

- Maintaining/Managing; Renewing and Transferring Domain Names
- Review of relevant consensus and other policies that impact registrants: WHOIS Data Reminder Policy (WDRP), Transfer Policy, Expired Registration Recovery policy (ERRP), etc.
- Dispute Resolution and Rights protection mechanisms: Uniform Domain-Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS)

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NPOC Webinar Series #4

24 February 2021



- ⦿ Free, online learning platform: <https://learn.icann.org>
- ⦿ Set your dashboard to your preferred language.
- ⦿ Registrant Basics: Essentials for Domain Name Holders.
 - Course launched in March 2020.
- ⦿ This course will teach domain name holders (registrants) and the broader end-user community:
 - Registrant rights and responsibilities
 - Registrants' important role in the domain name ecosystem
 - Best practices in domain name management
 - ICANN policies that impact registrants

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- ⦿ The *Do you have a domain name? Here's what you need to know.* blog series is aimed at helping educate registrants about their rights and responsibilities, the domain name ecosystem, how to navigate it, and the ICANN policies that impact them.
- ⦿ The *5 Things Every Domain Name Registrant Should Know About* information series
- ⦿ Frequently Asked Questions (FAQs)
- ⦿ + more

NPOC Webinar Series – February-March 2021

Webinars 3, 4 & 5 (5.5).

17 February, 24 February and 3 March; 14:00 UTC

- Rights and Responsibilities
- Registering a Domain Name
- Maintaining/Managing; Renewing and Transferring Domain Names
- Review of relevant consensus and other policies that impact registrants:
 - WHOIS Data Reminder Policy (WDRP), Transfer Policy
 - Expired Registration Recovery policy (ERRP), etc.
- Rights Protection Mechanisms:
 - Uniform Domain-Name Dispute Resolution Policy (UDRP)
 - Uniform Rapid Suspension (URS)
- Protecting and Securing a Domain Name:
 - Passwords, authentication, lock

Review of Webinar #3 – Registering, Managing and Renewing Domain Names

Domain Name Management Best Practices

- ⦿ **Keep contact information associated with your domain name registration up-to-date at all times** so you receive important notifications about your domain name.
- ⦿ **Know the terms of your domain name registration.** Options and fees for renewing domain names, including expired ones, vary by registrar so be sure to read your registrar's terms of service carefully to understand the options, fees, and terms of renewing your domain name registration.
- ⦿ Remember, paying to register a domain name is not the same as "buying" it outright or permanently. **You do not "own" a domain name.** What you are doing is more like leasing the domain name from the registry operator that the domain name is associated with. Registration periods can vary depending on the registry operator.
- ⦿ You cannot buy a domain name forever. However, you can continually renew its registration (before the registration period expires) to maintain control over it. While the term "buying a domain name" is also commonly used in relation to purchasing an existing domain name registered to someone else, the purchaser is not buying the domain name, but just acquiring the rights to register it to themselves and continue to manage and re-register it in the future.

Managing/Maintaining Domain Names

- ⦿ It is very important to keep your contact information up-to-date at all times so that you receive important notifications about your domain name from your registrar.
 - Notifications are typically sent via email, and if your email is not updated, you may not receive important notifications that are designed for your protection. For example, your registrar will notify you of changes to your account and domain name registrations so that you can confirm the changes.
 - If your email information is not up-to-date, unauthorized changes could be made to your account without your knowledge.
- ⦿ When you register a domain name, you're able to use it for the period of time you registered it for, which is typically between one to ten years.
 - If you want to keep using the domain name and any of the services associated with it (like a website or email service) you need to renew the domain name registration prior to its expiration. If you don't, you risk losing your domain name.
 - ICANN does not have the authority to transfer domain names, including expired ones, back to you.

Transferring Domain Names

Transferring Domain Names

- As a domain name registrant, it is one of your [rights](#) to transfer your domain name to another registrar or registrant, and to have access to the necessary information from your registrar regarding the process for making a transfer should you wish to do so.
- ◉ There are a couple of important rules you need to know if you want to transfer your domain name:

1. **The first rule** is that you cannot transfer a domain name to a new registrar or registrant within 60 days of making a change to the registered name holder or administrative contact information. At their discretion, some registrars may provide an option for you to opt-out of this 60-day lock period. However, this rule is in place for your protection and the registrar does not have to offer this option. If your ultimate goal is to transfer the domain name, you may want to consider completing the transfer process first before changing your contact information.

Transferring Domain Names

Rule 1 Continued

1. Registrars also have the option of denying a transfer request submitted within the first 60 days of the initial registration of a domain name, or within 60 days from when you last transferred the domain name. You should read the registrar's terms and conditions carefully before you register a domain name to understand the options available to you. If you have a registered domain name, but don't know your registrar's practices, you can contact them for more information.
2. **The second rule** is that you have to be the registered name holder or administrative contact for the domain name in order to initiate a transfer request. This rule applies to both registrar and registrant transfers and is in place to prevent unauthorized transfers of your domain name. This is also the reason it's [important](#) to keep your contact information up-to-date.

Transferring Domain Names

What to expect when transferring domain names:

- To initiate a transfer, contact the registrar you want to transfer the name to, also referred to as the “gaining registrar.” See the list of ICANN-accredited registrars and their contact information [here](#).
- The gaining registrar will then send you an authorization form that you must respond to with confirmation of your authorization and intent to transfer. If you don't respond, the transfer may not proceed. Once you provide your authorization, the gaining registrar will process the transfer request. *Please note that as of 25 May 2018, if the gaining registrar cannot access registration data for a name subject to a transfer, then the gaining registrar is not required to obtain the Form of Authorization from the Transfer Contact.*
- You can then expect to hear from your current registrar, asking you to confirm the transfer. This may seem duplicative, but it's in place for your protection to guard against unauthorized transfers of your domain name. Once you provide confirmation to your current registrar, the gaining registrar will complete the transfer, which takes approximately 5 days.

Transferring Domain Names

Transferring domain names to another registrant:

- To transfer your domain name to another registrant, you can initiate a change of registrant by contacting your current registrar. Your registrar will then ask for your confirmation via a secure mechanism (which typically will take the form of an email to the registered name holder). You must provide your confirmation within the number of days set by your registrar (not to exceed 60 days) or your transfer will not proceed. Once your registrar receives confirmation from you, they will process the transfer and notify you and the new registrant once the transfer is completed.

Review of relevant consensus and other policies that impact registrants

- Transfer Policy
- WHOIS Data Reminder Policy (WDRP)
- Expired Registration Recovery Policy (ERRP)

Transfer Policy

- Consistent with ICANN's obligation to promote and encourage robust competition in the domain name space, the [Transfer Policy](#) aims to provide a straightforward procedure for domain name holders to transfer their names from one ICANN-accredited registrar to another should they wish to do so. The policy also provides standardized requirements for registrar handling of such transfer requests from domain name holders.

Transfer Policy

There are some circumstances under which a registrar must deny a transfer request, and some circumstances where the registrar has the option to deny a transfer.

Your registrar *may* deny a transfer request in the following limited circumstances:

- ⦿ Evidence of fraud
- ⦿ Reasonable dispute over the identity of the person authorizing the transfer
- ⦿ Domain name is on hold due to payment owed for a previous registration period (including credit card charge-backs)
- ⦿ Express written objection from the domain name holder
- ⦿ Domain name is in "Lock" status (Registrars must provide a readily accessible and reasonable means for name holders to remove the lock status. Contact your registrar for assistance.)
- ⦿ Domain name is within 60 days of initial registration
- ⦿ Domain name is within 60 days of a previous transfer

Your registrar is required to specify a reason when denying your transfer request unless they are required to deny it. Contact either the current registrar or the registrar you wish to transfer to for information on the denial.

Transfer Policy

Your registrar *must* deny a transfer request in the following limited circumstances:

- ⦿ Domain name is the subject of a UDRP proceeding
- ⦿ Domain name is subject to a court order by a court of competent jurisdiction
- ⦿ Domain name is the subject of a TDRP proceeding
- ⦿ Domain name is the subject of a URS proceeding or URS suspension
- ⦿ Domain name is subject to 60-Day Change of Registrant lock

Transfer Policy

You'll need something called the AuthInfo code (also called an Authorization Code, AuthInfo code, Auth-Info Code, or transfer code) **to make the transfer.** [This is a unique code](#) created by a registrar to identify the domain name holder (also known as a registrant or registered name holder) and help prevent unauthorized transfers.

Registrars provide the AuthInfo codes in one of two ways:

- ⦿ Allow you to create your own AuthInfo code through their website or customer service team, or
- ⦿ Provide the AuthInfo code within five calendar days of your request.

WHOIS Data Reminder Policy (WDRP)

- ⦿ The WDRP requires **your registrar to send you an annual reminder of your obligation to update your WHOIS information, which includes your contact information, if there are any changes.** It's important that when you receive this reminder, you review the information provided by your registrar carefully and make any necessary corrections as invalid or out of date information can result in suspension of the domain name or difficulties in renewing or otherwise transferring the domain to another registrar or registrant.
- ⦿ In the WDRP notice, your registrar must present you with the WHOIS information, which includes your contact information, associated with your domain name registration that they currently have on record. The WDRP notice also reminds you that **providing false WHOIS information, which includes your contact information, can be grounds for cancellation of your domain name registration.**

WHOIS Data Reminder Policy (WDRP)

- ⦿ While ICANN is responsible for making sure that registrars verify and validate the WHOIS information, which includes your contact information, you provide them, **ICANN itself does not (and cannot) verify or update WHOIS information**. You must contact your registrar to do so. See [How do I correct my WHOIS information](#) for more details.
- ⦿ WDRP notices are sent by registrars in order to comply with the WDRP. Although some registrars or resellers might send out messages from an "icann@" email account, these messages **do not** come from ICANN.
- ⦿ When entering and updating your WHOIS information, which includes your contact information, **be sure to use email addresses that are active and checked frequently** to be sure you receive WDRP and other important notices from your registrar. This is particularly important for those who might be using a privacy or proxy service. Remember to also **use strong passwords**. It is also a good practice to use different passwords for your email and your account with your registrar. You might also consider putting your own name in the WHOIS contact data even if you are using a privacy or proxy service as this can help prevent any disputes that might arise as to whom the underlying domain name registrant actually is.

Expired Registration Recovery Policy (ERRP)

The ERRP sets minimum renewal notification requirements for registrars before and after domain names expire, as well as certain requirements for renewal and restoration of expired domain names.

- ⦿ Registrars must send you at **least two renewal reminder notices before the domain name expires**, one **approximately one month prior to expiration and the second approximately one week prior to expiration**. If a domain name registration expires and is deleted by the registrar, the registrar must also send at least one additional notice within 5 days after expiration. This notice must include instructions for restoring the registration. All notices are sent to the registrant email address listed in the official contact information of the domain name so make sure [your contact information is up-to-date](#) to receive these important notices.
- ⦿ Registrars **must make their renewal fees, post-expiration renewal fees (if different), and redemption/restore fees reasonably available to you and other** prospective registrants at the time of registration of a domain name. At a minimum, these fees must be clearly displayed on the registrar's website and a link to these fees, or the fees themselves must be included in the registrar's registration agreements. Registrars must also ensure that these fees are displayed on their resellers' websites. Registrars may change their fees at any time but must notify you if they do. Be sure to keep your contact info up-to-date so you receive any notices of changes to fees.

Expired Registration Recovery Policy (ERRP)

- ⦿ If the Registrar does not immediately delete the domain name upon expiration, it **may offer an Auto Renew Grace Period, a 1-45-day period during which you may renew an expired domain name.** This may come at a fee so be sure to read your Registrar's Terms of Service carefully to see if this Period is offered, for how many days, and any fees that might be associated with it. You should be aware that during the auto-renew period, the domain name may be available to third parties for registration, depending on your registrar's terms of service. You may also run the risk of having your domain name auctioned to a third party by your registrar during this period (depending on your terms of service) – yet another reason to be sure you understand your terms of service and always renew your domain name well before it expires.
- ⦿ The ERRP requires **all generic TLD registries to offer a Redemption Grace Period ("RGP") of 30 days immediately following the deletion of a domain name registration.** During this 30-day period, registries are prohibited from transferring the domain name, and must allow the registered name holder of the domain name to restore the domain name registration. If you are the registered name holder of a domain name that has been deleted by your registrar and want to restore your domain name registration during this Period, you can contact your registrar for assistance. Note that your registrar may charge a fee for this service.

Expired Registration Recovery Policy (ERRP)

- ⦿ **The ERRP requires registrars to disrupt the domain name's DNS service for up to 8 days before deleting the domain name and registries to do the same during the 30-day Redemption Grace Period.** The disruption will cause any services associated with the domain name such as a website or email service to no longer work. This disruption is intended to be a last mechanism to inform you that your domain name has expired so that you can take action if you want.

Dispute Resolution and Rights Protection Mechanisms: Uniform Domain-Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS)

ICANN Dispute Resolution Resources

Have a Problem? Dispute Resolution Options

If your problem is about:

- [A Domain Name Transfer](#)
- [Fairness and process in dealing with ICANN \(Complain to Ombudsman\)](#)
- [An Unsolicited Renewal or Transfer Solicitation](#)
- [Accreditation](#)
- [An Unauthorized Transfer of Your Domain Name](#)
- [A Trademark Infringement](#)
- [A Uniform Domain Name Dispute Resolution \(UDRP\) Decision](#)
- [A Registrar Service](#)
- [Inaccurate Whois Data](#)
- [Spam or Viruses](#)
- [Content on a Website](#)

(ICANN website, <https://www.icann.org/resources/pages/dispute-resolution-2012-02-25-en>)

ICANN Approved Dispute Resolution Providers for gTLDs

- ◉ Arab Center for Domain Name Dispute Resolution
- ◉ Asian Domain Name Dispute Resolution Centre
- ◉ Canadian International Internet Dispute Resolution Centre
- ◉ Czech Arbitration Court Arbitration Center for Internet Disputes
- ◉ National Arbitration Forum
- ◉ World Intellectual Property Organization



WIPO Arbitration and Mediation Center

ADMINISTRATIVE PANEL DECISION

World Wrestling Federation Entertainment, Inc. v. Michael Bosman

Case No. D99-0001

UDRP and URS (For Registrants)

**As a registered name holder of a domain name (registrant) you have [certain rights](#), including the right to defend yourself if your domain name registration is being disputed or challenged under the [UDRP](#) or [URS](#). These procedures are intended to provide trademark holders with a dispute resolution process for [cybersquatting](#) (bad faith registration of another's trademark in a domain name) and other types of trademark-related abusive domain name registrations; however, if you believe you have registered a domain name for a legitimate use and in good faith, you are encouraged to respond to a UDRP or URS claim in a timely fashion to be sure your side of the story is heard.*

UDRP and URS (For Registrants)

5 Things every Domain Name Registrant (That's You!) should know about ICANN's Uniform Domain Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS) system:

1. The Uniform Domain Name Dispute Resolution Policy (UDRP) and the Uniform Rapid Suspension (URS) system are administrative proceedings that a trademark holder may initiate against you when seeking to recover or cancel (UDRP) an allegedly cyber-squatted domain name; or to have an allegedly cyber-squatted domain name suspended (URS). The UDRP applies to domain names registered under any generic top-level domain (gTLD). The URS applies to domain names registered under a gTLD whose [Registry Agreement \(RA\)](#) includes such/this option. Some country code top-level domains (ccTLDs) allocated to specific countries – such as .cn to China, .in to India, etc. – have also adopted these dispute proceedings or variations of them. If your domain name being disputed is a ccTLD, contact your ccTLD manager for applicable information.

UDRP and URS (For Registrants)

(Continued) 5 Things every Domain Name Registrant (That's You!) should know about ICANN's Uniform Domain Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS) system:

2. It's important for you to remember that the burden of proof in a UDRP or URS complaint is on the filing party (the "Complainant"). There are three criteria that the Complainant must establish to succeed in a URS or UDRP case against you (the "Respondent"). The first is that they have to establish that they have trademark rights as owners of a distinctive mark and that they have used that mark. They also need to show that the domain name subject to the UDRP or URS is identical or confusingly similar to the trademark that they have rights to. They also must establish that you registered the domain name in bad faith and that you have been using it in bad faith and that you have no rights to or legitimate interests in the domain name. If you think that the complainant can't establish all three criteria against you - be sure to respond to the dispute filing and defend yourself!

3. You will be notified of the commencement of these proceedings, and timing for a response, at the contact details associated with your domain name registration. This is another reason why it is so important to [maintain up-to-date contact information](#) with your registrar. You will have limited time to respond (20 days for UDRP and 14 days for URS, although an extension may be granted in some circumstances). There will be no in-person hearing (unless exceptionally determined as needed by the Panel in a UDRP case). The case will proceed to judgment even if you do not get your side of the story on record.

UDRP and URS (For Registrants)

(Continued) 5 Things every Domain Name Registrant (That's You!) should know about ICANN's Uniform Domain Name Dispute Resolution Policy (UDRP) and Uniform Rapid Suspension (URS) system:

4. An attorney is not needed to respond to a UDRP or URS; however, it may be advisable to engage an attorney on your behalf, as both processes have very specific rules. Also, an attorney may be able to provide information regarding trademark law and how best to respond and act, depending on the complaint and outcome of the proceeding.

5. If the Complainant prevails, the UDRP panel will order the domain name be cancelled or transferred to the Complainant. In a URS filing, if the complainant prevails, the panel will order the domain name be suspended for the remainder of its registration period. The URS is intended to address clear cut cases of trademark infringement and, therefore, is a faster and less costly procedure than the UDRP. The filing of a URS complaint will cause the domain name to be locked for the duration of the dispute process so that no unauthorized changes can be made to the domain name registration during the proceeding.

Engage with ICANN



Thank You and Questions

For more information: icann.org/registrator



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