

**Post-Expiration Domain Name Recovery – Public Comment on Initial Report  
Results of Survey – published on 23 August 2010**

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**1. Name**

412 Responses (see Annex I for detailed information)

**2. Affiliation**

412 Responses (see Annex I for detailed information)

**This survey contains a total of 30 questions / comment boxes. Most of the questions are multiple choice, with additional comment boxes to add any other information or suggestions you would like to share. In order for your responses to be recorded, you need to complete the survey until the end and click 'submit'. It is not possible to save part of the survey and complete it at a later time. In case of difficulties, you may copy the questions and submit your responses to the public comment forum directly.**

**Note: This survey applies only to gTLDs, the most common of which are .com, .net and .org. It does not apply to ccTLDs.**

**Renewal After Expiration**

**Currently the largest registrars allow a registrant to renew a domain name after the expiration date. The length of this grace period varies between registrars, but can be as long as 45 days. The cost of renewal may be the same as prior to expiration, or include a surcharge - in some cases, the cost is not specified ahead of time. While many of the largest registrars offer this service, it is not required by the Registrar Accreditation Agreement (RAA) nor is it generally guaranteed in the registration agreement.**

**4. Should registrars offer renewals for a period of time following expiration (subject to a few explicit exceptions?)**

Yes	399	97%
No	12	3%
No strong view either way	1	0%
Total	412	100%

## 5. Additional Comments

51 Responses (See Annex II for detailed information)

## 6. Should the policy specify the minimum amount of time allowed for renewal after expiration?

No	14	3%
No strong view either way	17	4%
Yes - please specify for how long:	381	92%
Total	412	100%

## 7. Additional Comments

46 Responses (see Annex III for detailed information)

## 8. Should offering renewal after expiration be a consensus policy, best practice, or as a means for registrars to offer competitive services?

Be required by ICANN Policy	344	84%
Be offered at the registrar's discretion (as a "best practice" or as a means of differentiating themselves from other registrars)	45	11%
No strong view either way	22	5%
Total	411	100%

## 9. Additional Comments

34 Responses (see Annex IV for detailed information)

## Expiration Notices

The RAA makes reference to the contents of a "second notice or reminder", but does not explicitly state that registrars must send notices to registrants saying that their domain will soon expire, or provide any details of when or how these notices should be delivered. Registrars typically send the expiration alert messages by e-mail or by posting a message in the registrar's domain management system (requiring registrant to log in first). E-mail messages are typically sent to one or more of the addresses listed in the domain's WHOIS information. If these addresses are no longer valid or in use by the registrant, the notices will not be received.

### 10. Should the policy specify the minimum number of notices that are required prior to expiration?

No	28	7%
Yes	342	83%
No strong view either way	41	10%
Total	411	100%

### 11. If you answered yes to the previous question, what is the most appropriate number of reminder messages?

332 Responses (see Annex V for detailed information)

### 12. Additional Comments

34 Responses (see Annex VI for detailed information)

### 13. Should the policy specify when such notices should be sent?

No	30	7%
Yes	310	76%
No strong view either way	70	17%
Total	410	100%

**14. If you answered 'yes' to the previous question, what timing or reminder schedule would you suggest?**

296 Responses (see Annex VII for detailed information)

**15. Additional Comments**

18 Responses (see Annex VIII for detailed information)

**16. Should the policy specify how such notices should be sent?**

Yes	179	44%
No, but the registration agreement or web site should tell registrants how the registrar will contact them with reminders	173	42%
No	13	3%
No strong view either way	45	11%
Total	410	100%

**17. If you answered 'Yes' or 'No, but...' to the previous question, what methods should it specify?**

288 Responses (see Annex IX for detailed information)

**18. Additional Comments**

27 Responses (see Annex X for detailed information)

**19. What, in your opinion, is the most effective means to remind a registrant that their domain name is about to expire?**

291 Responses (see Annex XI for detailed information)

## WHOIS

For the most popular gTLDs (.com, .net, .org) the registry automatically extends a registration upon expiration, and charges the registrar for this "renewal". If the domain is ultimately canceled instead of renewed by the registrant, the registry refunds the fee to the registrar. However, even though the registry has done thus automatic renewal, the registrant still must explicitly renew with the registrar. Since a WHOIS query will show the registry renewal, a registrant may think that they no longer need to renew.

**20. Should WHOIS be changed to make it obvious that a domain has expired and not yet renewed by the registrant (or their agent)?**

Yes	236	58%
No	111	27%
No strong view either way	63	15%
Total	410	100%

### 21. Additional Comments

56 Responses (see Annex XII for detailed information)

### Information & Education

**22. What, in your opinion, is the most effective means of alerting a registrant that their domain name has already expired?**

309 Responses (see Annex XIII for detailed information)

**23. What, in your opinion, should be done to educate registrants to ensure that domain names are renewed without incident?**

228 Responses (see Annex XIV for detailed information)

## Services After Expiration

After expiration, depending on how the registrar alters the DNS, a variety of things may happen: - Everything (web, e-mail, other services) will still work as it did prior to expiration - Web access may be directed to a registrar-controlled page. This page may say that the domain name has expired. This page may include advertisements or pay-per-click links. - Email may time-out or bounce. If it is delivered to the mail server, it may or may not be accessible by the user. - Other services (FTP, etc.) may time out or otherwise fail. Some people feel that the registrar should make all efforts to keep things working, even though the domain name has expired. Others feel that the various services not working is the best way to alert the registrant to the expiration.

### 24. What should happen post-expiration when the domain is accessed via the web; when e-mail is sent to an address at the domain; or other IP services are used?

They should stay working if at all possible as a courtesy to the registrant	111	27%
They should stop working to alert the registrant to the expiration	244	60%
No strong view either way	50	12%
Total	405	100%

### 25. Additional Comments

101 Responses (see Annex XV for detailed information)

## Redemption Grace Period

If a domain is not renewed and is deleted by the registrar, some registries put the domain in a special hold status where the original registrant can still redeem it for 30 days (called the Redemption Grace Period - RGP). All of the original gTLDs and some of the newer unsponsored gTLDs offer the RGP. The rest of the newer gTLDs do not. There is nothing in the current Draft Applicant Guidebook to require any future gTLDs to offer the RGP. Currently most registrars offer the RGP to registrants, but they are not required to.

**26. Should offering the RGP be mandatory for all gTLD registries?**

Yes	348	86%
No	20	5%
No strong view either way	39	10%
Total	407	100%

**27. Additional Comments**

31 Responses (see Annex XVI for detailed information)

**28. Should offering the RGP be mandatory for all registrars?**

Yes	336	83%
No	22	5%
No strong view either way	48	12%
Total	406	100%

**29. Additional Comments**

16 Responses (see Annex XVII for detailed information)

**Information in Registration Agreements**

**Most registration agreements give a range of actions the registrar may take after expiration. Some registrars also provide Frequently Asked Questions (FAQs) or similar mechanisms to further clarify what will happen.**

**30. Should the registration agreement be required to provide predictable statements about what will happen after expiration?**

No	2	0%
No, but other documents on a registrars web-site should	35	9%
Yes, the agreement should specify what will happen	352	86%
No strong view either way	19	5%
Total	408	100%

**31. Additional Comments**

28 Responses (see Annex XVIII for detailed information)