Appendix No. 2

For Contract No.

In Riga   Date:

Registrar good practice guidelines

1. The goal of good practice guidelines is to outline the principles, requirements, and obligations that help raise the standards of the domain name system field, as well as to ensure quality service to clients.

2. The Registrar is obligated, under all circumstances, to maintain an objective, fair, undiscriminating, and honest attitude toward all Registrants.

Contract and authorisation

3. The Registrar is obligated to explain to Registrants that, when registering a domain name in the top-level domain .lv, the Registrant authorises The Registrar to enter into a contract on behalf of the Registrant with the top-level domain .lv Registry – NIC (the "Institute of Mathematics and Computer Science, University of Latvia" Network Solutions Department).

   As a result, the Registrant (client) enters into two contracts: the service agreement with the Registrar, and the contract for the right to use a domain name with the Registry.

4. As written in the contract between the Registry and the Registrar, the Registrar is responsible for all actions (including those of subcontractors) taken by those selling the Registrar's services.

Information accessibility

5. The Registrar is obligated to inform the Registrant of the following:

   5.1. the conditions of all applicable contracts, including the contract between the Registrant and the Registry;

   5.2. fees applicable to domain name registration, renewal, and maintenance;

   5.3. services rendered by the Registrar, as well as procedures, fees, service commencement terms, and other information that is vital to the client;

   5.4. any changes in service fees or procedures.

6. As soon as the Registrar receives information regarding changes in the Registrant's data, it must, without delay, renew said information in the Register.

7. The Registrar is obligated to save and archive all requests made by the Registrant in regard to changes in domain name data (for example, submission originals should be attached to the contract between the Registrar and the Registrant).

Precise and current data

Guidelines created by the Internet Corporation for Assigned Names and Numbers (ICANN) and the World Intellectual Property Organisation (WIPO) for top-level domain register good practice, as well as individual normative acts (for example, the Personal Data Protection Law) instruct that data must be accurate, or, if incomplete or inaccurate, updated, amended, or deleted without delay.

8. The Registrar is obligated to ensure that the domain name application includes true and accurate information about the domain name holder, as well as their contact information, rather than that of the Registrar or another person.

9. The Registrar is obligated to confirm the identity of the Registrant before executing the order for registration, including making certain that the Registrant's (legal entity) authorised person's power of attorney is valid. The order can only be made by the Registrant's authorised person who has power of attorney.

10. Having noticed incomplete or inaccurate data, the Registrar is obligated to update or amend said data.

11. Having received an order from a Registrant, and confirming their identity, the Registrar must, without delay (as soon as possible, or in the term specified in the contract with said Registrant) execute the requests in regard to the Registrant's existing domain name.

12. Practice shows that some Registrar usually register domain names on their own name, without the agreement of the client. This action breaks contract policy. If the Registrar receives a request to register a domain name in the top-level domain .lv, the client must be listed as the domain name holder. A Registrar may only register the domain name on its own name if a written agreement from the client has been submitted, wherein the client has clearly stated their wish to have the Registrar be listed as the domain name holder. In the event of a disagreement, the Registrar must be able to prove that the client has agreed to such a registration.

Technical capabilities

13. The Registrar must be technically competent, being able to successfully operate within the System (create new registrations, domain name data updates, transfer domain name holder rights to another person, configure name server, etc.).

14. The Registrar is obligated to provide all services associated with domain name registration that the Registry has created or offers.

15. The Registrar must ensure all necessary domain name data updating, as well as transfer of domain name holder rights, as requested by the Registrant, and must make all changes without delay.

16. The Registrar has a duty to co-operate with the Registry in matters of resolving security incident which are associated with actions taken in the top-level domain .lv.

Unpermitted actions

17. The Registrar may not register domain names without the request of a Registrant.

18. The Registrar must not allow interest conflict, which applies to the number of domain names (more than 5% of names managed by the Registrar) registered in the name of, for example, business administrative bodies, members, employees, or associated holding companies, utilising the procedures listed in the co-operation agreement.

19. The Registrar must not perform "domain name tasting", i.e. registering a domain name for a short period of time (less than one month) and abandoning it before the bill is drawn up, in order to test the domain name's commercial viability.

20. The Registrar must not overload the Registry's network, causing the Registry to be unable to provide services (for example, denial of service attack), or to introduce any other solution that could jeopardise the operation or stability of the top-level domain .lv. The Registrar will avoid the automated processing or sending of large volumes of requests or data to the Register, except in those cases, when such (reasonable) volumes are necessary in order to register domain names or amend existing data.

In the name of the Registry: In the name of the Registrar:

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