The Internet Corporation for Assigned Names and Numbers

ICANN

18 September 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Rajiva Singh
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India

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RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Singh,

Please be advised that as of 18 September 2014, Times Internet Limited ("Times Internet") is in breach of its Registrar Accreditation Agreement ("RAA") with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 22 May 2014 ("RAA"). This breach results from:

- Times Internet's failure to provide an interactive webpage and a port 43 Whois service providing free public query-based access to up-to-date data concerning all active registered names sponsored by Times Internet for each top-level domain ("TLD") in which it is accredited, pursuant to Section 3.3.1 of the RAA.

Please refer to the attachment for details regarding this breach.

In addition, Times Internet has been deemed noncompliant in the following areas:

1. Failure to display a link to ICANN's Registrant's Educational Information webpage, as required by Section 3.16 of the RAA;

2. Failure to publish the full names and positions of all officers of the registrar on Times Internet's website, as required by Section 3.17 and Section 17 of the Registrar Information Specification ("RIS") of the RAA;

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3. Failure to clearly display on Times Internet's website, and include a link in its registration agreement, to its renewal fees, post-expiration renewal fees (if different) and redemption/restore fees, as required by Section 4.1 of the Expired Registration Recovery Policy ("ERRP"); and

4. Failure to provide a description on Times Internet's website or in its registration agreement of methods used to deliver pre- and post-expiration notifications, as required by Section 4.2 of the ERRP.

ICANN requests that Times Internet cure the breach by 9 October 2014, 21 calendar days from the date of this letter, by taking the following actions:

1. Provide an interactive webpage and a port 43 Whois service providing free public query-based access to up-to-date data concerning all active registered names sponsored by Times Internet for each TLD in which it is accredited;

2. Clearly display a link to ICANN's Registrant Educational Information webpage on Times Internet's website;

3. Publish on Times Internet's website the full name and position of all officers of Times Internet;

4. Clearly display a link to renewal fees, post-expiration renewal fees (if different) and redemption/restore fees on Times Internet's website and provide a link to the renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in the Times Internet registration agreement; and

5. Provide a description of methods used to deliver pre- and post-expiration notifications on Times Internet's website, and include a description of its notification methods or a link to the applicable page(s) on its website where this information is available in Times Internet's registration agreements.

If Times Internet fails to timely cure the breaches and provide the information requested by 9 October 2014, ICANN may commence the RAA termination process.

If you have questions or require assistance, please contact Owen Smigelski at owen.smigelski@icann.org.

Sincerely,

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

Failure to provide an interactive webpage and a port 43 Whois service

Section 3.3.1 of the RAA requires registrars to provide an interactive webpage and a port 43 Whois service providing free public query-based access to up-to-date data concerning all active registered names sponsored by the registrar. Times Internet's failure to provide an interactive webpage and port 43 Whois service is a breach of Section 3.3.1 of the RAA.

Failure to display a link to ICANN's Registrant Education Information Webpage

Section 3.16 of the RAA requires registrars to clearly display a link on its website to ICANN's Registrant Educational Information webpage. Times Internet's failure to provide a link to ICANN's Registrant Educational Information webpage on its website is a breach of Section 3.16 of the RAA.

Failure to publish the full name and position of all officers on registrar's website

Section 3.17 of the RAA requires registrars to provide to ICANN and maintain accurate and current information as specified in the RIS of the RAA. In addition, a registrar must publish on each website through which it provides or offers registrar services, the information specified in the RIS as requiring publication. Times Internet's failure to publish the full name and position of all its officers on its website is a breach of Section 3.17 of the RAA and the RIS.

Failure to clearly display a link to renewal fees, post-expiration renewal fees (if different) and redemption/restore fees on registrar's website

Section 4.1 of the ERRP requires registrars to make their renewal fees, post-expiration renewal fees (if different) and redemption/restore fees reasonably available to registered name holders and prospective registered name holders at the time of registration of a gTLD name. At a minimum, these fees must be clearly displayed on the registrar's website and a link to these fees must be included in the registrar's registration agreements. Times Internet's failure to provide a link or clearly display these fees is a breach of Section 4.1 of the ERRP.

Failure to describe on its websites (if used) the methods used to deliver pre- and post-expiration notifications

Section 4.2 of the ERRP requires registrars to describe on their websites (if used), and include a description of its notification methods or a link to the applicable page(s) on its website where this information is available in their registration agreements, the methods used to deliver pre- and post-expiration notifications for renewal of domain registrations. Times Internet's failure to describe these notifications on its website and in its registration agreement is a breach of Section 4.2 of the ERRP.

Chronology:

Date of Notice	Deadline for Response	Details
3-Jul-2014	11-Jul-2014	ICANN sent 1st compliance notice via e-mail to rajiva.singh@indiatimes.co.in. No response received from Registrar.
12-Jul-2014	18-Jul-2014	ICANN sent 2nd compliance notice via e-mail to rajiva.singh@indiatimes.co.in. No response received from Registrar.
15-Jul-2014	N/A	ICANN called Primary Contact's mobile at [REDACTED] and provided notice details. Registrar indicated it would respond by 18 July 2014.
21-Jul-2014	28-Jul-2014	ICANN sent 3rd compliance notice via e-mail to rajiva.singh@indiatimes.co.in.
21-Jul-2014	N/A	ICANN faxed 3rd compliance notice to +91 120 6636 863. Fax unsuccessful.
22-Jul-2014 to 30-Jul-2014	N/A	Collaboration between Registrar and ICANN Registrar Services to remediate the issue.
30-Jul-2014	6-Aug-14	ICANN sent follow up notice via email to rajiva.singh@indiatimes.co.in requesting date by which the issue would be resolved. No response received from Registrar.
14-Aug-2014	N/A	ICANN called Primary Contact at +91 120 6636 874, who indicated that the Whois service would be fixed shortly.

Date of Notice	Deadline for Response	Details
14-Aug-2014	N/A	Email from Registrar (rajiva.singh@indiatimes.co.in) stating its Whois service would be fixed the following week.
14-Aug-2014	19-Aug-2014	ICANN sent a follow up notice via email to rajiva.singh@indiatimes.co.in requesting precise date by which the issue would be fixed.
21-Aug-2014	N/A	Email from Registrar (rajiva.singh@indiatimes.co.in) with status update. Registrar did not provide date by which service would be fixed.
25-Aug-2014	28-Aug-2014	ICANN sent follow up notice via email to rajiva.singh@indiatimes.co.in stating the issue must be fixed by 28 August 2014.
27-Aug-2014	N/A	Email from Registrar (rajiva.singh@indiatimes.co.in) insufficient to demonstrate compliance.
3-Sep-2014	N/A	Email from Registrar (rajiva.singh@indiatimes.co.in) regarding status of compliance matter.
8-Sep-2014	15-Sep-2014	ICANN sent follow up notice via email to rajiva.singh@indiatimes.co.in stating that its response was insufficient and requesting the Registrar to resolve the issue by 15 September 2014. No response received by Registrar.
16-Sep-2014	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
18-Sep-2014	N/A	Registrar has not responded, and issues remain unresolved.