



22 January 2025

TRANSMITTED VIA ELECTRONIC MAIL AND COURIER

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

[REDACTED]
Zoo Hosting (IANA #3953)
[REDACTED]

Email: [REDACTED]

Dear [REDACTED]:

Please be advised that as of 22 January 2025, Zoo Hosting (“Zoo Hosting” or “Registrar”) is in breach of its 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 4 August 2021 (“RAA”). This breach results from:

1. Zoo Hosting’s failure to pay due accreditation fees, in violation of Section 3.9 of the RAA.

Please refer to the attachment for details regarding this Notice of Breach.

Additional Concerns

Information available to ICANN indicates Zoo Hosting is not providing a Registration Data Access Protocol (“RDAP”) Directory Service that implements the most recent version of the RDAP Technical Implementation Guide and RDAP Response Profile, as required by Section 3.3.8 of the RAA and Section 1.2.1 of the Registration Data Directory Services (“RDDS”) Specification of the RAA (“RDDS Specification”).

Additionally, information available to ICANN indicates your registrar may not have provided current documentation demonstrating Zoo Hosting is legally established and in good standing, as required by Section 3.17 and Section 6 of the Registrar Information Specification (“RIS”) of the RAA.



ICANN requests that Zoo Hosting cure the breach by 12 February 2025, 21 days from the date of this letter, by taking the following actions:

1. Pay all currently and past due accreditation fees.
2. Implement a RDAP Directory Service, as defined in the RDDS Specification of the RAA, that complies with the most recent version of the RDAP Technical Implementation Guide and RDAP Response Profile, and register the RDAP Uniform Resource Locator (URL) in the IANA Registrar IDs registry by uploading it into the Naming Services portal (“NSp”).
3. Provide ICANN with current documentation demonstrating Zoo Hosting is legally established and in good standing.
4. Provide the remediation measures, including implementation dates, that Zoo Hosting will take to ensure the Registrar timely and fully responds to ICANN’s requests related to contractual obligations.

If Zoo Hosting fails to timely cure the violations explained in this Notice of Breach and provide the information requested by 12 February 2025, ICANN may commence the RAA termination process.

If you have questions or require assistance, please contact Jonathan Denison ([REDACTED]).

Sincerely,

[SIGNATURE REDACTED]

Jamie Hedlund
Senior Vice President, Contractual Compliance and U.S. Government Engagement
Cc: John O. Jeffrey, General Counsel and Secretary



ATTACHMENT

Failure to pay accreditation fees

Section 3.9 of the RAA requires registrars to timely pay accreditation fees to ICANN, consisting of yearly and variable fees. Zoo Hosting owes ICANN past due accreditation fees, in breach of Section 3.9 of the RAA.

CHRONOLOGY

In the compliance cases detailed in the chronologies below, ICANN notified the Registrar of the violations, including the relevant ICANN policies, agreements and processes.

Each communication requested the evidence, information and actions needed from Zoo Hosting to become compliant. Each subsequent communication to the compliance notifications constituted an additional attempt by ICANN to obtain evidence of compliance from the Registrar. The telephone call details below describe 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 in order to assist Zoo Hosting in becoming compliant. All efforts were unsuccessful.

Chronology (Case #01280893):

Date of Notice	Deadline for Response	Details
9-Oct-2023 23-Oct-2023 8-Nov-2023	N/A	ICANN Accounting sent detailed customer statements to Zoo Hosting regarding past due fees.
15-Dec-2023	N/A	Zoo Hosting's past due fees were referred to ICANN Contractual Compliance.
21-Dec-2023	2-Jan-2024	ICANN sent 1st compliance notice via email to [REDACTED] and [REDACTED]. No response received from the Registrar
8-Jan-2024	15-Jan-2024	ICANN sent 2nd compliance notice via email to [REDACTED] and [REDACTED]. No response received from the Registrar.
9-Jan-2024	N/A	ICANN called the Primary Contact at [REDACTED]. A voicemail was left with complaint details. ICANN called Registrar's representative at [REDACTED]. No answer and no ability to leave a voicemail.
24-Jan-2024	31-Jan-2024	ICANN sent 3rd compliance notice via email to [REDACTED] and [REDACTED]. No response received from the Registrar.

25-Jan-2024	N/A	ICANN called the Primary Contact at [REDACTED]. A voicemail was left with complaint details. ICANN called Registrar's representative at [REDACTED]. No answer and no ability to leave a voicemail.
22-Jan-2025	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
22-Jan-2025	N/A	To date, the Registrar has not taken the necessary action to become compliant with its RAA obligations.