Compliance Email Subject Lines

Subject Line for Contracted Parties Compliance Emails

While we continuously add new functionality to the Naming Services portal (NSp), <u>ICANN's Contractual</u> <u>Compliance approach and process</u> will not change with the migration of compliance cases to the new portal.

The format of the subject line of the notices/inquiries will not greatly differ from the current process. A few subject line examples for compliance notices/inquiries sent through the Naming Services portal (NSp) are listed below. The subject line includes the compliance status, complaint type, registrar's name and IANA ID or registry's name and TLD, case number, and the reference number thread which allows responses to be linked to the corresponding case within the portal.

Email subject line examples:

ICANN 1st Inquiry re:Abuse [Registrar Name] (00) Case Number 00123456 [ref:_00AA11bCdE._222FGHI3kL:ref]

ICANN 2nd Notice re:Registration Data Inaccuracy [Registrar Name] (00) Case Number 00123456 [ref:_00AA11bCdE._222FGHI3kL:ref]

ICANN 1st Notice re: Reserved Names [Registry Operator Name] (TLD) Case Number 00123456 [ref:_00D1F5Cls._5002F5hdQ1:ref]

ICANN 3rd Notice re: URS [Registry Operator Name] (TLD) Case Number 00123456 [ref:_00D1F5CIs._5002F5hdQ1:ref]

Additionally, with the latest NSp release the four complaint type names will be modified as shown below.

New Name	Former Name
Domain Suspension	Domain Deletion
Generic Registrar	Registrar Other
Generic Registry	Registry Other
Registration Data Inaccuracy/Format/Down	WHOIS Inaccuracy/Format/Unavailable

Please note that no change to the records and information requested to demonstrate compliance for these complaint types will occur, only the complaint types name will change.

Registries NSp View

Registry Operators Compliance Contact Email in the Naming Services portal

Note that once NSp for Compliance is launched, new notifications will continue to be sent to the compliance role in the portal. Third notices and above will continue to include the Primary Contacts and the Legal Contact.

How do you view the compliance role in the Naming Services portal?

- 1. Log onto the Naming Services portal, https://portal.icann.org/
- 2. On the left side, click on the TLD name under the corresponding account.
- 3. Under the TLD Detail view, click on the TLD Roles tab.
- 4. Scroll down to see the "Compliance Contact".
- 5. If you want to make a change, click on the "x" in the box for the contact.
- 6. Type the name of the contact you want to add.
 - a. If the contact comes up, click save.
 - b. If the contact does not come up, create a general inquiry case and state that you want to change the compliance role and ensure you include a contact name, email and phone number for that role.

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TLD DETAIL cmp3-Detail-C					ton	EPP Credentials RRI DEA Credentials				
Registry Redistrat	DETAIL RELATED TLD ROLES EPP EXTENSIONS	ADDITIONAL WHOIS								
 Repstrar CZD5 	ROLE TYPE	CONTACT	EMAIL	PRIMARY PHONE	SECONDARY PHONE	FAX				
ACCOUNTS	24x7 Fergency Contact - Resolution 1	*No Contact Specified								
Depol JATRoomo	24x7 Emergency Contact - Escalation 2	*No Contact Specified								
0.01	24x7 Emergency Contact - Exclusion 3	*No Contact Specified								
	Abuse Contact	*No Contact Specified								
	Authorized Signatory	No Contact Specified								
	Backend Technical Service Provider Primary Contact	*No Contact Specified								
	Backend Technical Service Provider Secondary Contact	*No Contact Specified 9.				h				
	Billing Financial Primary Contact	*No Contact Specified								
	Billing Financial Secondary Contact	No Contact Specified								
	Compliance Contact	CMP - Demo Test	x +5000/carn.org							
	Data Escrow Agent Primary Contact	*No Contact Specified								
	Data Escrow Agent Secondary Contact	No Contact Specified								
	Legal (Notice) Contact	Ne Cortact Specified								
	Media/Communications Contact	Ne Contact Specified								
	Registry Primary Contact	XR Demo	i+d1@icam.org							
	Registry Secondary Contact	*No Contact Specified								
	Technical Contact	*No Contact Specified								

Registrars NSp View

Registrar Compliance Contact Email in the Naming Services portal

When the Naming Services portal for registrars was launched, a new compliance role contact type was created. At that time, ICANN placed the Primary Contact email address in that role. When the NSp for compliance launches, first and second inquiries/notices will be sent to this compliance role email. Third inquiries/notices and above will continue to include the Primary Contacts in NSp. Therefore, we ask that you confirm that the Compliance Contact email address is the correct email for your compliance cases.

How do you view the compliance role in the Naming Services portal?

- 1. Log onto the Naming Services portal, https://portal.icann.org/
- 2. On the left side, click on the registrar/IANA number.
- 3. Under the IANA Detail view, click on the IANA Roles tab.
- 4. Scroll down to see the "Compliance Contact".
- 5. If you want to make a change, click on the "x" in the box for the contact.
- 6. Type the name of the contact you want to add.
 - a. If the contact comes up, click save.

If the contact does not come up, email globalsupport@icann.org from your primary contact email address and state that you want to change the compliance role and ensure you include a contact name, email and phone number for that role

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		CASES COMPLIANCE TICKETS (OUTSIDE NSP) IANA ID	S NEW REQUEST TRANSFER DETAI	S PROVIDE FEEDBACK WHO	5		
IANA Detail							Edit
Registry	DETAIL RELATED IANA ROLES						
CZDS	ROLE TYPE	CONTACT	EMAIL		PRIMARY PHONE	SECONDARY PHONE	FAX
ACCOUNTS	Abuse Corela	No Contact Specified Q					
Q.	ting Primary Contact	No Contact Specified Q,					
	Billing Secondary Contact	No Contact Specified					
	Compliance Contact	CMP - Deno Test	< ; H 500@icann.org				
	Corporate Contact	No Contact Specified Q,					
	Public Contact	No Contact Specified					
	ORegistrar Primary Contact	KR Deno	+d1@icann.org				
	Registrar Secondary Contact	No Contact Specified O,					
	@TEAC Contact	No Contact Specified Q,					
	Transfer Contact	No Contact Specified					
	UDRP Primary Contact	No Contact Specified Q,					
	UDRP Secondary Contact	No Contact Specified Q,					
	WHOIS Contact	No Contact Specified O,					
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