*Data Accuracy*

Findings

In 2009-10, ICANN commissioned a study on data accuracy, which was undertaken by the National Opinion Research Council of the University of Chicago (NORC) (the “NORC WHOIS Data Accuracy Study 2009/10”). The study found that only 23% of WHOIS records were fully accurate and over 20% were completely inaccurate. Concerns about the accuracy of WHOIS records were raised in a number of responses to the WHOIS review team’s public Discussion Paperand in public sessions at four ICANN meetings.

* Law enforcement agencies expressed a view that inaccurate or incomplete WHOIS data can potentially cause serious problems during the course of a criminal investigation
* Inaccurate WHOIS data can also significantly impact consumer trust and confidence in the Internet.
* The Non-Commercial Users Constituency noted: If registrants have other channels to keep this information private, they may be more willing to share accurate data with their registrar.
* The concerns of businesses include issues relating to online counterfeiting and their ability to protect their intellectual property rights.

The low level of accurate WHOIS data is unacceptable, and decreases consumer trust in the WHOIS, in the industry of which ICANN regulates and oversees and therefore in ICANN itself. The organisation’s priority in relation to WHOIS should be to improve WHOIS data accuracy and sustain improvement over time.

1. **ICANN should take appropriate measures to reduce the number of WHOIS registrations that fall into the accuracy groups Substantial Failure and Full Failure (as defined by the NORC Data Accuracy Study, 2009/10) by 50% within 12 months and by 50% again over the following 12 months.**
2. **ICANN shall produce and publish an accuracy report focused on measured reduction in WHOIS registrations that fall into the accuracy groups Substantial Failure and Full Failure, on an annual basis.**
3. **ICANN should ensure that there is a clear, unambiguous and enforceable chain of contractual agreements with registries, registrars, and registrants to require the provision and maintenance of accurate WHOIS data. As part of these agreements, ICANN should ensure that clear, enforceable and graduated sanctions apply to registries, registrars and registrants that do not comply with its WHOIS policies. These sanctions should include de-registration and/or de-accreditation as appropriate in cases of serious or serial non-compliance.**
4. **ICANN should ensure that the requirements for accurate WHOIS data are widely and pro-actively communicated to current and prospective Registrants. As part of this effort, ICANN should ensure that its Registrant Rights and Responsibilities document is pro-actively and prominently circulated to all new and renewing registrants.**

**The following recommendation will be #20**

**ICANN should also provide at least annual status reports   on its progress towards achieving the goals set out by this WHOIS Review Team, published by the time the next WHOIS Review Team starts. This report should include tangible, reliable figures needed.**

**The following recommendation will be #21**

**ICANN should provide a detailed and comprehensive plan within 3 months after the submission of the Final Whois Review Team report that outlines how ICANN will move forward in implementing these recommendations.**