[This language updates Section 4 (Registrar Coordination) and Section 6 (Registry Requirements) of the IRTP]

Append to Section 4…

Emergency Action Channel

Registrars will establish an Emergency Action Channel (EAC) for urgent communications relating to transfers. The goal of the EAC is to quickly establish a real-time conversation between registrars (in a language that both parties can understand) in an emergency.   Further actions can then be taken towards a resolution, including initiating existing (or future) transfer dispute or undo processes.

The EAC will be reserved for use by ICANN-Accredited Registrars, gTLD Registry Operators and ICANN Staff. The EAC point of contact may be designated as a telephone number or some other real-time communication channel and will be recorded in, and protected by, the ICANN RADAR system.

Messages sent via the EAC must generate a non-automated response by a human representative of the gaining Registrar. The person or team responding must be capable and authorized to investigate and address urgent transfer issues. Responses are required within 4 hours of the initial request, although final resolution of the incident may take longer.

The losing registrar will report failures to respond to EAC requests to ICANN Compliance and the registry operator. Failure to respond to an EAC request will result in a transfer-undo in accordance with Section 6 of this policy and may also result in further action by ICANN, up to and including non-renewal or termination of accreditation.

Both parties will retain documentation (in written or electronic form) of any EAC requests and responses, and share copies of this documentation with ICANN upon request. This documentation will be retained in accordance with Section 3.4 of the Registrar Accreditation Agreement (RAA). Users of the EAC should report non-responsive Registrars to ICANN. Additionally,

Mike O'Connor 4/24/11 11:25 AM
Deleted: 24

Mike O'Connor 4/24/11 11:34 AM
Deleted: written or electronic

ICANN may conduct periodic tests of the Registrar EAC in situations and a manner deemed appropriate to ensure that registrars are indeed responding to EAC messages.

Append to Section 6

6 iv. Documentation provided by the Registrar of Record prior to transfer that the Gaining Registrar has not responded to a message via the EAC within the timeframe specified in Section 4.