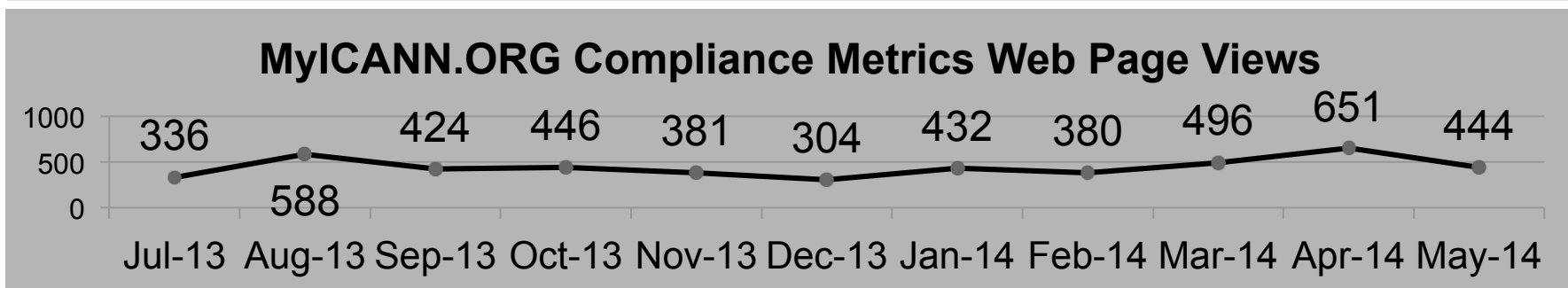
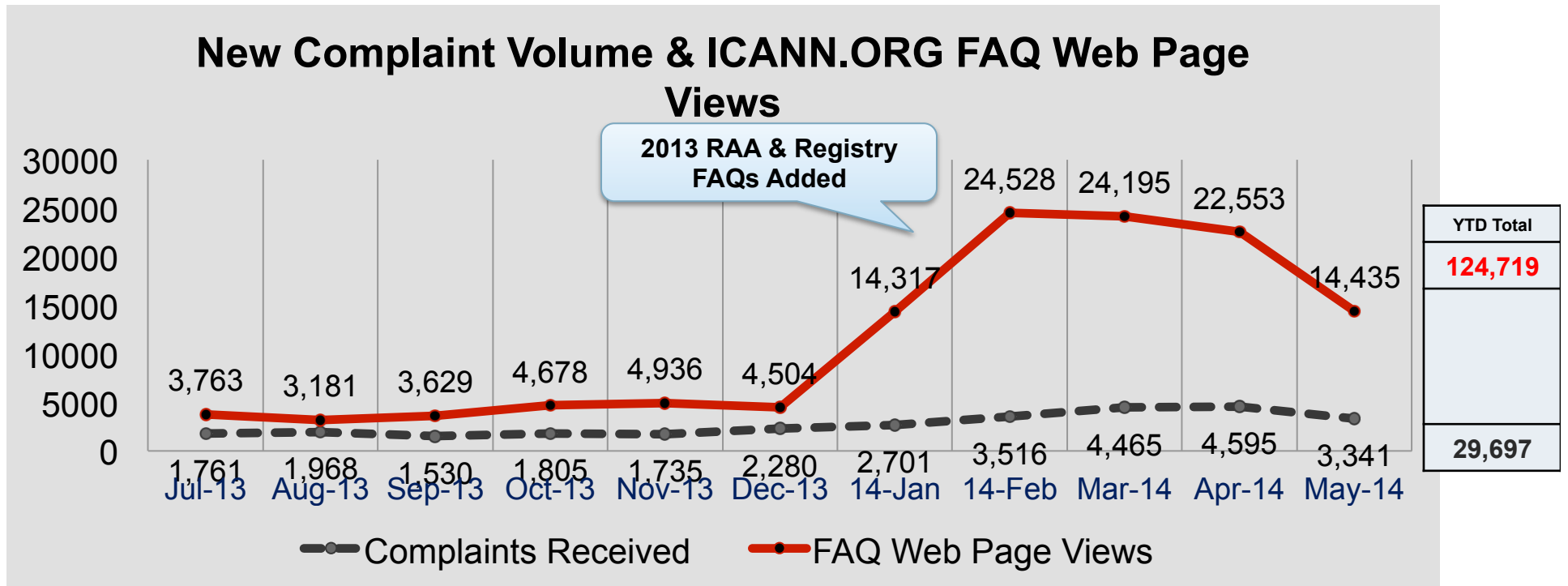
Enforcement Notice Reasons	%
Maintain and provide communication records (RAA 3.4.2/3)	26.0
Respond to audits (RAA 3.14)	14.6
Pay accreditation fees (RAA 3.9)	13.8
Display renewal/redemption fees (ERRP 4.1)	5.7
Link to ICANN's registrant rights & responsibilities website (RAA 3.15)	4.9
Display methods used to deliver pre- and post-expiration notifications (ERRP 4.2)	4.1
Escrow registration data (RAA 3.6)	4.1
Other	26.8

Complaint Volume Trends July 2013 – May 2014



Contractual Compliance – Jul 2013 – May 2014

ICANN.Org and MyICANN.Org Web Page Views



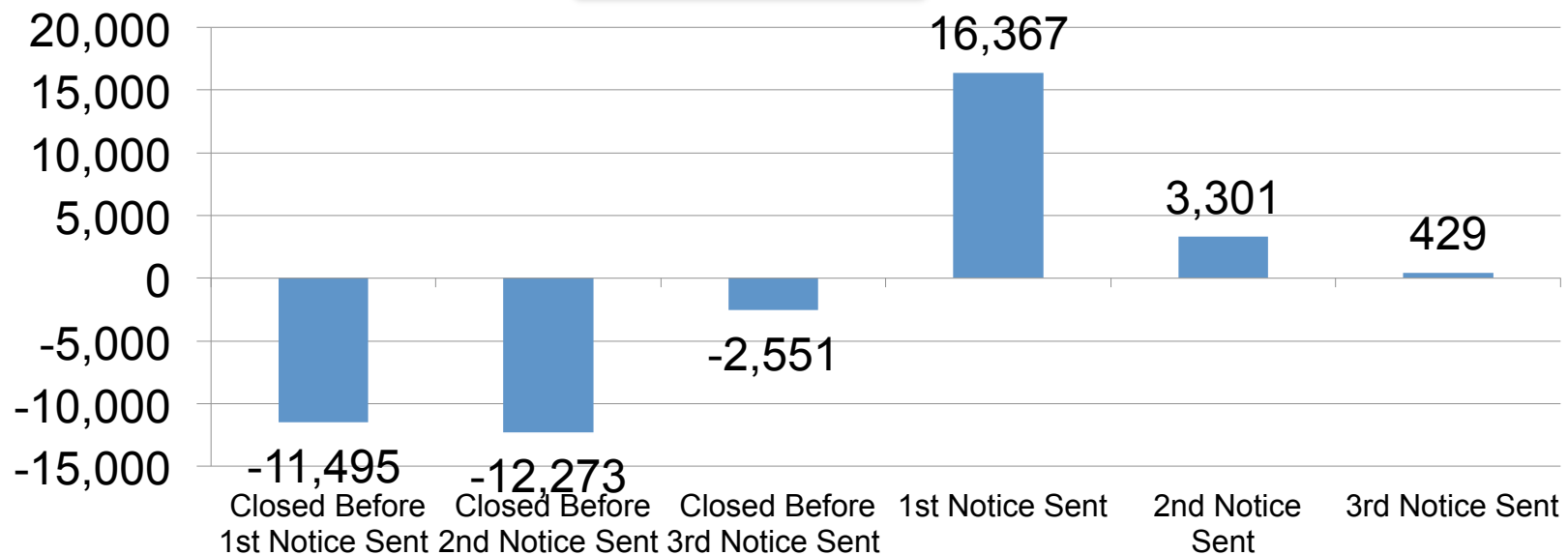
Contractual Compliance – Jul 2013 – May 2014

Complaints per Notification Cycle

<i>Complaint Summary</i>	Jul – May Total Complaints Processed	Jul - May Complaints Closed	Jul - May Complaints Remaining Open	Complaints Remaining Open After May 31
	41,547	26,719	14,828	1,926

July 2013 – May 2014

Closure Rate 64%

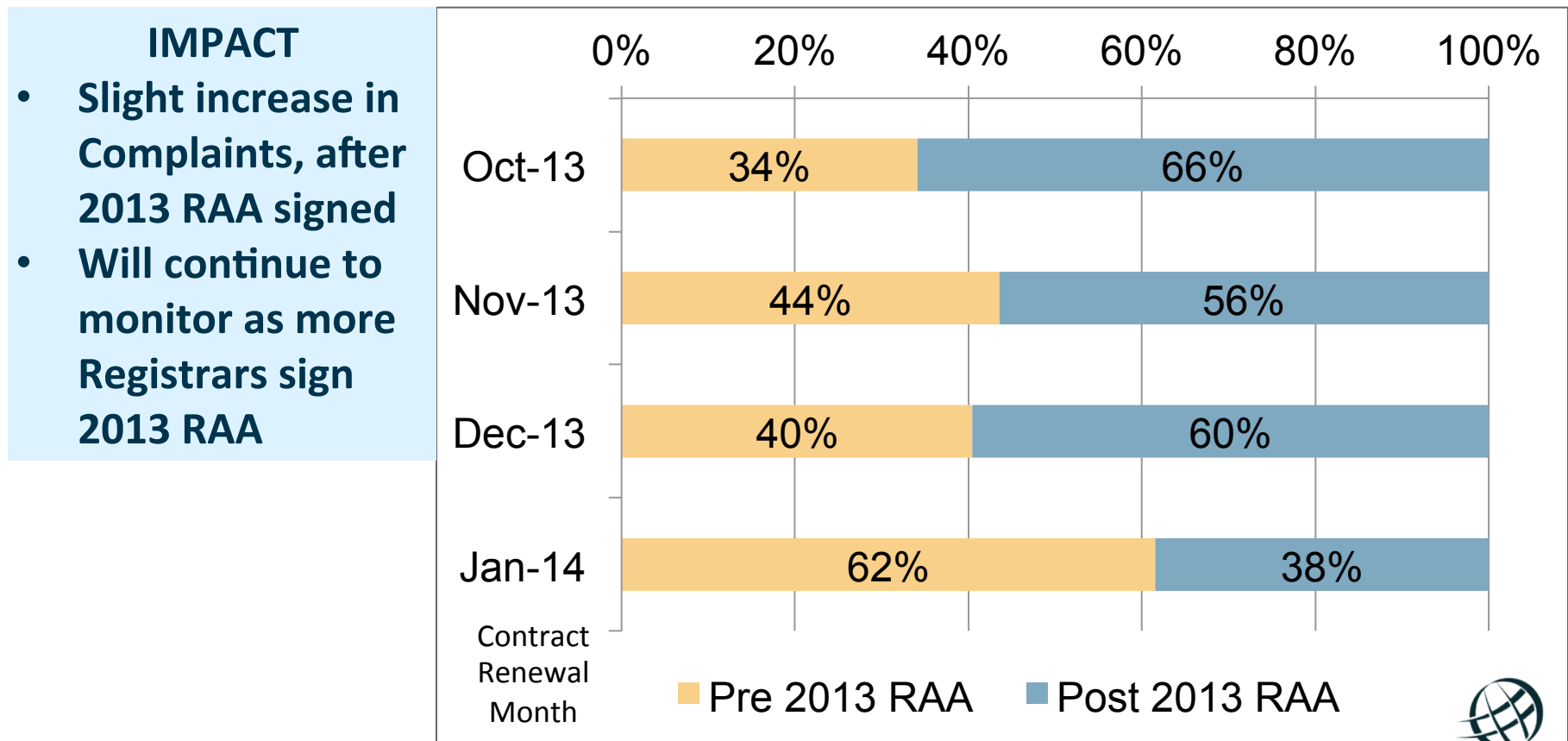


28% complaints closed before sending to Registrar

Closed Before 1st Notice = # tickets received AND closed without any notice being sent to a registrar

Complaint Impact due to 2013 RAA Renewals

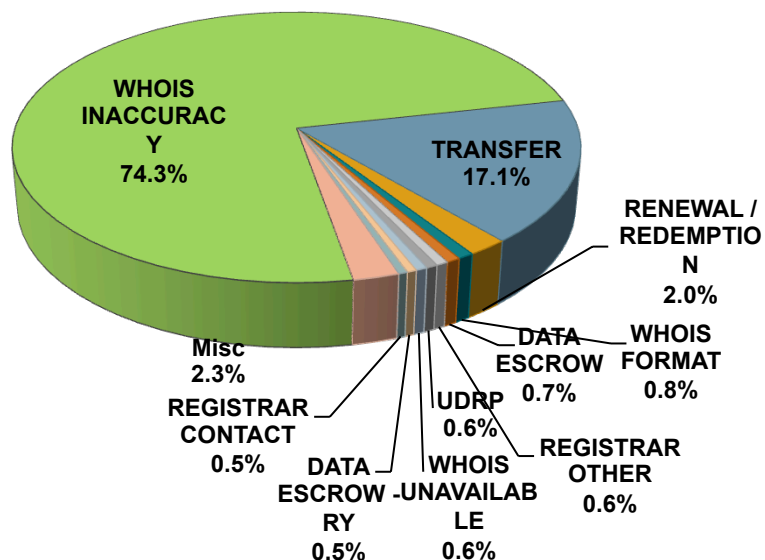
- Complaint Volume five months before & after contract renewal date reviewed
- Complaints compared are: Transfer, UDRP, Whois Format, Whois Inaccuracy, Whois SLA and Whois Unavailable



Contractual Compliance – Jul 2013 – May 2014

Operations Scorecard

Complaint Distribution



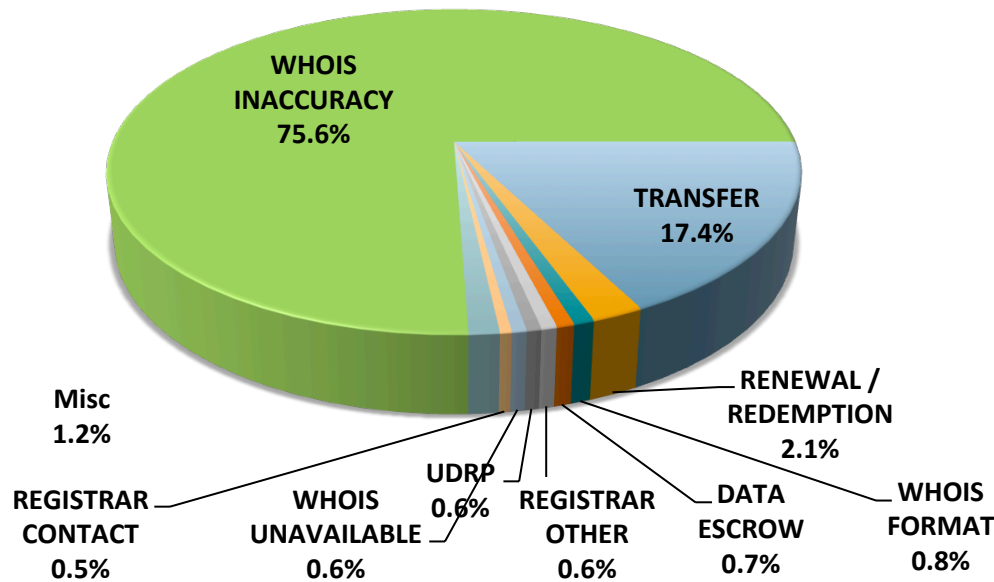
Registrar/Registry TAT - July-13 - May-14	(in days)
Avg TAT 1st Notice	12.1
Avg TAT 2nd Notice	6.9
Avg TAT 3rd Notice	9.0
CC Staff TAT - July-13 - May-14	
Avg TAT Open-1st Notice	1.6
Avg TAT 2nd WIP	2.7
Avg TAT 3rd WIP	5.4
Avg TAT Received-Closed	10.0

	YTD Complaints	Sub-total
REGISTRAR	29,221	
REGISTRY	476	
Total New Complaints Received		29,697
Total Prior Months Carryover		11,850
Total Complaints Received		41,547
	Complaints Closed	
Volume Closed Before 1st Notice	11,495	
Volume Closed Before 2nd Notice	12,273	
Volume Closed Before 3rd Notice	2,551	
Volume Closed Before Enforcement WIP	273	
Volume Closed After Enforcement	127	
Total Closed		26,719
	Complaints Open (Carryover)	
Volume Open Before 1st Notice Sent	4,989	
Volume Open in 1st Notice Sent	7,882	
Volume Open in 2nd Notice Sent	1,313	
Volume Open in 3rd Notice Sent	580	
Volume Open After Enforcement All	64	
Total Remaining Open (Carryover)		14,828
Carryover- at end of period	1,926	1,926
	Enforcements	
Volume Breach	38	
Volume Suspension	2	
Volume Termination	6	

Contractual Compliance – Jul 2013 – May 2014

Registrar Complaint Types

Complaint Distribution



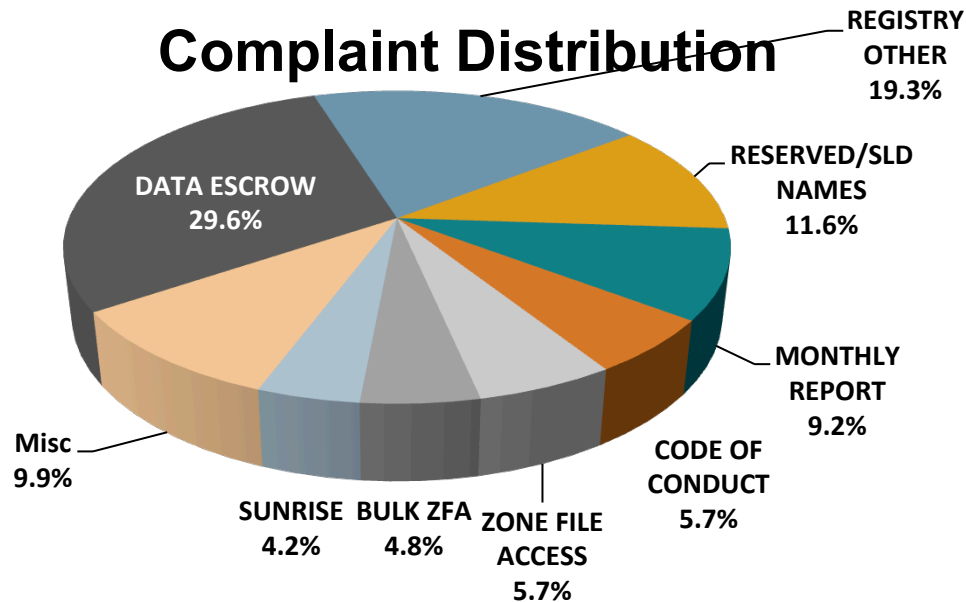
Registrar TAT	(in days)
Avg TAT 1st Notice	12.2
Avg TAT 2nd Notice	6.9
Avg TAT 3rd Notice	9.0

Enforcements	
Volume Breach	38
Volume Suspension	2
Volume Termination	6

REGISTRAR Complaint Type	Quantity
ABUSE	57
CEO CERTIFICATION	10
CUST SRV (LEGACY)	24
CUSTOMER SERVICE	41
DATA ESCROW	205
DNSSEC, IDN, IPV6	1
DOMAIN DELETION	83
FAILURE TO NOTIFY	10
FEES	63
PRIVACY/PROXY	17
REGISTRAR CONTACT	134
REGISTRAR INFO SPEC	31
REGISTRAR OTHER	180
RENEWAL/REDEMPTION	603
RESELLER AGREEMENT	3
TRANSFER	5091
UDRP	170
WHOIS FORMAT	240
WHOIS INACCURACY	22077
WHOIS SLA	12
WHOIS UNAVAILABLE	169
Total Complaints Processed	29,221
Total Complaints Closed	26,574

Contractual Compliance – Jul 2013 – May 2014

Registry Complaint Types



Registry TAT	(in days)
Avg TAT 1st Notice	6.1
Avg TAT 2nd Notice	3.4
Avg TAT 3rd Notice	n/a

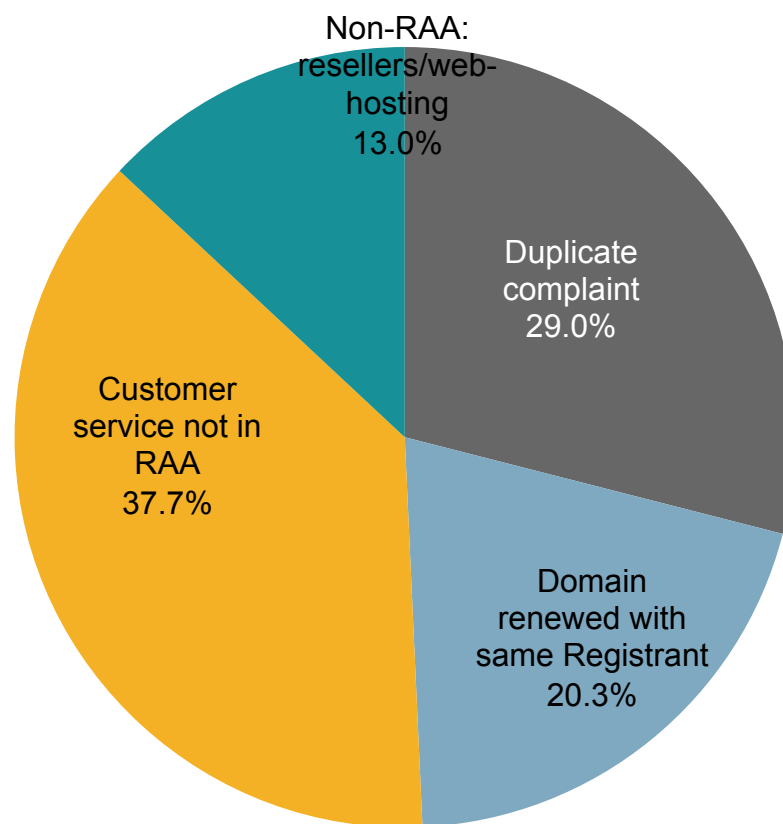
Enforcements	
Volume Breach	0
Volume Termination	0

REGISTRY Complaint Type	Qty
ABUSE CONTACT DATA	4
BULK REGISTRATION DATA ACCESS	14
BULK ZFA	23
CLAIMS SERVICES	3
CODE OF CONDUCT	27
DATA ESCROW	141
MONTHLY REPORT	44
PIC-DRP	2
REGISTRY OTHER	92
RESERVED/SLD NAMES	55
RR-DRP	13
SLA	2
SUNRISE	20
URS	7
WILDCARD PROHIBITION	2
ZONE FILE ACCESS	27
Total Complaints Processed	476
Total Complaints Closed	145

Contractual Compliance – Jul 2013 – May 2014

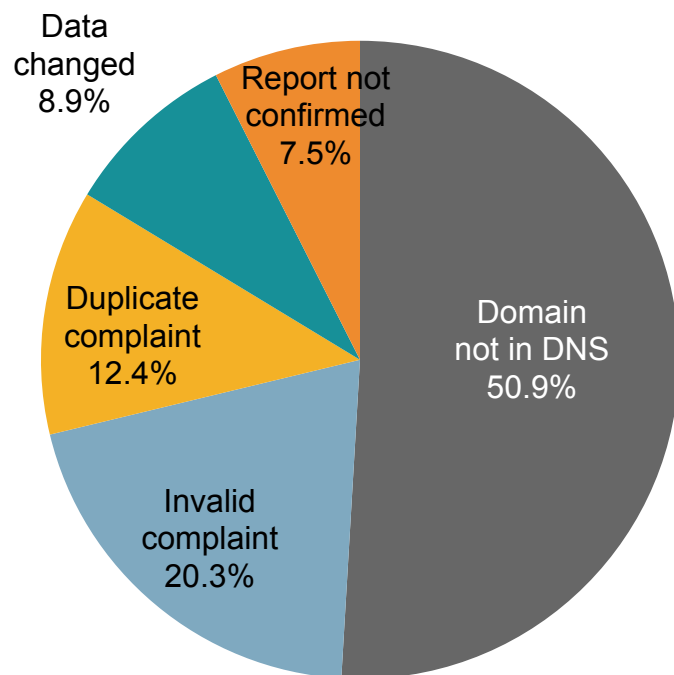
Complaint Types & Top 5 Closure Reasons - Registrar

Domain Renewal: Closure Reasons

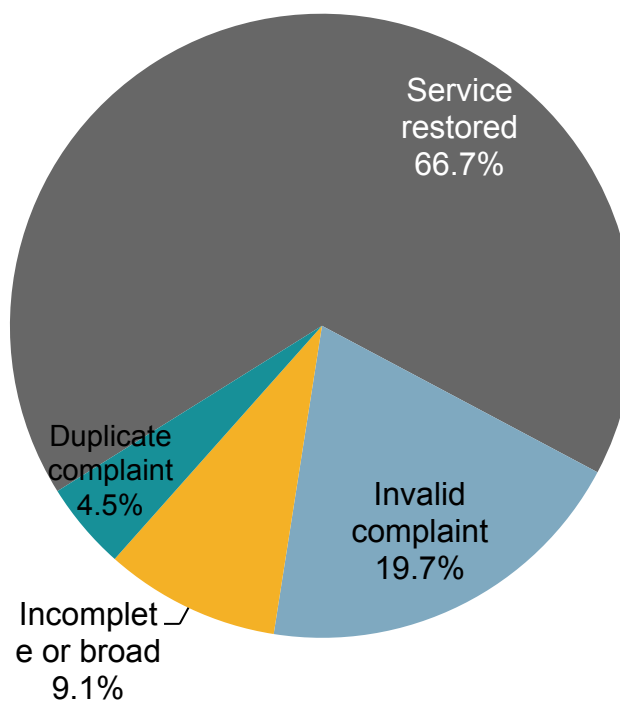


Contractual Compliance – July 2013 – May 2014 Complaint Types & Top 5 Closure Reasons - Registrar

Whois Inaccuracy: Closure Reasons

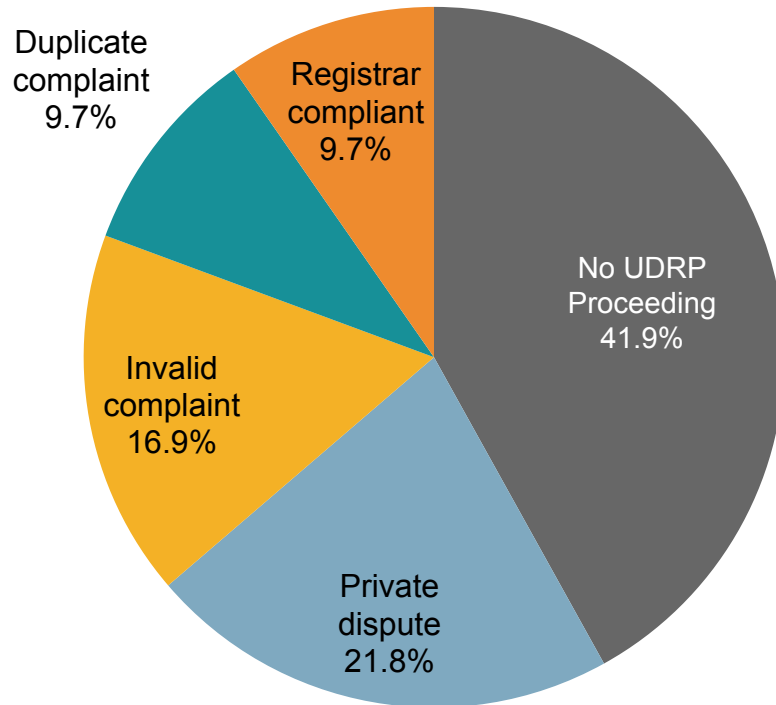


Whois Unavailable: Closure Reasons

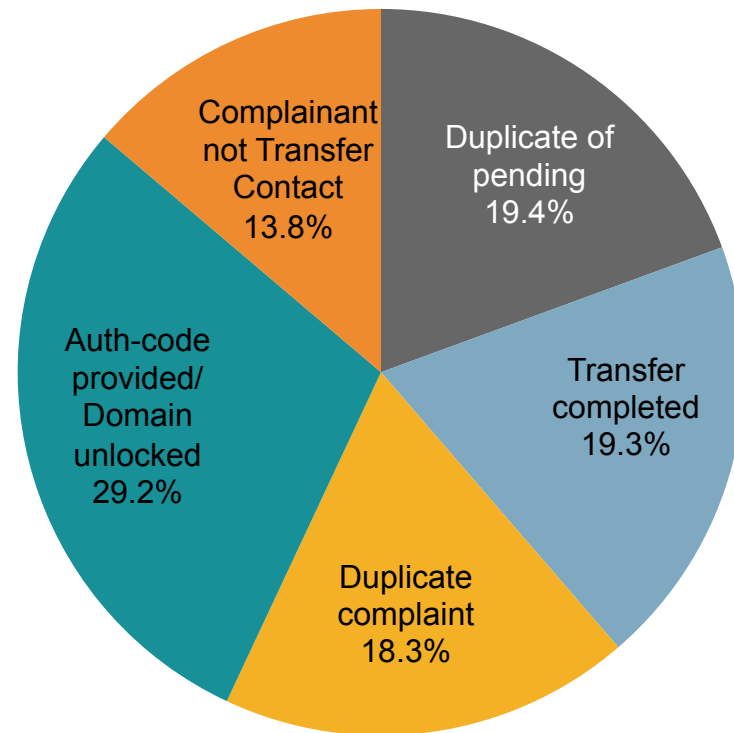


Contractual Compliance – July 2013 – May 2014 Complaint Types & Top 5 Closure Reasons - Registrar

UDRP: Closure Reasons

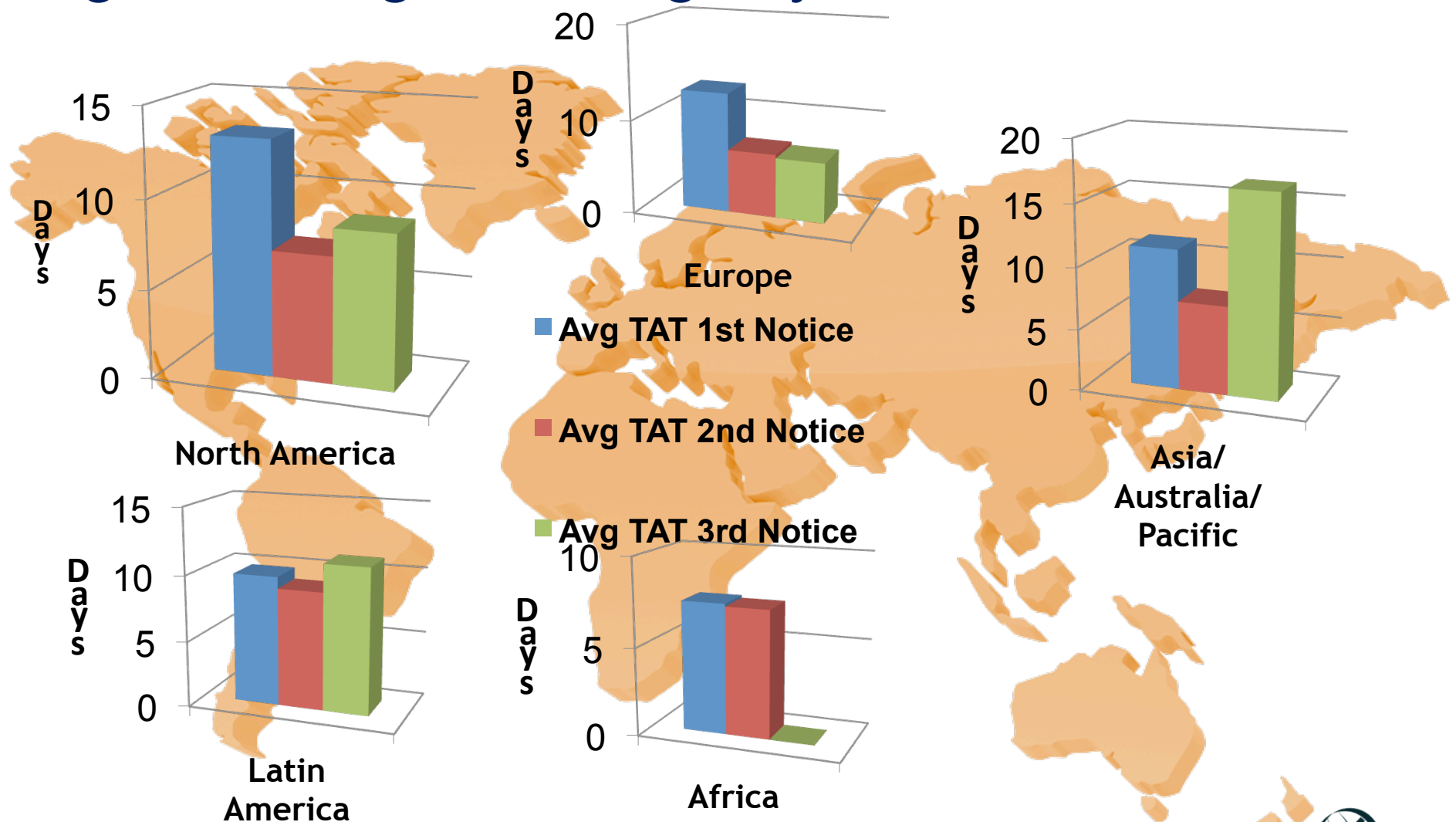


Transfer: Closure Reasons



Contractual Compliance – Jul 2013 – May 2014

Regional Registrar/Registry Turn-Around-Time



TAT = Average Turn Around Time, in Business Days

Whois Inaccuracy Metrics

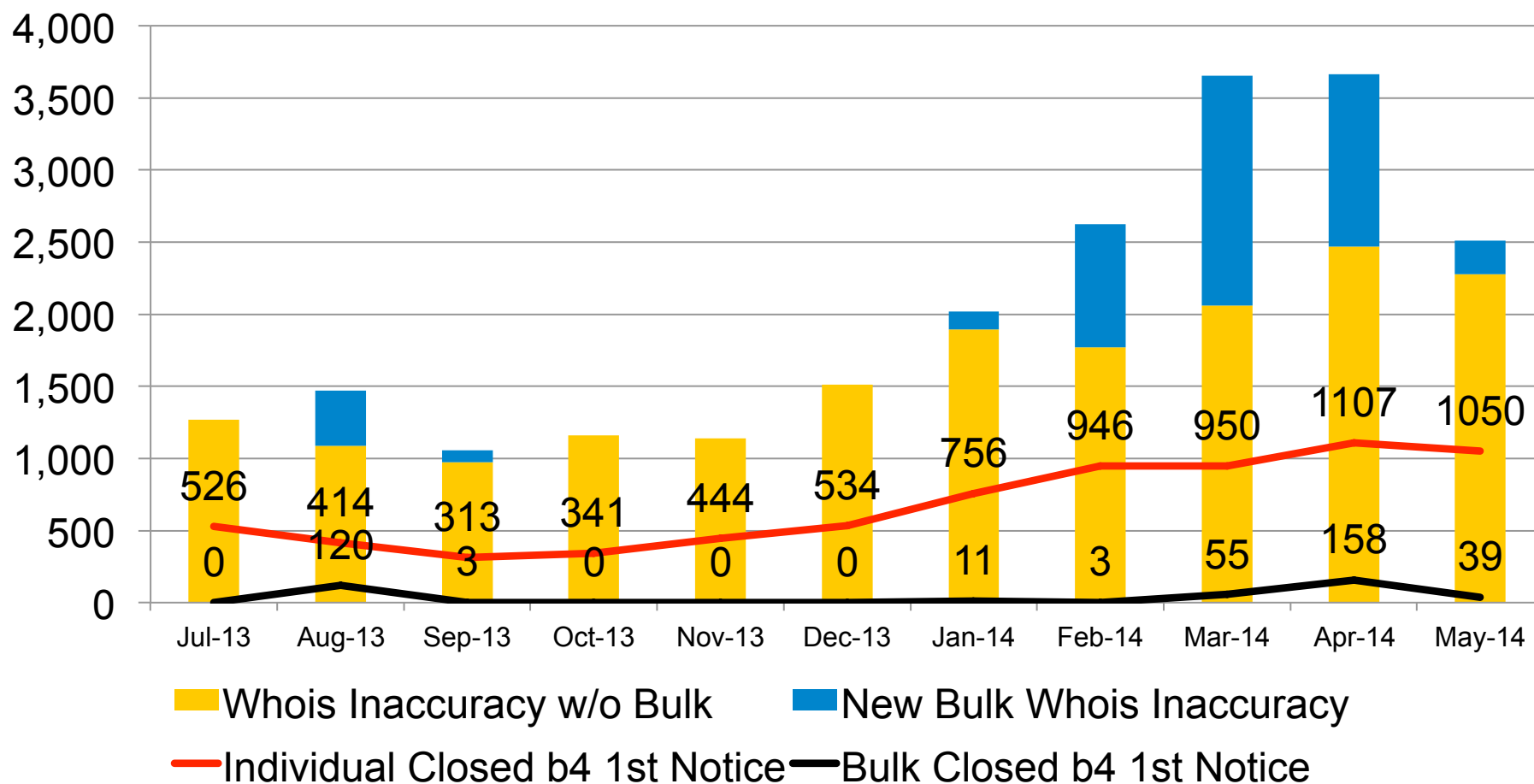
Jul 2013 – May 2014

#ICANN50



Contractual Compliance – Jul 2013 – May 2014

Whois Inaccuracy Volumes – Individual vs. Bulk

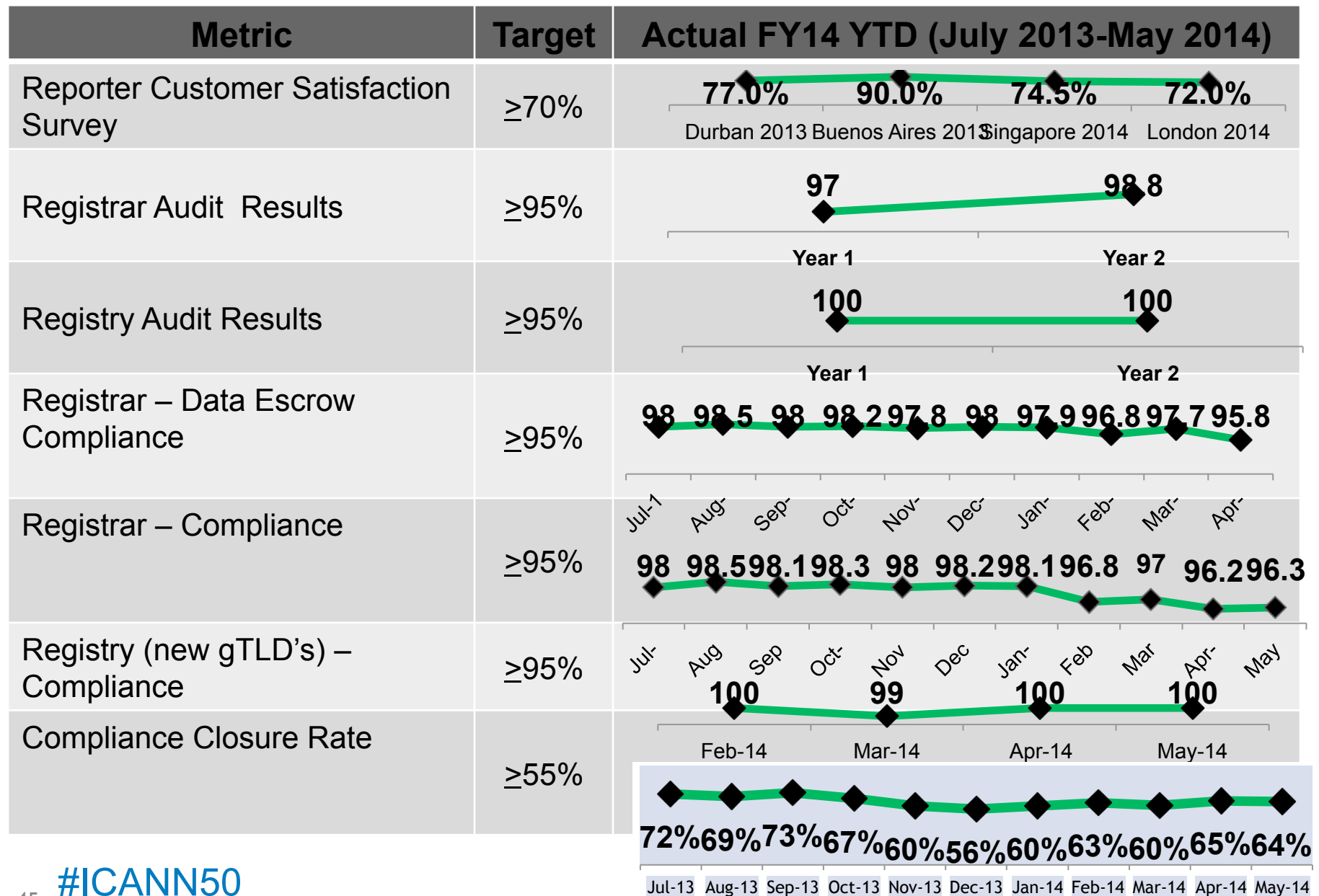


Contractual Compliance Key Performance Metrics July 2014 – May 2014

#ICANN50



Contractual Compliance – Governance Metrics



Contractual Compliance Complaint Application & Metrics Update

#ICANN50



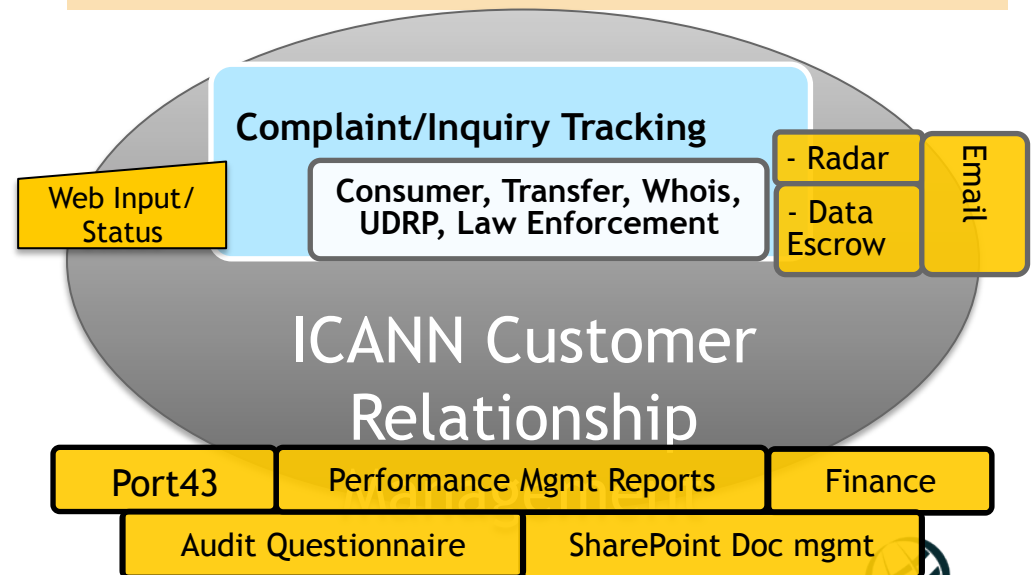
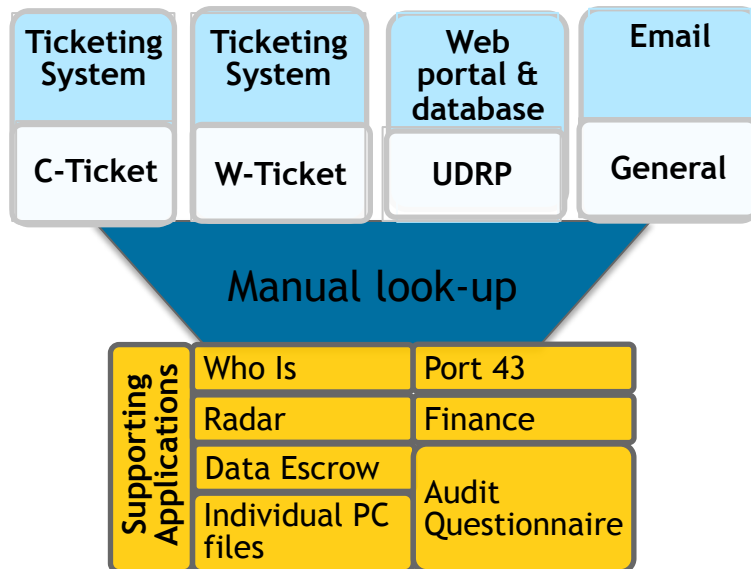
Contractual Compliance IT Vision – April 2012

Current

Future

- Separate ticketing applications
- Disjointed process & limited workflow
 - 9% automated
 - Manual ticket administration
- Manual effort to reference Radar, Whois, Data Escrow & Finance information

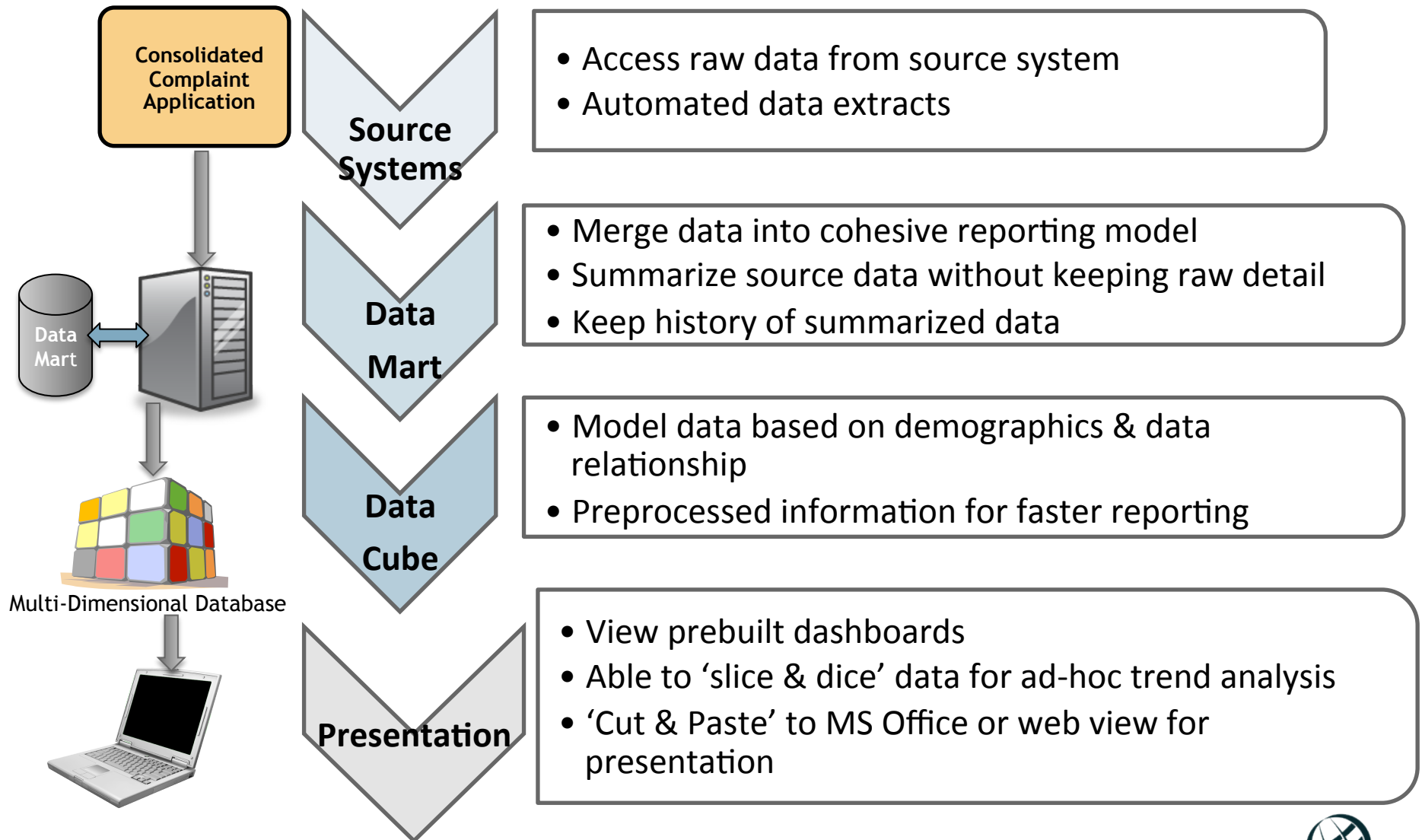
- Integrated Registrar/Registry complaint tracking within consolidated application
- Common process & automated workflow
- Exception based complaint administration
 - Radar & data escrow information incorporated into solution
- Automated linkage with supporting applications (Port43, Finance, SharePoint, audit, reports, email)



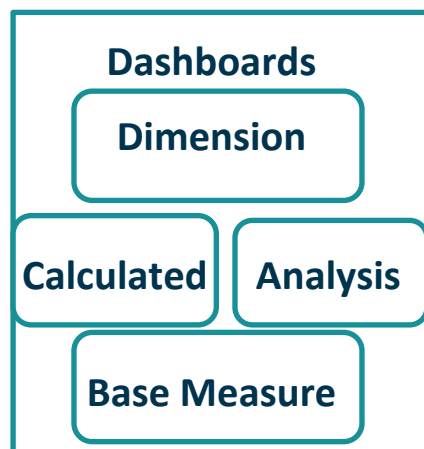
Compliance Application Status – Jun 2014

Plan - 2012	Results	Explanation
Integrated Registrar/Registry complaint tracking within consolidated application	Done	<ul style="list-style-type: none"> • Migrated original ten complaint types into single application. • Added thirty new complaint types based on 2013 RAA and new Registry contract obligations into same complaint tracking application. • Also moved complaint web input from Internic.net to ICANN.ORG.
Common process & automated workflow	Done	<ul style="list-style-type: none"> • Applied 123 notification process to original ten complaint types. Created Generic Registrar & Registry process for all 40 complaint types. • All follow same 123 notification & Breach/Termination process
Exception based complaint administration	Done	<ul style="list-style-type: none"> • Integrated into process
RADAR & data escrow information incorporated into solution	Done	<ul style="list-style-type: none"> • RADAR, IDN, Audit Log, 400+ standard notice templates, IANA #, TLD ID, Whois Lookup & complaint valid for Registrar/Registry contract incorporated into application. • Automation & integration of Data Escrow for Registrar & Registry in FY15.
Automated linkage with supporting applications	Done	<ul style="list-style-type: none"> • Operational Reports, Audit & Metrics. Metric data captured from complaint application. • 71% work effort automated from 9%. • Finance integration pending Enterprise CRM.
Improve document management	Done	<ul style="list-style-type: none"> • Ten 50+ page procedure guide written for high volume complaint types, Quick Reference documents written for remaining 30 complaint types • Generic business workflow defined • Library management of 400+ correspondence (notices) templates in place

Compliance Metric Process



Compliance Metrics



Metric Type	Explanation	Example	# Metrics
Base Measure	Actual or Raw value from source system	1,126 Registrars	279
Analysis Rules	Value compared to threshold	95% of target	142
Calculated Measure	Two Base measures calculated together to create a new result	Registrar complaints plus Registry complaints equals Total complaints	119
Dimensions	Information that give the answer meaning or context	1,126 Registrars, 2014 = year	52
Grand Total			592

The quantity and type of metrics gives the ability to analyze different intersections of data via the Dimensions, such as:

Complaint Volume	Turnaround Time Registrar, Registry, ICANN	Complaint Closure Reasons	Geography
Pre & Post 2013 RAA	TLD Round Date (Legacy & new GTLD)	Compliance FAQ web views	Bulk Whois Inaccuracy volume

Global Complaint Count by TLD Round

ICANN Contractual Compliance Report for May 2013 - May 2014


[Previous: Enforcement Notices](#)

Report 6 of 8

[Next: Global Domain Count by TLD](#)

Global Complaint Counts by TLD

Complaints by TLD Round



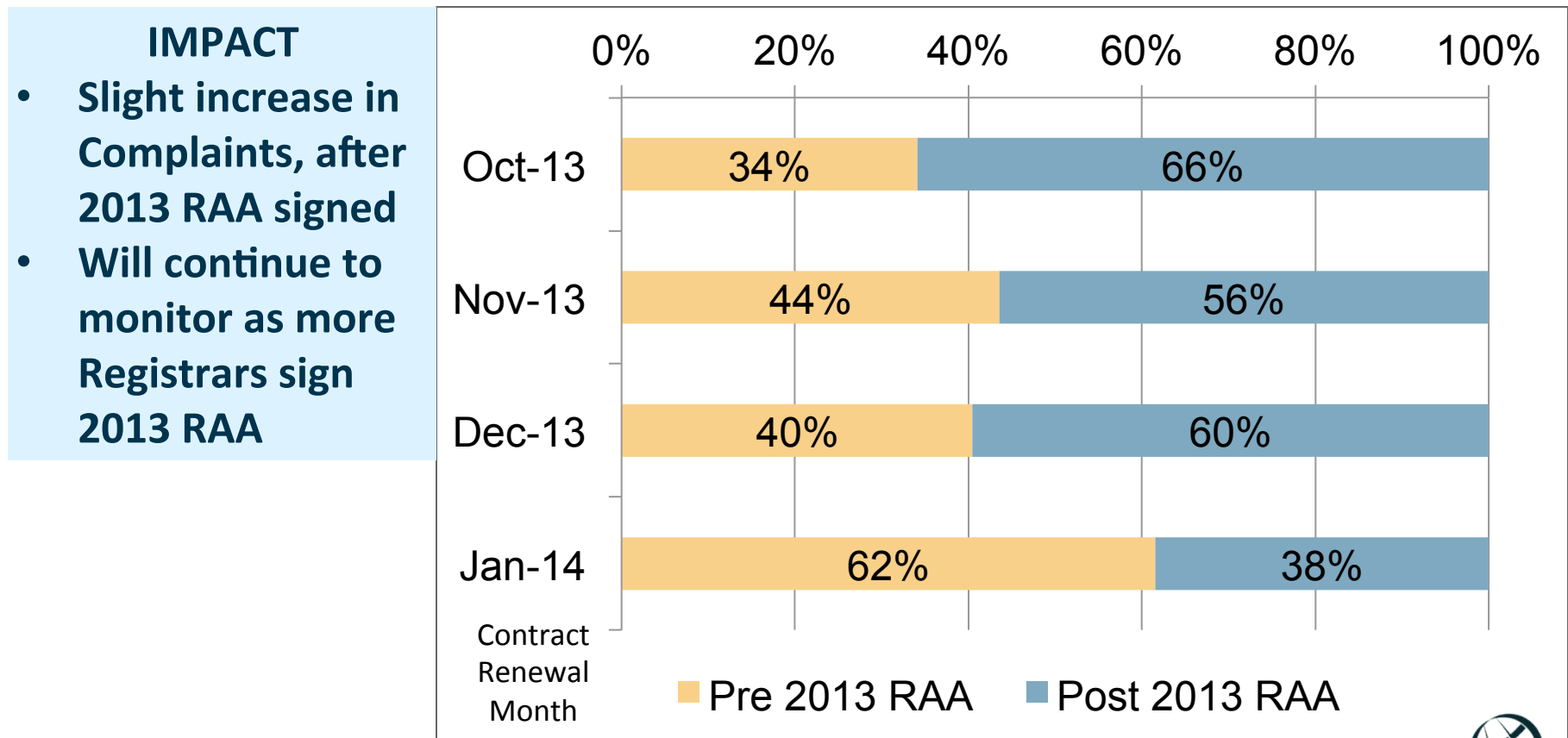
ICANN Regions	2000-round	2004-round	2012-round	pre-icann	unknown*	Total
Africa	0	0	0	2	10	12
Asia/Australia/Pacific	413	46	47	11508	157	12171
Europe	122	4	79	3488	131	3824
Latin America/Caribbean	14	0	0	303	33	350
North America	474	11	133	12439	178	13235
Unknown	138	31	47	1008	3243	4467
Total	1161	92	306	28748	3752	34059

2000-round: TLD grouping consisting of the following TLDs: *aero; biz; coop; info; museum; name; pro*, **2004-round:** TLD grouping consisting of the following TLDs: *asia; cat; jobs; mobi; tel; travel; xxx; post*, **2012-round:** see most recent information on [the ICANN Registry Listing](#), **pre-icann:** TLD grouping consisting of the following TLDs: *com; edu; gov; int; mil; net; org*

unknown: Not all complaints are TLD or Region specific.

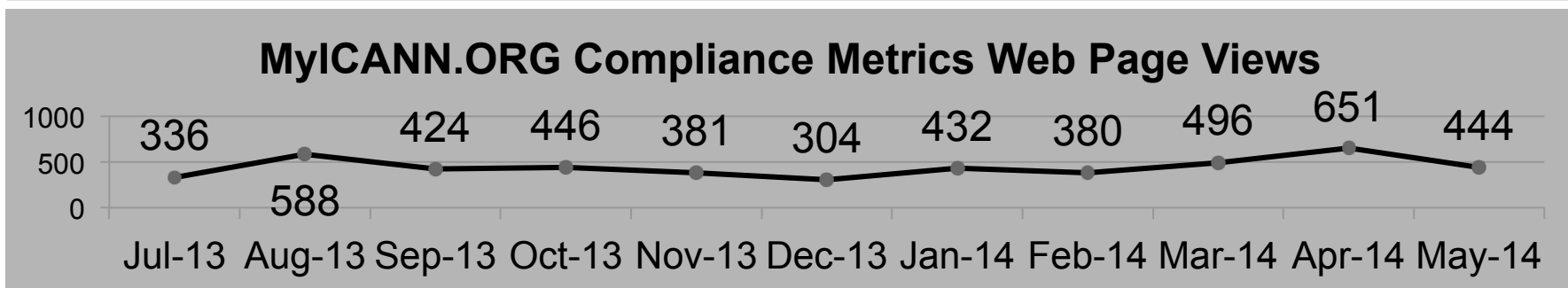
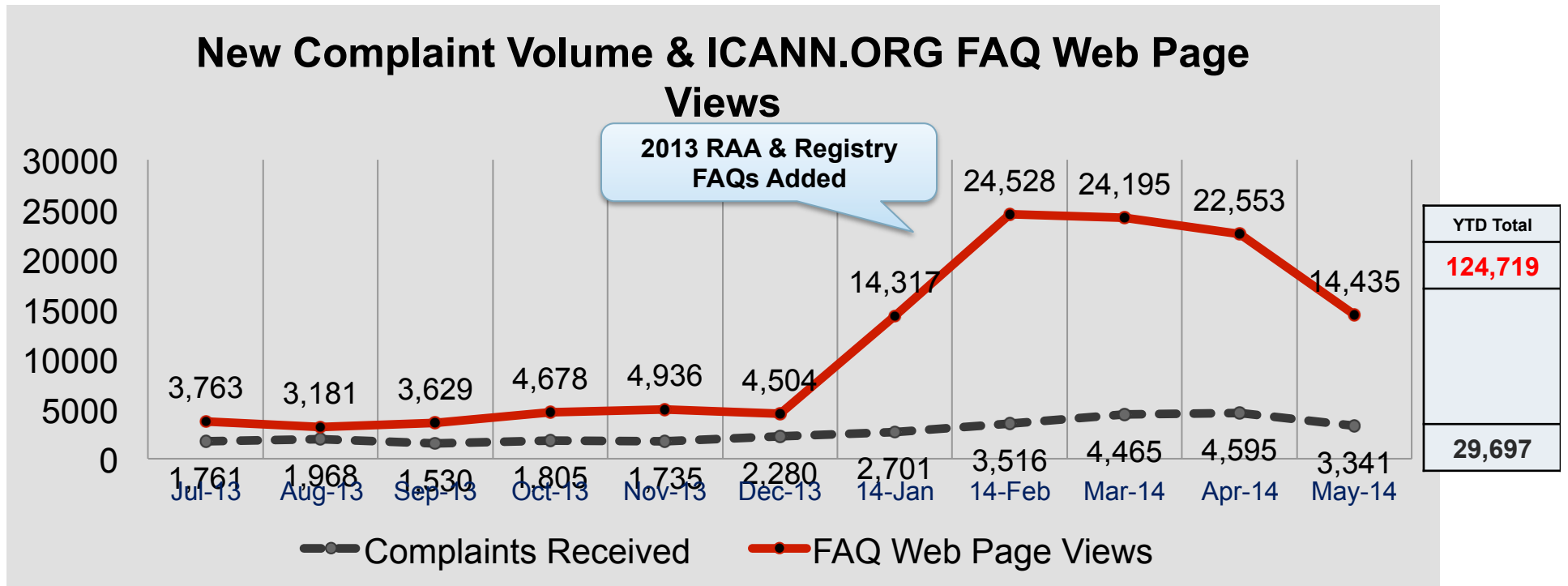
Complaint Impact due to 2013 RAA Renewals

- Complaint Volume five months before & after contract renewal date reviewed
- Complaints compared are: Transfer, UDRP, Whois Format, Whois Inaccuracy, Whois SLA and Whois Unavailable



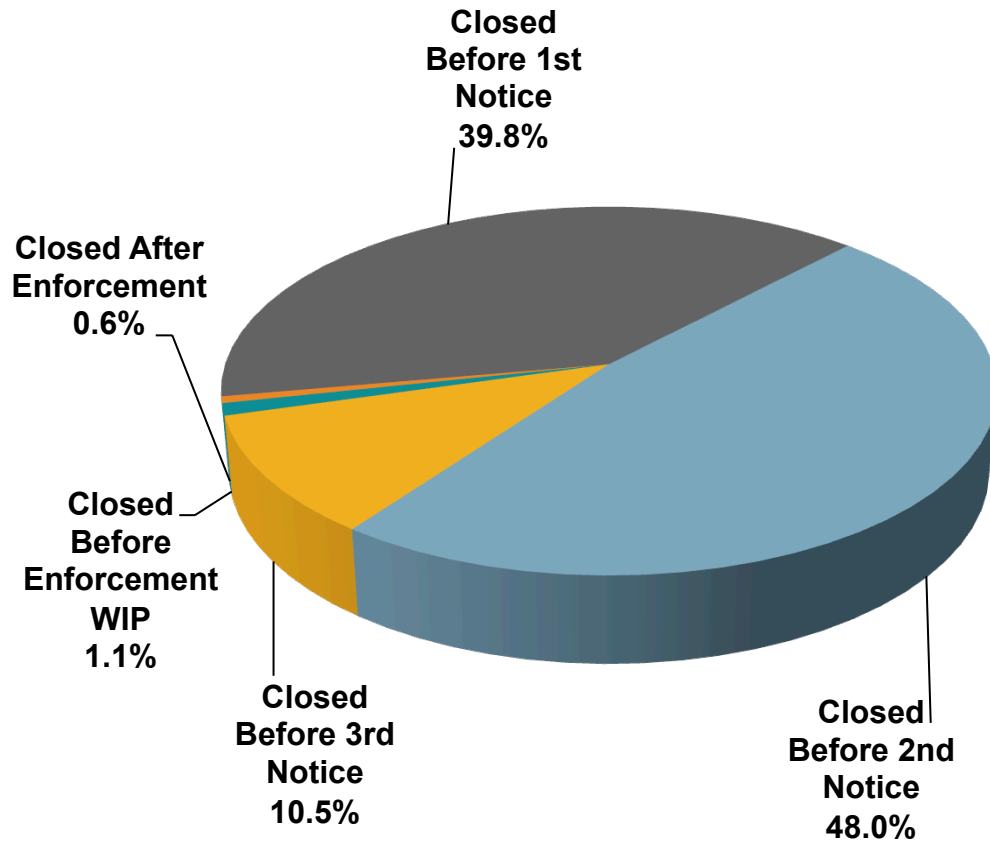
Contractual Compliance – Jul 2013 – May 2014

ICANN.Org and MyICANN.Org Web Page Views



Closed Complaints by 123 Cycle Queues

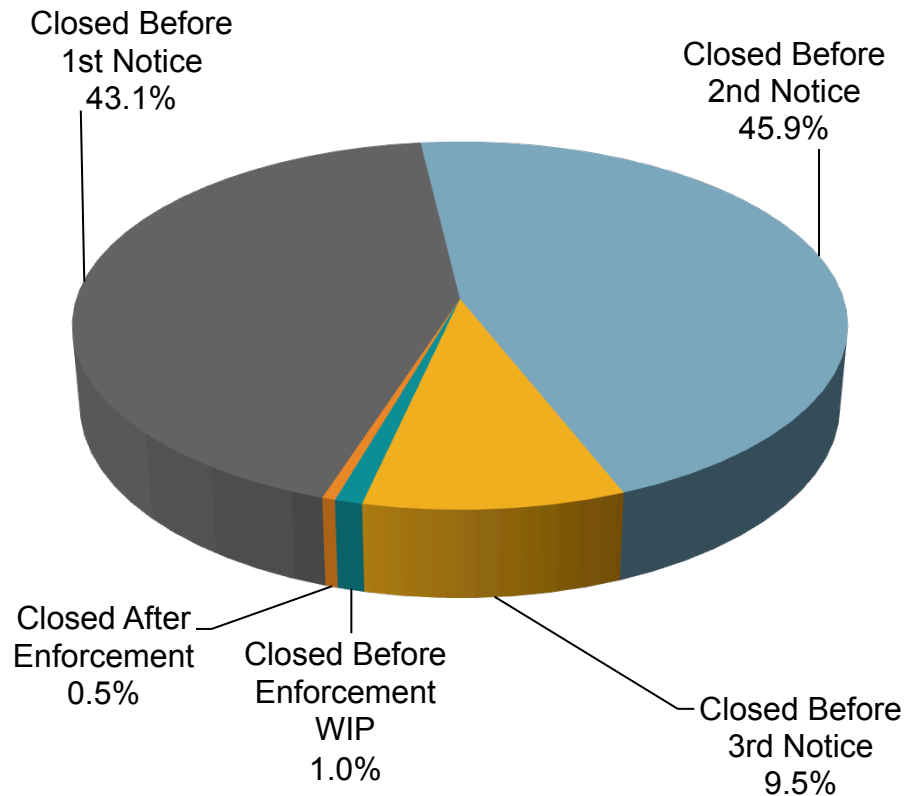
Mar 2014 -May 2014



Closed Complaints	
Type	Qty
Closed Before 1st Notice	4,577
Closed Before 2nd Notice	5,513
Closed Before 3rd Notice	1,209
Closed Before Enforcement	123
Closed After Enforcement	66
Total Closed	11,488

Closed Complaints by 123 Cycle Queues

July 2013 -May 2014



Closed Complaints

Type	Qty
Closed Before 1st Notice	11,459
Closed Before 2nd Notice	12,189
Closed Before 3rd Notice	2,529
Closed Before Enforcement	269
Closed After Enforcement	127
Total Closed	26,573

Uniformity of Reporting

- 6 October 2011 request for Compliance report
- 18 March 2012 response to GNSO
- 12 April 2012 presentation to GNSO
- 22 March 2013 report released for public comment (none received)
- 2 April 2013 final report submitted
- Resolved: Review at the completion of the three-year plan