



The Internet Corporation for Assigned Names and Numbers

25 July 2012

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE AND COURIER

Ms. Kim Story
Pacnames Ltd (IANA ID# 103)
#4211, 17B Farnham St.
Parnell Auckland 1052
New Zealand

E-mail: kim.story@pacnames.com
Fax Number: +1 303 278 8809 and +64 9 353 1480

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Ms. Story:

Please be advised that as of 25 July 2012, Pacnames Ltd ("Pacnames") is in breach of its Registrar Accreditation Agreement ("RAA") with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 26 February 2012 ("RAA"). The breaches result from:

1. Failure to make available to ICANN copies of any written communications between Pacnames and the Registered Name Holder concerning the domain name <sharpresolutions.com> pursuant to Section 3.4.3 of the RAA;
2. Failure to provide the AuthInfo code within 5 calendar days to the Registered Name Holder of the domain name <sharpresolutions.com>, pursuant to Section 5 of the Inter Registrar Transfer Policy ("IRTP");
3. Failure to timely pay accreditation fees pursuant to Section 3.9 of the RAA; and
4. Failure to display on Pacnames' website a link to ICANN's Registrant Rights and Responsibilities webpage, as required by Section 3.15 of the RAA.

Please refer to the attachment and chronology below for details regarding these breaches. ICANN requests that Pacnames cure the breaches by 17 August 2012, 15 working days from the date of this letter, by taking the following actions:

Washington, DC	1101 New York Avenue, NW, Suite 930	Washington, DC 20005	USA	T +1 202 570 7240	F +1 202 789 0104
Los Angeles	12025 Waterfront Drive, Suite 300	Los Angeles, CA 90994	USA	T +1 310 823 9358	F +1 310 823 8649
Brussels	6 Rond Point Schuman, Bt. 5	B-1040 Brussels	BELGIUM	T +32 2 234 7870	F +32 2 234 7848
Sydney	Level 2, 48 Hunter Street	Sydney NSW 2000	AUSTRALIA	T +61 2 8236 7900	F +61 2 8236 7913

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1. Provide copies of all written communications between Pacnames and the Registered Name Holder for the domain name <sharpresolutions.com>, pursuant to Section 3.4.3;
2. Provide the AuthInfo code to the Registered Name Holder of the domain name <sharpresolutions.com>, pursuant to Section 5 of the IRTP; or provide ICANN with detailed explanation why the code was not and will not be provided;
3. Pay all past due accreditation fees in the amount of \$5,682.51; and
4. Clearly display on Pacnames' website the link to ICANN's Registrant Rights and Responsibilities webpage, as required by Section 3.15 of the RAA.

If Pacnames fails to timely cure these breaches, ICANN may commence the termination process.

If you have questions or require assistance, please contact me at stacy.burnette@icann.org.

Sincerely,

A handwritten signature in blue ink that reads "Stacy Burnette".

Stacy Burnette
Director
Contractual Compliance

Enclosure: Customer Statement



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ATTACHMENT

Failure to Make Registered Name Holder's Data Available to ICANN

Section 3.4.3 of the RAA requires Pacnames to maintain the Registered Name Holder's registration data, related correspondence with the Registered Name Holder and make those records available to ICANN upon reasonable notice. Pacnames' repeated failure to provide ICANN with the requested data and records concerning the unresolved transfer complaint for domain name <sharpresolutions.com> constitutes a breach of Section 3.4.3 of the RAA.

Failure to Provide AuthInfo Code within 5 Calendar Days

Paragraph 5 of the IRTP requires Pacnames to provide the Registered Name Holder with the unique AuthInfo code within five (5) calendar days of the Registered Name Holder's initial request. Pacnames' failure to provide the AuthInfo code within five (5) days of the Registered Name Holder's request concerning domain name <sharpresolutions.com> constitutes a breach of Section 5 of the IRTP.

Failure to Pay Accreditation Fees

Section 3.9 of the RAA requires registrars to timely pay accreditation fees to ICANN, consisting of yearly and variable fees. Pacnames currently owes ICANN \$5,682.51 in past due accreditation fees, in breach of Section 3.9 of the RAA.

Failure to provide the link to ICANN's Registrant Rights and Responsibilities webpage

Section 3.15 of the RAA requires all ICANN-accredited registrars to display on their websites (and its resellers' websites, if applicable) a link to the ICANN webpage <http://www.icann.org/en/registrars/registant-rights-responsibilities-en.htm> that identifies available Registrants Rights and Responsibilities. Pacnames' failure to provide such link constitutes a breach of Section 3.15 of the RAA.



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Below is a chronology of correspondence and other ICANN attempts to contact Pacnames to date:

Date of Notice	Deadline for Response	Details
3-Jun-12	8-Jun-12	ICANN sent first compliance notice via e-mail to kim.story@pacnames.com regarding domain name <sharpresolutions.com>. No response received.
20-Jun-12	27-Jun-12	ICANN sent second compliance notice via e-mail to support@pacnames.com regarding domain name <sharpresolutions.com>. No response received.
6-Jul-12	N/A	ICANN attempted to contact registrar via telephone at 1 303 302 1400. Left a voice message.
6-Jul-12	13-Jul-12	ICANN sent third compliance notice via e-mail to support@pacnames.com regarding domain name <sharpresolutions.com>. No response received.
6-Jul-12	N/A	ICANN sent third notice to registrar via facsimile at 1 303 278 8809. Fax was successfully transmitted.
16-Jul-12	N/A	ICANN attempted to contact registrar via telephone at 1 303 302 1400 and 64 9 353 1480. Left voice messages.