

De-Accredited Registrar Transition Procedures

Presenter

Brian Peck – Registrar Liaison Manager

ICANN TOKYO | 26 - 27 AUGUST 2010



AsiaPacific
Regional Event of ICANN-Accredited Registrars and gTLD Registries

De-Accredited Registrar Transition Procedure

Purpose:

- To manage transition of gTLD domain name registrations from a de-accredited registrar to an accredited gaining registrar
- Intended to enhance protection of registrants and ensure a fair process for selecting a gaining registrar

De-Accredited Registrar Transition Procedure

- If a registrar's RAA expires or is terminated, the domain name registrations sponsored by the de-accredited registrar must be transitioned to a qualified and competent ICANN-accredited registrar
- Usually done through a “bulk transfer” under Part B of ICANN's Inter-Registrar Transfer Policy (IRTP)

De-Accredited Registrar Transition Procedure

Bulk Transfers under Part B of the IRTP:

- Gaining registrar must be accredited and operational (with an RRA in force) for all the respective TLDs
- ICANN must certify to the registry operator that the “transfer would promote the community interest”
- ICANN must approve the bulk transfer

De-Accredited Registrar Transition Procedure

Two kinds of bulk transfers:

- Voluntary bulk transfer
- Involuntary bulk transfer

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer:

- Under certain conditions ICANN may allow the de-accredited registrar to designate a “gaining registrar” to receive the bulk transfer of its names
 - Helps minimize customer confusion
 - Ensures that gaining registrar receives as much customer/registration data as possible
 - Less “friction” in the process

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer:

- Not possible if doesn't serve the community interest – examples:
 - Gaining registrar not in good standing with its ICANN obligations
 - Losing registrar appears to be using termination as a way to avoid its ICANN obligations or its customers by transferring the registrations to an affiliated registrar without complying with the outstanding obligations

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer

- ICANN's approval based on a weighing/balancing of considerations
 - Whether GR is in good standing with its ICANN obligations; whether it is operational and experienced in managing the affected TLDs
 - Whether there's a relationship between GR and LR that would allow abuse or gaming of the transfer
 - Whether the LR would continue to manage the registrations as a reseller or in some other manner
 - Likelihood that obligations to ICANN and LR customers will be satisfied

De-Accredited Registrar Transition Procedure

Voluntary Bulk Transfer

- ICANN can condition approval of voluntary bulk transfer
 - e.g., payment of outstanding fees
- ICANN can deny requested transfer by giving LR another opportunity to designate a GR or, proceed with an involuntary bulk transfer

De-Accredited Registrar Transition Procedure

Involuntary Bulk Transfer

- In certain de-accreditation cases ICANN must select a GR to manage the registrations previously managed by the de-accredited registrar
- One bulk transfer of all TLD registrations is strongly preferred

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- ICANN initiates the process by soliciting expressions of interest (EOI) – distributes the notice and form to the primary contacts of all registrars
 - Interested registrars are usually required to submit their EOI within a week's time
 - Must demonstrate capability of managing transition and affected TLDs
 - Must be compliant with ICANN obligations, such as RDE and fees

De-Accredited Registrar Transition Procedure

Expression of Interest for Bulk Transfer of REGISTRAR'S gTLD Names

Submitted by registrar:	
IANA ID:	
Registrar contact person for this EOI:	
Telephone number:	
Email address:	

1. Number of gTLD registrations managed by your registrar:
2. Number of ccTLD registrations managed by your registrar (optional, if you wish ccTLDs to be included in consideration of your registrar's experience/qualification):
3. Number of customers of your registrar's domain-related services: (This response will be treated confidentially.)
4. Provide a brief outline of your registrar's procedures for authenticating a purported registrant request where the registration data is either incomplete or potentially inaccurate/outdated. Please note that your registrar's response to this question should not reference the UDRP or whois data problem reports. Your response should demonstrate that your registrar is capable of securely assessing whether a purported registrant is indeed a bona fide registrant, even though contact data may have become outdated or is incomplete. (This response will be treated confidentially.)
5. Does your registrar offer "retail" registration services (as opposed to reseller-only services)?

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- ICANN reviews the EOI responses and determines which registrars meet the threshold criteria to move to the next round of the GR selection process
- The next round involves sending a set of questions to all qualified bidding registrars to determine the most qualified registrar to receive the bulk transfer
 - Each set of questions is customized for that particular transfer process, the number of and the specific TLD registrations involved, quality and availability of data, hours of customer service for majority of affected customers, etc.
- Each question is assigned a specific amount of points depending on the response
 - The questionnaire identifies the points and scoring criteria for each question in an effort toward transparency

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Minimum GR selection criteria is always the same:
 - Be able to quickly transition the registrations in its registrar operations and provide timely service to the new registrants
 - Be able to demonstrate prior experience in managing the portfolio of registrations/customers comparable to those of de-accredited registrar
 - Have available sufficient customer service staff for timely responses during and following the bulk transfer
 - Be accredited AND operational in all applicable gTLDs; and be in good standing with its RAA obligations
 - Have experience in and knowledge of bulk transfer procedures

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Minimum GR selection criteria is always the same – cont.
 - Have documented procedures in place to resolve potential disputes involving domain name control or registration rights
 - Be experienced as a retail registrar business (if applicable)
 - Have experience in managing second-level IDN's (if applicable)
 - Be willing to provide ICANN with regular status reports on transition
 - If necessary, provide adequate compensation for the portfolio of registrations

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- Selection criteria are not intended to be inflexible – a registrar meeting most of the criteria can still be selected
- Unique circumstances may require consideration of additional factors
- ICANN will evaluate each bidding registrar's responses and determine the appropriate score
- The registrar with the highest score will be selected as the GR

De-Accredited Registrar Transition Procedure

Gaining Registrar Selection Process

- The set of questions also contains a “tie-breaking” question which ICANN will rely on in case there is a tie score
- If after considering all the responses a tie remains, ICANN then selects a GR at random

De-Accredited Registrar Transition Procedure

Completion of Bulk Transfer

- Once a GR has been selected/approved ICANN will either request a release of the escrowed registrant data to the GR or, provide the GR with data that ICANN staff has compiled from other available resources upon the effective termination/expiration date
- Once the GR receives the registrant data the GR must coordinate with the relevant registries to facilitate and complete the bulk transfer as quickly as possible (usually within 5 calendar days or, the time frame indicated by the registrar in its response to the bidding questions)

De-Accredited Registrar Transition Procedure

Completion of Bulk Transfer

- ICANN will notify the relevant registries about its approval of the pending bulk transfer and the contact information for the GR
- Once the bulk transfer has been completed, ICANN will announce the selected GR and bulk transfer on its website
 - Registrar must provide contact information and any landing page created for customers/registrants of the de-accredited registrar
- This is an ongoing process development, and ICANN staff will periodically review its effectiveness as well as implement any necessary modifications

De-Accredited Registrar Transition Procedure

- Welcome any input or questions you may have
- Encourage your registrar to participate in future bulk transfer opportunities – especially in cases where registrants are located in this region



Brian Peck
Registrar Liaison Manager

+1 310.578.8682

brian.peck@icann.org

ICANN TOKYO | 26 - 27 AUGUST 2010



AsiaPacific
Regional Event of ICANN-Accredited Registrars and gTLD Registries