

Privacy and Proxy Services Questionnaire

The Expert Working Group on gTLD Directory Services (EWG) is seeking information from Privacy and Proxy (P/P)* Service Providers on existing practices as input to recommending best practices for the proposed Next Generation Registration Directory Service (RDS) to replace today's Whois system.

As defined by the 2013 Registrar Accreditation Agreement ([2013 Registrar Accreditation Agreement](#)):

1.1 "P/P Customer" means, regardless of the terminology used by the P/P Provider, the licensee, customer, beneficial user, beneficiary, or other recipient of Privacy Services and Proxy Services.

1.2 "Privacy Service" is a service by which a Registered Name is registered to its beneficial user as the Registered Name Holder, but for which alternative, reliable contact information is provided by the P/P Provider for display of the Registered Name Holder's contact information in the Registration Data Service (Whois) or equivalent services.

1.3 "Proxy Service" is a service through which a Registered Name Holder licenses use of a Registered Name to the P/P Customer in order to provide the P/P Customer use of the domain name, and the Registered Name Holder's contact information is displayed in the Registration Data Service (Whois) or equivalent services rather than the P/P Customer's contact information.

1.4 "P/P Provider" or "Service Provider" is the provider of Privacy/Proxy Services, including Registrar and its Affiliates, as applicable.

The EWG invites all P/P Providers to share the information requested in the following pages. Except as noted below, individual responses will be used only to understand current P/P Provider practices. The EWG greatly appreciates, and will carefully consider, all insights provided on these issues when completing its RDS recommendations.

All questions can be downloaded in PDF form (PDF) for offline review, with answers submitted either via email to PP-EWG-Survey@icann.org or by returning to this page to complete and submit your answers online. Kindly please provide your response by 24 February 2014.

The EWG plans to publish a summary of anonymized, aggregated responses for ICANN community use in considering future policy recommendations, and to be shared with the GNSO PDP Working Group on [Privacy & Proxy Services Accreditation Issues](#). Optionally, you may elect to provide your Company name and contact details to enable follow-up. Only in this case will your Company name and individual responses be disclosed to the EWG and the GNSO PDP Working Group.

By responding to this request for information, you understand and agree that responses gathered may be used by ICANN and published/disclosed to others outside of ICANN for the purposes described above. If you have any questions, please contact us at PP-EWG-Survey@icann.org.

Privacy and Proxy Services Questionnaire

1. Does your company currently offer (select all that apply):

- Privacy Services as described on the previous page.
- Proxy Services as described on the previous page.
- gTLD Domain Name Registration Services as a Registrar
- gTLD Domain Name Registration Services as a Reseller

Privacy and Proxy Services Questionnaire

*You have indicated that you are a P/P Provider; the EWG invites you to provide further information about the P/P Services that you offer and the practices and policies that you currently use when delivering those P/P Services. **Please answer only those questions that pertain to you as a P/P Provider.** You may skip any question that does not pertain or you prefer not to answer.*

2. Please provide a brief description or link to the online description of the Privacy and/or Proxy Services offered by your company.

3. Attach a copy of or provide a link to your company's P/P Provider service contract.

4. Describe your customer support services and how P/P Customers access these services.

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5. Supply the P/P Provider contact information published to the public and to registrants, where this information is posted on your website, and forms or methods available for the public to reach your company as a P/P Provider.

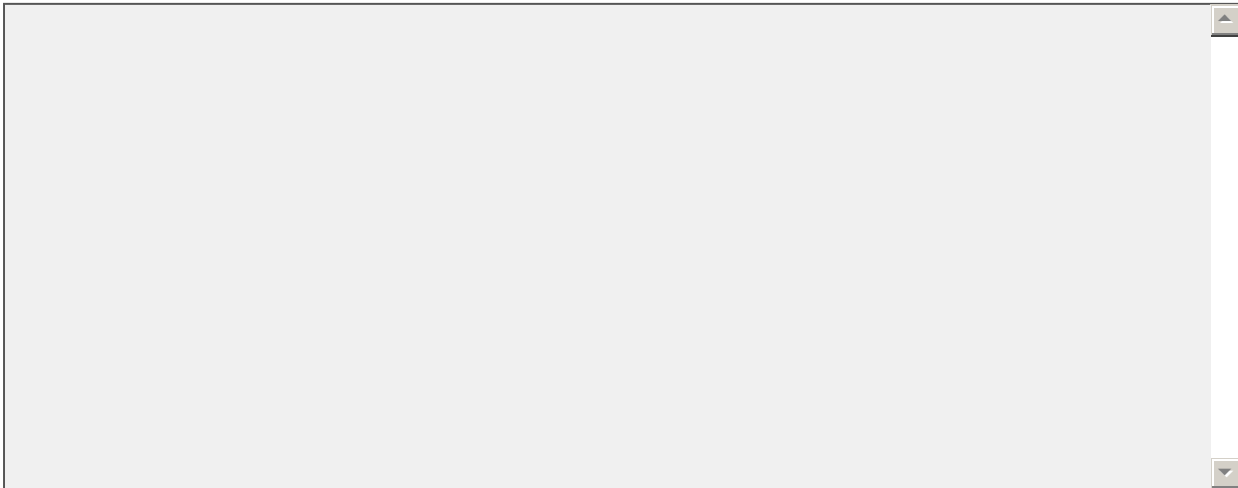


Privacy and Proxy Services Questionnaire

The following questions ask about Privacy Services that YOU provide. If you do not provide a Privacy Service, please skip this question.

6. Describe how Privacy Services Customer contact details are obscured in Whois, including but not limited to:

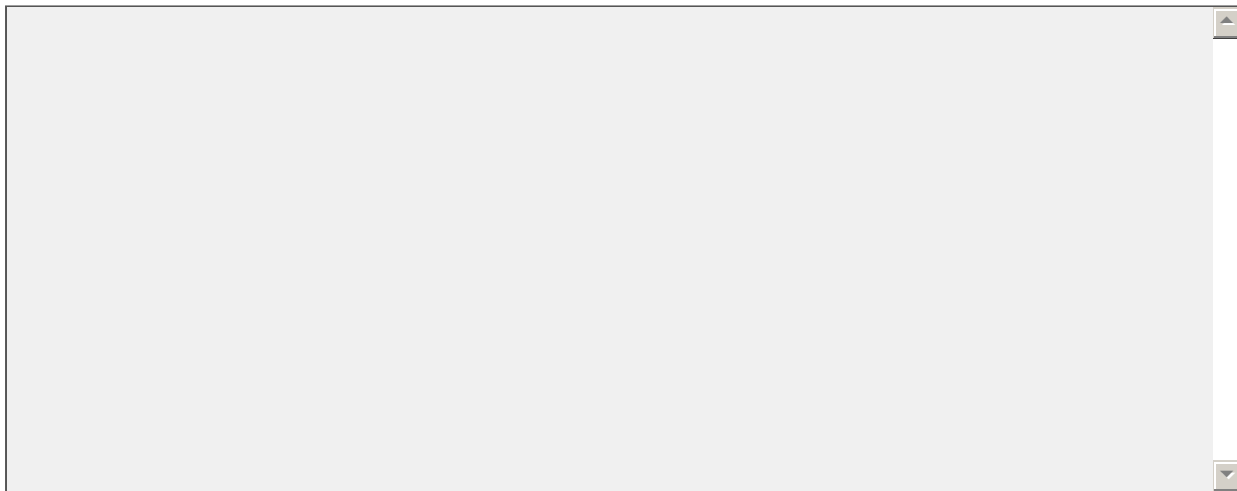
- **Substitution of the Provider's name as the registrant name;**
- **Substitution of the Provider's postal address as the registrant/tech/admin contact postal address;**
- **Substitution of a unique forwarding email address as the registrant/tech/admin contact email address;**
- **Substitution of a unique forwarding phone/fax number;**
- **Other/Explain**



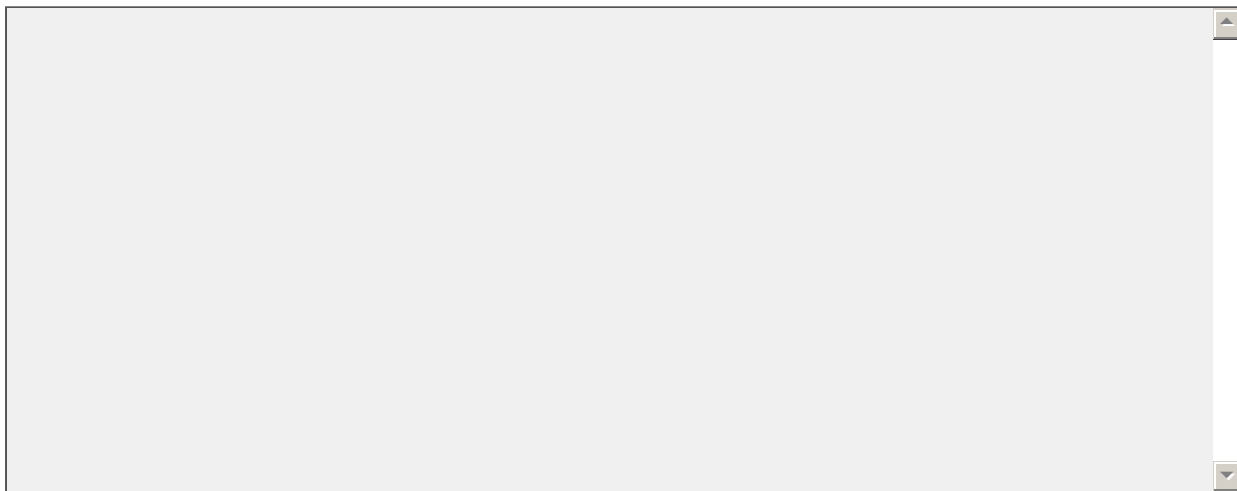
Privacy and Proxy Services Questionnaire

The following questions ask about Privacy and/or Proxy Services that YOU provide. If you provide BOTH Privacy and Proxy Services, please answer for both while noting any differences.

7. Describe your procedures for relaying correspondence received from third parties to the P/P Customer when received at the Whois postal address, email address, telephone number, or fax number, including circumstances under which correspondence is NOT relayed (e.g., spam filtering).

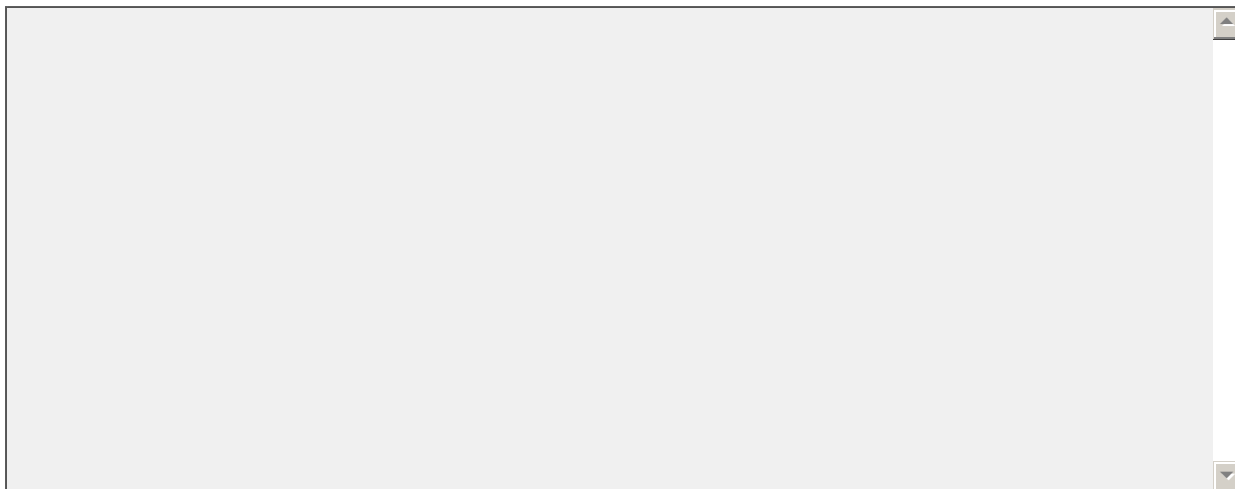


8. Describe your procedures for P/P Provider response to third party correspondence and circumstances under which this may occur (e.g., P/P Customer contract terminated).

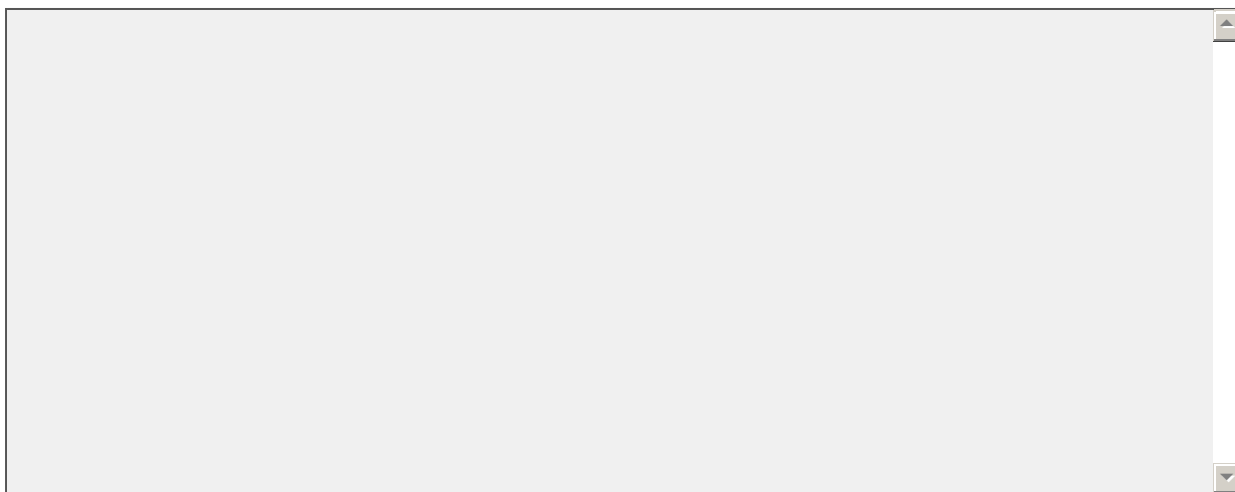


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9. Describe your procedures for validating or verifying P/P Customer-supplied information, including name, organization, postal address, email address, telephone number, and fax number.

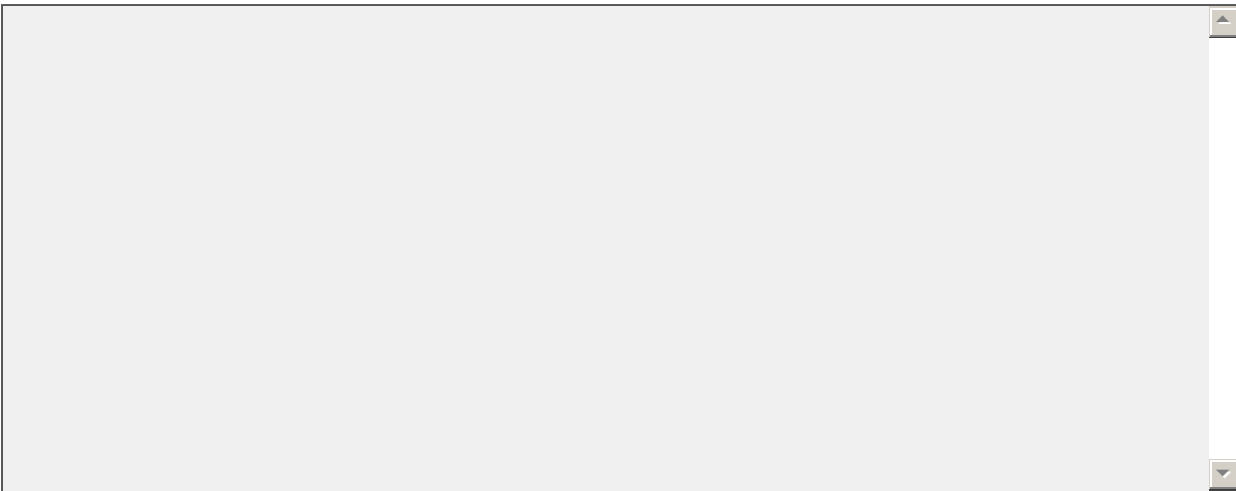


10. Indicate any requirements placed on the P/P Customer as a condition of purchasing service, such as mandatory contact information, non-commercial use of protected domain name.



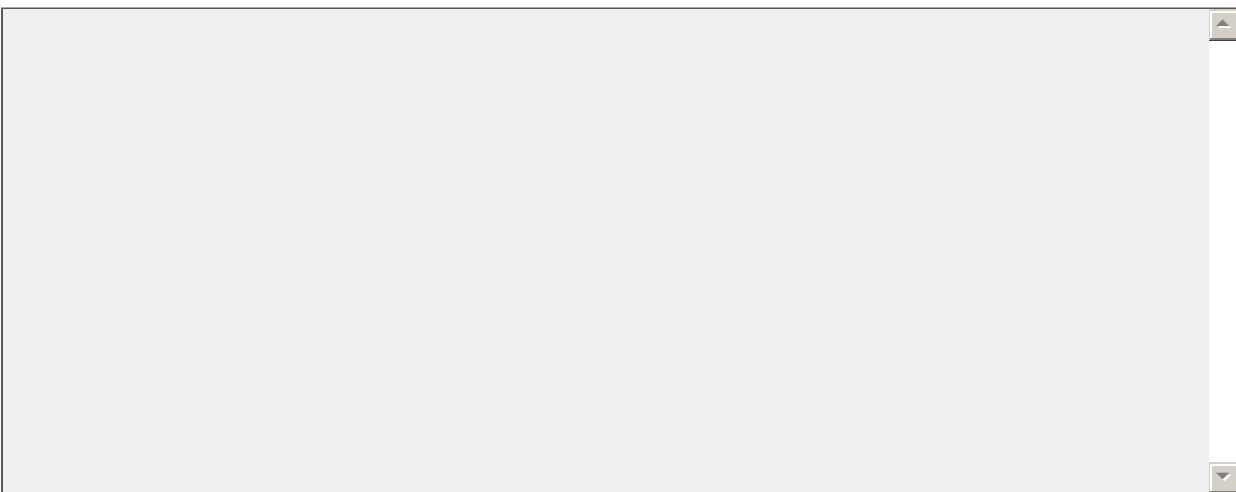
Privacy and Proxy Services Questionnaire

11. Indicate any requirements placed on the P/P Customer as a condition of retaining service, such as timely response to P/P Provider requests or periodic re-verification of address.



12. Describe any procedures for informing the P/P Customer of any inquiry received from third parties regarding their domain names, including:

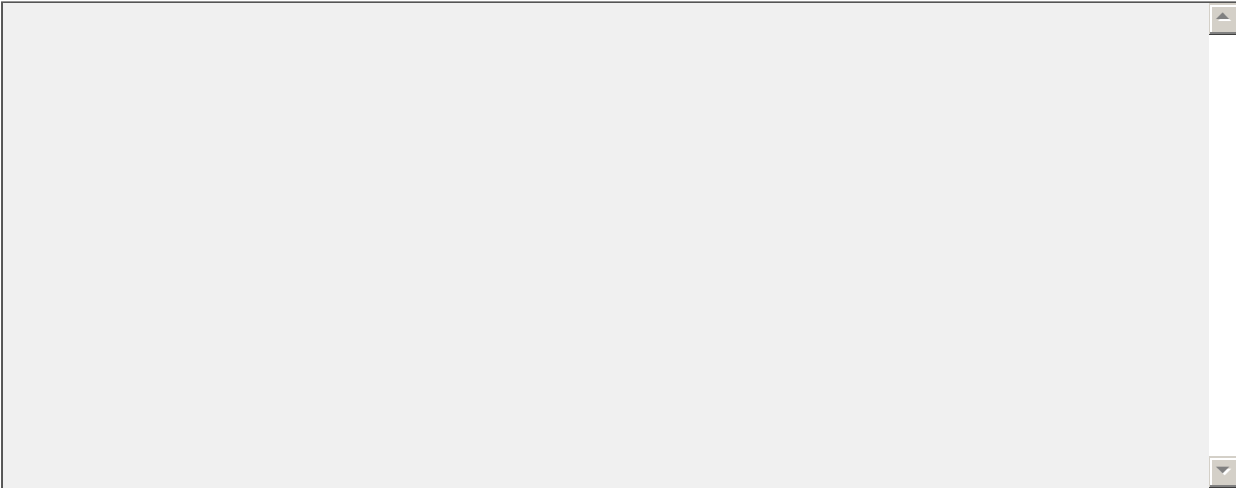
- **Reasons that third parties may give for inquiries;**
- **Documentation that must be provided with the inquiry;**
- **Actions that may be requested;**
- **Responses that may be returned to the requestor;**
- **Procedures or policy differences that depend on the source of the inquiry (i.e. law enforcement inquires, brand owner inquires, consumer inquiries);**
- **Other/Explain:**



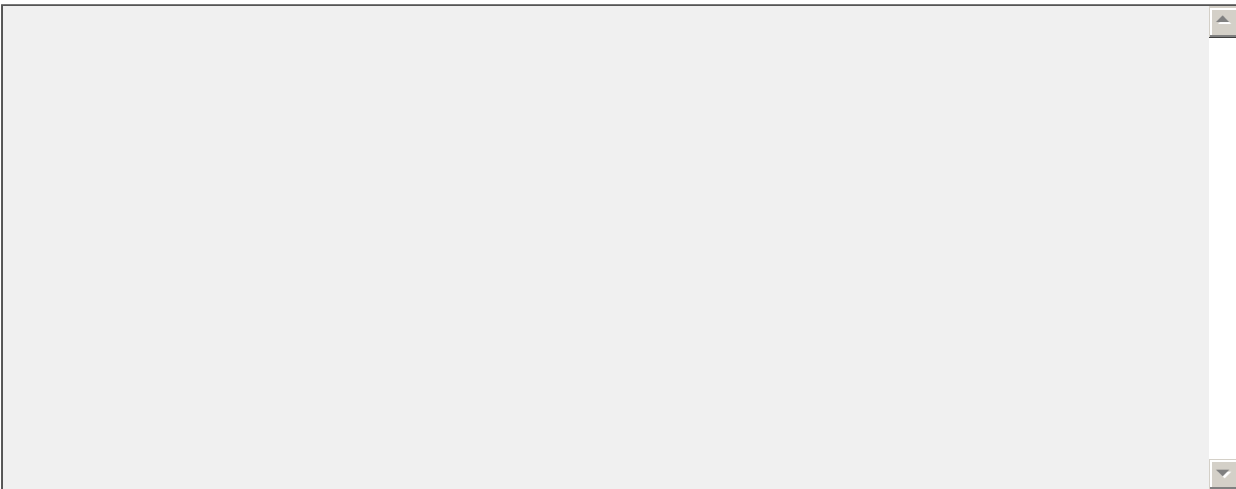
Privacy and Proxy Services Questionnaire

The following questions ask about Privacy and/or Proxy Services that YOU provide. If you provide BOTH Privacy and Proxy Services, please answer for both while noting any differences.

13. Describe any procedures for transferring domain names registered by or licensed to P/P Customers, including transfers between registrars or between registrants, customers, the registrar, or their affiliates.

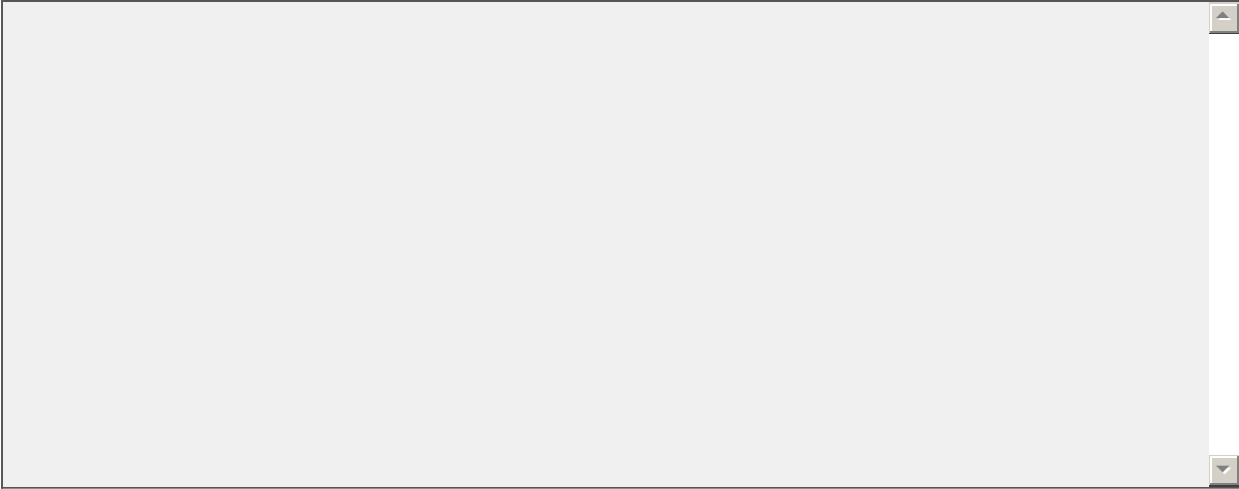


14. Describe any procedures for renewing the P/P Service contract for a registered domain name, and for renewing the registration of domain names licensed to P/P Customers.



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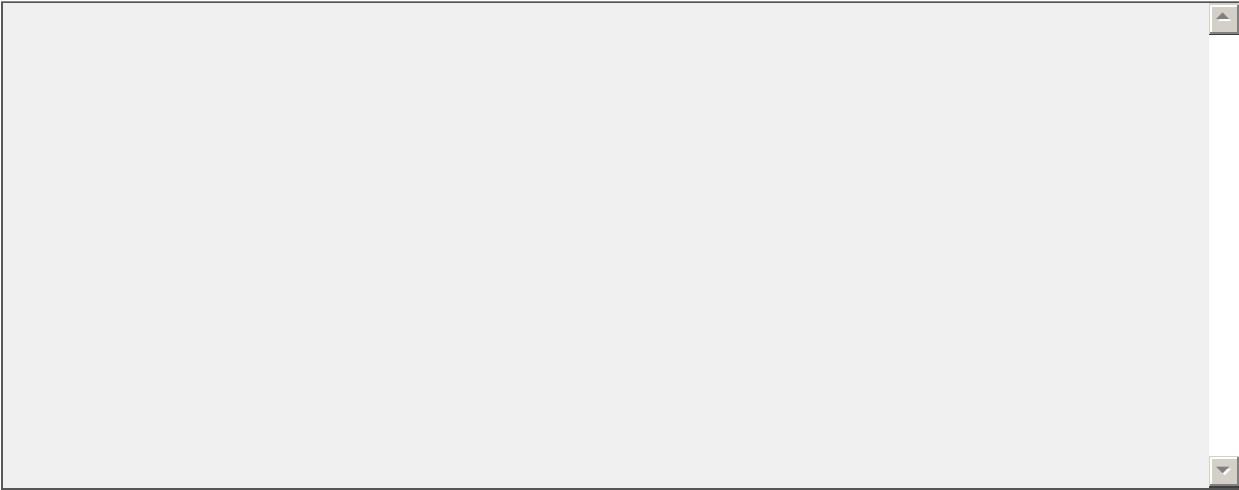
15. Describe any procedures for suspending or deleting a domain name licensed to a P/P Customer.



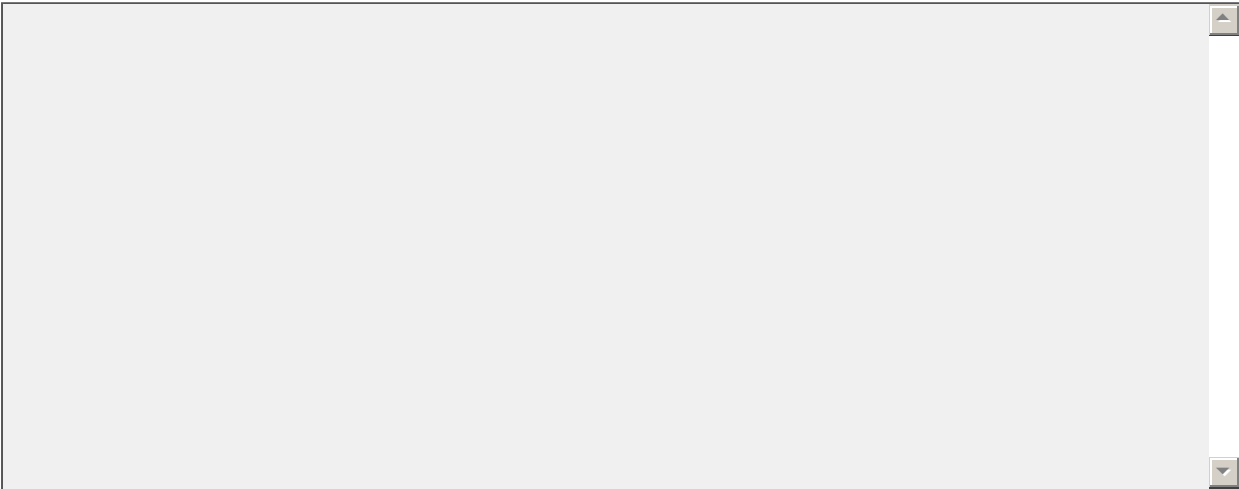
Privacy and Proxy Services Questionnaire

The following questions ask about Privacy and/or Proxy Services that YOU provide. If you provide BOTH Privacy and Proxy Services, please answer for both while noting any differences.

16. Describe any processes or facilities that third parties can use to report abuse of a domain name registration to you as the P/P Provider associated with that domain name.

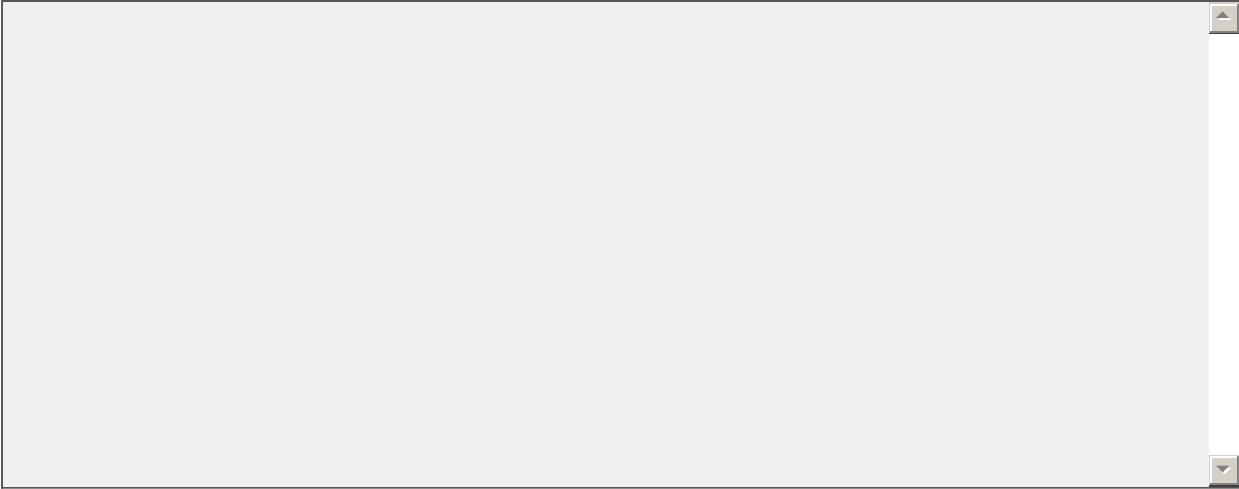


17. Describe any procedures used for investigating and responding when the P/P Customer's domain name is identified as being involved in malicious conduct such as phishing, malware, or other similar cyber abuse.



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18. Describe any procedures for when a UDRP, URS or other administrative or legal proceeding is filed against a P/P Customer's domain name or your company.

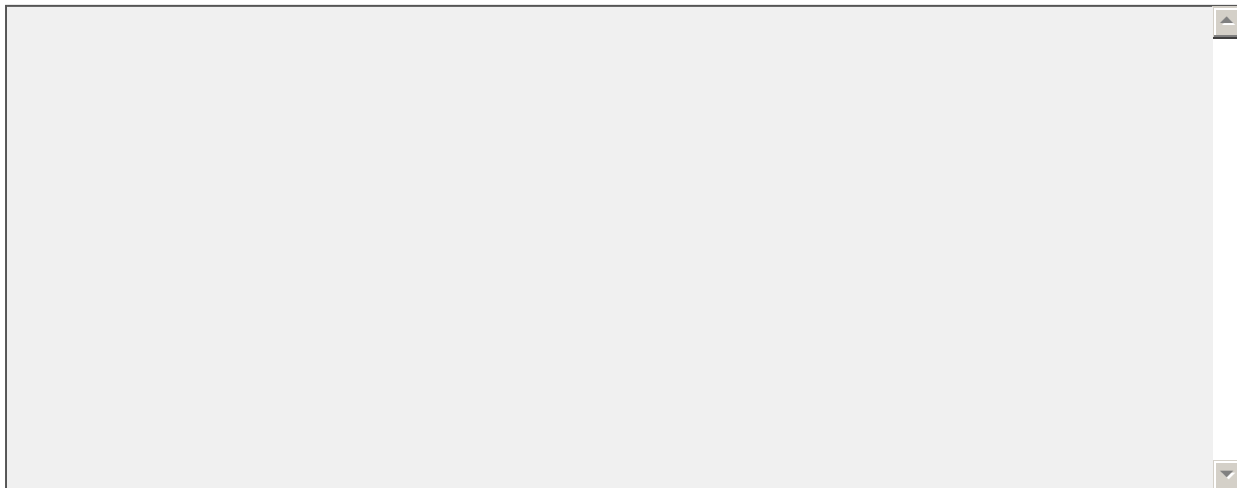


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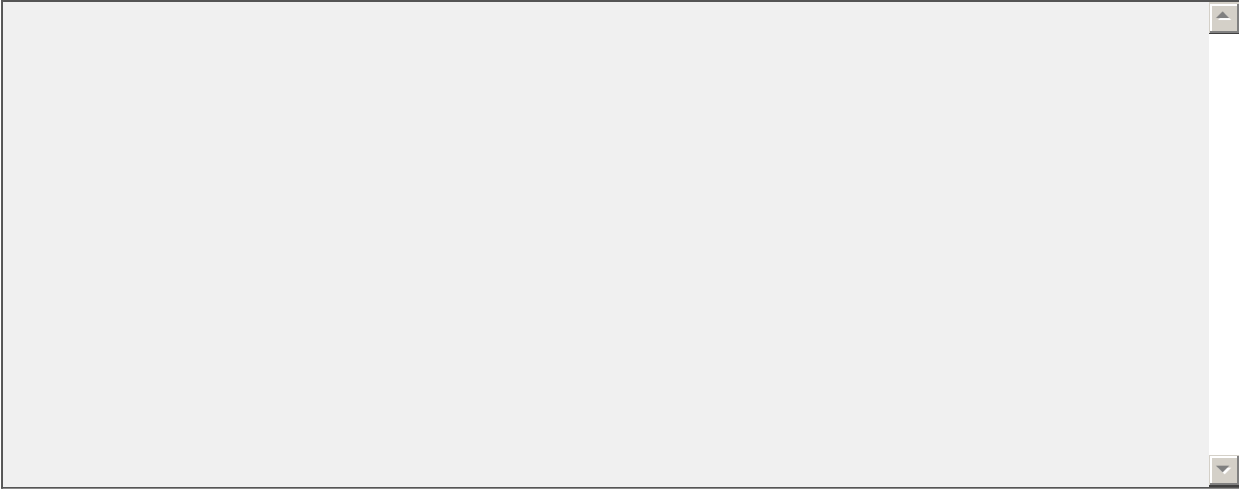
19. Describe any circumstances under which your company, as the P/P Provider, will terminate P/P Services to the P/P Customer, procedures used to notify P/P Customers of impending termination, and possible outcomes of that process, including but not limited to:

- **Reversing the decision to terminate;**
- **Revealing the P/P Customer's name/address to a third party only;**
- **Publication of previously-obscured Customer name/address in Whois;**
- **Transfer or suspension of the Customer's domain name;**
- **Other/Explain:**



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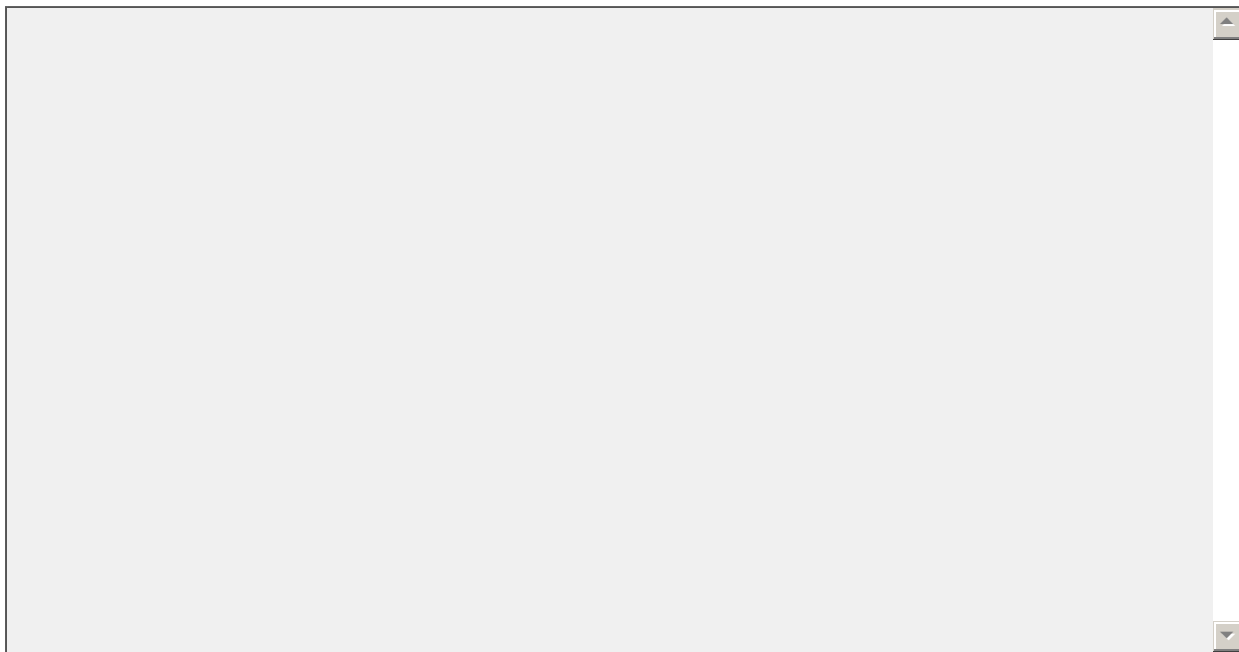
20. Describe any circumstances under which you will reveal and/or publish in Whois the Customer's identity and/or contact data.

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21. Are your P/P Customers' unpublished contact data escrowed with a third party escrow provider?

- Yes
- No

Additional comment:

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The following questions ask about Privacy and/or Proxy Services that YOU provide. If you provide BOTH Privacy and Proxy Services, please answer for both while noting any differences.

22. Is information related to relayed correspondence, reveal requests, and subsequent actions logged or otherwise retained? Do you have policies related to storage and access of these correspondence or requests? (For example, can the P/P Provider review past reveal requests when determining the outcome of new requests?)

- Yes
- No

Additional comment:

23. If yes, would this information ever be shared with a third party?

- Yes
- No

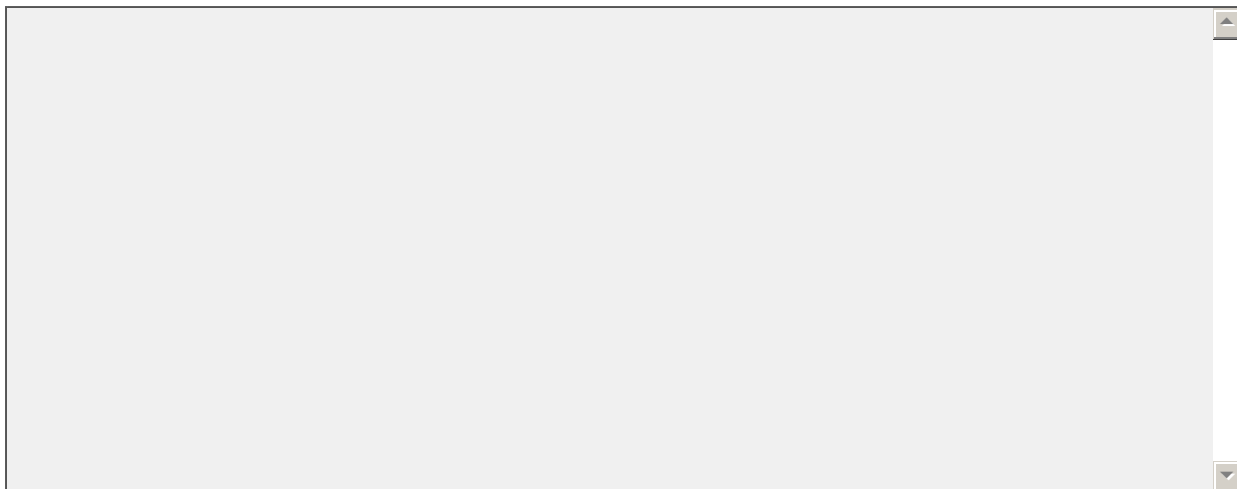
Additional comment:

24. Is automated or manual processing used to relay correspondence to P/P Customers?

- Automated
- Manual
- Both
- None

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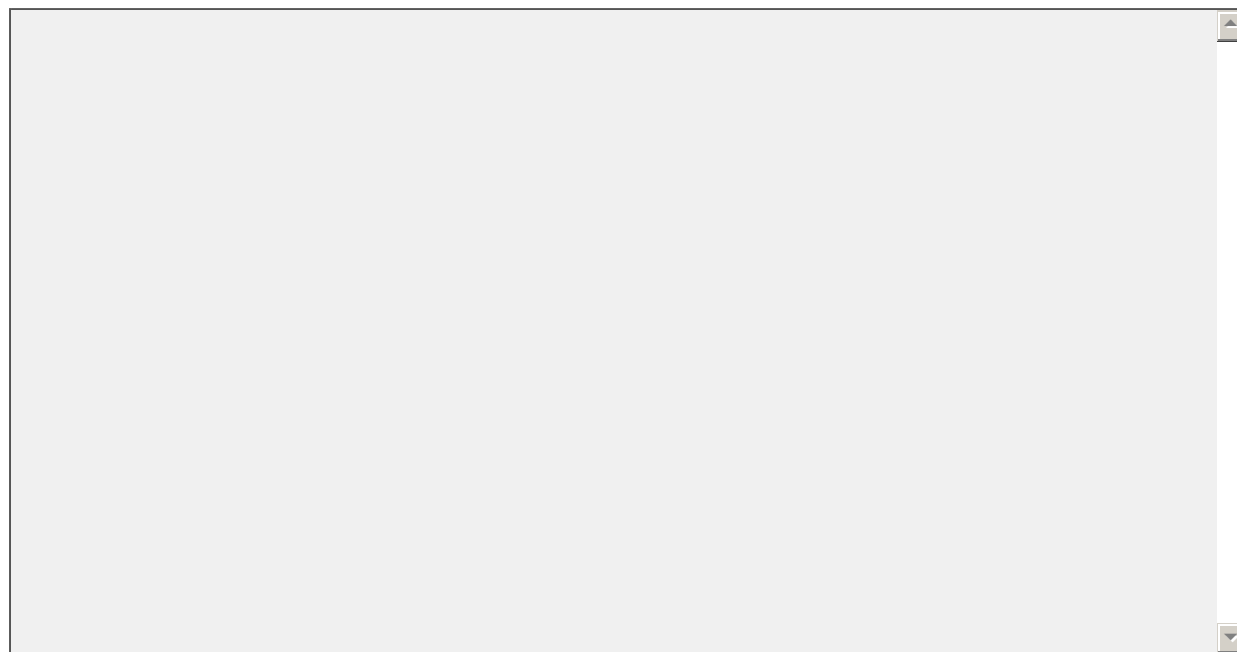
25. To the extent possible, please describe typical processing delay (time between correspondence receipt and delivery), and any associated service level agreement given to P/P Customers.

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26. Is automated processing used to handle abuse inquiries or reveal requests?

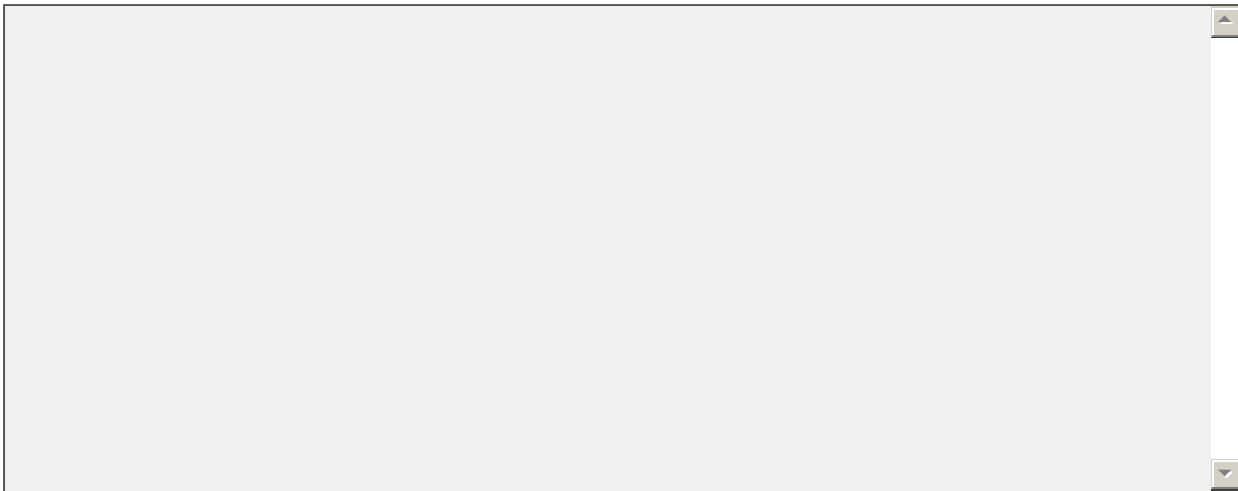
- Yes
- No

Additional comment:

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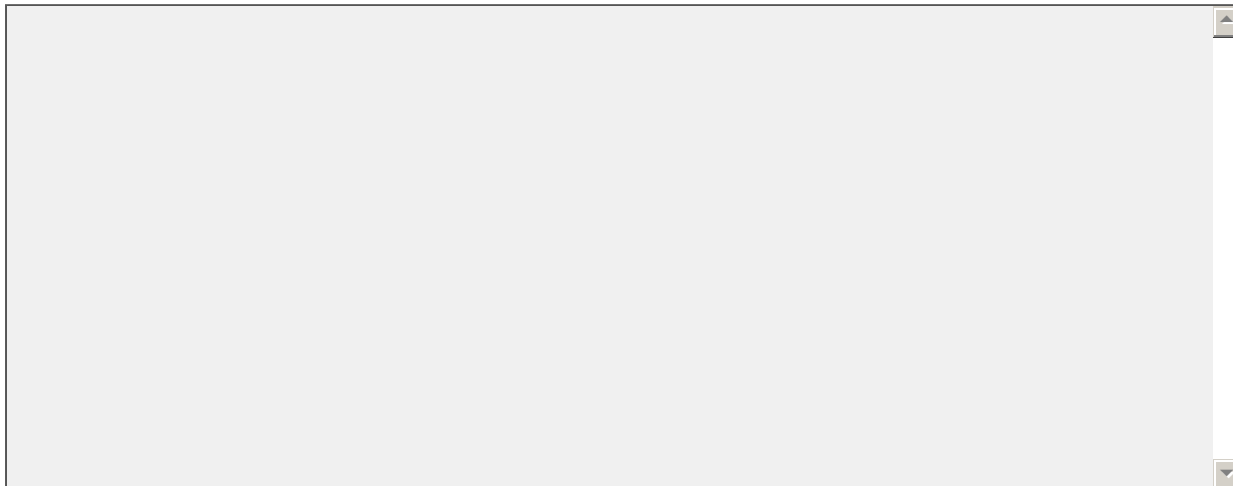
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27. To the extent possible, please describe typical processing delay (time between receipt of initial inquiry and final resolution), and available escalation processes/policies when multiple requests are received for same P/P Customer or domain name.



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28. Please feel free to provide any other information that may be relevant to the EWG as it considers P/P Service practices and related RDS recommendations.



29. OPTIONAL DISCLOSURE: Can we contact you with follow-up questions about the answers given here?

- Yes
- No

30. If Yes, please provide your Company name and contact details for follow-up purposes, and your response and your Company's identity will be disclosed to the EWG and the GNSO PDP Working Group.

Name	<input type="text"/>
Company	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City/Town	<input type="text"/>
State/Province	<input type="text"/>
ZIP/Postal Code	<input type="text"/>
Country	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

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Please review and edit your submission before clicking the "Submit" button. You may also submit forms completed offline by email to PP-EWG-Survey@icann.org.

Thank you for your participation; the EWG greatly appreciates any insights shared on this topic. Kindly please provide your responses by 24 February 2014. The individual survey responses will be used only to understand current P/P Provider practices and will not be published by the EWG, except as specified above. The EWG plans to publish a summary of anonymized, aggregated survey results for ICANN community use in considering future policy recommendations, and will be shared with the GNSO PDP Working Group on Privacy/Proxy Service Accreditation Issues.