

4 December 2018

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

RE: NOTICE OF BREACH OF REGISTRY AGREEMENT

Abdullatif Al Hammadi
Emirates Telecommunications Corporation (trading as Etisalat) (xn--mgbaakc7dvf)
Etisalat Head Office, Building HOB-B, Level 7
P.O. Box: 3838
Abu Dhabi
United Arab Emirates

Email: aabdullah@etisalat.ae
Fax: +971 2 628 1000

Dear Abdullatif Al Hammadi,

Please be advised that as of 4 December 2018, Emirates Telecommunications Corporation (trading as Etisalat) (“Etisalat”) is in breach of its Registry Agreement with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 3 September 2015 (“RA”). This breach results from:

1. Etisalat’s failure to timely pay past due fees, as required by Article 6 of the RA.

Please refer to the attachment for details regarding this breach.

Additional Concerns

The primary telephone number for Etisalat’s Compliance Contact is not functional.

ICANN requests that Etisalat cure these breaches by 3 January 2019, 30 days from the date of this letter, by taking the following actions:

1. Provide ICANN with corrective and preventative action(s) that Etisalat will take, including implementation date(s), to ensure:
 - a. timely and complete response to ICANN Contractual Compliance matters;
 - b. timely payment of ICANN fees; and
 - c. Etisalat’s contact information with ICANN is up to date and functioning; and
2. Pay all past and currently due fees.

If Etisalat fails to timely cure the breaches and provide the information requested by 3 January 2019, ICANN may commence the RA termination process.

If you have questions or require assistance, please contact Jennifer Scott at jennifer.scott@icann.org.

Sincerely,



Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

Failure to pay fees

Article 6 of the RA requires registry operators to pay Registry-Level Fees on a quarterly basis within 30 calendar days following the date of the invoice provided by ICANN. Etisalat owes ICANN past due fees, in breach of Article 6 of the RA.

Chronology:

Date of Notice	Deadline for Response	Details
10-Sep-2018 24-Sep-2018 9-Oct-2018	N/A	ICANN sent detailed customer statements to Etisalat regarding past due fees.
6-Nov-2018	N/A	Etisalat's past due fees were referred to ICANN Contractual Compliance.
8-Nov-2018	15-Nov-2018	ICANN sent 1st compliance notice via email to xn--mgbakc7dvf.compliance@centralnic.com .
8-Nov-2018	N/A	Email auto-response from Registry Operator (support@centralnic.com) confirming receipt of 1st compliance notice.
16-Nov-2018	23-Nov-2018	ICANN sent 2nd compliance notice via email to xn--mgbakc7dvf.compliance@centralnic.com .
16-Nov-2018	N/A	Email auto-response from Registry Operator (support@centralnic.com) confirming receipt of 2nd compliance notice.
16-Nov-2018	N/A	ICANN called Compliance Contact at +44 75 4072 3115. No answer and no ability to leave a message. ICANN called Compliance Contact at +44 20 3388 0600 and left voicemail with complaint details.
26-Nov-2018	3-Dec-2018	ICANN sent 3rd compliance notice via email to xn--mgbakc7dvf.compliance@centralnic.com , aabdullah@etisalat.ae and ben@centralnic.com .
26-Nov-2018	N/A	Email auto-response from Registry Operator (support@centralnic.com) confirming receipt of 3rd compliance notice.
26-Nov-2018	N/A	ICANN sent 3rd compliance notice fax to +1 306 522 3299. Fax successful.
29-Nov-2018	N/A	ICANN called Compliance Contact at +44 20 3388 0600 and provided Registry Operator Representative with complaint details.
29-Nov-2018	N/A	Email from Registry Operator (support@centralnic.com) insufficient to demonstrate compliance.

Date of Notice	Deadline for Response	Details
30-Nov-2018	N/A	Email from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.
30-Nov-2018	3-Dec-2018	ICANN sent follow-up compliance notices via email to xn--mgbaakc7dvf.compliance@centralnic.com , aabdullah@etisalat.ae , ben@centralnic.com , raedene.mcgary@centralnic.com and support@centralnic.com .
30-Nov-2018	N/A	Email auto-responses from Registry Operator (support@centralnic.com) confirming receipt of follow-up compliance notices.
3-Dec-2018	N/A	Email from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.
3-Dec-2018	3-Dec-2018	ICANN sent follow-up compliance notice via email to xn--mgbaakc7dvf.compliance@centralnic.com , aabdullah@etisalat.ae , ben@centralnic.com , raedene.mcgary@centralnic.com , support@centralnic.com and kmahboob@etisalat.ae .
30-Nov-2018	N/A	Email auto-responses from Registry Operator (support@centralnic.com) confirming receipt of follow-up compliance notice.
4-Dec-2018	N/A	Email from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.
4-Dec-2018	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
4-Dec-2018	N/A	To date, the Registry Operator has not made full payment of past due fees or responded to ICANN with the requested information and the issue remains unresolved.