

## Post-Expiration Domain Name Recovery Registrar Survey

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**Objective:** The objective of this survey is to obtain additional information that will assist the Working Group in reviewing 'current registrar practices regarding domain name expiration, renewal, and post-expiration recovery' (from PEDNR WG Charter)

**Methodology:** A first attempt to answers the questions outlined below will be by reviewing information publicly available on registrar web sites. Following an assessment of the information found using this methodology by the PEDNR data gathering sub-team, a decision will be made on how missing information, if any, and/or follow-up questions will be pursued.

### Questions:

1. What is the registrar's practice regarding a domain name at the time of expiration when the registrant is silent regarding its intention to renew a domain name? Specifically:
  - Does the registrar allow the domain name to auto-renew in those registries that employ that policy?
  - When and how are notices of expiration sent to the RAE prior to expiration? If a reseller was involved in the domain transaction, are notices sent by reseller or by registrar?
  - When and how are notices of expiration sent to the RAE following expiration? If a reseller was involved in the domain transaction, are notices sent by reseller or by registrar?
  - Does the registrar make substantial changes to any of the underlying Whois data associated with the domain name in or around the time of expiration? (Note: changing status of a domain name registration e.g. to 'pending delete' and/or changing the expiration date are not considered substantial changes) (yes/no; if yes, when)
  - Is the cost to the registrant to recover/renew a domain name post expiration but prior to the imposition of any Registry Redemption Grace Period different to that one charged for renewal prior to expiration? If the cost is different, does it vary or is it the same for every domain name at any point in time during the Auto-Renew Grace period? If so, what does this variance depend on (e.g. time of renewal, estimated value of the domain, cost burden of recovery for registrar?)
  - At what point after expiration is the DNS changed so that the domain name no longer resolves to the RAE's web site? Where does it now point to, (e.g. PPC, renewal page)?
  - Does the new page explicitly say that the original registration has expired and how it could be re-claimed?
  - Based upon the changes made by the registrar upon expiration, what happens if email is sent by a third party (i.e. someone other than the registrar, reseller or registrar) to the email address (e.g. xx@example.com) that uses the expired domain name (e.g. [www.example.com](http://www.example.com))? Does the email bounce, is it still delivered to the RAE on an alternative email address or is it discarded?
  - If the RAE's contact e-mail used the domain name in question, does the registrar factor this in sending out post-expiration reminders? If so, how?

- Are reminders sent from the same address the registrar normally uses for communication with the RAE (a different address might result in the email getting caught in the spam filter)?
  - At what point, if any, is the expired domain name made available to others than the RAE (e.g. sale, auction, transfer to registrars or an affiliate's account).
  - If a reseller was involved in the original transaction:
    - How does the RAE determine whether they are dealing with the reseller or the registrar?
    - If the RAE is dealing with a reseller, how can the RAE identify the affiliated registrar?
    - To recover the expired domain name, can the RAE work with the registrar directly or must it work with reseller?
  - What options are available for contacting reseller/registrar post expiration (web form, e-mail, telephone)?
  - Under what conditions is a domain name deleted (and thus enters the RGP).
2. What is the registrar's practice regarding a domain name at the time of expiration when the registrant gives explicit instructions regarding its intention NOT to renew the domain names? Indicate if same as for "no notice given" or address all of the issues in Question 1.  
Possible sub-question: If a registrant specifically requests to delete a domain name prior to its expiration, does the registrar treat it as an expired domain name or is it treated differently?
  3. Are the terms of the treatment of the domain name registration at the time of expiration contained in the registration agreement or in another document? Please specify the terms if not already done so in question 1 or 2.
  4. If the registrar makes substantial changes to the Whois data at the time of expiration is that practice dependent upon whether the registry charges you upon expiration or not (i.e. auto-renew v.s. non-auto-renew) or is the change in underlying Whois data the same regardless of the TLD?
  5. Does the registrar or affiliated auction service provider provide the RAE the right to remove a name from auction / sales process?
  6. For those registrars or affiliated auction service provider that provide auction services with the ability of the registrant to renew/re-register a name, what measure of registrants have exercised that right?
  7. What percentage of the overall gTLD market does the registrar responding to this questionnaire represent? [This question will be used solely to calculate the global percentage of registration covered by respondents.]
  8. Is the registrar responding to this questionnaire part of a family of registrars sharing common ownership?