



Draft Advisory for Public Comment

December 2008

Draft Advisory Concerning Registrar Best Practices to Protect Registrants upon Initiation of a Uniform Domain Name Dispute Resolution Policy (“UDRP”) Complaint

Summary and Purpose

The purpose of this advisory is to assist ICANN-accredited registrars in protecting their registrants. Registrants can lose domain names subject to UDRP proceedings if the registrant is not aware of the UDRP complaint. The following advisory will outline Best Practices registrars should take to protect their customers by ensuring their customers receive notice of UDRP complaints involving their domain names.

Verification

Prior to commencing UDRP proceedings, [Approved Dispute-Resolution Service Providers](#) (“Providers”) attempt to give registrants actual notice of the UDRP complaint. Verification is a common term for this process by which Providers work with registrars to comply with UDRP procedural requirements and ensure registrants receive actual notice of complaints. The term “Verification” does not appear in the UDRP. Verification takes place prior to commencement of UDRP proceedings.

Registrars should cooperate, in a timely fashion, with Provider requests for information necessary to give registrants actual notice of a UDRP complaint. Failure of a registrar to cooperate with the Provider can result in registrants unknowingly losing their domain names.

Best Practices

Within 2 business days of a request from a Provider, the registrar should provide the following information to the Provider, which is necessary for the Provider to meet requirements pursuant to UDRP Rule 2(a):

1. Registrant's billing address;
2. Language of the registrar-registrant registration agreement; and
3. Confirmation that the registrant's name and address in the registrar's Whois database is current, accurate and complete (if the data is not correct, then the registrar should immediately investigate and correct the Whois data pursuant to 3.7.8 of the RAA, and provide such data to the Provider).

Also, upon receiving a communication from a Provider about a UDRP complaint, registrars should carefully review all registrant requests to transfer domain names subject to the complaint to a different registrant, as such transfers may be restricted by paragraph 8 of the UDRP.

Conclusion

This advisory is being published to protect registrant's and promote registrar understanding about Best Practices under ICANN's UDRP with respect to Verification.

Please contact ICANN's Contractual Compliance Department, with any questions or comments relating to ICANN registrar UDRP Best Practices at compliancecomments@icann.org.