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From: Jonathan Uffelman
Date: 10/14/2019
To: ICANN Complaints Office
Subject: ICANN the company and/or a department within ICANN

We represent [REDACTED]. [REDACTED] filed a UDRP complaint against the [REDACTED] domain name and received the UDRP panelist's decision awarding it the domain name on (see [REDACTED]). When the ten-day waiting period had lapsed, the registrar [REDACTED] failed to transfer the domain name to [REDACTED].

We contacted the registrar on August 14, 2019 asking when the transfer would be effected, but received no response.

On August 26, 2019, we submitted a complaint to ICANN through its online UDRP Complaint Form (see <https://forms.icann.org/en/resources/compliance/complaints/dndr/udrp-form>), regarding the registrar's failure to transfer the domain name. See Ticket ID: [REDACTED]. On August 27, 2019, ICANN requested further information, which we provided on the same date. Since then, we have heard nothing from ICANN, despite following up on September 10, 2019 and October 3, 2019.

Per ICANN's policies, all ICANN-accredited registrars are obligated to comply with the UDRP. [REDACTED] has already expended considerable resources on filing the UDRP and following up with ICANN regarding a transfer process that is, in most cases, straightforward. Please explain what the delay is handling our complaint regarding this non-compliant registrar.

[REDACTED]