

To,

Mr. Fadi Chehade, CEO and President

Registrar's Abuse Contact and Duty to Investigate Reports of Abuse

In furtherance of the DIDP process of ICANN, we would like to request information regarding the Registrar's duty to investigate reports of abuse involving registered names that are sponsored by the Registrar, including reports of illegal activity.

As a part of the Registrar Accreditation Agreement, 2013, there is an obligation on the Registrar to maintain an abuse contact to receive reports of abuse, and to take prompt action to investigate and respond to reports of such abuse.¹⁹ We believe that given that there is global concern about the regulation of illegal activity on the internet, it is in the interest of the public that the process for regulating such content be made public. We would like to request you for:

1. Reports of illegal activity submitted to these contacts in the past year (2014-2015)
2. Records relating to the action taken by the registrars that have been submitted to ICANN over the past year.

We hope that our request will be processed within the stipulated time period of 30 days.

Do let us know if you require any clarifications on our queries.

Thank you very much.

¹⁹ Section 3.18, Registrar Accreditation Agreement, 2013. "*Registrar's Abuse Contact and Duty to Investigate Reports of Abuse.*
3.18.1 Registrar shall maintain an abuse contact to receive reports of abuse involving Registered Names sponsored by Registrar, including reports of Illegal Activity. Registrar shall publish an email address to receive such reports on the home page of Registrar's website (or in another standardized place that may be designated by ICANN from time to time). Registrar shall take reasonable and prompt steps to investigate and respond appropriately to any reports of abuse.

3.18.2 Registrar shall establish and maintain a dedicated abuse point of contact, including a dedicated email address and telephone number that is monitored 24 hours a day, seven days a week, to receive reports of Illegal Activity by law enforcement, consumer protection, quasi-governmental or other similar authorities designated from time to time by the national or territorial government of the jurisdiction in which the Registrar is established or maintains a physical office. Well-founded reports of Illegal Activity submitted to these contacts must be reviewed within 24 hours by an individual who is empowered by Registrar to take necessary and appropriate actions in response to the report. In responding to any such reports, Registrar will not be required to take any action in contravention of applicable law.

3.18.3 Registrar shall publish on its website a description of its procedures for the receipt, handling, and tracking of abuse reports. Registrar shall document its receipt of and response to all such reports. Registrar shall maintain the records related to such reports for the shorter of two (2) years or the longest period permitted by applicable law, and during such period, shall provide such records to ICANN upon reasonable notice."

available at <https://www.icann.org/resources/pages/approved-with-specs-2013-09-17-en#raa>.

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Warm regards,
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