

# Raising Awareness About Issues and Challenges Impacting Domain Name Registrants



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# Agenda

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# About the Registrant Program

# What's the Registrant Program all about?

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- ⦿ The goals of ICANN's Registrant Program:
  - Educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.
  - Identifying and raising awareness about issues and challenges that registrants are facing.

# Educational Resources for Registrants

Do You Have a Domain Name? Here's What You Need to Know.

in f t e m +



## Part III - Having Issues Transferring Your Domain Name

One of the primary purposes of ICANN's Transfer Policy is to allow you to move your domain name from one registrar to another. If you have problems making a transfer, here is some additional information on what you might be experiencing.

Assisting Registrants in Areas Affected by Hurricane Maria

in f t e m +



We have recently heard from community members that they are unable to renew their domain name due to ongoing issues with telecommunications infrastructures in the Caribbean and Latin America, which is at risk of losing their domain name due to circumstances beyond their control.

Do You Have a Domain Name? Here's What You Need to Know

in f t e m +



## Part IV - How to Protect Your Domain Name Against Domain Hijacking or Unauthorized Transfers

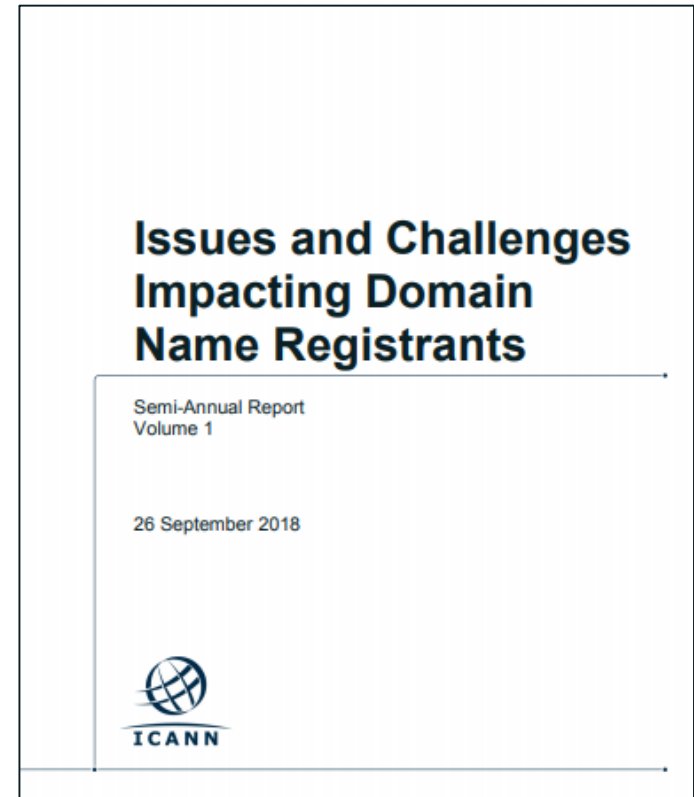
For many registrants, domain names (and the services connected to them, like websites and emails) are essential to their professional and personal lives. Whether used for online commerce, or simply to communicate with family and friends, domain names are valuable assets and should be managed with care.

 Learn more ▶

[www.icann.org/registrants](http://www.icann.org/registrants)

# What's this report series all about?

- ⦿ The ICANN organization is publishing semi-annual reports to provide quantitative data for informed community discussions and collaborations.
- ⦿ The inaugural report published in September 2018 provided data from the ICANN Global Support Center (GSC), ICANN Contractual Compliance and some observations from the ICANN Complaints Office.

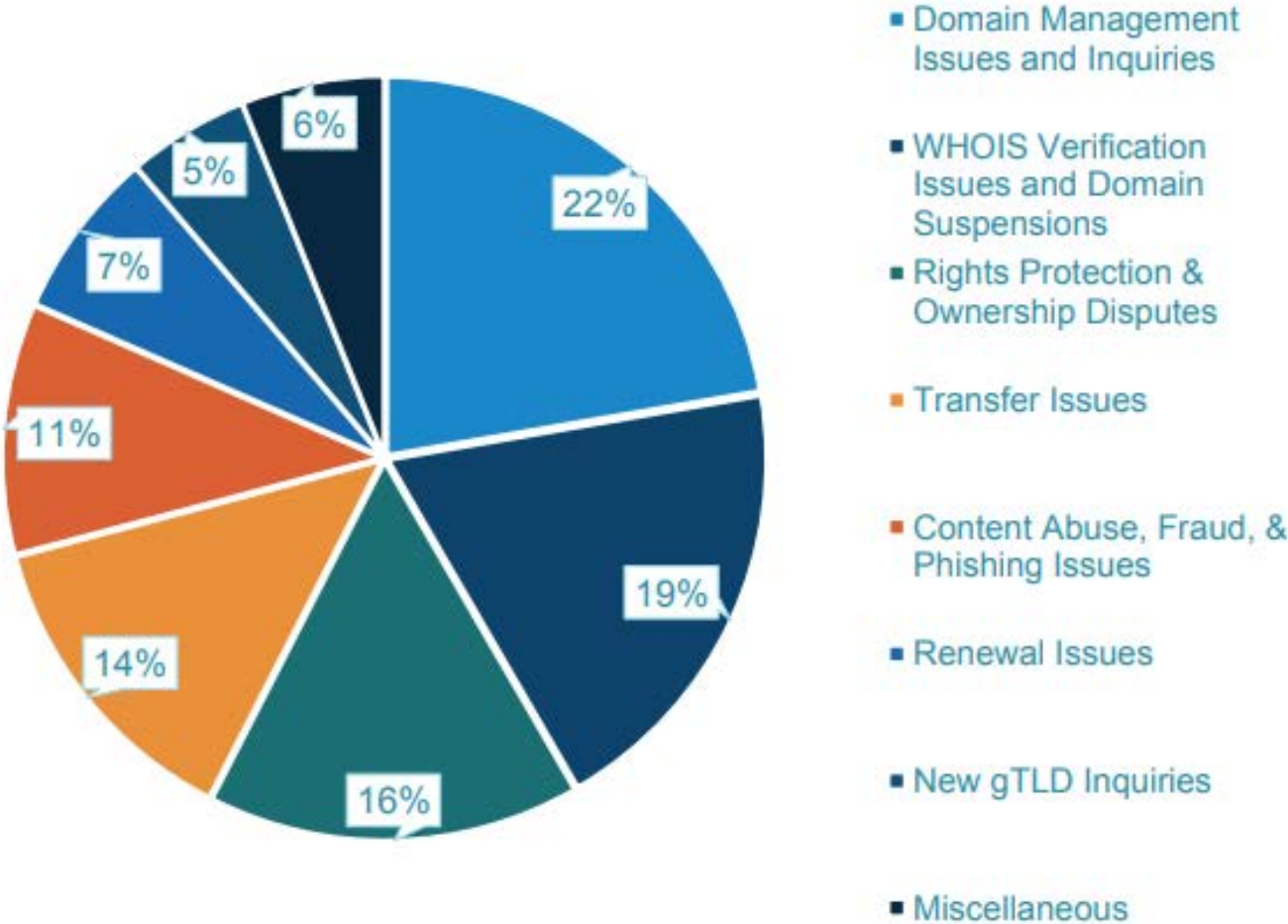


## REPORT:

<https://www.icann.org/en/system/files/files/domain-name-registrants-issues-challenges-report-26sep18-en.pdf>

# Global Support Centre Data (4,582 registrant cases)

Drivers for Registrant Contacts  
Jun - Dec 2017



# Deep-dive into Global Support Centre Data

## Category: Domain Management Issues & Inquiries

Registrant complaint regarding WHOIS (e.g. incorrect information, public display of information, how to update).

Registrant complaint about unresponsive or uncooperative webhost/reseller.

Registrant complaint regarding high fees.

Registrant having issue with login credentials.

## Category: WHOIS Verification Issues & Suspensions

Registrant claimed their domain is still blocked/suspended even after updating/verifying WHOIS information.

Registrant claimed they have not received verification emails and their domain registration is still pending.

Registrant requested removal of their WHOIS information.

## Category: Rights Protection & Ownership Issues

Registrant claims that someone registered a domain infringing on their trademark/intellectual property.

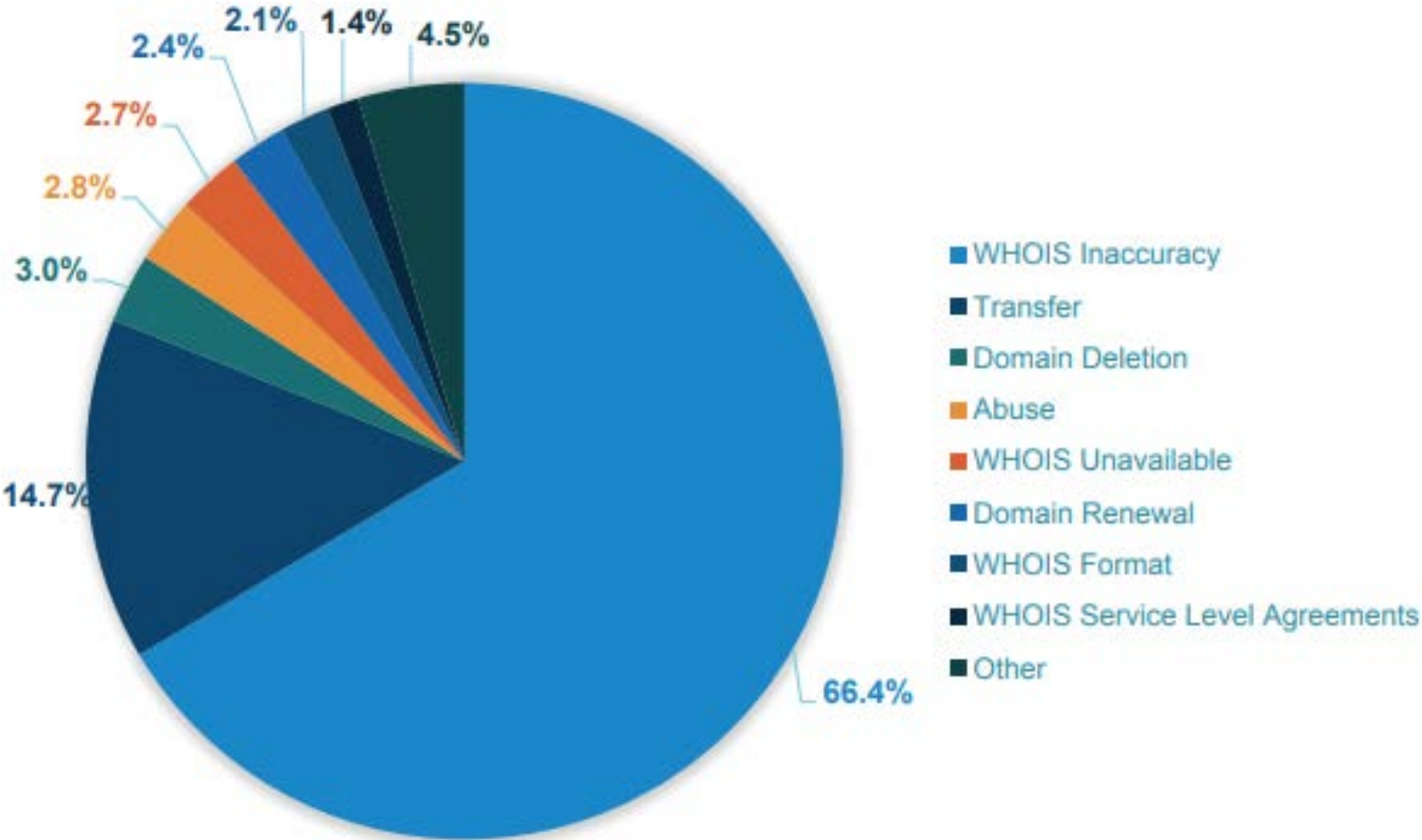
## Category: Transfer Issues

Registrant inquiring about transfer requests that could not be completed (e.g., due to registrant having incorrect WHOIS data, recently changed contact details, or has recently purchased domain).



# Contractual Compliance Data (2,259 cases)

Registrar Complaint Volume by Complaint Type June 2018



# Deep-dive into Contractual Compliance Data

## Category: Domain Deletion

The domain is no longer suspended.

The domain was not suspended at the time the complaint was processed.

The registrar restored the domain.

The registrar's deletion of the domain was compliant.

## Category: Domain Renewal

The registrar demonstrated compliance with the Expired Registration Recovery Policy (ERRP) requirements.

The registrar corrected its ERRP non-compliance.

The domain has been renewed with the same registrant.

## Category: Transfer

The transfer has been completed.

The transfer cannot be completed due to transfer or registration within the past 60 days, or a change of registrant lock.

## Category: Uniform Domain Name Dispute Resolution Policy (UDRP)

The registrar demonstrated compliance with UDRP requirements.

The registrar locked a domain subject to a UDRP proceeding.

# Observations from the ICANN Complaints Office

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- ⦿ The remit of ICANN is not widely understood by users and/or registrants. People often believe the ICANN org's authority extends beyond what it is.
- ⦿ During the semi-annual reporting period, the Complaints Office received over 300 submissions regarding issues that fall outside ICANN's scope.
- ⦿ The “out of ICANN's scope” submissions are largely comprised of:
  - Dissatisfaction with customer service received from a contracted party
  - Lack of understanding regarding the role of registrars, resellers and web-hosting companies
  - Claims of identity theft, illegal activity, financial scams, disputes between private parties over domain name registration, unauthorized use of content, deceptive practices, etc.
  - Requests for the ICANN org to “regulate” contracted and non-contracted parties
  - Requests for the ICANN org to delete, register, lock or unlock domain names



## RENEW YOUR DOMAIN NAME BEFORE IT EXPIRES!

### GREAT NEWS.

You hold a unique address on the Internet to promote your organization or yourself.

What do you need to do to keep it?

Renew **BEFORE** it expires!

### DOMAIN NAME MAINTENANCE

If you haven't renewed your domain name and it is about to expire, now is the time to do it.



If you didn't renew your domain name and it has expired, contact your registrar immediately to find out which of the following three scenarios applies to you:



### SCENARIO 1: YOU LOST THE RIGHT TO YOUR DOMAIN NAME

There is no available option to renew or restore your domain name.

About Lost Domain Names:  
[go.icann.org/lostdomain](https://www.icann.org/lostdomain)



### SCENARIO 2: YOU MAY HAVE THE OPTION TO RENEW

Depending on the terms of your contract with your registrar, you may have the option to renew the expired domain name for up to 45 days after expiration.



### SCENARIO 3: YOU MAY HAVE THE OPTION TO RESTORE

If your expired domain name is deleted by your registrar, then you have the option to restore it within 30 days of deletion.

[www.example.com](https://www.example.com)

[www.example.com](https://www.example.com)

### IF YOU LOST YOUR DOMAIN NAME

You will not be able to get your domain name back and it is available for someone else to register.

Registrar: A registrar is an organization that registers domain names.

### QUICK TIPS



- Make sure you check in with your registrar to stay up-to-date with registration and expiration deadlines.
- Don't forget to read the Terms of Service of the registrar or reseller you are registering your domain name with to ensure you understand the fees, rules, and conditions.
- Your registrar must send you two renewal reminders – approximately one month and one week before the domain name's expiration date.
- Your domain name will not function during the 30-day Redemption Grace Period after its deleted.

# Next Steps

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- ⦿ The ICANN Registrant Program will continue to work across the organization to gather and analyze registrant data on an ongoing basis.
- ⦿ We encourage the ICANN community to share any data they might have regarding issues impacting registrants to inform future conversations and work.
- ⦿ The Registrant program will have an open session at ICANN64 to present recent data and new educational content; and to have an open dialogue with interested community members about how to best raise awareness about registrant issues and challenges.

## Engage with the community to raise awareness

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- ⦿ The ICANN Registrant Program is actively working with ICANN community groups (NCSG, ALAC, Registrars, Registries, others) interested in registrant issues to try and raise awareness about registrant issues and challenges.
- ⦿ ICANN community can help inform registrant program when creating educational content.

# Q&A



# Engage with ICANN



## Thank You and Questions

Visit us at [icann.org/registrant](https://icann.org/registrant)

Email: [registrant@icann.org](mailto:registrant@icann.org)



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