

## Inter-Registrar Transfer Policy

2009 RAA Registrar Training Course – DRAFT script

Although great care has been taken to ensure the accuracy of this training program, the Registrar Accreditation Agreement (RAA) and incorporated consensus policies authoritatively describe your registrar’s obligations to ICANN. Since this training program was published, existing policies could have been amended and new policies could have been adopted. ICANN will endeavor to keep the content in this program up to date, but there will inevitably be delays between policy changes and updates to the content in this program. In the event any information in this program is inconsistent with the terms of the RAA or ICANN consensus policies, the RAA and consensus policies govern your registrar’s contractual relationship with ICANN. Nothing in this training program is a waiver of any provision of the RAA.

A public version of the 2009 RAA is posted at <http://www.icann.org/es/registrars/ra-agreement-21may09-es.htm>.

Applicable consensus policies are posted at <http://www.icann.org/en/general/consensus-policies.htm>.

ID	Sidebar Titles	Screen Titles	Script	Notes / Ideas
1.	<b>1. Introduction</b>	Introduction	<p>The Inter-Registrar Transfer Policy is an ICANN consensus policy that allows registrants to transfer their gTLD registrations from one ICANN-accredited registrar to another. Its purpose is to promote competition in the registrar marketplace by enabling consumer choice. At the same time, it helps ensure the stability and security of the domain name system by requiring the use of standardized registrant authorization procedures across all registrars and registries.</p> <p>By the end of this unit, you should understand all domain transfer procedures specified in the Inter-Registrar Transfer Policy as well as the permissible reasons for denying outgoing transfers. You should also be familiar with the actions a registrar can take if another registrar fails to follow the Policy.</p>	
2.		Purpose of the IRTP	<p>We’ll refer to the Inter-Registrar Transfer Policy as the “Transfer Policy” or the “Policy” throughout this section of the course. You can find the complete policy at <a href="http://www.icann.org/en/transfers/">http://www.icann.org/en/transfers/</a>. If you like, you can keep the Transfer Policy open in a separate window as you move through this training.</p>	

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3.		Registrar Coordination	<p>The Transfer Policy is generally intended to promote efficiency in the gTLD marketplace. Good communication helps ensure that efficiency. ICANN asks all registrars to establish and maintain a dedicated email point of contact in RADAR for resolution of Transfer Policy issues that may arise.</p> <p>In case you're unfamiliar with RADAR, it's the website registrars use to update ICANN contact information. RADAR's control panel makes it easy to keep things current.</p> <p>A registrar's transfer-issue email address will only be used by registrars and the registries for messages pertaining to transfer requests.</p> <p>It's important to note that messages received at this address must be responded to within seven calendar days.</p>	
4.	<b>2. Transfer Process Overview</b>	Transfer Process Overview	<p>Let's take a look at a typical transfer. The process generally begins when a Registered Name Holder notifies a prospective "Gaining Registrar" that it wishes to initiate a transfer of a domain name it registered at a different registrar.</p> <p>The Gaining Registrar then must collect Whois data for the domain and should direct its customer to unlock the domain name and request an authorization code (also called an "auth code" or "auth-info code") from the Registrar of Record (also called a "Losing Registrar").</p> <p>Using the collected Whois data, the Gaining Registrar transmits a copy of the standardized Form of Authorization (or "FOA") to either the registered name holder or the administrative contact for the domain.</p> <p>The customer authorizes the transfer by responding to the FOA and providing the auth code to the Gaining Registrar.</p> <p>Finally, the Gaining Registrar provides the auth code obtained from the Registered Name Holder to the registry and requests that the registry process the transfer. Assuming the auth code is correct and the domain name is unlocked, the registry will notify both registrars that the transfer will be completed at the end of five days. Unless the Losing Registrar objects to the transfer during those five days, the registry will effect the transfer.</p>	

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5.	<b>3. Initial Steps</b>	Using the FOA (for Gaining Registrars)	<p>Now that you've seen an overview of the entire transfer process, let's look more closely at the preliminary tasks the Gaining Registrar completes after a customer requests a transfer.</p> <p>In general, to process the transfer, the Gaining Registrar must identify the Registered Name Holder through request and verification of the domain's auth-info code and confirm authorization for the transfer through use of the Form of Authorization. These tasks can be performed concurrently or serially, as long as both are completed before initiating the transfer at the registry.</p>	
6.			<p>As a preliminary matter, a domain name must be unlocked before it can be transferred. The Transfer Policy requires all registrars to provide their customers with readily accessible and reasonable means to unlock their domain names.</p>	

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7.	<b>4. Auth-Info Codes</b>		<p>Let's talk about auth-info codes.</p> <p>As we mentioned previously, an auth-info code is sometimes called an auth code or authorization code. Whatever name is used, this string of characters is like a password that is created and managed by each domain name's Registrar of Record at the respective registry. The auth code for each domain name should be unique.</p> <p>The purpose of the auth code is to allow Gaining Registrars to securely identify Registered Name Holders during an inter-registrar transfer.</p> <p>Here's how it works. After a Registered Name Holder initiates a transfer to a Gaining Registrar, the Gaining Registrar asks the Registered Name Holder for the auth code. Because auth codes are used so infrequently, most Registered Name Holders will need to request their auth codes from their Registrar of Record. Once the Registered Name Holder has its auth code, it must provide the code to the Gaining Registrar. The Gaining Registrar will eventually provide this code to the registry while initiating the transfer, and the registry will confirm that it is correct.</p> <p>It's worth noting that the Transfer Policy allows a Registered Name Holder to provide its auth codes to its Gaining Registrar any time before the registrar initiates the transfer at the registry. As such, different registrars might handle this part of the process a bit differently, depending on their internal operating procedures. For example, some registrars might ask for the auth code at the point of sale of the transfer, while other registrars might not ask for an auth code until after sending the FOA, or at another time. Since the auth code is technically required to process the transfer, the timing for obtaining the auth code is not particularly relevant under the Transfer Policy.</p>	

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8.			<p>Continuing with the topic of auth codes, the Transfer Policy identifies some specific requirements that apply to all registrars to ensure that auth codes are reasonably available to Registered Name Holders.</p> <p>First, all registrars must either provide facilities for Registered Name Holders to generate and manage their own auth codes or provide Registered Name Holders with auth codes within five calendar days of an initial request.</p> <p>Also, registrars may not employ any mechanism for complying with a Registered Name Holder's request for an auth code that is more restrictive than the mechanisms used for changing any aspect of the Registered Name Holder's contact or name server information. In other words, Registrars cannot make it any harder for a Registered Name Holder to get the auth-info code than it is for the Registered Name Holder to change its contact data or update nameservers.</p> <p>By way of example, if your registrar provides its customers with a web-based control panel to update nameservers or whois data, it should make auth codes similarly available. Likewise, your registrar may not allow nameserver updates by email while requiring that auth code requests be submitted only by courier.</p> <p>Finally, registrars are not allowed to withhold auth codes because of payment disputes. (We'll talk a little bit later about how payment disputes might affect a transfer request in other ways.)</p>	

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9.	<b>5. Form of Authorization</b>		<p>Let's turn now to the Form of Authorization.</p> <p>Before a Gaining Registrar may initiate a transfer at the registry, it must obtain express authorization from one of the domain's Transfer Contacts and enter into a new registration agreement for the domain. For the purposes of the Transfer Policy, the Registered Name Holder and the Administrative Contact, as identified in the domain's Whois record, are the Transfer Contacts.</p> <p>As a first step, the Gaining Registrar must obtain Whois data from either the Registrar of Record or the registry for the domain name for which a transfer is being requested.</p> <p>Next, the Gaining Registrar must transmit the "Standardized Form of Authorization for Gaining Registrars" to one of the Transfer Contacts. The Form of Authorization for Gaining Registrars, or FOA, is available on ICANN's website at this address. The FOA must be used for all gTLD transfers and generally cannot be modified, except that a translation may be provided in addition to the English version.</p> <p>If you translate the FOA, keep in mind that the Gaining Registrar is responsible for the accuracy and completeness of the translation. In the event of a dispute related to a transfer request, the review process will be conducted in English.</p>	<p>Show link in Transfer Policy <a href="http://www.icann.org/en/transfers/foa-auth-12jul04.htm">http://www.icann.org/en/transfers/foa-auth-12jul04.htm</a>.</p>
10.		FOA Contents	<p>Please take a look at the standardized FOA. The first section in the form explains why the recipient is receiving the form. The second area explains that the Transfer Contact must enter into a new registration agreement with the Gaining Registrar and advises that it may not transfer the registration again for 60 days following the transfer.</p> <p>The third area informs the Transfer Contact that it must affirmatively confirm the FOA in order to complete the transfer and provides instructions for doing so.</p>	

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11.		Procedures When Using a Paper FOA	<p>The FOA may be transmitted electronically or on paper.</p> <p>When a paper version of the FOA is used, the Gaining Registrar must ensure that the Transfer Contact has signed the form. The Gaining Registrar must also retain a paper copy of the Losing Registrar's Whois output for the domain.</p> <p>The Gaining Registrar is responsible for obtaining reliable evidence that the Transfer Contact is who he or she claims to be to ensure that the person making the transfer request is authorized to do so. Acceptable forms of proof of identity include a notarized statement, valid driver's license, passport, articles of incorporation, military ID, state- or government-issued ID, and a birth certificate.</p> <p>The Gaining Registrar must make sure to keep records that prove this evidence was collected. We will discuss this retention requirement in more detail a little later.</p>	
12.		Procedures When Using an Electronic FOA	<p>Just as the Gaining Registrar must validate a Transfer Contact's identity when using a paper form, identity must also be validated when using an electronic form. If an electronic FOA is used, there are two acceptable forms of identity. The first is consent from an individual or entity that has an email address matching the Transfer Contact's email address in Whois.</p> <p>The second acceptable form of identity is an electronic signature that conforms with national legislation in the location of the Gaining Registrar.</p>	
13.	<b>Self-Check Quiz 1</b>	Take a Moment ...	Please take a moment to answer the following questions. Click Submit when you've made your choice. Click Next when you're ready to continue, or click Done when you've finished the last question.	
14.		Quiz 1 Question 1	<p>If you are a Gaining Registrar and the Transfer Contact provided the auth-info code before you sent an FOA. Do you still need to use the FOA?</p> <p>a) No, an FOA is not needed unless the auth-info code is expired.</p> <p>b) Yes, because the FOA must always be confirmed before the auth-info code is obtained.</p> <p>c) No, an FOA is not needed in EPP-based registries.</p> <p>d) Yes. Gaining Registrars must always send an FOA.</p>	Correct answer = d

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15.		Quiz 1 Question 2	As Gaining Registrar, you may not initiate a transfer at the registry unless: a) the Transfer Contact sent an email requesting that you proceed. b) you received the FOA confirmation and entered into a new registration agreement with the Transfer Contact. c) five days have passed since you sent the FOA to the Transfer Contact. d) you are going on vacation soon.	Correct answer = b
16.		Quiz 1 Question 3	If a registrar allows its customers to submit Whois data updates by email, may it require customers to submit auth-info requests by certified postal mail? a) Yes b) No c) Maybe	Correct answer = b
17.		Quiz 1 Question 4	True or False: Your registrar may withhold an auth-info code until the Registered Name Holder pays a transfer fee. a) True b) False	Correct answer = b (false)
18.		Quiz 1 Question 5	May a registrar require a Registered Name Holder to appear in person in order to unlock a domain name? a) Yes b) No c) Maybe	correct = c
19.			Registrars are required to provide Registered Name Holders with readily accessible and reasonable means to unlock their domains. In many cases, requiring a Registered Name Holder to appear in person to unlock its domain name might be unreasonable and would violate the Transfer Policy. On the other hand, a Registered Name Holder could request that its name only be unlocked when he or she visits the registrar's office in person. In this case, such a requirement would probably not be unreasonable.	



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20.	<b>6. Initiating the Transfer</b>	Initiating the Transfer	<p>After the Gaining Registrar has received the auth-info code from the Registered Name Holder and confirmed authorization for the transfer using an FOA, the Gaining Registrar may send the auth-info code and transfer command to the Registry.</p> <p>When the Registry receives the transfer command, it will transmit an electronic “pending transfer” notice to both the Gaining Registrar and the Losing Registrar.</p> <p>Within 24 hours of the notice of the pending transfer, the Losing Registrar may optionally send a copy of the Standardized Form of Authorization for Losing Registrars to one of the domain’s Transfer Contacts.</p> <p>The Registry will complete the transfer at the end of five calendar days of the transfer command unless the Losing Registrar denies the transfer during that time by transmitting a Negative Acknowledgement or “NACK” to the registry.</p>	
21.		FOA for Losing Registrars	<p>Here is a copy of the Standardized Form of Authorization for Losing Registrars. As you can see from the text, the Transfer Contact does not need to respond or take any action in response to this FOA in order for the transfer to proceed.</p>	
22.			<p>As mentioned previously, Losing Registrars are not required to use the FOA, but it may be helpful in keeping your customers informed of the status of their transfers and in preventing potential domain name hijacking.</p> <p>Losing Registrars that elect to send the FOA should send it as soon as operationally possible and no later than 24 hours after receiving the notice of pending transfer from the Registry.</p> <p>Like the FOA for Gaining Registrars, the FOA for Losing Registrars must generally not be modified, except that a translated version may be provided with an English version.</p> <p>The Transfer Policy, does not, however, prevent registrars from transmitting marketing materials to their existing customers through communications separate from the FOA.</p>	

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23.	<b>7. Successful Transfer</b>	Successful Transfer	<p>Assuming the Losing Registrar does not object to (or “NACK”) the transfer during the five days following the Registry’s receipt of the transfer command, the Registry will process the transfer and add one year to the term of the registration.</p> <p>When the Registry’s database has been updated to reflect the change to the new Gaining Registrar, the Registry will transmit an electronic notification to both Registrars.</p> <p>The transfer has now been successfully completed.</p> <p>This is a good time for another quick self-check.</p>	
24.	<b>Self-Check Quiz 2</b>	Take a Moment ...	Please take a moment to answer the following questions.	
25.		Quiz 2 Question 1	<p>After receiving the notice of pending transfer from the registry, within what timeframe may the Losing Registrar send the FOA to one of the domain’s Transfer Contacts?</p> <p>a) 10 days b) 5 days c) 48 hours d) 24 hours</p>	Correct answer = d
26.		Quiz 2 Question 2	<p>The transfer will not proceed unless the domain’s Transfer Contact responds or takes action related to the FOA sent by the Losing Registrar.</p> <p>a) True b) False</p>	Correct answer = b

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27.		Quiz 2 Question 3	<p>For how many days will the registry wait for objections from the Losing Registrar before processing a transfer request from a Gaining Registrar?</p> <p>a) 1 day b) 5 days c) The registry will not wait for objections, but will instead process the transfer immediately and allow the Losing Registrar to dispute the transfer after it is complete. d) The registry will wait indefinitely until the Losing Registrar approves the transfer.</p>	Correct answer = b
28.	<b>8. Unsuccessful Transfer Attempts</b>	Unsuccessful Transfer Attempts	<p>Under the Transfer Policy, there are primarily three reasons why a transfer might fail: the provided auth-info code might be incorrect, the domain might be locked, or the Losing Registrar might NACK or deny the transfer.</p> <p>If the auth code is incorrect or the domain is locked, registries will generally reject the transfer immediately after the transfer command is transmitted. When a Losing Registrar decides to NACK a transfer, it must send a NACK command to the registry within the five-day window after the Gaining Registrar transmitted the transfer command to the Registry. Upon receipt of the NACK command the transfer will fail.</p> <p>A Losing Registrar may NACK or deny a transfer request only in specific situations. Upon denying the transfer, the Losing Registrar must provide the Gaining Registrar and Registered Name Holder with the reason for the denial. This section describes the situations in which a Losing Registrar may deny a transfer.</p>	

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29.	<b>9. Denying Transfers</b>	Denying Transfers	<p>Under the Transfer Policy, there are nine reasons for which a Losing Registrar may deny a transfer request.</p> <p>First, a Losing Registrar may deny a transfer with evidence of fraud.</p> <p>Second, a Losing Registrar may deny a transfer if an arbitration complaint has been filed pursuant to the Uniform Domain Name Dispute Resolution Policy (or UDRP). (We will look at the UDRP in depth in another unit of this course.)</p> <p>Third, a transfer may be denied pursuant to an order by a court of competent jurisdiction.</p> <p>Fourth, a transfer may be denied when there exists a reasonable dispute over the identity of either the domain's Registered Name Holder or Administrative Contact.</p>	
30.		Specific Situations for Denying Transfers	<p>The fifth permissible basis for denying transfers under the Transfer Policy involves certain Registered Name Holder payment disputes. Specifically, transfers may be denied only if the Registered Name Holder failed to pay for a prior registration period or, provided the name is not in an auto-renewal grace period, the current registration period.</p> <p>This provision of the Transfer Policy can apply to situations where the Registered Name Holder simply did not pay its registration fees or initiated a credit card chargeback for the registration service.</p> <p>In all cases, however, the Losing Registrar must have placed the registration in RegistrarHold or ClientHold status before the transfer was denied.</p>	
31.		(repeat head)	<p>Sixth, a Losing Registrar may deny a transfer upon express written objection to the transfer by the Transfer Contact. The written objection may have been made by email, fax, paper document, or any other express and voluntary, opt-in means.</p> <p>Registrars may not deny a transfer under this provision of the Transfer Policy if the objection to the transfer was obtained through compulsory means. For example, a registrar may not require its customer to object to future transfer requests in order to modify its Whois data.</p>	<p>link to <a href="http://www.icann.org/en/announcements/advisory-03apr08.htm">http://www.icann.org/en/announcements/advisory-03apr08.htm</a></p>

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32.		(repeat head)	<p>Seventh, a transfer may be denied if the domain was locked and the Losing Registrar provided the Registered Name Holder a readily accessible and reasonable means to remove the lock status.</p> <p>Eighth, a transfer may be denied if the transfer was requested within 60 days of the date the domain name was created in the Registry.</p> <p>Ninth, a Losing Registrar may deny a transfer request when the request was made within 60 days after the domain name was previously transferred from another registrar.</p> <p>Note, however, that there is an exception to this rule. A Losing Registrar may not deny a transfer request within 60 days of a transfer back to the Losing Registrar in a case where both registrars agreed to the re-transfer or, where a decision in a transfer dispute case so directed. Put another way, a transfer cannot be denied solely because it occurs within 60 days of the reversal of an improper transfer.</p>	

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33.		Instances When a Transfer Cannot be Denied	<p>The Transfer Policy describes some situations where a Losing Registrar is prohibited from denying a requested transfer. For example:</p> <p>A Losing Registrar cannot deny a transfer request because the Transfer Contact has not paid for a pending or future registration period.</p> <p>A Losing Registrar cannot deny a transfer because either the Registered Name Holder or Administrative Contact failed to respond to a communication from the Losing Registrar.</p> <p>A Losing Registrar cannot deny a transfer request solely because it believes the Gaining Registrar did not obtain the FOA authorization from the Transfer Contact.</p> <p>A Losing Registrar cannot deny a transfer request because the domain name is in Registrar Lock status, unless the Registered Name Holder is provided with a reasonable opportunity and ability to unlock the domain name before the transfer request.</p> <p>A Losing Registrar cannot deny a transfer request because of domain name registration period time constraints, other than during the first 60 days of initial registration or during the first 60 days after a registrar transfer. By way of example, a Losing Registrar cannot deny a transfer because the registration is due to expire within some amount of time or because the registration was recently renewed.</p> <p>A Losing Registrar cannot deny a transfer request because of a payment default between the registrar and its reseller, business partner, or affiliate in cases where the Registered Name Holder for the domain in question has paid for the registration.</p> <p>It is important to note that situations in which the Losing Registrar is not allowed to deny a transfer request are not limited to these specific examples. Transfers may only be denied for the nine enumerated reasons we looked at previously.</p>	
34.	<b>Self-Check Quiz 3</b>		Let's stop here for a self-check. Please answer the following questions.	

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35.		Quiz 3 Question 1	Which of the following is NOT one of the nine specific situations in which a Losing Registrar may deny a transfer request? a) Evidence of fraud. b) A court order prohibiting all transfers. c) Registered Name Holder has not paid for a pending or future registration period. d) Emailed objection to the transfer from the Registered Name Holder.	Correct answer = c
36.		Quiz 3 Question 2	Which of the following IS one of the nine specific situations in which a Losing Registrar may deny a transfer request? a) There has been no payment for the previous registration period and the domain name is past its expiration date. b) There is no response from the listed Registered Name Holder or Administrative Contact to its FOA. c) The Transfer Contact has not paid for a pending or future registration period. d) The Transfer Contact paid its reseller for the registration but the reseller did not pay the Losing Registrar.	Correct answer = a
37.		Quiz 3 Question 3	If your registration agreement requires Registered Name Holders to pay a fee upon transferring their domain names away to a different registrar, may you NACK a transfer because the Registered Name Holder refused to pay the fee? a) Yes b) No c) Maybe	correct answer = b

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38.	<b>10. Undoing Transfers</b>	Undoing Transfers	<p>Now that we've considered how a Losing Registrar may deny a transfer, let's look at how a successful transfer might be reversed.</p> <p>There are three situations in which a registry must reverse a successful transfer and reset the domain to its original, pre-transfer state, through an "undo."</p> <p>First, a registry must undo a transfer if the Gaining and Losing Registrars agree to the undo and notify the registry by email, letter, or fax that the transfer was made by mistake or otherwise not in accordance with the Transfer Policy.</p> <p>Second, a dispute resolution body that has jurisdiction over the transfer may require that a transfer be undone. We'll talk more about this in a moment.</p> <p>Finally, any court with competent jurisdiction could order that a transfer be undone.</p> <p>In any of these cases, the registry must undo the transfer within five calendar days of its receipt of notice of the required undo, except when the registry is acting as the dispute resolution body. In this case the registry must undo the transfer within fourteen calendar days, unless a court action is filed.</p>	
39.	<b>11. Transfer Dispute Resolution Policy</b>	Keeping Records	<p>Let's take a closer look at transfer disputes under the Transfer Policy.</p> <p>A "dispute" might be of a formal nature, resolved in court or through arbitration, or informal, resolved through ordinary communication between registrars.</p> <p>The Transfer Policy encourages registrar coordination so that disputes can be resolved informally whenever possible. For this reason, each registrar is required to maintain a dedicated transfer-issues point-of-contact and to respond to inquiries submitted to this email address within 7 calendar days. In addition, upon request by a Losing Registrar, a Gaining Registrar must provide a copy of the FOA and attendant documentation to the Losing Registrar within 5 calendar days. Failure to provide the requested documentation within 5 days provides grounds for reversal of the transfer. Finally, both Gaining and Losing Registrars must provide copies of all evidence relied upon during and after the transfer process to the other upon request.</p>	



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40.			<p>Speaking of evidence, let's spend just a moment reviewing the sorts of documents and evidence registrars are required to retain under the Transfer Policy.</p> <p>First, both Gaining and Losing Registrars are responsible for keeping copies of the FOAs they use during a transfer, and also, for keeping copies of the Transfer Contacts' responses to the FOAs.</p> <p>The Gaining Registrar must also keep a copy of the Whois data that identifies the Transfer Contact. In addition, the Gaining Registrar must retain the proof of identification received from the purported Transfer Contact, establishing that he or she is indeed the Registered Name Holder or Administrative Contact for the domain name.</p> <p>For its part, if the Losing Registrar denies a transfer for one of the nine reasons allowed by the Policy, it must retain proof that the circumstances warranted the denial. For example, if the Transfer Contact made written objection to the transfer, that written objection should be retained.</p> <p>All of this documentation could be requested by the Registry, ICANN, or a court or other dispute resolution authority. Upon such a request, the registrar must provide the requested information within 5 calendar days.</p>	
41.		Registrar Transfer Dispute Resolution Process	<p>Although most disputes related to inter-registrar transfers are resolved quickly and informally, the Transfer Policy also incorporates a mechanism for registrars to bring formal disputes, through the Transfer Dispute Resolution Policy, or "TDRP."</p> <p>Under the TDRP, a registrar can bring its complaint to either the involved Registry or an ICANN-approved Dispute Resolution Provider, also called a TDRP Provider, within six months of an alleged violation of the Transfer Policy. The Registry is ordinarily considered the "first level" and the TDRP Provider is considered the "second level" in this process because Registry decisions can be appealed to a TDRP Provider but TDRP Provider decisions are final and can only be appealed in court.</p> <p>Specific procedures for initiating and responding to transfer disputes are outlined in the TDRP, which can be viewed using the link provided here.</p>	<p>Provide link:</p> <p><a href="http://www.icann.org/en/transfers/dispute-policy-12jul04.htm">http://www.icann.org/en/transfers/dispute-policy-12jul04.htm</a></p>

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42.	<b>Self-Check Quiz 4</b>	Take a Moment ...	Please take a moment to answer the following questions.	
43.		Quiz 4 Question 1	If ICANN requests documentation related to an inter-registrar transfer or an attempted transfer, within how many days must your registrar provide the supporting documents? a) 1 day b) 5 days c) Not applicable, because ICANN already has the documents. d) Never, because these documents are considered confidential.	Correct answer = b
44.		Quiz 4 Question 2	True or False: If requested, the Gaining Registrar must provide the Losing Registrar with documentation, even after the transfer is complete. a) True b) False	Correct answer = a (true)
45.		Quiz 4 Question 3	True or false: If you are disputing a transfer and begin the process by filing a complaint with a Dispute Resolution Provider, you can always appeal to the Registry if you don't agree with the outcome. a) True b) False	Correct answer = b (false)
46.	<b>12. Conclusion</b>	Thank You!	Thank you for participating in this training. Here is a summary of the links provided earlier. During this training you were presented with each step of a successful domain name transfer. In addition, the situations in which it's appropriate to deny a transfer request and the steps for doing so were described. We hope this information helps you to fully comply with the registrar obligations under the Inter-Registrar Transfer Policy.	
47.		Survey Question	Please provide any feedback you have about this course. Be sure to include your email address if you are requesting a response. Your comments will help us plan and design future training. Please click the Submit button when you've finished.	

