What we do

NOMINET Registry Services

NOMINET is a TOP 10 Global Registry Service Provider

MMX.CO.BLOG

Supporting 3.75M Registrants

In 250 Countries

Over 2,500 Members

Over 30,000 Registrations of .CNY and JAWS since 2014 - Nomininget among the Top 100 European Geographical Tlds

1 of 3 Emergency Back-end Registry Operations Centres in the World – Trusted to Rescue Failing Domain Name Infrastructures

Launching ground-breaking Network Analytics tool in 2016 helping to optimise networks and keep UK safe and secure

2016 - Working with the UK Government to protect its Public Service Network, in Partnership with National Cyber Security Centre

Tackling Criminality Online: We suspended 16,632 UK domains last year

Cybersecurity

Since 2006, Nomininget has donated £44m helping more than 10m people through tech for good projects

Helping address the UK's digital skills gap with initiatives

Assisted with almost 12,000 GDRS complaints made since 2006

Helped save over £180m in court costs and legal fees with our award-winning dispute resolution service (GDRS)

Awarded funding in 2017 to develop secure data exchange for the legal and safe use of autonomous vehicles

Developed suite of 8 GDR tools to support the growing 'internet of things'

73% of UK consumers when searching online for a product or service prefer to click first on a website ending in .uk

The FIRST company to quality test what's inside (Tynd) geo-location database in the UK, now connecting rural communities to broadband

NOMINET CYBER SECURITY

3 BILLION DNS QUERIES SEEN EVERY DAY ON THE .UK ZONE

MONITORING OVER 3 BILLION DNS QUERIES EVERY DAY ON THE .UK ZONE

SINCE 2006, NOMINET HAS DONATED £44M HELPING MORE THAN 10M PEOPLE THROUGH TECH FOR GOOD PROJECTS

HELPING ADDRESS THE UK’S DIGITAL SKILLS GAP WITH INITIATIVES

AWARDED FUNDING IN 2017 TO DEVELOP SECURE DATA EXCHANGE FOR THE LEGAL AND SAFE USE OF AUTONOMOUS VEHICLES

THE FIRST COMPANY TO QUALITY TEST WHAT’S INSIDE (TYND) GEO-LOCATION DATABASE IN THE UK, NOW CONNECTING RURAL COMMUNITIES TO BROADBAND

DRIVEN
<table>
<thead>
<tr>
<th>Hat</th>
<th>Domains</th>
<th>Zones / TLDs</th>
<th>Registrars</th>
</tr>
</thead>
<tbody>
<tr>
<td>ccTLD Registry Operator</td>
<td>11.9 million</td>
<td>8 zones</td>
<td>Accredited 395</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Channel partners 1764</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Self-managed 809</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total 2968</td>
</tr>
<tr>
<td>gTLD Registry Operator</td>
<td>20,000</td>
<td>2 TLDs</td>
<td>80</td>
</tr>
<tr>
<td>Registry Service Provider</td>
<td>1.7 million</td>
<td>35 TLDs + 1</td>
<td>214</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EBERO TLD</td>
<td></td>
</tr>
</tbody>
</table>
Hat 1 - ccTLD Registry Operator

• Nominet contractual framework:
  • Registry Registrar Agreement - contract with registrar
  • Nominet membership - registrars only get discounted registration if they are members
  • Registrant Agreement - a direct contract with the registrant

• Nominet provides day to day support for:
  • Registrars
  • Registrants
Nominet support team statistics

<table>
<thead>
<tr>
<th>Staff</th>
<th>How many?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Line Support Teams</td>
<td>2</td>
</tr>
<tr>
<td>Front Line advisors</td>
<td>17</td>
</tr>
<tr>
<td>Second Line advisors</td>
<td>6</td>
</tr>
<tr>
<td>Team Leads</td>
<td>3</td>
</tr>
<tr>
<td>Quality and Training staff</td>
<td>3</td>
</tr>
</tbody>
</table>
# Nominet support volumes

<table>
<thead>
<tr>
<th>Type</th>
<th>Monthly workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails</td>
<td>3300</td>
</tr>
<tr>
<td>Telephone calls</td>
<td>3100</td>
</tr>
<tr>
<td>Workflows (re-establish ID, name changes, etc)</td>
<td>1500</td>
</tr>
<tr>
<td>Web chats</td>
<td>900</td>
</tr>
<tr>
<td>Data Quality review</td>
<td>4000</td>
</tr>
</tbody>
</table>
Remedies when registrar ceases trading in .uk

- Transfer accreditation(s) to an existing or new entity

- Transfer domains:
  - to an existing accreditation
  - to Nominet direct management

*Note:* At any time a registrant can pay a fee to transfer their domain to a new registrar via Nominet’s online portal. This is not restricted to when a registrar has gone out of business.
Registrar ceasing trading – what

• If the registrar
  • informs Nominet they plan to cease trading
  • is insolvent (including liquidation, administration or receivership)
  then we work with the existing registrar to determine outcome.

• If the registrar
  • is dissolved
  • has Ceased trading and is uncontactable
  Then we transfer domains to Nominet direct accreditation.
Insolvent or plan to cease trading

• When notified of insolvency or plan to cease trading:
  • Review accreditation to identify if there are domains
  • Offer legal representatives the options available for continued service
  • If assets are bought then
    • new entity must settle outstanding debt
    • Nominet transfer accreditation
    • If not a Nominet member new entity may join to obtain reduced rates
Hat 2 & 3 – gTLD Registry Operator

• ICANN contractual framework
  • Registry Agreement between ICANN and Nominet
  • Registrar Accreditation Agreement between ICANN and Registrar

• Hat 2 – Nominet contractual framework (.cymru / .wales)
  • Registry Registrar Agreement (RRA)
  • No agreement with Registrants, terms imposed via RRA

• Hat 3 – Registry Customer contractual framework
  • Registry Registrar Agreement (RRA)
  • No agreement with Registrants, terms imposed via customer RRA
  • (plus ICANN EBERO service)
Registrar ceasing trading - gTLDs

- ICANN accredited registrars overseen by ICANN
- Weekly emails from ICANN to Registry Operators include:
  - Registrars who have lost their ICANN accreditation including where a registrar has gone out of business
  - ICANN notifies the Registry Operator which registrar is taking over the management of the domains
- Registry Operators must follow the ICANN process for the management of names
ICANN process to identify new registrar

• Voluntary Bulk transfer
  • De-accredited registrar can usually designate “gaining registrar” provided
    • Gaining registrar is in “good standing”
    • De-accredited registrar is not seeking to avoid debts or other obligations

• Involuntary Bulk transfers
  • Competitive bid where significant numbers of domains
  • Fast-track (Pre-qualified registrar pool) for urgent transfers and small numbers of domains
Remedies when registrar ceases trading in gTLDs

- ICANN accredited registrar is bought in full and remains in business through same accreditation

- ICANN instructed transfer of domains to an alternative ICANN accredited registrar
  - Transfer does not include a renewal increment year
Summary
Summary

• Nominet and ICANN processes start by trying to work with registrar that is going out of business

• Back stop options:
  • Nominet
    • registrant can seek to move a name themselves
    • Move accreditation or domains in bulk to a new entity
  • gTLDs
    • moves domains in bulk to a new accreditation
Questions

• Questions

• Contact

Gordon Dick, Registry Services Specialist
Email: Gordon.Dick@nominet.uk