



10 September 2025

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

RE: NOTICE OF TERMINATION OF REGISTRAR ACCREDITATION AGREEMENT

[REDACTED]

Intracom Middle East FZE (IANA#1875)

[REDACTED]

Emails: [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED]

Fax: [REDACTED]

Dear [REDACTED]:

Please be advised that as of 10 September 2025, Intracom Middle East FZE ("Intracom" or "Registrar") 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 31 June 2024 ("RAA") is terminated pursuant to Section 5.5.4 of the RAA. The termination shall become effective 26 September 2025, 16 calendar days from the date of this Termination Notice pursuant to Section 5.6 of the RAA.

The termination is due to Intracom's failure to timely cure the breaches by 30 May 2025, as set forth in ICANN's Notice of Breach of RAA dated 9 May 2025, notwithstanding the numerous extensions granted by ICANN. As of 10 September 2025, the following breaches remain:

1. Intracom's failure to implement a Registration Data Access Protocol ("RDAP") Directory Service that uses the most recent version of the RDAP Technical Implementation Guide and RDAP Response Profile posted at <https://icann.org/gtld-rdap-profile>, as required by Section 3.3.1 of the RAA and Section 1.2.1 of the Registration Data Directory Service ("RDDS") Specification of the RAA.
2. Intracom's failure to provide to ICANN current information as specified in the Registrar Information Specification of the RAA ("RIS"), as required by Section 3.17 of the RAA.

3. Intracom's failure to pay past due accreditation fees, as required by Section 3.9 of the RAA.

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

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

1. Providing ICANN with:
 - a. A link to the location where Intracom publishes the description of the Registrar's processes for the receipt, handling and tracking of abuse reports.
 - b. A link to the location where the Registrar publishes a description of the methods used to deliver the Registrar's renewal notifications.
2. Providing ICANN with a completed RIS form including accurate and current information, and a link to the location of the applicable information within the Registrar's website where Intracom displays the following:
 - a. The name and positions of the Registrar's officers.
 - b. If applicable, the Registrar's ultimate parent entity.
3. Providing the first name, last name, email address, title (primary contact or designee), and training completion date of at least one (1) current employee at the Registrar's organization who has completed the RAA Registrar Training course, as per Section 3.13 of the RAA.
4. Providing the remediation measures, including implementation dates, that Intracom will take to ensure that:
 - a. The Registrar has provided up to date contact information to ICANN to facilitate all necessary communications.
 - b. The Registrar timely and fully responds to ICANN's requests related to contractual obligations.

Domain Name Transition Process

To protect domain name registrants, ICANN will follow the [De-Accredited Registrar Transition Procedure](#) in order to transition the domain names currently managed by Intracom to a qualified ICANN-accredited registrar.



ICANN Logo License

Intracom is further advised that the logo license granted in the Logo License Specification to the RAA is revoked as of 26 September 2025. Please remove all ICANN trademarks, name, and logo from Intracom's website and business materials that have been licensed to Intracom under the terms of that Specification by 26 September 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.

Intracom has past due accreditation fees. Please submit payment to ICANN Accounting. Additionally, Intracom will be invoiced for the remainder of the yearly accreditation fees owed to ICANN through 30 July 2026 and 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 Amanda Rose ([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 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 Intracom 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 cases, and to make an ICANN Contractual Compliance staff member available to address any questions in order to assist Intracom in becoming compliant. All efforts were unsuccessful.

Chronology (Case #01415287):

Date of Notice	Deadline for Response	Details
23-Apr-2025	30-Apr-2025	ICANN sent escalated compliance notice via email to [REDACTED] and [REDACTED]. Email rejected by [REDACTED] and [REDACTED].
23-Apr-2025	N/A	ICANN sent escalated compliance notice via fax to [REDACTED]. Fax unsuccessful.
24-Apr-2025	30-Apr-2025	ICANN forwarded escalated compliance notice via email to [REDACTED]. Email rejected by [REDACTED].
30-Apr-2025	N/A	ICANN called Primary Contact at [REDACTED] and [REDACTED]. No answer and no ability to leave a voicemail. ICANN called Compliance and Secondary Contact at [REDACTED] and [REDACTED]. No answer and no ability to leave a voicemail.

Date of Notice	Deadline for Response	Details
9-May-2025	N/A	ICANN conducted compliance check to identify other areas of noncompliance.
9-May-2025	30-May-2025	ICANN issued Notice of Breach to the Registrar. The Notice of Breach was sent via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED]. Email rejected by [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
9-May-2025	N/A	ICANN sent Notice of Breach via fax to [REDACTED]. Fax unsuccessful.
9-May-2025	N/A	ICANN sent Notice of Breach via courier to Registrar Primary Contact postal address. Delivery confirmed.
23-May-2025	N/A	ICANN sent reminder notice via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED]. Email rejected by [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
27-May-2025	N/A	Email from Registrar received outside of the compliance case ([REDACTED]) requesting extension to cure Notice of Breach until 15 July 2025.
29-May-2025	5-Jun-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED], extending the cure deadline to 5 June 2025. Email rejected by [REDACTED].

Date of Notice	Deadline for Response	Details
4-Jun-2025	N/A	Email from Registrar ([REDACTED]) insufficient to cure Notice of Breach and requesting extension until 15 July 2025.
5-Jun-2025	12-Jun-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], and [REDACTED], extending the cure deadline to 12 June 2025.
12-Jun-2025	N/A	Email from Registrar ([REDACTED]) insufficient to cure Notice of Breach.
16-Jun-2025	N/A	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
23-Jun-2025	15-Jul-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED], extending the cure deadline to 15 July 2025.
23-Jul-2025	N/A	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
29-Jul-2025	N/A	Email from Registrar ([REDACTED]) insufficient to cure Notice of Breach.

Date of Notice	Deadline for Response	Details
30-Jul-2025	4-Aug-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED], extending the cure deadline to 4 August 2025.
4-Aug-2025	N/A	Email from Registrar ([REDACTED]) insufficient to cure Notice of Breach.
8-Aug-2025	15-Aug-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED], extending the cure deadline to 15 August 2025.
26-Aug-2025	N/A	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
4-Sep-2025	9-Sep-2025	ICANN sent communication via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED].
10-Sep-2025	N/A	To date, Registrar has not cured Notice of Breach.

Chronology (Case #01357285):

Date of Notice	Deadline for Response	Details
3-Sep-2024	10-Sep-2024	ICANN sent 1st compliance notice via email to [REDACTED]. No response received from the Registrar.
11-Sep-2024	18-Sep-2024	ICANN sent 2nd compliance notice via email to [REDACTED] and [REDACTED]. No response received from the Registrar.
16-Sep-2024	N/A	ICANN called Primary Contact at [REDACTED] and provided Primary Contact with compliance case details.
20-Sep-2024	27-Sep-2024	ICANN sent 3rd compliance notice via email to [REDACTED] and [REDACTED]. No response received from the Registrar.
23-Sep-2024	N/A	ICANN called Primary Contact at [REDACTED] and provided Primary Contact with compliance case details.
22-Oct-2024	29-Oct-2024	ICANN sent escalated compliance notice via email to [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. No response received from the Registrar.
23-Oct-2024	N/A	ICANN called Primary Contact at [REDACTED]. No answer and no ability to leave a voicemail. ICANN called Secondary Contact at [REDACTED] and left voicemail with complaint details.

Date of Notice	Deadline for Response	Details
8-May-2025	N/A	ICANN conducted compliance check to identify other areas of noncompliance.
10-Sep-2025	N/A	To date, Registrar has not cured Notice of Breach.