

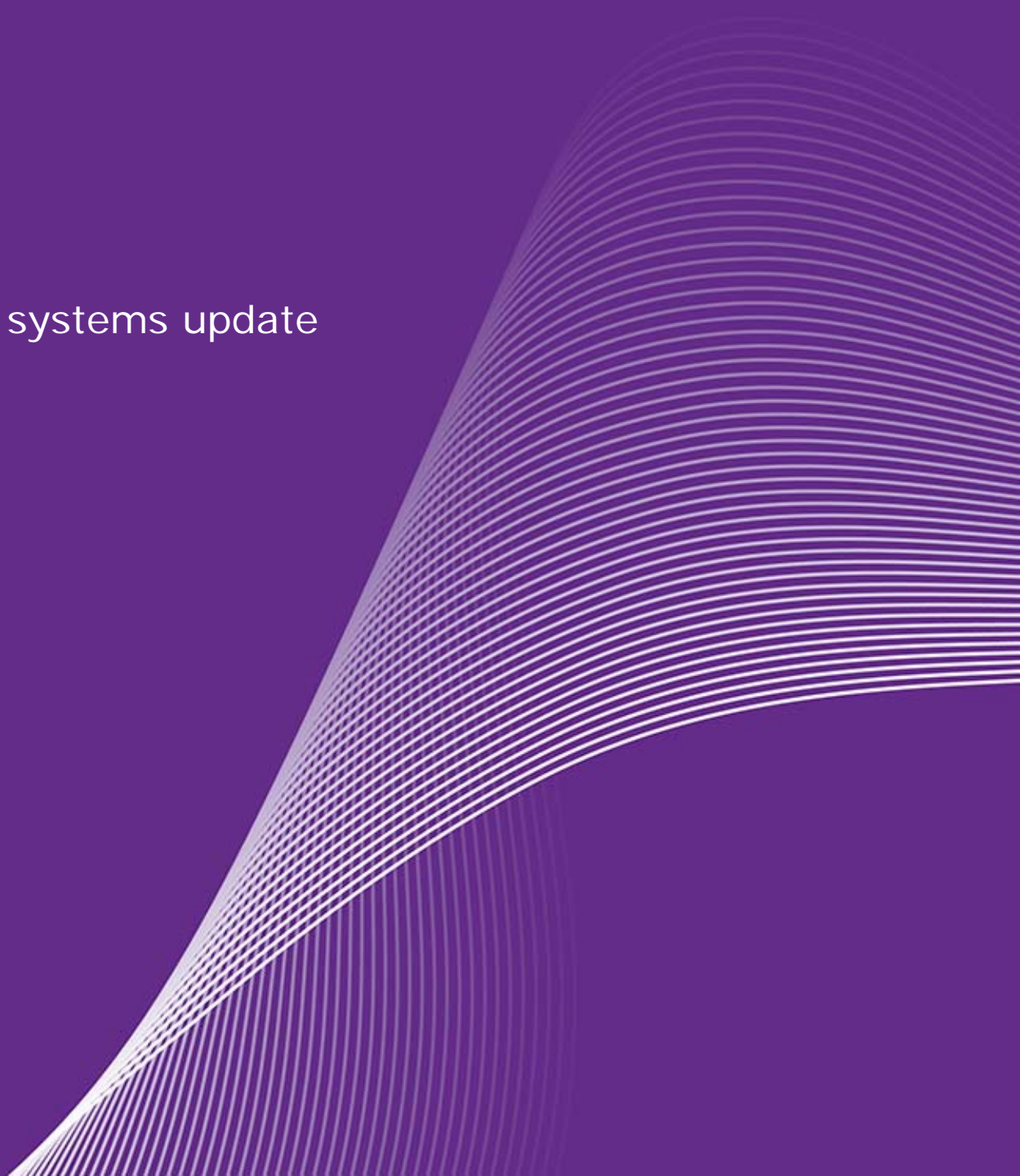


Renewals process and systems update

19 November 2008

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Vision

Where are we?

- 3 way contract
- Greater recognition of our role

Where do we want to be?

- Your customer, your relationship
- Clear understanding of where we fit
- Back stop
- Recognising differences in the market
- Resellers

Renewals process and systems update

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Changes to the renewals
process and how *we*
communicate with *your*
customers



Background

Known issues with the renewals process

- No major review since 2003
- Proforma invoices
 - Causes confusion for registrants
 - Often perceived as a scam
 - Undermine the registrar/registrant relationship
 - Despite clear warnings could be construed as encouraging direct renewals
- 15% of registrant support calls to Nominet about renewals concern the pro forma invoice
- How much support do registrars give about our proforma invoice?

Consultation – Proforma invoices

Proposal and questions for the consultation

- Stop issuing pro forma invoices automatically
 - Replace with a reminder email programme
 - Registrars able to personalise our email reminders
 - Direct renewals still permitted through online services

Response

- The majority of respondents agreed with the proposal
- Communications from Nominet should focus on:
 - the need to renew
 - how to renew with their registrar
 - how to arrange renewal if they wish to change registrar
- Registrar personalisation of renewal reminders should be optional

Renewal not required

Proposal and questions for the consultation

- Indicate 'renewal not required'
 - Registrars authority to indicate that a registrant will not be renewing a domain name
 - Registrant informed and domain name suspended
 - If expiry date reached, suspended 14 days after notification
 - If expiry date not reached, suspended on expiry

Response

- Generally agreed that this is a useful feature
- Wide variety of suggestions on how long to wait before suspension

Renewal cancellation

Proposal and questions for the consultation

- Limits to the number of registration cancellations
 - Anti-domain tasting measure
- No facility for cancelling renewals made in error
- Proposal to allow the cancellation of renewals up until the point of invoicing

Response

- Large majority agreed with this proposal

Suspension period

Proposal and questions for the consultation

- A domain name that is not renewed is suspended for 60 days prior to cancellation
- Is this period appropriate?

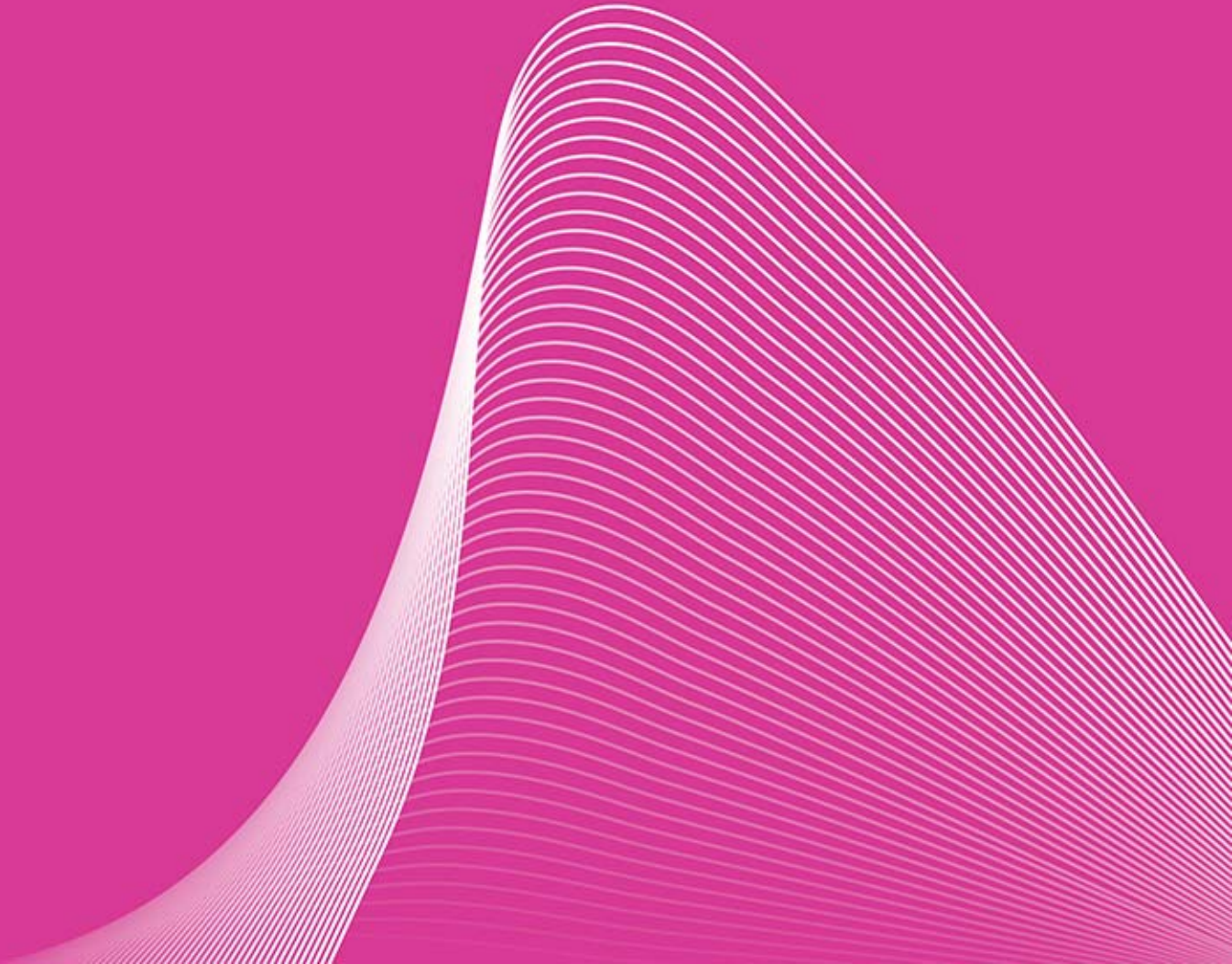
Response

- Wide range of opinion from 14 – 90 days
- No obvious consensus

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Renewals process
changes – what we
are doing

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Renewal not required

The 'renew-not-required' command was introduced on 4 November

- A single notification email will be sent to the registrant
- The 'renew-not-required' flag prevents any renewal reminders being sent
- Domain names will be suspended and cancelled in the normal way
- New WHOIS status - "No longer required"
- A registrar can submit a renewal request which overrides the 'renew-not-required' flag
- The registrant can still change registrar and this will clear the 'renew-not-required' flag

Cancel renewal request

The 'undo-renew' command will be introduced in December

- A registrar may cancel a renewal request up until the generation of the invoice
- This gives a minimum of 7 days in which a registrar can cancel a renewal request
- There will be no limit on the total number of renewal requests that can be cancelled
- However a domain name can only have its renewal request cancelled once

Changes to renewal reminders

In February 2009 we will stop sending proforma invoices

- Replace the proforma invoice with an email reminder programme
- Allow registrars to customise our reminders to registrants
- All reminders will be sent after the expiry date has been reached:
 - Does not interfere with registrar renewal programmes
 - Safety net for registrants
 - Meets our 'duty of care'
- Removes paper/postal communications
- Contingency plans in place

Renewal reminder process

Expiry date

Email notification of expiry

Registrant advised to contact their registrar as named in the email potentially with additional information

Expiry + 23 days

Email notification of suspension in 7 days

Registrant advised to contact their registrar

Expiry + 30 days

Email notification of suspension

Registrant notified and advised to contact their registrar

Expiry + 83 days

Email notification of cancellation in 7 days

Registrant advised to contact their registrar

Expiry + 90 days

Domain name cancelled

No email issued. Registrar will receive Automaton cancellation.

What you need to do

In preparation for February

- Consider how this change will work with your renewals programme
- Ensure the main admin email address is up to date
- Use the renew-not-required option when appropriate

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Systems update

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Web domain manager

A browser based registrar interface

- Launched in June 2008
- November phase 3 release brings it in line with other registration systems
- Easy, user-friendly, web based interface to the registry data on your account
 - Register domain names
 - Delete domain names
 - Renew domain names
 - Modify domain names, accounts, name servers, contacts
 - And more...
- Ideal interface for low volume use

EPP standardisation

EPP was launched on 4 February 2008

- Responses to commands are generally instant
- EPP schemas were released to work with Nominet's account based data structure
- Requires additional development from standard registry EPP implementation

A 'standard' EPP is now being developed

- Release a new set of schemas supporting standard EPP objects
- Requires a number of minor changes to our data structure
 - Remove nameserver object IDs
 - Changes to contacts and contact types
- Due to launch Q2 2009