

## Expired Registration Recovery Policy

Starting on August 31, 2013 ICANN will begin enforcing its new Expired Registration Recovery Policy (ERRP) and will require all accredited Registrars, and their resellers to comply. The ERRP will cover the domain expiration and recovery procedures for all generic top level domains (gTLDs), and will also apply to all New gTLD extensions. Most of the new requirements will be fulfilled by The Registrar Company B.V., but the extensiveness of the ERRP means that action will be required by you and your resellers (where applicable).

ICANN will begin to enforce the following on August 31, 2013:

### PRE- AND POST-EXPIRATION REMINDER NOTICES:

The Registrar Company B.V., will be required to send two renewal notifications to the registrant email address approximately 1 month and 1 week prior to the expiration of each domain, regardless of the domain's renewal status. If domain is deleted or allowed to expire, The Registrar Company B.V. will be required to send renewal instructions to the registrant email address within five days of the deletion. These notices will be in English and Dutch and will direct registrants to contact their provider to take action. These emails will be sent from a whitelabel email address and will not make any reference to The Registrar Company B.V.

### NOTIFY REGISTRANTS OF FEES AND PROCEDURES:

All registrars and resellers must make gTLD renewal procedures, as well as all gTLD fees, easily accessible on their website. This also applies to renewal fees and the charges for restoring an already deleted domain.

This information, or at minimum a link to this information, must be included in their registration agreement.

The following action will be required by you and your resellers:

=> You will need to describe on your website the methods used to deliver pre- and post-expiration notifications.

=> gTLD registration, renewal, and restore fees must be reasonably available on your website at the time registration.

=> You must include the abovementioned information regarding fees in your registration agreement.

The implementation of this policy is obligatory for our resellers and reseller's websites are subject to verification of compliance. Those who are not compliant with the Expired Registration Recovery Policy shall be held liable for any damage done to The Registrar Company B.V. as a result, in accordance with the The Registrar Company B.V. General Terms and Conditions.

The full ERRP is located on the ICANN website under:

<http://icann.org/en/resources/registrars/consensus-policies/errp>