

## **Complaints Submitted to ICANN Contractual Compliance Regarding Net 4 India Limited**

Over the last several months, thousands of registrants have complained about encountering significant issues regarding renewal, transfer and management of their domain name registrations with Net 4 India Limited (Net 4 India). As a result of Net 4 India's failure to address those complaints, along with other breaches of its [Registrar Accreditation Agreement](#) (RAA), ICANN Contractual Compliance issued three separate breach notices which resulted in the termination of Net 4 India's RAA<sup>1</sup>.

ICANN organization (org) is now working on transitioning the domain name registrations sponsored by Net 4 India to a registrar that can properly service its customers. Once the transfer of registrations has been completed, the new registrar will contact registrants with information on how to access and maintain their domain name registrations. Please read the announcement [here](#) and the FAQs [here](#) for details about the [De-Accredited Registrar Transition Procedure](#) (DARTP).

**If you have submitted or are submitting a complaint to ICANN Contractual Compliance regarding a domain name registered with Net 4 India, you will receive a notification that the complaint has been closed. All domain name registrations in generic top-level domains (gTLD) that are registered with Net 4 India as the registrar will now be part of the bulk transfer to a properly functioning registrar, regardless of whether or not the registrants submitted complaints to ICANN. Certain other domain name registrations, as explained in further detail below, will not be included in the bulk transfer.**

Please note the following **important information**:

- ICANN org does not have the ability to transfer individual domain name registrations outside of the DARTP process. **ICANN org has no access to AuthInfo codes and does not have the technical ability to generate them.** ICANN org has no contractual authority to instruct registry operators to transfer domain names from one registrar to

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<sup>1</sup> ICANN terminated the RAA with Net 4 India following its failure to cure three breach notices, and its continued lack of support to registrants. Additional information is below.

Related litigation: <https://www.icann.org/resources/pages/litigation-bajaj-v-icann-2021-01-29-en>

Related ICANN org blogs and announcements:

- 25 March 2021: <https://www.icann.org/en/announcements/details/update-on-net-4-india-limited-25-3-2021-en>
- 26 February 2021: <https://www.icann.org/en/announcements/details/icann-terminates-registrar-accreditation-agreement-rra-with-net-4-india-limited-26-2-2021-en>
- 29 January 2021: <https://www.icann.org/en/announcements/details/icann-issues-third-breach-notice-to-net-4-india-limited-continues-to-take-steps-to-protect-registrants-29-1-2021-en>
- 15 December 2020: <https://www.icann.org/en/blogs/details/icann-issues-breach-notice-to-net-4-india-limited-continues-support-for-registrants-15-12-2020-en>
- 17 November 2020: <https://www.icann.org/en/blogs/details/icann-support-for-registrants-and-those-impacted-by-net-4-india-limited-17-11-2020-en>

another unless specifically provided by an ICANN policy or agreement (e.g., through a bulk transfer following a RAA termination).

- Similarly, **ICANN org does not have the technical ability to update nameserver settings or email addresses, restore web-hosting or email services, unlock, transfer, renew or otherwise modify domain names.** ICANN is taking the actions permitted by ICANN policies and by law to ensure domain name registrations are transitioned to a registrar that will provide services to its customers, including services that allow transfer, renewal and management of domain names, in general.
- Please note that Net 4 India is also a reseller for other registrars. It is possible that you registered and have managed the domain name(s) using Net 4 India's platform but under a different registrar's accreditation. **Domain names registered with other registrars**, even if the registration occurred through Net 4 India's resellers services, **will not be part of the bulk transfer referenced above. Please promptly check the publicly available registration information** for your domain name in order **to verify the name of the operative registrar** [here](#).
- Domain names registered with country-code top-level domains (**ccTLDs**) (e.g., **example.in**) **will not be part of the bulk transfer referenced above.** ICANN org does not accredit registrars for or set policy for ccTLDs, including .IN. For inquiries and issues involving ccTLDs, you may wish to contact the relevant ccTLD manager using the contact details [here](#).

Once ICANN org identifies and confirms the new registrar, it will be listed on the [Bulk Transfers page](#).