



11 January 2013

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE AND COURIER

Le Hai Binh
Mat Bao Trading & Service Company Limited d/b/a Mat Bao (Vietnam Limited Co) (IANA ID# 1586)
334 Cao Thang, Ward 12, District 10
Ho Chi Minh City
Viet Nam

E-mail: binhlh@matbao.com
Fax Number: + 84 8 3868 0083

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Binh,

Please be advised that as of 11 January 2013, Mat Bao Trading & Service Company Limited d/b/a Mat Bao (Vietnam Limited Co) (“Mat Bao”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 19 August 2011 (“RAA”). These breaches result from Mat Bao’s failure to timely respond to ICANN’s Contractual Compliance Audit Program (“Audit”) notices, specifically:

1. Failure to provide documents and information as required by the terms of Section 3.14; and
2. Failure to maintain records relating to Mat Bao’s dealings with Registry Operator(s) and Registered Name Holders and to make such records available to ICANN for inspection, pursuant to Sections 3.4.2 and 3.4.3 of the RAA.

Please refer to the attachment for details regarding these breaches.



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ICANN requests that Mat Bao cure the breaches by 1 February 2013, 15 working days from the date of this letter, by taking the following actions:

1. Complete the Audit Request for Information (RFI) Phase, by:
 - a. Contacting complianceaudit@icann.org to receive your registrar's login credentials for the ICANN Compliance Site ("Site"); and
 - b. Completing the RFI and providing all supporting documentation through the Site.

If Mat Bao fails to timely cure the breaches and provide the information requested, ICANN may commence the termination process.

If you have questions or require assistance, please contact Owen Smigelski at owen.smigelski@icann.org.

Sincerely,

A handwritten signature in blue ink, appearing to read "M Serad".

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



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ATTACHMENT

Failure to Provide Documents and Information for Audit and to Make Records Relating to Registered Name Holders Available to ICANN

Section 3.14 of the RAA requires Mat Bao, as part of any reasonable contractual compliance audit, to timely provide the documents and information known by Mat Bao necessary to demonstrate compliance with the terms of this Agreement. Section 3.4.2 of the RAA requires Mat Bao to maintain registration data and records relating to its dealings with Registered Name Holders and with the Registry Operator(s) for every domain name under Mat Bao's management. Section 3.4.3 of the RAA requires Mat Bao to make these records and data available to ICANN upon reasonable notice.

As detailed in the chronology below, since 13 November 2012 ICANN sent Mat Bao six notices regarding the requirements of ICANN's Audit Program. To date, Mat Bao has logged into the Site, but has not completed and submitted the RFI and has not provided the supporting documentation

Chronology:

Date of Notice	Deadline for Response	Details
13 Nov 2012	N/A	ICANN sent all Registrars and Registries a Pre-Audit Notification Letter with Dates of future Notifications. This letter was immediately published on icann.org
26 Nov 2012	17 Dec 2012	ICANN sent 1 st Notice via email to binh@matbao.com . In addition, the notice was faxed to: 84 8 3868 0083
4 Dec 2012	N/A	Reminder Email sent to binh@matbao.com reminding registrar to login and comply with the RFI.



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Date of Notice	Deadline for Response	Details
10 Dec 2012	N/A	ICANN sent Frequently Asked Questions to binh@matbao.com , which included the dates for compliance. The FAQ was published on icann.org .
10 Dec 2012	N/A	ICANN published the Contractual Compliance Newsletter for November. This newsletter outlined the due dates, as well as the phases for the audit program. http://www.icann.org/en/resources/compliance/newsletter/newsletter-nov12-en.htm
17 Dec 2012	27 Dec 2012	ICANN sent 2 nd Notice via email to binh@matbao.com . In addition, the notice was faxed to: 84 8 3868 0083
28 Dec 2012	7 Jan 2013	ICANN sent 3 rd (FINAL) Notice via email to binh@matbao.com . In addition, the notice was faxed to: 84 8 3868 0083
03 Jan 2013	N/A	Reminder Email sent to binh@matbao.com indicating there has been no login and to comply with the RFI.
Other: 03 Jan 2013	N/A	ICANN notes that on 3 January 2013 was the last login date by this registrar within compliance.icann.org
03 Jan 2013	N/A	ICANN, received an email from Le Han Binh confirming the collection of the data and RFI completion process.