Support Portal | Registry Services

What does the requirement "becomes aware of" regarding incorrect Holder information means?

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In the registrar agreement, there is a requirement that when the registrar becomes aware of incorrect registrant information, the registrant must be notified, and the domain will be deactivated if the information is not corrected by the registrant within a reasonable time. Below are examples of situations where the registrar becomes aware of incorrect registrant information:

• Internetstiftelsen conducts an audit of a registrar and discovers several thousand registrations with fictitious registrant information, such as cities that do not exist, etc. Internetstiftelsen informs the registrar, who then becomes aware of this.

• A third party checks the ownership information for example.se in our public WHOIS on Internetstiftelsen.se. They discover that the domain is registered to "Example At Sweden Handelsbolag [SE]969696-0000," which is a closed company that no longer exists. The third party informs the registrar, who then becomes aware of this.
• The registrar discovers errors in the registrant information themselves, for example, by analyzing their customer data or when customer support handles a case, etc. The registrar then becomes aware of this.