

Registrar Outreach



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Seoul
30 August 2018

Agenda

- **2013 RAA topics:**
 - Privacy and Proxy Service
 - Whois Inaccuracy
 - Registrar Data Escrow
 - CEO Certificate
 - Registrar Information Specification (RIS) & Web Posting Obligation (WPO)
- **Communicating with ICANN Contractual Compliance**
- **Q&A**

Whois Inaccuracy

Whois Inaccuracy

Whois Accuracy Program Specification

후이즈 정확성 프로그램 명세서

- English: <https://www.icann.org/resources/pages/approved-with-specs-2013-09-17-en>
- Korean: <https://www.icann.org/resources/unthemed-pages/approved-with-specs-2013-10-31-ko#whois-accuracy>

What should registrars do when they receive
Whois Inaccuracy Notice?

Whois Inaccuracy

What should registrars do when they receive
Whois Inaccuracy Notice?

**Please investigate the complaint and
respond to ICANN before due date.**

Whois Inaccuracy

1. RNH replied and updated the Whois information

- Provide affirmative response from RNH (copies of correspondence)
- Provide validation methods

2. RNH replied and confirmed Whois information is accurate

- Provide affirmative response from RNH (copies of email correspondence)

3. RNH did not reply to the Registrar's investigation

- Manually verify or suspend the domain name

4. RNH replied after the domain name was suspended

- OK to unsuspend domain name if the requested information was provided and registrar verified and validation information

Whois Inaccuracy

What if the Whois inaccuracy complaint is regarding the underlying contact information?

- If complainant provided evidence of underlying information being inaccurate, ICANN will forward the complaint to your registrar as an inquiry
- Your registrar is still required to investigate the Whois inaccuracy complaint and respond to ICANN before due date

Responding to ICANN's Whois inaccuracy inquiries:

- Investigate the complaint and respond before due date
- Provide affirmative response(s) that were used to verify the Registered Name Holder's (RNH) underlying email address behind the privacy/proxy service.

Privacy and Proxy Services

Privacy/Proxy Services

Specification on Privacy and Proxy Registrations

프라이버시 및 대리사용 등록에 관한 명세서

- English: <https://www.icann.org/resources/pages/approved-with-specs-2013-09-17-en#privacy-proxy>
- Korean: <https://www.icann.org/resources/unthemed-pages/approved-with-specs-2013-10-31-ko#privacy-proxy>

Privacy/Proxy Services

Privacy service shows actual registrant's name, but alternative contact information

Proxy service is the registrant and licenses domain to beneficial user

- Whois data for these registrations must be reliable and accurate
 - Registrant must be contactable for both privacy and proxy services
 - P/P customer information should be accurate
- Registrar must verify/validate Whois data as required by 2013 RAA
- Privacy/Proxy customer info must be included in data escrow deposits in addition to privacy/proxy service info

Privacy/Proxy Services

Obligations of the registrar:

- 2.1: Disclosure of Service Terms
 - Publish terms and conditions of its service (including pricing) on P/P provider's website and/or Registrar's website
- 2.2: Abuse/Infringement Point of Contact
 - P/P Provider shall publish a point of contact for third parties wishing to report abuse or infringement of trademark (or other rights)
 - This can be same as registrar's abuse contact information
- 2.3: Disclosure of Identity of P/P Provider
 - Publish business contact information on P/P provider's website and/or Registrar's website

Privacy/Proxy Services

- 2.4: Terms of service and description of procedures
(To be published on the P/P Provider's website and/or Registrar's website)
 - Process and how to report abuse of a domain name managed by P/P Provider
 - Process and how to report infringement or trademark or other rights of third parties
 - Circumstances under which the P/P Provider will relay communications from third parties to the P/P Customer
 - Circumstances under which the P/P Provider will reveal and/or publish the P/P Customer identity (actual underlying data)
 - Description of the support services offered by the PP Providers to the PP Customers, and how to access these services

Registrar Data Escrow

Registrar Data Escrow

Registrar Data Escrow Program

레지스트라 데이터 에스크로 프로그램

- English: <https://www.icann.org/resources/pages/registrar-data-escrow-2015-12-01-en>
- Korean: <https://www.icann.org/resources/pages/registrar-data-escrow-2017-11-13-ko>

RDE Specification

RDE 규정

- English: <https://www.icann.org/rde/rde-specs-09nov07.pdf>

Registrar Data Escrow

- Registrars with registered domains are required to deposit registration data into escrow
- ICANN monitors the data deposits to ensure that they:
 - Are made on schedule (daily/weekly)
 - Correspond to each registrar's requirements (full deposit only vs. full and incremental deposits)
 - Are valid in format and completeness
- Manual data escrow audits are performed upon request

Registrar Data Escrow – Common Errors

Common errors with registrar data escrow deposits

- Incomplete header row (missing ICANN required fields)
- Deposit file is empty or only contains a header row
- Deposit file name is incorrect
- Handle file (if required) is missing from the deposit
- Not comma de-limited
- Full file and Handle file contains no header row
- File does not contain underlying Privacy/Proxy customer information
- Data in deposit does not match data displayed in unredacted WHOIS
- WHOIS lookup blocked

Annual Registrar Compliance Certificate

Annual Registrar Compliance Certificate

2013 RAA 3.15: Registrar shall complete and deliver to ICANN within twenty (20) days following the end of each calendar year, in a form specified by ICANN, a certificate executed by the president, chief executive officer, chief financial officer or chief operating officer (or their equivalents) of Registrar certifying compliance with the terms and conditions of this Agreement.

- Need to submit form by **20 January** of every year
- Form should be signed by:
 - President
 - Chief Executive Officer (CEO)
 - Chief Financial Officer (CFO)
 - Chief Operating Officer (COO)
 - Equivalent

For more information, please refer to:

<https://www.icann.org/resources/pages/registrar-compliance-certificate-2015-12-09-en>

Annual Registrar Compliance Certificate - Single

RAA ANNUAL COMPLIANCE CERTIFICATE

Calendar year: 2017

The previous year, for example: if you are submitting the form next year, this should state 2018

Pursuant to Section 3.15 of the 2013 Registrar Accreditation Agreement (the "Agreement") executed by and between the Internet Corporation for Assigned Names and Numbers, ("ICANN") and REGISTRAR NAME, IANA ID IANA ID ~~(the "Registrar")~~, the undersigned, in his/her capacity as an officer (CEO, COO, CFO, President or equivalent) of the Registrar, hereby certifies that the Registrar:

Registrar's Name as in RADAR

Registrar's IANA ID as in RADAR

1. Remains in compliance with the terms and conditions of the Agreement; and has cured any periods of known non-compliance during the calendar year.
2. Has in place processes and procedures intended to establish, maintain, review, test, and modify registrar policies and procedures reasonably designed to achieve compliance with the Agreement; and
3. Has performed and complied with all covenants, agreements, obligations and conditions contained in the Agreement that are required to be performed or complied with by it for the calendar year identified above.

To the best of the undersigned's knowledge and belief, the representations made herein are true and accurate as of the date first signed below. The undersigned further represents and warrants that he/she has legal authorization and capacity to submit this Annual Certification on behalf of the Registrar identified above.

Please print YOUR name, not the registrar's name

Signature: Jasmine Lim

Print Name: JASMINE LIM

Please remember to select 1 title.

Title (select one): CEO COO CFO President
 equivalent

If you chose equivalent, please ensure to indicate the title

If equivalent, provide title: PUT TITLE

Email: jasmine.lim@icann.org

Date Signed: 20/1/2018

Registrar Information Specification (RIS) & Web Posting Obligations (WPO)

RIS/WPO Requirements – A Summary

1. RIS

- Correspondence Address
- Principal Place of Business (if different from correspondence address)
- Officers' Full Names and Positions
- Parent Entity (if any)

2. Link to Registrant Benefits and Responsibilities

3. Abuse

- Handling Procedures
- Abuse Email Address

4. ICANN Logo

5. Domain Renewals

- Deletion and Auto-Renewal Policies
- Renewal Fees, Post-expiration Renewal Fees (if different) and Redemption/Restore Fees
- Methods Used to Deliver Pre and Post Expiration Notifications

2013 RAA Registrar Information Specification (RIS)

2013 RAA Section 3.17

- Registrar shall provide to ICANN and maintain accurate and current information as specified in the Registrar Information Specification (RIS) to this Agreement.

There are (3) parts in order to satisfy RIS requirements:

1. RIS document

All fields in RIS spreadsheet must be completed.

2. Documentation (Question #6)

Demonstrates registrar entity is (i) legally established and (ii) currently in good standing


3. Web posting obligations (Questions #7, #11, #17 and #22)

Registrar shall publish on each website the information specified as requiring such publication in the Registrar Information Specification.

RIS Document

Updated RIS form can be found on ICANN.org website, under Registrar Contact Updates

LINK: <https://www.icann.org/resources/pages/registrar-contact-updates-2015-09-22-en>

 2013 RAA - Registrar Information Specification (RIS) Sheet	Registrar 1	Registrar 2	Registrar 3
<p>Date Completed: dd/mm/yyyy Submitted by: Please SAVE A COPY of this document for future reference.</p> <p>Registrar shall provide to ICANN the information specified below, which shall be maintained in accordance with Section 3.17 of the Registrar Accreditation Agreement. With regard to information identified below, ICANN will hold such information pursuant to the disclosure requirements set forth in Section 3.15 of the Agreement.</p> <p>By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN Privacy Policy, and agree to abide by the website Terms of Service. Terms of Service Privacy Policy</p>			
<p align="center">General Information</p>			
1. Full legal name of Registrar.			
2. Legal form of the Registrar (e.g., LLC, Corporation, Government Body, Intergovernmental Organization, etc.).			
3. The jurisdiction in which the Registrar's business is registered for legal and financial purposes.			
4. The Registrar's business registration number and the name of the authority that issued this number.			
5. Every business name and/or trade name used by the Registrar.			
6. Provide current documentation demonstrating that the Registrar entity is legally established and in good standing. For proof of establishment, provide charter documents or other equivalent document (e.g., membership agreement) of the entity. If the Registrar is a government body or organization, provide a certified copy of the relevant statute, governmental decision or other instrument under which the government body or organization has been established. With respect to an entity other than a government body or organization, where no such certificates or documents are available in the Registrar's jurisdiction, an affidavit drafted and signed by a notary public or a legal practitioner duly qualified in the courts of the Registrar's jurisdiction, declaring that the organization is established and in good standing, must be provided.			
7. Correspondence address for the Registrar.* This address will be used for contractual purposes, and the Registrar must be able to accept notices and service of legal process at this address. No Post Office boxes are allowed.			
8. Primary phone number where the Registrar can be reached for contractual purposes.			
9. Primary Fax number where the Registrar can be reached for contractual purposes.			
10. Primary Email address where the Registrar can be reached for contractual purposes.			
11. If the location or address of Registrar's principal place of business is different from the address provided in 7, provide details including address, phone number, fax number and email address.* Provide ICANN with current documentation demonstrating that the Registrar is legally entitled to do business in the principal place of business.			
12. Any other addresses where the Registrar will be operated or managed, if different from either its principal place of business or correspondence address provided above. (If so, please explain.) Provide ICANN with current documentation demonstrating that the Registrar is legally entitled to do business in each location identified.			
13. Primary contact			
(Name, Title, Address, Phone, Fax, Email)			

WPO - Abuse Procedures & Abuse Contacts

2013 RAA 3.18.3

- Registrar shall publish on its website a description of its procedures for receipt, handling, tracking of abuse reports.

2013 RAA 3.18.1

- Registrar shall publish an email address to receive such reports on the home page of Registrar's website.

2013 RAA Logo License Specification

- Registrar shall not use the Trademarks, any term, phrase, or design which is confusingly similar to the Trademarks or any portion of the Trademarks in any manner whatsoever.
- If the ICANN-accredited registrar logo is used, it must conform to the one in the 2013 RAA Logo License Specification



WPO- Link to Registrant Benefits and Responsibilities

2013 RAA 3.7.10

- Registrar shall publish on its website(s) and/or provide a link to the Registrants' Benefits and Responsibilities Specification.

Link: <https://www.icann.org/resources/pages/benefits-2013-09-16-en>

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 - ▶ Domain Name Transfers
 - ▼ Registrant Rights

Registrants' Benefits and Responsibilities

[View archived policy](#)

Domain Name Registrants' Rights:

1. Your domain name registration and any privacy/proxy services you may use in conjunction with it must be subject to a Registration Agreement with an ICANN Accredited Registrar.
 - You are entitled to review this Registration Agreement at any time, and download a copy for your records.
2. You are entitled to accurate and accessible information about:
 - The identity of your ICANN Accredited Registrar;
 - The identity of any proxy or privacy service provider affiliated with your Registrar;
 - Your Registrar's terms and conditions, including pricing information, applicable to domain name registrations;
 - The terms and conditions, including pricing information, applicable to any privacy services offered by your Registrar;
 - The customer support services offered by your Registrar and the privacy services provider, and how to access them;
 - How to raise concerns and resolve disputes with your Registrar and any privacy services offered by them; and
 - Instructions that explain your Registrar's processes for registering, managing, transferring, renewing, and restoring your domain name registrations, including through any proxy or privacy services made available by your Registrar.
3. You shall not be subject to false advertising or deceptive practices by your Registrar or through any

2013 RAA 3.7.5.5

- Details of Registrar's **deletion** and **auto-renewal** policies must be clearly displayed on the website.



WPO - Domain Renewal Fees

2013 RAA 3.7.5.6

- Registrar should state in a clear place on its website, any fee charged for the recovery of a domain name during the Redemption Grace Period.

ERRP 4.1

- Registrars must make their renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonably available.







	Renewal Fees	Post Expiration Renewal Fees (if any)	Redemption/ Restoration Fees
ERRP 4.1.1 – Registrar’s website			
ERRP 4.1.1- Registrar’s Registration Agreement			
ERRP 4.1.2- Resellers’ websites			

WPO- Domain Expiration Reminder Notices

ERRP Section 4.2:

- Registrars must describe on their websites (if used) the methods used to deliver pre- and post-expiration notifications described in section 2 above.

ERRP 4.2.1 - This description should generally include (i) communications channels/media that will be used and (ii) identification of the point of contact to which the notices will be transmitted.

	Pre-expiration Notifications	Post-expiration Notifications
ERRP 4.2 – Registrar’s website		
ERRP 4.2.2 – Registrar’s Registration Agreement		
ERRP 4.2.3- Resellers’ websites		

Communicating with ICANN Contractual Compliance

Informal Resolution Process - Clarifications

- Deadlines are generated on UTC time, due dates advance at 00:00 UTC
- Staff processing 5 x 24 hours across 3 global hubs
- Early response allows for follow up and collaboration

Informal Resolution Process - Clarifications

ICANN will generally send a follow up for:

- Insufficient response received before due date and time remains
 - Extension requested by contracted party by due date (with reason)
 - Clarification requested by contracted party before due date
- ICANN will advance to next phase for:
 - No response from contracted party
 - Insufficient response received near or on due date

Informal Resolution Process - Clarifications

1st Notice

- Sent to designated email contacts on RADAR



2nd Notice

- Sent to designated email contacts on RADAR



3rd Notice

- 3rd Notice will be transmitted via email and fax
- Sent via email to designated email and primary contact listed on RADAR

Informal Resolution Process - Clarifications

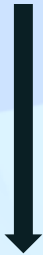
1st Notice

- Sent to designated email contacts on RADAR



2nd Notice

- Sent to designated email contacts on RADAR



ICANN will make reminder calls to contracted parties after 2nd and 3rd Notices are sent out

3rd Notice

- 3rd Notice will be transmitted via **email and fax**
- Sent via email to **designated email and primary contact** listed on RADAR

Informal Resolution Process - Clarifications

RADAR — Registrar's Contact Information

- Please ensure that the e-mail addresses are in use
- Telephone numbers are encouraged to be direct lines (rather than general customer service lines), with voicemail
- If there are any changes made to contacts or information listed in RADAR, make sure that the information is updated into RADAR
- To update RADAR Contact information, please visit:
<https://www.icann.org/resources/pages/registrar-contact-updates-2015-09-22-en>
 - If you are updating Primary Contact, you will need to complete a form and send it to registrarupdates@icann.org.

Communicating with ICANN

- Whitelist ICANN IP addresses **192.0.33.81**; **192.0.46.81**
- Check that your mail servers are not blocking emails from ICANN
- Reply to compliance notices ASAP and state what you are doing
- Ensure all questions are answered and documents provided
- Reply before due date, early response allows for follow up and collaboration if sufficient
- Do not change the subject lines in any way when responding to compliance notice
- Make sure response and attachments are less than 4MB size total

Questions & Answers



Send compliance questions

To: compliance@icann.org

Subject line: [ICANN Korea Outreach](#)