Post-Expiration Domain Name Recovery Registrar Survey

Objective: The objective of this survey is to obtain additional information that will assist the Working Group in reviewing 'current registrar practices regarding domain name expiration, renewal, and post-expiration recovery' (from PEDNR WG Charter)

Methodology: A first attempt to answers the questions outlined below will be by reviewing information publicly available on registrar web sites. Following an assessment of the information found using this methodology by the PEDNR data gathering sub-team, a decision will be made on how missing information, if any, and/or follow-up questions will be pursued.

Questions:

1. What is the registrar's practice regarding a domain name at the time of expiration when the registrant is silent regarding its intention to renew a domain name? Specifically:

- Does the registrar allow the domain name to auto-renew in those registries that employ that policy?
- When and how are notices of expiration sent to the RAE prior to expiration? If a reseller was involved in the domain transaction, are notices sent by reseller or by registrar?
- When and how are notices of expiration sent to the RAE following expiration? If a reseller was involved in the domain transaction, are notices sent by reseller or by registrar?
- Does the registrar make substantial changes to any of the underlying Whois data associated with the domain name in or around the time of expiration? (Note: changing status of a domain name registration e.g. to 'pending delete' and/or changing the expiration date are not considered substantial changes) (yes/no; if yes, when)
- Is the cost to the registrant to recover/renew a domain name post expiration but prior to the imposition of any Registry Redemption Grace Period different to that one charged for renewal prior to expiration? If the cost is different, does it vary or is it the same for every domain name at any point in time during the Auto-Renew Grace period? If so, what does this variance depend on (e.g. time of renewal, estimated value of the domain, cost of recovery for registrar?).[AG: not sure this makes any sense, since prior to RGP, there is no real out-of-pocket cost to the registrar other than the normal annual fee, but I guess there is no harm in leaving it here.]
- At what point after expiration is the DNS changed so that the domain name no longer resolves to the RAE's web site?
- At this point, does the domain name point to the original page or a different page? If different, please specify (e.g. PPC, renewal page).[Since this question is only referring to the situation when the name no longer points to the RAE's web site, it can no longer be pointing to the original page. I would make it "At this point, please specify where it does point (e.g. a PPC page)."
- Does the new page explicitly say that the original registration has expired and how it could be re-claimed?

- At what point does e-mail directed at the domain name stop being delivered to the RAE? Does the registrar factor this in by no longer using the email directed at the domain name?[Based on the discussion regarding whose DNS is being used, I think we need to re-word this. Two different bullets: If the RAE had been using the Registrar's or Reseller's own DNA and there was an MX record, At what point does e-mail directed at the domain name stop being delivered to the RAE?
- If the RAE's contact e-mail used the domain name in question, does the registrar factor this in sending out post-expiration reminders. If so, how?
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- When e-mail directed at the expired domain name stops going to the RAE, does it bounce, is it discarded, or is it re-directed to another recipient?
- Are reminders sent from the same address the registrar normally uses for communication with the RAE?
- At what point, if any, is the expired domain name made available to others than the RAE (e.g. sale, auction, transfer to registrars or an affiliate's account).
- If a reseller was involved in the original transaction:
  o How does the RAE determine whether they are dealing with the reseller or the registrar?
  o If the RAE is dealing with a reseller, how can the RAE identify the affiliated registrar?
  o To recover the expired domain name, can the RAE work with the registrar directly or must it work with reseller?
- What options are available to contacting reseller/registrar post expiration (web form, e-mail, telephone)?
- Under what conditions is a domain name deleted (and thus enters the RGP).

2. What is the registrar's practice regarding a domain name at the time of expiration when the registrant gives explicit instructions regarding its intention NOT to renew the domain names? Indicate if same as for "no notice given" or address all of the issues in Question 1. [Consider rewording to include scenario whereby registrant indicates that it wants to delete / terminate agreement prior to expiration, if deemed part of the charter of the WG]

3. Are the terms of the treatment of the domain name registration at the time of expiration contained in the registration agreement or in another document? Please specify the terms if not already done so in question 1 or 2.

4. If the registrar makes substantial changes to the Whois data at the time of expiration is that practice dependent upon the TLD (i.e. auto-renew v.s. non-auto-renew) or is the change in underlying Whois data the same regardless of the TLD?

5. Does the registrar or affiliate provide the registrant prior to expiration the right to remove a name from the auction process?

6. Does the registrar or affiliate provide the registrant the ability to renew/re-register a domain name once it has entered an auction process or after completion of the auction process? If so, are the costs the same as renewal during the Auto-Renew Grace period? If not, are the costs the same for all domain names renewed during or after the auction process, or is there a variance? If there is a variance, what does this depend on (e.g. time of renewal, estimated value of the domain?).

7. For those registrars or their affiliates that provide auction services with the ability of the registrant to renew/re-register a name, what number of registrants have exercised that right?

8. What percentage of the overall gTLD market does the registrar responding to this questionnaire represent? [This question will be used solely to calculate the global percentage of registration covered by respondents.]

9. Is the registrar responding to this questionnaire part of a family of registrars sharing common ownership?