**Email Address Format**

Which method(s) do you use to ensure that email addresses are in the correct format (or should be accepted)? Select all that apply

* Manual/human review of format
* Constraints on the form to only accept valid domain name after @
* Constraints on the format and structure of email address
* Other (specify)

Do you keep records of the number of domains which have contact email addresses in the incorrect format?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* All emails are reviewed for format prior to being saved; cannot save in incorrect format
* Other (specify)

Which method(s) do you use to ensure that email addresses are operable? Select all that apply

* Check that domain name after @ exists
* Review domain name after @ against known disposable address domain names
* Sending test email to address not requiring action of recipient
* Sending test email to address requiring affirmative response from the recipient
* Other (specify)

Do you keep records of the number of domains which have contact email addresses that are inoperable?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* Other (specify)

Do you use the same processes for all emails to ensure that they are in the correct format and operable?

* Yes
* No

If you do not use the same approach on all emails, why not? Select all that apply

* Different requirements for different registry operators
* Risk based review
* Differentiate between new and existing account emails
* Phone numbers are verified rather than email addresses
* Other (specify)

Do you keep statistics on the number of emails that bounce or do not get delivered from contact email addresses?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why? Select all that applied

* Not required to under RAA
* Do not have the resources
* Other (specify)

**Phone Numbers**

Which method(s) do you use to ensure that phone numbers are in the correct format? Select all that apply

* Manual/human review of format
* Constraints on the form to only accept established calling codes
* Automated review of format
* Other

Which method(s) do you use to ensure that phone numbers are operable? Select all that apply

* Calling number to ensure it rings
* Sending an SMS to the number
* Calling number and having a human answer the call
* Sending an SMS to the number requiring affirmative response from the recipient
* Other (specify)

Do you use the same approach on all phone numbers?

* Yes
* No

If you do not use the same approach on all phone numbers, why not? Select all that apply

* Different requirements for different registry operators
* Risk based review
* Differentiate between new and existing account phone numbers
* Differentiate between mobile and landline numbers
* Email addresses are verified rather than phone numbers
* Other (specify)

Do you keep records of the number of domains which have contact phone numbers that are in an incorrect format?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* Other (specify)

Do you keep records of the number of domains which have contact phone numbers that are inoperable?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* Other (specify)

**Willfully inaccurate or unreliable information**

What sources of information do you rely on to identify instances where a RNH may have provided willfully inaccurate or unreliable contact information? Select all that apply:

* Reports from ICANN Compliance
* Reports from law enforcement
* Reports from government agencies
* Reports from lawyers
* Identity checking
* Reports from individuals
* Automated checking of syntax
* Human review
* Other (specify)

Do you keep records on how many reports you receive of potentially willfully inaccurate or unreliable contact information?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* Other (specify)

Do you keep statistics on what percentages of reported inaccurate registration data are corrected, confirmed, or not suspended?

* Yes, historical numbers
* Yes, rolling basis only
* No

If no, why not? Select all that apply

* Not required to under RAA
* Do not have the resources
* Other (specify)