



Registrar A
Country United States

B
United States

C
United States

D
United States

QUESTIONS

<p>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?</p>	<p>In the event that the registrant fails to renew the domain name in a timely fashion, the registration will expire and the registrar may, at its discretion, elect to assume the registration and may hold it for its own account, delete it or sell it to a third party. If the reseller has configured their account to do so, the registrar will contact the RAE after expiration. All accounts are configured by default to send a message 10 days after expiry.</p>	<p>If the registrant fails to renew his/her domain name in the timeframes indicated in the registration agreement, the registrant agrees that the registrar may, at its sole discretion renew the expired domain name on the registrant's behalf.</p>	<p>If a registrant does not renew the domain name registration by the expiration date, the domain name registration is subject to deletion at any time after that. In order to avoid unintentional deletion, the registrar may, but is not obligated to, provide registrants with a grace period.</p>	<p>Immediately after the expiration of the term of domain name registration services and before deletion of the domain name, the registrar may direct the domain name to name-servers and IP address(es) designated by the registrar, including to no IP address or to IP address(es) which host a parking page or a commercial search engine that may display advertisements.</p>
<p>1a. Does the registrar allow the domain name to auto-renew in those registries that employ that policy?</p>	<p>Some registrar resellers will allow the domain to auto-renew. The registrant needs to contact the registrar reseller to discuss this possibility.</p>	<p>Automatic renewal is the default setting, which the registrant must deactivate if he/she does not want the domain name to be automatically renewed. Unless the automatic renewal option is disabled, the domain name will automatically renew, for a period equivalent to the length of the original registration. If for any reason the registrar is not able to take payment from the payment method on file, the domain name registration will expire.</p>	<p>Yes, if a registrant has selected the 'auto-renew' feature for the domain name registration, the registrar will attempt to automatically renew the domain name approximately 60 days prior to the expiration date.</p>	<p>Yes, the option of automatic renewal is provided. The registration agreement points out that there are certain TLDs for which automatic renewal is not available.</p>

<p>1b. When and how are notices of expiration sent to the RAE prior to expiration?</p>	<p>Renewal Reminders are sent via email to the contact addresses listed on the Registration record.</p>	<p>The registrar begins sending notifications well in advance of expiry, and up to 12 days - following- the expiration date. The first renewal reminder is sent 90 days prior to expiry. The registrar does the same for all Turnkey resellers.</p>	<p>If a registrant has not selected the auto-renew feature, the registrar will send several communications to customers and/or the agents acting on their behalf to alert them that the domain name registration services will expire on a certain date.</p>	<p>As stated in the contract, 'as a convenience' to the registrant, and 'not as a binding commitment', the registrar or the primary service provider, may notify you via an email message or via your account when renewal fees are due.</p>
<p>1c. 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 the reseller or by the registrar?</p>	<p>The registrar provides resellers with the ability to send out an additional renewal notice 10 days after expiration.</p>	<p>On the expiration date, the 5th and 12th day following expiration, a notification is sent.</p>	<p>The registrar sends at least two email notices to the RAE following expiration. Resellers send expiration notices to their registrant customers.</p>	<p>No email notices are sent after expiration. There is a notice in the user account that the registration has expired.</p>
<p>1d. 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 data are not considered substantial changes) (yes/no; if yes, when)</p>	<p>During the grace period, the registrar may revise the Whois registration records to include either the registrar information or that of the reseller.</p>	<p>Other than the nameservers, the registrar does not modify Whois (e.g. RAE or Admin / Technical / Billing Contact information) upon expiration.</p>	<p>According to the Service Agreement, the registrar may place its contact information in the Whois output for the expired domain name.</p>	<p>The registrar may either leave the WHOIS information intact or the registrar may change the contact information in the Whois output for the expired domain name so that the RAE is no longer the listed registrant of the expired domain name.</p>
<p>1e. 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 burden of recovery for registrar?)</p>	<p>The cost during the renewal grace period (within 40 days post-expiration) is exactly the same as a regular renewal. There is an additional fee for redemptions (41 days post-expiration until 70 days post-expiration).</p>	<p>In the case of automatic renewal, the cost of renewal will be at the current rates for a domain name registration. If the registrant renews during the renewal grace period (12 days), the registrar needs to be reimbursed for the renewal (normal rate applies). On day 19 following expiration, when the domain name is in the Registrar Renewal Grace Period, a redemption fee will be charged which is currently identical to the fee charged for recovery during the Registry RGP.</p>	<p>The cost is the same.</p>	<p>The reactivation period renewal process, if any, may involve additional fees the registrar and the primary service provider may determine. The fee for recovery during the extended redemption period (ERGP - duration 120 days), which starts if the registrar pays the registry registration fee or otherwise provide for the registration services to be continued after the reactivation period, is the same as for recovery during RGP.</p>

<p>1f. At what point after expiration is the DNS changed so that the domain name no longer resolves to the RAE's web site? Where does it now point to, (e.g. PPC, renewal page)?</p>	<p>Upon expiration the website ceases to resolve (the registrar changes the DNS). A blank page is displayed, and the nameservers are changed to a renewal page to try and encourage renewals. Three days later, the registrar may change the DNS again to a page that may contain PPC ads but also encourages the registrant to renew their domain name.</p>	<p>The name will stop resolving to the intended website (and instead go to a notification page) upon the first failed attempt to bill the renewal.</p>	<p>After the expiration date of the domain name registration, the registrar may direct the domain name to an IP address designated by the registrar, including, without limitation, to an IP address which hosts a parking, under construction or other temporary page that may include promotions and advertisements for, and links to the registrar or its products, third-party Websites, third-party product and service offerings, and/or Internet search engines.</p>	<p>Immediately after expiration, the registrar may direct the domain name to name-servers and IP address(es) designated by the registrar, including without limitation, to no IP address or to IP address(es) which host a parking page or a commercial search engine that may display advertisements.</p>
<p>1g. Does the new page explicitly say that the original registration has expired and how it could be re-claimed?</p>	<p>The registrar does include a renewal message on the expired pages from day -3 to day -40 which encourages the registrant to contact their reseller to renew their name.</p>	<p>Yes. The new page indicates that the domain has expired, and prompts 'If you registered this domain, click here' with a link to the registrar website.</p>	<p>The new page displays the following text: domain.com expired on mm/dd/yy and is pending renewal or deletion. In addition, the page contains a 'Renew Now' button.</p>	<p>No it does not</p>
<p>1h. Based upon the changes made by the registrar upon expiration, what happens if email is sent by a third party (i.e. someone other than the registrar, reseller or registrar) to the email address (e.g. xx@example.com) that uses the expired domain name (e.g. www.example.com)? Does the email bounce, is it still delivered to the RAE on an alternative email address or is it discarded?</p>	<p>The registrar generally does not make changes, but the email would still not be sent because the name will cease to work, as it has expired.</p>	<p>If the DNS is hosted with the registrar's nameserves, only the A record is changed. The MX (Mail) record is left intact, so that email should be delivered normally. However, if the DNS is hosted on an external nameserver, this could affect email delivery. All of these scenarios assume that the MX record was properly configured by the registrant at some point pre-expiration.</p>	<p>Email messages would not be delivered.</p>	<p>The email will bounce</p>
<p>1i. 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?</p>	<p>No</p>	<p>This is not factored in, as most will be unaffected (see Q 1h).</p>	<p>This is not a factor.</p>	<p>No, post-expiration notices are not sent.</p>

<p>1j. Are reminders sent from the same address the registrar normally uses for communication with the RAE (a different address might result in the email getting caught in the spam filter)?</p>	<p>That is up to the reseller to configure. Resellers are free to use whatever address they choose.</p>	<p>The registrar uses several different 'from' address to identify the type of communication intended for the RAE. These vary depending upon whether the name is up for renewal, or whether the name has passed its expiration date. These are different from routine or opt-in marketing communications.</p>	<p>Reminders are sent from a different address.</p>	<p>All reminder communications come from the same email address. Only newsletters might come from a different email address.</p>
<p>1k. 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).</p>	<p>40 days post-expiration. This happens to a very small percentage of names, and registrants have a right to recover the name until then.</p>	<p>On the 25th day following expiration, domains are placed for auction. If the registrant does not redeem the domain name prior to the end of the 42 day grace period, the registrar, may at its sole discretion, delete the domain name or transfer it to another registrant. Auction membership agreement notes that expired domains may be listed on the site on the date of their expiration, but no sale will be final until 45 days after expiration.</p>	<p>Should the RAE decide not to renew the domain name during any applicable grace period, the RAE agrees that unless he or she notifies the registrar to the contrary, the registrar may in its sole discretion renew and transfer the domain name to the registrar or a third party on the RAE's behalf.</p>	<p>The RAE agrees that the expired domain name may be made available to third parties, the registrar may auction off the rights to expired domain name services (the auction beginning close to the end or after the end of the 'reactivation period' which is approximately 30 days) and/or the expired domain name registration services may be re-registered to any party at any time. After the reactivation period, the RAE agrees that the registrar may either discontinue the domain name registration services at any time thereafter, the registrar may pay the registry's registration fee or otherwise provide for the registration services to be continued, or, if the registrar auctioned the domain name services to a third party, the registrar may transfer the domain name registration services to such third party.</p>

<p>1l. If a reseller was involved in the original transaction:</p> <ul style="list-style-type: none"> 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? 	<ul style="list-style-type: none"> o The order will be placed by the reseller. Resellers are also free to insert their contact information in a separate area of the registrar Whois database (not associated with their domain contact). o The registrar offers a website that allows registrants to find their reseller. The URL of this website is included in the WHOIS records of the names registered through the registrar. o The registrar always sends registrants to the reseller first. If for some reason they cannot contact them, the registrar will assist them in renewing the name. 	<ul style="list-style-type: none"> o The RAE can tell by the absence of the "ICANN Accredited" logo on the reseller's website, and by it's absence in the ICANN list of accredited registrars. Resellers are prohibited by their Reseller Agreement from claiming to be an ICANN-accredited registrar. o If asked via email or telephone, support representatives are instructed to inform the RAE of the parent registrar. o They must work with the reseller. If the registrar receives a complaint regarding a reseller, the registrar will investigate. 		<p>Resellers manage all dealings with the RAE. If the RAE wants to determine the reseller, they may use a reseller information retrieval tool that is located in the registrar's help section. To recover the domain name, they may deal with the Registrar under certain circumstances (e.g. unresponsive reseller).</p>
<p>1m. What options are available for contacting reseller/registrar post expiration (web form, e-mail, telephone)?</p>	<p>Depends on the reseller. Most offer all three, particularly the largest resellers.</p>	<p>All normal pre-expiration support options (web, email, telephone) are available post-expiration.</p>	<p>Retail customers can contact the registrar via webform, email or 24x7 toll free Customer Support. Wholesale customers (i.e. resellers) have similar channels available. End-user customers of these resellers typically must work through the latter.</p>	<p>Communication options remain the same as pre-expiration.</p>
<p>1n. Under what conditions is a domain name deleted (and thus enters the RGP).</p>	<p>The name has not been renewed by the registrant or otherwise transferred 70 days post expiration</p>	<p>If the registrant does not redeem their domain name prior to the end of the 42 day grace period, the registrar may at its sole discretion, delete the domain name or transfer it to another registrant.</p>	<p>If an expired domain name is not renewed by the registrar or transferred to a third party, or if the RAE has notified the registrar that he or she does not want the registrar to proceed with a transfer to the registrar or a third party, the domain name registration will be deleted.</p>	<p>In case the registrar decides to discontinue the domain name registration services after the reactivation period, the registrar may, but is not obligated to, participate in the Redemption Grace Period, if provided by the registry administrator.</p>

<p>NEW 1o. What is the duration of the Auto-Renew Grace Period?</p>	<p>Expired domains will be held at the registrar for a grace period of 40 days</p>	<p>42 days: the Renewal Grace Period is 12 days. After that, the domain moves into the registrar Renewal Grace Period in which the domain will be placed on Hold and flagged for deletion after which the registrant will have a 30 day redemption period during which a redemption fee can be paid to the registrar to redeem the domain name. At the end of the registrar redemption grace period, the registrar may, at its sole discretion, delete the domain name or transfer it to another registrant. If the domain name is deleted, it will move into the Registry Redemption Grace Period (30 days).</p>	<p>The registrar endeavors to provide a grace period that extends 35 days past the expiration date. However a grace period is not guaranteed and can change or be eliminated at any time without notice.</p>	<p>The reactivation period process is a period of approximately 30 days after expiration of the term of domain name registration services.</p>
<p>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.</p>	<p>The registrar lets the domain names expire.</p>	<p>The registrar does not make the assumption that an opt-out of the Auto-Renewal process is equivalent to explicit intention not to renew the domain. So, in practical terms, the domain expiration process runs its course.</p>	<p>Such domain names will follow the normal deletion cycle.</p>	<p>Same as for no notice given.</p>
<p>2a. If a registrant specifically requests to delete a domain name prior to its expiration, does the registrar treat it as an expired domain name or is it treated differently?</p>	<p>The registration is deleted and thus sent to the redemption grace period immediately.</p>	<p>The registrant can delete a domain so that it is no longer registered to the registrant. Depending on the type of domain the registrant deleted, the registry may hold it at the registry before releasing it for other users to register. The registrant may be able to re-register the domain, subject to additional registration fees.</p>	<p>Upon termination or cancellation of the registrar services, the terms and conditions regarding transfer of expired domain names may apply.</p>	<p>It deletes the domain and does not treat as expired. It is deleted immediately.</p>

<p>4. If the registrar makes substantial changes to the Whois data at the time of expiration is that practice dependent upon whether the registry charges you upon expiration or not (i.e. auto-renew v.s. non-auto-renew) or is the change in underlying Whois data the same regardless of the TLD?</p>	<p>This has no impact.</p>	<p>All gTLDs are treated the same, regardless of whether the registry does or does not auto-renew.</p>	<p>The registrar does not change the Whois until almost a week after the expiration date.</p>	<p>It is not dependent.</p>
<p>5. Does the registrar or affiliated auction service provider provide the RAE the right to remove a name from auction / sales process?</p>	<p>The RAE can re-register the domain name during the grace period even if the domain name has been sold at auction. If the RAE does not re-register the domain name during the grace period, the auction sale will be concluded and ownership of the domain transferred to a third party.</p>	<p>On day 25 following expiration, domains are placed for auction. The domain can be manually renewed by the RAE, subject to any applicable renewal and redemption fees.</p>	<p>If the RAE has notified the registrar stating that he or she does not want the registrar to proceed with a transfer to the registrar or third party, the domain name will be deleted.</p>	<p>Following auction, the RAE may recover the domain name registration services for a period up to 42 days after the end of the reactivation period. To exercise the right to recover auctioned domain name services, the RAE must contact the registrar and provide a certified letter, including documents setting forth the identity and address of the RAE, credit card details and an authorization to pay the reinstatement fee + registration fees. Sufficient time needs to be provided by the RAE to allow the registrar to receive and evaluate the documents and to contact the auction winner prior to the end of the 30 days after the end of the reactivation period.</p>
<p>6. For those registrars or affiliated auction service provider that provide auction services with the ability of the registrant to renew/re-register a name, what measure of registrants have exercised that right?</p>	<p>Data not available.</p>	<p>Some RAEs choose to redeem / restore their registrations even after it has gone to auction. The registrar allows this for typical circumstances, but does not publicize any statistics on its frequency.</p>	<p>Data not available.</p>	<p>Data not available.</p>

NEW 9. Transfer of a domain name during AGP	A domain name can be transferred during the grace period to another registrar reseller or another registrar. Even if the reseller website states that expired domains cannot be transferred, they will be able to transfer the domain because they are within the same Registrar system	During the 42 day grace period (12 + 30), the registrant can renew the domain name and then follow the procedure for transferring a domain name to a new registrar. Or the new registrar can initiate a transfer request if the registrant provided the required authorization for the expired domain.		
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Note: RAE = registrant at time of expiration