

DOMAIN NAME RENEWAL COMPLAINT



WHY IS DOMAIN RENEWAL IMPORTANT?

You register a domain name for 1 to 10 years. If you fail to renew, the domain name expires, and someone else can register it. ICANN does not have the authority to transfer the domain name back to you.



DO YOU KNOW WHEN YOUR DOMAIN EXPIRES?

- ✓ Before the expiration date, your registrar must send two renewal reminders to the registrant email listed in WHOIS.
- ✓ Check WHOIS to verify the expiration date: <https://whois.icann.org>.



HOW DO YOU RENEW YOUR DOMAIN NAME?

Review the terms of service or contact your registrar.



HOW CAN YOU FILE A COMPLAINT?

Three Easy Steps

- 1 Go to: go.icann.org/renewalcomplaint
- 2 Fill out the form.
 - ✓ Select the reason for your complaint.

describe the steps you have taken to resolve it.
- 3 Click **SUBMIT**



BEFORE FILING A COMPLAINT

- 1 Does your registrar have your current contact information so you receive reminders?
- 2 Have you followed your registrar's domain renewal policy?
- 3 Is your complaint within ICANN's scope? (for example, ICANN does not set renewal or redemption fees).

FILING TIPS

- ✓ You did not receive renewal notices before your domain name expired.
- ✓ You did not receive an expiration notice within five days after the expiration date, if not already deleted or renewed.
- ✓ Your registrar did not interrupt your web page service after expiration before deleting the domain name.
- ✓ Your registrar did not permit you to renew your domain name during the Auto-Renew Grace Period.
- ✓ Your registrar did not permit you to restore your domain name during the Redemption Grace Period.



KEY TERMS



Auto-Renew Grace Period

Optional period of 0 to 45 days after expiration during which your registrar may allow you to renew your domain name.



Pending Delete

A mandatory 5-day period following the RGP, after which the domain name will be available for re-registration.



Registrant

Person or entity that holds the rights to a domain name.



WHOIS

Publicly available directory containing information about a registered domain name, for example, registrar, registrant. The WHOIS Lookup tool enables you to retrieve this information using a web browser.



Redemption Grace Period (RGP)

A mandatory 30-day period after a domain name is deleted. The domain name will no longer function, but may be restored, subject to redemption fees.



Domain Name

Part of a URL corresponding to your unique address on the Internet, for example, icann.org.



Registrar

ICANN-accredited company that registers domain names.

More information about the life cycle of a gTLD domain name: go.icann.org/lifecycle