

Privacy/Proxy Accreditation Survey Results



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Summary of Responders

58 Respondents, 11 detailed

Services Offered

Full or partial questionnaire responses were collected from a total of 58 organizations which described themselves as offering the following combination of privacy, proxy, and registration services:

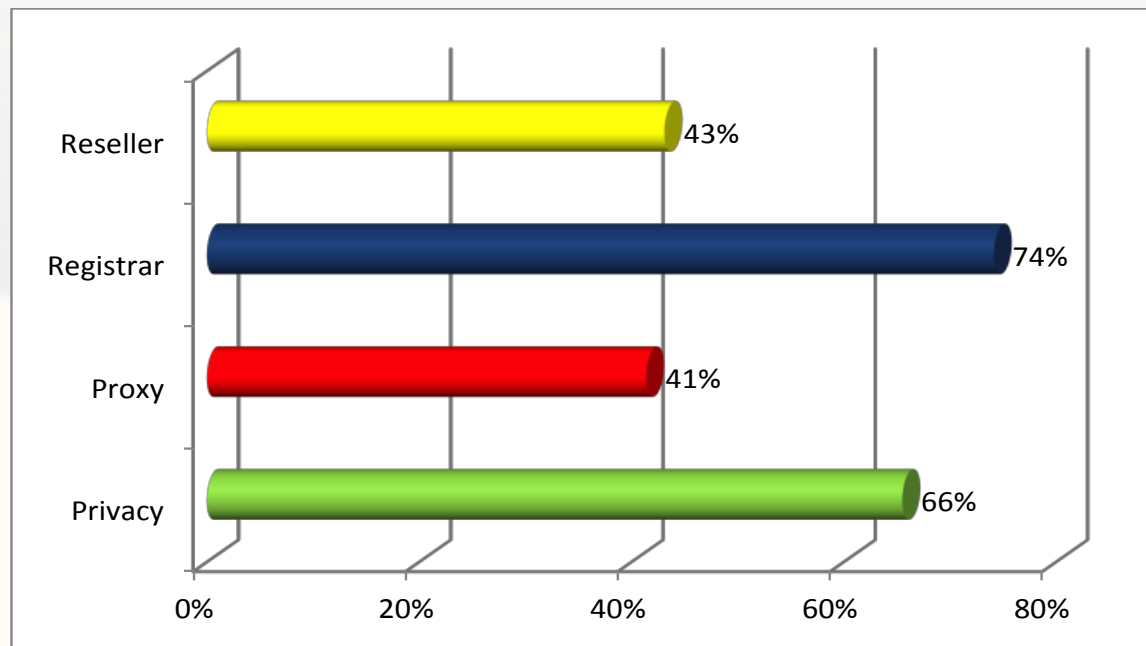


Figure 1. Services Offered by All Respondents

P/P Service Contracts and Customer Support

- 7 published customer contact information online, *but only 2 included phone number*
- Other Responses:
 - Contacts were not published because they varied by TLD and customer
 - P/P Provider contact information constantly changes and is not posted on the website for that reason

Protecting Customer Contact Details

A typical answer to this question is given below:

Public Whois Directory

Registrant: John Walker 123 Apple Street Los Angeles, CA 91000, US +1 (234)567-8900 john@sampledomain

Private Whois Directory

Registrant: [PP Name] [PP Street City Country Code] [PP Phone] proxy@[PP-DN]

Just one provider differentiated between Privacy and Proxy services when answering this question:

We are offering two [services]:

- Disclose the client name (registrant) but [obscure] all of his contact details. Ours are indicated.*
- All contacts specified are ours, on the behalf of our client.*

Protecting Customer Contact Details

Most other providers (even those offering Privacy services) said they used all of these methods:

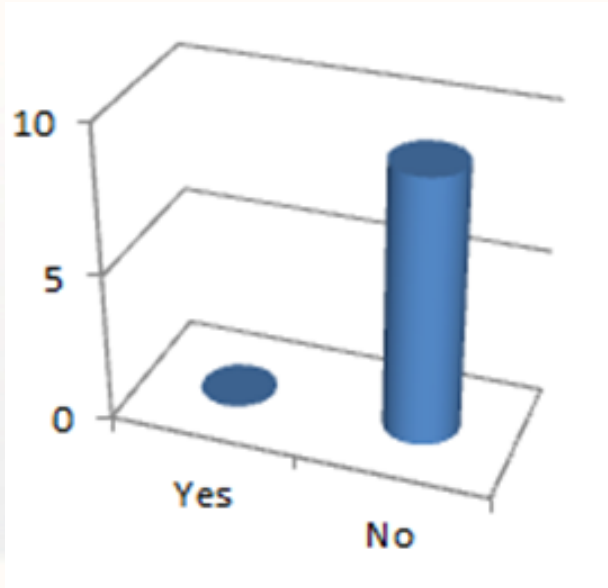
- Substitution of the Provider's name as the registrant name;
- Substitution of the Provider's postal address as the registrant/tech/admin contact postal address;
- Substitution of the Provider's email address (or a unique forwarding email address);
- Substitution of the Provider's phone/fax number (or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

One provider said simply, "*Substitution of all details for non-identifiable information unique to that domain/client.*" Another provider appended "*registered on behalf of Domain Owner*" to its own name as the Registrant Name.

Complaint Handling

- 2 providers: P/P abuse reported like any other abuse compliant
- Others described specific practices:
 - Report abuse to abuse@[provider-DN]
 - Complaints are monitored, escalated and handled according to internal policies
 - For substantiated complaints, Provider reveals the identity of the registrant to the complainant or cancels the service
 - Provider requests any evidence of the illegal use of the domain name to assist in investigation
 - For malicious abuse (e.g., phishing, malware) complaints, provide independently investigates and verifies the allegations made
 - One provider will take action if the provider is also hosting the content

Abuse Processes



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

UDRP or URS Procedures

- 3 followed standard UDRP Procedures
- Several providers immediately deactivate the service and inform the UDRP provider of the underlying registrant
- Domain is immediately deleted in order to avoid any negative publicity

Relaying Customer Correspondence

Email:

- 4 responders- automated email forwarding
- 3 responders -case-by-case relay process
 - Important communications forwarded
 - Emails filtered for spam
- 1 responder- no correspondence relayed
- 1 responder – online form used to contact customers

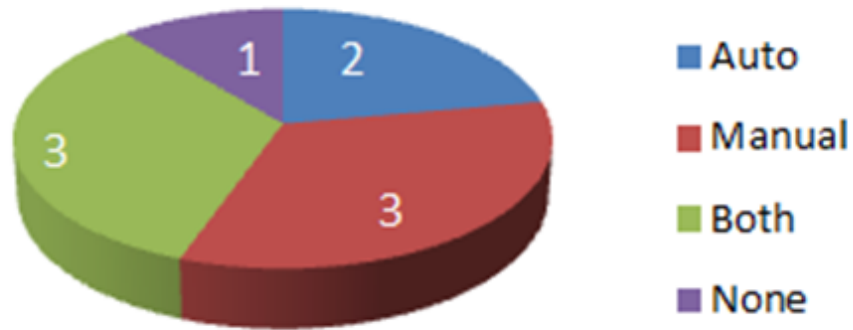
Postal Mail:

- 1 responder opens all postal mail
 - Destroys junk mail
 - Uses reasonable commercial efforts to scan & forward all reasonably sized postal mail

Telephone:

- If a telephone call is received, the caller will be informed about how to contact the administrative contact

Relay Processes



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

Customer Support Services

Sample responses:

- Phone or by email to Provider
- Through member's console, through which the customer can active or deactivate the service at will
- Dedicated account manager, accessible by phone/email/mail
- Customer service is available by phone, email, and Live Chat
- "contact us", "contact owner " and "report abuse" online forms which goes straight through to support team
- Customer Support provided directly by the Sponsoring Registrar of the domain name
- Offers online support community to assist with all its products, including My Private Registration. This community is available via the URL

Responding to Correspondence

- No responses
 - In cases where emails automatically forwarded
 - As client entitled to privacy, no procedures to forward
- Notifying customers
 - Advise them of risk of not responding, and potential loss of domain name
- Responding & forwarding to client
 - In case where trademark holders are clients

Validating Customer Contact Details

- 3 registrars - 2013 RAA requirements
- 2 providers (also registrars) did not validate customer contact details
- One relied on existing trust relationships instead of validation

Conditions of Service

- 2 with no requirements, except normal t&c's
- 4 -specific conditions of purchase, such as:
 - Maintaining accurate contact data, which is escrowed
 - Responsibility for infringement
 - Provider may take all necessary actions to avoid legal or financial liability
 - Provider may at any time suspend, disable without liability
 - Provider may reveal registrant and contact Whois information for any reason
 - Suspension or termination of the service result in the immediate disclosure of the registrant's information in WHOIS and to third party claimants
 - Notification 24 hours before the service is disabled

Requirements to Retain Service

- 2 with no requirements, except normal t&c's
- WHOIS Data Reminder Policy
- Update contact data on request- 3 business days
- Response requirement on request- 72 hours
- Revalidation process as required by 2013 RAA

Response Processing Times

- Email forward: generally seconds
- Telephone Fax: same day
- Postal Mail Scan: 2-5 days
- Abuse Responses: 72 hours
- Complaint Forwarding: 2- 7 days
- Some, no SLA

Handling of Inquiries

- No correspondence is accepted, replied to or forwarded
- All queries are passed on regardless of nature
- All forwarded communications are forwarded "as is." May also require:
 - Takedown of offending content
 - Publication of contact details for commercial services that are permitted
- LE requests treated the same as other requests
- Some LE requests forwarded to legal Dept

Transfer, Renewal, and Suspension Procedures

- 2 providers- no different than other domain name transfer, renewal or suspension
- Client issued a separate notice indicating expiry
- Service automatically renewed along with domain name
- Registrar transfers only if the privacy function is removed prior to transfer request
- Registrant transfer ok upon new owner request & new contract
- For obvious infringement, will suspend the domain name, contact the owner and ask him to take the appropriate action with 5 days and confirm it to us.

Reasons for Termination

- Obvious illegal use
- Determination of whether an alleged breach of law or regulation has occurred
- Breach of the terms of use
- Non-payment of fees
- Failure to update the content made available under the domain name upon request
- UDRP action
- Legal/administrative action at competent court or by competent administrative body
- Compliance with applicable laws or regulations
- Valid legal service of process

Reasons For Termination

- Engaging in prohibited conduct
- Breach of Registration Agreement
- Anything which jeopardizes the operation of the Service
- Technical failure, modification or maintenance
- On 30 days written notice
- Service used to conceal illegal, illicit, objectionable or harmful activities
- Spam, viruses, worms or other harmful computer programs
- Notice of a claim or complaint including UDRP
- To avoid legal liability and/or financial loss
- Use of the domain name for commercial purposes

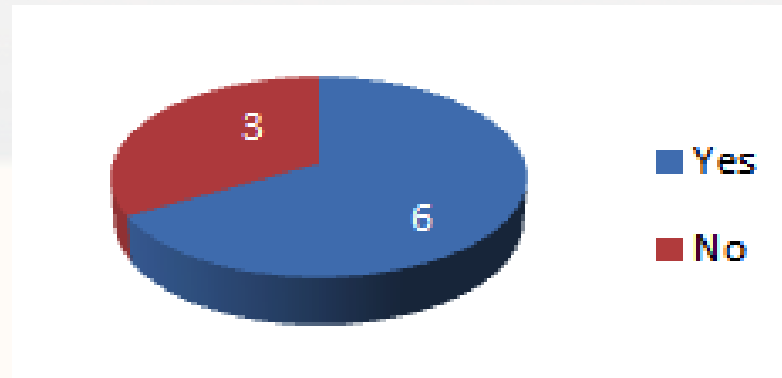
Reasons to Reveal/Publish Customer Contacts

- Obvious illegal use
- On receipt of a valid, verifiable and locally issued court order, complies with [national] legislation and provides legitimate Law Enforcement agencies with the real data
- In the event that a direct relative of the registrant requests this information, the Customer's identity is revealed to the relative
- Legal claim or UDRP
- Compliance with a registry request
- Infringement upon the legal rights of a third party, or any third-party trademark or trade name

Escrow, Logging and Automation

Escrow, Logging, and Automation

Providers were asked to describe their escrow and logging practices, and the extent to which they automated certain processes.



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

Logging of Requests

Is information related to relayed correspondence, reveal requests, and subsequent actions logged or otherwise retained?



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



Questions?

Your Logo

Thank You!

Your Logo