

21 June 2022

TRANSMITTED VIA ELECTRONIC MAIL AND COURIER

RE: NOTICE OF SUSPENSION OF REGISTRAR'S ABILITY TO CREATE NEW REGISTERED NAMES OR INITIATE INBOUND TRANSFERS OF REGISTERED NAMES

[REDACTED]
Intracom Middle East FZE (IANA #1875)
[REDACTED]

Email: [REDACTED]

Dear [REDACTED]:

This notice is sent to Intracom Middle East FZE ("Intracom" or "Registrar") further to its 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 31 July 2019 ("RAA").

Pursuant to Section 5.5.4 of the RAA, Intracom failed to cure breaches of the RAA within 21 days after ICANN issued Intracom a Notice of Breach on 28 April 2022.

Intracom's ability to create new Registered Names or initiate inbound transfers of Registered Names is suspended for 90 days pursuant to Section 5.7 of the RAA.

The suspension is effective 6 July 2022 at 00:00 UTC and will conclude on 4 October 2022 at 00:00 UTC, or longer if Intracom has not demonstrated compliance on or before 13 September 2022.

Consistent with Section 5.7 of the RAA, during the suspension period, Intracom must not:

1. Create new Registered Names for any generic top-level domain ("gTLD"); or
2. Initiate or accept inbound transfers of Registered Names for any gTLD.

To demonstrate compliance, Intracom must timely cure all breaches identified in this Notice of Suspension by:

1. Depositing gTLD registration data on a weekly basis to an approved escrow agent and ensuring that the deposits meet the required specifications.
2. Paying all past and currently due accreditation fees.

3. Providing ICANN with evidence of having implemented a Registration Data Access Protocol (“RDAP”) service and registering the Registrar’s RDAP Base URL through the Naming Services portal (“NSp”).
4. Providing ICANN with the corrective and preventative action(s) that Intracom will take, with implementation date(s), to (a) address its pattern of untimely responses to ICANN Contractual Compliance matters; and (b) to ensure it has provided ICANN with accurate and current contact information as well as with the location of any applicable information published on the Registrar’s website.

Failure to demonstrate compliance by 13 September 2022 may result in RAA termination and an extension to Intracom’s suspension pending final termination.

Notice on Intracom’s Website

Intracom must prominently display the following on its website and on all pages where Registrar Services, as defined by the RAA, are offered:

No new gTLD registrations or inbound transfers will be accepted from 6 July 2022 through 4 October 2022.

This notice must also include a link to the Notice of Suspension from ICANN.

Please be advised that Intracom may be subject to escalated compliance action (including RAA termination) if ICANN receives additional information, either through complaints or its own monitoring, demonstrating that Intracom continues to violate the RAA or Consensus Policies, during or after the suspension period ends.

If you have questions or require assistance, please contact Leticia Castillo at [REDACTED].

Sincerely,

[SIGNATURE REDACTED]

Jamie Hedlund
Senior Vice President, Contractual Compliance & U.S. Government Engagement

Cc: John O. Jeffrey, General Counsel and Secretary

CHRONOLOGY

In the 1st, 2nd and 3rd compliance notices detailed in the chronology below, ICANN notified Intracom of the violations associated with the case, including the relevant ICANN agreement. All telephone call details below described further attempts from ICANN to communicate to the Registrar the details of the case and to make an ICANN Contractual Compliance staff member available to address any questions to assist Intracom in becoming compliant. All these attempts were unsuccessful. The Registrar failed to fully cure the RAA breaches described in the Notice of Breach.

Chronology (Case# 01105397)

| Date of Notice | Deadline for Response | Details |
|---|-----------------------|--|
| 9-Nov-2021 22-Nov-2021 6-Jan-2022 | N/A | ICANN sent detailed customer statements to Intracom Middle East FZE regarding past due fees. |
| 2-Feb-2022 | N/A | Intracom Middle East FZE's past due fees were referred to ICANN Contractual Compliance. |
| 10-Feb-2022 | 17-Feb-2022 | ICANN sent 1st compliance notice via email to [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar. |
| 22-Feb-2022 | 1-Mar-2022 | ICANN sent 2nd compliance notice via email to [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar. |
| 8-Mar-2022 | N/A | ICANN called Primary Contact at [TELEPHONE REDACTED]. No answer and no ability to leave a voicemail. ICANN called Primary Contact at [TELEPHONE REDACTED] and provided Primary Contact with complaint details. |
| 10-Mar-2022 | 17-Mar-2022 | ICANN sent 3rd compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. |
| 10-Mar-2022 | N/A | ICANN sent 3rd compliance notice via fax to [FAX REDACTED]. Fax unsuccessful. |
| 10-Mar-2022 | N/A | Email from the Registrar ([EMAIL REDACTED]) insufficient to demonstrate compliance. |
| 15-Mar-2022 | 17-Mar-2022 | ICANN sent follow-up compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar. |
| 21-Mar-2022 | N/A | ICANN called Primary Contact at [TELEPHONE REDACTED]. No answer and no ability to leave a voicemail. ICANN called Primary Contact at [TELEPHONE REDACTED]. No answer and no ability to leave a voicemail. |

| Date of Notice | Deadline for Response | Details |
|----------------|-----------------------|---|
| 31-Mar-2022 | N/A | ICANN conducted compliance check to determine other areas of noncompliance. |
| 28-Apr-2022 | 19-May-2022 | ICANN issued a Notice of Breach to the Registrar. |
| 28-Apr-2022 | N/A | ICANN sent Notice of Breach via fax to Registrar Primary fax number [FAX REDACTED]. Fax unsuccessful. |
| 30-Apr-2022 | N/A | Email from the Registrar ([EMAIL REDACTED]) insufficient to demonstrate compliance. |
| 3-May-2022 | 19-May-2022 | ICANN sent follow-up compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar. |
| 5-May-2022 | N/A | ICANN sent Notice of Breach via courier to Registrar Primary Contact postal address. Delivery confirmed. |
| 12-May-2022 | 19-May-2022 | ICANN sent reminder notice via email to [EMAIL REDACTED], [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. |
| 13-May-2022 | N/A | Email from the Registrar ([EMAIL REDACTED]) with an insufficient response to demonstrate compliance and a request to extend the deadline to cure. |
| 13-May-2022 | N/A | ICANN confirmed receipt of the Registrar's response via email to [EMAIL REDACTED] and [EMAIL REDACTED]. |
| 24-May-2022 | 15-Jun-2022 | ICANN sent follow-up compliance notice via email to [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar. |
| 8-Jun-2022 | 15-Jun-2022 | ICANN sent reminder notice via email to [EMAIL REDACTED] and [EMAIL REDACTED]. |
| 15-Jun-2022 | N/A | Email from the Registrar ([EMAIL REDACTED]) with an insufficient response to demonstrate compliance and a request to extend the deadline to cure. |
| 15-Jun-2022 | N/A | ICANN confirmed receipt of the Registrar's response via email to [EMAIL REDACTED] and [EMAIL REDACTED]. |
| 21-Jun-2022 | N/A | To date, the Registrar has not fully cured the 28 April 2022 Notice of Breach. |