

# .ZA SECOND-LEVEL DOMAINS

## SLD REGISTRATION GUIDELINE

### Abstract

This document outlines the process of Domain Name registration in the .ZA SLD namespace. It also covers the updates, renewals and deletions processes.

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## 1. INTRODUCTION

The purpose of this document is to provide guidelines for the .ZA Second-Level Domains (SLD) registration and the process to be followed.

Each SLD has a process of domain name registration, and in some other SLDs, potential Registrants can choose which company (also known as Registrar) to host their domain name records.

While Registrars are contracted to conduct the day-to-day business of selling Domain Name registrations, Registry Operators are responsible for maintaining the registry for each ccTLD and gTLD.

The responsibilities of the Registry Operator include accepting registration requests (whether from registrars or directly from registrants), maintaining a database of the necessary registration data and providing name servers to publish the zone file data (i.e. information about the location of a domain) throughout the Internet.

The Registrar will then keep records of the contact information and submit the technical information to a central directory known as the "Registry."

Some registrants may opt to register through a reseller. Resellers are bound by their agreements with the Registrar(s) whose services they sell as they are not accredited by a particular Registry Operator.

## 2. TERMS AND DEFINITIONS

**"ADR"** means the Alternative Dispute Resolution Regulations promulgated by the Minister of Communications in terms of section 69 of the Act;

**"Applicant"** means the applicant for registration of a domain name under this policy;

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**"ccTLD"** means country code domain at the top level of the Internet's domain name system assigned according to the two-letter codes in the International Standard ISO3166-1 (Codes for Representation of Names of Countries and their Subdivision);

**"Domain Name"** means an alphanumeric designation that is registered or assigned in respect of an electronic address or other resource on the Internet;

**“RFC”** or **“Request for Comments”** means an internet standard adopted by the Internet Engineering Task Force describing methods, behaviors, research or innovations applicable to the working of the internet and internet-connected systems;

**“Registrant”** means a holder of a Domain Name;

**“Registrar”** means an entity that is authorised by ZADNA in terms the Act or that is accredited by a Registry to register Domain Names and update Registry Data on behalf of Registrants in an SLD;

**“Registry”** means an entity authorised by ZADNA to manage and administer a specific SLD, including the provision of primary and secondary name servers and WHOIS servers in relation to the relevant SLDs;

**“Registry Data”** means domain name data collected by any Registry from Registrars as part of, or following from, the registration of a Domain Name, which includes data for Registrars sponsoring registered Domain Names and name servers, Registrant and Registrar identity, Registrar contact information, and the Registrar’s administrative, billing, and technical contacts;

**“Second Level Domain”** or **“SLD”** means a sub-domain immediately following ZA;

**“SLD Administrator”** is a person to whom the custodial management and control of an SLD is delegated in terms of ZADNA’s SLD Establishment and Dis-establishment Policy;

**“.ZA”** means South Africa’s country code Top Level Domain (ccTLD), which is delegated according to the two-letter codes in the International Standard ISO 3166-1, which is an identification label that is assigned for a particular country, and which is capable of defining a realm of administrative autonomy; and

**“ZADNA”** means the .ZA Domain Name Authority.

### 3. BACKGROUND

#### 3.1 SLD Categories

.ZA SLD namespace is divided into the following categories:

**Restricted, Moderated SLD**, that is, an SLD that has eligibility requirements and has a duly appointed person or entity, known as the Moderator, who verifies each application's compliance with SLD eligibility requirements.

**Restricted, Un-moderated SLD**, that is, SLD that has eligibility requirements and/or usage policy to which applicants bind themselves through the act of applying, but which has no Moderator verifying the compliance of applications with the eligibility requirements.

**Open SLD**, this are SLD available for general use by South African and non-South African persons and entities.

### **3.2 Active domains**

The SLDs are following SLDs are open and active domains under the .ZA namespace: ac.za, co.za, edu.za, gov.za, law.za, mil.za, net.za, nom.za, org.za, school.za. Active ZA domains means that they accept new domain name registrations from the Registrants.

### **3.3 Dormant Domains**

The following are dormant domains, which means that they are not accepting new registrations: alt.za, ngo.za, and tm.za.

### **3.4 Private Domains**

Private use SLDs refer to those SLDs which were assigned to certain persons for private use prior to ZADNA assuming responsibility of managing and regulating .ZA namespace. Private SLDs under the .ZA namespace includes agric.za, gronder.za and nis.za.

## **4. .ZA REGISTRATION (SALES) MODELS**

### **4.1 Direct Registration Model**

Some of these .ZA SLDs support a Direct Registration Model, while others support Registry-registrar Model for domain name registrations. In Direct Registration, there is no middle man in the registration process, as Registrant can acquire a domain name directly from the Registry Operator.

### **4.2 Registry-Registrar Model**

Registry-Registrar Model requires an interface between Registry and the Registrar.

### **4.3 Mixed Model**

Mixed Model encompasses Direct Registration and Registry-Registrar Models. In Mixed Registration Model, Registrant can either make use of Registrar service or directly request a domain name delegation directly to the Registry.

### **4.4 Domain Registration**

.ZA Compliance with International Best Practice recommends that, an SLD Administrator should require the domain name registrant to provide accurate and reliable information concerning his or her full name, postal address, e-mail address, telephone number and facsimile number (if applicable).

## **5. WHOIS PROVISION**

Domain name registration process also involves provisioning of Registrant identification details. Upon domain registration, each registrant must provide identifying and contact information which may include: name, address, email, phone number, and administrative and technical contacts.

This information is often referred to as WHOIS data. But the WHOIS service is not a single, centrally-operated database. Instead, the data is managed by independent entities known as Registrars and Registries. In this regard, Section 3 of the ZA SLD General Policy describes how .ZA SLDs should apply it with reference to RFC 3912.

## **6. .ZA DISPUTES RESOLUTION SERVICES**

Dispute resolution provides a simple and cost-effective means of resolving trademark disputes in the domain name system.

.ZA Compliance with International Best Practice recommends SLD administrators adopt similar procedures to resolve intellectual property disputes concerning domain name registrations in their SLDs.

The Minister of Communications promulgated the Alternative Dispute Resolution Regulations in November 2006 to resolve disputes relating to domain names registered in the co.za domain.

On the 11 December 2015, Minister of Telecommunications and Postal Services (the Honorable Dr. Siyabonga Cwele) has gazetted the amendment of the .ZA Alternative Dispute Resolution (ADR) Regulations, which extends the application of the Regulations to domain name disputes in org.za, net.za, and web.za.

There are currently two ADR service providers:

- South African Institute of Intellectual Property Law (SAIIPL)
- Arbitration Foundation of Southern Africa

## **7. DOMAIN NAME REGISTRATION GUIDELINES**

New domain registrations must be accompanied by four (4) associated contacts, including; Registrant Contact, Administrative Contact, Technical Contact, Billing Contact (where applicable). This information must also be publicly available through WHOIS service.

The domain name registrant must provide accurate and reliable information concerning his or her full name, postal address, e-mail address, telephone number and facsimile number (if applicable).

### **7.1 REGISTRATION PROCESS**

#### **7.1.1 ZA CENTRAL REGISTRY**

The following SLD are administered and operated by ZA Central Registry (ZACR):

- co.za Open for general use
- org.za Restricted, Un-moderated SLD
- net.za Restricted, Un-moderated SLD
- web.za Open for general use
- Law.za South African legal firms

##### **7.1.1.1 ZACR Registration Process**

Some of the ZACR administered SLDs are open for general use which means that anyone can apply, and others are restricted and unmoderated, which means that they have eligibility requirements and usage policy to which applicants bind themselves through the act of applying for the domain name.

To apply for a domain name registration, an applicant needs to apply through the ZACR Accredited Registrar.

### 7.1.1.2 APPLICATION PROCESS IN THE ZACR SLDS

ZACR supports a Registry-Registrar Model for all its SLDs, which means that potential Registrants need to request registration of the domain names through the Accredited Registrant.

The following registration process applies all ZACR administered domains:

- a) Decide on the domain name to register
- b) Check the availability of the domain name on Whois
- c) Choose the Registrar to register the domain name on your behalf (pricing of registration plays a big part in choosing the Registrar)
- d) submit an application request for the domain. Providing the Registrar with your contact information, which will also be searchable publicly from the WHOIS database.

DOMAIN	INTENTION
co.za	Open for general use
org.za	Restricted, Un-moderated SLD
net.za	Restricted, Un-moderated SLD
web.za	Open for general use
Law.za	South African legal firms
<b>Registry Contact Details</b>	
Phone Number	011 314 0077
Email	support@co.za
website address (if applicable)	<a href="https://www.registry.net.za/">https://www.registry.net.za/</a>
Whois address (if applicable)	<a href="https://www.registry.net.za/whois/">https://www.registry.net.za/whois/</a>

## 7.1.2 TENET

### 7.1.2.1 MIL.ZA Registration Process

AC.ZA is a moderated domain and is administered by the Tertiary Education and Research Network of South Africa under authority from the .ZA Domain Name Authority.



### 7.1.2.2 APPLICATION PROCESS

Applications for the creation of a new sub-domain name should be made directly to TENET by the Principal, Registrar, Director of Public Affairs, Director of Information Technology or other officer who represents the entire Institution as a juristic person, and who will serve as the Administrative Contact Person for the Institution in respect of all sub domains that it holds.

Applications will not be considered that are made directly by faculties, departments or other units that are not juristic persons in their own right, or by Internet Service Providers or other agents on behalf of the Institution.

DOMAIN	INTENTION
ac.za	South African academic and tertiary societies
<b>Registry Contact Details</b>	
Phone Number	+27 (021) 763 7145
Email	jfd@tenet.ac.za
website address (if applicable)	<a href="http://www.ac.za/front-page">http://www.ac.za/front-page</a>
Whois address (if applicable)	<a href="http://protea.tenet.ac.za/cgi/cgi_domainquery.exe">http://protea.tenet.ac.za/cgi/cgi_domainquery.exe</a>

### 7.1.3 EDUCOR

#### 7.1.3.1 EDU.ZA Registration Process

EDU.ZA is a moderated domain and is administered by the Educor under authority from the ZADNA. It is a moderated domain intended for use only by Further Education and Training Institutions (FETI) as least provisionally registered with the South African Department of Education.

#### 7.1.3.2 APPLICATION PROCESS

EDU.ZA supports Mixed Registration Model. This means that Registrant can apply for the domain name directly or via the (Accredited) Registrar.

- a) Decide on the domain name to register
- b) Check the availability of the domain name on Whois
- c) Choose the Registrar to register the domain name on your behalf (pricing of registration plays a big part in choosing the Registrar)
- d) To submit the application for edu.za sub-domain, users need to visit the whois.edu.za webpage and search for the domain they wish to apply for,

if the domain name is available, they click on “submit the application for their domain button and the complete the online form.

DOMAIN	INTENTION
edu.za	South African further education training and private colleges
<b>Registry Contact Details</b>	
Phone Number	N/A
Email	N/A
website address (if applicable)	N/A
Whois address (if applicable)	<a href="https://whois.edu.za/">https://whois.edu.za/</a>

#### 7.1.4 SITA

##### 7.1.4.1 GOV.ZA Registration Process

GOV.ZA is a moderated domain and is administered by the SITA under authority from the ZADNA. It is a closed moderated domain intended for use by any South African government entity.

##### 7.1.4.2 APPLICATION PROCESS

GOV.ZA supports Mixed Registration Model. This means that Registrant can apply for the domain name directly or via the (Accredited) Registrar. Registration process is as follows:

- a) Decide on the domain name to register
- b) Check the availability of the domain name on Whois
- c) Choose the Registrar to register the domain name on your behalf
- d) To submit the application for gov.za sub-domain to the email [admin@gov.za](mailto:admin@gov.za).

DOMAIN	INTENTION
gov.za	
<b>Registry Contact Details</b>	
Phone Number	
Email	<a href="mailto:admin@gov.za">admin@gov.za</a>
website address (if applicable)	<a href="http://dnsadmin.gov.za/index.html">http://dnsadmin.gov.za/index.html</a>
Whois address (if applicable)	<a href="http://dnsadmin.gov.za/whois.htm">http://dnsadmin.gov.za/whois.htm</a>

## 7.1.5 DEPARTMENT OF DEFENCE

### 7.1.5.1 MIL.ZA Registration Process

MIL.ZA is a moderated domain and is administered by the Department of Defence (DOD) under the authority of Command and Management Information System (CMIS) Division of DOD. It is a closed moderated domain intended for use by any South African government entity.

### 7.1.5.2 APPLICATION PROCESS

MIL.ZA supports Direct Registration Model. This means that Registrant can apply for the domain name directly to the Registry.

Registration process is as follows:

- Only the Chief/Head of a DOD Service or Division may request a domain name registration.
- Only Defence Corporate Communications Division may give approval for domain name registrations.
- The Command and Management Information System (CMIS) Division only assists / supports in the domain name registration and renewal process.
- The Internet infrastructure components must be provided by Command and Management Information System (CMIS) Division comprising of Web hosting which includes domain name management (registration and renewal).

DOMAIN	INTENTION
mil.za	South African Department of Defense & its institutions
<b>Registry Contact Details</b>	
Phone Number	012 355 6312
Email	content@mil.za
website address (if applicable)	<a href="https://www.registry.net.za/">https://www.registry.net.za/</a>
Whois address (if applicable)	<a href="https://www.registry.net.za/whois/">https://www.registry.net.za/whois/</a>

## 7.1.6 NOM.ZA ADMINISTRATION

NOM.ZA is a moderated domain and is administered by **Byron (Sorgdrager)**. It is a closed moderated domain intended for personal use by any South African citizens.

### 7.1.6.1 APPLICATION PROCESS

NOM.ZA supports Mixed Registration Model. This means that Registrant can apply for the domain name directly or via the (Accredited) Registrar.

Registration process is as follows:

- a) Decide on the domain name to register
- b) Check the availability of the domain name on Whois
- c) Choose the Registrar to register the domain name on your behalf
- d) To submit the application for gov.za sub-domain to the email [HostMaster-dns-@nom.za](mailto:HostMaster-dns-@nom.za).

DOMAIN	INTENTION
nom.za	personal names, not organizations
<b>Registry Contact Details</b>	
Phone Number	N/A
Email	HostMaster-dns-@nom.za
website address (if applicable)	<a href="https://secure.nom.za/">https://secure.nom.za/</a>
Whois address (if applicable)	<a href="http://nom.za/login.php">http://nom.za/login.php</a>

### 7.1.7 E SCHOOL NETWORK

SCHOOL.ZA is a moderated domain and is administered by the E-SCHOOL NETWORK under authority from the ZADNA. It is a closed moderated domain intended for use by any South African registered schools.

#### 7.1.7.1 APPLICATION PROCESS

SCHOOL.ZA supports Mixed Registration Model. This means that Registrant can apply for the domain name directly or via the (Accredited) Registrar.

Registration process is as follows:

- a) Decide on the domain name to register
- b) Check the availability of the domain name on Whois
- c) Choose the Registrar to register the domain name on your behalf
- d) To submit the application for gov.za sub-domain to the email [dns-updates@school.za](mailto:dns-updates@school.za).

DOMAIN	INTENTION
school.za	for schools in South Africa
<b>Registry Contact Details</b>	
Phone Number	+27 21 6838719
Email	dns-updates@school.za
website address (if applicable)	<a href="http://www.esn.org.za/whois-school-za/">http://www.esn.org.za/whois-school-za/</a>
Whois address (if applicable)	<a href="https://www.registry.net.za/whois/">https://www.registry.net.za/whois/</a>