

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-O CT) | 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 |