



29 March 2018

Re: Response to Request for the ICANN org to Amend the Policy that Requires a 60-day Lock on Certain Domain Name Transfers

Alan Anderson  
Via Email

Dear Alan Anderson,

Thank you for your submission regarding the 60-day lock that is imposed on domain transfers after a domain name is registered or when certain contact details have been changed, and for your suggested solution that the ICANN org (all subsequent uses of "ICANN" refer to the ICANN org) amend the Policy requiring such locks. I appreciate the frustration this has caused you and understand that sometimes the complex rules around domain registrations can be challenging to navigate. I also want to point out that your complaint is not the first of its kind. On 10 May 2017 (complaint #C-2017-00001, Hest Wind Power Limited), another party submitted a complaint expressing similar concerns and the below response is essentially the same one I provided previously. You can view the previous complaint and response here: <https://www.icann.org/complaints-report>.

I've researched this issue within the ICANN org and worked with the Contractual Compliance team to provide you with this response. Following my research and internal discussions, I have found out that amending the 60-day transfer lock policy is not something the ICANN org has the authority to change. While I suspect this is not the answer you were hoping for, I thought it might be helpful to provide background information as to why we are not authorized to implement your suggested changes, and what you can do.

ICANN is not a governmental agency but instead a private sector, non-profit org with limited technical responsibility for coordinating the assignment of Internet domain names and IP addresses. This coordination is provided using a bottom-up, consensus-driven, multi-stakeholder model comprised of three parts: the ICANN community, the ICANN Board, and the ICANN org. The ICANN community is a volunteer-based group of diverse stakeholders from across the world. They work together to give advice and develop policy within ICANN's mission. In order to create new policies or amend existing ones, the Policy Development Process described in ICANN's Bylaws must be utilized and driven by the ICANN community. The ICANN Board is a group of representatives from the ICANN community that oversees the ICANN org. The ICANN org provides staff and resources to support the ICANN community and Board, and implements policies developed by the community.

The ICANN org accredits registrars and registries to provide certain domain name registration services. ICANN's authority is purely contractual, and limited to registrar agreements, registry agreements, and ICANN community developed policies. The agreements between ICANN and registrars and registries outline certain responsibilities for both ICANN, the registrar and the registry. The ICANN org is responsible for overseeing and enforcing the contracts.

One of the policies developed by the ICANN community is the Transfer Policy. The Transfer Policy provides standardized requirements for registrar handling of domain name transfer

requests from their owners and implements measures for reducing unauthorized transfers. The Transfer Policy includes the requirement that a registrar must impose a 60-day transfer lock after a domain name is registered and when certain contact details are changed; please see Section II.C.2 of the Transfer Policy. Please be aware that the 60-day lock attempts to strike a balance between security and convenience by providing more security to protect consumers from having their domain name transferred without authorization.

ICANN's fundamental belief is that all users of the domain name system deserve a say in how it is run. Participating in ICANN provides the opportunity to share your thoughts and concerns regarding current and future policies. I encourage you to consider contributing to the policies developed by the ICANN community. If you're interested in learning more about how to participate, you can review the "About ICANN" section of our website. You may also want to think about reviewing and commenting on proposals through our Public Comment Forums, or attending an ICANN Meeting in person or remotely.

Thank you again for your submission regarding the 60-day lock that is imposed on domain transfers after a domain name is registered or when certain contact details are changed. For these reasons, the ICANN org does not have the authority to amend the Transfer Policy as you've suggested. Although ICANN cannot fulfill your request, I hope this information was useful to you.

I appreciate the opportunity to provide you with this information and encourage you to consider participating in the ICANN model.

Kind regards,  
Krista Papac  
Complaints Officer  
ICANN