

THE UNITED REPUBLIC OF TANZANIA

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY



**A REPORT ON
THE dot TZ COUNTRY CODE TOP LEVEL
DOMAIN MANAGEMENT AND
RELATED ISSUES**

Prepared by:
THE NATIONAL COMMITTEE
July, 2006



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Acknowledgement

On behalf of Tanzania Communication Regulatory Authority((TCRA) and my own behalf, let me thank all those who participated in the consultative process that came up with a recommendation to establish tzNIC a body which will be responsible for management of the Tanzanian country code Top Level Domain Names (.tz.ccTLD).

From the nineties the management of the .tz.ccTLD was done by few individuals who put Tanzania in a world map of Internet. I am really grateful for their effort. In order to meet the mandate of the law and that of regulating the communication sector and in order to be in line with the global development on the management of the same, on 14th February 2005 I set up a National Committee comprising of major stakeholders in the ICT sector to review the current Tanzania Country Code Top Domain Name with a view of re-delegate the same.

This Committee was chaired by TCRA and comprised of Internet Service Providers, Network Operators, individuals and the current managers of the tz.ccTLD (the list of members is attached as **Appendix A**). The National Committee was assisted by a small technical working group which gathered data/facts, analyzed them and later presented their report to the National Committee (the list of the working group is appended as **Appendix B**).

This report comprises views of stakeholders which now serves as the guiding document on how the country code Top Level Domain will be managed in Tanzania.

I therefore once again thank all those who were involved in this work.

Prof. John S. Nkoma
Director General
TCRA



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Executive Summary

The Tanzania Communications Regulatory Authority established under the TCRA Act No. 12 of 2003 is charged with among other responsibilities, management of the national resources namely Numbering, Naming and Addressing as used in communications.

The country code Top Level Domains (ccTLDs) are among the national resources that must be managed fairly in the public interest of each individual sovereign country.

To that end and exercising his mandate, the Director General of TCRA in February 2005 formed a short lived National Committee comprising of members from Public and Private sectors with interest in Internet in the United Republic of Tanzania. The main and specific objective of the Committee was to study and propose a mechanism to re-delegate the management of .tz country code Top Level Domain. This is in response to the global trend, especially for developing countries, to have control of their own ccTLD.

The committee's work involved analysis of the current situation and experiences from other selected countries, namely Kenya, Germany, Brazil, China and South Africa. The study generally found that the best practice to efficiently manage the ccTLD is achieved by having in place a formally established entity representing the entire Internet community in the country. In addition, the operation of ccTLD registry centre requires reliable and highly available Internet links as well as highly capable hardware facilities and personnel.

In view of the findings and global experiences, the National Committee recommends:-

- tzNIC be established as a non-profit company limited, whose purpose would be to control, manage and operate the .tz country code Top Level Domain and provide complementary registry services in the interests of the nation. Members of this Company will be drawn from TCRA and TISPA.
- A migration plan as tabulated below be adopted

No	ACTIVITY	June 06	July 06	Aug 06	Sept 06	Oct 06	Nov 06	Dec 06
1	Formation of tzNIC		X	X				
2	Staffing of TzNIC		X	X	X			
3	Office Set-up		X	X	X			
4	Acquisition of Hard/Soft wares	X	X					
5	Installations		X	X	X			
6	Awareness programmes			X	X	X	X	X
7	Servers Testing phase			X	X	X		
8	Re-delegation process of .tz ccTLD	X	X	X	X	X	X	
9	Official Hand-over ceremony							X
10	Publicity campaigns continues					X	X	X

Table 1: tzNIC implementation plan

- TCRA supports and facilitates the establishment of tzNIC including acquisition of the following:-

S/N	Description	Quantity
1	42U racks	2
2	Servers	6
4	Firewalls	2
5	Edge Routers	2
6	7kVA UPSs	2
7	1kVA UPSs	2
8	Desktop Computer	2
9	Laptop	2
10	Printer	1
11	Operating Software	1
12	Registration software	1
13	Dual Internet link	1
14	Dedicated link to TIXP	1
15	Air conditioned office rooms	3
16	Standby Generator	1

Table 2: tzNIC take-off requirements

- TCRA facilitates the implementation of the above presented migration plan
- TCRA apply for ENUM re-delegation from the ITU.

For better realisation of this state-of-the art initiative, the issue of reliable and high speed national and global connectivity in Tanzania must be addressed as a matter of urgency and at national interest. Therefore any initiatives, projects such as fibre optic cable backbone that aim to transform our country into a modern information super highway need to be supported by all.

Acronyms

.tzRC	.tz Registry Committee
ARP	Address Resolution Protocol
ASCII	American Standard Code Information Interchange
CAS	Chinese Academy of Sciences
CCC	Consumer Consultative Council
ccTLD	country code Top Level Domain
CNNIC	China Internet Network Information Centre
COSTECH	Tanzania Commission for Science and Technology
DIT	Dar Es Salaam Institute of Technology
DNS	Domain Name System
.tz ccTLD	Dot tz country code Top Level Domain
EPP	Extensible Provisioning Protocols
gTLD	Generic Top Level Domain (Public Interest Registry)
IAB	Internet Architecture Board
IANA	Internet Assigned Number Authority
ICANN	Internet Corporation Assigned Names and Numbers
ICT	Information Communication Technology
IETF	Internet Engineering Task Force
IP	Internet Protocol
IPv4	Internet Protocol version 4
IPv6	Internet Protocol version 6
ISC	Internet Software Consortium, Inc. (ISC)

ISOC	Internet Society
ISP	Internet Service Provider
IT	Information Technology
ITN	Independent Telecommunication Network
ITU	International Telecommunications Union
IXP	Internet Exchange Point
MII	Ministry of Information and Industry
MOAT	Mobile Operators Association of Tanzania
MoID	Ministry of Infrastructure Development
NSRC	Network Start-up Resource Centre
PAC	Policy Advisory Committee
POPSM	President's Office Public Service Management
PSTN	Public Switched Telephone Network
RARP	Reverse Address Resolution Protocol
RFC	Request for Comment (Used to set Internet Standards)
RIPE	European Regional Internet Registry
RRP	Registry Registrar Protocol
SIP	Session Initiation Protocol
SLD	Secondary Level Domain
SRS	Shared Registry System
TCRA	Tanzania Communications Regulatory Authority
TEN/MET	Tanzania Education Network/Mtandao wa Elimu Tanzania

TICTA	Tanzania Information and Communication Technology Association
TISPA	Tanzania Internet Service Provider Association
TLD	Top Level Domain
TPC	Tanzania Posts Corporation
TTCL	Tanzania Telecommunications Company Limited
tzNIC	Tanzania Network Information Centre
UCC	University Computing Centre
UDSM	University of Dar Es Salaam
URI	Uniform Resource Identifier
VoIP	Voice over Internet Protocol
ZANTEL	Zanzibar Telecom Ltd

Definitions

Whois Servers	The process of retrieving information from the database registry
Domain hosting of .tz ccTLD	Servers that hold the registry database of .tz
Mirror of one root servers	Replicate root servers that will reside in Tanzania for Top Level Domain
Registry	An entity which registers, maintains and manages records domain names
Registrar	An entity responsible for adding, deleting or modifying information in the registry database
Registrant or Owner	A company, organization or individual who has registered a domain name in the Registry
Internet Community	A society comprising of internet users, network operators, internet services providers, civil society, researchers, academic institution and the government with interest in internet
Domain	Technical identifiers containing alphanumeric characters, used instead of Internet addresses indispensable for the communication through the Internet, due primarily to their easy-to-remember nature

ENUM	Short form for Electronic NUMBER. ENUM is Proposed standard for RFC2916 from (IETF) for a DNS-based (DNS) method Mapping telephone numbers to URLs Web address and ultimately to IP Address
E.164	The ITU-T recommendation for the GSTM (Global Switched Telephone Network) .E.164 is 16-digit numbering scheme that provide a unique telephone Number for every subscriber in the world.
ISO – 3166	Two letter codes for representation of country names

1 INTRODUCTION

1.1 The Report

This report is on re-delegation of the dot TZ country code Top Level Domains management and other related issues as prepared by the national Committee formed by the Director General of TCRA.

1.2 The Process

The Government has declared the ICT as an important sector entity and developmental tool that requires concerted efforts for its development. Recognising the declaration and noting that ccTLDs (the enabler of ICT applications) are national resources; on 14th February 2005 the Director General of TCRA formed a National Committee and called its first meeting on 1st March 2005 to brainstorm on issues related to the management of the resource.

1.3 The Composition of the Committee

1.3.1 The Committee

The Committee had more than twenty Members representing various Internet community constituencies. The representation include TTCL (fixed telecommunication network operator), TISPA (Internet Service Providers), ZANTEL (fixed telecommunication network operator), MoID (ICT policy custodian), TCRA (Sector Regulatory Authority), POPSM (public service), TEN/MET, ITN, MOAT (Mobile network operators), COSTECH (Scientific and Research Institutions), CCC (consumers), TICTA (Data network operators), UDSM (current administrative contact of .tz ccTLD cum registrar of .ac.tz, .go.tz and .mil.tz SLDs), DIT (Educational Institutions), Tanzania Postal Corporation (TPC) , and Mr. William Sangiwa the current registrar of .or.tz, .co.tz and .ne.tz SLDs.

1.3.2 The Working Group and its Terms of reference

Out of the Committee members (Appendix A), a Working group comprising of representations from TCRA, ZANTEL, TISPA and the two persons currently dealing with registrations (Appendix B), was formed. The Working Group met on 1st March 2005, to agree on the best way to accomplish the dot TZ Committee's assignment.

The Working Group was given the following Terms of References:-

- To review the draft Policy and Application Guidelines documents on dot TZ ccTLD registration and related issues
- To analyze and recommend ways to institutionalise the dot TZ ccTLD's management
- To propose Time Table of Implementation/Migration
- To submit the report to the Director General of TCRA by 15th March, 2005

1.3.3 Submission of the First draft Report

The Working Group presented the first draft report to the Director General as required. The National Committee then discussed the draft report on 2nd June, 2005 and proposed some amendments. The Committee further directed that the report be finalised and wherever possible, implementation of the recommendations therein be effected.

2 SITUATIONAL ANALYSIS

2.1 Background information on DOT TZ ccTLD Delegation Initiatives

In June of 1993 and 1994, three Tanzanians namely Prof. Beda Mutagahwa, Bill Sangiwa and Kitalima Mabula attended ISOC meetings in the USA and Czech Republic. During the course of that meeting and internetworking training workshops, they met and discussed with Mr. Randy Bush, an Internet pioneer, inspirator in introducing internetworking networks in developing nations and one of the prominent member of ISOC, IETF, NSRC, and RGnet/PSGnet LLC about registering .tz ccTLD.

The naming of the .tz ccTLD was in accordance with ISO-3166 standards as followed by IANA and ICANN in naming ccTLD. The .tzTLD management structure and naming followed RFC1591 recommendations. The registration of the .tzTLD was in the interests of the country, to reserve and protect the interest of the United Republic of Tanzania on the internet related matters.

The three named above, representing UDSM, and Mr. Randy Bush approached IANA to become the .tz ccTLD registrar and the university took the leading role in management of the .tz ccTLD. Professor Beda, the then director of the University Computing Centre (UCC) was administrative contact, while Mr. Randy Bush was the technical contact on the matters pertaining to the .tz ccTLD. The .tz ccTLD was registered and became operational in August 1994 with the following setup;

- UDSM was to be the sponsoring institution of the .tz ccTLD
- Prof. B. Mutagahywa becomes the .tz ccTLD administrative contact
- Mr. Randy Bush of RGnet/PSGnet LLC becomes the .tz ccTLD technical contact
- Naming structure adopted for .tzTLD was formation of six (6) SLD's namely ac.tz, co.tz, go.tz, mil.tz, ne.tz and or.tz; thereafter all users would register under tertiary level
- The root servers for the .tz ccTLD were hosted at PSG and RIPE

At that time there was no full-time connection to the Internet in Tanzania, which is a requirement for hosting Internet domain name services. Mr. Bush volunteered his resources and time in getting the process started.

The full internet access to Tanzania became a reality in July 1996, with CyberTwiga becoming the first commercial ISP. The University of Dar Es Salaam went online in August 1996. The registrars for the SLD were designated as follows;

- The SLD of go.tz, ac.tz and mil.tz be registered by UCC/UDSM
- The SLD of co.tz, or.tz and ne.tz be registered by Bill Sangiwa then a principal of CyberTwiga.

The hierarchical arrangements and levels for the .tz ccTLD and SLDs, are shown in the figure below:

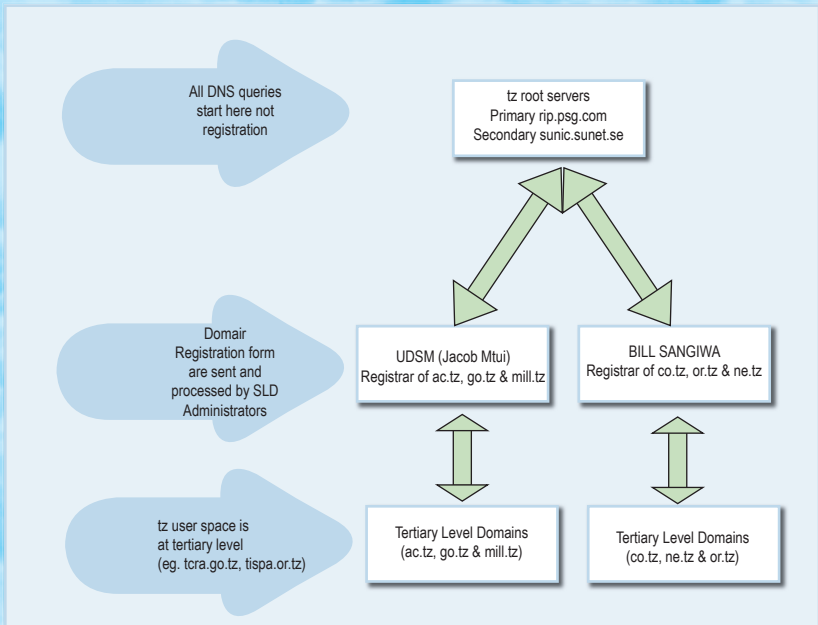


Figure 1: The DNS hierarchical arrangements

2.2 The trend of .tz ccTLD

Since registrations of .tz ccTLDs started, there has been growth in some SLDs as can be summarised below for cumulative number of domains:

	19 97	19 98	19 99	20 00	20 01	20 02	20 03	20 04	20 05	20 06
Co.tz	5	56	144	196	294	534	760	1080	1228	1683
Or.tz	2	3	7	9	49	92	154	224	268	355
Ac.tz	4	7	12	16	22	34	40	58	66	97
Go.tz	3	29	37	56	70	90	98	113	128	180
Ne.tz	1	1	1	1	1	4	4	10	10	15
mil.tz	0	1	1	1	1	1	1	1	3	4
Total:	15	97	202	279	437	755	1057	1486	1703	2276

Table 3: Cumulative Number of .tz ccTLD

Graphically represented:

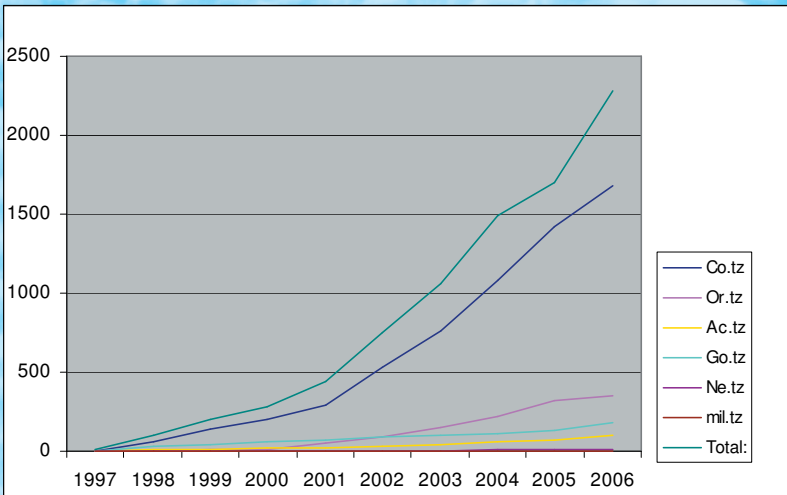


Figure 2: The trend of .tz ccTLD growth

2.3 The Current Status of dot TZ ccTLD

Currently, Prof Beda of the University of Dar es Salaam is the recognised administrative contact for the .tz ccTLD Registry while Randy Bush is the Technical Contact. For the Secondary Level Domain (SLD) extension Jacob Mtui manages the go.tz, ac.tz and mil.tz SLDs and Bill Sangiwa manages the co.tz, or.tz and ne.tz SLDs.

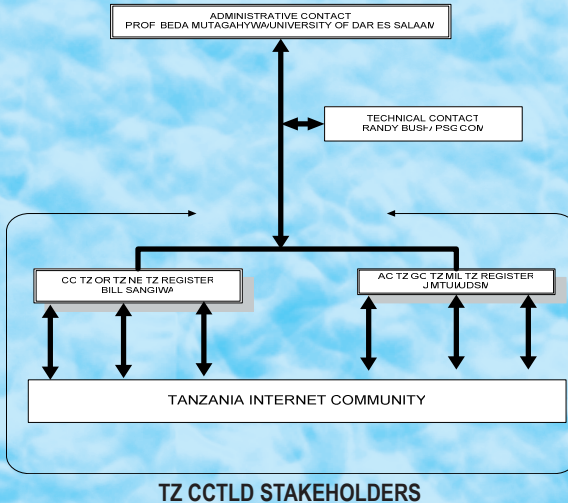


Figure 3: The existing .tzTLD structure

2.4 Technical Issues

The name servers for any internet domain are required to have fulltime connection to the internet; intermittent connectivity like using dialup connection is not appropriate and acceptable. At the time of .tzTLD was registered, Tanzania had no full internet connectivity. The name servers that were designated to host the .tzTLD were rip.psg.com as primary name server and ns.ripe.net as secondary servers.

The primary name server is under control and management of Mr. Bush. The selection of the name servers is based on reliability, availability, willingness

to accept the request, and conformity to the RFC 2182¹. Both name servers are connected to high availability network, with secondary name server being also the servers for European Network Coordination Centre, responsible with administering/issuing IP addresses to Europe and North Africa. The hosting services of the .tzTLD are thus under very reliable and resilient network.

The delegated servers for SLD are owned and managed by University of Dar-es-Salaam, ISP's and Government Institutions in Tanzania. The name servers hosting co.tz, ne.tz and or.tz are hosted with CyberNet (ISP in Arusha), Tanzania Commission for Science and Technology, PSG.COM, Packet Clearing House and for ac.tz, go.tz and mil.tz are hosted with University of Dar-es-Salaam, PSG.COM, CyberNet. Current plans are to complete process to add root servers for ORG gTLD (Public Interest Registry) to host .tzTLD and SLD's.

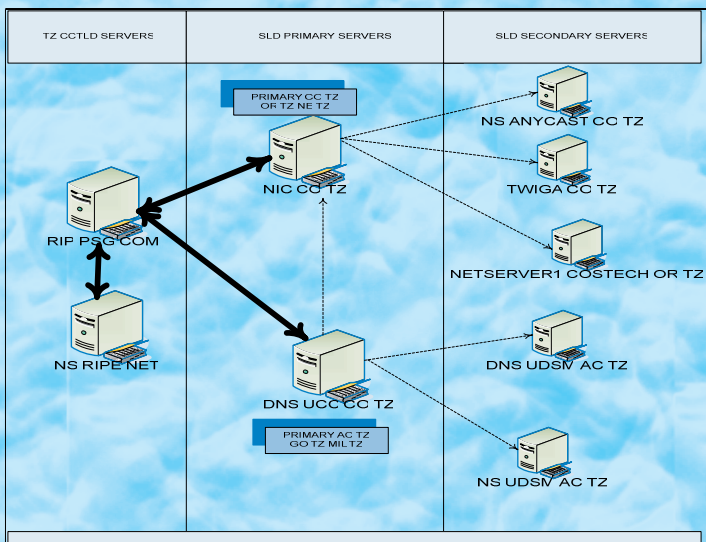


Figure 4: Existing set-up of the Primary and Secondary Root Servers for the .tz ccTLD

¹ RFC 2182 is the industry standard where both the physical and topological location of each server are material considerations when selecting secondary servers. The number of servers appropriate for a zone is also discussed, and some general secondary server maintenance issues considered

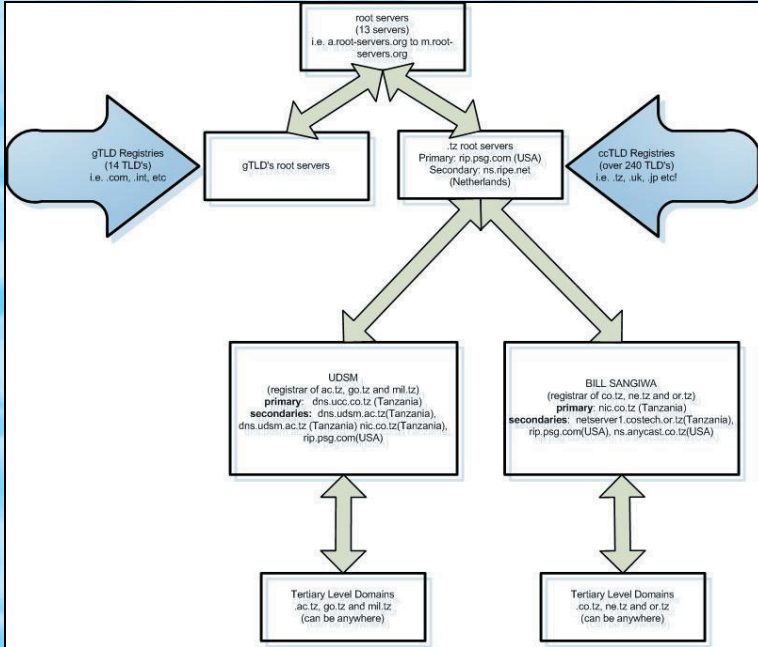


Figure 5: Existing set-up of the Primary and Secondary Root Servers for the .tz ccTLD

The primary servers for SLD are managed by Bill Sangiwa and Jacob Mtui. All registration requests are sent by email by the applicant to the above individuals and are processed accordingly. The registration process is semi-automatic, whereby emails are processed with human intervention and once accepted the domain is registered. Checks are applied to make sure the domain requested is not already registered, the name servers as listed are

up and running.

2.5 Operational Framework

2.5.1 Second Level Domain (SLD) Definitions

At the moment the following SLDs have been defined and are operational:

- Commercial <name>.co.tz
- Schools granting baccalaureate degrees <name>.ac.tz
- Tanzania Governmental entities <name>.go.tz
- Not for profit organizations <name>.or.tz
- Network infrastructure (i.e. routers) only <name>.ne.tz
- Tanzania Military and Defence Forces <name>.mil.tz

The current policies governing the registration of domains under each of these categories are as follows:

- <name>.co.tz Any registrant may register any name under this sub domain on a First-Come-First-Serve basis, so long as they do not infringe any rights by any other person or entity as detailed in the dispute resolution policy. The Registrar shall assume that the registrant is allowed to use the name without any further reference or checks and shall only intervene in the event of a complaint or dispute.
- <name>.or.tz Names under this sub domain shall be registered on a First Come First Serve basis to non-profit institutions, but only on production of proof that the owner of the name is a registered non-profit entity.
- <name>.go.tz Names under this sub domain shall only be registered on production of a letter of authorization from the Permanent Secretary of the relevant government ministry where the Registrant belongs
- <name>.ac.tz Names under this sub domain shall be registered on a First Come First Serve basis to educational and training institutions and only on production of proof that the owner of the name is a registered academic institution.

- <name>.ne.tz To be used for addressing network hardware only.
- <name>.mil.tz To be used exclusively for Tanzania Military and Defence Forces only.

2.5.2 Application Procedures

The present procedure starts with the end-user launching a domain request. They do this by sending an ASCII file with the details of their request to the present registrar. The registrar first checks if the domain already exists. If it does, they inform the applicant accordingly. If the domain is available, then the registrar checks other modalities such as the meeting of technical and legal requirements. Once all modalities have been met, the registrar goes ahead and enters the domain in the registry. The application information is then filed for reference and the client is informed of the successful registration procedure.

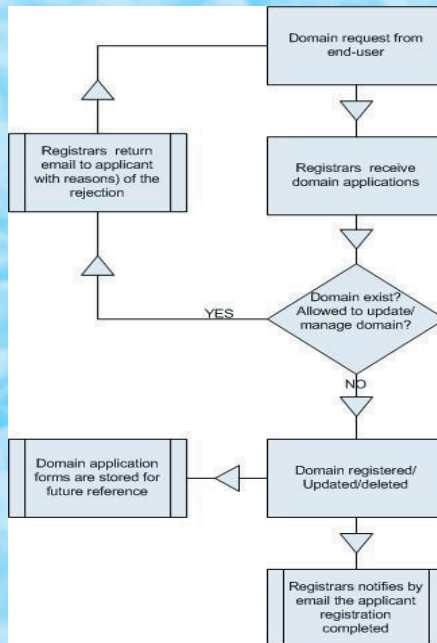


Figure 6: Procedure logic flowchart

2.5.3 Rules and Regulations

The rules and policies guiding the registration of SLDs and the ASCII registration template form are available at the UDSM and PSG web sites <http://www.udsm.ac.tz/domainreg.html> and <http://www.psg.com/dns/tz>

2.6 Key Observations

While it was appreciable in the past for national resource like dot tz to be managed by trusted individuals, the circumstances have now changed and there is a consensus on the need to re-delegate and improve the management of the .tz ccTLD.

It is to that avail that the following improvement observations are made:

- A mechanism is needed to ensure greater transparency and social awareness on issues of formalities, regulations, and procedures related to registering and managing a .tz ccTLD
- The guidelines that make up the framework of a standard operating procedure of registering and maintaining a .tz ccTLD needs to be further articulated and better defined to avoid possibilities of difference in interpretation and of name resource abuse
- The management system needs to have better institutional, technical and logistic capacity to deal with the present and future growth in .tz ccTLD registrations
- The issue of reliable and high speed global connectivity in Tanzania must be addressed as a matter of urgent national interest
- There is a need to have the top level root servers for .tz ccTLD locally in Tanzania
- A fully automated registration process is needed to insure instantaneous and efficient registration and management of .tz ccTLD
- It is also of paramount importance that a Whois directory service be launched with immediate effect
- In the interest of long term sustainability and efficiency there is a need to introduce a cost recovery mechanism for the registry services

3 PROPOSED MANAGEMENT OF dot TZ ccTLD

3.1 Institutional Framework

3.1.1 Rationale

The proposed institutional framework for management of .tz ccTLD has taken into consideration the needs of the local and global Internet Community, importance of management of Internet resources of national interest, level of development of Internet and mandate of the government in the management of Internet.

The Internet Community requires efficient and effective registry services. Users should be able to register, add, delete or modify domains without delays, unclear or undefined procedures. The responsible entity should be accountable to the users it is serving.

The government through TCRA has a mandate of ensuring that scarce national resource (such as .tz domain names) is being managed in an efficient, transparent, resilient and in a sustainable manner. The relationship between ccTLD registry and the government varies greatly from country to country. In a report² by Professor Michael Geist (2003) of the University of Ottawa, the organisations that managed the ccTLDs were of the following types Public Institutions (15%), Non-Profit Organisations (39%), For Profit Commercial enterprise (20%) and Academic Institutions or Individuals (26%) as shown in figure 7.

² <http://www.michaelgeist.ca/geistgovernmentccctlds.pdf>

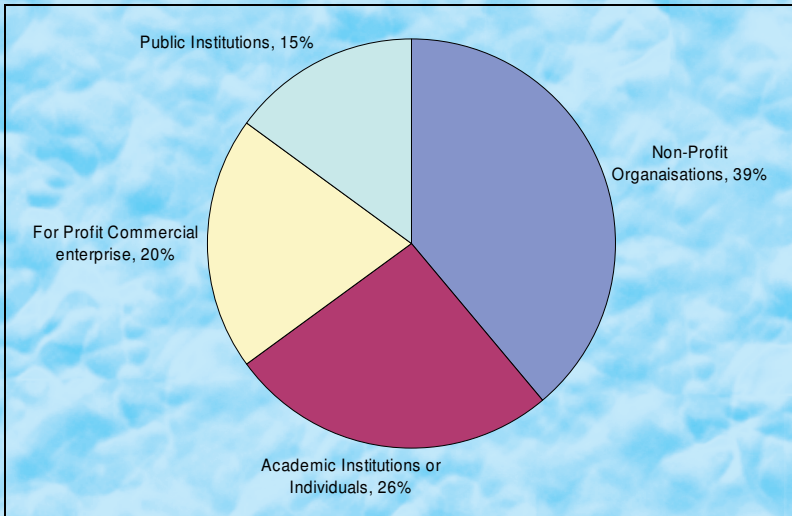


Figure 7: Types of Legal Entities used for Managing ccTLDs

3.1.2 Experiences from other countries

In the United States the government through the Department of Commerce has delegated the technical and operational responsibilities to a private for-profit company called Neustar³ while the policy, procedures and governance functions remain with advisory body made up of US internet community.

In China the government created a non-profit entity to manage the ccTLD, the China Internet Network Information Center (CNNIC) under the Ministry of Information and Industry (MII). The responsibility of technical and administrative management is entrusted to the Chinese Academy of Sciences (CAS)⁴.

³ <http://www.cctldinfo.com/country.php#us>

⁴ <http://www.cctldinfo.com/country.php#us>

The management of the UK ccTLD registry is controlled, managed and operated by the private not-for profit company Nominet.uk which is non-profit company with an MoU between the government and a broad representation of the Internet Community⁵.

In Burundi and Kenya, the responsibility of ccTLD has been re-delegated to a private non-profit company with the regulator having a permanent membership and power to over-rule any policy or practice that goes against original stated responsibilities⁶.

In South Africa, the za Domain Name Authority (za DNA) was established by the Electronic Communications and Transactions Act (“ECT Act”). The Authority was established as a public company with guarantee with a task to administer the .za ccTLD. Staff of zaDNA administers and operates the .za while the board set policy and regulations.

In Germany, .de ccTLD is managed by a non-for profit body, DENIC, registered as a cooperative in 1996. Its membership is comprised of Companies and Institutions who administer domain for their customer and who feel an active commitment to providing , within the principles of self regulation, a key service for the whole of Germany community. The structure of DENIC comprises of the general Assembly which elects the Supervisory Body. The Supervisory Body appoints the Executive Body which is assisted by the Technical and Legal Advisory Councils. Under the Executive Body, there are several sections namely Operation, Support, ENUM, Finance, Administration, Public Relation and Legal sections.

In Brazil, the .br registration was institutionalised in 1995 by the creation of the National Committee on .br registration. The Committee is responsible for policy and other high level decision on .br issues and is comprised of members from the Government and Civil society. In the committee, Government

⁵<http://www.cabinetoffice.gov.uk/e-government/resources/domain-name/1-9-1.asp>

⁶ <http://www.cctldinfo.com>

representatives include the communication regulator (ANATEL), Ministry of Science and Technology, Ministry of development, Ministry of Planning, Ministry of defence and Presidents Office. The Civil society is represented by the Industry (ISPs, Telecom companies, Hardware and Software companies and Users), NGOs and Academics. The day-to-day operation is managed by a secretariat, the National Information Centre, whose main section includes the Administration and Data centre for .br registration.

3.1.3 Proposed Framework

Having examined the experience from other countries and based on the Tanzanian context, it is proposed to establish a non-profit company limited by guarantee with no shares and with members rather than shareholders. The proposed name for this company is the Tanzania Network Information Centre (tzNIC) whose purpose would be to control, manage and operate the .tz country code Top Level Domain and provide complementary registry services in the interests of the relevant stakeholder communities.

Functions of the tzNIC would include but not limited to:

- Administer and manage the .tz domain name space;
- Comply with international best practice in the administration of the .tz domain name space;
- Regulate registries;
- Regulate registrars for the respective registries; and
- Issue guidelines on:
 - the general administration and management of the .tz domain name space;
 - the requirements and procedures for domain name registration; and
 - the maintenance of and public access to a repository

The Members of this company will be the government and the Internet community. The government will be represented by the Sector Regulator (currently TCRA) and the Internet community will be represented by TISPA. The company will be governed by the Policy Advisory Committee (PAC) whose members are drawn from government institutions, consumer representative entities, Internet communities and individuals.

tzNIC will be managed and operated by employed full and part-time staff while the strategic policy and regulations will be drawn up by the technical and policy working groups, who will be appointed by the PAC.

3.1.4 Re-delegation Procedure

ICANN process all requests for domain re-delegation for any Top Level Domain and it has laid down the procedure for domain name re-delegation. The re-delegation process of the .tz ccTLD would involve, and need consensus of the Government of Tanzania, Sector Regulator, Current Registrar, Stakeholders and the general Internet community. It is important to reach the consensus locally on the way forward on the issue of .tz ccTLD.

3.2 Technical set-up

3.2.1 Technical Design Considerations

The following parameters will acts as the guidance of technical set up of dotTZ registry which maps the expectations of all stakeholders:

- Reliability: The registry needs to be accurate and consistently accessible.
- Resilience: The service is expected to be resilient. A number of secondary sites should be collocated in different places in the United Republic of Tanzania and abroad such that if there is a service interruption at the primary site, the service remains up and running.
- Scalability: The system be designed such that it can be expanded to handle the growing number of domain registrations and queries
- Availability: The aim is to have the smallest possible time to answer queries as well as reliable links to ensure that the packet loss to/from the servers are kept below 1% and to attain 100% availability.

3.2.2 Location of the Facilities

In order to ensure that the design issues of reliability and robustness are adhered to, it is proposed that several sites be prepared around Tanzania and abroad to host the registry systems. The following sites are recommended;

tzNIC (Primary Data Centre), COSTECH, UDSM, IXPs, and other points of reliable connectivity including some centres abroad; Each site is expected to have the following minimum specifications:-

- Extended power backup
- Reliable Internet connectivity with adequate bandwidth
- Dedicated facilities with adequate hardware backup options

3.2.3 Network Setup at the Primary Site

The network setup as shown in figure 8 below aims to have redundancy, traffic management and security embedded. Overall goal is to achieve a high level of service efficiency.

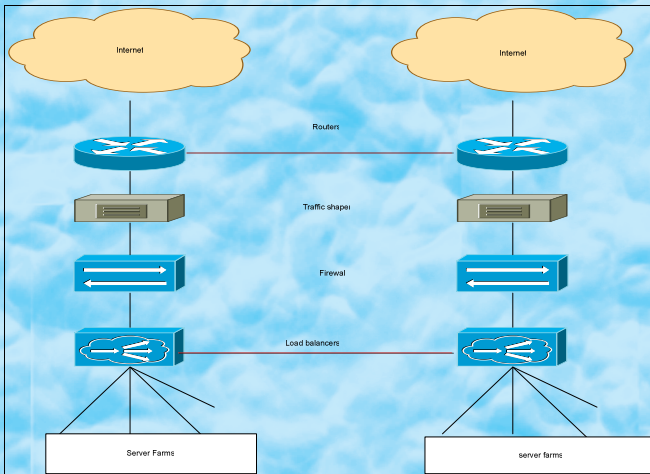


Figure 8: Proposed network setup at the primary site

From the figure 8 above, the edge routers provide Internet connectivity and low level packet filtering. The traffic shapers have the function of the managing bandwidth and offer secure layer in terms of denial of services attacks. The firewall will provide the perimeter security through policy based filtering. The load balancers distribute the load to server farms/ applications.

To start operation, the Centre will require the following equipment:-

S/N	Description	Quantity
1	42U racks	2
2	Servers	6
4	Firewalls	2
5	Edge Routers	2
6	7kVA UPSs	2
7	1kVA UPSs	2
8	Desktop Computer	2
9	Laptop	2
10	Printer	1
11	Operating Software	1
12	Registration software	1
13	Dual Internet link	1
14	Dedicated link to TIXP	1
15	Air conditioned office rooms	3
16	Standby Generator	1

Figure 9: Proposed requirements for the functionality and operation of the Centre.

Other equipment such as traffic shapers and load balancer will be considered in later years when the traffic levels to be handled by the facility has increased substantially.

3.2.4 Service Offering

The major services to be offered at the registry will include:-

- Online .tz Registry
- Whois servers
- Domain Hosting of .tz ccTLD
- Primary for the SLD under .tz ccTLD
- Mirror of one root servers

- Responsible for ENUM Registration
- Billing for Domain hosting
- And value added services like domain hosting

3.2.5 Setup Standards

The registry will operate on the standards proposed on the gTLD⁷ best practices wherever possible. The main end goal is to build an infrastructure and facilities that:-

- Conforms to standards like EPP (Extensible Provisioning Protocols, RRP (Registry Registrar Protocol).
- Allows highly available services through redundancy layers
- In-built capabilities for out-band management for core components i.e. switches, routers and servers.

The redundancy need to be built through swappable hard disks, redundant power supplies, Ethernet ports with failover capabilities, dual meshed configuration of switches/routers and server clusters with automatic switching between each other in case of failure.

3.2.6 Functional Specifications

In order to have a scalable architecture , it is proposed using the component based model made up of open source software. This approach will allow transparent, stable and secure infrastructure.

⁷ <http://www.icann.org/tlds/gtld-registry-best-practices-30sep00.htm>

Service Architecture

The proposed service architecture is shown below;

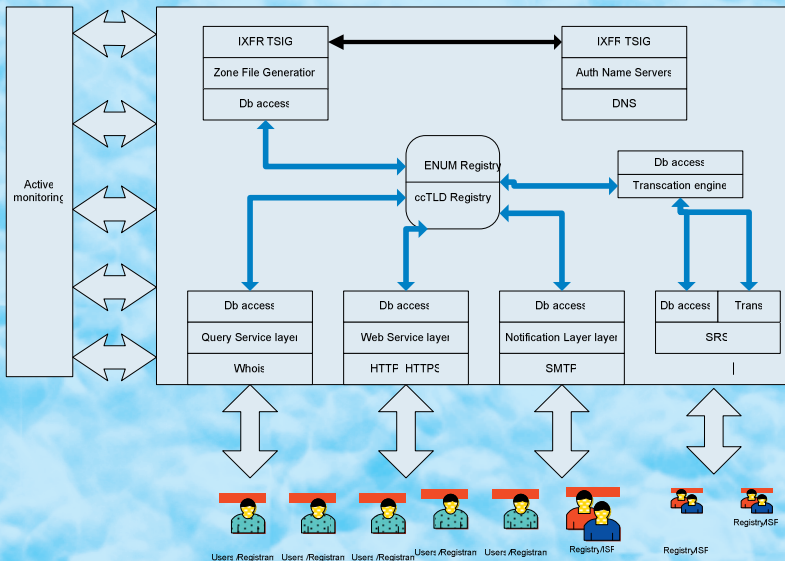


Figure 10: Proposed Service Architecture

It should be noted that:-

- All registry data will be stored in the registry databases; the commitment of data to the registry databases can only be transacted if the positive confirmation of data has been obtained
- The Whois queries are read-only transactions to/from database registry.
- The registration can be done through web, email and/or SRS interface.
- Generation of zone files will be automated every 1 hour and populate secondary servers.
- The Active Monitoring will include number of tools like syslog as an event handler, mrtg for usage graphs and others.

3.3 Operational Issues

3.3.1 Procedure for Domain Registration or Changes

The Applicants will include:

- Tanzania Public Institutions or Department (e.g. education, health care, district administration on different branches, communities, municipals, universities, etc.)
- Tanzanian association and the branch of a foreign entrepreneur that have been entered in the Tanzanian Trade or association registers.
- Internet service and Access Providers registered in Tanzania
- Private entrepreneurs, individuals and foreign companies with operations and registration in Tanzania

The process of registration shall follow the following general procedure:

- When applying, the applicant shall make sure that they have configured their domain name servers in line with RFC 2182
- The applicant shall either fill-in the ASCII application form (Appendix C to this Report) which would also be available on the home page of tzNIC, or the applicant can go to the registration website and fill in the details online.
- Upon receipt of an application, tzNIC shall verify information submitted and process accordingly and approve the domain purchase/change
- Upon approval, the applicant will be advised to pay the cost or the cost will be deducted from the applicants balance in the event that he maintains an account with tzNIC.
- Since most of the organizations may not have their own name server technology, the applicant may still apply via their service provider.
- Once the registration/change is done the root servers will be updated in due course. The applicant shall be reminded of payment again 30 days prior to the anniversary date of registration via e-mail as provided during registration. It is the applicant's responsibility to maintain this e-mail address or advice tzNIC of any change. On the anniversary date, the domain will be suspended and eventually de-registered if not paid for on time.

3.3.2 Domain Rights and Obligations

The rights and obligations would include, among others, the following;

- It is the obligation of the applicant to ensure by due diligence that the domain name does not conflict with any other name in the name space requested.
- tzNIC will not accept any liability whatsoever arising from any failure or neglect by the applicant to satisfy himself as required
- tzNIC reserves the right, in extreme circumstances, to revoke without prior explanation, domain registration which, in its sole judgment, has been used for any unlawful purpose or for general network abuse including theft of email service, or as a source of unsolicited bulk email or as an address to use for replying to unsolicited bulk email. However, this policy does not apply to email return addresses used without the owner's knowledge or consent. tzNIC is however, obliged to offer explanation to any action it may take.
- Cancel, transfer or otherwise make changes to domain name registrations under the following circumstances:
 - subject to our receipt of written or appropriate electronic instructions from you or your authorized agent to take such action.
 - our receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action; and/or
 - our receipt of a decision of an Administrative Panel requiring such action in any administrative proceeding to which you were a party and which was conducted under this Policy or a later version of this Policy adopted TzNIC with reference to the "Dispute Resolution Policy"

3.3.3 Dispute Resolution Policy

The policy for resolution of disputes on registration of domain names forms an integral part of the contract between Registrant and Registrar and is as detailed in Appendix D: [and is as provided by ICANN].

The rules governing resolution of disputes on registration of domain names also forms an integral part of the contract between Registrant and Registrar and is as detailed in Appendix E: and is as provided by ICANN.

3.3.4 Policies and Regulations regarding .tz Domain Registration

The draft policies are attached as Appendices D and E, which will be reviewed by Legal experts to reflect the Tanzania's situation.

3.3.5 Processing Time

The processing time to register a domain name, after receiving an application is received, shall be within 3 working days

3.3.6 Cost of Domain Registration & Maintenance

The purpose of these fees is to cover the costs of operating tzNIC and facilitate activities and events related to Internet issues.

The proposed cost of registering and maintaining a domain is as follows;

Level of Fees: The following cost scheme (in US \$) is proposed for registering and maintaining a Tanzanian Domain. This is to ensure that tzNIC can cover the costs of its operations.

Extension	Registration fees (US\$)	Annual fees (US\$)
.ac	50	20
.go	50	20
.co	50	20
.or	50	20
.sc	10	5
.mil	50	20
.ne	50	20

Table 4: Proposed Registration and Maintenance costs

* Registration includes the first year's maintenance

Billing Cycle: All domains will be charged for annually on a pre-paid basis on the anniversary of their original registration date. Reminders for renewal shall be sent at least 30 days before the anniversary date and the domain shall be suspended on the anniversary date if it has not been paid for. After another 30 days of non payment, the domain will be de-registered and made available to anyone else who would like to register it.

Invoicing Modalities: Invoicing will be by E-Mail to the address specified in the records for that domain, which are the responsibility of the Registrant.

3.3.7 Secondary Level Domain extensions and their descriptions

For the existing extensions, a more defined set of descriptions and eligibility are proposed as follows:

- <name>.co.tz Any registered company or business entity
- <name>.ac.tz Only formal degree-offering academic institutions and other tertiary institutions with relevant accreditation
- <name>.go.tz Only formal Tanzania Governmental entities as recognised through parliament
- <name>.or.tz Not for profit organizations
- <name>.ne.tz Any network of people, organisations, government parties or companies
- <name>.mil.tz Tanzania Military, restricted to those recognised by the Ministry of Defence
- <name>.sc.tz For schools that are elementary, primary and secondary level institutions

For future proposals of new extensions, the stakeholders or the community in general must petition the PAC for its implementation. The committee after discussing it can then recommend to the Board of Directors to formally introduce it and begin its registration and management procedures.

3.3.8 Organisational Structure of the tzNIC

It is proposed that the management and operations of tzNIC be governed by the Policy Advisory Committee (PAC). The members of the PAC should represent a legitimate constituency of Tanzania stakeholders who have an interest in the efficient and transparent administration of Tanzania's Domain Name Space.

The main role of the PAC will be to advise TCRA which has a legal mandate to manage .tz ccTLD as provided in the Numbering and Electronic address Regulation 2005. Members of the PAC will include a wide representation of Internet stakeholders such that:-

- Four (4) members will be appointed by TCRA and one of them shall be from the Ministry responsible for Communications.
- Four (4) members will be appointed by TISPA

The appointments process of the PAC members will be initiated and facilitated by the Director General of the Regulatory Authority.

In addition to the above, the PAC will nominate members of the work groups (Technical Advisory Working Group and the Policy Advisory Working Group) with relevant contribution and expertise on the matters pertaining to ICT.

The Secretariat of tzNIC will be appointed by Members of the company (tzNIC) and approved by the PAC.

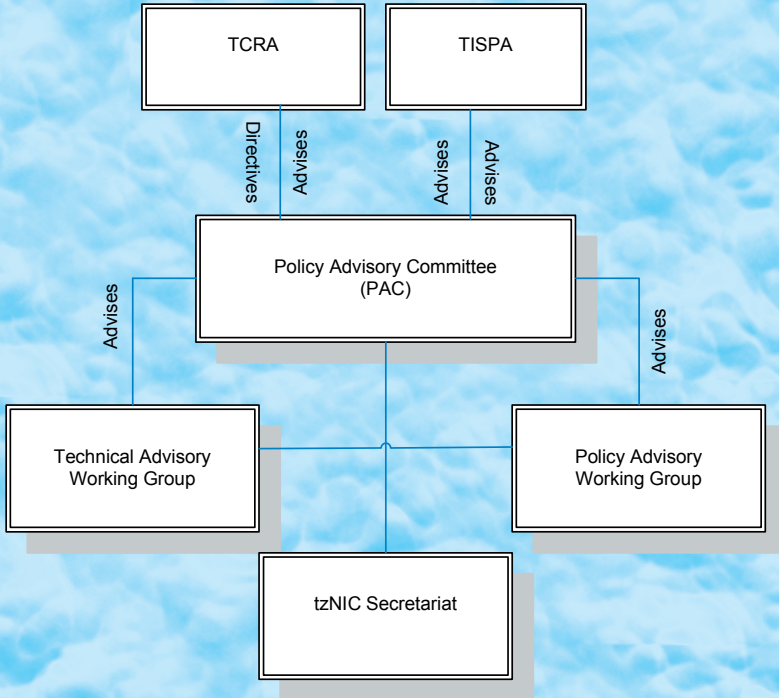


Figure 11: tzNIC organogram

3.4 Migration Plan

Given the various recommendation and proposals for the establishment of a Tanzanian Internet registry, the following migration plan is proposed based on an estimated time-frame;

No	ACTIVITY	June 06	July 06	Aug 06	Sept 06	Oct 06	Nov 06	Dec 06
1	Formation of tzNIC		X	X				
2	Staffing of TzNIC		X	X	X			
3	Office Set-up		X	X	X			

4	Acquisition of Hard/ Soft wares	X	X					
5	Installations		X	X	X			
6	Awareness programmes			X	X	X	X	X
7	Servers Testing phase			X	X	X		
8	Redelegation process of .tz ccTLD	X	X	X	X	X	X	
9	Official Hand-over ceremony							X
10	Publicity campaigns continues					X	X	X

Table 5: Proposed Migration Plan

4 OTHER RELATED URGENT ISSUES

4.1 Implementation of ENUM

The liberalisation of the communications sector in Tanzania and the proliferation of internet services poses a special regulatory challenge in management of the numbering resources. In particular allocating E.164 (telephony) numbering resources to computer terminal when using Voice over IP (VoIP) in order to allow normal telephone to be able to call computer terminals. The implementation is done at the DNS.

ITU/IETF has established a mechanism of translation between the IP addresses (.arpa addresses) with the E.164 numbering to allow communications between computer terminals and telephony terminals.

The implementation of ENUM has the following immediate benefits:

- E.164 number can be used to look up a Uniform Resource Identifier (URI) such as Web addresses
- By using E.164 number, a user benefits from a single identity from the converged PSTN & IP applications, such as email, fax, SIP, mobility, etc.
- ENUM implementation in Tanzania will enable emergence of pure IP telephony services which will be having normal E.164 numbering resources. It is therefore proposed that tzNIC should initiate the process and implementation of ENUM in the same facility.

4.2 DNS Root Server Mirroring in Tanzania

Internet Software Consortium, Inc. (ISC), has started an initiative to support governments to establish mirrors for DNS root servers in their countries. The benefits to DNS services include keeping traffic within national networks, improves performance, offered reduced cost of operations, and resilience.

To take advantage of the benefits stated above, it is thus proposed that tzNIC should embark into a project to facilitate hosting of DNS root server in the country.

5 RECOMMENDATIONS

Based on the Tanzanian context and practices that have worked for other countries, it is recommended that:

- tzNIC be established as a non-profit company limited, whose purpose would be to control, manage and operate the .tz country code Top Level Domain and provide complementary registry services in the interests of the nation.
- The proposed migration plan (Table 5 above) be adopted
- TCRA supports and facilitates the establishment of TzNIC including acquisition of office space and required equipment as outlined in table 2 and figure 9
- TCRA facilitates the implementation of the migration plan
- TCRA apply for ENUM re-delegation

6 CONCLUDING REMARKS AND THE WAY FORWARD

For better realisation of this state-of-the art initiative, the issue of reliable and high speed national and global connectivity in Tanzania must be addressed as a matter of urgency and at national interest. Therefore any initiatives, projects such as fibre optic cable backbone that aim to transform our country into a modern information super highway need to be supported by all.

Appendix A: Members of the National Committee

NO	NAME	ENTITY	CONTACTS		
			EMAIL	PHONE	PHONE
1.	Prof J.S. Nkoma	TCRA	jsnkoma@tcra.go.tz	071 3222219	
2.	Prof. B. Mutagahwa	UCC/IUDSM	bmutag@udsm.ac.tz	078 4782120	
3.	Fauz M. Salim	ZANTEL	fauz@zantel.co.tz	077 7410063	
4.	Bill Sangiwa	ccTLD	bill@sangiwa.com	0784/071 3323203	
5.	Jacob Mtui	UDSM	mtui@udsm.ac.tz	078 4433150	
6.	Suhail Sheriff	TISPA	suhail@tispa.or.tz	071 3228605	
7.	Greg Almeda	TICTA	greg@simbanet.co.tz	075 4786686	
8.	David Sawe	POPSM	davidsawe@estabs.go.tz	075 4782175	
9.	Samson Mwela	Mold	mwelasj@infrastructure.go.tz	071 3276842	
10.	Theophilus E. Mlaki	COSTECH	tmlaki@costech.or.tz	075 4323597	
11.	DR. Cleophas Kente	CCC	kentecr@yahoo.com		
12.	Mr. Torode	MOAT chair (Mobile)	torode.s@celtel.co.tz		
13.	Emmanuel Nnko	TTCL	Emmanuel.nnko@ttcl.co.tz	078 4421626	

14.	Col. A. N. Nalingigwa	ITN	bnalingigwa@hotmail.com	078 4788523
15.	Andrew L. Gewe	TPC	gewe@posta.co.tz	075 5869420
16.	Nkundwe M. Mwasaga	DIT	sysadmin@dit.ac.tz	075 4461965
17.	Bahati Sanga	TIB	sangab@tib.co.tz	078 4344355
18.	Primus D.Nkwera	NACTE	pnkwera@gmail.com	075 4302152
19.	Dr. J. S. Kilongola	TCRA	jskiongola@tcra.go.tz	075 5727308
20.	James M. Kilaba	TCRA	kilaba@tcra.go.tz	071 3878799
21.	Elizabeth Nzagi	TCRA	enzagi@tcra.go.tz	078 4306984
22.	Peter R. Ulanga	TCRA	ulanga@tcra.go.tz	071 3238920
23.	Peter Shilla	TCRA	peter.shilla@tcra.go.tz	075 4280787

Appendix B: Members of the Working Group

NO	NAME	POSITION	CONTACTS	
			EMAIL	PHONE
1.	James M. Kilaba	Chairman	kilaba@tcra.go.tz	071 3878799
2.	Suhail Sheriff	Rapportuer	suhail@raha.com	071 3228605
3.	Jacob Mtui	Co-Rapportuer	mtui@udsm.ac.tz	078 4433150
4.	Bill Sangiwa	Member	bill@sangiwa.com	0784/ 071 3323203
5.	Fauz M. Salim	Member	fauz@zantel.co.tz	077 7410063
6.	Peter Shilla	Member	peter.shilla@tcra.go.tz	075 4280787
7.	Peter R. Ulanga	Member	ulanga@tcra.go.tz	071 3238920
8.	Elizabeth Nzagi	Member	enzagi@tcra.go.tz	078 4306984
9.	Andrew Gewe	Member	gewe@posta.co.tz	078 7997802
10.	Primus D. Nkwera	Member	pnkwera@gmail.com	075 4302152

Appendix C: Existing SLD ASCII Registration Form

PLEASE DO NOT ALTER THIS APPLICATION IN ANY WAY.

To register in CO.TZ, OR.TZ, or NE.TZ, send the completed form to Bill Sangiwa <bsangiwa@twiga.co.tz>.

To register in AC.TZ or GO.TZ send the completed form to <hostmaster@udsm.ac.tz>.

----- cut here -----

0. TZ DOMAIN TEMPLATE.....: 2.11 01.02.21

1. REGISTRATION TYPE

* (N)ew (M)odify (D)elete..:

2. * FULLY-QUALIFIED DOMAIN NAME:

3. ORGANIZATION INFORMATION

3a.* Organization Name.....:

3b.* Address Line 1.....:

3b.* Address Line 2.....:

3c.* City.....:

3d.* Postal Code.....:

3e.* Country.....:

4. * DESCRIPTION OF ORG/DOMAIN:

5. Date Operational.....:

6. ADMINISTRATIVE CONTACT OF ORG/DOMAIN

6a. NIChandle (if known)..:

6b.* Whole Name.....:

- 6c. Organization Name.....:
- 6d.* Address Line 1.....:
- 6d. Address Line 2.....:
- 6e.* City.....:
- 6f.* Postal Code.....:
- 6g.* Country.....:
- 6h.* Voice Phone.....:
- 6i.* Electronic Mailbox.....:

7. TECHNICAL AND ZONE CONTACT

- 7a. NICHandle (if known)...
- 7b.* Whole Name.....:
- 7c. Organization Name.....:
- 7d.* Address Line 1.....:
- 7d. Address Line 2.....:
- 7e.* City.....:
- 7f.* Postal Code.....:
- 7g.* Country.....:
- 7h.* Voice Phone.....:
- 7i.* Electronic Mailbox.....:
- 7j.* Registration Mailbox..:
- 7k. Fax Number.....:

FILL OUT QUESTION 8 AND 9 FOR DELEGATIONS ONLY (i.e those organizations running nameservers for a branch of the TZ Domain namespace,

8. PRIMARY SERVER: HOSTNAME, NETADDRESS

- 8a.* Hostname.....:
- 8b.* IP Address.....:

9. SECONDARY SERVER: HOSTNAME, NETADDRESS

- 9a.* Hostname.....:
- 9b.* IP Address.....:

FILL OUT QUESTION 10 FOR DIRECT REGISTRATIONS IP HOSTS (if you answered 8 & 9, do not answer 10, 11, and 12)

10. RESOURCE RECORDS (RRs) FOR IP INTERNET HOSTS

10a.* IP ADDRESS (required):

10b. HARDWARE

10c. OPERATING SYS

10d.* MX

It is your responsibility to see that an IN-ADDR pointer record is entered in the DNS database. Contact the administrator of the IP network your host is on to have this done.

FILL OUT QUESTIONS 11 AND 12 FOR NON-IP HOSTS (such as UUCP)

11. FORWARDING HOST INFORMATION

11a.* Forwarding Host.....:

11b.* Contact Name (req).....:

11c.* Contact Email (req).....:

12. RESOURCE RECORDS (RRs) FOR NON-IP HOSTS (UUCP)

12a. DOMAIN NAME

12b. HARDWARE

12c. OPERATING SYS

12d.* MX (required).....:

----- cut here -----

DISCLAIMER

By the registration of your name on the Internet, the registrars (randy@psg.com), the IANA, the and the National Science Foundation are accepting in good faith that you have the right to the use the name.

Our function in registering names on the Internet is to assure that the name does not conflict with any other name in the name space requested.

The user by your registration and use of the name and/or your continued use of an existing name, agrees, as part of your request for name registration, to indemnify and hold harmless from any and all costs, fees, expenses arising from litigation involving trademark, trade name, service mark, and any other name infringements, or other reasons, the registrar, the IANA, and the National Science Foundation.

The party requesting registration of this name certifies that to her/his knowledge, the use of this name does not violate trademark or other statutes.

Registering a domain name does not confer any legal rights to that name and any disputes between parties over the rights to use a particular name are to be settled between the contending parties using normal legal methods (See RFC 1591).

INSTRUCTIONS FOR THE TZ DOMAIN TEMPLATE

The TZ Domain Template must be sent by email to the TZ Domain Registrar (randy@psg.com) or the contact of a delegated zone.

For CO.TZ, OR.TZ, or NE.TZ, the delegated registrar is Bill Sangiwa <bsangiwa@twiga.co.tz>.

For AC.TZ or GO.TZ the delegated registrar is <hostmaster@nic.usdm.ac.tz>.

If you are requesting delegation of a zone, do not send in the application until you have verified that the nameservers for that zone are fully functional and serving correct data.

REGISTERING A NEW TZ DOMAIN NAME

Note that all starred (*) fields are mandatory, except please fill out only one of 8-9, 10, or 11-12.

1. REGISTRATION TYPE: NEW, MODIFICATION, or DELETION
2. THE NAME OF THE DOMAIN. This is the name that will be used in tables and lists associating the domain with the domain server addresses. See Naming Structure Table below. The following formats are accepted as a TZ Domain name.

Domain Name Example: MAGNANIMOUS.OR.TZ

TZ DOMAIN NAMING STRUCTURE

Commercial	<name>.co.tz
Schools granting baccalaureate degrees	<name>.ac.tz
Governmental entities	<name>.go.tz
Not for profit organizations	<name>.or.tz
Network infrastructure (i.e.routers) only	<name>.ne.tz

3. THE NAME OF THE ENTITY REPRESENTED, (i.e., ORGANIZATION, LOCALITY, SCHOOL, etc., being named. The name that describes the Fully Qualified Domain Namee. For example: The Networky Corporation, not the name of the Network Service Provider or organization submitting the request.
The organization must be in Tanzania and be the end user of the domain.
4. PLEASE DESCRIBE THE DOMAIN BRIEFLY. For example: The Networky Corporation is a consulting organization of people working with UNIX and the C language in an electronic networking environment. It sponsors two technical conferences annually and distributes a bimonthly newsletter.

Registrations must be from organizations with a real presence in Tanzania and with a demonstrable intent to use the domain name on a regular basis on the internet. I.e. vanity, placemark, trademark, service mark, etc. name registration is not appropriate.

The Organization and the Adminintrative contact must be in Tanzania.

5. THE DATE YOU EXPECT THE DOMAIN TO BE FULLY OPERATIONAL.

For every registration, we need both the administrative and the technical contacts of a domain (questions 6 & 7) and we MUST have a network mailbox for each. If you have a NIC handle (a unique NIC database identifier) please enter it. (If you don't know what a NIC handle is leave it blank). Also the title, mailing address, phone number, organization, and network mailbox.

6. THE NAME OF THE ADMINISTRATIVE HEAD OF THE «ORGANIZATION». The administrator is the contact point for administrative and policy questions about the domain. The Domain administrator should work closely with the personnel they have designated as the «technical

contact» for the domain. In this example the Domain Administrator would be the Administrator of the Networky Corporation, not the Administrator of the organization running the nameserver (unless it is the same person).

The Administrative contact must be in Tanzania and must be within the organization which is registering the domain.

7. THE NAME OF THE TECHNICAL AND ZONE CONTACT. The technical and zone contact handles the technical aspects of maintaining the domain's name server and resolver software, and database files. They keep the name server running. This person would be the technical contact running the primary nameserver. The REGISTRATION REQUEST MAILBOX (7j) is where domain name requests are mailed and processed for the delegated domain. Mailboxes names would be like: hostmaster, noc, etc).
8. PRIMARY SERVER. If this is a request to delegate the domain name, the complete host name of the primary server as well as the IP address.
9. SECONDARY SERVER. If this is a request to delegate the domain name, the complete host name of the secondary server as well as the IP address.

Domains must provide at least two independent servers that provide the domain service for translating names to addresses for hosts in this domain. Establishing the servers in physically separate locations and on different PSNs and/or networks is required. See RFC2182 for the rationale.

This means that the secondary server **MUST** be in a physical location quite separate from the primary, and that the two **MUST** be on completely separate international backbone providers.

If you wish to have more than one secondary server, merely duplicate section 9.

10. INTERNET HOST. If you just wish to give a single host a domain name then this option may be appropriate.

It is your responsibility to see that an IN-ADDR pointer record is entered in the DNS database. (For internet hosts only). Contact the administrator of the IP network your host is on to have this done. The TZ Domain administration does not administer the network and cannot make these entries in the DNS database.

11. Many applicants have hosts in the UUCP world. Some are one hop away, some two and three hops away from their «Internet Forwarder», this is acceptable. What is important is getting an Internet host to be your forwarder. If you do not already have an Internet forwarder, there are several businesses that provide this service for a fee, (see RFC 1359 - Connecting to the Internet What Connecting Institutions Should Anticipate, ACM SIGUCCS, August 1992). Sometimes local colleges in your area are already on the Internet and may be willing to act as an Internet Forwarder. You would need to work this out with the systems administrator. We cannot make these arrangements for you.

(11a) What is the name of your Internet forwarding host? For example: The host yacht-club.co.tz uses UUCP to connect to RELAY.ISI.EDU which is an Internet host. (i.e., RELAY.ISI.EDU is the forwarding host).

(11b) What is the name of your contact person at forwarding host? The Administrator of RELAY.ISI.EDU must agree to be the forwarding host for yacht-club.co.tz, and the forwarding host must know a delivery method and route to Yacht Club. No double MXing.

- (11c) What is the mailbox of your contact?
What is the mailbox of the administrator of the forwarding host.
12. What domain name system (dns) resource records (rr) and values are to be entered for your non-IP host. E.g.
- myname.or.tz MX 10 mail.co.tz.
MX 100 backup.mail.co.tz.

PLEASE ALLOW AT LEAST TEN WORKING DAYS FOR PROCESSING THIS APPLICATION.

Remember, this is a volunteer service and the registrars and nameserver engineers have real lives too.

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Appendix D: Uniform Domain Name Dispute Resolution Policy



Uniform	Domain	Name
Dispute Resolution Policy		
Policy	Adopted:	August 26, 1999
Implementation Documents Approved: October 24, 1999		

Notes:

1. This policy is now in effect. See www.icann.org/udrp/udrp-schedule.htm for the implementation schedule.
2. This policy has been adopted by all accredited domain-name registrars for domain names ending in .com, .net, and .org. It has also been adopted by certain managers of country-code top-level domains (e.g., .nu, .tv, .ws).
3. The policy is between the registrar (or other registration authority in the case of a country-code top-level domain) and its customer (the domain-name holder or registrant). Thus, the policy uses “we” and “our” to refer to the registrar and it uses “you” and “your” to refer to the domain-name holder.

Uniform Domain Name Dispute Resolution Policy (As Approved by ICANN on October 24, 1999)

1. Purpose. This Uniform Domain Name Dispute Resolution Policy (the “Policy”) has been adopted by the Internet Corporation for Assigned Names and Numbers (“ICANN”), is incorporated by reference into your Registration Agreement, and sets forth the terms and conditions in connection with a dispute between you and any party other than us (the registrar) over the registration and use of an Internet domain name registered by you. Proceedings under [Paragraph 4](#) of this Policy will be conducted according to the Rules for Uniform Domain Name Dispute Resolution Policy (the “Rules of Procedure”), which are available at www.icann.org/udrp/udrp-rules-24oct99.htm, and the selected administrative-dispute-resolution service provider’s supplemental rules.
2. Your Representations. By applying to register a domain name, or by asking us to maintain or renew a domain name registration, you hereby represent and warrant to us that (a) the statements that you made in your Registration Agreement are complete and accurate; (b) to your knowledge, the registration

of the domain name will not infringe upon or otherwise violate the rights of any third party; (c) you are not registering the domain name for an unlawful purpose; and (d) you will not knowingly use the domain name in violation of any applicable laws or regulations. It is your responsibility to determine whether your domain name registration infringes or violates someone else's rights.

3. Cancellations, Transfers, and Changes. We will cancel, transfer or otherwise make changes to domain name registrations under the following circumstances:

- a. subject to the provisions of Paragraph 8, our receipt of written or appropriate electronic instructions from you or your authorized agent to take such action;
- b. our receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action; and/or
- c. our receipt of a decision of an Administrative Panel requiring such action in any administrative proceeding to which you were a party and which was conducted under this Policy or a later version of this Policy adopted by ICANN. (See Paragraph 4(i) and (k) below.)

We may also cancel, transfer or otherwise make changes to a domain name registration in accordance with the terms of your Registration Agreement or other legal requirements.

4. Mandatory Administrative Proceeding.

This Paragraph sets forth the type of disputes for which you are required to submit to a mandatory administrative proceeding. These proceedings will be conducted before one of the administrative-dispute-resolution service providers listed at www.icann.org/udrp/approved-providers.htm (each, a "Provider").

- a. Applicable Disputes. You are required to submit to a mandatory administrative proceeding in the event that a third party (a "complainant") asserts to the applicable Provider, in compliance with the Rules of Procedure, that
 - (i) your domain name is identical or confusingly similar to a trademark or service mark in which the complainant has rights; and
 - (ii) you have no rights or legitimate interests in respect of the domain name; and

(iii) your domain name has been registered and is being used in bad faith. In the administrative proceeding, the complainant must prove that each of these three elements are present.

b. Evidence of Registration and Use in Bad Faith. For the purposes of Paragraph 4(a)(iii), the following circumstances, in particular but without limitation, if found by the Panel to be present, shall be evidence of the registration and use of a domain name in bad faith:

(i) circumstances indicating that you have registered or you have acquired the domain name primarily for the purpose of selling, renting, or otherwise transferring the domain name registration to the complainant who is the owner of the trademark or service mark or to a competitor of that complainant, for valuable consideration in excess of your documented out-of-pocket costs directly related to the domain name; or

(ii) you have registered the domain name in order to prevent the owner of the trademark or service mark from reflecting the mark in a corresponding domain name, provided that you have engaged in a pattern of such conduct; or

(iii) you have registered the domain name primarily for the purpose of disrupting the business of a competitor; or

(iv) by using the domain name, you have intentionally attempted to attract, for commercial gain, Internet users to your web site or other on-line location, by creating a likelihood of confusion with the complainant's mark as to the source, sponsorship, affiliation, or endorsement of your web site or location or of a product or service on your web site or location.

c. How to Demonstrate Your Rights to and Legitimate Interests in the Domain Name in Responding to a Complaint. When you receive a complaint, you should refer to Paragraph 5 of the Rules of Procedure in determining how your response should be prepared. Any of the following circumstances, in particular but without limitation, if found by the Panel to be proved based on its evaluation of all evidence presented, shall demonstrate your rights or legitimate interests to the domain name for purposes of Paragraph 4(a)(ii):

(i) before any notice to you of the dispute, your use of, or demonstrable preparations to use, the domain name or a name corresponding to the domain name in connection with a bona fide offering of goods or services; or

(ii) you (as an individual, business, or other organization) have been commonly known by the domain name, even if you have acquired no trademark or service mark rights; or

(iii) you are making a legitimate noncommercial or fair use of the domain name, without intent for commercial gain to misleadingly divert consumers or to tarnish the trademark or service mark at issue.

d. Selection of Provider. The complainant shall select the Provider from among those approved by ICANN by submitting the complaint to that Provider. The selected Provider will administer the proceeding, except in cases of consolidation as described in [Paragraph 4\(f\)](#).

e. Initiation of Proceeding and Process and Appointment of Administrative Panel. The Rules of Procedure state the process for initiating and conducting a proceeding and for appointing the panel that will decide the dispute (the "Administrative Panel").

f. Consolidation. In the event of multiple disputes between you and a complainant, either you or the complainant may petition to consolidate the disputes before a single Administrative Panel. This petition shall be made to the first Administrative Panel appointed to hear a pending dispute between the parties. This Administrative Panel may consolidate before it any or all such disputes in its sole discretion, provided that the disputes being consolidated are governed by this Policy or a later version of this Policy adopted by ICANN.

g. Fees. All fees charged by a Provider in connection with any dispute before an Administrative Panel pursuant to this Policy shall be paid by the complainant, except in cases where you elect to expand the Administrative Panel from one to three panelists as provided in [Paragraph 5\(b\)\(iv\)](#) of the Rules of Procedure, in which case all fees will be split evenly by you and the complainant.

h. Our Involvement in Administrative Proceedings. We do not, and will not, participate in the administration or conduct of any proceeding before an Administrative Panel. In addition, we will not be liable as a result of any decisions rendered by the Administrative Panel.

i. Remedies. The remedies available to a complainant pursuant to any proceeding before an Administrative Panel shall be limited to requiring the cancellation of your domain name or the transfer of your domain name registration to the complainant.

j. Notification and Publication. The Provider shall notify us of any decision made by an Administrative Panel with respect to a domain name you have registered with us. All decisions under this Policy will be published in full over the Internet, except when an Administrative Panel determines in an exceptional case to redact portions of its decision.

k. Availability of Court Proceedings. The mandatory administrative proceeding

requirements set forth in Paragraph 4 shall not prevent either you or the complainant from submitting the dispute to a court of competent jurisdiction for independent resolution before such mandatory administrative proceeding is commenced or after such proceeding is concluded. If an Administrative Panel decides that your domain name registration should be canceled or transferred, we will wait ten (10) business days (as observed in the location of our principal office) after we are informed by the applicable Provider of the Administrative Panel's decision before implementing that decision. We will then implement the decision unless we have received from you during that ten (10) business day period official documentation (such as a copy of a complaint, file-stamped by the clerk of the court) that you have commenced a lawsuit against the complainant in a jurisdiction to which the complainant has submitted under Paragraph 3(b)(xiii) of the Rules of Procedure. (In general, that jurisdiction is either the location of our principal office or of your address as shown in our Whois database. See Paragraphs 1 and 3(b)(xiii) of the Rules of Procedure for details.) If we receive such documentation within the ten (10) business day period, we will not implement the Administrative Panel's decision, and we will take no further action, until we receive (i) evidence satisfactory to us of a resolution between the parties; (ii) evidence satisfactory to us that your lawsuit has been dismissed or withdrawn; or (iii) a copy of an order from such court dismissing your lawsuit or ordering that you do not have the right to continue to use your domain name.

5. All Other Disputes and Litigation. All other disputes between you and any party other than us regarding your domain name registration that are not brought pursuant to the mandatory administrative proceeding provisions of Paragraph 4 shall be resolved between you and such other party through any court, arbitration or other proceeding that may be available.

6. Our Involvement in Disputes. We will not participate in any way in any dispute between you and any party other than us regarding the registration and use of your domain name. You shall not name us as a party or otherwise include us in any such proceeding. In the event that we are named as a party in any such proceeding, we reserve the right to raise any and all defenses deemed appropriate, and to take any other action necessary to defend ourselves.

7. Maintaining the Status Quo. We will not cancel, transfer, activate, deactivate, or otherwise change the status of any domain name registration under this Policy except as provided in Paragraph 3 above.

8. Transfers During a Dispute.

a. Transfers of a Domain Name to a New Holder. You may not transfer your domain name registration to another holder (i) during a pending administrative proceeding brought pursuant to Paragraph 4 or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded; or (ii) during a pending court proceeding or arbitration commenced regarding your domain name unless the party to whom the domain name registration is being transferred agrees, in writing, to be bound by the decision of the court or arbitrator. We reserve the right to cancel any transfer of a domain name registration to another holder that is made in violation of this subparagraph.

b. Changing Registrars. You may not transfer your domain name registration to another registrar during a pending administrative proceeding brought pursuant to Paragraph 4 or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded. You may transfer administration of your domain name registration to another registrar during a pending court action or arbitration, provided that the domain name you have registered with us shall continue to be subject to the proceedings commenced against you in accordance with the terms of this Policy. In the event that you transfer a domain name registration to us during the pendency of a court action or arbitration, such dispute shall remain subject to the domain name dispute policy of the registrar from which the domain name registration was transferred.

9. Policy Modifications. We reserve the right to modify this Policy at any time with the permission of ICANN. We will post our revised Policy at <URL> at least thirty (30) calendar days before it becomes effective. Unless this Policy has already been invoked by the submission of a complaint to a Provider, in which event the version of the Policy in effect at the time it was invoked will apply to you until the dispute is over, all such changes will be binding upon you with respect to any domain name registration dispute, whether the dispute arose before, on or after the effective date of our change. In the event that you object to a change in this Policy, your sole remedy is to cancel your domain name registration with us, provided that you will not be entitled to a refund of any fees you paid to us. The revised Policy will apply to you until you cancel your domain name registration.

Appendix E: Rules for Uniform Domain Name Disputes Resolution Policy



Rules for Uniform Domain Name Dispute Resolution Policy
Policy Adopted: August 26, 1999
Implementation Documents Approved: October 24, 1999

Rules for Uniform Domain Name Dispute Resolution Policy (the “Rules”)

(As Approved by ICANN on October 24, 1999)

Administrative proceedings for the resolution of disputes under the Uniform Dispute Resolution Policy adopted by ICANN shall be governed by these Rules and also the Supplemental Rules of the Provider administering the proceedings, as posted on its web site.

1. Definitions

In these Rules:

Complainant means the party initiating a complaint concerning a domain-name registration.

ICANN refers to the Internet Corporation for Assigned Names and Numbers.
Mutual Jurisdiction means a court jurisdiction at the location of either (a) the principal office of the Registrar (provided the domain-name holder has submitted in its Registration Agreement to that jurisdiction for court adjudication of disputes concerning or arising from the use of the domain name) or (b) the domain-name holder’s address as shown for the registration of the domain name in Registrar’s Whois database at the time the complaint is submitted to the Provider.

Panel means an administrative panel appointed by a Provider to decide a complaint concerning a domain-name registration.

Panelist means an individual appointed by a Provider to be a member of a Panel.

Party means a Complainant or a Respondent.

Policy means the Uniform Domain Name Dispute Resolution Policy that is incorporated by reference and made a part of the Registration Agreement.

Provider means a dispute-resolution service provider approved by ICANN.

A list of such Providers appears at www.icann.org/udrp/approved-providers.htm.

Registrar means the entity with which the Respondent has registered a domain name that is the subject of a complaint.

Registration Agreement means the agreement between a Registrar and a domain-name holder.

Respondent means the holder of a domain-name registration against which a complaint is initiated.

Reverse Domain Name Hijacking means using the Policy in bad faith to attempt to deprive a registered domain-name holder of a domain name.

Supplemental Rules means the rules adopted by the Provider administering a proceeding to supplement these Rules. Supplemental Rules shall not be inconsistent with the Policy or these Rules and shall cover such topics as fees, word and page limits and guidelines, the means for communicating with the Provider and the Panel, and the form of cover sheets.

2. Communications

(a) When forwarding a complaint to the Respondent, it shall be the Provider's responsibility to employ reasonably available means calculated to achieve actual notice to Respondent. Achieving actual notice, or employing the following measures to do so, shall discharge this responsibility:

(i) sending the complaint to all postal-mail and facsimile addresses (A) shown in the domain name's registration data in Registrar's Whois database for the registered domain-name holder, the technical contact, and the administrative contact and (B) supplied by Registrar to the Provider for the registration's billing contact; and

(ii) sending the complaint in electronic form (including annexes to the extent available in that form) by e-mail to:

(A) the e-mail addresses for those technical, administrative, and billing contacts;

(B) `postmaster@<the contested domain name>`; and

(C) if the domain name (or "www." followed by the domain name) resolves to an active web page (other than a generic page the Provider concludes is maintained by a registrar or ISP for parking domain-names registered by multiple domain-name holders), any e-mail address shown or e-mail links on that web page; and

(iii) sending the complaint to any address the Respondent has notified the Provider it prefers and, to the extent practicable, to all other addresses provided to the Provider by Complainant under Paragraph 3(b)(v).

(b) Except as provided in Paragraph 2(a), any written communication to Complainant or Respondent provided for under these Rules shall be made by the preferred means stated by the Complainant or Respondent, respectively (see Paragraphs 3(b)(iii) and 5(b)(iii)), or in the absence of such specification

(i) by telecopy or facsimile transmission, with a confirmation of transmission;
or

(ii) by postal or courier service, postage pre-paid and return receipt requested;
or

(iii) electronically via the Internet, provided a record of its transmission is available.

(c) Any communication to the Provider or the Panel shall be made by the means and in the manner (including number of copies) stated in the Provider's Supplemental Rules.

(d) Communications shall be made in the language prescribed in Paragraph 11. E-mail communications should, if practicable, be sent in plaintext.

(e) Either Party may update its contact details by notifying the Provider and the Registrar.

(f) Except as otherwise provided in these Rules, or decided by a Panel, all communications provided for under these Rules shall be deemed to have been made:

(i) if delivered by telecopy or facsimile transmission, on the date shown on the confirmation of transmission; or

(ii) if by postal or courier service, on the date marked on the receipt; or

(iii) if via the Internet, on the date that the communication was transmitted, provided that the date of transmission is verifiable.

(g) Except as otherwise provided in these Rules, all time periods calculated under these Rules to begin when a communication is made shall begin to run on the earliest date that the communication is deemed to have been made in accordance with Paragraph 2(f).

(h) Any communication by

(i) a Panel to any Party shall be copied to the Provider and to the other Party;

(ii) the Provider to any Party shall be copied to the other Party; and
(iii) a Party shall be copied to the other Party, the Panel and the Provider, as the case may be.

(i) It shall be the responsibility of the sender to retain records of the fact and circumstances of sending, which shall be available for inspection by affected parties and for reporting purposes.

(j) In the event a Party sending a communication receives notification of non-delivery of the communication, the Party shall promptly notify the Panel (or, if no Panel is yet appointed, the Provider) of the circumstances of the notification. Further proceedings concerning the communication and any response shall be as directed by the Panel (or the Provider).

3. The Complaint

(a) Any person or entity may initiate an administrative proceeding by submitting a complaint in accordance with the Policy and these Rules to any Provider approved by ICANN. (Due to capacity constraints or for other reasons, a Provider's ability to accept complaints may be suspended at times. In that event, the Provider shall refuse the submission. The person or entity may submit the complaint to another Provider.)

(b) The complaint shall be submitted in hard copy and (except to the extent not available for annexes) in electronic form and shall:

(i) Request that the complaint be submitted for decision in accordance with the Policy and these Rules;

(ii) Provide the name, postal and e-mail addresses, and the telephone and telefax numbers of the Complainant and of any representative authorized to act for the Complainant in the administrative proceeding;

(iii) Specify a preferred method for communications directed to the Complainant in the administrative proceeding (including person to be contacted, medium, and address information) for each of (A) electronic-only material and (B) material including hard copy;

(iv) Designate whether Complainant elects to have the dispute decided by a single-member or a three-member Panel and, in the event Complainant elects a three-member Panel, provide the names and contact details of three candidates to serve as one of the Panelists (these candidates may be drawn from any ICANN-approved Provider's list of panelists);

- (v) Provide the name of the Respondent (domain-name holder) and all information (including any postal and e-mail addresses and telephone and telefax numbers) known to Complainant regarding how to contact Respondent or any representative of Respondent, including contact information based on pre-complaint dealings, in sufficient detail to allow the Provider to send the complaint as described in Paragraph 2(a);
- (vi) Specify the domain name(s) that is/are the subject of the complaint;
- (vii) Identify the Registrar(s) with whom the domain name(s) is/are registered at the time the complaint is filed;
- (viii) Specify the trademark(s) or service mark(s) on which the complaint is based and, for each mark, describe the goods or services, if any, with which the mark is used (Complainant may also separately describe other goods and services with which it intends, at the time the complaint is submitted, to use the mark in the future.);
- (ix) Describe, in accordance with the Policy, the grounds on which the complaint is made including, in particular,
- (1) the manner in which the domain name(s) is/are identical or confusingly similar to a trademark or service mark in which the Complainant has rights; and
 - (2) why the Respondent (domain-name holder) should be considered as having no rights or legitimate interests in respect of the domain name(s) that is/are the subject of the complaint; and
 - (3) why the domain name(s) should be considered as having been registered and being used in bad faith
- (The description should, for elements (2) and (3), discuss any aspects of Paragraphs 4(b) and 4(c) of the Policy that are applicable. The description shall comply with any word or page limit set forth in the Provider's Supplemental Rules.);
- (x) Specify, in accordance with the Policy, the remedies sought;
- (xi) Identify any other legal proceedings that have been commenced or terminated in connection with or relating to any of the domain name(s) that are the subject of the complaint;
- (xii) State that a copy of the complaint, together with the cover sheet as prescribed by the Provider's Supplemental Rules, has been sent or transmitted to the Respondent (domain-name holder), in accordance with Paragraph 2(b);

(xiii) State that Complainant will submit, with respect to any challenges to a decision in the administrative proceeding canceling or transferring the domain name, to the jurisdiction of the courts in at least one specified Mutual Jurisdiction;

(xiv) Conclude with the following statement followed by the signature of the Complainant or its authorized representative:

“Complainant agrees that its claims and remedies concerning the registration of the domain name, the dispute, or the dispute’s resolution shall be solely against the domain-name holder and waives all such claims and remedies against (a) the dispute-resolution provider and panelists, except in the case of deliberate wrongdoing, (b) the registrar, (c) the registry administrator, and (d) the Internet Corporation for Assigned Names and Numbers, as well as their directors, officers, employees, and agents.”

“Complainant certifies that the information contained in this Complaint is to the best of Complainant’s knowledge complete and accurate, that this Complaint is not being presented for any improper purpose, such as to harass, and that the assertions in this Complaint are warranted under these Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument.”; and

(xv) Annex any documentary or other evidence, including a copy of the Policy applicable to the domain name(s) in dispute and any trademark or service mark registration upon which the complaint relies, together with a schedule indexing such evidence.

(c) The complaint may relate to more than one domain name, provided that the domain names are registered by the same domain-name holder.

4. Notification of Complaint

(a) The Provider shall review the complaint for administrative compliance with the Policy and these Rules and, if in compliance, shall forward the complaint (together with the explanatory cover sheet prescribed by the Provider’s Supplemental Rules) to the Respondent, in the manner prescribed by Paragraph 2(a), within three (3) calendar days following receipt of the fees to be paid by the Complainant in accordance with Paragraph 19.

(b) If the Provider finds the complaint to be administratively deficient, it shall promptly notify the Complainant and the Respondent of the nature of the

deficiencies identified. The Complainant shall have five (5) calendar days within which to correct any such deficiencies, after which the administrative proceeding will be deemed withdrawn without prejudice to submission of a different complaint by Complainant.

(c) The date of commencement of the administrative proceeding shall be the date on which the Provider completes its responsibilities under Paragraph 2(a) in connection with forwarding the Complaint to the Respondent.

(d) The Provider shall immediately notify the Complainant, the Respondent, the concerned Registrar(s), and ICANN of the date of commencement of the administrative proceeding.

5. The Response

(a) Within twenty (20) days of the date of commencement of the administrative proceeding the Respondent shall submit a response to the Provider.

(b) The response shall be submitted in hard copy and (except to the extent not available for annexes) in electronic form and shall:

(i) Respond specifically to the statements and allegations contained in the complaint and include any and all bases for the Respondent (domain-name holder) to retain registration and use of the disputed domain name (This portion of the response shall comply with any word or page limit set forth in the Provider's Supplemental Rules.);

(ii) Provide the name, postal and e-mail addresses, and the telephone and telefax numbers of the Respondent (domain-name holder) and of any representative authorized to act for the Respondent in the administrative proceeding;

(iii) Specify a preferred method for communications directed to the Respondent in the administrative proceeding (including person to be contacted, medium, and address information) for each of (A) electronic-only material and (B) material including hard copy;

(iv) If Complainant has elected a single-member panel in the Complaint (see Paragraph 3(b)(iv)), state whether Respondent elects instead to have the dispute decided by a three-member panel;

(v) If either Complainant or Respondent elects a three-member Panel, provide the names and contact details of three candidates to serve as one of the Panelists (these candidates may be drawn from any ICANN-approved Provider's list of panelists);

(vi) Identify any other legal proceedings that have been commenced or terminated in connection with or relating to any of the domain name(s) that are the subject of the complaint;

(vii) State that a copy of the response has been sent or transmitted to the Complainant, in accordance with Paragraph 2(b); and

(viii) Conclude with the following statement followed by the signature of the Respondent or its authorized representative:

“Respondent certifies that the information contained in this Response is to the best of Respondent’s knowledge complete and accurate, that this Response is not being presented for any improper purpose, such as to harass, and that the assertions in this Response are warranted under these Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument.”; and

(ix) Annex any documentary or other evidence upon which the Respondent relies, together with a schedule indexing such documents.

(c) If Complainant has elected to have the dispute decided by a single-member Panel and Respondent elects a three-member Panel, Respondent shall be required to pay one-half of the applicable fee for a three-member Panel as set forth in the Provider’s Supplemental Rules. This payment shall be made together with the submission of the response to the Provider. In the event that the required payment is not made, the dispute shall be decided by a single-member Panel.

(d) At the request of the Respondent, the Provider may, in exceptional cases, extend the period of time for the filing of the response. The period may also be extended by written stipulation between the Parties, provided the stipulation is approved by the Provider.

(e) If a Respondent does not submit a response, in the absence of exceptional circumstances, the Panel shall decide the dispute based upon the complaint.

6. Appointment of the Panel and Timing of Decision

(a) Each Provider shall maintain and publish a publicly available list of panelists and their qualifications.

(b) If neither the Complainant nor the Respondent has elected a three-member Panel (Paragraphs 3(b)(iv) and 5(b)(iv)), the Provider shall appoint, within five (5) calendar days following receipt of the response by the Provider, or the lapse of the time period for the submission thereof, a single Panelist from its

list of panelists. The fees for a single-member Panel shall be paid entirely by the Complainant.

(c) If either the Complainant or the Respondent elects to have the dispute decided by a three-member Panel, the Provider shall appoint three Panelists in accordance with the procedures identified in [Paragraph 6\(e\)](#). The fees for a three-member Panel shall be paid in their entirety by the Complainant, except where the election for a three-member Panel was made by the Respondent, in which case the applicable fees shall be shared equally between the Parties.

(d) Unless it has already elected a three-member Panel, the Complainant shall submit to the Provider, within five (5) calendar days of communication of a response in which the Respondent elects a three-member Panel, the names and contact details of three candidates to serve as one of the Panelists. These candidates may be drawn from any ICANN-approved Provider's list of panelists.

(e) In the event that either the Complainant or the Respondent elects a three-member Panel, the Provider shall endeavor to appoint one Panelist from the list of candidates provided by each of the Complainant and the Respondent. In the event the Provider is unable within five (5) calendar days to secure the appointment of a Panelist on its customary terms from either Party's list of candidates, the Provider shall make that appointment from its list of panelists. The third Panelist shall be appointed by the Provider from a list of five candidates submitted by the Provider to the Parties, the Provider's selection from among the five being made in a manner that reasonably balances the preferences of both Parties, as they may specify to the Provider within five (5) calendar days of the Provider's submission of the five-candidate list to the Parties.

(f) Once the entire Panel is appointed, the Provider shall notify the Parties of the Panelists appointed and the date by which, absent exceptional circumstances, the Panel shall forward its decision on the complaint to the Provider.

7. Impartiality and Independence

A Panelist shall be impartial and independent and shall have, before accepting appointment, disclosed to the Provider any circumstances giving rise to justifiable doubt as to the Panelist's impartiality or independence. If, at any stage during the administrative proceeding, new circumstances arise

that could give rise to justifiable doubt as to the impartiality or independence of the Panelist, that Panelist shall promptly disclose such circumstances to the Provider. In such event, the Provider shall have the discretion to appoint a substitute Panelist.

8. Communication Between Parties and the Panel

No Party or anyone acting on its behalf may have any unilateral communication with the Panel. All communications between a Party and the Panel or the Provider shall be made to a case administrator appointed by the Provider in the manner prescribed in the Provider's Supplemental Rules.

9. Transmission of the File to the Panel

The Provider shall forward the file to the Panel as soon as the Panelist is appointed in the case of a Panel consisting of a single member, or as soon as the last Panelist is appointed in the case of a three-member Panel.

10. General Powers of the Panel

(a) The Panel shall conduct the administrative proceeding in such manner as it considers appropriate in accordance with the Policy and these Rules.

(b) In all cases, the Panel shall ensure that the Parties are treated with equality and that each Party is given a fair opportunity to present its case.

(c) The Panel shall ensure that the administrative proceeding takes place with due expedition. It may, at the request of a Party or on its own motion, extend, in exceptional cases, a period of time fixed by these Rules or by the Panel.

(d) The Panel shall determine the admissibility, relevance, materiality and weight of the evidence.

(e) A Panel shall decide a request by a Party to consolidate multiple domain name disputes in accordance with the Policy and these Rules.

11. Language of Proceedings

(a) Unless otherwise agreed by the Parties, or specified otherwise in the Registration Agreement, the language of the administrative proceeding shall be the language of the Registration Agreement, subject to the authority of the Panel to determine otherwise, having regard to the circumstances of the administrative proceeding.

(b) The Panel may order that any documents submitted in languages other than the language of the administrative proceeding be accompanied by a translation in whole or in part into the language of the administrative proceeding.

12. Further Statements

In addition to the complaint and the response, the Panel may request, in its sole discretion, further statements or documents from either of the Parties.

13. In-Person Hearings

There shall be no in-person hearings (including hearings by teleconference, videoconference, and web conference), unless the Panel determines, in its sole discretion and as an exceptional matter, that such a hearing is necessary for deciding the complaint.

14. Default

(a) In the event that a Party, in the absence of exceptional circumstances, does not comply with any of the time periods established by these Rules or the Panel, the Panel shall proceed to a decision on the complaint.

(b) If a Party, in the absence of exceptional circumstances, does not comply with any provision of, or requirement under, these Rules or any request from the Panel, the Panel shall draw such inferences therefrom as it considers appropriate.

15. Panel Decisions

(a) A Panel shall decide a complaint on the basis of the statements and documents submitted and in accordance with the Policy, these Rules and any rules and principles of law that it deems applicable.

(b) In the absence of exceptional circumstances, the Panel shall forward its decision on the complaint to the Provider within fourteen (14) days of its appointment pursuant to Paragraph 6.

(c) In the case of a three-member Panel, the Panel's decision shall be made by a majority.

(d) The Panel's decision shall be in writing, provide the reasons on which it is based, indicate the date on which it was rendered and identify the name(s) of the Panelist(s).

(e) Panel decisions and dissenting opinions shall normally comply with the guidelines as to length set forth in the Provider's Supplemental Rules. Any dissenting opinion shall accompany the majority decision. If the Panel concludes that the dispute is not within the scope of Paragraph 4(a) of the Policy, it shall so state. If after considering the submissions the Panel finds that the complaint was brought in bad faith, for example in an attempt at Reverse

Domain Name Hijacking or was brought primarily to harass the domain-name holder, the Panel shall declare in its decision that the complaint was brought in bad faith and constitutes an abuse of the administrative proceeding.

16. Communication of Decision to Parties

(a) Within three (3) calendar days after receiving the decision from the Panel, the Provider shall communicate the full text of the decision to each Party, the concerned Registrar(s), and ICANN. The concerned Registrar(s) shall immediately communicate to each Party, the Provider, and ICANN the date for the implementation of the decision in accordance with the Policy.

(b) Except if the Panel determines otherwise (see Paragraph 4(j) of the Policy), the Provider shall publish the full decision and the date of its implementation on a publicly accessible web site. In any event, the portion of any decision determining a complaint to have been brought in bad faith (see Paragraph 15(e) of these Rules) shall be published.

17. Settlement or Other Grounds for Termination

(a) If, before the Panel's decision, the Parties agree on a settlement, the Panel shall terminate the administrative proceeding.

(b) If, before the Panel's decision is made, it becomes unnecessary or impossible to continue the administrative proceeding for any reason, the Panel shall terminate the administrative proceeding, unless a Party raises justifiable grounds for objection within a period of time to be determined by the Panel.

18. Effect of Court Proceedings

(a) In the event of any legal proceedings initiated prior to or during an administrative proceeding in respect of a domain-name dispute that is the subject of the complaint, the Panel shall have the discretion to decide whether to suspend or terminate the administrative proceeding, or to proceed to a decision.

(b) In the event that a Party initiates any legal proceedings during the pendency of an administrative proceeding in respect of a domain-name dispute that is the subject of the complaint, it shall promptly notify the Panel and the Provider. See Paragraph 8 above.

19. Fees

(a) The Complainant shall pay to the Provider an initial fixed fee, in accordance

with the Provider's Supplemental Rules, within the time and in the amount required. A Respondent electing under Paragraph 5(b)(iv) to have the dispute decided by a three-member Panel, rather than the single-member Panel elected by the Complainant, shall pay the Provider one-half the fixed fee for a three-member Panel. See Paragraph 5(c). In all other cases, the Complainant shall bear all of the Provider's fees, except as prescribed under Paragraph 19(d). Upon appointment of the Panel, the Provider shall refund the appropriate portion, if any, of the initial fee to the Complainant, as specified in the Provider's Supplemental Rules.

(b) No action shall be taken by the Provider on a complaint until it has received from Complainant the initial fee in accordance with Paragraph 19(a).

(c) If the Provider has not received the fee within ten (10) calendar days of receiving the complaint, the complaint shall be deemed withdrawn and the administrative proceeding terminated.

(d) In exceptional circumstances, for example in the event an in-person hearing is held, the Provider shall request the Parties for the payment of additional fees, which shall be established in agreement with the Parties and the Panel.

20. Exclusion of Liability

Except in the case of deliberate wrongdoing, neither the Provider nor a Panelist shall be liable to a Party for any act or omission in connection with any administrative proceeding under these Rules.

21. Amendments

The version of these Rules in effect at the time of the submission of the complaint to the Provider shall apply to the administrative proceeding commenced thereby. These Rules may not be amended without the express written approval of ICANN.



