Comment in respect of proposed amendments to the Registrar Agreement for .se and .nu and its appendices

2017-09-05

IIS invites all registrars to submit their views on the revised Registrar Agreement and its appendices.

The current .se-agreement was revised in 2012, incorporating a number of major changes. In 2015, a number of minor amendments were made - price adjustments (Appendix 4), removal of Appendix 7 (Requirement for information via direct link), and a minor amendment to Appendix 9 (in respect of price and reserved domain names). Current .se-agreement can be found here: https://www.iis.se/english/registrars/become-an-accredited-registrar-for-se/registrar-registry-agreement/.

The current .nu-agreement was added in 2013 when IIS took over the responsibility for .nu. No revisions or changes have been made since then. Current .nu-agreement can be found here: https://registrar.iis.nu/97.

Over the course of the spring, IIS reviewed the existing agreements. The biggest change to take place as shown in this referral, is that IIS has merged the registry agreements for .se and .nu domains into a single agreement. The registrar may also decide to be a registrar for one of the top level domains or both of them.

Some paragraphs are only applicable to .se or .nu registrars. This is shown in the revised Agreement text. The relevant changes compared to existing agreements are shown in the text below.

- In the attached PDF document, all contractual changes are shown in relation to the current .se agreement.
- In the attached PDF document, all contractual changes are shown in relation to the current .nu agreement.
- In the attached PDF document, all contractual changes are shown in relation to the current appendix 1.
- In the attached PDF document, all contractual changes are shown in relation to the current appendix 4.
- In the attached PDF document, all contractual changes are shown in relation to the current Routine description.

Changes to other attachments are shown below.

The numbering of appendices has been amended accordingly.

The changes affecting both the .se and .nu top level domains in comparison to the current agreement are:

Registrar Agreement (Comparative document attached)

- The Registrar Agreement for .se and the Agreement for .nu have been merged into a single agreement.
- Clarification in paragraph 2.2 due to the merger of the agreements.
- Addendum in paragraph 2.5 concerning systematic and risk-based information security work.
- In paragraph 4.3, Foundation's brand and logos, the appendix reference is to be removed and the paragraph shall instead refer to "applicable instructions for registrars published on the Foundation's website".
- Paragraph 6.1 (iii), addendum that the Registrar shall, on the holder's express request, publish the holder's personal data in whois.
- In paragraph 9.1 (iii), the requirement to request VAT numbers (only for foreign legal individuals within the EU who are registered for VAT) is to be removed.
- In paragraph 9.2, "valid and correct" is to be changed to "complete and correct".
- New paragraph 11.6; "Screening of agreements, documents and documentation in accordance with paragraph 11.3 may take place 10 years after the Registration Service has been completed".
- Paragraph 12.1, amendment to "applicable legislation".
- New paragraph 12.2, Foundation's personal data responsibility and reference to new integrity policy for Registrars personal data (new Appendix 9). Previous wording moved to the integrity policy.
- Paragraph 21.2, clarification that amendment is also in respect of amendments in appendices.
- Paragraph 22.2, addendum of information obligation in the event of a transfer of agreements between registrars.
- Linguistic adjustments.

The changes that concern only the top-level domain .se in comparison with the current agreement are:

- Accreditation of registrar/Approved Registrar removed and replaced with certification.
- IIS removes the personal certification (self-study and certification test with approved result) by the Registrar´s employers, as well as the re-certification requirement for the Registrar´s employers. This is replaced with the text "the Registrar has qualified staff who have all completed the Foundation's self-study material."
- Paragraph 5, Accreditation, is to be changed to "General requirements". For more information, see Appendix 1.
- In paragraph 5.2, the expression "By a .SE-accredited Registrar" is to be amended to "By an IIS-certified Registrar".
- Paragraph 15.7, new reference to self-study material. Certification training to be removed.

The changes that concern only the top-level domain .nu in comparison with the current agreement are:

- In the agreement, a new requirement is added: "the Registrar has qualified staff who have all completed the Foundation's self-study material."

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- Same requirement in introduced as for .se regarding DNSSEC (handling of DS-posts), by this reason paragraph 6.1 (vi) is removed: "the recipient Registrar is obliged to be able to remove designated DS records." Under paragraph 6.1 (viii) the following is added: "The Registrar undertakes, upon request from the Domain Holder, to add, remove or change DS records, regardless of the name server operator."
- Paragraph 15.7, new reference to self-study material.

Appendices

Agreement numbering of appendices has been changed to:

Appendix 1, General Registrar Requirements
Appendix 2, Registration Requirements Applicable to the .se Top Level Domain
Appendix 3, Personal Data Assistant Agreement
Appendix 4, Fees and Terms of Payment
Appendix 5, Identification of Holder
Appendix 6, Annual Check of Holder Information
Appendix 7, Procedure Description - Registration Services
Appendix 8, EPP Rules, Policies and Protocol Description
Appendix 9, IIS Integrity Policy for Registrars

- Appendix 1 changed from "Accreditation Requirements" to "General Registrar Requirements".
- Previous Appendix 5 "Use of Foundation's Brand and Logo" removed.
- Previous Appendix 7 "Maintenance of Direct Link" was removed in 2015.
- New Appendix 9 "IIS Integrity Policy for Registrars".

Amendments

Appendix 1 - General Registrar Requirements (Comparative document attached)

- Amendment from "Accreditation Requirements" to "General Registrar Requirements".
- Removal of registrar accreditation and employee certification requirements
- Addendum in paragraph 2 (moved from paragraph 4) " The Registrar is responsible for ensuring that it has the expertise necessary in order to be able to carry out Registration Services using the technical interface that the Foundation specifies from time to time."
- Paragraph 3, addendum requiring submitting corporate ID number (or equivalents for foreign registrars) and company name.
- Paragraph 4, reference to "use of accreditation symbol" to be removed.
- Addendum in paragraph 6 concerning the security work of the registrar.
- New paragraph 8 "Mandatory functional test"
- New paragraph 9 "Trained employee".
- Linguistic adjustments.

Appendix 2 – Registration Terms and Conditions

Revision of Registration Terms and Conditions is done separately.

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Appendix 3 - Personal Data Assistant Agreement

Re-written Personal Data Assistant Agreement with reference to the new requirements in the Swedish Data Protection Ordinance. With reference to the introduction of the new Data Protection Regulation in May 2018, the appendix may need to be revised further.

Appendix 4 - Fees and Terms of Payment (Comparative document attached)

- Adjustment of prices and calculation of discount on administrative fee.
- New paragraph 1.4.2 - Other fees for administrative services provided at any time by the Foundation at the request of Registrar are detailed on the registrar website.

Appendix 5 - Identification of Holder

- Change of numbering
- Linguistic adjustments

Appendix 6 - Annual Check of Holder Information

- New numbering
- This Appendix may be revised at a later date with a reference to the Swedish Post and Telecom Authority's inspection of IIS.

Appendix 7 - Procedure Description - Registration Services (Comparative document attached)

- New numbering
- Changes due to amendments in the Registrar Agreement in accordance with the above
- New reference to Zonemaster. DNSCheck removed.
- Paragraph 5.2 - "Form" has been replaced by "document"
- Paragraph 4.7 - addendum in respect of previous information concerning redirecting and DNSSEK
- Adjustment in paragraph 9 concerning locked domain names reserved for specific organisations or types of organisation (applies to .se top level domain).
- Linguistic adjustments

Appendix 8 - EPP Rules, Policies and Protocol Description

- New numbering
- Removed mention about extra info in 6.5 being returned for only sponsoring client
- Changed to new logo
- Added 8.2 about changing address on a host object with glue records
- Added contact detail description of fields (regarding .nu)

Appendix 9 - IIS Integrity Policy for Registrars

- New appendix

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Referral responses shall be sent to remissvar@iis.se no later than October 20, 2017.

For questions about the referral, please send an email to registry@iis.se.

More information about the administration of the new agreement, including signing will be available later.

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REGISTRY - REGISTRAR AGREEMENT
For the top-level domains .se and .nu

(The Swedish version of the Registry-Registrar agreement shall prevail)

1   THE PARTIES

1.1   Stiftelsen för Internetinfrastruktur / The Internet Infrastructure Foundation, corporate identity no. 802405-0190, Box 92073, 120 07 STOCKHOLM.

1.2   [THE COMPANY'S/ORGANISATION'S NAME], [CORPORATE IDENTITY NO.], [ADDRESS].

2   BACKGROUND

2.1   The Internet serves as an important social function in Sweden and in other countries. One of the preconditions for a well-functioning Internet is the addressing system and an important element for addressing on the Internet is the system with domain names.

2.2   The Foundation is an independent public interest foundation that is listed in the IANA database of country code top-level domains as a Sponsoring Organization for the top-level domain .se. The administration of the top-level domain .se is regulated in the provisions of the Swedish Top-level Domains Act (2006:24). Since September 2013, the Foundation is also responsible for the operation and administration of the top-level domain .nu. The Foundation is responsible for, administers and manages the Domain Name Registers. The Foundation collaborates with certified Registrars regarding the registration and administration of Domain Names. This collaboration can refer to either the top-level domain .se, the top domain .nu or both top domains.

2.3   The Registrar fulfills the requirements established to become a certified Registrar and the Registrar has qualified staff who have all completed the Foundation's self-study material. A certified Registrar is entitled to charge for and perform Registration Services through the technical interface provided by the Foundation via the protocol EPP.

2.4   The parties shall proactively work to perform Registration Services and the parties' primary and joint objective is to have satisfied Domain Holders. The Registrar must always act in a manner that is in accordance with the assignment as a certified Registrar.

.se v. 2018yyyy

2.5 The Foundation and the accredited Registrars collaborate in the aim of jointly pursuing the positive development of the Internet in Sweden for the benefit of users and society at large. This is predicated on long-term partnerships based on shared norms and values, systematic and risk-based information security work as well as a high standard of business ethics both in business transactions among the parties and in relations with third parties, particularly the Domain Holders.

2.6 The Foundation's cooperation with the Registrars will be conducted and governed in accordance with the terms and conditions in this Agreement. All Registrars have identical agreements with the Foundation.

3   DEFINITIONS, ETC.

3.1   **Definitions**

3.1.1   'Agreement' refers to this agreement, including all appendices which are published on www.iis.se/registryagreement.

3.1.2   'Agreement date' refers to the date when the parties signed this Agreement.

3.1.3   'Authorization Code' refers to the single-use password that, where applicable, is created for the registered Domain Name.

3.1.4   'DNSSEC' refers to Domain Name System Security Extensions. This is an extension of the DNS system and is intended to improve security.

3.1.5   'Domain Name' refers to a domain name that has been assigned under the top-level domain .se and/or the top-level domain .nu.

3.1.6   'Domain Name Register' refers to the register containing all the Domain Names under the top-level domain .se and/or top-level domain .nu that is administered by the Foundation.

3.1.7   'Domain Holder' refers to the natural person or legal entity that is applying for or is registered as the Domain Holder of the Domain Name.

3.1.8   'DS records' refers to delegation posts for DNSSEC.

3.1.9   'Registrar' refers to a commercial enterprise that has been certified as a Registrar by the Foundation in accordance with this Agreement.

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3.1.10   'Registration Services' refers to the services that the Registrar shall offer Domain Holders according to paragraph 6.1 below.

3.1.11   'Terms and Conditions of Registration' refers to the terms and conditions that are provided by the Foundation, and that may be amended at any time by the Foundation, and that the Registrar undertakes to apply in relation to all Domain Holders.

3.1.12   'The Foundation' refers to the Internet Infrastructure Foundation / Stiftelsen för Internetinfrastruktur.

3.2   **Appendices**

The following appendices are included in the Agreement:

Appendix 1, General requirements for Registrars
Appendix 2A, Terms and conditions relating to registration of .se-domains
Appendix 2B, Terms and conditions relating to registration of .nu-domains
Appendix 3, Controller of personal data agreement
Appendix 4, Fees and payment terms
Appendix 5, Identification of Domain Holders
Appendix 6, Annual control of the Domain Holder's contact details
Appendix 7, Routine description of Registration Services
Appendix 8, EPP Rules, Policies and Protocol description
Appendix 9, IIS Integrity policy for Registrars

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If any information or provisions in the appendices contravenes the information or provisions in the Agreement, the Agreement's stipulations supersede the appendices and the stipulations in the appendices supersede one another in numerical order.

4   GENERAL

4.1   **Purpose of the Agreement**

When entering into this Agreement, the Registrar becomes certified and is granted the right to, upon request from the Domain Holder, perform Registration Services in accordance with the terms and conditions in this Agreement. This Agreement does not entitle nor authorize the Registrar to administer the Domain Name Registers.

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4.2 Non-exclusive rights

The rights that the Registrar are awarded according to this Agreement are non-exclusive and do not restrict the Foundation's right to certify other Registrars or to provide Registration Services under its own name for the top-level domain .se.

4.3 The Foundation's trademark and distinguishing features

The Registrar is only entitled to use the Foundation's trademarks and other distinguishing features in accordance with the instructions as applicable at any time published on the Foundation's website for Registrars.

5 GENERAL REQUIREMENTS

5.1 General requirements for Registrars

For the duration of the Agreement, the Registrar must satisfy the Foundation's general requirements as stated in Appendix 1.

5.2 Usage of the expression "By IIS certified Registrar"

After the Agreement Date, and for the duration of the Agreement, the Registrar may call itself "By IIS certified Registrar" or other term indicated by the Foundation.

6 REGISTRATION SERVICES

6.1 The Registrar shall offer Domain Holders the following Registration Services, for which the Registrar is entitled to determine and charge a fee:

(i) New registration of Domain Names

The Registrar undertakes, upon request from the Domain Holder, to make a new registration of a Domain Name under the top-level domain .se and/or the top-level domain .nu.

(ii) Renewal of Domain Names

The Registrar undertakes, upon request from the Domain Holder, to renew the registration period for the Domain Holder's Domain Name, with the exception of what is set out in paragraph 7.7.

(iii) Updating of contact information

The Registrar undertakes, upon request from the Domain Holder, to update the contact information relating to the Domain Holder in accordance with paragraph 9 of this

Agreement and at the Domain Holder's express request, to publish the Domain Holder's personal data on the Foundation's domain name search engine (WHOIS).

(iv) Administration of name servers

The Registrar undertakes, upon request from the Domain Holder, to add, remove or change name servers for a Domain Name.

(v) Assignment of Domain Names

The Registrar undertakes, upon request from the surrendering Domain Holder, and on condition that the recipient Domain Holder has approved the Terms and Conditions of Registration and has provided the information specified in paragraph 9.1, to perform the assignment of a Domain Name.

The Registrar shall promptly, and no later than within five working days from when the conditions for the assignment have been fulfilled, assign the Domain Name to a new Domain Holder.

The assignment of a Domain Name means that the recipient party becomes the new Domain Holder and replaces the Domain Holder that was previously registered.

(vi) Change of Registrar

The Registrar undertakes, upon request from the Domain Holder, to assist with the transfer of the administration of the Domain Holder's domain name from one Registrar to another.

The surrendering Registrar shall, upon request from the Domain Holder, ensure that a unique Authorization Code is created for the Domain Name that the Registrar administers on behalf of the Domain Holder. The surrendering Registrar shall promptly, but no later than within five working days after the request, provide the Domain Holder with the Authorization Code. If the surrendering Registrar does not provide the Authorization Code within five working days, the Foundation is entitled to obtain the Authorization Code and pass it on to the Domain Holder.

The surrendering Registrar is responsible for ensuring that the Authorization Code is transferred to the Domain Holder in a secure manner, and the Registrar is always obliged to provide the Authorization Code upon request from the Domain Holder.

Before the Registrar is changed, the recipient Registrar shall inform the Domain Holder in cases where the change affects the Domain Holder's DS records.

On its website, the Registrar shall provide clear information about the Domain Holder's right to change Registrar.

A fee for the Registration Service change of Registrar may not be charged by the surrendering Registrar.

(vii) **Deregistration of Domain Names**

The Registrar undertakes, upon request from the Domain Holder, to deregister the Domain Holder's Domain Name.

(viii) **Management of DS records**

The Registrar undertakes, upon request from the Domain Holder, to add, remove or change DS records, regardless of the name server operator.

In the event that the Registrar serves as the name server provider for a Domain Holder's Domain Name, the Registrar is entitled, without the request of the Domain Holder, to add, remove or change specified DS records for these Domain Names.

The Foundation retains the right to change, remove or refrain from publishing DS records provided, if the Foundation is of the view that these cause, or may cause, serious operational disruption.

6.2 From time to time, the Registrar shall change its range of Registration Services in accordance with the Foundation's directives.

7 PERFORMANCE OF REGISTRATION SERVICES

7.1 The Registrar shall perform Registration Services via the technical interface EPP and in accordance with the terms and conditions in this Agreement.

7.2 Registration Services must be performed under the Registrar´s own account with the Foundation.

7.3 The Registrar must register and renew Domain Names for the registration period for which the Domain Holder has applied.

7.4 Unless specified otherwise in the Agreement, the Registrar shall only perform Registration Services upon the explicit request of the Domain Holder. The Registrar shall not perform the Registration Services requested by the Domain Holder unless the Domain Holder has approved the Terms and Conditions of Registration and provided

necessary information. However, the Registrar is entitled to refuse to perform the requested Registration Service if the Domain Holder has not paid for such Registration Service.

7.5   Before performing Registration Services, the Registrar shall verify that it is the Domain Holder that has requested the Registration Service. This shall be verified in accordance with Appendix 5.

7.6   When the Registrar has received a request from the Domain Holder to perform Registration Services, the Registrar shall promptly perform Registration Services and, no later than within five working days after receiving a decision concerning the Registration Services from the Foundation, inform the Domain Holder of this decision.

7.7   **Registrar's termination of the agreement with the Domain Holder**

If the Registrar has reserved this right in the agreement with the Domain Holder, the Registrar may, with at least three months notice, terminate the agreement with the Domain Holder by the date on which the registration period expires. The termination must be made in writing and clearly specify (i) that the agreement with the Domain Holder is being terminated after the end of the registration period, (ii) that the Domain Holder must select a new Registrar, (iii) how the Domain Holder transfers Registrars, (iv) that the Foundation, pursuant to paragraph 19.2, will serve as the temporary registrar and, *for Domain Names under the top-level domain .se,* that .SE Direkt will become their standard Registrar unless the Domain Holder selects a new Registrar on their own.

On the date of termination, the Registrar must also inform the Foundation of the termination in writing.

7.8   **Obstacles to the performance of Registration Services in Dispute Resolution**

The Registrar shall perform or undertake not to perform Domain Name Registration Services under the top-level domain .nu caused by a dispute resolution procedure that is handled in accordance with paragraph 10.3.

8   **ENCODING OF INTERNATIONALISED DOMAIN NAMES**

The Registrar shall, in accordance with Appendix 8, re-encode the Domain Name chosen by the Domain Holder to a corresponding ACE-coded domain name. Only the re-encoded Domain Name for Registration Services shall be given via the technical interface EPP. The Registrar's re-encoding is not considered to constitute an

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impermissible change of the Domain Holder's information. The Foundation does not check that the ACE-coded domain name corresponds with the Domain Name chosen by the Domain Holder.

9 INFORMATION ABOUT THE DOMAIN HOLDER

9.1 When a Domain Holder applies for a new registration of a Domain Name, the Registrar shall request the following information from the Domain Holder:

(i) full Company name and contact person or, if a private individual, their first and last name,

(ii) corporate identity number or personal identification number.
For Domain Names under the top-level domain .nu, another unique identification information can be used instead for foreign Domain Holders.

(iii) postal address,

(iv) phone number, and

(v) e-mail address.

The Registrar undertakes not to perform any Registration Services requested by the Domain Holder until the Domain Holder has provided this information.

9.2 The Registrar is responsible for ensuring that the information about the Domain Holder that is submitted to the Domain Name Registry is complete and correct.

9.3 The Registrar shall, in an appropriate manner, verify the accuracy of the information that the Domain Holder is obliged to provide according to paragraph 9.1. The Registrar shall subsequently regularly ensure that this information is complete and correct by annually checking the Domain Holder's information in accordance with Appendix 6.

9.4 For new registrations, the Registrar shall immediately submit the information to the Foundation that the Domain Holder has provided in accordance with paragraph 9.1. The

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Registrar must subsequently ensure that the Foundation is immediately notified of any changes to the Domain Holder's information.

10 TERMS AND CONDITIONS FOR REGISTRATION AND DISPUTE RESOLUTION POLICY

10.1 In the contractual relationship with the Domain Holder, the Registrar undertakes to apply the prevailing Terms and Conditions of Registration as provided by the Foundation. The Registrar shall keep these accessible on its website, presented separately from the Registrar's own contractual terms and conditions (if any), and provide a link to the Foundation's website.

10.2 The Terms and Conditions of Registration applicable on the Agreement Date are shown in Appendix 2. The Registrar is not entitled to change the content of the Terms and Conditions of Registration in any way, and the Registrar shall ensure that the Terms and Conditions of Registration have precedence over any other contractual terms and conditions that may be applicable between the Registrar and the Domain Holder.

10.3 The Registrar undertakes, in relation to disputes between Domain Holders and third parties regarding a Domain Name *under the top-level domain .nu,* to apply the Foundation's dispute resolution policy as applicable at any given time.

11 DOCUMENTATION, ETC.

11.1 The Registrar shall document that every Domain Holder has approved the Terms and Conditions of Registration that apply at the time the Registration Service is performed. The Registrar shall, upon request from the Foundation, and without unreasonable delay, provide the Foundation with documentation that verifies that the Domain Holder has approved the Terms and Conditions of Registration.

11.2 The Registrar shall document all procedures applied when Registration Services are performed.

11.3 The Registrar shall file and store applicable agreements with Domain Holders relating to Registration Services, and other documents and electronic files relating to Registration Services, in a secure and orderly manner that provides an acceptable level of protection from the perspective of fire and security.

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11.4   The Registrar shall ensure that back-up copies are regularly made of the information stated in paragraph 11.3. The back-ups shall be stored in a secure manner, kept separate and must be able to be re-created when necessary.

11.5   The Registrar shall retain the information stated in paragraph 11.3 for the duration of this Agreement, and the information shall be promptly provided to the Foundation upon request.

11.6   Removal of agreements, documents and material under paragraph 11.3 may be done ten years from the performance of the Registration Service.

11.7   The Registrar shall, upon request from the Foundation, provide the Foundation with such information and documentation that the Foundation reasonably considers necessary in order to monitor the Registrar's compliance with this Agreement.

11.8   The Foundation is entitled, during ordinary office hours and after giving reasonable notice, to access to the Registrar's premises in order to control the Registrar's compliance with this Agreement.

11.9   The Foundation shall perform the controls described in paragraph 11.7 and 11.8 so as to not disrupt the Registrar's operations beyond reasonable limits in consideration of the purpose. The control must also be performed in consideration of the Registrar's confidentiality requirements, meaning that the necessary confidentiality agreement can be produced, upon the Registrar´s request.

12   MANAGEMENT OF PERSONAL INFORMATION

12.1   The Registrar shall always act in a manner that conforms to the controller of personal data agreement (Appendix 3) and pay due consideration to the Domain Holder's personal integrity by only managing personal information in a manner that is consistent with the applicable legislation.

12.2   The Foundation is the data controller for the processing of personal data provided by the Registrar, for example the Registrar´s contact persons. The processing is in accordance with the IIS Integrity Policy for Registrars´personal data, Appendix 9.

13   INFORMATION AND UPDATES FROM THE FOUNDATION

The Registrar shall ensure that each Domain Holder is promptly provided with any information sent out by the Foundation to the Registrar and that the Foundation has explicitly stated is to be forwarded to the Domain Holder.

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14   **GENERAL RULES OF APPROPRIATE CONDUCT**

14.1   **Ban on warehousing etc.**

In the capacity as a certified Registrar, the Registrar may only perform Registration Services in accordance with this Agreement and not in the aim of, independently or through third parties, holding, trading or leasing Domain Names. However, this ban does not prevent the Registrar from holding Domain Names related to the Registrar's business operations.

14.2   **Ban on overloading etc.**

The Registrar may not overload the Foundation's network, prevent the Foundation from providing its services (for instance via Distributed Denial of Service (DOS) attacks) or engage in any other activities that may threaten the operation or the stability of the .se-zone and/or the .nu zone.

14.3   **Ban on violations of instructions etc.**

The Registrar may not, directly or indirectly via technical or other procedures, attempt to violate or to circumvent special directives issued by the Foundation from time to time, intentionally use misconfigurations, bugs in software programs or other deficiencies in procedures and software programs that are used by the Foundation, or act in some other way that cannot be regarded as compatible with the duties as a certified Registrar.

14.4   **Sub registrars**

The Registrar is entitled to appoint sub-registrars that are entitled, on behalf of the Registrar, to accept tasks relating to Registration Services from Domain Holders that are then performed by the Registrar via the technical interface EPP and on the Registrar´s own Registrar account. The Registrar is wholly responsible, in relation to the Foundation, for the actions of sub registrars relating to Domain Names and Registration Services.

15   **THE FOUNDATION´S UNDERTAKINGS**

15.1   The Foundation shall, no later than within five working days from when the Registrar performed the Registration Services via the technical interface EPP, confirm to the Registrar if the Registration Service has been performed in accordance with the request.

15.2 The Foundation shall provide a customer service function for the Registrar. The Foundation shall give the e-mail address, telephone number and postal address of the Foundation's customer service. The Foundation shall immediately inform the Registrar of any changes to this information.

15.3 The Foundation undertakes to offer a special service for Registrars who, when making the request, are unable to perform certain Registration Services through the technical interface EPP. The service entails that the Foundation performs Registration Services on behalf of the Registrar in exchange for a separate fee.

15.4 The Foundation undertakes to keep the Agreement, directives, procedures, documents and technical specifications available on the Foundation's website for Registrars.

15.5 In the event of changes to Appendix 8, the Foundation undertakes to inform the Registrar at least six months before the change comes into effect. However, if there are special reasons, the Foundation may implement the change on shorter notice.

15.6 The Foundation undertakes to provide a trademark showing that the Registrar is a certified Registrar. The Registrar may use the trademark for the period that it is a certified Registrar.

15.7 The Foundation shall, without cost, provide self-study material to the Registrar.

15.8 The Foundation shall apply systematic security procedures in line with the requirements in the Swedish Top-level Domains Act (2006:24) relating to policy, responsibility and organization.

15.9 Throughout the duration of the agreement, the Foundation shall take out necessary liability insurance for its business activity that covers the Foundation's undertakings according to this Agreement.

15.10 The Foundation undertakes to issue, manage and use encryption keys and signatures for the Foundation's signing of the .se-zone and/or the .nu zone according to procedures and terms and conditions described in the applicable DNSSEC Policy and Practice Statement, DPS, which is published on www.iis.se.

15.11 Where applicable, the Foundation undertakes to, in accordance with this Agreement publish DS records given by the Domain Holder in the .se-zone and/or the .nu zone together with other information pertaining to the Domain Name.

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16 FEES AND PAYMENT TERMS

16.1 The fees and payment terms are shown in Appendix 4.

16.2 From time to time, the Foundation may change the fees and payment terms shown in Appendix 4, and shall inform the Registrar about any changes at least 30 days before the new fees and payment terms come into force.

17 DAMAGES

17.1 The Registrar shall compensate any direct or indirect damage that the Registrar, or the sub-registrar contracted by the Registrar, causes the Foundation through violation of this Agreement or that in any other way is attributable to the Registrar's performance of Registration Services under this Agreement. However, the liability to pay compensation is limited to an amount corresponding to ten times the base amount according to the Swedish Social Insurance Code (2010:110). The Foundation may submit a claim according to the above only if the Foundation has notified the Registrar no later than 30 days after the Foundation has become aware of or should have become aware of the basis for the claim.

> **Borttaget:** Indirect damage refers for example to loss of profit, reduced turnover and liability towards third party.

17.2 The Foundation shall compensate such direct damage that the Foundation causes to the Registrar as a result of violation of this Agreement, but the amount is limited to an amount corresponding to three times the base amount according to the Swedish Social Insurance Code (2010:110). The Registrar may submit a claim according to the above only if the Registrar has notified the Foundation no later than 30 days after the Registrar has become aware of or should have become aware of the basis for the claim.

17.3 The limitation of liability as described in paragraphs 17.1 and 17.2 do not apply in cases where the damage was intentional or the result of gross negligence.

> **Borttaget:** to the amount

18 SANCTIONS

18.1 **Warning**

If the Foundation is of the view that the Registrar has failed to fulfill its obligations according to the Agreement, the Foundation may issue a warning and request that the Registrar take corrective action. If the Registrar has not rectified the situation within 30 days, the Foundation is entitled to suspend the Registrar in accordance with paragraph 18.2 or terminate the Agreement with immediate effect in accordance with paragraph 18.3.

18.2   **Suspension**

If the Foundation is of the view that the Registrar has seriously failed to fulfill its obligations according to the Agreement, including but not limited to failure to pay past-due invoices from the Foundation, or shows other clear signs of insolvency, or does not take corrective action to rectify the situation after receiving a warning in accordance with paragraph 18.1, the Foundation may suspend the Registrar from registering new Domain Names for a period of up to 30 days. The suspension also applies to registering new Domain Names through other Registrars. If the Registrar has not taken corrective action within these 30 days, the Foundation is entitled to terminate the Agreement with immediate effect in accordance with paragraph 18.3.

18.3   **Termination**

18.3.1   Each party is entitled to terminate the Agreement with immediate effect if:

(i)   the other party significantly violates its obligations under this Agreement. The circumstance under which a warning or suspension is already outstanding does not prevent the Foundation from terminating the Agreement in accordance with this paragraph.

Borttaget: The

Borttaget: ;

(ii)   the other party has cancelled payments, initiated composition proceedings, entered into liquidation, filed for bankruptcy or indicated other signs of insolvency.

Borttaget: The

18.3.2   The Foundation also has the right to terminate the Agreement with immediate effect if:

(i)   The Registrar does not take corrective action according to the provisions in paragraph 18.1 and/or 18.2, or violates the ban on conducting new registrations under paragraph 18.2.

Borttaget: ;

(ii)   The Registrar violates paragraph 14.1.

19   CESSATION OF REGISTRAR AGREEMENT

19.1   On cessation of this Agreement, the Registrar shall immediately provide the Foundation, and/or another party that the Foundation assigns, the information shown in paragraph 11.3 and, upon request from the Foundation, all other information relating to the Domain Holders and the Registration Services.

19.2   According to the Terms and Conditions of Registration, the following shall apply on the cessation of this Agreement.

For Domain Names under the top-level domain .se:

(i)   The Foundation becomes the temporary registrar for a period up to four months (the 'Protective Period') from the date on which the Agreement ceases.

(ii)   The Domain Holder shall choose a new Registrar during the Protective Period,

(iii)   If the Domain Holder refrains from choosing a new Registrar during the Protective Period, the Foundation's registrar, .SE Direkt, automatically becomes the standard Registrar. As standard Registrar, .SE Direkt is entitled to charge fees according to the applicable price list, and .SE Direkt's other terms and conditions will be applicable between the parties (see www.sedirekt.se).

For Domain Names under the top-level domain .nu:

(i)   The Foundation becomes the temporary registrar from the date on which the Agreement ceases and no later until the end of the registration period.

(ii)   The Domain Holder shall choose a new Registrar during the period the Foundation is the temporary registrar,

(iii)   If the Domain Holder refrains from choosing a new Registrar, the Domain Name will be Deactivated and deregistered at the end of the registration period.

20   FORCE MAJEURE

If a party is prevented from fulfilling its undertakings according to this Agreement due to circumstances over which the party has no control, such as lightning strikes, labor conflicts, fires, expropriation or decisions of governmental authorities, or error or delays in services from sub-suppliers due to a circumstance that has been stated here, this shall constitute grounds for freedom from liability and other possible consequences. If a party is significantly prevented from fulfilling its undertakings for a period longer than 30 days due to circumstances stated above, either party may terminate the Agreement without liability to pay damages.

21 CHANGES IN THE TERMS AND CONDITIONS

21.1 The Foundation has the unilateral right to alter the terms and conditions in this Agreement from time to time, including changes in the Appendices.

21.2 The Foundation shall notify the Registrar regarding every change as described above at least 30 days prior to it coming into effect, except in the event of changes in accordance with paragraph 15.5. In the event of the Registrar choosing not to accept the revised terms and conditions, the Registrar may terminate the Agreement as of the day the new terms and conditions come into effect.

22 ASSIGNMENT OF THE AGREEMENT

22.1 The Foundation is entitled to assign its rights and obligations according to this Agreement, and The Foundation shall inform the Registrar of such assignment.

Borttaget: the

22.2 The Registrar is only entitled to assign its rights and obligations according to this Agreement to another certified Registrar. In the event of such an assignment, the new Registrar shall contact all existing Domain Holders who are affected by the assignment and inform them that their Registrar has changed. The new Registrar must, at the same time, unconditionally give the Domain Holder a reasonable opportunity to change Registrars under paragraph 6 (vi).

Borttaget: approved Registrar.

23 COMMUNICATION BETWEEN THE PARTIES

Communication relating to this Agreement shall be submitted in written form to the e-mail address and/or the postal address most recently supplied by the party. The parties shall sign the e-mail electronically according to the technical standard that the Foundation notifies from time to time. Each party is responsible for immediately notifying any address changes to the other party. Written communication sent by mail shall be considered to have reached the recipient inside Sweden within three calendar days of being sent and, for recipients outside Sweden, ten calendar days from when it was sent. Communications that are sent electronically shall be considered to have reached the recipient immediately.

Borttaget: , such as e-mails or faxes,

24 AGREEMENT AND DURATION OF THE AGREEMENT

24.1 This Agreement comprises the parties' comprehensive governing document concerning all matters addressed by the Agreement. This Agreement replaces previous Registry Registrar agreements between the parties.

24.2   The Agreement comes into effect on the date it is signed by both parties and applies until further notice.

24.3   Either party is entitled to terminate the Agreement in writing with a period of notice of three months, calculated from the date on which the notice of termination is sent.

25   DISPUTES

Any dispute or conflict resulting from this Agreement shall be filed at Stockholm District Court. Swedish law shall apply to this Agreement.

_____

This Agreement has been prepared in two identical copies, with each party taking one copy.

City and date   City and date

_____   _____
Signatory for the Internet Infrastructure Foundation   Signatory for [Registrar]

_____   _____
Print name and title   Print name and title

Identification of Domain Holders

Appendix 7, Discontinued

Appendix 8,

APPENDIX 1 – GENERAL REQUIREMENTS FOR REGISTRARS

(The Swedish version of this appendix shall prevail)

THE FOUNDATION'S GENERAL REQUIREMENTS FOR BEING A CERTIFIED REGISTRAR

As long as the Agreement remains between the parties, the Registrar shall at all times fulfil the following requirements:

1 BUSINESS ENTERPRISE

The Registrar shall be a business enterprise and be registered for corporate taxation, F-tax certificate or an equivalent document, (applies to Registrars in other countries than Sweden).

2 THE REGISTRAR'S BUSINESS ACTIVITY AND EXPERTISE

The Registrar shall have the necessary technical and administrative resources, including personnel resources, to be able to carry out its undertakings and responsibilities as a certified Registrar.

The Registrar is responsible for having the expertise necessary to be able to carry out Registration Services with the help of the technical interface as instructed by the Foundation from time to time.

3 THE REGISTRAR'S CONTACT INFORMATION

The Registrar shall provide a corporate identity number (or the equivalent for foreign Registrars), company name, e-mail address, telephone number and postal address where the Foundation can send messages/notifications and is able to contact the Registrar at any time. The Registrar is obligated to immediately notify the Foundation of any changes in this information.

4 INFORMATION

Information about the Foundation and the Registrar's business activity shall be accessible on the Registrar's website.

The Registrar shall use the symbol as instructed by IIS on its website where information relating to the Foundation is available.

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Borttaget: for the top-level domain .nu .

Borttaget: .

Borttaget: BEING

Borttaget: While

Borttaget: is effective

Borttaget: must

Borttaget: comply with

Borttaget: an

Borttaget: <#>TECHNICAL EXPERTISE . ... [1]

Borttaget: <#> AND USAGE OF THE REGISTRAR SYMBOL

Borttaget: Registrar

Borttaget: (logotype)

Borttaget: there is

Borttaget: related

Borttaget: .

5 CUSTOMER SERVICE FUNCTION

The Registrar shall provide a customer service function that allows the Domain Holder to engage in dialogue with the Registrar.

6 SECURITY

The Registrar shall apply systematic and risk based procedures to its security work in terms of policy, liability and organisation, and ensure that it has the technical solutions in place, for instance in order to handle protective information in a secure way and store backs-up of relevant data in accordance with the Swedish Top-level Domains Act (2006:24).

The Registrar shall have procedures in place for managing incidents, reporting and an action plan in the event of an interruption or a crisis.

7 LIABILITY INSURANCE

Throughout the term of the agreement, the Registrar shall maintain a liability insurance necessary for its activities as a Registrar covering the Registrar's undertakings in accordance with this Agreement.

8 OBLIGATORY FUNCTIONALITY TEST

The Registrar must have carried and passed a functionality test against the Foundation's test system for EPP.

9 TRAINED EMPLOYEE

The Registrar must have at least one employee who has undergone training in the form of the Foundation's self-study material which is made available via the Foundation's website for Registrars. The Foundation annually also offers a non-mandatory training for the Registrar's employees but this is not to be considered a substitute for the self-studies.

TECHNICAL EXPERTISE

The Registrar shall have the technical competence required to execute the Registration Services using the technical user-web interface that the Foundation notifies from time to time.

´s EPP-interface.

APPENDIX 3 – PERSONAL DATA ASSISTANT AGREEMENT

For the topplevel domain .se and/or .nu

(In the event of any conflict the Swedish version of the appendix 3 – personal data assistant agreement shall prevail)

1 BACKGROUND

1.1 The purpose of this agreement is to satisfy the applicable personal data legislation, which states that there must be a written agreement regarding the personal data assistant's processing of personal data on behalf of the personal data supervisor.

1.2 the Foundation is Personal Data Supervisor and the Registrar is Personal Data Assistant.

1.3 Definitions stated in the Registry-Registrar agreement are applicable also in this agreement.

2 PERSONAL DATA ASSISTANT'S COMMITMENTS

2.1 In addition to what is otherwise stated in this agreement, it is incumbent upon the Personal Data Assistant to

(a) only process Personal Data in accordance with applicable Personal Data legislation;

(b) only process Personal Data for the purposes determined by the Personal Data Supervisor;

(c) only process Personal Data on behalf of the Personal Data Supervisor in accordance with this agreement and the Personal Data Supervisor's instructions;

(d) answer without delay all questions from the Personal Data Supervisor regarding the processing of Personal Data, as well as being helpful in matters concerning the rights of the data subject;

(e) at the request of the Personal Data Supervisor, provide a list of the locations at which the Personal Data is being and may be processed;

(f) implement appropriate technical and organisational measures to protect the personal data being processed. The measures must meet a level of security appropriate in terms of the technical possibilities available, how much it would cost to implement the measures, the specific risks associated with processing personal data and how sensitive the personal data being processed is;

(g) refer to the Personal Data Supervisor without delay if a third party requests information from the Personal Data Assistant regarding the processing of Personal Data, unless such disclosure is unlawful and subject to penalty (e.g. to preserve confidentiality in a criminal investigation);

(h) inform the Personal Data Supervisor without delay if the Personal Data Assistant discovers successful cases of, or attempts at, unauthorised access to Personal Data;

(i) permit, at the request of the Personal Data Supervisor, an inspection of the facilities at which the Personal Data is being processed, in order to ensure that it is being processed in accordance with this agreement. The inspection shall be carried out by the Personal Data Supervisor or by the person(s) appointed by the Personal Data Supervisor, provided that they are bound by a confidentiality agreement;

(j) disclose, at the request of the Personal Data Supervisor, and without delay, the information regarding the Personal Data that is being processed that the Personal Data Supervisor requests; and

(k) not transfer the Personal Data to a Third Country without written approval from the Personal Data Supervisor.

2.2 The Personal Data Assistant is not entitled to special remuneration for the measures specified in this agreement.

2.3 The Personal Data Assistant may appoint a sub-assistant to process Personal Data. Each sub-assistant has the same obligations as the Personal Data Assistant. If the Personal Data Assistant appoints a sub-assistant, the Personal Data Assistant must notify the Personal Data Supervisor accordingly and obtain a written prior authorization from the Personal Data Supervisor. If a sub-assistant is appointed, the Personal Data Assistant shall sign an agreement with the sub-assistand which imposes the same obligations as stated in this agreement.

The Personal Data Assistant takes full responsibility for the sub-assistant's fulfilment of the obligations under the terms of this agreement.

3 PROCESSES COVERED BY THE AGREEMENT

Unless otherwise specifically agreed in the instructions from the Personal Data Supervisor, the following apply:

Purpose of processing

The purpose of processing is to provide Registrations Services for Domain names and, upon request from the Domain Holder register and administer Domain names.

Processing

Personal Data that is transferred will be processed in the following way:

(a) Personal data will only be processed for the purposes specified above.

(b) The Personal Data Assistant shall not access or use the Personal Data for their own use.

(c) Personal Data may not be shared with a third party without the Personal Data Supervisor's express consent.

Types of Personal Data processed

The Personal Data processed is of the following nature:

Complete company name and contact person, or private person´s first and last name, personal identification number, postal address, phone number and email address.

4 AGREEMENT PERIOD AND TERMINATION

4.1 This agreement is valid for both parties from the date on which the parties enter the Registry-Registrar agreement and ceases to apply once the Registry-Registrar agreement ceases.

4.2 If the Personal Data Assistant does not comply with the terms of this agreement or the Personal Data Supervisor's instructions for processing Personal Data, the Personal Data Assistant must immediately notify the Personal Data Supervisor, at which point the Personal Data Supervisor is entitled to temporarily stop processing data, demand return, deletion or anonymisation of the Personal Data in accordance with paragraph 5, and/or completely terminate the agreement.

4.3 The provisions of paragraphs 5 and 6 shall continue to apply even after the termination of the agreement.

5 OBLIGATIONS AFTER TERMINATION

5.1 The parties agree that, immediately after the Personal Data Assistant has completed their assignment for the Personal Data Supervisor, the Personal Data Assistant shall return all Personal Data to the Personal Data Supervisor or, at the request of the Personal Data Supervisor, delete it, provided that the Personal Data Assistant is not prevented from doing so by legal requirements. If the Personal Data Supervisor decides that Personal Data should be deleted, the Personal Data Assistant must notify the Personal Data Supervisor once this has been done.

5.2 If the Personal Data Assistant is precluded from deleting or returning Personal Data, the Personal Data Assistant shall anonymise such Personal Data in a way that makes it impossible to recreate.

6 INDEMNITY AND LIABILITY

6.1 The Personal Data Assistant shall indemnify the Personal Data Supervisor in the event that the Personal Data Supervisor incurs damage as a result of the Personal Data Assistant's processing of Personal Data in a way that breaches this agreement or the Personal Data Supervisor's instructions.

7 CONFIDENTIALITY

7.1 The Personal Data Assistant hereby undertakes, without having first obtained the Personal Data Supervisor's written consent, to not directly nor indirectly use or disclose to a third party the Personal Data that the Personal Data Assistant has received in connection with, or arising from, this agreement.

7.2 However, the Personal Data Assistant's obligations as stipulated in paragraph 7.1 shall not apply to:

(a) the disclosure of information that is necessary as a result of a court or official order;

(b) the disclosure of information that is necessary as a result of applicable law, stock market rules or equivalent rules;

(c) information that the Personal Data Assistant can prove that they held before it was received by the Personal Data Supervisor; or

(d) information that is publicly known or comes becomes publicly known in any way other than via a breach of this agreement.

8 OTHER

8.1 The Personal Data Supervisor may change the contents of this agreement to the extent necessary to meet the requirements of applicable personal data legislation. Any such changes shall take effect no later than thirty (30) days after the Personal Data Supervisor has forwarded the notification of the change to the Personal Data Assistant. In the event that the Personal Data Assistant does not accept such a change, the Personal Data Supervisor is entitled to immediately terminate in writing all agreements with the Personal Data Assistant regarding the Personal Data Assistant's processing of Personal Data. In order to be binding, other changes to and additions to the agreement must be presented in writing and duly signed by each party.

APPENDIX 4 – FEES AND PAYMENT TERMS
for the top-level domains .se and/or .nu
(The Swedish version of this appendix shall prevail)

1   FEES

VAT will be added to all fees and payment shall be made on receipt of an invoice in accordance with the payment terms and conditions stated on the invoice.

1.1   Application fee

The Registrar must pay an application fee to the Foundation in the amount of SEK 10,000 at the time of application. A registrar who, at the time of signing this Agreement already is a Registrar for a top-level domain that is administered by the Foundation does not have to pay the application fee.

1.2   Administrative fee

The Registrar must pay an annual administrative fee of SEK 12,000 per top-level domain. Registrars who manage both top-level domains .se and .nu must pay an annual administrative fee of SEK 16,000 for both top-level domains.

An amount based on the Registrar's new registration volume during the past year will be deducted from the administrative fee, although not more than the administrative fee that was paid. The amount will be credited to the first invoice of the forthcoming year.

Registrars who manage both top-level domains (.se and .nu) and who, in the current year, have 160 (or more) new registrations will receive a discount of 100%. Registrars who manage one of the top-level domains (.se or .nu) and who, in the current year, have 100 (or more) new registrations will receive a discount of 100%.

Calculation example:
1 new registration = a deduction of SEK 100 from the administrative fee paid
160 or more new registrations = a deduction of SEK 16,000 from the administrative fee paid

1.3   Registration fee and renewal fees

The Registrar must pay a fee per registered Domain Name when making new registrations or renewing Domain Names.

v.2018yyyy

The registration period is between 12 and 120 months and the monthly fee is SEK 8,33. Accordingly, the lowest fee that can be paid is for 12 months (SEK 100) and the highest fee is for 120 months (SEK 1,000).

The fees will be invoiced by the Foundation on the first day of the month which follows after the registration or the renewal.

1.4 Other costs and fees

1.4.1 If the Registrar has been suspended from new registrations pursuant to clause 18.2 in the Registry-Registrar agreement, the Foundation is entitled to charge an administrative fee of SEK 5,000. The fee must be paid to the Foundation prior to the Registrar being permitted to register new Domain Names.

1.4.2 Other fees for administrative services as applicable at any given time performed by the Foundation at the request of the Registrar are stated on the registrar website.

Routine description

Registration Services for .nu

(The Swedish version shall prevail)

Version 2018yyyy

Borttaget: .SE
Routine

... [1]

1 New registration of domain names

1.1.　　Definition

A new registration of domain name entails that a registrar, at the request of a registrant, assumes responsibility for registering a new domain name with IIS. New registration of domain name is a registration service in accordance with the applicable registry-registrar agreement.

1.2.　　Conditions

New registration of domain names shall only take place at the holder's request following the receipt of a complete application.

A complete application is deemed to have been received when the registrar has obtained obligatory information from the holder and when these are complete and correct. The information that is obligatory in respect of the holder is shown in chapter 9 in the relevant registry-registrar agreement.

The holder shall also examine and approve current terms and conditions of registration for .nu. The registrar shall document that the holder has accepted the terms and conditions of registration in accordance with item 11.1 of the registry-registrar agreement.

1.3.　　Registration period

IIS offers the possibility to register a domain name for a period of 12-120 months. The registrar is, however, free to make the same offer to the holder with a minimum period of 12 months. In other words, it is perfectly possible to register a domain name for 18 months, for example.

The price for the registration is then a monthly rate of SEK 8.33 multiplied by 18 which is SEK 150 excluding VAT.

1.4.　　Exceptions, conditions and restrictions

This description of procedures does not cover technical details or exactly how a new domain name registration should be performed using EPP. This information is provided in the EPP manual, which is available on the registrar website.

The price is based on a monthly rate which, at the time of writing, is set at SEK 8.33. This entails, for example, that a 12-month registration costs SEK 8.33 x 12 = SEK 100 plus VAT. If a price change is made, it is not applicable retroactively, regardless of whether the price is raised or lowered. When the domain name expires and is to be renewed, the applicable price is the price that is in effect at that time.

The registrar shall register the domain name for the period which the registrant has selected.

1.5.   Flow chart – New registration of domain name
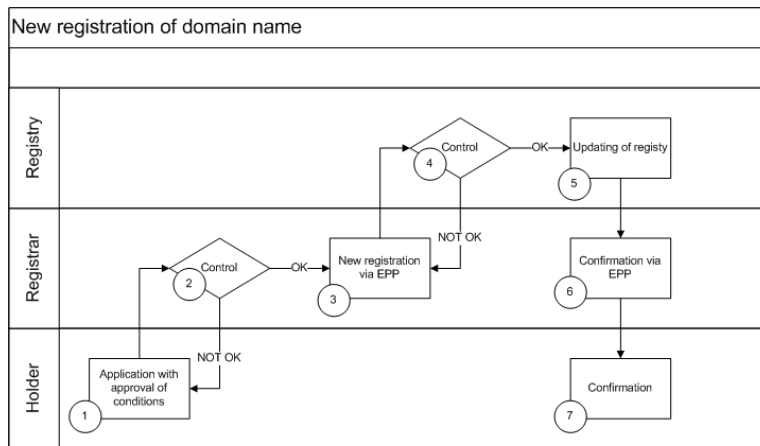
Figure 1: Flow chart – New registration of domain name

Step	Event
1.	The registrant contacts a registrar and requests registration of a new domain name, provides the mandatory information and approves the applicable terms of registration for .nu.
	The registrar shall provide the registrant with the opportunity to check and confirm the information provided before any order is placed. The registrar may not change the information after it has been confirmed by the registrant.
2.	The registrar checks that all mandatory information has been provided and that it is complete and correct. The registrar also documents that the registrant has accepted the terms of registration.
3.	Using EPP, the registrar carries out the registration service (domain create) against IIS. The EPP commands also include the registration period for which the registrant has chosen to register the domain name.
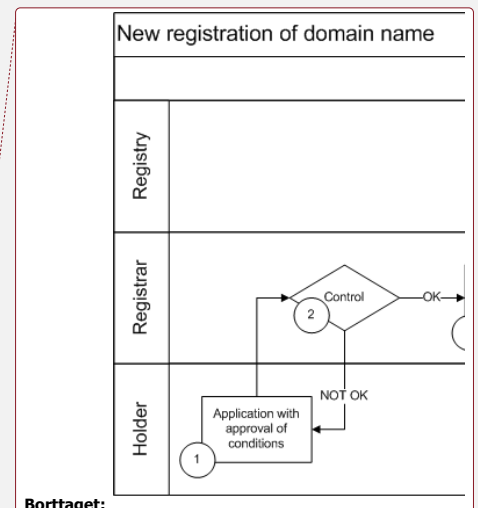
Borttaget:

Borttaget: .

Borttaget: .SE's

Borttaget: .

Borttaget: .

Borttaget: current

Borttaget: valid

Borttaget: .

Borttaget: .SE

The minimum period is 12 months (one year) and the maximum period is 120 months (ten years).

4.   IIS checks that the EPP commands are correct and that no mandatory information is missing.

If the EPP commands are not correct or if mandatory information is missing, IIS sends a response to the registrar using EPP. Usually, such responses are sent immediately, but they are sent a maximum of five (5) working days after IIS receives the request from the registrar.

5.   If the commands are correct and no mandatory information is missing, IIS updates the register with the new domain name and other information associated with the registration, including contact information and name servers etc.

6.   IIS confirms to the registrar that the new registration has been carried out. Usually, such confirmations are sent immediately, but they are sent within a maximum of five (5) working days after IIS receives the request from the registrar.

7.   The registrar confirms to the registrant that the new registration has been carried out. This confirmation shall take place as soon as possible, but not later than five (5) working days after IIS has confirmed the registration.

2 Renewal of domain names

2.1.   Definition

A domain name renewal entails that a registrar, at the request of a registrant, assumes responsibility for renewing the registration period for the registrant's domain name.

When the registration period for a domain name ends, it must be actively renewed for continued registration; otherwise, the domain name will be deregistered. A domain name can be renewed for a period of 12 to 120 months, where the minimum period is 12 months.

Accordingly, a domain name can be renewed for more than 12 months; for example, a registrar, at the request of a registrant, may choose to renew a domain for 18 months. The cost of the renewal is thus the monthly rate of SEK 8.33 multiplied by 18, which is equivalent to SEK 150 plus VAT.

Domain name renewals are a registration service in accordance with the applicable registry-registrar agreement.

Borttaget: .

Borttaget: .SE

Borttaget: .

Borttaget: .SE

Borttaget: .SE

Borttaget: .

Borttaget: .SE

Borttaget: .

Borttaget: .SE

Borttaget: .SE

Borttaget: .

Borttaget: .

Borttaget: .SE

Borttaget: .

Borttaget: 144

2.2. Conditions

Renewal of domain name is carried out by the registrar at the request of the registrant.

A domain with expire date June 28, 2017 will after the expire date be changed to status "Expired" for 10 days. If the domain name is not renewed during this 10 days the status will be change to "Deactivated" for 60 days, it can still be renewed during this 60 days but it will not be included in the zone file.

2.3. Exceptions, conditions and restrictions

This description of procedures does not cover technical details or exactly how a domain name renewal should be performed using EPP. This information is provided in the EPP manual, which is available on the registrar website.

When a domain name is renewed, its expiry date is moved forward for the number of months specified in conjunction with the renewal, for example, from June 28, 2017 to June 28, 2018 (12 months).

The price is based on a monthly rate which, at the time of writing, is set at SEK 8.33. This entails, for example, that a 12-month renewal costs SEK 8.33 x 12 = SEK 100 plus VAT. If a price change is made, it is not applicable retroactively, regardless of whether the price is raised or lowered. When the domain name expires, and is to be renewed, the applicable price is the price that is in effect at that time.

The registrar shall renew the domain name for the period which the registrant has selected.

IIS does not send out information every month about which domain names are about to expire. It is up to every registrar in their own systems to keep track of when domain names must be renewed. There is, however, a list on the website for the registrar with lists of domains about to expire which can be of use.

Renewals carried out after a domain name has expired are performed in the same manner as renewals for domain names carried out before expiry.

2.4. Domain name life cycle

The events documented below describes what happens during a domain name's life cycle.

Conditions for the following example: The domain name's expiry date is June 28, 2017.

Step	Event
1.	The final date on which a renewal can be carried out before the domain name expires is June 27. Thereafter, the domain name will be in the status "expired" for 10 days.

Borttaget: Januari 8, 2013

Borttaget: change

Borttaget: fil.

Borttaget: 2, 2012

Borttaget: 2, 2013

Borttaget: 96

Borttaget: .

Borttaget: cykle

Borttaget: cykle

Borttaget: July 2 2013.

Borttaget: .

Borttaget: July 1. If a renewal is **not** carried out before that

Borttaget: expires and is assigned

Borttaget: "Expired

Borttaget: , until July 11. .

2.	If no renewal is carried out, the domain name will be deactivated on July 8 (status "Deactivated"). This entails that the domain name is not included in the zone file distributed by IIS. This means, for example, that the website and e-mail addresses associated with the domain name will stop functioning. However, it is entirely possible to renew the domain name during the deactivation period.

3.	After the 60-day deactivation period, the domain name will be de-registered and placed in quarantine with the status "Quarantine". The domain name can no longer be renewed but will need to be registered again, which can be done after the quarantine period when the domain name is released. For more detailed information on the quarantine process, see the description of procedures for the release of domain names in section 8 in this document.

4.	The domain name is released for new registration 7 days later.

## 2.5.	Notes

Note 1: IIS invoices its registrars at the beginning of each month. Invoices include the new registrations and renewals of domain names that have occurred until the final day of the preceding month. If payment is delayed, interest will be applied in accordance with applicable legislation.

Note 2: By logging on to the registrar website, each individual registrar can access his or her invoice specifications from the date when IIS creates the invoice. Card payment is possible on the registrar website. The invoice will be sent by e-mail.

If no specific billing information is specified in the register, the invoice and invoice specification will be sent to the administrative email address provided by the registrar.

Borttaget:	a
Borttaget:	still not
Borttaget:	is
Borttaget:	11
Borttaget:	.SE
Borttaget:	connected

Borttaget:	.
Borttaget:	a
Borttaget:	is deregistered
Borttaget:	quarantined (
Borttaget:	"
Borttaget:	").
Borttaget:	then
Borttaget:	,
Borttaget:	must instead
Borttaget:	re-
Borttaget:	. However, re-registration
Borttaget:	only take place
Borttaget:	end of the
Borttaget:	.
Borttaget:	.
Borttaget: .SE	

Borttaget: .SE	
Borttaget:	The invoice will be sent by regular mail or e-mail and card
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Borttaget:	once the invoice has been created
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Borttaget:	an e-mail message
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2.6.   Flow chart – Renewal of domain names
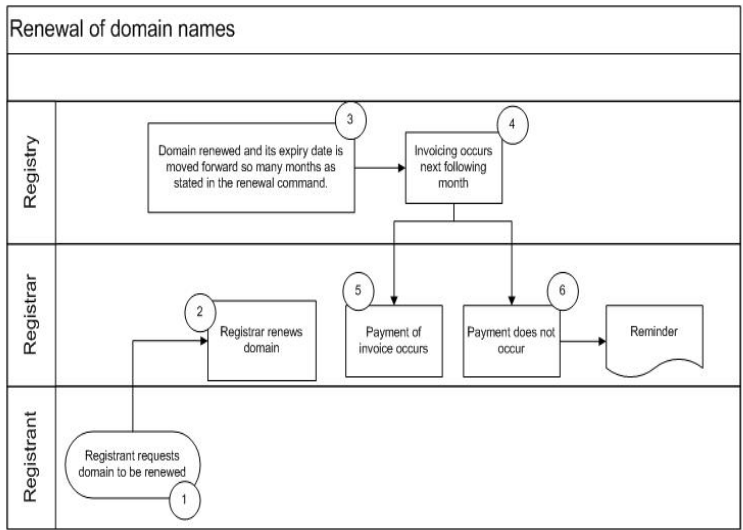
Figure 2: Flow chart – Renewal of domain names

Step	Event
1.	The registrant requests renewal of the domain name.
2.	The registrar requests renewal of the domain name by submitting the EPP command "renew" to JIS during the renewal period. To prevent the domain name from expiring, renewal must take place before the domain name's e expiry date.
	The EPP command must also specify the number of months or years for which the registrant has chosen to renew the domain name. The minimum period is 12 months (one year) and the maximum period is 120 months (ten years).
3 .	The renewal is registered in the system, and the domain name's expiry date is moved forward for the number of months specified in conjunction with the renewal, where the minimum is 12 months and the maximum is 120 months.
4.	At the beginning of each month, JIS creates supporting documentation for invoicing; see note 1 above. Renewals carried out after this period will
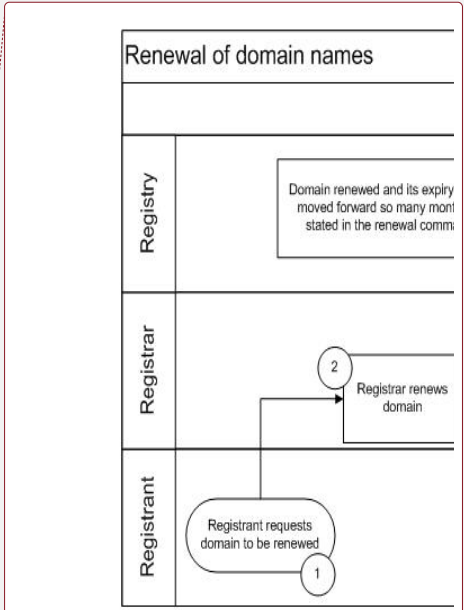
be included on the invoice immediately following. For invoice specifications, see note 2 above.

3 Updating of contact details

3.1. Definition

Updating of contact details means that a registrar undertakes, upon request by a holder, to ensure that his contact details are updated. The registrar also undertakes, upon the express request by the holder, to publish the holder´s personal data in WHOIS. Updating of contact details and publication in WHOIS for a holder is a registration service in accordance with the current registry-registrar agreement.

3.2. Conditions

Updating of contact details takes place at the request of the holder and may only be carried out by the registrar with whom the holder is registered.

It is the holder's contact details that shall be stated. The following details are obligatory:

- Company name and contact person for businesses, and first name and surname for private individuals, respectively.
- Organisation number for businesses and personal ID numbers for private individuals, respectively.
- Mailing address
- Telephone number
- Email address

When updating or creating a new holder, information on which details require in each fields are shown in the EPP manual.

3.3. Exceptions, conditions and restrictions

This routine description does not include the technical details or exactly how the updating of contact details is carried out via EPP. Information about this is to be found in the EPP manual, available on the registrar website.

Changes of contact details shall only be obtainable from the person who has requested the updating. This shall take place in accordance with current instructions for identification, "Identification of Domain Holders".

Upon change of organisation or personal ID number, see routine description for assignment of domain names.

3.4. Notes

Note 1. Updating of contact details that relate to a registrar object are carried out by the registrar through his account on the registrar web. It is possible to update details

regarding the registrar object such as billing and admin contact addresses etc. It is also there that one can alter the details that are presented in the registrar list on IIS's website.

3.5.　　　Flow chart – Updating of contact details
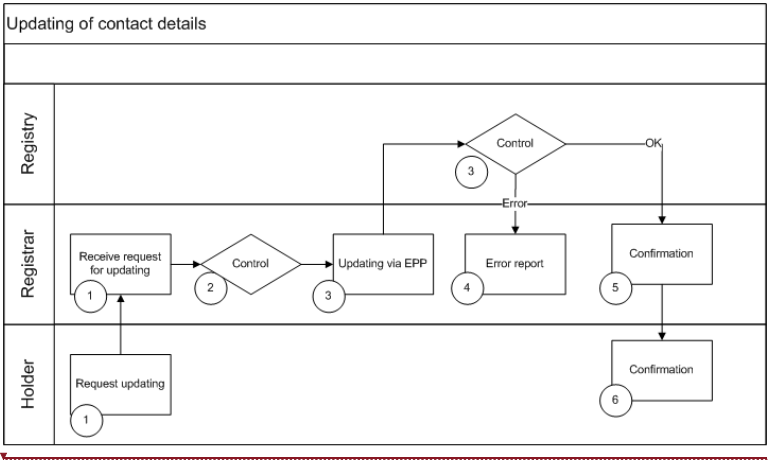
Figure 3: Flow chart – Updating of contact details
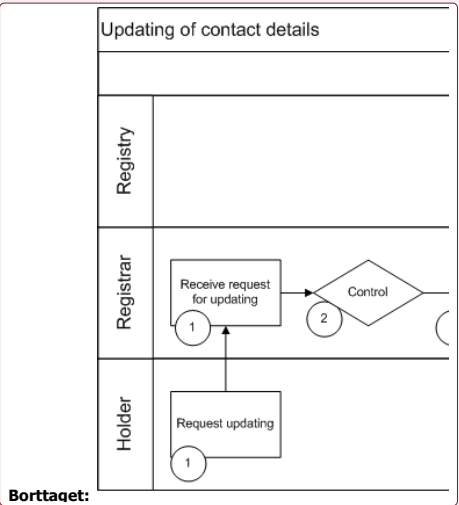
Step	Event
1.	The holder requests an update of his contact details with the registrar who administers the relevant domain name.
2.	The registrar identifies that the new contact details are coming from the holder. (For more information regarding identification, see Appendix 5 "Identification of Domain Holders".)
3.	The registrar updates the contact details by sending in the EPP command "update contact" for the contact object.
4.	If, for some reason, the update does not go through, an error message is sent from IIS via EPP. In normal cases this occurs immediately though no later, however, than within five (5) working days from the time that IIS has received the request from the registrar.
5.	If the update goes through then a message to that effect is sent from IIS via EPP. In normal cases this occurs immediately though no later, however, than within five (5) working days from the time that IIS has received the request from the registrar.

6.   The registrar notifies the holder immediately that the update has been carried out, though no later than within five (5) working days from the date that the confirmation has been received by IIS.

4 Handling of name servers

4.1.   Definition

Handling of name servers means that a registrar undertakes to add to, remove or alter stated name servers, upon request by a holder. Handling of name servers is a registration service in accordance with the current registry-registrar agreement.

4.2.   Conditions

Handling of name servers only occurs upon the holder's request. The registrar carries out the change via the EPP protocol.

IIS's responsibility is to operate the .nu zone in accordance with the RFC's that define the standard for the DNS system. The zone shall also be operated in accordance with the practice that applies to well-managed zones. The aim of this is to maintain an .nu zone that is good, functionally and qualitatively. By testing the name servers before changes are carried out, the registrar helps the .nu zone to maintain its good quality.

IIS's zone file is sent out every other hour. This means that all changes that have occurred in the database pertaining to name servers are sent out on the internet in accordance with this time interval. It can then take a few hours before the change is fully live on the Internet.

4.3.   Exceptions, conditions and restrictions

This routine description does not include the technical details or exactly how handling of name servers is carried out by EPP. Information about this is to be found in the EPP manual, available on the registrar website.

Upon registration, change or addition of name servers all the name servers administered by the registrar shall be correctly configured and shall respond authoritatively to DNS questions regarding the domain name.

If name servers are stated upon registration of domain names the registrar shall ensure that at least two are stated. In the event of the registrar assisting a holder with a change or addition of name servers, the registrar shall ensure that at least two are stated.

The registrar shall check and test the stated name servers (if they are administered by the registrar) and ensure that they respond correctly to DNS questions concerning the relevant domain name. Testing of name servers shall be made before the registration

service is carried out. The aim is to ensure that the servers really are correctly configured and that they respond correctly to the relevant domain name.

Testing of name servers may, for example, be made via the web-tool (note 1) that IIS provides, Zonemaster (https://zonemaster.iis.se). It is available on IIS's website and consists of a form that is to be completed. Click on "Undelegated domain test".

4.4. Notes

Note 1. Zonemaster, IIS's web-tool for testing of web servers is to be found on the registrar web.

4.5. Flow chart – Handling of name servers
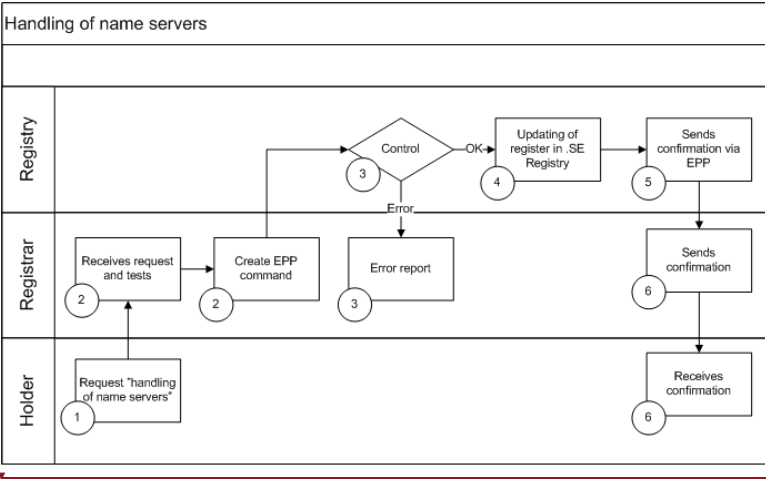
Figure 4: Flow chart – Handling of name servers

Step	Event
1.	The holder requests the registrar to carry out the registration service "handling of name servers".
2.	The registrar receives the request and tests the stated name servers (if these are administered by the registrar). When everything is correct, the registrar sends an EPP command to IIS to carry out the registration service.
3.	IIS checks that the EPP command is correct.

If the EPP command is not correct, then IIS sends a response back to
the registrar. In normal cases the response is sent immediately but this
shall occur, however, no later than within five (5) working days from the
time that IIS has received the request from the registrar.

4.   If the EPP command is correct then IIS updates the register.

5.   IIS confirms to the registrar that the registration service is carried out. In
normal cases the confirmation is sent immediately but this shall occur,
however, no later than within five (5) working days from the time that IIS
has received the request from the registrar.

6.   The registrar notifies the holder immediately that the registration service
has been carried out, though no later than within five (5) working days
from the time that IIS has confirmed that it has been carried out.

4.6.   Appendix A – prior check and DNSCheck

General

IIS makes no prior check that the stated name servers answer correctly for the relevant
domain name. On the other hand, IIS carries out after checks by means of the support
tool DNSCheck.

DNSCheck is a service that verifies the quality of the delegations in the domain name
system, DNS. It should not be compared with the program that tests the contents of a
zone. The service consists of a program that tests delegations as well as a larger
system that runs continuously and gathers statistics.

DNSCheck may also be used by holders in order to check the delegation of a certain
domain name or a certain operator.

DNSCheck subscription

As a registrar, you can choose to subscribe on the DNSCheck email service. These
emails contain an overview, including an attached more detailed description, over
domains in the .nu-zone that DNSCheck considers have persistent problems (after
being changed in some way). Every day, at a time when few changes occur,
DNSCheck goes through all tests run over the last 24 hours and builds an email per
registrar with domains they manage that generate serious errors that haven´t been
fixed. This email will then be sent to the registrar´s tech-c address, assuming that the
registrar have enabled this subscription and also that the registrar have not entered an
alternative email address (in which case that address will be used instead).

This subscription is entirely voluntary and should be seen as a tool to simplify problem
handling with the registrar´s customers. At most one email per day will be sent and,
hopefully, the registrar will quite often not get one at all. Also, considering this email is

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based on live changes in the .nu-zone and also on time (only the last 24 hours are considered), the registrar will not get any duplicates or other "unnecessary" information in these emails.

If the registrar doesn´t want to subscribe to DNSCheck´s email service, the registrar can make the setting in the account on the registrar web.

4.7. Appendix B – Typical cases of redelegation of a domain name

The following section describe a redelegation where DNSSEC is removed before redelegation. Information on alternative method, regarding redelegation without loss of DNSSEC, is available on the registrar web.

Domain names with DNSSEC signing

1. Reduction in TTL (TTL = Time To Live)

If permitted by the service provider (SP), the time-to-live (TTL) for services from SP1 will be reduced to a very short period of between one and five minutes, which will enable quick implementation of the transfer of Internet and e-mail services. It will primarily take place to allow the change to generate an effect before the transfer is carried out. This stage can be ignored if the SP1's existing TTL is deemed sufficiently short.

2. Removal of DS keys

The registrar (SP1) of the domain name shall remove the DS key published at IIS. If the key is not removed, the consequence for redelegation will be that the DNSSEC answers from Service Provider 2 (SP2) will not work. However, the signing of a zone does not need to be closed. Nevertheless, the zone will remain unprotected during the actual redelegation. Development work is being performed to ensure that such a situation is avoided in the future.

3. Configuration of new DNS service with services retained

All DNS data for the domain name is requested from SP1. If the information cannot be obtained from SP1, it can also be acquired from the "dig" tool. SP2's DNS service is then configured with the same data, except regarding the authoritative name server (NS entry) that is SP2's server. During the transfer, this name server will delegate to the IP addresses of the SP1's Internet and e-mail servers. This will allow the services to function during the time it takes for all recursive resolvers to receive the new DNS data, which depends on the TTL values that IIS and SP1 have established for their respective zones.

4. Zone signed at SP2.

The zone will be signed with DNSSEC at SP2 when the DNS service is established with SP2.

5. Testing the new DNS service

A "non-delegated domain test" using IIS's Zonemaster service (available at https://zonemaster.iis.se) will ensure that the authoritative name server at SP2 is ready to answer DNS questions about the domain name.

6. Registration of new authoritative name servers with IIS

Changes to registrars of a domain name take place by using a special code which can be requested from SP1 (if this provider was the former registrar) and given to SP2 (the new registrar). SP2 must then ensure that it registers the new authoritative name server for the domain name with IIS or is given instructions on how registration is to take place. The transfer to the new authoritative name server will begin once this has been completed. Contact the current registrar for assistance if the registrar is not to be changed and only the name server operator is to be changed.

7. Testing that IIS has received the correct information

The .nu zone will have been updated after three hours. IIS's Zonemaster service (available at https://zonemaster.iis.se) can then be used to test that the DNS answers contain the correct information. In addition to the NS entry, SP2's authoritative name server shall, until further notice, provide exactly the same information as SP1's name server. SP2 should make any corrections if this is not the case.

8. Expiration of TTL

During the transfer, SP1's authoritative name server will continue to answer DNS lookups from recursive resolvers that have saved previous DNS answers in their cache memories. However, as time passes, the TTL of the cached data will expire. The recursive resolver should then request a new answer about the domain name from one of IIS's authoritative name servers who will refer the question to SP2's name server. The TTL for the .nu zone is 24 hours and if SP1 no longer has any TTL (which is not very likely) then all recursive resolvers will be referred to SP2 after 24 hours.

9. Transfer of Internet and e-mail services to SP2

SP2's DNS service can be reconfigured so that it delegates IP addresses for Internet and e-mail servers with SP2 instead of SP1. The only downtime required for the website and e-mail is the TTL entered before redelegation commenced, in other words, one to five minutes.

10. Shutdown of all of SP1's services

When the TTL expires, all DNS requests are referred to SP2 and, accordingly, all services with SP1 can be concluded.

11. Sending the new DS entry to IIS

The DS entry created by signing the zone with SP2 is sent to IIS, at which point a new DS key will be published by IIS and the zone will be protected again.

12. Restoration of TTL

After the transfer has been completed, the TTL for SP2's services is restored to its former level. The redelegation has now been performed with minimal downtime.

13. Final testing

After a couple of hours, once all of SP2's TTLs have been returned to normal and the new DS entry has been published, it may be worthwhile to perform a final test using the Zonemaster (https://zonemaster.iis.se) to ensure that everything is working correctly.

Source: IIS Internet Guide, No 12 – DNS – The Internet guide

5 Assignment of domain name

5.1.   Definition

Assignment of domain names is a transaction between two parties where the receiving party becomes the new holder of a domain name and compensates the assigning holder.

In practice this means that there is a change of registrant ID for a domain name where the receiving holder has another organisation or personal ID number than the assigning holder. The assignment of domain name is a registration service in accordance with the current registry-registrar agreement.

Upon an assignment, only the holder is updated. The domain name's expiry date is not affected but remains the same.

5.2.   Conditions

The assignment of domain name only occurs at the existing holder's request and after a complete assignment has been received. For an assignment to be regarded as complete, the following is required:

1. That the registrar with regard to *the receiving* holder:

- Obtains the following obligatory information and verifies that it is complete and correct:
  - Complete company name and contact person for the business and first name and surname for private individuals, respectively.
  - Organisation number for companies and personal ID numbers for private individuals, respectively
  - Mailing address

- Telephone number
- Email address

- Document that the holder is aware of, and approves, current terms and conditions of registration for .nu before the assignment is carried out (in accordance with item 11.1 in the registry-registrar agreement.

2. That the registrar, with regard to *the assigning* holder:

- Obtains a mandatory written approval by means of IIS's special document (see note 1) or equivalent. The document shall be signed by the assigning holder and be submitted to the registrar.

In normal cases IIS does not require the document and thus makes no checks to see that it is correct. The responsibility for this is placed on the registrar in accordance with the registry-registrar agreement. However, upon request by IIS, the registrar shall immediately provide a copy of the document to IIS or, if so required, the original. The document shall be kept by the registrar throughout the entire agreement period. Sorting out of documents may take place ten years after the completion of the registration service.

3. That both the assigning and receiving holders are to be found registered with one and the same registrar when the assignment is carried out. This depends upon:

- An assignment being carried out, in practice, through one registrant ID being changed for another in a domain object. The domain object and registrant ID must be registered with one and the same registrar in order for this to be carried out.
- The registrar must be able to identify the assigning and receiving holders.

If one of the two holders are not registered with the same registrar a change of registrar must be carried out. Alternatively, the receiving holder is registered by the assigning holder's registrar, the assignment is carried out and then change of registrar is performed.

5.3. Exceptions, conditions and restrictions

This routine description does not include the technical details or exactly how an assignment of domain name is carried out by EPP. Information about this is to be found in the EPP manual, available on the registrar website.

The expire date for a domain name assigned to a new holder will not be moved forward one year. The original expire date shall remain. As a result of this the registrar will not incur a registration charge.

A change of register ID where the new holder has the same organisation or personal ID number as the present holder, is not defined as an assignment but constitutes an updating of the domain object.

An organisation or personal ID number may only be altered through an assignment (change of registrant ID). A registrar has no means of changing organisation or personal ID numbers in an existing contact object, by his own hand.

5.4. Notes

Note 1: A document for approval of assignment of domain name is obtainable on the registrar web.
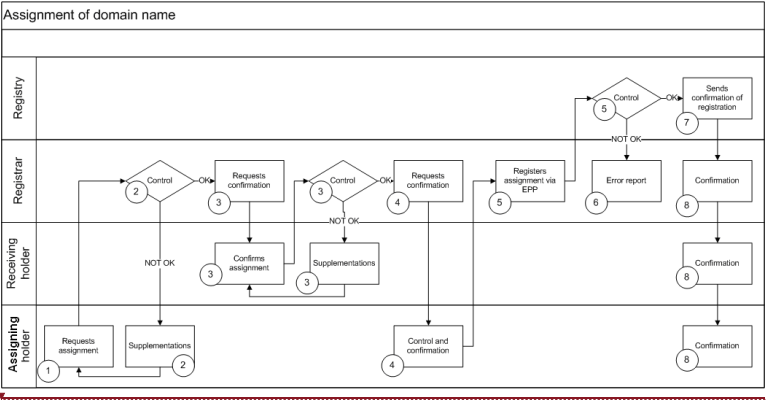
Flow chart – Assignment of domain name

Figure 5: Flow chart – Assignment of domain name

Step	Event
1.	The assigning holder contacts his registrar and requests assignment of his domain name.
2.	The registrar checks that the requests actually come from the assigning holder. For more information about identification of holder, see "Instructions for identification of holder".
3.	The registrar takes in complete and correct contact details regarding the receiving holder and ensures that he accepts IIS's terms and conditions of registration and also documents this. The receiving holder shall be given an opportunity to check and confirm the details stated. The details may not be altered by the registrar after they have been confirmed by the holder.
4.	The registrar receives an approval from the assigning holder. This shall occur through the document or equivalent that IIS provides for the purpose. The document is kept by the registrar and shall be shown upon request by IIS.

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5. When the registrar has received a complete assignment in accordance with the above, the registration service is carried out through the EPP command "update domain" being sent in for the domain object to IIS and in this way, replaces the domain name's registrant ID. This shall be done as soon as possible though no later than within five (5) working days from when the registrar has received the assignment.

6. If, for any reason, the updating does not go through then an error report is sent back from IIS via EPP. In normal cases this occurs immediately though no later, however, than within five (5) working days from the time that IIS has received the request from the registrar.

7. If the updating goes through a message to that effect is sent back from IIS via EPP. In normal cases this occurs immediately though no later, however, than within five (5) working days from the time that IIS has received the request from the registrar.

8. The registrar is responsible for immediately notifying the assigning and receiving holders when the assignment is carried out, though no later than within five (5) working days of the confirmation having been received from IIS.

6 Change of registrar

6.1. Definition

Change of registrar is made when a holder requests the administration of a domain name to be moved from one registrar to another. In practice this means that the holder becomes a customer of the new registrar and that the administration is there upon undertaken by the latter. Change of registrar is a registration service in accordance with the current registry-registrar agreement.

6.2. Conditions

The holder must have obtained the current authorisation code from the current registrar and have supplied the code to the receiving registrar.

6.3. Exceptions, conditions and restrictions

General

This routine description does not include the technical details or exactly how a change of registrar is carried out by EPP. Information about this is to be found in the EPP manual, available on the registrar website.

The current registrar shall, at the holder's request, ensure that a unique authorisation code is created in the domain name register for the domain name or names that the holder wishes to move. The authorisation code shall be provided quickly, though no later than within five (5) working days from the time that the holder's request has been received.

The current registrar shall not receive payment for a change of registrar.

The receiving registrar shall ensure that the holder again approves the terms and conditions of registration in connection with the change being carried out.

The information that is transferred upon change of registrar is:

- The holder's contact details
- The holder's domain name
- current name servers (if new name servers have not been stated in the transfer command)

Other possible contacts such as administrative contact, technical contact and/or notification contact are never included.

If no new name servers are stated, no change of name servers or any DS-posts are made. If new name servers are stated, the old ones are removed and any DS-posts are also removed. No check is made to see if the new name servers exist in the IIS database or not. For example, if one of the new name servers aren´t in the database the transfer will not be performed and the EPP server will reply with an error message.

A domain name is deactivated in 60 days before it will be deregistered when a registrar, on request of the registrant, has sent in the deregistration. If the domain is transferred to a new registrar during this period, the deregistration will be cancelled. This means that the parameter ClientDelete will be set to "0" and the result of that is that ClientDeleteDate and ClientDeactivationDate is removed. If the registrant wants to deregister the domain name it has to be done through the new registrar. In this way, the current registrar has the basis of the deregistration.

Contact ID

Normally, the registrar states which contact ID a contact should have in connection to the creation of the contact. However, the contact ID can only be stated in accordance with the rules indicated in the EPP manual.

When a holder changes registrar, though, it is IIS that gives the contact ID. IIS copies the information connected to the contact in question and creates a new contact with identical contact details, but with a new contact ID. From then on, the former contact is administered by the holder's former registrar and the new contact is administered by the holder's new registrar.

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Handling of DS keys

The receiving registrar shall, prior to the change of registrar being carried out, inform the holder whether the change affects the holder's DNSSEC.

If the receiving registrar does not provide the service DNSSEC to the holder, the registrar shall remove published DS keys.

If name server supplier is changed, it is important to make sure that IIS has the correct key material; otherwise there is a major risk that the domain name will not function for those who validate DNSSEC. In chapter 4.7 there is a description of how to prevent this.

6.4. Flow chart – Change of registrar
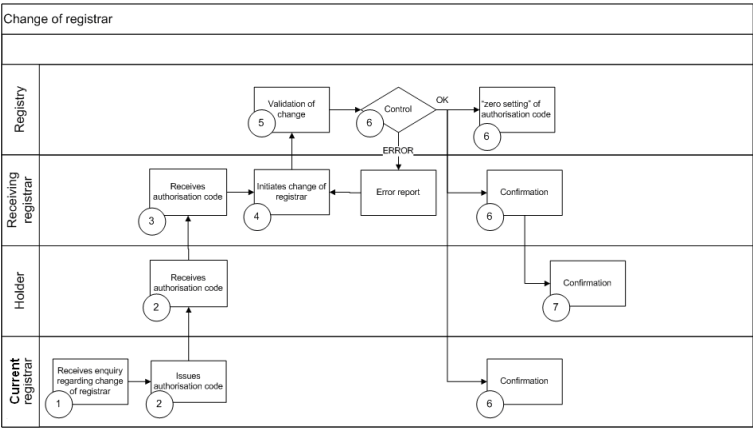
Figure 6: Flow chart – Change of registrar

Step	Event
1.	The current registrar receives a request for change of registrar. At the holder's request, the current registrar ensures that a unique authorisation code is created in the domain register for the domain name or names that the holder wishes to move.
2.	The current registrar provides the authorisation code to the holder. This shall take place quickly, though no later than within five (5) working days from the holder's request having been received. The current registrar is responsible for the assignment taking place in a secure manner.
	A registrar is always obliged to provide an authorisation code at the request of the holder. If the relinquishing registrar does not provide the

code within five (5) working days, then IIS is entitled to produce and provide an authorization code for the holder.

3. The receiving registrar receives the authorisation code from the holder. Before the change is completed the receiving registrar shall ensure that the holder has seen and approved the terms and conditions of registration and shall also document this.

If the change takes place via a website indicated by the receiving registrar then the registrar shall separately ensure that the holder is aware of the terms and conditions of registration and shall confirm this through clicking a box or, in a corresponding manner, demonstrate that he or she has read and approved the terms and conditions of registration.

4. The receiving registrar immediately requests a change of registrar through the EPP command (transfer request).

5. The EPP command is checked by IIS.

6. If the EPP command is correct the request is carried out and a confirmation is sent to both the assigning and receiving registrar.

If something is not correct, then the request is not carried out and an error message is sent to the receiving registrar. In normal cases, it is sent immediately though no later than within five (5) working days from when IIS receives the request.

When the change is carried out then the authorisation code is "set to zero" by IIS and the receiving registrar may, as required, indicate a new authorisation code for the domain name.

7. The receiving registrar is responsible for immediately confirming the change to the holder, though no later than within five (5) working days of IIS having confirmed the change being made

7 Deregistrering of domain name

7.1. Definition

Deregistering of domain name means that a registrar undertakes to deregister a holder's domain name upon request.

In practice a de-registration means that the registration of the domain name ceases after a deactivation period of 60 days. After this period the domain name is placed in

quarantine (note 1). Deregistration of domain names is a registration service in accordance with the current registry-registrar agreement.

7.2. Conditions

A registrar who requests a domain name to be deregistered at IIS must be conversant with the instructions regarding identification of holder, Appendix 5. That is to say that routines and procedures for this identification meet requirements.

7.3. Exceptions, conditions and restrictions

This routine description does not include the technical details or exactly how a deregistration of domain names is carried out by EPP. Information about this is to be found in the EPP manual, available on the registrar website.

If there is no request by the holder a deregistration may only be made by IIS and then on the grounds of e.g. an ATF or court decision. A domain name that is deregistered on these grounds will normally have neither any deactivation period nor be placed in quarantine.

During the deactivation period the decision to deregister a domain name (that has thus occurred at the holder's request) may be reversed by the holder, which means that the domain name is reactivated. When the deactivation period is over the decision to deregister can no longer be reversed. Instead a new registration must be made which cannot, however, be done until the quarantine period is over.

7.4. Notes

Note 1. For more information on the release of domain names and domain names in quarantine, see the routine description regarding release of domain names.

7.5. Flow chart – Deregistering of domain name
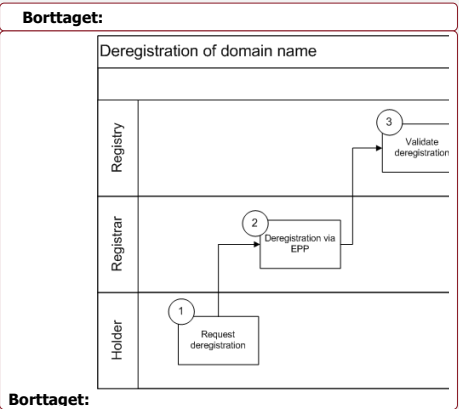
Figure 7: Flow chart – Deregistering of domain name

Step	Event
1.	The registrar receives a request for deregistration of a domain name from the holder.
2.	The registrar carries out the registration service in respect of IIS through an EPP command (updating of the domain object).
3.	The command is checked by IIS, a removal date that falls 60 days forward in time, is set (the so-called deactivation period). The domain name is set as "deactivated" and also has the status "ServerHold".
4.	IIS immediately sends back a confirmation to the registrar by EPP, though no later than within five (5) working days from the request being received by IIS.
5.	The registrar is responsible for immediately notifying the holder that the de-registration has been carried out, though no later than within five (5) working days from IIS having confirmed that it has been carried out.
6	The holder receives the notification from the registrar but may revoke the de-registration up to the end of the deactivation period.

7.6.   Flow chart – Cancelling deregistration of domain name
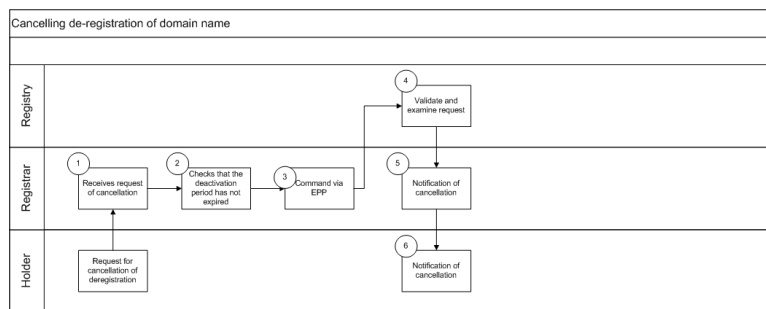
Figure 8: Flow chart – Cancelling deregistration of domain name

Step	Event
1.	The registrar receives the holder's request for cancellation of a previously executed deregistration of a domain name.

2. The registrar checks that the deactivation period has not expired and that cancellation is thus possible.

3. If cancellation is possible then the registrar carries out the transaction in respect of IIS through an EPP command (updating of domain object).

4. The command is checked by IIS and the removal date is deleted. "ServerHold" is removed from the domain name which, instead, gains the status of "Active" or whatever is relevant, depending upon its stage in the renewal cycle.

5. IIS immediately sends back a confirmation to the registrar by EPP, though no later than within five (5) working days from the request being received by IIS.

6. The registrar is responsible for immediately notifying the holder that the de-registration has been cancelled, though no later than within five (5) days of when IIS has confirmed the cancellation.

8 Release of domain name

8.1. Definition

Release of domain name means that a domain name becomes available for new registration after having been lying in so-called quarantine. Quarantine relates to the period during which a previously registered domain name may no longer be renewed or newly registered. The period stretches from the end of the deactivation until the domain name is released and can again be registered.

8.2. Conditions

A domain name is released when one of two things has occurred:

1. The holder has requested that the domain name is to be deregistered which is then carried out via EPP by the responsible registrar.

2. The domain name has not been renewed by the holder, i.e. that the paid for registration has elapsed.

Independently of the reason behind it, the domain name shall always be deactivated for 60 days when it ends up in quarantine before finally being released. The length of the quarantine is 7 days.

8.3. Exceptions, conditions and restrictions

In connection with a domain name being deactivated, a release date is set. The domain name is then presented in a list of domain names that can be available on IIS's website.

On the date of release the domain name will be available for new registration, though no earlier than at 04:00 am UTC.

Borttaget: .
Borttaget: .
Borttaget: .SE
Borttaget: .
Borttaget: .SE
Borttaget: .
Borttaget: .SE
Borttaget: .SE
Borttaget: .
Borttaget: .SE
Borttaget: .
Borttaget: .
Borttaget: .
Borttaget: .SE's
Borttaget: When
Borttaget: date falls then
Borttaget: hrs

A domain name that lies in quarantine may not be had again by the previous holder in any way other than through new registration following the release. Note, however, that it is a case of 'first come, first served'.

When a domain name is deregistered by IIS on the grounds of ATF or court decision, there can be no deactivation period or quarantine. It is therefore not listed as a domain that can be released.

8.4. Notes

Note 1. See also system limitations in appendix A.

Note 2. IIS would also remind about the rules that are described in items 14.2 and 14.3 in the registry-registrar agreement regarding not overloading IIS's network etc.

8.5. Flow chart – Release of domain names
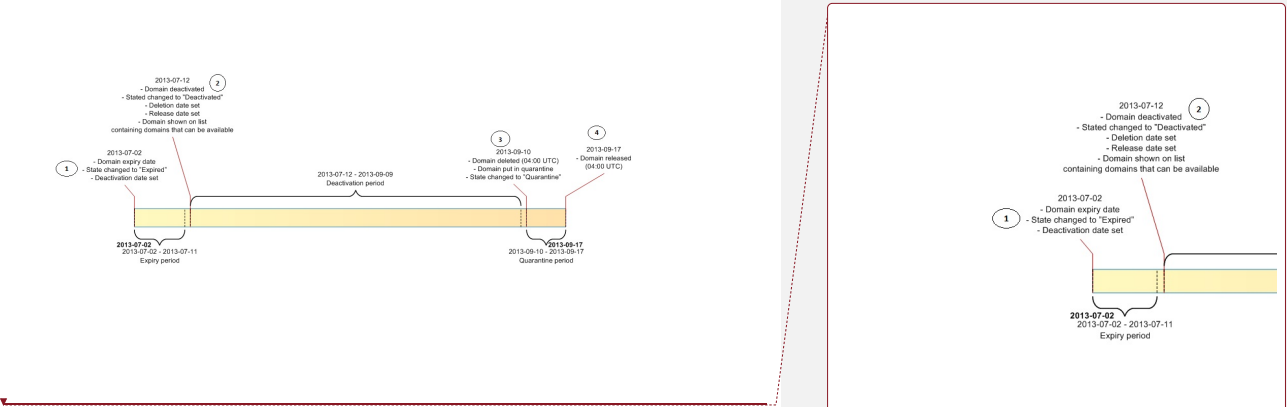
Figure 9: Flow chart – Release of domain names

Step	Event
1.	When the domain name is deactivated the deletion date and release date are set. The domain name and its release date are included in the list of domain names that can be available on IIS's website.
2.	The deletion date falls (i.e. the deactivation period of 60 days is ended). The domain name is deregistered and placed in quarantine. It is still seen in Whois but in state "Quarantine" and the domain name continues to be shown in the list of domain names that can be available.
3.	The release date falls and IIS releases the domain name, no earlier than at 04:00 am UTC on the same day.
4.	A registrar can newly register the domain name in the normal manner.

8.6. Appendix A – System limitations

- Max 4 TCP-sessions against the EPP-server
- Max 4 IP-addresses through the firewall
- Max session time 1 hour
- Max idle time 10 min
- Max 180 transactions per minute
- Min message length 10 bytes
- Max message length 10.000 bytes
- One "check" command counts as many commands as domain names stated in the command, e.g. if ten domain names are stated in one check command it counts as ten transactions. The same goes for contacts and hosts.

.SE
Routine

Routine description

Registration Services

.SE (The Internet Infrastructure Foundation) below named as .SE.

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Sida 10: [2] Borttaget	IIS	2017-09-03 16:16:00

5.   The invoice is paid. Terms of payment are 30 days net.

6.   If payment is delayed, interest will be applied in accordance with applicable legislation. If payment is not made, the registrar may be prevented from registering additional domain names until the invoice has been paid. Repeated mismanagement may lead to cancellation of the registry-registrar agreement.

Sida 12: [3] Borttaget	IIS	2017-09-03 16:16:00

.SE via EPP. In normal cases this occurs immediately though no later, however, than within five (5) working days from the time that .SE has received the request from the registrar.

Appendix 9 – IIS Integrity policy for Registrars´ personal data

This integrity policy refers to the Foundation's processing of the Registrar's personal data, for example the Registrar´s contact person.

(In the event of any conflict the Swedish version of the appendix 9 shall prevail)

1. Processing of personal data

The Internet Foundation in Sweden ("the Foundation") is the data controller for personal data submitted by the Registrars, such as name, email and phone number. The Foundation processes the personal data in accordance with applicable legislation.

Processing of personal data may also be carried out by with the one hired by the Foundation if it is necessary to fulfil the Foundation´s obligations according to the Registry-Registrar agreement.

2. The purpose and legal basis for the processing

The purpose of processing personal data is that the Foundation will be able to administer the contractual relationship between the Foundation and the Registrar and to fulfil the commitments the Foundation has under the Registry-Registrar agreement.

The personal data may be processed to establish good registrar and register care, such as the Annual Satisfied Registrar Index. This means that the personal data can be combined with other registers for the above purposes.

Legal basis for processing the data is to contact the Registrar for example for technical and administrative matters and other information related to the contractual relationship (legitimate interest).

3. Disclosure

The personal data will be published on the Foundation's public website of the Foundation's certified registrars.

4. Right to register extract, rectification or erasure

The person whose personal data are registered with the Foundation has, in accordance with applicable personal data law, free of charge, right to information about the personal data that the Foundation is processing about it him or her. Such a request must be made in writing to the Foundation. The registered person is also entitled to request that the Foundation rectify or erase such personal information

that is incorrect or otherwise not processed in accordance with applicable legislation.

5. Contact information

Feedback and reactions to the Foundation's processing of issues of integrity are evaluated and processed without any undue delay. Anyone with questions or feedback can contact the Foundation's data representative at info@iis.se.

The Internet Foundation in Sweden
Box 92037, 120 07 Stockholm
Tel. +46 8 452 35 00
info@iis.se
Company no 802405-0190
www.iis.se

The registered person may also submit complaints regarding the processing of personal data to the Swedish Data Protection Authority.