Accreditation application package

Please send us your accreditation application package:

- ✓ *Including the following for all applications for accreditation without exception:*
    - o *This document duly filled in;*
        - ▪ *in French or English;*
        - ▪ *in typed form only: the answers can be entered in the form and then saved as a pdf file*
        - ▪ *in Times New Roman font, 12 point or equivalent*
        - ▪ *maximum length 30 pages A4 format (file and enclosures included)*
    - o *a cover letter outlining the reasons your organization is applying for AFNIC accreditation*
    - o ***the Registrar identification form filled in and signed (Registrars must attach payment of the flat fee to their application and a certificate of incorporation or equivalent document proving their business activity)***
    - o *any other document to back or further detail your answers*
- ✓ *by e-mail to the following address: accreditation@afnic.fr*
    or by post to the following address:

<div align="center">

AFNIC
Costumer Service Department AC/AC
Immeuble International
2 rue Stephenson
78181 ST QUENTIN EN YVELINES cedex

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Important information:

1. Technical tests:

On receipt of your complete file, access codes to a test bench will be sent to you in order to carry out the technical tests required.

You must send us your results by e-mail to the following address:

test-*accreditation@afnic.fr*.

2. Evaluation of answers:

- ✓ *The minimum requirements are indicated for certain questions. If this minimum requirement is not provided, accreditation may not be granted.*
- ✓ *You MUST answer all the questions, failing this, accreditation may not be granted.*
- ✓ *Your answers are expected to be consistent.*

3. Publication of file data

The information identified as being "For Publication" (and with the symbol [http://]) will be published on the individual files for the registrars in the directory of the AFNIC website (www.afnic.fr) as soon as possible.

On request from a third party, AFNIC will provide this accreditation application package. You

will be informed of any such request and will be able to specify which confidential data are not to be disclosed.

4. Updates of accreditation data

Accreditation is granted on the basis of the information you provide in this package. AFNIC will contact you every two years and invite you to update the accreditation data in its possession. In the meantime, it is vital that any change in that information be indicated.

Whatever the origin of the request to change your accreditation data, your file will be reviewed by AFNIC.

5. Resellers and subcontracting

The use of resellers and/or subcontracting is not prohibited. However it is up to the registrar having obtained the accreditation to make sure that its intermediaries comply with its commitments and statements.

If not, accreditation may be withdrawn.

I, the undersigned:

As the legal representative of:

Customer Number (if any)**:**

E-mail address: (for the exchanges concerning the accreditation request):

Hereby certify:

- ✓ *that the information provided in this package is correct;*
- ✓ *that the entity represented is neither controlled, nor controlled within the meaning of article L.233-3 of the French code of commercial law, by AFNIC;*
- ✓ *that the entity represented is not controlled by a legal entity exerting a control over AFNIC.*

Hereby undertake to:

- ✓ *inform AFNIC of any change affecting the data of this accreditation application package*

Date:

Signature:

Section reserved for use by AFNIC

Package received on:

Package complete : yes   no

Request to complete the package sent on:

Additional information received on:

Test codes sent on:

Test results received on:

Accreditation granted on:

Accreditation refused on:

Grounds for refusal:

1. Management of the specific features and operation of the domain name system

✓ *Indicate how your organization is structured to manage the DNS (minimum requirement: have at least two servers correctly configured plus ZoneCheck successful)*

  o *Technical tests: provide a domain name for which the two server names reply in accordance with the ZoneCheck*

  o *Describe your DNS infrastructure (indicate the nature, the geographical/topological distribution, hardware/software diversity, etc.)*

     o   *Do you operate your own DNS servers?*

     o   *If not, please indicate the means set up to ensure you observe your contractual commitments with AFNIC.*

   ✓ *Do you guarantee a minimum level of service and availability with respect to your customers? If so, indicate your commitments (no minimum requirement, give examples of your technical experience)*

✓ *Do you have a technical recovery system in the event of a major failure of your systems? If so, describe it (no minimum requirement, give examples of your technical experience)*

✓ *Specify your technical experience (no minimum requirement, give examples of your technical experience):*
   o *Indicate for how long you have been an AFNIC registrar*

   o *Are you accredited with other registers? If so, which ones?*

   o *How many domain names do you manage as an AFNIC registrar?*

2. Management of the technical tools and rules required to register domain names with the registry

✓ *Describe the tools installed to register domain names with AFNIC*
   o *Will you use EPP? If so, do you have any experience in the use of EPP with other registries (no minimum requirement, give examples of your experience)*

   o *Will you use the web interface? If so, do you have any experience in the use of web interfaces with other registries (no minimum requirement, give examples of your experience)*

   o *Will you use subcontractors to carry out domain name registration operations?*

   o *If so, please indicate the means set up to ensure you observe your contractual commitments with AFNIC.*

✓ *Describe the organization set up to register domain names with AFNIC*
   o *Describe the human resources implemented to carry out the registrations, and specify if you have special personnel for the extensions managed by AFNIC (minimum requirement: an identified contact easily reachable by AFNIC)*

   o *Describe the procedure for accepting and processing domain name registration requests from your customers (no minimum requirement, give examples of your management procedure)*

✓ *Illustrate your management of AFNIC registration procedures: :*
  o *Technical tests (minimum requirement: successful completion of the four following operations on the test bench, cf. page 1 of this document and the guidelines for accessing the test bench)*
    ▪ *Test of the creation of a domain name and a contact: provide the domain name and the contact created.*
    ▪ *Test of administrative and technical modifications: provide a hard copy of the creation operation using the WEB interface or the EPP order items as well as the date and time of the operation.*

  o *How will you enable access to the "auth_info" information for holders of domain names wishing to transfer their domain name? (minimum requirement: a simple, accessible means, clearly communicated to the holder of the domain name)*

  o *How will you train your personnel on AFNIC registration procedures and upgrades? (no minimum requirement, give examples of your management procedure)*

3. procedure set up to check the identification data provided by domain name applicants, capable of satisfying registry requirements if needed

✓ *Describe the tools and procedures set up, capable of satisfying AFNIC requirements on checks of identification data*
   o *In particular: in what form are the messages from AFNIC transferred to domain name holder? (minimum requirement: a clearly identified means of transferring AFNIC messages to the domain name holder)*

   o *Within what lead-time do you undertake to transfer AFNIC requests to the domain name holder? (minimum requirement: one week maximum)*

o *Describe the method of collecting the identification information required to register the domain names (no minimum requirement, give examples of your experience)*

o *Describe the methods set up to check that the identification data of the domain name holder are exact (no minimum requirement, give examples of your experience)*
    ▪ *do you have alert and control systems for erroneous data entries during the filing of a domain name?*

    ▪ *do you test the accessibility of the applicant's e-mail address during registration?*

    ▪ *if you carry out the checks yourselves, what are the sources used (on-line databases, official documents?)*

✓ *How do you ensure acceptance of the naming policy by domain name applicants during the registration process? (minimum requirement: a clearly explained method of checking this obligation)*

✓ *How will you respect the contractual commitment to contact the holder at least once a year to update their data? (minimum requirement: a procedure must be set up)*

✓ *Describe the procedure which will be set up when a third party reports that the data about a domain name holder is inaccurate (no minimum requirement, give examples of your experience)*

afnic

Association Française pour le Nommage Internet en Coopération | **www.afnic.fr** | **contact@afnic.fr**
Twitter : **@AFNIC** | Facebook : **afnic.fr**

4. Human and technical ressources provided to update the administrative and technical data provided by domain name applicants for their identification

✓ Describe the tools provided for the holders to update the administrative and technical data for their domain names (minimum requirement: at least a simple, accessible method clearly communicated to the holder of the domain name). You can enclose screen captures with your file
Publication of answers to the two following questions:
  o Is the update of the data a fee-paying service?

  o Does holder of the domain name pay for the use of the tool to update the data? (example: surcharged phone call)

✓ What is the minimum guaranteed lead-time you offer for taking into account and disseminating the updated data? (minimum requirement: maximum lead-time one week)

✓ Describe the human resources provided to update the administrative and technical data provided by domain name applicants:
Publication of answers to the following question:
  o Indicate the department in charge of the update, a point of contact (minimum requirement: a clearly identified point of contact for the holder of the domain name)

o *Describe the facilities provided for staff training (no minimum requirement, give examples of the training provided)*

5. hardware and software required to ensure the security and safeguarding of personnal data provided by domain name applicants in accordance with the provisions of law n°78-17 dated 6 January 1978

✓ *Describe your security policy for the personal data provided by domain name applicants*

    o *Do you have a system to safeguard the personal data provided by applicants? If so, describe it (minimum requirement: a clearly identified back-up system)*

    o *Do you have a security certification? If so, indicate it (no minimum requirement, give examples of your experience)*

    o *Do you carry out security audits of your systems? If so, indicate the audit procedure and frequency (no minimum requirement, give examples of your experience).*

✓ *Describe your policy for keeping the personal data provided by domain name applicants*
  - ○ *How long do you keep personal data? (no minimum requirement, give examples of your experience).*

  - ○ *Within what lead-times do you process requests from a domain name holder to access their personal data? (no minimum requirement, give examples of your experience).*

✓ *How do you comply with the provisions of the French law dated 6 January 1978 on Data Processing, Files and Individual Liberties*

  N.B.: Registrars are obliged to comply with the provisions of the law referred to above, according to their own specific situation.
  For the record, you can refer to the website of France's data protection authority (CNIL) and in particular
  http://www.cnil.fr/vos-responsabilites/declarer-a-la-cnil/mode-demploi/faut-il-declarer/vous-etes-etabli-hors-de-france/

  - ○ *Depending on your situation with respect to the law, have you filed a declaration with the CNIL or a similar European organization? (minimum requirement: compliance with the law). Attach to the file a copy of your declaration or your declaration number and its acceptance by the qualified organization (the certificate).*
    - ▪ *If so, with which organization?*

    - ▪ *If not, please explain the grounds exempting you from doing so.*

o *Have you published the procedure for end-users to exercise the rights included in the French law on Data Processing, Files and Individual Liberties on your website (the right to oppose, query, access, and/or rectify information concerning them) and have integrated these rights in the contract for end-users?*
(minimum requirement: compliance with the law). You can enclose screen captures with the file.

- *Yes: indicate the URL where this information is published*

- *If not, please explain the grounds exempting you from doing so.*

6. Conditions suitable for contact with the public

✓ *Describe the contact methods provided for the public (minimum requirement: at least one contact method, no obligation to provide a reception desk or telephone contact): Publication of answers:*
  o *Telephone, e-mail, boutique, ticket, chat, forum… ?*
    For each mode, specify the contact method and cost (if any) for the domain name holder

✓ *How do you inform the public about your contact methods?*
  o *Are the contacts easily accessible to customers? (Minimum requirement: information on the contact method that is simple, accessible, and clearly communicated to the domain name holder). You can enclose screen captures with the file.*

Publication of answers to the three following questions:
✓ *Do you provide customer support in French? (no minimum requirement, give examples of your experience)*

http://

✓ *On what days and at what times is your support available? (no minimum requirement, give examples of your experience)*

http://

✓ *Indicate the exact URL where the fees for domain name registration and management services will be published (minimum requirement: compliance with the law). You can enclose screen captures with the file.*

http://