



The Internet Corporation for Assigned Names and Numbers

30 August 2013

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE AND COURIER

Joaquim Torres  
Locaweb Servicos de Internet S/A dba Locaweb (IANA ID# 1080)  
Rua Itapaiuna, 2434  
Sao Paulo SP 05707-001  
Brazil

E-mail: joaquim.torres@locaweb.com.br  
Fax Number: +55 11 3544 0445

**RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT**

Dear Mr. Torres,

Please be advised that as of 30 August 2013, Locaweb Servicos de Internet S/A dba Locaweb ("Locaweb") is in breach of its Registrar Accreditation Agreement ("RAA") with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 6 March 2011. This breach results from:

- Failure to notify ICANN, within 30 days, of any change to its contact information pursuant to Section 5.11 RAA;

ICANN requests that Locaweb cure this breach by 23 September 2013, 15 working days from the date of this letter, by taking the following action:

1. Update Locaweb's contact information in RADAR.

If Locaweb fails to timely cure this breach and provide the information requested by 23 September 2013, ICANN may commence the RAA termination process.



Joaquim Torres  
Locaweb Servicos de Internet S/A dba Locaweb  
Page 2 of 4

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 "M Serad".

Maguy Serad  
Vice President  
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



Joaquim Torres  
 Locaweb Servicos de Internet S/A dba Locaweb  
 Page 3 of 4

## ATTACHMENT

### Failure to Update Contact Information

Section 5.11 of the RAA requires Locaweb to notify ICANN within 30 days of any change to its contact information. Since 21 June 2013, after identifying that Locaweb's contact information in RADAR was incorrect, ICANN contacted Locaweb several times via email, telephone and fax requesting that the registrar update its contact information. To date, Locaweb has not responded to these requests and has not updated RADAR.

Locaweb's repeated failure to provide ICANN with the updated contact information constitutes a breach of Section 5.11 of the RAA.

### Chronology:

| Date of Notice         | Deadline for Response | Details  |
|------------------------|-----------------------|--|
| 21-Jun-13              | N/A                   | ICANN advised registrar via email to <a href="mailto:guilherme.duarte@locaweb.com.br">guilherme.duarte@locaweb.com.br</a> , <a href="mailto:joaquim.torres@locaweb.com.br">joaquim.torres@locaweb.com.br</a> , and <a href="mailto:grupoabuse@locaweb.com.br">grupoabuse@locaweb.com.br</a> that registrar's contact data in RADAR is not correct. |
| 25-Jun-13              | N/A                   | Registrar contacted ICANN via email requesting login credentials to access RADAR.  |
| 26-Jun-13              | N/A                   | ICANN provided registrar with credentials to log into its RADAR account. To date, registrar has not updated its RADAR information.   |
| 18-Jul-13<br>25-Jul-13 | N/A                   | ICANN attempted to call registrar at +55 11 3044 0444 (only telephone number listed in RADAR) regarding two compliance notices. An automated message stated: "All servers are busy now. Error 90."   |
| 26-Jul-13              | 2-Aug-13              | ICANN sent first compliance notice via e-mail to <a href="mailto:joaquim.torres@locaweb.com.br">joaquim.torres@locaweb.com.br</a> Registrar did not respond. RADAR not updated.  |
| 5-Aug-13               | 12-Aug-13             | ICANN sent second compliance notice via e-mail to <a href="mailto:joaquim.torres@locaweb.com.br">joaquim.torres@locaweb.com.br</a> Registrar did not respond. RADAR not updated.   |



Joaquim Torres  
 Locaweb Servicos de Internet S/A dba Locaweb  
 Page 4 of 4

| Date of Notice         | Deadline for Response | Details   |
|------------------------|-----------------------|---|
| 7-Aug-13               | N/A                   | ICANN attempted to contact the Registrar at +55 11 3044 0444 (only telephone number listed in RADAR). An automated message stated: "All servers are busy now. Error 90."  |
| 13-Aug-13              | 20-Aug-13             | ICANN sent third compliance notice via e-mail to <a href="mailto:joaquim.torres@locaweb.com.br">joaquim.torres@locaweb.com.br</a> and attempted to send it by fax to +55 11 3544 0445 (only fax listed in RADAR) receiving a communication error message. Registrar did not respond. RADAR not updated. |
| 15-Aug-13<br>21-Aug-13 | N/A                   | ICANN attempted to contact the Registrar at +55 11 3044 0444 (only telephone number listed in RADAR). An automated message stated: "All servers were busy. Error 90."   |