



The Internet Corporation for Assigned Names and Numbers

20 October 2014

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

Liu Songhua
Shanghai Yovole Networks, Inc. (IANA #1470)
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China

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RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Dear Liu Songhua,

Please be advised that as of 20 October 2014, Shanghai Yovole Networks, Inc. (“Shanghai Yovole”) is in breach of its Registrar Accreditation Agreement (“RAA”) with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 1 March 2014 (“RAA”). These breaches result from:

1. Shanghai Yovole’s failure to maintain and make available registration data and records available upon request by ICANN, as required by Sections 3.4.2 and 3.4.3 of the RAA;
2. Shanghai Yovole’s failure to send renewal reminders to the Registered Name Holder (“RNH”), as required by Section 2.1 of the ERRP; and
3. Shanghai Yovole’s failure to interrupt the DNS resolution path from the expiration of the registration until its deletion, as required by Section 2.2 of the ERRP.

Please refer to the attachment for details regarding this breach.



In addition, Shanghai Yovole has been deemed noncompliant in the following areas:

1. Failure to provide a link to ICANN's Registrant Educational Information webpage, as required by Section 3.16 of the RAA; and
2. Failure to publish the full name and position of all officers of the registrar on Shanghai Yovole's website, as required by Section 3.17 and the Registrar Information Specification ("RIS") of the RAA.

ICANN requests that Shanghai Yovole cure the breaches by 10 November 2014, 21 calendar days from the date of this letter, by taking the following actions:

1. Provide all registration records and data concerning the domain name <heb123.com>, including copies of Shanghai Yovole's correspondence with the RNH (including dates, times and means of inquiries, telephone numbers, e-mail addresses and postal addresses used);
2. Provide ICANN with a remediation plan, including dates and milestones, to ensure that Shanghai Yovole will send expiration reminder notices to the RNHs of domain names that it sponsors at the intervals required by the ERRP and interrupt the DNS resolution path from the expiration of a registration until deletion as required by the ERRP;
3. Clearly display a link to ICANN's Registrant Educational Information webpage, on Shanghai Yovole's website;
4. Publish on Shanghai Yovole's website the full name and position of all officers of Shanghai Yovole;

If Shanghai Yovole fails to timely cure the breaches and provide the information requested by 10 November 2014, ICANN may commence the RAA termination process.



Liu Songhua
Shanghai Yovole Networks, Inc.

Page 3 of 6

If you have questions or require assistance, please contact Owen Smigelski at owen.smigelski@icann.org.

Sincerely,

A handwritten signature in blue ink, appearing to read "M Serad". The signature is fluid and cursive, written in a professional style.

Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary



ATTACHMENT

Failure to retain registered name holder and registration data and failure to make such data available for inspection and copying

Sections 3.4.2 and 3.4.3 of the RAA requires registrars to maintain RNH and registration data, and to make those records available to ICANN upon reasonable notice. Shanghai Yovole's failure to provide the requested registration records and data related to the compliance notice detailed in the chronology below is a breach of Sections 3.4.2 and 3.4.3 of the RAA.

Failure to send expiration reminder notices at required intervals

Section 2.1 of the ERRP requires registrars to notify the RNH of the expiration of a domain name at specific intervals. Pre-expiration reminder notices must be sent approximately one month prior to expiration and approximately one week prior to expiration. If a registration is not renewed by the RNH or deleted by the registrar, registrars must also send a post-expiration reminder notice within five days after expiration of the registration. Shanghai Yovole's failure to send expiration reminder notices at the required intervals is a breach of Section 2.1 of the ERRP.

Failure to disrupt the DNS resolution path

Section 2.2 of the ERRP requires the existing DNS resolution path specified by the registrant at expiration to be interrupted by the registrar from expiration of the registration until its deletion. Shanghai Yovole's failure to interrupt the DNS resolution path of the domain name <heb123.com> from the expiration of the registration until its deletion is a breach of Section 2.2 of the ERRP.

Failure to display a link to ICANN's Registrant Education Information Webpage

Section 3.16 of the RAA requires registrars to clearly display a link on its website to ICANN's Registrant Educational Information webpage. Shanghai Yovole's failure to provide a link to ICANN's Registrant Educational Information webpage on its website is a breach of Section 3.16 of the RAA.

Failure to publish the full name and position of all officers registrar's website

Section 3.17 of the RAA requires registrars to provide to ICANN and maintain accurate and current information as specified in the RIS of the RAA. In addition, a registrar must publish on each website through which it provides or offers registrar services, the information specified in the RIS as requiring

publication. Shanghai Yovole’s failure to publish the full name and position of all its officers on its website is a breach of Section 3.17 of the RAA.

Chronology:

Date of Notice	Deadline for Response	Details
4-Sep-2014	11-Sep-2014	ICANN sent 1st compliance notice via email to yzang@yovole.com .
9-Sep-2014	N/A	Email from Registrar (yzang@yovole.com) confirming receipt of notice.
15-Sep-2014	22-Sep-2014	ICANN sent 2nd compliance notice via email to yzang@yovole.com .
18-Sep-2014	N/A	ICANN called Primary Contact at + 86 21 5126 3688. Primary Contact was unavailable; no ability to leave message.
20-Sep-2014	N/A	Email from Registrar (yzang@yovole.com) confirming receipt of notice.
23-Sep-2014	30-Sep-2014	ICANN sent 3rd compliance notice via email to yzang@yovole.com .
23-Sep-2014	N/A	ICANN sent 3rd compliance notice via fax to +86 21 5126 3588. Fax unsuccessful.
23-Sep-2014	N/A	ICANN called Primary Contact at mobile number [MOBILE REDACTED]. Spoke with Primary Contact and provided complaint details.
23-Sep-2014	N/A	Email from Registrar (yzang@yovole.com) insufficient to demonstrate compliance



Date of Notice	Deadline for Response	Details
24-Sep-2014	N/A	Email from Registrar (domain@yovole.com) insufficient to demonstrate compliance.
29-Sep-2014	8-Oct-2014	ICANN sent follow up compliance notice via email to yzang@yovole.com specifying remaining deficiencies. No response received from Registrar.
10-Oct-2014	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
20-Oct-2014	N/A	To date, the Registrar has not responded to ICANN with the requested information and documentation.