



Registrar Review Report 2019

Background

The purpose of the .UK Registry-Registrar Agreement (RRA) 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.

Objectives and Scope

The objectives of this Registrar Review are:

- to assess levels of compliance with the .UK RRA and supporting policies
- to assist registrars in identifying opportunities for improvement
- to provide registrars with information relating to best practice where appropriate

The objectives are based on Nominet's Policies, Rules and Procedures including, but not limited to the following:

- .UK RRA
- Data Quality Policy
- Acceptable Use Policy

Review Period: 17th December 2018 – 4th October 2019

Tags: DGC-NMS & VIRTCO

Summary Conclusion

Thank you for participating in this Registrar Review which has enabled the review process to run smoothly.

The objectives of this assessment have been achieved.

We are pleased to confirm that following the completion of our review we have found D Grant Crawley Limited using the DGC-NMS & VIRTCO tags to be meeting the requirements of the .UK Registry-Registrar Agreement.

Our findings are set out in more detail in the following pages of this report in the following pages of this report.



Areas Assessed & Findings

In this assessment we evaluated the Registrar's compliance with the RRA

1. 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 the Registrar meets the required standard in this area.

Outcome: No Action Required

2. Section 3, *Submitting Transactions.*

Objective: To determine that the Registrar is meeting the requirements of the Systems instructions including Certification and Test Bed Processes.

Observation: Our review found the Registrar meets the required standard in this area.

Outcome: No Action Required

3. 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 RRA.

Observation: The Registrar confirmed by their Compliance Portal questions that they do not use resellers, and our review found the Registrar meets the required standard in this area.

Outcome: No Action Required

4. Customer management elements of the RRA Schedule 1, *Service Level Requirements.*

Objective: To confirm that the Registrar is providing customers with their contact information, estimated response times, a way to submit complaints and instances of abuse via their website.

Observation: Our review found the Registrar had published all required information on their website. The Registrar meets the required standard in this area.

Outcome: No Action Required

5. 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: Nominet logos are being used correctly on the Registrars website.

Outcome: No Action Required

6. 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 domain name registrations that were reviewed as part of this Registrar Review were found to be correctly registered in the name of the registrant.

Outcome: No Action Required



7. Compliance with the *Acceptable Use Policy*.

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

Observation: Our review found the Registrar meets the required standard in this area.

Outcome: No Action Required

8. 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 RRA. To confirm that the Registrar ensures their .UK customers are made aware of Nominet's terms and conditions of Domain Name Registration at the point of registration and renewal of their domain. To confirm that the Registrar issues an expiry notification to their .UK registrants, at the correct time.

Observation: Our review found the Registrar presents registrants with the applicable Terms and Conditions before the registration and the renewal of a domain name. All required Key terms were found to be published on the Registrars website and renewal reminders are sent to registrants within the correct timeframe. The Registrar meets the required standard in this area.

Outcome: No Action Required

9. 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 RRA.

Observation: The Registrar provided their business insurance details, as requested. Our review found that the Registrar is meeting the requirements for their tag classification.

Outcome: No Further Action Required

10. Requirements of the *Self-Managed Tag Classification*

Objective: The Self-Managed tag holder must only maintain connect names which are linked to the Registrar in some way. The registrar must provide customer support in line with the Channel Partner requirements for any domain names registered to for third party (unconnected) names.

Observation: The Registrar had not made any changes to the connected names list or domain portfolio for the VIRTCO tag since their last review. Our review found that the Registrar is meeting the requirements for their tag classification.

Outcome: No Action Required

Qualifying Statement

Findings and observations are based on information gathered during our assessment. Nominet reserves the right to amend any of the findings, required follow-on actions, recommendations and/or conclusion should subsequent information or facts come to our attention.

Registrars are required to comply with the requirements of Nominet's Policies, Rules and Procedures at all times.