

The Name Store ccTLD Product Guidebook

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The Name Store ccTLD Program

Registrars who provide country code top level domain names, or ccTLD domains as they are commonly called, to their customers are often required to communicate with different registration systems for each product. In addition, because a different in-country Registry independently manages each ccTLD domain, and there are over 240 different Registries, Registrars encounter widely varying interfaces and processes when trying to fulfill orders.

Integrating with ccTLD Registries involves time-consuming, exacting work that can become cost-prohibitive as you seek to add new ccTLDs to satisfy your customers' demands. With the VeriSign Name Store ccTLD Program (the "Name Store ccTLD Program"), we provide you with a common interface for many ccTLD domain names. By integrating with the Name Store ccTLD Program, you gain one-stop access to the most frequently requested ccTLDs while alleviating the financial and personnel burdens of managing and interacting with multiple in-country Registries.

The following table lists the ccTLDs that are currently available through the Name Store Platform. We will continue to add new ccTLDs into the Name Store ccTLD Program.

ccTLDs Available Through the VeriSign Name Store ccTLD Program as of November 2006

ccTLD	Country	Example Domain
.ac	Ascension Island	www.sample.ac
.ag, .com.ag, .net.ag, .org.ag	Antigua and Barbuda	www.sample.ag
.am	Armenia	www.sample.am
.at	Austria	www.sample.at
.be	Belgium	www.sample.be
.cc	Cocos (Keeling) Islands	www.sample.cc
.cn, .com.cn, .net.cn, .org.cn	China	www.sample.cn
.co.nz, .org.nz, .net.nz	New Zealand	www.sample.co.nz
.co.uk, .org.uk, .me.uk	United Kingdom	www.sample.co.uk
.com.mx	Mexico	www.sample.com.mx
.com.tw, .org.tw	Taiwan	www.sample.com.tw
.de	Germany	www.sample.de
.eu	European Union	www.sample.eu
.fm	Federal State of Micronesia	www.sample.fm
.gs	South Georgia and South Sandwich Islands	www.sample.gs
.in, .co.in, .net.in, .org.in	India	www.sample.in
.io	British Indian Ocean Territory	www.sample.io
.it	Italy	www.sample.it
.jp	Japan	www.sample.jp
.la	Lao People's Democratic Republic	www.sample.la
.ms	Montserrat	www.sample.ms
.nl	Netherlands	www.sample.nl
.nu	Niue	www.sample.nu
.pl, .com.pl, .net.pl, .org.pl, .info.pl, .biz.pl	Poland	www.sample.pl
.sc, .com.sc, .net.sc, .org.sc	Seychelles	www.sample.sc
.sh	The Island of Saint Helena	www.sample.sh
.tc	Turks and Caicos Islands	www.sample.tc

.tk	Tokelau	www.sample.tk
.tm	Turkmenistan	www.sample.tm
.tv	Tuvalu	www.sample.tv
.vg	British Virgin Islands	www.sample.vg
.ws	Western Samoa	www.sample.ws

Features and Benefits

The Name Store Platform enables you to easily register ccTLD domains. Historically, when a Registrar wished to provide ccTLD domain name registration services to its customer base, it had to contract with and purchase from the applicable in-country Registry. Each in-country Registry operates in its own language and has its own rules and regulations, which can be vastly different from the other in-country registry.

Seeing the opportunity to simplify and add value to this process, VeriSign launched the Name Store Platform. The Name Store Platform removes the technical and administrative complexity once associated with the registration of ccTLD domains by providing one interface and one set of easy commands that can be used to register ccTLD domains.

The Name Store ccTLD Program provides you with the following benefits:

- Lowers your development costs and frees up your technical resources by having VeriSign handle registry-specific integration issues with the various in-country Registries.
- Can increase your inventory up to 5-fold by leveraging your existing relationship with VeriSign.
- Eliminates need for additional contracts with new suppliers or setting up complex payment and administrative processes.
- Not required to understand international languages.
- Increases revenues and builds customer loyalty by making you a one-stop shop for the cc TLD names that customers want.
- Provides you with a single interface to the inventory of all ccTLD names.

Joining the Name Store ccTLD Program and Becoming a ccTLD Provider

Joining the Name Store ccTLD Program and becoming a ccTLD domain name provider (or Merchant) is easy. You can use the following checklist to keep track of the startup tasks.

Implementation Milestones

Agreements and Access		
	Task	Performed By
<input type="checkbox"/> 1.	Contact your account representative or send an email to info@verisign-grs.com	Registrar
<input type="checkbox"/> 2.	Sign and return Name Store Merchant Agreement.	Registrar
<input type="checkbox"/> 3.	Sign and return Name Store ccTLD Activation Agreement.	Registrar
<input type="checkbox"/> 4.	Complete and return Name Store Facsimile Authorization Form (optional).	Registrar
<input type="checkbox"/> 5.	Complete and return Registrar Data Information Form (if not previously provided).	Registrar
<input type="checkbox"/> 6.	Complete and return Registrar Credit Application (if not previously provided)	Registrar
<input type="checkbox"/> 7.	Receive Welcome Email with Customer Service details and contact information.	VeriSign Customer Service
<input type="checkbox"/> 8.	Receive user name and password for Operational Test & Evaluation (OT&E) environment.	VeriSign Customer Affairs
Set-Up and Review		
	Task	Performed By
	Acquire VeriSign or Thawte 40 or 128 bit Global Certificate *	Registrar

	Review SDKs, Product Guidebook, and Programmer's Guide (available on Web site).	Registrar
	Read through the Name Store Product Guidebook for complete marketing, business, customer service, and technical information about the Name Store and its products	Registrar
	Modify letter of credit, performance bond, or cash deposit for Name Store products within NameStore channel account	Registrar
Testing and Production		
	Task	Performed By
	Conduct development and testing in OT&E environment.	Registrar
	Confirm with VeriSign Customer Affairs that contractual and financial obligations are fulfilled.	Registrar
	Contact Customer Affairs at cao@verisign-grs.com to request user name and password for production environment.	Registrar
	Begin providing Name Store ccTLD Program services and deliver the expanded ccTLD naming selection to your customer base	Registrar
	Utilize the NameStore Manager Web-based tool for account administration (optional)	Registrar

Set-Up and Review tasks may be done simultaneously.

VeriSign or Thawte 40 & 128 bit certificates are necessary to establish a connection with the Name Store Platform.

OTHER 40 OR 128 BIT CERTIFICATES WILL NOT WORK.

NameStore Manager Web Tool

The NameStore Manager Web Tool is a Web-based tool that provides Registrars with three basic functions:

1. Management of your domain names;
2. Management of your NameStore Channel Account; and
3. Management of CSR, Finance, and Technical users.

In addition to the above functions, the NameStore Manager Web Tool also allows Registrars to view what products they sell through the Name Store Platform, run low level finance reports, and review their Security Phrase.

.CC / .TV Name Store Business Rules

Check

- Check results are real-time queries against the authoritative database to determine the availability of a particular ccTLD name. However, this does not guarantee that the ccTLD name will still be available at the actual time of registration.

Create rules

- Minimum Term: 1 Year
- Maximum Term: 10 Years
- Domain name length: 63 characters excluding the “.”
- Minimum Domain name length: 1 character
- A domain name must not start with a dash “-“ or dot “.” or must not start with the following sequence “alphanumeric_alphanumeric_dash (“-”)_dash (“.”)”. (Note: We do allow this when it is an International Domain Name which has the PUNYCODE prefix of “XN- - “)
- Each character in the domain name excluding the dots “.”s must be a letter or digit or dash “-“.
- The last character must be a digit or a letter. It cannot be a dash “-“.
- A domain cannot have more than 13 hosts
- Fulfillment is 1-2 hours. When a successful response is received, the name is registered.

Deletion rules

- Successful submission of a Delete Command will set the status of a domain name to REDEMPTIONPERIOD for thirty (30) days, after which the domain name will be set to PENDINGDELETE for 5 days. On day thirty six (36), the domain name will be deleted.
- After a Delete Command is submitted, the Name Store System will check to see if one of the following grace periods exist:
 - Creates/Adds: 5 days
 - Transfers: 5 days
 - Renewals: 5 days
 - Auto-renew: 45 days
- If a Delete Command is submitted during a Creates/Adds grace period, then the domain name will be deleted immediately and the account will be credited, regardless of whether it is in any other grace periods.
- If Delete Command is submitted during any of the following grace periods, the account will be credited, the appropriate action (*i.e.*, transfer, renew or auto-renew) will be cancelled and the domain name will go into the Redemption Grace Period.
 - Transfers: 5 days
 - Renewals: 5 days
 - Auto-renew: 45 days

Restore

- Restore is a service that allows your customers to retrieve deleted names. A redemption grace period (RGP) has been implemented which gives customers thirty (30) days to restore a previously deleted domain name registration.

The service addresses a frequent request to enable Registrars to help its customers manage their domain names.

Restore adds convenience to your highest value customers without creating implementation

headaches for you. See further information at: http://www.verisign.com/information-services/naming-services/com-net-registry/page_001050.html.

Auto-Renewals

- Maximum term is for 1 year.
- Domains will be auto-renewed on the day after the expiration of the current term for the applicable .tv or .cc top level domain name.
- Beginning on the first day after the expiration of the current term for the applicable .tv or .cc top level domain name, the customer's domain name enters into a 45-day grace period during which time you, on behalf of the customer, may delete the domain name. If you delete the .tv or .cc domain name during the forty five (45) day grace period, and the domain name will enter the REDEMPTIONPERIOD and you will receive a refund in the form of a credit to your Name Store account for the renewal term.

Explicit Renewals

- At any time during the term for a .tv or .cc top level domain name, Merchant may explicitly renew the term for the particular domain name. Merchant will then have a five (5) day Explicit Renew grace period in which Merchant may delete the particular .tv or .cc top level domain name by submitting a Delete Command. If the domain name is deleted within the five (5) day Explicit Renew grace period, the domain name will enter the Redemption Period, and VeriSign will credit Merchant's account for the renewal fees paid for the renewal term.

Transfer rules

- A domain name cannot be transferred within the first sixty (60) days after being created. A created domain must be greater than 60 days old to be available for transfer.
- If a domain name is transferred, the expiration date is extended one (1) year from the original expiration date.
- The Gaining Registrar must submit a transfer request to VeriSign. After the transfer request is submitted, a five (5) day TRANSFER PENDING PERIOD begins. If the transfer request is neither approved nor rejected by the Losing Registrar within the five (5) day TRANSFER PENDING PERIOD, the Registry (i.e., VeriSign) will automatically approve the transfer request.
- After the transfer of a domain name occurs, a five-day grace period exists.
- If the domain transfers to another Registrar during the 45 day auto-renew grace period, the Losing Registrar is refunded for the auto-renewal and the year is removed from the domain name term. The Gaining Registrar is charged for the transfer and the expiration date is extended one (1) year from the original expiration date.

Transfer Notices

- System generated e-mail messages are sent at various points in the transfer process to both the Losing Registrar and Gaining Registrar, as applicable.
- Depending upon the notification preference (E-mail or Poll Message or Both) that the Registrar chooses, a notification is sent/set for the Registrar. If the preference is"
 - Email – An Email is sent.
 - Poll – A poll message is set in the queue for the Registrar to retrieve.
 - Both – An Email is sent and a poll message is set in the queue for the Registrar to retrieve.
- The "Subject" field includes the name of the domain name that is being transferred. The e-mail text descriptions and subject line (in bold) are as follows:

Notification of Transfer Request: Domain Name: Upon initial request for a domain name transfer, the system generates and sends an e-mail message or poll message to the Registrar of Record (*i.e.*, Losing Registrar). The message to the Registrar of Record is notification of the request for which it has five (5) calendar days to respond before it is automatically accepted by the system.

Receipt of Transfer Request: Domain Name: Upon initial request for a domain name transfer, the system generates and sends an e-mail message or poll message to the Requesting Registrar (*i.e.*, Gaining Registrar). The message to the Requesting Registrar is confirmation that the transfer has been requested.

Completion of Transfer Request: Domain Name: This message is sent to the Requesting Registrar following an explicit ACK (acceptance of the transfer) by the current Registrar of Record.

Non-Completion of Transfer Request: Domain Name: This message is sent to the Requesting Registrar following an explicit NACK (decline of the transfer) by the current Registrar of Record.

Auto-Acknowledgment of Transfer Request: Domain Name: If the Registrar of Record does not explicitly accept or decline the transfer within five (5) calendar days, the system automatically accepts the transfer. The system then sends this message to both Registrars, notifying them of the transfer acceptance and completion.

Updates

- Domain must be in an Active status (or in a status that allows the update to be processed).
- Only the Registrar of the host or domain can update it

ConsoliDate (Sync)

- ConsoliDate is a service that allows you to synchronize multiple domain names to the same expiry date. The service addresses a frequent request to allow Registrars to help its customers manage renewals for sizable domain name portfolios.
- ConsoliDate provides an added value to your customers. See further information at: http://www.verisign.com/information-services/naming-services/com-net-registry/page_001044.html

Host Management

- In-zone name servers must be registered with at least one IP address. The maximum IPs a name server can have is 13.
- Out-of-Zone name servers may be specified but should not include IP addresses. The request will be rejected if an out-of-zone host is added with IP's.

Reports

VeriSign provides reports, which are detailed in the table set forth herein. As a Registrar of .cc /.tv TLD names, you have access to an FTP site where you can download all of the reports available to you. Customer Service will provide the address of the FTP site to you after you go live with a Name Store product.

Reports Provided by VeriSign Name Store – .CC / .TV

Monthly Billing Detailed Reports

Report Name	Description
Registration Report	Registrations, including deletions within 5-day grace period
Transfer Report	Transfers, including deletions within 5-day grace period
Auto-Renewal Report	Auto-Renewals, including deletions and transfers within 45-day grace period
Explicit Renewal Report	Explicit Renewals, including deletions within 5-day grace period
Restore Report	Restore requests
Sync Report	Syncs
Deletion (Non-Refund)	Report Deletions that occurred outside of any grace period

NOTE: All billing detailed reports run on the 1st of the month and the reporting period is the previous month.

Registrar Daily Reports

Report Name	Description
Transaction Reports	Includes all Adds, Renewals, Transfers, Deletes executed in the last 24 hrs
Transfer Reports	Two Reports: Gaining Transfer Report and Losing Transfer Report
Auto-Renewal Report	Lists all domains auto-renewed the previous day
Explicit Renewal Report	Explicit Renewals executed the previous day
Restore Report	Restore commands executed the previous day
Sync Report	Syncs executed the previous day

Registrar Weekly Reports

Report Name	Description
Domain Report	Cumulative report of all domain names managed by the registrar
Transfer summary	Summary of all Transfer activity within the last 7 days
Name Server Report	List of all name servers under management
Domains Hosted by Name Server Report	List of all domain names hosted by name servers under your management

All other Name Store ccTLD Business Rules

Contacts, hosts, and domains are components of ccTLD name in registrations. The main function of the Name Store ccTLD Program is to create, update, renew and delete contacts, hosts, and domain names. The Create, Update, Transfer and Delete Commands in the Name Store ccTLD Program allow you to make domain name management requests on behalf of your customers.

When you are preparing to offer ccTLDs, keep the following business rules in mind:

Check

- The accuracy of ccTLD domain name check results depends on how frequently each registry refreshes its publicly accessible data. Because the updates are not in real-time or synchronized, inaccurate check results may be returned occasionally. In these cases, the request to register the domain will be unsuccessful.

Creation

- The Create Contact, Create Host, and Create Domain commands must be successfully executed before the domain name can be submitted to the appropriate Registry.
- Fulfillment of some ccTLD name registrations may take longer than expected due to communication that is required with the applicable in-country Registry. You should explain this potential delay to your customers so that they do not expect the domain name to be available immediately after registration.
- You can only update or delete domains, contacts, and hosts that you have created.

Updates

- You cannot update a domain name while it is in the process of being registered at the Registry.
- To be updated, a domain must be in an Active status.
- Only the creator of the host, contact, or domain name can update it.
- Updates require full replacement of required fields, not a partial replacement.

Registrar Transfers

- There is no grace period for transfers.
- Once a transfer is requested, it cannot be recalled by the Registrar who requests the transfer.
- All Registrar transfer requests must be initiated by the Gaining Registrar, except for .UK.
- There is no transfer fee charged to the Losing Registrar for any outbound transfers.
- There is no transfer fee charged for Registrar transfers between NameStore customers.
- For certain ccTLDs when a Registrar Transfer is completed, a fee equal to the Total Initial Registration Cost as set forth in Exhibit B in the Activation Agreement is charged to the Gaining Registrar and the expiration date is extended (see *Transfer Fee and Expiration Date Behavior for Registrar Transfers* table for specific ccTLD behavior).
- The transfer requirements for a particular ccTLD name depends on the specific rules and regulations of the applicable in-country Registry. See the *Availability and Restrictions for Specific ccTLDs* section for details on each ccTLD. The price per ccTLD Registrar Transfer is contained in Exhibit B in the Activation Agreement.

Bulk Transfers

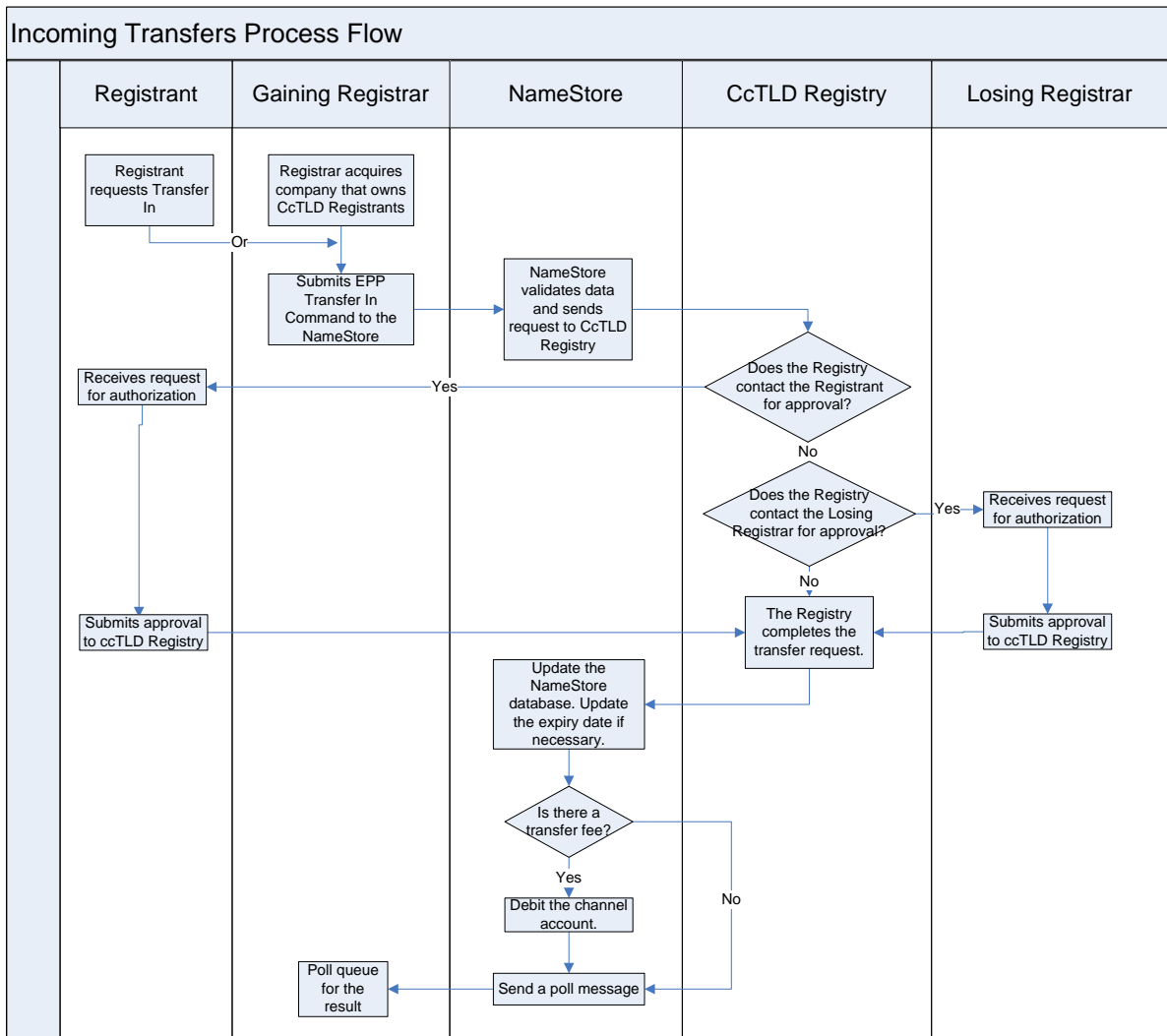
- Be advised that not all Registries support bulk transfers and some Registries have a minimum number they support for bulk transfers. Please contact your account manager for Registry details on any names you may want to transfer.

Transfer Fee and Expiration Date Behavior for Registrar Transfers

ccTLD	Transfer fee	Expiration Date
.ac	No fee charged	No change to expiration date
.ag, .com.ag, .net.ag, .org.ag	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.am	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.at	No fee charged	No change to expiration date
.be	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from date of transfer
.cn, .com.cn, .net.cn, .org.cn	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.de	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from date of transfer
.eu	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from date of transfer
.fm	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.in, co.in, .org.in, .net.in	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.io	No fee charged	No change to expiration date
.it	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.jp	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.la	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.com.mx	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.nl	Not fully supported. Please contact	Not fully supported. Please

	your account manager or Customer Service for assistance.	contact your account manager or Customer Service for assistance.
.nu	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.co.nz, .net.nz, .org.nz	No fee charged	No change to expiry date
.pl, .com.pl, .net.pl, .org.pl, .biz.pl & .info.pl	No fee charged	No change to expiry date
.sc, .com.sc, .org.sc, .net.sc	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.sh	No fee charged	No change to expiration date
.tk	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date
.tm	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.co.uk, .me.uk, .org.uk	No fee charged	No change to expiration date
.vg, .ms, .tc & .gs	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.ws	Not fully supported. Please contact your account manager or Customer Service for assistance.	Not fully supported. Please contact your account manager or Customer Service for assistance.
.com.tw, .org.tw	Transfer fee charged (see Exhibit B in Activation Agreement)	Extended one (1) year from original expiration date

High-level Overview Of Incoming Transfer Process



Deletions

- To be deleted, the domain name must be in an Active status.
- The deletion cycle for a particular ccTLD depends on its specific registry rules. See the *Availability and Restrictions for Specific ccTLDs* section for details on each ccTLD.
- There are no grace periods for deletes, which means that once a delete command is submitted for a domain name, it cannot be reversed.
- When a delete request is received, the request will be queued until the expiration/renewal date of the domain name.

Renewals

There are no explicit renewals – all renewals are automatic unless we receive a delete command.

Background

ccTLD Registries have differing renewal policies and processes; whilst some ccTLD registries auto-renew all domain names unless a delete request is received, other ccTLD Registries will only renew the domain name if they receive an explicit Renewal command. In order to facilitate the deletion and renewal process for your customers, the Name Store Platform provides you with one Delete Command which you can submit for the ccTLD name depending on the applicable deletion cut-off period.

Here are the two types of deletion cut-off periods for Name Store ccTLDs:

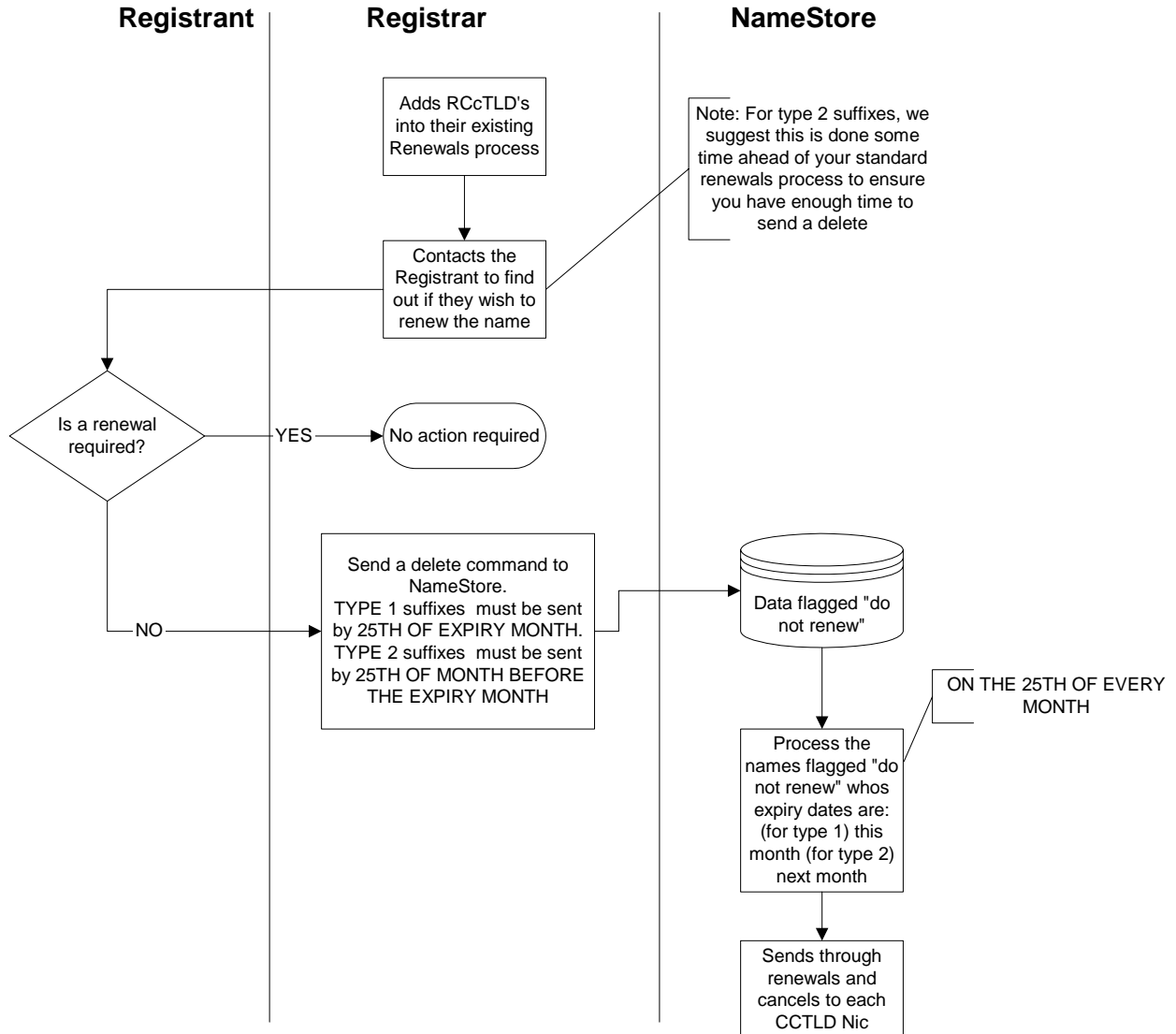
Delete Command: Type 1. If a ccTLD is designated as “Type 1,” then VeriSign must receive a Delete Command from Registrar (*i.e.*, Merchant) before 12:00 a.m. Eastern Standard Time (“EST”) on the 25th day of the month in which the term of the ccTLD will automatically renew for the period specified in Exhibit B. For example, if the initial or renewal term expires on August 14, 2006, then the term of the ccTLD will automatically renew for the period specified in Exhibit B, unless VeriSign receives the Delete Command from Merchant before 12:00 a.m. EST on August 25, 2006.

Delete Command: Type 2. If a ccTLD is designated as “Type 2,” then VeriSign must receive a Delete Command from the Registrar (*i.e.*, Merchant) before 12:00 a.m. EST on the 25th day of the month *before* the month in which the term of the ccTLD will automatically renew for the period specified in Exhibit B. For example, if the initial term or renewal term expires on August 14, 2006, then the term of the ccTLD will automatically renew for the period specified in Exhibit B unless VeriSign receives the Delete Command from Merchant before 12:00 am EST on July 25, 2006.

Suffix	Deletion Window
.ac	Type 1
.ag, .com.ag, .net.ag, .org.ag	Type 1
.am	Type 2
.at	Type 2
.be	Type 1
.cn, .com.cn, .net.cn, .org.cn	Type 1
.de	Type 1
.eu	Type 1
.fm	Type 2
.in, co.in, .org.in, .net.in	Type 1
.io	Type 1
.it	Type 1

.jp	Type 2
.la	Type 1
.com.mx	Type 2
.nl	Type 1
.nu	Type 1
.co.nz, .net.nz, .org.nz	Type 2
.pl, .com.pl, .net.pl, .org.pl, .biz.pl & .info.pl	Type 2
.sc, .com.sc, .org.sc, .net.sc	Type 2
.sh	Type 1
.tk	Type 2
.tm	Type 1
.uk	Type 1
.vg, .ms, .tc & .gs	Type 2
.ws	Type 2
.com.tw, .org.tw	Type 2

Renewal Overview



Billing

- Registry fees are non-refundable. If you delete a domain name in the middle of a registration period, you will not be given a partial refund.
- There is no discount for multi-year terms.
- It is your responsibility to make sure that adequate funds are available in your Channel Partner Account.

Unsupported Processes

- Transfers from one Registrant to another Registrant are not currently supported.
- Explicit Renewals are not currently supported.

Contact Management

- Only the Registrar that created the contact record can query contact data.
- Only the Registrar that created the contact record can update contact data.
- Contact Type (Individual or Business) cannot be updated.
- To be updated or deleted, contacts must be in an Active status.

Host Management

- The minimum number of IP addresses per host name is one.
- The maximum number of host names per domain is four.
- The VeriSign Name Store Platform treats host names as unique.
- The minimum number of hosts required for delegation is two.
- Prior to performing a Create Host command, you should perform a Check Host command to determine whether the host already exists in the Name Store System. If the host already exists in the Name Store System, it cannot be created again, but it can be used (*i.e.*, associated with a domain) by multiple Registrars.
- A host can be updated only by the Registrar that created it.
- When a host's IP address is updated by the Registrar that created it, the Name Store System sends updates to the appropriate Registries for each domain that uses the host. Because multiple Registrars can associate the same host with their domains, a Registrar may receive an Update Domain success or failure message, in its Poll message queue, for a domain for which it did not initiate the update.
- A host cannot be deleted if it is associated with a domain.
- Some ccTLDs have pre-registration DNS validation checks by the Registry, and some Registries have very specific DNS requirements. For example .de requires DNS servers to be located on 2 different class c networks. Specific details are available in the *Availability and Restriction* section.

Domain Management

- The maximum number of domains that can be handled with one Check Domain command is 50.
- The Create Domain command can send only one domain at a time through the EPP.
- Before executing a Create Domain command, you should execute a Check Domain command to see whether the domain name is available.
- Domains must be in Active status for you to use the Update, Info, or Delete commands.
- You cannot update a domain name until it has been successfully created and you have received a successful poll message for it.

Availability and Restrictions for Specific ccTLDs

This section summarizes the restrictions and business rules that apply to the ccTLD domain names currently offered through the Name Store Program.

This information includes some information for general informational purposes only and VeriSign makes no representations or warranties as to its accuracy or completeness. Merchant should not rely on this information but must consult the authoritative official policies of the ccTLD Registries as established by the Registries and as published on their websites. Merchant represents and warrants that it has reviewed such policies.

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

DNS Zone:

Min NameServers Hosting Domain	2
Max NameServers Hosting Domain	4
DNS Zone file updates	Twice a day
DNS Pre-Registration Is Required	Yes

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. To transfer a domain name, the Gaining Registrar must provide the current Administrative Contact's password in the transfer command. If the correct Admin Contact's password is not supplied, the transfer request will be rejected.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: www.nic.ac

Additional Information To Be Collected from the Registrant: State and postcode are both required fields and must be included prior to submission to Name Store.

Note: The Administrative contact must be the Registrant. The Registry will email a copy of the data used to register each domain name directly to the Registrant for informational purposes only.

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current Registrant's authorization code in the transfer command. If the correct authorization code is not supplied, the transfer request will be rejected.

- A domain name cannot be transferred within the first sixty (60) days of registration.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: <http://www.nic.ag/agreement.htm>

Note: Registrars must include a link to show a copy of the .ag agreement in their Terms and Conditions at <http://www.nic.ag/terms.htm>

Armenia -- .am

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: Geographical names, widely known acronyms and abbreviations and generic terms may not be registered as a domain name.

Falsification of Whois information can be grounds for cancellation of the domain name registration with no refund of registration fee(s).

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service for assistance.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://dot.am/policy.html>

Austria -- .at

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions.

The AT NIC does not allow PO Box address for contacts.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and for the life of the registration

Example:

```
$TTL 86400
@      IN SOA  dns1.verisign-grs.com. dnsmaster.verisign-grs.com.
      (1      ; Serial
```

```

43200      ; Refresh
3600       ; Retry
1814400    ; Expire
86400 )    ; MinTTL
IN NS      dns1.verisign-grs.com.
IN NS      dns2.verisign-grs.com.
IN A       81.19.194.51
www IN A    81.19.194.51

```

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Registrar Transfers: No transfer fee charged and no change to the expiration date. When a transfer request is received, the AT Registry will send a confirmation request via email, fax, and/or postal mail to the current registrant. If the current registrant does not confirm the transfer by responding within twenty (21) days of the date of the notice, the transfer request is denied.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Note: The Austrian Nic sends an email directly to the Registrant providing them with a link to an area on the Nic AT website where they can download a Registration Certificate. If the Registrants address is Austrian or German, the email text is in German. If the Registrants email address is anywhere else, the email text is in English

Detailed Business Rules and Policies: <http://www.nic.at>

Belgium -- .be

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the date of transfer. When a transfer request is received, the BE Registry will send a confirmation request via email, fax, and/or postal mail to the current registrant. If the current registrant does not confirm the transfer by responding within fourteen (14) days of the date of the notice, the transfer request is denied.

Bulk Transfers: The registry requires the losing registrar to provide, in writing, confirmation that they have at least contacted the registrants to advise them. During the bulk transfer process you may incur some fees directly from BE NIC

Detailed Business Rules and Policies: <http://www.dns.be>

China-- .cn, .com.cn,.net.cn,.org.cn

Availability and Restrictions Summary

Availability: Available to businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current Registrant's authorization code in the transfer command. If the correct authorization code is not supplied, the transfer request will be denied.

- A transfer of a domain is only possible in the event that the total unexpired term of the registration does not exceed five (5) years.
- A domain cannot be transferred if it is within the first sixty (60) days of registration or within fifteen (15) days of the expiration date.

Note: If the Gaining Registrar is located within China, the Registrar will be required to collect an additional authorization request from the Registrant. The authorization request must be on the Registrant's company letterhead and signed by an officer of the organization. The authorization request must be submitted via fax to the Registry. Fax: +1.571.434..5758.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

Registrants of .CN domains must comply to the General Terms and Conditions of CNNIC.

General CN Polices: <http://www.cnnic.cn>

China Internet Domain Name Regulations - <http://cnnic.com.cn/html/Dir/2005/03/24/2861.htm>

CNNIC Internet Domain Name Registration Administration - <http://www.cnnic.cn/html/Dir/2003/11/27/1522.htm>

CNNIC Domain Name Dispute Resolution Policy - <http://cnnic.com.cn/html/Dir/2003/12/12/1977.htm>

Rules for CNNIC Domain Name Dispute Resolution Policy - <http://cnnic.com.cn/html/Dir/2003/12/12/1980.htm>

Prohibited Uses for .cn domain name. Registrant may not register or use a domain name that is deemed by CNNIC to:

- Be against the basic principles prescribed in the Constitution of the Peoples Republic of China ("PRC");
- Jeopardize national security, leak state secrets, intend to overturn the government, or disrupt of state integrity of the PRC;
- Harm national honor and national interests of the PRC;
- Instigate hostility or discrimination between different nationalities, or disrupt the national solidarity of the PRC;
- Violate the PRC's religion policies or propagate cult and feudal superstition;
- Spread rumors, disturb public order or disrupt social stability of the PRC;
- Spread pornography, obscenity, gambling, violence, homicide, terror or instigate crimes in the PRC;

- Insult, libel against others and infringe other people's legal rights and interests in the PRC; or
- Take any other action prohibited in laws, rules and administrative regulations of the PRC.

Please be aware that if CNNIC's policies are not adhered to then they may request us to delete the domain name.

Germany -- .de

Availability and Restrictions Summary

Availability: **Available to individuals, businesses, organizations and institutions.**

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The Registrant must appoint a natural person as administrative contact (the "Admin-C"). The Admin-C acts as the authorized representative of the Registrant and also has a duty to make binding decisions in all matters concerning the domain and, thus, is the contact for DENIC. If the Registrant is not domiciled or habitually resident in Germany, the Admin-C will also be the person authorized to receive service of official and court documents for the purposes of Sec. 174 et Seq. of the German Code of Civil Procedure (Zivilprozessordnung). In this case, the Admin-C must be domiciled in Germany and his/her full postal address must be communicated. The Registrant may select VeriSign's local presence service whereby Merchant and the Registrant opt to have VeriSign designate an Admin-C with a German address subject to the terms and conditions below (the "**Local Presence Service**"). In this case, VeriSign provides an Admin-C with a German address. If a Registrant wishes to use this option, the "use proxy" flag must be set. The Registrant may not use the names of other top-level domains (e.g., arpa, .com, .edu, .gov, .int, .net, .nato, .mil, .org, and all country-related TLDs) or German automobile identification numbers as domain names.

Purely numeric strings are not accepted.

The Admin-C must be an individual. Business type Admin-C will be rejected.

Fax number is a required field

For more information, refer to the following URL:

<http://www.denic.de/doc/faq/vergaberichtlinie.en.html>

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone Hosts submitted for registration must be authoritative for the domain prior to registration. The Start of Authority ("SOA") Refresh value must be between 10000 and 86400 seconds, the SOA expiry values must be between 604800 and 3600000, the Retry value between 1800 and 28800 seconds, and the Time to Live ("TTL") value between 180 and 345600. The domain must have an MX record, which resolves to a valid mail server for the life of the domain registration, not just for the registration itself. Note Merchant's DNS servers must be located on 2 separate class c networks. For example:

```
$TTL 86400
@      IN SOA  dns1.verisign-grs.com. dnsmaster.verisign-grs.com. (
        1          ; Serial
        43200     ; Refresh
        3600      ; Retry
        1814400   ; Expire
        86400    ) ; MinTTL
      IN NS   dns1.verisign-grs.com.
```

	IN NS	dns3.verisign-grs.com.
	IN MX	10 c2-fe-mail1.mailserv.com.
	IN A	81.19.194.51
www	IN A	81.19.194.51
\$TTL 86400		
@	IN SOA	dns1.verisign-grs.com. dnsmaster.verisign-grs.com. (
		1 ; Serial
		43200 ; Refresh
		3600 ; Retry
		1814400 ; Expire
		86400) ; MinTTL
	IN NS	dns1.verisign-grs.com.
	IN NS	dns2.verisign-grs.com.
	IN NS	dns3.verisign-grs.com.
	IN MX	10 c2-fe-mail1.mailserv.com.
	IN A	81.19.194.51
www	IN A	81.19.194.51

Renewals: Type 1 - A Delete command must be received before 12.00 a.m. EST on the 25th of the renewal month. For example, if a renewal is due 14th August 2005, the Delete command must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the date of transfer. When a transfer request is received, the DE Registry will send a confirmation request via email to the Losing Registrar. If the Losing Registrar does not respond within seven (7) days, the transfer request is automatically approved.

Bulk Transfers: Merchant will be charged the registration fee for each .de transfer but the term will extend one year from the transfer date.

Detailed Business Rules and Policies: <http://www.denic.de>

Local Presence Service Terms and Conditions: If a Registrant opts to use the Local Presence Service for a DENIC domain name(s) ("**DENIC Domain(s)**") registered by Merchant, Merchant agrees (a) to respond to a request by VeriSign or the Admin-C related to the DENIC Domain(s) within twenty-four (24) hours and take all reasonable steps to assist VeriSign or the Admin-C in the English language in addressing any letters, causes of actions, suits, proceedings, complaints, cease and desist orders and demands of any kind or any other inquiry from DENIC or any third-party, related to the DENIC Domain(s); (b) that VeriSign and the Admin-C shall have the right to contact any Registrant of DENIC Domain(s) to address any letters, causes of action, suits, proceedings, complaints, cease and desist orders and demands of any kind or any other inquiry from DENIC or any third-party claim, related to the DENIC Domain(s); (c) to cause Registrants of DENIC Domain(s) to agree to the terms and conditions below in their Registration Agreement(s) with Merchant; and (d) Merchant as an agent of such Registrant shall agree to the terms and conditions below:

1. Merchant and Registrant hereby request and authorize VeriSign to list an individual designated by VeriSign as Admin-C for the requested DENIC Domain(s). Neither VeriSign nor the Admin-C is required to monitor the legality of the domain name use including, but not limited to, contents and services offered.
2. Merchant and Registrant acknowledge and agree that VeriSign and/or the Admin-C may, without any liability to Registrant or any third-party, take such steps as in the opinion of VeriSign and/or the Admin-C are necessary in order to (a) limit VeriSign's and/or the designated Admin-C's liability related to, directly or indirectly, the DENIC Domain(s); (b) comply with any laws, regulations or other legal requirements; and/or (c) address any letters, causes of action, suits, proceedings, complaints, cease and desist orders and demands of any kind or any other inquiry from DENIC or any other third party related to the DENIC Domain(s). Such actions may include, but are not limited to, (a) disabling the website pending resolution of the conflict and/or redirecting the DENIC Domains to a

blank page or placeholder; (b) canceling the registration of the DENIC Domain name(s); (c) ceasing administration of the domain name and placing it in a transit state; (d) removing or replacing the Admin-D from or in the Whois-Record; (e) redirecting the DENIC Domain(s) to an alternate IP address; (f) allowing the registration of the DENIC Domain s to lapse; (g) transferring the registration to an individual or entity which is awarded the registration through any court proceeding, arbitration, or by DENIC; (h) settling any and all third party claims, whether threatened or made, arising out of Registrant's use of the DENIC domain names; and/or (i) terminating the Local Presence Service. Merchant and Registrant undertake to respond in writing to requests by VeriSign and/or the Admin-C immediately within time limits set by VeriSign and/or the Admin-C. Unless a different response deadline is requested in writing by VeriSign and/or the Admin-C, Merchant and Registrant agree to respond in writing to such requests within forty eight (48) hours. Correspondence sent to Merchant or Registrant shall be regarded as delivered. VeriSign or the Admin-C may, at its own discretion, request a security for its expenses which may occur in case a third party alleges that the use of the domain name is an infringement of laws. The amount of security will be determined at the Admin-C discretion in accordance with the Court Costs (GKG) and the Attorney's Remuneration Act (RVG). The security must be paid in cash or guaranteed by a major German bank or savings bank (*Sparkasse*) within the time limit set by VeriSign and/or the Admin-C.

3. MERCHANT AND REGISTRANT ACKNOWLEDGE AND AGREE THAT VERISIGN AND THE ADMIN-C SHALL HAVE NO LIABILITY TO REGISTRANT, MERCHANT OR ANY THIRD-PARTY RELATED TO, DIRECTLY OR INDIRECTLY, THE LOCAL PRESENCE SERVICES AND/OR THE EXERCISE OF ANY OF THEIR RIGHTS UNDER THESE LOCAL PRESENCE SERVICE TERMS AND CONDITIONS. THIS LIMITATION APPLIES REGARDLESS OF WHETHER THE ALLEGED LIABILITY IS BASED ON CONTRACT, TORT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER BASIS, EVEN IF VERISIGN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES WERE REASONABLY FORESEEABLE. BECAUSE CERTAIN JURISDICTIONS DO NOT PERMIT THE LIMITATION OR ELIMINATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, VERISIGN'S LIABILITY IN SUCH JURISDICTIONS SHALL BE LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

4. Merchant and Registrant agree to release, defend, indemnify and hold harmless VeriSign, its parent companies, subsidiaries, affiliates, shareholders, agents, directors, officers and employees and the individual designated as Admin-C for the DENIC Domain(s), from and against any and all claims (including, but not limited to, claims of trademark infringement or cybersquatting), demands, liabilities, losses, damages or costs, including reasonable attorneys' fees, arising out of or related in any way to, the Local Presence Services, the DENIC Domain(s), and/or Registrant's use of the DENIC Domain(s).

European Union -- .eu
<p>Availability and Restrictions Summary</p> <p>Availability: Available to individuals and businesses</p> <p>Minimum Term: 1 year</p> <p>Maximum Term: 1 year</p> <p>Restrictions: Names must meet the following technical requirements:</p> <ul style="list-style-type: none"> • Minimum of 2 characters selected among the letters "a" to "z" in standard Latin script, the digits "0" to "9" and the hyphen ("-") • Maximum of 63 characters (not including the ".eu" suffix) • Not beginning or ending with a hyphen ("-")

- Not containing a hyphen (“-”) in the 3rd and 4th positions
- Not exclusively consisting of an alpha-2 country code

The following categories of companies, organizations, and individuals will be able to register a .eu domain name:

- Undertakings having their registered office, central administration, or principal place of business within the European Community, or
- Organizations established within the European Community without prejudice to the application of national law, or
- Natural residents within the European Community

Domain Name Availability: A domain name is available for registration when:

- it is not already registered as a Domain Name;
- it is not reserved, blocked or notified to the Registry as “not registerable” in accordance with the Public Policy Rules, unless provided for otherwise therein;
- it has not been applied for during the Phased Registration Period, unless it has been made available by the Registry in accordance with the Sunrise Rules;

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1. A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2006; Delete must be received before 12.00 am EST 25th August 2006.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the date of transfer. When a transfer request is received, the EU Registry will send a confirmation request via email to the current Registrant. The email will contain a code enabling the Registrant to confirm or reject the transfer request via the EU Registry’s website. If the current Registrant does not confirm the request by responding within fourteen (14) days, the transfer request is denied.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: <http://www.eurid.eu>

Federal State of Micronesia --.fm

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The minimum character length of the domain is 3.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service for assistance.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.BRSMedia.fm>

<http://dot.fm/policy.html>

South Georgia and South Sandwich Islands --.gs

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The minimum character length of the domain is 3.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service for assistance.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.adamsnames.com>

British Indian Ocean Territory-- .io

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

DNS Zone:

Min NameServers Hosting Domain	2
Max NameServers Hosting Domain	4
DNS Zone file updates	Twice a day
DNS Pre-Registration Is Required	Yes

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the

renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. To transfer a domain name, the Gaining Registrar must provide the current Administrative Contact's password in the transfer command. If the correct password is not provided, the transfer request will be denied.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: www.nic.io

Additional Information To Be Collected from the Registrant: State and postcode are both required fields and must be included prior to submission to Name Store.

Note: The Administrative contact must be the Registrant. The Registry will email a copy of the data used to register each domain name directly to the Registrant for informational purposes only.

India-- .in, .co.in, .net.in, .org.in

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 5 years

Restrictions: A list of reserved names can be found at http://www.inregistry.in/policies/reserved_names

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

- A domain name cannot be transferred within the first sixty (60) days of registration.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.inregistry.in>

Note: The maximum length for the .IN email address is 128 characters. A generic poll failure message will be returned should the email address exceed the limit.

Italy -- .it

Availability and Restrictions Summary

Availability: Individuals may register 1 domain name. Companies can register multiple domain names but must supply a tax registration number.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: All registrants must live in the European Union.

Austria	Germany	Luxembourg
Belgium	Great Britain	The Netherlands
Denmark	Greece	Portugal
Finland	Ireland	Spain
France	Italy	Sweden

The Registrant and the Administrative Contact's names may not be abbreviated.

Reserved Name List: For domain names that cannot be registered go to <http://www.nic.it/NA/nomi-riservati-curr-engl.txt>.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration. MX records must be set for the domain prior to registration and must be for the life of the domain name registration, not just for the domain registration itself.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: <http://www.nic.it/>

A faxed, paper form must accompany all Create Registration commands – VeriSign deals with this requirement on your behalf. PLEASE SEE “REGISTRANT CONTACT” SECTION FOR ADDITIONAL .it DETAILS.

Note: To cancel a .IT domain, the .IT Registry requires a cancellation form to be faxed by either the Administrative Contact or the Legal Contact. Details on cancellations can be found at <http://www.nic.it/RA/en/domini/cancella.html>

Japan -- .jp

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The Registrant must have a Japanese local presence with a home or office address.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Reserved Names List: Refer to "Reserved Domain Names in the General-use JP Domain Names" at the following URL:

<http://www.nic.ad.jp/dotjp/doc/dotjp-reserved.html>

Additional Information To Be Collected from the Registrant: The Registrar must choose from the following list of Japanese Prefecture codes and submit this information with its order.

Prefecture codes are defined as follows:

01 = Hokkaido	13 = Tokyo	25 = Shiga	37 = Kagawa
02 = Aomori	14 = Kanagawa	26 = Kyoto	38 = Ehime
03 = Iwate	15 = Niigata	27 = Osaka	39 = Kouchi
04 = Miyagi	16 = Toyama	28 = Hyogo	40 = Fukuoka
05 = Akita	17 = Ishikawa	29 = Nara	41 = Saga
06 = Yamagata	18 = Fukui	30 = Wakayama	42 = Nagasaki
07 = Fukushima	19 = Yamanashi	31 = Tottori	43 = Kumamoto
08 = Ibaraki	20 = Nagano	32 = Shimane	44 = Oita
09 = Tochigi	21 = Gifu	33 = Okayama	45 = Miyazaki
10 = Gumma	22 = Shizuoka	34 = Hiroshima	46 = Kagoshima
11 = Saitama	23 = Aichi	35 = Yamaguchi	47 = Okinawa
12 = Chiba	24 = Mie	36 = Tokushima	

Detailed Business Rules and Policies: <http://jprs.jp>

Lao People's Democratic Republic --.la

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The minimum character length of the domain is 2.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

- A domain name cannot be transferred within the first sixty (60) days of registration.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.lanames.la/terms/>

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 2 years

Maximum Term: 2 years

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Example:

```
$TTL 86400
@           IN SOA     dns1.verisign-grs.com.  dnsmaster.verisign-grs.com. (
                                1                ; Serial
                                43200             ; Refresh
                                3600              ; Retry
                                1814400          ; Expire
                                86400 )          ; MinTTL
                                IN NS     dns1.verisign-grs.com.
                                IN NS     dns2.verisign-grs.com.
                                IN NS     dns3.verisign-grs.com.
                                IN A      81.19.194.51
www         IN A      81.19.194.51
```

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Detailed Business Rules and Policies: <http://www.nic.mx>

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.adamsnames.com>

Netherlands -- .nl

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The .NL Registry does not allow PO Box address for the registrant.

Reserved Name List: For domain names that cannot be registered go to http://www.domain-registry.nl/sidn_english/flat/.nl_Domain_names/Applications/Reserved_domain_names/index.shtml

DNS Zone:

Min NameServers Hosting Domain	2
Max NameServers Hosting Domain	4
DNS Zone file updates	Mon- Fri Daily between 7am and 8am (CET).
DNS Pre-Registration Is Required	Each domain shall have a primary nameserver and one secondary nameserver.
	DNS checks: 1. The ns records of the zone file shall contain at least the stated nameservers 2. Primary nameserver according to the NNAME field of the SOA record shall be identical to that in the NS record and in accordance with the statement 3. SOA, NS and MX records may refer to objects with an A record only, not to objects with a CNAME record 4. The zone file shall contain an MX record (or an A record) for the domain proper 5. Fallback MX records may not refer to 3rd parties without permission being granted by those third parties; in case of doubt the NL zone file manager can verify this with the third party in question 6. According to the standards a glue (A) record is incorporated in the NL zone file for each nameserver host at any sub domain level under the .nl domain; if a nameserver for a domain is operated from a host of the participant involved, the host name as it is known with the participant shall be included in the zone file and the statement; the domain name in question may not be included in the

zone file, to prevent pollution of the nl zone file by unnecessary glue records as well as problems in case the IP address of such a nameserver host should change.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: <http://www.domain-registry.nl/>

A faxed, paper form must accompany all Create Registration commands – VeriSign deals with this requirement on your behalf. PLEASE SEE “REGISTRANT CONTACT” SECTION FOR ADDITIONAL .nl DETAILS.

New Zealand -- .co.nz, .org.nz, .net.nz

Availability and Restrictions Summary

Availability: Available to individuals and businesses. Registrant must be an identifiable individual over 18 years of age or a properly constituted organization. .co.nz domain names are primarily for Organizations pursuing commercial aims and purposes; .net.nz domain names are primarily for Organizations and service providers directly related to the NZ Internet; .org.nz domain names are primarily for Not-for-profit organizations.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Example:

```
$TTL 86400
@           IN SOA     dns1.verisign-grs.com.  dnsmaster.verisign-grs.com. (
                                1                ; Serial
                                43200             ; Refresh
                                3600              ; Retry
                                1814400           ; Expire
                                86400 )           ; MinTTL
                                IN NS     dns1.verisign-grs.com.
                                IN NS     dns2.verisign-grs.com.
                                IN NS     dns3.verisign-grs.com.
                                IN A      81.19.194.51
www         IN A      81.19.194.51
```

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month *before* the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. To transfer a domain name, the Gaining Registrar must provide the current registrant's Unique Domain Authentication Identifier ("UDAI") code in the transfer command. If the correct UDAI code is not provided, the transfer request will be denied.

Detailed Business Rules and Policies: <http://www.domainz.net.nz>

Note: The Registrant contact email addresses will be defaulted to VeriSign. The Reseller is obliged to inform the Registrant of this in their Terms and Conditions.

Niue --.nu

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 2 years

Maximum Term: 2 years

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.nic.nu>

Poland --.pl, .com.pl, .net.pl, .org.pl, .info.pl, .biz.pl

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

- When a transfer request is received, the PL Registry will send a confirmation request via email to the current registrant. If the current registrant does not confirm the transfer by responding within five (5) days of the date of the confirmation request, the

transfer request will be denied.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.dns.pl>

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Seychelles -- .sc, .com.sc, .net.sc, .org.sc

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: All one and two character domain name registrations are reserved under .sc
e.g. ab.sc, 12.sc

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the original expiration date. To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

- A domain name cannot be transferred within the first sixty (60) days of registration.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.nic.sc>

St. Helena-- .sh

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Min NameServers Hosting Domain	2
Max NameServers Hosting Domain	4
DNS Zone file updates	Twice a day
DNS Pre-Registration Is Required	Yes

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. To transfer a domain name, the Gaining Registrar must provide the current Administrative Contact's password in the transfer command. If the correct password is not provided, the transfer request will be denied.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: www.nic.sh

Additional Information To Be Collected from the Registrant: State and postcode are both required fields and must be included prior to submission to Name Store.

Note: The Administrative contact must be the Registrant. The Registry will email a copy of the data used to register each domain name directly to the Registrant for informational purposes only.

Taiwan-- com.tw/.org.tw

Availability and Restrictions Summary

Availability: Available to businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

Note: If the Gaining Registrar is located within Taiwan, the Gaining Registrar will be required to collect an additional authorization request from the Registrant. The authorization request must be on the Registrant's company letterhead and signed by an officer of the organization. The authorization request must be submitted via fax to the Registry. Fax: +1.571.434..5758.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

Registrants of .TW Domains must comply to the General Terms and Conditions of .TW Domains:

General Policies: <http://www.twnic.net.tw>

Supervision and Guidance Regulation for Internet Protocol (IP) Address and Domain Name Registration and Management Services currently at <http://www.twnic.net.tw/file/ip0320.htm>

Guidelines for Administration of Domain Name Registration currently at http://www.twnic.net.tw/english/dn/dn_02.htm

Guidelines for Authorization of Domain Name Registration Services, currently at http://www.twnic.net.tw/english/dn/dn_07.htm

TWNIC Domain Name Dispute Resolution Policy, currently at http://www.twnic.net.tw/english/dn/dn_04.htm

Rules for TWNIC Domain Name Dispute Resolution Policy, currently at http://www.twnic.net.tw/english/dn/dn_04a.htm

Note: The maximum length for the .TW contact name is 65 characters. This includes the spaces, first, last & middle name. A generic poll failure message will be returned should the contact name exceed the character limitation.

Turks and Caicos Islands --.tc

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.adamsnames.com>

<http://adamsnames.com/register/terms.txt>

Tokelau --.tk

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 2 years

Maximum Term: 2 years

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Transfer fee charged. Expiration date extended one (1) year from the original expiration date.

To transfer a domain name, the Gaining Registrar must provide the current registrant's authorization code in the transfer command. If the correct authorization code is not provided, the transfer request will be denied.

Note: Registrar transfers are only possible between accredited Registrars. The TK Registry will not transfer domain names to Registrars that are currently managed directly by the Registry.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.dot.tk>

Turkmenistan -- .tm

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 10 years

Maximum Term: 10 years

Restrictions: Single or two letter of number domain names are not allowed for registration. Two letter ISO 3166 country codes and Country names are reserved.

Reserved Name List: <http://www.nic.tm/local.html>

DNS Zone: Hosts submitted for registration must be authoritative for the domain prior to registration and must be for the life of the domain name registration, not just the domain name registration itself.

Min NameServers Hosting Domain	2
Max NameServers Hosting Domain	4
DNS Zone file updates	Twice a day
DNS Pre-Registration Is Required	Yes

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00

am EST 25th August 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies: www.nic.tm

Additional Information To Be Collected from the Registrant: State and postcode are both required fields and must be included prior to submission to Name Store.

Note: The Administrative contact must be the Registrant. The Registry will email a copy of the data used to register each domain name directly to the Registrant for informational purposes only.

United Kingdom -- .org.uk, me.uk, co.uk

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 2 years

Maximum Term: 2 years

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 1 - A Delete must be received before 12.00 a.m. EST on the 25th of the renewal month. e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th August 2005.

Registrar Transfers: No transfer fee charged and no change to the expiration date. The UK Registry is a Losing-Initiated Registry, which means that the Losing Registrar has to request for the domain name to be transferred to the Gaining Registrar. Once the Losing Registrar submits the Registrar transfer request to the UK Registry, the Gaining Registrar must submit a transfer command to the Name Store System with the domain name data. The Name Store System will hold all Gaining Registrar-submitted UK Registrar transfers for fourteen (14) days from receipt of the transfer command. If the Name Store System does not receive a successful transfer notice from the UK Registry after fourteen (14) days, the Gaining Registrar's transfer request will be denied.

Note: The .UK Registry will post a letter to the Registrant direct containing a Registration Certificate.

The Registrant may receive a renewal notice via e-mail from the .UK Registry.

Detailed Business Rules and Policies: <http://www.nominet.org.uk>

British Virgin Islands --.vg

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: No naming restrictions

Deletion Rule: When a delete request is received, the request will be queued until the

expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://adamsnames.com>

<http://adamsnames.com/register/terms.txt>

Western Samoa --.ws

Availability and Restrictions Summary

Availability: Available to individuals, businesses, organizations and institutions.

Minimum Term: 1 year

Maximum Term: 1 year

Restrictions: The .WS registry maintains an unpublished reserved list.

Deletion Rule: When a delete request is received, the request will be queued until the expiration/renewal date.

Renewals: Type 2 - A delete must be received before 12.00 a.m. EST on the 25th of the month before the renewal month e.g. Renewal due 14th August 2005; Delete must be received before 12.00 am EST 25th July 2005.

Registrar Transfers: Not fully supported. Please contact your account manager or Customer Service.

Bulk Transfers: Not fully supported. Please contact your account manager or Customer Service.

Detailed Business Rules and Policies:

<http://www.website.ws>

Note: The Registrant contact email addresses will be defaulted to VeriSign.

White Labeling of Published Whois Outputs

To help you build on the close relationships you already share with your customers, we have removed the Verisign brand name from the Whois outputs of a number of the ccTLD's registered by the Name Store Program.

Not all ccTLD Registries publish the registrar of record in their whois details, however, for those that do, the following ccTLD's will show the Registrar of record - or the billing contact - as "Global Registration Services".

.uk
.nl
.mx

.be
.eu

If your customers notice this alternative brand name and then searches on the internet for www.globalregistrationservices.com, they are directed to a non-VeriSign branded website where they can ask for further information about their registrar of record. Once they have completed a simple web form, they will receive an email that contains the contact details of their Name Store Registrar.

A small number of ccTLD registries do not support the display of an alternative brand name, and will continue to show the registrar of record as VeriSign:

.it
.nz

The following whois outputs will show the Registrar of Record as KeySystems

.ag (com.ag, net.ag, org.ag)
.cn (com.cn, net.cn, org.cn)
.in (co.in, firm.in, org.in, gen.in, ind.in, net.in)
.la
.pl (com.pl, net.pl, org.pl, info.pl, biz.pl)
.sc (com.sc, net.sc, org.sc)
.tk
.tw (com.tw, org.tw)
.ws

The following ccTLD registries do not publish the registrar of record at all:

.at
.ac / .io / .sh / .tm
.de
.jp
.am
.fm
.ms, .gs, .tc and .vg (Key-Systems is shown as the Billing-Contact)
.nu

Registrant Contact Information for .it and/or .nl

This section is applicable to you if you are planning to offer .it and/or .nl domain names.

The .it and .nl NICs requires your customer (*i.e.*, the Registrant) to sign a paper document and return it via facsimile before they will begin the process of creating a .it or .nl domain name, as applicable. Every .nl and .it registration must be accompanied by a signed document before a name can be registered. If you do not wish VeriSign to contact the registrant for document signature on your behalf, you should **not** offer .it & .nl.

The Name Store System manages the distribution and collection of this paperwork on your behalf in both the English language and the language of the suffix itself. The Name Store System also allows your own brand to appear in the emails that are sent to the Registrant. We encourage you to make the best use of this option because it will help ensure that your customer recognizes that the email is from you thereby increasing the chance that these documents are returned in a timely manner. Failure to return the document results in a deletion.

Below is an overview of the Registrant Contact information that **MUST BE PASSED ON TO YOUR CUSTOMER**.

- The .it and .nl Registries require your customer to sign and fax a document **before** the domain name registration can be completed.

- The Registrant will receive a co-branded email (see below for data fields you may provide) from you and Global Registration Services that will contain 2 x PDF documents, which are official Registry Registration Forms. One form will be in English and the other form will be in Italian (for .it) or Dutch (for .nl), as applicable. See Appendix A
- The Registrant is required to sign **both** .pdf files and fax them back to the number provided in the email within timeframes stipulated below.
- If the Registrant is a company, the NIC requires that the Administrative Contact is the same person signing the form.
- If the Registrant is an individual, the Registrant's place of birth (Nato) must include the town or city in addition to the country or the Registry will reject it.

Important notes for .it faxes

It is very important that the Registrant writes its name clearly so that the Italian Registry can read it easily and match the name on the fax with the name it supplied to you when you submitted the create domain request into the Name Store System. If the Italian Registry cannot read the signature, or the name on the fax does not match the name you already submitted to the Name Store System in the create domain request, then the Registrant may fail the domain name application. The Italian Registry can also reject a fax that has been signed by a scanned signature, so please ensure you advise the Registrant to use a pen.

If the Registrant is a company, the person who signs the document must be the same person as the administrative contact.

Please note: the Registrant must not type over or amend any section of the PDF document other than the instructions it is given in our emails. If the Registrant does type over or amend any section of the PDF, it could result in the domain name application being rejected.

Customer Contact Branding

Name Store Customer Branding EPP extension allows you to pass through up to three (3) individual branding variables to ensure that you have the opportunity to add your brand to all Registrant Contact emails;

- 1) ***Email Subject Line***
A brand name that will show in the Subject line of all emails that will give your customer (*i.e.*, the Registrant") a name it recognizes.
- 2) ***Registrar Contact Brand/Address****
The Email, Phone Number, URL or combination of these that the registrant may use to contact you with queries related to the attachment he, she or it has received.
- 3) ***Email Friendly Display name***
Although all emails will be sent from a white label brand of Global Registration Services, it is possible for the "from" display name to be customized, which can be up to forty (40) characters long. Use of this option will improve the chances of the Registrant reading the mail (*e.g.*, "Hello from Acme Registrar").

**** Number 2 will appear in the body of the email. You may choose to submit one branding variable or all three.***

Please note: if you do not populate the Customer Branding EPP extension, all emails will be branded as Global Registration Services.

Timeframes and Reminders for Signed NIC Registration Forms:

- .nl must be returned within fifteen (15) days from the initial registration request date.

- .it must be returned within ten (10) days from the initial registration request date.

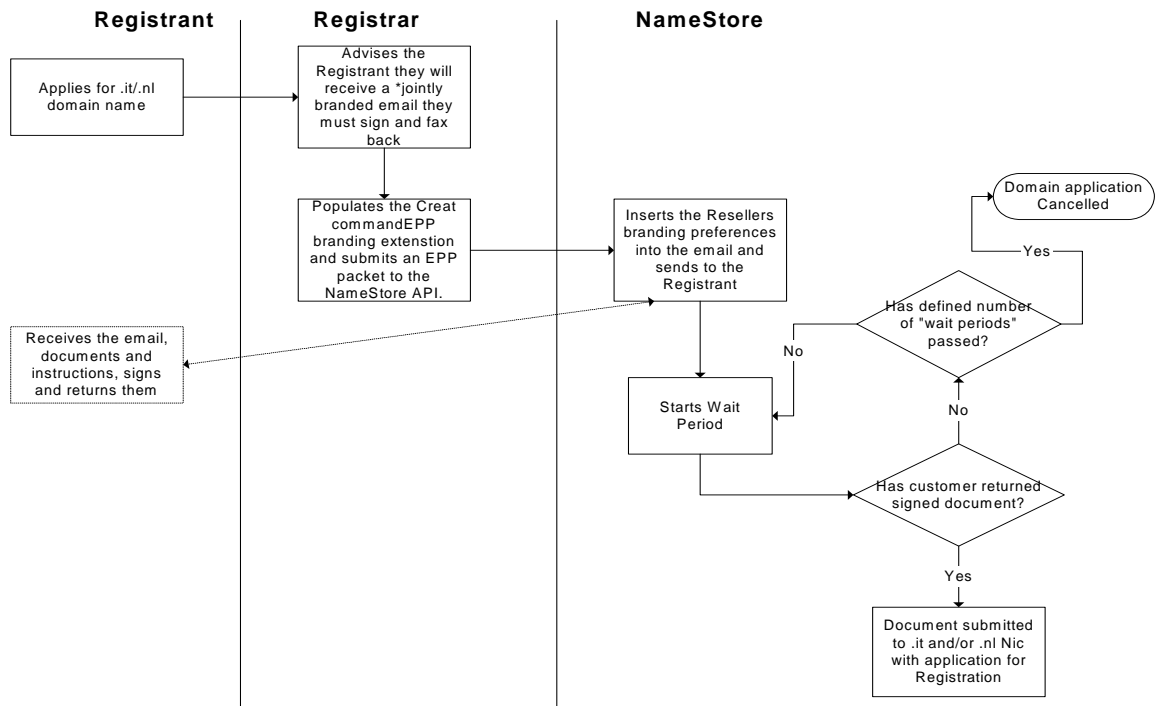
If signed documents are not returned within five (5) days of the initial registration request date, the Registrant will receive another *co-branded branded email reminding it to return the document.

If signed documents are not returned within ten (10) days of the initial registration request date, the .it registration will be cancelled and you and the Registrant will be informed.

For .nl only, Registrants will be sent one extra co-branded “reminder” email. If the .nl document has not been returned within fifteen (15) days then it will also be cancelled and you and the Registrant will be informed.

Please see Appendix A for .it & .nl emails.

Diagram 1. Registrant Contact Overview



*Please note: The email will only be co-branded if you include your branding requirements in the EPP Customer Branding Extension.

.it Customer Contact Use Case 1

This use case describes events that occur when the Registrar collects the additional required data for the Registrant Contact piece *during* the storefront purchase flow. – See IT Implementation Option for more information

- The Registrant returns the paperwork in the 10-day return window.

	Registrant	Registrar	VeriSign Name Store
1	Commences an .it purchase with the Registrar		
2		Advises the Registrant that it will receive an email and pdf containing paperwork which must be signed and returned via facsimile within 10 days from today's date.	
3	Completes the .it purchase with the Registrar		
4		Day 1. Submits an EPP create command packet to the Name Store API. Containing up to 3	

		branding variables (so that the Registrar's brand is reflected in the emails sent to the Registrants)	
5			Day 1 Sends a plain text email and 2 x PDF attachments to the Registrant
6	Day 1 – 10 Signs 2 x copies of the paperwork and faxes it back to a toll free number*(Toll Free within US)		
7			Checks the faxes and submits the domain application to the ccTLD Registry.

.nl Customer Contact Use Case 2

- The Registrant does *not* return the paperwork in the 15-day return window.

	Registrant	Registrar	VeriSign Name Store
1	Commences a .nl purchase with the Registrar		
2		Advises the Registrant that it will receive an email and pdf containing paperwork which must be signed and returned via facsimile within 15 days from today's date.	
3	Completes the .it purchase with the Registrar		
4		Day 1. Submits an EPP create command packet to the Name Store API containing up to 3 branding variables (so that the Registrar's brand is reflected in the emails sent to the Registrants)	
5			Day 1 Sends a Registrar-branded plain text email and 2 x PDF attachments to the Registrant
6			Day 5. Sends a Registrar-branded reminder email to the Registrant
7			Day 10. Sends a Registrar-branded reminder email to the Registrant
8			Day 15. Submits a failure Callback to the poll queue
9			Day 15. Sends a Registrar-branded failure email to the Registrant.

Customer Contact Use Case 3

- The Registrant faxes both the documents back but omits to sign it prior to faxing or only sends 1 document back instead of the required 2.

	Registrant	Registrar	VeriSign Name Store
1	Commences a .nl/.it purchase with the Registrar		
2		Advises the Registrant that it will receive an email and pdf containing paperwork which must be signed and returned via facsimile within 10 - 15 days from today's date.	
	Completes the .nl/.it purchase with the Registrar		
3		Day 1. Submits an EPP create command packet to the Name Store System API which may contain up to 3 branding variables (so that the Registrar's brand is reflected in emails sent to the Registrant)	
4			Day 1 Sends a Registrar-branded plain text email and 2 x PDF attachments to the Registrant
5	Faxes the documents without signature and/or faxes only one copy of the document and not both.		
6			Sends a Registrar-branded email to the Registrant detailing the problem and requesting corrective action
7	Registrant takes corrective action and re-faxes the 2 x documents		
8			Checks the faxes and submits the domain application to the ccTLD Registry.

.it Implementation Option – Important Notice

The .it NIC form requires information that is not usually collected during the purchase flow, specifically:

Business:

Company Number
Company Registration Date
Company VAT number

Individual:

Place of Birth
Date of Birth
*PIN Number

*PIN stands for "personal identification number". In Italy, this number corresponds to the taxpayer code number. Within the other EU countries there are codes that identify an individual uniquely. These codes are inserted within the PIN field. This number can only be used once as individuals can only have one .it domain name. The NIC checks its database to see that the PIN number used has not been used in any previous domain name registrations. If it has, then this newer registration will fail. This can be a National Identity, passport or Tax number or equivalent.

The Name Store System provides you with two iterations of the .it implementation:

- 1) You can collect the additional information online during the purchase flow and submit it to the Name Store API. When the Registrant receives the NIC Form, it will be pre-populated with this data and all that the Registrant is required to do is add its signature.
- 2) You can tell your customer (*i.e.*, the Registrant) that they will be required to fill in the gaps in the form detailing the required information before it signs it and fax it back for processing.

The choice of implementation is up to you. The Name Store System will automatically detect HOW? which iteration you have chosen and we will send the relevant instruction email out to the Registrant.

Requirements from Registry to Registrar

Some ccTLD registries require that you make the registrant aware of the Detailed Policies of the Registration. These Detailed Policies are made available on the web site of the appropriate Registry. The list below outlines the requirements placed forth by each Registry. These are subject to change so you should visit the website directly in order to obtain a copy of the Detailed Policies and confirm what is required to fulfill your obligation to the Registry and the Registrant. Although not all registries require it, we recommend that you display the Registries' Detailed Policies during the registration process.

Antigua & Barbuda - .ag (com.ag/net.ag/org.ag)

Detailed Policies: <http://www.nic.ag>

Armenia - .am

Detailed Policies: <http://dot.am/policy.html>

Ascension Island - .ac

Detailed Policies: <http://www.nic.ac/terms.html>

Austria--.at

Requirement: The Registrar must inform the Registrant about the .at Registry Detailed Policies.

Detailed Policies: http://www.nic.at/en/agb/ag_agb.asp

Belgium--.be

Detailed Policies: http://www.dns.be/eng/DomainInfo/enduser_termsandconditions.htm

China - .cn (com.cn/net.cn/org.cn)

General Policies under <http://www.cnnic.cn>

Detailed Policies:

- China Internet Domain Name Regulations

<http://cnnic.com.cn/html/Dir/2005/03/24/2861.htm>

- CNNIC Internet Domain Name Registration Administration

<http://www.cnnic.cn/html/Dir/2005/11/27/1522.htm>

- CNNIC Domain Name Dispute Resolution Policy

<http://cnnic.com.cn/html/Dir/2005/12/12/1977.htm>

- Rules for CNNIC Domain Name Dispute Resolution Policy

<http://cnnic.com.cn/html/Dir/2005/12/12/1980.htm>

Cocos (Keeling) Islands - .cc

Detailed Policies: <http://www.enic.cc/en/policies/policies.shtml>

Federal States of Micronesia - .fm

Detailed Policies: <http://www.dot.fm/policy.html>

Germany--.de

Detailed Policies: <http://www.denic.de/doc/DENIC/agb.en.html>

European Union--.eu

Detailed Policies <http://www.eurid.eu/en/general/launch/index.html>

South Georgia and the South Sandwich Islands - .gs

Detailed Policies: <http://adamsnames.com/register/terms.txt>

India - .in (co.in/net.in/org.in)

Detailed Policies: <http://www.inregistry.in/policies/>

Italy - .it

Detailed Policies: <http://www.nic.it/>

British Indian Ocean Territory - .io

Detailed Policies: <http://www.nic.io/terms.html>

Japan--.jp

Requirement: None specified

Detailed Policies: <http://jprs.jp/>

Lao People's Democratic Republic - .la

Detailed Policies: <http://www.la>

Mexico--.com.mx

Detailed Policies: http://www.nic.mx/nic/plsql/nic_Politicass.nic_Politicass_Dominios

Montserrat - .ms

Detailed Policies: <http://adamsnames.com/register/terms.txt>

Netherlands - .nl

Detailed Policies: <http://www.domain-registry.nl/>

New Zealand--co.nz, .org.nz, .net.nz

Requirement: The Registrar must ensure that the Registrant is aware of the Detailed Policies that are posted on the Domains web site.

Detailed Policies: <http://www.domainz.net.nz/Domainz.asp?Content=Terms>

Niue - .nu

Detailed Policies: <http://www.nic.nu>

<http://www.nic.nu/partners/exhibita.pdf>

Poland - .pl (com.pl, net.pl, org.pl, biz.pl, info.pl)

Detailed Policies: <http://dns.pl/english/nprinciples.html>

Seychelles - .sc (com.sc, net.sc, org.sc)

Detailed Policies: <http://www.nic.sc>

The Island of Saint Helena - .sh

Detailed Policies: <http://www.nic.sh/terms.html>

Tokelau - .tk

Detailed Policies: <http://www.dot.tk>

Turks and Caicos Islands - .tc

Detailed Policies: <http://adamsnames.com/register/terms.txt>

Turkmenistan - .tm

Detailed Policies: <http://www.nic.tm/terms.html>

Taiwan . .tw (com.tw, org.tw)

Detailed Policies: General Policies: <http://www.twnic.net.tw>

- Supervision and Guidance Regulation for Internet Protocol (IP) Address and Domain Name Registration and Management Services currently at <http://www.twnic.net.tw/file/ip0320.htm>

- Guidelines for Administration of Domain Name Registration currently at http://www.twnic.net.tw/english/dn/dn_02.htm

- Guidelines for Authorisation of Domain Name Registration Services, currently at http://www.twnic.net.tw/english/dn/dn_07.htm

- TWNIC Domain Name Dispute Resolution Policy, currently at http://www.twnic.net.tw/english/dn/dn_04.htm

- Rules for TWNIC Domain Name Dispute Resolution Policy, currently at http://www.twnic.net.tw/english/dn/dn_04a.htm

Tuvalu - .tv

Detailed Policies: <http://www.tv/en/policies/policies.shtml>

United Kingdom--.co.uk, .org.uk, .me.uk

Requirement: The Detailed Policies must be referenced to within the registrar's buying process, within sight of the Registrant.

Detailed Policies: <http://www.nominet.org.uk/ref/terms.html>

British Virgin Islands - .vg

Detailed Policies: <http://adamsnames.com/register/terms.txt>

Western Samoa - .ws

Detailed Policies: <http://www.website.ws>

Registration and Update Timelines

The following table lists approximate timeframes for each ccTLD Registry to register or update a ccTLD domain name. We suggest that you share this timeline with your customer service teams so they can let your customers know what to expect. Be aware, however, that these are only guidelines and schedules may vary greatly in some cases. Fulfillment queries should not be escalated to Customer Services until 48 hours beyond the Registration and Update schedule.

ccTLD Task Completion Schedule

ccTLD	Registration	Modify
.ac	1-2 hours	1-2 hours
.ag, com.ag, net.ag, org.ag	1-2 hours	1-2 hours
.am	1-2 hours	1-2 hours
.at	1-2 hours	1-2 hours
.be	1-2 hours	1-2 hours
.cc	Real Time	Real Time
.cn, com.cn, net.cn, org.cn	1-2 hours	1-2 hours
.de	1-2 hours	1-2 hours
.eu	1-2 hours	1-2 hours
.fm	1-2 hours	1-2 hours
.gs	1-2 hours	1-2 hours
.in, co.in, net.in, org.in,	1-2 hours	1-2 hours
.io	1-2 hours	1-2 hours
.it	3 days plus time expended by Registrant returning documentation – see customer contact section	1 – 2 hours
.jp	1-2 days	1-2 days
.la	1-2 hours	1-2 hours
.ms	1-2 hours	1-2 hours
.com.mx	3-5 days	2-3 days
.nl	1 – 2 days plus time expended by Registrant returning document – see customer contact section	1 – 2 hours
.nu	1-2 hours	1-2 hours
.co.nz, .net.nz, .org.nz	5-6 hours	5-6 hours
.pl, com.pl, net.pl, org.pl, biz.pl, info.pl	1-2 hours	1-2 hours
.sc, com.sc, net.sc, org.sc	1-2 hours	1-2 hours
.sh	1-2 hours	1-2 hours
.tc	1-2 hours	1-2 hours
.tk	1-2 hours	1-2 hours
.tm	1-2 hours	1-2 hours
.tv	Real Time	Real Time

.com.tw, org.tw,	1-2 hours	1-2 hours
.me.uk, .co.uk, .org.uk	1-2 hours	1-2 hours
.vg	1-2 hours	1-2 hours
.ws	1-2 hours	1-2 hours

Documentation

The Name Store Program provides guidelines and reference manuals to help you learn the processes, rules, and communication conventions of the various ccTLDs. You can find this documentation on the Web site at [http://www.verisign.com/nds/naming/Name Store/techdocs.html](http://www.verisign.com/nds/naming/Name%20Store/techdocs.html)

The following documentation is available for the ccTLD implementation:

- **EPP Mapping.** These documents contain sample EPP commands and responses for each of the Name Store System's product API's.
- **Programmer's Guide.** This guide provides instructions on how to use the VeriSign EPP Software Development Kit (SDK). The EPP SDK is a robust java API that can send all EPP commands offered by the Name Store.
- **EPP Developers Tool.** The Name Store EPP developers' tool has been built to help developers more easily integrate Name Store System products into your provisioning systems and applications. The tool is designed to allow the simple creation of EPP packets and Name Store System specific extensions. Once created, EPP packets can be submitted directly to the Name Store OTE environment exactly in the same way as a registrar provisioning system. This allows developers to test specific scenarios as they are encountered and to quickly gain a clear understanding of Name Store System behavior and rules. This in turn will reduce the development time for your Name Store Integration.

The tool is designed to be a useful and fast method for developers to:

- Create EPP packets for test submission
- Confirm the format of response packets
- Analyze Name Store behavior under chosen conditions
- As a general debugging aid for registrar created packets to be tested directly against Name Store
- Understand Name Store products and their behavior
- Test business rules, validation and error codes created under developer controlled conditions
- Self-diagnose implementation and support questions

The "Name Store Development Support Tool" is designed to allow ANY packet to be created and submitted against the OTE environment, there is purposefully no logic or validation built into the tool. Any packet can be generated and submitted at any time, even if it is completely out of context. For example, a domain check can be issued before a correct authentication packet. The command will obviously fail, but that is the behavior that you would experience if your own application tried to submit the command without first having submitted a login command. This principle is applied throughout; the control and session logic is given to the developer, as it is when they are integrating their own applications. We have built the tool so the developer can see the real behavior under any circumstances and we hope this will prove a highly valuable aid to your successful Name Store System integration. For each of the products within the Name Store Program, there are specific business rules and implementation behavior that must be understood to make proper use of this tool. There are also specific behaviors that you should be aware of before using the tool for any product.

ccTLD Use Cases have been removed from this document and posted on the website separately.

We will update the VeriSign Name Store Product Guidebook as new ccTLDs are added to the Name Store Program and additional products and services become available.

Adding New ccTLDs to Your Product Offering

When you sign up for ccTLDs through the Name Store Program, you sign a Name Store Merchant Agreement as well as a Name Store ccTLD Activation Agreement. The Name Store ccTLD Activation Agreement covers the terms and conditions for the ccTLDs that are currently offered through the Name Store Program.

Additional ccTLDs will be available in future phases of the Name Store product launch. During the launch period for these ccTLDs, your account executive will provide a new Exhibit to your Name Store ccTLD Activation Agreement. The updated Exhibit will provide business rules and pricing for the additional ccTLDs. Then, you will be able to offer all the ccTLDs available with the new release.

Invoicing and Payment

If you are an existing Registrar who is utilizing a VeriSign service other than .com or .net (such as SMP, WLS), you have set up a deposit account with us for these other services. This deposit account is referred to as the *Channel Partner Account*. We will be debiting additional products from this account; you should review your current allocation and make sure that the limit is enough to cover your expected increase in volume. The Name Store System will debit your Channel Partner Account for each domain registration that is fulfilled based on the price that is in the ccTLD Activation Agreement and stored in the VeriSign Name Store database for ccTLDs that are fulfilled asynchronously; ccTLD NIC prices are determined by the registries and are subject to change, you will be notified in advance of price changes and will have an opportunity to accept or discontinue to offer those ccTLD's. In the event of a change, the Name Store System will use the price that was in place on the date that the purchase transaction occurred rather than the fulfillment date. However, the debit will not take place until the order has been fulfilled. Keep in mind that there is no grace period for deleting or canceling a name after it has been created, so your deposit account will not need to be adjusted for that case.

Reports

The Name Store System determines each Registrar's total ccTLD charges for the month and includes these figures in the invoice we send you for the naming products. Use the invoice to monitor when your Channel Partner Account needs to be replenished. You can also set a "Low Balance" threshold for your account. This will provide warning notice e-mails to the finance contact for your account when your balance drops below a threshold you determine when you set up your account.

VeriSign provides other reports, which are detailed in the following table. As a Registrar for ccTLDs, you have access to an FTP site where you can download all of the reports available to you. Customer Service will provide the address of the FTP site to you after you go live with a Name Store Program product.

ccTLD Reports Provided by VeriSign Name Store

Report Type	Frequency	Content	Format	Purpose
Daily Transaction Reports	Daily	Daily number of successful requests, broken down by creates and modifications	Colon-delimited text file	Provides day-to-day insight into how products and services are performing.
Daily Transaction Error Reports	Daily	Daily number of create, update, and delete domain transactions that failed at the Registry	Colon-delimited text file	Indicates which transactions you may need to investigate in order to troubleshoot the failure or resubmit.
Daily Fulfillment Report	Daily	Daily number of fulfilled	Colon-delimited text file	Provides registrars with

		registrations currently held in NameStore		information to determine which domain registrations have been complete.
Daily Gaining Transfer Report	Daily	Domains a Registrar gained or stands to gain from the previous day. This report will include all transfer requests that are still pending transfer, regardless of the date submitted.	Colon-delimited text file	Provides registrar information to determine which domains have been transferred into their account.
Daily Losing Transfer Report	Daily	Domains a Registrar lost or stands to lose from the previous day. This report will include all transfer requests that are still pending transfer, regardless of the date submitted.	Colon-delimited text file	Provides registrar information to determine which domains have been transferred into their account.
Registration Report	Monthly	All fulfilled registrations, for the preceding month, associated with a specific Registrar with detailed by ccTLD	Colon-delimited text file	Provides detail that matches the invoice provided by VeriSign Name Store that can be used to determine the dollar amount due to VeriSign Name Store.
Pending Renewal Report	Monthly	A list of all domains a Registrar has up for renewal over the coming three months (rolling report)	Colon-delimited text file sorted on registrar id, expiry month, suffix and domain	To solicit or verify renewals from registrants, send deletions in a timely manner to avoid unwanted renewal fees, and to ensure there is adequate available credit to support pending renewals.
Cumulative Name Server Report	Monthly	Monthly breakdown of all of the Registrar's name servers currently held within the ccTLD database	Colon-delimited text file sorted on registrant id and host id	A cumulative monthly list of all name servers associated with the registrar within the ccTLD database.
Cumulative	Monthly	Monthly breakdown	Colon-delimited	A cumulative list

Domains Report		of all of the Registrars 'live' ccTLD domains currently held within the ccTLD database.	text file sorted on suffix and domain name	of domains currently held within the ccTLD database can be used to verify records.
Sales Activity Report	Monthly	Lists all domain sales, renewals and bulk transfers for the previous month,	Colon-delimited text file sorted on registrar id, activity, date created/date registered.	Provides detail on all billable transactions that occurred during the previous month.
Monthly Auto Renewal Report	Monthly	A list of all ccTLD domains that were autorenewed during the previous month.	Colon-delimited text file sorted on the registrar id, domain, suffix and domain id.	Provides detail on all ccTLD domains whose expiration dates have been extended for another year.
Monthly Transfer Report	Monthly	A list of all transfers that were confirmed during the previous month.	Colon-delimited text file sorted on the registrar id, domain, status, Transfer confirm date and expiration date.	Provides detail on all ccTLD domains that have been transferred during the previous month.

ccTLD Program FAQs

What is a ccTLD?

ccTLD stands for country code top-level domain and refers to a type of domain name. There are 244 ccTLDs in the world, representing each country. In most cases, registries operate the ccTLDs on behalf of the national governments of these countries. Some of the ccTLDs do not represent a home country and are distributed to a wider audience (e.g., .tv and .cc). Most ccTLDs, however, are associated with the country of origin. Each ccTLD has its own rules and regulations surrounding the registration and use of the ccTLD. The Name Store Program offering handles the complexities of individual Registry rules and regulations and offers one-stop access to all of them.

Where can I find more information about the VeriSign ccTLD Program?

Please visit <http://www.verisign.com/products-services/naming-and-directory-services/naming-services/index.htm> , and/or send an email to info@verisign-grs.com, and/or contact your account executive directly.

I am interested in the VeriSign ccTLD Program. What do I do now?

Contact your account executive directly or send an email to info@verisign-grs.com. Our account executives will walk you through the VeriSign Name Store Merchant Agreement and talk with you about the products and services that most interest you. Each product and service has its own Name Store Activation Agreement.

Where can I find answers to technical questions?

The Name Store Programmer's Guide, product-specific SDKs are available at http://www.verisign.com/Resources/ccTLD_Resources/index.html to answer your technical questions. Be sure to check out our new EPP Tool, which is an interactive tool to be used for development and troubleshooting. The tool is designed to behave as though it is a Registrar application in the OT&E environment. Provided along with the tool are a set of definitive, context-based interactive examples intended to help a developer create and troubleshoot their code design.

Whether you use Java-based APIs or an XML interface, these documents provide all the information you need about the Name Store platform's technical configuration. To assist you further, we invite you to participate in the Operational Test & Evaluation (OT&E) environment for the ccTLD Program. .

APPENDIX A

.it Example Emails

Email 1 Overview:

- Customers order has been received
- Customer needs to return 2 x pdf's
- Customer needs to fax them to us within 10 days of the registration request date

--- Email---

--english--

Dear Customer:

--italiano--

Gentile Cliente:

--english--

This confirmation E-mail is automatic and verifies that your order to register the domain [DOMAIN][SUFFIX] has been received by Global Registration Services (GRS). In order for GRS to begin processing your domain registration request, you must return signed copies of the Registration Agreement that are provided in two PDF attachments to this message (one in the national language of the tld suffix, and the other in English – executed copies of both must be returned). For additional information or instructions on opening PDF files, please visit <http://www.adobe.com>.

--italiano--

Questo è un messaggio e-mail automatico di conferma e attesta che Global Registration Services (GRS) ha ricevuto la Sua ordine di registrazione per l'indirizzo web [DOMAIN][SUFFIX]. Per poter avviare la pratica relativa a questa richiesta, GRS deve ricevere da Lei copie firmate del Contratto di registrazione, che Le alleghiamo in due allegati di formato PDF (uno nella lingua del suffisso tld e l'altro in inglese – si prega di inviarci entrambe le copie debitamente firmate). Per maggiori informazioni o istruzioni su come aprire i file PDF, La preghiamo di visitare il sito internet <http://www.adobe.com>.
!Optional![DOMAIN_ADDITIONAL_LETTER_TEXT]

--english--

After you have signed both copies of the Registration Agreement please FAX copies of each to GRS at the following numbers: Within the United States of America: 866-234-4130 (toll free). Outside the United States of America: 0044 191 272 5793*.

--italiano--

Dopo aver firmato entrambe le copie del Contratto di registrazione, si prega di trasmetterle entrambe a mezzo fax ai numeri seguenti: negli Stati Uniti d'America: 866-234-4130 (numero verde); al di fuori degli Stati Uniti d'America: 0044 191 272 5793*.

--english--

Please note, that if GRS does not receive signed copies of the Registration Agreement from you within 10-days, then your registration order will be automatically cancelled. If for some reason you did not receive the PDF attachments or were unable to open them, contact [REGISTRAR_CONTACT_ADDRESS] to receive instructions on how to obtain additional copies.

--italiano--

Le ricordiamo che se GRS non riceverà da Lei le copie firmate del Contratto di registrazione entro i prossimi 10 giorni, la Sua ordine di registrazione verrà automaticamente cancellata. Se per qualsiasi motivo Lei non ha ricevuto gli allegati in formato PDF o non è riuscito ad aprirli, ci contatti a [REGISTRY_CONTACT_ADDRESS] per ricevere istruzioni su come ottenere copie supplementari.

--english--

Thanks once again for your business.

--italiano--

La ringraziamo nuovamente per la Sua gentile richiesta.

--english--

Global Registration Services

--italiano--

Global Registration Services

Email 2 & 3 Overview:

- Customers has a pending order
- Order is on hold status until both .pdf files are returned
- Customer needs to fax them to us within 10 days of the registration request date
- If Customer did not receive the .pdf files sent, please contact us

--english--

Dear Customer:

--italiano--

Gentile Cliente:

--english--

This E-mail acknowledges that you have a pending order to register the domain name [DOMAIN][SUFFIX]. However, since Global Registration Services (GRS) has not yet received from you a signed copy of the Registration Agreement, your order has been placed on 'HOLD' status.

--italiano--

Con questo e-mail desideriamo rammentarle la Sua ordine in sospeso per la registrazione dell'indirizzo web [DOMAIN][SUFFIX]. Tuttavia, poiché Global Registration Services (GRS) non ha ancora ricevuto da Lei una copia firmata del Contratto di registrazione, la Sua ordine rimane tuttora in stato di 'FERMO'.

--english--

In order to begin processing your domain registration request, GRS must receive a signed copy of the Registration Agreement within the next few days. Please note, that if GRS has not received a signed Registration Agreement from you within 10-days after receiving your initial order, then your registration order will be automatically cancelled.

--italiano--

Per avviare la pratica per la richiesta di registrazione di questo indirizzo web, GRS dovrà ricevere entro i prossimi 10 giorni una copia firmata del Contratto di registrazione. Si ricorda che se GRS non riceverà un Contratto di registrazione debitamente firmato entro 10 giorni, la Sua ordine di registrazione sarà automaticamente cancellata.

--english--

If for some reason you did not receive the PDF attachments sent earlier or were unable to open them, we have provided duplicate copies attachments to this message. After you have signed both copies of the Registration Agreement (one in the national language of the tld suffix, and the other in English), please FAX of each to GRS at the following numbers: Within the United States of America: 866-234-4130. Outside the United States of America: 0044 191 272 5793*. If you need additional information or instructions on opening PDF files, please visit <http://www.adobe.com>.

--italiano--

Se per qualsiasi motivo Lei non ha ricevuto l'allegato in formato PDF oppure non riesce ad aprirlo, abbiamo allegato a questo messaggio un duplicato del documento. La preghiamo di firmare entrambe le copie del Contratto di registrazione (uno nella lingua del suffisso tld e l'altra in inglese), e poi di voler trasmettere entrambe le copie per FAX a GRS, al numero negli Stati Uniti d'America: 866-234-4130 (numero verde); al di fuori degli Stati Uniti d'America: 0044 191 272 5793*. Se desidera maggiori informazioni o istruzioni su come aprire i file PDF, visiti il sito internet <http://www.adobe.com>.
!Optional![DOMAIN_ADDITIONAL_LETTER_TEXT]

--english--

If for some reason you did not receive the PDF attachments sent earlier or were unable to open them, we have provided duplicate copies attachments to this message. After you have signed both copies of the Registration Agreement (one in the national language of the tld suffix, and the other in English), please FAX of each to GRS at the following numbers: Within the United States of America: 866-234-4130. Outside the United States of America: 0044 191 272 5793*. If you need additional information or instructions on opening PDF files, please visit <http://www.adobe.com>.

--italiano--

Se per qualsiasi motivo Lei non ha ricevuto l'allegato in formato PDF oppure non riesce ad aprirlo, abbiamo allegato a questo messaggio un duplicato del documento. La preghiamo di firmare entrambe le copie del Contratto di registrazione (uno nella lingua del suffisso tld e l'altra in inglese), e poi di voler trasmettere entrambe le copie per FAX a GRS, al numero negli Stati Uniti d'America: 866-234-4130 (numero verde); al di fuori degli Stati Uniti d'America: 0044 191 272 5793*. Se desidera maggiori informazioni o istruzioni su come aprire i file PDF, visiti il sito internet <http://www.adobe.com>.

--english--

Thanks once again for your business.

--italiano--

La ringraziamo nuovamente per la Sua gentile richiesta.

--english--

Sincerely yours,

--italiano--

Cordiali saluti,

--english--

Global Registration Services

--italiano--

Global Registration Services

“Bad Fax” Email Overview:

- Customers faxed registration agreement
- Unable to process because some of the required information could not be obtained from the data provided.
- Customer needs to re-fax two additional copies of the registration agreement.

--english--

Dear Customer:

--italiano--

Gentile Cliente,

--english--

This E-mail acknowledges that we were unable process your domain name registration order for the domain name [DOMAIN][SUFFIX]. After reviewing the registration agreements that you sent to us by Fax, it was determined that some of the required information could not be obtain from the data you provided. We ask that you please send us two additional copies of the registration agreement that provide a remedy for the deficit(s)checked below.

--italiano--

Con questo e-mail ci duole informarla che non siamo stati in grado di procedere con il Suo ordine per la registrazione dell'indirizzo web [DOMAIN][SUFFIX]. Dopo aver preso visione dei contratti di registrazione che Lei ci aveva gentilmente inviato per fax, non è stato possibile ottenere alcune delle informazioni necessarie dai dati ricevuti. La preghiamo dunque di trasmetterci altre due copie del contratto di registrazione, aggiungendovi le informazioni indicate di seguito:

--english--

[FAILURE_REASONS_EN]

--italiano--

[FAILURE_REASONS_FOREIGN]

--english--

Please FAX copies of each to GRS at the following numbers as soon as possible: Within the United States of America: 866-234-4130. Outside the United States of America: 0044 191 272 5793*.

--italiano--

Si prega di trasmetterle entrambe a mezzo fax ai numeri seguenti: negli Stati Uniti d'America: 866-234-4130 (numero verde); al di fuori degli Stati Uniti d'America: 0044 191 272 5793*.

--english--

Thanks once again for your business.

--italiano--

La ringraziamo nuovamente per la Sua gentile richiesta.

--english--

Sincerely yours,

--italiano--

Cordiali saluti,

--english--

Global Registration Services

--italiano--

Global Registration Services

.nl Example Emails

Email 1 Overview:

- Customers order has been received
- Customer needs to return 2 x pdf's
- Customer needs to fax them to us within 10 days of the registration request date

--english--

Dear Customer:

--nederlands--

Geachte Klant,

--english--

This confirmation E-mail is automatic and verifies that your order to register the domain [DOMAIN][SUFFIX] has been received by Global Registration Services (GRS). In order for GRS to begin processing your domain registration request, you must return signed copies of the Registration Agreement that are provided in two PDF attachments to this message (one in the national language of the tld suffix, and the other in English – executed copies of both must be returned). For additional information or instructions on opening PDF files, please visit <http://www.adobe.com>.

--nederlands--

Dit is een automatische e-mail ter bevestiging en verificatie van ontvangst van uw orde tot registratie van domein [DOMAIN][SUFFIX] door Global Registration Services (GRS). Voordat door GRS kan worden aangevangen met de verwerking van uw aanvraag voor registratie van dit domein, dient u de ondertekende kopieën van de registratie-overeenkomst die u in twee PDF-attachments bij dit bericht ter beschikking zijn gesteld, te retourneren (één in de oorspronkelijke taal van het tld-suffix en de andere in het Engels – ondertekende kopieën van beide dienen te worden geretourneerd). Voor aanvullende informatie over of instructies voor het openen van PDF-bestanden, wordt u verzocht <http://www.adobe.com> te bezoeken.

--english--

After you have signed both copies of the Registration Agreement please FAX copies of each to GRS at the following numbers: Within the United States of America: 866-234-4130 (toll free). Outside the United States of America: 0044 191 272 5793*.

--nederlands--

Wij verzoeken u om, na ondertekening van beide exemplaren van de registratie-overeenkomst, deze per fax te versturen aan GRS op de volgende faxnummers: binnen de Verenigde Staten: 866-234-4130 (gratis). Buiten de Verenigde Staten: 0044 191 272 5793*.

--english--

Please note, that if GRS does not receive signed copies of the Registration Agreement from you within 15-days, then your registration order will be automatically cancelled. If for some reason you did not receive the PDF attachments or were unable to open them, please contact your Reseller (or) us at [REGISTRY_CONTACT_ADDRESS] to receive instructions on how to obtain additional copies.

--nederlands--

Er wordt de aandacht op gevestigd dat als de ondertekende kopieën van de registratie-overeenkomst niet binnen 15 dagen door GRS zijn ontvangen, de orde tot registratie automatisch zal worden geannuleerd. Als u, om welke reden dan ook, de PDF-attachments niet heeft ontvangen of als u die niet heeft kunnen openen, wordt u verzocht contact met ons op te nemen [REGISTRY_CONTACT_ADDRESS] voor instructies voor het verkrijgen van extra exemplaren.

--english--

Thanks once again for your business.

--nederlands--
Hartelijk dank voor uw aanvraag.
Hoogachtend,

--english--
Global Registration Services

--nederlands--
Global Registration Services

Email 2 & 3 Overview:

- Customers has a pending order
- Order is on hold status until both .pdf files are returned
- Customer needs to fax them to us within 10 days of the registration request date
- If Customer did not receive the .pdf files sent, please contact us

--english--
Dear Customer:

--nederlands--
Geachte Klant,

--english--
This E-mail acknowledges that you have a pending order to register the domain name [DOMAIN][SUFFIX]. However, since Global Registration Services (GRS) has not yet received from you a signed copy of the Registration Agreement, your order has been placed on 'HOLD' status.

--nederlands--
Via deze e-mail wordt bevestigd dat de kans bestaat dat uw orde voor registratie van de domeinnaam [DOMAIN][SUFFIX] het risico loopt om te worden geannuleerd. Daar door Global Registration Services (GRS) van u nog geen ondertekend exemplaar van de registratie-overeenkomst is ontvangen, werd uw orde aangehouden en nog niet verwerkt.

--english--
In order to begin processing your domain registration request, GRS must receive a signed copy of the Registration Agreement within the next few days. Please note, that if GRS has not received a signed Registration Agreement from you within 15-days after receiving your initial order, then your registration order will be automatically cancelled.

--nederlands--
Om met de verwerking van uw orde tot registratie van uw domein te kunnen starten, dient u onmiddellijk een ondertekend exemplaar van de registratie-overeenkomst naar GRS te versturen. Er wordt de aandacht op gevestigd dat als een door u ondertekende kopie van de registratie-overeenkomst niet binnen 5 dagen door GRS is ontvangen, de aanvraag tot registratie automatisch zal worden geannuleerd.

--english--
If for some reason you did not receive the PDF attachments sent earlier or were unable to open them, we have provided duplicate copies attachments to this message. After you have signed both copies of the Registration Agreement (one in the national language of the tld suffix, and the other in English), please FAX of each to GRS at the following numbers: Within the United States of America: 866-234-4130. Outside the United States of America: 0044 191 272 5793*. If you need additional information or instructions on opening PDF files, please visit <http://www.adobe.com>.

--nederlands--

Als u, om welke reden dan ook, de eerder verzonden PDF-attachment niet heeft ontvangen of als u die niet heeft kunnen openen, hebben wij u duplicaten doen toekomen in de vorm van een attachment bij dit bericht. Nadat u beide exemplaren van de registratie-overeenkomst heeft ondertekend (één in de oorspronkelijke taal van het tld-suffix en de andere in het Engels), dient u alle ondertekende exemplaren naar GRS te FAXEN op het volgende faxnummer: binnen de Verenigde Staten: 866-234-4130 (gratis). Buiten de Verenigde Staten: 0044 191 272 5793. Voor aanvullende informatie over of instructies voor het openen van PDF-bestanden, wordt u verzocht <http://www.adobe.com> te bezoeken.

--english--

Thanks once again for your business.

--nederlands--

Hartelijk dank voor uw aanvraag.

--english--

Sincerely yours,

--nederlands--

Hoogachtend,

--english--

Global Registration Services

--nederlands--

Global Registration Services

“Bad Fax” Email Overview:

- Customers faxed registration agreement
- Unable to process because some of the required information could not be obtained from the data provided.
- Customer needs to re-fax two additional copies of the registration agreement.

--english--

This E-mail acknowledges that we were unable process your domain name registration order for the domain name [DOMAIN][SUFFIX]. After reviewing the registration agreements that you sent to us by Fax, it was determined that some of the required information could not be obtain from the data you provided. We ask that you please send us two additional copies of the registration agreement that provide a remedy for the deficit(s)checked below.

--nederlands--

In deze E-mail wordt bevestigd dat wij niet in staat zijn geweest om de opdracht tot registratie van uw domeinnaam [DOMAIN][SUFFIX] te verwerken. Na controle van de registratie-overeenkomsten die u ons per fax heeft toegestuurd, werd vastgesteld dat een deel van de vereiste informatie niet kon worden afgeleid uit de door u ter beschikking gestelde gegevens. Hierbij verzoeken wij u om ons twee extra exemplaren van de registratie-overeenkomst toe te sturen waarmee één of beide van de hieronder vermelde problemen kunnen worden opgelost.

--english--

[FAILURE_REASONS_EN]

--nederlands--

[FAILURE_REASONS_FOREIGN]

--english--

Please FAX copies of each to GRS at the following numbers as soon as possible: Within the United States of America: 866-234-4130. Outside the United States of America: 0044 191 272 5793*.

--nederlands--

U wordt verzocht de extra exemplaren, zo snel mogelijk, per FAX toe te sturen aan GRS op één van de volgende nummers: Binnen de Verenigde Staten van Amerika: 866-234-4130. Buiten de Verenigde Staten van Amerika: 0044 191 272 5793*.

--english--

Thanks once again for your business.

--nederlands--

Nogmaals hartelijk dank voor uw medewerking.

--english--

Sincerely yours,

--nederlands--

Hoogachtend,

--english--

Global Registration Services

--nederlands--

Global Registration Services