

5 May 2022

TRANSMITTED VIA ELECTRONIC MAIL AND COURIER

RE: NOTICE OF BREACH OF REGISTRAR ACCREDITATION AGREEMENT

[REDACTED]
Innovadeus Pvt. Ltd. (IANA# 3812)
[REDACTED]

Emails: [REDACTED]

Dear [REDACTED]:

Please be advised that as of 5 May 2022, Innovadeus Pvt. Ltd. (“Innovadeus” or “Registrar”) is in breach of its 2013 Registrar Accreditation Agreement with the Internet Corporation for Assigned Names and Numbers (“ICANN”) dated 17 May 2018 (“RAA”).

This breach results from Innovadeus’s failure to:

1. Timely pay past due accreditation fees, as required by Section 3.9 of the RAA.

Please refer to the attachment for details regarding this breach.

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

2. Innovadeus’s failure to publish on its website(s) and/or provide a link on its website to the Registrants’ Benefits and Responsibilities Specification, as required by Section 3.7.10 of the RAA.
3. Innovadeus’s failure to include a link in its registration agreement to its renewal fees, post-expiration renewal fees (if different) and redemption/restore fees, as required by Section 4.1 of the Expired Registration Recovery Policy (“ERRP”).
4. Innovadeus’s failure to provide in its registration agreement a description of the methods used to deliver pre- and post-expiration notifications, as required by Section 4.2 of the ERRP.

Additional Concerns

During the complaint process, ICANN Contractual Compliance staff has noticed that some of Innovadeus's contact details on file with ICANN may not be accurate.

Similarly, Innovadeus failed to respond to ICANN's requests involving the requirement to complete and deliver the compliance certificate for year 2021 that is mandated by Section 3.15 of the RAA.

Additionally, ICANN has been unable to locate Innovadeus's deletion and auto-renewal policies on the Registrar's website, as required by Section 3.7.5.5 of the RAA.

ICANN requests that Innovadeus cure these breaches by 26 May 2022, 21 days from the date of this letter, by taking the following actions:

1. Pay all past and currently due accreditation fees.
2. Publish on Innovadeus's website(s) and/or provide a link on its website to the Registrants' Benefits and Responsibilities Specification.
3. Provide a link to the Registrar's renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in Innovadeus's registration agreement.
4. Include the description of the methods used to deliver pre- and post-expiration notifications in its registration agreement.
5. Provide ICANN with the corrective and preventative action(s) that Innovadeus will take, with implementation date(s), to ensure it has provided ICANN with accurate and current contact information as well as with the location of any applicable information published on the Registrar's website.
6. Publish Innovadeus's deletion and auto-renewal policies details on the Registrar's website.
7. After curing all items in this Notice of Breach, provide a certificate executed by the president, chief executive officer, chief financial officer or chief operating officer (or their equivalents) of Innovadeus certifying compliance with the terms and conditions of the RAA ("compliance certificate").

If Innovadeus fails to timely cure the breaches and provide the information requested by 26 May 2022, ICANN may commence the RAA termination process.

If you have questions or require assistance, please contact Leticia Castillo at [REDACTED].

Sincerely,

[SIGNATURE REDACTED]

Jamie Hedlund
Senior Vice President, Contractual Compliance & U.S. Government Engagement

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

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. Innovadeus owes ICANN past due accreditation fees, in breach of Section 3.9 of the RAA.

Failure to publish on Innovadeus's website(s) and/or provide a link to the Registrants' Benefits and Responsibilities Specification

Section 3.7.10 of the RAA requires registrars to publish on its website(s) and/or provide a link on its website to the Registrants' Benefits and Responsibilities Specification attached to the RAA. Innovadeus's failure to publish on its website or provide a link on its website to the Registrants' Benefits and Responsibilities Specification is a breach of Section 3.7.10 of the RAA.

Failure to clearly display renewal fees, post-expiration renewal fees (if different) and redemption/restore fees in registration agreement

Section 4.1 of the ERRP requires registrars to make their renewal fees, post-expiration renewal fees (if different) and redemption/restore fees reasonably available to Registered Name Holders ("RNHs") and prospective RNHs at the time of registration of a gTLD name. At a minimum, these fees must be clearly displayed on the registrar's website and a link to these fees must be included in the registrar's registration agreement. Innovadeus's failure to provide a link in its registration agreement to these fees is a breach of Section 4.1 of the ERRP.

Failure to describe the methods used to deliver pre- and post-expiration notifications

Section 4.2 of the ERRP requires registrars to describe on their websites (if used), and include in their registration agreements a description of its notification methods or a link to the applicable page(s) on their websites where this information is available, the methods used to deliver pre- and post-expiration notifications for renewal of domain registrations. Innovadeus's failure to include this information in its registration agreement is a breach of Section 4.2 of the ERRP.

CHRONOLOGY

In the 1st, 2nd and 3rd compliance notices detailed in the chronology below, ICANN notified the Registrar of the violations associated with the case, including the relevant ICANN agreement. All telephone call details below described further attempts from ICANN to communicate to the Registrar the details of the case and to make an ICANN Contractual Compliance staff member available to address any questions in order to assist Innovadeus in becoming compliant. All these attempts were unsuccessful.

Chronology (Case#010508050)

Date of Notice	Deadline for Response	Details
24-Nov-2020 8-Dec-2020 21-Dec-2020	N/A	ICANN sent detailed customer statements to Innovadeus Pvt. Ltd. regarding past due fees.
12-Jan-2021	N/A	Innovadeus Pvt. Ltd.'s past due fees were referred to ICANN Contractual Compliance.
17-Jun-2021	24-Jun-2021	ICANN sent 1st compliance notice via email to [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar.
30-Jun-2021	7-Jul-2021	ICANN sent 2nd compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar.
1-Jul-2021	N/A	ICANN called Compliance and Primary Contact at [TELEPHONE REDACTED]. No answer and no ability to leave a voicemail. ICANN called Registrar Representative at [TELEPHONE REDACTED] and provided Registrar Representative with complaint details.
27-Jul-2021	3-Aug-2021	ICANN sent 3rd compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED].
27-Jul-2021	3-Aug-2021	ICANN re-sent 3rd compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED].
28-Jul-2021	N/A	ICANN called Compliance and Primary Contact at [TELEPHONE REDACTED]. No answer and no ability to leave a voicemail. ICANN called Registrar Representative at [TELEPHONE REDACTED] and provided Registrar Representative with complaint details.
28-Jul-2021	N/A	Email from the Registrar ([EMAIL REDACTED]) insufficient to demonstrate compliance.
26-Aug-2021	N/A	Email from the Registrar ([EMAIL REDACTED]) insufficient to demonstrate compliance.

Date of Notice	Deadline for Response	Details
26-Aug-2021	2-Sep-2021	ICANN sent follow-up compliance notice via email to [EMAIL REDACTED], [EMAIL REDACTED] and [EMAIL REDACTED]. No response received from the Registrar.
29-Apr-2022	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
5-May-2022	N/A	To date, the Registrar has not responded to ICANN with the requested records and information, and the issue remains unresolved.