

WHAT IS A CONTRACTUAL COMPLIANCE COMPLAINT?



Key players



Internet Corporation for Assigned Names and Numbers (ICANN)

ICANN helps coordinate the world's Internet system of unique identifiers. When you type a web address into your browser, the identifiers that ICANN helps coordinate take you to the right place.



Registries and Registrars

You can register a domain name under a gTLD through an ICANN-accredited registrar. Registries keep the master database of all domain names registered in each TLD through contracts with ICANN and registrars.



ICANN Contractual Compliance

Contracts are enforced through ICANN's Contractual Compliance team. The mission is to preserve the security, stability, and resiliency of the Domain Name System and to promote consumer trust through prevention, enforcement and transparency.



Domain Name Holders

When someone has a complaint about a domain name, registrar, or registry, Contractual Compliance is often the first stop to try and resolve the complaint. Its online complaint filing system is easy to use and most users can expect a resolution within 17 days of filing.

Common complaints handled by ICANN



Domain name transfer issues related to unauthorized transfers or unsuccessful transfer requests



Domain name renewal issues related to fees, renewal reminders, or redemptions



Domain name registration information issues related to incorrect WHOIS data or access to WHOIS data



Registry codes of conduct issues related to registry violations such as providing more favorable treatment to some registrars

Who can you contact?



Contact your **registry** or **registrar**.



File a complaint with **ICANN's Contractual Compliance team**.



For some issues, you need to contact **law enforcement, legal counsel, consumer protection agencies, or government regulatory authorities**.



Other **external resources** are listed on ICANN's Security Awareness Indicator page: go.icann.org/2FoAldZ.



Learn more about **Domain Name System infrastructure abuse** like malware, botnet command and control, and phishing: www.icann.org/octo-ssr.

How do you file a complaint?



Go to: www.icann.org/compliance.



Click your complaint type, then follow the instructions to file a complaint.



ICANN works with the registering organization to resolve the issue if it is within the scope of the agreement and policies.



Complete a customer satisfaction survey to help ICANN continuously improve its customer service.

Visit us at: icann.org/compliance
Email us at: compliance@icann.org