



WHOIS Data Reminder Policy



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Each registrar must provide, before the passage of the anniversary of the creation date of each registration the registrar sponsors, a WDRP Notice (described below) to the registrant for that registration.

(Note: WDRP Notices for registrations with creation dates of 29 February may be given no later than 1 March in non-leap years.)

What the WDRP Notice Must Include: Each WDRP notice must include a copy of the data elements listed in Registrar Accreditation and Registry-Registrar Agreement (“Accreditation Agreement”) subsection 3.2.3 as contained in the registrar’s database for each registration, plus a statement reminding the registrant that under the terms of the registration agreement the provision of false Whois information can be grounds for cancellation of a domain name registration.

How, and to Whom, the WDRP Notice May Be Presented: The WDRP Notice can be presented via web, fax, postal mail, e-mail, or other appropriate means. It can be presented in one or more languages, including at least the language of the registration agreement. The Notice may be presented to the registrant either directly or through the administrative contact for each registration.

Documentation Requirements: Registrars must maintain either copies of each WDRP Notice or an electronic database documenting the date and time, and the content, of each WDRP notice sent under this policy. Registrars shall make these records available for inspection by Neustar in accordance with the usual terms of the Accreditation Agreement. Neustar will consider proper notification to have been given for a registration if the registrar can show that a WDRP Notice meeting the requirements stated above was given at any time in the year before each anniversary of the registration’s creation date (for anniversary dates on or after the Compliance Date).

Model WDRP Notice: In order to assist registrars in preparing the required notice, Neustar has provided the following Model WDRP Notice:

[Sample] Whois Data Reminder

Dear Valued Customer,
This message is a reminder to help you keep the contact data associated with your domain registration up-to-date. Our records include the following information:

Domain: neustar.us
Registrar Name: Registry Registrar
Registrant: Name: Neustar, Inc.
Address: Loudoun Tech Center 45980 Center Oak Plaza
City: Sterling
State/Province: VA
Country: US
Postal Code: 20166



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Nexus Category: C21

Administrative Contact: Name: Neustar, Inc.
Address: Loudoun Tech Center, 45980 Center Oak Plaza
City: Sterling
State/Province: VA
Country: US
Postal Code: 20166
Phone: +1.5714345757
Fax: +1.5714345758
Email: support@neustar.us

Technical Contact: Name: Neustar, Inc.
Address: Loudoun Tech Center 45980 Center Oak Plaza
City: Sterling
State/Province: VA
Country: US
Postal Code: 20166
Original Creation Date: 4/18/2002
Expiration Date: 4/17/2011

Nameserver Information: Nameserver: GDNS1.ULTRADNS.NET. Nameserver: GDNS2.ULTRADNS.NET.

If any of the information above is inaccurate, you must correct it by visiting our website. (If your review indicates that all of the information above is accurate, you do not need to take any action.) Please remember that under the terms of your registration agreement, the provision of false Whois information can be grounds for cancellation of your domain name registration.

Thank you for your attention.
Best regards, Your usTLD-Accredited Registrar

Data Accuracy Requirements

- Accuracy Requirements. Except as provided for in Section 3 below, within fifteen (15) days of (1) the registration of a Registered Name sponsored by Registrar, (2) the transfer of the sponsorship of a Registered Name to Registrar, or (3) any change in the Registered Name Holder with respect to any Registered Name sponsored by Registrar, Registrar will, with respect to both Whois information and the corresponding customer account holder contact information related to such Registered Name:
 - Validate the presence of data for all fields required under Subsection 3.2.3 of the Agreement in a proper format for the applicable country or territory.

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- Validate that all email addresses are in the proper format according to RFC 5322 (or its successors).
- Validate that telephone numbers are in the proper format according to the ITU-T E.164 notation for international telephone numbers (or its equivalents or successors).
- Validate that postal addresses are in a proper format for the applicable country or territory as defined in UPU Postal addressing format templates, the S42 address templates (as they may be updated) or other standard formats.
- Validate that all postal address fields are consistent across fields (for example: street exists in city, city exists in state/province, city matches postal code) where such information is technically and commercially feasible for the applicable country or territory.
- Verify:
 - The email address of the Registered Name Holder (by sending an email requiring an affirmative response through a tool-based authentication method such as providing a unique code that must be returned in a manner designated by the Registrar, or
 - The telephone number of the Registered Name Holder by either (A) calling or sending an SMS to the Registered Name Holder's telephone number providing a unique code that must be returned in a manner designated by the Registrar, or (B) calling the Registered Name Holder's telephone number and requiring the Registered Name Holder to provide a unique code that was sent to the Registered Name Holder via web, email or postal mail.
 - In either case, if Registrar does not receive an affirmative response from the Registered Name Holder, Registrar shall either verify the applicable contact information manually or suspend the registration, until such time as Registrar has verified the applicable contact information. If Registrar does not receive an affirmative response from the Account Holder), Registrar shall verify the applicable contact information manually, but is not required to suspend any registration.
- Except as provided below, within fifteen (15) calendar days after receiving any changes to contact information in Whois or the corresponding customer account contact information related to any Registered Name sponsored by Registrar (whether or not Registrar was previously required to perform the validation and verification requirements set forth in this Specification in respect of such Registered Name), Registrar will validate and, to the extent required by Section 1, verify the changed fields in the manner specified in Section 1 above. If Registrar does not receive an affirmative response from the Registered Name Holder providing the required verification, Registrar shall either verify the applicable contact information manually or suspend the registration, until such time as Registrar has verified the applicable contact information. If

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Registrar does not receive an affirmative response from the Account Holder, Registrar shall verify the applicable contact information manually, but is not required to suspend any registration.

- Except as set forth below, Registrar is not required to perform the above validation and verification procedures above, if Registrar has already successfully completed the validation and verification procedures on the identical contact information and is not in possession of facts or knowledge of circumstances that suggest that the information is no longer valid.
- If Registrar has any information suggesting that the contact information specified above is incorrect (such as Registrar receiving a bounced email notification or non-delivery notification message in connection with compliance with the usTLD Whois Data Reminder Policy or otherwise) for any Registered Name sponsored by Registrar (whether or not Registrar was previously required to perform the validation and verification requirements set forth in this Specification in respect of such Registered Name), Registrar must verify or re-verify, as applicable, the email address(es) as described in Section 1. (for example by requiring an affirmative response to a Whois Data Reminder Policy notice). If, within fifteen (15) calendar days after receiving any such information, Registrar does not receive an affirmative response from the Registered Name Holder providing the required verification, Registrar shall either verify the applicable contact information manually or suspend the registration, until such time as Registrar has verified the applicable contact information. Registrar shall not be required to refund any fees paid by the Registrant if the Registrar terminates a Registrant's registration agreement due to its enforcement of this provision.
- Upon the occurrence of a Registered Name Holder's willful provision of inaccurate or unreliable WHOIS information, its willful failure promptly to update information provided to Registrar, or its failure to respond for over fifteen (15) calendar days to inquiries by Registrar concerning the accuracy of contact details associated with the Registered Name Holder's registration, Registrar shall either terminate or suspend the Registered Name Holder's Registered Name or place such registration on clientHold and clientTransferProhibited, until such time as Registrar has validated the information provided by the Registered Name Holder.
- This Specification shall be reviewed by Neustar in consultation with usTLD Registrars annually. Registrar shall implement and comply with the requirements set forth in this Specification, as well as any commercially practical updates to this Specification that are developed by Neustar and the Registrar Stakeholder Group during the Term of the Agreement.
- usTLD Administrator Oversight. Throughout each calendar year, Neustar shall perform random verifications of Registered Name Holder's data and collect any third-party complaints directly from the usTLD website regarding specific Registered Name Holder's data. If Neustar provides Registrar with notification suggesting that the contact information specified above is incorrect for any Registered Name sponsored by Registrar (whether or not Registrar was previously required to perform the validation and verification requirements set forth in this Specification in respect of such Registered Name), Registrar must verify or re-verify, as applicable, the email

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address(es) as described in Section 1. (for example by requiring an affirmative response to a Whois Data Reminder Policy notice). If, within thirty (30) calendar days after receiving any such notice, Registrar does not provide an affirmative response or update the required verification, Neustar may take any action it deems necessary up to and/or including deletion or suspension of the specified name by placing on serverHold and serverTransferProhibited.

- Nothing within this Specification shall be deemed to require Registrar to perform verification or validation of any customer account holder information where the customer account holder does not have any Registered Names under sponsorship of Registrar.