



25 April 2018

TRANSMITTED VIA ELECTRONIC MAIL, FACSIMILE, AND COURIER

RE: NOTICE OF BREACH OF REGISTRY AGREEMENT

Dr. Khalid Al Jumah
Kuwait Finance House (kfh & xn--ngbe9e0a)
P.O. Box 24989
13110 Safat
KW

Email: khaled.aljumuah@kfh.com
Fax: +965 22905280

Dear Dr. Khalid Al Jumah,

Please be advised that as of 25 April 2018, Kuwait Finance House is in breach of its Registry Agreements with the Internet Corporation for Assigned Names and Numbers ("ICANN") dated 4 December 2014 for the top-level domains kfh and xn--ngbe9e0a ("RAs"). These breaches result from:

1. Kuwait Finance House's failure to timely pay past due fees, as required by Article 6 of the RAs.

Please refer to the attachment for details regarding these breaches.

ICANN requests that Kuwait Finance House cure these breaches by 25 May 2018, 30 days from the date of this letter, by taking the following actions:

1. Provide ICANN with the corrective and preventative action(s) that Kuwait Finance House will take, with implementation date(s), to ensure timely payment of fees to ICANN; and
2. Pay all past and currently due fees.

If Kuwait Finance House fails to timely cure the breaches and provide the information requested by 25 May 2018, ICANN may commence the RA termination process.

If you have questions or require assistance, please contact Jennifer Scott at jennifer.scott@icann.org.

Sincerely,



Maguy Serad
Vice President
Contractual Compliance

Cc: John O. Jeffrey, General Counsel and Secretary

ATTACHMENT

Failure to pay fees

Article 6 of the RA requires registry operators to pay Registry-Level Fees on a quarterly basis within 30 calendar days following the date of the invoice provided by ICANN. Kuwait Finance House owes ICANN past due fees, in breach of Article 6 of the RA.

Chronology:

Date of Notice	Deadline for Response	Details
15-Nov-2017 15-Dec-2017 8-Jan-2018	N/A	ICANN sent detailed customer statements to Kuwait Finance House regarding past due fees.
26-Mar-2018	N/A	Kuwait Finance House's past due fees were referred to ICANN Contractual Compliance.
30-Mar-2018	6-Apr-2018	ICANN sent 1st compliance notice via email to kfh.compliance@centralnic.com and xn--ngbe9e0a.compliance@centralnic.com .
30-Mar-2018	N/A	Email auto-responses received from Registry Operator (support@centralnic.com) confirming receipt of 1st compliance notice.
6-Apr-2018	N/A	Email received from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.
6-Apr-2018	6-Apr-2018	ICANN sent follow-up compliance notice via email to raedene.mcgary@centralnic.com and kfh.compliance@centralnic.com . No response received from Registry Operator.
7-Apr-2018	16-Apr-2018	ICANN sent 2nd compliance notice via email to raedene.mcgary@centralnic.com and kfh.compliance@centralnic.com .
7-Apr-2018	N/A	Email auto-response received from Registry Operator (support@centralnic.com) confirming receipt of 2nd compliance notice.
13-Apr-2018	N/A	ICANN called Compliance Contact at +44 20 33 88 0600 and provided Registry Representative with complaint details.
13-Apr-2018	N/A	Email received from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.

Date of Notice	Deadline for Response	Details
17-Apr-2018	24-Apr-2018	ICANN sent 3rd compliance notice via email to kfh.compliance@centralnic.com , xn-ngbe9e0a.compliance@centralnic.com , raedene.mcgary@centralnic.com , khaled.aljumuah@kfh.com , tas-kfh-primary@centralnic.com , and tas-kfh-idn-primary@centralnic.com .
17-Apr-2018	N/A	ICANN sent 3rd compliance notice via fax to +44 20 33 88 0601. Fax successful.
17-Apr-2018	N/A	Email auto-responses received from Registry Operator (support@centralnic.com) confirming receipt of 3rd compliance notice.
18-Apr-2018	N/A	Email received from Registry Operator (raedene.mcgary@centralnic.com) insufficient to demonstrate compliance.
20-Apr-2018	24-Apr-2018	ICANN sent follow-up compliance notice via email to kfh.compliance@centralnic.com , xn-ngbe9e0a.compliance@centralnic.com , raedene.mcgary@centralnic.com , khaled.aljumuah@kfh.com , tas-kfh-primary@centralnic.com , and mohammed.ajjaz@kfh.com .
20-Apr-2018	N/A	Email auto-responses received from Registry Operator (support@centralnic.com) confirming receipt of follow-up compliance notice.
24-Apr-2018	N/A	Email received from Registry Operator (mohammed.ajjaz@kfh.com) insufficient to demonstrate compliance.
24-Apr-2018	N/A	ICANN called Compliance Contact at +44 20 33 88 0600 and provided Registry Representative with complaint details. ICANN called Compliance Contact at mobile number [NUMBER REDACTED] and provided Compliance Contact with complaint details.
24-Apr-2018	N/A	ICANN conducted compliance check to determine other areas of noncompliance.
25-Apr-2018	N/A	To date, the Registry Operator has not made full payment or responded to ICANN with the requested information and the issue remains unresolved.