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Annex I - Name

1. Name	#Response
1	Kevin Murphy
2	DVB Rao
3	Ezhilan
4	Peter Eisele
5	BAUDOUIN SCHOMBE
6	Emre SAYIN
7	Dutch Boyd
8	Anonymous
9	Richard
10	Peter Hurley
11	Curtis M. Kularski
12	Sebastien Bachollet
13	Andrew Allemann
14	avri doria
15	John Levine
16	Darlene Thompson
17	Marita Moll
18	cheryl deforest
19	Carlos Dionisio Aguirre
20	Dave Kissondoyal
21	Vansnick Rudi
22	Gareth Shearman
23	Vanda Scartezini
24	sergio salinas porto
25	Seth M Reiss
26	Manuel Schneider
27	Lutz Donnerhacke
28	Arne Boettger
29	Wolf Ludwig
30	Evan Leibovitch
31	Anna Syre
32	Danny Schwendener
33	Burkhard Schaefer
34	Stefan
35	Enrico Genauck
36	Robert Zels
37	Christian Ullrich
38	Juergen Enge
39	Jan Wildeboer
40	Tom Maclosky

41	Chris
42	Thomas Eichhorn
43	Mulluk
44	Alexander Surma
45	Johannes
46	Peter Marquardt
47	Ulrich Wolf
48	Martin Jahn
49	Josef Blank
50	Gert
51	Konstantin Koll
52	Daester
53	Jakob Haufe
54	Gunther Stammwitz
55	Nuck Chorris
56	Braun
57	Daniel Vogelheim
58	Tilman Blumenbach
59	Jo Bung
60	Carsten
61	Mitko Rürup
62	Sven Giachho
63	Rolf Loeben
64	Wolfgang R.
65	Samuel Gabel
66	Konstantin Filtschew
67	Christian Hoffmann
68	S.I. Morgenroth
69	Heinrich Meiners
70	Thomas Seifert
71	Henzler
72	Kurt Jaeger
73	Ernst Simboeck
74	Bjoern Holzheimer
75	Korbinian
76	David Walpitscheker
77	mk
78	Martin Demker
79	Tom Buehlmann
80	Tom Gerstner
81	Lasse Pommerenke
82	Torben Frey
83	I.Korb
84	Dirk Spannaus

85	Jan Ikenmeyer
86	Julian Pawlowski
87	Christian Deppe
88	Alexander Sarreiter
89	Bernd Pohle
90	Florian S.
91	Robert
92	Christian Fuchs
93	Hinz
94	Tobias Diedrich
95	Rolf Freitag
96	Gerald Huber
97	Craig Logan
98	Steffen G.
99	wolfram seifert
100	Jochen Antesberger
101	Marcel Figge
102	David
103	Frank Hgel
104	Ben Bucksch
105	ataraxs
106	Germann, Elmar
107	Cyrus Kube
108	Peter Wendel
109	Guido Lenz
110	Oliver Gmelch
111	Bjoern Bendix
112	subliminal subotnik
113	Horst Gwinner
114	Merlin Schindlbeck
115	JohnJoanDoe
116	Daniel Vorrath
117	Martin Mueller
118	Marcus Haehnel
119	Shinja
120	Gonzalo Rojas Landsberger
121	Christof Giesers
122	Simon
123	Jrg Pohle
124	Felix Schwarz
125	Christoph Albrecht
126	Putz
127	Marin Mller
128	Michael Obi

129	M.Miltz
130	Domain owner
131	Benedikt Spranger
132	Uwe Seidler
133	Rainer Göllner
134	Oliver
135	Beat Siegenthaler
136	Thomas Tigges
137	Torsten R.
138	Lisa Lauert
139	Alexander Vogt
140	Felix Fontein
141	Daniel Keller
142	Manuel Faux
143	Claudia Klee
144	Konstantin Saurbier
145	peter kreutzer
146	robert poehler
147	Michael Fischer
148	Stephan Grosser
149	Christoph Knote
150	Uwe Posselt
151	Ruediger Detering
152	Julian
153	Gerhard Boehmler
154	Markus Petzsch
155	Joachim Ender
156	Friedrich Sauerländer
157	Tino Weinkauff
158	Dascon
159	Stephan, Michael
160	Peter Meyers
161	Torsten Kroll
162	Juerg Meierhans
163	Timo Kaluza
164	Dietrich Leimsner
165	Markus Diehl
166	Hrvoje Husic
167	Manuel Strehl
168	Björn Kahl
169	Christoph Anton Mitterer
170	Jockel L.
171	Nomine Nominis
172	martin launger

173	Dampfklon
174	M. Theiss
175	Gerald Himmelein
176	Keywan Najafi Tonekaboni
177	Thomas
178	anonymous
179	Harald
180	Jan Tietje
181	Jan Niggemann
182	Thomas Schätzlein
183	Sascha Nimz
184	Alexander Sawallich
185	Tom
186	Andre Henkel
187	Karsten Gresch
188	Daniel Betz
189	Marco Weber
190	Regin
191	Hofer
192	Ziemert
193	Andreas S.
194	Ingo von Borstel
195	Andreas Kruspel
196	Stefan Bedorf
197	Daniel Seither
198	Philippe von Bergen
199	Frank Kemmer
200	Peter Pansen
201	Dral Spire
202	Jothan Frakes
203	Stephan Mayer
204	Peter W. Schmidt
205	M. Winter
206	Michael Petig
207	Stefan Vogel
208	Martin Spe
209	Ralf Pradella
210	Ernst Ludowig
211	R.H. Wltvers
212	Christoph Stoppe
213	A Domainholder of .com
214	Meyerhoff
215	Martin Kittel
216	Grundler

217	Stoll
218	Sigbert Klinke
219	Martin Trautmann
220	Unknown
221	Hong Xue
222	Michael
223	Gregor
224	Werner Drasch
225	Stefan Wieser
226	Peter Nadler
227	Wegener
228	Wehner
229	Norbert Huettisch
230	Lukas Metzger
231	Clemens
232	Nils
233	Heinz
234	Markus Kindler
235	Walter Hofstädtler
236	Markus Mann
237	Christian Appenzeller
238	Michael Tede
239	Nils Petersen
240	Christoph Scheurer
241	Markus Blaschke
242	Christian Stegerer
243	Hadd
244	Michael O.
245	Hans Aschenbrenner
246	Christian Lohse
247	Hans
248	josef radinger
249	Michael Dreisbach
250	F. Schwamborn
251	aaa
252	David Meder-Marouelli
253	Dev Anand Teelucksingh
254	Bernhard Schneck
255	Janik Zeppenfeld
256	Mark
257	Christoph Schmidt
258	afafawf
259	Martin Obermoser
260	Norbert Silberhorn

261	Patrick B
262	Zbygnev W. Schibulski
263	Jens Eckoldt
264	B.Wiggert
265	Berning
266	Ingo Oeser
267	Nurettin
268	Fritz G. Schulze
269	Karuschka, Roman
270	Johannes Mentz
271	stueber
272	Arne Kind
273	Kai Voelcker
274	Robert Schott
275	Jentsch, Ingo
276	Hermann-Josef Wehner
277	Roland Ramthun
278	Armin Haas
279	Patrick Raithofer
280	Heiner Kästner
281	christian
282	Markus Kobbe
283	Josef Schneider
284	Florian
285	Stefan Kindl
286	Kay Marquardt
287	Arne Schwabe
288	Bernd Moschall
289	Martin Heller
290	Martin Kluge
291	Gilles Massen
292	Martin
293	Thomas K.
294	Depenheuer
295	morphium
296	Wim Bonis
297	Georgia Popplewell
298	Frank Schinzel
299	Hans Müller
300	Olivier Crepin-Leblond
301	Sebastian Haller
302	Marcus Jaeger
303	Florian Heigl
304	Martin Ksellmann

305	Bernhard
306	clemens
307	Julian Mehnle
308	Honecker
309	Arnold Huebsch
310	Alexander Wirt
311	Markus Lang
312	Lars Brinkmann
313	Juergen fischbach
314	Jens Lepinat
315	joe
316	Stefan Schelling
317	Johannes Zwirner
318	Lukas Pruppacher
319	Daniel Frank
320	Juergen Polster
321	Gregor Hagedorn
322	Rainer May
323	Kalkin Sam
324	Dennis L.
325	Michael Balzer
326	Jahn
327	Christophe Sokol
328	stu
329	Andreas Goretzky
330	Lothar Jung
331	Dennis Reinhardt
332	Simone Gundolf
333	Gregor Strassburger
334	BooBoo
335	Kirch
336	Philip Jocks
337	Kai-Uwe Jarius
338	Adrian Reyer
339	Christian Forberg
340	Jano John Akim Franke
341	Eduard Roggendorf
342	Max Imgrund
343	Max Moldmann
344	Anders Larsen
345	Stephan Seitz
346	Tobias Schuster
347	Christian Boiger
348	Corgy

349	Meinsen
350	Martin Alfke
351	Andre Grueneberg
352	Rainer Bendig
353	Michele Neylon
354	Winfried Haug
355	Jakob Breier
356	Boris
357	Bernhard Amann
358	B. Bremer
359	Andre Krajnik
360	Schwientek
361	Ekkehard Plicht
362	Sven-C.
363	Hella Breilkopf
364	Stefan Bauereisen
365	Patrick Cordes
366	Severin Luftensteiner
367	Christian Stimming
368	Oliver Köster
369	Carsten
370	Burkhard Wiegel
371	Peter Kruse
372	Peter Schmitz
373	Daniel Hammon
374	Christian Treczoks
375	D Merbecks
376	Reinhard Max
377	Cyrus Abbaszadeh
378	Dr. Brigitte Jansen
379	Matthias Pfeifer
380	Mathias Bank
381	no name (need to tramslate all this first)
382	Dr. Andreas Tomiak
383	S. Laube
384	Pusch Sebastian
385	Dontlookatme
386	R.
387	John
388	Christian Dreise
389	Pichl
390	Thomas Häny
391	J.Kumbier

392	Heinzlmeir
393	Jan Thomä
394	Björn Hendel
395	ich
396	Max W
397	None
398	Frank Niedermeier
399	Dietmar Leher
400	Steffen
401	Stefan Harnack
402	Markus Schuster
403	Leo Moll
404	Markus Berger
405	Aaron Digulla
406	Nirmol Agarwal
407	Marianne Göttl-Schuberth
408	Christian Bahls
409	Guido Dubielzig
410	TK
411	D. P.
412	Sebastian Lechte

Annex II – Affiliation

2. Affiliation	
#	Response
1	None
2	Optek Australasia
3	Bright Solutions
4	ICANN
5	CENTRE AFRICAIN D'ECHANGE CULTUREL
6	IHS Telekom Inc
7	individual
8	Web / Software Developer
9	Web Site Manager
10	Blake International Limited
11	PCFIRE
12	ALAC
13	Domain Name Wire
14	ncsg
15	CAUCE North America
16	N-CAP
17	Telecommunities Canada
18	smart communities society
19	AGEIA DENSI
20	ALAC
21	ALAC - EURALO
22	ALAC/Telecommunities Canada
23	NEXTi - ALS under LACRALO
24	internauta argentina
25	NARALO
26	Wikimedia CH
27	EURALO
28	???
29	EURALO -- Comunica-ch
30	Xunil Corporation
31	private
32	isoc switzerland / ex icann-at-large
33	BSSN Software
34	private
35	private
36	German
37	n/a
38	Info-Age GmbH
39	Red Hat

40	Public
41	none
42	Domain owner
43	private
44	asdf-systems
45	none
46	none?
47	wolf-u.li
48	none
49	None
50	gipfelrast.at
51	liquidFOLDERS
52	Domain Owner
53	self-employed
54	none
55	Programmer
56	FeM
57	n/a
58	Domain owner
59	User
60	-
61	Software Engineer
62	User
63	www.loeben.org
64	n/a
65	eightOnions.com
66	Domain Administrators
67	No company
68	Domain-Owner
69	son of my mom and my dad ;)
70	Private Person
71	what does this mean????
72	Netizen
73	self employed
74	Owner
75	SGSE
76	Privat
77	usr
78	None
79	tomnet@tbuhl.ch
80	private person
81	nrrd.de
82	Private
83	?

84	private
85	Xtream Hosting
86	JPS Networks
87	man
88	Alexander Sarreiter EDV-Dienstleistungen
89	Domain Owner
90	Domain Owner
91	self
92	cfuchs.net
93	Beisitzer
94	unaffiliated
95	true-random.com
96	Indian CSICOP
97	various
98	freelancer
99	domain holder
100	private
101	Domain Owner
102	None
103	unknown
104	Beonex
105	private
106	-
107	12steps.de
108	Germany
109	Freelancer
110	University of Regensburg, Germany
111	User
112	www.subotnik.de
113	amv.org
114	Student of Computer Science
115	None
116	Student
117	denic
118	?
119	domain owner
120	WhatTheHeckIsThat
121	-
122	a
123	User
124	Freelancer
125	Germany
126	Germany
127	Server-Admin and Hosting

128	x
129	Private
130	private
131	domain holder
132	User
133	none
134	private
135	Network Engineer
136	DeNIC
137	web developer
138	none
139	linexus
140	private
141	Admin
142	Student
143	Whats that?
144	none
145	domainowner
146	netbone digital ag
147	private
148	denic
149	Private
150	private
151	Domain-owner
152	Domain reseller
153	Datagroup
154	Registrant/Customer of ResellOne.net
155	none
156	none
157	New York University
158	Domain owner
159	DENIC
160	Blarfl Inc.
161	domain holder
162	UZH.ch
163	Kemper Digital GmbH
164	private
165	Germany
166	Domain-Owner
167	individual
168	Private
169	scientia.net
170	private
171	Discordia, Inc.

172	German
173	nA
174	www.urpg.info
175	Owner of multiple domains
176	prometoys.net
177	WebSite Owner
178	domain owner
179	Affiliation
180	jantietje.de
181	Don't know what this means
182	NCUC
183	nimz.org
184	domain owner
185	Software Develoment&/Architecture
186	team-rio.de
187	Small Business Domain Owner
188	Domain owner.
189	Domain Owner
190	IT-Prof
191	User
192	german
193	Domain owner
194	TU Braunschweig
195	Domain Owner
196	User
197	-
198	Web Programmer
199	tangentum.com
200	Pansen Inc.
201	Individual
202	In a personal capacity
203	german
204	Software Engineering
205	Domainowner
206	none
207	Exept Software AG
208	none
209	Systemberatung Pradella
210	web user
211	mr
212	private
213	No member of Ican
214	-/-
215	Troubleshooter

216	Exor-Engineering AG
217	NETWORK SOLUTIONS
218	-
219	user
220	Unknown
221	APRALO
222	private
223	Stever
224	Customer
225	-
226	registrar
227	Private
228	User
229	nobbi.com
230	lmetzger.de
231	Domain user
232	Cook
233	Private
234	aegypten-magazin.de
235	Service Provider
236	CTS Consulting & Trade Service Deutschland GmbH
237	private
238	private
239	none
240	TU München
241	private
242	IT-Expert
243	n/a
244	student
245	hans.aschenbrenner@gmx.at
246	Hauni Maschinenbau AG
247	Thiel
248	private
249	umbrella systems gmbh
250	Student RWTH-Aachen
251	aaa
252	private person
253	Trinidad and Tobago Computer Society
254	Managing Director, GeNUA
255	Domain owner
256	Domainowner
257	m@cs82.de
258	awfwafa
259	Datenhafen GmbH

260	Computer Scientist
261	heise.de
262	n/a
263	Jens Eckoldt
264	Domain-Hoster
265	Berning
266	private
267	none (via heise)
268	DE
269	Domain Owner, Shareholder in a small company providing nameserver services
270	domain owner
271	kontent
272	Germany
273	ICANN At Large Membership 272714
274	roottec.com
275	private
276	Private
277	University of Trier
278	Germany
279	Visual Acting GmbH
280	Domain Owner
281	nutzer
282	Technical Trainer Webhosting and Domains
283	domain owner
284	private domain holder
285	Domain owner
286	Private
287	University of Paderborn
288	-
289	mheller.org
290	x
291	net citizen
292	No membership
293	Student
294	Daniel
295	System Administrator
296	Udicom AG
297	Self
298	private individual
299	X
300	ISOC England
301	EPFL
302	Domain owner and Portfolio Manager

303	no?
304	Ciao
305	private
306	fischer
307	Authentication Metrics, Inc.
308	Hans
309	AMW
310	domain holder
311	-
312	doclbn.de
313	private
314	lepinat.net
315	denic
316	http://all-inkl.com/
317	IT Consultant, Internet User
318	Tektroop GmbH
319	none
320	NSN
321	JKI
322	private domain "owner"
323	cologne.idle
324	Heise.de
325	EXPEEDO
326	none
327	--
328	domain owner
329	Denic
330	Netmanufacture GmbH
331	sales/marketing
332	user
333	.ch
334	Open Source Developer
335	Admin
336	Netzkommune GmbH
337	Domain buyer
338	LiHAS
339	Privat
340	jjaf.de
341	domain owner
342	LMU Munich
343	Domain Owner
344	Domain Registrant
345	netz-haut GmbH
346	Tobias Schuster Internet Communications GbR

347	self
348	de
349	private
350	debian-desktop.org
351	none
352	Hyte Software
353	Blacknight (registrar)
354	Seicom GmbH
355	None
356	none
357	Technische Universität München
358	normal user with some domains
359	andre@krajnik.de
360	net-hosting
361	Unaffiliated
362	???
363	Tomorrow Focus Technologies
364	Private
365	Anti-Bug GbR
366	None
367	IT-Consulting Stimming
368	x
369	Schöps
370	Zertificon Solutions GmbH
371	registrant
372	private
373	none
374	None
375	???
376	domain owner
377	domain-owner
378	BioEthicslaw
379	sysadmin
380	THUNDER-2000 - Web-Publishing
381	no affiliation (whats an affiliation any way)
382	Helmholtz-Zentrum Berlin für Materialien und Energie
383	Webdesigner
384	HORSCH Maschinen GmbH
385	-
386	privat
387	Doe
388	none
389	Customer

390	lund1
391	GKM
392	Max
393	none
394	privat
395	wir
396	Domain Owner
397	None
398	-
399	domainfactory GmbH
400	Domain owner
401	Hermes Schleifmittel GmbH&Co. KG
402	????
403	YeaSoft
404	ISP
405	private
406	SVK India (ALS)
407	MHGS IT Solutions
408	self employed
409	none
410	Reseller
411	Affiliate
412	private citizen

Annex III – Question 5 – Additional Comments

5. Additional Comments	
#	Response
1	
2	legitimate justification for a prolongation is ok
3	Expirations happen for all sorts of reasons... a current registrant should definitely retain the option to renew the domain name for a period of time.
4	Definitely - I've had a cybersquatter point my recent-expired (because of no notification from co.) domain to a pornography website and then ask for 5000 euros for the domain.
5	Domains that expire should not continue to work - A default page should replace the site and email accounts should cease working. Some owners don't know their site has expired and lose them because they don't know anything is wrong.
6	Some Registrars are stealing web names and reselling even when they still the are still currently paid up. Bulkregister.com / Enom.com is such a company. Check this posting out. http://www.webhostingtalk.com/showthread.php?t=917712 I have a similar experience. ICANN should take strong action and bar this illegal practice and enforce it by removing registrars rights to register internet names.
7	Yes, but there should be no last-minute "recovery fee" that is greater than the cost of renewal.
8	All registrars and resellers must offer this service to all there customer for free (or a little cost).
9	Yes, I think the way it works now is OK.
10	Users often don't notice the domain has expired until it stops working
11	The expired domain is not a property of the registrar. The registrar does exploit an unfair advantage, because it does maintains the domain itself instead of deleting it. Often domains expire due to legal problems with the name. During the post expiration period, the former domain owner has no access but is still responsible for the domain according to whois. We already had legal problems with such cases.
12	what's the difference with the redemption grace period in Q26 and below?
13	Send a snailmail. Service or let the user pay.
14	Without displaying ads in my name in the meantime. A clean and simple placeholder page
15	Alternatively they could warn their customers the same period of time ahead.
16	none
17	There are too many domain grabbers out there, yes, I support that
18	Need not be 45 days, 30 are ok
19	The costs for post-expiration renewals should be known before the expiration date. Although it is probably desirable to have a surcharge for this service (because otherwise it could otherwise equal a free registration period), the surcharge should be within reasonable limits compared to the cost of a standard renewal.
20	like DENIC!
21	Matter of course
22	for several reasons (holidays, sickness, technical failure (hard- or software) etc. of responsible persons) the period for renewal should be at least 45, better 60 days. (The efforts to

	regain/restore a lost domain due to a personal impairment doesn't stand against newer claims).
23	None
24	This must be offered for free or at least for a predefined limit - considering that the process will be mostly automatic, definitely not more than 10USD, preferably less
25	The policy should prohibit the registrar from placing advertisement pages under the domain name.
26	the registrar must not use the domain for own advertisement in the renewal period
27	imho. it should be fixed amount of days and free for all registrants of all registrars, no differences made.
28	To be able to correct mistakes or miscommunications.
29	There is such wide variation amongst registrars with respect to how they each handle this process. If there is too relaxed a consequence of losing the domain name at the expiry, there will be those who registrants abuse that fact.
30	They should also offer the option of automatic renewal!
31	Yes, but 45 days are to much, up to ten should be more than enough.
32	email warning desired
33	The domain name could not be sufficiently informed of expiry.
34	The registrars should remind the domain owner before his domain expires, e.g. 6 weeks, 4 weeks and two weeks before.
35	in case a domain is not requested, it should be kept as "belonging to the former holder" as long as someone else is requesting for it (some kind of "dead domain"). As soon as someone else is requesting for it, the former holder should be asked to give it free or to renew it. in case of no answer, it is given free for the new holder.
36	I would strongly suggesting this
37	a grace period is a good idea in case of forgotten renewal and other cases of sloppy domain management. In no case shall a registrar abuse domains in grace period for advertising or setup own MX / A record. Those domains should just be disconnected or remain as there were while being active.
38	With prior warnings before the expiration, this is not necessary!
39	Although it seems easy to have a calender that contains the renewal-dates of your domains, I would consider it good practice and service from an registrar to notify the customer ahead of time.
40	Mandatory notification 14 days prior to expiration date
41	For the protection of the registrant, this kind of grace period should be provided by the registry.
42	It should be part of their service.
43	Better is 60 days (2 Month) - Easy to Guess
44	they should reject automated domain-registration by third parties
45	or offer to give back to "expired" owner even when in hands of another person meanwhile. This would avoid situations where people just wait for expiring domains to take them on their name just to resell to the old owner (for a lot of money).
46	A registrar must contact the domain owner before expiration and give the support for an renewal or get the expiration acceptance from the owner.
47	domain owner must also be informed on expiration
48	Expired domains could be set under a sunrise period instead of a grace period.

49	DNS delegation must be revoked for this period. If registrar is DNS provider, also zone should be disabled on provider's servers.
50	It's especially important that the domain is switch off because that may be the only way to notify the registrants that there is a problem. Maybe show a page "Domain registration expired on ..."
51	In addition, there also needs to be a strong evidence that at least three prior notices were served upon the registrant prior to the expiry date or else the Registrar should be penalised.

Annex IV – Question 7 – Additional Comments

7. Additional Comments	
#	Response
1	
2	Three months seems like enough time for a current registrant to get their renewals in order.
3	The process favors the registrars and the domain resellers. They can wait 60 days or they could bid for it from the owner if they want it bad enough.
4	I believe that a period of between 10 days and 30 days is adequate for a registrant to renew after expiration.
5	Tough question. Some consistency amongst registrars would help people understand how it works, but a long time period mandate would be the wrong approach.
6	That's roughly what major registrars offer now. The policy has to be specific or some registrars will allow it for 30 seconds and claim they're in compliance.
7	this seems like a good period.
8	this will solve most cases where domain holders loose control over their domain due to holiday leave.
9	Please take illness, holiday, or other unpredictable stuff into account.
10	should be enough. In case of privte owners (holidays and so) is this a good solution.
11	none
12	without surcharge
13	i would perfer an auto-renewal for each periode
14	Otherwise it is not the same for all
15	Email/SMS Service for informing
16	A set minimum time should be specified so that domain owner will not get confused by a multitude of registrar specific policies. Once there is consensus that a grace period is desired it shouldn't be up to registrars to set it.
17	Lost a domain for my business myself, because the notification didn't work out, on *both* sides.
18	see 5.
19	None
20	This is enough time to try and contact the registrant if email is not working for some reason.
21	this will prevent napping
22	Please explicitly require registrars NOT to renew domains automatically and aggressively provoke their own webhosting contract to domain owners, as DENIC currently does. It is extremely annoying how DENIC sends letters to clients whose domains expired and asks them to object if they do not want to begin a webhosting contract with DENICs' own subcompany.
23	If a registration expires accidentally, the previous owner should be given sufficient time to realize the expiration and renew it. If the expiration of the registration is intended, a interim period should be established so that users can realize that the domain has expired. This avoids malicious use of recently expired domains. E.g. I may trust a website enoug to permit scripts. But if the registration has expired and someone else has registered it and provides malicious code, I may not know about it and catch maleware. But if there is a 90 day period without any content, the users will have realized what is going on and establish proper safety

	measures again.
24	30-45 days is enough time to notice a mistake.
25	Because of Hollydays or sickness the owner did not see imediatly the closed URL.
26	15 days would give a registrant two weeks time had they failed to perform on payment. Many registrars currently offer around this amount, some more, some less, but setting it at 15 would at least make it consistent across all registrars. It still provides a registrar 30 of the 45 days of grace that exist to perform any additional actions needed, while still enjoying a grace period.
27	send expiry reminder via email
28	During this time any transfers should be blocked. After this period the domain record should be cleared an the domainname should be erased from the web, i.e. google and others should also clear their records.
29	anything shorter would make no sense for persons which are e.g. on holidays
30	one month should be enough time to check if your domain was renewed
31	30 days should be enough if somebody has forgotten to renew.
32	In addition to the 60 days after expiration, the gTLD should offer 30 days. So altogether, it should be possible to get the domain back for 90 days.
33	if the amount of time is too short such a request as asking for renewal could be left unread. ie when in vacation... a period of a month would gurantee (not entirely ;P) the renewal request will be read...
34	in case the former holder explicetely by written consensus gives free his old domain, this amount of time would not be necessary (caution about falsified documents for giving it free)
35	domain holders should always be notified ahead of expiration
36	Beside the renewal period, the domain owner should be able to decide wether he wants the period or defenitly not.
37	The problem is the huge number of domain grabbers. I think it would be good to also lock a domain for a certain period of time, when the renewal failed, and block re-registration to another person, thus a domain grabber can not profit of a good pagerank of the domain.
38	No strong feeling on the duration, but it should be the same for everyone.
39	The registrar should also inform the customer that his domain has expired via email
40	The problem is with spammers/botnets. A very short period may help with them, but interfere with registrant needs. I have no idea how to tackle that one.
41	If one uses domains seriously, he/her should notice the loss of nameserver delegation after domain expiration instantly. Targetting a fictional worst case scenario, the registrant is not aware of the technical details - otherwise the domains wouldn't expire. For getting in contact with a registrar and having the expired domains renewed after expiration, one to two weeks should really be enough.
42	.. would be ok.
43	with additional fee within this period to prevent abuse
44	Alternatively "at least 45 days".
45	Again proper notice, atleast thrice, should be evidenced to have been served upon the registrant at his postal address. this cost can be charged to the registrant provided proper notice was given prior to expiry as well.
46	Client must receive notification, 1st by mail, if no reaction, also by snail.

Annex IV – Question 9 – Additional Comments

9. Additional Comments	
#	Response
1	
2	ICANN needs to get tough with the registrars or eventually the complaints will pile up at the FTC and the Gov't will step in.
3	ICANN should get of its arse and do what its supposed to do and police the industry.
4	I believe that it should be a uniform policy for all registrars.
5	If not mandatory, some registrars won't do it
6	ICANN policy should place a minimum (45 days) while registrars could offer various maximums (3 mths, 6 mths, etc.)
7	Despite ccTLDs does not count here, TK is a bad example. Domains are held back by the registry for more than a year and the admin-c receives spam-like "Do you want to extend this domain?" messages every few weeks. This is "disturbing". I do not want to see such practice anywhere, at least unregulated.
8	it should be standard across all domains, to keep it simple
9	Registrants are, in my opinion, unlikely to consider such a fallback layer (protecting them from their own mistake) to be advantageous at the time when they select a registrar to register a domain. Similarly, registrars may be reluctant to advertise such a policy, thinking it may be considered by their prospective customers as an allusion to expected "laggardness" on the customers' part.
10	This ensures that the ownership stays in place.
11	none
12	Otherwise it will not work!
13	Slight tendency towards "required" though. If it becomes a policy requirement, a cost limit should probably be specified too because otherwise some registrars will see this as a business opportunity - notify the customer as little as possible about the pending expiration and charge as much as they can legally get away with when the customer has to choose between keeping or losing the domain.
14	Don't see the need for (automated) domain-catchers to be rewarded the other way round.
15	None
16	The period should be the same for all gTLD registrars. It is only confusing if every registrar has his own policy.
17	If user wants extra service she should pay for it.
18	This will never be a selling argument and therefore a service to the registrant, who saves the restoration fee in that case.
19	A strong policy would help to solve disagreement among registrars or their customers.
20	Enforcing may be to much, e.g. If a provider automatically continues the domain reservation and the owner manually needs to cancel the domain.
21	I only liked a consistently enforced amount of days because it made the lifecycle of a domain more unified in the marketplace. It is a challenge for the registrant to know and understand a myriad of the post expiry handling processes that exist from registrar to registrar. That said, many registrars provide 21 or more days of additional grace period beyond the expiry of the domain name currently. Making a specific amount of time, say 15 days, might make some

	registrars repeal their more generous offerings if it were forced upon them.
22	none
23	Only ICANN policy can grant a uniform period at all.
24	im german, dont understand that
25	to make sure one will get a renewal request regardless of the registrar, the renewal request should be forced by policy. otherwise it isn't clear whether a registrar offers this or not and maybe change his mind after all... also saying it's "Best Practice" would leave the situation in its current state in my opinion

Annex V – Question 11 - If you answered yes to the previous question, what is the most appropriate number of reminder messages?

11. If you answered yes to the previous question, what is the most appropriate number of reminder messages?	
#	Response
1	Three.
2	2
3	2
4	five
5	3
6	5
7	10
8	Three, then the registrar should be forced to turn the site off for 60 days. Then they auction it.
9	1
10	2 before expiration and 2 after
11	3
12	Two, one a month or two ahead, one a few days ahead.
13	3 in total
14	four
15	three
16	at least 3 times
17	3
18	max 3
19	3
20	1 every 15 days
21	two
22	2
23	Three messages are sufficient. One message might be lost somewhere, one message get's transfered to the responsible person of registrant and second message might be help a final reminder. Any more messages does not help, because a decision was already made.
24	2
25	three reminder messages
26	Two. One 30 days before. A second one week before.
27	two (2), sent 45 days and 15 days prior to expiration
28	3
29	1
30	3
31	3
32	3
33	one a week until expiration, with the remaining days being part of the subject

34	1
35	3
36	2 reminder messages + 1 message on expiration date, notifying the renewal period to the user
37	3
38	30d before, 14d before, at day 0, and 30d after expiration a message for deleting the domain. And message offer: Mail, Mail/Letter, Mail, Mail
39	3
40	3
41	a single one
42	3
43	3
44	3
45	2
46	3 messages
47	5
48	3
49	3 messages, maybe from a pre-known sender so that one can easily distinguish it from spam.
50	weekly reminder. 45 days means around 5 reminder messages
51	2
52	3
53	3-4
54	3
55	3
56	2
57	2
58	3
59	3
60	3
61	2
62	3
63	3
64	3
65	2 reminder messages
66	3
67	3
68	2
69	3 to 4
70	3
71	3
72	3
73	three to five
74	three
75	3

76	3
77	at least 5, see below
78	3 messages during last month
79	3
80	2
81	3
82	3
83	3
84	3
85	3
86	1
87	2
88	One Should have been notified by registrar prior
89	2
90	2
91	2
92	3
93	3
94	3
95	5
96	3
97	3 messages
98	2
99	1 should be mandatory, 2 would be ideal
100	1 daily
101	1
102	3
103	at least two
104	2 messages
105	2-3 messages
106	3
107	At least 3: Notice, Reminder, Last Chance
108	1
109	3
110	2
111	1
112	3
113	3
114	1. Exactly. No more and no less.
115	2
116	5 emails.
117	one
118	two (2)
119	3

120	3
121	3
122	1
123	1
124	2
125	3
126	10
127	3, with at least one notice of receipt
128	there should be at least 1 e-mail message at the moment of expire, and one more after half of the grace period.
129	10
130	five
131	2
132	Remindermessages are not usefull, because the could be filtered as spam.
133	3
134	2 before expiration, one at expiration telling about renewal.
135	Three messages
136	3
137	1 message will do
138	at least 3 messages
139	3 eMails and 2 real Mails
140	Three
141	3
142	3
143	Maybe also send a letter by postal service
144	3
145	5
146	3
147	3
148	4 reminder messages
149	3
150	3
151	3
152	three
153	2. One upon expire, another 1 week before end of grace period
154	1
155	2
156	2
157	2
158	4
159	The standard amongst most responsible registrars within the market is currently 4-5 notices. 4 at very least would be appropriate - and see my notes in answer 14.
160	3
161	1-2 via E-Mail, if registrar is in same country like registrant, one per post or fax.

162	3
163	2
164	2
165	one (1)
166	3 messages with 2 to 4 weeks in between
167	2
168	2 notices: on 4 weeks ahead, the second only a few days before as last chance reminder
169	3
170	3 in advance and 5 after expiry (at least the first and the last two in copy by postal mail, one of that by registered mail)
171	2
172	12
173	3
174	until response
175	2 emails at least
176	one
177	2
178	2 to max. 3 messages
179	Three (two months, one month, one week)
180	3 messages 4 weeks before, 1 week before and 1 day before
181	2
182	3
183	3
184	3
185	3 should be enough
186	3
187	1
188	3
189	3 or 5
190	3
191	two reminder messages
192	3
193	3
194	6
195	2 messages
196	3
197	3
198	3
199	three
200	3 notifications via mail
201	3
202	3 messages: 2 mails and if there is no reaction one other way of an expiration alert (phone/letter)
203	at least 5

204	2
205	at least 3 reminders
206	3
207	2-3
208	3 messages
209	3
210	2
211	3
212	3
213	2
214	3
215	make an escalation: make the escalation mentioned above (first email to main address, second emails to all affiliated addresses, third by written letter to domain holder, fourth by letter to all affiliated addresses, fifth by charged letter to domain holder. if then still no answer: domain can be given free if someone else is requesting it.
216	one
217	2
218	3
219	3 times
220	three
221	Three should be enough
222	minimum 2
223	2
224	2
225	4 remindermails to domain owner and administrative contact.
226	3
227	At least 2
228	Two messages - the second one via paper-mail. A fee for the second notice would be acceptable. If the email bounces a fee would be justified as well.
229	4
230	3
231	at least 4
232	Three reminders
233	2-3
234	3 messages
235	2 or 3 notices should be sufficient if there is some time (a week or something like that) between these messages.
236	2
237	3
238	3
239	Two reminders
240	3
241	Three, after expiry.
242	4
243	2

244	i think the number of reminders won't be a factor, either the first one gets read, or none will...
245	3
246	2
247	1 should be the minimum required
248	4
249	3
250	3
251	3
252	2
253	3
254	3
255	3
256	3
257	2-3
258	3
259	4
260	3
261	2
262	2
263	2 messages
264	2
265	1
266	three
267	depends how they're delivered. I guess only via Email 10 mails (not really a cost for the provider). Snailmail could be 3 messages at max.
268	>1
269	one probably two months before renewal, another one when due.
270	3
271	3
272	4
273	2
274	4
275	1
276	3 Messages to each know contact
277	3
278	maybe three - one 3 month and one 1 week prior to expiration and then one when it is expired.
279	3
280	One notification as a defined minimum 14 to 7 days prior the expiration date.
281	three
282	2
283	2
284	5

285	2 reminders
286	I'd say, at least three.
287	3
288	A Minimum of 2 I think
289	2
290	3
291	3
292	2
293	2
294	5
295	8
296	3
297	3
298	2
299	6
300	3
301	3
302	4
303	max. 2 reminder
304	3
305	3
306	three
307	3
308	4
309	3 would be ok.
310	2
311	2
312	2
313	3
314	2
315	2
316	10
317	3
318	3
319	2
320	3
321	2
322	1 reminder
323	3 messages
324	4
325	3
326	2
327	3
328	as stated earlier must be atleast 3 notice prior to expiry date through email and SMS and

	thereafter 3 notices to eth postal address.
3293	
3302	
3311	
3322	

Annex VI – Question 12 – Additional Comments

12. Additional Comments	
#	Response
1	
2	Emails get lost in the shuffle all the time... the more required notices, the better. Five automated notices doesn't cost the registrar significantly more than one.
3	I don't think "some" registrars are doing enough to alert the owners.
4	A single email reminder at the 15 day before expiration point should be sufficient, but the registrar should provide the address such notices will be coming from to the registrant at registration to allow for the registrant to white-list messages from the registrar.
5	If anything, the problem might be too **many** notices are sent. Because they're sent so far in advance, many people ignore them.
6	E-Mail addresses of the registrant contacts should be up to date. That's the registrants responsibility. So let's rely on it.
7	if renewal after expiration is made a icann policy, a third reminder should be sent after the domain expires
8	Normally, an owner should know when his domain expires. So this is already extra.
9	Do not harras domain owner more the nessecary. He will remember the renewal if the domain is still imporent to him
10	No
11	Email -> then SMS -> then Mail
12	The first reminder message shoud be send via Email and Snail Mail.
13	I would suggest a number of three times during the last month of domain ownership should be sufficient, but would apply for the 2 to 3 months reserve time after reservation is over.
14	None
15	30 days, 7 days, one day. If renewal is not automatic, this is enough to take last-minute action, without bothering those who take care of things well in advance. Renewing a week or a day before expiry is certainly not best-practice, so ...
16	One notice should be enough if the contact information is correct.
17	The registrar should send notices via traditional mail, if there is no response on the e-mail notice.
18	at least 1 reminder by snail mail
19	A single e-mail may get lost in rare cases. Sending two e.g. 2 or 4 weeks apart will certainly make sure it can be received.
20	I'm getting information about upcoming billing, address verification and the like in such vume that I'm hardly paying attention to all the ever same mails.
21	there should be at 1 e-mail message at the moment of expire, and one more after half of the grace period. If the registrar has additional e-mail addresses of the registrant on file (i.e. addresses not in the whois), it should sent the notices (at least the second) also to this address(es), in addition to sending to addresses in whois.
22	Unsolved challenge: How to keep mail filters from classifying these messages as spam/junk.
23	Force registrars, as part of this notice system, to poll the registry for each name prior to sending out notice, such that the registrar avoids sending renewal notices for domains that

	have left their registrar. It would also be excellent if registrars who had been a losing registrant in a transfer had failed to appropriately update their own system to clear the name from their system. I get notices 3-4-5 each from a registrar which is the former registrar of record for a domain I had transferred out in a year prior. They still accept payment graciously, and getting refunds is not often a graceful process. Registrars who fraud former registrants in this manner should face consequences for sending renewal payment notifications for a domain that had left their system.
24	maybe send another final reminder in case somebody who is not the original registrant is about to register the domain.
25	Headers: 1: [Name], your Website [Domain] has expired. 30 Days left to recover. 2: PLEASE READ: [Name], your Website [Domain] has expired. 20 Days left to recover. 3: LAST MESSAGE: [Name], your Domain [Domain] has expired. 10 DAYS LEFT TO RECOVER!
26	3
27	With a measure taken before the third (and last) reminder message to "awaken" the user in other ways than just emailing them.
28	There need to be more than one reminders, but they must be a few days apart, because the mail system might have trouble.
29	The first renewal notice MUST already be accompanied by a payable and actable invoice. Some registrars send out renewal notices early, but offer an invoice (on which a company can act) only 10 days prior to expiration, making of loss of domains likely.
30	an alternative second E-mail address if no response comes, should be used in the third attempt
31	In this case reminders makes sense. In many cases the customer will renew his domain which leads in further money :)
32	At least one per snail mail with reception paper
33	I would consider even 1 minimum reminder as sufficient.
34	In addition Registry / registrar should send reminders on individual basis so that the emails do not land in the bulk or junk folder.

Annex VII – Question 14 - If you answered 'yes' to the previous question, what timing or reminder schedule would you suggest?

14. If you answered 'yes' to the previous question, what timing or reminder schedule would you suggest?			
#	Response		
1	2 reminders with a gap of 6 weeks		
2	1 Week		
3	15 days		
4	one month before, one week before, day of expiration, one week after, one month after		
5	Every other day.		
6	30 days before, the day it expires and 30 days after it expires.		
7	3,2 and 1 month		
8	No earlier than 45 days, no later than 5 days.		
9	2 and 1 weeks before and 1 and 2 weeks after		
10	at 1 month intervals leading up to the expiration		
11	Two, one a month or two ahead, one a few days ahead.		
12	The day before it expires, then in two other instalments of 10 days		
13	6 wks, 4 wks, 2 wks, 1 day before expiration		
14	six month prior, three month prior then one notice in the last month		
15	45 days - 30 days - 15 days and the same day that the domain expire		
16	10, 20, 30		
17	1 week		
18	weekly, beginning one month prior to expiration		
19	one month before the expiration date one week before one day before		
20	1 every 15 days		
21	30 day intervals		
22	Larger businesses tend to need some weeks for a decision. So there should be three messages: 3, 2, and 1 months ahead.		
23	a month before and a week before expiration		
24	six weeks - one reminder every two weeks		
25	One 30 days before. A second one week before.		
26	four weeks before expiration, second reminder two weeks before expiration, notice about change in Whois at day of expiration		
27	45 days and 15 days prior to expiration		
28	One month before expiration, two weeks before expiration, three days before expiration		
29	1 month and 1 week before, and at the day itself.		
30	3 weeks		
31	30 days before expiration.		
32	three times. 1 after expiry, one after 2 weeks, one 3 workdays before end of period		
33	1 month before, 2 weeks before, 1 week before exp date		
34	1 week		
35	30-45 days		

36	28 days before expiration
37	once a week until expiration
38	1 Month before expiration
39	10 days
40	30 + 14 days before expiration
41	at expiration, 30 days after, 60 days after
42	15 days before expiration
43	See Answer 11
44	1 month in advance
45	1 month 1 week 1 day
46	At expiration day, 2 days later and at the 5th day after expiration.
47	15/15/15 days
48	once a month
49	45 Days before
50	1 month
51	1 prior to expiration, 2 when expired 7 days interval
52	every week
53	20 days
54	weekly reminder. 45 days means around 5 reminder messages
55	T-30d and T-7d
56	4 weeks before expiration, 1 week before expiration, 2 weeks after expiration
57	30 days before expiration, at expiration, 15 days after expiration
58	1 week each
59	1month & 7 days
60	30,14,7 days before
61	30 days, 1 weeks, 0 day
62	a few weeks before expiration
63	3 months and 1 month before expiration
64	1 month/14 days/3days
65	30 days, 15 days and 5 days in advance
66	30 days, 20 days and 10 days before
67	1st reminder message directly after domain deletion, 2nd reminder message 3 days before final expiration
68	every month
69	20days befor expiration and than 20day steps
70	2 weeks apart
71	30 days before expiry, 10 days before expiry, 3 days + (1 day ahead of expiry - would be nice)
72	The first at the start of the grace period or before (but not longer than a month before), the second at the middle of the grace period and the last one week before the end of the grace period.
73	1 week, 3 weeks, 6 weeks
74	1m + 2w (only if there is not enough money in the account to renew the domain) 3d, 2d, 1d
75	1 month
76	1 month before 2 2 weeks before 3 day of expire

77	after a week
78	4 weeks before expire date
79	1. before expiry: 2 months, 1 month, 2 week, 1 week before 2. at expiry 3. a few months after expiry 4. 1-2 months before final loss
80	1st: one month before the end 2nd: 14 days before the end 3rd: at date of end with notice that expiration takes place
81	1 month in between
82	30 days before, at expiration, 30 days after
83	1 month prior to expiration
84	starting 2 weeks before expiration, then every 14 days after expiration date.
85	60
86	2 months 1 month 2 weeks
87	one month and one week before expiration
88	14 days
89	1. expiration date - 90 days 2. expiration date
90	one week after the domain expired, two weeks before grace period is over
91	1 month before end of reg at date of end of reg 14 days after end of reg
92	1 month, 14 days before and at expire date
93	60 days before expiration, 30 days before, 10 days before
94	4 weeks / 1 week before expiration
95	30 days firts notice, second 1 week before
96	daily
97	30 days
98	30 days, 7 days, one day. If renewal is not automatic, this is enough to take last-minute action, without bothering those who take care of things well in advance. Renewing a week or a day before expiry is certainly not best-practice, so ...
99	two weeks before expiration and three days before expiration
100	one message a month before expiration, an additional one a week before.
101	the first reminder one month before expiration, the second a few days before.
102	start of, middle of period, 5 days before deadline
103	One month before the domain expires.
104	At least 14 days between notices.
105	3 month
106	every 30 days for 3 month
107	1 month and 1 week
108	30 days before expiration
109	- at the start of the renewal period - in the middle of renewal period - 5 days before renewal period ends
110	14 days
111	30 days prior to expiration date.
112	14 days
113	60,30,10,5,0 days prior to expiration.
114	4 weeks in advance
115	At least eight weeks (first notice) and four weeks (second notice) prior to expiration.
116	a week between reminders. the last reminder a week before expiration.

117	2 months, 1 month, 2 weeks before expiration
118	6, 3 and 1 month prior to expiration
119	14 days prior to expiration
120	10 working days, 5 working days
121	Bi-weekly
122	2 weeks
123	at least one at the moment of expire, and one after half of the grace period. (This assumes, that there is an early reminder before expire as part of the normal business process). The registrar should of course be allowed to send more messages at other times.
124	Equally divided in the 30 days of the renewal period after the domain has expired.
125	2 months before every week
126	5working days
127	30, 15 and 7 days before domain expiry.
128	two weeks each
129	1 week before
130	all 14 days until expiration
131	every 3 month
132	15, 45, 75 days
133	14 days
134	3 Months, 4 weeks and 1 week before the domain will expire
135	at first day, at fithteenth day and the last 3 days
136	Equally spread intervals, last one 14 days ahead of expiration
137	One month, one week, one day before expiration.
138	1. six months before expiration 2. on the expiration date 3. three weeks after expiration date 4. six weeks after the expiration date
139	1 month
140	30/10/5
141	immediately
142	1 month 2 weeks 1 week
143	see question 11
144	at least 14 days prior to expiration
145	first message 45 - 30 days before expiration, second one about 15 - 10 days before expiration.
146	28 days ahead of expiration
147	2 month prior to, 1 month prior to, upon, 1 month after expiration
148	-90 (optionally) -75 -60 -45 (Pick at least one) -30 -15 -10 -5 (pick at least two) -2 -1 (mandatory)
149	1 month
150	One immediatley after domain expiration, second after half of the warning period is over. In case postal or fax reminder is an option, it should be send immediatley after expiration.
151	First 3 Month before expiration. Then one each month.
152	30 days before 14 days before
153	one month before expiration
154	see 13
155	20 and 10 days

156	2 notices: on 4 weeks ahead, the second only a few days before as last chance reminder
157	3 messages in 28 days
158	18 days
159	1 Month ahead 1 Week ahead
160	First at beginning of month, second after two weeks, third after three weeks
161	weekly
162	2 month before expiry and then 1 month before
163	4 weeks
164	First one note of grace-period at the very beginning of the grace period, and the next 14 days after that. If three messages are mandated, then the last one should be one week before the end of the grace period.
165	Two months, one month, one week.
166	see q 11
167	1 week in advance
168	3 times in the 30 days above
169	9, 3 and 1 weeks before expiration
170	In total 3 mails, each a weeks time distance
171	every ten days
172	14 days
173	one message at day 0 one message at day 15 one message at day 28 (2days before expiration)
174	every 10 days
175	first reminder message one month before expiration, second reminder message one week before expiration
176	30 days and 10 days prior to expiration and on the expiration date
177	every 10 days
178	weekly
179	2 weeks before expiration 2 weeks before end date of the renewal period
180	30 days before the expiration date
181	3 month, 1 month, day of expiration
182	6 weeks
183	1 month, 14 days and 1 day prior to expiry date
184	at the first day, after 2 weeks and one week before the definite end
185	from expiry-date every month, 3 times
186	the first mail direct after the expiration, the second one week later. Another week later an other message type (phone) should be used
187	* 1 month before registration runs out * 1 week before registration runs out * when registration runs out * 1 week after registration ran out * 1 month after registration ran out
188	1 month and 1 week prior to expiration
189	3 weeks before, 2 weeks before, 1 week before
190	2 months, 1 month, 2 weeks
191	14 days and 7 days before expiration
192	6 weeks, 4 weeks and 2 weeks before expiration
193	Once per month.
194	like stated above the time being notified shuld took at least one month before expiration

	and this should be forced.
195	Policy should secure a minimum of one notification, timed in a way that an international registrant is enabled to renew in time prior to expiration w/o needing to rush things. 1 month feels sufficient.
196	1. 14 days before expiration 2. On expiration date 3. 7 days after expiration date as a last reminder
197	2, 4 and 6 weeks before
198	see above: about two weeks for each escalation level are ok - so at the end it will reach max. about two months
199	the day after the day of expiration
200	at least 7 days before expiration
201	3 months before the domain expires 1 month before the domain expires
202	1 month/2 weeks/ 1 week
203	After expiration, 4 weeks after, 10 days before Extended Time ends
204	first two months ago, second one month, last one week before
205	30 and 5 days prior to expiration respectively
206	14 days
207	First one 4 weeks in advance, second one 1 week in advance
208	3 month
209	before 30 days of expiration, before 10 days of expiration, on expiration date and 10 days after expiration
210	15 days
211	1 Month and 2 Weeks
212	2 notices: 30 days before the domain expires and 30 days before the renewal-grace-period ends. when the registrar wants to send 3 notices one notice 7 days before renewal is needed would be good.
213	1st working day of every of the 4 weeks
214	9 19 29
215	3 Monate
216	4 weeks, 2 weeks, 1 week, 1 day before, 1h before
217	every 20 days
218	30 and 3 days before expiration
219	20 days
220	1 month before expiration 2 weeks before expiration 1 week before expiration
221	The first message should be sent before the domain expires
222	one before or at expiry day, one 10 days before end of grace period
223	60 days prior to expiration
224	One notification before expiration and one 5 work days before the expiration of the grace period.
225	2 month before exp., exp. date, 1 month before renewal period ends
226	1 month before expiration 1 week before expiration 1 day after expiration 1 week before end of "renewal after expiration"
227	4 weeks before 2 weeks before
228	First reminder 30 days before expiration second reminder with expiration date third reminder 14 days after expiration

229	One week before the domain expires and at the day of expiration
230	30 days before expiration and 15 days before expiration.
231	2 business days before expiration
232	45 days, 25 days, 15 days, 5 days
233	4 Weeks - 2 Weeks - 3 days prior expiration
234	30 days and 7 days before expiration
235	3 Months ahead
236	1 day 2 month 3 3 month
237	30 days before expiration 7 days before expiration in the day of expiration
238	5 Days
239	starting 3 month before end, 2 month, 1 month by paper mail, 14 days
240	4, 2 weeks 3 days before expiration
241	first one four weeks before
242	every two months
243	15 days
244	2 announcements by email the last by letter
245	atleast 1-3 months prior expiration
246	30 days before expiration
247	Since people can be on vacation for a month or so, a two months notice should take that into consideration.
248	weekly schedule
249	1 month before expire exactly at expiry 1 month after 1 additionaly month after (at closure time)
250	1 message 1 month before expiry 1 message on expiry date
251	1. a month before expiration 2. a week before expiration 3. a day before expiration 4. an hour before expiration
252	one month
253	1 Month before the expire date, and then each week one message to known contacts.
254	three notices - one 3 month prior to expiration, one week before and then one when it is expired.
255	first notice no later than 45 days prior to expiration, second notice at expiry, third notice no later than 30 days before renewal is closed.
256	One notification as a defined minimum 14 to 7 days prior the expiration date.
257	at least one month bevore regular expiring
258	2 weeks 4 weeks
259	4 weeks before end of registrations until 1 day befor end of time for a renewal
260	30 days and 2 weeks
261	One every 25 days, beginning 30 days before expiration, the last being send 25 days before the end of extended deadline (i.e. 45 days after expiration in my proposal).
262	1 notice: 1 month before 2. notice: 2 weeks
263	30 days in advance, 7 days in advance, 1 day in advance
264	weeks
265	14d, 30d
266	28 days
267	Once a week starting 1 month before expiration until the end of the "grace period" for

	renewal
268	First reminder around 3 month before, then one month before and then 1 week before
269	3 months, 4 weeks, 1 day
270	In a decreasing time frame - one month before expiration, two weeks, and finally one week before expiration. Can be automated of course. If the domain owner does not react to these messages, well, his fault.
271	15 days before expiration
272	30 days before 5 days before
273	3 months, 1 month, 1 week before expiration
274	One month, one week, and one day before the domain expires.
275	every 10 days
276	one email per week
277	every week
278	14 days
279	1st after 30 days, 2nd after 50 days
280	15, 2 days prior
281	3 month before 2 month before 1 month before per snail mail then every week last 24 hours.
282	Domain owner E-Mail
283	1. 30 days before 2. 14 days before 3. 3 days before
284	30 and 7 days before
285	3 month, 1 month, 1 week
286	one week after expiring
287	One after ten days, another one after 25 days.
288	when terminating DNS service
289	First message should be send 2 months prior to expiration, next message 1 month prior, last message 1-2 weeks prior to expiration.
290	60, 30, 15, 3
291	2 weeks
292	Broadly, the first reminder should be sent out atleast 45 days before expiry followed by 15 days and 7 days.
293	2 month before 1 month before on expiration
294	30 days before expiry, 10 days before
295	the day the domain expires
296	email 1 month before snail mail on expiry

Annex VIII – Question 15 – Additional Comments

15. Additional Comments	
#	Response
1	
2	How about a postcard? I get junk mail from some company trying to steal domains from me all the time. If they can find me then I think my registrar should as well.
3	I was given no notice of renewal and my internet had 1 year yet to run and still enom.com put it into redemption!!!!!!!!!!!!!!
4	Again, without specific rules some registrars will send two notices 1 and 2 minutes before expiration and claim compliance
5	Fixed periods does ease domain management and keep the additional costs in the reseller chain low.
6	none
7	No
8	None
9	If notices send via traditional mail, then the timing must be increased to include travel times.
10	bounces should be registered and should lead to manual processing: call the registrant, postal mail, etc.
11	In general, policy should only specify a minimal required effort of the registrar to inform the registrant of the expire. It should allow registrars to be more verbose than required.
12	There should be some form of active acknowledge in place per contact so that the registrant is not relieved of their responsibilities or accountability to make payment (in the form of saying 'i never got it' or 'you have the wrong info on file for me' or other excuses).
13	slow internal organisation takes its time
14	It should be possible for the receiver of the notices to click a link to stop being reminded again.
15	This should be a minimum requirement open to more, but not less notifications according to contractual agreements between registrar an registrant.
16	until day zero I would not take additional money. After this a renewal I would take a small amount - but NOT !! hundreds of \$
17	The policy should fix a minimum set of notices, registrars should be able to provide a better service if they want.
18	the last of this notices should include the hint for the 60 days

Annex IX – Question 17 - If you answered 'Yes' or 'No, but...' to the previous question, what methods should it specify?

17. If you answered 'Yes' or 'No, but...' to the previous question, what methods should it specify?			
#	Response		
1	Email notices should be mandatory for all registrars.		
2	Email and postal		
3	Email		
4	by mail as pdf-file		
5	by email; by express mail; by fax		
6	Email isn't good enough. If the email bounces, the registrar should be responsible for sending a physical letter.		
7	Email (at least 2 addresses).		
8	Email, Mail, everything - Get tough with these guys. And make sure the "resellers" or sub agents and everyone else follows the same rules.		
9	respond by e-mail		
10	E-mail, fax and phone are all practical methods of reminding. For clients with larger domain portfolios, a snail mail notice would be appropriate.		
11	Direct mail or mail with a link to the relevant web page		
12	Should say whether they will be contacted by email, phone, or mail.		
13	e-mail		
14	e-mail		
15	They should be sent by e-mail		
16	e-mail and mail		
17	notices must be in a clear english and in native language of the registrant		
18	email and/or phone		
19	E-mail		
20	by mail and by phone if possible		
21	email and snail mail		
22	email, snail mail		
23	E-Mails should be machine as well as human readable, i.e. plain text with an fixed font table. The emails should be free of commercial advertisements of any involved party.		
24	appropriate communication by eMails		
25	any or combination of: e-mail, snail-mail, sms		
26	E-Mail, XMPP		
27	Admin-C on first reminder Owner on second reminder		
28	E-mail to an address specified by the customer for this express purpose.		
29	email, fax, sms		
30	email to a known good address, with "I have read and understood" link that should be clicked by recipient.		
31	Email		
32	Email		

33	snailmail and maybe mail.
34	Email and letter
35	Email to the WHOIS addresses and email to the contact address on file with the registrar (if different). Emails should be digitally signed.
36	previously specified E-Mail, message in the domain admin interface. If it is local perhaps SMSor even phone calls. Those would be a great way for premium services to distinguish themselves
37	eMail or postal mail
38	contact email to admin and/or owner
39	email
40	email and/or text message (SMS)
41	Which medium, and how early. Because the general medium (today email) could change.
42	plain text email
43	email
44	E-mail, mail or phone call.
45	email
46	I think the examples provided in the preamble for this section would be a good choice: "[...] by e-mail or by posting a message in the registrar's domain management system (requiring registrant to log in first)"; it should be noted that "internal system messages" are more likely to be ignored than emails, though.
47	e-mail
48	e-mail
49	mandatory by email, at will by snailmail
50	Via email via post service
51	Email
52	mail
53	email, sms
54	E-Mail
55	At least the first notice should be sent via email. The second could be sent via email as well, but at least the last one should include an alternative route (postal address / phone).
56	"snail mail" _and_ e-mail
57	E-mail,registrar's website,letter/postcard
58	email, if that fails, fax, if that failes, postal mail.
59	at least an email to the admin-c
60	email and/or letter
61	email, snailmail
62	email
63	email
64	Email, Phone, Fax, Mail
65	I prefer a first reminder to domain-registerin e-mail and a final notice per snail mail
66	I think an e-mail option should be mandated, if other means such as mail etc. are wanted, that should be allowed, too
67	digitally signed email
68	Email/SMS
69	they should be contacted through the officially contact details as in the domain nic

	databases
70	Email, then SMS, then Mail
71	eMail, analog mail ;)
72	Email, Telephone, 30 & 10 day ahead of expiry notice might even be useful to be sent as dead-tree edition(--> letter).
73	mail to postmaster
74	The minimum number and form of notices.
75	email, optional mail
76	email only
77	email post
78	The minimum option should be notification by email. Beyond that the free market may follow its course.
79	email if possible by telephone
80	By email and in the online system
81	email to the admin
82	Notification of registrant mut be mandatory by *both* email (every notification) *and* paper mail (the latter at least once or twice).
83	email should be mean of state, postal messages only if email fails
84	email
85	email to domain owner
86	e-mail with "have read" checkup
87	By letter.
88	E-Mail at least, Phone call if necessary
89	postal e-mail phone
90	email, fax
91	email snail mail
92	email
93	E-Mail should be enough, postal optional
94	e-mail
95	email
96	With mail and by post.
97	email (free of charge) sms (may be charged) "real" mail (may be charged)
98	email
99	email, if email fail, fax, if fax fail snail mail
100	EMail to Domain holder and postmaster of domain
101	email, first time to e.g webmaster@, second time to all registered addresses.
102	E-mail, User-Account
103	At least e-mail to an address that was functioning at the time of registering should be required
104	E-mail as primary method and an optional notice in the webinterface.
105	email, postal and/or message in the registrar's domain management system.
106	email, letter mail, SMS/phone call/...
107	no idea
108	The notification should be sent by e-mail based on the whois database. Every registrant should update these information regularly.

109	E-mail and traditional mail as fallback.
110	paper mail
111	first two by mail last third by regular letter
112	Mail, Phone, Letter
113	email + letter
114	E-Mail to ADMIN-C.
115	email, phone (incl. protocol), postal mail with standazied texts, clearly not mixed with ads so it's not by mistake sorted out.
116	by mail
117	I don't care as long as the registrant is aware (and able to look it up any time) which way the notice is sent.
118	email to domain admin/domain owner, contact by registered phone number (either sms or phone call)
119	E-mail
120	email to the given domain admins
121	contact the ADMIN-C address by email, automated mails are okay.
122	E-mails first, last reminder in writing (snail mail)
123	via post
124	Postal mail or fax have the best chances of getting a notice.
125	E-Mail, phone, letter.
126	registrars should be required to offer (a) email notification, (b) postal (paper) mail notification. Other option should be allowed at discretion of the registrar. Option (a) should be mandatory to book for the registrant, option (b) should be an additional service (possibly with a small fee) the registrant can book when registering the domain or to any later point in time. registrars should of course be allowed to try paper mail even if not explicitly requested by the registrant.
127	Via eMail, to the domain owner and Admin-C
128	email snailmail fax phone
129	E-Mail, Snail-Mail or a Phone call by support
130	email, postal services, fax
131	to the tech-c emailadress
132	first use emails and for the last at the end of the expiration period use a good old letter sent to paying or owner address
133	eMail and real Mail The domain should show a warning- Message.
134	the firsr two by email, the last by mail
135	1st of 3: eMail 2nd of 3: Telephone call last: Letter
136	3 Months before expiration email + postal mail the domain's admin-c, the next 2 notifications to email to admin-c only.
137	email, sms or snailmail (shout be specified by contracting)
138	E-Mail
139	E-Mail, Telephone, Instant Message, SMS
140	A minimum of messages that should be sent. A provider can send more messages.
141	email
142	1. email / 2. + 3. email + postal
143	email, post

144	letter email phone call
145	mail (not e-mail) might be nice. But then only once. But that might over-complicating things
146	email, letter
147	Imperative: - e-mail - info on domain management system Optional: - mail - text message
148	at least e-Mail, maybe SMS
149	2 month prior to and 1 month prior to expiration email, upon expiration letter, 1 month after expiration e-mail
150	Email, fax, sms, postal mail or other courier service (any one of these could be set as the preference.)
151	email
152	As already said should postal or fax an option when registrar and registrant are in the same country.
153	Email, Fax, Letter
154	1. Email to the whois admin-c and tech-c 2. Email/Paper mail to the invoice address
155	email to all contacts
156	by postal (snail) mail
157	Does not need to be specified, but should be very clear when signing up
158	first by e-mail, the second by fax or traditional mail
159	Clear text emails, no link for full text, just a simple clear full and normal email
160	By email or mail.
161	First reminders by email, at least the first and last two also by postal mail, one of that by registered mail. (Airmail sometimes takes some weeks)
162	eMail
163	Mail
164	First by mail, others by e-mail
165	email, maybe additionally allow mobile phone numbers for sms
166	e-mail
167	I think email notice is ok.
168	email
169	E-Mail
170	Dont know how this works exactly. It should be explained CLEARLY and SHORT , what the Problem is and what Users can do to solve it. See http://www.useit.com/alertbox/9710a.html
171	Mail to owner and tech admin
172	E-Mail, Fax, Mail
173	e-mail oder information via domain management system
174	A choice of methods should be offered, with these methods available: MUST: E-Mail MAY: message in domain management system
175	email, sms, snail-mail
176	1x letter, 5x email
177	Maybe the user could select the prepered method e.g methods: by mail, by post, sms
178	by email
179	e-mail, mail
180	mail
181	Messages should go to specific mail agreed on when creating the contract and in the

	webspaces management system as well.
182	2 times email, last warning snakemail
183	* e-mail * phone call
184	at least an e-mail reminder would be useful
185	should specify email as the absolute minimum,
186	email, 3rd reminder as plain paper mail
187	Mail or SMS
188	per electronic mail AND per traditional post
189	email with read receipt (at least) or confirmation link
190	using the adress is the way to go. by telephone seams also a good thing same for faxing the notice!
191	email, snail mail (does not necessarily need to be free of charge)
192	By e-mail
193	email to owner, the last one by letter
194	email, phone as premium
195	see above (escalation)
196	eMail
197	one notice should be sent via email. the last note should be sent via snail mail (the domain owner may bear the costs, of course)
198	Email or potal; email optionally to more than one address
199	1st Email, 2nd email and fax, 3rd email and fax
200	Email
201	email, fax
202	E-Mail or/and SMS and/or customer area of the registrar
203	There should be a basic "bounce handling" policy. We've had cases of domains with wrong or outdated whois info where the owner could not be contacted by email.
204	changeable eMail-address
205	Methods where the domain owner doesn't have to take action to get them (e.g. in some online system...) This leaves E-Mail or snail mail!
206	mail and a final reminder by paper-mail (adding a fee for the mailing) phonecalls should be allowed to replace the mailing.
207	email, letter
208	e-Mail
209	email, telefon, fax, ...
210	E-Mail
211	e-mail
212	Email, Letter
213	Email to admin-c and tech-c
214	Email
215	The details are not important but have to specified somehow.
216	eMail or snail mail, depending how the rest of the communication is made
217	email, sms fax, telephone
218	e-mail
219	At least E-Mail, Letter Mail; Users should be able to choose; Recommended other channels: Fax, SMS, Phone

220	Email, then Fax if there. Stopping the domain resolution is, in my view another way to alert them too.
221	See additional comments.
222	email should be enough. It is the registrant/admin responsibility to make sure email addresses are up to as required by the policy.
223	might be good to enforce they're sent by mail and snail mail? but not helpful for very budget domain prices.
224	email and maybe also paper mail
225	email
226	Encrypted email, paper-letter and a secure web-form should be possible, but at least that email MUST work.
227	e-mail, SMS
228	E-Mail, Snail Mail, Phone
229	to the email address supplied as contact address; registrars should be able to supply at least one backup address which should also receive the reminders.
230	3
231	1 e-mail , 2 by mail
232	email
233	by email to at least 2 different email addresses, one by paper mail
234	Should be send by mail to WHOIS contacts.
235	email
236	email
237	email
238	e-mail
239	the last should be sent by a letter via mail to the Admin-C address
240	email only
241	Email, SMS, Snailmail. Those informations are required for a domain-registration? Why don't use it for reminders?
242	e-mail to the registered e-mail address. registrants should be offered additional options (maybe at fee, if cost is incurred, e.g. postage, text message, etc)
243	E.Mail, post, fax
244	e-mail, short message service telefon call postal call to mobile
245	1. Email 2. Telephone 3. Fax
246	For these request the registrar should have to different communication ways with domain owner. EMail with conform of read and Mail conform of delivery. Email with conform of read and Fax conform of delivery. Mail conform of delivery and Fax conform of delivery.
247	e-mail to the registered address of the domain registrant and domain admin, as well as posting to the registrar's system
248	As there's always an agreement or a contract between registrants and registrars, the policy should specify that expiration notices need to be part of the contract, not how the expiration notices are handled by contract.
249	Using traditional post.
250	a regular E-mail address and a second only for urgent messages, if no response after trying the first is coming back.
251	email, fax, snail

252	e-mail
253	via mail via e-mail by sms maybe by services like twitter
254	e-mail to a contact which should not belong to the domain itself
255	The first two (of three) should be sent via e-mail (with the second possibly also being sent to a secondary e-mail address), the last one via old fashioned mail.
256	The safest method probably would be a postal letter to the home address.
257	Email, letter
258	email to at least 1 person and on technical mailbox such as webmaster, contract, controlling or so
259	enail
260	by E-Mail
261	e-mail, snail mail
262	Email
263	1st reminder: postal, 2nd and 3rd: email
264	E-Mail
265	email
266	Automated email to a configurable address
267	E-Mail, Mail
268	email, fax, mail
269	Email notifications should be mandatory, but domain owners should have the choice to add further methods like snail mail.
270	use the contact email address specified in the domain registration
271	to valid e-mail address
272	Reminder by E-Mail
273	first 2 by e-mail, last one by regular mail
274	postal way, fax, phone, e-mail
275	email for most but at least one snail mail with confirmation paper
276	E-Mail
277	e-mail
278	Email, Phone, Fax, Written Letter in that order.
279	Methods should be chosen in a way that reachability can be guaranteed. For example, the last notification could be forced to be delivered by phone, so that the registrar can be sure that the registrant received the notification.
280	to any active emailaddress recorded for the related domain whois
281	by e-mail at least
282	e-mail
283	Email or by replying with an "expired" message to any URL requested from the domain after the domain has expired. For non-web domains, all services will cease to work, so that's also a strong indication what happened.
284	Through email/sms as per records this will also encourage the registrant to give the correct email ids and other contact details. However, it must be ensured that the emails do not land in the bulk/ junk folder.
285	e-mail
286	email to süpecified address
287	e-mail

288 | email snail mail

Annex X – Question 18 – Additional Comments

18. Additional Comments	
#	Response
1	
2	In all instances where reminders would be sent, the registrant should have the ability to indicate their intention to abandon a domain name.
3	same reason
4	registrar may request an extra fee for snail-mail and sms notices. I really wouldn't mind paying a few dollars for this additional comfort of mind.
5	As a best practice, the registrar should regularly send messages to the notification address, asking the customer to confirm receipt. One such confirmation message should be sent approximately three months prior to expiration of any domain name. If the customer does not respond to this message until the expiration warning is due to be sent, the expiration warning should instead be sent by regular mail, if a mailing address is known for the customer.
6	none
7	Good old letter or postcard at T-30d if e-mail contact failed due to incorrect or no longer valid address
8	No
9	In my case, the paper mail wasn't routed properly, and I would have received email, and expected that. In other cases, email may not work (host down, person changed or absent, spam filters etc.pp). Paper mail may also have more impact.
10	postal messages could be sent at cost of domain owner
11	None
12	If these EMail-Addresses aren't regularly read, the domain holder may not be interested in the domain anymore.
13	Letter only at the 1 Month reminder
14	remember to give the domain owner a way to deactivate the reminder if he no longer wants the expiration information emails, so the letter will be the "last call" before expiration and nearly only information about it
15	The policy must require a valid (email) contact address outside the registered domain, and specify a mandatory email account within the (to be registered) domain, e.g. registration@<domnain>.
16	sms, post, or fax may have costs associated with handling, and a registrar should not be restricted from collecting a reasonable amount for handling these notices if not via email.
17	The registrant should have the option to specify a separate e-mail address for expiration notifications.
18	maybe with a confirmation link
19	it should specify that all persons (the administrative, the technical, the billing contact) be contacted regarding the expiry of the domain
20	Minimum one notice via email should be specified.
21	moreover there should be some mechanism to ensure there is always at least one way to contact a customer. to rely on the customer for changing his person object after changes

	appearing isn't enough. the customer should be forced in some way to provide correct data
22	The method of contact should be a mandatory part of the registration agreement, and also mandatory to be confirmed with in the renewal process to avoid a stale admin-c contact information
23	An alternative email address should be recorded in addition to a primary email address, in case the primary does not work or in case the primary is under the expired domain.
24	It should be specified, that notices have to be send by email. But the registrar can offer the possibility for registrant to chose to receive the notice by any different mean (SMS, letter, fax, etc.). For example, a registrar might offer the possibility to receive the notices by SMS. Then, on his website, the registrant can select that he wishes to receive the notice by SMS instead of by email. However, email has to be always available and default method.
25	Both openpgp and x509 certs should be possible for emails. Since there will be at least billing information, the paper-letter should be no problem either.
26	If these contacts are invalid the domain owner already violated his duties
27	require each domain holder to create a mailbox for contract based mails

Annex XI – Question 19 - What, in your opinion, is the most effective means to remind a registrant that their domain name is about to expire?

19. What, in your opinion, is the most effective means to remind a registrant that their domain name is about to expire?	
#	Response
1	Email.
2	Postal
3	Email
4	mail with pdf-file attachment
5	Recall logbook containing all the data
6	physical letter followed by telephone call
7	Email.
8	email
9	Simple e-mail notifications from an expected address.
10	e-mails
11	Before it expires, email or postal mail. After it expires, taking site down during grace period.
12	A personal visit from a representative of the registrar. If you think that's too expensive, email will do.
13	E-mail using WHOIS data - that will encourage them to keep their WHOIS info up to date
14	E-mail notices as per schedule already mentioned
15	e-mail regular post
16	it depends the registrants
17	phone
18	e-mail
19	by email and posting to registrar's website
20	as above
21	e-mail both the registrant mail address (given while registration) and webmaster and hostmaster address at the certain domain
22	An email to the zone-c (usually the person who understand the implications), admin-c (usually the person who can decide) and down the reseller chain (usually the person who is interested in).
23	by email should suffice
24	1. polite reminder 2. recall of reminder 3. ultimate notice with explications of consequences
25	Email sent to the administrative and ownership contacts listed in the domain's WHOIS record.
26	send notice about change of owner field in Whois information
27	sms texting. E-mail is just not reliable anymore.
28	E-Mail, XMPP
29	See above.
30	email, fax, sms, phone call
31	email

32	Email
33	Email
34	A letter in their snailmailbox.
35	Email
36	E-Mail
37	postal mail
38	email
39	traditional mail
40	email and text message
41	Mail, and 14d before by letter.
42	email
43	If a domain is released by the provider because of a mistake (at customer's or provider's side).
44	Send a postal letter.
45	e-mail
46	snail mail
47	call him
48	Postal letter
49	E-Mail, Warning on Website
50	E-Mail
51	Notifying the registrant through different routes (email, postal address, phone).
52	"snail mail"!
53	E-mail (or letter/postcard if e-mail address is invalid or incorrect)
54	email to mail@domain or info@domain, plus 1 written letter
55	delete the delegation from the DNS when it expires.
56	email to admin-c
57	a letter to the owner
58	snailmail
59	email, letters
60	email
61	Email
62	by snail mail
63	e-mail / combined with invoices for regular service
64	"Your registration of the domain example.com is about to expire. This means someone else will be able to register it. At this moment the domain is still 'yours'; you should renew the registration to keep your domain. Click here or call 1800-your-friendly-registrar to renew the registration."
65	Email
66	Email/SMS
67	email
68	e-mail
69	Clear Mail as example. My Registrar sends a lot (too much in my opinion) so called "Marketing Mails" that the really important mails e.g. about expiration get easily overviewed
70	e-mail

71	Telephone, Letter, Email (in this order) (emails get lost easily + medium is not secured and guarantees nor receipt)
72	by phone to admin-c
73	phone call
74	Email and Snail-Mail.
75	mail
76	email; I guess for domain names that are obviously in heavy use, I guess a phone call would be better.
77	Email
78	human forgetfulness
79	Email, perhaps digitally signed to allow bypassing of spam filters where necessary.
80	email
81	forgotten prolongue, unpaid invoice, mistake of the admininstering company for my domain
82	email and paper
83	email
84	A letter to registered address AND an email to registered email-address
85	E-Mail message
86	email
87	The DNS entries shall point to a "This domain is about to expire!" page every now and then. The visitors or the registrant will notice and react.
88	At least 3 reminders per e-mail
89	email
90	Write a letter.
91	By plain old Mail
92	More than E-Mail should be unneeded
93	e-mail
94	By mail.
95	email
96	email or snail mail
97	A remainder (email, fax, snail mail)
98	EMail to registrant
99	snail mail - but this could only be a voluntary service because there are extra costs and there has to be a valid RL address
100	email
101	mail, phone, takeover the domain on daily base if already expired during the last week of expiration. Odd days redirect domain.tld and www.domain.tld to provider's reminder site. Even days to the original DNS
102	E-Mail
103	At least e-mail to an address that was functioning at the time of registering should be required
104	E-Mail
105	postal
106	send an email
107	real letter to registrant postal address
108	Most effective way is to contact the registrant by phone, but not very easy to accomplish

	nor favored by registrants.
109	Traditional mails with a received notice.
110	phone call
111	Urgent Mail
112	a letter and an e-mail
113	E-mail to the registrant, all possible addresses
114	Probably postal, but unnecessary cost and not, in fact, necessary.
115	EMail to Admin
116	email with automatic bounce management
117	E-Mail
118	email
119	short message to registered phone number
120	e-mail to the admin contact
121	a phone call or fax, but that is probably too expensive, an email to the ADMIN-C contact should be sufficient
122	Letter
123	via post
124	Postal mail or fax.
125	E-Mail and letter in parallel.
126	An email send to the email address normally used for communication between the registrar and registrant. (Which implies, this is not necessarily an address listed in whois). If no such specific address exists, then the contact email address in whois should be used.
127	eMail and disabling the complete domain and/or any delegations after its expiration.. This could of course mean that email won't work. So policy must require an eMail on another domain in that case.
128	Depends on the specific situation of the registrant.
129	Classical letter, close the adress, if expire. So the owner contact the registrar.
130	email
131	Phone call
132	E-Mail or postal mail.
133	email
134	send him a letter, give him a phone call or email him
135	a personal phone call
136	A letter.
137	Phone call
138	A Letter
139	E-Mail Notification.
140	see answer 17
141	E-mail
142	Electronic messages
143	not just email. by phone, sms or mail is more effective. (especially if the domain expired!)
144	call tech whois contact
145	email
146	letter
147	phone

148	email to domain administrator
149	letter
150	e-mail
151	SMS
152	letter
153	This is not a simple answer. There are a fairly diverse set of profiles of registrant. Most all of which have email. If email were the common denominator as a minimum, there would need to be some confirmation that the email address is indeed valid and receives notice. This could be done via an email with a confirmation code that must be clicked to confirm the email address is still working. Through such confirmation, it can be more highly assured that these renewal notices by email are being received.
154	email
155	Postal. The Denic is using this and it works good.
156	Letter
157	to send a notice by snail mail
158	e-mail reminder
159	e-mail
160	Just clear konsequeces: a) if you renew it cost you xy €//\$ b) if you dont renew you lose your domain at 10.10.2010 If you want to renew you have to do this ...
161	Sending a mail.
162	Email + postal mail and at expiry date written notice on homepage
163	eMail
164	E-Mail message
165	Mail
166	notification
167	per e-mail
168	Postal Mail.
169	email, snailmail
170	see No.17
171	email
172	Letter
173	People should be told that others will see nothing when they visit their website, or that other People may register and then own that Domain. including explicit websites.
174	Via traditional mail
175	mail and disable the DNS when expired.
176	Mail
177	E-mail to a mail-account which was specified by the user for the communication with the domain-provider.
178	E-Mail to registrant configurable address
179	by email or phone
180	e-mail, message on web-login
181	mail
182	Mail
183	mail
184	* send them an e-mail * call them

185	e-mail
186	email, SMS text, phone, fax
187	email
188	SMS
189	electronic mail AND traditional post
190	email
191	email and snail mail
192	i think the most effective is via the address to which the bills will go. before that, one could try phone or/and fax.
193	email according to a contractual agreement between registrar an registrant (see comment 18) to admin-c
194	The email reminder ahead before expiration. May also stronger reminders as warning pages on the domain page.
195	a letter
196	email
197	can be different - make the escalation mentioned above
198	eMail
199	e-mail notification
200	snail mail or a telephone call.
201	warning emails
202	A call via telefon
203	by email
204	That it is about to expire and that an adminc should have a look into their whois entry to find more details?
205	Email
206	signed email
207	E-Mail to admin contact
208	send an email. If the customer likes to, they should also get one physical mail.
209	Telefon
210	email and postal
211	In order: e-mail, letter, phone-call
212	send an e-mail
213	send a mail, send a postcard, call them by phone. email could be considered spam, especially if I think at companies where CEOs are listed in the whois and not a technical division. postcards can get lost too...
214	email
215	e-mail
216	certified mail
217	Email, and possibly deactivating the domain.
218	3
219	An email, and maybe a letter (at least one letter, which is sent together with the earliest expiration notice).
220	e-Mail Messages should be sufficient.
221	send an email
222	email

223	e-mail
224	Just send them an email.
225	Pre-expiry: email
226	Email
227	6 weekd before
228	periodic verification of his email address, then inform on 1 months notice
229	email
230	Email.
231	e-mail, SMS
232	E-Mail
233	the method stated above.
234	E-mail
235	by mail
236	by email
237	E-Mail, Phone
238	email to at least 2 different mail addresses, one reminder by mail
239	by mail. Mails to WHOIS contacts have to be read anyway, while no one logs in into some "portals" without need
240	Mail!
241	mail to the owner
242	e-mail (somehow signed to minimize fraud)
243	usually email messages are enough
244	I had myself the problem that I forgot to renew the registration and a domain-name was lost and somebody (a registration-bot) got the domain-name and used it to display adverts.
245	notice in domain panel, e-mail
246	e-mail
247	call to mobile
248	emails sent to: - contact info from whois - billing address as many domains are billed by email - a special adress deposited for these notices by the domain holder
249	Email
250	email
251	Mail or Fax
252	e-mail
253	email
254	One email 14 days and one email 7 days prior expiration.
255	E-mail plus security a second E-mail only for urgent uses.
256	email
257	a phone call
258	Sending them a mail.
259	Snail mail to registrant's address.
260	send a letter (paper)
261	phone call
262	E-Mail
263	??

264	letter/email
265	E-Mail
266	by email
267	See above. Well, most effective way would be to send a guy over the owner's house and tell him "Hey, your domain is about to expire", but that's not really feasible I guess. Maybe an email could be send to the owner's mother or wife to nag him about it :P But seriously, with the proliferation of smartphones it might be possible to produce a barcode or similar that can be scanned and automatically creates a reminder. I am not sure if it is possible with current smartphones to create "appointments" this way.
268	e-mail, fax
269	Mail, no E-Mail
270	email to the address listed in whois
271	I think the best way would be if domains didn't expire at all as it is the case within the ".de" toplevel domain.
272	lots of emails
273	E-Mail
274	a paper letter
275	phone call
276	email + snailmail together
277	E-Mail with prolongation link
278	letter
279	by email
280	Email.
281	An e-mail is usually the best way for reminders, since just leaving it in your inbox is usually enough to make you stumble upon it at least once a day. On the other hand, urgent notifications are best delivered by phone, since the receiver is guaranteed to receive them.
282	email to whois email
283	a letter with an expiration notice
284	e-mail
285	e-mail
286	Email.
287	email
288	e-mail
289	email, tagged as "important"
290	e-mail or normal mail
291	e-mail

Annex XII – Question 21 – Additional Comments

21. Additional Comments	
#	Response
1	Any information that makes the process less confusing is a good thing.
2	
3	Just force the registrar to turn the site off for 60 days. Ne web Site - No Emails - then the owner would know there's a problem. Then the onus would be on them to contact the registrar to get the site turned "on" again.
4	WHOIS satill record me as owning blakeinternational.com to 6 june 2011, but still enom.com put it into redemption.
5	If it is show upfront some people will game the system to be ready to take it if not renew or to contact the registrant to "offer" services (and change registrar).
6	I hear this from people all the time -- they say whois showed the domain didn't expire for another year. The typical person doesn't understand the difference between a registry expiration date and registrar.
7	There are serve legal problems with domains which appears to be possessed by the registrant, but expired. Usually legal domain twists end with a requirment to transfer the domain or to not longer use the domain than the paid period. With past-expiration periods the registrant unwillingly violates the court order.
8	it really depends what happens with the account after it expires. a) registrar uses it for promotion: WHOIS *must* display registrar as owner b) domain is on grace period hiatus (=unreachable): WHOIS should remain unchanged c) domain is on post-expiration hiatus: WHOIS record should be changed to a generic "account has expired" with no reference to the previous holder. c) domain is made available for sale but registrar may not misuse it for promo (=domain unreachable): WHOIS record should be deleted
9	I hate domaingrabbers and this would open a new way for domaingrabbers to seek for domains
10	Information in a password protected area on registrar's website
11	very important
12	do not offer support for domain squatters
13	But make it visible that the previous owner can still renew
14	Sure, a "look, I'm about to expire!" notice to domain grabbers would be great!</sarcasm>
15	Info Message in WHOIS
16	This would only aid domain scavengers, who have no original interest in the domain, but rather hope to make easy money on those who actually have useful interest in registering the domain once expired.
17	Should still state the original registrant, but a clear note that it's expired, and will be deleted soon.
18	After a three month period WHOIS should indicate the run out status
19	AFAIK usability experts call the affirmative answer the principle of least astonishment ;-)
20	Anything else is confusing - not only people may think their domain has been renewed already, but also people who want their domains to expire may be confused about unwanted extension (and having to pay for it) of the expired domain

21	Such information should not be par of the whois database. That is private contract data, not public.
22	Even though this could make it easier for domain grabbers to determine the drop date of a domain and have an impact on the current domain aftermarket.
23	The status needs to be clear, i.e. it should only show "renewed" if it actually has been renewed by the regsitrant.
24	If Whois is changed, it must be changed to reflect the real status.
25	That would just open the field for domain grabbers...
26	Not while the first 3 or 6 Months after expire.
27	A change in the whois opens opportunity for all kinds of abuse
28	The owner should stay there but a warning message in big red Letters shoud appear.
29	Changing WHOIS info would be a great thing for domain grabbers. Which is totally not great at all.
30	Of course: It doesn't belong to the owner anymore until the renewal has been made! This also prevents letters/mails because of foreign content.
31	why DO they need to expire?
32	Extend the WHOIS protocol to display the state of the domain [active, expired-active, expired ¹ , free]. ¹ : The domain is no longer active for the user, but not yet available.
33	I thought quite a bit before responding to this, but came to the conclusion that this would be a bad idea, unless it came in the form of a new 'paid through' date or a status that the registrar could flag identifying pending payment which were consistent in their whois results. Challenge is, whois is terribly inconsistent from registrar to registrar, so the concept of introducing such a pending payment or payment through date is not an elegant possiblity, at least with thin whois registries that constitute the majority of what's being attempted to solve here. Mucking with the actual expiry date as it were presented in whois would break a significantly large number of applications that have been written around whois output.
34	I own 2 .org domains and had never to renew.
35	WHOIS should be changed only when supplier and registrant agreed to end registration or after a 'longer' period when renewing is still possible
36	Makes domain grabbing even easier. Will result in having some countdown for domain grabbers. Doubt that current registrants check whois. Notifications are better.
37	Personally i'm don't like the way the registry is automatically charging the registrar. At least it should be possible to opt-out from that.
38	That makes it easy for Domain-Rippers. On the other Hand most Website-Owners dont even know what whois is. E-Mails should be sufficient.
39	I suppose that primarily domaingrabbers or competitors of the website would use such a possibility to find out if there are any websites with expired domains which they could take over after the renewal period.
40	doubt registrants that allow their domain to expire would be knowledgeable of WHOIS
41	After a renewal time it should be changed.
42	That can also reveal bad payment discipline of the holder.
43	This is delicate. WHOIS is often abused by "domainers" - people trying to snap expired domains for profit. If you make whois expiry information more detailed you help them.
44	This would give domain grabbers even better ways to find expiring domains.
45	Whois should be as close as possible to reality, especially for technical (i.e. non person related) information

46	I am against any tool which could be used by domain pirates and speculators.
47	No, as this might lead to a situation that helps domain grabbers
48	This is valuable information, both for the domain owner and anybody else.
49	This information should not be conveyed to the registrant through public channels such as WHOIS, but through direct means such as e-mail.
50	direct reminder should work better, huh?
51	Again, this is making it too easy for domain "hijackers".
52	Not changing the whois at expiration date could make the situation more clear to registrants. Additionally, this could be a benefit against domaingrabber.
53	After the last possibility to renew the domain, whois should be changed to a free domain
54	do registrants use whois on a regular basis?
55	Actually I'd prefer if domains would automatically renew until they are cancelled.
56	keep the name, but add a remark

Annex XIII – Question 22 - What, in your opinion, is the most effective means of alerting a registrant that their domain name has already expired?

22. What, in your opinion, is the most effective means of alerting a registrant that their domain name has already expired?	
#	Response
1	Email.
2	Postal
3	Email
4	mail
5	-call -Email -Fax
6	email notification
7	physical letter
8	Email
9	turn the site off for 60 days.
10	ICANN should publist a black list of all domain name registrars who steal domain names and illegally monitorise them,.
11	A placeholder page hosted by the registrar would be an effective way to do this. However, such a page should not have ads or "smart" search results for any company other than the registrar themselves.
12	e-mail
13	Taking down their active web site and replacing it with a notice.
14	Using all means at hand.
15	Turn off its DNS
16	E-mail using WHOIS information
17	notice by e-mail
18	e-mail
19	email
20	email
21	A telephone call
22	see answers on 19 and 20 questions above
23	email & telephone
24	email and snail mail
25	e-mail both the registrant mail address (given while registration) and webmaster and hostmaster address at the certain domain plus a snail mail letter to the registrant
26	Remove the domain delegation from the TLD name servers.
27	simple and transparent procedures for the registrant / user
28	email to all contact(s) listed in the domain's WHOIS record.
29	send notice at day of expiration about change in Whois
30	see Question 17. If all fails, domain holder will notice sooner or later that his domain is unreachable and will contact his registrar or log in to his account.
31	E-Mail, XMPP

32	by written letter as provided by DENIC in case of an transit
33	If the registrant is operating an HTTP service under that domain name, the most effective means will be to redirect the domain name to the registrar's renewal page. Otherwise, notifying the registrant and admin-c via e-mail. (This is effective. I do not have an opinion on whether it is legal in any given jurisdiction.)
34	email, fax, sms, phone call
35	email, whois warning notice
36	Email or Phone Call
37	email
38	Snailmail + email.
39	Email
40	postal mail
41	email
42	mail
43	text message
44	Email
45	email or fax
46	email
47	E-mail
48	Send a letter.
49	Either via email, telephone calls (however, that may not be easy to realize...) or perhaps by displaying a "this domain name has expired" message when the (expired) domain name is visited.
50	e-mail
51	Snail mail
52	call him
53	send a cancellation email
54	Warning on the website behind the domain
55	E-Mail
56	Letter or postcard
57	deleting the dns delegation should be enough.
58	redirecting the domain to a reminder page.
59	email
60	email
61	email
62	Phone
63	by e-mail
64	E-mail and a standard note on the domain if you call it.
65	Email
66	Email to the usual contact adresses
67	email to domain owner
68	Mail
69	email
70	information by provider
71	Information by the registrar

72	e-mail
73	Letter, Email (emails get lost easily + medium is not secured and guarantees nor receipt)
74	all previous messages phone calls are ignored there is no action necessary
75	WHOIS and Email.
76	mail
77	email / phone
78	Email
79	message
80	A 'final notice' given the same way as the expiration notices discussed above. Obviously an expired domain should be appropriately highlighted in the customer interface.
81	email if possible telephone
82	sending a letter after the 2nd warning
83	possibility to renew
84	email (see 19)
85	remove the domain from dns
86	A letter to registered address AND an email to registered email-address
87	E-Mail, potential pop-up on domain index.html
88	additional email to domain owner after expiration; alter A entry to add separate frame, showing a brief hint visible for every visitor
89	E-mail.
90	No idea
91	email, fax
92	email
93	Write a letter.
94	First Email Second Mail
95	E-Mail...
96	e-mail
97	snail mail, personal phone calls however I'm mentioning that only because the questions asked about the 'most effective means'. I think in reality email would be appropriate
98	Send him/her a mail.
99	by email is the registrant informed about his expired domain. he has the possibility to renew that domain and private registrars are more saved against domain grabbers.
100	email
101	email
102	A remainder (email, fax, snail mail)
103	Snail Mail
104	As long as there is an email address: one email per domain name access.
105	email
106	See 19. Regularly update registrar contact information.
107	Letter or phone call
108	www redirection
109	Removing it from the zone.
110	Redirecting request to a "site expired" page (at least for http).
111	send an email and/or a letter mail.
112	letter to postal address

113	Most effective way is to contact the registrant by phone, but not very easy to accomplish nor favored by registrants.
114	Send a traditional mail, ensure that it has been received.
115	regular letter
116	A Letter
117	email or letter
118	email
119	a letter and an e-mail
120	I do not see why that should be necessary. If the warning of expiry was ignored it was obviously a known and desired result.
121	information on their registered domain, email notifying them of expiry.
122	by mail
123	Letter (Snail Mail) or Fax.
124	email
125	phone call to registered phone number
126	setting up a dummy website by the registrar that tells visitors about the expiration, and the remaining time until the domain is available for public registration again
127	shutting down all services
128	Email notice.
129	Letter
130	via post
131	Postal mail or fax.
132	Most effective would be to send standardized HTTP answers from the domain in question. This should, however, be definitively an opt-in from the registrant.
133	an email send to the email address normally used for communication between the registrar and registrant. (Which implies, this is not necessary an address listed in whois). If no such specific address exists, then the contact email address in whois should be used. If registrant doesn't react, a paper-mail might be appropriate, see answer to q.17. A redirect of the domain (starting at half of grace period) to a neutral page, saying that the domain needs renewal and communication could not be established so far would probably be very effective, but has the risk of disrupting communication, if mail-related DNS records are no longer valid for the domain in question.
134	see (19)
135	Snail-Mail, sending an offer for renewal along with the reminder
136	Perhaps a banner inserted at the top of the page? Like the "over quota" messages used by some registrars.
137	letter send by postal service and an email (both together)
138	email to the tech-c
139	send him a letter, give him a phone call or email him
140	a personal phone call
141	a letter
142	Letter
143	E-Mail with explanation
144	E-Mail
145	postal service, or phone call if available. E-mail could be prone to bad junk filters.

146	email and putting a notifying page on http://<domain> and http://www.<domain> which redirects to the original pages after a timeout long enough.
147	a commercial domain should not be lost forever, it could break up a company.
148	E-mail
149	A telephone call
150	by mail or phone
151	call tech whois contact
152	postal
153	email
154	email, letter
155	e-mail
156	SMS
157	Deactivate all domain services
158	Validated emails. In my answer to #19 I identified that a confirmed good email address, via some confirmation code from time to time, would be a reasonable assurance that the user has received the message. A telephone call or SMS is a bit more present to a registrant, but these have costs in staff or transmission (and receipt) which in an industry where the margins are quite tight and shrinking, harder to justify for some of the more budget friendly registrars.
159	error 404
160	1st: Burning letters on the wall in their sleeping or livingroom. 2nd: Postal notice.
161	Letter
162	dns should be removed from whois entry
163	to redirect the website to a special registrar's website where only the registrant can renew his/her domain
164	e-mail
165	redirect website to information page
166	email to the registered email address
167	Sending a mail.
168	email, postal mail and written notice on homepage
169	Mail with explications
170	email to registered address
171	Email alter
172	email, sms
173	per mail
174	It is a bit aggressive, but having the domain disabled, and not allowing the registries to place their advertisements should be strongly advised.
175	Making addresses etc. not resolve.
176	letter or phone
177	e-mail
178	email notice
179	email
180	See 12
181	Mail registrant, change whois, show "expired" page if domain is accessed
182	Mail and disable DNS

183	E-Mail
184	information via e-mail
185	e-mail
186	disable DNS
187	same as 19 above
188	by mail/post/sms
189	send an email and display expiration notice on the domains website
190	Dont know
191	mail to admin-c, techg-c and zone-c
192	Mail
193	mail/fax, but faxes cost
194	snakemail
195	mail + letter (the mail could have the possibility to confirm that you want to give up the domain)
196	* send them an e-mail * call then
197	Domain stops resolving
198	email
199	electronic mail AND traditional post
200	email
201	Snail mail AND email
202	as above send him a letter....
203	Disable DNS
204	The email reminder on expiration and 7 days after. Might a warning page by the registrar shows domain has expired.
205	letter
206	email, phone at premium
207	make the escalation mentioned above (first email to main address, second emails to all affiliated addresses, third by written letter to domain holder, fourth by letter to all affiliated addresses, fifth by charged letter to domain holder
208	eMail
209	e-mail notification, also put a placeholder under the address that tells that the domain has expired
210	snail mail and a phone call.
211	warning email to alterate email address
212	A Call via telephone
213	A special whois for owners dedicated to a subdomain of icann not possible to get crawled by others. Some sort of special link for example.
214	Email to registered domain holder and another to webmaster@\$DOMAIN and postmaster@\$DOMAIN
215	email
216	E-Mail to admin contact
217	spam them :)
218	telefon
219	email to administrative contact and domain owner + postal to domain owner
220	in order: e-mail, letter, phone call

221	pull it off the DNS -- maybe a phonecall where one explains them what happened.
222	email, letter
223	e-mail and delete DNS record
224	e-mail
225	certified mail
226	Email, deactivation.
227	3
228	Most effective but least practicable is probably a personal visit... Using the available contact data, starting with the one, that requires the least effort, should be enough.
229	An e-Mail message is the fastest method.
230	email
231	fax
232	e-mail
233	Removal (suspension) of DNS records
234	Post-expiry: email + fax (if any) + stopping resolution
235	Email
236	Normally via email if the email address is not with in the domain. Otherwise you only have the possibility of sending a letter. This will of course cause higher charges. If this is the case it should be noted clearly in the contract that the registrant has to pay the fee for the postal letter.
237	if someone doesn't notice within reasonable time, it will probably not matter to them too much. home users might get caught by this during their holidays, so an early on announcement may help, but i doubt they'll recognize it if not sent by the ISP.
238	email
239	Email, but paper-mail may reach some people better.
240	e-mail
241	E-Mail
242	email to registration address and backup address as stated above
243	Email
244	by mail
245	by email
246	E-Mail, Phone
247	snail mail
248	--
249	mail
250	Mail
251	email and whois expiration details
252	email
253	in case of registration attempt of third persons the former owner should be contacted
254	I guess it could be done, but its already "too late" with all the registration-bots. ICANN should go against mass-registrations, too.
255	message in panel
256	e-mail, maybe changing domain web page (if any) to include a note informingthe site is inactive and teh registrant should be informed by those who know who s/he is.
257	redirecting the domain to some "this domain is expired" page

258	call to mobile/phone
259	setting the A record to an appropriate page with specific instructions regarding HTTP, all other Ports should be rejected.
260	Email
261	Put services on hold, produce *temorary* failures. Easy reactivation upon renewal.
262	Mail
263	e-mail
264	alternative/secondary email address
265	An email containing no tech speak.
266	phone call or visit
267	E-mail
268	email
269	E-Mail
270	Remove delegation
271	e-mail fax
272	Sending them non electronic mail.
273	Snail mail to registrant's address.
274	shut it down
275	send a reminder email twice; at last send a letter (paper)
276	disable all services
277	Notice by E-Mail
278	email
279	snail mail
280	letter/email
281	changing DNS-Servers
282	If an email does not work, what will? Well, see above for contacting the owner's mother/wife.
283	Mail, E-Mail can be ignored
284	e-mail
285	email is sufficient
286	Keep mailing.
287	See #19.
288	A couple of weeks before, not half a year. If the period is too long, the information will be overseen
289	Email should be acceptable for all partys
290	lots of emails
291	By E-Mail
292	a paper letter
293	phone call
294	snail mail
295	E-Mail
296	Email.
297	give them a call
298	Bold notice in WHOIS and a notification from the registrar to the registrant.
299	email and whois information

300	re-routing web traffic to a "domain expired" page email should continue to work (for a certain time)
301	SMS or (automated) phone call
302	e-mail
303	Redirect all traffic to a default "expired" site.
304	Through the contact details furnished at the time of registration unless changes are informed to the registrar / registry from time to time.
305	email
306	redirecting the traffic to a parking lot :)
307	email
308	e-mail
309	e-mail

Annex XIV – Question 23 - What, in your opinion, should be done to educate registrants to ensure that domain names are renewed without incident?

23. What, in your opinion, should be done to educate registrants to ensure that domain names are renewed without incident?	
#	Response
1	Nothing
2	sign and agree to guidelines
3	-Send a complete documentation in the language spoken -Call by phone and discuss the process -Maintain the contact until renewal
4	Email them on time.
5	turn the site off for 60 days.
6	A notice about the consequences of failing to renew, posted along side the existing messages stating that domain purchases are not refundable.
7	Support end users organisations (like ICANN ALSes) for communication.
8	Most registrars do a good job with this.
9	Online and emailed materials. email should be an opt-out.
10	Validate the e-mail address at registration, remind them that it's the only way they'll know when expiration is near
11	When they register, the registration policy should be sent to them in a plain language.
12	explanation of the importance of maintaining your domain name and the consequences of letting the domain name lapse. It would also be helpful to have a renewal process broken down into a step by step process. If you are already familiar with the process- this may not be necessary- but if you are not, and are a first timer, the process can be daunting.
13	strong outreach is needed in every places. seminars, webinars, etc could be a good measure
14	reminders through email
15	More effort on the part of the registrar to make sure that the registrant knows the importance of maintaining an active e-mail account where notices can be sent.
16	when they are registering their names the explanation shall be very clear on registrar web page and the registrant may print the page with the info to keep the alert to specific responsible inside the company, for instance.
17	clear notices and reminders
18	when registering a domain they should be sent a document by e-mail containing a short guideline on how to handle the domains and do renewal
19	The whole reseller chain should be able to clearly specify "auto-renew" as the default method of "possessing a domain".
20	to make registration and expiration procedures as simple or evident as possible (comparable to traditional subscriptions of newspapers or journals)
21	Proper notice at the time of first registration.
22	send the notices about change of owner information in whois two and four weeks before expiration
23	the main issue currently is the unreliability of e-mail addresses. people change their e-mail

	address more often than anything else.
24	automatically pull the money through direct debit. I have domains for years now and never had to have worries about them or paying them.
25	- Streamlined registration and renewal process without hidden fees or lots of "small print" - Timely notification about an impending expiry
26	cost reduction after periods of time
27	make it policy and explain it in public.
28	You want to educate registrants?
29	Warnings 2 weeks ahead
30	Offer reduction in price
31	email 15 days before renewal
32	email, mail
33	early reminder, maybe configurable
34	Send an e-mail to him.
35	Default to renewal and send them a letter. Normally, one would explicitly terminate a domain if one does not need it anymore.
36	The answer sounds pretty obvious to me: The registrant should periodically check whether the domain name has expired, or even better, remember the expiration date in some way and make sure the necessary fees are paid so that renewal can occur without any problems. Perhaps it would help to explicitly inform the registrant that their domain name(s) will only be renewed if the necessary fees have been paid in advance (depending on the registry).
37	enforcement / rule
38	remind him every year via email
39	have a seizable 'post expiration'-fee in the contract
40	E-Mail reminders
41	E-Mail
42	more public information
43	Common information on registrar's website and specific information for domain in a password protected area on registrar's website
44	auto-renew should be the default.
45	how about subscription with automatic renewal (should be possible to turn it off via http access).
46	explicit warning at registration (web site) + email 2 weeks after registration
47	adequate information via email
48	show a popup at the time of registering website
49	an e-mail is fine
50	Tell them in a language they understand without needing to consult lawyers.
51	3 Emails as written above
52	Webhosters should inform their clients better.
53	-
54	nothing
55	no idea really
56	In the expiry notice, add a EASILY readable (HUGE FONT) notice, that the domain is about to expire, and how this can be avoided in the future. Add a auto-renewal check box to the order process and the web-administration interface.

57	no idea
58	An Email before the grace period and a Snail Mail at the first day of the grace period.
59	e-mail
60	perhaps sent a weekly email like "x domains are going to expire next week... current account balance doesn't allow for all of them to be renewed..."
61	message
62	Registrants need to be aware when and how their provider will give renewal notices. Beyond that it is matter of responsibility on the customers side.
63	?
64	Warn ahead
65	§ in domain reg. contract
66	up to registrar. most of the following: - clear information during reigstration - offering up to 10 years of payment - offering optional automatic renewal with various payment options that work long-term - most importantly: notifications before renewal, 2 and 1 months and 1 week before expiry.
67	provide a simple rule chart at the beginning of registration.
68	nothing, renewal is part of the registrar business model
69	A letter to registered address AND an email to registered email-address
70	Prominent notice in first agreement on domain, reminder e-mails
71	offer auto renewal (registrants will choose this if they wish to use the feature)
72	Experation Notice
73	Kick em off if they don't do? ;)
74	just sell the domain after its expiration
75	don't understand question
76	There should be clear rules.
77	There has not to be changed but he needs a reminder for the expired domain
78	don't know... it should be mandatory. if they don't do it it breaks the contract...
79	email with expalnation (or link) upon registration and before expiry
80	maybe yearly based rent
81	They are all grown-up, the above should be enough.
82	If that is possible at all, maybe put the - expiration date next to the customer number or something like that in each and every place where that number occurs, - show the expiration date in every web frontend concerning the domain
83	mandate the service provider to remind them
84	Reminders (E-Mail)
85	Step-by-step guides and notifications via E-Mail
86	Automatic renewal should be standard procedure at the point of registration, so only those who prefer not to renew automatically will even be at risk of expiring a domain that is still in use.
87	Same as 22. Nobody wants their customers to see such a message ;-)
88	setup a easy to handle system to do that
89	Make it the default policy for registrars. Domains without renewal should be an optional contract detail, not default.
90	strict rules
91	Aditonal Fee for renewal. At a max of 30% of Domain-Period

92	Send clear emails with the next renewal date.
93	No idea
94	No action from ICANN is required. Everyone in the business is aware of the fact and will inform clients.
95	Offer Registrants fair Auto-Renewal Options so the registrar renews the domain for them unless, explicitly canceled.
96	Send e-mails well ahead of expiration and explain procedure to extend it.
97	special notice on expiration/renewal email
98	e-mail to admin contact
99	email contact prior to expiration
100	First, the registrar should do it automatically and send a notice to the registrant. Additionally, the announcement to renew should be sent 5 working days before expiration
101	At registration and at a set time before expiration (e.g. four weeks), a mail explaining the process of renewal and the results of failing in doing so should be sent
102	Default should be automatic renewal if no other action or manual cancel has been issued.
103	Registrants must be more prominently prompted, that domains can expire at all (at the time of registration). This must be ensured specifically in the case of resellers.
104	Clear stated validity period on the invoice at registration. For endusers, if the registrar sends a "fact-sheet" with technical information / instructions at time of registration, it should clearly display the domain's validity period and have renewal instruction (or a link to such instructions). If there is some web-based registrant's domain management, it should *clearly*, on the front page, indicate if and when domains expire.
105	emails prior to expiration
106	PR releases hopefully picked up by sites such as Slashdot and Boing Boing.
107	email or letter in simple language, at least a for everybody understandable summary
108	send a email a week before
109	send him a letter, give him a phone call or email him
110	offer automatical renews
111	extra fees if not
112	E-Mail with explanation
113	Registrars should be required to inform their customers.
114	Timely notification, see above
115	there shuld be a defined extra fee, e.c. \$ 50
116	Pre-reminders ahead of expiration
117	E-Mail notification
118	verbose reminder via email, explaining the process
119	The registrar should provide detailed information on how to renew the domain. This includes detailed payment information, the exact date on which the domain is available to others and how to contact the registrar if there is some kind of issue.
120	the option to choose automatic renewal like a subscription to a newspaper
121	Unintentionally expired domains are mostly the result of analog people being unaware of electronic communication and procedures. Other than reaching out to those users, there is little that can be done.
122	ICANN has a document that it produced called the Lifecycle of a GTLD. The creator of this should be praised. It created clarity in and around many of the complex processes and grace

	periods that exist. Such a lifecycle document should be created upon the outcome of this process that indicates any mandatory timelines that apply to all TLDs which came from this working group. Registrars should clearly define their notice process in their registration agreement, and registrants should also be alerted to pay close attention to the timing of the potential expiry of their domain name.
123	reminders, deleting dns-entrys
124	1st: Electrocutation if they fail. 2nd: They should have the ICANNS domain policy main elements in their own (to the customer juristical binding policy). If they fail to do so after a few warnings revoke status of registrar.
125	The option of auto-renewal.
126	enough reminders,
127	don't know
128	Force the registrars to build up CLEAN and GOOD STRUCTURED user interfaces!
129	Ensure that admin-c is reachable (e.g. monthly status email, so you know early when mailbox is dead.
130	ICANN policy
131	Explications while registering
132	cost free renewal within 14 day, costly renewal within 30 days
133	registrants should automatically prolong contracts, unless cancelation
134	Clear communication ahead of time.
135	educate them :-)
136	Document it well on your Website. Everything more is just extra work. If a User doesnt read his Mail for 30 Days, he may have seem lost interest in that Domain. You cant and shouldnt control everything.
137	no idea
138	Charge a surcharge for expired domains.
139	Clear documentation, a sort of a how-to-be-a-registrant (real documentation, no Wiki please!)
140	information that needs to be read (check-box) when registering a domain, short and simple text
141	update Whois, opt. e-mail or portal site info
142	the customer has to accept the state of the domain, like Opt-In, on a special web site
143	forbit advertisement on unused domain names to ensure that a dns-error occurs
144	There is no means
145	make them pay an extra fee
146	auto-renewal-treaty
147	mail
148	* put an extra charge on automatic renewal * redirect domain to warning site till the renewal has been paid
149	include in the confirmation of registration additional documentation ; email to the registrants 6 months before.
150	make it visible in contracts, optionally offer automatic renewal to customers for a limited number of years?
151	renewing after expiration can cost a little extra fee
152	uhm in my opinion they should already know how to do it :)

153	clear, to be initialled, statement in the registration contract
154	Email reminders, hard lessons from lost domains which haven't been renewed on time. Good information on registrars page.
155	letter
156	give schedule of all forthcoming dates in each renewal process
157	nothing
158	always offer different registration setting - manual renewal and automatic renewal
159	you could automatically renew the domain and notify the domain owner some time before renewal, that he has <u>_now_</u> to cancel his domain contract, otherwise his domain will be renewed and he will have to pay for another year. this would solve the problem of expiring domains.
160	automatically periodical renewal. The customer must be able to choose renewal periode length for his needs.
161	Well... really no idea. I think there are many black sheeps out there. Don't know how this could be prevented.
162	clear and easy to follow procedures
163	I think no measures are necessary here.
164	In Germany, almost all domain providers renew automatically if the domain owner does not cancel the registration contract. This is most safe method.
165	fee of more then 50 \$
166	bonus system by lowering the costs of registration, if an incident happen a malus should be set.
167	Big red warning labels on registration of the domain, that such is needed.
168	Keep users aware that the domain name exists and is likely to be governed by a separate set of contracts than the webhosting or email. Keep regular communication between registrar and registrant, possibly not offering too long registration terms.
169	Nothing
170	If the registration is handeled via third parties, these should communicate with the registrants. Otherwise, frankly, I don't know.
171	The registrants should be made responsible for that. If they fail to fulfill this responsibility they should have to pay for everything that arises from their failure.
172	Clearly stated policy guidelines sent to registrant at the point they register, perhaps in a form that requires them to check boxes next to specific points to indicate acceptance
173	Regular reminders of the policy to be sent out by email. Some registrars already do this.
174	Nothing.
175	During registration make it simple and easy for the registrant to understand what you are talking about. Send also a reminder maybe 2-3 month before the expire this too.
176	raise the fee for renewal after expiration
177	Clear instructions, maybe listing typical scenarios telling what-happens-when.
178	Make it a registrar's selling point that the registrant is informed about pending expiration and that renewal is possible even after expiration within a certain grace period. Increase transparency requirements on the registrars' side.
179	Remind them as often as possible, also registrars should offer automatic renewal of domains.
180	(no opinion)
181	Email

182	send them a howto per mail
183	Make reading instructions before registration obligatory.
184	renewal fee with different level for private and commercial user
185	Send email with expiration date of the domain.
186	nothing
187	e-mail reminder
188	strong and clear defined policies
189	added information at the registration? I dunno
190	message in panel
191	Ask return to register fee of e.g. 15% and only renew from time of expiration, i.e. no gap, pay fee since that time plus above mentioned fee, if overdue. Anyway, don't make it prohibitively expensive.
192	hard to say. expiration notices might go unanswered, but people usually don't let a domain redirect happen more than once
193	increasing fee each additional week
194	Sending them clear instructions on what to do. Not only 'please review your contact info on one of your domains'
195	Give explicit advise how to renew
196	notice at first registration, via e-mail; notice coming along with regular registration fees
197	This is the registrars job and can't be done by the registry. Maybe registrars should take a look at ISO-9001.
198	better technology
199	giving a bonus (in money or in features)
200	Implement automatic renewal with automatic (recurring) money transfer initiated by the registrar.
201	I don't know.
202	Email reminder.
203	give them an easy, well designed web interface to see (and prolong) the domain status
204	text
205	more/better reminders
206	Notice in the invoice
207	Clear and simple instructions with definite dates.
208	nothing but stop services
209	offer a "auto-renew" feature
210	Its like backups - they have to learn form their failures.
211	See #19.
212	This is impossible because in a lot of clauses it is impossible to know what will be done in the future with the domain
213	Email should be acceptable for all partys. He *must* read mails from its registrars. However, consenseous could mean: I give you information - you read this information.
214	i have no idea
215	Inform the registrants by E-Mail regularly. Mention this procedure in the rules in a prominent space. Do some public relation measure to spread the rules to the public audience in a regular manner.
216	they should get an e-mail 2 month before the domain expires

217	short notice during order process. mail with short clear sentence afterwards.
218	extra fees in case of an incident
219	Notifications about renewal and expiration to registrants should contain a minimum amount of easily understandable explanation about the process.
220	dedicated information mail when registering a new domain name
221	(small) extra fee for late renewals
222	Send regular E-Mail reminders
223	Renew them automatically. There is no way to cure stupidity and mistakes.
224	Proper instructions at the time of registration.
225	inform them about expiration and when it will happen
226	email
227	e-mail
228	have unburocratic step-by-step instructions

Annex XV – Question 25 – Additional Comments

25. Additional Comments	
#	Response
1	This should probably be left to the registrar's discretion.
2	The best way to let the site owner know that the domain needs renewal is to have the site go down. This can work even if email doesn't.
3	It should be turned off - No Email, No Web Site.
4	If possible the web portion should be directed to an expired page, but email should be allowed to function normally. This will remind the registrant about the expiration without causing any severe harm. Also, many registrants have email relating to the domain sent to an address on the domain, which could block things such as password retrieval, which would prevent renewal for some customers.
5	Ideally, email could still work while the web site goes down. That way they can still receive communications. Technically that isn't as easy to do, though.
6	- Web access may be directed to a registrar-controlled page. This page may say that the domain name has expired. This page may include advertisements or pay-per-click links. - email should keep working
7	Such is actually already by law foreseen in Belgium
8	I would click on bullet 1 if it had a time frame as one week with the alert clearly stated that this page will no longer be kept - your domain has expired - something like this.
9	The domain should be removed from the parent name servers. Nobody has the right to use the domain for advertising or non registrant contents while the domain appears to be under registrants control.
10	but the changes should be propagated with a low TTL, so after renewal the domain can return to usefulness soon. There should be NO advertising on the registrar-controlled page!
11	if we start allowing services to run during the grace period, nothing will differ this from a setup with reminders and no grace period.
12	After expiration (and end of grace period), the domain should stop existing completely.
13	Between the expiration and the end of the extended renewal period, registrars MUST serve no DNS records for the domain, including NS records.
14	Web access and most services should be cut off to alert the registrant, but mail should still be working to allow communication to registrant
15	Placing advertisements should not be allowed. Web page visitors might think the domain has been grabbed by a malicious company.
16	They should not offer any new/own service on the domain to avoid confusion e.g. loosing mail to the wrong server.
17	I'd consider keeping email alive to be far more important than, say, http. (I guess companies may see it the other way round, though.)
18	none
19	They should continue working, but when opening the website, a warning should be displayed, then a redirect to the actual page.
20	at least email should be working. FTP/HTTP may be stopped to alert the registrant
21	A notice should be made to every user.

22	They should return nxdomain, NOT redirect. So nothing works, but customers will not be confused
23	Both alternatives have their merrits, a split model (keep it working for the first n% of the grace period) might be better than either extreme.
24	should be working, but email should be added with alerts, other services such as websites should also get an additional information (e.g. banner)
25	work with governments together but only for getting adress information. the government should not know the domain name!
26	give a grace period and email the admin-c
27	There should be no redirections to explicitly state the expiration of the domain or to run advertising services by the registrar.
28	No monetization (ads etc.) by registrar, at least not in the first 2 months.
29	if mail or ftp services are related to the domain registration (what is not always needed) I consider this as a one package problem to be solved as above
30	At least E-mail communication should be kept running for a certain period of time
31	please no adds on registrant domains. Do a grace period or something.
32	Everything should stop working after 90 days after the expiration date. Prior to that date, web access should be directed to a registrar-controlled page but still with a possibility to access the user page.
33	But just for a few weeks and with additional hints, if possible, e.g. an additional signature for email, some message at ftp login or an additional element for web pages, kind of a banner or a frame. After a defined period of time, the services should stop working in a definite way, e.g. with a http error message for web sites, not with an advertisement.
34	like with phonenumbers a domain should be blocked a period, lets say for 30 days, before someone else takes it, so it is cölear to the public, and it cant be used with a criminal intent
35	Keeping a domain after expiry is a courtesy and a way to fend off domain grabbers, and should not be standard practice ... ideally people will be shocked they lost their domain, then realize they have been lucky ...
36	They should stop working but it should be forbidden for registrars to show any kind of advertisements or information about the registrar itself.
37	Either continue to work or fail outright. Eg don't keep mails the recipient can't access.
38	The redirection of the domain to a information page is ok, but this page must not include advertisements. Before the domain may be redirected there _must_ be a timeout while noticing the registrant.
39	E-mail should work.
40	Redirection to registrar-controlled web pages should be explicitly forbidden. Expired domains should time out, and the DNS should resemble the fact that the domain is no longer active.
41	If everything would continue to work, the customer would think that the domain was automatically renewed at his registrar and not take the steps he should.
42	Web Access should be directed to a registrar controlled page. E-ail should be bounced.
43	including an automatically notice (on web requests, by mail requests) that the domain has expired
44	Definitely stop. Spam filters could have eaten the notifications, but "it does not work anymore" will alert someone.
45	Time-out is unacceptable, especially for mails. Standard services lit mail, FTP, smtp must

	instantly fail, or bounce mails (recipient unknown). Otherwise there is no alert. Web service may display whatever information (including ads), but it must not be mistaken with the original content.
46	It should be negotiable between registry and registrant.
47	They should stop *after* some time, for example 50% of grace period. It should be made an attempt to not disrupt email communication (for example by keeping rDNS and mail-related resource records valid, when all the rest is dropped or redirected to a warning page)
48	Registrars should not be allowed to put advertisements or pay-per-click links on their customer's domains without their explicit consent.
49	email should stay working, web etc could be turned temporary off
50	Web access: notification page that the domain has expired. NO other content Email: notification emails with the information who has send the original email (to have the possibility to inform the sender) and the message that the domain has expired and how to renew the registration.
51	...one day the second alert (15 days gone and 15 days left of grace period)
52	services should be suspended except e-mail which might be means to contact the owner.
53	Sending reminders doesn't make sense if services are stopped right away.
54	To compensate the costs for continuing the service and win loss due to not shown advertisement the registrar may raise a fee. The amount of the fee could be twice the usual charge for the period between expiration date and renewal date.
55	I was looking for a fourth option called status quo. Some registrars make the domain stop working as it did under the 'current and up to date/paid status quo', others don't. By stating explicitly that this should stay working, it might potentially create a 'deadbeat' class of registrants who are deliberately delinquent in order to hold their cash for the longest possible time before payment. Conversely, stipulating that the domain should stop working to alert the registrant to the expiration may be problematic in that it could trigger registrars who leave continuity of operation in place for the registrant stop doing so. Leaving this at the discretion of the registrar seems the best experience for the registrant.
56	MX should still work, rest should be redirected to a warning page, especially www.
57	They should just stop the dns resolution - no commercial, no other service on that domain. This includes no web-redirect!
58	stop working, but NO advertisements! Just plain message to explain expiration.
59	They should stop working, except E-Mail but without any hint on the deactivated Website that domain rippers could use. Perhaps a Picture on that website, informing the owner but making automatic parsing of those Websites impossible.
60	everything should be shutdown if basic services (mx,http) are unresponsive.
61	show "expired" page if domain is accessed
62	The duration of the grace period for IP services should be stated in the notification on the expiration date (see 11 & 14 above). The duration should be about half the time specified in 6 above.
63	it should stop working, unless a renewal request is made (request can be sent via mail)
64	No advertisements or pay-per-click links on the registrar-controlled page and in bounce mails
65	if it turns out the customer isnt reachable (dosent answer requests) those services shouldnt be kept alive.
66	If the registrar does not disable DNS completely, he *must not* redirect web access to

	anything but a clean page with a "Domain expired but in Redemption Grace Period" with registrar's contact information.
67	make a combination of both: - going to that website should show a special page announcing the expiration for about 10 seconds (without clicking possibility and without any ads) and automatically got to the webpage itself. - the webpage itself should be accessible for viewing, but not for sending forms, commenting etc. so cms etc. should be disabled, but still editable by the domain holder (to avoid juristic problems in case someone posted something illegal just before expiration). - email should be possible - but in each email going towards the domain holder, there should be a second separate mail telling about the expiration. this "restricted state" could be kept for three months - after that, all can be set dead and the registrar can set any page showing that the domain is free (with adds etc.)
68	See above, placeholder page to inform the users what's happening
69	the domain should show some kind of pre-roll-site, where a visitor of the domain is notified, that the domain is expiring soon. after clicking ok, the domain should be regularly displayed. the note should be written in easy, simple, non-technical words, maybe even not only in english but also in the cctld's language (e.g. in german, if its a .de domain). email must stay working, as it might be necessary to contact the domain owner via email.
70	Maybe a handshake between registrar and ISP should take place. ISP should additionally warn short BEFORE name gets off.
71	When the subscription ends, the customer (end user, domain owner) no longer pays for it. So it is OK to stop delivering services, e.g. point to an "out of service" page. It is NOT OK to put ads or other content on that domain other than a message clarifying the status of that domain.
72	email has to be bounced, and not accepted without being accessible by the recipient!
73	there is no good way of handling this.
74	Although, this courtesy period should be very limited, maybe 1-2 weeks.
75	Making it clear: a domain either resolves or not. Services (email, web, ftp etc.) are all linked to the domain itself. It would be way too complicated to selectively enable/disable services (it would entice doing a zone dump of the domain and taking over its nameserver resolution). One point though: the holding Web page should have a direct link for the registrant to renew the domain, and once renewed the service should re-start within a few hours. (technically this is possible within 4 to 24 hours)
76	Ideally have a 30 seconds warning interstitial and then redirect to the final page
77	Website should be down, but email should be working, so people can get informed about the website being down
78	If necessary, the registrar should auto-renew the registration, but it should not simply be canceled under typical circumstances.
79	Webpages should not stay working, Email should keep working, if possible attaching a "Your Domain will/has expired"-notice attaching to every incoming email.
80	Web access may be directed to a registrar-controlled page.
81	The alert page should be predefined and not contain advertisements.
82	I guess both could be good: still working AND alerting the owner.
83	Should stop working but not yet be totally cancelled.
84	and contain information for visitor's (if web-page) of the status and ask to notify the registrant if known.
85	web access should show an additional message to customer. E-mail must work without any

	difference
86	But only for a certain amount of time (one month?)
87	see #22
88	During the grace period (I suggested this to change into a sunrise-a-like period at a former question) nameservers should have no records at all. Accidentally expired domains should never point to some registrars servers to respect and protect the privacy of communication of the registrant.
89	One could also consider a two phase alternative. First the service stays alive as good as possible and the registrant is tried to be informed in a more intrusive way than before (for example by paper mail). Second the services are shut down as a last resort to alert the registrant. Non the less no advertisement of any kind should be hosted.
90	*each* E-Mail can be marked in the first section with a warning about the expiration.
91	But without advertising
92	add a hint to all emails for the domain add a popup for web access
93	No pain to the user/registrator means no action of them. It's better to be hard first, and then fix the situation rather than let the user/registrator in an unclear situation. But: Registrars must ensure themselves to act fast and correct in such situations.
94	no expiration. the registrant has to cancel the agreement.
95	if there is eg a 2 week grace periode, the system should work in the first half, Then it should be not accessible for the second half
96	webserver should be stopped but not the mail server
97	It should be explicitly prohibited for the registrar to "hijack" the expired domain by redirecting WWW traffic to a registrar-controlled page showing ads or similar things. The only allowed thing should be a simple page clearly stating that the domain has expired and is to be renewed or canceled by the registrant.
98	email should stay working if at all possible as a courtesy to the registrant
99	If they didn't get the email, how do you plan to notify them? Send a private eye after them?
100	e-mail should probably continue to work
101	everything should stop working completely, i.e. all DNS records should be pulled immediately.

Annex XVI – Question 27 – Additional Comments

27. Additional Comments	
#	Response
1	
2	Yes - And it should be 60 days.
3	After any initial post-expiration grace period, there is no need for a further hold.
4	the grace period is quite interesting, but I am not totally in favor to demand everyone to have the same 30 days period. may be less for some small registries..
5	The expired domain is not a property of the registrar. The registrar does exploit an unfair advantage, because it does maintains the domain itself instead of deleting it. RGP must not occur. So it's mandantory not to exist.
6	i'm confused now. this is the same question as Q4 to Q9, right? If the account expires, there should be one 30-day grace period during which the holder may still renew the domain. Once this grace period is over, the domain should be BLOCKED for registration for a period of one (1) year, during which the domain MAY NOT be used by registrars for promotion. After that year, the domain should be made available again for public registration.
7	In order to stop domaingrabbers
8	Also the period should be longer, like 3 months.
9	none
10	i think this is "fair use" of domain names
11	No
12	This RGP and the grace period discussed above should become one and the same.
13	1 year RGP might be an alternative for the automatic unpaid/refundable renewal, so that I can change registrar, in case of rogue registrar who won't let me leave in a reasonable way.
14	thats a nice feature. I think .de has this
15	A second-second chance, which appears to be used more as a money-making scheme than a service. Offering such a domain (while in RGP) to their own customers (ALL customers, not just the original owner) before giving it back is something we just don't need.
16	It would make things easier if this was standard among all registries.
17	Like above, the domain should be available to the original owner for a total of 90 days.
18	a RGP for another 4 weeks
19	But 90 days! Some registrars urge you e.g. in a change of the admin-c to send documents by postal mail with signature in original and copy of id. This process is so slow, it takes often more than 30 days, so prolong to 90 days.
20	That is a good Usability.
21	An exired domain should be treated similiar to an expired / cancelled phone number, i.e. not issued to anyone but the former registrant for a set period of time
22	set to 3 months, not only one, or escalating: 1 month full service, then lower hold status until 3 monts are over
23	a domain owner might become ill. i, for example, am going to receive a kidney soon. i have been told that i would have to stay up to 3 month in hospital, depending on how many complications will occur. no one of my family will read my email. i also do not think, that my registrar (denic) is going to send me a letter about the expiry of my domains. therefore, it

	would be nice, to give a domain owner some extra time (e.g. rgp) to get back his domain. i think one or two month would be appropriate. if you might get noticed three month before expiry, you would have in sum five month to care about your domain. if the domain owner cant care about his domain for five month, he clearly has such a big problem, that he does not mind about his domain anyways.
24	It's an extra level of safety for a non technical consumer.
25	will not harm anyone, will it? but i think it doesn't need to be 30 days long.
26	the discontinuing services inform the third-party-user that ownership could have changed.
27	yes, but for a period of one year
28	set RGP from 30 to 90 days :)
29	A (ex)registrant should be able to stop the RGP for his (ex)domain so that other partys can register the deleted domain.
30	I don't think, that RGP is really necessary, but I think that all registrars should handle this in the same way. Therefore yes.
31	grace period for renewal is a RGP already

Annex XVII – Question 29 – Additional Comments

29. Additional Comments	
#	Response
1	
2	Yes - And it should be 60 days.
3	see above
4	The expired domain is not a property of the registrar. The registrar does exploit an unfair advantage, because it does maintains the domain itself instead of deleting it. RGP must not occur. So it's mandantory not to exist.
5	If it's mandatory at the registry level, wouldn't it be mandatory for registrars too?
6	none
7	No
8	see #27
9	see #27 above.
10	see 27
11	RGP should be offered by the gTLD registries.
12	see 27
13	It's an extra level of safety for a non technical consumer.
14	yes, but for a period of one year
15	I don't think, that RGP is really necessary, but I think that all registrars should handle this in the same way. Therefore yes.
16	Doesn't cost much and prevents abuse.

Annex XVIII – Question 31 – Additional Comments

31. Additional Comments	
#	Response
1	Very strongly agree. What happens to a domain post-expiry needs to be standardized.
2	
3	And they should be required to turn off the site and the email. The registrar should post a default page with a phone number for the owner to call to restart the site. Maybe the registrar could make a few bucks by facilitating an auction from that default page (not more than 10-20%).
4	Should state timeline and grace periods.
5	Once again, if it's not mandatory, some registrars will play games
6	Other documents on the registrar's Web site should also be used.
7	The domain should be deleted immediatly.
8	none
9	make domain registration as transparent as possible over mutliple TLD's
10	but has to be comprehensible and not a 20 page legalese paper in arial 4pt, grey on grey...
11	No
12	please keep the internet free for all mankind. no (payable-)regulations, no zensorship ! free information and knowlege of mankind for every human, no matter the income he/she has. stay strong obeying to the roots of zhen net 1 best regards alexander beck aka subliminal subotnik PS: onliner since 1987 :) and yes ;) i do not aprechiate multimedia companys more and more claiming the net as a better TV !!!
13	yes, and it needs to be easy understandable - not hideden uiun a 30 page document
14	This is a must-have! The only way to make sure any possible extensions won't disappear once money is involved. Else we have this scenario: Find some interesting recently expired domains? Make an offer to the registrar, and if the original owner and customer can't match it, well, bad luck ...
15	There is anyway too much confusion about registering domains. A clear statement of every registrar should be obligatory.
16	This survey should have been available in all relevant languages.
17	Although it need not go into any detail other than dates/timing and that the domain changes away from their control, or ceases to resolve as it had under a 'paid and current' state. They should be made aware of timing and when their name 'turns off', and what their horizon of remedy is under the registration agreement. That said, the registrar should not be made to indicate if they will be placing a pending deletion page (with or without ads) or moving the name back to the registrant pool via some form of domain auction.
18	see 27
19	see 18
20	the domain owner should be notified in easy, comprehensive, non-technical language what will happen with his domain. most people dont know what a registrar or even the icann is (sad, but true) and wont understand what transit or denic menans. they should be told in simple words, what they have to do, when they want to keep their domain and what will happen, if they do not take the necessary steps (on a level like "they can not access their

	website any more", "they can not send and receive email from their domain any more").
21	As a very basic courtesy to customers, registrar should detail their procedures.
22	Congratulations on the format of the survey. I hope it yields interesting results!
23	In my opinion, registrars have to offer the possibility for automatically renew, in case payment is possible at the time of expiration. So, if I register a domain, the domain will automatically renew at the time of expiration, unless I instruct the registrant otherwise (or my credit card expired). This is normal behaviour for almost all European registrars and there are much less problems with expired domains than in US.
24	It's a good idea to use something like zoomerang to get more feedback.
25	And it should be the same all over the Internet - after all it is one "global village"
26	The agreement should not only specify what will happen, it should be written in a clear non-tech language.
27	Some registrars use domains for traffic generation with a high SOA which results -even after domain has been renewed- into a long outage of the domain.
28	a) it was hard to find out there was a poll in the first place b) only having a poll in english language will reduce number participants