



The Internet Corporation for Assigned Names and Numbers

11 July 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

James Fromm  
Omnis Network, LLC (IANA #143)  
3655 Torrance Boulevard, Suite 230  
Torrance CA 90503  
United States

Email: fromm@omnis.com  
Fax: +1 310 316 4991

**RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT**

Dear Mr. Fromm,

Please be advised that as of 11 July 2014, Omnis Network, LLC (“Omnis”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 13 April 2010. These breaches result from:

1. Failure to take reasonable steps to investigate claimed Whois inaccuracies, as required by Section 3.7.8 of the RAA;
2. Failure to maintain registration records, as required by Section 3.4.2 of the RAA; and
3. Failure to make registration records available upon request by ICANN, as required by Section 3.4.3 of the RAA.

Please refer to the attachment for details regarding these breaches.

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

1. Failure to provide a description on Omnis' website of 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");
2. Failure to provide a description on Omnis' website of methods used to deliver pre- and post-expiration notifications on registrar's website, as required by Section 4.2 of the ERRP; and
3. Failure to display a link to ICANN's Registrant Educational Information webpage, as required by Section 3.15 of the RAA.

ICANN requests that Omnis cure the breaches by 1 August 2014, 15 working days from the date of this letter, by taking the following actions:

1. Provide records demonstrating that Omnis took reasonable steps to investigate correct the Whois inaccuracy claims concerning the domain name <solverelogs.com>. This includes copies of Omnis' correspondence with the registrant while investigating the Whois inaccuracy claims (including dates, times, means of inquiries, telephone conversation details and telephone numbers, e-mail addresses, and postal addresses used) in accordance with Section 3.4 of the RAA;
2. Clearly display a link to renewal fees, post-expiration renewal fees (if different), and redemption/restore fees on Omnis' website;
3. Provide a description of methods used to deliver pre- and post-expiration notifications on Omnis' website; and
4. Clearly display a link to ICANN's Registrant Educational Information webpage on Omnis' website.

If Omnis fails to timely cure the breaches and provide the information requested by 1 August 2014, ICANN may commence the RAA termination process.



James Fromm  
Omnis Network, LLC

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If you have questions or require assistance, please contact Owen Smigelski at [owen.smigelski@icann.org](mailto:owen.smigelski@icann.org).

Sincerely,

A handwritten signature in blue ink that reads "Maguy Serad". The signature is fluid and cursive.

Maguy Serad  
Vice President  
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



## ATTACHMENT

### Failure to take reasonable steps to investigate and correct Whois inaccuracies

Section 3.7.8 of the RAA requires registrars, upon notification of a claimed inaccuracy in the contact information associated with a registered name sponsored by registrar, to take reasonable steps to investigate the claimed inaccuracy. In the event the registrar learns of inaccurate contact information associated with a registered name it sponsors, the registrar shall take reasonable steps to correct that inaccuracy.

ICANN sent Omnis a Whois inaccuracy report regarding the domain name <solverelogistics.com>. As detailed in the chronology, ICANN sent Omnis three compliance notices concerning the domain name. Omnis' failure to adequately respond to these notices is a breach of Section 3.7.8 of the RAA.

### Failure to retain registered name holder and registration data and failure to make such data available for inspection and copying

Sections 3.4.2 and 3.4.3 of the RAA requires registrars to maintain registered name holder and registration data, and to make those records available to ICANN upon reasonable notice. ICANN requested that Omnis make registration records available to ICANN concerning the domain name <solverelogistics.com>. After multiple phone calls and follow-up notices, Omnis has not provided the requested documentation. Omnis' failure to provide the requested registration records is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

### 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. Omnis' website does not provide a link or clearly display these fees in breach of Section 4.1 of the ERRP.



Failure to describe on their 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) the methods used to deliver pre- and post-expiration notifications for renewal of domain registrations. Omnis' website does not describe these notifications in breach of Section 4.2 of the ERRP.

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

Section 3.15 of the RAA requires registrars to clearly display a link to ICANN's Registrant Educational Information webpage on their websites. Omnis' website does not provide a link to ICANN's Registrant Educational Information webpage in breach of Section 3.15 of the RAA.

**Chronology:**

<b>Date of Notice</b>	<b>Deadline for Response</b>	<b>Details</b>
20-May-2014	11-Jun-2014	ICANN sent 1st compliance notice via email to <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> . No response received from Registrar.
12-Jun-2014	19-Jun-2014	ICANN sent 2nd compliance notice via email to <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> . No response received from Registrar.
19-Jun-2014	N/A	ICANN left voicemail with Primary Contact at +1 310 316 1425, detailing ticket information.
20-Jun-2014	27-Jun-2014	ICANN sent 3rd compliance notice via email to <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> .
20-Jun-2014	27-Jun-2014	ICANN faxed 3rd compliance notice to Primary Contact at +1 310 316 4991. Fax successful.
23-Jun-2014	N/A	Email from Registrar ( <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> ) claiming that the contact information is legitimate, and that the phone number reached the registrant household and email is successfully delivered to the listed address. The email address used by the registrant does not appear to be a valid



Date of Notice	Deadline for Response	Details
		functioning email address based upon information available to ICANN.
24-Jun-2014	27-Jun-2014	ICANN sent a follow-up notice via email to <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> requesting copies of correspondence pertaining to the investigation and details of the phone call made to the registrant.
24-Jun-2014	N/A	Email from Registrar ( <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> ) advising ICANN that the information is valid just by looking at it. Registrar provided incomplete details regarding the phone number, and did not provide copies of correspondence pertaining to email address.
24-Jun-2014	N/A	Email from Registrar ( <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> ) requesting a phone call with ICANN to discuss the matter.
25-Jun-2014	N/A	ICANN left voicemail with Primary Contact at +1 310 316 1425, detailing ticket information and request for copies of correspondence.
25-Jun-2014	27-Jun-2014	ICANN sent a follow-up notice via email to <a href="mailto:fromm@omnis.com">fromm@omnis.com</a> noting that ICANN attempted to reach Registrar via phone. ICANN reiterated the request for copies of correspondence pertaining to the investigation and details of the phone call made to the registrant.
25-Jun-2014	N/A	ICANN spoke with Primary Contact, who notified ICANN that despite having valid information, the registrant updated the email address listed in the Whois data. ICANN reiterated the request for copies of correspondence and details pertaining to the investigation. Registrar stated it would provide the documents to ICANN.
30-Jun-2014	N/A	ICANN conducted compliance check to determine other areas of noncompliance.



<b>Date of Notice</b>	<b>Deadline for Response</b>	<b>Details</b>
11-July-2014	N/A	To date, ICANN has not received the requested correspondence and details pertaining to the investigation.