KISA(.kr Registry)’s Programs for Domestic Registrars

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Registrar Accreditation

Overview

- Legal Basis: Act on Internet Address Resources Article 14
- As of now, 24 Korea ccTLD accredited Registrars operate Domain Registration

Requirements for Accredited Registrars

- Be rated at B level or above by an operator of credit information businesses as defined in Article 2 of the Use and Protection of Credit Information Act
- Have a network connected the internet by a dedicated T1 level or above line
- (1) Be issued with Information Security Management System (ISMS) or (2) have vulnerability analysis and evaluation or (3) be rated at BB level or above on information protection readiness

Procedure for Selecting Registrars

- Public Notice
- Accept Applications
- Verify/approve the submitted Applications
- Registrar Accreditation Agreement

※ KISA accepts applications for registrar accreditation on a rolling basis throughout the year.
※ Application fee is KRW 1,100,000 (USD 1,000) including VAT (non-refundable)
Target of the Education: .kr Registrars, IP Registrars

Number of times:
3 times per year (Education), Once a year (workshop)

Dates: May, July, Sep, Oct 2015

Participants: Approximately 50 people


* KISA conducts satisfaction survey about all education programs and workshops
Survey for Registrant’s Satisfaction

Target: .kr Registrants
* Approximately 2500 people who are registered in 24 registrar companies

Purpose: Provide enhanced quality of service to registrants and improve registrant’s satisfaction through using satisfaction survey.

Contents: Registrant’s Satisfaction, Phone call and Counseling Services (kindness, attitudes, speeds), figuring out CEM (Customer Experience Management)

Number of times: Once a year

Survey Methods: Online Survey, Phone Call, Monitoring Q&A on the website.

The Roles of KISA
1) Conduct consulting to registrars in order to offer improved service quality
2) CS education
3) Offer research results and analysis regarding registrant’s satisfaction
4) Give rewards and medals to top ranked companies
Conclusion and Future Plan

Through the programs for registrars introduced ahead, we are planning to improve registrar’s service environment and maintain current customers by improving their satisfaction.

KISA made CS guideline for registrars and registrants on Dec 2015 and we will offer it to Registrars on 2016.

Applying and using in domestic policies referring to the introduction of registrars marketing and education programs in APTLD, ICANN etc.
Thank You

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