
ICANN Complaint Submission Template

1. Complainant information.

Please provide your name and contact information so someone from the Complaints Office can follow up with you regarding your complaint.

Note: ICANN will publish the Complainant's name on the Complaints pages at: <https://www.icann.org/complaints-office>. Complainant's address, email and phone number will not be published.

Name:

Organization (if applicable):

Postal Address:

Email:

Phone Number:

2. Short description of your complaint.

Please provide a short description of your complaint. Please limit your description to 25 words or less.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

3. Date(s) your complaint occurred.

Please provide the date, or dates, when the occurrence(s) driving this complaint occurred.

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June 24, 2017 & June 26, 2017

4. Detailed description of your complaint.

Please provide a detailed explanation of the facts as you understand them and the reason(s) you believe something should be addressed by the ICANN Organization. Your description should include a chronology of what happened and when, who you were working with, if you received a resolution and, if applicable, why the resolution you received was insufficient. Include any references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint. Please limit your description to 1000 words or two-pages or less. Additional details and description may be requested later as appropriate.

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The policies put in place in 2013/2014 for domain name contact verification are causing business losses to my customers when the contact email isn't being received (due to registrar system issues or spam filters) or is ignored by the registrant contact. I've had over 12 domains suspended in the last 3 days due to this policy by my registrar [REDACTED]. Is there any way to complete this verification process during the domain renewal process to avoid unnecessary extra work by all parties involved: the client, the IT support company, and the registrar. Thanks.

5. Please describe any steps you took to try and resolve the matter.

Please describe in detail any steps, if applicable, you took to try and resolve the matter. Please limit your response to 500 words or less.

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I contacted my registrar, who temporarily lifted the suspensions. Working with them to manually verify the account contact information.

6. Please describe how you believe your complaint can be addressed by ICANN.

Please describe how you believe your complaint should be resolved by ICANN. Provide details in support of your proposed solution including but not limited to: references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint.

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By adjusting your policies to allow registrars to wait to verify contact information at time of renewal, rather than on a random date during the calendar year.

7. Please describe whether anyone else would be affected by circumstances leading to this complaint and how. Please also describe if anyone else could be affected by your proposed solution and how.

Please describe how the circumstances that led to you submitting this complaint may have adversely affected others, and how your proposed solution could affect others.

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Any registrar customer who doesn't receive the verification email.

8. Do you have additional documents you want to include with this complaint submission?

Please include additional, relevant documents with your submission. For any additional documents, please provide the filename and document description/purpose in the below text box.

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Terms and Conditions for Submission to the Complaints Office

Submitted complaints will be handled in accordance with the [ICANN bylaws](#) and the [ICANN Privacy Policy](#). By submitting this document to complaints@icann.org you acknowledge that the complaints process shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness. Except as noted above, information you submit is subject to being published on the ICANN website.