

Registration and Naming in the .IE Namespace

**Policy, Process, Procedures,
Rules & Guidelines**

Effective from 16 November 2020

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1. Document Control

Version	Last Updated Date	Nature of Update
V.1 (Baseline)	02/09/2016	
v.2	28/02/2018	Edits to accommodate policy change (liberalisation)
v.3	16/11/2020	Edits to terminology to accommodate registry technical system operations and addition of the Registry Locking service

2. Registration and Naming Policy Statement

The .ie namespace is a national resource, reserved for the Irish, and for those with connections to Ireland, so our policy is that all registrants must have provided us, prior to registration, with evidence of their real and substantive connection to the island of Ireland. The registrant must have a valid legal status, and guidelines are provided on how a registrant may provide evidence of their connection to the island of Ireland. It is our policy to authenticate the veracity of supporting documentation provided.

The good name and reputation¹ of the .ie namespace is an important strategic priority, so our policy is to ensure that all registrants have provided us, prior to registration, with evidence of their compliance with our registration requirements. At the time of registration, the domain name must be *valid* and *available*. Then and subsequently, the domain names must be *reachable* and *managed* in accordance with internet standards.

Guidelines are provided on how registrants may provide evidence of their compliance with these registration requirements. General Rules are provided to determine a valid domain name (maximum length, alphanumeric, special characters, university, non-offensive etc.).

We reserve the right to refuse applications where the proposed name is likely to lead to confusion, or is likely to be subject to an administrative proceeding under the Dispute Resolution Policies available in the .ie namespace.

The registrant is the legal owner of the 'right to use' the domain name, and is a distinct Contact within the .ie registration database. A registrant must appoint one or more named individuals as Administrative Contacts, which will act as the registrant's nominated representative(s). Administrative Contacts are authorised to request certain changes to, and/or the deletion of, the domain registration, on behalf of the registrant. Therefore, we strongly recommend that the Administrative Contact be the registrant themselves (if the registrant is an individual), or a trusted party, such as a registrant staff member, or a family member. The registrant may also appoint one or more:-

- Technical Contacts, who will receive notifications relating to the technical operation of the domain registration
- Billing Contacts, who will receive notifications relating to financial matters

All .ie domains must be registered and managed using the services of an accredited .ie Registrar. The party nominated for this role is known as the Sponsoring Registrar.

It is our policy to refund the registration fee paid to the Registry by the Sponsoring Registrar on behalf of a Registrant, if the Registrant determines that it wishes to cancel (delete) the .ie domain within 14 days of registration acceptance.

Connection to the island of Ireland

The .ie namespace is the home of Ireland's Internet community. It is Ireland's online address, and as such, .ie names are only available to those either **based**² in the island of Ireland, or those that have a real connection to the island of Ireland.

- Evidence of this base or connection can be a company's Irish³ CRO number, Revenue VAT number, registered business number.
- Evidence from a sole trader/partnership could be an Irish VAT number in their own name(s), or proof of their business or Irish income tax registration.

¹ For example, we seek to reduce instances of rights infringements, cybersquatting and typo squatting by requiring all applicants to agree to non-infringement and anti-abuse terms and conditions.

² "Based": means registered in, operating in, or resident in the island of Ireland.

³ "Irish" in this context refers to the island of Ireland, and therefore includes the Northern Ireland equivalent numbers.

- Evidence from a trademark holder that it holds a trademark that is enforceable in Ireland. This could be the trademark number or a digital copy of the trademark certificate.
- Evidence from an individual could be a digital copy of the Irish driver's license or Irish passport.

If the future registrant is based outside of the island of Ireland, a connection to Ireland must be proven. When applying for a .ie domain, the future registrant must show that they trade with, or clearly intend to trade with, consumers or businesses in the island of Ireland. Acceptable evidence of this connection to the island of Ireland includes invoices, press releases, promotional material, or even a screenshot of the registrant's e-commerce store that shows that consumers or businesses can select anywhere in the island of Ireland as their location for delivery. Proof of the future registrant's corporate or commercial identity must also be provided.

We are careful about registrants' rights, in addition to our responsibilities, and those of our accredited .ie Registrars, in relation to securing the registrant's ongoing right to use the .ie domain.

In certain instances, changes to the nominated domain contacts, or edits to other aspects of the registered domain name, may require signed authorisation from the Registrant Contact, or their appointed Administrative Contact, in addition to certain identity verification checks.

For document serving purposes, each domain contact is required to provide valid contact information within each registration request, including an email address, telephone number and postal address. This is needed so that the contacts can be reached in relation to any notifications about domain deletion or should any issue or complaint regarding the registration be brought to our attention.

Furthermore, the registrant is responsible for ensuring that the contact information for their nominated domain contacts are provided with the relevant contact's consent, and are maintained and kept up-to-date at all times. Information on how to update contact information can be found in section 3.4.1.

Payment of the domain renewal fee must be processed through the domain's Sponsoring Registrar. In light of the high renewal rates in the .ie zone, the Registry assumes automatic retention of .ie domain registrations. Therefore, all .ie domains are automatically renewed (auto-renewal) on their renewal date for a one-year period. If an auto-renewed domain is entered into the Deletion Process within 45 days of the auto-renewal taking place (i.e. from the renewal date), the Registry will refund the related auto-renewal fee to the Registrar.

Where a Registrant experiences difficulties contacting or otherwise engaging with an accredited .ie Registrar, complaints can be submitted to the Registry for investigation. These reports should be sent to complaints@iedr.ie. Where possible, the Registry will work with both Parties to help resolve the matter.

If the Registrant chooses, the party acting as the Sponsoring Registrar can be changed by following the Registrar Transfer Process. Information on how to do this can be found in section 3.5.

All requests to delete a domain should be submitted via the Deletion Process. Information on how to do this can be found in section 3.3.

A registrant may transfer the right to use a .ie domain registration to another party using the Registrant Transfer Process. Such requests must be submitted via the Sponsoring Registrar, and the proposed new registrant must provide evidence of their connection to Ireland and commercial/personal identity (as required) before the transfer can be completed by the Registry. Information on how to do this can be found in section 3.6.

2.2 Policy Development Terminology

The .ie 10-step Policy Development framework for the .ie namespace (PDP) refers to policies, procedures and processes. This terminology is defined below for a better understanding of the PDP.

. “Policy” is defined as “a high-level overall plan embracing the general goals, rules and acceptable processes and procedures which govern the operation of the .ie namespace.”

. “Process” is defined as “the series of procedures followed in a regular definite order, in implementing an element or segment of the Policy” .

. “Procedure” is defined as as “the series of steps in a Process, followed by the Registry/Registrar/Registrant in a regular definite order, in implementing the Policy”.

In overall terms, the three may be considered as follows:

- A process will define what needs to be done to implement a Policy e.g. the registration of the .ie domain. A process may define standards, guidelines and activities.
- Procedures are defined as part of processes. A procedure describes how the activities of the process are to be performed. A procedure describes “how to” or provides step-by-step instructions that implement the process and explains how the steps are to be performed.

Further information on policy development is available on our website at <https://www.iedr.ie/policy-development-process/>

3. Processes

3.1. Registration Process

This is the process for applying for the right to use a .ie domain. All future registrants are required to provide evidence of their real and substantive connection to the island of Ireland, and if not provided with their connection, or they aren't based in Ireland, provide proof of their commercial/personal identity (as required). This ensures that users of the .ie namespace can be confident that they know who they are dealing with online.

Furthermore, all applicants are required to provide a minimum of two hosts configured with authoritative zones. With regard to host records provided for .ie domain registrations, the superordinate domain name must exist and be registered if it is a .ie domain (e.g. is using a host called samplehost.ie, the domain samplehost.ie must be registered in the .ie zone).

All requests to register a .ie domain must be submitted through an accredited .ie Registrar. These requests are valid for 27 days from the day of submission. During this time, all applications are subject to a validation process through which we ensure that the future registrant's real and substantive connection to the island of Ireland is verified, along with evidence of their personal or commercial/corporate identity, as required, and that payment for the registration is made.

Once the request has successfully passed these checks, the domain goes live at the next zone reload, which occurs 12 times per day at every odd hour.

3.1.1 Procedure

- i. Choose an [accredited .ie Registrar](#) and submit the registration request.
- ii. Include evidence of the future registrant's connection to the island of Ireland.
- iii. Include proof of the future registrant's personal or commercial/corporate identity, as required.
- iv. Provide a minimum of two valid hosts (nameservers), which have been setup with authoritative zones, in accordance with RFC protocols 1034 and 1035.

3.1.2 Rules

3.1.2.1 General

- i. Each application for a .ie domain registration must include the following:
 - The proposed domain name.
 - The future registrant's full legal name, in addition to complete and correct contact information for this party.
 - The name and contact details of the Registrant and Administrative Contacts, in addition to those of any other nominated contact persons for the domain.
 - A minimum of two distinct hosts (nameservers) for the new domain (the IP number of a host should also be supplied where the FQDN of the host is within the domain to be delegated).
 - Acknowledgement (on request) that the future registrant has accepted the registrant terms and conditions.
- ii. The future registrant must be the named individual or organisation to whom the domain name is to be registered. A domain name cannot be registered in the name of a trademark or a registered business name, for example. It must be registered to the holders of these names.

In cases where the intended domain user is a person under the age of 18, a parent, or legal guardian, must be listed as the registrant. The registrant will be required to provide sufficient evidence of their substantive connection to the island of Ireland, and proof of

commercial/personal identity, as deemed appropriate by the .ie Registration Services Department.

- iii. Each request to register a .ie domain must be submitted via an accredited .ie Registrar.
- iv. At a minimum, contact details for the Registrant Contact and Administrative Contact must be provided with each registration request. Information provided within these contact roles must strictly relate to the registrant, and not any third party.

Note that the registrant may also appoint Technical, and Billing Contacts to receive notifications appropriate to their role regarding the domain registration.

- v. The domain name must not infringe on any third party's rights, or be registered or used in bad faith.

3.1.2.2 Rules on what constitutes a “valid” domain name are as follows:

- i. A domain name consists of a number of labels separated each from the next by a dot (period).

The characters which must be used in a label are the 26 letters (A-Z) of the Roman alphabet without regard to upper- or lower-case, the 10 digits (0-9), and the hyphen (-). The hyphen must not be used as the initial or final character of a label, nor can it be used in combination on the third and fourth characters of a label.

Usage of the fada character (acute accent) is permitted on vowels (a,e,i,o,u).

Each label may be up to 63 characters in length. The entire domain name, counting the separating dots, must be no longer than 255 characters. (See Domain Names – Implementation and Specification: RFC-1035).

A domain name proposed for registration must consist of a single such label followed by the suffix “.ie”.

- ii. Future registrants must choose to replace any spaces or unsupported characters in a mark or name with a hyphen, or alternatively, they may be omitted.
- iii. The proposed domain name must not be offensive or contrary to public policy or generally accepted principles of morality.
- iv. A sub-domain name must be distinct from any of the recognised top-level domain names (.com, .net, .org etc.) except in special circumstances where the Registry considers such a registration to be in the best national interest.
- v. The proposed domain name must not contain the word ‘university’ unless the future registrant is recognised by the Department of Education as an established university. The Universities Act, 1997, prohibits the use of the word ‘university’ to describe an educational establishment or facility without the approval of the Department of Education.

vi. Exemptions for State Bodies

State Agencies, which the Registry- defines as any person, body, entity or office established pursuant to Bunreacht na h-Eireann, an Act of Parliament, Secondary Legislation or established by the Northern Ireland Assembly, can apply for .ie domains without the need to supply a connection to the island of Ireland.

This includes any other State Body, Agency or Department, including State Hospitals, Semi-State Bodies, VEC's and Local Authorities. All of the above are eligible to apply for .ie domain names.

If we can verify online that the future registrant is a State Agency or Statutory Body in the island of Ireland, then no supporting evidence of its Irish connection will be required with the application.

3.1.2.3 Rules on what constitutes an “available” domain name

The domain name being applied for:

- i. Must not be currently registered to another party, and
- ii. Must not have any open, pending application requests for registration, and
- iii. Must not be deemed unavailable for registration by the Registry. Such unavailable names are not permitted for registration and may be tagged as "reserved" or "blocked" on the non-exhaustive list of Reserved and Blocked Name lists published on the Registry's website.

3.1.2.4 Reachability & Technical Rules

- i. The registrant must provide complete and correct contact information, including an email address, where requests for information may be addressed. This information must be provided for the Registrant Contact and Administrative Contact on all .ie domain registrations.
- ii. A minimum of two hosts (nameservers) must be provided, and both must be correctly configured with authoritative zones to host the domain in question.

3.1.2.5 Good Management

- i. Renewal fees must be paid on or before the domain's renewal date. If the fees are not paid, the domain may be entered into the Deletion Process.

3.1.2.6 Refusal of Registration

Applications can be refused on the following grounds:

- i. Acceptance of the registration request may lead to Administrative Proceedings
If the registration of a proposed domain name is considered likely lead to a dispute being raised under the Dispute Resolution Policies applicable to the .ie namespace, as set out on the Registry's website, the Registry shall reserve to right to refuse such applications.
- ii. Insufficient information provided with an application:
 - Instances where future registrants are unable to provide the required supporting evidence during the 27-day application period will result in the registration request being refused.
 - Applications that expire before sufficient evidence is provided to complete registration will result in the domain name becoming available for interested parties to apply for on a first come, first served basis.

3.1.2.7 Termination of a domain registration

The Registry will terminate a domain registration on the following grounds:

- i. When a domain ceases to satisfy any of the conditions of reachability or of good management, the appropriate contact person(s) shall be notified and given the opportunity to correct the deficiency. Should the necessary action not be taken within a reasonable delay, the Registry will have the right to terminate the registration of the domain without further notice.
- ii. If the Registry becomes aware that an accepted request was seriously or fundamentally incorrect, either intentionally or unintentionally, it shall have the right to terminate the registration after giving due notice.
- iii. If the Registry becomes aware that a registrant has breached any of the policies, rules, terms and conditions, or agreements of the Registry, it shall have the right to terminate the registration after giving due notice.

3.1.3 Guidelines

Applications must be submitted online through an accredited .ie Registrar, which will guide you through the process. See <https://www.iedr.ie/accredited-registrar-list/> for further information.

Already have .ie domains?

If the registrant already has a .ie domain, and wishes to register additional .ie names, they can avail of our express, returning customer, registration process.

The same Registrant Contact ID, or Registrant Contact information (e.g. name, email address, and contact type) as appears within the existing registration, just needs to be included in the new registration request.

We will instantly approve the new registration request on the basis that the registrant has already demonstrated their compliance with the .ie registration requirements.

Showing your connection to the island of Ireland

This connection can be shown by:

- i. Companies, Businesses and other trading entities
- ii. Citizens or residents of the island of Ireland
- iii. Charities
- iv. Schools, Colleges and Universities
- v. Organisations (clubs, bands, local groups)
- vi. Statutory Bodies/State Agencies

Your Sponsoring Registrar will let you know what you need to send us to show that you meet these registration requirements. There are also guidelines on the type of documents we will need throughout this section, and on our website.

Sending evidence to us – How?

If you have a Company, Business, VAT, Charity or trademark number - this should be provided to your Registrar when submitting your registration request.

If you have any supporting documentation that you need to send to us, such as copies of Irish passports or driving licenses, these can be sent to your Registrar, or to us directly via the uploader on our website, www.iedr.ie.

The Registry reserves the right to accept documentation through any other means it deems appropriate. Any additional channels for documents will be added here and communicated to the accredited .ie Registrars.

Sending documents to us – What types?

Documentation must be either a **clear photo**, or **scan** of any of the following:

- an original document,
- an official copy issued by the originating agency, or,
- a certified copy of the original or official copy duly certified by a practicing Solicitor, a Commissioner for Oaths, a Notary Public or a Registered Trademark Agent whose name is entered in the Register of Trademark Agents.

Document Validity

For the avoidance of doubt, expiry dates of all documentation provided in support of a domain

registration must show an expiry date in the future (as applicable).

3.1.3.1 Guidelines on providing evidence of a Connection to Ireland

Applying for a .ie domain

To register a .ie domain, you need to provide:

- Proof⁴ of your real and substantive connection to the island of Ireland and proof of identity

In most cases, one item will be sufficient to meet our requirements, for example:

- Individuals – an Irish passport or Irish driver's license
- Companies – a CRO number

The Guidelines below are provided for illustration purposes

A. Express registration for returning registrants:

If a returning .ie registrant wishes to register additional .ie domain names, they can avail of our **express** registration process.

Under this process, it will not be necessary to re-submit evidence of a Connection to Ireland and proof of identity.

To facilitate this process, we will verify that the registrant holds an existing .ie domain name (based on the use of the same Registrant Contact ID, or the same contact information). This will ensure that the application is accepted without delay, and without the registrant being asked to provide evidence of a connection to Ireland again.

Note: if it comes to the Registry's attention that a returning registrant has ceased trading/dissolved, the registrant will need to provide alternative supporting evidence showing that they meet the registration criteria.

B. If the registrant is a Republic of Ireland/Northern Irish company, business partnership, sole trader, school/college or charity:

The Registry will accept any ONE of the following as evidence of **both** the registrant's connection to the island of Ireland and evidence of commercial identity:

- CRO/RBN number
- VAT number (*registered in Republic of Ireland/Northern Ireland*)
- Tax clearance certificate from Ireland's Revenue Commissioners (*or other correspondence from them showing your VAT number*).
- Irish/European Community Trademark number
- WIPO Trademark number (*enforceable in Ireland*)
- Registered Charity number⁵
- College/School roll number (*for bodies recognised by the Department of Education or Northern Ireland equivalent*)
- Correspondence from HM Revenue and Customs (HMRC) (*showing that you are registered for trading and resident in the island of Ireland*)

⁴ The easiest and fastest way to submit evidence is to e-mail a scan or picture taken with your phone.

⁵ Issued in Northern Ireland or the Republic of Ireland. NB – If availing of waived registration fees under our Charity Policy, the Charity number must be provided.

C. If the registrant is a citizen/resident⁶ of the island of Ireland:

The Registry will accept any ONE of the following as evidence of **both** the registrant's connection to the island of Ireland and evidence of personal identity:

- Irish Passport
- Irish driving license/UK driving license (*showing Northern Ireland address*)
- Irish/Northern Irish bank statement (*showing an address in the island of Ireland*)
- College ID (*issued by any educational institution recognised by the Department of Education*)
- Department of Social Protection issued Public Services Card
- Correspondence from Ireland's Revenue Commissioners showing your PPS number

D. If the registrant is an Irish/Northern Irish organisation (e.g. club, band, residents association, local community group):

The evidence accepted by the Registry as evidence of the registrant's connection to the island of Ireland and personal/corporate identity depends on the following:

If the organisation is established as a:

- **Company** – Registry will accept any ONE of the documentation types outlined above in B.
- **Charity** – Registry will accept a registered Charity number (*registered in Republic of Ireland/Northern Ireland*)
- **Partnership** – Registry will accept a VAT or RBN number (*registered in Republic of Ireland/Northern Ireland*)
- **Other** – If the organisation is otherwise established, Registry will accept either a bank statement showing the name of the organisation and an address in the island of Ireland, or any ONE of the documentation types outlined at C. above for citizens/residents of the island of Ireland, from a nominated member of the organisation.

E. Providing evidence of a real and substantive connection to the island of Ireland if the registrant is not resident in, based in, or registered in, Ireland

If the registrant is not an Irish/Northern Irish company, business partnership, sole trader, school/college or charity you may still be eligible to register a .ie domain if you sell goods or services to consumers or businesses in the island of Ireland and can provide evidence of this, such as:

- Sales invoices showing that the registrant sells goods or services to consumers or businesses in the island of Ireland.
- Signed letter from a third party Solicitor or Accountant or Bank Manager or Auditor, confirming that the registrant is selling goods or services to consumers or businesses in the island of Ireland, or has serious intention to do so in the immediate future.

Examples of the entities that can show this required real and substantive connection to the island of Ireland and the types of evidence accepted are outlined below:

- **Companies, business partnerships, sole traders and charities.**

Provide evidence that the registrant sell goods or services to consumers or businesses in the island of Ireland AND proof of your commercial identity (e.g. certificate of Incorporation or

⁶ If providing your connection to Ireland with a utility bill showing an address in the island of Ireland, please note that you will also be required to include proof of your personal identity (e.g. passport, driving license).

verifiable online company number or VAT number).

- **Organisations (e.g. club/band/local group)**

If the organisation is established as a company, partnership or charity – please provide the evidence outlined at C for these bodies.

- **Individuals (non-resident and non-citizen of the island of Ireland)**

Individuals who are not resident in the island of Ireland **and** do not hold citizenship in the island of Ireland are unable to meet the .ie registration requirements and cannot register a .ie domain.

3.2. Auto-Renewal Process

This is the process to extend the right to use a .ie domain registration. All .ie domain registrations are auto-renewed for one year on their renewal date. It is also possible to renew a .ie domain for a maximum term of up to ten years in the future.

The domain name may be entered in to the Deletion Process by the Sponsoring Registrar if the renewal fee is not paid to the Registrar by the renewal date.

3.2.1 Procedure

- i. All .ie domain registrations automatically renew for one year on the designated renewal date.
- ii. Payment should be made to the Sponsoring Registrar for the renewal of the domain by the renewal date.
- iii. If the renewal fee has not been paid by the renewal date, the Sponsoring Registrar may request that the domain be entered into the deletion process.
- iv. If the domain is entered into the deletion process for non-payment of renewal fees, the domain can still be renewed (restored) with the Registrar at any time until 30 days after the deletion request was submitted.

3.2.2 Rules

- i. The renewal payment must be made to the domain's Sponsoring Registrar, if the registrant intends to renew the registration.
- ii. The renewal payment must be completed by the renewal date to avoid the domain being entered into the deletion process by the Sponsoring Registrar.

The renewal fee can be paid at any time before the domain enters the 'pending delete' phase of the .ie domain lifecycle (see below). This means that a domain can be restored for up to 30 days after the submission of a deletion request.

NOTE: Failure to renew a .ie domain registration when renewal fees fall due may result in the domain being scheduled for deletion by the Registrar using the Deletion Process. This will result in downtime to your website/email services.

3.2.3 Guidelines

- i. No documentation is required to renew a .ie domain.
- ii. If you are unsure who your Registrar is, please check the WHOIS lookup service on our website at www.iedr.ie.
- iii. Alternatively, if you want to renew your domain through another Registrar, you should complete a Registrar Transfer, as outlined in section 3.5 below.

3.3. Deletion Process

This is the process to schedule a .ie domain registration for deletion. This process is used where a registrant decides they no longer want to hold the domain registration, or where the registrant fails to pay their renewal fee.

This process takes 35 days to complete, following a deletion request being submitted. Note that the domain is removed from the .ie zone (de-activated) on the day the deletion request is submitted. This means that any websites or email addresses connected to the domain will stop working shortly after the deletion request has been submitted.

The domain will be fully deleted from the .ie zone 35 days after deletion request submission. Note that the domain can be restored (pushed back into the zone) by paying the renewal fee at any time up to 30 days of the deletion request being submitted.

3.3.1 Procedure

If a registrant has failed to pay the renewal fee to its Sponsoring Registrar by the renewal date, the Registrar may enter the domain into the deletion process.

If a registrant otherwise wishes to delete its domain:

- i. The registrant should contact the Sponsoring Registrar requesting the deletion of the registration.
- ii. The registrant will need to provide signed authorisation, on letterhead (if applicable), from the Administrative Contact, requesting the deletion of the domain registration.
- iii. The domain will stop resolving (including any related website or email account) on the day the deletion request is submitted by the Registrar to the Registry, and will be deleted 35 days after request submission.

3.3.2 Rules

- i. If a registrant wishes to delete a .ie domain, signed authorisation must be provided by the Administrative Contact, on headed paper, if applicable, requesting the deletion of the domain.
- ii. This authorisation must be provided to the Sponsoring Registrar.

3.3.3 Guidelines

- i. The registrant's Sponsoring Registrar can delete a .ie domain, on receipt of the appropriate authorisation. If a registrant is unsure who the Sponsoring Registrar is, the registrant can check the WHOIS service website.

Otherwise, if registrants have any difficulties contacting the Sponsoring Registrar, they may contact Registration Services, by email to registrations@iedr.ie.

- ii. Conflicting requests – Where conflicting requests for the deletion of a domain registration are received, it the Registry shall be free to determine which, if any, request to honour.

3.4. Domain Registration Update Processes

This section relates to the processes to update a .ie domain registration, including changing certain nominated domain contact information, making host (DNS) changes, and locking a domain.

3.4.1 Processes for updating Administrative, Technical or Billing Contacts

This is the process to change the contact details of the nominated Administrative, Technical and Billing Contacts, which are authorised by the registrant to carry out certain roles and responsibilities in relation to the domain registration, as set out in Section 6 of this document, Definitions.

Note that a separate process applies to updating Registrant Contact Information.

3.4.1.1 Procedure

- i. The Administrative Contact can request updates to all domain contact information.
- ii. Any domain contact can request updates its own contact information.
- iii. Requests to change **Administrative Contact** information:-
 - should be sent to the Sponsoring Registrar.
 - include signed authorisation from the Administrative Contact, and this should be submitted on headed paper (as applicable).
- iv. Requests to change **Technical or Billing Contact** information:-
 - should be sent to the Sponsoring Registrar
 - should be sent via email from the email address currently on file for the Administrative Contact, or the appropriate contact being updated.

3.4.1.2 Rules

- i. Complete and correct contact information must be provided for all designated contacts.
- ii. The registrant must ensure that all contact information for their .ie domain registration is kept up-to-date at all times. Failure to do so can result in action being taken against the registration.
- iii. Requests to edit or update domain Administrative Contact information must be submitted via the Sponsoring Registrar, on headed paper (as applicable) and signed by the Administrative Contact..
- iv. Requests to edit or update domain Technical or Billing Contact information must be submitted to the Sponsoring Registrar.

3.4.1.3 Guidelines

- i. Registrants can nominate any party to act as an Administrative, Technical or Billing Contact. However, registrants should be mindful that the nominated Administrative Contact has full authority to request changes to the registration. Therefore, we recommend that this role be filled by registrant itself, or a trusted party, such as a registrant staff member or family member.
- ii. Your Sponsoring Registrar can assist you with updating domain contact information. Please contact them to check what information they require from you.

If you are unsure who your Registrar is, please check the WHOIS service on our website. Otherwise, if you have any difficulties contacting your Registrar, please contact Registration Services, by email to registrations@iedr.ie.

3.4.2 Process for updating Hosts (also known as DNS or nameservers)

This is the process to change the hosts associated with the website or email.

3.4.2.1 Procedure

- i. If a registrant needs to change the host information associated with a .ie domain registration, please contact the domain's Sponsoring Registrar. They will let the Registrant know what they need to complete this process.
- ii. If a registrant needs to re-configure the setup of the hosting records associated with a .ie domain registration, please contact the hosting provider that supplied the relevant records.

3.4.2.2 Rules

- i. Requests to change the host records associated with a .ie domain registration must be submitted by email to the Sponsoring Registrar by either the Registrant, Administrative, or Technical Contact email address on record.
- ii. Hosts must be configured with authoritative zones to host the domain, in accordance with RFC protocols 1034 and 1035.

3.4.2.3 Guidelines

- i. Your Sponsoring Registrar can help you with updating the host records for your .ie domain registration. Please contact them to check what information they require from you.

If you are unsure who your Registrar is, please check the WHOIS service on our website. Otherwise, if you have any difficulties contacting your Registrar, please contact Registration Services, by email to registrations@iedr.ie.
- ii. Exceptions – If the domain is locked, or has a pending, active dispute under the Dispute Resolution Policies available within the .ie namespace, the Registry may reject host change requests until such time as the domain is either unlocked, or the dispute has been resolved.

3.4.3 Process for updating the Registry Lock status

When registering a .ie domain, the Registry Lock status is set to "off". After registration, Registry Lock is an optional, chargeable service that enables .ie domain names to be locked at the Registry level.

Once locked, the domain must be unlocked by the domain's Sponsoring Registrar in order for changes to be made to the registration. A locked domain can only be unlocked by following a strict and secure, offline, manual process.

Note that Registry Lock can only be setup and managed through the domain's Sponsoring Registrar. The Registry Lock service helps to protect .ie domains from malicious actors by preventing unintended or unauthorised changes to the domain name registration data.

Certain staff from the Sponsoring Registrar are granted the authority to send lock/unlock requests for the domain. These parties have defined, unique passphrases, which are required when sending requests to lock or unlock the domain on behalf of registrants.

3.4.3.1 Procedure

- i. If the registrant wishes to purchase the Registry Lock service for a .ie domain, please contact the domain's Sponsoring Registrar, provide them with the contact details of those authorised to request changes to the lock status, along with the unique passphrases to be used by each of these authorised parties.
- ii. The registrant should pay the applicable fee to the Sponsoring Registrar, who will let the registrant know what is needed to complete this process.

- iii. The Sponsoring Registrar will submit the request to lock the domain to the Registry by emailing the appropriate template to locking@iedr.ie.
- iv. The Registry will contact the Sponsoring Registrar by telephone to validate the request and the related necessary information.
- v. The Registry will email the Registrar following this call, confirming the time and date of the call and advising that Registry Lock has been activated. The locked status will update in the .ie database. The lock status can be verified at any time via the WHOIS lookup service on the Registry's website.
- vi. When unlocking the domain, the Registrar sends the appropriate template to the Registry by email to locking@iedr.ie. The Registry contacts the Registrar by telephone and verifies that the unlock passphrase matches with one of the nominated passphrase holders. The Registry then emails the Registrar to confirm the time and date of the authorisation/telephone call, and unlocks the domain.
- vii. Once the domain is ready to be re-locked, the Registrar staff who authorised the unlocking must contact the Registry requesting that the lock be re-applied. The Registry will validate the necessary passphrase and re-activate the lock.

3.4.3.2 Rules

- i. Requests to setup, lock or unlock a .ie domain using the Registry Lock service must be submitted via the Sponsoring Registrar and must include the appropriate passphrase.
- ii. The applicable fee must be paid to the Sponsoring Registrar.
- iii. Passphrases must be held securely at all times. Passphrases must never be sent by email. Note that the Registry will never email a registrant or other Domain Contact to confirm a Registry Lock passphrase. If a Domain Contact receives a suspicious email requesting a passphrase, please contact the Sponsoring Registrar.

3.4.3.3 Guidelines

- i. Registrants - Your Sponsoring Registrar will help you with setting up this Registry Lock service. Please contact them to check what information they require from you.

If you are unsure who your Registrar is, please check the WHOIS service on our website. Otherwise, if you have any difficulties contacting your Registrar, please contact Registration Services, by email to registrations@iedr.ie.
- ii. Registrars - At sign-up, the Registry Locking service fee is billed pro-rata, up to the next domain renewal date. Once the domain renewal date arrives, the Registry Lock fee is billed on an annual basis along with the domain renewal fee. Note that the Registry Lock fee is non-refundable.
- iii. Registrar passphrase holder personnel can be updated by the Sponsoring Registrar by emailing the appropriate template to locking@iedr.ie. The Registry will contact the new nominated person(s) at the Registrar by telephone, undertake appropriate security checks, and will record the new passphrase holder information.
- iv. If a passphrase needs to be changed, the Sponsoring Registrar must request a passphrase change by emailing locking@iedr.ie to arrange a telephone appointment.

The Registry will contact a passphrase holder by telephone to validate the request, undertaking appropriate security checks, and recording the new passphrase if these checks are successful.
- v. Exceptions – If the domain has a pending, active dispute under the Dispute Resolution Policies available within the .ie namespace, the Registry may reject locking requests until such time as or the dispute has been resolved.

3.5. Registrar Transfer Process

This is the process to change the Sponsoring Registrar, which is selected by the registrant to be the entity responsible for the payment of registration and renewal fees to the Registry, in addition to the management of the domain registration.

3.5.1 Procedure

- i. The registrant should select and contact a new accredited .ie Registrar, agree to their Terms and Conditions, and pay the applicable fee.
- ii. The new Registrar will ask the registrant or Administrative Contact for the domain authorization code, which can be obtained from the current Sponsoring Registrar, or from the Registration Services Department at the Registry. This can be provided to the Registrant or Administrative Contact.
- iii. This authorization code should be provided to the new Registrar, who will process the transfer request in the Registry systems. Note that the transfer will result in the renewal of the domain for one additional year.

3.5.2 Rules

- i. The Registrar transfer must be completed using the authorization code, which must be supplied to the new Registrar.
- ii. The new Registrar must submit the request with the valid authorization code, and pay the applicable fee, through the Registry systems.

3.5.3 Guidelines

Your current Sponsoring Registrar can give you the required authorization code to complete the transfer. Please contact them to check what information they require from you to do this.

If you are unsure who your Registrar is, please check the WHOIS service on our website. Otherwise, if you have any difficulties contacting your Registrar, please contact Registration Services, by email to registrations@iedr.ie.

3.6. Registrant Transfer Process

This is the process to transfer the right to use a .ie domain registration to another party. This may arise:-

- as part of a domain sale transaction between the registrant and a third party
- where a registrant company has been liquidated or is in liquidation, and where the liquidator wishes to have the right to use the relevant .ie domains assigned to them
- where a company undergoes restructuring, reorganisation or a change of its legal name. Note that special rules apply in the case of requests related to dissolved or struck off companies - see Section 3.6.2.(v) below for further details.

In all scenarios, the new registrant is required to show that it meets the .ie registration requirements, as would be required with any new registration request, as set out in Section 3.1.

Note that the registrant of a .ie domain name may also be changed as part of an administrative or specialist decision made under the dispute resolution policies available in the .ie namespace.

3.6.1 Procedure

- i. The registrant should inform the Sponsoring Registrar of their intention to transfer the domain registration to a new registrant.
- ii. The proposed new registrant should provide the Sponsoring Registrar with evidence of its connection to Ireland and commercial/personal identity (as required), and pay the applicable fee.
- iii. The Sponsoring Registrar should submit the registrant transfer request in the Registry systems.
- iv. Once the new registrant has been validated by the Registry, the .ie domain registration will update instantly.

3.6.2 Rules

- i. The process must be completed with the Sponsoring Registrar.
- ii. The existing registrant must inform the Sponsoring Registrar of its intention to transfer the registration.
- iii. The new registrant must provide the Sponsoring Registrar with its evidence of connection to the island of Ireland and proof of commercial/personal identity, as required, and pay the applicable fee.
- iv. Contact information provided to the Registry for the new Registrant Contact role must strictly relate to the Registrant, and not any third party.
- v. Contact information must be provided to the Registry for an Administrative Contact, and may also be provided for the registrant's Technical and Billing Contacts.
- vi. Special rules for dissolved or struck off companies. Where a registrant is dissolved or struck off, according to the Company Registration Office register, a party that acquired the business assets of the registrant prior to the dissolution or strike off status being applied, may be permitted to take over the domain registration.

Such requests must be submitted via the Registrar, and will require supporting documentation, such as proof of the asset purchase, e.g. copy of the sale agreement or a signed letter from a third party solicitor or accountant confirming the asset acquisition took place.

Additionally, the new registrant will be required to show that it meets the .ie registration criteria.

If the new registrant cannot demonstrate their compliance with this Registration and Naming Policy, the registrant transfer cannot take place.

3.6.3 Guidelines

- i. Requests should be submitted through the Sponsoring Registrar.
- ii. Fees for validation of a connection to Ireland for the new registrant are non-refundable under any circumstances.
- v. Once the new registrant's connection to Ireland and commercial/personal identity have been validated by the Registry, the request will be instantly approved.
- vi. If a domain is locked, or has an active dispute in process, the registrant transfer may not be permitted until the domain has been unlocked, or the dispute has been resolved.

4. Legal Requirements

4.1. Liability and Indemnity

The IE Domain Registry Company Limited by Guarantee acts as naming authority as a public service neutrally and in good faith subject to the following conditions:

- i. The registrant of a domain name shall indemnify the Registry and its servants or agents and shall hold the Registry and its servants or agents harmless from and against any loss, damage, liability, claim or expense resulting from a claim or claims asserted by a third party regarding the licensing of or the right to use the domain name in question.
- ii. No liability shall attach to the Registry or its servants or agents in respect of any loss or damage whatsoever suffered by the applicant or a service provider and arising from any action or neglect on the part of the Registry or its servants or agents in the exercise of the function of the naming authority.
- iii. The registrant accepts that failure to pay the renewal fees will result in the deactivation of the domain name.
- iv. The registrant agrees to the resolution of disputes in respect of the domain name applied for in accordance with the Dispute Resolution Policies of the .ie namespace, but that this is without prejudice to any and all rights they have in the name applied for and shall not prevent any party to the proceeding from submitting the dispute to a court of law for independent resolution at any time.
- v. The Registry, as manager of the .ie namespace, has the sole authority for granting the right of use for all .ie domains, and with this, the right to refuse a registration or transfer request as outlined in the registration rules.

4.2. Disputes

- i. The registration or renewal of a domain name at any time, whether before or after the coming into force of the .ie Dispute Resolution Policies shall be subject to the applicable policy. The Registry will implement a Decision made under the Dispute Resolution Policies in so far as it reasonably can.
- ii. Registrants must participate in the applicable administrative proceedings conducted by the Registry, or organisations accredited by the Registry for handling disputes, if they wish to demonstrate their case for retaining the right to use the domain name registered to them. If they fail to successfully defend their right to a domain, it may either be transferred to the complainant, or cancelled, without refund of fees.
- iii. The Registry, its directors, members, agents, employees and representatives shall not be liable to a registrant or any other person for any loss or damages (whether or not foreseeable) including special, indirect, exemplary, punitive or consequential damages resulting from loss of use, lost business revenue, lost profits or third party damages arising in any way from: the application of the Dispute Resolution Policies, or any rules of procedure adopted, or applied there under or any decision, or resulting action taken on foot of a decision of a Panel.

Information on the Dispute Resolution Policies is available on the Registry website at <https://www.iedr.ie/our-policies>

5. Appendices

Appendix 1 – Definitions

Available

Available domains are .ie domains that are not currently registered, which have no pending request for registration, and which are not deemed 'unavailable' for registration by the Registry. Certain unavailable names may appear on the non-exhaustive Reserved and Blocked Name Lists published on the Registry's website, as updated from time to time. Note that some unavailable blocked names are not published for security reasons.

Connection with the island of Ireland

Future registrants must show that they have a real, and verifiable connection to the island of Ireland. There are a variety of ways of showing this connection. For example, individuals could provide proof of Irish Citizenship or residency within the 32 counties of the island of Ireland. Trading bodies registered in the island of Ireland can show this connection with their Company Registration, VAT or Business Registration Number.

Trading bodies registered outside of the island of Ireland could show their connection through a number of ways, including holding a fully registered Irish or EU Community trademark, or being able to show trade with clients or an established business address in the island of Ireland.

Where a future registrant is unable to show this connection, their application for the right to use a particular .ie domain name will be refused.

Contacts

- **Registrant Contact**

The party granted the right to use a .ie domain by the IE Domain Registry, having provided evidence of its connection to Ireland and commercial/personal identity (as required) for review.

Contact information provided within the Registrant Contact role must strictly relate to the Registrant, and not any third party.

The Registrant Contact has full authority over the registration, and shares this responsibility with its nominated Administrative Contact.

- **Administrative Contact**

This party represents the registrant rather than the Sponsoring Registrar or any other Service Provider, and must have the authority to act for the Registrant. This person is the primary point of contact for automated emails relating to the registration of the .ie domain, and can request registration related changes with the Sponsoring Registrar.

- **Technical Contact**

This role can be filled by anyone chosen by the Registrant or Administrative Contacts. The Technical Contact is the point of contact for notifications relating to the technical aspects of the domain registration, including hosts, domain locking and DNSSEC.

- **Billing Contact**

This role can be filled by anyone chosen by the Registrant or Administrative Contacts. The Billing Contact is the point of contact for notifications from the Sponsoring Registrar and Registry relating to the financial aspects of the domain registration, such as payment of registration and renewal fees.

Dispute Administrative Proceedings

If a party (the complainant) believes that a .ie domain has been wrongly registered to another party (the registrant), then the complainant can dispute this by opening a case (an administrative proceeding) against the current registration. This may be done through any of the Dispute Resolution Policies available within the .ie namespace. Further information is available <https://www.iedr.ie/our-policies/>.

Dispute Resolution Policies

These are the policies that exist for disputing the right to use a .ie domain. The Policies in operation are the .ie Dispute Resolution Policy and the Alternative Dispute Resolution Policy. Both policies and related processes are operated by Independent third parties, with expertise in handling such matters. Further information is available at <https://www.iedr.ie/our-policies/>

Hosts (also known as nameservers)

These are used to host a website. For example, the hosting records for iedr.ie include ns0.iedr.ie, ns2.iedr.ie. Registrants should provide a minimum of two hosts with each request for registration, and these must be configured in accordance with Industry Best Practices set out in RFC protocols 1034 and 1035, and with authoritative zones to host the domain in question.

Naming Authority

The IE Domain Registry CLG is responsible for the management of the .ie namespace, and as such, is the naming authority for all .ie domains. The Registry has the authority to grant the right to use .ie domain names to parties that meet the registration and naming requirements.

Reachable

The domain registration must have point of contacts, containing up to date, complete and correct contact information, where email requests for information can be sent. The domain registration should also have correctly configured hosting information.

Registrant

The registrant is the party granted the right to use the .ie domain by the IE Domain Registry, having provided evidence of its connection to Ireland or commercial/personal identity, and agreed to adhere to the Registrant Terms and Conditions. It is also a defined Contact role within the .ie database, and must provide full contact information at the time of application. Furthermore, the Registrant is required to keep all domain contact information up-to-date for the lifetime of the domain registration.

Registrar

This is the accredited Registrar nominated by the Registrant to be the entity responsible for the payment of registration and renewal fees, in addition to the management of the .ie domain registration. In the Registry's technical systems, the accredited .ie Registrar nominated by the Registrant is referred to as a "Sponsoring Registrar".

Valid

Refers to a .ie domain which accords with the Registration and Naming Policy, the related rules (e.g. is available, includes acceptable terminology), and the .ie Registrant Terms and Conditions (e.g. including those which prescribe that the domain name must not be defamatory, racist, contrary to public policy etc.).

Well managed

The domain is hosted with valid DNS information and the applicable renewal fees are paid to the Sponsoring Registrar when they are due.

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