

ICANN Contractual Compliance Transfer-Related Metrics, Sept 2020 – Oct 2023

Transfer-Related Complaints Received, Month – Year

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
2020	-	-	-	-	-	-	-	-	448	416	460	935	2.259
2021	1.358	906	826	2.451	1.401	271	446	205	189	159	170	159	8.541
2022	146	148	150	140	129	141	100	109	151	103	145	112	1.574
2023	112	132	138	120	116	139	128	149	100	122	-	-	1.256
Total received													13.630

Transfer Complaints Closed

Complaints Closed	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total	%
Closed as Invalid (without addressing with CP)	822	9.338	1.267	1.070	12.497	90%
Sent to Contracted Party	190	624	313	226	1.353	10%
Total closed	1.012	9.962	1.580	1.296	13.850	100%

Transfer Complaints Received

(related to Unauthorized Inter-Registrar Transfer and Unauthorized COR)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total
Transfer	Transfer (Unauthorized Inter-Registrar Transfer)	78	323	195	184	780
Transfer	Transfer (Unauthorized COR)	12	95	53	45	205
Domain Renewal/Redemption	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	1	-	2
Registration Data Inaccuracy	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	-	-	1
Total received		90	420	249	229	988

Transfer Complaints Closed

(related to Unauthorized Inter-Registrar Transfer)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer (Unauthorized Inter-Registrar Transfer)	32	327	158	158	675	
Abuse	Transfer (Unauthorized Inter-Registrar Transfer)	-	2	-	-	2	
Domain Renewal/Redemption	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	-	-	1	
Registration Data Inaccuracy	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	-	-	1	
Total Closed as Invalid (without addressing with Contract Party)		32	331	158	158	679	89%
Sent to Contract Party							
Transfer	Transfer (Unauthorized Inter-Registrar Transfer)	4	29	27	25	85	
Domain Renewal/Redemption	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	1	-	2	
Generic Registrar	Transfer (Unauthorized Inter-Registrar Transfer)	-	1	-	-	1	
Total Sent to Contract Party		4	31	28	25	88	11%
Total Closed		36	362	186	183	767	100%

Transfer Complaints Closed

(related to Unauthorized COR)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer (Unauthorized COR)	2	91	41	34	168	
Abuse	Transfer (Unauthorized COR)	-	1	-	-	1	
Total Closed as Invalid (without addressing with Contract Party)		2	92	41	34	169	80%
Sent to Contract Party							
Transfer	Transfer (Unauthorized COR)	2	5	20	15	42	
Total Sent to Contract Party		2	5	20	15	42	20%
Total Closed		4	97	61	49	211	100%

Transfer Complaints Closed

(related to (Improperly Allowed): 60-Day COR Lock, URS, UDRP, TDRP, Court Order)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-O CT)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer (Improperly Allowed): 60-Day COR Lock	1	22	4	6	33	
Transfer	Transfer (Improperly Allowed): URS	1	2	-	-	3	
Transfer	Transfer (Improperly Allowed): UDRP	1	12	2	3	18	
Transfer	Transfer (Improperly Allowed): TDRP	1	6	5	1	13	
Transfer	Transfer (Improperly Allowed): Court Order	1	10	2	-	13	
Total Closed as Invalid (without addressing with Contract Party)		5	52	13	10	80	99%
Sent to Contract Party							
Transfer	Transfer (Improperly Allowed): Court Order	-	-	1	-	1	
Total Sent to Contract Party		-	-	1	-	1	1%
Total Closed		5	52	14	10	81	100%

Transfer Complaints Closed

(related to (COR Denied): Other, COR Not Authorized, Domain Expired, Court Order, and UDRP, URS or TDRP Proceedings)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer (COR Denied): Other	80	1,377	111	89	1,657	
Transfer	Transfer (COR Denied): COR Not Authorized	17	294	23	18	352	
Transfer	Transfer (COR Denied): Domain Expired	10	212	15	9	246	
Transfer	Transfer (COR Denied): Court Order	1	14	1	-	16	
Transfer	Transfer (COR Denied): UDRP, URS or TDRP Proceedings	3	26	6	4	39	
Domain Renewal/Redemption	Transfer (COR Denied): Other	-	1	-	-	1	
Domain Suspension	Transfer (COR Denied): COR Not Authorized	-	1	-	-	1	
Generic Registrar	Transfer (COR Denied): Other	-	1	1	-	2	
Registration Data Inaccuracy	Transfer (COR Denied): Other	-	2	-	-	2	
Total Closed as Invalid (without addressing with Contract Party)		111	1,928	157	120	2,316	95%
Sent to Contract Party							
Transfer	Transfer (COR Denied): Other	9	64	19	8	100	
Transfer	Transfer (COR Denied): COR Not Authorized	1	4	1	3	9	
Transfer	Transfer (COR Denied): Domain Expired	1	3	1	-	5	
Transfer	Transfer (COR Denied): UDRP, URS or TDRP Proceedings	-	-	-	1	1	
Domain Renewal/Redemption	Transfer (COR Denied): Other	-	1	-	1	2	
Domain Suspension	Transfer (COR Denied): Other	-	1	-	-	1	
Registration Data Inaccuracy	Transfer (COR Denied): Other	-	1	-	-	1	
Total Sent to Contract Party		11	74	21	13	119	5%
Total Closed		122	2,002	178	133	2,435	100%

Transfer Complaints Closed

(related to (Denied): Other, 60-day COR Lock, 60-day Lock After Creation or Transfer, Evidence of Fraud, Registrant Identity Dispute, Transfer Contact Objection, Nonpayment of Registration Period, Court Order, and UDRP, URS or TDRP Proceedings)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-OC T)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer (Denied): Other	452	5,738	640	519	7,349	
Transfer	Transfer (Denied): 60-day COR Lock	34	490	106	92	722	
Transfer	Transfer (Denied): 60-day Lock After Creation or Transfer	7	65	26	22	120	
Transfer	Transfer (Denied): Evidence Of Fraud	6	233	33	27	299	
Transfer	Transfer (Denied): Registrant Identity Dispute	24	399	83	55	561	
Transfer	Transfer (Denied): Transfer Contact Objection	13	118	52	41	224	
Transfer	Transfer (Denied): Nonpayment Of Registration Period	4	70	29	33	136	
Transfer	Transfer (Denied): Court Order	5	102	6	4	117	
Transfer	Transfer (Denied): UDRP, URS or TDRP Proceedings	1	76	8	9	94	
Domain Renewal/Redemption	Transfer (Denied): Other	-	4	-	-	4	
Domain Suspension	Transfer (Denied): Other	2	-	-	-	2	
Generic Registrar	Transfer (Denied): Other	1	3	-	2	6	
Abuse	Transfer (Denied): Other	2	2	-	-	4	
Code of Conduct	Transfer (Denied): Other	1	-	-	-	1	
Disclosure of gTLD Registration Data	Transfer (Denied): Other	-	2	-	-	2	
Registration Data (service down)	Transfer (Denied): Other	-	6	-	1	7	
Uniform Domain-Name Dispute-Resolution (UDRP)	Transfer (Denied): UDRP, URS or TDRP Proceedings	-	1	-	-	1	
Total Closed as Invalid (without addressing with Contract Party)		552	7,309	983	805	9,649	90%
Sent to Contract Party							
Transfer	Transfer (Denied): Other	82	424	197	149	852	
Transfer	Transfer (Denied): 60-day COR Lock	2	20	15	15	52	
Transfer	Transfer (Denied): 60-day Lock After Creation or Transfer	1	1	2	2	6	
Transfer	Transfer (Denied): Evidence Of Fraud	-	13	6	3	22	
Transfer	Transfer (Denied): Registrant Identity Dispute	1	11	12	5	29	
Transfer	Transfer (Denied): Transfer Contact Objection	2	12	6	6	26	
Transfer	Transfer (Denied): Nonpayment Of Registration Period	-	1	3	6	10	
Transfer	Transfer (Denied): Court Order	1	-	1	-	2	
Transfer	Transfer (Denied): UDRP, URS or TDRP Proceedings	-	1	2	-	3	
Domain Renewal/Redemption	Transfer (Denied): Other	2	8	-	1	11	
Domain Renewal/Redemption	Transfer (Denied): Nonpayment Of Registration Period	-	-	-	1	1	
Domain Suspension	Transfer (Denied): Other	-	-	1	1	2	
Domain Suspension	Transfer (Denied): Nonpayment Of Registration Period	-	-	-	1	1	
Generic Registrar	Transfer (Denied): Other	1	2	-	-	3	
Uniform Domain-Name Dispute-Resolution (UDRP)	Transfer (Denied): Other	-	-	1	-	1	
Total Sent to Contract Party		92	493	246	190	1,021	10%
Total Closed		644	7,802	1,229	995	10,670	100%

Transfer Complaints Closed

(related to Non-Response to TEAC Request)

Complaint Type	Complaint Category	2020 (SEP-DEC)	2021	2022	2023 (JAN-O CT)	Total	%
Closed as Invalid (without addressing with Contract Party)							
Transfer	Transfer: Non-Response to TEAC Request	5	133	8	5	151	
Total Closed as Invalid (without addressing with Contract Party)		5	133	8	5	151	96%
Sent to Contract Party							
Transfer	Transfer: Non-Response to TEAC Request	-	6	-	-	6	
Total Sent to Contract Party		-	6	-	-	6	4%
Total Closed		5	139	8	5	157	100%

During Sept 2020-Oct 2023, ICANN Contractual Compliance closed 12497 complaints as invalid (without initiating a case with the contracted party).

Transfer Complaints Closed

Closure Code Description	2020 (SEP-DEC)	2021	2022	2023 (JAN-O CT)	Total
Transfer Complaints Closed as Invalid (without addressing with Contract Party)					
The complaint is out of scope because ICANN terminated the registrar's accreditation.	-	5,708	11	4	5,723
The complaint is out of scope because the complainant did not provide the requested information.	594	2,129	884	775	4,382
The complaint is out of scope because it is regarding a country-code top-level domain.	41	702	132	112	987
The complaint is out of scope because it is a duplicate of an open complaint.	140	438	112	75	765
The transfer has been completed.	27	240	47	28	342
The complaint is out of scope because it is a duplicate of a closed complaint.	3	61	10	8	82
The transfer cannot be completed due to a transfer or registration within the past 60 days, or a change of registrant lock.	1	10	23	22	56
The complaint is out of scope because it is about a private dispute that does not implicate ICANN's contractual authority.	4	10	10	10	34
The complaint is out of scope because customer service issues are outside of ICANN's contractual authority.	2	11	7	5	25
The complaint is out of scope because the unauthorized transfer was due to hijacking.	-	1	6	15	22
The complaint is out of scope because the domain is not registered.	3	7	2	2	14
The complaint is out of scope because the complainant is not the transfer contact for the domain.	1	5	4	3	13
The complaint is out of scope because it is incomplete or broad.	-	-	2	4	6
The transfer was denied because of a court order received by the registrar.	-	2	3	-	5
The change of registrant has been completed.	-	2	1	1	4
The complaint is out of scope because it is not about an ICANN contracted party.	1	1	2	-	4
The complaint is out of scope because the complainant is not the domain registrant or the registrant's designated agent for purposes of a change of registrant.	-	2	1	1	4
The complaint is out of scope because the registrar voluntarily terminated its ICANN accreditation.	-	4	-	-	4
The registrar corrected its noncompliance.	2	-	1	-	3
The registrar demonstrated compliance with its contractual requirements.	1	-	2	-	3
The registrar demonstrated compliance.	-	1	1	1	3
Auth-Code provided/domain unlocked.	-	2	1	-	3
The complaint is out of scope because ICANN is not a registrar.	-	-	1	1	2
The complaint is out of scope because it contains offensive language.	-	-	1	1	2
The complaint is out of scope because there is no evidence of an abuse report with the registrar.	-	-	2	-	2
The change of registrant is not authorized.	-	-	-	1	1
The complaint is out of scope because it is about a registrar that is not within ICANN's contractual authority.	-	1	-	-	1
The complaint is out of scope because it is about an illegal activity that is outside of ICANN's contractual authority.	-	-	-	1	1
The complaint is out of scope because spam is outside of ICANN's contractual authority.	1	-	-	-	1
The registrar demonstrated compliance with the change of registrant requirements.	1	-	-	-	1
The transfer cannot be completed due to evidence of fraud.	-	1	-	-	1
The transfer cannot be completed due to the domain registration occurring within the past 60 days.	-	-	1	-	1
Total Transfer Complaints Closed as Invalid (without addressing with Contract Party)	822	9,338	1,267	1,070	12,497

During Sept 2020-Oct 2023, ICANN Contractual Compliance closed 1572 Contracted Party cases.

Transfer Complaints Closed (Contracted Party Cases)

Closure Code Description	2020 (SEP-DEC)	2021	2022	2023 (JAN-OCT)	Total
The complaint is out of scope because ICANN terminated the registrar's accreditation.	-	357	-	-	357
The transfer has been completed.	100	77	80	62	319
The registrar demonstrated compliance with its contractual requirements.	34	53	117	70	274
The registrar demonstrated compliance.	3	76	52	38	169
The complaint is out of scope because the complainant did not provide the requested information.	118	3	2	-	123
The registrar provided evidence that the transfer AuthInfo code was provided to the registrant and the public WHOIS shows the domain is unlocked for transfer.	27	29	17	7	80
The registrar corrected its noncompliance.	3	16	15	17	51
The complaint is out of scope because the complainant is not the transfer contact for the domain.	8	13	7	6	34
The transfer cannot be completed due to evidence of fraud.	4	7	4	6	21
The transfer cannot be completed due to the change of registrant lock.	1	4	7	4	16
The complaint is out of scope because the unauthorized transfer was due to hijacking.	9	2	3	2	16
The transfer was denied because of a court order received by the registrar.	-	10	5	-	15
The transfer cannot be completed due to a dispute over the identity of the registrant or administrative contact.	-	4	10	1	15
The registrar demonstrated compliance with the change of registrant requirements.	3	4	2	4	13
The complaint is out of scope because it is a duplicate of an open complaint.	10	1	2	-	13
The transfer cannot be completed due to lack of payment for the prior or current registration period.	4	2	2	2	10
The complaint is out of scope because it is about a private dispute that does not implicate ICANN's contractual authority.	2	3	3	1	9
The transfer cannot be completed due to a transfer within the past 60 days.	-	1	4	1	6
The complaint is out of scope because the complainant is not the domain registrant or the registrant's designated agent for purposes of a change of registrant.	-	1	1	2	4
The transfer cannot be completed without proof of the transfer contact's identity.	3	-	-	-	3
The change of registrant has been completed.	-	-	2	1	3
The transfer cannot be completed due to express objection by the transfer contact.	-	1	1	1	3
The transfer cannot be completed due to a transfer or registration within the past 60 days, or a change of registrant lock.	1	1	-	1	3
The complaint is out of scope because the domain is not registered.	2	-	-	-	2
The complaint is out of scope because the registrar voluntarily terminated its ICANN accreditation.	-	2	-	-	2
The matter has been withdrawn due to an ICANN issue.	-	1	1	-	2
The complaint is out of scope because it is incomplete or broad.	-	-	1	-	1
The change of registrant is not authorized.	-	-	1	-	1
The complaint is out of scope because spam is outside of ICANN's contractual authority.	1	-	-	-	1
The registrar verified the domain's WHOIS information is correct.	1	-	-	-	1
The complaint is out of scope because it is not about an ICANN contracted party.	-	1	-	-	1
The WHOIS data has been updated.	1	-	-	-	1
The complaint is out of scope because customer service issues are outside of ICANN's contractual authority.	1	-	-	-	1
The transfer cannot be completed because there is a pending Uniform Domain Name Dispute Resolution Policy (UDRP) action pending.	-	-	-	1	1
The complaint is out of scope because it is a duplicate of a closed complaint.	-	1	-	-	1
Total	336	670	339	227	1,572