

**The Global Name Registry, Limited  
Report due October 26, 2002 pursuant to  
Appendix U to the .name TLD Registry Agreement**

This report presents the information required by Appendix U to the .name TLD Registry Agreement (the "Agreement") between the Internet Corporation for Assigned Names and Numbers ("ICANN") and The Global Name Registry, Limited ("GNR"). The information set forth below is required 120 days after Live SRS Launch (26 June, 2002), specifically, 26 October 2002. All information is correct as of 26 October 2002. Data provided is cumulative i.e. for the period 15 January 2002 (Commencement of Service date) through to 11 October 2002.

**1 Concept: Procedures for Maintaining Registry Stability and Fairness to Customers in the Launch of an Open TLD**

**1.4.1-1.4.4 Confidentiality Category: 4**

1.4 Operation Phase Effectiveness

1.4.1 Total number of SLD E-mail registrations made operational: 63,478

1.4.2 Total number of SLD E-mail registrations made operational, broken down by the holder's address in the regions described below:

<b>Region</b>	<b>Total SLD e-mails made operational</b>
Africa	148
Asia and Pacific	8,779
Europe	13,844
Latin America and the Caribbean	558
North America	40,149

1.4.3 Total number of domain name registrations resolved into the DNS: 76,891

1.4.4 Total number of domain name registrations resolved into the DNS, broken down by the holder's address in the regions described below:

**1.4.5 and 1.4.6 Confidentiality category: 3**

<b>Region</b>	<b>Total domain name registrations resolved into the DNS</b>
Africa	697
Asia and Pacific	8,788
Europe	15,452
Latin America and Caribbean	695
North America	51,259

#### 1.4.5 A summary of the complaints received from registrars during the period of this report

On 3 July 2002 GNR customer services received a complaint from a registrar concerning the time taken to return accreditation test results to that registrar. Test results in this instance were returned five working days after the test occurred. This is in contrast to the average time to return test results of three working days. In addition, the registrar stated that once the results were returned it took a further 5 working days to reschedule the test. Currently, GNR will reschedule tests immediately upon return of the results of the accreditation tests.

On 8 July 2002 the Policy department received a complaint from a registrar concerning the volume of legal documentation that had to be signed as part of the accreditation process and the consequential inconvenience for registrars that employ outside counsel. GNR's Compliance Officer replied, stating that there was only a minor amendment to the original Registry-Registrar Agreement that reflected a change in the escalation procedures, and that other documentation contained administrative and technical details necessary for Live SRS accreditation and operations. The registrar accepted this and returned the required documentation.

#### 1.4.6 A description of significant technical difficulties encountered in operating during the period of this report

On 8 October 2002, we were made aware of the fact that two domain name registrations had been registered in contravention of premium Defensive Registrations. Two different registrants using two separate registrars were able to register the two domain names, `estee.lauder.name` and `chanel.brand.name` due to a glitch in the technical system. Where two premium Defensive Registrations exist, and where the subjects of those premium Defensive Registrations are registered within the same domain name, the premium Defensive Registrations cancelled each other out. In the case of `estee.lauder.name`, there were premium Defensive Registrations on "estee" and "lauder." In the case of `chanel.brand.name`, there were premium Defensive Registrations on "chanel" and "brand." In investigating the issue, the technical team realized that there had been a glitch in the VeriSign system which allowed for this cancellation out of premium Defensive Registrations, and the VeriSign team rectified this problem within 24 hours. GNR spoke with the registrars through whom the registrations had been effected and advised them that GNR would rely on its rights reserved under Appendix L, Section 3 to cancel a registration (1) for violation of the Registry Agreement and its appendices,... or (3) to avoid any liability, civil or criminal, on the part of GNR, as well as its affiliates, subsidiaries, officers, directors and employees. These registrations

were cancelled as of 24 October 2002 after having notified the relevant registrars.

On 21 October 2002 the network operations centre was affected by two power outages at the hosting facility in London. In breach of their contractual obligations, the provider of the hosting facility had failed to advise GNR of scheduled work. The power outage resulted in the resetting of all GNR equipment at the hosting facility. The consequence was a temporary loss of Whois availability.

No other significant technical difficulties have been encountered.