



Global Registry Services

Registrar Frequently Asked Questions (FAQ) for TLDs using Afilias Technology

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Foreword

This FAQ addresses questions registrars may have about TLDs that are supported by Afilias technology, but that are not “managed” by Afilias (i.e. Afilias is not the ICANN Designated Registry Operator).

Non-Technical

Accreditation, Ramp-up and Onboarding

1. I am an operational ICANN-accredited registrar; do I need to get certification from the Registry?

Yes, Registries are required to certify (“accredit” in ICANN speak) all registrars who wish to register domains in the Registry. Note that ICANN also needs to accredit you for specific strings.

2. When will we be able to start your onboarding process? This includes getting the RRA and access to OTE.

The onboarding process will begin once the ICANN contract is signed and a launch schedule is finalized. Each TLD will be on its own schedule, as ICANN approvals will be made on a TLD by TLD basis. Please refer to ICANN’s nTLD Program Timeline: <http://newgtlds.icann.org/en/about/program/timeline>

3. Do Registries provide a web interface for the accreditation process?

This depends on the specific Registry. Some Registries offer a web interface for accreditation and others do not. However, all Registries will have documentation on their website that will require completion by registrars.

4. How do I begin the certification process?

The certification process begins when a registrar becomes accredited by ICANN for a TLD and requests authorization from a Registry. The Registry then sends a welcome email to the registrar containing the next steps required for that particular TLD.

5. Will I have to sign more than one Registry/Registrar agreement?

Yes. Each TLD requires an agreement to be signed, as ICANN views each TLD as a separate entity.

6. What do I do after I receive the welcome email?

The welcome email from the Registry will contain instructions regarding next steps and getting accredited.



In general, the registrar is responsible for developing the client application that will interface to the Registry using the EPP protocol. Usually, a toolkit will be provided by the Registry to assist in developing the registrar's application to connect to the Registry. However, the toolkit is not required for base set-up of the registrar's application provided it conforms to EPP specifications and is capable of passing the OT&E certification process.

7. How do I test my client application?

Following PDT the registrar will have access to a generic test environment, which will allow testing of most EPP commands. Prior to Sunrise, the registrar will have access to an OT&E environment, which will also include any specific policies, etc. required for that TLD. In the OT&E environment, the registrar may test the operation of their software to verify the correct handling of EPP commands and their responses. Operations performed in the OT&E environment will not be charged and will not have any impact on the live Shared Registry System. Registrars will continue to have access to the OT&E environment after certification so that they may continue to test their software systems.

8. How many OT&E accounts will be provided for testing domain transfers?

Each registrar will receive two OT&E accounts for testing domain transfers.

9. How do I arrange a time for OT&E certification?

When a registrar has completed the internal testing of their client systems and would like to proceed with OT&E certification, they must notify the Registry and arrange a time to complete the OT&E certification test.

a) What will be tested during OT&E certification?

During OT&E certification, a registrar's client application will be required to demonstrate the proper execution of basic EPP commands. Some Registries might require a registrar to also demonstrate advance functionality, such as DNSSEC. Some sample capabilities to be demonstrated include:

- SSL connection establishment EPP [login] command
- Change of [login] password
- EPP [logout] command
- Domain Name Operations
- Name Server Operations
- Contact Operations
- Efficiency of client session management

NOTE: The OT&E certification requirements may change as necessary to ensure compliance with the evolving EPP standard. The above operations are basic EPP



commands standard across Registries. However, certain Registries may require additional testing such as DNSSEC, IDNs or special EPP extensions.

10. What happens after OT&E certification?

All tests performed during OT&E certification must be completed without errors. Registries will provide the certification results in a timely manner and provide feedback for registrars who fail to successfully complete the tests. Registrars may correct their systems and re-schedule for certification. Registrars will not be limited in the number of attempts at OT&E certification.

Upon successful OT&E certification, the registrar becomes eligible for operation in the live Shared Registry System. Registrars should ensure that they have completed all requirements to go live (documentation, funding, etc). Once these requirements are met, registrars will be provided access to the live production system.

Technical / Customer Support

1. What type of technical/customer support is provided?

The Registry will provide 24x7 technical support. Customer support will be provided during at least the normal business hours of the Registry in its home location. Registrars may submit queries for a wide variety of questions and issues to Customer Support. Registries will have standard email and phone support.

Financial

1. What financial documents do I need to fill out to become an authorized registrar?

This is dependent upon the TLD you are applying for. The required forms typically will be listed on the respective TLD websites.

2. Will the security payment we paid into an account be used for processing registrations, or will we be invoiced each month?

Typically, the amount of the payment security deposited is credited to the registrar's account, and can be used for processing registrations. However, this is dependent on the Registry.

3. Is the payment security refundable if the registrar agreement is terminated?

Should the Registry–Registrar Agreement be terminated, the unused payment security is expected to be refunded within 60 days of the termination of the agreement. (Note: this may depend on the Registry's business practices.)



4. Are there any minimum volume commitments?

We do not expect any TLDs to require any volume commitments; however, if there are such requirements, they will be communicated to registrars ahead of time.

5. When is the registrar account credited with wire-transferred funds?

The registrar's account will be credited with appropriate funds once the funds have been received and confirmed by the TLD's bank.

6. Do you have a provision for voluntary cancellation of registrations within a grace period?

Yes. There is a five (5) day period during which registrations can be cancelled. The registrar will receive credit for cancellations that are made within the 5-day grace period.

7. What type of payment method will the registrar accounts be using? Pre- or Post-payment?

The standard is pre-payment; however, this is dependent on the Registry/TLD.

8. Where can I find a list of your pricing for Domain Registration, Domain Renewal, Domain Transfer, Domain from RGP, Auctions and Domain Registration in Sunrise and Landrush?

Pricing will be set for each TLD and will be available to registrars when the launch schedule is announced.

9. What is the annual registrar accreditation fee?

Fees (if any) for accreditation will be set at the TLD level.

Reports

1. What kind of registrar reports will Registries be providing?

Reporting is provided in a multitude of formats, facilitating import for use by the most common analytical tools. Most reports are available for download, allowing registrars to access the data in one central location. The following types of reports will be provided:

- Operational reports – Daily, weekly and monthly reports contain detail on transferred domains, status of domains and nameserver association, renewal reports and daily transactions in the Registry.
- Financial reports – Daily billable transactions report contains information on all the billable transactions for that day. Monthly invoices and statements will also contain information on the billable transactions for the month.



2. **If the Registry generates reports, how are the reports accessed?**
Reports access details will be provided by the Registry.
3. **Do you provide reports about domains registered/renewed/deleted/transferred (per day/week/month)?**
Yes.
4. **Do you provide a droplist for deleted domain names?**
For pending delete names only (see the standard ICANN RGP process for details).
5. **What are your connection policies to the Registry system?**
Each registrar will be granted equivalent access to the Registry. Specific connection policies will be provided by the Registry.
6. **Is the Registry zone file (FTP, web-based download) available?**
Yes (unless otherwise determined by the Registry Operator in consultation with ICANN).
7. **Are the 'Add', 'Delete', 'Transfer', 'Registration' and 'Expiration' fields included in the Registry standard reporting?**
Yes.
8. **Does the Registry offer a poll queue to receive domain activity messages?**
Yes.

nTLD Launch Phase

Each TLD will launch on its own schedule, and each schedule will be available after the contract with ICANN is signed. Hence, the specific timelines requested in the questions below will be determined on a TLD by TLD basis.

1. **When is the earliest you plan to go live with your nTLDs and in what order will you be launching them?**
This will be determined on a TLD by TLD basis. However, for more information regarding nTLDS, see <http://newgtlds.icann.org/en/about/program/timeline> .
2. **Do you have a proposed timeline for launching in Sunrise, Landrush and Go-live?**
This will be determined on a TLD by TLD basis.
3. **Do you know how you will be structuring your Sunrise and Landrush windows?**
This will be determined on a TLD by TLD basis.



4. How long will the claims period be in the General Availability phase?

ICANN requires that the Registry Operator provide the Claims Services for at least the first 90 calendar days of General Registration. The specific Claims period for each TLD will be provided after the contract with ICANN has been signed and the schedule for launch has been determined.

5. Will Registries be using a 3rd party auction house for Sunrise and Landrush?

Details about the auction process and providers will be provided during the launch phase.

Technical (General)

1. What is the Registrar Administration Interface?

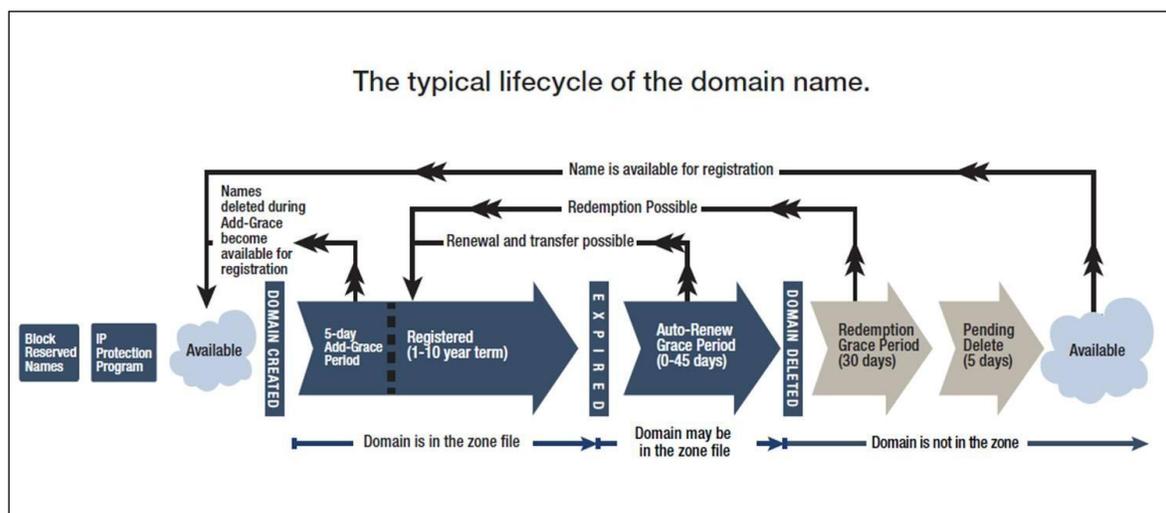
The Registrar Administration Interface is a web-based tool that allows a registrar to perform certain functions in the Registry system. Access to the interface requires a username and password and a web browser capable of supporting 128-bit SSL.

2. Will Registries be providing an Administration Interface and what will I be able to do through the Registrar Administration Interface?

While providing a Registrar Administration Interface is dependent on the Registry, most are expected to provide a web interface. Among other tasks, the Registrar Administration Interface will typically allow a registrar to: view your current registrar account information, check the available balance in your account, and view your reports.

3. What is the current domain life cycle?

A typical lifecycle is depicted below, and most new TLDs are expected to follow this model. Specific lifecycles for individual TLDs will be available prior to launch.



Security

1. How do Registries control access to the Registry System?

Typically, access to the Registry System is restricted by three mechanisms:

- Access control to the production SRS is restricted by IP address filters.
- SSL encryption is required for the communication channels between the registrar's client system and the OT&E and production systems.
- Authentication by means of a username and password is required for session establishment.

The Registry System requires the correct combination of the three mechanisms for each registrar before access is granted.

2. How do I specify the IP addresses that can access the SRS?

The Registrar Data Form has a section where you can specify the IP subnets that will be allowed to access the production SRS. The specified subnets must conform to certain rules which will be communicated to registrars ahead of time.

Registrars can submit IPv6 subnets as they see fit, as long as the total number of both IPv4 and IPv6 subnets stays within the specified allowed limit. IPv6 subnets will count towards the registrars' connection limits in the SRS, along with the IPv4 addresses.

3. What is a SSL Certificate?

A Secure Socket Layer (SSL) certificate is a digital certificate that is simply a statement digitally signed by an independent and trusted third party (the Certificate Authority). That statement usually follows a very specific format laid down in a standard called X.509, hence they are sometimes referred to as X.509 certificates.

A valid certificate is required to establish an authenticated and encrypted communications channel between the registrar's server and the Registry System.

4. Where do I get a SSL Certificate?

X.509 SSL certificates can be obtained from one of the accepted Certificate Authorities. Please make sure that the certificate you obtain is NOT an individual/personal certificate. The accepted Certificate Authorities are:

- Verisign
- Thawte
- Geotrust
- Comodo
- Entrust
- Starfield

NOTE: The above certificate authorities are currently supported; however, this list is subject to change in the future.



5. What key or cert sizes are accepted?

The Registry currently supports private keys that are up to 2048 bits in length.

6. Which SSL toolkit should I use?

Registrars are responsible for obtaining a SSL toolkit that is compatible with the development language and platform of their client system. The minimum requirement is that it must support SSL version 3.

For C, C++ or Perl, OpenSSL (<http://www.openssl.org/>) is an open source SSL solution.

For Java:

- Sun's Java Secure Socket Extension (<http://java.sun.com/products/jsse/>)
- SSLava from Phaos Technology (http://www.phaos.com/e_security/prod_ssl.html)
SSLava is also the toolkit used in the development of the Registry System.

7. Which cipher suites are accepted?

To establish a SSL connection to the SRS, the registrar's client system must choose a cipher suite supported by the SRS. Below is an example of supported ciphers.

- SSL_RSA_WITH_RC4_128_MD5
- SSL_RSA_WITH_RC4_128_SHA
- SSL_DHE_DSS_WITH_DES_CBC_SHA
- SSL_DHE_DSS_WITH_3DES_EDE_CBC_SHA
- SSL_DHE_RSA_WITH_3DES_EDE_CBC_SHA
- SSL_DH_anon_WITH_RC4_128_MD5
- SSL_DH_anon_WITH_DES_CBC_SHA
- SSL_DH_anon_WITH_3DES_EDE_CBC_SHA

8. When do I get the username/password for the production SRS?

The username and password for the production Registry System is issued after you have successfully completed OT&E certification.

9. What is the requirement for the purpose of "SSL Client:YES" for the SSL certificate I purchase?

Certificate purposes:

- SSL client : Yes
- SSL client CA : No
- SSL server : Yes
- SSL server CA : No



- Netscape SSL server : Yes
- Netscape SSL server CA : No
- S/MIME signing : No
- S/MIME signing CA : No
- S/MIME encryption : No
- S/MIME encryption CA : No
- CRL signing : Yes
- CRL signing CA : No
- Any Purpose : Yes
- Any Purpose CA : Yes
- OCSP helper : Yes
- OCSP helper CA : No

Please ensure that the certificate you purchase has "YES" for an SSL client. As noted, this certificate can be used for both server and client purposes.

EPP

1. What protocol is used to support the Registry system?

The EPP version supported is 1.0. The following RFCs are the protocols that are used for the majority of Registries.

- 3735 - Guidelines for Extending EPP
- 3915 - Domain Registry Grace Period Mapping
- 5730 - Extensible Provisioning Protocol (EPP)
- 5731 - Domain Name Mapping
- 5732 - Host Mapping
- 5733 - Contact Mapping
- 5734 - Transport Over TCP
- 5910 - Domain Name System (DNS) Security Extensions Mapping for the Extensible Provisioning Protocol (EPP)

2. What EPP commands are available to manipulate Registry objects?

EPP provides a variety of commands for session management and enables query and update commands on domains, hosts and contacts in the Registry.

More information is available in the EPP RFCs listed above. Specific details on input data required to interact with the Registry will be provided prior to launch.

3. Can I use these EPP commands with all Registry objects?



No, EPP commands may not be defined for certain objects because of the nature of these objects. The following table summarizes which commands can be used with which objects.

| Registry Command | Domain | Host | Contact |
|--------------------------------------|--------|------|---------|
| <i>EPP Query Commands</i> | | | |
| Check | OK | OK | OK |
| Info | OK | OK | OK |
| Transfer | OK | NO | OK |
| <i>EPP Transform Commands</i> | | | |
| Create | OK | OK | OK |
| Update | OK | OK | OK |
| Delete | OK | OK | OK |
| Renew | OK | NO | NO |
| Transfer | OK | NO | OK |

4. Where can I find more information about the Extensible Provisioning Protocol (EPP)?

Additional information about EPP can be found in the EPP RFCs on the <http://www.ietf.org/> website:

- 3735 - Guidelines for Extending EPP
- 3915 - Domain Registry Grace Period Mapping
- 5730 - Extensible Provisioning Protocol (EPP)
- 5731 - Domain Name Mapping
- 5732 - Host Mapping
- 5733 - Contact Mapping
- 5734 - Transport Over TCP
- 5910 - Domain Name System (DNS) Security Extensions Mapping for the Extensible Provisioning Protocol (EPP)

5. Are EPP extensions required?

This is dependent upon the Registry Operator's and Trademark Clearinghouse's (TMCH) requirements.

6. Will there be special extensions that are required for your EPP API? If so, will they be optional?



Yes. Depending on the TLD, there will be extensions for IDNs, DNSSEC and potentially membership or other extensions. Depending on the TLD, the extension(s) may be optional.

7. Will an EPP certification test be required to access the Registry?

Depending on the Registry, you may be required to take an EPP certification test.

8. What domain statuses will be available for domains?

The tables below show statuses and definitions for each status that can be applied to a domain.

| Status in WHOIS | Definition |
|---|--|
| ADDPERIOD | The 5-day Add Grace Period after the initial registration of a domain. If the domain is deleted by the registrar during this period, the Registry provides a credit to the registrar for the cost of the registration. |
| RENEWPERIOD | The 5-day period after a domain registration period is explicitly extended (renewed) by the registrar. If the domain is deleted by the registrar during this period, the Registry provides a credit to the registrar for the cost of the renewal. |
| AUTORENEWPERIOD | The 45-day period after a domain registration period expires and is extended (renewed) automatically by the Registry. If the domain is deleted by the registrar during this period, the Registry provides a credit to the registrar for the cost of the renewal. |
| TRANSFERPERIOD | The 5-day period after the successful transfer of domain name registration sponsorship from one registrar to another registrar. If the domain is deleted by the new sponsoring registrar during this period, the Registry provides a credit to the registrar for the cost of the transfer. |
| PENDING DELETE RESTORABLE | The 30-day period after a registrar has submitted a delete command to delete a domain from the Registry. All Internet services associated with the domain are disabled. During this period, a registrar can submit a request to Restore the domain. |
| PENDING DELETE SCHEDULED FOR RELEASE | The 5-day period following the PENDING DELETE RESTORABLE period. During this period, all Internet services associated with the domain will remain disabled and domain cannot be Restored. |
| PENDING RESTORE | The registrar has submitted a Restore request for a domain that was previously in the status of PENDING DELETE RESTORABLE and the Registry is awaiting a Restore Report from the registrar. |



| Status in WHOIS | Definition |
|-----------------|---|
| OK | This is the normal status for a domain that has no pending operations or prohibitions. |
| INACTIVE | The domain has no associated nameservers. A minimum of 2 nameservers must be associated with the domain before it can be published to the zone. |

| Status in WHOIS | Definition |
|-----------------------------------|--|
| CLIENT TRANSFER PROHIBITED | Registrar does not allow the transfer of a domain. |
| CLIENT RENEW PROHIBITED | Registrar does not allow the renewal of a domain. |
| CLIENT DELETE PROHIBITED | Registrar does not allow the deletion of a domain. |
| CLIENT UPDATE PROHIBITED | Registrar does not allow the update or modification of a domain. |
| CLIENT HOLD | Registrar will not allow the domain to be published to the zone. |

| Status in WHOIS | Definition |
|----------------------------|---|
| TRANSFER PROHIBITED | Registry does not allow the transfer of a domain. |
| RENEW PROHIBITED | Registry does not allow the renewal of a domain. |
| DELETE PROHIBITED | Registry does not allow the deletion of a domain. |
| UPDATE PROHIBITED | Registry does not allow all the update or modification of a domain. |
| HOLD | Registry will not allow the domain to be published to the zone. |

Registration/Restrictions Policy

1. Will there be any restrictions on the nTLDs?

Some TLDs may be restricted to members of a particular target group. Registrants may be asked to provide additional information to register a domain within that TLD. Registrars may be required to include special provisions in the Registrant Agreement. Details will be available when the TLDs announce their launch plans.

2. Will a local presence be required for domain registration?

Local presence is dependent on the individual TLD's policies. Most TLDs are not expected to require local presence.

3. What prerequisite information is required during Sunrise and Golive. e.g. Nexus requirements, certifications, etc.

This varies from TLD to TLD.

4. Will trademark information be required to register a domain name?

Information on the signed mark may be required to register a domain during Sunrise.

The list of required data is currently being finalized as part of the Trademark Clearinghouse input requirements.

5. What documents are required for registration of a domain name?

This varies from TLD to TLD – it depends on the TLD's business policies.

6. What will be the minimum and maximum for renewal periods?

The minimum renewal period for domain registrations is 1 year. The maximum renewal period for domain registrations is up to 9 years. However, since domains can only be registered up to 10 years, the maximum renewal will be based on the number of years the domain was registered and the maximum renewal period.

7. Will there be an autorenew grace period and, if so, how long will it be?

The autorenew grace period is 45 days.

8. Is your registration system real-time or non real-time?

Afilias technical systems operate on a continuous (not batched) basis in near real-time.

Nameservers

1. Do you allow usage of glue nameservers?

Yes.

2. How do Registries handle Orphaned Glue Records?



A glue record becomes an orphan when its parent nameserver record is removed without also removing the corresponding glue record. Orphan glue records may be created when a domain (example.tld) is placed on EPP ServerHold or ClientHold status. When placed on Hold, the domain is removed from the zone and will stop resolving. However, any child nameservers (now orphan glue) of that domain (e.g., ns1.example.tld) are left in the zone. It is important to keep these orphan glue records in the zone so that any innocent sites using that nameserver will continue to resolve.

When a request to delete a domain is received from a registrar, the Registry first checks for the existence of glue records. If glue records exist, the Registry will check to see if other domains in the Registry are using the glue records. If other domains in the Registry are using the glue records, then the request to delete the domain will fail until no other domains are using the glue records. If no other domains in the Registry are using the glue records, then the glue records will be removed before the request to delete the domain is satisfied. If no glue records exist, then the request to delete the domain will be satisfied.

3. Will the Registry use Host Objects for nameserver?

Yes. The TLD will allow the use of host objects for nameservers.

4. What are the minimum and maximum number of nameservers required for a domain name? How many nameservers are required for a domain to be live in the zone?

Per the RFC standards, the number of nameservers allowed on domain names is between 0 and 13. Depending on the Registry, a minimum number of nameservers is required for DNS resolution. Although the recommended minimum is two, the minimum number of nameservers will be communicated to registrars ahead of time.

5. What standard is the Registry using for DNSSEC and what protocol is being used (DSData, KeyData)?

The current standard for DNSSEC and protocol is 1.1 with DSData.

6. Will there be a charge for registration of nameservers?

Creation of nameservers is not a billable transaction. Registration of a domain is billable.

7. Will there be a charge for updating nameservers?

No.

8. Which contact fields can be updated? What charset do you use for contacts? Do you support the transfer of a contact ID?

We follow EPP RFC standards. ASCII is the only charset supported. Transfer of contact objects is supported.



Contacts

1. What character set will Registries be using?

ASCII.

Domain Transfers

1. Will domains be renewed during a transfer?

Yes, per ICANN's Inter-Registrar Transfer Policy (IRTP), a minimum 1 year renewal will be added to the domain when transferred.

2. How long is the transfer period duration?

Per ICANN's Inter-Registrar Transfer Policy (IRTP), the transfer period duration is 5 days. If the domain transfer has not been approved within five days, the system will auto-approve the transfer.

3. Is there a special transfer fee?

The standard renewal fee will apply and the term of registration will be extended by 1 year.

DNS and Zone File

1. How can I get access to the TLD zone file for domains?

ICANN's Centralized Zone Data Access Program (CZDAP) provides a centralized access point for interested parties to request access to the zone files provided by participating Top Level Domains. Details about access to zone files will be provided closer to launch.

2. Do you require preconfigured DNS before domain registration? If yes, is there a DNS check tool available?

DNS information is optional for domain registration. There are several public DNS check tools available.

DNSSEC

1. What DNSSEC protocol (DSData, KeyData) do you use?



The latest DNSSEC RFCs, including RFC 5910 are followed. The current standard for DNSSEC and protocol is 1.1 with DSData.

2. What standard is used for DNSSEC?

Please see the response immediately above.

WHOIS

1. Is WHOIS privacy supported?

This is dependent on the Registry's privacy policies.

2. What are the requirement for Bulk WHOIS access?

This will be set by the Registry Operator.

3. What are the WHOIS limitations?

Registries are all expected to have rate limiting on WHOIS to discourage abuse; specific parameters are confidential.

4. What are the requirements for Bulk WHOIS access?

Registry Operators will provide this with launch materials.

5. How often will WHOIS be updated?

The WHOIS will be updated in near real-time.

IDN Domains

1. Will Registries be offering IDN domains? If yes, what languages are being offered?

This varies from TLD to TLD. If the TLD allows IDN registration and resolution services, the TLD will follow relevant IETF standards, including RFCs 5890, 5891, 5892 and 5893.

2. How do I correctly display "Check domain" results and responses from the Port 43 Whois?

Information about all registered IDNs is available both in the Port 43 and Web-based Whois, just as regular registrations are today. Both the Port 43 and Web-based Whois will display the Punycode/A-Label string that has been actually registered as the domain name and an HTML representation of the Unicode equivalent. Registrars wishing to display the Unicode/UTF-8 equivalent for the domain name in question can do so by integrating the output from the "Unicode HTML" field into their Whois applications.



3. What is the price of an IDN?

Typically, the price of the IDN is the same as a regular ASCII domain name. However, this may vary based on TLD policies.

4. Are registrars required to pass a special OT&E before they can register IDNs?

This varies from TLD to TLD. Some TLDs may allow registrars to register IDNs without passing an OT&E test. Other TLDs may require an OT&E test to be passed prior to registration of IDNs.

5. What will I be able to test in the IDN sandbox environment?

Yes. Registries provide an OT&E environment for testing client applications and feature enhancements such as IDN.

6. Are IDNs standards compliant?

Yes. IDNs are completely compliant with the IETF IDN standards and adhere closely to the Robustness Principle, as well as the ICANN IDN guidelines from the start. Registrants (via registrars) will have to declare the intended language (script) of the IDN to be registered, as consistent with the ICANN IDN guidelines; and the Registry will accept IDN registrations in A-Label (the IETF standard ACE encoding for IDN).

7. How do IDN names resolve?

Since IDNs will be registered directly into the zone in the IDN standard A-Label format, IDN-aware applications are able to resolve IDNs immediately.

At the hostname servers, the registrant will only need to set up their name servers for the A-Label domain (i.e. "xn--probestck-w9a.tld" for probestück.tld) as they would for regular ASCII domain names. No special consideration should be required (the registrant or hostname server provider, however, may wish to add a comment in the zone file as a reminder of the domain the A-Label represents (e.g. A-Label for probestück.tld)).

8. Will the fields in the Whois display UTF-8 or ASCII/A-Label? What about contact fields?

The "domain name" field will display the registered name in A-Label (e.g., xn--probestck-w9a.tld) as well as its native characters, along with the IDN script and other details.

The remaining Whois fields, including contact and name server information, only display ASCII text.

9. Can we list IDNs as nameservers?

The Whois fields only support ASCII text. If a registrant wishes to list an IDN as a nameserver, it will be the registrar's responsibility to convert that domain into A-Label and submit the A-Label domain to the Registry.



10. Can IDNs be listed as email addresses in contact fields?

The Whois fields only support ASCII text. If a registrant wishes to list an IDN as an e-mail address, it will be the registrar's responsibility to convert that domain into A-Label and submit the A-Label domain to the Registry.

11. Do I have to specify a language tag??

Yes. Registrars must pay special attention to select the correct language tag when completing IDN registrations.

12. Do my customers need to input anything different in order to make their names resolve?

Registrants will not be required to utilize any special setup for their IDN. They should configure their hostname servers for the IDN using the A-Label form of the domain (e.g., "xn--probestck-w9a.tld") just as they would for ASCII only domains.

End-users (i.e., Internet users) will need to know whether their browser (or other DNS application) is IDN-aware or not. End-users with IDN-aware browsers (or DNS applications) may simply type in the IDN (e.g., probestück.tld), as they would for ASCII only domains to connect to the domain.

13. Can I offer e-mail solutions to my customers who register IDNs?

Yes. However, because the SMTP protocol does not support non-ASCII text, you should require your customers to adopt user names that are only ASCII (not UTF-8) based, e.g., your customers should set up their email address to be, muller@müller.tld or mueller@müller.tld rather than müller@müller.tld.

Also note that recently IETF published a new email standard allowing UTF-8 in both username and domain name parts of the email address. As long as the mail service supports the new standard, IDN can be used in email.

14. What if I incorrectly convert a name into A-Label and attempt to register it? What will happen? Can I be refunded?

It is the responsibility of the registrar to ensure that the proper A-Label equivalent name is registered with the Registry. Should a registrar make an error in the conversion process, the same domain create grace period allowance for normal domains will also be extended to IDN registrations.

