

**Subject:** [Ext] URGENT Additional information for Renewal/Redemption complaint re: [REDACTED]  
**Date:** Thursday, March 22, 2018 at 6:17:28 AM Pacific Daylight Time  
**From:** Ahmad Haqqi  
**To:** ICANN Complaints Office  
**Category:** Complaints Office  
**Attachments:** domain recoridng 3.xspf, icann complaint uw.pdf

Dear Krista

You may recall we had a discussion in resolving this case pertaining to complaints against [REDACTED] taking [REDACTED] yet your customer service and global support seem to only be info providers and delegate all else to the compliance team available only via email;

unfortunately the compliance team seem to be more adamant in closing tickets on each response without responding to my request of format of evidence until that too is also a response of ticket being closed, thereby allowing more time to be elapsed then necessary in actually at least progressing this complaint based on the information already provided in the form

Please could you investigate why this seems to be taking unnecessary time while not addressing forth the actual issue i.e. investogating the redemption period of the said registrar allowing some names as they suit to go to redemption and others they wish to take under another allias.

Thank you and Kind Regards

Ahmad Haqqi  
[REDACTED]

----- Forwarded message -----

From: **Ahmad Haqqi** <[ahmadhaqqi@gmail.com](mailto:ahmadhaqqi@gmail.com)>  
Date: Thu, Mar 22, 2018 at 1:00 PM  
Subject: URGENT Additional information for Renewal/Redemption complaint re:  
[universityworld.com](http://universityworld.com)[[universityworld.com](http://universityworld.com)]  
To: [compliance@icann.org](mailto:compliance@icann.org)

Subject: Re: [~EVP-214-63777]: Additional information for Renewal/Redemption complaint re:  
[universityworld.com](http://universityworld.com)[[universityworld.com](http://universityworld.com)]  
To: [compliance@icann.org](mailto:compliance@icann.org)

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# ICANN Complaint Submission Template

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## 1. Complainant information.

Please provide your name and contact information so someone from the Complaints Office can follow up with you regarding your complaint.

Note: ICANN will publish the Complainant's name on the Complaints pages at: <https://www.icann.org/complaints-office>. Complainant's address, email and phone number will not be published.

Name:

Organization (if applicable):

Postal Address:

Email:

Phone Number:

## 2. Short description of your complaint.

Please provide a short description of your complaint. Please limit your description to 25 words or less.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

10th Jan 2018 - my domain [REDACTED] expired not safe renewed  
10th Feb 2018 - informed domain now is in redemption since few days ago  
14th February 2018 - try to pay but informed the domain was auctioned and sold at start of redemption status just in last few days. Private email selling me at inflated price

### 3. Date(s) your complaint occurred.

Please provide the date, or dates, when the occurrence(s) driving this complaint occurred.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

10th & 14th February 2018

### 4. Detailed description of your complaint.

Please provide a detailed explanation of the facts as you understand them and the reason(s) you believe something should be addressed by the ICANN Organization. Your description should include a chronology of what happened and when, who you were working with, if you received a resolution and, if applicable, why the resolution you received was insufficient. Include any references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint. Please limit your description to 1000 words or two-pages or less. Additional details and description may be requested later as appropriate.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

10th January 2018 - my domain [REDACTED] expired and didnt safe renew; I was informed by the registrar firm [REDACTED] stating the Card on file expired.  
10th February 2018 - (recorded conversation file with registrar confirmed) I wish to renew but informed its in redemption for 30 days, 30days after expiration and I am charged the renewal fee+redemption fee+reinstatement fee.  
(I argued why the increase in renewal fee from the usual \$9.99 and maximum \$19.99 ive paid for so long, informed recent rules last year base this new price on the number of domains held in the account, not the longevity of the account with the registrar, so i aim to revert after enquiries later below)  
14th February 2018 - (recorded conversation file with myself, and recorded by registrar) i no longer see the domain in my account. I call the firm intending to pay the fees and argue later the case, but informed the domain is sold in the period of 5 days after the domain prior to redemption starting. The representative stated it can be placed at auction and sold. I recieved an email from an individual private email requesting me if I wished to buy the same domain from them.The domain itself forwards to a parked page of the same registrar firm; incidently its not the first time that I have a complaint several domains in the past have been parked without my knowledge or permission and post expiration taken by domain capture firm allied to the same domain company prior to redemption.

## 5. Please describe any steps you took to try and resolve the matter.

Please describe in detail any steps, if applicable, you took to try and resolve the matter. Please limit your response to 500 words or less.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

See above: several calls to tech support and customer service '14th February 2018'.  
See above: '14th February 2018'. Response was to email the legal team.  
recorded conversations of 10th February confirmed with the registrar  
recorded conversations of 14 February with myself and registrar

## 6. Please describe how you believe your complaint can be addressed by ICANN.

Please describe how you believe your complaint should be resolved by ICANN. Provide details in support of your proposed solution including but not limited to: references to documents, communications, ICANN Policies, agreements or Bylaws that might be relevant to your complaint.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

### REQUEST ICANN TO PROVIDE ACTIVE MONITORING & REGULATION TO PREVENT REGISTRARS TAKING ADVANTAGE OF LOOP-HOLES

Process on ICANN site does not state or indicate in the process map that the owners domain after its expired can go to auction while supposed to be in the start of redemption status.

Neither the public nor ICANN seem to be aware of unethical and untrustworthy practises by domain registration firms capturing domains post expiration i.e. notifying a 'third party individual' or firm aligned to their company to purchase 'on auction' the domain name, then selling it immediately back to the owner for a highly inflated price, as a threat or it would be taken, and all this is prior to redemption period being over which should last 30 days post expiration status and all this occuring prior to deletion and legitimately released and available to the public domain.

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7. Please describe whether anyone else would be affected by circumstances leading to this complaint and how. Please also describe if anyone else could be affected by your proposed solution and how.

Please describe how the circumstances that led to you submitting this complaint may have adversely affected others, and how your proposed solution could affect others.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

I recieved an email from an individual private email requesting me if I wished to buy the same domain within redemption period more than ten times the rate; moved to a parked page of the same registrar firm; incidently its not the first time that I have a complaint several domains in the past have been parked without my knowledge or permission and post expiration taken by domain capture firm allied to the same domain company prior to redemption.

8. Do you have additional documents you want to include with this complaint submission?

Please include additional, relevant documents with your submission. For any additional documents, please provide the filename and document description/purpose in the below text box.

Note: The description you provide will be used to create text that may be published in reports on ICANN.org's Complaints Office pages at: <https://www.icann.org/complaints-office>.

recorded coversations of 10th February confirmed with the registrar  
recorded conversations of 14 February with myself and registrar  
files available on request

### Terms and Conditions for Submission to the Complaints Office

Submitted complaints will be handled in accordance with the [ICANN bylaws](#) and the [ICANN Privacy Policy](#). By submitting this document to [complaints@icann.org](mailto:complaints@icann.org) you acknowledge that the complaints process shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness. Except as noted above, information you submit is subject to being published on the ICANN website.