



The Internet Corporation for Assigned Names and Numbers

20 April 2015

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Thomas Dolezal
Webagentur.at Internet Services GmbH d/b/a domainname.at (IANA #648)
Beethovengasse 4-6/4
Baden 2500
Austria

Email: registrar@webagentur.at
Fax: +43 2252 259 892 44

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Dolezal,

Please be advised that as of 20 April 2015, Webagentur.at Internet Services GmbH d/b/a domainname.at (“domainname.at”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 25 May 2014 (“RAA”). These breaches result from:

1. domainname.at’s failure to timely respond to ICANN’s Contractual Compliance Audit Program (“Audit”) notices, specifically:
 - a. Failure to provide documents and information, as required by Section 3.15 of the RAA; and
 - b. Failure to maintain and make available to ICANN registration data and records available upon request by ICANN, as required by Sections 3.4.2 and 3.4.3 of the RAA;
2. domainname.at’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 domainname.at for each top-level domain (“TLD”) in which it is accredited, as required by Section 3.3.1 of the RAA;

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3. domainname.at's failure to publish the full name and position of all officers of the registrar and its correspondence address on domainname.at's website, as required by Section 3.17 and Section 17 of the Registrar Information Specification ("RIS") of the RAA;
4. domainname.at's failure to publish on its website a description of domainname.at's procedures for the receipt, handling and tracking of abuse reports, as required by Section 3.18.3 of the RAA; and
5. domainname.at's failure to provide a description on its website or in its registration agreement of methods used to deliver pre- and post-expiration notifications, as required by Section 4.2 of the Expired Registration Recovery Policy ("ERRP").

Please refer to the attachment for details regarding these breaches.

ICANN requests that domainname.at cure all outstanding breaches by 11 May 2015, 21 calendar days from the date of this letter, by taking the following actions:

1. Complete the Audit Remediation Phase, by:
 - a. Emailing the outstanding documentation identified in the audit report to complianceaudit@icann.org; or
 - b. Emailing complianceaudit@icann.org to receive your registrar's login credentials for the ICANN Compliance Site ("Site") and uploading the outstanding documents identified in the audit report to the Site.
2. 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 domainname.at for each TLD in which it is accredited;
3. Publish on domainname.at's website the full name and position of all officers of domainname.at and a correspondence address for domainname.at, as required by Section 3.17 of the RAA;
4. Publish a description of domainname.at's procedures for the receipt, handling and tracking of abuse reports on domainname.at's website; and
5. Provide a description of methods used to deliver pre- and post-expiration notifications on domainname.at'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 domainname.at's registration agreements.

If domainname.at fails to timely cure the breaches and provide the information requested by 11 May 2015, ICANN may commence the termination process.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "MSerad", is written over a light blue circular watermark that contains the text "ICANN".

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



ATTACHMENT

Failure to provide documents and information for audit

Section 3.15 of the RAA requires domainname.at, as part of any reasonable contractual compliance audit, to timely provide the documents and information known by domainname.at necessary to demonstrate compliance with the terms of the RAA.

As detailed in the chronology below ICANN sent domainname.at multiple notices regarding the requirements of ICANN's Audit Program. domainname.at's failure to respond to and provide the requested documents and information in response to the audit is a breach of Section 3.15 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. domainname.at's failure to provide the requested registration records and data related to the audit notices detailed in the chronologies below is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

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

Section 3.17 of the RAA requires registrars to maintain and provide to ICANN the information specified in the RIS. 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. domainname.at's failure to publish the full name and position of all of its officers and its correspondence address on its website is a breach of Section 3.17 of the RAA and the RIS.

Failure to publish a description of procedures for receipt, handling and tracking of abuse reports

Section 3.18.3 of the RAA requires registrars to publish on their websites a description of their procedures for the receipt, handling and tracking of abuse reports. domainname.at's failure to publish a description of its procedures for the receipt, handling and tracking of abuse reports on its website and to provide ICANN with records related to the abuse report is a breach of Section 3.18.3 of the RAA.

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

Sections 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 their websites where this information is available in their registration agreements, the methods used to deliver pre- and post-expiration notifications for renewal of domain registrations. domainname.at'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
9-Mar-2015	30-Mar-2015	ICANN sent 1st compliance notice via email to registrar@webagentur.at . No response received from Registrar.
31-Mar-2015	6-Apr-2015	ICANN sent 2nd compliance notice via email to registrar@webagentur.at . No response received from Registrar.
1-Apr-2015	N/A	ICANN called Primary Contact at +43 2252 259 892 and provided notice details.
7-Apr-2015	13-Apr-2015	ICANN sent 3rd compliance notice via email to registrar@webagentur.at . No response received from Registrar.
8-Apr-2015	N/A	ICANN called Primary Contact at mobile number [MOBILE REDACTED]. No answer; no ability to leave message.
9-Apr-2015	N/A	ICANN sent 3rd compliance notice via fax to +43 2252 259 892 44. Fax successful.
9-Apr-2015	N/A	ICANN called Primary Contact at +43 2252 259 892. No answer; no ability to leave message.



Date of Notice	Deadline for Response	Details
16-Apr-2015	N/A	ICANN called Primary Contact at +43 2252 259 892 and provided notice details.
17-Apr-2015	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
20-Apr-2015	N/A	To date, Registrar has not responded to ICANN with the requested information and documentation and has not logged into the ICANN Compliance Site.