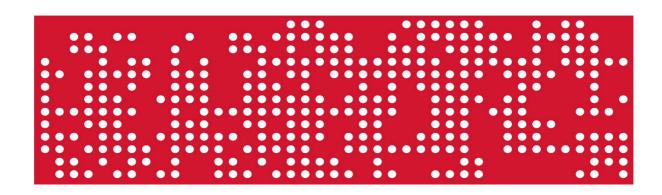


End User Manual

SGND 7.2



Version 1.7



Version control

Version	Date	Description
1.0	March 2010	Original
1.1	September 2010	New Functionalities version 5.1
1.2	January 2011	New Functionalities version 5.2
1.3	April 2011	New IPv6 functionality
1.4	July 2011	New Multiple IP functionality
1.5	March 2012	New Functionalities 7.0
1.6	June 2012	New Functionalities 7.1
1.7	June 2015	New Functionalities 7.2



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1. INTRODUCTION

Since February 2000, the Public Corporate Entity red.es has been responsible for managing the registration of Internet domain names under the country code for Spain, ".es". This includes all functions related to processing requests and assigning domain names in compliance with the corresponding regulations, as well as performing the technical tasks required to guarantee that the domains system operates correctly in Spain and on the world-wide web.

An End User is any individual or legal entity that manages their domain through the Public Entity red.es.

The Register manages requests and provides ".es" domain name maintenance services to End Users in possession of a user ID and password, through the following system:

Extranet: management extranet (HTML)

This document gives detailed information on this functionality and describes the procedures related to domain name Management.

1.1. Applicable regulations

- ORDER ITC/1542/2005, of 19 May, approving the National Plan for Internet domain names under the country code corresponding to Spain (".es").
- Instruction from the General Director of Red.es, dated 2 January 2010, setting out the procedures applicable to the assignment of ".es" domain names and other operations associated with their registration.
- General Telecommunications Act 32/2003, of 3 November (Articles 16 and 17, and Annex II on definitions of "name " and "address")
- Act 56/2007 of 28 December on Information Society Promotion Measures
- Act 34/2002, of 11 July, on Information Society and Electronic Commerce Services. Additional Provision Six (".es" domain name assignment systems)



- Act 17/2001, 7 December, on Brands. Article 34 ("Rights awarded by brands") and Additional Provision Sixteen ("Bill on domain names on the web")
- Act 14/2000, of 29 December, on Fiscal, Administrative and Social Measures, as modified in Article 70 of Law 24/2001, of 27 December, on Fiscal, Administrative and Social Measures Additional Provision Eighteen ("Procedure for the assignment of domain names and addresses under the country code corresponding to Spain (.es)")
- Resolution of the General Director of the Public Corporate Entity Red.es of 4
 December 2003 approving the forms designed for the statement, term and
 payment method of the fee for the assignment of the resource delimiting
 domain names and Internet addresses. Appendix 1 (assignment form) and
 Appendix 2 (renewal form).
- Resolution of 10 February 2000 of the General Secretariat of Communications designating the Public Entity Red Técnica Española de Televisión as the competent authority to manage the Registry of Internet domain names under the country code corresponding to Spain

1.2. Glossary / Definitions

- Assignment Authority or Registry: The public corporate entity red.es, which has been entrusted with assigning domain names under the country code for Spain (".es"), in accordance with Additional Provision Six of Law 11/1998, dated 24 April (the General Telecommunications Act), Additional Provision Six of Law 34/2002, dated 11 July (the Information Society and e-Commerce Services Act), and section Two, Provision One of Order ITC/1542/2005, dated 19 May, which approves the National Plan for Internet Domain Names Under the Country Code Corresponding to Spain (".es") (hereinafter, "the Domain Names Plan").
- Beneficiary or Holder: The individual or incorporated or non-incorporated entity to whom the Assignment Authority grants the right to use an ".es" domain name for the purposes of addressing in the Internet Domain Names System, under the terms established in the Domain Names Plan.



- Administrative Contact (AC): The individual designated by the beneficiary
 before the Assignment Authority as the representative in relation to the
 rights of use of the ".es" domain name, and who has been granted sufficient
 power of attorney to act as such.
- **Invoicing Contact (IC):** The individual designated by the beneficiary before the Assignment Authority as the contact regarding aspects related to the payment of the amounts corresponding to the ".es" domain name assignment and renewal fees.
- **Technical Contact (TC):** The individual designated by the beneficiary before the Assignment Authority as the contact regarding the technical aspects related to configuring and operating the ".es" domain name.
- Accredited Registrar (AR): Entity duly certified by the Assignment
 Authority, which, on behalf of and in the representation of its users,
 processes assignment requests and manages ".es", domain names, in
 accordance with the National Domain Names Plan, the Accredited Registrar
 contract, the Directives of the General Director of red.es of 2 January 2010
 and all other applicable provisions.
- ".es" Domain Name Assignment: The procedure whereby the Assignment Authority, upon payment of the fee, assigns an ".es" domain name to a holder by virtue of the applicable regulations.
- ".es" Domain Name Data Modification: The procedure whereby a request is made to the Assignment Authority to modify and update the data registered under the ".es" domain name.
- ".es" Domain Name De-registration: The operation by which the Assignment Authority is requested to terminate an ".es" domain name permanently, making it available, where applicable, for subsequent assignment. ".es" Domain Name Management Transfer: The procedure whereby transfer of management of the ".es" domain name to an Accredited Registrar is accepted, or whereby management of the ".es" domain name is transferred from an Accredited Registrar to the beneficiary, who interacts directly with the Assignment Authority.



- ".es" Domain Name Transfer: The operation by which the Assignment Authority processes the transfer of ownership of an ".es" domain name, for the purposes of Internet addressing.
- **Online Domain Name Application:** The electronic document through which the domain name registration procedure begins.
- Assignment Web Form: The form containing the data necessary to register ".es" domain names, which may be accessed at: http://www.dominios.es
- **Internet Domain Names System:** The system built on a distributed hierarchical database that enables access to an IP address by means of a domain name.
- ".es" Domain Name Registration System (SGND): The computer software and hardware through which the ".es" domain names are registered and managed.
- **NO:** Network Operator. The person at the Public Entity red.es responsible for managing domain names
- **FNMT:** National Mint (Fábrica Nacional de Moneda y Timbre)
- **DNS:** Domain Name Server. Associates a range of information with domain names assigned to each of the participants
- **EU**: End User Users who register and manage their domains through the Entity red.es.



2. DOMAIN NAME MANAGEMENT

Below is a description of the actions to be performed by the End User using the domain name management tool (SGND).

The purpose of this section is to provide the instructions required to understand the processes to be performed by the End User, giving basic information on applicable regulations as well as the flows for the different processes.

Thus, the following is described:

- Domain Name Registration
- Modification of Domain Name Data
- Domain Name Renewal
- Domain Name Transfer
- Domain Name De-registration
- Modification of Administrative Contact Data
- Modification of Email Data
- Domain Name Cancellation
- Domain Name Transmission
- Out-of-court conflict settlement procedure (DRP)

The applicable regulation below comes from the information published on the website www.dominios.es (www.nic.es) and from the following regulations:

ORDER ITC/1542/2005, of 19 May, approving the National Plan for Internet domain names under the country code corresponding to Spain (".es").

Instruction from the General Director of Red.es, dated 2 January 2010, setting out the procedures applicable to the assignment of ".es" domain names and other operations associated with their registration

2.1. Domain Name Registration

The process for registering a domain name is governed by a set of regulations. An End User can register domain names in accordance with the following considerations, as well as those established by the regulations in effect.



Second-level domain names (.es)

Any natural or legal person and entities without legal status that have interests in or hold links with Spain may apply for the assignment of a second-level domain name.

Second-level domain names shall be assigned without prior verification, based on a criterion of temporal priority, except in relation to syntax regulations and prohibited or reserved terms. Previously assigned domain names cannot be requested.

These second-level domain names are considered non-secure, together with some of those classified as third-level.

<u>Third-level Domain Names (".com.es", ".nom.es", ".org.es", ".gob.es" and ".edu.es".</u>

In the assignment of third-level domain names under the indicatives ".gob.es" and ".edu.es", it shall be verified that they fulfil certain established criteria prior to assignment; these are considered **secure domains.**

Third-level domain names under indicatives ".com.es", ".nom.es" and ".org.es" shall be assigned without prior verification, except for syntax regulations and prohibited or reserved terms; these are considered **non-secure domains**.

Third-level domain names may be requested by:

- a) Under the indicative ".com.es", any individual or legal entity and entities without legal status that have interests in or maintain links with Spain.
- b) Under the indicative ".nom.es", any individual that has interests in or maintains links with Spain.
- c) Under the indicative ".org.es", all non-profit entities, institutions or groups, with or without legal status, that have interests in or maintain links with Spain.
- d) Under the indicative ".gob.es", Spanish Government Offices and Public Law organisations that are dependent on the former, as well as any other dependent entities, organisations or units.
- e) Under the indicative ".edu.es", all officially recognised entities, institutions or groups, legal persons or otherwise, that carry out functions or activities related to teaching and research in Spain.





2.2. Modification of Domain Name data

Modification of contact data

End Users may only modify the data associated with their identifies (except for "Identifies" and "Holder type", the fields "Name" and "NIF/NIE", which are modified by means of an amendment application)

Modifying domain data

End Users can modify the data of ".es" domain names managed by them, except for Holder of the domain name, which can only be modified through the transfer process.

2.3. Domain Name Renewal

The End User can request the renewal of a ".es" domain name at any time.

Domain names can be renewed for a period of: 1, 2, 3, 4, 5 or 10 years.

Once the expiration date has passed, the domain name will be deactivated. If the renewal fee is not paid, the domain will be de-registered and the domain will become available 10 days from this date.

The renewal of a domain can be carried out by the Administrative Contact (AC) and the Financial Contact (FC) person or persons

Domain managed by End User

If a domain is managed by the End User and renewal of the domain has still not been requested ten days prior to the expiration date, the AC will receive an email 30, ten and five days prior to the expiration date as a reminder to proceed to renew the domain name.

Domain managed by Accredited Registrar

In the case of domains managed by an Accredited Registrar, if the renewal of the domain has not been requested five days prior to the domain expiration date, the AC will receive an email informing that the corresponding Accredited Registrar has still not proceeded to renew the domain.

This email is sent so that the AC can order the Accredited Registrar to renew the domain name or not go through the Accredited Registrar and request the renewal themselves.



2.4. Domain Name Transfer

Domain name transfer is the process whereby an Accredited Registrar requests the management of a domain name that it does not currently manage.

The AC receives notification by email in which there is a link to **accept or cancel** the transfer

In the event that the AC neither accepts nor cancels the transfer, the request to transfer the domain is cancelled after 10 days, with the domain retaining the status it had prior to the transfer request.

This operation may be requested at any time during the domain name life cycle.

2.5. Domain Name De-registration

Domain name holders not interested in continuing as such can request cancellation of the domain names they manage.

To do this, the AC can request the cancellation of a domain name, and will then receive notification to **accept** or **cancel** the cancellation.

If the de-registration request is cancelled, the domain name retains the status it had prior to the request.

In the event that the AC accepts de-registration, another email is sent indicating acceptance of the de-registration and the time period during which the request can be cancelled (10 days from request date).

Once 10 days have elapsed after the de-registration request is accepted (if it has not been cancelled), the domain registration is terminated and the domain name becomes available.

If the AC neither accepts nor cancels the de-registration request, de-registration of the domain is cancelled after 10 days and the domain retains the status it had before the de-registration request was made.

During a de-registration period, the domain cannot be transferred to an Accredited Registrar nor can it be renewed. In order to carry out either of these actions the de-registration request must be cancelled.



2.6. Modification of Administrative Contact Data (AC)

Under normal procedures, both the AC and the holder of the domain name can at any time change the administrative contact person associated with a domain name (see section 3.6. Modification of domain name data). In the event that normal operation is not possible, the administrative contact for the domain name can be changed by following the steps indicated below:

- This procedure is enabled ONLY in the case that the contact person does not have sufficient authority as administrative contact and cannot perform said change using the normal procedure set for this purpose.
- The applicant, who must provide evidence of their legal capacity, must send their request to change the administrative contact person together with a photocopy of their D.N.I./Passport To the email address info@dominios.es
- Once Red.es has received and validated all the previously mentioned information it will send an electronic message to the applicant to confirm that the contact change has been processed.

It should be noted that the data registered for ".es" domains must be exact and truthful, in particular those of the administrative contact. Otherwise, red.es can initiate a cancellation procedure of the domain name.

All the information related to this procedure can be found at www.dominios.es

2.7. Modification of email data

Under normal procedures a contact can change the email address associated with their user ID from the "Edit" option (see section 3.4. Editing EU Profile). In the event that normal operation is not possible, the contact can be changed by following the steps indicated below:

If the user does not have a password or valid email, they must choose the "Change email" procedure from the login page, where they can use their identifier to attach documents (in the case of incorporated entities), or a scanned copy of their DNI or their certificate in order to create a modification request. This will then be approved either automatically or by the Network Operator, depending of the type of certificate attached. For more information, see the change email procedure.

2.8. Domain Name Cancellation

An ".es" domain can be cancelled either by the Public Corporate Entity red.es or at the request of a party, in the following cases:



- When domain names are requested by individuals or legal entities and nonlegal entities that do not have interests or do not maintain links with Spain.
- When the beneficiaries of domain names consisting solely of surnames or a combination of given names and surnames are not directly related to those names.
- When the Register contains false or incorrect data.
- When the rules and technical conditions established by the Assignment Authority for the proper operation of the ".es" domain names system are not complied with.
- When the assigned domain names do not fulfil syntax regulations and other predefined assignment conditions for these.

If you believe that any of the cases previously listed is applicable to an ".es" domain, you can request cancellation by accessing the Domain management system with your identifier and password and selecting the "Cancel Domain Request" option.

Take into account that you will have to duly demonstrate non-compliance with the assignment conditions under the terms previously set out, as well as the legitimate interest of the applicant in accordance with the terms in the Instructions for establishing the procedure of cancelling ".es" domains. To submit your request, you must identify yourself in one of the following ways:

- · Electronic DNI/Certificate*.
- · Photocopy of DNI or other certifying document.

2.9. Domain Name Transmission

3.9.1 Ordinary Transmission

Voluntary transmissions or cession of the brand or business name that were associated to the domain name must be executed in compliance with the following guidelines:

If the ".es" domain is managed by an Accredited Registrar, the Accredited Registrar managing the domain name, the Holder of the domain or the Administrative Contact can initiate the transmission procedure. In the event that the Accredited Registrar initiates the procedure, the Holder or Administrative Contact will receive notification by email and will either confirm or



reject initiation of the procedure. They must then access the system with their identifier and password to validate the action to be carried out (confirm or reject). In the event that the Holder or Administrative Contact initiates the procedure, they must access the domain name management system with their identifier and password, and select the "Domain Transmission Request" option.

If the ".es" domain is not managed by an Accredited Registrar, the Holder of the domain or the Administrative Contact can initiate the transmission process. The Holder or Administrative Contact must access the domain name management system with their identifier and password, and select the ""Domain Transmission Request" option.

The person assigned as Administrative Contact by the person acquiring the right of use of the ".es" domain will receive notification by email and will either confirm or reject the transmission by accessing the domain name management system with their identifier and password. In the case of confirmation, they must proceed to accept the terms of the assignments established in the Domain Names National Plan, and request the change of the registered data.

3.9.2 Special Transmission

In the case of universal succession inter vivos or mortis causa or company succession, the successor can continue to use the name provided they comply with the following guidelines:

The acquirer of the right to use the ".es" domain or the person assigned as Administrative Contact by the acquirer must access the domain name management system with their , and select the "Special Domain Transmission Request" option to proceed to accept the terms of assignment established in the Domain Names Plan, and request the change of the registered data. In this case, they must provide certifying documents accrediting the special circumstances.

To submit your request, you must identify yourself in one of the following ways:

- Electronic DNI/Certificate.
- Photocopy of DNI or other certifying document.



Red.es, having received and validated all of the previously mentioned information, will send an electronic message to the acquirer or Accredited Registrar as transferee to confirm that the transfer has been executed.

2.10. Out-of-court conflict settlement procedure (DRP).

In the case where it is considered that someone has prior rights over a previously assigned ".es" domain name, the *Out-of-court conflict settlement System* can be used for domain names under the country code corresponding to Spain, ".es", in accordance with the provisions of the Procedure Regulations for Out-of-court conflict Settlement Resolution.

All the information regarding this procedure can be found in the section "Recovering your domain" on the website www.dominios.es



2.11. Certificate of Domain Ownership

The CA contact or domain name holder will be issued an ownership certificate that will be sent to the email address of the applicant. The certificate is a PDF document containing the domain data, the beneficiary of the domain name and the date the domain was registered.

Only one ownership certificate per user and domain name will be issued per day.



3. DOMAIN NAME MANAGEMENT SYSTEM (DNMS)

3.1. Introduction

The Domain Name Management System (DNMS) is the tool made available to users by the Public Entity red.es for managing domain names under the country code for Spain .es".

3.1.1. Home and Main Menu

Once validated, you can access the End User (EU) management tool. Four browsing options will appear on the left-hand side of the screen. That is, "Registration of domain", "My domains", which shows the domains for which the user is the holder or one of the contacts, "My Requests" which shows any requests made relating to their domains, "Domain cancellation request" which takes you to the domain cancellation procedure, "Domain Transmission request" which takes you to the domain transmission operation, "Special Transmission of domain request"" which takes you to the transmission procedure for cases in which the transmission of the domain is for a special reason and "Contact Dominios.es", from where the user can contact the User Support Centre if they have a query or wish to report any incidents regarding the management of their domain names.



End User initial menu

3.2. Registration of users on Dominios.es

To access this application as an End User, you must register at Dominios.es.



You must register via the URL https://www.nic.es/index.action in "Manage your domains"



Red.es user registration page

Once you have accessed the login page you will be taken to "Register with Dominios.es"

Place the cursor in the form and complete all required fields. Required fields are marked with an asterisk (*).

The form contains the following fields:

- The "Type of holder" field is the field in which users must select either "Individual" or "Entity". In the case of individuals, the text field "Name" appears, while in the second case, two fields appear: "Name of organisation" (text field) and another field for choosing the "Type of entity".
- Name
- The "NIF/NIE" field.
- Email
- Telephone

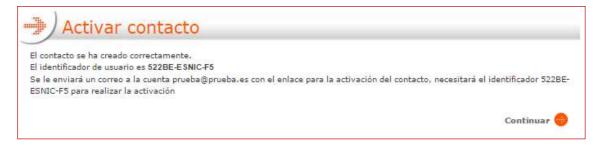


- Country
- Post Code
- Province
- Town
- · And lastly, Postal Address

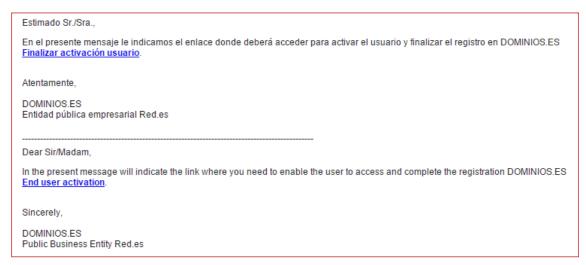


Contact registration

If you have registered correctly, the following screen will be displayed informing of the ID received by the user and an email to activate the contact.







Email informing users of their ID and password

*Warning: You must fill in all the required data and this must be real data. If not, the Public Entity red.es may proceed to cancel the domain (See section 2.8 cancellation)

Once the email is received and the link has been followed, the following screen will be displayed to create a password for the user account.



Once the correct information is entered, the correct activation of the contact will be communicated.



3.2.1. How to retrieve your password



If you know your user ID but have forgotten your password, the application enables you to retrieve your password by clicking on the "Retrieve password" button.



Access to retrieve password

This option shows you a screen with a form in which you must indicate your user ID, fill in the details of **CaptCha** and click "Continue".



Retrieve password

At this time you will receive an email with a link to update your password.





Public Business Entity Red.es

Sincerely,
DOMINIOS.ES

3.3.

Required configuration:

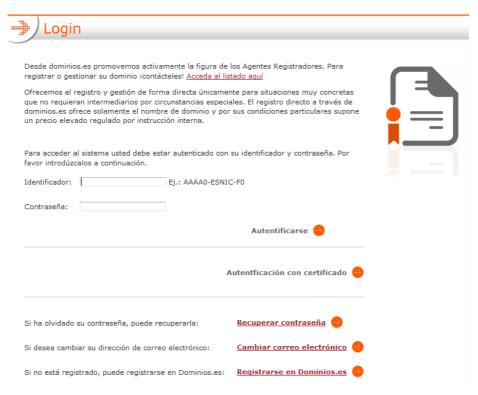
Access

- To access the management extranet End Users must have a user ID and password.
- Browsers: Microsoft Internet Explorer 5.5 or higher, Netscape 6.0 or higher, Mozilla 1.x or higher.
- JavaScripts activated.
- Cookies activated.
- Minimum screen resolution 800X600 pixels.
- PDF visualiser (E.g. Acrobat Reader).

3.3.1. How to log on

The application is accessed via the login screen which, for security reasons, requires a user ID and password. If you have not registered with the application and you do not have this information, you must register on the dominios.es page (see 3.2. User registration).





Register in Dominios.es

If you have forgotten your password, you have the option to retrieve it (see section 3.2.1. How to retrieve your password

If you enter your user ID or password incorrectly, the system will inform you that you have ten attempts. After ten attempts your access will be blocked for a day *Warning: Sometimes the password includes letters that cannot be correctly distinguished. We recommend that you copy the password directly from the email and paste it directly into the field on the page, trying not to copy spaces.

From version 6.0 of the SGND application and up a user can access the application using a valid digital certificate (e.g. DNIe, FNTM certificate, etc.). This certificate must be valid at the moment of accessing the application; expired or revoked certificates or those that can not be validated may not be used.

For this purpose, the user must have a valid certificate associated with their contact (see section 3.5.1 Certificate management).



Users with a single user registered in the tool, with their DNI correctly recorded, may access the application using their DNIe/Certificate without needing to associate these with their contact.



Register in Dominios.es

3.4. Change of email address

Users that do not have an access password or email where they can receive their password using the password retrieval procedure can use a public email changing service accessible from the <u>login</u> screen through the Change email option.

Click on the "Change email" tab to access the following screen:



To continue with the procedure, you must click on "Request change of email", which will take you to the email changing procedure screen:



Procedimiento modificación correo electrónico						
Identificador: Nuevo correo electrónico: Confirmación nuevo correo electrónico						
Tramitación con DNIe/Certificado 🧯	dni Tramitación sin DNIe/Certificad (Debe adjuntar fotocopia de su documento de identidad)	° 👴				

Enter the identifier of the user whose email is to be changed, and the new email address. After filling in these fields, choose the method for processing the change email request:

- Legal entities: must attach documentary evidence of the change of email in a single file, using the option of processing the request without a DNIE/Certificate. The request will be approved by domains.
- Individuals: can choose to attach a scanned copy of their Spanish Identity Document, or use their certificate to sign the request. If the request is processed using a scanned copy of a Spanish Identity Document, or if it is signed using a certificate that does not correspond with the user's identification data, the request will require further approval. If the request is signed using a certificate that corresponds with the user's identification data, the change will be made automatically.

Once the details have been completed and a processing method chosen, click on "Process request". The user will receive the same email sent in reply to an <u>editing contact under approval</u> request.



3.5. Editing EU profile

To modify the EU profile, go to "Edit" which can be found in the menu at the top of the application:



Editing link

From this page End Users can modify some of their personal data, such as:

- Address
- Town
- Country
- Post code
- Province
- Email
- Telephone
- Change password
- · Associating a certificate with a user.



Editing End User data



*Warning: You must fill in all the required data and this must be real data. If not, the Public Entity red.es may proceed to cancel the domain (See section 2.8 Cancellation)

3.5.1. Login certificate management.

In this section users can assign/disassociate certificates they wish to use to log in to the application.

If the registered user has a unique NIF number, and their certificate contains this number, they can use it to log in with no need to associate the certificate.

Associating certificates

In this screen, the user can assign a new certificate. The screen will display and pull-down list from which the user can select the certificate to be associated to their contact.



Associating a certificate to a user

Disassociating certificates

This screen contains a tab with which the user can disassociate an associated certificate.

^{*}Warning: a contact can only be associated with one certificate, and this must contain the same identification data as the user.

^{*}Warning: a particular certificate can be assigned simultaneously to more than one contact. If this is the case, you can select a particular user at the time of logging in.





Figure 11b - Disassociating a certificate from a user

*Warning: only certificates that the user has already registered in their browser and have been accepted by Red.es will be displayed

*Warning: after being associated, a certificate may cease to be valid (expired, revoked, etc.). The fact that a certificate is associated does not mean that it will be valid in the future.

3.5.2. Editing contacts under approval.

The following fields of a contact can be modified with the approval of a Red.es Network Operator:

- NIF/NIE
- Name
- Identifier.

From the "Edit Contact" form you will see the following icon associated with the fields that can be modified with approval.



Editing End User data

Once the changes have been made these must be signed using one of the following methods:



- Sign using electronic DNI/Digital certificate.
- Sign using photocopy of identity document.



Signature methods

Sign using electronic DNI/Digital certificate:

Click on the "Process using electronic DNI/Certificate" and the application will display a list of valid certificates. Select one of these and click on "sign document".



Sign using electronic DNI/Digital certificate.

Sign using photocopy of identity document:

Click on the button "Process without electronic DNI/Certificate" and the application will display a screen where you can select a file to attach.





Sign using photocopy of identity document:

These modifications will create a "MD-Ref-F5" type Modification request which must be approved/rejected by a Network Operator.

The contact will receive two communications via email:

- 1. Notification of the contact modification request.
- 2. Notification of the result (approval or rejection) of the contact modification.

Estimado Sr./Sra.,

En breve nos pondremos en contacto con usted para comunicarle, tras las comprobaciones pertinentes, si su solicitud ha sido aprobada.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Receipt of contact modification request



Estimado Sr./Sra.,

Habiéndose solicitado la modificación de los datos de contacto de XXXXXX, el Registro ha rechazado la solicitud MD-XXXXXXX-F5, ya que:

- No se ha podido comprobar la veracidad de los nuevos datos facilitados.
- No se ha podido comprobar que el solicitante tenga capacidad de representación en la organización asociada al identificador
- No se ha podido comprobar la relación entre los datos actuales del contacto con los solicitados.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente.

DOMINIOS.ES Entidad pública empresarial Red.es

Figure 17 - Rejection of request to modify contact

Estimado Sr. /Sra.,

Habiéndose solicitado la modificación de los datos de contacto de XXXXXXX, el Registro ha aprobado la solicitud MD-XXXXXXX-F5.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

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Figure 17b - Approval of request to modify contact



3.6. Domain Name Registration

3.6.1. Availability of the "WHOIS" domain

There are two ways of determining whether or not a domain is available:

- On the main screen of www.dominios.es, with no need to login, click on the option in the "Domain search" menu.
- Access as End User after authentication by clicking on the menu option "Register Domain".

Either of these two options will take the user to the following screen:



Information on domains

Enter the complete domain name required and click **Search**. The status of the requested domain will be displayed.



Available domains

The required domain may appear accompanied by:



- Green tick: the domain is available, and the registration process can be continued.
- A red cross: the domain is not available; it is only possible to consult the data associated to said domain.
- Domain reserved: you can register the domain but special approval is required; red.es verifies whether the holder is eligible to be assigned the domain.
- **Domain prohibited:** it is impossible to register the domain; you can only consult the regulations.
- **Domain not permitted:** it is not possible to register the domain, as it does not comply with the syntax rules.
- **Domain blocked:** that domain cannot be registered as it is subject to an out-of-court conflict settlement procedure or a cancellation procedure.
- Currently being processed: the domain cannot be registered as a prior registration request is currently being processed.

To continue with the registration process, click on the **<u>Dominios.es</u>** link on the register of interest in the list. This option takes us to the **Contact Information** - **Step 1/3** screen.

3.6.1.1. Availability of domain

A domain name may be:

- Available and not secure (.es, .com.es, .nom.es, .org.es): In this case, the user's registration request is received first and is approved automatically.
- Available and secure (.gob.es, .edu.es): In this case, the request to register the user is not automatically approved, a Network Operator has to revise the request to approve it or reject it according to regulations.(see section 3.5.5). The user must therefore have the appropriate documentation to demonstrate the authenticity as an appropriate holder to register these domain types.
- **Reserved:** In this case, the request for user registration is about a domain name that is reserved by regulation. This means that the request must be reviewed for approval or refusal by a Network Operator. The user must have the proper documentation to authenticate themselves as appropriate holder



to register this domain. The user can consult the regulations by clicking on the "Reserved Domain" link.

- **Prohibited:** In this case, the domain name is on a list of domain names that cannot be registered. Click "Consult Regulation" to query the regulation.
- **Not permitted:** In this case, the domain name does not fulfil the syntax regulations. Click "Consult Regulation" to query the regulation.
- **Not available:** In this case, the domain name is already registered and you can only register it if the owner chooses either to de-register or not renew their registration. By clicking on the button "Registered. View details" or selecting the link to the domain name, you bring up the page showing the information for the registered domain (Whois).
- **Blocked:** In this case the domain is blocked as it is in the process of being cancelled or DRP or is the subject of a judicial procedure.
- **Currently being processed:** the domain cannot be registered as a prior registration request is currently being processed.

To continue with the Registration process, click on the **Dominios.es** link of the selected registration on the list.



Domain Registration Screen: available domains/ begin registration

This option takes us to the *Contact Information - Step 1/3* screen.

3.6.2. Contact Information - Step 1/3



Fill in the required form fields with the holder's ID and the name of the administrative contact (AC). These IDs must be created in advance; if not, go to the following section (see section 3.2) and register in order to obtain the ID.

If you wish, you can enter the ID of the financial contact person (FC) and the technical contact person (TC), and the details of the registered trademark. If the fields are left empty, the ID details of the technical and financial contact will be filled in automatically with the ID given for the administrative contact.

More than one financial or technical contact may be entered for the domain (up to six technical contacts or two financial contacts). Click the button once for each technical or financial contact to be added.

Once all fields in this section have been completed, click *Continue*. If everything has been entered correctly, the process will advance to step 2/3.



End User domain registration (Registration request - Step 1/3 Contacts)

3.6.3. DNS data - Step 2/3

In this step, the request to register the domain name allows you to enter the "DNS name" and "IP" fields.

Several options are allowed:



- Do not complete these fields. The following warning appears on the screen: If you wish to reserve your domain and do not have the servers available in which to delegate it (to activate it on the Internet) you should leave this form blank.
- Either type in a "DNS Name" and an "IP" of each type or a single IP from the IP types (IPv4, IPv6). In this case you must enter both the secondary .es domain server and the Master IP of the server where the page is hosted.
- You must enter at least two "DNS Names" and two "IPs".

You may only enter the IPs of the DNSs corresponding to ".es" domains. If the DNS is external, you need only enter the name of the DNS and leave the IPs blank. If you choose to use the secondary domain server, you must enter a master IP, otherwise an error message will appear and you will not be able to continue.

A DNS server can associate multiple IPs, irrespective of the version (IPv4/ IPv6).

On this screen, if you wish, you may enter the data on the DNSSEC records that are to be associated to the domain.



End User domain registration (Registration request - Step 2/3 DNS)

Once the information has been filled in, click **Continue**. Move on to Step 3/3.

3.6.4. Contract information - Step 3/3



This screen shows the contractual terms of the request and the domain renewal period. Once accepted and completed, click on "Complete request".



End User domain registration (Registration request – Step 3/3 Acceptance)

You will then be linked to the <u>VIA PAGO</u> platform where you will be shown a number of payment options which will be detailed later. For .gob.es, .edu.es or reserved domains, before linking to the PAGO platform, Network Operators must verify titleholder rights.



3.6.5. Notifying the registration request

Confirmation of the domain registration is given via two different channels, depending on the type of domain being registered:

3.6.5.1. .gob.es / .edu.es / reserved domains

To register a "gob.es", ".edu.es" or a reserved domain, the procedure is as follows:

- 1. When the domain name is created, the applicant will be sent two emails:
 - a. The first confirms receipt of the domain registration request, with the template:

Estimado Sr./Sra.,

Le confirmamos la recepción de la solicitud con código 'AD-XX-XXXXXXXX-F4', del nombre de dominio "xxxxxxx.es" a favor de D./D.ª xxxxxxxxxxxx.

En breve nos pondremos en contacto con usted para comunicarle, tras las comprobaciones pertinentes, si su solicitud de asignación ha prosperado y los pasos a seguir en ese caso.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es .

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Email confirming receipt of the domain registration request

If the Network Operator decides to place the request in **Pending documentation**, the request goes to "Pending documentation" (PDOC) and after 10 days will pass to "Register Cancelled" (CANC) status if the applicant does not present the appropriate documentation.



The user will receive the following notification:

Estimado Sr./Sra.,

Vista la solicitud formulada por xxxxxxxxxxxxxxxx para la asignación del nombre de dominio "xxxxxxx.es", de acuerdo a la normativa vigente, le rogamos nos envíe la siguiente documentación antes del próximo de mm de yyyy, a través de la herramienta de gestión de nombres de dominio, accesible en la dirección https://www.nic.es/esnic/jsp/Login UR.jsp:

- * Documentación que acredite que la organización solicitante es una Administración Pública española o entidad de Derecho Público de ella dependiente, o cualquiera de sus dependencias, órganos o unidades, en virtud de lo dispuesto en el apartado décimo del Plan Nacional de Nombres de Dominio bajo '.es'
- * Documentación que acredite que la organización solicitante goce de reconocimiento oficial y realice funciones o actividades relacionadas con la enseñanza o la investigación en España, en virtud de lo dispuesto en el apartado décimo del Plan Nacional de Nombres de Dominio bajo '.es'
- * Documentación que acredite que la organización solicitante, es la Administración Pública Territorial, el órgano constitucional, la Institución del Estado u el organismo internacional o supranacional, legitimado para solicitar el nombre de dominio de acuerdo con la lista de términos reservados, aprobada por Instrucción del Presidente de la Entidad pública empresarial Red.es de fecha 12 de Septiembre de 2005.
- * Copia de la Tarjeta de Identificación Fiscal de la organización solicitante.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad pública empresarial Red.es

Email requesting the documentation required to register reserved domains



To present the documentation the End User should go to "List of Requests"/
"Pending Documentation"and go to the request by clicking on the request
"Reference". Once in the request click "Attachments" and attach the requested
documents. You can attach up to a maximum of 10MB.



Image 26 - Request reserved gob/edu information screen: attachments

Once the applicant has submitted all the required documentation, the Network Operator (NO) will be responsible for deciding whether or not to register the domain:

The Network Operator may request documentation to be resent if the original documents are incorrect or incomplete. To do this, the network operator will send an email indicating the documents to be submitted. Including the following email for .edu.es, .gob.es and reserved domains:



Estimado Sr./Sra..

PARA.GOB

* Documentación que acredite que el titular es una Admiristración Pública española o entidad de Derecho Público de ella dependiente, o cualquiera de sus dependencias, órganos o unidades, en virtud de lo dispuesto en el apartado décimo del Plan Nacional de Nombres de Dominio bajo ".es"

PARA .EDU

* Documentación que acredite que el titular goza de reconocimiento oficial y realice funciones o actividades relacionadas con la enseñanza o la investigación en España, en virtud de lo dispuesto en el apartado décimo del Plan Nacional de Nombres de Dominio bajo '.es'

PARA RESERVADOS

* Documentación que acredite que el titular es la Administración Pública Territorial, el órgano constitucional, la Institución del Estado u el organismo internacional o supranacional, legitimado para solicitar el nombre de dominio de acuerdo con la lista de términos reservados, aprobada por Instrucción del Presidente de la Entidad pública empresarial Red.es de fecha 12 de Septiembre de 2005.

PARA NIF

* Copia de la Tarjeta de Identificación Fiscal del titular.

Si desea alguna actaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial Red.es

Figure 27 – Email requesting the additional documentation required to register reserved domains

Once the documentation has been presented, if the Network Operator rejects the domain registration the applicant will receive an email on the decision to cancel the domain. In this case there are several email templates, depending on the type of domain requested.

gob.es domains:



El Director General de la Entidad Pública Empresarial Red.es, facultado para este acto en virtud del artículo 14.1.j) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es

CONSIDERANDO

PRIMERO.- Ha sido formulada la solicitud para la asignación del nombre de dominio "xxxxxxxx.es" para su uso por parte de XXXXXXXXXXX.

SEGUNDO.- La solicitud resulta contraria con lo dispuesto en el apartado Décimo del vigente Plan Nacional de Nombres de Dominio de Internet bajo el Código de País Correspondiente a España (".es"), aprobado por la Orden ITC/1542/2005, de 19 de mayo que dispone que podrán solicitar la asignación de un nombre de dominio de tercer nivel bajo el indicativo "gob.es", las Administraciones Públicas españolas y las entidades de Derecho Público de ella dependientes, así como cualquiera de sus dependencias, órganos o unidades.

TERCERO.- El solicitante del nombre de dominio "xxxxxxx.es" no figura entre los legitimados para solicitar un nombre de dominio bajo este indicativo de tercer nivel ya que no es una Administración Pública española o entidad de Derecho Público de ella dependiente, ni una de sus dependiencias, órganos o unidades.

RESUELVE

DENEGAR la solicitud de asignación del nombre de dominio "xxxxxxxx.es", para su uso por parte de XXXXXXXXXX.

En aplicación del artículo octavo de la Instrucción del Director General de Red.es de noviembre, esta Resolución será directamente recurrible ante la jurisdicción contenciosoadministrativa.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es .

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Decision to cancel a request to register a gob.es domain

edu.es domains:



El Director General de la Entidad Pública Empresarial Red.es, facultado para este acto en virtud del artículo 14.1.j) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es

CONSIDERANDO

PRIMERO.- Ha sido formulada la solicitud para la asignación del nombre de dominio "xxxxxx.es", para su uso por parte de XXXXXXXXX.

SEGUNDO.- La solicitud resulta contraria con lo dispuesto en el apartado Décimo del vigente Plan Nacional de Nombres de Dominio de Internet bajo el Código de País Correspondiente a España ('.es'), aprobado por la Orden ITC/1542/2005, de 19 de mayo que dispone que podrán solicitar la asignación de un nombre de dominio de tercer nivel bajo el indicativo ".edu.es", las entidades, instituciones o colectivos con o sin personalidad jurídica, que gocen de reconocimiento oficial y realicen funciones o actividades relacionadas con la enseñanza o la investigación en España.

TERCERO.- El solicitante del nombre de dominio "xxxxxx.es" no figura entre los legitimados para solicitar un nombre de dominio bajo este indicativo de tercer nivel ya que no es una entidad que realice funciones o actividades relacionadas con la enseñanza o investigación en España / ya que no ha quedado acreditado que en la actualidad goce de reconocimiento oficial.

RESUELVE

DENEGAR la solicitud de asignación del nombre de dominio "xxxxxxxxes", para su uso por parte de XXXXXXXXXX.

En aplicación del artículo octavo de la Instrucción del Director General de Red.es de 8 de noviembre, esta Resolución será directamente recurrible ante la jurisdicción contencioso-administrativa.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente.

DOMINIOS.ES

Entidad Pública Empresarial red.es

Decision to cancel a request to register an edu.es domain



 Reserved domains corresponding to constitutional bodies or other government institutions and terms relating to the Royal Household.

El Director General de la entidad pública empresarial Red.es, facultado para este acto en virtud del artículo 14.1.j) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es

CONSIDERANDO

PRIMERO.- Ha sido formulada la solicitud para la asignación del nombre de dominio "xxxxxx.es", para su uso por parte de XXXXXXXXX.

SEGUNDO.- De conformidad con el apartado cinco de la Disposición Adicional Sexta de la Ley 34/2002, de 11 de julio, de servicios de la sociedad de la información y de comercio electrónico, el apartado Séptimo del Plan Nacional de Nombres de Dominio de Internet bajo el Código de País Correspondiente a España ('.es'), aprobado por la Orden ITC/1542/2005, de 19 de mayo reserva los nombres de dominio que coincidan con la denominación de órganos constitucionales, otras instituciones del Estado u organizaciones internacionales y supranacionales, que no hayan sido previamente asignados, a favor de dichas entidades.

TERCERO.- A tal efecto, la norma citada prevé la aprobación de una lista de términos reservados correspondientes a denominaciones de órganos constitucionales, otras instituciones del Estado u organizaciones internacionales y supranacionales, así como términos de la Casa Real, que no hayan sido previamente asignados o que queden vacantes, que no podrán ser objeto de libre asignación.

CUARTO.- Dicha lista, que ha sido aprobada por la Instrucción del Presidente de Red.es de 12 de septiembre de 2005, induye el nombre de dominio solicitado.

En virtud de lo expuesto,

RESUELVE

DENEGAR la solicitud de asignación del nombre de dominio "xxxxxxxxes", para su uso por parte de XXXXXXXXXXXXX.

En aplicación del artículo octavo de la Instrucción del Director General de Red.es de 8 de noviembre, esta Resolución será directamente recurrible ante la jurisdicción contencioso-administrativa.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Decision to cancel a request to register a domain reserved for a constitutional body or other government institutions

Reserved domains corresponding to toponyms included in the ISO 3166 1 list in both their official version and their Spanish translation.



El Director General de la Entidad Pública Empresarial Red.es, facultado para este acto en virtud del artículo 14.1.j) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de Red.es.

CONSIDERANDO

PRIMERO.- Ha sido formulada la solicitud para la asignación del nombre de dominio "xxxxxx.es", para su uso por parte de xxxxxxxxxxxx

SEGUNDO.- El apartado tres de la Disposición Adicional Sexta de la Ley 34/2002, de 11 de julio, de Servicios de la Sociedad de la Información y de Comercio Electrónico, establece que los criterios de asignación de nombres de dominio bajo el «.es» deberán garantizar un equilibrio adecuado entre la confanza y seguridad jurídica.

El apartado cinco de la misma disposición establece que "Se establecerán mecanismos apropiados para prevenir el registro abusivo o especulativo de nombres de dominio, el aprovechamiento indebido de términos de significado genérico o topónimos y, en general, para prevenir los conflictos que se puedan derivar de la asignación de nombres de dominio. Asimismo, el Plan incluirá las cautelas necesarias para minimizar el riesgo de error o confusión de los usuarios en cuanto a la titularidad de nombres de dominio".

TERCERO.- En aplicación de lo dispuesto en la Disposición Adicional Sexta referida en el párrafo anterior, el Plan Nacional de nombres de dominio, aprobado por ORDEN ITC/1542/2005 de 19 de mayo, prevé en su apartado Séptimo la aprobación por la Entidad pública empresarial Redies de una lista de términos prohibidos y tres listas de términos reservados. Las listas de términos reservados incluyen nombres de dominio que no son de asignación libre y que sólo pueden ser solicitados por los sujetos legitimados. La tercera de las listas de términos incluye topónimos que coincidan con la denominación oficial de Administraciones públicas territoriales.

CUARTO.- La Instrucción del Presidente de la Entidad pública empresarial Red.es de fecha 12 de Septiembre de 2005, aprobó las listas de nombres de dominio referidas en el apartado anterior.

El apartado cuarto de la citada Instrucción establece que las listas pueden ser objeto de actualización por resolución del Director General de Red.es, mediante la cual se incluirán o se suprimirán los términos que se estime conveniente para asegurar la eficacia y el cumplimiento de dichas listas.

De conformidad con lo dispuesto en el párrafo anterior, el Director General de Red.es, mediante Resolución de 28 de junio de 2006, aprobó la inclusión de los topónimos que figuren en la lista ISO 3166-1, y su correspondiente traducción al castellano, en la lista de términos reservados referida en el Apartado Tercero, estableciendo que dichos nombres de dominio sólo podrán asignarse a la oficina diplomática debidamente acreditada en España del correspondiente país o territorio.

El nombre de dominio "xxxxxes" coincide con uno de los topónimos que figuran en la lista ISO 3166-1 o es uno de dichos topónimos en su traducción al castellano.

En virtud de lo expuesto,

RESUELVE

DENEGAR la solicitud de asignación del nombre de dominio "xxxxxx.es", para su uso por parte de xxxxxxxxxx

En aplicación del artículo octavo de la Instrucción del Director General de Red.es de 8 de noviembre, esta Resolución será directamente recurrible ante la jurisdicción contencioso-administrativa.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad Pública Empresarial Red.es

Decision to cancel a request to register a reserved domain corresponding to toponyms included in the ISO 3166-1 list

 Reserved domains corresponding to toponyms that are the same as the official names of territorial public administrations.



El Director General de la entidad pública empresarial Red.es, facultado para este acto en virtud del artículo 14.1.j) del Real Decreto 164*/*2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es

CONSIDERANDO

PRIMERO.- Ha sido formulada la solicitud para la asignación del nombre de dominio "xxxxxxxx.es", para su uso por parte de XXXXXXXXXX.

SEGUNDO.- De conformidad con el apartado cinco de la Disposición Adicional Sexta de la Ley 34/2002, de 11 de julio, de servicios de la sociedad de la información y de comercio electrónico, el apartado Séptimo del Plan Nacional de Nombres de Dominio de Internet bajo el Código de País Correspondiente a España ('.es'), aprobado por la Orden ITC/1542/2005, de 19 de mayo reserva los nombres de dominio que coincidan con la denominación de órganos constitucionales, otras instituciones del Estado u organizaciones internacionales y supranacionales, que no hayan sido previamente asignados, a favor de dichas entidades.

TERCERO.- A tal efecto, la norma citada prevé la aprobación de una lista de términos reservados correspondientes a topónimos que coincidan con la denominación oficial de Administraciones públicas territoriales, que no hayan sido previamente asignados o que queden vacantes, que no podrán ser objeto de libre asignación.

CUARTO.- Dicha lista, que ha sido aprobada por la Instrucción del Presidente de Red.es de 12 de septiembre de 2005, incluγe el nombre de dominio solicitado.

En virtud de lo expuesto,

RESUELVE

DENEGAR la solicitud de asignación del nombre de dominio "xxxxxxxx.es", para su uso por parte de XXXXXXXXXX.

En aplicación del artículo octavo de la Instrucción del Director General de Red.es de 8 de noviembre, esta Resolución será directamente recurrible ante la jurisdicción contencioso-administrativa.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u>.

Atentamente.

DOMINIOS.ES

Entidad Pública Empresarial red.es

Decision to cancel requests to register reserved domains corresponding to toponyms that are the same as the official names of territorial public administrations.



If the documentation submitted is correct the applicant will receive an email with instructions to proceed with the payment of the domain with the following template:

Estimado Sr./Sra.,

Le confirmamos que la solicitud con código xxxxxxxxxxx, del nombre de dominio "xxxxxxxxes" a favor de D./D.ª xxxxxxxxxxxx ha prosperado, puesto que cumple la normativa vigente.

La asignación definitiva del nombre de dominio "xxxxxxx.es" está sujeta a la constancia, por parte del Departamento de Registro de Dominios, del pago efectivo de la correspondiente tarifa.

Para tal fin, dispone hasta el próximo dd de mm de yyyy para acceder a su solicitud telemática a través de su identificador y contraseña en la dirección https://www.nic.es/esnic/jsp/Login_UR.jsp, y seguir los pasos que encontrará en la sección "Cómo Pagar" de la web de Dominios.es https://www.nic.es/comopagar/article/263

Tenga presente que para este pago no se admiten transferencias bancarias. Los únicos medios de pago aceptados son los indicados en la sección "Cómo Pagar" de la web de Dominios.es <u>https://www.nic.es/como-pagar/article/263</u>

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Email instructing users to proceed with payment of the domain

Once applicants have paid for the domain, they will receive an email informing them that the domain is now active, with the template:



Estimado Sr./Sra.,

Verificado el cumplimiento de los requisitos exigibles, incluido el pago de la tarifa correspondiente al nombre de dominio "xxxxxxx.es",

el DIRECTOR GENERAL de la entidad pública empresarial Red.es, en base a lo dispuesto en el apartado 4.a) de la Disposición Adicional Sexta de la Ley 11/1998, de 24 de abril, General de Telecomunicaciones y el artículo 3.1 a) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es que atribuyen a Red.es la competencia para la gestión del registro de nombres y direcciones de dominio bajo el código de país correspondiente a España (.es); el artículo 14.1 j) de dicho Estatuto, que atribuye al Director General de Red.es la resolución de los expedientes de otorgamiento y mantenimiento de nombres y direcciones de dominio de Internet bajo (.es); y de conformidad con el procedimiento de asignación de nombres de dominio, establecido en de la Instrucción del Director General de la entidad pública empresarial Red.es de 1 de junio de 2007, dictada en desarrollo de lo dispuesto en la Disposición transitoria segunda del Plan Nacional de Nombres de Dominio bajo el código de país correspondiente a España ".es", aprobado por la Orden ITC/1542/2005, de 19 de mayo, ha dictado la siguiente

RESOLUCIÓN.

El nombre de dominio "xxxxxxxx.es" ha sido ASIGNADO Y REGISTRADO el día xx/xx/xxxx, a favor de D./D.ª xxxxxxxxxxxxxxx

La fecha de caducidad del nombre de dominio es el día xx/xx/xxxx.

Esta Resolución no podrá ser objeto de recurso administrativo, sin perjuicio del derecho de los interesados a acudir a la jurisdicción competente en defensa de sus derechos.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u>.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Domain registration decision email



3.6.5.2. All other domains

In this case, when the domain is registered, applicants will receive three emails.

The first confirms receipt of the domain registration request, with the template:

Estimado Sr./Sra.,

Le confirmamos la recepción de la solicitud con código 'AD-XX-XXXXXXXX-F4', del nombre de dominio "xxxxxxx.es" a favor de D./D.ª xxxxxxxxxxx.

En breve nos pondremos en contacto con usted para comunicarle, tras las comprobaciones pertinentes, si su solicitud de asignación ha prosperado y los pasos a seguir en ese caso.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u> .

Atentamente,

DOMINIOS.ES Entidad Pública Empresarial red.es

Email confirming receipt of the domain registration request

And the second instructs them to proceed with payment of the domain, with the template:



Estimado Sr./Sra.,

Le confirmamos que la solicitud con código xxxxxxxxxxx, del nombre de dominio "xxxxxxxxxes" a favor de D./D.ª xxxxxxxxxxxxx ha prosperado, puesto que cumple la normativa vigente.

La asignación definitiva del nombre de dominio "xxxxxxx.es" está sujeta a la constancia, por parte del Departamento de Registro de Dominios, del pago efectivo de la correspondiente tarifa.

Para tal fin, dispone hasta el próximo de de mm de yyyy para acceder a su solicitud telemática a través de su identificador y contraseña en la dirección https://www.nic.es/esnic/jsp/Login_UR.jsp, y seguir los pasos que encontrará en la sección "Cómo Pagar" de la web de Dominios.es https://www.nic.es/como-pagar/article/263

Tenga presente que para este pago no se admiten transferencias bancarias. Los únicos medios de pago aceptados son los indicados en la sección "Cómo Pagar" de la web de Dominios.es https://www.nic.es/como-pagar/article/263

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Email instructing users to proceed with payment of the domain

Once applicants have paid for the domain, they will receive the third email informing them that the domain is now active, with the template:



Estimado Sr./Sra.,

Verificado el cumplimiento de los requisitos exigibles, incluido el pago de la tarifa correspondiente al nombre de dominio "xxxxxxx.es",

el DIRECTOR GENERAL de la entidad pública empresarial Red.es, en base a lo dispuesto en el apartado 4.a) de la Disposición Adicional Sexta de la Ley 11/1998, de 24 de abril, General de Telecomunicaciones y el artículo 3.1 a) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial Red.es que atribuyen a Red.es la competencia para la gestión del registro de nombres y direcciones de dominio bajo el código de país correspondiente a España (.es); el artículo 14.1 j) de dicho Estatuto, que atribuye al Director General de Red.es la resolución de los expedientes de otorgamiento y mantenimiento de nombres y direcciones de dominio de Internet bajo (.es); y de conformidad con el procedimiento de asignación de nombres de dominio, establecido en de la Instrucción del Director General de la entidad pública empresarial Red.es de 1 de junio de 2007, dictada en desarrollo de lo dispuesto en la Disposición transitoria segunda del Plan Nacional de Nombres de Dominio bajo el código de país correspondiente a España ".es", aprobado por la Orden ITC/1542/2005, de 19 de mayo, ha dictado la siguiente

RESOLUCIÓN

El nombre de dominio "xxxxxxxx.es" ha sido ASIGNADO Y REGISTRADO el día xx/xx/xxxx, a favor de D./D.ª xxxxxxxxxxxxxxx

La fecha de caducidad del nombre de dominio es el día xx/xx/xxxx.

Esta Resolución no podrá ser objeto de recurso administrativo, sin perjuicio del derecho de los interesados a acudir a la jurisdicción competente en defensa de sus derechos.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Domain registration decision email

3.6.6. Payment gateway

To pay for the domain you wish to register or renew, go to the Banco Santander payment gateway:



- When the domain registration request is complete, the payment gateway will automatically be initiated.
- Once the End User requests are displayed, it can be accessed via the following two channels:
 - Click on the payment button
 - o View details of the request and click the "Pay for request" button.



List of requests

In all the above cases you will be redirected to the screen where you can choose a method of payment:





3.6.6.1. Viapago payment system

If, on the payment gateway, you selected the Viapago payment system, by clicking on "Start payment with Viapago", you will be redirected to the next screen:



Viapago payment gateway start screen

After reading the manual that describes the payment process, click on "Make payment".

You will be taken to the financial gateway where you should select "Continue with payment".





Banco Santander payment gateway (Step 1)

The following payment methods can be used:

- Secure card
- Electronic banking (Banco Santander customers only)
- Branches of Banco Santander or 4B cash machines

For the example, select "Pay by card".



Banco Santander payment gateway (Step 2 - Payment method)



On the following screen you will be asked for the card details, expiration date and security number.



Banco Santander payment gateway (Step 3 - Enter card details)

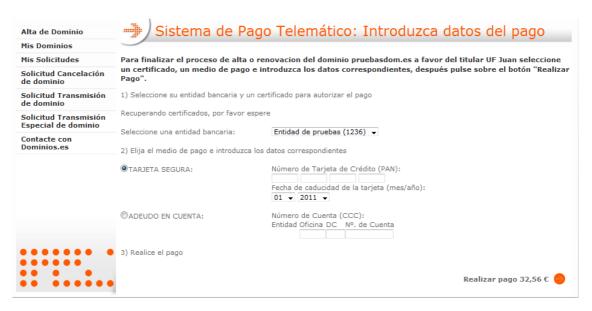
If the payment has been made correctly a message will be shown on the screen saying that the transaction has been successfully completed.

If there has been a problem making the payment, the corresponding message will appear on the screen.

3.6.6.2. SPT Payment System

When selecting the SPT payment system in the payment gateway screen, the following screen will be displayed:





The payment method is selected on this screen: "Secure card" or "Direct debit". To make the payment, select a signature certificate, select the payment method, enter the corresponding information and click on "Make Payment".

In the event that a connection to the SPT system cannot be established, the following error will appear: "Could not establish a connection with the service; please try again in a few minutes. In this case, please try making the payment again after some time has passed.

If the certificate selected by the user to make the payment is invalid, one of the following messages will appear:

- The certificate is revoked; action cancelled
- The certificate has expired or is pending validation; action cancelled
- The certificate has not been issued by a trusted source; action cancelled
- The certificate cannot be used as a digital signature; action cancelled
- The certificate is invalid; action cancelled
- The certificate could not be validated; action cancelled

3.6.7. Cancellation of a domain registration

In order to cancel a request for a new domain registration, the request in question must first be selected. To do this you need to go to the list of requests in "My requests"



Once in the list of requests, there are two options for cancelling a domain registration request:



List of requests

 Once a request is selected from the list of requests, a screen will appear showing information on the request in question. The request can be cancelled by clicking on the "Cancel request" button on this screen. You can also cancel the request using the button ■ located at the right of the request that you want to cancel.



Information on the selected request





Information on the selected request

Once you have selected Cancel Request, a confirmation screen will appear where you should click "Continue" to fully cancel the request.

Once the domain name registration application has been cancelled through one of the two aforementioned options, the domain will once again be available for registration.

3.7. Modifying the details of a domain name

To modify domain information, the domain in question must first be selected. To do this go to the list of domains in the left-hand menu in "My domains" and click on the edit button. The domain information that can be modified will appear on the following screen.

End Users can only modify the details of domains they manage.

The tab open by default is "Contacts", which contains the following modifiable data:

- Administrative contact (AC) ID
- Technical contact (TC) ID
- Financial contact (FC) ID

There is also an option to add or remove technical and/or invoicing contacts.





Edit domain (Contacts tab)

*Note: The holder ID cannot be modified. To make any changes to holder details, see section on transferring domain names

Clicking on the "Other data" tab displays the following information to be modified:

- Trademark
- Registration number



Edit domain (Other data tab)

And lastly, if you select the "DNS" tab, you can modify the following information:

- names of DNS and IPs corresponding to the requested domain
- use or not dominios.es secondary DNS
- Master server IP
- A DNS server can associate multiple IPs, irrespective of the version (IPv4/IPv6).
- Data associated with DNSSEC records.





Edit domain (DNS tab)

To activate the modification of these data, click the "Save" button to return to the "List of domains", where a message confirming the modification of the domain will be displayed.

Clicking on the "Undo changes" button will refresh the page with the original information.

Please note that it is not always possible to modify the details of a domain. This depends on the permissions the End User has relating to the selected domain:

- Applicant: the only person who can view, pay for and cancel registration requests. Applicants cannot view active domains, even if they have requested them, if they are not the AC/TC/FC/holder.
- AC: can consult their domains, modify them (including changing the AC),
 renew them or request de-registration
- TC: can consult their domains and modify their DNS ONLY
- FC: can consult their domains and renew them (they cannot modify)
- Holder: can consult their domains and change ONLY the AC



3.8. Domain Name Renewal

Domain names can only be renewed by the AC and the FC of those domains. Renewal can be requested at any time with no need to wait until the expiration date.

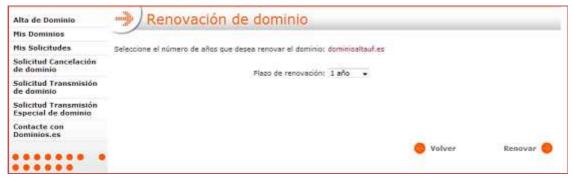
In order to renew a domain, you must first list the domains. In the menu on the left-hand side go to "My domains" and click on the renew button of the domain name you wish to renew.

The system will show the following renewal periods: 1, 2, 3, 4, 5 or 10 years.



Domain renewal (Step 1 - Select domain)

This brings up the next domain renewal screen:



Domain renewal (Step 2 - Select renewal period)

In the "Renewal period" box, select the number of years to be added onto the domain's expiration date, up to a maximum of 10, and click on the "Renew" button. Next, browse to the VIAPAGO gateway to make the payment for the renewal (see section 3.5.6. Payment gateway).



3.8.1. Domain close to its expiration date

When the expiration date is approaching, if the domain manager does not request the renewal of the domain, the system will issue a notice to the AC. The message will vary depending on who manages the domain:

 Domain managed by End User If a domain is managed by the End User and, ten days prior to the expiration date, the renewal of the domain has still not been requested, ACs receive an email reminding them of the time period they have for requesting the renewal and making the payment. In the same way they will receive expiration reminders 30 and five days prior to the domain's expiration.

Estimado Sr/Sra.,

En su condición de Persona de Contacto Administrativo del nombre de dominio "xxxxxxxxxxxx", le recordamos que tiene de plazo hasta el próximo xxx de xxxxxx para solidtar y proceder al pago de la renovación del mismo. A tales efectos deberá acceder a su entorno de usuario registrado, disponible en https://www.nic.es/sgnd/login.action, mediante su identificador y contraseña.

Le informamos que, si con posterioridad a la fecha de caducidad no hemos tenido constancia del pago, el nombre de dominio quedará desactivado temporalmente. Puede consultar la Fecha de Caducidad de su dominio desde el buscador disponible en www.dominios.es.

Si desea información adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Email to End Users informing them that the domain will expire in ten days

Once renewal of the domain name has been requested, the domain administrative contact (AC) receives an email informing them that the renewal request has been launched and that they must pay for the renewal.



Estimado Sr./Sra. xxxxxxx,

Le confirmamos que la solicitud con código <mark>xxxxxxxxxx,</mark> del nombre de dominio xxxxxxxx a favor de xxxxxxxxxxxxxxxxxxxxxxxxx ha prosperado, puesto que cumple la normativa vigente.

La renovación de dicho dominio está sujeta a la constancia, por parte del Departamento de Registro de Dominios, del pago efectivo de la correspondiente tarifa.

Para tal fin, tiene de plazo hasta el próximo de de mmmmmmm de yyyy para acceder a su solicitud telemática a través de su identificador y contraseña en la dirección https://www.nic.es/esnic/jsp/Login UR.jsp, y seguir los pasos que encontrará en la sección "Cómo Pagar" de la web de Dominios.es https://www.nic.es/como-pagar/article/263

Tenga presente que para este pago no se admiten transferencias bancarias. Los únicos medios de pago aceptados son los indicados en la sección "Cómo Pagar" de la web de Dominios.es <u>https://www.nic.es/como-pagar/article/263</u>

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Mail to End Users informing them that they must make the payment for the domain renewal

To pay for the renewal, go to "My requests" in the menu on the left-hand side and filter through the domain/s you wish to renew. There are two ways to make the renewal payment:

- Click on the pay for request button
- Select the renewal request and in the information click on "Pay for request"







Process for making the domain renewal payment

Clicking on "Pay for request", will take you to VIAPAGO. (<u>See section 3.5.6.</u> <u>Payment gateway</u>).

The following payment methods can be used:

- Secure Card
- Direct debit
- Electronic banking (Banco Santander customers only)
- Branches of Banco Santander or 4B cash machines

Once payment for the renewal has been made, the AC will receive the following mail:



Estimado Sr./Sra.

Verificado el cumplimiento de los requisitos exigibles, incluido el pago de la tarifa correspondiente al nombre de dominio xxxxxx.es, el DIRECTOR GENERAL de la entidad pública empresarial red.es, en base a lo dispuesto en el apartado 4.a) de la Disposición Adicional Sexta de la Ley 11/1998, de 24 de abril, General de Telecomunicaciones y el artículo 3.1 a) del Real Decreto 164/2002, de 8 de febrero, por el que se aprueba el Estatuto de la entidad pública empresarial red.es que atribuyen a red.es la competencia para la gestión del registro de nombres y direcciones de dominio bajo el código de país correspondiente a España (.es); el artículo 14.1 j) de dicho Estatuto, que atribuye al Director General de red.es la resolución de los expedientes de otorgamiento y mantenimiento de nombres y direcciones de dominio de Internet bajo (.es); y de conformidad con el procedimiento de asignación de nombres de dominio, establecido en de la Instrucción del Director General de la entidad pública empresarial red.es de 1 de junio de 2007, dictada en desarrollo de lo dispuesto en la Disposición transitoria segunda del Plan Nacional de Nombres de Dominio bajo el código de país correspondiente a España ".es", aprobado por la Orden ITC/1542/2005, de 19 de mayo, ha dictado la siguiente

RESOLUCIÓN

El nombre de dominio xxxxxx. es ha sido RENOVADO el día 04/11/2009, a favor de D./D.ª xxxxx.

La fecha de caducidad del nombre de dominio es el día xx/xx/xxxx.

Esta Resolución no podrá ser objeto de recurso administrativo, sin perjuicio del derecho de los interesados a acudir a la jurisdicción competente en defensa de sus derechos.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Email confirming the renewal of the domain name

If the domain has not been renewed by the expiration date, it will be deactivated. From this moment the AC or FC will have 5 additional days in which to make the renewal payment and following this another 5 days in which to reconcile the payment, within which the system will not allow any payment to be made or a renewal request to be launched. Therefore, 10 days after the expiration date, the domain registration will be terminated and the domain will become available.

Domain managed by Accredited Registrar If the domain is managed by an
Accredited Registrar, and the registrar has still not requested the renewal of the
domain five days prior to the expiration date, the AC will receive an email
informing of the deadline for renewing the domain.



Estimado Sr/Sra.,

Le informamos que hasta el momento el Agente Registrador xxxxxxxxx, encargado de la gestión del mismo, no ha procedido a la renovación. Por tanto, en caso de estar interesado en renovar su nombre de dominio contacte con su Agente Registrador para que proceda a renovarlo.

Le recordamos que si existiese algún problema para renovar su dominio a través de su actual Agente, puede poneise en contacto con otro Agente Registrador acreditado, o bien prescindir de Agente y gestionar usted mismo el nombre de dominio.

Le informamos que, si con posterioridad a la fecha de caducidad no hemos tenido constancia del pago, el nombre de dominio quedará desactivado temporalmente. Puede consultar la Fecha de Caducidad de su dominio desde el buscador disponible en www.dominios.es.

Posteriormente, si no se produce el pago de la tarifa pertinente para la renovación del nombre de dominio, éste causará baja por impago, quedando a continuación libre para su asignación.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Email sent to the AC five days before the domain expiration date

Once this email has been received, End Users can contact their Accredited Registrar to request that they carry out the renewal, or they can carry out the renewal themselves. To renew the domain themselves, End Users will have to terminate their Accredited Registrar in order to then be able to manage the domain themselves (see section 3.13. Cancelling an Accredited Registrar).

If the domain has not been renewed by the expiration date, it will be deactivated. From this moment the AC or FC will have 5 additional days in which to make the renewal payment and following this another 5 days in which to reconcile the payment, within which the system will not allow any payment to be made or a renewal request to be launched. Therefore, 10 days after the expiration date, the domain registration will be terminated and the domain will become available.

3.9. Domain Name Transfer

Transfer of domain names is the process whereby an Accredited Registrar requests the management of one or several domain names they do not currently manage.

The AC receives notification by email containing a link to **accept or cancel** the transfer.

For bulk transfers, the email will contain the list of domains included in the transfer request.





Estimado Sr/Sra..

A los efectos de llevar a cabo dicha transferencia de forma efectiva o cancelarla finalmente, en su condición de Persona de Contacto Administrativo del dominio *phobosorg.es*, debe ser necesario que: Acepte o cancele la solicitud de "Transferencia de dominio" (aquí click en la acción correspondiente).

Para tal fin dispone de un plazo hasta el próximo xx de xxxxx de xxxxx. Trascurrido el mismo, sin haberse recibido respuesta, dicha solicitud será anulada.

Atentamente.

DOMINIOS.ES

Entidad pública empresarial Red.es

.....

Dear Sir / Madam,

For the purposes of completing the transfer process or cancelling it finally, in your condition of Administrative Contact Person of the domain phobos.org.es, you must: Accept or cancel the "Domain Transfer" request (click on the relevant action).

To this end you have until xxxxx xxxx of xxxx, and if we have not received a response by from the interested party by this deadline, the request will be cancelled.

Yours faithfully,

DOMINIOS.ES

Public Corporate Entity Red.es

Domain transfer confirmation email

Once the domain transfer has been accepted, the administrative contact (AC) for the domain will receive an email with the following template:

Estimado Sr./Sra.,

Habiéndose solicitado la transferencia del nombre de dominio "xxxxxx.es" asignado a favor de XXXXXXXXXXX en fecha xx/xx/xxxx por el Agente Registrador XXXXXXXXX, le comunicamos que se ha hecho efectiva la misma tras la aceptación de la transferencia realizada por la Persona de Contacto Administrativo del nombre de dominio

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Acceptance of domain transfer email

In the event that the domain transfer request is cancelled, the administrative contact (AC) will receive an email with the following template:



Estimado Sr./Sra.,

Habiéndose solicitado la transferencia del nombre de dominio "xxxxxx.es" asignado a favor de XXXXXXXXXX en fecha xx/xx/xxxx por el Agente Registrador XXXXXXXXXX, le comunicamos se ha cancelado la misma por la Persona de Contacto Administrativo del nombre de dominio.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u>.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Email notifying that the domain transfer has been cancelled by the user

Finally, the administrative contact (AC) will receive an email informing that the transfer request has been cancelled by the system given that no action has been performed on the request in the ten days since the request to transfer the domain name was made.

Estimado Sr./Sra.,

Habiéndose solicitado la transferencia del nombre de dominio "xxxxxx.es" asignado a favor de XXXXXXXXXXX en fecha xx/xx/xxxx por el Agente Registrador XXXXXXXXX, se ha anulado la solicitud ya que la Persona de Contacto Administrativo no ha aceptado ni cancelado la misma en los diez días naturales establecidos al efecto.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u>.

Atentamente,

DOMINIOS.ES

Entidad Pública Empresarial red.es

Email notifying that the deadline for transferring the domain has passed and that the request has been cancelled.



3.10. De-registering a domain name

The administrative contact (AC) is the only person that may request de-registration of the domain if it is managed by the End User.

To de-register a domain, the domain in question must first be selected. To do this, go to the list of domains in the left-hand menu in "My domains" and click on the cancel button, which will open the following screen where you can select the option "Process domain de-registration".



When you select the option to process the domain de-registration, the following screen will appear:



De-register domain

The system reports that it will proceed to de-register the domain requested in the previous step. If you wish to de-register the domain, click continue; otherwise, click back.

3.10.1. Confirmation of de-registration

The administrative contact (AC) for the domain will receive three emails regarding the de-registration process:

1. The first informs of the de-registration request and includes a link for acceptance or cancellation.



Estimado Sr/Sra.,

En fecha XX/XXXXXX, la Persona de Contacto Administrativo del nombre de dominio "XXXXX.es" asignado a favor de XXXXXXXXXXXX solicitó la baia del mismo.

A los efectos de llevar a cabo la baja efectiva o cancelar la solicitud, en su condidón de Persona de Contacto Administrativo, es necesario que: Acepte la solicitud de baja si desea llevarla a cabo definitivamente, o bien, cancélela si no es esa su pretensión final (haga click en la acción correspondiente)

Para tal fin dispone de un plazo hasta el próximo XX de julio de XXXX, transcurrido el cual, si no se hubiera recibido respuesta por parte del interesado, dicha solicitud será anulada.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES

Entidad pública empresarial Red.es

.....

Dear Sir / Madam,

On XX/XXXX, the Administrative Contact Person for the domain name "XXXXXXXXX assigned to XXXXXXXXXX, requested the cancellation of the name.

For the purposes of completing the cancellation process or cancelling the request, in your position as Administrative Contact Person, you must: Accept the cancellation request if you wish to finally carrythis out, or cancel it if that is not your final intention (click on the relevant action)

To this end you have until XXX XX of XXXX, and if we have not received a response from the interested party by this deadline, the request will be cancelled.

If you require any further clarification you can contact our Customer Service Centre by calling 902 010 755 or via e-mail to info@dominios.es.

Yours faithfully,

DOMINIOS.ES

Public Corporate Entity Red.es

Domain de-registration request email

2. If the administrative contact accepts the request for de-registration, a second email is sent indicating that de-registration is being processed. This email also allows the AC to cancel the de-registration process within a period of 10 days from the request date. At this time no action can be performed on the domain (transfers, renewals, etc.)



Estimado Sr/Sra.. Tras haber confirmado la baja del nombre de dominio "\${nombreDominio}" asignado a favor de XXXXXXX, le comunicamos que la solicitud de baja se ha procesado. No obstante lo anterior, y en su condición de Persona de Contacto Administrativo, dispone de plazo hasta el próximo XX de XXXX de XXXXX para cancelar la solicitud de baja del nombre de dominio pulsando aquí. Si no realiza esta gestión, el nombre de dominio causará baja de forma definitiva en dicha fecha. Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.e Atentamente. DOMINIOS.ES Entidad pública empresarial Red.es Dear Sir / Madam. After having confirmed the cancellation of the "\${nombreDominio}" domain name assigned to >>>>>>>, we inform you that the cancellation request has been processed. Besides formerly writter, and in your position as Administrative Contact Person, you can cancel your cancellation domain name request until XXXXXXXX of XXXX clicking here. If you don't, the domain name will be canceled definitivelly by the given date. If you require any further clarification you can contact our Customer Service Centre by calling 902 010 755 or via e-mail to info@dominios.es Yours faithfully DOMINIOS.ES Public Corporate Entity Red.es

Email notifying that the de-registration request is being processed

3. The final email indicates that the domain was de-registered ten days after the request was accepted.

Estimado Sr./Sra.,

Habiéndose solicitado la baja del nombre de dominio "xxxxxxx.es" asignado a favor de XXXXXXXXXX en fecha xx/xx/xxxx sin que se haya cancelado la misma a lo largo de su proceso de gestión, le comunicamos que el nombre de dominio "xxxxxxx.es", asignado a favor de XXXXXXXXXX, ha sido dado de baja en fecha xx/xx/xxxx.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico <u>info@dominios.es</u>.

Atentamente.

DOMINIOS.ES

Entidad Pública Empresarial red.es

Email notifying that the domain has been de-registered

If an administrative contact (AC) cancels the de-registration request, they will receive an email confirming the request cancellation.



Finally, if the de-registration request has not been accepted or cancelled 10 days after the request is made, the system will automatically cancel the request and the domain will retain the status it had before the de-registration request was made. The administrative contact will receive an email informing that the domain has not been de-registered.

3.11. Domain Name Transmission

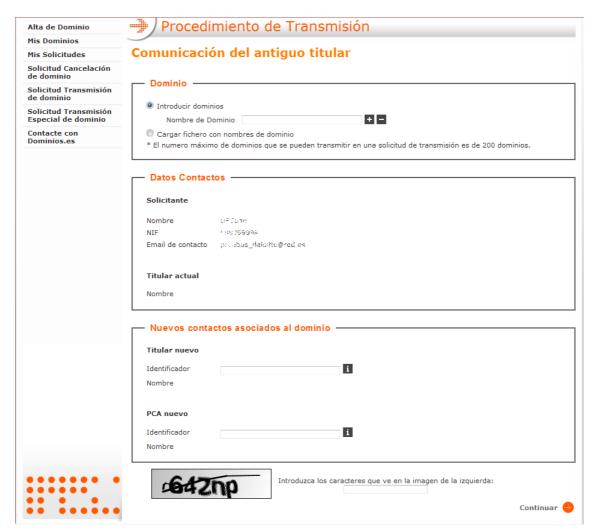
If you wish to transfer a domain name, you must first fill in the transmission request form. To do so go to Other Services / Domain Transmission request.

The following screen will appear where you must fill in the following fields:

- Name of person on behalf of whom the transmission request is being made. This could be the name of the holder or the AC.
- Domain name: in this field you can indicate one or several domain names to be transferred, up to 200 domains. These domain names must have the following characteristics:
 - o If the applicant is the holder, all the domains indicated must have the same AC or holder.
 - If the applicant is the AC, all the domains indicated must have the same AC.
- New holder, enter the ID of the new holder.
- New AC: enter the identifier of the new AC.
- Documentation; it is possible to attach files if these are required as evidence of the client's request for the application to be made.

Then click **continue**.





Domain Transmission request.

Once the transfer request has been made you will be redirected to a page where a document will appear containing the information relating to the process you are about to undertake. You must carry out the process in one of two ways: using a photocopy of your DNI or using an DNIe (electronic DNI)





Transmission request details



Sign without DNIe





Sign using DNIe

Once the transmission request has been made, you will be redirected to the request details page which contains the information relating to the request you have just made.



Transmission request details

Once the transfer has been requested the user who initiated the process will receive confirmation of receipt of the domain transfer request:



Estimado Sr./Sra.,

Le confirmamos la recepción de la solicitud con código XXXXXX, referente a la transmisión del nombre de dominio "XXXXX" a favor de D. D. a XXXXXXX.

En breve se procederá a tramitar la misma.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente.

DOMINIOS.ES Entidad pública empresarial Red.es

Transmission request receipt email

3.11.1. Confirmation of domain transmission from the new AC

Once a transmission request has been signed by the current holder/AC it must be accepted and signed by the new AC within a maximum of 5 days; otherwise, the transmission will be cancelled. The latter will receive the following email.

Estimado Sr./Sra.,

En fecha xx/xx/xxxx, se ha recibido solicitud de transmisión del nombre de dominio "xxxxxxxx.es" a su favor.

Puede proceder a confirmar o rechazar la misma (click en la acción correspondiente).

Para tal fin dispone de un plazo hasta el próximo xx de xxxx de xxxx. Transcurrido el mismo, sin haberse recibido respuesta, dicha solicitud será anulada.

Atentamente.

DOMINIOS.ES Entidad pública empresarial Red.es

Email Domain transfer request acceptance/rejection by the new AC

By following the links in the email the user can confirm or reject the transmission.





Domain transfer request acceptance/rejection by the new AC

Once the transmission has been confirmed a form will appear on which the following new data associated with the domain can be entered:

- New AC
- New PCF.
- Agent: You may select End User or one of the permitted Accredited Registrars.
- DNS: You can keep the DNS addresses or enter new ones. IPv4 or IPv6 can be specified for a DNS server.





Transmission acceptance form for new AC

After completing the form click **next**.

On the following screen a summary of the transfer request will be displayed. This must be signed in the same way as the old holder/AC did.





Detail of transmission acceptance document

Once the document has been signed the request summary screen will appear and you will see that the status has changed to one of the following two statuses:

If in the new holder details the end user has been chosen as the agent, the request will go straight to the status "pending review by a network operator".

- If in the new holder details an Accredited Registrar has been chosen as the agent, prior to being reviewed by a network operator, the request must be approved by the registrar.





Image 73 - Transmission request detail

On a transfer request, the new holder can choose an Accredited Registrar as the new manager of the domain. In this case, before the transfer can be approved by a network operator the Accredited Registrar must accept or reject said transfer. If the Accredited Registrar does not accept the transfer the End User will have 10 days in which to accept management of the domain.

If the Network Operator approves the transmission of the domain, the applicant will receive an email informing them of the positive decision on the transmission and management of the domain/s will be transferred to the users indicated at the start of the special transmission process:

Estimados Sres.,

La transmisión de titularidad de los nombres de dominio:

XXXXXXX

XXXXXXXX

se ha realizado correctamente.

ANTIGUO TITULAR:
Nombre: XXXX
Identificador: XXX

NUEVO TITULAR:
Nombre: XXXXX
Identificador: XXXX
Identificador: XXXXX

Positive transmission decision email



If the Network Operator rejects the special transmission request, the final status of the request will be "rejected". In this case the applicant will receive an email informing them that the transmission request has been rejected:



Estimados Sres.,

Les comunicamos que su solicitud de transmisión del nombre de dominio "XXXXXXXX" ha sido rechazada.

Atentamente,

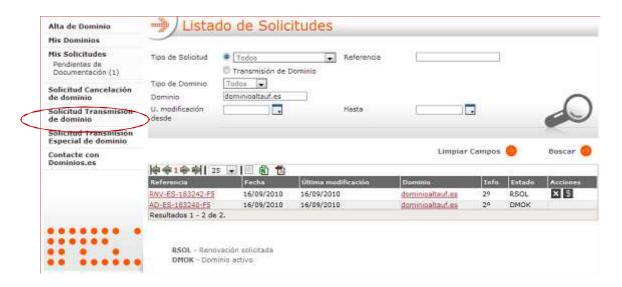
DOMINIOS.ES Entidad pública empresarial Red.es

Transmission rejected email



3.12. Special transmission of domain names

Under special circumstances, for example, the death of the holder of various domains, the End User may request a special domain transmission. To initiate this procedure the user must take the following steps:

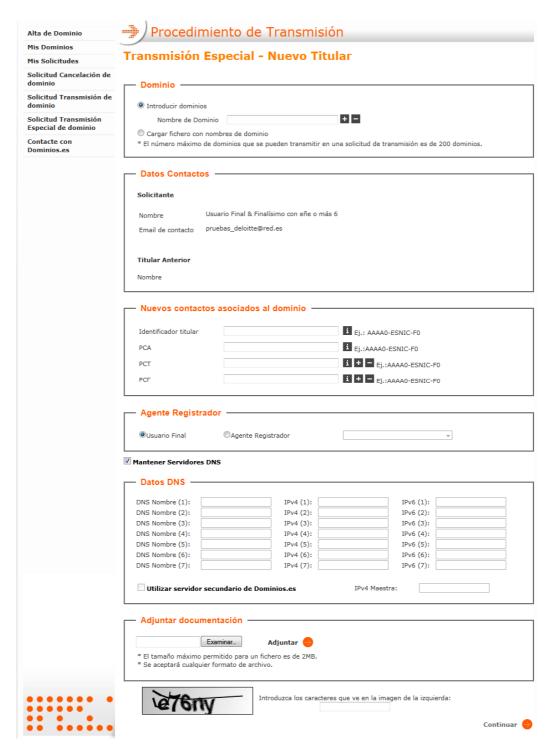


Access to Special Transmission of Domain Request

When you click on the End User link in the menu, shown in the previous image, a form appears in which you can type the new data linked with the domain, which is as follows:

- Applicant: contact representing the AR in the special transmission.
- New AC
- New PCF.
- Agent: You may select End User or one of the permitted Accredited Registrars.
- DNS: You can keep the DNS addresses or enter new ones. You can indicate an IPv4 and IPv6 address.
- * You must attach the documentation enabling the Network Operator to verify the reasons for requesting the special domain transmission, and also the applicant's power of attorney.





Special Transmission

Once the form has been completed, either sign the special domain name transmission document using your DNIe or attach a photocopy of your DNI:





Details of the Special Transmission request

Sign using electronic DNI/Digital certificate:

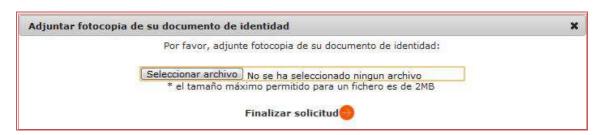
Click on the "Process using electronic DNI/Certificate" and the application will display a list of valid certificates. Select one of these and click on "sign document".



Sign using electronic DNI/Digital certificate

Sign using photocopy of identity document:

Click on the button "Process without electronic DNI/Certificate" and the application will display a screen where you can select a file to attach.



Sign without electronic DNI



Once the document has been signed the system will redirect you to the details of the request and you will receive an e-mail with the following content:

Estimado Sr./Sra.,

Le confirmamos la recepción de la solicitud con código XXXXX, referente a la transmisión del nombre de dominio "XXXXX" a favor de D,/D.ª XXXXX.

En breve se procederá a tramitar la misma.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Special transmission request receipt email

Once the request has been made the Network Operator will be responsible for approving or rejecting the request to transfer the domains in question.

If the Network Operator approves the transmission of the domain, the applicant will receive an email informing them of the positive decision on the transmission and management of the domain/s will be transferred to the users indicated at the start of the special transmission process:

Estimados Sres.,

La transmisión de titularidad de los nombres de dominio:

XXXXXXX

XXXXXXX

se ha realizado correctamente.

ANTIGUO TITULAR: Nombre: XXXX Identificador: XXX

NUEVO TITULAR: Nombre: XXXXX Identificador: XXXXX

Positive special transmission decision email



If the Network Operator rejects the special transfer request. The request will move to the final status rejected. In this case the applicant will receive an email informing them that the transmission request has been rejected:



Estimados Sres.,

Les comunicamos que su solicitud de transmisión del nombre de dominio "XXXXXXXX" ha sido rechazada.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Bulk Transmission Rejected



3.13. Domain Name Cancellation

An end user can request the cancellation of a domain under the circumstances listed below:

- The holder of the domain has no links with Spain.
- The domain name is not related to the ownership of the same.
- The contact data is false or incorrect.
- It does not comply with technical rules.
- It does not comply with syntax rules.

To start the process of cancelling a domain name, click on the End User menu link shown below:



Access to Domain Cancellation Request

This link will take you to the de-registration request page, where you should enter the name of the domain in question and the reasons why the cancellation process should be accepted by the Network Operator:





Domain cancellation registration



Once the form has been correctly completed, you must sign the domain cancellation. As before, you can either sign using a "DNIe" or "Without DNIe":

Sign using electronic DNI/Digital certificate:

Click on the "Process using electronic DNI/Certificate" and the application will display the list of valid certificates. Select one of these and click on "sign document".



Sign using electronic DNI/Digital certificate

Sign using photocopy of identity document:

Click on the button "Process without electronic DNI/Certificate" and the application will display a screen where you can select a file to attach.



Sign without electronic DNI

Once it has been signed, the request will move to cancellation requested status and you will be redirected to the details of the request where you will be able to attach further documentation:





Cancellation request detail

The applicant will receive an email informing them that the cancellation request has been received:

Estimado Sr/Sra.,
Su solicitud de cancelación sobre el dominio "XXXXXX" ha sido recibida correctamente.
En breve procederemos a su estudio informándole al respecto del estado de la misma.
Reciba un cordial saludo,
Asesoría Jurídica
Entidad Pública Empresarial Red.es

Cancellation request receipt email

Once the domain cancellation has been requested, the Legal Department will process the request. There are three types of procedure.

3.13.1. Domain name cancellation accepted for processing

"Accepted for processing": The Legal Department accepts the cancellation request. and the AC who manages the domain subject to the cancellation request will receive an email in which they will be asked to present evidence of any reasons why the domain should not be cancelled:





Muy Sres. Nuestros,

El artículo 13.5 del Plan Nacional de nombres de dominio bajo ".es" aprobado por la ORDEN ITC/1542/2005 de 19 mayo, establece que la Autoridad de asignación podrá comprobar en cualquier momento, de oficio o a instancia de parte, si se mantienen las condiciones para la asignación de un nombre de dominio establecidas en el propio Plan, indicando que el incumplimiento de dichas condiciones determinará la cancelación del nombre de dominio de acuerdo con el procedimiento que la Autoridad de Asignación establezca al efecto.

La Autoridad de Asignación aprobó, el pasado día 2 de enero de 2010, la Instrucción del Director General de Red.es por la que se establece el procedimiento de cancelación de nombres de dominio bajo el código de país correspondiente a España ".es" (en adelante, "la Instrucción").

El artículo vigésimo tercero del procedimiento anteriormente mencionado, establece que para iniciar el procedimiento de cancelación, el interesado deberá presentar ante Red.es un escrito en el que acredite que el nombre de dominio para el cual se insta el inicio del procedimiento de cancelación, incumple las condiciones de asignación en los términos previstos en el apartado vigésimo de la citada Instrucción del nombre de dominio.

De conformidad con lo anteriormente expuesto, con fecha XXXXXXX XXXXXXX D. XXXXXXX , presentó solicitud por la que instaba el inicio del procedimiento de cancelación de la asignación del nombre de dominio "dominiotrans.es", alegando que el mismo incumple lo dispuesto en el artículo vigésimo de la Instrucción por la que se regula el procedimiento de Cancelación de nombres de dominio bajo ".es", en concreto: Datos falsos o incorrectos.

Asimismo, el artículo vigésimo segundo de la Instrucción establece que la Autoridad de Asignación dará traslado del escrito al beneficiario de los nombres de dominio objeto de la controversia, concediéndole un plazo de 10 DIAS naturales, a contar desde el envío de la presente comunicación, para presentar las alegaciones que considere oportunas mediante la presente herramienta.

Asimismo, la Autoridad de Asignación, examinadas las circunstancias concurrentes, podrá acordar que el nombre de dominio no pueda ser objeto de una nueva asignación.

Finalmente, le comunicamos que se ha procedido a bloquear el nombre de dominio " xxxxxxxxx " objeto del presente procedimiento de cancelación el cual permanecerá bloqueado durante la tramitación del mismo.

Atentamente, Asesoría Jurídica Entidad pública empresarial Red.es

Figure 90 - Request for supporting evidence email sent to AC

At this point the person who made the request will receive an email informing them that the cancellation request has been accepted:





Estimados Sres..

La entidad pública empresarial Red.es le informa que en cumplimiento de lo dispuesto en el artículo vigésimo tercero del procedimiento de cancelación, con fecha XXX de XXX de XXX se dio traslado al beneficiario del nombre de dominio de la solicitud enviada por D. XXXX por la que instaba la cancelación del nombre de dominio "XXXXXX".

Asimismo, en cumplimiento de lo dispuesto en el citado apartado, se ha informado al beneficiario del mismo, XXXX, que dispone de un plazo de 10 DÍAS naturales, a contar desde el envío de la presente comunicación, para presentar las alegaciones que considere oportunas mediante la presente herramienta.

Transcurrido dicho plazo, la Autoridad de Asignación decidirá, a la vista del escrito enviado y de las alegaciones realizadas, si mantiene o cancela la asignación del nombre de dominio "XXXXX".

Asimismo, la Autoridad de Asignación, examinadas las circunstancias concurrentes, podrá acordar que el nombre de dominio no pueda ser objeto de una nueva asignación.

Por último, le comunicamos que se han procedido a bloquear el nombre de dominio objeto del presente procedimiento, el cual permanecerá bloqueado durante la tramitación del mismo.

Atentamente.

Asesoría Jurídica Entidad pública empresarial Red.es

Email regarding acceptance of cancellation request received by the applicant

The AC managing the domain may attach the supporting evidence for cancellation, provided the status of the request is "Cancellation admitted", through the list of requests "Cancellations pending". They will access the request details, where they can click on "Attach supporting evidence":



Access to Attach supporting evidence



Once the supporting evidence has been attached the request will move to "Pending Decision" status. The Legal Department will decide on the progress of the cancellation by applying the following possible decisions:

- **"Extend Period":** this gives the defendant (domain manager) more time to attach supporting evidence. Once the supporting evidence has been attached the Legal Department will process the request again.
- "Cancel domain": The domain will be cancelled and will become freely available.
- "Cancel domain and assign new holder": The domain will be cancelled and the defendant may register it
- "Rule in favour of the defendant": the domain will continue to be managed by the previous AC and the procedure will not have any effect on the domain in question.

If the Legal Department decides to "Cancel domain and assign new holder" the defendant will receive an email informing them of the decision to cancel the domain:

Estimados Sres...

Se anexa Resolución P. Cancelación del nombre de dominio bajo el ".es", "dominiotrans.es".

Atentamente,

Asesoría Jurídica Entidad pública empresarial Red.es

Cancellation decision email

The defendant will have the option of assigning a new contact to the domain by going to the list of requests "Cancellations pending the assignment of new holder" and in the detail of the request:





Access to Assign Holder

They will go to the screen where it is possible to assign contacts, DNS (these must already exist), and data relating to the domain such as trademark and registration number. They can also decide on the domain manager, if it will be managed by the EU or the AR. In the event that the Accredited Registrar is selected as manager, they can select from among different ones:

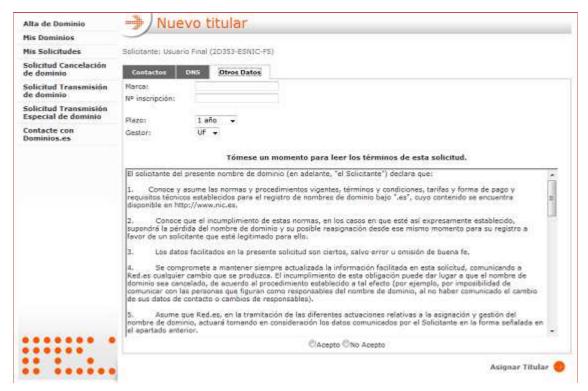


Assignment of New holder (Contacts tab)



Assignment of New holder (DNS tab)





Assignment of New holder (Other Data tab)

Once the form has been filled in with the new details, if an Accredited Registrar is chosen to manage the domain the request will move to pending acceptance of domain by Accredited Registrar status. If the registrar rejects the domain it will be managed by the EU and the Legal Department or Network Operator will be responsible for applying the cancellation decision, formalising or not the domain data inserted by the defendant.

When the decision has been applied a registration request will be created containing the data entered by the defendant for the domain and it will move to pending payment of domain registration fee status. To proceed with payment of the registration fee see section 3.5.6

The defendant will receive an e-mail informing them that the registration request for the domain subject to the domain cancellation has been received.





Estimado Sr./Sra.,

Le confirmamos que la solicitud con código AD-XXX-XXXX-F5, del nombre de dominio "XXXXX" a favor de D./D.ª XXXha prosperado, puesto que cumple la normativa vigente.

La asignación definitiva del nombre de dominio "XXXXX" está sujeta a la constancia, por parte del Departamento de Registro de Dominios, del pago efectivo de la correspondiente tarifa.

Para tal fin, dispone hasta el próximo XX de XXXX de XXX para acceder a su solicitud telemática a través de identificador y contraseña en la dirección https://www.nic.es/sgnd/login.action y seguir los pasos que encontrará en la sección "Como Pagar" de la web de Dominios.eshttps://www.nic.es/como-pagar/article/263.

Tenga presente que para este pago no se admiten transferencias bancarias. Los únicos medios de pago aceptados son los indicados en la sección "Cómo Pagar" de la web de Dominios.es https://www.nic.es/como-pagar/article/263.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES Entidad pública empresarial Red.es

Cancellation request receipt email

3.13.2. Domain name cancellation not accepted for processing

"Not accepted for processing": The Legal Department does not accept the request for processing and the request is cancelled. The applicant will receive an email informing them that the request has been cancelled:

Estimados Sres.,

Le enviamos adjunta la Resolución por la que se inadmite a trámite la solicitud de inicio del Procedimiento de Cancelación del nombre de dominio bajo el ".es" "XXXXXXXX"

Asimismo, le informamos que tiene la posibilidad de acudir al Procedimiento de Resolución Extrajudicial de Conflictos como medio de protección de dicho nombre de dominio. La información necesaria para llevar a cabo este procedimiento se encuentra en la siguiente dirección https://www.nic.es/recupere/index.html.

No obstante lo anterior, siempre puede acudir a la vía judicial.

Sin otro particular, reciban un cordial saludo.

Asesoría Jurídica Entidad Pública Empresarial Red.es

Email regarding cancellation of Cancellation request received by the applicant



3.13.3. Domain cancellation undergoing amendment

"Cancellation undergoing amendment" The Legal Department requests more documentation from the applicant. The applicant can access the request from the list of requests in order to attach more documentation.

Estimado Sr/Sra.,

Con fecha XXX de XXX de XXX se ha recibido solicitud presentada por D. XXXX, por la que se insta la cancelación del nombre de dominio "XXXX", asignado a favor de D. XXX, conforme al Procedimiento de Cancelación de Nombres de Dominio, aprobado por Instrucción del Director General de la entidad pública empresarial Red.es, de 2 de enero de 2010, por la que se establece el procedimiento cancelación de nombres de dominios bajo el código de país correspondiente a España (".es") (en adelante, "Instrucción").

El apartado vigésimo tercero de la Instrucción establece que en el supuesto de que el procedimiento se inicie a instancia de parte, el interesado deberá identificarse debidamente y acreditar un incumplimiento de las condiciones de asignación en los términos previstos en el apartado vigésimo de la Instrucción. En el caso de que el interesado actúe por medio de representante, deberá aportarse poder de representación.

En la solicitud de cancelación respecto al nombre de dominio "XXXXXXX":

- No se aprecia......
- No se incluye......

Por tanto, se le requiere para que en el plazo de 10 DIAS NATURALES contados a partir del día siguiente al de la presente notificación, subsane la solicitud de cancelación con los extremos requeridos.

Transcurrido el plazo fijado para la aportación de la documentación requerida sin haber recibido la misma, la Autoridad de Asignación inadmitirá la solicitud de cancelación del nombre de dominio "XXXXXX", por considerarla manifiestamente infundada, de conformidad con lo dispuesto en el artículo vigésimo tercero de la Instrucción.

La documentación requerida deberá ser anexada de nuevo remitida a la solicitud de cancelación.

El presente acto de trámite no es susceptible de recurso.

Un cordial saludo.

Asesonía Jurídica Entidad pública empresarial Red.es

Email requesting more documentation from the applicant on Cancellation

Once the required supporting evidence has been attached, the Legal Department will process the cancellation again, applying one of the aforementioned decision types.

3.14. Supporting evidence regarding special cancellation

If the user has a special cancellation open pending supporting evidence, from the left menu "My Requests" / "Pending Cancellation Procedure" they can access the list of special cancellation requests, as shown in the following image.





List of special cancellation requests

By clicking on the cancellation reference, an information window will be shown displaying the option to attach supporting evidence.



Request information

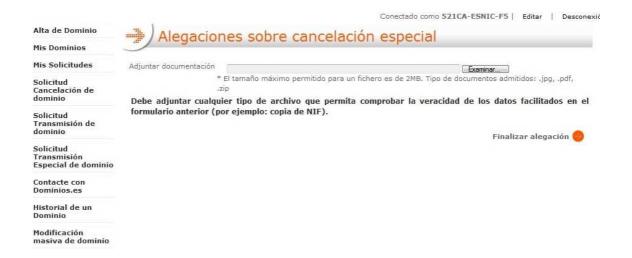
Once "Present Supporting Evidence" has been selected, the holder's details will appear to be modified and subsequently documentation must be presented to confirm the validity of the new details provided.



legaciones sobre cancelación especial Identificador Tipo Titular: Persona Física Nombre: Josep Lleñas Moré e 💆 NIF/NIE: A NIF - 29128547J pruebas_deloitte@red.es E-mail: Teléfono: * 34 - 910000007 (Ej.: 34 - 911234567) Domicilio Seleccione País: España 28088 Cod. Postal: MADRID Provincia: Población: * Ajalvir Volta dels Garrofers,41-42.Pol.Ind.Els Garrof Dirección Postal: * El idioma seleccionado para la comunicación especifica el lenguaje en el que se recibirán las notificaciones por email. El idioma seleccionado para la documentación especifica el lenguaje en el que se generarán los documentos referentes a la gestion de dominios. Los datos de carácter personal que se faciliten mediante el siguiente formulario quedarán registrados en un fichero de la Entidad Pública Empresarial RED.ES (en adelante RED.ES), con domicilio en el Edificio Bronce, Plaza Manuel Gómez Moreno, s/n, (28080) Madrid, con la finalidad de gestionar su condición de usuario de este servicio. Puede ejercitar sus derechos de acceso, rectificación, oposición y cancelación de estos datos podrán ejercerse dirigiéndose por escrito a la Asesoría Jurídica RED.ES, en el Edificio Bronce, Plaza Manuel Gómez Moreno, s/n, (28080) Madrid. * Campos Obligatorios Volver Deshacer cambios Finalizar alegación

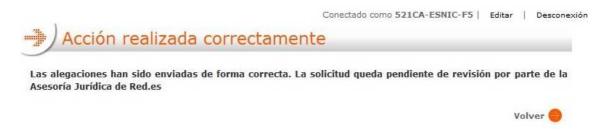
Modification of the details of a domain name

Once the data are updated, click on the button "Finalise evidence" which will open a window where evidence documentation can be attached, as shown in the following image:



After uploading the file and clicking on "Finalise evidence", the evidence will be sent to Red.es.





3.15. Rejecting the Accredited Registrar

When End Users decide to reject the accredited registrar who manages their domains, they must first select the domain in question. To do this, go to the left hand menu in "My domains".

This action can only be performed by the AC and Holder of the domain name.



Rejecting the accredited registrar (step 1)

You can only terminate the accredited registrar of a domain that is managed by an accredited registrar. These domains are those for which the only action that can be carried out is to terminate the registrar.

There are two ways of rejecting the accredited registrar:

- By clicking on the button on the right-hand side of the domain in question. If you select this option, the system will go to step two, which is shown on the following screen.
- Select the domain information by clicking on the name of the domain and browsing to step 2.





Cancelling the accredited registrar of a domain (step 2)

Clicking on the "Terminate registrar" button in the domain information or the List of domains button will take you to the following page:



Cancelling the accredited registrar of a domain (step 3)

Lastly, click on the "Continue" button to terminate the accredited registrar for the previously selected domain.

Please bear in mind that End Users who do not manage any domains can only perform this action in the system for each of the domains for which they are the AC in order to take back control of the domains.



3.16. List of domains

The End User menu is shown on the left-hand side of the home screen.

If you click on "My domains" a list is shown of the domains for which the contact is the holder or/and one of the contacts, indicating the name of the domain, the holder, the date the domain was registered, the expiration date of the domain, the manager for each one of the records shown, the status and any action to be performed on the domain name.

A number of icons appear in the domains list header. By clicking on these, various functions may be performed:

- Export information to a .csv document.
- Export the information to an Excel spreadsheet. (up to 1,000 domains)
- Export information to a .pdf document
- Permit paging, go to first registrations, last registrations, next registrations, etc.
- They can be sorted by holder, date or domain name (By clicking in the column headers. Up to a max. of 1,000 records)



List of End User's domains

If you click on the holder, the following screen will display the individual data relating to the contact in question. This information is configurable, so it is possible that when you make the query you may see more or less data depending on the permissions established:





Contact details

Clicking on one of the domains will bring up a screen showing information on the domain:



Domain information

This information includes the personal information of the holder and the administrative, technical and financial contacts, as well as DNS server information. And see the status of the Domain (active, pending activation, etc.).



3.17. Domain history

In the last column of the list of domains, the possible actions include the option to check the history of the domain. When you click on this icon \blacksquare you will see all the modifications that have been made to the domain name.

3.18. List of requests

On the left-hand side, if you click on "My requests", a list is shown of the requests made in relation to the End User's domains, showing the following data for each one: reference, domain name, date, status and any actions to be performed on the request.

On this screen you can access the following options:

- Search for requests
- Export list of requests (request list header)
- View request details
- View domain information
- Actions (cancel request, make payment, etc.)

The menu option "My requests" includes a sub-menu where you can view the following options, in the event that there are requests with these statuses:

- "Pending documentation" If there are secure domain requests submitted by the End User pending the attachment of documentation
- "In process" if there are secure domain requests submitted by the End User pending review by the Network Operator.
- "Transfers" If at that moment you have any transfer requests which have yet to be finalised relating to any of your domains
- "Pending documentation" If any of your requests have this status
- "Cancellations pending the assignment of new holder" In the cancellation procedure the user can establish the contacts, DNS, domain data and manager for launching the domain registration.
- "Cancellation procedures pending" Cancellation requests pending the attachment of supporting evidence







Request list screen

SEARCH FOR REQUESTS

You can filter the requests through the search option by completing at least one of the following fields:

- Request type
- Reference
- Domain
- Type of domain
- Request status

At the bottom of the screen there is a key that describes the status of the requests:



List of requests: key

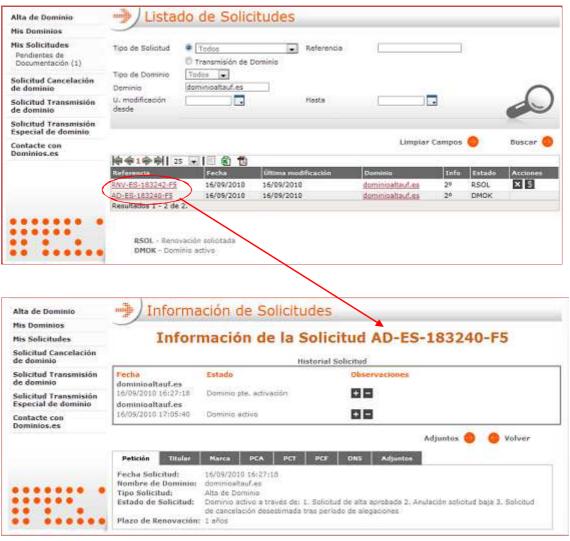
Additionally, icons displayed at the **top of the list of requests** allow us to choose from several options:



- Export information to a csv file (.csv).
- Export information to an Excel spreadsheet (.xls).
- Export information to a pdf file (.pdf). f f 1
- Permit paging, go to first registrations, last registrations, next registrations, etc.

REQUEST DETAILS

If you click on the "Reference" field of the requests in the list, information is displayed on the date of the request, the approval date and the statuses the request has gone through.



Request list screen: request information

In addition to the information given, data relating to Request, Holder, Brand name, TC, FC and DNS are displayed under different tabs, as shown below.





Information on the request (history, status, etc.)



Information on the domain holder



Information on the trademark





Information on the Administrative Contact for the domain



Information on the Technical Contact





Information on the Financial Contact



Information on the DNS



Information on Attachments



In "My requests" you can perform different actions. The most important are the following:

- <u>Cancel request:</u> By clicking on the "cancel request" button you can cancel domain name registration requests.
- Attach documentation: For secure domain name registrations the applicant will need to provide supporting documentation. This procedure is performed on this screen (request information) by clicking the "attachments" button, selecting the document that you wish to upload through the "examine" button and clicking "attach". Once you have attached the documentation, the request will go to in-process status pending review by the network operator. In order to speed up the process, for these types of registrations the documentation can be attached at the start of the process and you will not have to wait for the request to reach "Pending documentation" status
- <u>Consult invoices:</u> Once you have paid the renewal or registration fee you can consult the invoice from the request.
 - To do this you need to go to the request and go to the last tab, "attachments". There you will find the files to be downloaded in pdf format.



3.19. Certificate of Domain Ownership

If the domain name requires a certificate of ownership, the domain CA and domain holder can apply for a certificate accrediting that the contact is the user of the domain name in question.

To apply for the certificate of domain ownership, the contact information of the applicant must include an email address, and the domain holder must have a registered address, an ID and a user name.

To generate the certificate, the user must retrieve the domain name by clicking on the domain name within the list of domains or list of applications. Once in the domain information screen, click on "Ownership Certificate". If the requirements have been met, the certificate will be generated. Otherwise, a message indicating the reasons for denial will be shown.





Once the certificate has been generated, the applicant will receive an email with the certificate attached in PDF.

Estimado Sr./Sra.,
Tal y como solicitó, se anexa certificado de titularidad del nombre de dominio XXXXXXXX.es.

Si desea alguna aclaración adicional puede contactar con nuestro Centro de Atención al Cliente, en el teléfono 902 010 755 o bien mediante el correo electrónico info@dominios.es.

Atentamente,

DOMINIOS.ES
Entidad Pública Empresarial Red.es

3.20. Antiphishing Form

From version 6.0 of the SGND application and up, a user may report domains they suspect are involved in Phishing activities.



Users do not need to be registered in the application in order to use this function in the following URL:

www.nic.es/sqnd/phishing/formularioAntiphishingIni.action



3.21. Bulk operations

The following section describes each of the bulk operations that may be carried out over the extranet by the SGND tool.

3.21.1. Bulk modification of domain names

The selection of domains for bulk modification of domain names is carried out by accessing the link for this purpose in the UF menu:



After clicking the "Bulk domain modification" link, the following screen will appear:





You must select the type of contact with which to perform the modification.

- Because the same user can have different roles on the same domain. You
 must select the type of role (AC, TC or FC) with which to start the
 modification operation.
- After the type of role is selected, the domains where the type of contact corresponds to the user logged in to the application will be loaded.
- In order to modify a domain, the domain must not be managed by an accredited registrar.

When the domains have loaded, you must select the domains to be included in the bulk modification with a check mark:





After selecting the domains to be included in the bulk domain modification, click on ""Next", to access the domain modification screen:





Bulk domain name modifications will be processed with the data given or the data deletion checks implemented for this purpose.

If the domain edit field is not completed, the value of this property will not be modified. On the other hand, if there is data given for the domain editing, the information provided will be applied to all domains included in the bulk operation.

Specific conditions for bulk modification:

- DNSSEC data editing will not be allowed in a bulk domain names modification operation.
- The DNS servers that are applied to the domains in the bulk domain edit operation must already exist. In turn, if they belong to the .ES zone, they must belong to the zone of one of the domains included in the bulk modification operation.

In order to delete DNS data, trademark or registration number data, checks have been implemented to allow the values of the properties in the domains included in a bulk modification process to be marked as deleted. When the corresponding check is selected, the data to be deleted will be shown.

3.21.2. Bulk domain de-registration

For bulk de-registration of domain names, a functionality has been implemented for selecting the domains to be included via a "My domains" list.

When the user accesses the list of domains, they must click on the link ⋈, which opens an emergent window. They must select the option "Include domain in bulk de-registration":



When at least one domain name has been included, a link at the top of the page will show that there is a bulk operation pending:





After clicking on the "Bulk operation pending" link, the following screen will be displayed:



It is possible to navigate between application screens without losing the domains to be included in a bulk domain de-registration operation.

Domains can be excluded from bulk operations by clicking on the link \blacksquare .

To launch de-registration requests, click on the "Process bulk de-registration"; following bulk de-registration processing a results page will indicate the result of the procedure for each domain.

When the bulk operation has been processed satisfactorily, the domains previously included in the bulk operation will be deleted.

Specific conditions for bulk de-registration:

All the domains must belong to the same AC.