Registrar's Guide
- the new.uk Registrar Agreement and Data Quality Policy Information
(Updated 22 April 2014)

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Introduction

Overview

At a glance this section contains:

- Information on the new **Registrar Agreement** and **Data Quality Policy**
- Details of the timelines involved
- How we can support you throughout the implementation of the new **Registrar Agreement**
- What is changing and what you need to do next
- Details of the **Data Quality Policy** and what this means for you
- Plus full information about the initial Data Completeness Checks, data validation requirements and our compliance programme

Introduction to the new .uk Registrar Agreement

The .uk **Registrar Agreement** is the contract that governs the commercial relationship between Nominet and our 3,700 registrars who act as the sales channel for domain names ending .uk.

Following a review launched in 2012, a new **Registrar Agreement** has now been approved.

The new agreement came into force on 18 March 2014.

The overall objectives of the new agreement are:

- To ensure and reward higher standards to reinforce the reputation of .uk as trusted, relevant and competitive
- To demonstrate how the .uk domain name industry is responsibly self-regulating and working in the interests of registrants
- To give us greater scope to address systems abuse or prevent activities that may endanger our systems
- To ensure the size of a registrar's business should not be a barrier to achieving higher standards
- To ensure businesses of all sizes have the opportunity to be recognised for providing higher standards of service

The revised **Registrar Agreement** incorporates new tag types, new incentives and sanctions, with a view to raising standards and enhancing the customer experience of .uk registrants. In the revised **Registrar Agreement** there are three different 'tag type' options for registrars to choose from depending on who their customers are and whether they wish to become accredited for meeting higher service standards. Registrars may have one or more tags of different types in order to manage their business.

- **Channel Partner tag**

This tag type is for registrars who wish to register and manage domains on behalf of customers at the new higher level of general requirements but who do not wish to - or are unable to - meet the higher standards required of an Accredited Channel Partner tag.

- **Accredited Channel Partner tag**

This tag type is for registrars who register and manage domains on behalf of third parties and wish to be recognised and receive certain benefits for providing higher standards.

- **Self-Managed tag**

This tag type is most suitable for those who exclusively or primarily manage their own domains, such as portfolio holders or corporate registrants.

Introduction to the new Data Quality Policy

We are introducing a new **Data Quality Policy** which sets out how we expect registrars to help us improve the quality of data provided for the registrants of .uk domains names.

Improving and maintaining the quality of the data we have for registrants and that we publish in our WHOIS database is a key objective for Nominet. We believe it is an important part of ensuring that the .uk namespace is a trusted and safe space. We continue to take steps to achieve this and recognise our registrars also have a key role to play.

We will work with all registrars to establish a minimum threshold of valid data that they will each need to comply with when submitting data. This will take into account a number of factors including the type of tag that they use, the market and customer-base they serve; and the geographic makeup of their customer base. We will then work with registrars to improve data that cannot be validated.

Formal notification of the new policy was issued on 7 April 2014 and implementation is planned for 7 May 2014.

Timeline

The important dates to note are:

18 March 2014 - The new **Registrar Agreement** was implemented. All tags became Channel Partner tags on this date and are subject to those requirements. Registrars who wish to have another or a different tag type can now apply via Online Services. Those registrars who choose to retain a Channel Partner tag will need to ensure the additional information required is provided to us through Online Services before the 22 September 2014.

7 May 2014 - The new data quality obligations under the **Registrar Agreement** come into force. This includes a check on the completeness of the data, as defined within the **Data Quality policy**, at the point of domain name registration and new post-registration data validation processes for dealing with data that cannot be validated by Nominet. The data validation status of a registrant will be included on the WHOIS result for their domain name(s).

Support for registrars

Our **Customer Services** team will be available to provide advice and assistance to registrars as they choose the tag type(s) that best suits them and to ensure all necessary additional information is provided. We have attempted to make contact with all our registrars during the early part of 2014 to offer our support and to ensure that the implementation of the new **Registrar Agreement** and **Data Quality Policy** goes smoothly.

We can help with things like:

- What to do if you are using a Channel Partner tag
- How to apply for a different tag type and what is involved
- How to apply for an additional tag
- Understanding the **Data Quality Policy**

If you have any questions or would like to speak to us, please call us on **01865 332233.**

As registrars select their tag type(s) we will process applications and carry out due diligence to ensure that the correct information has been provided.

Applications will be processed by the **Compliance** team who will contact you to ask for more detail or clarification if necessary before approving your application. They will confirm as soon as we are able to accept and approve your application.

Documentation - Registrar Agreement and Data Quality Policy

For all of the relevant documentation please follow the links:

- **Registrar Agreement**
- **Data Quality Policy**
- **Credit and Payment Terms**
- **Acceptable Use Policies**
- **Fee Schedule**

Registrar Agreement

New standards expected from all 3 tag types

The 2014 .uk **Registrar Agreement** sets out a higher level of general requirements for all registrars covering the following areas:

- Security & Technical
- Customer Service
- Resellers
- Data Quality
- Compliance

The former Good Practice Terms have been replaced with a set of mandatory requirements for all registrars which have been expanded and made more specific.

We have not attempted to prescribe the ways in which registrars can meet the obligations set out in the Service Level Requirements – we recognise that what may be the best approach for one registrar may not be effective for another with a different business model. What we do expect is for registrars to have given thought to how best they will meet those obligations and to have documented the processes they have determined are the best fit for both their business and their customers' needs.

The principal General Requirements applicable to all registrars are as follows:

Requirement	**All registrars**
Security & Technical	Ensure resilience and security of Nominet's and own systems Comply with Nominet's Systems Instructions including all obligations on Certification and Test Bed Processes Demonstrate appropriate levels of technical competence if required by Nominet
Customer Service	Make registrants aware of your contract with them before the contract is made and before renewal Make registrants aware of Nominet's Terms and Conditions of Domain Name Registration before the contract is made and before renewal Act promptly on a reasonable request from registrants to makes changes to their domain names Provide your customer with a minimum of one expiry notice 30 days before expiry of their domain name Make customers aware of domain renewal and expiry policies and procedures, and have notification processes in place
Resellers	Ensure resellers are aware of Nominet's Domain Name Registration terms and conditions; and their dealings with registrants are compatible Ensure registrar's contract with any reseller is compatible with Nominet's **Registrar Agreement**.

	Provide a copy of reseller contract as and when requested
Data Quality	Comply with the **Data Quality Policy**
Compliance	On request, provide evidence as required for Registrar Reviews Registrars must comply with all lawful requests of UK law enforcement agencies Not seek to abuse, misuse, or otherwise exploit the tag classification system to gain an improper advantage or avoid an obligation

Note:

Registrars who have a Self-Managed tag will be required to meet the customer service requirements where domains are being registered in the name of any third party.

Introducing the tag types – benefits and expectations

The following table provides a high level overview of the requirements contained within the **Registrar Agreement**:

Area	**Self-Managed**	**Channel Partner**	**Accredited Channel Partner**
Customer Service	Not applicable unless providing some third party services. If providing third party services – same as Channel Partner	Maintain a website, accessible to the public that provides: • Address • Telephone number • Customer Service commitments detailing expected response times and how long it usually takes to resolve issues • Email contact point for abuse complaints Acknowledge receipt of contacts from your customers within no more than 5 working days Ensure your customers are aware of: ○ Charges for registration, renewal, and maintenance ○ Any ongoing charges ○ Key terms of the contract ○ Your policy on renewal and expiry of domain names	Same as Channel Partner except: Acknowledge receipt of complaints or customer contacts within 3 working days
Data Validation	Same as Channel Partner	Where Nominet is not able to validate data Nominet will contact the registrant.	Where Nominet is not able to validate data the registrar will need to take action to amend the data or confirm the data is valid
Functionality and Benefits	Domain Names must usually be registered only in the name of	No additional requirements	On behalf of your customers you may transfer domain names

	the registrar. You may specify five registrant names at any one time which will be regarded as being your name. These must be linked to you in some way. You may transfer domain names on a Self Managed tag to a new registrant free of charge.		to a new registrant free of charge Ability to transfer expired domains Ability to make corrections to registrant name Ability to opt out of certain types of automated notifications that we currently send to your customers Functionality to delete domains suspended for poor data quality – from 22 September 2014
Marketing and Communications	Not Applicable	Not Applicable	Eligibility to apply for on-going promotional activities and programmes Right to use the Accredited Channel Partner logo Identified as holding Accredited Channel Partner tag on Nominet website(s)
Restrictions	Only one Self-Managed tag per registrar	Multiple Channel Partner tags allowed	Multiple Accredited Channel Partner tags allowed

What do I need to do?

Choosing my tag type

Choose your preferred tag type(s) for your existing tag(s) after reviewing the features and obligations listed above; if you have further questions or would like to discuss this in more detail please contact our **Customer Services** team on **01865 332233.**

Having decided what you want to do you will need to log into Online Services to either update the information required for a Channel Partner tag or apply for a Self-Managed or Accredited Channel Partner tag. Where you already have multiple tags you will need to choose the type for each tag and provide the relevant information for each.

Remaining a Channel Partner tag – actions

To demonstrate your compliance with the new **Registrar Agreement** standard, you will need to submit information via Online Services, including:

- An explanation of your customer service commitments and how long you will take to acknowledge any communications from your customers
- Details of how a customer can make a complaint
- A contact point for customer redress and for abuse complaints for third parties

Please see the section 'Guidance on tag reclassification process' for a full list.

Please submit the relevant information before 22 September 2014.

From 7 May 2014 data submitted to our systems must be compliant with the **Data Quality Policy.**

Signing up for an Accredited Channel Partner tag – actions

You can submit your application for an Accredited Channel Partner tag via Online Services. You will be asked for information, including the below. Please see the section 'Guidance on tag reclassification process' for a full list of what you will need to provide:

- Business continuity statement
- Insurance details
- Your customer service commitments and how long you will take to acknowledge any communications from your customers
- Details of your complaints and appeals procedures
- A contact point for customer redress and for abuse complaints for third parties

You should ensure that you have processes in place to validate any data for all new registrations that you submit from 7 May 2014 onwards, which we have been unable to validate. You must contact the registrant to correct the data or validate the accuracy of the data through your own data checks or checks with 3rd party services.
The action you take depends on the outcome of your investigations:

1. If you have determined that the details are valid, no further action is required by you.
2. If you have determined that the details need to be corrected, you should do so in the normal manner; or
3. If you have not been able to determine that the details are valid, you must apply a data quality lock within 30 days of our initial notification to you. This will suspend the domain name from the date the lock is applied.

We will ask for details about the processes you have in place to deal with these notifications in the event that a complaint is received or as part of a review conducted by our **Compliance** team.

NOTE: Accredited Channel Partners will have until 22 September 2014 (when Registrar Reviews are due to start) to ensure that they have all the necessary processes in place. That means that although domain names may be flagged and if required suspended for poor data quality in the usual way, they will not be deleted in the intervening time.

Signing up for a Self-Managed tag – actions

You can submit your application for a Self-Managed tag via Online Services.

Please ensure that you meet the following criteria for this tag:

- Domain names must usually be registered in the name of the registrar. You may specify a maximum of five linked registrant names at any one time. These must be linked to you in some way, for example personal, trading or business names that you use or are closely connected with, and you must be able to provide evidence of this if we ask for it.
- You may register a small number of domains for third parties. If you register any domain names to third parties this shall be no more than the lower of: a) fifty or b) 5 % of the total domains registered under your Self-Managed tag.

If you do register domains in the name of third parties, you will need to comply with the Channel Partner tag requirements with respect to those customers' domains. Therefore you will also need to submit the following information:

- Your customer service level commitments and how long you will take to acknowledge any communications from your customers
- Details of how your customers can make complaints
- A contact point for grievances and abuse complaints from your customers

Please see the section 'Guidance on tag reclassification process' for a full list.

From 7 May 2014 data submitted to our systems must be compliant with the **Data Quality Policy.**

Applying for an additional Tag

When deciding which tag type best suits you it may be that two tag types fit your business model. In this case you may wish to apply for an additional tag. Where you already hold multiple tags it is permitted to hold multiple Channel Partner and Accredited Channel Partner tags. Note only one Self-Managed tag is permitted.

Guidance on the tag reclassification process

Registrars will need to apply via Online Services. You will see a message when you log in inviting you to reclassify tags from the default Channel Partner classification. A new 'Your tags' section has been added to the Online Service home page. In order to reclassify one of your tags, select the relevant tag in the 'Your tags' section and then select the option to 'Reclassify the tag'.

Your application will be automatically saved when you click 'next' so that you can come back to it later. For security reasons there is a time out in place so if you leave a screen inactive for more than an hour it will timeout and you will need to start your application again from the last save screen. In order to give appropriate time and consideration to the application questions it is a good idea to prepare your answers initially in a text editor and then copy and paste them into the relevant sections of the online application. This way you ensure you have a copy saved locally.

You will be taken through the following screens:

- **Overview** – confirms the tag that you have selected to reclassify and high level instructions
- **Tag classification** – select your chosen tag classification (Accredited Channel Partner, Self Managed or Channel Partner)
- **.uk Registrar Agreement** – read the terms of the agreement and acknowledge that you have read and understood the 2014 .uk **Registrar Agreement**
- **Trading details** – confirm/update your trading details including your company name
- **Public details** – confirm/update your public contact details
- **Provide contacts** – confirm/update your Nominet contact details (note: if any contact types were not previously populated, they have been pre-populated from existing contacts)
- **Compliance details** – ***see details below***
- **Notifications** – confirm/update your various email notification details
- **Additional information** – provide any additional information you feel is relevant to support your tag reclassification application
- **Review and submit** – review your application before you submit it to Nominet for consideration

Please answer all the questions and provide an accurate description of the solution or process that you operate. Where this information is already published on your website, please provide the URL and make sure you identify clearly which specific clause or section answers the question.

As a general principle, we will be treating each application on an individual basis, and we may need to follow up some applications with a telephone call to discuss certain elements and in some cases to ask for clarification or more information. Our aim is to work with every registrar who wishes to apply for tag reclassification and to provide help and support to enable registrars to meet the requirements we have set out.
We know that our registrars are very diverse in terms of their business models and size. We do not want to penalise anyone for not being able to meet a particular criterion if it is not applicable to a registrar for some reason and this can be justified without compromising the aim of expecting higher standards of those using an Accredited Channel Partner tag. Any exceptions will only be agreed on an individual basis after any extenuating circumstances have been fully reviewed and endorsed.

Completing the 'Compliance details' screen

The questions in this section of Online Services will ask you about the following items:

All tag classifications:

- Complaints and appeal procedures
- Making customers aware of Terms and Conditions
- Customer Service Level commitments
- Resellers
- Connections with other registrars
- Customer website
- Abuse contact

Accredited Channel Partners only:

- Insurance details
- Business continuity plan
- Data quality processes
- Transferring expired domains

Self-Managed tags only:

- Connected names

Item	Notes
Complaints and appeal procedures	We ask that you publish on your website details of how a customer can make a complaint about the service they have received from you if they are unsatisfied and how these complaints can be escalated should a customer not be satisfied with the initial response. Show how you make your registrants aware of your complaints and appeal procedures – e.g. by specific URL link to your complaints procedure and demonstrate that you meet the requirement to acknowledge complaints within the specified timeframe (shown on p6 of this document). You might want to consider using something along these lines, if appropriate for your business; *"We are committed to providing high standards of service to our customers but understand that sometimes things can go wrong. If you are not satisfied with any part of our service then we want to know about it. We will resolve your complaint as quickly as possible and if appropriate provide an explanation as to what went wrong and how we will seek to resolve the issue.* *Please contact us in one of the ways listed (e.g., e-mail address, telephone, postal address). We may call you back or write to you depending on the best way to resolve your complaint.* • *When we receive your complaint we will acknowledge it within (three or five) working days* • *We will then fully investigate your complaint and aim to respond within 10 working days* • *If the situation requires a longer investigation, we will contact you within 10 working days to inform you of this and let you know when you can expect our response* • *If you are not happy with the explanation we give you, you can contact our Customer Service Manager who will review your complaint and respond to you"*
Making customers aware of Terms and Conditions	State how you make registrants aware of ***your*** key terms at registration and renewal State how you make registrants aware of ***Nominet's*** key terms at registration and renewal, and how you ensure our terms are complied with by your resellers (state if the latter is not relevant to you)
Customer Service Level commitments	We would like your customers to understand what they can expect when they do business with you and how they will be dealt with. What we are looking for here is information about your published service levels. For example, how quickly your customers should expect to receive an acknowledgement or resolution to an issue and who they should contact for certain types of enquiry as well as when you are available to respond to customer enquiries. You need to publish this information on your website, so rather than providing a detailed description within your application you simply need to provide the specific URL where this information is available. Please show how you comply with the requirement to acknowledge customer communication within the specified timeframe (shown on p 6 of this document), e.g. by URL link to this information on your website

Resellers	Show how you ensure that your Reseller contract is compatible with Nominet's **Registrar Agreement**. Show how you ensure that any resellers you may have are aware of Nominet's terms and conditions for Domain Name Registration. Also show how you ensure your resellers adhere to Nominet's terms and conditions in their dealings with registrants.
Connections with other registrars	Disclose any connections you have with other .uk registrars or Nominet members. This may include contractual, corporate or ownership connections.
Customer website	Provide the website URL where you make registrants aware of your contact details (address, telephone number, email address etc). If you do not provide a public contact telephone number please explain in your application how you enable customers and people with enquiries to contact you. Additional information is available on p6 of this document
Abuse contact	We require you to confirm that you have an appropriate contact name and e-mail address in place to which such complaints can be forwarded. We expect you to monitor emails sent to that address and that they will be dealt with accordingly at regular intervals. Please provide the URL for the page where this information is published on your website.
Insurance details (Accredited Channel Partners)	Accredited Channel Partner tags are intended for registrars who register and manage domains on behalf of third parties and wish to be recognised and receive certain benefits for meeting higher standards. Whilst the exact details of the appropriate insurance will clearly vary depending on the location, type and size of each registrar's business, we would generally expect Accredited Channel Partners to have public liability insurance cover as a minimum. If a registrar employs staff then employer's liability cover is a legal requirement. We would also consider that a prudent level of professional indemnity cover is a good idea. Please provide a statement to outline what insurance you have in place to cover yourself and registrants in case anything goes wrong. If you don't have one or more of the above types of insurance, you should state why you don't need them. We have deliberately not taken a prescriptive approach in terms of the policies and level of cover that Accredited Channel Partners should have; we will review each application based on the circumstances of a registrar and its business, in line with our intention that accreditation can be achieved by registrars of all types and sizes.
Business continuity (Accredited Channel Partners)	The Accredited Channel Partner tag is intended for registrars who are registering and managing domains on behalf of third parties. We expect these registrars to have clear regard for protecting the interests of their customers, including in the event of something going wrong. A business continuity plan that demonstrates how you will ensure your critical services will continue to run and/or be restored is a vital part of this. Please provide details about your business continuity plans. These plans should set out how you approach business continuity and what continuity measures you have in place. When describing your business continuity plans to us you may wish to include brief statements that cover the following areas: • Overview of your business continuity arrangements • Business continuity objectives • Scope of your business continuity arrangements e.g. which locations and/or

	services do they cover
	• Business recovery arrangements
	• Training and awareness arrangements for your employees (if appropriate)
	• Exercises and testing e.g. how often do you test your business continuity arrangements and to what extent
	The statement does not need to be exhaustive; we are looking to understand what plans you have in place and to be confident that these are appropriate to the type of services that you provide to Registrants. We recognise that the detail of any such plan will vary considerably dependent on the type and size of business you are running.
	
	Questions you might like to consider when preparing a business continuity plan:
	• Who are your key stakeholders? This may include, for example:
	  • One or more types of customers – Registrants, resellers, those who make use of other services provided by you;
	  • Owners or investors;
	  • Registries whose domain names you sell; etc.
	• What are the critical services that your company or organisation provides? What do your customers rely on you to do for them? If all of your services were unavailable for some reason, what is the priority order for bringing them back online?
	• What are the key supporting activities for these critical services? Are you relying on any third parties?
	• What are the potential risks to these activities? What could prevent you from carrying out these activities?
	• How will you ensure that these activities can be maintained in the event of an emergency (loss of access to premises and/or systems, loss of data, loss of personnel etc)? Can alternative arrangements be made for any of these activities?
	
	At Nominet we have followed the process set out above and developed an appropriate business continuity statement. You are welcome to adapt elements of it to suit your own needs.
	
	Our business continuity statement is supported by documented business continuity policies and plans and is appropriate to the size of our company and the services that we provide to our customers, and hence meets the high standards of ISO accreditation. This may not be appropriate for you, and another methodology may be more appropriate for the type of business that you operate. In this case, we ask you to provide information about your current business continuity setup in your statement.

Data quality (Accredited Channel Partners)	Provide a statement setting out your auditable process for how you plan to validate registrant name and address details for data that Nominet has been unable to validate. For example, how you plan to use your own information (e.g. billing information), whether you plan to use any 3rd party validation tools and whether you plan to contact the registrant. Also state what action you will take if you obtain new data from the registrant and confirm that you will apply the data quality lock after 30 days for any data that you cannot validate. The **Data Quality policy** implementation date is 7May 2014. Additional information is available in the '**Data Quality Policy**' section of this document
Transferring expired domains (Accredited Channel Partners)	If you intend to transfer expired domains into your own name, state how you ensure you have explicit consent from the registrant to do so. Also state how you meet the obligation to send an expiry notice to registrants for all expiring domains. The mandatory minimum requirement is to provide an advance notice

	of pending expiry to your customers within 30 days of expiry. Additional information is available on p6 of this document
Connected names (Self Managed)	If you wish, provide up to 5 registrant names that are closely associated with your tag account name that you wish to be treated as connected names for your Self-Managed tag. Additional information is available on p6 of this document

Data Quality Policy

Overview of the Data Quality Policy

At a glance this section contains:

- Information on what the new **Data Quality Policy** means for you
- What **data completeness checks** will be made on data submitted at registration
- The process for **data validation** and what you will be expected to do
- Details of the **compliance programme** and information about Registrar Reviews

What does this mean for me?

The **Data Quality Policy** will be implemented on 7 May 2014 and will apply across the .uk namespace managed by Nominet. It consists of four elements:

- **Data completeness checks** for all data submitted through registration systems
- A **data validation process**, where we will automatically attempt to validate the name and address data provided. Where data could not be validated through Nominet's initial process we (or the registrar where applicable) will undertake further validation activities
- A **compliance programme** to ensure registrars comply with the standards set out in the new **Registrar Agreement** and **Data Quality Policy**

There are a number of key data quality obligations placed on registrars under the **Data Quality Policy**. All registrars must ensure that:

- Data submitted by them is *complete* – that is that it complies with the format requirements set out in the **Data Quality Policy** – see the 'Data completeness check' section below; and
- They take steps to ensure that a minimum proportion of the data they submit to Nominet can be validated by us – that is that we can confirm its accuracy by checking it against a third party data source – see the 'Proportion of minimum valid data expected' and 'Data validation process' sections below

Proportion of minimum valid data expected

The **Data Quality Policy** states that registrars must ensure that a reasonable, minimum proportion of the data they submit to us can be validated through our third party solution. This applies to all new registrations and for changes to data submitted through registration systems. We will continue to work with you to validate data that has not passed our automated checks in the past.

We will continually review the minimum proportion of data validation across the register as a whole and on an individual registrar basis where appropriate.

For all registrars we will initially be setting the minimum proportion at 70 % of all new and changed data submitted through our registration tools. Registrars who do not meet this standard will be supported by our **Customer Services** team with a view to making measurable improvements to the quality of their data.

Ensuring data can be validated

To ensure a minimum proportion of the data registrars submit to Nominet can be validated, registrars may wish to adjust their up-front data capture process, e.g. using address validation software, and formatting data entry fields to ensure accuracy where possible.

Sole traders and partnerships (i.e. non-limited companies) often pose a particular challenge in data validation. The proportion of validated data can be increased by ensuring that the trading name is submitted in the 'trading as' field and that the 'registrant field' contains the name(s) of the individual(s).

Data completeness check

Below is an overview of all completeness checks which Nominet will make upon submission or modification of the following fields:

Registrant name

- A registrant name must be submitted
- This must contain at least 4 characters and of these 3 or more must be letters

Address format

- Street 1 contains non-numeric information (not just number)
- Post town
- Country
- Post code where applicable for that country

Phone number format

Where provided, a phone number must be in the following format:

- Begin with a "+"
- Followed with a country code
- Digits after country code

Email format

- Contains an'@'
- Ends with a valid TLD (Top Level Domain)
- Contains at least one character before the "@"
- Must not have any trailing or leading spaces

NOTE: Under the .uk rules of registration, there are requirements concerning PO Box and Address for Service that impact the registrant data allowed.

Data validation process

Nominet will attempt to validate all name and address data through a third party at the point of registration or when the data is changed.

Validated data

Validation means that all of the following conditions can be satisfied:

- Fields are complete as set out in the **Data Quality Policy**;
- The registrant's name is present on a third party database, or other verification can be supplied, including by the registrar, registrant or other reliable third party source, and
- The registrant's address is present on a third party database or other verification can be supplied, including by the registrar, registrant or other reliable third party source.

Data that cannot be validated

Where Nominet is not able to validate the data provided, for example due to the data provided being incorrect or incomplete, or because the third party source against which Nominet is validating data may not be able to validate non-UK data, further work will be required either by Nominet or the registrar to validate the data.

NOTE: Both Accredited Channel Partners and Channel Partners will have until 22 September 2014 (when Registrar Reviews are due to start) to ensure that they have all the necessary processes in place. That means that although domain names may be flagged and if required suspended for poor data quality in the usual way, they will not be deleted in the intervening time.

If you have a Channel Partner tag or Self-Managed tag

For data submitted through Self-Managed tags or Channel Partner tags, where Nominet has not been able to validate data we will contact the registrant by email to ask them to either:

- Correct or update the data provided; or
- Send appropriate documentation to allow validation of the data provided

Where the data is updated or corrected this will be re-submitted for validation. If it is still not possible to validate the data the registrant will be asked for documentation to evidence their name and/or address data.

Where documentation is provided, a member of Nominet's **Customer Services** team will use this to validate the data.

If it is not possible to validate the information after 30 days, then the domain name will be suspended. From 22 September 2014 if it continues to not be possible to validate the data then the domain name will be deleted after a further 30 days.

Any communications made to registrants will also be sent to registrars.

If you have an Accredited Channel Partner tag

For data submitted through Accredited Channel Partner tags, where it has not been possible to validate through our third party solution, the registrar will be advised that this is the case. One of the following actions will then be required:

- Working with the registrant the data could be corrected or updated
- The data could be validated through an auditable validation process
- A data quality lock could be placed on the domain name

Where the data is updated or corrected this will be re-submitted for validation. If it is still not possible to validate the data this will be communicated back to the registrar to take further action.

Registrars who operate Accredited Channel Partner tags are required to have an auditable validation process in place to validate data we have advised that we have not been able to validate through our third party solution.

Where it is not possible to validate the data provided, the registrar will have access to a data quality lock, which will suspend the domain name. From 22 September, Accredited Channel Partners will also be permitted to delete domain names that they suspend as set out in their own **data quality policy**. Note: domains with a data quality lock applied cannot be renewed.

Examples of data validation sources

There are a number of methods that you can use in order to ensure that data submitted to us is valid. You may wish to consider using a trustworthy third party source to validate your customer data. This could involve identifying individuals through their commonly used ID (passport, drivers licence etc) or by checking Companies House records for limited companies. For additional validation, you may also wish to use third party data validation tools e.g. Royal Mail address search, business directories, electoral roll etc. Please see the table below for more details.

Based on Nominet's Data Quality process, the table below lists examples of sources registrars may use to validate name and/or address data that cannot be validated by Nominet. This list is not necessarily exhaustive, and depending on their business model registrars may use a combination of these methods.	**Individual**		**Business**	
	Name	***Address***	***Name***	***Address***
3rd party sources, e.g.				
• Electoral roll	✓	✓*		
• Postal file (such as Royal Mail)	✓	✓	✓	✓
• Companies House			✓	✓
• Business Directory			✓	✓
• Credit Checking Database	✓	✓	✓	✓
Internal sources, e.g.				
• Billing data	✓	✓	✓	✓
• Personal knowledge of registrant	✓	✓	✓	✓
Documentation, e.g.				
• Valid passport	✓			
• Valid drivers' licence	✓	✓*		
• Valid national ID cards (for non-UK)	✓	✓*		
• Utility bill (last 3 months)	✓	✓	✓	✓
• Bank statement (last 3 months)	✓	✓	✓	✓
• HMRC tax notification (last 3 months)	✓	✓	✓	✓
• Official letterhead			✓	✓
• Company stamp or seal			✓	✓*

*If address is included.

Registrars may also wish to build in processes to allow registrants to view and correct data, which can then be re-submitted for revalidation.

Validation sources that do not meet our requirements

For clarification the following methods of validation are not considered an acceptable way of validating the registrant name and/or address, although this is not an exhaustive list.

Any form of validation undertaken by the registrant themselves, e.g.

- Email verification, where the registrant confirms their contact details via email
- Calling the registrant to obtain verbal confirmation of their contact details
- A third party vouching for the registrant, unless they are professionally or legally able to certify as such

Auditable evidence

During a Registrar Review, Nominet will look at a sample of data validated by the registrar. Below we have outlined the types of auditable evidence we might look for:

Validation against 3rd party sources

We would expect an electronic or paper trail demonstrating what source a registrar has used to check the data and when. This could be a date-stamped flag in a database, a spreadsheet, or a manual log. During a Registrar Review Nominet might also audit the process by checking the data against the named source ourselves.

Validation against internal sources

For billing data this could again be an electronic or paper trail, date-stamped database flag or log that demonstrates what source the registrar has used to check the data and when.

For personal knowledge of the registrant, for example a neighbour of yours, we would expect a record saying this was the source of your validation.

Validation against documentation

We do not expect registrars to keep paper documents on file over and above their usual processes. We would expect to be able to audit an electronic trail or database flag that would demonstrate that a document was submitted and checked, including details of what type of document and when.

In addition to the above checks, if issues with data quality are identified, a two-way conversation will take place to develop an improvement plan. Nominet and the registrar may agree specific measures for Nominet to obtain further evidence that the data quality validation process proposed by the registrar is being implemented.

Data Quality Notifications

If we are unable to validate the data submitted to us we will notify you.

For data submitted through Accredited Channel Partner tags we will only notify you.

For Channel Partner and Self Managed tags both you and the registrant will receive a notification. If it is not possible to validate the data within 30 days the domain name will be suspended. At the time of suspension a 'Domains Suspended Notification' is sent. From 22 September 2014 if the incorrect details are not corrected, then approximately 30 days after the suspension notification is sent, the domain name is deleted.

You can choose to receive notifications via EPP, e-mail, or both. This can be set within Online Services.

EPP data quality notification

If you elect to get your notifications via EPP, the following notification is generated when Nominet cannot validate data.
If you have an Accredited Channel Partner tag, you also have the facility to apply a data quality lock – see the 'Data Quality Lock' section for details.

The <n:processData> element has the following sub-elements:

- A standard <contact:infData> element giving the account details concerned.

- An <n:processType> element indicating the process type of "Data Quality workflow -", followed by the workflow type: "Registrant Name", "Registrant Address" or "Registrant Name & Address".
- An <n:suspendDate> giving the date that the account will be suspended if the incorrect details are not updated.
- An <n:cancelDate> giving the date that the account will be cancelled if the incorrect details are not corrected.
- An <n:domainList> element giving a list of the domain names affected. This element has a "noDomains" element giving the number of domains in the list.

Example of a data quality workflow process notification

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<epp xmlns="urn:ietf:params:xml:ns:epp-1.0"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
      xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/epp-1.0 epp-1.0.xsd">
  <response>
    <result code="1301">
      <msg>Command completed successfully; ack to dequeue</msg>
    </result>
    <msgQ count="1" id="123456">
      <qDate>2012-09-05T11:00:39Z</qDate>
      <msg>DQ Workflow process commenced notification</msg>
    </msgQ>
    <resData>
      <n:processData stage="initial"
        xmlns:n="http://www.nominet.org.uk/epp/xml/std-notifications-1.2"
        xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/std-notifications-1.2
        std-notifications-1.2.xsd">
        <contact:infData
          xmlns:contact="urn:ietf:params:xml:ns:contact-1.0"
          xsi:schemaLocation="urn:ietf:params:xml:ns:contact-1.0 contact-1.0.xsd">
          <contact:id>E2CD4B4D83DB0857</contact:id>
          <contact:roid>100590-UK</contact:roid>
          <contact:status s="ok"/>
          <contact:postalInfo type="loc">
            <contact:name>contact 32</contact:name>
            <contact:org>account-name 32</contact:org>
            <contact:addr>
              <contact:street>street 32</contact:street>
              <contact:city>city x</contact:city>
              <contact:sp>n/a</contact:sp>
              <contact:pc>NW32 1ZZ</contact:pc>
              <contact:cc>GB</contact:cc>
            </contact:addr>
          </contact:postalInfo>
          <contact:email>email 32</contact:email>
          <contact:clID>TEST</contact:clID>
          <contact:crID>test@automaton</contact:crID>
          <contact:crDate>2009-08-06T17:52:21</contact:crDate>
          <contact:upID>test@automaton</contact:upID>
          <contact:upDate>2012-09-04T11:04:40</contact:upDate>
        </contact:infData>
        <n:processType>DQ Workflow</n:processType>
        <n:suspendDate>2012-09-26T10:59:11</n:suspendDate>
        <n:cancelDate>2012-10-17T10:59:15</n:cancelDate>
```

```
        <n:domainListData noDomains="1">
          <n:domainName>epp-example1.co.uk</n:domainName>
        </n:domainListData>
      </n:processData>
    </resData>
    <extension>
      <warning:truncated-field field-name="contact:upID"
        xmlns:warning="http://www.nominet.org.uk/epp/xml/std-warning-1.1"
        xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/std-warning-1.1
        std-warning-1.1.xsd">
        Full entry is 'test@nominet.org.uk'.
      </warning:truncated-field>
    </extension>
    <trID>
      <clTRID>EPP-ABC-12345</clTRID>
      <svTRID>123456</svTRID>
    </trID>
  </response>
</epp>
```

AUTOMATON data quality notifications

Accredited tags
If you have an Accredited Channel Partner tag, this message will be returned when Nominet cannot validate data

<START>

Subject: Data Quality notification
The following message was sent from the Automaton:
THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS MESSAGE.
With reference to

Account details:
*account-id:
*account-name:
Domain name(s):
*key:

We have been unable to validate the {name/Address} data. As an Accredited Channel Partner, you must take appropriate steps to validate or correct this data. If it is not possible to correct or validate this information you must suspend the domain within 30 days.

If you need any further information please contact our **Customer Services** department on +44 (0) 1865 332222 or email nominet@nominet.org.uk.

Nominet UK
<END>
If you have an Accredited Channel Partner tag, you also have the facility to apply a Data Quality lock – see 'Data Quality Lock' section for details.

Channel Partner/Self Managed
If you have a Channel Partner or Self-Managed tag, this message will be returned when Nominet cannot validate data
<START>
Subject: Data Quality Workflow process commenced notification
The following message was sent from the Automaton:
THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS MESSAGE.
With reference to

Account details:
*account-id:
*account-name:
Domain name(s):
*key:

We have been unable to validate the {name/Address} data. We have contacted the registrant asking that the data be corrected or that documentation be submitted to validate the information provided. If we do not receive an update by {DATE}, the account and all domain names held on it will be suspended. When a domain name is suspended all services associated with it, such as email or a web site, will stop working.

If you need any further information please contact our Customer Services department
on +44 (0) 1865 332222 or email nominet@nominet.org.uk.
Nominet UK
<END>

Data quality registrant notifications (for Channel Partner and Self Managed tags only)

The following notifications will be sent to registrants whose data we are unable to validate. The content will vary slightly depending on the element(s) of data that it is has not possible to validate (address/registrant name).

Application fails data validation

Subject: Your domain registration - additional action required

==========

Domain Name(s):

<domain name(s)>

==========

Unfortunately we have been unable to validate the registrant details that you have provided for the domain name(s) as you have provided <name and/or address> details that we have been unable to automatically identify against public data sources.

Registrant Name: <Registrant name>

Address:

<Address>

It is possible that your details are correct, but that they do not appear on public data sources available to us. Please review your details by logging into your Online Services account and making any necessary corrections to your information ensuring that <your name is / name and address are/ your address is> entered in full. If on review you find that your <name / name and address> <has/have> already been entered correctly please provide us with documentary evidence (copy of official ID or incorporation certificate etc) so that we can validate your details and process your application. Please attach this by reply or send directly to <serviceapplications>. Alternatively please fax or post copies of the documentation to us quoting your domain name(s).

To correct your details please log into Online Services at: http://www.nominet.org.uk/go/login

* Click on 'Domain List'

To correct the registrant name:
* Click 'edit' next to your registrant name
* You will then be able to correct the registrant name

[and/or]

To correct the registrant address:
* Click 'edit' next to your registrant address
* You will then be able to correct the registrant address

We have also notified your registrar.

Please contact the Data Validation Team if you need any assistance.

Kind regards,

Data Validation Team
T +44 (0) 1865 332222 F +44 (0) 1865 332288 E validation@nominet.org.uk
http://www.nominet.org.uk

Any documentary evidence that you provide will be used solely for the purpose of validating the data on the domain name register, and will not retained any longer than is necessary for that purpose. In any event, copies of your documents will not be retained any longer than three months from the date on which you submit them. The documentation provided will not be passed on to any third parties

Nominet UK is a company limited by guarantee and registered in England under No. 3203859. Our registered office is Minerva House, Edmund Halley Road, Oxford Science Park, Oxford, OX4 4DQ, England.

Application fails data validation + 20 days

Subject: Your domain registration - additional action required

==========

Domain Name(s):

<domain name(s)>

==========

We contacted you on <DD MMM YYYY> to advise you that we have been unable to validate the registrant details for your domain name(s).

Unfortunately the registrant details that you have provided for the domain name(s) could not be processed as you have provided <name and/or address> details we could not automatically identify against public data sources.

Registrant Name: <Registrant name>

Address:

<Address>

Please amend your details by logging into your Online Services account and making the necessary corrections to your information ensuring that <your name is / name and address are/ your address is> entered in full. If on review you find that your <name / name and address> <has/have> already been entered correctly please provide us with documentary evidence (copy of official ID or incorporation certificate etc) so that we can validate your details and process your application. Please attach this by reply or send directly to <serviceapplications>. Alternatively please fax or post copies of the documentation to us quoting your domain name(s).

To correct your details please log into Online Services at: http://www.nominet.org.uk/go/login

* Click on 'Domain List'

To correct the registrant name:
* Click 'edit' next to your registrant name
* You will then be able to correct the registrant name

[and/or]

To correct the registrant address:
* Click 'edit' next to your registrant address
* You will then be able to correct the registrant address

If we have been unable to validate your registration details by <10 days time> your domain name(s) will be suspended. Once a domain name is suspended, any services that use it such as your website or email will stop working.

Your domain name(s) will then remain in a suspended state until we are able to validate the registrant details for your domain name(s). If it remains not possible to validate your registrant details your domain name(s) <is at/are at> risk of cancellation.

We have also notified your registrar.

Please contact the Data Validation Team if you need any assistance.

Kind regards,

Data Validation Team
T +44 (0) 1865 332222 F +44 (0) 1865 332288 E validation@nominet.org.uk
http://www.nominet.org.uk

Any documentary evidence that you provide will be used solely for the purpose of validating the data on the domain name register, and will not retained any longer than is necessary for that purpose. In any event, copies of your documents will not be retained any longer than three months from the date on which you submit them. The documentation provided will not be passed on to any third parties

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Suspension email

Subject: Your domain name has been suspended

==========

Domain Name(s):

<domain name(s)>

==========

We contacted you on <DD MMM YYYY> to advise you that we have been unable to validate the registrant details for your domain name(s).

Unfortunately we have not received the necessary information from you and your domain name(s) <has/have> now been suspended.

Your domain name(s) will remain suspended until we are able to validate your registrant details. If it is not possible to validate your registrant details your domain name(s) <is at/are at> risk of cancellation.

Registrant Name: <Registrant name>

Address:

<Address>

Should you wish to retain your domain name(s), please amend your details now by logging into your Online Services account and making the necessary corrections to your information ensuring that <your name is / name and address are/ your address is> entered in full. If on review you find that your <name / name and address> <has/have> already been entered correctly please provide us with documentary evidence (copy of official ID or incorporation certificate etc) so that we can validate your details and process your application. Please attach this by reply or send directly to <serviceapplications>. Alternatively please fax or post copies of the documentation to us quoting your domain name(s).

To correct your details please log into Online Services at: http://www.nominet.org.uk/go/login

* Click on 'Domain List'

To correct the registrant name:
* Click 'edit' next to your registrant name
* You will then be able to correct the registrant name

[and/or]

To correct the registrant address:
* Click 'edit' next to your registrant address
* You will then be able to correct the registrant address

We have also notified your registrar.

Please contact the Data Validation Team if you need any assistance.

Kind regards,

Data Validation Team
T +44 (0) 1865 332222 F +44 (0) 1865 332288 E validation@nominet.org.uk

http://www.nominet.org.uk

Any documentary evidence that you provide will be used solely for the purpose of validating the data on the domain name register, and will not retained any longer than is necessary for that purpose. In any event, copies of your documents will not be retained any longer than three months from the date on which you submit them. The documentation provided will not be passed on to any third parties

Nominet UK is a company limited by guarantee and registered in England under No. 3203859. Our registered office is Minerva House, Edmund Halley Road, Oxford Science Park, Oxford, OX4 4DQ, England.

Remains suspended

Subject: Your domain name(s) suspended

==========

Domain Name(s):

<domain name(s)>

==========

We contacted you on <DD MMM YYYY> to advise you that we have been unable to validate the registrant details for your domain name(s).

Unfortunately we have not received the necessary information from you and your domain name(s) <has/have> now been suspended.

Your domain name(s) will remain suspended until we are able to validate your registrant details. If it is not possible to validate your registrant details your domain name(s) <is at/are at> risk of cancellation.

Registrant Name: <Registrant name>

Address:

<Address>

Should you wish to retain your domain name(s), please amend your details now to avoid cancellation. You can do this by logging into your Online Services account and making the necessary corrections to your information ensuring that <your name is / name and address are/ your address is> entered in full. If on review you find that your <name / name and address> <has/have> already been entered correctly please provide us with documentary evidence (copy of official ID or incorporation certificate etc) so that we can validate your details and process your application. Please send these documents to <serviceapplications>. Alternatively please fax or post copies of the documentation to us quoting your domain name.

To correct your details please log into Online Services at: http://www.nominet.org.uk/go/login

* Click on 'Domain List'

To correct the registrant name:
* Click 'edit' next to your registrant name
* You will then be able to correct the registrant name

[and/or]

To correct the registrant address:
* Click 'edit' next to your registrant address
* You will then be able to correct the registrant address

We have also notified your registrar.

Please contact the Data Validation Team if you need any assistance.

Kind regards,

Data Validation Team
T +44 (0) 1865 332222 F +44 (0) 1865 332288 E validation@nominet.org.uk

http://www.nominet.org.uk

Any documentary evidence that you provide will be used solely for the purpose of validating the data on the domain name register, and will not retained any longer than is necessary for that purpose. In any event, copies of your documents will not be retained any longer than three months from the date on which you submit them. The documentation provided will not be passed on to any third parties.

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Data quality lock

Domains on Accredited Channel Partner tags only
As part of the requirements for Accredited Channel Partner tags, registrars are responsible for validating their customer data. Where they are unable to validate data, registrars must suspend domain names within 30 days. The following specifications indicate the commands needed to implement the data quality lock, which should be applied when data cannot be validated.

The lock can be applied through EPP, Automaton and WDM and can only be applied to contacts on the registrar's tag.

The lock can only be applied by registrars with an Accredited Channel Partner tag. If you do not have an Accredited Channel Partner tag then an error will be returned (see below).

- The lock affects contacts, whether it is applied by referring to the contact id or a domain associated with a particular contact.
- The lock will be applied only to the specified contact. Service contacts must be explicitly locked separately if relevant.
- The lock can only be applied to contacts that we have been unable to validate through our processes.
- If the lock function is attempted on a contact with incorrect DQ flags an error will be given (see below).
- If a contact is locked, you will be unable to create a new domain name for that contact.
- Once you lock a registrant contact, all domains registered to it will be suspended. Similarly, when a service contact is locked, all domains registered to it will be suspended. Once suspended, a new suspension reason will be given as "Registrar DQ Lock"
- Suspended domains cannot be transferred, nor their tag changed, and they must not be renewed.

EPP lock command

Data quality lock to contact 'MY-EPP-ID' is applied by setting the "type" attribute to "data quality"

Example

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
 <epp xmlns="urn:ietf:params:xml:ns:epp-1.0"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
      xsi:schemaLocation="urn:ietf:params:xml:ns:epp-1.0 epp-1.0.xsd">
   <command>
     <update>
          <l:lock
                xmlns:l="http://www.nominet.org.uk/epp/xml/std-locks-1.0"
                xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/std-locks-1.0
                std-locks-1.0.xsd"
                object="contact"
                type="data quality">
             <l:contactId>MY-EPP-ID</l:contactId>
          </l:lock>
     </update>
     <clTRID>ABC-123</clTRID>
  </command>
</epp>
```

To apply the lock to a registrant contact you can specify a domain name instead of contact ID. To lock the registrant of example.co.uk

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<epp xmlns="urn:ietf:params:xml:ns:epp-1.0"
    xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:schemaLocation="urn:ietf:params:xml:ns:epp-1.0 epp-1.0.xsd">
    <command>
       <update>
         <l:lock xmlns:l="http://www.nominet.org.uk/epp/xml/std-locks-1.0"
                  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
                  xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/std-locks-1.0
std-locks-1.0.xsd"
                  object="contact" type="data quality">
                <l:domainName>example.co.uk</l:domainName>
         </l:lock>
       </update>
       <clTRID>ABC-12345</clTRID>
    </command>
</epp>
```

EPP lock command response

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<epp xmlns="urn:ietf:params:xml:ns:epp-1.0"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
      xsi:schemaLocation="http://www.nominet.org.uk/epp/xml/epp-1.0
```

```
      epp-1.0.xsd”>
  <response>
    <result code=”1000”>
      <msg>Command completed successfully</msg>
    </result>
    <trID>
      <clTRID>EPP-ABC-12345</clTRID>
      <svTRID>10012531</svTRID>
    </trID>
  </response>
</epp>
```

EPP unlock command

Example

```
<?xml version=”1.0” encoding=”UTF-8” standalone=”no”?>
 <epp xmlns=”urn:ietf:params:xml:ns:epp-1.0”
      xmlns:xsi=”http://www.w3.org/2001/XMLSchema-instance”
      xsi:schemaLocation=”urn:ietf:params:xml:ns:epp-1.0 epp-1.0.xsd”>
   <command>
     <update>
          <l:unlock
                xmlns:l=”http://www.nominet.org.uk/epp/xml/std-locks-1.0”
                xsi:schemaLocation=”http://www.nominet.org.uk/epp/xml/std-locks-1.0
                std-locks-1.0.xsd”
                object=”contact”
                type=”data quality”>
             <l:contactId>MY-EPP-ID</l:contactId>
          </l:unlock>
     </update>
     <clTRID>ABC-123</clTRID>
  </command>
</epp>
```

Automaton lock command

You will need to use the standard lock command with lock-type of “data quality” to apply the lock.

Example
1. Create a new email message to applications@nic.uk
2.Use the subject TAG Account Lock (replace TAG with your tag name in capital letters).
3.Use the following template in your email message:

operation: lock
account-id: 1234567
lock-type: data quality

You will receive the Automaton Lock Command Response
From: UK NIC DNS Admin <hostmaster@nic.uk>
To: “Hostmaster” <hostmaster@TEST.co.uk>
Reply-To: do-not-reply@nic.uk
Precedence: bulk
Bcc: reply-archive
Subject: Re: TAG Account Lock

The following message was sent from the Automaton:

Account 1234567 has been locked, type: ‘data quality’.

If you have any questions please contact support@nominet.org.uk.

Documentation on the automaton can be found on the Nominet Website at
http://www.nominet.org.uk/go/automaton

In order to lock using the domain name instead of the contact ID, please see the example below:

Example
1. Create a new email message to applications@nic.uk
2.Use the subject TAG Account Lock (replace TAG with your tag name in capital letters).
3.Use the following template in your email message:

operation: lock
key: example.co.uk
lock-type: data quality

You will receive the Automaton Lock Command Response

From: UK NIC DNS Admin <hostmaster@nic.uk>
To: “Hostmaster” <hostmaster@TEST.co.uk>
Reply-To: do-not-reply@nic.uk
Precedence: bulk
Bcc: reply-archive
Subject: Re: TAG Account Lock

The following message was sent from the Automaton:

Account ID for domain name ‘example.co.uk’ has been locked, type: ‘data quality’.

If you have any questions please contact support@nominet.org.uk.

Documentation on the automaton can be found on the Nominet Website at
http://www.nominet.org.uk/go/automaton

AUTOMATON unlock command

Example
1. Create a new email message to applications@nic.uk
2.Use the subject TAG Account Unlock (replace TAG with your tag name in capital letters)
3.Use the following template in your email message:

operation: unlock
account-id: 1234567
lock-type: data quality

Technical specifications – Web Domain Manager

Web Domain Manager (WDM) lock command

In the WDM you also have the functionality to apply a Data Quality Lock. When you click on the contact in the ‘manage contacts’ section, if the data has not been validated, you have the option to lock the contact.

If you need to lock the service contact, you will need to do that separately.

Once you have applied a lock, you can unlock using the same commands as above, replacing the word ‘lock’ with ‘unlock’

Web Domain Manager (WDM) unlock command

Once you have applied a lock, you can unlock using the same commands as above, replacing the word ‘lock’ with ‘unlock’

When you click on the contact in the manage contacts section, you have the option to unlock the contact if it has been previously locked by you.

If you need to unlock the service contact, you will need to do that separately.

Data quality error messages

- V282 Invalid or missing lock type
  - Generated if you attempt to lock a domain name rather than a contact

- V351 Contact 1234567 cannot be locked as it has good quality data
  - Generated when lock specified using contact ID 1234567

- V352 Domain registrant cannot be locked as it has good quality data
  - Generated when lock specified using domain

- V353 Must be an Accredited Channel Partner tag to perform this operation

- V356 Phone number must start with a '+' followed by the country code
  - Generated when a phone number is provided during account modification or creation that does not comply with DQ rules

- V357 First line of address must contain at least 1 non-numeric character
  - Generated when street1 is provided during account modification or creation that does not comply with DQ rules

- V358 Contact with type %s cannot have trading name
  - Generated when type id set IND or FIND and a trading name is present during account modification or creation

Data validation on the WHOIS

From the implementation of the **Data Quality Policy** on 7 May 2014, the data validation status of the registrant of a .uk domain name will be published on the WHOIS for every domain for which Nominet acts as the registry.

The data validation text will be provided below the registrant's address details or underneath the Service Address where this is required for second level .uk domains.

Where existing data still requires validation we will encourage the registrant to update the data either through Online Services or through their registrar if appropriate.

The data validation output will be displayed on the WHOIS as follows:

Validation status	**Where data has been validated by Nominet**	**Where data has been validated by a registrar on their Accredited Channel Partner tag**
Validated data WHOIS text	Registrant contact details validated by Nominet on dd/mm/yyyy	Registrant contact details validated by registrar on dd/mm/yyyy
Data has not been possible to validate or is awaiting validation	Registrant contact details awaiting validation	Registrant contact details awaiting validation

Compliance programme

Overview of the compliance programme

At a glance

- Compliance overview and timeline
- How the compliance programme works
- Sanctions and appeals

Compliance overview and timeline

Nominet is responsible for ensuring that domain names registered in the .uk domain spaces that it manages are being registered and managed in a manner that is consistent with its policies and procedures. The idea behind the registrar compliance programme is to ensure that our shared customer – the registrant – receives fair and equitable treatment regardless of where they register their .uk domain. We want to attract and retain customers in the .uk namespace and ensure that best practice is being followed throughout our registrar community.

To that end, this programme is designed to ensure that all registrars are complying with their obligations, as set out in the **Registrar Agreement** and other policies that affect the registration and management of .uk domain names.

- 18 March 2014 - all registrars are bound by the new **Registrar Agreement** terms
- 7 May 2014 - the **Data Quality Policy** comes into force
- 22 September 2014 - registrar reviews will be scheduled from this date onwards
- Registrars who have successfully applied for an Accredited Channel Partner tag will have until 22 September 2014 (when Registrar Reviews are due to start) to ensure that they have all the necessary processes in place
- Registrars of any tag type can expect to be assessed (Registrar Review) at least once a year

How does the compliance programme work?

The programme has three phases:

1) Notification: the registrar to be reviewed will receive two week's notice that they have been scheduled for a Registrar Review.

2) Registrar Review: a Registrar Review will be conducted using a standard evaluation tool and criteria. This usually takes between two to four weeks to complete.

3) Report: at the end of the review period, a report will be shared with the registrar and a discussion will take place regarding the findings.

   a) If no issues are identified, then the report will be finalised and the evaluation closed.
   b) If issues are identified, an improvement plan will be developed in conjunction with the registrar following a discussion of the issues and potential remedies. It is Nominet's intention to have a two-way conversation during this period to assist the registrar in meeting its contractual obligations as quickly as possible. Follow-up with the registrar will continue until all issues are addressed, at which time the review will be closed.

What is being evaluated in a Registrar Review?

The following provides a high-level overview of some of the areas that could be covered as part of a review. It is important to note that this list is not meant to indicate all areas covered in a review but to provide a sense of the type of things we are interested in when conducting a review.

Potential review areas are:

- Is the registrar complying with the terms set out in the **Registrar Agreement**?
- Does the registrar meet the .uk **Data Quality Policy** requirements?
- Does the registrar respond to customer enquiries within the designated timeframes?
- Does the registrar effectively communicate their obligations to their customers?

How are registrars selected for a compliance review?

There are two methods that will be used to select a registrar for review:

- Routine registrar compliance programme
- As a result of Nominet becoming aware of an issue that requires investigation

Registrar Reviews will be scheduled from 22 September 2014 onwards. Registrars should expect to be reviewed once a year.

Who will conduct the Registrar Reviews?

Nominet's in-house **Compliance** Team will contact the selected registrars and conduct the review process. It is anticipated that the majority will be conducted remotely.

When can I expect to have a Registrar Review conducted?

It is our intention to conduct a review for all registrars annually, and we will give every registrar two weeks' advance notice of their review slot.

How can I provide Nominet with feedback on the programme?

We encourage you to provide us with feedback on this programme and ask that you provide your suggestions by email to **registrars@nominet.org.uk**, or by telephone on **01865 332211.**

Sanctions and appeals

Should the **Compliance** Team identify areas where a registrar does not meet the requirements set out in their **Registrar Agreement**, they will work closely with the registrar to develop an improvement plan. This will set out any changes that the registrar needs to make to their systems or business processes and the timescale within which this work must be complete.

Where a registrar is unable to make the necessary changes, or chooses not to make the necessary changes, then the **Compliance** Team will look to apply sanctions proportionate to the breach of contract that they have identified. For example, they may restrict access to certain services or reduce the amount of credit available to a registrar. Such sanctions may be lifted once appropriate corrective action has been seen to have been carried out by the registrar.

Where a registrar consistently breaches terms or has a serious breach of the agreement, the **Compliance** Team will make a recommendation to the Chief Operating Officer that the registrar's tag(s) be suspended or withdrawn.

Appeal process

If we impose one or more of the sanctions set out in the **Registrar Agreement**, registrars can appeal that decision to our Head of Compliance. Such appeals must be received within 10 days of the sanction being applied. When we receive your complaint we will acknowledge it within two working days. We will then fully investigate your complaint and aim to respond within 10 working days. If the situation requires a longer investigation, we will contact you within 10 working days to inform you of this and let you know when you can expect our response.

During an appeal, the Head of Compliance may suspend the sanction or place reduced or increased restrictions on your tag. This will be clearly communicated to you by the Head of Compliance.

If we suspend or end this Contract then you can appeal within 10 days of us notifying you of our decision. Appeals will be referred to an independent adjudicator appointed by the Centre for Effective Dispute Resolution (CEDR) under the 'CEDR Solve Rules for Commercial Adjudication'.