



.uk Registrar Compliance Programme

Background

The purpose of the Registrar Compliance Programme is two-fold: first, to ensure that .uk Registrars are registering and managing .uk domains in a manner consistent with Nominet's Policies, Rules and Procedures. Secondly, to ensure that our shared customer – the Registrant – receives fair and equitable treatment regardless of where they register their .uk domain name.

Registrar Review Objectives and Scope

The overall objective of the Nominet Registrar Compliance Programme is to assess Registrar compliance with the .uk Registrar Agreement.

The Registrar Review objectives for this review were determined based on Nominet's Policies, Rules and Procedures including, but not limited to the following:

- Registrar Agreement
- Data Quality Policy
- Acceptable Use Policy

The review of the DGC-NMS tag covers the period of 30 November 2015 to 1 December 2015. In conducting our review, Nominet relied upon information and facts supplied by the Registrar, D Grant Crawley Limited, and noted our observations on the current state of particular test attributes. The Registrar Review Report findings, required follow-on actions, recommendations and conclusion are based solely on the information and facts received and observations made during the review. Any misstatement or omission of any information or facts which Nominet has relied on, or changes in the observed test attributes, could adversely impact the conclusion reached in our report. Accordingly, Nominet reserves the right to amend any of the findings, required follow-on actions, recommendations and conclusion should subsequent information or facts come to our attention.

The scope of the Registrar Review is limited to the test attributes examined and the period noted above. As a result, full remediation and implementation of all the required follow-on actions as identified in the Registrar Review Report does not necessarily imply that a Registrar shall be deemed to be in full compliance with Nominet's requirements, due to the ongoing nature of the compliance programme. Notwithstanding any conclusion derived from our report, a Registrar is required to comply with the requirements of Nominet's Policies, Rules and Procedures at all times.



Areas Assessed & Findings

In this evaluation we tested each of the following attributes in our sample for compliance with Nominet's requirements, as listed below.

1. The Registrar's compliance with the Registrar Agreement Section 2, **Recognition and promises as to authority to act.**

Objective: To determine that the Registrar is acting with the authority of the Registrant.

Observation: Our review found no issues, the Registrar was found to be compliant with their obligations in this area.

Outcome: No Action Required

2. The Registrar's compliance with the Registrar Agreement Section 3, **Submitting Transactions.**

Objective: To determine that the Registrar is compliant with the Systems instructions including Certification and Test Bed Processes.

Observation: Our review found there have been no issues with submitting transactions, the Registrar was found to be compliant with their obligations in this area.

Outcome: No Action Required

3. The Registrar's compliance with the Registrar Agreement Section 5, **Resellers and dealing with Your Customer indirectly.**

Objective: To determine that the registrar is ensuring their resellers are aware of the Terms and Conditions of Domain Name Registration, and act in a way compatible with the Registrar Agreement.

Observation: The Registrar confirmed by email that they do not use resellers, and our review found the Registrar compliant with their obligations in this area.

Outcome: No Action Required

4. The Registrar's compliance with the customer management elements of Registrar Agreement Schedule 1, **Service Level Requirements.**

Objective: To confirm that the Registrar is complying with the requirements relating to providing customers with contact information, estimated response times, a way to submit complaints and instances of abuse. To confirm that the Registrar issues expiry notifications to their .uk registrants at the correct time.

Observation: The Registrar had previously provided links to where the relevant information could be found. Our review found the Registrar compliant with their obligations in this area.

Outcome: No Further Action Required

5. The Registrar's usage of any **Nominet logos/trademarks.**

Objective: To confirm that the Registrar is using Nominet membership and/or accreditation logos in a way that is compatible with the terms of usage guidelines.

Observation: The logos are not currently being used.

Outcome: No Further Action Required



6. The Registrar's compliance with the *Data Quality Policy*.

Objective: To confirm that the Registrar is submitting accurate and complete registrant data and that they are meeting the data validation requirements relevant to their tag classification.

Observation: The Registrar was provided with a list of 4 domain names that did not pass first time Data Validation checks.

Action Required: The Registrar confirmed how they dealt with the registrations and placed a Data Validation lock on the ones they were unable to validate. The Registrar confirmed they would lock any registrations they cannot verify going forward.

Outcome: No Further Action Required

7. The Registrar's compliance with the *Acceptable Use Policy*.

Objective: To confirm that the Registrar has complied with Nominet's Acceptable Use Policy and that they have displayed an appropriate level of technical competence.

Observation: Our review found the Registrar compliant with their obligations in this area.

Outcome: No Action Required

8. The Registrar's compliance with clauses relating to *Terms and Conditions*.

Objective: To confirm that the Registrar makes their .uk customers aware of their terms and conditions, including their Key Terms as defined by the Registrar Agreement. To confirm that the Registrar ensures their .uk customers are made aware of Nominet's terms and conditions at the point of registration and renewal of their domain.

Observation: The Registrar provides full information at the point of registration. Our review found the Registrar compliant with their obligations in this area.

Outcome: No Further Action Required

9. The Registrar's compliance with clauses relating to *Accredited channel partner tags*.

Objective: To confirm that Registrars using an Accredited channel partner tag have a Business Continuity Policy, Insurance cover relevant to their business and that expired domains are transferred in a way compatible with the Registrar Agreement.

Observation: Our review found the Registrar compliant with their obligations in this area.

Outcome: No Action Required

Conclusion

The objectives of this assessment have been achieved. We are pleased to confirm that following our review we have found the DGC-NMS tag to be compliant with the terms of the .uk Registrar Agreement.