



The Internet Corporation for Assigned Names and Numbers

30 March 2015

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Brenk Johnson
Everyones Internet, Ltd. dba SoftLayer (IANA #925)
4849 Alpha Road
Dallas TX 75244
United States

Email: bjohnson@softlayer.com
Fax: +1 214 442 0601

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Johnson,

Please be advised that as of 30 March 2015, Everyones Internet, Ltd. dba SoftLayer ("SoftLayer") is in breach of its Registrar Accreditation Agreement ("RAA") with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 18 April 2010 ("RAA"). This breach results from:

1. SoftLayer's failure to maintain and make available to ICANN registration data and records relating to dealings with the Registered Name Holder ("RNH") of the domain name <southaustralianweddings.com>, as required by Sections 3.4.2 and 3.4.3 of the RAA.

Please refer to the attachment for details regarding this breach.

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

1. SoftLayer's failure to provide a link to ICANN's registrant rights and responsibilities webpage, as required by Section 3.15 of the RAA;
2. SoftLayer's failure to clearly display on SoftLayer's website, and include a link in its registration agreement, to its renewal fees, post-expiration renewal fees (if different) and redemption/restore fees, as required by Section 4.1 of the ERRP; and

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3. SoftLayer's failure to provide a description on SoftLayer's website of methods used to deliver pre- and post-expiration notifications, as required by Section 4.2 of the ERRP.

ICANN requests that SoftLayer cure these breaches by 20 April 2015, 15 business days from the date of this letter, by taking the following actions:

1. Provide copies of all written communications, including time-stamped communications, between SoftLayer and the RNH of the domain name <southaustralianweddings.com>, including a copy of the registration agreement entered into between SoftLayer and the RNH;
2. Clearly display a link to ICANN's registrant rights and responsibilities webpage on SoftLayer's website;
3. Clearly display a link to renewal fees, post-expiration renewal fees (if different) and redemption/restore fees on SoftLayer's website and provide a link to the renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in SoftLayer's registration agreement; and
4. Provide a description of methods used to deliver pre- and post-expiration notifications on SoftLayer's website, and include a description of its notification methods or a link to the applicable page(s) on its website where this information is available in SoftLayer's registration agreements.

If SoftLayer fails to timely cure the breaches and provide the information requested by 20 April 2015, 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".

Maguy Serad



Brenk Johnson
Everyones Internet, Ltd. dba SoftLayer

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Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



ATTACHMENT

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 RNH and registration data, and to make those records available to ICANN upon reasonable notice. SoftLayer's failure to provide the requested registration records and data related to the domain name <southaustralianweddings.com> is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

Failure to display a link to ICANN's registrant rights and responsibilities webpage

Section 3.15 of the RAA requires registrars to clearly display a link on its website to ICANN's registrant rights and responsibilities webpage. SoftLayer's failure to provide a link on its website to ICANN's registrant rights and responsibilities webpage is a breach of Section 3.15 of the RAA.

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 RNHs and prospective RNHs 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. SoftLayer's failure to provide a link or clearly display these fees is a breach of Section 4.1 of the ERRP.

Failure to describe on its websites the methods used to deliver pre- and post-expiration notifications

Sections 4.2 of the ERRP requires registrars to describe on their websites (if used), and include a description of its notification methods or a link to the applicable page(s) on their websites where this information is available in their registration agreements, the methods used to deliver pre- and post-expiration notifications for renewal of domain registrations. SoftLayer's failure to describe these notifications on its website and in its registration agreement is a breach of Section 4.2 of the ERRP.

Chronology:



Date of Notice	Deadline for Response	Details
27-Feb-2015	6-Mar-2015	ICANN sent 1st compliance notice via email to bjohnson@softlayer.com . No response received from Registrar.
9-Mar-2015	16-Mar-2015	ICANN sent 2nd compliance notice via email to bjohnson@softlayer.com . No response received from Registrar.
13-Mar-2015	N/A	ICANN called Primary Contact at +1 214 593 0423. Left message with complaint details.
17-Mar-2015	24-Mar-2015	ICANN sent 3rd compliance notice via email to bjohnson@softlayer.com . No response received from Registrar.
17-Mar-2015	N/A	ICANN sent 3rd compliance notice via fax to +1 214 442 0601. Fax successful.
19-Mar-2015	N/A	ICANN spoke with Primary Contact at mobile number [MOBILE REDACTED] and provided complaint details.
25-Mar-2015	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
30-Mar-2015	N/A	To date, no response received from Registrar and the issue remains unresolved.