



The Internet Corporation for Assigned Names and Numbers

30 June 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Art Elizarov
DreamHost, LLC (IANA #431)
707 Wilshire Blvd Suite 5050
Los Angeles CA 90017
United States

Email: legal@dreamhost.com
Fax: +1 323-978-4819

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Mr. Elizarov,

Please be advised that as of 30 June 2014, DreamHost, LLC (“DreamHost”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 20 February 2014 (“RAA”). These breaches result from:

1. Failure to take reasonable steps to investigate and correct claimed Whois inaccuracies, as required by Section 3.7.8 of the RAA;
2. Failure to maintain registration data and records as required by Section 3.4.2 of the RAA;
3. Failure to make registration data and records available upon request by ICANN, as required by Section 3.4.3 of the RAA; and
4. Failure to validate and verify the Whois contact information, as required by Sections 2 and 4 of the Whois Accuracy Program Specification.

Please refer to the attachment for details regarding these breaches.



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

1. Failure to provide a description on DreamHost's 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 DreamHost's 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 publish DreamHost's correspondence address on its website, as required by Section 3.17 and the Registrar Information Specification of the RAA.

ICANN requests that DreamHost cure the breaches by 21 July 2014, 21 calendar days from the date of this letter, by taking the following actions:

1. Provide records demonstrating that DreamHost verified and validated the updated information and registrant's email address concerning the domain <efccnigeria.org>. This includes copies of DreamHost's correspondence with the registrant while investigating the Whois inaccuracy claims (including dates and times and means of inquiries, telephone numbers, e-mail addresses, and postal addresses used);
2. Clearly display a link to renewal fees, post-expiration renewal fees (if different), and redemption/restore fees on DreamHost's website;
3. Provide a description of methods used to deliver pre- and post-expiration notifications on DreamHost's website; and
4. Publish DreamHost's correspondence address on its website.

If DreamHost fails to timely cure the breaches and provide the information requested by 21 July 2014, ICANN may commence the RAA termination process.



Art Elizarov
DreamHost, LLC

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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 horizontal line.

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 and the Whois Accuracy Program Specification 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. Dreamhost's failure to provide documentation demonstrating the reasonable steps it took to investigate and correct the alleged Whois inaccuracy is a breach of Section 3.7.8 and the Whois Accuracy Program Specification 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, including validation and verification data as required by the Whois Accuracy Specification, and to make those records available to ICANN upon reasonable notice. DreamHost's failure to provide the requested registration records is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

Failure to validate and verify the changed Whois fields

Section 1 of the Whois Accuracy Specification of the 2013 RAA requires registrars to validate that required fields, including telephone numbers, postal addresses and email addresses, are in a standard format or template, as well as verify the email address of the registrant by receiving an affirmative response to an email sent to the registrant's email address.

Section 2 of the Whois Accuracy Specification of the 2013 RAA requires registrars to perform validation and verification, as set forth in Section 1 of the Whois Accuracy Specification, if a registrar receives changes to any Whois contact information, whether or not contact information was previously verified or validated. The registrar is required to (1) receive an affirmative response from the registrant, (2) manually verify the information, or (3) suspend the domain name.

Section 4 of the Whois Accuracy Specification of the 2013 RAA requires registrars to perform validation and verification, as set forth in Section 1 of the Whois Accuracy Specification, if a registrar has any information suggesting that the contact information specified in the Whois is incorrect. The registrar must also (1) verify (or re-verify) the registrant's email address by sending an email (and



receiving an affirmative response), (2) manually verify the information, or (3) suspend the domain name.

DreamHost's failure to respond or provide documents demonstrating the validation and verification is a breach of the Whois Accuracy Specification 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. DreamHost's website failure to provide a link or clearly display these fees is a 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. DreamHost's failure to describe these notifications on the website is a breach of Section 4.2 of the ERRP.

Failure to publish correspondence address on registrar's website

Section 3.17 of the RAA requires registrars to publish on each website through which it provides or offers registrar services the information required in the Registrar Information Specification, including the correspondence address of the registrar. DreamHost's failure to publish its correspondence address is a breach of Section 3.17 of the RAA.

Chronology:

Date of Notice	Deadline for Response	Details
24-Apr-2014	14-May-2014	ICANN sent 1st compliance notice via email to legal@dreamhost.com and whois-contact@hq.newdream.net .

Date of Notice	Deadline for Response	Details
25-Apr-2014	N/A	Email from Registrar (whois-contact@hq.newdream.net) indicating that the investigation had been initiated and an update would be provided on 14 May 2014. No further response received from Registrar.
19-May-2014	27-May-2014	ICANN sent 2nd compliance notice via email to legal@dreamhost.com and whois-contact@hq.newdream.net . No response received from Registrar.
21-May-2014	N/A	ICANN called Primary Contact at +1 323-375-3842, who was provided details regarding the 2nd Notice.
28-May-2014	4-Jun-2014	ICANN sent 3rd compliance notice via email to legal@dreamhost.com and whois-contact@hq.newdream.net .
28-May-2014	N/A	ICANN faxed 3rd compliance notice to +1 323-978-4819. Fax successful.
2-Jun-2014	N/A	ICANN called Primary Contact at +1 323-375-3842. Voice mailbox full with no option to leave a message.
3-Jun-2014	N/A	ICANN called Primary Contact at +1 323-375-3842. Voice mailbox full with no option to leave a message. ICANN then called Corporate Contact at +1 626- 524-7225. He advised ICANN that he would look into the matter and attempt to have someone respond to the notice. ICANN forwarded 3rd compliance notice to Corporate Contact (john.robison@dreamhost.com).
3-Jun-2014	N/A	Email from Registrar (whois-contact@hq.newdream.net) stating 2nd and 3rd Notices were not received at whois-contact@hq.newdream.net or legal@dreamhost.com . Furthermore, the registrar advised ICANN that the postal code was corrected, and the email address on file is successfully accepting mail.



Date of Notice	Deadline for Response	Details
3-Jun-2014	N/A	Email from Registrar (john.robison@dreamhost.com) indicating that the email issue had been clarified with staff concerning 3rd compliance notice only being forwarded to john.robison@dreamhost.com .
3-Jun-2014	10-Jun-2014	ICANN sent follow-up notice to whois-contact@hq.newdream.net , legal@dreamhost.com , and john.robison@dreamhost.com notifying registrar of chronology of sent notices, including to which email addresses. Furthermore, ICANN requested further information and documentation concerning the investigation as no documentation was previously provided.
6-Jun-2014	N/A	ICANN called Primary Contact at +1 323-375-3842, who was reminded of the follow-up notice. Primary Contact advised ICANN that the issue would be dealt with immediately. The follow-up notice was forwarded to art@dreamhost.com , with a copy to art.elizarov@dreamhost.com . No response received from Registrar.
10-Jun-2014	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
30-Jun-2014	N/A	ICANN has not received the requested information and documentation.