

Subject: [Ext] Suspension of domain henleyspace.com
Date: Tuesday, June 27, 2017 at 7:26:20 AM Pacific Daylight Time
From: Martin Calder
To: ICANN Complaints Office
CC: Goran Marby

To whom it may concern,

We received an email from our ISP on the 16th June 2017, stating that you had received a complaint about the contact details in the contact and admin sections of our domain, henleyspace.com, and that if the details had not been updated by the 28th June 2017, you may consider suspending the domain. An extreme course of action to take for a relatively small business in the UK considering the fact that your system is the element at fault here.

However, that is exactly what you did. You suspended the domain on the 25th June – 3 days early, and we have since updated our contact details. I must say that the number was correct all along, just that your system did not cater for the international code and the local code appearing at the same time, and it also used some obscure, non standard format of including a decimal point between the international dial code and the number. I could also find no documentation when updating these numbers as to the format they are supposed to be in, so suspending our domain 3 days early, and costing our business it's reputation and potential loss of custom for something that is not obvious with regard to the formatting, and completely trivial (and to be honest very obvious to an actual human trying to use the number) is wholly excessive and extreme.

Please expedite the unblocking of the henleyspace.com domain it is still unavailable a full 36 hours later, and our ISP is saying it could take another 36 hours before it comes live again – that will be 4 days of lost business and damaged reputation.

Under the freedom of information act, I would like to know who raised the complaint that the number was incorrect. The number was not incorrect your formatting of the number was incorrect.

Also, who has access to our contact details? Please provide a list of the people or companies that have access to our private contact information through your ownership of this data, as I want to investigate whether you are in breach of the Data Protection Act.

I would like to raise a complaint against ICANN for this issue and would like to know who I can escalate this to.

I look forward to your reply.

MARTIN CALDER

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