



**BOTSWANA COMMUNICATIONS REGULATORY
AUTHORITY**

DOMAIN LIFE CYCLE POLICY

STATEMENT OF PURPOSE

This document sets out policy on the registration, renewal, transfer, expiry and deletion of domain names in .bw zones.

Existing domain names under .bw prior to implementation of this policy will have to re-register using this policy; these domain names will be given one (1) year grace period to comply with all policy requirements.

PARAGRAPH 1

1 DEFINITIONS

In this Agreement, the following terms will have the meanings assigned to them:

“Domain Drop List” means the authoritative list of domain names that are due to be purged from the registry, which is published on the Registry website i.e. <http://www.bwnic.bw>.

“Grace period” means the period in which a Registrar may delete a domain and get a full credit

“Life Cycle” means an automated process at the registry where eligible domain names enter the "Active", "Expired - Suspended", "Expired Pending- Delete" or "Expired - Pending Purge" state.

“Purge Cycle” means an automated process at the registry where domain names are purged from the registry. The Purge Cycle runs at 2.00pm local time on every day, including weekends and public holidays.

“Redemption Period” means the period in which a domain that has been deleted may be restored.

PARAGRAPH 2

2 DOMAIN NAME LICENCE PERIOD

- 2.1** The standard domain name licence period is one (1) year; registrars may register for an annual period from one (1) year to three (3) years.
- 2.2** Registrars may offer a service that allows a registrant to create or alter the expiry date of their domain name to a date that is more than one day but less than three years from the date of registration (known as “domain sync”). For example, a registrant with multiple domain names may wish to set a common expiry date for all their domain names.

PARAGRAPH 3

3 DOMAIN NAME GRACE AND MINIMUM PERIOD

- 3.1** There is a one-day GRACE PERIOD during which a new domain name registration may be deleted, or a renewal cancelled. During this grace period, should the registrar delete a domain the registration fee(s) debited from the registrars account will be refunded to the registrar in full.
 - 3.1.1** The rationale is that this period is sufficient to allow registrars to delete domains registered in error (typographical errors, credit card fraud etc.) but not long enough for a registrant to "domain kite", register speculative domains, evaluate traffic or engage in other similar activity.
 - 3.1.2** Domains deleted by the registrars during the grace period will be instantly deleted from the registry.
- 3.2** There is a fourteen (14) day MINIMUM PERIOD - during this period a domain name may be deleted and the registrar will receive a partial refund. The refund is equal to 80% of the annual registration. (By way of example, if the annual fee were “BWP 12”).
 - 3.2.1** Registrar Transfers are NOT possible during GRACE or MINIMUM Periods (first 15 days).

PARAGRAPH 4

4 PRINCIPLES - REGISTERING, CANCELLING, MANAGING

- 4.1** The register is a listing service. The .bw DNS operates on a "first come, first served" basis. Any conflict between an applicant or other party and an existing registrant is to adhere to the Dispute Resolution Policy.
- 4.2** Registering a domain name is akin to obtaining a license for a name. As long as the domain name is kept current, and the registrant complies with the .bw policies they may continue to use that domain name. Domain names are not "owned" by any party.
- 4.3** Registrars will operate in a way that reflects the established standards and practices. They are to ensure they act in good faith and maintain .bw policies relating to the .bw DNS. They are not to collude with other registrars in setting pricing structures.
- 4.4** Registrars will behave ethically and honestly and will abide by all agreements, .bw policies relating to the .bw DNS.
- 4.5** Registrars are permitted to register domain names on their own behalf where they are/will be using that domain name. They are not permitted to register domain names on their own behalf for speculative purposes, or where that registration will prevent any other legitimate domain name registration.
- 4.6** Registrars will only register a domain name at the request of the domain name registrant, and where the registrant has agreed to the registrar's Terms and Conditions.
- 4.7** Registrants will be identifiable individuals over eighteen (18) years of age or properly constituted organizations.
- 4.8** The registrant will retain control of their domain name. Registrants must be able to choose the registrar they wish to use to maintain the domain name. The registrar will not operate in such a way that the registrant is locked-in, or such that their actions could make the registrant reasonably believe that they are locked-in.
- 4.9** Registrars have direct unmediated access to the portions of the register that have regard to their customers. They are responsible for their actions within that part of the register.

PARAGRAPH 5

5 STRUCTURE OF A .BW DOMAIN NAME

5.1 The structure of a domain name within the .bw DNS has three levels. Each complete name must be unique and comprise all three levels, each separated by a period (.) i.e. name.domain.bw

Content	Level of Domain	Purpose
bw	Country	fixed as .bw for all domains delegated to, and managed by, the Registry
Domain	Second	specifies a "community of interest" as defined in .bw policy
Name	Third	names listed on behalf of users, must be consistent with .bw policy
sub-domain	Fourth and subsequent	responsibility of the registrant of the third level name.

5.2 The .bw domain is sub-divided into a number of 2LDs (for example, co.bw, ac.bw, org.bw). All .bw domain names are registered as second level domains (2LDs). It is not allowed to register domain names as first level directly under .bw.

5.2.1 All domain names currently registered under .bw (First level domains) will be moved under the appropriate 2LD. These domains will be given a three (3) year notice period to complete the migration.

5.3 Each 2LD has a purpose. For example, co.bw is for commercial entities, gov.bw is for government bodies and org.bw is for non-commercial organizations. The purpose of each 2LD dictates the eligibility and allocation rules applicable in that 2LD.

5.4 The 2LDs are divided into 2 categories:

5.4.1 "Open 2LDs" – those 2LDs that are basically open to all users, subject to some eligibility criteria; and

5.4.2 "Closed 2LDs" – those 2LDs with a defined community of interest that are closed to the general public.

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- 5.5** Any new name must conform to the relevant Internet standards (in particular RFC's 1034 and 2181) as well as specific .bw policy requirements - otherwise such applications may be automatically declined:
- 5.5.1** A domain name can consist of only roman alphabet characters (letters), ā, ē, ī, ō, ū, digits and the '-' hyphen..
 - 5.5.2** The maximum length of each name element (called a label) is 63 characters.
 - 5.5.3** The maximum length of a domain name (inc separators) is 255 characters.
 - 5.5.4** Domain names must commence and end with a letter or a digit; interior characters of domain names may be letters, digits or the hyphen character; no other characters may be used; names are case insensitive.
 - 5.5.5** Domain names must conform to a supported encoding scheme.
- 5.6** Name server data is not required for a domain name to be registered. If valid name server data is provided it will be published in the DNS when delegation is requested.
- 5.7** Name server data may be validated when provided to ensure that it meets minimum technical and operational criteria to ensure the security, stability and resilience of the DNS.
- 5.8** Name server data may be revalidated at any time and may be removed from the DNS should the technical and operational criteria not be met.
- 5.9** Once a name has been listed and delegated the registrant may specify further sub-domains that can appear to the left of the listed name. These sub-domains are the responsibility of the registrant.

THE BW POLICY (AUP etc.) APPLIES RECURSIVLY TO ALL DOMAINS THAT END IN .BW

They are however, expected to be in the spirit of RFC1591 and meet the standards defined in Paragraph 6.2.

PARAGRAPH 6

6 SECOND LEVEL DOMAIN NAMES

6.1 The current 2LD's are: .ac.bw, .co.bw .gov.bw, .net.bw and .org.bw.

PARAGRAPH 7

7 THIRD LEVEL DOMAIN NAMES

- 7.1** If there is conflict between an applicant for a new listing and the holder of an existing name, it is for those parties to resolve the conflict. Any resulting change in registration details of the existing name must be mutually agreed between the parties. If the parties fail to agree a resolution, the Dispute Resolution Policy shall be used to reach a conclusion.
- 7.2** The BOCRA has no role in deciding whether an applicant has a legitimate right to the name. The applicant, in lodging the request for the name warrants that it is entitled to register the name as requested.
- 7.3** Applicants who misrepresent their entitlement to register or use a name are warned that this may result in action from others who claim rights to the name. If the BOCRA, or any of their agents, officers, or employees incur costs through involvement in disputes over names, any applicant for, or registrant of, a name, which is subject to a dispute, will be liable for those costs.
- 7.4** A listing may be cancelled at any stage where the registrant does not comply with these requirements or fails to meet any fees or other liabilities in connection with the registration or use of the domain name.
- 7.5** Names are delegated to specific registrants and delegation confers no rights on the registrant. It does not mean that the registrant has any rights to be associated with that name, nor to use or publish the name for any purpose. BOCRA does not trade in, or license any entity to trade in, domain names.

PARAGRAPH 8

8 REGISTERING DOMAIN NAMES - PROCESS

8.1 When registering a new domain name the registrar will supply the following data:

- Domain Name.
- Name Server List. (Optional)
- Registrant Name.
- Registrant Contact Details.
- Registrant Customer ID.
- Administrative Contact Details.
- Technical Contact Details. [Optional]
- Billing Contact Details
- Domain Life Period and, if applicable:
- Delegation of Signing (DS) Record List;

8.2 The registrar may also include his or her own registrant customer ID to assist with reconciliation/customer management.

8.3 The registrar will apply a basic level of validation to ensure that the domain name is available, that mandatory fields have been supplied, and that relevant fields have valid formats (e.g. domain name format, e-mail address format).

8.4 A full copy of the domain name record will be returned to the registrar as confirmation, including the system-generated Unique Domain Authentication ID ("UDAI").

8.5 The registrar will pass the details of the registration on to the registrant. The UDAI must also be sent out to registrants at this time. If a registrar has an automated system for generating a UDAI, they can either provide the UDAI or may provide the registrant with directions and a link for the registrant to generate their own. The UDAI must also be provided to registrants on request.

8.6 A grace period of one day will be provided following a new registration to enable registrars to cancel the registration.

8.7 Where the domain name is cancelled during the grace period it will be removed from the register. The registration and cancellation will still be recorded for audit purposes. The same registrar is able to re-register the same domain name but it cannot be cancelled for a second time within one (1) month of the initial registration.

- 8.8** A registrant will not be able to transfer the management of their domain name to registrars during the grace period.
- 8.9** The registration grace period will be a fixed system parameter that will be modifiable by BOCRA. Notice of any change to this period will be notified at least one (1) month in advance.
- 8.10** The registrar must identify the full domain life cycle period and ensure they have enough credit to pay the full amount to BOCRA.

PARAGRAPH 9

9 MANAGING A DOMAIN NAME

- 9.1** Registrars will be required to maintain the details of the domain names for which they are the registrars. They will be able to amend/update the following fields:

- 1. Name Server List;
- 2. Registrant Name;
- 3. Registrant Contact Details;
- 4. Registrant Customer ID;
- 5. Administrative Contact Details;
- 6. Technical Contact Details;
- 7. Billing Contact Details; and
- 8. DS Record List.

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- 9.2** The registrar will never be able to amend the actual domain name itself. If there has been an error in the spelling of a domain name, it will need to be cancelled and a new registration created.
- 9.3** Registrars will have considerable flexibility to run the amend/update function to suit the individual circumstance of each transaction:
- 9.3.1** Updating will be on an individual field basis, including the ability to update sub-fields individually (e.g. Technical Contact E-mail Address); and
- 9.3.2** They will be able to include as many fields as required in a single update transaction. By doing so, the opportunity is provided to fully replace all domain name details in a single transaction.
- 9.4** There will be two methods provided to define the scope of an update transaction:
- 9.4.1** Apply the update to all domain names held by the registrar; and
- 9.4.2** Apply the update only to the domain name(s) indicated in the transaction.
- 9.5** If a name server or IP address is updated, it is the registrar's responsibility to notify the name server manager. An e-mail address can usually be obtained by querying the name server itself.
- 9.6** A full copy of the new domain name record will be returned to the registrar as confirmation. This will occur even when the domain name record is updated by BOCRA.
- 9.7** There will be some registrar details that only BOCRA can maintain. These include:
- Creating new registrars in the system;
 - Allocating a new password to a registrar; and
 - Updating registrar details.

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- 9.8** BOCRA will use the security system to control registrar access to the various processes in the system.
- 9.9** Only the registrar-of-record for a domain name is permitted to send a renewal notice to a registrant. A registrar who is not the registrar-of-record is not to send any notice that is, or may reasonably be considered to be, a renewal notice to any registrant.
- 9.10** BOCRA reserves the right to cancel, transfer or suspend a domain name registration where maintaining the registration would put BOCRA in conflict with any law, including, without limitation, the terms of an order or a Tribunal or Court of competent jurisdiction.
- 9.11** In relation to managing DNSSEC signed domain names, Registrants, or their DNS Operator, will be responsible for:
- generating and managing their keys;
 - generating the DS Records; and
 - determining how often they perform key rollovers.
- 9.12** When a Registrant elects to un-sign a DNSSEC signed name, the Registrar will remove the DS Records for that name as soon as it is practical to do so.

PARAGRAPH 10

10 NAME SERVER UPDATES

- 10.1** Registrants can elect to operate their own domain name system or they can delegate this responsibility to a third party called a 'DNS Operator'. The DNS Operator could be the Registrar for the domain, a Registrar who does not manage the domain, a hosting provider, an ISP, or some other third party that offers DNS management services.
- 10.2** When a change of DNS Operator for a signed domain name is required and both the current and proposed DNS Operators are Registrars, then the cooperation and participation set out in 11.3 is required.
- 10.3** Domain Names with DNSSEC enabled
- 10.3.1** Prior to a name server update, the losing DNS Operator must provide the zone information for the domain name when requested to do so, and accept and add the new DNSKEY to the zone for the domain name, re-sign it and continue to serve this until they are notified the change is complete.
- 10.3.2** The gaining DNS Operator then provides the new DS Record to the losing DNS Operator who provides it to the Registry. The name servers for the domain name can then be updated with the Registry.
- 10.3.3** Following the name server update, the gaining DNS Operator must delete the old DS Record and DNSKEY provided by the losing DNS Operator.
- 10.3.4** The losing DNS Operator must remove the domain name from their name servers when requested, but must not remove it before being requested to do so.

PARAGRAPH 11

11 DOMAIN NAME RENEWAL

- 11.1 Domain names may be renewed a maximum of one hundred and twenty (120) calendar days before the expiry date, and twenty eight (28) calendar days after the expiry date. Regardless of when the domain name is renewed, the new expiry date is automatically set from the previous expiry date
- 11.2 Auto Renew on Transfer and Expiry are "Registrar Preferences", a registrar may Enable Auto - Renew (and select for what period). In order for Auto Renew Transactions to complete the Registrar, account must be in credit. Domains are NOT Auto - renewed by default, and any attempt to Auto-Renew will fail if the registrar's account is not in credit.

PARAGRAPH 12

12 DOMAIN NAME EXPIRY

- 12.1 The following procedure applies in the case of domain names that are not renewed on or before the expiry date:
 - 12.1.1 At the domain name's expiry date, the domain name will become eligible for expiry automation. One day's grace is granted before automated processes commence:

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- 12.1.1.1** At the Life Cycle Automation one (1) day after expiry the domain name will transition from and “Active” state to an “Expired - Suspended” state. Unless renewed it will stay in this state for forty eight (48) hours. The Suspended domain will divert to a page that advises the public the domain has expired. It also provides advice to the registrant on how to contact their registrar to renew.
- 12.2** At the Life Cycle Automation three (3) days after expiry the domain name will transition from “Expired - Suspended” to an “Expired - Pending Delete, Redemption Possible” state for 25 days. This is depicted in the *WHOIS* by the status being shown as:
- 12.2.1** The domain name will be removed from the DNS (i.e. it will no longer work on the Internet or be diverted to a suspended page);
- 12.2.2** The domain name can be restored (redeemed) & updated, restore fees equal to 20% of one year’s registration apply;
- 12.2.3** When an expired domain is restored it is automatically renewed for 1 year; and
- 12.2.4** The domain name can be restored then renewed or transferred to another registrar (a name in Pending Delete state cannot be transferred until restored).
- 12.3** Twenty eight (28) days after it enters a Pending Delete state, the domain name will become eligible for expired Pending Delete - Purge state. At the next Life Cycle Automation the domain name will transition from an “Expired | Redemption Possible” state to an “Expired | Pending Purge” state:
- 12.3.1** the domain name will be locked and cannot be updated, renewed or transferred to another registrar; and
- 12.3.2** the domain name will be published on the Official Domain Drop List.
- 12.4** Seven (7) calendar day after it enters “Expired, Pending Purge” state (35 days after expiry) , the domain name will become eligible for purge, and the domain name will be purged from the registry at the next Life Cycle Automation. Hereafter the now purged domain name will be available to the public on a first come first serve basis.

PARAGRAPH 13

13 DOMAIN NAME DELETION

13.1 The following procedure applies in the case of domain names that are deleted at the request of the registrant (known as “Client Deletes”):

13.1.1 at the time of the deletion command by the registrar or registry administrator, the domain name will transition from “Active” to a “Pending Delete” state:

13.1.1.1 the domain name will be removed from the DNS (i.e. it will no longer work on the internet);

13.1.1.2 the domain name cannot be updated or transferred;

13.1.1.3 the domain name can be undeleted on the registrant’s instruction; and

13.1.1.4 the domain name will be published on the Domain Drop List.

13.1.2 Twenty eight (28) calendar days after it enters this “Pending Delete” state, the domain name will become eligible for purge:.

13.1.2.2 the domain name can still be undeleted during this time (if the domain name is undeleted, the domain name will be removed from the Domain Drop List); and

13.1.2.3 The domain name will be purged from the registry seven days after the end of the *Redemption Period*.

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13.2 The following procedure applies in the case of domain names that are deleted for breach of a Published Policy (known as “Policy Deletes”):

13.2.1 The domain name status will transition from “Active” to a “Pending Policy Delete”. This is depicted in the WHOIS by the status being shown as:

13.2.1.2 the domain name will be removed from the DNS (i.e. it will no longer work on the internet);

13.2.1.3 the domain name cannot be updated or transferred;

13.2.1.4 the domain name can be undeleted on instruction; and

13.2.1.5 the domain name will be published on the Domain Drop List.

13.2.2 Twenty eight (28) calendar days after it enters this “Pending Policy Delete” state, the domain name will become eligible for purge:

13.2.2.1 the domain name can still be undeleted during this time (if the domain name is undeleted, the domain name will be removed from the Domain Drop List); and

13.2.2.2 the domain name will be purged from the registry by the Life Cycle Automation 35 days after entering the change of status to “Pending Delete”.