

ICANN - Expired Registration Recovery Policy

Reseller quick implementation guide

The Internet Corporation for Assigned Names and Numbers (ICANN) is an organization under private law located in the United States which sets the principles for the management of gTLDs. Starting on August 31, 2013 ICANN will begin enforcing its new Expired Registration Recovery Policy (ERRP) and will require all accredited registrars and their resellers to comply. The ERRP will cover the domain expiration and recovery procedures for all generic top level domains (gTLDs), and will also apply to all New gTLD extensions.

The extensive nature of the ERRP means that action will be required also by you as domain provider or reseller. If you do not sell domains to your customers or other third parties, and if you do not offer domain registrations on your website, you are not obliged to comply with these requirements.

The following requirements become effective for all registrars and resellers on August 31, 2013, and ICANN will monitor and enforce compliance starting from that date.

Pre- and post-expiration reminder notices

Two renewal notifications will be sent by the registrar to the registrant email address approximately one month and one week prior to the expiration date of each domain. These notices will be sent regardless if the domain is set to auto-renew or expire.

If domain is deleted or allowed to expire, the registrar is required to send renewal instructions to the registrant email address within five days after the domain's deletion. This notice needs to contain instructions on how to restore a domain.

These white-labeled emails will be sent in both English and German and will originate from no-reply@renewalnotice.net. In those notices, registrants will be asked to contact their domain provider for action or questions.

On your company website, ICANN requires all registrars and their resellers to indicate that expiration reminder emails are sent to the registrant email address approximately 1 month and 1 week before the expiration date of the domain and that post-expiration renewal emails are sent to the registrant email address within 5 days after the deletion of the domain. This information, or a link to this information on your website, must also be included in your registration agreement. Additionally, resellers must ensure that these communication methods are described on their resellers' websites (where applicable).

Notify Registrants of fees and procedures

You will be required to make gTLD renewal, post-expiration renewal, and restore fees reasonably available to the registrant at the time of registration. These fees must be displayed on your website and a link to these fees must be included in your registration agreement. You are also responsible to ensure that these fees are posted on all of your resellers' websites and are referenced in their registration agreements.

Therefore, we recommend resellers to include the following or similar language into their terms and conditions:

Renewal Notices. The domain registrant will receive a first notification to the registrant's email address approximately one month prior to the expiration date of a domain, informing about the pending renewal and the expiration date. Approximately one week prior to the expiration date, the registrant will receive a second notice to the registrant's email address. In case the domain has not been renewed, five days after expiration the domain registrant will receive a notice by email informing about the deletion of the domain and possible measures to restore it.

Renewal and Restore Fees. Fees applying to domain renewals or restorations are available at [mysite.com/fees]

Registrant education materials

Should ICANN publish registrant education materials concerning domain stewardship and renewal/redemption procedures, all domain registrars and their resellers would have to provide a link on their websites to ICANN's registrant education materials. This information would have to be displayed in a manner and location that is at least as clear and conspicuous as links to other terms and policies.

Resellers and domain providers who are not compliant with the Expired Registration Recovery Policy shall be held liable for any resulting damages.

The full Expired Registration Recovery Policy is located on the ICANN website under:
<http://icann.org/en/resources/registrars/consensus-policies/errp>

Example notice at 30 days prior to expiration for names set to expire:

From: no-reply@renewalnotice.net
Subject: Automated 30 Day Renewal Reminder 2013-09-30

The following domain name reaches its expiration date 30 days from today and is set to be deleted.

example.com 2001-01-09

In order to avoid any disruption to any email or website services and to avoid losing your chosen name, please contact your domain provider to have your domain renewed.

We thank you for your continued business. For any questions on this notice, please contact your domain provider.

Example notice at 30 days prior to expiration for names set to renew:

From: no-reply@renewalnotice.net

Subject: Automated 30 Day Renewal Reminder 2013-09-30

The following domain name reaches its expiration date 30 days from today and is set to be renewed.

example.com 2001-01-09

Please make sure you arrange for timely payment of renewal fees with your domain provider.

We thank you for your continued business. For any questions on this notice, please contact your domain provider.

The content of notices sent at 7 days prior to expiration is mostly the same.

Example notice for deleted domains at 5 days after expiration:

From: no-reply@renewalnotice.net

Subject: Automated Reminder: Your Domain Name Has Expired 2013-09-30

The following domain name has reached its expiration date and has been deleted:

example.com 2001-01-09

*******IMPORTANT NOTICE*******

You can still recover this name by restoring it. Restoration of this domain is available for 30 days following the deletion. An additional restoration fee will apply. Please contact your domain provider immediately to restore your domain name.