

Canada's ccTLD



WHOIS accuracy
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Bernard Turcotte
President
Canadian Internet Registration Authority



General Comments



- WHOIS accuracy can be significantly increased IF it is a priority.
- The ANYTHING GOES era of registrations has created many bad habits relative to information accuracy for all involved. Changing these habits may be the biggest problem to be solved.

General Comments.



- Free ONLINE WHOIS services are a significant problem in increasing accuracy.
- Increasing accuracy can be done but will decrease revenues and increase costs – however these factors can be managed.

.CA Background



- Currently 400K registrations
- Restricted registry, only for Canadians
- Registry-registrar model
- First-come-first-served allocation model
- No limit to the number of domains a registrant may register
- ‘honour ’ model, registrants do not have to provide formal documentation to register domains – but must do so if asked.

.CA Background



- Registrants must approve critical changes to registrations at the registry.
- Registry reviews registrant information
- Registry retains the right to cancel all registrations for a registrant if the profile information is not accurate – and does!
- Currently operates a free online WHOIS
- Supervises a CDRP process

CIRA uses strong TYPING of information.



- Registrants must identify their TYPE from amongst 17 categories fixed by the registry which include CITIZEN, CORPORATION, GOVERNMENT, LANDED IMMIGRANT.....
- Minimize free-form fields

CIRA uses strong automatic INPUT verification



- Registrant name format must match the registrant TYPE chosen (e.g. if TYPE = Canadian Corporation then the registrant name should include 'inc.' or some other corporate identifier; if TYPE = Canadian Citizen then the registrant name should not include 'inc.' or corp.
- Checks validity of email address, phone number, address, postal code etc.

CIRA uses strong automatic INPUT verification



- Errors detected will cause the registration request to be cancelled.
- Using these automated tests CIRA rejects about 10% of all transactions submitted.
- Most of these rejected transactions are re-submitted with correct information.
- If an application passes the automatic verification it is accepted = real time.

Once an application is accepted...



- The submitting registrar may cancel the registration for any valid reason within 7 days for a full refund.
- The registry may cancel the registration for any valid reason, mainly validity of registrant information, within 30 days of accepting it.

CIRA uses strong manual INPUT verification – post acceptance



- All applications that were accepted by the automatic verification systems the previous day are manually verified by staff the following day.
- All input fields are scanned by staff
- Approximately 20% of all accepted requests are **FLAGGED** by staff.

CIRA uses strong manual INPUT verification – post acceptance



- Being FLAGGED does not cancel the registration but rather initiates a timed automated verification process involving the registrar.
- The outcomes of this verification process can be correction or clarification of the FLAGGED problems, which will remove the FLAG, or cancellation of the registration.

CIRA uses strong manual INPUT verification – post acceptance



- Of the 20% of applications that are flagged about 85% (17% of total) require corrections, about 15% (3% of total) require no corrections after explanations are provided to the registry.
- Of all the applications received and accepted by the automatic verification less than 1% are eventually cancelled by the manual verification process.

CIRA uses strong manual INPUT verification – post acceptance



- Manual verification requires about 1 hour of clerical time per 500 domains to complete the initial verification and another 1 hour to complete follow up.
- CIRA has implemented a formal web-based input and tracking system to manage this process – v1 – it will continue to evolve.

Complaint Processing



- CIRA investigates all complaints it receives, from any source, regarding registrants not meeting the requirements of their agreement with the registry and insures appropriate follow up which may include cancellation of registrations.

Complaint Processing

Most usual complaint is....



- Canadian Eligibility Requirement (CER)
CIRA investigates all complaints it receives regarding registrants not meeting CER and cancels all registrant accounts, and all associated domain names, when registrants cannot prove they meet the requirements. There is no refund if 30 days past the original registration.

Complaint Processing

Most usual complaint is....



- At its current level, 400,000 registrations, CIRA processes about 2 CER complaints per business day or about 400 per year = 0.1% per year.
- Of these approximately half are closed by staff after internal investigations as being unfounded.
- The remaining half generate a formal request for confirmation.

Complaint Processing

Most usual complaint is....



- 67% of these formal investigations lead to the cancellation of the registrant and its associated registrations.
- Investigating these require about 1 hour of staff time per week or 10 to 15 minutes each.

What does this mean for accuracy?



- Using confirmation error rates we can estimate that 93% of the contact information is valid.

What does this
mean for accuracy?



- It is important to note that registrars bear the brunt of most of these processes.....

What does this
mean for accuracy?



- and keep
reminding us of
this.....and.....

What does this
mean for accuracy?



- ...error rates vary significantly between registrars (can be up to one order of magnitude variation)...and...



What does this
mean for accuracy?

- registrars which invest in understanding requirements and adjust their systems and processes for these have significantly lower error rates than those who do not.

Future Developments....



- Currently CIRA is in the process of completing a significant WHOIS survey. Main reasons for this:
 - Implementation of Canadian Privacy legislation which effects the registry.
 - Harvesting of WHOIS by spammers is the largest concern for registrants providing valid information.
- Expect results will cause changes in current WHOIS policy.

Future Developments....



- Bounced emails – looking at implementing a formal tracking system to ensure registrant profiles have valid email addresses.

Thank You.

Questions?

www.cira.ca

turcotte@cira.ca

