

## **Proposal for permitting cancellations of renewals**

Submitted by James Cronin

For consideration by PAB meeting 34 – 6<sup>th</sup> Oct 2004

### **Background**

During the discussion of the Review of Positive Renewals paper in PAB meeting 32 it was noted that there is no process by which a tag holder who has positively renewed a domain name in error is able to cancel or reverse that transaction.

The Executive confirmed that since the introduction of the Positive Renewals policy there had been a number of instances where they and the tag holder services team had been approached by tag holders claiming that the tag holder had mistakenly requested the renewal of a number of domain names (in at least once instance, a large number). Nominet, in those instances, acted by declining the request, citing the new policy documentation.

Whilst the cessation of credit note issuing with respect to renewals invoices and the consequent significant cost savings and simplification of administration for Nominet was a deliberate feature of the positive renewals system, a number of PAB members agreed that it would be desirable and consistent for Nominet to find a way of responding more fairly in the case of renewals requested in error particularly given that other processes currently in place at Nominet generally permit cancellation or reversal of actions within a reasonable time window, for instance the cancellation of registrations made in error.

### **Proposal**

There seem to me to be three options, my preferred and recommended choice being (ii) but the others included here for completeness.

- i) Do nothing to change the procedure**  
In which case a brief article in an upcoming issue of Nominet News regarding this policy detail may be beneficial to a number of tag holders who may wish to revise their own procedures, insurance or staff policies.
  
- ii) Allow cancellations of positive renewals before the invoice is generated**  
Support, via the automaton hence at no staff cost to Nominet, a process for tag holders to cancel a Positive Renewal provided that the request is made prior to the monthly invoice generation run.

The business process for reversing renewals (reverting the registry database and whois renewal status) is already in place and is invoked on non payment of invoices so this change should require no new business processes for Nominet.

If this option is adopted then a brief Nominet News article reminding tag holders of the relevant dates in the monthly invoicing cycle would be helpful as would encouragement for tag holders to renew early giving them maximum time to find and correct mistakes and a statement clarifying that doing so would not disadvantage them as payment due dates are related to invoice runs not renewal request times.

An automated email a small number of days before the invoice run listing the domain names about to be renewed and possibly also separately listing those domain names not being renewed would be a useful feature for many tag holders and would encourage checking prior to the point of no return.

**iii) Allow cancellations of positive renewals after the invoice is generated**

This would require the reintroduction of credit notes.

As this option would incur significant costs to Nominet it would be appropriate to charge a cost recovery processing fee for renewal reversals if adopted. As the cost of a manual intervention in the process would be significant this solution would only be helpful in the case of a “big mistake”, but arguably that’s the only case where it’s really required.