

**RESULTS OF FAKE RENEWAL NOTICES SURVEY – 1 February 2012**

<b>1. Name (optional)</b>	
16 Responses	

<b>2. Affiliation (optional)</b>	
15 Responses	

<b>3. What is the source of fake renewal notices complaints you receive?</b>			
Customers		16	80%
Other registrars		1	5%
Other, please specify		7	35%

Other:

Respondent #	Response
1	We receive directly
2	Misdirected emails
3	We are a
4	Employees
5	recipients of the notices who do not know why or what they are receiving
6	Typically they are resellers of other registrars.
7	client inquiries

<b>4. Do you view the number of complaints related to fake renewal notices as a significant burden/cost or a rather minor issue?</b>			
Not very significant		9	47%
Significant burden		7	37%
Extremely burdensome		1	5%
Other, please specify		2	11%
Total		19	100%

Other  
Respondent #

- Response
- 1 No significant volume, but significant customer confusion.
  - 2 it seems to be on a recent upswing

<b>5. Have you observed a trend? If so, is it:</b>			
Up		2	11%
Down		2	11%
Steady		12	63%
Other, please specify		3	16%
Total		19	100%

Other  
Respondent #

- Response
- 1 comes in waves
  - 2 Periodically peaks and subsides in waves....but overall same level.
  - 3 Too few to comment

<b>6. Are you seeing the same players or are there new ones entering -- is it proliferating?</b>			
Yes		6	32%
No		3	16%
Don't know		7	37%
Other, please specify		3	16%
Total		19	100%

Other  
Respondent #

- Response
- 1 same entity all the time
  - 2 Almost all from DROA / DROC
  - 3 Some same, occasionally new

7. Where are these fake renewal notices coming from?			
An entity connected to ICANN		0	0%
Registrar		7	37%
Reseller		12	63%
Other, please specify		7	37%

Other

Respondent #

Response

- 1 Unknown entity, most likely resellers
- 2 Names that are lost in this way end up at Brandon Gray Internet dba NameJuice
- 3 Domain Registry of America, Domain Registry of Canada, Domain Registry of Europe
- 4 uncertain as we receive the end-users requests to help find the source
- 5 DROA
- 6 Assuming reseller.
- 7 Not sure

8. What country / countries are these fake renewal notices coming from?			
Canada		7	37%
United States		15	79%
United Kingdom		6	32%
Other, please specify		6	32%

Other

Respondent #

Response

- 1 Unknown
- 2 it seems global
- 3 Combination of locations
- 4 Russia, China
- 5 From all over Asia
- 6 france

9. What is the mechanism you use to govern your resellers to prevent them from sending fake renewal notices?

Contract		8	44%
Limiting capability through the API		1	6%
Combination of the above		2	11%
Not applicable		9	50%
Other, please specify		2	11%

Other

Respondent #	Response
1	Trust
2	

10. What is the impact of fake renewal notices on your operations and/or customers?

Cost		12	63%
Lost customers		7	37%
Other, please specify		10	53%

Other

Respondent #	Response
1	I would say the greatest impact is simply user confusion and questions posed to customer service folks that could otherwise be avoided
2	Confusion
3	Frustrated customers, as we can't provide much help in recovering their name.
4	Loss of domains
5	support burden
6	Registrant Confusion
7	Confusion of customers.
8	wasted time
9	Time - explaining situation to customers
10	customer confusion

11. Is there any other information or data that you think should be considered in relation to this topic or any other issues you would like to raise with the Fake Renewal Notices Drafting Team?

9 Responses

Respondent #	Response
1	This kind of issue has a negative impact on our entire industry and needs to be stopped. CIRA was able to deal with it, why can't ICANN?
2	These notices are very misleading and deceptive, bordering on fraud. There also appears to be a number of private lawsuits and regulatory actions regarding this topic, which may help guide the group: <a href="http://en.wikipedia.org/wiki/Domain_name_scams#Timeline">http://en.wikipedia.org/wiki/Domain_name_scams#Timeline</a>
3	Many fake notices ask for a "search engine renewal" (without further specification) which are drafted to be confused with renewal notices. IMHO those should be taken into account by the WG
4	Much of htre issue is dealing with confused cusomters that renew in good faith, and don't realise they have a problem until they are asked to transdfer their name, or they need to make a change to their registration. The incidence of the fraud as dropped off somewhat since the introuction of the authcode for transfers for .com etc.
5	The majority of "fake renewal" and related scams original from the organisation calling itself Domain Registry of America (aka Domain Registry of Europe and other names they claim to be)
6	It is an annoyance, not a major problem. A PDP would be overkill.
7	Sending false notices of any sort should be prohibited in the RAA and this requirement should be enforced on resellers too. Resellers could additionally be name-and-shamed to prevent them from jumping over to a new registrar once they're shut down.
8	Not a huge issue for us but in principal we find this practice highly objectionable. Seems similar to the "slamming" practice by long distance carriers in the 80's.
9	Most of our clients are IP professionals and are very wary of any notice not issuing directly from us, so it's only a minor problem in volume terms, but an annoyance and bad for industry reputation.