

Global Domains Division (GDD) General Operations Handbook for Registrars

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This GDD General Operations Handbook is provided for general education and informational purposes only, and is not intended to modify, alter, amend or otherwise supplement the rights, duties, liabilities or obligations of the registrar under the terms and conditions of the Registrar Accreditation Agreement or policies. This GDD General Operations Handbook should not serve as a substitute for the Registrar Accreditation Agreement. As this document is meant to provide a high-level overview, you should not act or rely upon the information in this GDD General Operations Handbook without first confirming your obligations or rights under the Registrar Accreditation Agreement itself. The information contained in this GDD General Operations Handbook shall not be deemed as legal advice by ICANN, and ICANN shall not be held liable for indirect, special, incidental, punitive or consequential damages of any kind including loss of profits, arising under or in connection with the registrar's use of or reliance upon this GDD General Operations Handbook.

I. Overview

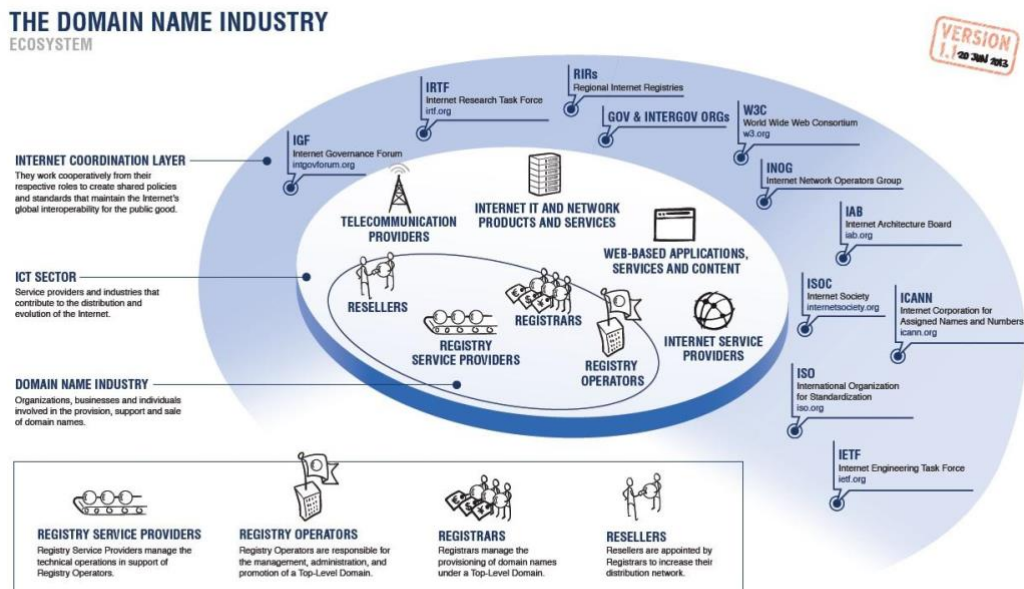
Welcome

The *ICANN GDD General Operations Handbook for Registrars* provides high-level information pertaining to ongoing registrar operations required to fulfill the obligations specified in the [Registrar Accreditation Agreement](#). As you use this handbook, be sure to click on the links to additional information on services and resources.

Your feedback on the *ICANN GDD General Operations Handbook for Registrars* is encouraged and appreciated. Please email any suggestions or comments to globalsupport@icann.org and use “GDD General Operations Handbook for Registrars Feedback” in the subject line.

Domain Name Ecosystem

The diagram below (available at <https://www.icann.org/news/multimedia/163>) illustrates the various stakeholders involved in the domain name industry ecosystem. Note the placement of registrars in the innermost concentric circle, along with registry operators, registry service providers, and resellers.



The graphic is a living document, designed to provide a high level view of the relationship between the different parties of the Domain Name Industry. It is for illustrative purposes only and is not intended to be a definitive guide. Some of the names of the documents may vary. Please provide feedback at www.splinterlabs.com/domainnameindustry.

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II. Interfaces to Registrars

Global Domains Division (GDD)

ICANN implements domain name policies through contracts and services. The Global Domains Division (GDD) of the ICANN organization is the unit that engages with the Internet community to implement policies, as well as oversees and delivers the Internet Assigned Numbers Authority (IANA) functions.

The purpose of GDD is to serve the global public interest, registrants, and end-users of the Internet by ensuring a secure and stable Domain Name System (DNS) while promoting trust, choice, and competition in the trusted domain name service industry.

GDD Operations, GDD Technical Services, Global Support Center, and GDD Registrar Services & Engagement are a few of the teams that you may interact with under the GDD umbrella.

- **GDD Operations** – The mission of the GDD Operations team is to deliver defined, repeatable services and processes to applicants and contracted parties in a timely, consistent, and predictable manner. Examples of such services include: Registrar Name Change, Change of Control, and RAA Data Retention Waiver Requests.
- [GDD Technical Services](#) – This team is responsible for managing technical projects and providing subject matter expertise on technical issues related to the DNS.
- [Global Support Center \(GSC\)](#) – The GSC is the first point of contact for questions and concerns from or about a registrar. The team provides global, 5x24 support to ICANN contracted parties and the Internet community at large. If you have a question email globalsupport@icann.org.
- [GDD Registrar Services & Engagement](#) – This team serves the domain name marketplace by supporting the registrars in fulfilling their contractual obligations. With a global presence, the team collaborates with registrars to ensure a secure, stable, and resilient domain namespace.

Each registrar has an assigned engagement manager who serves as its point of contact for matters of escalation. Engagement managers are the registrar's liaison within the ICANN organization and represent registrars' needs throughout the organization. Through periodic communication via email, scheduled calls, or in-person meetings at ICANN events, engagement managers are able to remain aware of a registrar's business needs and challenges. By having an open line of communication, either directly with the registrar or with third parties representing registrars, engagement managers work proactively to address concerns and provide educational resources and opportunities. If you do not know who your engagement manager is, email globalsupport@icann.org for an introduction. The Registrar Accreditation Agreement defines the rights, obligations, and provisions for registrars. In circumstances where the registrar must inform or request consent or approval from ICANN, services have been developed to facilitate these processes. Service managers are responsible for the planning, design, implementation, and maintenance of these registrar services.

Additionally, the GDD Registrar Services and Engagement team implements ICANN [Consensus Policies](#) by creating implementation plans, engaging with the [Implementation](#)

[Review Team](#), providing training, and conducting outreach to the public and relevant stakeholders.

ICANN Contractual Compliance

The ICANN Contractual Compliance team monitors and enforces the requirements of the Registrar Accreditation Agreement, as well as Consensus and Temporary Policies. This team monitors and audits registrars, per Section 3.15 of the Registrar Accreditation Agreement, and responds to potential violations. It is imperative that registrars respond to ICANN Contractual Compliance inquiries and notifications immediately. Failure to do so in a timely fashion may lead to escalation and, if not cured, a breach of contract.

Organizations for Registrars

Registrars have the option to participate in organizations that may be beneficial in keeping them aware and helping to shape policies that affect registrar businesses.

- [Generic Names Supporting Organization \(GNSO\)](#) – The GNSO brings together smaller stakeholder groups, which in turn bring together [constituencies](#) and other groups, which together form one [Supporting Organization](#) to develop policies, form consensus, and make recommendations related to gTLDs to the ICANN Board.
- [gTLD Registrar Stakeholder Group \(RrSG\)](#) – A part of the GNSO, the RrSG facilitates communication among gTLD registrars and conveys the views of the RrSG to the GNSO Council, the ICANN Board, and other participants in the ICANN community. The primary role of the RrSG is to represent the interests of all registrars.

III. Ongoing Registrar Operations

Commonly Provided Registrar Services

- **Accreditation Agreement Renewals** – Registrar Accreditation Agreements have a five-year term. At the end of that term a registrar's contract is renewed unless either ICANN org or the registrar elects not to renew the agreement. ICANN may elect not to renew a registrar's RAA for any of the reasons listed in Section 5.2 of the RAA. For more information about the RAA renewal process, see [Renewing an Existing Accreditation](#).
- **Application for Accreditation** – The process of becoming an ICANN-accredited registrar includes several steps. Prospective registrars and existing registrars who wish to obtain an additional registrar accreditation(s) should consult the [How to Become a Registrar](#) webpage for detailed instructions.
- **Bulk Transfers** – As part of the Registrar Accreditation Agreement Termination service, ICANN org may facilitate bulk transfers of registrations from a terminating registrar to an accredited registrar, pursuant to the Transfer Policy. Bulk transfers may also be coordinated when a registrar terminates a Registry-Registrar Agreement and is thus no longer permitted to offer registrations in the relevant gTLD.
- **Data Escrow Agent (DEA) Change Request** – Registrars must comply with the data escrow requirements set forth in the Registrar Accreditation Agreement. To submit a DEA change, please review the instructions on [the Registrar Data Escrow Agent Change](#) webpage.
- **Registrar Acquisition** – An acquisition of a registrar is one type of change of control identified in the Registrar Accreditation Agreement. Refer to [Purchasing an ICANN-Accredited Registrar](#) for additional information on notifying ICANN about a registrar acquisition.
- **Registrar Accreditation Agreement Assignment** – Under the Registrar Accreditation Agreement, a registrar may assign its interest in the contract only with ICANN org's prior written consent. Refer to [Transferring \(Assigning\) an ICANN Accreditation](#) for additional information about notifying ICANN org of a proposed registrar assignment.
- **Registrar Accreditation Agreement Termination** – Under the Registrar Accreditation Agreement, either party may terminate pursuant to certain requirements in the contract, including but not limited to the following:
 - Section 5.5 and its subsections – termination by the ICANN organization
 - Section 5.4 – termination by the registrar
- **Registrar Name Change** – If a registrar changes the name of its organization and/or adopts a fictitious or "d/b/a" name, and it is not the result of a change of control, the registrar must notify the ICANN organization of the change using the Registrar Name Change service. The process for submitting a request can be found at the [Registrar Name Changes](#) page on the ICANN website.

- **Registrar Primary Contact Updates** – ICANN-accredited registrars are required to provide ICANN org with accurate and up-to-date Primary Contact information. Registrars must notify ICANN org within five (5) days of any changes to Primary Contact details. For more information about this process, see [Registrar Contact Updates](#).
- [Registry-Registrar Agreement \(RRA\) Amendment](#) – The RRA Amendment process was developed for consideration of proposed amendments to RRAs where the registry operator is required to obtain ICANN approval of such amendments. This process is designed to ensure an opportunity for registrar input (and public input, where appropriate) before ICANN approves or otherwise resolves changes to an RRA.

IV. Useful Tools, Registrar Resources, and Additional Information

Below are useful tools and resources for ongoing operations of an ICANN-accredited registrar.

Useful Tools

- [RADAR](#) – ICANN org currently manages account information for registrars in the Registrar Application and Data Access Resource (RADAR). RADAR is an online database where registrars can input, access, and update their relevant contact information. Registrars are required to keep their contact information in RADAR up-to-date. For more information about RADAR, consult the [RADAR User Guide](#).
- [Naming Services portal](#) – The Naming Services portal will soon become the primary vehicle for registrars to communicate with the ICANN organization. It provides a secure communication channel and enables credentialed users to request various services related to managing their Registrar Accreditation Agreement and relationship with the ICANN organization. A [User Guide](#) and webinar recordings are available in multiple languages in the registrar library on the [Naming Services Portal for Registrars](#) page of icann.org. The Naming Services portal will eventually replace RADAR.

Registrar Resources on ICANN.org

- [ICANN.org](#) – The icann.org website offers an abundance of resources and information covering everything from [policy updates](#), registrar services, upcoming industry events, and more. Visit the [Information for Registrars](#) and the [Registrar Library](#) pages for helpful resources.
- [Information for Domain Name Registrants](#) – One of the primary goals of the ICANN Org. Registrant Program is to educate registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them. Updated on an ongoing basis, the domain name registrant section of the ICANN.org website provides useful information ([Blogs](#), [FAQs](#), etc.) that might be helpful to registrars in interactions with registrants.
- [InterNIC.net](#) – Internic provides information about ICANN-accredited registrars, WHOIS, and other topics related to domain name registration and transfers. Internic also includes information about how to file a complaint related to a domain name.
- [Registrar Communications](#) – The ICANN organization provides communications to registrars and GDD stakeholders in various forms. Whether via legal notifications for updates to a policy or via blogs and email communications for new initiatives, there is an abundance of available information. By consolidating the information in one location, the Registrar Communications section is a valuable resource for staying informed.

Additional Information

- **Trademark Clearinghouse (TMCH) Sunrise and Claims Period** – The purpose of the TMCH is to facilitate the Sunrise and Claims services as defined in Section 1, Specification 7 of the base Registry Agreement. The Sunrise Period provides trademark holders with an opportunity to register new gTLD domain names prior to general registration.

The Claims Period follows the Sunrise Period and runs for at least the first 90 days of general registration. During the Claims Period, anyone attempting to register a domain name matching a trademark recorded in the [Trademark Database \(TMDB\)](#) will receive a notification via the Registrar. If the notified party registers the domain name, the TMCH will send a notice to those trademark holders informing them that a domain name that matches their trademark has been registered.

To access Trademark Clearinghouse data, registrars must first complete certification testing. More information about the certification process is available on the [Trademark Clearinghouse for Registries & Registrars](#) webpage. For additional information about the TMDB, refer to the [Trademark Database Explained for Registrars](#) presentation.

- [Universal Acceptance \(UA\)](#) – Universal Acceptance is the concept that all domain names should be treated equally. To achieve Universal Acceptance, Internet applications and systems must treat all TLDs, including new gTLDs and Internationalized Domain Names (IDNs), in a consistent manner. Specifically,

systems and applications must accept, validate, store, process, and display all domain names. Visit the [Universal Acceptance Steering Group](#) (UASG) page for the latest information, as well as to [report instances](#) where an application or webpage is not UA ready. Additionally, questions or concerns about UA may be emailed to globalsupport@icann.org.

V. Registrar Obligations

Registrars are responsible for fulfilling specific ongoing obligations at all times in accordance with their Registrar Accreditation Agreement. Below is a general summary of these obligations. Some registrars may use the services of a third party to help manage some of these operational requirements. However, the obligations under the Registrar Accreditation Agreement ultimately rest with the registrar.

NOTE: "Daily" frequency means the task is initiated and completed at a certain time each day, e.g., submitting data escrow deposits. "Continuous" frequency means the task is ongoing with no particular time of initiation, e.g., comply with Consensus and Temporary Policies.

Continuous Obligations

- **Comply With Consensus & Temporary Policies: Specification 1 – [Consensus policies](#)** are developed through the multi-stakeholder process and become contractual requirements for registry operators and accredited registrars. The ICANN organization will send notifications to registrars announcing the effective date and the requirements of each new policy. Additional information may be found on the [Advisories, Consensus Policies, and Temporary Policies](#) page on icann.org.
- **Publish Certain Registration Data – [Registration Data Directory Service Specification](#)** Registrars must operate a publicly available Registration Data Directory Service (RDDS) in accordance with the requirements of the Registrar Accreditation Agreement. The RDDS is often referred to as WHOIS. Registrars must publish a WHOIS service available via port 43 and a web-based directory service. Registrars will also be required to implement the Registration Data Access Protocol (RDAP), a protocol that will eventually replace port 43 WHOIS, pursuant to the Registrar Accreditation Agreement's RDDS Specification. More information about RDAP is available at <https://www.icann.org/rdap>.

Please note that RDDS requirements may be modified by temporary or permanent Consensus and Temporary Policies adopted since the registrar's signing of its Registrar Accreditation Agreement, such as the [Temporary Specification for gTLD Registration Data](#).

- **Ensure All Contacts on Record Are Current –** As contacts change within the registrar's organization and supporting subcontractors, the registrar must ensure that its records are updated with ICANN org. The ICANN organization relies on the integrity of this data for communicating in emergency situations, providing advance notifications, sending invoices, and other important functions. Failure to maintain current and accurate contact information could result in a breakdown of communication with the registrar.
- **Registrar Training Program –** Each registrar's primary contact or designee must complete a training course covering registrar obligations under ICANN policies and agreements. The course is provided by ICANN org on the [ICANN Learn](#) platform.

Daily and/or Weekly Obligations

- **Submit Data Escrow Deposits** – Registrars must engage with an [ICANN approved data escrow agent \(DEA\)](#) to provide data escrow services per the provisions in the Registrar Accreditation Agreement and the Registrar Data Escrow Specification on the schedule required by the registrar's quarterly gTLD transaction volume. Additional information about required data escrow deposit schedules and other specifications are available in the Registrar Data Escrow Specifications posted on ICANN.org's [Registrar Data Escrow Program](#) webpage.

Quarterly Obligations

- **Annual Accreditation** – Registrars must pay the annual registrar accreditation fee of USD 4,000.00. This is often invoiced in quarterly installments of USD 1,000.00 per calendar quarter.
- **Transaction Fees** – Registrars are charged a flat fee for each new registration, renewal or transfer. This fee can be billed by the registrar separately on its invoice to the registrant but is paid by the registrar to ICANN.
- **Variable Fees** – Registrars are charged a variable fee once they begin registering domain names or the first full quarter following the registrar's accreditation approval, whichever occurs first. This fee represents a portion of ICANN's operating costs and because it is divided among all registrars, the amount varies from quarter to quarter.
- Fees will appear on quarterly invoices, issued at the end of the month following the close of each calendar quarter. Payment must be remitted within 30 days of the date on the invoice. Invoices are transmitted via email only, unless otherwise requested. To request paper invoices or to make updates to billing contacts, please email globalsupport@icann.org. For more questions about billing, please visit the [Registrar Billing Frequently Asked Questions](#).
- Should your organization require updated vendor set-up documentation or require a purchase order be added to invoices, submit your request by contacting globalsupport@icann.org.

Annual Obligations

- **Submit Annual Certification and Internal Review Results** – Within twenty (20) calendar days following the end of each calendar year, registrars must complete and return an annual certification of compliance to ICANN org. Instructions for completing and returning this form are available at the [Annual Registrar Compliance Certificate](#) page on ICANN.org.
- **Contractual Compliance Audit Program** – Registrars are required to comply with ICANN org's contractual compliance audit program. Contracted parties selected for an audit round will receive pre-audit notifications from ICANN org two weeks prior to the audit's commencement.