

# ***Public Interest Registry***

## **Appendix U Transition Reports**

**June 2004**



Public Interest Registry  
1775 Wiehle Avenue, Suite 102A  
Reston, VA 20190  
[www.pir.org](http://www.pir.org)

## Table of Contents

<b>Executive Summary .....</b>	<b>1</b>
<b>1. Concept: Effect of Reassignment of TLD.....</b>	<b>2</b>
1.1 .org domain names under management.....	2
1.1.1 List of ICANN-Accredited Registrars authorized to sponsor .org domain names immediately prior to the Cutover.....	2
1.1.2 Total number of .org domain names under management by each ICANN-Accredited Registrar at the time of the Cutover.....	2
1.2 Effect of Cutover on ICANN-Accredited Registrars.....	5
1.2.1 Total number of Authorized Registrars participating in the Operational Test and Evaluation process ("OT&E") Phase 1.....	5
1.2.2 Total number of Authorized Registrars who failed OT&E Phase 1.....	5
1.2.3 Total number of Authorized Registrars re-tested for OT&E Phase 1.....	5
1.2.4 Number and types of the complaints received from Authorized Registrars participating in OT&E Phase 1 .....	7
1.2.5 A summary of the standard communications and correspondence.....	7
1.2.6 Total number of Authorized Registrars...as of the Cutover.....	11
1.2.7 Number of Authorized Registrars having passed OT&E Phase 1 .....	11
1.2.8 An explanation of the circumstances in which any ICANN-Accredited Registrar(s) authorized to sponsor .org domain names immediately prior to the Cutover had not become Authorized Registrars.....	12
1.2.9 A summary of complaints received from Registrars during the Cutover.....	12
1.2.10 A report detailing the ability of Authorized Registrars to perform RRP transactions.....	13
1.2.11 A written report detailing the Registry Operator's observations of the ability of registrars. ....	13
1.3 Effect on Registry Operations.....	14
1.3.1 A schedule of discovered discrepancies between SRS data received by successor Registry Operator and SRS data .....	14
1.3.2 A schedule of discovered discrepancies between SRS data .....	14
1.3.3 Summary of the correspondence .....	15
1.3.4 A schedule of the down time experienced during the Cutover .....	16
1.3.5 A description of significant technical difficulties encountered.....	17
1.3.6 A report detailing the modifications and adjustments to the Registry database and SRS servers .....	17

1.4 Effect on DNS Operations .....	18
1.4.1 A schedule of discovered discrepancies in DNS zone data .....	18
1.4.2 A report detailing the modifications and adjustments to the zone file creation, publication and distribution systems.....	18
<b>2. Concept: Migration from RRP and Thin Registry to EPP and Thick Registry....</b>	<b>19</b>
2.1 Effect on ICANN-Accredited Registrars .....	19
2.1.1 Total number of Authorized Registrars participating in the OT&E Phase 2...	19
2.1.2 Total number of Authorized Registrars who failed OT&E Phase 2.....	19
2.1.3 Total number of Authorized Registrars re-tested for OT&E Phase 2.....	20
2.1.4 Number and types of the complaints received from Authorized Registrars participating in OT&E Phase 2 .....	23
2.1.5 A summary of the standard communications and correspondence.....	24
2.1.6 A schedule of Authorized Registrars who migrated from RRP to EPP .....	26
2.2 Effect on Registry Operation.....	29
2.2.1 A schedule by Authorized Registrar of the discrepancies between Whois....	29
2.2.2 A report of the effect the migration from RRP had on the SRS Protocol Interface.....	29
<b>3. Evaluation of Use of Centralized Registry-Level Whois to Enhance Transparency and Accountability in Domain-Name Registrations.....</b>	<b>30</b>
3a. # Of Complaints From Registrants Regarding Whois .....	30
3b. # Of Complaints From Registrars Regarding Whois .....	30
3c. # Of Complaints From Third Parties Regarding Whois .....	30
3d. # of Whois Queries .....	30
3e. # of Complaints Relating To Privacy Issues .....	30
3f. Identify and categorize types of privacy complaints.....	30

## Table of Figures

Table 1 – .ORG Registrars and .ORG Domains at Cutover .....	2
Table 2 – Registrars Participating in OT&E Phase 1 .....	6
Table 3 – OT&E Phase I Queries/Complaints .....	7
Table 4 – Registrars Not Authorized For .ORG .....	12
Table 5 – Cutover Queries/Complaints .....	13
Table 6 – Ability of Registrars to Perform RRP Transactions .....	13
Table 7 – Discrepancies Prior to the Cutover .....	14
Table 8 – Discrepancies After the Cutover .....	14
Table 9 – Correspondence between Registry Operator and VGRS .....	15
Table 10 – Downtime During Cutover .....	17
Table 11 – Technical Difficulties Performing Cutover .....	17
Table 12 – Modifications During 30-days After Cutover .....	17
Table 13 – Discrepancy in DNS Zone Data .....	18
Table 14 – Modifications to Zone File Systems .....	19
Table 15 – Registrars Participating in OT&E Phase 2 .....	20
Table 16 – Registrars Queries/Complaints in OT&E Phase 2 .....	23
Table 17 – Registrars Who Migrated from RRP to EPP .....	26
Table 18 – Whois Discrepancy .....	29
Table 19 – Centralized Whois Complaints .....	30

## Executive Summary

The Public Interest Registry (PIR) is the Registry Operator for the .ORG generic Top Level Domain (gTLD), as detailed in the contract with Internet Corporation for Assigned Names and Numbers (ICANN), which can be found at <http://www.icann.org/tlds/agreements/org/>. PIR assumed responsibility for the .ORG TLD on January 1, 2003, in accordance with the ICANN contract. In an agreement with ICANN, VeriSign Global Registry Services (VGRS), and PIR, between January 1 and January 25, VGRS continued to operate the back-end registry services on behalf of PIR. On January 25, 2003, per the ICANN contract, VGRS ended their provision of back-end registry services, and PIR began the technical transition of the .ORG Registry to the new PIR systems, managed by Afilias Limited (Afilias).

One of the requirements of the ICANN contract is that a .ORG Transition Report be generated. This requirement can be found at Section 3.15.2 (<http://www.icann.org/tlds/agreements/org/registry-agmt-19aug03.htm#3.15.2>). Specifically:

3.15.2. Transition Reports. Registry Operator shall, for the purpose of providing data concerning the transition of the Registry TLD to operation by Registry Operator, provide reports concerning the Registry TLD's operation on a schedule and with content specified in Appendix U.

Appendix U of the aforementioned contract can be found at <http://www.icann.org/tlds/agreements/org/registry-agmt-appu-23oct02.htm>.

As noted in the .ORG Sponsorship Proposal submitted by the Internet Society (ISOC) in the .ORG Reassignment (for reference please see <http://www.icann.org/tlds/org/applications/isoc/section1.html#exec>), Afilias provides a full range of back-end registry services as a subcontractor to Public Interest Registry. The data submitted in this report was generated by Afilias.

## 1. Concept: Effect of Reassignment of TLD

1.1 .org domain names under management – within 120 days after the Cutover, PIR will provide the following information and reports to ICANN:

1.1.1 List of ICANN-Accredited Registrars authorized to sponsor .org domain names immediately prior to the Cutover, as reflected in the files that PIR obtains from VGRS.

See Table 1 - .ORG Registrars and .ORG Domains at Cutover

1.1.2 Total number of .org domain names under management by each ICANN-Accredited Registrar at the time of the Cutover, as reflected in the files that PIR obtains from VGRS.

See Table 1 - .ORG Registrars and .ORG Domains at Cutover

**Table 1 – .ORG Registrars and .ORG Domains at Cutover**

<b>.ORG Registrars</b>	<b>Authorized List of Registrars from VGRS</b>	<b>Total Number of Domains as of Cutover</b>	<b>Registrars Authorized to Sponsor .ORG at Cutover</b>
	<b>Section 1.1.1</b>	<b>Section 1.1.2</b>	<b>Section 1.2.6</b>
#1 Domain Names International, Inc. d/b/a 1dni.com	Yes	230	Yes
# 1 Accredited Registrar	Yes	2	No
007Names, Inc.	Yes	181	Yes
1 eNameCo	Yes	2,598	Yes
123 Easy Domain Names, Inc. d/b/a Signature Domains, Inc.	Yes	3,753	Yes
123 Registration, Inc.	Yes	568	Yes
1stDomain.Net, division of G+D International, LLC	Yes	1,510	Yes
A Technology Company, Inc. d/b/a namesystem.com	Yes	339	Yes
Abacus America, Inc. d/b/a Names4Ever	Yes	12,074	Yes
Active ISP ASA	Yes	6,547	Yes
Address Creation	Yes	901	Yes
Alice's Registry, Inc.	Yes	39	Yes
All West Communications, Inc. d/b/a AWRRegistry	Yes	2,523	Yes
Alldomains.com, Inc.	Yes	8,276	Yes
AllGlobalNames, S.A. d/b/a Cyberregistro.com	Yes	151	Yes
America Online, Inc. d/b/a AOL and/or CompuServe	Yes	1,114	Yes
Arsys Internet, S.L. d/b/a soloregistros.com	Yes	1,332	Yes
Ascio Technologies, Inc.	Yes	12,919	Yes
BB Online UK Ltd.	Yes	1,206	Yes
Blueberry Hill Communications, Inc. d/b/a 4Domains.com	Yes	751	Yes
BookMyName SAS	Yes	1,253	Yes

<b>.ORG Registrars</b>	<b>Authorized List of Registrars from VGRS</b>	<b>Total Number of Domains as of Cutover</b>	<b>Registrars Authorized to Sponsor .ORG at Cutover</b>
BulkRegister.com, Inc.	Yes	103,011	Yes
Capital Networks Pty. Ltd.	Yes	3,415	Yes
Catalog.com, Inc.	Yes	3,571	Yes
CommuniGal Communications Ltd.	Yes	76	Yes
Computer Data Networks dba shop4domain.com & netonedomains.com	Yes	168	Yes
CORE Internet Council of Registrars	Yes	49,263	Yes
Corporate Domains, Inc.	Yes	562	Yes
Cronon AG Berlin, Niederlassung Regensburg	Yes	9,027	Yes
CSL Computer Services Langenbach GmbH d/b/a joker.com	Yes	40,963	Yes
Deutsche Telekom AG (Germany)	Yes	1,918	Yes
Direct Information Pvt. Ltd. d/b/a Directl.com	Yes	3,099	Yes
Dodora Unified Communications, Inc.	Yes	8	Yes
Domain Bank, Inc.	Yes	13,787	Yes
Domain Registration Services, Inc.	Yes	3,502	Yes
Domain The Net Technologies Ltd.	Yes	4	Yes
Domaininfo AB d/b/a domaininfo.com	Yes	3,657	Yes
DomainName, Inc.	Yes	244	Yes
DomainPeople, Inc.	Yes	10,485	Yes
DomainRegistry.com, Inc.	Yes	1,296	Yes
DomainZoo.com, Inc.	Yes	843	Yes
DotForce Corp. d/b/a DotForce.com	Yes	5	Yes
Dotster, Inc.	Yes	57,418	Yes
Eastern Communications Co., Ltd.	Yes	287	No
Easyspace Ltd.	Yes	11,071	Yes
eMarkmonitor, Inc. d/b/a Markmonitor	Yes	1,445	Yes
EnCirca, Inc.	Yes	83	Yes
EnetRegistry.com Corp.	No	34	No
eNom, Inc.	Yes	103,616	Yes
EPAG Enter-Price Multimedia AG	Yes	13,544	Yes
Fabulous.com Pty Ltd	Yes	686	Yes
Gabia Inc.	Yes	10,237	Yes
GANDI SARL	Yes	48,694	Yes
GKG.Net, Inc.	Yes	9,840	Yes
Global Media Online, Inc.	Yes	13,692	Yes
Globedom Datenkommunikations GmbH d/b/a Globedom	Yes	559	Yes
Go Daddy Software, Inc.	Yes	134,054	Yes
HANGANG Systems, Inc. d/b/a doregi.com	Yes	5,247	Yes
I.D.R. Internet Domain Registry, Ltd.	Yes	179	Yes
iHoldings.com, Inc. dba DotRegistrar.com	Yes	32,212	Yes
InnerWise, Inc. dba ItsYourDomain.com	Yes	23,965	Yes
InterAccess Company	Yes	398	Yes
Interactive Telecom Network, Inc.	Yes	26	No
InterCosmos Media Group, Inc.	Yes	48,671	Yes

<b>.ORG Registrars</b>	<b>Authorized List of Registrars from VGRS</b>	<b>Total Number of Domains as of Cutover</b>	<b>Registrars Authorized to Sponsor .ORG at Cutover</b>
Interdomain, SA	Yes	2,861	Yes
Internet Domain Registrars d/b/a Registrars.com	Yes	0	No
Internetters Limited	Yes	121	Yes
Key-Systems GmbH d/b/a domaindiscount24.com	Yes	3,422	Yes
Korea Information Certificate Authority, Inc. d/b/a DomainCA.com	Yes	203	Yes
Melbourne IT Limited, d/b/a Internet Names WorldWide	Yes	131,972	Yes
Mobilcom City Line GmbH d/b/a topnet AG	Yes	20	Yes
Moniker Online Services, Inc.	Yes	1,861	Yes
NAMEBAY	Yes	4,253	Yes
NameEngine, Inc.	Yes	1,347	Yes
NameScout Corp.	Yes	3,947	Yes
NamesDirect.Com, Inc.	Yes	12,742	Yes
NameSecure.com, Inc.	Yes	13,856	Yes
NetBenefit PLC aka NetNames	Yes	5,771	Yes
Neteka, Inc. d/b/a namesbeyond.com	Yes	378	Yes
Netpia.com, Inc.	Yes	5,771	Yes
Network Solutions, Inc. Registrar	Yes	907,515	Yes
Nominalia Internet SL	Yes	343	Yes
NORDNET	Yes	5,729	Yes
Omnis Network, LLC	Yes	1,308	Yes
OnlineNIC, Inc.	Yes	19,767	Yes
OVH SARL	Yes	2,499	Yes
pair Networks, Inc. d/b/a pairNIC	Yes	2934	Yes
Parava Networks, Inc. d/b/a RegistrateYa.com and nAAme.com	Yes	3,283	Yes
pAsia, Inc.	Yes	265	No
Primus Telecommunications Pty. Ltd. d/b/a PrimusDomain and PlanetDomain	Yes	2,166	Yes
PSI-Japan	Yes	1,822	Yes
PSI-USA, Inc.	Yes	0	Yes
R&K Global Business Services, Inc. d/b/a 000Domains.com	Yes	610	Yes
register.com, Inc.	Yes	249,728	Yes
Register.it SPA	Yes	2,256	Yes
Registration Technologies, Inc.	Yes	4,817	Yes
RESERVED - Internet Assigned Numbers Authority	Yes	37	Yes
SafeNames, Ltd.	Yes	73	No
Schlund + Partner AG	Yes	75,960	Yes
Secura GmbH	Yes	742	Yes
SiteName.com LLC	Yes	0	Yes
Spotdomain LLC dba DomainSite.com, Inc.	Yes	2,058	Yes
Stargate Communications, Inc.	Yes	14,930	Yes
The Name It Corporation d/b/a aitdomains.com	Yes	7,333	Yes
The Registry at Info Avenue, LLC d/b/a IA Registry	Yes	5,002	Yes
Tierranet Inc. d/b/a DomainDiscover	Yes	38,574	Yes



<b>.ORG Registrars</b>	<b>Authorized List of Registrars from VGRS</b>	<b>Total Number of Domains as of Cutover</b>	<b>Registrars Authorized to Sponsor .ORG at Cutover</b>
TLDs, Inc. d/b/a SRSplus	Yes	5,558	Yes
Today and Tomorrow Co., Ltd.	Yes	335	Yes
Total Web Solutions Limited trading as TotalRegistrations	Yes	3,264	Yes
Transpac	Yes	0	No
Tucows, Inc.	Yes	270,456	Yes
Universal Registration Services, Inc. d/b/a NewDentity.com	Yes	709	Yes
Venture.com, Inc. d/b/a/ DomainCity.com	Yes	1	No
Virtual Internet Plc.	Yes	163	No
Web Commerce Communications Limited dba WebNic.cc	Yes	8	Yes
Wild West Domains, Inc.	Yes	6,276	Yes
Wooho T&C Co., Ltd. d/b/a rgnames.com	Yes	206	Yes
Xin Net Corp.	Yes	4,961	No
YesNIC Co., Ltd.	Yes	9,977	Yes
<b>Section 1.1.1 - ICANN-Accredited Registrars authorized to sponsor .ORG domains immediately prior to Cutover per VGRS files</b>	<b>118</b>		
<b>Section 1.1.2 - Total .ORG domains under management by ICANN-Accredited Registrars at the time of the Cutover per VGRS files</b>		<b>2,663,319</b>	
<b>Section 1.2.6 - Total Number of Authorized Registrars (having RRAs with successor Registry Operator) as of Cutover</b>			<b>108</b>

1.2 Effect of Cutover on ICANN-Accredited Registrars – within 120 days after the Cutover, PIR will provide the following information and reports to ICANN:

1.2.1 Total number of Authorized Registrars participating in the Operational Test and Evaluation process ("OT&E") Phase 1 (pre-Cutover) who pass each day leading up to the Cutover.

See Table 2 - Registrars Participating in OT&E Phase 1.

1.2.2 Total number of Authorized Registrars who failed OT&E Phase 1.

See Table 2 - Registrars Participating in OT&E Phase 1.

1.2.3 Total number of Authorized Registrars re-tested for OT&E Phase 1.

See Table 2 - Registrars Participating in OT&E Phase 1.

**Table 2 – Registrars Participating in OT&E Phase 1**

<b>Date OT&amp;E was Passed</b>	<b>Total Passed</b>	<b># of Failed Tests</b>	<b># of Retests</b>
	<b>Section 1.2.1</b>	<b>Section 1.2.2</b>	<b>Section 1.2.3</b>
11/22/2002	1	0	0
11/27/2002	1	0	0
11/28/2002	2	0	0
12/3/2002	2	1	1
12/4/2002	2	1	1
12/5/2002	2	1	1
12/6/2002	1	0	0
12/9/2002	3	0	0
12/10/2002	2	0	0
12/11/2002	2	1	1
12/12/2002	1	0	0
12/13/2002	3	1	1
12/16/2002	3	2	2
12/17/2002	1	0	0
12/18/2002	4	0	0
12/19/2002	2	0	0
12/21/2002	1	2	2
12/23/2002	2	0	0
12/24/2002	2	1	1
12/28/2002	1	0	0
1/3/2003	1	0	0
1/6/2003	1	0	0
1/8/2003	3	0	0
1/9/2003	4	2	2
1/10/2003	3	3	3
1/13/2003	4	1	1
1/14/2003	2	0	0
1/15/2003	5	2	2
1/16/2003	7	2	2
1/17/2003	7	9	9
1/18/2003	6	0	0
1/19/2003	2	0	0
1/20/2003	6	6	6
1/21/2003	7	9	9
1/22/2003	11	21	21
1/23/2003	1	0	0
<b>Total</b>	<b>108</b>	<b>65</b>	<b>65</b>

#### 1.2.4 Number and types of the complaints received from Authorized Registrars participating in OT&E Phase 1 and the time required to resolve complaints.

Table 3 displays the number of registrar complaints and/or queries listed by category. The tracking system is not set up to distinguish complaints versus queries, as all contacts with registrars are logged in this system.

**Table 3 – OT&E Phase 1 Queries/Complaints**

	Category of Query/Complaint for OT&E Phase 1											
	.ORG Accreditation Process	Access to www.orgtransition.info	SSL Implementation	OT&E Schedule	RTK / RRP Client/Support	Access to OT&E System	OT&E Acceptance Criteria	Registrar Admin	Zone File/Reporting	Registry Policies	Whois/DNS	Total
Nov 1 - 30, 2002	1	20	6	11	6	7	3	26		14	1	95
Dec 1 - 31, 2002	2	8	11	44	18	14	3	69	7	20	3	199
Jan 1 - 31, 2003	20	4	17	55	45	30	4	70	43	62	24	374
Total	23	32	34	110	69	51	10	165	50	96	28	668
Approximate Resolution Time	1 to 24 hours											

#### 1.2.5 A summary of the standard communications and correspondence provided by the Registry Operator to Authorized Registrars in preparation of the Cutover.

- .orgtransition.info

The website (orgtransition.info) was created in order to update registrars on the details of the transition and to provide access to all of the documentation and materials registrars would need to complete the transition successfully. The site contained:

- A detailed overview of the transition plan
- Information and documentation necessary to complete .ORG registrar authorization
- A glossary of key terms
- Transition schedule
- The Registrar ToolKit (RTK)
- Transition manual
- Links to webcast replays
- Detailed FAQs on the RTK, OT&E, Security, the Registry Registrar Protocol-Extensible Provisioning Protocol (RRP-EPP) proxy system, transfers, and other general issues
- 24/7 Contact information

.orgtransition.info was available for preparation of the Cutover from November 22, 2002 until after the January 25, 2003 cutover.

- Registrar Webcasts for Cutover

Throughout the course of the cutover period from November 2002 until January 2003, PIR held six webcasts designed to educate registrars on the transition process, to answer questions and to respond to feedback. Most calls were held twice, once in the morning and again in the late afternoon Eastern Time, in order to accommodate registrars in every time zone.

Registrars were encouraged to ask questions of PIR staff through the webcast tool. Digitized replays of the webcast were made available via the orgtransition.info website following each call.

The webcasts were held on the following dates:

Nov 14, 2002	Cutover Registrar Briefing – Part 1
Dec 19, 2002	Cutover Registrar Briefing – Part 2
Jan 15, 2003	Cutover Registrar Briefing – Part 3
Jan 23, 2003	Pre-Transition Q&A Session
Jan 30, 2003	Post-Cutover Registrar Q&A Session
Feb 05, 2003	Post-Cutover Registrar Q&A Session

- Email and Fax Announcements

General notices and announcements regarding the .ORG cutover process were sent regularly to registrars via email and fax. These announcements detailed invitations to webcasts, notices of new documentation available on the orgtransition.info website, deadlines, etc.

- The following are the dates that emails were sent and the title of the notice:

Nov 11, 2002	Visit ORGTransition.info for Registry Transition Details
Nov 11, 2002	.ORG Cutover Registry Briefing – November 14
Nov 13, 2002	REMINDER; .ORG Cutover Registry Briefing – November 14
Nov 13, 2002	.ORG Cutover Guide Posted
Nov 22, 2002	Registrars Update 11-22-2002 Final2.doc
Dec 3, 2002	PIR: .ORG January 25 Technical Operations Cutover Date Announced
Dec 4, 2002	.ORG Documents on Web Site
Jan 9, 2003	.ORG Transition Announcement
Jan 10, 2003	Accreditation Reminder and Incentives
Jan 10, 2003	Registrar Webcast scheduled for January 15
Jan 14, 2003	Update on .ORG Transition
Jan 17, 2003	Connection Test now available
Jan 17, 2003	Final Conference Call Schedule for January 23
Jan 22, 2003	UPDATE on .ORG Transition
Jan 23, 2003	Revised .ORG Cutover Guide Posted
Jan 24, 2003	Update on .ORG Transition
Jan 25, 2003	Notice #2: .ORG Registry closed.
Jan 26, 2003	Notice #3: .ORG Registry to open at January 26, 2003 at 23:00 UTC (6:00 PM EST)
Jan 26, 2003	Status Update
Jan 26, 2003	Registry Open

- The following are the dates that faxes were sent and the title of the notice:

Dec 16, 2002	OFFICIAL REGISTRAR COMMUNICATION - RRA Deadline: Dec. 24, 2002
Jan 10, 2003	OFFICIAL REGISTRAR COMMUNICATION - .ORG Transition Announcement
Jan 21, 2003	OFFICIAL REGISTRAR COMMUNICATION - .ORG Transition Announcement #3
Jan 23, 2003	OFFICIAL REGISTRAR COMMUNICATION - .ORG Transition Announcement #4
Feb 3, 2003	OFFICIAL REGISTRAR COMMUNICATION (thank you letter)

- Direct Outreach to Registrars

Outreach to registrars regarding the .ORG registry cutover began on September 25, 2002. In this outreach it was important to augment the efforts of the general communications program that was educating registrars on the process. In addition, this outreach focused on assisting registrars in completing new Registry Registrar Agreements (RRAs) before the January 1, 2003 deadline.

Front line customer service contacted 25% of the registrars randomly once a week via email and phone. Outreach regarding the pre-OT&E Sandbox availability began on November 4, 2002. Throughout the process, several emails and phone calls were placed to confirm that information was reaching the accountable parties for each registrar.

In mid-December PIR also sent, via Fed-Ex, the Zone File Access Agreement and the RRA to registrars who had not yet completed their PIR .ORG requirements, along with a pre-paid return Fed-Ex mailer. An email was sent to each registrar as a follow-up to inform them that this package was sent.

Additionally, phone calls and emails were made to each of the remaining registrars.

As of December 26, 2002, 97 of the 118 RRAs were received. On January 7-8, 2003, registrars that had not completed the PIR .ORG requirements were emailed a reminder concerning their current status and remaining requirements that they needed to complete.

Registry-Registrar contact dates were:

Sept 25, 2002	Registry initiated contact with registrars
Nov 4, 2002	Pre-OT&E Sandbox available
Mid-Dec 2002	Zone File Access Agreements and RRAs sent to Registrars who had not yet completed their .ORG requirements
Jan 7-8, 2003	Email reminders to registrars who had not yet completed their .ORG requirements

- Incentive Program

As an additional tool to encourage registrars to submit their RRA agreements on time, PIR designed an incentive program that would provide registrars with .ORG logo shirts if they completed the .ORG requirements on schedule. These prizes were awarded at the Registrar Meeting in February 2003, or were mailed to the registrars at a later date.

The incentive was offered through January 25, 2003.

- .ORG Cutover Guide

In order to prepare registrars for the .ORG transition, a detailed Cutover Guide was prepared to brief registrars on the key technical, policy, and customer service issues associated with the .ORG Registry transition.

This manual detailed:

- General policies including equal access provisions, connections to the registry, grace periods, renewals, migration of legacy IDN registrations, as well as new policies such as the addition of a Stability Control on .ORG names for 48 hours following the cutover;
- Financial considerations such as funding a new registrar account and credit and payments policies;
- Technical considerations such as the implementation of the RRP-to-EPP proxy system which would remain in effect until the end of 2003, the OT&E system, the planned shutdown and go-live schedule for the cutover itself, migration of DNS services, and WHOIS; and
- Administrative concerns such as registrar accreditation, insurance requirements, zone file access, and reserved names.

This guide also contained briefing material on PIR's marketing plans for .ORG as well as support materials such as detailed FAQ and communications guidelines to help registrars in their communications to their customers.

The first version of the Cutover Guide was made available to registrars November 13, 2002.

#### 1.2.6 Total number of Authorized Registrars (i.e. having Registry-Registrar Agreements with successor Registry Operator) as of the Cutover.

108 registrars had met the requirements to be .ORG registrars as of the Cutover. See Table 1 - .ORG Registrars and .ORG Domains at Cutover for details.

#### 1.2.7 Number of Authorized Registrars having passed OT&E Phase 1 as of the beginning of the Cutover.

108 registrars had passed .ORG OT&E Phase 1 as of the Cutover. See Table 1 - .ORG Registrars and .ORG Domains at Cutover for details.

1.2.8 An explanation of the circumstances in which any ICANN-Accredited Registrar(s) authorized to sponsor .org domain names immediately prior to the Cutover had not become Authorized Registrars and passed OT&E Phase 1 as of the beginning of the Cutover. If the registrar later became an Authorized Registrar or passed OT&E Phase 1, the timing and circumstances should be given.

**Table 4 – Registrars Not Authorized For .ORG**

<b>Registrars</b>	<b>Reason and Resolution</b>
# 1 Accredited Registrar	<ul style="list-style-type: none"> <li>▪ No .ORG requirements were submitted.</li> <li>▪ Registrar not accredited by ICANN for .ORG. Domains were transferred to an accredited registrar.</li> </ul>
Eastern Communications Co., Ltd.	<ul style="list-style-type: none"> <li>▪ .ORG requirements were not completed.</li> <li>▪ Never completed .ORG steps, domains bulk transferred on Jan 7, 2004 in accordance with provisions of RRA.</li> </ul>
Interactive Telecom Network, Inc.	<ul style="list-style-type: none"> <li>▪ .ORG requirements were not completed.</li> <li>▪ Never completed .ORG steps, domains bulk transferred on Jan 7, 2004 in accordance with provisions of RRA.</li> </ul>
Internet Domain Registrars d/b/a Registrars.com	<ul style="list-style-type: none"> <li>▪ No .ORG requirements were completed.</li> <li>▪ Never completed .ORG steps.</li> </ul>
pAsia, Inc.	<ul style="list-style-type: none"> <li>▪ .ORG requirements were not completed.</li> <li>▪ Accreditation terminated by ICANN Jan 17, 2003 and domains were bulk transferred in accordance with provisions of RRA.</li> </ul>
SafeNames, Ltd.	<ul style="list-style-type: none"> <li>▪ Had not completed OT&amp;E</li> <li>▪ Passed OT&amp;E on Feb 19, 2003 and moved to production.</li> </ul>
Transpac	<ul style="list-style-type: none"> <li>▪ No .ORG requirements were completed.</li> <li>▪ Never completed .ORG steps.</li> </ul>
Venture.com, Inc. d/b/a/ DomainCity.com	<ul style="list-style-type: none"> <li>▪ Accreditation terminated by ICANN Jan 17, 2003.</li> <li>▪ Domain was deleted per registrar.</li> </ul>
Virtual Internet Plc.	<ul style="list-style-type: none"> <li>▪ .ORG requirements were not completed.</li> <li>▪ Never completed .ORG steps, domains bulk transferred in May 2003 in accordance with provisions of RRA.</li> </ul>

1.2.9 A summary of complaints received from Registrars during the Cutover process.

Table 5 displays the number of registrar complaints and/or queries listed by category. The tracking system is not set up to distinguish complaints versus queries, as all contacts with registrars are logged in this system.



**Table 5 – Cutover Queries/Complaints**

	Category of Query/Complaint During Cutover										
	Registry Status	WHOIS	RRP Transactions	Transfers	Web Admin Interface	Zone File	Stability Control	Registry Status Notifications	Slow Responses	Finance	Total
Jan 26, 2003	19	5					1		1	2	28
Jan 27, 2003	12	6	2	2	7	1	11	1	1	1	44
Total	31	11	2	2	7	1	12	1	2	3	72

1.2.10 A report detailing the ability of Authorized Registrars to perform RRP transactions immediately following the Cutover.

In Table 6, the ability of the registrars to perform RRP transaction is illustrated by showing a summary of RRP mutable commands for the first day of Cutover (Jan 27, 2003) in. The transactions below are a summary of 78 registrars as all accredited registrars did not access the .ORG Registry within the first 24 hours of operation.

**Table 6 – Ability of Registrars to Perform RRP Transactions**

<b>Registrars on Jan 27, 2003</b>	<b>Total</b>	<b>Add</b>	<b>Delete</b>	<b>Modify</b>	<b>Renew</b>	<b>Transfer</b>
Total Transaction of 78 Registrars	14,494	2,859	114	8,619	2,377	524

1.2.11 A written report detailing the Registry Operator's observations of the ability of registrars to Cutover from one Registry Operator to another.

Overall, registrars had little or no trouble cutting over to the new Registry Operator. Some registrars experienced minimal disruption immediately following the Cutover, as follows:

- Due to firewall settings, some registrars were not able to immediately connect to the new Registry Operator. These cases were handled by the new Registry Operator as soon as they were discovered: the firewall rules were changed, and the registrar began transacting with the new Registry Operator.

- A few registrars noted slow performance due to client code difficulties; the new Registry Operator cooperatively examined the registrars' client code on a case by case basis and recommended adjustments that resolved the issues. Further to this the new Registry Operator incorporated adjustments to the sample "c" code provided in the distributed RTK (Registrar Tool Kit) to reduce the possibility of any registrars implementing similar errors.
- Domain names with the status of Registry Lock (under RRP) had previously been able to be renewed under the old Registry Operator. Under the new Registry Operator (under EPP), this function was denied. The new Registry System (EPP) was modified to match the old Registry Operator's behavior on February 8, 2003 so renewals were allowed under Registry Lock (RRP).

1.3 Effect on Registry Operations – within 120 days after the Cutover, PIR will provide the following information and reports to ICANN:

1.3.1 A schedule of discovered discrepancies between SRS data received by successor Registry Operator and SRS data held in production-ready environment prior to the Cutover.

**Table 7 – Discrepancies Prior to the Cutover**

<b>Date</b>	<b>Discrepancy in SRS Data Prior to Cutover</b>	<b>Resolution</b>
Dec 12, 2002	Data received had IP Addresses outside the acceptable range.	IP Addresses were removed from the production ready database.
Jan 17, 2003	The data received had a discrepancy between two domains in terms of Punnycode and RACE encodings. They both had the same encodings.	Based on ICANN approval, the domain most recently created was dropped. The most recently created duplicate domain was dropped from the production ready database.
Jan 25, 2003	Data received was based on RRP thin registry data. Registry Operator's database is based on EPP thick registry data. Therefore, domain RRP status had to be mapped to equivalent EPP statuses.	RRP statuses were re-mapped to EPP statuses in the production ready database.

1.3.2 A schedule of discovered discrepancies between SRS data received by successor Registry Operator and SRS data held in production-ready environment after the Cutover.

**Table 8 – Discrepancies After the Cutover**

<b>Date</b>	<b>Discrepancy in SRS Data After the Cutover</b>	<b>Resolution</b>
None		

1.3.3 Summary of the correspondence between the Registry Operator and VeriSign in preparation for the Cutover, including average number of days by VeriSign to resolve requests for assistance.

In Table 9, the “Timeframe” category includes the calendar time for interactions where information was exchanged between VGRS and the new Registry Operator.

**Table 9 – Correspondence between Registry Operator and VGRS**

Date	Correspondence/Issue	Timeframe (in calendar days)	Resolution
Nov 2002	Kickoff meeting between Afiliat and VGRS – outlined migration steps	1	N/A
Nov 2002 – Jan 2003	Conversion File formats	60	File formats agreed upon; files were generated throughout the time period; a final file with static data was generated on January 25.
Nov 2002	Conversion File Distribution	7	Pulled files using scp from VGRS.
Dec 2002	Post-cutover DNS Support	220	At PIR’s request, VGRS continued to resolve .ORG names until a date to be determined.
Nov 2002 – Jan 2003	Determine and setup current list of .ORG registrars	75	All VGRS registrars accounted for and setup.
Nov 2002	NDA Agreement	30	NDA negotiated between parties and signed by all.
Nov 2002	Clarification of domain status	2	Descriptions of domain status provided by VGRS.
Dec 2002	.ORG Zone File Access Agreement – VGRS termination / application to PIR	14	PIR applications created – VGRS termination notices sent to users.
Dec 2002	Finalize cutover schedule	2	Cutover schedule finalized.
Dec 2002	VGRS transfer notification prior to cutover on Jan 25, 2003	1	VGRS continued to send these out until cutover.
Dec 2002	Lame-delegations.org zone	10	This zone was left intact.
Dec 2002	Handling of data between Jan 1-27, 2003	15	Setup process to reconcile for the partial month.

<b>Date</b>	<b>Correspondence/Issue</b>	<b>Timeframe (in calendar days)</b>	<b>Resolution</b>
Jan – Feb 2003	Timing for zone file push to VGRS	2	Times adjusted to fit scheduled activities for both Afiliás and VGRS.
Jan 2003	VGRS auto-renew process still running	1	Was not in fact running.
Jan 2003	Remove NOTIFY-PENDING status	1	Removed status.
Jan 2003	VGRS zone file pulls	20	VGRS to pull zone files from UltraDNS twice daily to inject into the VGRS .ORG name servers.
Jan 2003	recent_transaction table clarification	4	Used for refunding and grace period calculations.
Jan 2003	Notification and escalation lists	2	Both parties received escalation lists in the event of a problem during cutover.
Jan 2003	VGRS – UltraDNS zone file testing	1	Test systems setup.
Jan 2003	Calculating expiration dates	2	Clarification of process received.
Jan 2003	Logistical setup for cutover (who will be where, phone numbers, etc.)	2	Information provided.
Jan 2003	Final action items for cutover	1	Actions agreed upon.
Aug 2003	Cutover of DNS to New Registry Operator	28	.ORG zone file cutover to new Registry Operator on Aug 8, 2003. VGRS continues to provide support.
Sep 2003	.ORG SOA record change by IANA	106	Changes completed on Sep 5, 2003. Publication to VGRS ends. VGRS continues to maintain backup of publication.
Dec 2003	VGRS Backup Support of DNS Publication ends.	1	Dec 20, 2003, VGRS ends support of backup file.

#### 1.3.4 A schedule of the down time experienced during the Cutover for:

The scheduled downtime (from when VGRS ended .ORG Registry operations and when PIR went live with .ORG Registry operations) was January 25, 2003 @ 14:00 UTC to January 26, 2003 @ 23:00 UTC. Table 10 indicates the actual downtime that occurred during the Cutover.

**Table 10 – Downtime During Cutover**

<b>System</b>	<b>Downtime Experienced During Cutover</b>
SRS	January 25, 2003 @ 14:00 UTC to January 27, 2003 @ 01:30 UTC
DNS	None
Whois	January 25, 2003 @ 14:00 UTC to January 27, 2003 @ 01:30 UTC

1.3.5 A description of significant technical difficulties encountered in performing the Cutover.

**Table 11 – Technical Difficulties Performing Cutover**

<b>System</b>	<b>Date of Occurrence</b>	<b>Significant Technical Difficulty</b>
SRS	Dec 9-13, 2003	Source data obtained from VeriSign contained expiry dates which did not fall on an anniversary date. Code was added to SRS to support the functionality.

1.3.6 A report detailing the modifications and adjustments to the Registry database and SRS servers during the 30-day period after the Cutover.

**Table 12 – Modifications During 30-days After Cutover**

<b>System</b>	<b>Date of Modifications</b>	<b>Modifications to System</b>
Database	None	None
SRS	Jan 27, 2003	<ul style="list-style-type: none"> <li>▪ Jetty Web Server was not managing connections properly. Replaced version of Jetty Web Server.</li> <li>▪ Domain Transfer Problems due to improper use of Java Calendar class. Use of class corrected to use GMT format.</li> </ul>
SRS	Jan 28, 2003	<ul style="list-style-type: none"> <li>▪ Domain delete query was optimized. Instead of retrieving all associated hosts, existence of a single host was enough.</li> </ul>

<b>System</b>	<b>Date of Modifications</b>	<b>Modifications to System</b>
SRS	Feb 5, 2003	<ul style="list-style-type: none"> <li>▪ A domain that is placed on RegistrarHold in RRP is removed from the zone, however, when RegistrarHold was removed, the domain was not added back to the zone. Domain is now added back after RegistrarHold is removed.</li> <li>▪ If a domain already has 2 nameservers, adding any more does not produce a change in the DNS. Modified so adding nameservers produce changes in DNS.</li> <li>▪ When admin or rrpadmin attempts to update a domain created by a registrar with role 'rrpreistrar', the webserver returns “# Internal Server Error. Cannot satisfy request at this time. Please try again later.” Modified so that Admin or rrpadmin allowed to update domains created by a registrar with role 'rrpreistrar'.</li> </ul>
SRS	Feb 7, 2003	<ul style="list-style-type: none"> <li>▪ Another occurrence where Java calendar support is incorrectly used. This resulted in problems with Domain Transfer. Corrected use of java calendar support to use GMT.</li> </ul>

1.4 Effect on DNS Operations – within 120 days after the migration of DNS operations from VeriSign DNS servers to Registry Operator's DNS servers, PIR will provide the following information and reports to ICANN:

1.4.1 A schedule of discovered discrepancies in DNS zone data between data received by successor Registry Operator and DNS zone data published by Registry Operator.

**Table 13 – Discrepancy in DNS Zone Data**

<b>Date</b>	<b>Discrepancy in DNS Zone Data</b>	<b>Resolution</b>
Jan 27, 2003	There were no discrepancies in the zone data.	The original Registry Operator stopped injecting new zones into the zone file, and sent a final copy of the file to the successor Registry Operator. The successor Registry Operator reconciled the registry data to the zone file during the cutover process, and used the zone file provided as the seed data for the name servers.

1.4.2 A report detailing the modifications and adjustments to the zone file creation, publication and distribution systems as a result of the migration of DNS operations.

**Table 14 – Modifications to Zone File Systems**

<b>Zone Type</b>	<b>Date of Modifications</b>	<b>Modifications</b>
Creation	Jan 27, 2003	Zones created by a registrar are reflected in the WHOIS near real-time. Zones are added to the main name servers within 10 minutes of creation (although at this time, zones are still published on 12 hour intervals – see Publication notes below).
	Apr 1, 2003	Registrars begin using EPP for registry functions, including the creation, deletion, and modification of hosts within the zone.
Publication	Jan 27, 2003	A zone with only one name server must have another name server associated with it before it will be published to the zone. This enforces the two name server requirement for zone publication. Legacy zones that have only one name server and are currently in the zone file are not affected.
	Aug 8, 2003	The .ORG zone is transitioned to the successor Registry Operator.
	Aug 8, 2003	Zone file updates are no longer done twice a day, but continuously – with updates published to all DNS nodes within 15 minutes of receipt by the registry.
Distribution	Jan 27, 2003	Operators of the .ORG zone begin receiving data from the successor Registry Operator for zone file distribution.
	Jan 27, 2003	Zone File daily publication and distribution is handled by the successor Registry Operator. A new Zone File Access Agreement must be signed by parties interested in receiving the zone file before access to the file is granted.

## **2. Concept: Migration from RRP and Thin Registry to EPP and Thick Registry**

2.1 Effect on ICANN-Accredited Registrars – within 120 days after each three-month interval (the "Reporting Interval") after the Cutover until the migration to EPP is complete, PIR will provide the following information and reports to ICANN:

2.1.1 Total number of Authorized Registrars participating in the OT&E Phase 2 (post-Cutover) who pass each day during the Reporting Interval.

See Table 15 – Registrars Participating in OT&E Phase 2

2.1.2 Total number of Authorized Registrars who failed OT&E Phase 2 during the Reporting Interval.

See Table 15 – Registrars Participating in OT&E Phase 2

### 2.1.3 Total number of Authorized Registrars re-tested for OT&E Phase 2 during the Reporting Interval.

See Table 15 – Registrars Participating in OT&E Phase 2

**Table 15 – Registrars Participating in OT&E Phase 2**

Date OT&E Part A Passed	Total # Passed Part A	Total # of Failures of Part A	Total # of Retests of Part A	Date OT&E Part B Passed	Total # Passed Part B	Total # of Failures of Part B	Total # of Retests of Part B
	Section 2.1.1	Section 2.1.2	Section 2.1.3		Section 2.1.1	Section 2.1.2	Section 2.1.3
4/16/2003	1	1	1				
				4/21/2003	1	0	0
4/22/2003	1	0	0	4/22/2003	1	3	3
5/5/2003	2	0	0	5/5/2003	2	0	0
5/6/2003	1	2	2				
				5/7/2003	1	0	0
5/8/2003	1	0	0				
				5/9/2003	1	0	0
5/12/2003	1	1	1				
5/13/2003	2	1	1	5/13/2003	1	0	0
5/14/2003	1	0	0				
5/15/2003	2	2	2	5/15/2003	1	1	1
5/16/2003	2	1	1				
5/17/2003	1	1	1				
5/19/2003	1	1	1	5/19/2003	2	0	0
5/20/2003	1	1	1	5/20/2003	2	0	0
				5/21/2003	1	0	0
5/22/2003	2	1	1	5/22/2003	2	0	0
5/23/2003	2	4	4	5/23/2003	3	0	0
5/24/2003	1	1	1				
				5/26/2003	2	0	0
5/27/2003	1	0	0				
5/28/2003	1	0	0	5/28/2003	2	1	1
5/30/2003	1	0	0	5/30/2003	1	0	0
				6/3/2003	1	1	1
				6/4/2003	1	0	0
6/9/2003	1	1	1				
6/10/2003	1	0	0				
6/11/2003	1	0	0	6/11/2003	1	0	0
				6/12/2003	1	1	1
6/13/2003	1	0	0	6/13/2003	1	0	0
6/14/2003	1	2	2				
6/17/2003	1	0	0				
6/18/2003	1	0	0				
				6/19/2003	1	1	1



Date OT&E Part A Passed	Total # Passed Part A	Total # of Failures of Part A	Total # of Retests of Part A	Date OT&E Part B Passed	Total # Passed Part B	Total # of Failures of Part B	Total # of Retests of Part B
				6/20/2003	1	0	0
6/23/2003	1	2	2				
6/24/2003	1	4	4	6/24/2003	1	0	0
6/25/2003	1	0	0	6/25/2003	3	0	0
6/26/2003	3	2	2	6/26/2003	2	0	0
6/27/2003	1	0	0	6/27/2003	1	1	1
				6/30/2003	1	0	0
7/1/2003	1	1	1				
				7/2/2003	1	1	1
7/3/2003	1	0	0				
7/4/2003	1	1	1	7/4/2003	1	0	0
				7/5/2003	1	0	0
7/7/2003	2	0	0				
7/8/2003	1	0	0				
				7/9/2003	2	3	3
7/13/2003	1	0	0	7/13/2003	1	0	0
				7/14/2003	2	0	0
7/15/2003	1	1	1				
7/16/2003	1	0	0	7/16/2003	1	1	1
				7/22/2003	1	0	0
7/24/2003	1	2	2	7/24/2003	1	1	1
7/25/2003	2	0	0	7/25/2003	1	0	0
7/26/2003	1	1	1	7/26/2003	2	0	0
7/28/2003	1	0	0	7/28/2003	1	0	0
7/31/2003	1	0	0				
8/5/2003	1	1	1				
				8/6/2003	1	0	0
8/8/2003	1	1	1	8/8/2003	2	5	5
8/13/2003	3	3	3	8/13/2003	2	0	0
8/14/2003	1	1	1	8/14/2003	1	2	2
8/21/2003	2	1	1				
8/22/2003	2	2	2	8/22/2003	1	0	0
8/23/2003	2	2	2	8/23/2003	1	0	0
8/25/2003	1	0	0				
8/26/2003	1	6	6	8/26/2003	4	2	2
8/27/2003	1	1	1				
8/28/2003	2	1	1				
8/29/2003	2	4	4	8/29/2003	1	3	3
9/1/2003	1	2	2	9/1/2003	2	6	6
9/2/2003	4	1	1				
9/3/2003	1	0	0	9/3/2003	5	3	3
				9/4/2003	1	0	0
9/5/2003	1	0	0				
9/8/2003	1	7	7	9/8/2003	1	0	0
				9/9/2003	2	1	1

Date OT&E Part A Passed	Total # Passed Part A	Total # of Failures of Part A	Total # of Retests of Part A	Date OT&E Part B Passed	Total # Passed Part B	Total # of Failures of Part B	Total # of Retests of Part B
9/10/2003	1	0	0	9/10/2003	1	0	0
9/11/2003	1	1	1				
9/12/2003	3	2	2	9/12/2003	2	0	0
				9/13/2003	1	1	1
				9/15/2003	2	0	0
9/16/2003	1	2	2	9/16/2003	1	0	0
9/17/2003	1	3	3	9/17/2003	2	0	0
				9/18/2003	1	4	4
9/24/2003	2	5	5				
9/25/2003	1	6	6	9/25/2003	1	2	2
				10/1/2003	2	4	4
10/6/2003	1	0	0				
				10/9/2003	1	0	0
10/15/2003	1	1	1				
10/16/2003	2	1	1				
10/22/2003	1	2	2	10/22/2003	1	0	0
10/30/2003	1	1	1	10/30/2003	1	1	1
11/4/2003	1	3	3	11/4/2003	2	1	1
				11/5/2003	1	0	0
11/6/2003	1	0	0	11/6/2003	1	0	0
				11/7/2003	1	0	0
11/10/2003	1	0	0	11/10/2003	1	0	0
11/12/2003	1	0	0				
11/13/2003	1	0	0	11/13/2003	2	0	0
				11/17/2003	1	0	0
11/18/2003	2	3	3				
				11/20/2003	1	0	0
11/21/2003	1	1	1	11/21/2003	1	1	1
11/30/2003	1	0	0	11/30/2003	1	0	0
				12/16/2003	1	0	0
12/17/2003	1	2	2	12/17/2003	1	3	3
12/18/2003	1	1	1	12/18/2003	1	0	0
12/24/2003	1	0	0				
				12/25/2003	1	0	0
12/30/2003	1	3	3	12/30/2003	1	0	0
1/7/2004	1	1	1				
1/8/2004	1	0	0				
				1/9/2004	1	0	0
				1/19/2004	1	2	2
1/26/2004	1	2	2				
				1/27/2004	1	0	0
3/2/2004	1	1	1	3/2/2004	1	2	2
<b>Total</b>	<b>114</b>	<b>108</b>	<b>108</b>		<b>114</b>	<b>58</b>	<b>58</b>

2.1.4 Number and types of the complaints received from Authorized Registrars participating in OT&E Phase 2 during the Reporting Interval and the time required to resolve complaints.

Table 16 displays the number of registrar complaints and/or queries listed by category. The tracking system is not set up to distinguish complaints versus queries, as all contacts with registrars are logged in this system.

**Table 16 – Registrars Queries/Complaints in OT&E Phase 2**

	Category of Complaint/Query For OT&E Phase II										
	OT&E Part A Criteria	OT&E Part B Criteria	RRP to EPP Transfers	OT&E (A & B) Schedule	OT&E Materials & Info	EPP RTK	EPP 7/5 Commands	Access to orgtransition.info	SSL Requirements	Access to OT&E System	Total
Apr 7 - 30, 2003	4	1	2	23	4	5	1	3	5	8	56
May 1 - 31, 2003	6	8	3	24	1	6	6	5	6	9	74
Jun 1 - 30, 2004	5	3	3	30	2	2	4	2		10	61
Jul 1 - 31, 2003	2	3	7	26	6	1	6	3	3	14	71
Aug 1 - 31, 2003	1	4	7	25	6	3	4	2	4	11	67
Sep 1 - 30, 2003	5	6	11	10	9	2	7	3	3	17	73
Oct 1 - 31, 2003	2	1	5	5	6	2	8	4	3	7	43
Nov 1 - 30, 2003	1	1	5	9	2	1	5	1		8	33
Dec 1 - 31, 2003			3	3	2		2	2	2	4	18
Total	26	27	46	155	38	22	43	25	26	88	496
Approximate Resolution Time	1 to 24 hours										

2.1.5 A summary of the standard communications and correspondence provided by the Registry Operator to Authorized Registrars during the Reporting Interval in preparation of the migration to the EPP thick registry.

- EPP Migration Groups

Registrars were organized into seven groups of 24 - 27 registrars per group. Each group session lasted for 8 weeks, the conclusion of which resulted in registrars completing their EPP OT&E (Part A and B) as well as the uploading of thick contact details associated with each domain, and the migration from an RRP to EPP client.

The EPP migration groups began in April 2003 and were completed in December 2003.

- Registrar Webcasts for EPP Migration

The EPP Migration plan was presented to all registrars via webcast. This webcast reviewed the overall strategy for Phase 2 of the transition, the group migration process, and next steps that registrars were required to take to start the migration process.

Each group was launched with an introductory webcast that explained, in detail, the 8-week migration program, its contents, and its deadlines. This webcast also served as an opportunity for registrars to ask questions and discuss issues and/or problems. A digital replay of that, and all other webcasts, was made available to registrars as an additional reference. Registrars were also able to participate in 2 additional Question and Answer (Q&A) webcast sessions over the course of the 8-week migration period.

The webcast schedule was as follows:

<b>EPP Webcast Schedule</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Group 4</b>	<b>Group 5</b>	<b>Group 6</b>	<b>Group 7</b>
<b>Initial Webcast</b>	Apr 7, 2003	May 5, 2003	Jun 2, 2003	Jun 30, 2003	Jul 28, 2003	Aug 25, 2003	Sep 30, 2003
<b>Q&amp;A 1</b>	Apr 21, 2003	May 19, 2003	Jun 16, 2003	Jul 14, 2003	Aug 11, 2003	Sep 8, 2003	Oct 13, 2003
<b>Q&amp;A 2</b>	May 12, 2003	Jun 9, 2003	Jul 07, 2003	Aug 4, 2003	Sep 2, 2003	Sep 29, 2003	Nov 3, 2003

- EPP Migration Scheduling Communications

Following the webcasts, registrars were contacted via email, fax and with follow up phone calls to be scheduled into a migration group. Registrars were provided with the option of selecting any one of the 7 available groups, and were allowed to indicate a first and second choice. At the end of March, scheduling was complete and registrars were informed of their migration group.

- Migration Group Overview and Content

A detailed guide was provided to each group outlining the three parts of the migration process, and the available tools for registrars to help them through the process. A Registrar Toolkit (RTK) was prepared and made available to all registrars. A 3-part training manual (one for each of the 3 phases) was developed as a basic guide for the entire process.

Since each registrar was provided with a dedicated time to disable their RRP client and switch to EPP, before beginning the program registrars were also required to schedule their migration date. Technical support was able to allocate dedicated resources for each registrar based on their specific migration date and time to maximize the assistance the registrars were provided to complete the process successfully.

Throughout the migration period, registrars worked with their manual, the RTK, and technical support in order to complete all three of the steps in the process. Any registrars who were unable to pass Phase 1 were assisted by technical support until they could complete the process. Similarly, technical support was available for registrars in the later steps of the migration process if they required specific assistance.

Registrars who could not complete the program were given the opportunity to finish in later groups.

- Email Announcements

General notices and announcements regarding the RRP to EPP migration process were sent regularly to registrars via email. These announcements detailed invitations to webcasts, notices of new documentation available on the [orgtransition.info](http://orgtransition.info) and [www.pir.org](http://www.pir.org) websites, deadlines, etc.

- The following are the dates that emails were sent and the title of the notice:

Mar 12, 2003	SCHEDULING REQUEST: .ORG EPP Migration
Apr 8, 2003	Notice to EPP Migration Group Participants
Aug 7, 2003	Technical Advisory: Transfer Operations Under RRP-to-EPP Transitions
Nov 19, 2003	EPP Migration Update
Dec 31, 2003	.ORG RRP System Shutdown (sent only to registrars who had not completed RRP to EPP migration)
Jan 2, 2004	.ORG Web-based Administrative Interface
Jan 7, 2004	.ORG Web-based Administrative Interface
Jan 9, 2004	EPP Web-based Administrative Interface

There were also monthly and weekly email messages sent to individual registrars, who had not migrated, with a reminder that the RRP interface would no longer be supported as of December 31, 2003. Throughout December 2003, these email messages were followed up by telephone calls to ensure that registrars were aware of the schedule. When necessary, ICANN was also requested to contact registrars to request that the migration be completed prior to December 31, 2003.

- Incentives Program

An incentive program was developed to entice registrars to complete the 8-week migration on schedule, and as quickly as possible. The program was announced on June 6, 2003 and was promoted to all groups through to December 2003.

The Completion Incentive was awarded if the registrar completed the program in their scheduled group and on time. For this effort, the registrar was awarded 3 computer-backpacks to be dispersed among their team members.

The Speed Incentive was awarded to one third of the registrars who completed Phase 1 the fastest. For this effort, the registrar was awarded 3 pullover fleece jackets that could be distributed among the registrar's team.

2.1.6 A schedule of Authorized Registrars who migrated from RRP to EPP each week during the Reporting Interval.

**Table 17 – Registrars Who Migrated from RRP to EPP**

<b>Registrar</b>	<b>Migration Completed</b>
R & K Global Business Services d/b/a/ 000Domains.com	5/13/2003
NameScout Corp.	5/26/2003
Blueberry Hill Communications, Inc. d/b/a 4Domains.com	5/26/2003
Schlund+Partner AG	6/4/2003
Namebay	6/5/2003
Pair Networks, Inc. d/b/a pairNIC	6/6/2003
eMarkmonitor Inc. dba Markmonitor	6/7/2003
1stDomain.Net, a division of G+D International LLC	6/9/2003
The Registry at Info Avenue d/b/a IA Registry	6/10/2003
HANGANG Systems, Inc. dba Doregi.com	6/11/2003
Moniker Online Services Inc.	6/12/2003
All West Communications, Inc. DBA AWRRegistry	6/13/2003
Nordnet	6/16/2003
Interdomain S.A.	6/18/2003
Key-Systems GmbH d/b/a domaindiscount24.com	6/19/2003
TierraNet Inc. DBA DomainDiscover	6/20/2003
Go Daddy Software, Inc.	6/21/2003

<b>Registrar</b>	<b>Migration Completed</b>
Wild West Domains, Inc.	6/22/2003
DomainPeople, Inc.	6/24/2003
InnerWise, Inc. d/b/a ItsYourDomain.com	6/25/2003
DotForce Corp. dba DotForce.com	6/25/2003
Abacus America, Inc. d/b/a Names4ever	6/26/2003
Alldomains.com	6/26/2003
Cronon AG Berlin, Niederlassung Regensburg	6/27/2003
Globedom Datenkommunikations GmbH, d/b/a Globedom	6/30/2003
AAAQ.COM, Inc	7/8/2003
DomainName, Inc.	7/9/2003
I.D.R Internet Domain Registry LTD.	7/15/2003
007Names, Inc.	7/16/2003
Today and Tomorrow Co., Ltd.	7/21/2003
GKG.NET, INC. (Formerly GK Group L.L.C.)	7/22/2003
Mobilcom City Line GmbH dba freenet Datenkommunikations GmbH	7/23/2003
Global Media Online Inc. d/b/a Discount-Domain.com and Onamae.com	7/23/2003
Computer Data Networks dba Shop4domain.com and Netonedomains.com	7/24/2003
123 Easy Domain Names, Inc. dba Signature Domains	7/24/2003
eNom, Inc.	7/24/2003
Web Commerce Communications Limited	7/25/2003
Address Creation	7/28/2003
Globedom Datenkommunikations GmbH, d/b/a Globedom	7/30/2003
Nominalia Internet S.L.	8/6/2003
NetBenefit plc aka NetNames	8/7/2003
BulkRegister.com	8/11/2003
Parava Networks, Inc. d/b/a RegistrataYa.com and nAAme.com	8/12/2003
Ascio Technologies, Inc.	8/13/2003
1 eNameCo	8/14/2003
Corporate Domains, Inc.	8/20/2003
Direct Information Pvt Ltd d/b/a Directi.com	8/20/2003
Address Creation	8/22/2003
Catalog.com	8/28/2003
BookMyName SAS (formerly Worldnet)	8/29/2003
123 Registration, Inc. d/b/a 123registration.com	9/2/2003
Namesecure.com, Inc.	9/5/2003
PSI Japan	9/18/2003
Network Solutions, Inc. Registrar	9/20/2003
PSI-USA, Inc.	9/23/2003
SafeNames Ltd.	9/24/2003

<b>Registrar</b>	<b>Migration Completed</b>
TLDs Inc. d/b/a SRSplus	9/25/2003
Korea Information Certificate Authority, Inc. dba DomainCA.com	9/30/2003
Primus Telecommunications Pty Ltd trading as PlanetDomain and PrimusDomain	10/6/2003
Tucows Inc.	10/8/2003
Omnis Network, LLC	10/13/2003
iHoldings.com, Inc. d/b/a DotRegistrar.com	10/14/2003
Total Web Solutions Limited trading as TotalRegistrations	10/15/2003
The NameIT Corporation d/b/a AITdomains.com	10/15/2003
AllGlobalNames, S.A. dba Cyberegiro.com	10/16/2003
Internetters Limited	10/16/2003
@Com Technology LLC	10/17/2003
NameEngine, Inc.	10/17/2003
easyDNS Technologies Inc.	10/20/2003
Cyidentity, Inc. dba Cypack.com	10/21/2003
Register.com, Inc.	10/22/2003
OnlineNIC, Inc.(United States)	10/24/2003
EPAG Enter-Price Multimedia AG	10/25/2003
Deutsche Telekom AG	10/28/2003
Easyspace Limited	10/29/2003
Active ISP ASA	10/30/2003
CSL Computer Service Langenbach GmbH d/b/a joker.com	10/30/2003
Active ISP ASA	10/30/2003
Domaininfo AB, aka domaininfo.com	10/31/2003
DomainSite.com, Inc.	11/12/2003
EnCirca, Inc.	11/13/2003
Arsys Internet, S.L. dba soloregistros.com	11/18/2003
Secura GmbH	11/19/2003
Gandi SARL	11/22/2003
Melbourne IT Ltd trading as Internet Names Worldwide	11/24/2003
CORE Internet Council of Registrars	12/6/2003
Gal Communication (CommuniGal) Ltd.	12/8/2003
Intercosmos Media Group, Inc	12/9/2003
INAMES Corp. (Korea)	12/10/2003
Dotster, Inc.	12/12/2003
Namesdirect.com, Inc.	12/12/2003
Universal Registration Services, Inc.	12/12/2003
Capital Networks Pty Ltd	12/15/2003
REGISTER.IT SPA	12/16/2003
DomainRegistry.com Inc.	12/17/2003
BB Online UK Limited	12/18/2003
Xin Net Corp.	12/19/2003



<b>Registrar</b>	<b>Migration Completed</b>
Yesnic Co., Ltd.	12/24/2003
Netpia.com, Inc.	12/28/2003
Domain The Net Technologies Ltd.	12/29/2003
Domain Registration Services, Inc. dba dotEarth.com	12/29/2003
A Technology Company, Inc. dba namesystem.com	12/29/2003
Gabia, Inc.	12/29/2003
Stargate Communications, Inc.	12/30/2003
Neteka Inc. dba namesbeyond.com	12/30/2003
Bizcn.com, Inc.	12/30/2003
America Online, Inc.	12/30/2003
Registration Technologies, Inc.	12/31/2003
#1 Domain Names International	12/31/2003
Alices's Registry	12/31/2003
Dodora Unified Communication, Inc.	12/31/2003
DomainZoo.com, Inc.	12/31/2003
Funpeas Media dba Domain Processor.com	12/31/2003
Future Media Network KK	12/31/2003
Tuonome.it SRL	12/31/2003
Wooho T & C Ltd., dba rgnames.com	12/31/2003

2.2 Effect on Registry Operation – within 120 days after each Reporting Interval, PIR will provide the following information and reports to ICANN:

2.2.1 A schedule by Authorized Registrar of the discrepancies between Whois data provided by the Registrar and the Whois data in the Registry Operator's Whois database after the migration of the Registrar to the thick EPP model.

**Table 18 – Whois Discrepancy**

<b>Whois Discrepancy</b>	<b>Date Whois Discrepancy Resolved</b>
None	

2.2.2 A report of the effect the migration from RRP had on the SRS Protocol Interface.

The migration from RRP to EPP resulted in adding two protocol extensions to EPP.

- Allow RRP domains to be transferred using EPP protocol and adding thick registry contact information.
- Enhance the domain INFO command to indicate which type of protocol the domain is currently linked to. A domain must be flagged as an RRP domain to be included in the protocol extension.

### 3. Evaluation of Use of Centralized Registry-Level Whois to Enhance Transparency and Accountability in Domain-Name Registrations

Annual Reports – No later than one month after each anniversary date after the Commencement-of-Service Date, PIR shall provide to ICANN a Whois Report with the following elements:

**Table 19 – Centralized Whois Complaints**

<b>Date</b>	<b>3a. # Of Complaints From Registrants Regarding Whois</b>	<b>3b. # Of Complaints From Registrars Regarding Whois</b>	<b>3c. # Of Complaints From Third Parties Regarding Whois</b>	<b>3d. # of Whois Queries</b>	<b>3e. # of Complaints Relating To Privacy Issues</b>
<b>May 2003</b>	3	4	3	24,269,723	1
<b>Jun 2003</b>	2	4	1	46,995,956	0
<b>July 2003</b>	1	7	2	72,502,256	0
<b>Aug 2003</b>	1	2	1	62,516,561	1
<b>Sept 2003</b>	2	4	0	63,034,481	1
<b>Oct 2003</b>	1	7	3	57,552,327	0
<b>Nov 2003</b>	2	11	0	67,894,149	2
<b>Dec 2003</b>	0	4	0	74,967,600	1

3f. Identify and categorize types of privacy complaints.

Privacy complaints were received directly from registrants not registrars. These complaints were in the form of requests to remove registrant personal data from the Whois Query display. Since PIR provides support to registrars, registrant issues are not tracked with the same level of detail as the registrar issues.