

## **REGISTRAR ACCREDITATION APPLICATION FORM**

### **1. BACKGROUND**

- 1.1 This document sets out the application form and process for entities that wish to be accredited by .au Domain Administration Ltd (auDA) as an auDA Accredited Registrar, to provide registrar services in the open .au second level domains (2LDs). At the time of publication, the open 2LDs are asn.au, com.au, id.au, net.au and org.au.
- 1.2 In order to accredit you as a registrar, auDA must be satisfied that you:
  - a) demonstrate knowledge of the Domain Name System and auDA's Published Policies, including the Domain Name Eligibility and Allocation Policy Rules for All Open 2LDs;
  - b) have the capability to electronically interact with the registry operator(s), in accordance with the Registrar Agreement and in compliance with applicable Published Policies; and
  - c) have the capability to provide services to registrants in accordance with the Registrar Agreement, the Code of Practice and in compliance with the applicable Published Policies.
- 1.3 Accordingly, as a pre-requisite for lodging an accreditation application with auDA, you must have had **at least 6 months continuous experience as an appointed reseller** of an auDA Accredited Registrar.
- 1.4 Please review all auDA Published Policies and the Code of Practice (available on auDA's website at <http://www.auda.org.au/policy>), as well as the Registrar Agreement, prior to submitting this application. Failure to meet the requirements as set out in those documents will result in your application being rejected.
- 1.5 Clause 16 of the Registrar Agreement requires you to "opt-in" to the *Privacy Act 1988*. More information about your obligations under the Privacy Act is available on the Australian Privacy Commissioner's website at <http://www.privacy.gov.au> or on the Privacy Hotline number 1300 363 992.

### **2. INSTRUCTIONS FOR COMPLETION**

- 2.1 The accreditation application package comprises:
  - a) auDA's Registrar Accreditation Application Form (this document); and
  - b) auDA's Registrar Agreement.

A PDF version of the Registrar Agreement can be downloaded from auDA's website.

- 2.1 You must provide complete and accurate responses to the questions contained in Sections A, B and C of the application form. Your responses must be typed and legible. Please provide your responses on separate paper, answering each question in a numbered paragraph corresponding to the number of the question. If there is no response available for a particular question, please indicate that fact next to the number corresponding to the question.
- 2.2 You must send the following documents to auDA:
- a) the completed application form, signed by you;
  - b) two copies of the Registrar Agreement, signed by you and undated; and
  - c) a cheque payable to auDA for AUD\$2,200.00 (inc. GST), being auDA's accreditation application fee.
- 2.3 The Registrar Agreement is **non-negotiable**. You should obtain independent legal advice with respect to your obligations under the Registrar Agreement before you sign it.
- 2.4 The accreditation application fee is **non-refundable**.
- 2.5 All documents and payment should be sent by mail or courier directly to auDA at the following address:
- .au Domain Administration Ltd  
107 Faraday Street  
CARLTON VIC 3053  
AUSTRALIA
- 2.6 An application sent via facsimile or email will not be accepted.
- 2.7 If you have any questions about the application form, the Registrar Agreement or the accreditation process in general, please send an email to [info@auda.org.au](mailto:info@auda.org.au)

### 3. PROCESSING THE APPLICATION

- 3.1 auDA will endeavour to process your application as quickly as possible. A guide to auDA's current Registrar Accreditation timeframe is available on auDA's website at <http://www.auda.org.au/registrars>
- 3.2 All information provided as part of your application will be treated as highly confidential by auDA staff. The board of auDA has no role in processing or approving your application.
- 3.3 Your application will not be considered to be complete if it:
- a) is missing information;
  - b) on its face contains misleading or false information;
  - c) is defective in any way; or

- d) is not accompanied by the signed copies of the Registrar Agreement and fees specified above.
- 3.4 If your application is not complete for any of the above reasons, auDA will advise you by email. You must provide any missing information, correct any deficiencies and complete your application within ten business days from the date the email is sent by auDA, or your application will be deemed to have been withdrawn and will not be processed further.
- 3.5 By lodging your application, you give auDA the right to verify the accuracy and completeness of the information you have provided in your application. auDA also has the right to satisfy itself that you can function as a registrar in accordance with the terms and conditions of the Registrar Agreement, the Code of Practice and other Published Policies. auDA will contact you directly if it requires clarification or additional information.
- 3.6 You may withdraw your application at any time by giving notice to auDA by email. Withdrawing an application will not prejudice your ability to submit a new application to auDA. If you decide to re-apply, you will need to re-submit all documentation and fees.
- 3.7 After reviewing your application and conducting any necessary follow-up inquiries, auDA will inform you by email of its decision to grant you provisional accreditation or not.
- 3.8 If auDA decides not to grant you provisional accreditation, auDA will provide you with reasons as to why your application was unsuccessful. An unsuccessful application will not prejudice your ability to submit a new application to auDA.

#### **4. PROVISIONAL ACCREDITATION**

- 4.1 Once you have received provisional accreditation from auDA, you will be authorised to access the registry system for testing purposes.
- 4.2 In order to proceed to full accreditation, you must pass the 3 separate tests described below. A failed test will not prejudice your ability to re-take the test. There is no limit on the number of times that you may undertake each test.
- 4.3 Provisional accreditation is valid for 12 months. If you do not proceed to full accreditation within 12 months, you will be required to re-apply (ie. resubmit your accreditation application and pay another accreditation application fee).

##### *Interface test*

- 4.4 The interface test is set and assessed by the registry operator. It is designed to test your general DNS knowledge as well as your technical proficiency at dealing with the registry system.
- 4.5 If you fail this test, you will receive a failure notice from the registry operator giving the reasons for failure. If you dispute the reasons for failure, you may appeal to auDA.

##### *Policy test*

- 4.6 The policy test is set and assessed by auDA. It is designed to test whether you can correctly apply policy compliance checks to domain name applications.
- 4.7 If you fail this test, you will receive a failure notice from auDA giving the reasons for failure. If you dispute the reasons for failure, you may appeal to auDA's Chief Executive Officer.

### *Regulatory test*

- 4.8 The regulatory test is set and assessed by auDA. It is designed to test your ability to comply with your obligations under the Registrar Agreement, the Code of Practice and other auDA Published Policies. As part of this test, auDA will conduct an audit of your website and at least one site inspection of your premises.
- 4.9 If you fail this test, you will receive a failure notice from auDA giving the reasons for failure. If you dispute the reasons for failure, you may appeal to auDA's Chief Executive Officer.

## **5. FULL ACCREDITATION**

- 5.1 Once you have passed the 3 tests described in section 4, auDA will advise you by email that you have received full accreditation. You will also receive an invoice from auDA for the amount of AUD\$3,300 (inc GST), being auDA's annual Registrar Licence Fee as set out in the Registrar Agreement.
- 5.2 Once auDA has received payment of the Registrar Licence Fee, it will send you a fully executed copy of the Registrar Agreement for your records.
- 5.3 Until you have received a fully executed copy of the Registrar Agreement from auDA, you will not:
- a) act or hold yourself out as an auDA Accredited Registrar;
  - b) provide or offer to provide, or state or imply that you are authorised to provide, any Registrar services within the .au open 2LDs;
  - c) identify yourself as an "auDA Accredited Registrar" or by any term suggesting similar reference, or use directly or indirectly, in any manner whatsoever auDA's name or any trade or other identifying mark owned or used by auDA.
- 5.4 auDA will announce that you are an auDA Accredited Registrar and publish your name and contact details on the list of auDA Accredited Registrars on auDA's website. If you would prefer for business reasons to postpone the announcement of your accreditation, you must give notice to auDA by email.
- 5.5 auDA will provide you with an official logo to signify that you are an auDA Accredited Registrar. The logo should be displayed prominently on your website and on any printed materials that you provide to your customers.
- 5.6 Please Note: You will not be permitted to commence registrar operations until you have signed the Registry-Registrar Agreement with the registry operator.

## **SECTION A: GENERAL INFORMATION**

- A.1 Name and address of applicant.
- A.2 Type of business entity (corporation, partnership, etc.)
- A.3 Australian Company Number (ACN) and Australian Business Number (ABN).
- A.4 Telephone and facsimile numbers and email address of Applicant.
- A.5 Website URL of applicant.
- A.6 Name of applicant's contact person.
- A.7 Telephone and facsimile numbers and email address of contact person, if different from A.4.
- A.8 Names of all directors, officers and relevant staff of applicant's current or proposed business entity.
- A.9 Name and address of applicant's principal bank or financial institution.
- A.10 Name and telephone number of contact person at applicant's bank or financial institution.
- A.11 Particulars of Service for the applicant, as required in Schedule C of the Registrar Agreement.

## SECTION B: BUSINESS INFORMATION

The information requested in this section is required by auDA in accordance with its responsibility to protect and promote the:

- a) stability and integrity of the Australian DNS;
- b) efficient and effective operation of the domain name registration system; and
- c) rights and interests of consumers (registrants).

Please provide the most complete answers possible to the following questions, explaining all capabilities in detail, and attaching, labelling and referencing all necessary supporting documents to the Application Form.

There are no "right" or "wrong" answers to the questions. The information you provide will depend on the type and size of registrar business you operate (or propose to operate), and will therefore vary between applicants. auDA will evaluate your answers based on accepted industry practice and experience.

If you require assistance in answering the questions, please send an email to [info@auda.org.au](mailto:info@auda.org.au)

- B.1 As a pre-requisite for lodging an accreditation application with auDA, you must have had **at least 6 months continuous experience as an appointed reseller** of an auDA Accredited Registrar. Please describe your current reseller operations including:
- number of domains currently under management (.au and other)
  - average number of monthly registrations (.au and other)
  - other related services that you provide (eg. web hosting).
- B.2 For which open 2LDs (asn.au, com.au, id.au, net.au, org.au) do you propose to provide registrar services?
- B.3 What volume of 2LD domain name registrations do you reasonably project to handle each month?
- B.4 Do you have the insurance coverage specified in Clause 14.3 of the Registrar Agreement? Please attach a current and valid certificate of insurance, if you currently hold it. If you do not currently have insurance, please attach evidence of insurability (or the intent to insure) from an insurance company.
- B.5 What management, communication and information processing systems do you have to handle your projected volume of registrations per month?
- B.6 What systems and procedures do you have to handle policy compliance checks for registrations?
- B.7 What systems and procedures do you have to handle all customer inquiries and support services, including customer requests for changes in registration data?
- B.8 What systems and procedures do you have to handle customer billing?
- B.9 What systems and procedures do you have to handle customer complaints?

- B.10 Do you have (or propose to have) any arrangements with domain name resellers? Please provide the names and addresses of any domain name resellers that you have arrangements with.
- B.11 What is your capability for maintaining electronic copies of all transactions, correspondence and communications with the Registry Operator(s) for at least the length of the Registrar Agreement?
- B.12 What is your capability for providing information systems security procedures to prevent systems hacks, break-ins, data tampering and other disruptions to your business?
- B.13 Have any of the directors, officers or relevant staff of your business entity been convicted of a serious offence (ie. one that carries a penalty of imprisonment for five years or more on first conviction)?

## SECTION C: WARRANTY

By signing this application form, you:

- a) warrant that all the information contained in this application form, and all supporting documents included with this application form, are true and accurate to the best of your knowledge;
- b) warrant that you have read and understood auDA's Registrar Agreement, the Code of Practice and Published Policies of auDA;
- c) give auDA permission to perform a credit search on you or your company;
- d) give auDA permission to contact third parties, investigate, request and obtain additional information and documentation, and otherwise verify the information contained in this application; and
- e) waive liability on the part of auDA for its actions in verifying the information provided in this application, and on the part of any third parties who provide truthful, material, relevant information about you as requested in this application form.

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Full Legal Name of Applicant

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Signature

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Name

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Title

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Date