

In consultation with the community, the ICANN organization developed this procedure for managing notifications to customers who have registered gTLD domain names using an accredited privacy or proxy service provider that is being suspended or de-accredited, either voluntarily or involuntarily.

This process was posted for public comment on [date]. The procedure may be periodically reviewed and amended by ICANN for improvement and operational efficiencies.

Along with ICANN's registrar, registry and privacy/proxy service provider data escrow, emergency back-end registry operator and contractual compliance programs, this procedure is intended to enhance protection of registrants and customers of privacy and/or proxy services; it is not intended to generate funding for ICANN.<sup>1</sup>

## 1. Introduction

- 1.1 Upon a termination or expiration of a privacy or proxy service provider's accreditation agreement, Registration Data Directory Service records that include the provider's contact information to conceal underlying customer data are considered inaccurate, triggering registrar obligations to correct the inaccuracy(s) or suspend the name, pursuant to the WHOIS Accuracy Program Specification of the 2013 Registrar Accreditation Agreement (RAA) and [insert section of PP Policy, currently Section 4.3] of the Privacy and Proxy Service Provider Accreditation Agreement (PPAA)
- 1.2 [Final Recommendations](#) developed by the Privacy and Proxy Service Provider Accreditation Issues Policy Development Working Group directed that reasonable safeguards to ensure that a customer's privacy is adequately protected upon a de-accreditation of a customer's privacy or proxy service provider—including when transfer of a customer's domain name(s) is involved—should be integral to the rules governing the de-accreditation process.<sup>2</sup> The Final Recommendations said that customers should be notified in advance of a privacy or proxy service provider's de-accreditation.

1.3 Upon the occurrence of any of the circumstances set forth in [Section 5.5](#) of the PPAA, ICANN may, in ICANN's sole discretion, upon delivery of a notice pursuant to

Comment [AB1]: Drafting note: Ensure that this section references are correct after PPAA is finalized

<sup>1</sup> See Final Report, principles for de-accreditation, p. 17: [Principle 1](#): A P/P service customer should be notified in advance of de-accreditation of a P/P service provider...The WG recommends that de-accreditation become effective for existing customer 30 days after notice of termination. [Principle 2](#): Each step in the de-accreditation process should be designed as to minimize the risk that a customer's personally identifiable information is made public. [Principle 3](#): Implementation design of the de-accreditation process should take into account the different scenarios that can arise when the provider being de-accredited is, or is not, Affiliated with an ICANN-accredited registrar. In addition, the WG recommends that were a Change of Registrant takes place during the process of de-accreditation, a registrar should lift the mandatory 60-day lock at the express request of the Customer, provided the registrar has also been notified of the provider's de-accreditation.

<sup>2</sup> See Final Report, p. 17.

Subsection 5.7.2 of the PPAA, elect to suspend provider's accreditation and ability to provide the services for any new registrations following the delivery of such notice for a period of up to twelve (12) months following the effectiveness of such suspension. Suspension of a provider does not preclude ICANN's ability to issue a notice of termination in accordance with the notice requirements of Section 5.6 of the PPAA.

## 2. Customer Notifications in the Event of De-Accreditation

2.1 When a privacy or proxy service provider is de-accredited, either voluntarily or involuntarily, the provider must send a written notification to each of its customers via email at least **[30 calendar]** days prior to the effective date of the termination of the PPAA with ICANN.

2.2 When a provider is de-accredited pursuant to Section 5.5.7 or 5.5.8 of the Privacy and Proxy Service Provider Accreditation Agreement, the provider must send a written notification to each of its customers via email pursuant to the timeline designated by ICANN.

2.3 The provider must send ICANN a copy of this written notification and confirmation that the notification was distributed to each impacted customer.

2.4 The written notification to each customer must state, in clear and conspicuous terms, that:

2.4.1 The provider will no longer be accredited by ICANN to offer privacy and proxy services, effective **[insert effective date]**.

2.4.2 The provider's accreditation by ICANN to offer new Privacy and Proxy Services has been suspended until the termination goes into effect, effective **[insert effective date]** (if relevant).

2.4.3 As a result of this de-accreditation, the provider will no longer be authorized to provide the service that conceals the customer's identifying information in the Registration Data Directory System.

2.4.4 Customers have the right to transfer their domain name registration(s) to a new privacy or proxy service provider and/or registrar. Information about the domain name transfer process is available at **[insert link here]**.

2.4.5 If the customer elects to transfer, there could be additional requirements if domain is associated with a Change of Registrant as defined by ICANN's Transfer Policy.

2.4.6 If no action is taken by the customer to initiate a transfer to a new provider and/or registrar, the domain name registration could be suspended pursuant to the sponsoring registrar's registration agreement and/or terms of service.

2.4.7 Information about the sponsoring registrar, including the registrar's contact information, is available at **[insert link to relevant WHOIS page here]**.

2.5 If the provider becomes aware of a persistent delivery failure of the notification to the customer, the provider must contact the customer through other available contact

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**Comment [AB3]: Note to IRT:** # of days to be discussed with IRT. Final Report said 30 days.

Issue, how should Customer notifications be handled if a Provider needs to be immediately terminated due to exigent circumstances identified in PPAA Sect. 5.5.7 and 5.5.8?

**Comment [AB4]: Drafting Note:** Ensure section numbers are correct when PPAA is completed. These are the sections allowing for immediate termination in the event of a risk to security/stability of the DNS or bankruptcy.

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**Comment [AB6]: Note to IRT:** Additional language could be required here pending possible additional IRT work related to the Transfer Policy.

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**Comment [AB7]: Note to IRT:** Updated to reflect practical result of termination of PP. Per the WHOIS inaccuracy specification of the RAA registrar will be required to validate/verify WHOIS information. If Customer does not respond, the result would be suspension of the name, not publication of the customer's personal information in WHOIS.

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information, such as telephone, postal mail or the provider's web-based portal notification within five (5) calendar days of becoming aware of the persistent delivery failure.

2.6 In addition to the notification described in Section 3.3, the provider must display a clear and conspicuous notice on its website, informing customers that its accreditation has been suspended, as of [X date](if relevant), and that the provider will be de-accredited as of [X date]. This notice must be published at least 30 calendar days prior to the effective date of the termination, or pursuant to the timeline designated by ICANN, if the provider is de-accredited pursuant to Sections 5.5.7 or 5.5.8 of the Privacy and Proxy Service Provider Accreditation Agreement. The website notice should include instructions on how to transfer the domain name as well as the consequences of inaction.

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**Comment [AB8]: Note to IRT:** Edit proposed to accommodate "exigent circumstances" termination.

### 3. ICANN Notices Regarding Suspension and/or Termination of Privacy/Proxy Accreditation

ICANN will distribute a notice to all accredited registrars and publish an announcement on its website, which will include the relevant date of the suspension and/or termination and instructions for customers of the terminated provider.

**Comment [AB9]: Note to IRT:** ICANN acknowledges feedback from some IRT members suggesting that ICANN might consider allowing for ICANN to access Customer data in data escrow deposits in the relevant agreements so that ICANN could notify customers if the terminating provider is non-compliant.

### 4. ICANN-Facilitated Transfer Procedure

4.1 When a provider's accreditation agreement is terminated or expires at the same time as the Affiliated, sponsoring registrar's accreditation agreement with ICANN, ICANN will follow ICANN's De-Accredited Registrar Transition Procedure. Upon initiating the procedure, ICANN will work to secure an ICANN-accredited gaining registrar that also is an accredited provider, considering the factors outlined in the De-Accredited Registrar Transition Procedure.

However, concerns about additional parties' access to customers' personal information, which the customer utilized the PP service to protect, seems to weigh against pursuing this approach. Instead, ICANN has proposed edits to this process to emphasize that the potential consequence to provider de-accreditation is potential suspension of the name, not publication of customer information in WHOIS, pursuant to requirements for the sponsoring registrar under the 2013 RAA WHOIS Accuracy Specification, based on the information being inaccurate upon the termination of a provider.

4.2 Upon the termination or expiration of a provider's accreditation agreement, the impacted domain name registrations involving the provider shall be transitioned to an accredited provider that is in good standing, unless the customer elects to continue its registration without adding a new provider, resulting in the publication of the customer's identifying information in the Registration Data Directory Service.

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4.3 This transition procedure is modeled on ICANN's De-Accredited Registrar Transition Procedure.<sup>3</sup> The procedure becomes operative upon the announcement of a provider's termination, but prior to the effective termination.

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4.4 The De-Accredited Provider Transfer Procedure generally does not become operative until a provider's PPAA has been finally terminated because the agreement gives providers certain rights to, for example, cure a breach or contest a termination. Nevertheless, before the procedure is invoked, ICANN will have taken steps to help ensure as smooth a transition as possible, by conducting an assessment of the

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<sup>3</sup> <https://www.icann.org/en/system/files/files/dartp-11jul13-en.pdf>

availability of customer data (either through the provider data escrow program or otherwise) and consulting with impacted registrars.

#### 4.5 Voluntary Bulk Transfers

4.5.1 When a provider's accreditation agreement is terminated or not renewed, it may often be in the best interests of its customers and at-large users of the Internet for ICANN to permit the de-accredited provider to designate a "gaining provider" to receive a bulk transfer of its customers' names. Such a transition could help minimize customer confusion while ensuring that the gaining provider receives as much customer and registration data from the losing provider as possible. Moreover, a voluntary transition procedure generally involves a less disruptive customer experience.

4.5.2 However, in some cases a voluntary transition is not possible or practical because either the losing provider is uncooperative or because its designation of a gaining provider does not serve the community interest.

4.5.3 While recognizing the potential benefits of a voluntary bulk transfer, this procedure balances the interests in ICANN's decision to approve or deny a proposed voluntary bulk transfer. The considerations include the following: 1) the gaining provider is in good standing with its ICANN obligations 2) the gaining provider is operational and experienced in managing the affected gTLDs and in working with the sponsoring registrars 3) there is a relationship between the losing and gaining provider that may result in abuse-related activities or gaming of the proposed bulk transfer 4) the bulk transfer will result in obligations to ICANN being satisfied and the losing provider's customers are likely to be satisfied associated with the bulk transfer.

4.5.4 In weighing all considerations, ICANN may either approve the voluntary bulk transfer by announcing the approval to the involved providers and registrars, or deny the requested transfer, by giving the losing provider the opportunity to name a gaining provider or proceeding to designate a gaining provider without deference to the losing provider's suggestion. If ICANN approves the voluntary transfer, the approval could be conditioned on satisfaction of certain conditions, such as payment of outstanding fees or other outstanding ICANN-related obligations.

#### 4.6 Involuntary Bulk Transfers

4.6.1 The PPAA gives ICANN a license to use or transfer customer data upon termination of a provider's accreditation agreement. Where a de-accredited provider does not cooperate with ICANN's transition efforts or ICANN does not approve the proposed gaining provider in a voluntary bulk transfer, ICANN will select a gaining provider to manage the orphaned customers who have not elected to continue their domain name registration without a privacy and/or proxy service.

4.6.2 If customer data is unavailable or deemed insufficient, ICANN may:

4.6.2.1 Initiate litigation or arbitration to obtain customer data to facilitate a transfer through this procedure;

4.6.2.2 Attempt to collect customer data through available sources;

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4.6.2.3 Allow the de-accredited provider to continue limited operations to service existing customer needs (by allowing access to relevant services attached to the impacted domain name(s) until such names expire);

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4.6.2.4 Negotiate an arrangement with the de-accredited provider to obtain its cooperation with a bulk transfer;

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4.6.2.5 Allow registrations to expire on their expiration dates;

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4.6.2.6 Instruct registrars to delete names upon request of ICANN (in limited and unique circumstances, such as, for example, where it appears the names are all test registrations with no customer); or

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4.6.2.7 Take other steps to ensure customers' interests are adequately protected.

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4.6.3 If ICANN is satisfied with the availability, quality and quantity of the customer data, it will proceed to the Gaining Provider Selection Process.

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#### 5. Gaining Provider Selection Process

5.1 Because there are many factors that influence the transition of names from a de-accredited provider, the gaining provider selection process will follow one (1) of two (2) tracks. The two (2) tracks include: (a) process in which ICANN selects a provider from a pre-qualified provider pool, and (b) the sponsoring registrar(s) will be offered a right of first refusal after which, if the registrar declines, ICANN will select a provider from a pre-qualified provider pool.

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5.2 The provider pool process is favored when:

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5.2.1 The total registration population is greater than 1,000;

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5.2.2 Credible customer data is believed to be available;

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5.2.3 Many unique customers appear to be involved;

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5.2.4 Only a small number of registrars are involved;

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5.2.5 A lack of exigent circumstances suggests an orderly transition would be likely, despite the additional time required to complete the full application process.

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5.3 The registrar right of first refusal option is favored when:

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5.3.1 There are many registrars involved, making it unlikely that a provider could be selected from the pool that works with all of the impacted registrars;

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5.3.2 There are less than 1,000 registrations involved;

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5.3.3 The sponsoring registrar(s) is affiliated with an accredited privacy and/or proxy service provider(s);

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5.3.4 The availability and quality of customer data is questionable, which could create significant challenges in transferring names to a new provider and, possibly, a new registrar.

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5.4 Provider Pool Process

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5.4.1 Any ICANN-accredited provider can apply to participate in the pre-qualified pool by responding to a standardized questionnaire. Providers can leave the pool at any time.

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5.4.2 When selecting a provider from the pool, ICANN may select the provider that it believes will best meet the needs of the affected customers, or it may

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select a gaining provider using a round-robin (first in, first out) approach. The goal in this process is to transfer the customers to the most appropriate gaining provider and distribute the opportunities for the pool's incentive provision in an equitable fashion.

5.5 Alternatives When Gaining Provider Is Not Identified

5.5.1 If no qualified gaining provider is identified, ICANN may:

5.5.1.1 Temporarily operate the provider and establish a deadline by which all customers must transfer their names;

5.5.1.2 Compensate a provider to receive the bulk transfer;

5.5.1.3 Offer a temporary accreditation to potential gaining provider; and/or

5.5.1.4 Allow names to be deleted upon expiration.

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2.1 When a privacy or proxy service provider's accreditation and ability to provide the services for any new registrations is suspended, the provider must send a written notification to each of its customers via email at least [3 calendar] days prior to the effective date of the suspension.

2.2 The provider must send ICANN a copy of this written notification and confirmation that the notification was distributed to each impacted customer.

2.3 The written notification to each customer must state, in clear and conspicuous terms, that:

2.3.1 The provider's ability to offer privacy and proxy services for new domain name registrations has been suspended, effective [insert effective dates].

2.3.2 During the suspension period, the provider will not be authorized to provide the service that conceals the customer's identifying information in the Registration Data Directory System for any new domain name registrations.

2.3.3 During the suspension period, the provider will be authorized to continue to provide the service that conceals the customer's identifying information in the Registration Data Directory System for domain name registrations that are currently utilizing the service as of the date the provider's accreditation was suspended.

2.3.4 If the provider does not resolve the Compliance matter(s) that led to the suspension within the allotted timeframe set by ICANN, the provider's Accreditation Agreement with ICANN will be terminated.

2.3.5 Customers have the right to transfer their domain name registration(s) to a new privacy or proxy service provider and/or registrar. Information about the domain name transfer process is available at [insert link here].

2.3.6 If the customer elects to transfer, there could be additional requirements if domain is associated with a Change of Registrant as defined by ICANN's Transfer Policy.

2.3.7. Information about the sponsoring registrar, including the registrar's contact information, is available at [insert link to relevant WHOIS page here].

2.4 If the provider becomes aware of a persistent delivery failure of the notification to the customer, the provider must contact the customer through other available contact information, such as telephone, postal mail or the provider's web-based portal notification, within one (1) calendar day of becoming aware of the persistent delivery failure.

2.5 In addition to the notification described in Section 2.3, the provider must display a clear and conspicuous notice on its website, informing customers that its accreditation has been suspended, effective [effective dates here]. This notice must be published at least three calendar days prior to the effective date of the suspension. The website notice should include instructions on how to transfer the domain name as well as the

consequences of inaction if the provider's accreditation agreement is subsequently terminated.

customer's personal information could be displayed in the Registration Data Directory Service or their