



2013 RAA: New Information Registrars Must Include on their Websites and Disclose to ICANN

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Overview of New Requirements for Registrars' Websites

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- 3.7.10 Registrants' Benefits and Responsibilities Specification
- 3.16 Link to Registrant Educational Information
- 3.17 Registrar Information Specification

Overview of New Requirements for Registrars' Websites (Cont'd)

- 3.18.1 Abuse Contact – publish an email address to receive such reports on the homepage of Registrar's website
- 3.18.1 A description of registrar's procedures for the receipt, handling and tracking of abuse reports
- 3.14 and Appendix 5 Privacy/Proxy Spec

Registrants' Benefits and Responsibilities Specification

Registrants' Benefits and Responsibilities Specification

- Section 3.7.10 of 2013 RAA
- Registrar shall publish on its website(s) and/or provide a link to the Registrants' Benefits and Responsibilities Specification attached to the 2013 RAA and shall not take any action inconsistent with the corresponding provisions of the 2013 RAA or applicable law.
- Link provided at: <https://www.icann.org/en/resources/registrars/registrar-rights/benefits>

Registrants' Benefits and Responsibilities Specification

Registrant is entitled:

- to review its registration agreement at any time and download a copy for its records
- to accurate and accessible information about:
 - The identity of its ICANN-accredited registrar;
 - The identity of any proxy or privacy service service provider affiliated with its registrar;

Registrants' Benefits and Responsibilities Specification (Cont'd)

Registrant is entitled to accurate and accessible information about:

- The terms and conditions, including pricing information, applicable to domain name registrations offered by its registrar;
- The terms and conditions, including pricing information, applicable to any privacy services offered by its registrar;
- The customer support services offered by its registrar and the privacy services provider, and how to access them;

Registrants' Benefits and Responsibilities Specification (Cont'd)

- How to raise concerns and resolve disputes with its registrar and any privacy services offered by it;
- Instructions that explain its Registrar's processes for registering, managing, transferring, renewing and restoring its domain name registrations, including through any proxy or privacy services made available by its Registrar.

Registrant shall not be subject to:

- False advertising, deception practices by its registrar and its privacy/proxy services (including deceptive notices, hidden fees, practices that are illegal under the consumer protection law of registrant's residence)

Additional 2013 RAA Website Posting Requirements

Additional Website Posting Requirements

- **Section 3.16:** Registrar shall provide a link to an educational webpage provided by ICANN on any website it may operate for domain name registration or renewal clearly displayed to its Registered Name Holders at least as clearly as its links to policies or notifications required to be displayed under ICANN Consensus Policies.
- Link:
<http://www.icann.org/en/registrars/registrant-rights-responsibilities-en.htm>

Additional Disclosures and Posting Requirements

- **Section 3.18.1:** Registrar shall maintain an abuse contact to receive reports of abuse involving Registered Names sponsored by Registrar, including reports of illegal activity. Registrar shall publish an email address to receive such reports on the home page of Registrar's website (or in another standardized place that may be designated by ICANN from time to time.)

Additional Disclosures and Posting Requirements

- **Section 3.18.3:** Registrar shall publish on its website a description of its procedures for the receipt, handling and tracking of abuse reports. Registrar shall document its receipt of and response to all such reports.

New Disclosure Requirements

Additional Website Posting Requirements

- **Section 3.7.11:** Registrar shall make available a description of the customer service handling processes available to Registered Name Holders regarding Registrar Services, including a description of the processes for submitting complaints and resolving disputes regarding the Registrar Services.

Required Disclosure to ICANN

- **Section 3.18.2:** Registrar shall establish and maintain a dedicated abuse point of contact, including a dedicated email address and telephone number that is monitored 24 hours a day, seven days a week, to receive reports of Illegal Activity.

Registrar Information Specification

Registrar Information Specification

- Includes a list, similar to the application for accreditation, of information that must be disclosed to ICANN
- The Registrar Information Spec will be sent to registrar at the time the 2013 RAA is sent (following submission of 2013 RAA Request form)
- Certain items must be disclosed on registrar's website

Registrar Information Specification

Items in Registrar Information Spec that must be published on Registrar's website:

- 7. Correspondence Address for the Registrar (must be able to accept notice of legal process)
- 11. If the location or address of Registrar's principal place of business is different from the address provided in 7, provide details including address, phone number, fax number and email address.
- 17. Full name, contact information, and position of all senior management and other key personnel overseeing the provision of Registrar Services.
- 22. The ultimate parent entity of Registrar (if applicable)

Privacy / Proxy Specification

Privacy/Proxy Specification

- Section 3.14 of 2013 RAA
- Until such time as the Proxy Accreditation Program is established, Registrar agrees to comply with the Specification on Privacy and Proxy Registrations

Privacy/Proxy Specification

Registrar Obligations/Posting Requirements:

- 2.1: P/P Provider shall publish the terms and conditions of its service (including pricing) on its websites and/or Registrar's website.
- 2.2: P/P Provider shall publish a point of contact for third parties wishing to report abuse or infringement of trademarks (or other rights).
- 2.3: P/P Provider shall publish its business contact information on its website and/or Registrar's website.

Privacy/Proxy Specification

Registrar Obligations/Posting Requirements:

- 2.4: P/P Provider shall publish on its website and/or Registrar's website a copy of the P/P Provider service agreement and description of P/P Provider's procedures for handling the following:
 - 2.4.1 The process or facilities to report abuse of a domain name registration managed by the P/P Provider;
 - 2.4.2 The process or facilities to report infringement of trademarks or other rights of third parties;
 - 2.4.3 The circumstances under which the P/P Provider will relay communications from third parties to the P/P Customer;

Privacy/Proxy Specification

Registrar Obligations/Posting Requirements Cont'd:

- 2.4.4 The circumstances under which the P/P Provider will terminate service to the P/P Customer;
- 2.4.5 The circumstances under which the P/P Provider will reveal and/or publish in the Registration Data Service (Whois) or equivalent service the P/P Customer's identity and/or contact data; and
- 2.4.6 A description of the support services offered by P/P Providers to P/P Customers, and how to access these services.

Privacy/Proxy Specification Exemptions

Registrar is under no obligation to comply with the requirements of the Privacy/Proxy Specification if it can be shown that:

- 3.1 Registered Name Holder employed the services of a P/P Provider that is not provided by Registrar, or any of its affiliates;
- 3.2 Registered Name Holder licensed a Registered Name to another party (i.e., is acting as a Proxy Service) without Registrar's knowledge; or
- 3.3 Registered Name Holder has used P/P Provider contact data without subscribing to the service or accepting the P/P Provider terms and conditions.

Expired Registration Recovery Policy ("ERRP")

Required Website Postings for ERRP

- 4.1. Registrars must make their renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonably available to registered name holders and prospective registered name holders at the time of registration of a gTLD name.
- 4.2. Registrars must describe on their websites (if used) the methods used to deliver pre- and post-expiration notifications[.]
- Registrars must ensure that fees and methods described in Section 4.1 and 4.2 of ERRP are posted on their reseller's websites



Thank You

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One Internet

Questions

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