



The Internet Corporation for Assigned Names and Numbers

4 December 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Erwin Fahmi A
PT Ardh Global Indonesia (IANA #1503)
Griyaloka Sektor I. 1 Blok A1-36/37 Bumi Serpong Damai, Tangerang Selatan
Banten 15318
Indonesia

Email: erwinfa@resellerid.com

Fax: +62 21 5371936

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Erwin Fahmi A,

Please be advised that as of 4 December 2014, PT Ardh Global Indonesia (“PT Ardh”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 15 April 2010 (“RAA”). This breach results from:

1. PT Ardh’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 3.14 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.

Please refer to the attachment for details regarding these breaches.

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Additional Concerns

ICANN issued PT Ardh a notice of breach on 3 September 2014, and requested certain actions by PT Ardh. As of 4 December 2014, the following actions are still required:

1. Clearly display a link to ICANN's registrant rights and responsibilities webpage on PT Ardh's website; and
2. Clearly display a link to renewal fees, post-expiration renewal fees (if different) and redemption/restore fees on PT Ardh's website and provide a link to the renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in PT Ardh's registration agreement.

ICANN requests that PT Ardh cure all outstanding breaches by 26 December 2014, 15 working days from the date of this letter, by taking the following actions:

1. Complete the Audit Request for Information (RFI) Phase, by:
 - a. Contacting complianceaudit@icann.org to receive your registrar's login credentials for the ICANN Compliance Site ("Site"); and
 - b. Completing the RFI and providing all supporting documentation through the Site;
2. Clearly display a link to ICANN's registrant rights and responsibilities webpage on PT Ardh's website; and
3. Clearly display a link to renewal fees, post-expiration renewal fees (if different) and redemption/restore fees on PT Ardh's website and provide a link to the renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in PT Ardh's registration agreement.

If PT Ardh fails to timely cure the breaches and provide the information requested by 26 December 2014, 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 "M Serad". The signature is fluid and cursive, written in a professional style.

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

Failure to provide documents and information for audit

Section 3.14 of the RAA requires PT Ardh, as part of any reasonable contractual compliance audit, to timely provide the documents and information known by PT Ardh necessary to demonstrate compliance with the terms of the RAA.

As detailed in the chronology below, ICANN sent PT Ardh multiple notices regarding the requirements of ICANN's Audit Program. To date, PT Ardh has not responded and has not contacted ICANN regarding the Audit Program. PT Ardh's failure to respond to and provide the requested documents and information in response to the audit is a breach of Section 3.14 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 ("RNH") and registration data, and to make those records available to ICANN upon reasonable notice. PT Ardh's failure to provide the requested registration records and data related to the notices detailed in the chronologies below is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

Failure to display a link to ICANN's registrant rights and responsibilities webpage

Section 3.15 of the RAA requires registrars to clearly display a link on its website to ICANN's registrant rights and responsibilities webpage. PT Ardh's failure to provide a link on its website to ICANN's registrant rights and responsibilities webpage is a breach of Section 3.15 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 RNHs and prospective RNHs 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. PT Ardh's failure to provide a link or clearly display these fees is a breach of Section 4.1 of the ERRP.

Chronology:

Date of Notice	Deadline for Response	Details
6-Oct-2014	N/A	ICANN sent all Registrars and Registries a Pre-Audit Notification Letter with Dates of future Notifications. This letter was immediately published on icann.org
20-Oct-2014	11-Nov-2014	ICANN sent 1st notice via email to erwinfa@resellerid.com . No response received from Registrar.
20-Oct-2014	N/A	ICANN sent 1st notice via fax to +62 21 5371936. Fax unsuccessful.
11-Nov-2014	18-Nov-2014	ICANN sent 2nd notice via email to erwinfa@resellerid.com . No response received from Registrar.
11-Nov-2014	N/A	ICANN sent 2nd notice via fax to +62 21 5371936. Fax unsuccessful.
18-Nov-2014	N/A	ICANN called Primary Contact at +62 21 53164806. No answer and no ability to leave message.
18-Nov-2014	24-Nov-2014	ICANN sent 3rd notice via email to erwinfa@resellerid.com . No response received from Registrar.
18-Nov-2014	N/A	ICANN sent 3rd notice via fax to +62 21 5371936. Fax unsuccessful.



Date of Notice	Deadline for Response	Details
18-Nov-2014	N/A	ICANN called Primary Contact at +62 21 53164806. No answer and no ability to leave message.
19-Nov-2014	N/A	ICANN called Primary Contact at +62 21 53164806. No answer and no ability to leave message.
4-Dec-2014	N/A	To date, the Registrar has not responded to ICANN with the requested information and documentation and has not logged into the ICANN Compliance Site.