



The Internet Corporation for Assigned Names and Numbers

9 September 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Erwin Fahmi A  
PT Ardh Global Indonesia (IANA #1503)  
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Banten 15321  
Indonesia  
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**RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT**

Dear Erwin Fahmi A,

Please be advised that as of 9 September 2014, PT Ardh Global Indonesia (“PT Ardh”) in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 15 April 2010 (“RAA”). These breaches result from:

1. PT Ardh’s failure to take reasonable steps to investigate and correct claimed Whois inaccuracies pertaining the domain name <garciniafatburn.com>, as required by Section 3.7.8 of the RAA; and
2. PT Ardh’s failure to maintain and make available to ICANN registration records relating to dealing with Registered Name Holder (“RNH”) of the domain name <garciniafatburn.com>, as required by Sections 3.4.2 and 3.4.3 of the RAA.

Please refer to the attachment for details regarding these breaches.

In addition, PT Ardh has been deemed noncompliant in the following areas:

1. Failure to provide a link to ICANN’s registrants rights and responsibilities webpage, as required by Section 3.15 of the RAA; and
2. Failure to provide a description on PT Ardh’s website of renewal fees, post-expiration renewal fees (if different), and redemption/restore fees, as required by Section 4.1 of the Expired Registration Recovery Policy (“ERRP”).

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ICANN requests that PT Ardh cure the breaches by 30 September 2014, 15 working days from the date of this letter, by taking the following actions:

1. Provide records demonstrating that PT Ardh took reasonable steps to investigate and reasonable steps to correct the Whois inaccuracy claims concerning the domain <garciniafatburn.com>. This includes copies of PT Ardh's correspondence with the registrant while investigating the Whois inaccuracy claims (including dates and times and means of inquiries, telephone numbers, e-mail addresses, and postal addresses used) in accordance with Section 3.4 of the RAA;
2. Clearly display a link to ICANN's registrants rights and responsibilities webpage on PT Ardh's website, as required by Section 3.15 of the RAA; and
3. Clearly display a link to renewal fees, post-expiration renewal fees (if different), and redemption/restore fees on PT Ardh's website, as required by Section 4.1 of the ERRP.

If PT Ardh fails to timely cure the breaches and provide the information requested by 30 September 2014, ICANN may commence the RAA termination process.

If you have questions or require assistance, please contact Owen Smigelski at [owen.smigelski@icann.org](mailto:owen.smigelski@icann.org).

Sincerely,

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

Maguy Serad  
Vice President  
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary

## ATTACHMENT

### Failure to take reasonable steps to investigate and correct Whois inaccuracies

Section 3.7.8 of the RAA requires registrars, upon notification of a claimed inaccuracy in the contact information associated with a registered name sponsored by registrar, to take reasonable steps to investigate the claimed inaccuracy. In the event the registrar learns of inaccurate contact information associated with a registered name it sponsors, the registrar shall take reasonable steps to correct that inaccuracy.

As detailed in the chronology, ICANN sent PT Ardh three compliance notices concerning the domain name < garciniafatburn.com>, and requested that PT Ardh demonstrate that it took reasonable steps to investigate the Whois inaccuracy claims. To date, PT Ardh has failed to demonstrate the reasonable steps it took to investigate and correct the alleged Whois inaccuracy in breach of Section 3.7.8 of the RAA.

### Failure to retain registered name holder and registration data and failure to make such data available for inspection and copying

Sections 3.4.2 and 3.4.3 of the RAA requires registrars to maintain registered name holder and registration data, and to make those records available to ICANN upon reasonable notice. PT Ardh's failure to provide the requested registration records is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

### Failure to Display a Link to ICANN's registrants rights and responsibilities webpage

Section 3.15 of the RAA requires registrars to clearly display a link to ICANN's registrants' rights and responsibilities webpage. PT Ardh's website does not provide a link to ICANN's registrants' rights and responsibilities webpage in breach of Section 3.15 of the RAA.

### Failure to make renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonable available to Registered Name Holders (RNHs) and prospective RNHs

Section 4.1 of the ERRP requires registrars to make their post-expiration renewal fees (if different) and redemption/restore fees reasonably available to RNHs and prospective RNHs at the time of registration of a gTLD name. PT Ardh's website does not provide a link or clearly display renewal fees, post-expiration renewal fees (if different), or redemption/restore fees in breach of Section 4.1 of the ERRP.

**Chronology:**

Date of Notice	Deadline for Response	Details
14-Jul-2014	4-Aug-2014	ICANN sent 1st compliance notice via email to <a href="mailto:info@resellerid.com">info@resellerid.com</a> . No response received from Registrar.
11-Aug-2014	18-Aug-2014	ICANN sent 2nd compliance notice via email to <a href="mailto:info@resellerid.com">info@resellerid.com</a> .
14-Aug-2014	N/A	ICANN called Primary Contact at +62 21 53164806, who indicated he would respond to ticket information provided by ICANN.
14-Aug-2014	N/A	Email from registrar ( <a href="mailto:sales@resellerid.com">sales@resellerid.com</a> ) insufficient to demonstrate compliance.
19-Aug-2104	26-Aug-2014	ICANN sent 3rd compliance notice via email to <a href="mailto:info@resellerid.com">info@resellerid.com</a> , <a href="mailto:erwinfa@resellerid.com">erwinfa@resellerid.com</a> , and <a href="mailto:erwinfa@ardhglobal.com">erwinfa@ardhglobal.com</a> . No response received from Registrar.
19-Aug-2014	N/A	ICANN faxed 3rd compliance notice to +62 21 5371936. Fax unsuccessful.
20-Aug-2014	N/A	ICANN called Primary Contact at +62 21 53164806. Left a detailed voice message.
27-Aug-2014	N/A	ICANN called Primary Contact at +62 21 53164806. ICANN provided ticket information, domain name and due date to registrar representative.
4-Sep-2014	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
9-Sep-2014	N/A	No response received from Registrar and the issue remains unresolved.