



ITRP-B Working Group ETRP Aftermarket Survey Results

Bob Mountain
Simonetta Batteiger
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Executive Summary

- In June 2010 the IRTP-B working group published recommendations for the ETRP initiative for public comment
- Based on the high level of feedback from members of the domain aftermarket, the group recommended that we explore that segment's concerns.
- A survey was sent to individuals representing a cross-section of functions that participate in the domain aftermarket
- Follow-up calls were held with all participants

Aftermarket Cohorts

Category	#
Registrars (with aftermarket portfolio)	4
Marketplaces	2
Domainers	3
Brokers	3
Total	12

Survey Questions

1. How many domain hijackings have you experienced.
2. How many in the past 12 mos?
3. Were they resolved to your satisfaction?
4. How were they resolved?
5. Do you feel there are adequate tools and processes in place to prevent or resolve hijackings?
6. What tools and processes would you recommend?
7. Are you familiar with ETRP?
8. If yes, provide comments about ETRP.
9. What other suggestions on the domain registration and transfer process do you recommend to make it more secure and less prone to hijacking?

1. How many domain hijackings have you experienced?

Number of Hijackings Per Year	# of Respondents
0	7
1-2	1
2	2
2-3	2
Total	12

Comments:

Registrar: Have an incident about once per month with a registrant complaining about loss of access to their domain, usually this is around non-payment, not true hijacking.

Registrar: Have about 100 improper attempts per year to access domains, usually a result of expiration, 2-3 legitimate hijacking attempts per year

2. How many hijackings over past 12 mos?

Number of Hijackings	# of Respondents
0	8
1	1
2	2
3	1

3. Were they resolved to your satisfaction?

- 100% of respondents who had experienced hijackings in past 12 months had resolved them to their satisfaction

4. How were they resolved?

- Direct contact with registrar (4)
- Original registrar agrees to indemnify registrar, they then retrieve domain from gaining registrar/registrant
- One was case of seller's remorse, buyer provided information to losing registrar who agreed not to reverse the transaction
- Domains were moved to different account with same registrar who transferred it back for original registrant

5. Are there adequate tools and processes in place to prevent or resolve hijackings?

Yes 8

No 2

Don't know 1

- Yes, most of the time it's an error on the user's side that enabled the hijacking
- Yes, registrar has safeguards to prevent unauthorized transfers or DNS changes (4), birthday to unlock, last 4 digits of credit card.
- No, there is an opportunity to build in more prevention up front (see best practice recommendations on slide 13/14)
- The current resolution process seems ok
- Yes with larger registrars, not sure with smaller/newer registrars.
- Don't know about tools, as long as registrars know each other they can usually work it out, of not than don't know what they could do.
- Yes but you need to be on top of your portfolio and not everyone is.
- Yes but perhaps not widely known
- No, heading in the right direction with registrar security but as long as you can change WhoIs with a few keystrokes the system will not be truly secure

6. What tools and processes would you recommend?

- Tiered approach, super-lock for ultra-premium, should be simple to follow and not interfere with legitimate aftermarket transfers (2)
- Tighter business practices, confirm payment before disbursing funds, an Aftermarket Early Warning System (2)
- Multi-level security, alternatives like dongles and challenges
- Put the onus on the registrars
- Better and more broadly available tools would help but this is a band aid, need equivalent of domain title and title insurance. Slow down the transfer process to make it more secure.
- Not sure

7. Are you familiar with ETRP?

Familiar with ETRP	# of Respondents
No but reviewed it before the call	2
Yes, familiar with proposal	6
Heard some things about it	4

8. If yes, provide comments about ETRP

- Needs to be more balanced and take new owner's response into account (2)
- Have domain hosted by 3rd party until resolved
- Too easy to pull the domain back, new owner needs way to present their case
- Seems unnecessary, existing processes are adequate (2)
- Current aftermarket is free flowing, ETRP could nullify the simplicity and confidence in the system.
- Likes concept but penalties for meritless ETRP should fall on registrant of record. Concerned that abuse will outweigh benefits
- Lacks due process and detail, what proof is required? Will indemnity extend to situations where registrar makes a decision to block ETRP?

8. If yes, provide comments about ETRP

- Effort better spent on education, same way banks send out examples to avoid phishing and fraud, “unusual sense of urgency”, etc
- When theft is proven, should be official data, police report, interviews with both sides. Nobody should be able to reverse a transfer without a review process
- Will have a huge and negative impact on the aftermarket
- Seems to be a need for this but needs to be a way to make sure it's not abused

9. Other Suggestions to Avoid Hijacking

- Improved security for registrar login systems
- Notification to registrant when a name is listed for sale
- Registrars to check risk profiles or unusual account activity before approving outgoing transfer
- Customer requesting transfer should have some recent account verification
- Front-line training, don't punish majority to capture a couple of crooks
- ICANN should push for legislation to treat domains as real property, e.g. California
- Punish bad (duped) sellers, avoid "Pete Carol" situations
- Always use escrow service, check ownership changes on domains, start with creation, most hijacks start with access to registrant's email, add security questions

9. Other Suggestions to Avoid Hijacking

- How would multiple changes of domains be handled? In the case where a domain is hijacked and then transferred multiple times prior to ETRP being filed?
- WhoIs information needs to be kept up to date, 99% of domains are stolen due to outdated WhoIs
- Registrars should have enhanced security