

Dear Partner,

We are notifying you today regarding an important update to the SRSplus Terms and Conditions. Earlier this summer, the Internet Corporation for Assigned Names & Numbers (ICANN) published an updated Registrar Accreditation Agreement (RAA). The updated RAA contains several changes that SRSplus and our direct partners are obligated to comply with and pass down to our respective customers.

The key changes are as follows:

1. Beginning January 1st, SRSplus will begin requiring complete WHOIS data for all gTLD domain name registrations. There are two methods Partners use to send us this data – explicit information or default Contact data. If you are sending us explicit contact information, you need to ensure the Registrant, Admin, and Tech fields are complete. If you rely on your default data for new registrations, please ensure this data is complete.
2. In addition to requiring “complete” WHOIS data, ICANN has mandated that the address, telephone, and email address be properly formatted. Therefore, beginning January 1st, all Partners must ensure they are sending this data in the proper format. RFCs defining the formatting options are here:
 - a. Validate that all email addresses are in the proper format according to RFC 5322 (or its successors).
 - b. Validate that telephone numbers are in the proper format according to the ITU-T E.164 notation for international telephone numbers (or its equivalents or successors).
 - c. Validate that postal addresses are in a proper format for the applicable country or territory as defined in UPU Postal addressing format templates, the S42 address templates (as they may be updated) or other standard formats.
3. ICANN has requested that Registrars verify the Registrant email address associated with gTLD new domain name registrations. SRSplus recognizes that this is a change from how our Partners manage their new registrations today. Thus, we have outlined our process below for addressing this verification mandate:
 - a. Beginning January 1st, all gTLD new registrations processed through SRSplus will be subject to email verification. Specifically, we will be focused on verifying the Registrant email address.
 - b. When a new domain registration is received, SRSplus will send an email on the Partner’s behalf to the Registrant email address.
 - c. The white-labeled email will inform the Registrant that they must verify their email address within 15 calendar days of the domain name registration.
 - d. If they click the link within the email then SRSplus will consider this Registrant verified.
 - e. If the Registrant does not verify themselves within the 15 calendar day window, SRSplus will take control of the DNS for the domain name in question. SRSplus will then post a page on this site (on your behalf) listing instructions on how the domain can be verified and, as a result, the DNS returned to the previous settings (i.e. their site goes back online).
 - f. Once a Registrant contact has completed the verification process, all future new registrations using that same Registrant contact information will be considered verified and will not be subject to the verification process.

4. ICANN has mandated that Registrars also utilize the above verification process when a domain name Registrant edits their contact information. As a result, SRSplus will manage this modification process on behalf of Resellers as follows:
 - a. Beginning January 1st, SRSplus will utilize the verification procedure if an edit is made to the following Registrant fields:
 - i. First Name
 - ii. Last Name
 - iii. Company (if applicable)
 - iv. Street address
 - v. City/State/Country
 - vi. Zip Code
 - vii. Email address
 - viii. Telephone Number
 - b. SRSplus will send a white labeled email to the Registrant new email address stating that we recognize they have modified their Registrant contact information and we are requesting they verify themselves by clicking on the CONFIRMED button in the email.
 - c. If they click on the CONFIRMED button in the email within 15 calendar days, we will accept the Contact as verified. The Registrant is then considered “verified” and will require no further verification for this Registrant contact on other domain names.
 - d. If they do not click on the link within 15 calendar days, SRSplus will overtake the DNS of the domain name associated with that specific Registrant contact.
 - i. *NOTE: In some cases, Partners utilize their default contact information on file to populate the Registrant field. If the default contact information is modified and not verified within the 15 day verification window, then all domain names associated with this Contact will be suspended.*
 - e. We will post a page on the domain providing instructions on how the domain(s) can be verified and, as a result, the DNS will be returned to the previous settings (i.e. their site(s) goes back online).
 - f. Once a Registrant contact has completed the verification process, all future domain names that are updated to this same contact information will not be subject to the verification process.
5. Partners must provide a link to the ICANN webpage for registrant education. Link can be found here: <http://www.icann.org/en/resources/registrars/registrar-rights/educational>.
6. Partner must post a copy of the Registrant Benefits and Responsibilities to their site. Details can be found on ICANN’s web site here: <http://www.icann.org/en/resources/registrars/registrar-rights/benefits>

If you have any questions, please contact partners@srsplus.com.

Sincerely,

Partner Support

<https://www.srsplus.com>

SRSplus, a Web.com company