

15 August 2019

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

Sami Debizet & Wang Nabil
World Biz Domains, LLC (IANA #1447)
8939 S Sepulveda Blvd Ste 400-102
Los Angeles CA 90045
United States

Email: cadmin@worldbizdomains.com and csupport@worldbizdomains.com
Fax: +1 213 596 5593

Dear Sami Debizet and Wang Nabil:

Please be advised that as of 15 August 2019, World Biz Domains, LLC (“World Biz”) is in breach of its 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 7 September 2015 (“RAA”). This breach results from:

1. World Biz’s failure to make registration data and records available upon request by ICANN, as required by Section 3.4.3 of the RAA.

Please refer to the attachment for details regarding this breach.

In addition, World Biz has been deemed noncompliant in the following areas:

1. World Biz’s failure to provide domain name data in the specified response format, as required by Section 1.4 of the Registration Data Directory Service (Whois) Specification of the RAA (“Whois Specification”) and the Advisory: Clarifications to the Registry and Registrar Requirements for WHOIS (port 43) and Web-Based Directory Services (“Clarifications”); and
2. World Biz’s failure to timely pay past due accreditation fees, as required by Section 3.9 of the RAA.

Additional Concerns

ICANN notes that during the complaint process World Biz’s responses often contradicted each other and contained information contrary to available documentation. When presented with the specifics of these inconsistencies, World Biz did not address them despite numerous clarification requests. Further, World Biz did not provide the evidence requested to demonstrate compliance with the Transfer Policy.

ICANN requests that World Biz cure these breaches by 5 September 2019, 21 days from the date of this letter, by taking the following actions:

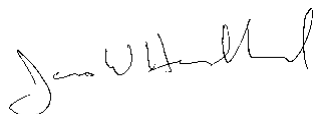
1. To demonstrate compliance with the Transfer Policy, provide ICANN with the following records, information and data:
 - a. For each of the following domain names 28.net, 68.net, 88.org, changi.com, tay.net, goh.net, koh.net, kuantan.com, yeong.com, merlion.org, og.net, raffles.net, sentosa.org, sg.org and shenton.com:
 - i. The Registration Data for the data elements Registrant Name and Registrant Email both before and after any and all Change(s) of Registrant (COR) since your registrar commenced sponsoring each domain name;
 - ii. Evidence that each New Registrant and Prior Registrant (or Designated Agents) explicitly consented to each COR;
 - iii. Explanation of the secure mechanism used by your registrar to obtain consent from each Prior Registrant and New Registrant for each COR;
 - iv. The date each Prior Registrant and New Registrant (or Designated Agents) consented to each COR, and the date each COR was completed; and
 - v. A copy of the notifications sent to each Prior Registrant and New Registrant before or within one day of the completion of each COR in the terms described by Section II.C.1.6 of the Transfer Policy.
 - b. For the domain name sg.org:
 - i. A copy of the Form of Authorization (FOA) World Biz sent to the Registered Name Holder (RNH) prior to the domain name's transfer from World Biz to a different ICANN-accredited registrar; and
 - ii. Explanation and evidence concerning the method by which the AuthInfo code was provided to the RNH, and the date it as provided.
 - c. If World Biz is unable to provide the records, information and data above, explain the corrective and preventative action(s) that World Biz will take, with implementation date(s), to ensure compliance with the COR process and obligations of the registrar of record during an inter-registrar transfer set forth in the Transfer Policy.

2. Display domain name data in the specified response format, as required by Section 1.4 of the Whois Specification and Clarifications.
3. Provide ICANN the corrective and preventative action(s) that World Biz will take, with implementation date(s), to address:
 - a. Its pattern of incomplete and contradicting responses to ICANN Contractual Compliance matters in general; and
 - b. The inconsistencies communicated to ICANN in response to the compliance notices detailed in the chronologies below.
4. Pay all past and currently due accreditation fees.

If World Biz fails to timely cure the breaches and provide the information requested by 5 September 2019, ICANN may commence the RAA termination process.

If you have questions or require assistance, please contact Leticia Castillo at leticia.castillo@icann.org.

Sincerely,



Jamie Hedlund
Senior Vice President, Contractual Compliance and Consumer Safeguards
Managing Director, Washington, DC Office

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

Failure to make registered name holder and registration data available for inspection and copying

Sections 3.4.3 of the RAA requires registrars to make Registered Name Holder (RNH) and registration data available to ICANN upon reasonable notice. World Biz's failure to provide the requested registration records and data related to the domain names in the compliance notices detailed in the chronologies below is a breach of Section 3.4.3 of the RAA.

Failure to display required Whois format

Section 1.4 of the Whois Specification of the RAA requires registrars to display domain name data in a specified format for Whois query responses. The format of responses shall contain all the elements and follow a semi-free text format outlined in Section 1.4 of the Whois Specification. Additional specifications to the format of Whois query responses are contained in the Clarifications. World Biz's failure to display Whois data in the specified format is a breach of Section 1.4 of the Whois Specification of the RAA and Clarifications.

Failure to pay accreditation fees

Section 3.9 of the RAA requires registrars to timely pay accreditation fees to ICANN, consisting of yearly and variable fees. World Biz owes ICANN past due accreditation fees, in breach of Section 3.9 of the RAA. World Biz additionally owes currently due accreditation fees, due 30 August 2019.

Chronology (TFX-647-32878):

Date of Notice	Deadline for Response	Details
18-Apr-2019	25-Apr-2019	ICANN sent 1st compliance notice via email to csupport@worldbizdomains.com .
18-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
18-Apr-2019	25-Apr-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
21-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
26-Apr-2019	3-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
27-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
30-Apr-2019	7-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
7-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
10-May-2019	17-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
17-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
21-May-2019	28-May-2019	ICANN sent 2nd compliance notice via email to csupport@worldbizdomains.com . No response received from Registrar.
24-May-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED] and provided Secondary Contact with complaint details.
29-May-2019	5-Jun-2019	ICANN sent 3rd compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com .
29-May-2019	N/A	ICANN sent 3rd compliance notice via fax to +1 213 596 5593. Fax unsuccessful.

Date of Notice	Deadline for Response	Details
30-May-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED] and provided Secondary Contact with complaint details.
31-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
1-Jun-2019	5-Jun-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
10-Jul-2019	17-Jul-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
12-Jul-2019	17-Jul-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
15-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
25-Jul-2019	1-Aug-2019	ICANN sent Escalated compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com .
25-Jul-2019	N/A	ICANN sent Escalated compliance notice via fax to +1 213 596 5593. Fax unsuccessful.
26-Jul-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
29-Jul-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com .
29-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.

Date of Notice	Deadline for Response	Details
1-Aug-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
1-Aug-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
15-Aug-2019	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
15-Aug-2019	N/A	To date, the Registrar has not responded to ICANN with the requested records and information and the issue remains unresolved.

Chronology (BRW-999-85191):

Date of Notice	Deadline for Response	Details
16-Apr-2019	23-Apr-2019	ICANN sent 1st compliance notice via email to csupport@worldbizdomains.com .
17-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
18-Apr-2019	23-Apr-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
24-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
26-Apr-2019	3-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
26-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
30-Apr-2019	7-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
7-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
10-May-2019	17-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
15-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
21-May-2019	28-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com . No response received from Registrar.
29-May-2019	5-Jun-2019	ICANN sent 2nd compliance notice via email to csupport@worldbizdomains.com .

Date of Notice	Deadline for Response	Details
30-May-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED] and provided Secondary Contact with complaint details.
31-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
1-Jun-2019	5-Jun-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com . No response received from Registrar.
13-Jun-2019	20-Jun-2019	ICANN sent 3rd compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
13-Jun-2019	N/A	ICANN sent 3rd compliance notice via fax to +1 213 596 5593. Fax unsuccessful.
17-Jun-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
10-Jul-2019	17-Jul-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
15-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
25-Jul-2019	1-Aug-2019	Issue was incorporated into ICANN's Escalated compliance notice sent via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878.
26-Jul-2019	N/A	Email from Registrar (csupport@worldbizdomains.com), through ticket TFX-647-32878, insufficient to demonstrate compliance.

Date of Notice	Deadline for Response	Details
29-Jul-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878.
29-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
1-Aug-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) through ticket TFX-647-32878 insufficient to demonstrate compliance.
1-Aug-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878. No response received from Registrar.
15-Aug-2019	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
15-Aug-2019	N/A	To date, the Registrar has not responded to ICANN with the requested records and information and the issue remains unresolved.

Chronology (UVG-903-57406):

Date of Notice	Deadline for Response	Details
17-Apr-2019	24-Apr-2019	ICANN sent 1st compliance notice via email to csupport@worldbizdomains.com .
17-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
18-Apr-2019	24-Apr-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
24-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
26-Apr-2019	3-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
26-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
26-Apr-2019	3-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .

Date of Notice	Deadline for Response	Details
27-Apr-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
30-Apr-2019	7-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
7-May-2019	N/A	Emails from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
10-May-2019	17-May-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com .
17-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
21-May-2019	28-May-2019	ICANN sent 2nd compliance notice via email to csupport@worldbizdomains.com . No response received from Registrar.
24-May-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED] and provided Secondary Contact with complaint details.
29-May-2019	5-Jun-2019	ICANN sent 3rd compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com .
29-May-2019	N/A	ICANN sent 3rd compliance notice via fax to +1 213 596 5593. Fax unsuccessful.
30-May-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED] and provided Secondary Contact with complaint details.
31-May-2019	N/A	Email from Registrar (csupport@worldbizdomains.com) insufficient to demonstrate compliance.
1-Jun-2019	5-Jun-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.
10-Jul-2019	17-Jul-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com . No response received from Registrar.

Date of Notice	Deadline for Response	Details
15-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
25-Jul-2019	1-Aug-2019	Issue was incorporated into ICANN's Escalated compliance notice sent via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878.
26-Jul-2019	N/A	Email from Registrar (csupport@worldbizdomains.com), through ticket TFX-647-32878, insufficient to demonstrate compliance.
29-Jul-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878.
29-Jul-2019	N/A	ICANN called Primary Contact at +1 213 596 5593 and left voicemail with complaint details. ICANN called Secondary Contact at +1 424 571 3496 and left voicemail with complaint details. ICANN called Primary Contact at mobile number [NUMBER REDACTED]. No answer and no ability to leave voicemail.
1-Aug-2019	N/A	Email from Registrar (csupport@worldbizdomains.com), through ticket TFX-647-32878, insufficient to demonstrate compliance.
1-Aug-2019	1-Aug-2019	ICANN sent follow-up compliance notice via email to csupport@worldbizdomains.com and cadmin@worldbizdomains.com through ticket TFX-647-32878. No response received from Registrar.
15-Aug-2019	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
15-Aug-2019	N/A	To date, the Registrar has not responded to ICANN with the requested records and information and the issue remains unresolved.