



24 March 2025

TRANSMITTED VIA ELECTRONIC MAIL AND COURIER

**RE: NOTICE OF TERMINATION OF REGISTRAR ACCREDITATION AGREEMENT**

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

Email: [REDACTED]

Dear [REDACTED]:

Please be advised that as of 24 March 2025, Zoo Hosting's ("Zoo Hosting" or "Registrar") 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 4 August 2021 ("RAA") is terminated pursuant to Section 5.5.4 of the RAA. The termination shall become effective 9 April 2025, 16 calendar days from the date of this Termination Notice pursuant to Section 5.6 of the RAA.

The termination is due to Zoo Hosting's failure to timely cure the breach by 12 February 2025 as set forth in ICANN's Notice of Breach of RAA dated 22 January 2025. As of 24 March 2025, the following breach remains:

1. Zoo Hosting's failure to pay past due accreditation fees, as required by Section 3.9 of the RAA.

Please refer to the chronology in the attachment for additional details.

In addition, Zoo Hosting failed to address and resolve the additional concerns noted in the Notice of Breach, including by:

1. Implementing a Registration Data Access Protocol ("RDAP") Directory Service, as defined in the Registration Data Directory Service (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”).

2. Providing ICANN with current documentation demonstrating Zoo Hosting is legally established and in good standing.
3. Providing 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.

### **ICANN Logo License**

Zoo Hosting is further advised that the logo license granted in the Logo License Specification to the RAA is revoked as of 24 March 2025. Please remove all ICANN trademarks, name, and logo from Zoo Hosting’s website and business materials that have been licensed to Zoo Hosting under the terms of that Specification by 9 April 2025.

ICANN reserves all of its rights under the RAA. Please note the rights and obligations required to continue in effect after the expiration of the RAA, include but are not limited to: Sections 3.4 Retention of Registered Name Holder and Registration Data; 3.9 Accreditation Fees; 5.8 Resolution of Disputes Under this Agreement; and 5.9 Limitations on Monetary Remedies for Violations of this Agreement.

Zoo Hosting has past due accreditation fees. Please submit payment to ICANN Accounting. Additionally, Zoo Hosting will be invoiced for any variable fees corresponding to transactions reported through the termination effective date. All these fees are required to be paid to ICANN pursuant to Section 3.9 of the RAA.

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



## CHRONOLOGY

In the compliance case detailed in the chronology below, ICANN notified the Registrar of the violation, 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<br>23-Oct-2023<br>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 Number [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 | 12-Feb-2025 | ICANN issued a Notice of Breach to the Registrar. The Notice of Breach was sent via email to [REDACTED] and [REDACTED]. No response received from the Registrar.                               |
| 22-Jan-2025 | N/A         | ICANN sent Notice of Breach via courier to Registrar Primary Contact postal address. Delivery unsuccessful.                                                                                    |
| 5-Feb-2025  | N/A         | ICANN sent reminder via email to [REDACTED] and [REDACTED]. No response received from the Registrar.                                                                                           |
| 24-Mar-2025 | N/A         | To date, the Registrar has not taken the necessary action to become compliant with its RAA obligations.                                                                                        |