



The Internet Corporation for Assigned Names and Numbers

4 June 2015

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Michael Kitley
Internet Solutions (Pty) Ltd. (IANA #1079)
The Campus, Le Mans Building 57 Sloane Street Bryanston
Johannesburg 2021
South Africa

Email: michael.kitley@is.co.za
Fax: +27 11 576 1000

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Kitley,

Please be advised that as of 4 June 2015, Internet Solutions (Pty) Ltd. ("Internet Solutions") is in breach of its Registrar Accreditation Agreement ("RAA") with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 22 February 2011 ("RAA"). This breach results from:

1. Internet Solutions' failure to timely pay past due accreditation fees in the amount of \$2,026.05, as required by Section 3.9 of the RAA.

Please refer to the attachment for details regarding this breach.

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

1. Failure to clearly display on Internet Solutions' website, and include a link in its registration agreement, to its redemption/restore fees, as required by Section 4.1 of the Expired Registration Recovery Policy ("ERRP"); and
2. Failure to provide a description on Internet Solutions' website or in its registration agreement of the methods used to deliver pre- and post-expiration notifications, as required by Section 4.2 of the ERRP;

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3. Failure to display Internet Solutions' deletion and auto-renewal policies on Internet Solutions' website, as required by Section 3.7.5.5 of the RAA.

ICANN requests that Internet Solutions cure this breach by 25 June 2015, 15 business days from the date of this letter, by taking the following actions:

1. Clearly display a link to redemption/restore fees on Internet Solution's website and provide a link to redemption/restore fees in Internet Solution's registration agreement;
2. Provide a description of the methods used to deliver pre- and post-expiration notifications on Internet Solutions' 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 Internet Solutions' registration agreements;
3. Publish Internet Solutions' deletion and auto-renewal policies details on Internet Solutions' website; and
4. Pay all past and currently due accreditation fees of \$3,254.17.

If Internet Solutions fails to timely cure the breach and provide the payment requested by 25 June 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 "M Serad", is written over a light blue circular watermark.

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



ATTACHMENT

Failure to clearly display a link to 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 agreement. Internet Solution's failure to provide a link or clearly display these fees is a breach of Section 4.1 of the ERRP.

Failure to describe 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. Internet Solutions' failure to describe these notifications on its website and in its registration agreement is a breach of Section 4.2 of the ERRP.

Failure to publish deletion and auto-renewal policies on website

Section 3.7.5.5 of the RAA requires registrars that operate a website for domain name registration or renewal to clearly display details of the registrar's deletion and auto-renewal policies on the registrar's website. Internet Solutions' failure to clearly display its deletion and auto-renewal policies on its website is a breach of Section 3.7.5.5 of the RAA.

Failure to pay accreditation fees

Section 3.9 of the RAA requires registrars to timely pay accreditation fees to ICANN, consisting of yearly and variable fees. Internet Solutions owes ICANN \$2,026.05 in past due accreditation fees, in breach of Section 3.9 of the RAA. Internet Solutions additionally owes \$228.12 and \$1,000.00 in currently due accreditation fees, due 10 June 2015 and 14 June 2015, respectively.

Chronology:

Date of Notice	Deadline for Response	Details
4-Feb-2015 19-Feb-2015 18-Mar-2015	N/A	ICANN sent detailed customer statements to Registrar regarding past due accreditation fees.
22-Apr-2015	29-Apr-2015	ICANN sent 1st compliance notice via email to icann-billing@is.co.za and michael.kitley@is.co.za .
22-Apr-2015	N/A	Email from Registrar (michael.kitley@is.co.za) insufficient to demonstrate compliance.
23-Apr-2015	N/A	Email from Registrar (carl.johnstone@is.co.za) insufficient to demonstrate compliance.
29-Apr-2015	29-Apr-2015	ICANN sent follow up compliance notice via email to icann-billing@is.co.za and carl.johnstone@is.co.za .
4-May-2015	11-May-2015	ICANN sent 2nd compliance notice via email to icann-billing@is.co.za and michael.kitley@is.co.za .
4-May-2015	N/A	Email from Registrar (michael.kitley@is.co.za) insufficient to demonstrate compliance.
12-May-2015	N/A	ICANN called Primary Contact at +27 11 575 1000. ICANN provided Registrar representative with complaint details.
18-May-2015	26-May-2015	ICANN sent 3rd compliance notice via email to icann-billing@is.co.za and michael.kitley@is.co.za .
18-May-2015	N/A	ICANN sent 3rd compliance notice via fax to +27 11 576 1000. Fax successful.
18-May-2015	N/A	Email from Registrar (michael.kitley@is.co.za) insufficient to demonstrate compliance.
20-May-2015	N/A	ICANN called Primary Contact at +27 11 575 1000. ICANN provided Registrar representative with complaint details.
3-Jun-2015	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
4-Jun-2015	N/A	To date, Registrar has not responded to ICANN with the requested information and past due fees remain unpaid.