

Appendix 1 - The Swedish Internet Foundation's general requirements for Registrars

(The Swedish version of this appendix shall prevail)

The Registrar shall, as long as the agreement is valid between the parties, fulfill the following requirements:

1 Business Enterprise

The registrar shall be a business enterprise and be registered for corporate taxation, hold an F-tax certificate or foreign equivalent document (applies to Registrars in other countries than Sweden).

2 The Registrar's Business and Expertise

The Registrar shall have the necessary technical and administrative resources, including personnel resources, in order to carry out the obligations as a Registrar.

The Registrar is responsible for having the necessary skills to be able to carry out registration services using the technical interface that The Swedish Internet Foundation assigns from time to time.

The Registrar shall have a good economic and financial standing, and ability to pay, and should not have a significant bad credit history. The Swedish Internet Foundation utilises, among other things, credit rating services from reputable credit reference agencies to assess the creditworthiness of the Registrar.

3 The Registrar's Contact Information

The Registrar shall provide the organization number (or equivalent for foreign registrars), company name, e-mail address, telephone number and address to which The Swedish Internet Foundation can submit messages or get in touch with the Registrar. The Registrar is obliged to immediately notify The Swedish Internet Foundation of any changes to this information.

4 Information

Information about The Swedish Internet Foundation and the Registrar's business activities shall be available on the Registrar's website.

The Registrar shall use the symbol specified on their website by The Swedish Internet Foundation in the context of information related to The Swedish Internet Foundation.

The Registrar must publish clear instructions on their website for how:

- the Registrar manages Registration Services (as listed in clause 6.1 of the Agreement); and
- the public can register complaints about misuse of domain names and how they are handled by the Registrar.

5 Customer Service Function

The Registrar shall provide a customer service function for Registration Services that allows the Domain Holder to engage in dialogue with the Registrar.

The Registrar must promptly, at the latest within five working days from the time a customer service matter has arisen or a complaint has been received, handle the matter.

6 Security

The Registrar shall apply systematic and risk-based security procedures in terms of policy, responsibility, organization and ensure that they have technical solutions, for example in order to manage protected information in a safe manner and store backup copies of relevant data.

The Registrar must have procedures for management of incidents, reporting and an action plan in the event of an interruption or crisis.

7 Incident Reporting

The Registrar shall report an incident to The Swedish Internet Foundation promptly, in connection with the incident being discovered by the Registrar.

An incident is a real event of critical security nature in the Registrar's system for managing the Domain Holders' .se and / or .nu domains that amounts to or may mean

- interference or malfunction due to incorrect data, or
- breach of confidentiality (including disclosure or loss of personal data).

8 Liability Insurance

During the term of the agreement, the Registrar shall maintain a valid, liability insurance which is necessary for the activities as a Registrar, covering the Registrar's obligations under this Agreement.

9 Mandatory Functional Test

The Registrar shall have performed a functional test against The Swedish Internet Foundation's test system for EPP with approved results.

10 Educated Employees

The Registrar shall have at least two employees who have undergone training in the form of The Swedish Internet Foundation's self-study material, which is made available via The Swedish Internet Foundation's website for registrars, along with domain knowledge courses that are offered. The Registrar shall, at all times, ensure that the course material is kept up-to-date regarding changes and news.

11 Other

The Registrar shall ensure that DS records are practically handled, in the same way as so-called NS records. This means that if the Registrar provides a web interface where NS records are administered, DS records must also be administered through the web interface.

In cases where the Registrar offers authoritative DNS services, either directly to the Domain Holder or via another provider, the Registrar shall always offer DNSSEC as a service of the Registrar.