



REFERENCE DOCUMENTS

PROCEDURE GUIDE

Technical and operational procedures for Internet top-level domains corresponding to the country codes for France

afnic

REFERENCE DOCUMENTS

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PREAMBLE

This guide describes the technical and operational procedures for domain names of namespaces managed by Afnic, including the .fr, .pm, .re, .tf, .wf and .yt.

This guide is part of the contractual documents binding Afnic to Registrars as well as the accreditation policy, the Registration Contract and its annexes and the Naming Policy.

With the technical integration guide, the procedures manual is one of the technical reference documents for Afnic operations.

The operations described are those corresponding to the life cycle of a domain. They can only be performed by a registrar that has been accredited by Afnic.

Afnic provides two registration interfaces: **EPP** and **Web**. These interfaces enable different levels of integration which are described in the technical integration guide. For each operation, the procedures manual states the following:

The availability of the operation depending on the interface.

EXAMPLE Availability: **EPP Web**

The overall duration of the operation (immediate means a direct response from the server in seconds, the exact time depending on the performance of the registration chain and the email and network infrastructures).

EXAMPLE Duration: **< 3 weeks**

Inter-operation dependencies.

EXAMPLE Not authorized if: Qualification as is *problem* (blocked) on the holder contact object

The items to be provided as input for an operation. The mandatory / optional nature of an item is indicated in the technical integration guide.

EXAMPLE Items to be provided: Name, first name, city, postal code, country, phone, email

Items retrieved as output.

EXAMPLE Items retrieved as output: Domain name

Entities notified.

EXAMPLE Notification: Incoming registrar

If the transaction is charged or not.

EXAMPLE Billing: No

If the transaction changes the domain expiry date.

EXAMPLE Change expiry date: Yes

If the transaction triggers a grace period.

EXAMPLE Grace period: Yes (5 days)



GLOSSARY

Authinfo: password associated with a domain name and used to authenticate the holder in certain operations including the **transfer** operation (change of registrar). The authinfo is generated by the registrar and must be transmitted to the holder.

Authorization code: code generated by Afnic as part of special operations requiring verification (creation under second level domains, **recover**, etc.). The authorization code serves as «imposed» authinfo.

DS: "Delegation Signer" registration in the DNS based on the hash of a key.

Eligibility: Any individual residing and any legal entity having its headquarters or principal place of business as specified below may apply to register or renew a domain name in each of the top-level domains:

- within the territory of one of the member states of the European Union;
- within the territory of the following countries: Iceland, Liechtenstein, Norway, and Switzerland.

Garbage collector: Afnic internal tool that manages and deletes non-used contacts, among others.

Grace period: 5-day period following a **create** operation (creation of a domain name), a **renew** operation (explicit renewal of the domain name) or **transfer** operation (change of registrar) of a domain name during which the domain name can be deleted and that operation will then be subject to a credit for the registrar.

Hash: irreversible cryptographic calculation used to obtain a fixed-size value as output for any input message.

Hold [Whois]: label appearing in the Whois positioned on yes or no, used to suspend the publication of a domain name in the DNS.

Holder: individual or legal entity that has registered or maintains one or more domain names with one or more registrars.

Incoming holder: new holder who registers a domain name (also called applicant holder).

Incoming registrar: new registrar that has gained the management of a domain name.

Individual (PP): holder of a domain name in a personal capacity identified in particular by their civil status (full name).

Justification: refers to a phase in the Qualification process whose outcome is either a positive Verification, or the deletion of the portfolio and of the holder contact.

KSK: (Key Signing Key): key used to sign other keys.

Legal Entity (PM): holder of a domain name as a legal entity identified in particular by its corporate data (name or business name or designation, etc.).

Nic-handle: string of characters that identifies a contact. It is generated by Afnic and maintained by a single registrar.

Outgoing holder: former holder who loses a domain name.

Outgoing registrar: former registrar that has lost the management of a domain name.

Pending: state marking an operation currently in progress.

Reachability: means the individual / entity can be contacted by email or otherwise by telephone.

Portfolio: all domain names of the holder identified by their nic-handle.

Qualification process: process initiated by Afnic further to a complaint or report to Afnic, or a decision by Afnic. This process has two distinct phases: Verification, and Substantiation. In practice, Qualification either involves only one of the two phases, or both in succession.

Status[EPP]: status of the operation or domain name as it appears in the EPP flow.

Status[Whois]: status of the domain name as it appears in the Whois.

Syreli / Expert ADR: extra-judicial procedures for resolving disputes implemented by Afnic.

Verification: refers to a phase in the Qualification process which results in an update of the Whois database by tags.



AVAILABILITY OF SPECIFIC OPERATIONS ACCORDING TO THE REGISTRATION INTERFACE

	EPP	Web
Create: Creation of a domain name without an authorization code	✓	✓
Create: Creation of a domain name with an authorization code	✓	✓
Delete: Deletion of a domain name.	✓	✓
Renew: Explicit renewal of a domain name	✓	✓
Restore: Restoral of a deleted domain name	✓	✓
Update: Administrative or technical update of the holder, the hold status and authinfo	✓	✓
Transfer: Change in registrar	✓	✓
Transfer: Keeping the signature	✓	✓
Recover: Forced transfer to a new holder	✓	✓
Recover: Keeping the signature	✓	✓
Transfer Cancellation	✓	✓
Check: Availability of the domain name	✓	✓
Recovery of authinfo	✓	✓
Information on the domain name	✓	✓

CONTACT

Create: Creation of a contact	✓	✓
Update: Updating of a contact	✓	✓
Delete: Deletion of a contact		
Contact information	✓	✓

NOTIFICATION (TO THE REGISTRAR - EXCLUDING THE NOTIFICATION OF END OF OPERATIONS)

Outgoing transfer	✓	✓
Outgoing recover	✓	✓
Qualification of a holder	✓	✓
Generation of Authorization Code		✓

2. THE OPERATIONS



A registrar can perform operations on three categories of objects:

- Operations on contacts,
- Operations on domain names,
- Various operations: notifications / orders / authorization code.

/// 2.1 CONTACTS

Contact objects refer to the information used as the administrative contact, technical contact or the holder of a domain name.

There are two types of contacts, PP-type contacts (for individuals) and PM-type (for legal entities) that follow different rules outlined in each of the following operations. The operations available on contact objects are as follows:

- create** (creation),
- update** (update),
- info** (information).

A contact is systematically identified by a public code called nic-handle (e.g. PR1249-FRNIC) generated by Afnic and maintained by a single registrar.

A PP type of contact may be restricted information when used as a holder or administrative contact, which will have the effect of masking the contact in the various publication services, including the Whois service. In this case, it cannot be used as a technical contact, since the technical contact cannot be restricted information.

Subsequent updates to the created contact object will be closely linked to the use made of this item: holder, administrative and technical contact. The constraints associated with each use are described in the Afnic Naming Policy.



NOTA BENE

Role objects existing before 20 October 2008 remain valid and can be used in operations on domain names, but the new interface no longer allows them to be modified or to create new ones, and their use will ultimately be proscribed.

2.1.1. Create

CONTACT	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	N/A
Items to be provided:	First Name, Last Name, identification data (optional), city, postal code, country, phone, email
Items retrieved as output:	Contact NIC-handle
Notification:	Registrar
Billing:	No
Grace period:	No
Change expiry date:	No

2.1.2. Update (of a contact)

CONTACT	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	N/A
Items to be provided:	City, postal code, country, phone, email
Items retrieved as output:	Acknowledgement of receipt
Notification:	No
Billing:	No
Grace period:	No
Change expiry date:	No



WARNING

Please note, the Update Contact cannot be used to change the domain name holder:

- For PP (Physical Person i.e. an individual) contacts: the name, first name, date and place of birth fields cannot be edited
- For PM (legal entity) contacts: the company name, name, first name and identifiers (employer identification number (EIN) number, brand, etc.) cannot be edited.

The update of the holder is performed by an Update Domain operation (described below).

/// 2.2. DOMAIN NAMES

Domain names objects are associated with a registrar as well as with various Contact objects: holder, administrative contact, technical contact.

A distinction is made between the registration of the domain name, which leads to its publication in the Whois, and the activation of the domain name, which leads to its publication in the DNS. A domain name can only be activated if it has been registered.

A domain name is automatically renewed by Afnic for a period of one year from its expiry date. The maximum duration of the registration or renewal of a domain is ten years.

The operations possible are:

- ▶ **create** (creation),
- ▶ **delete** (deletion),
- ▶ **renew** (explicit renewal),
- ▶ **restore** (restoral),
- ▶ **transfer** (change in registrar),
- ▶ **recover** (forced transfer to a new holder),
- ▶ **update** (administrative or technical update of the holder, the hold status and authinfo),
- ▶ **info** (information on the domain name),
- ▶ **check** (availability check).



IMPORTANT

To maintain an efficient infrastructure for all, a **rate limiting** mechanism has been set up on the EPP and Web interfaces. This mechanism is described in the technical integration guide.

In addition, starting 12 December 2016, each registrar will have a bucket of 50 tokens per 24 hours for all of its EPP and Web connections (except for the .FR Rush server). A creation failure from EPP costs 1 token. A creation failure from the extranet costs 25 tokens. In case of exceeding this token bucket, the registrar will no longer be able to perform operations on contact and domain objects for 24 sliding hours.

For registrars that need more creation failures, Afnic offers a dedicated service : .FR Rush.

2.2.1 Create (Creating a domain name)

CREATE	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	Qualification as is problem(lock) on the holder contact object
Items to be provided:	Domain name, number of years of registration (1-10 years) nic-handle for the holder contact, nic-handle for the administrative contact, nic-handles for the technical contacts, authinfo
Items retrieved as output:	Domain name, creation date, expiry date
Notification:	Registrar
Billing:	Yes
Grace period:	Yes (5 days)
Change expiry date:	Yes

To limit «domain tasting» in the case of grace periods related to creation operations (domain name deletion within 5 days of its creation), Afnic limits the amount of credit granted to the registrar in accordance with the billing schedule.



IMPORTANT

The registrar must allow the holder of the domain name (and only the holder) to have free access to the authinfo at all times. The registrar must also send the authinfo to the holder as soon the creation process or any other operation has been completed resulting in an update of authinfo already sent

Any breach of this phase of the procedure may lead to sanctions by Afnic (cf. Registration Agreement <https://www.afnic.fr/en/products-and-services/the-fr-tld/become-a-registrar/>).

As part of a creation with authorization code, the registrar is obliged to update (using an update operation) the authinfo in order to secure the domain name and allow the holder (and only the holder) to have free access to the new authinfo generated.

There are two types of creation, with or without authorization code. This code is necessary for the creation of certain categories of domain names (cf. *Afnic's Naming Policy*).

The authinfo has some specific features:

- for a creation without authorization code, it is freely completed by the registrar,
- for a creation with authorization code, it must exactly match the authorization code generated by Afnic and forwarded to the registrar during the authorization code generation procedure.

The authinfo will be required by the holder in order to proceed with a change of registrar (**transfer**).

2.2.2. Delete (deletion of a domain name) and redemption period

DELETE	
Availability:	EPP Web
Duration:	30 days
Not authorized if:	Transfer in progress (Pending Transfer) Update in progress (Pending Update)
Items to be provided:	Domain name
Items retrieved as output:	Acknowledgement of receipt
Notification:	Registrar
Billing:	No
Grace period:	No
Change expiry date:	No

Deleting a domain name automatically triggers a redemption period of 30 days. During this period, only the registrar that managed the domain name can recover it before it is permanently deleted by a **restore** operation.

In the Whois, the deleted domain name still appears but the **status[Whois]** switches to redemption and the **pending[Whois]** to delete. The deletion request date is also indicated.

Special cases:

- A deletion during a grace period following a create operation** does not trigger a redemption period, the domain name is deleted permanently and is once again available for registration.
- The deletion procedure in cascade:** the deletion may be refused in a special case in which the domain name is still used in the naming of name servers for other domain names under a TLD suffix managed by

Afnic. Support should be contacted and a manual procedure initiated in order to remove the blocking interdependencies.

- A deletion issued by Afnic does not trigger a redemption period.** For technical reasons, the delete operation by Afnic takes place in two stages:
 - A recover** operation of the domain names by Afnic into its account. In the Whois database, these domain names are displayed under the name of the registrar: «Afnic -Internal-Operation».
 - The definitive deletion** of the domain names by Afnic.

2.2.3 Renew (the explicit renewal of a domain name)

RENEW	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	<ul style="list-style-type: none"> ▶ statut[Whois]=redemption ▶ Qualification as is <i>problem (blocked)</i> on the holder contact object ▶ Transfer in progress (PendingTransfer) ▶ Update in progress (PendingUpdate)
Items to be provided:	Domain name, number of additional years of registration, current expiry date
Items retrieved as output:	Domain name, new expiry date
Notification:	Registrar
Billing:	Yes
Grace period:	Yes (5 days)
Changement date d'expiration:	Yes. For example, if the original expiry date of the domain name is the 20/06/2016, and the renew command for 2 years intervenes on 15/06/2016, the new expiry date will be 20/06/2018

The **renew** operation makes it possible to add 1-10 years of registration to a domain name. It changes the expiry date by adding «n» years to the original expiry date (up 10 years from the date of the **renew** command and the new expiry date).

2.2.4. Restore (restoral of a deleted domain name)

RESTORE	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	<ul style="list-style-type: none"> ▶ State of the domain name (status[Whois]) other than <i>redemption</i> ▶ Qualification as is <i>problem (blocked)</i> on the holder contact object
Items to be provided:	Domain name
Items retrieved as output:	Acknowledgement of receipt
Notification:	Registrar
Billing:	Yes
Grace period:	No
Change expiry date:	Yes

Only the registrar that deleted the domain name can restore it during the redemption period. The restore operation retains all the same Whois information for the

domain name as it was before the deletion request. It is not subject to naming constraints (there is no need to obtain an authorization code).

2.2.5. Transfer (change in registrar)

TRANSFER	
Availability:	EPP Web
Duration:	< 22 days
Not authorized if:	<ul style="list-style-type: none"> ▶ Qualification as is <i>problem (frozen)</i> and <i>problem (blocked)</i> on the holder contact object ▶ statut[Whois]=redemption ▶ Transfer in progress (PendingTransfer) ▶ Update in progress (PendingUpdate) ▶ Syrel/ PARL Expert in progress
Items to be provided:	Domain name, nic-handle of the administrative contact, nic-handle of the technical contacts, authinfo, keepDS
Items retrieved as output:	Domain name, status, id of outgoing registrar, id of incoming registrar, date of issue of transfer , operation end date
Notification:	Incoming and outgoing registrars
Billing:	Yes, to incoming registrar
Grace period:	Yes (5 days)
Change expiry date:	Yes. For example, if the original domain expiry date is 20/06/2016 and the end of transfer is on 08/05/2016, the new expiry date will be 08/05/2017 (taking into account the date of the operation)

The request to change registrars is made by the new registrar. The auth_info provided by the holder to the incoming registrar validates the operation.

The outgoing registrar is notified of the change in registrar:

- ▶ If the outgoing registrar approves within 8 days after the notification, the change in registrar takes place immediately.
- ▶ If the outgoing registrar rejects the **transfer** within 8 days of notification, the total duration of the operation is extended to 22 days. The outgoing registrar may still change its decision and approve the **transfer** before the end of the 22-day period. At the end of this 22-day period, the operation is performed.
- ▶ If the outgoing registrar does not respond within 8 days after the notification, the change in registrar takes place at the end of this period.
- ▶ The approval or rejection of the **transfer** can be done by the outgoing registrar via:
 - EPP: domain:transfer command (reject or approve);
 - Extranet: buttons to «refuse» or «approve» the **transfer**.

The change in registrar is possible even if the **hold[Whois]** label for the domain name is set to Yes. If the **hold [Whois]** label for the domain name is set to Yes before the registrar change, it will be positioned on *no* at the output of the operation.

The holder data are cloned and a new nic-handle is assigned. The nic-handles for the administrative and technical contacts must be entered.

The registrar may decide to keep or not keep the signature of the domain name (if any) during the **transfer** operation. It uses the keepDS attribute that will be set to 1 or 0 (cf. Technical Integration Guide).



IMPORTANT

The incoming registrar is obliged to update the list of name servers if the name must be activated on different servers or set this list back to zero if the domain name is only registered (**update**).

The **transfer** operation is done without generating new authinfo. The incoming registrar is obliged to **update** it by an update operation to secure the domain name and then communicate it to the holder.

After the final validation of **transfer**, the outgoing registrar is obliged to maintain the technical configuration as well as the domain name signatures and the DNSKEY records for 48 hours.

The **transfer** operation can be abandoned by the incoming registrar without being charged by Afnic. The two registrars involved will be notified.

2.2.6. Update

The update command can be used to update four types of information:

- ▶ The holder of the domain name
- ▶ Administrative information
- ▶ Technical information
- ▶ Contextual information (hold status and authinfo)

The update operation is an unbilled transaction that does not change the domain name's expiry date. The various updates are detailed below.

UPDATE	
Availability:	EPP Web
Duration:	Immediate or <15 minutes
Not authorized if:	<ul style="list-style-type: none"> ▶ Qualification as is <i>problem (frozen)</i> and <i>problem (blocked)</i> on the holder contact object ▶ Statut[Whois]=redemption ▶ Transfer in progress (PendingTransfer) ▶ Other Update in progress (PendingUpdate) ▶ Syreli/ Expert ADR in progress
Items to be provided:	Depend on the updates required.
Items retrieved as output:	Acknowledgement of receipt
Notification:	Registrar
Billing:	No
Grace period:	No
Change expiry date:	No

Update the domain name holder (*Update Domain*)

As of December 12, 2016, Afnic will not replace the registrar to collect the agreements of the parties concerned for the holder update operation. Should the incoming and

outgoing holders agree to a transaction, the registrar will now be responsible for obtaining the agreement from both parties.



NOTA BENE

In the event of receivership or other insolvency proceedings, the registrar must obtain the agreement of the designated receiver.

The Registrar carrying out the holder update operation must ensure it has obtained the agreement of both parties: that of the incoming holder and that of the outgoing holder.

The Registrar must use an authentication mechanism to confirm that both parties have expressly consented to the

holder update operation and keep proof of the date and time on which their consent was obtained. For example, through the issuance of approval e-mails to both holders (incoming and outgoing) or by setting up an approval system by SMS with single-use code.

After obtaining the consent of the parties, the Registrar proceeds with the holder update operation in a reasonable period not exceeding 7 days.

Once the update is complete, the registrar notifies both parties of the completion of the operation. This notification should include the list of domain names involved and the contact details of a contact within the registrar who can answer any questions from the parties concerned.

Afnic may carry out spot checks on request or on its own initiative pursuant to Article 15 of the Registration Contract.

Holder change operations are often accompanied by Registrar change operations. In this case, Afnic recommends proceeding with the Registrar change / **Transfer** operation before the holder update operation.

When a domain name is subject to a holder update, the registrar must update the authinfo and communicate it free of charge to the new holder.

Technical Update

The Update command is used to update the following:

- Name servers:
 - creation of a list of name servers to activate a domain name with publication in the DNS (only in the case of domain names only registered with publication in the Whois);
 - modification of the list of already existing name servers;
 - complete deletion of a list of name servers to unpublish the domain from the DNS. The domain name will then return to the saved state **status[Whois]** Registered and will only be published in the Whois.
- Hashes:
 - creation of a list of hashes to secure a domain with DNSSEC;

- modification of the list of signature hashes for domains secured with DNSSEC;
- complete deletion of a list of hashes. The domain name will no longer be secured with DNSSEC.

The publication of technical information in the Whois is immediate and publication in the DNS will take place during the next update of the DNS zone (unless the **hold[Whois]** label for the domain name is set to Yes)..

During a **technical update** no other operation can be entered (**status[EPP]** pendingUpdate). The operation cannot be abandoned by the registrar.

Update of contextual information

1/Update of the hold

The update of the hold toggles the **hold[Whois]** label between the values Yes and No.

Hold[Whois] yes: the name servers of the domain name, if present, are not published in DNS. The domain name therefore is not active.

Hold[Whois] no: the name servers of the domain name, if present, are published in DNS.

2/Update of the authinfo

This operation allows the registrar to enter a new authinfo for the domain.



IMPORTANT

The registrar must enable free access to the authinfo at the request of the domain name holder (and only the latter) at the end of the authinfo update. Any breach of this phase of the procedure may lead to sanctions by Afnic (*cf. Registration Agreement <http://www.afnic.fr/fr/produits-et-services/le-fr/devenir-bureau-d-enregistrement/>*).

The operation must be carried out by the registrar after a **create** with authorization code or a change in holder (**update**). In the case of a **transfer** or **recover**, the operation must be done by the incoming registrar.

2.2.7. Recover (forced transfer to a new holder)

RECOVER	
Availability:	EPP Web
Duration:	Immediate
Not authorized if:	<ul style="list-style-type: none"> ▶ Qualification as is <i>problem (block)</i> on the incoming holder contact object ▶ Statut[Whois]=redemption ▶ Transfer in progress (PendingTransfer) ▶ Update in progress (PendingUpdate)
Items to be provided:	Domain name, nic-handle of the holder contact, nic-handle of the administrative contact, nic-handles of the technical contacts, authinfo, keepDS
Items retrieved as output:	Domain name, nic-handle of the outgoing holder, of the incoming holder, id of the incoming registrar, id of the outgoing registrar, operation end date
Notification:	Incoming and outgoing registrars
Billing:	Yes, to incoming registrar
Grace period:	No
Change expiry date:	Yes

The term «compulsory transfer» is applied if the outgoing holder no longer exists (merger, acquisition, etc.), in the case of a court decision or a decision taken as part of an alternative dispute resolution procedure (Syreli or Expert ADR) or if the transfer concerns a domain name subject to prior review (including the generation of an authorization code).

The **recover** operation requires obtaining an authorization code from Afnic. This authorization code becomes the new authinfo required for the transfer.

The **recover** operation is possible even if the **hold[Whois]** label of the domain name is set to Yes. If the **hold[Whois]** label for the domain name is set to yes before the **recover** operation, it will be set to no after the operation.

The nic-handles for the administrative and technical contacts must be entered.

The registrar may decide to keep or not to keep the signature of the domain name (if any) during the **recover** operation. To do so, it uses the keepDS attribute that will be set to 1 or 0 (cf. Technical Integration Guide).

The **recover** operation uses identical name servers.



IMPORTANT

The incoming registrar is obliged to update the list of name servers if the name must be activated on different servers, or set this list back to zero if the domain name is only registered (**update**).

After the **recover**, the registrar is obliged to **update** it by an authinfo update operation to secure the domain name and then communicate it free of charge to the holder.

After the final validation of **recover**, the outgoing registrar is obliged to maintain the technical configuration as well as the domain name signatures and the DNSKEY records for 48 hours.

/// 2.3. VARIOUS OPERATIONS AND SUPPLEMENTS

2.3.1 Notifications

Most of the operations on contacts and domain names produce a number of notifications issued in different ways according to the working interface chosen by the registrar.

A distinction can be made between immediate notifications that are results obtained directly after an operation, and asynchronous notifications that are issued by Afnic at the end of a management process that can vary in length.

Each operation produces at least an immediate operation-end notification indicating its final status i.e. success, failure or request correctly received.

In addition to these routine notifications, the list of asynchronous notifications that can a registrar may receive is as follows:

- ▶ **end of redemption:** after 30 days of redemption Afnic issues a notification to the registrar that manages the domain name.
- ▶ **transfer approval request:** after entering a **transfer** by the incoming registrar, the outgoing registrar receives a request to approve the **transfer**.
- ▶ **transfer approval / rejection:** after the approval or rejection by the outgoing registrar of the **transfer** of the domain name, the incoming registrar receives notice of the decision.
- ▶ **loss of a domain name by recover:** in the case of a **recover** operation by the incoming registrar, the outgoing registrar is notified of the loss of the domain name.
- ▶ **transfer cancellation:** in the case of a cancellation of the procedure by the registrar or Afnic, the registrars involved in the operation are notified of the cancellation.
- ▶ **opening a qualification on a holder** when a qualification on a holder is launched, the registrar is notified.
- ▶ **qualification pass/fail (reachability and eligibility) on a holder:** when the reachability and/or eligibility has been validated or rejected, the registrar is notified.
- ▶ **opening substantiation on a holder:** when substantiation on a holder is initiated, the registrar is notified.
- ▶ **freezing / blocking of a domain name:** after a substantiation procedure has not been completed, the freezing and then blocking of a domain name is notified to the registrar.
- ▶ **freezing of a domain name:** freezing of a domain name: after a Syreli/Expert ADR procedure has been opened, the domain name to which the case relates is frozen until the end of the procedure.

2.3.2. Cancel (operations discontinued)

CANCEL	
Availability:	EPP
Duration:	Immediate
Not authorized if:	Status[EPP] is different from <i>pendingTransfer</i>
Items to be provided:	Domain name
Items retrieved as output:	Acknowledgement of receipt
Notification:	Incoming and outgoing registrars
Billing:	No
Grace period:	No
Change expiry date:	No

The **transfer** operation may be abandoned directly by the incoming registrar.

The cancellation may be decided and performed by Afnic in certain cases.

2.3.3 status[EPP] and status[Whois]

The status[EPP] and status[Whois] can be used to monitor the status of created objects. The statuses can be combined.

Three Whois labels have been defined to provide the most relevant information possible:

- status[Whois]: *active, registered, redemption, deleted, blocked, frozen, ADR, not open*
- pending[Whois]: *delete, recover, transfer, update, restore*
- hold[Whois]: *Yes, No*

The table below shows the correspondence between these different labels:

Status[EPP]	Whois		Operation not authorized
	hold[Whois]		
clientHold	Yes		create

Status[EPP]	Whois		Operation(s) not authorized
	status[Whois]	pending[Whois]	
ok	active	∅	create
inactive	registered	∅	create
(pendingCreate, pendingRecover)	∅	create, recover	*
pendingDelete	redemption	delete	* - restore
pendingTransfer	∅	transfer	* - cancel
pendingUpdate	∅	update	*
serverTransferProhibited	∅	∅	transfer, create
serverDeleteProhibited	∅	∅	delete
serverUpdateProhibited	∅	∅	update
pendingRestore	redemption	restore	*

*: All operations
* - xxx All operations except xxx

3. MANUAL PROCEDURES

In addition to automated operations, certain procedures require an analysis based on data external to the operation: corporate documents, public databases etc.

These procedures are handled by Afnic teams: the **Support** team as an entry point and **customer relationship officers** for the manual processing of your case files.

Afnic standard lead-times are 48 working hours for processing (validation, rejection or request for additional information) of a non-automated procedure.

/// 3.1. STANDARD DOCUMENTS

3.1.1. Header

To optimize processing, a header page system specifying the overall operating environment for automatic sorting purposes before sending an attached document has been set up.

The header page is available in your extranet.

Accessible to each registrar, it can be used to generate a PDF file including the following formatted information:

- domain name
- nic-handle of the incoming holder

- operations: **create**, **recover**, qualification
- registrar's log-in.

The processing of documents that have been correctly filled in, and that have this header page, will be guaranteed within the standard 48-hour lead-time.

3.1.2. DOA (Afnic operation request)

The Afnic Operation Request (DOA) signed by the new holder is required in order to confirm requests to generate an authorization code for **recover operations**.

The DOA is available in your extranet.

/// 3.2. RECOVER

The **recover** operation is subject to a manual process to generate the authorization code.

Upon receipt of a DOA preceded by the appropriate header page, the document is analyzed by the customer relationship officers.

If agreed by Afnic, the authorization code is generated with a fifteen-day validity period in order to perform the **recover** operation.

If rejected, Afnic notifies the registrar and may request additional documents in order to review its application.

If Afnic has not validated the file within 15 days, the recover procedure is abandoned.

/// 3.3. CREATE WITH AUTHORIZATION CODE: REGISTRATION OF TERMS SUBJECT TO PRIOR REVIEW

Applications to register terms subject to prior review (cf. Naming policy) must be substantiated using the form on your extranet.

Following the deletion of a domain name subject to prior review, the name returns to the list of terms subject to prior review.

Similarly, any update of the holder of a domain name subject to prior review must be authorized in advance by Afnic under the same conditions.

/// 3.4. QUALIFICATION

Qualification consists of two distinct processes:

3.4.1. The verification procedure

This is a procedure by which Afnic checks the eligibility and reachability of the holder.

The items checked are:

- ▶ **the «eligibility» data**
 - the postal address for the place of residence;
 - the business name and/or identifier for the existence and legally active status of the entity (for corporate entities only)
- ▶ **«reachability» data**: e-mail address and/or telephone number.

This concerns a holder's contact object identified by its **nic-handle** and has no effect on the portfolio of domain names associated with it. The Verification process is used in the four following cases:

- ▶ to finalize an operation on a domain name whose incoming holder has never been qualified before,
- ▶ when Afnic decides to carry out a qualification check on a holder,
- ▶ when a third party reports an irregularity to Afnic,
- ▶ on the initiative of a registrar wishing to qualify the holder contact data in its portfolio.

The Verification process can result in a **success**, **partial success** or **failure**.

In the case of a wholly or partially successful verification, the holder information that has been positively verified is then tagged and the registrar is informed of the outcome (notification by EPP and by e-mail).

If the verification is not wholly or partially successful, no tag will be visible in the Whois database, but the registrar is informed of the outcome (notification by EPP and by e-mail). If the verification fails, or the holder contact data are clearly implausible, a Substantiation process is initiated.

The registrar can carry out the Verification on the registrations in its own portfolio. This will also result in the presence of a tag in the Whois database.

Changing contact data will delete the corresponding tags in the database.

Afnic may verify a contact already verified by a registrar. In this case, the potentially existing tag is cancelled and replaced by the Afnic tag. Conversely, a registrar cannot check the database for a contact already verified by Afnic.



Associated statuses

A holder contact can have two types of eligibility verification status «**eligstatus**» indicated in the Whois database:

ELIGSTATUS	DESCRIPTION
pending	Contact whose eligibility status is currently being verified
ok	Verification has been successful: <ul style="list-style-type: none"> ▶ residence in Europe ▶ For corporate entities: identifier and/or business name OK and corporate entity active in the databases consulted

In this stage of the verification process, various fields are used to specify the type of verification:

- ▶ **eligdate**: the date on which the eligibility check was carried out.
- ▶ **eligsources**: indicates who carried out the check. This field can be set to «Afnic» or «Registrar».

A holder contact can have two types of reachability verification status «**reachstatus**» indicated in the Whois database:

REACHSTATUS	DESCRIPTION
pending	contact whose reachability status is currently being verified
ok	contact checked positive

In this stage of the verification process, various fields are used to specify the type of verification:

- ▶ **reachdate**: indicates the date of qualification of the reachability.
- ▶ **reachsources**: indicates whether the qualification of the reachability data is by Afnic or by a registrar. This field can be set to «Afnic» or «Registrar».

As soon as they have entered the verification process, the **eligstatus** and the **reachstatus** switch to «**pending**» status; in this case, no further modification of the eligibility data or reachability data is possible.

The registrar can update the two types of status (**eligstatus** and **reachstatus**) with the contact update command available on the EPP and the extranet.

3.4.2. Substantiation procedure

Substantiation consists in requesting a series of supporting documents from the registrar to substantiate holder data. It is required in the three following cases:

- ▶ after a Verification which highlights the implausible nature of the data provided concerning the holder contact,
- ▶ after a Verification which wholly or partially fails, equivalent to a report to Afnic,
- ▶ after a substantiated complaint has been filed with Afnic.

The steps of the Substantiation procedure

- ▶ At the start of the procedure the holder's portfolio is frozen and a notification is sent to the registrar and the holder to warn them of the procedure in progress and the status of the portfolio.
- ▶ If the supporting documents requested have not been received within the deadline set out in the notification, the status of the portfolio

switches from frozen to blocked. Notification of the blocking is then sent to the registrar and to the holder.

- ▶ If the supporting documents have not been received within 30 days of the blocking period, the holder's portfolio is deleted. Notification of the deletion is then sent to the registrar and to the holder.
- ▶ If the supporting documents are obtained, whether the portfolio is frozen or blocked, this results in the following:
 - an update of the Whois database, with validation of the verification items by Afnic (eligstatus and reachstatus checked)
 - the closing of the Substantiation procedure and notification to the registrar and the holder of the items processed
- ▶ The holder cannot make a direct request for deletion: all requests must go through the registrar. In parallel, since French law requires that the holder be entitled to make observations, the registrar can only request immediate deletion if it can prove that the holder has explicitly agreed to same. Otherwise, deletion is effective at the end of the allotted period i.e. thirty days after the blocking.

3.4.3. summary table of the operations accepted according to the status of the qualification procedure.

Status of the qualification procedure	Whois : reachstatus	Whois : eligstatus	Operations refused	Operations refused Related portfolio of domain names
start	pending	pending	contact:update	-
problem (frozen)	ok/-	ok/-	contact:update domain:transfer contact:update	serverTransferProhibited + serverUpdateProhibited
problem (blocked)	ok/-	ok/-	domain:transfer domain:restore domain:delete domain:update domain:create domain:renew	serverHold + serverUpdateProhibited + serverDeleteProhibited + serverTransferProhibited + serverUpdateProhibited + serverRestoreProhibited +
finished	ok/-	ok/-	none	-

USEFUL INFORMATION

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About Afnic

Afnic is the French Registry for the .fr (France), .re (Reunion Island), .yt (Mayotte), .wf (Wallis and Futuna), .tf (French Southern Territories), .pm (Saint-Pierre and Miquelon).

Afnic is also positioned as a provider of technical solutions and services for registries and registrars. **Afnic** (the French Network Information Centre) comprises public and private stakeholders, including government authorities, users, and Internet service providers (Registrars). It is a non-profit organisation.



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