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Registrant Program Update

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Agenda

- ⦿ Registrant Program Goals.
- ⦿ Recently Published Educational Materials and Program Outreach and Engagement.
 - Registrant Educational Resources
 - Five Things Every Registrant Should Know About the UDRP and URS
 - Customer Use-Case FAQs (updated)
 - ICANN Learn Course for Registrants
 - Other Outreach Activities
- ⦿ Data and Information on Registrant Issues and Challenges from ICANN Global Support Center (GSC) and Contractual Compliance.
 - ICANN Global Support Center (GSC) Experience
 - ICANN GSC Summary Information
 - ICANN Contractual Compliance
 - Data from ICANN Contractual Compliance
- ⦿ Q&A

Registrant Program Goals

Registrant Program Goals

- ⦿ To educate registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.
 - icann.org/registrants
- ⦿ To identify and raise awareness about issues and challenges that registrants face.
 - Publish ICANN data to inform community dialogue.
 - Engage and collaborate with relevant ICANN community groups.
- ⦿ Ensuring that registrant perspectives are reflected in ICANN org ongoing work/services/reviews.

Recently Published Educational Materials and Program Outreach and Engagement



Resources

[▶ About ICANN](#)[▶ Board](#)[▶ Accountability](#)[▶ Governance](#)[▶ Groups](#)[Business](#)[Civil Society](#)[▶ Complaints Office](#)[▶ Contractual Compliance](#)[▶ Registrars](#)[▶ Registry Operators](#)

▼ Domain Name Registrants

[About Domain Names](#)[ICANN Policies](#)[Domain Name Industry](#)[Registering Domain Names](#)[▶ Managing Domain Names](#)[Transferring Domain Names](#)[Renewing Domain Names](#)[Rights and Responsibilities](#)[Spam, Phishing, and Website Content](#)[Trademark Infringement](#)[GDD Metrics](#)[▶ Identifier Systems Security, Stability and Resiliency \(ICANN ISSSR\)](#)

Information for Domain Name Registrants

This page is available in: [English](#) | [العربية](#) | [Español](#) | [Français](#) | [Русский](#) | [中文](#)

News and Updates

- [Blog: Do you have a domain name? Here's what you need to know. Part V: Renewing Your Domain Name](#)
- [5 Things every Domain Name Registrant should know about ICANN's Expired Registration Recovery Policy \(ERRP\)](#)
- [Blog: New Report: Issues and Challenges Impacting Domain Name Registrants – \(Click Here to Download Full Report \[PDF, 294 KB\]\)](#)
- [Blog: Do you have a domain name? Here's what you need to know. Part IV: How to Protect Your Domain Name Against Domain Hijacking or Unauthorized Transfers](#)
- [Blog: Do you have a domain name? Here's what you need to know. Part III: Having Issues Transferring Your Domain Name?](#)

A domain name registrant is a person or entity that holds the rights to a domain name. As a domain name registrant, you have certain **rights and responsibilities**. Your rights include access to information from your registrar regarding processes for registering, managing, transferring, renewing, and restoring your domain name registration. Your responsibilities include providing accurate contact information for publication in the [WHOIS directory](#), promptly notifying your registrar of any changes to your contact information, and promptly responding to your registrar's request for information relating to your domain name registration.

If you have suggestions, or would like to submit an inquiry please contact [ICANN's Global Support Center](#).

Contractual compliance complaints can be submitted [here](#).

FAQs

- [FAQs for Registrants: Domain Name Renewals and Expiration](#)
- [FAQs for domain name registrants](#)
- [FAQs: Domain Name Registrant Contact Information and ICANN's WHOIS Data Reminder Policy \(WDRP\)](#)
- [FAQs: Transferring your domain name](#)
- [Various FAQs](#)

Registrant Program Sessions at ICANN Meetings

Five Things Every Registrant Should Know About the UDRP and URS

- ⦿ The Uniform Domain Name Dispute Resolution Policy (UDRP) and the Uniform Rapid Suspension (URS) system are administrative proceedings that a trademark holder may initiate against you when seeking to recover or cancel (UDRP) an allegedly cyber-squatted domain name; or to have an allegedly cyber-squatted domain name suspended (URS).
- ⦿ Lack of resources for registrants who have their domain name registration disputed or challenged under the UDRP or URS.
- ⦿ New educational content + links to additional information for registrants who are responding to UDRP or URS.
- ⦿ Translation into the 6 UN languages.
- ⦿ <https://www.icann.org/resources/pages/5-things-registrants-know-udrp-urs-2019-09-25-en>

Customer Use-Case FAQs (updated)

- ⦿ Output of session held at the 2019 GDD Summit in Bangkok, Thailand.
- ⦿ Collaborative effort between ICANN org staff and a group of volunteers from the ICANN community.
- ⦿ Volunteers put forward the most common questions and problems that their customers come to them with.
- ⦿ Updated and enhanced FAQs for registrants.
- ⦿ <https://www.icann.org/registrants>

ICANN Learn Course for Registrants

- ⦿ Currently in production – set to launch early next year.
- ⦿ This educational course aims to educate actual domain name holders (registrants) and the broader end user community on:
 - The rights and responsibilities of registrants.
 - The important role registrants serve in the domain name ecosystem.
 - Domain name management best practices
 - The ICANN policies that impact registrants.
- ⦿ <https://learn.icann.org/#/public-dashboard>

Other Outreach Activities

- ⦿ Nordic Domain Days (Stockholm, Sweden, November 2018)
- ⦿ Middle East DNS Forum (Dubai, UAE, February 2019)
- ⦿ WSIS Forum (Geneva, Switzerland, April 2019)
- ⦿ Africa DNS Forum (Gaborone, Botswana, July 2019)
- ⦿ Seminar on Registrant Rights and Responsibilities in collaboration with Social Media Exchange (SMEX) (Beirut, Lebanon, August 2019)

Data and Information on Registrant Issues and Challenges from ICANN Global Support Center (GSC) and Contractual Compliance

Registrant Contact Profile

- ⦿ Small and medium-sized business owners, individual Internet users, bloggers, and community site owners.
- ⦿ Most registrants consider their website to be mission critical and/or revenue impacting.
- ⦿ Most of the time, there is a heightened sense of urgency.
- ⦿ Regional challenges: location and language of registrars and registrants.
- ⦿ Unaware of Internet community or ecosystem (ICANN, registries, registrars, resellers, hosting providers), and who to contact.
- ⦿ Little or no technical background.
- ⦿ Lack of domain name management knowledge, resources, and tools.

ICANN GSC Summary Information

Observations

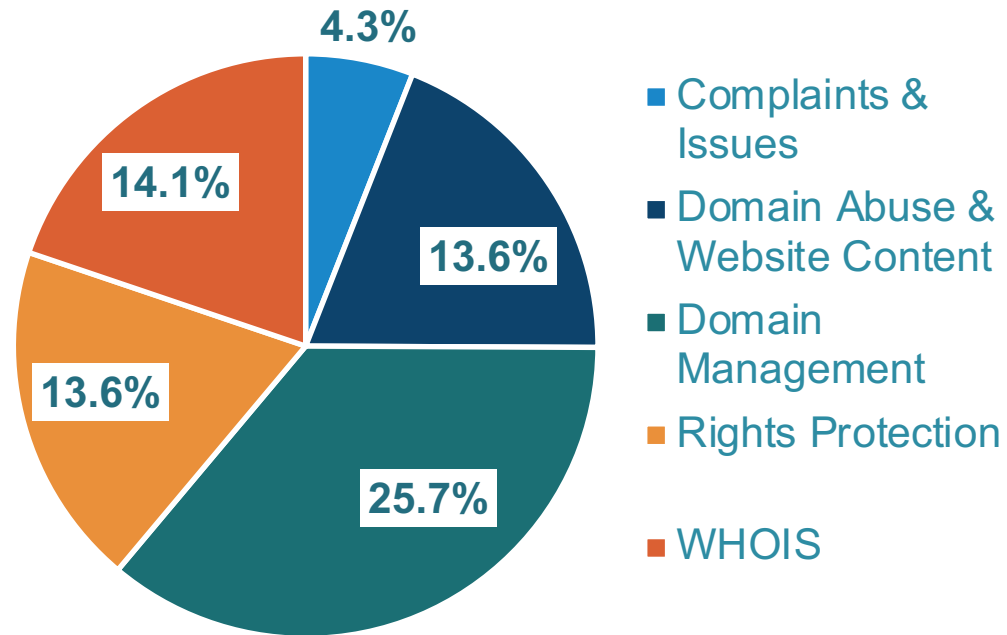
Registrants contact us through:

- Registrar or Reseller Referral
- Internet Search
- 'Contact Us' on icann.org
- ICANN Complaints Office
- Phone Call

Closed upon explanation / education

- Help identify their registrar
- Process explanation
- Direct to information on icann.org
- Explain ICANN's role
- Refer to ICANN Compliance

Top Driver for Registrant Contacts 71% of 9,247 Inquiries January - June 2019

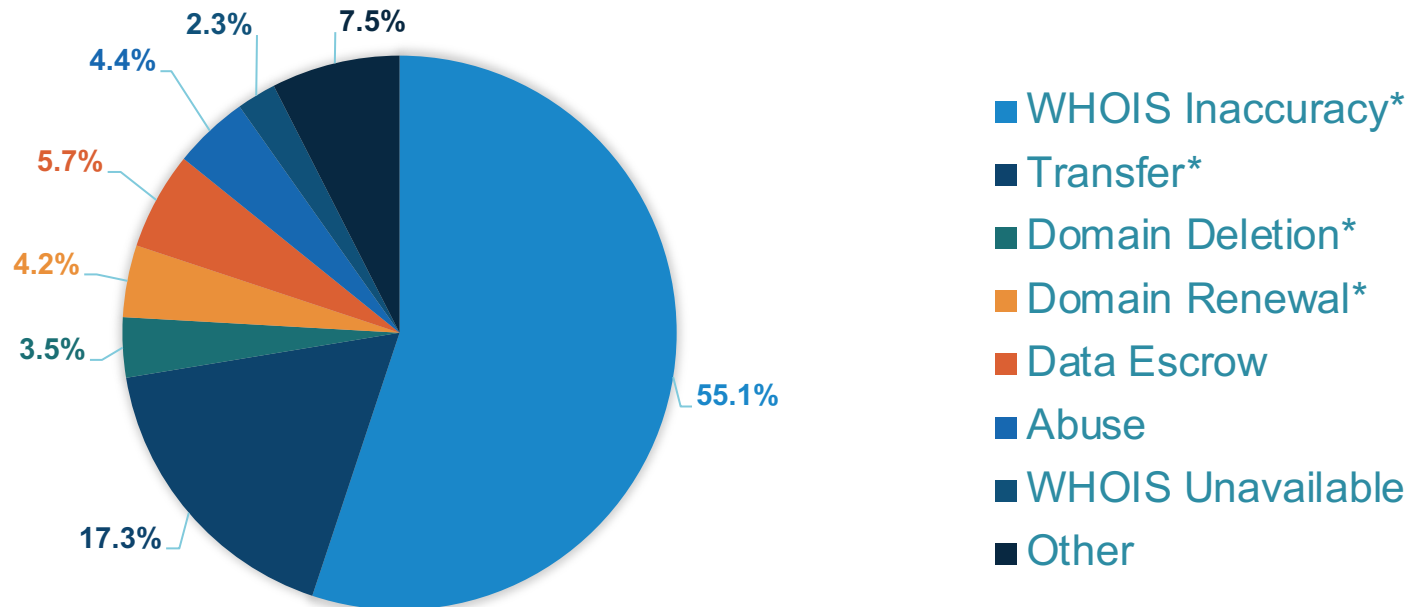


ICANN Contractual Compliance

- ⊙ Common complaint issue areas from registrants:
 - WHOIS inaccuracies
 - Transfers
 - Renewals
 - Deletions
 - UDRP

Data from ICANN Contractual Compliance

REGISTRAR COMPLAINT VOLUME BY COMPLAINT TYPE JANUARY-JUNE 2019



*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>

Engage with ICANN



Thank You and Questions

For more information: icann.org/registrant



[@icann](https://twitter.com/icann)



facebook.com/icannorg



youtube.com/icannnews



flickr.com/icann



linkedin/company/icann



slideshare/icannpresentations



soundcloud/icann