**PRIVACY AND PROXY SERVICES SURVEY: DRAFT QUESTIONS**

The Expert Working Group on gTLD directory services is seeking to survey existing privacy and proxy (P/P) service provider practices as input to recommending best practices for the proposed next generation registration directory services to replace today’s WHOIS system.

Please share the following information, or provide any insight on how to best deal with the following issues:

1. A brief description or link to online description of the Privacy and/or or Proxy Services offered
2. A copy or link to the P/P service contract
3. A description of how P/P customer contact details are obscured in Whois, including but not limited substitution of the P/P provider’s name as the registrant name, substitution of the P/P provider’s postal address as the registrant/tech/admin contact postal address, substitution of a unique forwarding email address as the registrant/tech/admin contact email address, substitution of a unique forwarding phone/fax number, etc.
4. Procedures for relaying correspondence received from third parties to the P/P customer when received at the Whois postal address, email address, telephone number, or fax number, including circumstances under which correspondence is NOT relayed (e.g., spam filtering)
5. Procedures for P/P Provider response to third party correspondence and circumstances under which this may occur (e.g., P/P customer contract terminated)
6. Procedures for validating or verifying P/P customer-supplied information, including name, organization, postal address, email address, telephone number, and fax number
7. Any requirements placed on the P/P customer as a condition of purchasing service, such as mandatory contact information, non-commercial use of protected domain name
8. Any requirements placed on the P/P customer as a condition of retaining service, such as timely response to P/P provider requests or periodic re-verification of address
9. Procedures for informing the P/P customer of any inquiry received from third parties regarding their domain names, including reasons that third parties may give for inquiring, documentation that must be provided with the inquiry, actions that may be requested, responses that may be returned to the requestor, and procedural or policy differences that depend on the source of the inquiry (i.e., law enforcement inquiries, brand owner inquiries, consumer inquiries)
10. Procedures for transferring domain names registered by or licensed to P/P customers, including transfers between registrars or between registrants, customers, the registrar, or their affiliates
11. Procedures for renewing the P/P service contract for a registered domain name, and for renewing the registration of domain names licensed to P/P customers
12. Procedures for suspending or deleting a domain name licensed to a P/P customer
13. Process or facilities that third parties can use to report abuse of a domain name registration to the P/P Provider associated with that domain name
14. Procedures used by the P/P Provider for investigating and responding when the P/P Customer’s domain name is identified as being involved in malicious conduct such as phishing, malware, or other similar cyber abuse
15. Procedures for when a UDRP, URS or other administrative or legal proceeding is filed against a P/P customer’s domain name
16. Circumstances under which the P/P Provider will terminate P/P service to the P/P customer, procedures used to notify P/P customers of impending termination, and possible outcomes of that process, including but not limited to reversing the decision to terminate, revealing the P/P customer’s name/address to a third party only, publication of previously- obscured customer name/address in WHOIS, transfer or suspension of the customer’s domain name.
17. Circumstances under which the P/P Provider will reveal and/or publish in Whois the customer’s identity and/or contact data
18. A description of the support services offered by P/P Providers to P/P customers, and how P/P customers access these services
19. Whether the P/P customer’s unpublished contact data is escrowed with a third party escrow provider.
20. Whether information related to relayed correspondence, reveal requests, and subsequent actions are logged or otherwise retained, and policies related to storage and access – for example, can the P/P Provider review past reveal requests when determining the outcome of new requests, and would this information ever be shared with a third party
21. Whether automated or manual processing is used to relay correspondence to P/P customers, typical processing delay (time between correspondence receipt and delivery), and any associated service level agreement given to P/P customers
22. Whether automated processing is used to handle abuse inquiries or reveal requests, typical processing delay (time between receipt of initial inquiry and final resolution), and available escalation processes/policies when multiple requests are received for same P/P customer or domain name
23. P/P Provider contact information published to the public and to registrants, where this information is posted on the P/P Provider and/or Registrar’s website, and forms or methods available for the public to reach the P/P Provider
24. Any other information that may be relevant

The EWG greatly appreciates any insights you can share on this topic.

Thank you for your participation in this survey. The individual survey responses will be used only to understand current P/P provider practices and will not be published by the EWG. The EWG plans to publish a summary of anonymized, aggregated survey results for ICANN community use in considering future policy recommendations, and will be shared with the GNSO PDP Working Group on Privacy/Proxy Service Accreditation Issues.