



The Internet Corporation for Assigned Names and Numbers

8 May 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Kazuko Fukunaga
21Company, Inc. dba 21-domain.com (IANA # 897)
9-9-13 Nishihara, Asaminami-ku
Hiroshima 731-0113
Japan

Email: info@21-domain.com
Fax Number: +81 8 2832 5539

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Fukunaga,

Please be advised that as of 8 May 2014, 21Company, Inc. dba 21-domain.com (“21Company”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 1 March 2010 (“RAA”). These breaches result from:

1. 21Company’s failure to timely respond to ICANN Contractual Compliance Audit Program (“Audit”) notices, specifically:
 - a. Failure to provide documents and information as required by the terms of Section 3.14 of the RAA; and
 - b. Failure to maintain records relating to 21Company’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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In addition, 21Company has been deemed noncompliant in the following area:

1. Failure to provide a description on 21Company'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").

ICANN requests that 21Company cure the breaches by 30 May 2014, 15 working days from the date of this letter, by taking the following actions:

1. Complete the Audit Remediation Phase, by:
 - a. Emailing the outstanding documentation identified in the audit report to complianceaudit@icann.org; or
 - b. Emailing complianceaudit@icann.org to receive your registrar's login credentials for the ICANN Compliance Site ("Site") and uploading the outstanding documents identified in the audit report to the Site.
2. Clearly display a link to renewal fees, post-expiration renewal fees (if different), and redemption/restore fees on 21Company's website; and

If 21Company fails to timely cure the breaches and provide the information requested by 30 May 2014, ICANN may commence the RAA 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 "Maguy Serad", written in a cursive style.

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



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 21Company, as part of any reasonable contractual compliance audit, to timely provide the documents and information known by 21Company necessary to demonstrate compliance with the terms of this Agreement. Section 3.4.2 of the RAA requires 21Company 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 21Company's management. Section 3.4.3 of the RAA requires 21Company to make these records and data available to ICANN upon reasonable notice.

As detailed in the chronology below, since 25 March 2014, ICANN sent 21Company three notices regarding the requirements of ICANN's Audit Program. To date, 21Company has not provided any information or records requested by ICANN, despite ICANN having contacted the Primary Contact multiple times.

Failure to clearly display a link to renewal fees, post-expiration renewal fees (if different), and redemption/restore fees on registrar's website

Section 4.1 of the ERRP requires registrars to make their renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonably available to registered name holders and prospective registered name holders at the time of registration of a gTLD name. At a minimum, these fees must be clearly displayed on the registrar's website and a link to these fees must be included in the registrar's registration agreements. 21Company's website does not provide a link or clearly display these fees in breach of Section 4.1 of the ERRP.



Chronology:

Date of Notice	Deadline for Response	Details
25-Mar-2014	14-Apr-2014	ICANN sent 1st compliance notice via email to info@21-domain.com .
06-Apr-2014	N/A	Email from Registrar advising ICANN of the inability to provide registration records for domains identified in the audit report.
7-Apr-2014	N/A	ICANN sent follow-up notice to info@21-domain.com regarding retention of registration records of registered domains that are later transferred to another registrar.
12-Apr-2014	N/A	Email from Registrar advising ICANN that it does not operate the 25 domains in the audit report that were transferred to another registrar; and requested gaining registrar to delete or transfer the domains.
15-Apr-2014	21-Apr-2014	ICANN sent 2nd compliance notice via email to info@21-domain.com .
15-Apr-2014	N/A	Email from Registrar indicating domains identified in the audit report were transferred to another Registrar and no longer under its management.
22-Apr-2014	28-Apr-2014	ICANN sent 3rd compliance notice via email to info@21-domain.com .
22-Apr-2014	N/A	Email from Registrar advising ICANN that the domains were transferred to another Registrar, and 21Company no longer owns nor manages the domains.
29-Apr-2014	N/A	ICANN conducted check to determine other areas of noncompliance.
8-May-2014	N/A	Registrar has not provided requested documentation to ICANN.