

Case Number 01457151 - Additional information for complaint re: Generic Registry - kizilayavm.com [ref:!00D6106tJk.!500Rm0tlaLY:ref]

1 mesaj

ICANN Contractual Compliance <compliance-cases@nsp.icann.org>
Alıcı: "selimerman@gmail.com" <selimerman@gmail.com>

2 Ekim 2025 16:19

Dear Selim Erman Duranay,

Thank you for submitting a complaint to ICANN Contractual Compliance regarding the domain name kizilayavm.com.

ICANN's scope to address complaints is limited to its contractual authority with its contracted parties (i.e. ICANN-accredited registrars and registry operators) under the [Registrar Accreditation Agreement](#) (RAA), the [Registry Agreements](#) (RA), and [ICANN's Consensus Policies](#). ICANN has no contractual authority to address complaints about services or activities not included in the aforementioned agreements and policies, such as backorder, auction or aftermarket sales services, including disputes between individuals and such services regarding domain name purchases.

Please be advised that complaints about an entity's performance that cannot be resolved with that entity may be addressed by private-sector agencies involved in addressing customer complaints (e.g., the Better Business Bureau at <http://www.bbb.org/> or the International Consumer Protection and Enforcement Network <http://www.icpen.org/>).

However, if you believe that the registrar **NamePal.com #8009, LLC** failed to comply with its obligations under the RAA and ICANN's Consensus Policies, please provide ICANN the following before 9 Oct 2025:

1. Evidence that you are listed as the Registrant for the reported domain name. Examples of this evidence are: emails you received requesting you to verify the accuracy of the contact information associated with the domain name, copy of the domain name registration agreement, or screenshots of the control panel clearly displaying your contact details listed as the Registrant's. Ensure that all email copies include complete headers, showing recipient details and dates (i.e., FROM/TO/TIME/DATE).
2. Copies of any and all communications you have had with the registrar **NamePal.com #8009, LLC** regarding your issue, so that ICANN can determine whether your concerns can be addressed under the Registrar Accreditation Agreement (RAA) and ICANN's Consensus Policies.

Please send the information and records requested above via reply email (no more than 20 MB total) and do not change the email subject heading.

Any included attachments must be in .CSV, .PDF, .DOC(X), .XLS, .XLS(X) or .TXT formats.

If you have any questions or require any additional clarification, include your concerns via reply email. If you require additional time to provide the records and information requested above, indicate so in your response so that an extension may be granted.

If we do not hear from you by 9 Oct 2025, ICANN Contractual Compliance will close this case.

Sincerely,
ICANN Contractual Compliance
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Original Complaint:

TLD: .com

DESCRIPTION

I placed a successful backorder for the domain name [KIZILAYAVM.COM](https://kizilayavm.com) through NetworkSolutions.com. The domain was registered on June 21, 2025, and is currently held under NamePal.com #8009, LLC, which is affiliated with Network Solutions. However, despite the domain being captured, it has not been assigned to my Network Solutions account or any account I control.

I have contacted Network Solutions support, but have not received a satisfactory resolution. The domain remains inactive, with interim nameservers, and I have no access or control over it.

I believe this may be a violation of registrar obligations regarding transparency and domain delivery post-backorder.

I kindly request ICANN to investigate the registrar's handling of this case.

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Include the text above in replies to this email. Thank you.

***** Please Do Not Delete *****