Pursuant to Articles 2. and 6. of the Statute of the Fund Serbian National Register of Internet Domain Names, and in accordance with the General Terms and Conditions for Registration of .rs Domain Names and the General Conditions on the Operation of Registrars of .rs Domains, at the session held on 13th November 2007, the Managing Board of the Serbian National Register of Internet Domain Names adopts:

TECHNICAL AND ADMINISTRTIVIE CONDITIONS
for Operation of Registrars of .rs Domains

Purpose
Article 1

(1) The Technical and Administrative Conditions (hereafter: Conditions) specify technical and administrative operation of the Registrar of .rs domains (hereafter: the Registrar), and their relation with registrants and the Serbian National Register of Internet Domain Names (hereafter: RNIDS).

(2) The Conditions do not affect rights and obligations of the Registrar under the General Terms and Conditions for Registration of .rs Domain Names, the General Conditions on the Operation of Registrars of .rs Domains and the Contract for Performing Tasks of the Registrar of .rs Domains.

(3) The Registrar is obliged to comply with the terms of the Conditions at all times and their breach shall be considered a breach of contract obligations of the Registrar towards RNIDS.

Definition of terms
Article 2

(1) *Administrative Application for Registrars* is a software package which RNIDS puts at the disposal of the Registrar for the performance of administrative and domain registration tasks.

(2) *Web services of RNIDS* are a set of automatised services which allow the Registrar direct access to the information system of RNIDS for the purpose of performing domain registration tasks through exchange of electronic messages, in accordance with technical specification of RNIDS.

(3) *The Administrator* is the person authorised by the Registrar to perform administrative tasks in the process of domain registration, using the Administrative Application for Registrars.

(4) *The Operator* is the person authorised by the Registrar to perform domain registration tasks. If the Registrar accepts from registrants applications for performing domain registration tasks (hereafter: applications) in automatised manner, and forwards them through Web services of RNIDS, then the computer software which sends, receives and processes electronic messages is considered to be the Operator.

Infrastructure for performing domain registration tasks
Article 3

(1) The Registrar must have at its disposal the appropriate technical infrastructure for performing domain registration tasks. This infrastructure comprises at least the following technical resources:
- A publicly accessible Web server with a public static IP address;
- Publicly accessible primary and secondary DNS server, on separate computers, with public static IP addresses;
- A work station with a public static IP address which has the Administrative Application for Registrars installed;
- If the Registrar uses Web services of RNIDS, the server from which requests are sent must have a public static IP address.

(2) The infrastructure must be under full administrative and technical control of the Registrar; it can be the property of the Registrar or exclusively rented by the Registrar.

(3) The Registrar shall undertake all reasonable measures to ensure stable and safe operation of the infrastructure they use for domain registration tasks, including backup power supply for computer and network equipment, protection from unauthorised access to the system, virus protection, etc.

Verification of qualification of the Registrar
Article 4

(1) Upon signing the Contract for Performing Tasks of the Registrar of rs. Domains, the Registrar submits to RNIDS a request for the verification of qualification. The following documentation is required:
- The description of the organisation for performing registrar's tasks;
- The specification of staff and their qualifications for performing registrar's tasks;
- The description of technical capacities of the Registrar for performing registration tasks;
- The description of procedures for performing tasks of domain registration and providing support to registrants;
- The address of the Web site of the Registrar for domain registration tasks;

- A request for approval for the Web application in accordance with Article 14 of the Conditions, if the Registrar wants to perform registration tasks by using their own Web application.

(2) Upon the submission of the documentation, staff of the Registrar will undertake training and testing by RNIDS which includes:
- for an Administrator: going through all options of the Administrative Application for Registrars, by using test data and operations for adding, modifying and deleting all parameters of the application;
- for an Administrator and all Operators: the registration of a domain from the RNIDS testing list, change of data on domains, transfer of registration to another registrant, transfer of domain to another registrarand, finally, deletion.

(3) The Administrator and the Operators of the Registrar must demonstrate a suitable level of knowledge about the Internet domain system, the General Terms and Conditions for Registration of .rs Domain Names, the General Conditions on the Operation of Registrars of .rs Domains and the Web site of RNIDS.

Keeping records and operations of the Registrar
Article 5

(1) Keeping records of Operators is performed by the Administrator of the Registrar, through the Administrative Application for Registrars, using the Username and Password assigned by RNIDS.

(2) The Administrator enters and changes data on Operators, including their usernames, passwords and rights for performing domain registration tasks.

(3) Every operator must be registered with the RNIDS system before they start performing registration tasks.

(4) All Operators of the Registrar must be trained for registration tasks in accordance with rules of RNIDS.

(5) All requests sent to the information system of RNIDS through the Administrative Application for Registrars or Web services of RNIDS must be followed by the Username of the Operator which has receivedthe application from the registrant.

(6) If RNIDS notices problems relating to registration of domains, RNIDS reserves the right to temporarily prevent the Operator to access the information system of RNIDS.

Communication between RNIDS and the Registrar
Article 6

(1) Communication between the Registrar and RNIDS is made in accordance with procedures set down by RNIDS.

(2) The Registrar must provide RNIDS with telephone numbers and e-mail addresses for regular contact, as well as data for direct contact with the person authorised for making decisions relating to domain registration in extraordinary circumstances. The Registrar must have at least one permanently accessible (24/7) fixed or mobile telephone number for such cases.

(3) The Registrar sends messages from the contact address registered with RNIDS to appropriate official e-mail addresses of RNIDS. All other communication will be considered to be unofficial and not binding for RNIDS.

(4) The Registrar is obliged to promptly (at once, at the latest the following working day) answer massages sent to them by RNIDS to the registered contact address.

Web site of the Registrar
Article 7

(1) The Registrar is obliged to maintain the Web site with business information on itself (name, headquarters, contact information, PIB, identity code, etc.), as well as information on domain registraton services it provides.

(2) The Registrar publishes the price list of services related to domain registration and must not charge for them above prices defined in the pricelist.

(3) The Registrar is obliged to inform the users in advance about the terms of registration. If domains are sold through a Web site, the Registrar shall ensure that the user can confirm their consent to the terms of registration. If domain registration tasks are performed at a sales location, the Registrar provides printed copies of the terms of registration.

(4) The Registrar shall publish on its Web site the privacy policy which it must consent to, and which must not be in contradiction with the recommendations of RNIDS.

Market practices
Article 8

(1) On the market, the Registrar is obliged to provide fast, exact and high quality service, bearing in mind interests of registrants.

(2) On the market, the Registrar shall follow the best business practices and refrain from presenting information which can mislead registrants.

(3) The Registrar shall not engage in acts of unfair practices towards other registrars, and shall not present unverified information about the operation of other registrars and RNIDS.

(4) The Registrar is obliged to report to RNIDS all information that they become aware of relating to incidents or occurrences that might result in the breach of security of the domain registration system (including the information system of RNIDS, the Web site of RNIDS, the WHOIS service of RNIDS, Web services of RNIDS, as well as Web applications of other registrars).

(5) The Registrar bears liability for damages resulting from their market practices relating to registration of .rs domains.

Organisation of operations of the Registrar
Article 9

(1) The Registrar's organisation of operations should ensure that applications of registrants are processed without delay.

(2) The Registrar is obliged to ensure processing of duly filed applications of registrants during the same working day, if the application has been submitted by 12 am., or the following working day, if the application has been submitted after 12 am. It shall be considered that this requirement has been fulfilled if 95% of applications per month are processed in the above described manner.

Procedure for performing domain registration tasks
Article 10

(1) Upon the receipt of an application, the Registrar verifies whether requested operation for the specified domain can be performed, by using the Administrative Application for Registrars, Web services of RNIDS or the special Web page of RNIDS, and informs the user about the outcome of the verification. RNIDS keeps a journal of such enquiries.

(2) The Registrar issues to the registrant a certificate on the accepted application. The certificate must contain: the name of the Registrar, the type of requested operation, the domain name, place and date of the receipt of the application. If the application is submitted electronically, the certificate is sent by e-mail (and through the Web site, if possible).

(3) The Registrar emphasises in the certificate the fact that this is not the certificate on the completed domain registration task, but the evidence that the application has been submitted to the Registrar, and that priority for the registration of the domain and performance of other operations is obtained from the moment of the submission of the application to RNIDS by the Registrar. The certificate must also bear the text instructing the registrant to look for additional information about the process of domain registration on the Web site of RNIDS.

(4) If the Registrar has not received from the registrant copies of documents required by the General Terms and Conditions for Registration of .rs Domain Names, the Registrar shall emphasise in the certificate that the registrant is obliged to submit through the Registrar to RNIDS copies of such documents in the time period specified in the General Terms and Conditions for Registration of .rs Domain Names, on pain of the termination of the registration of the domain without reimbursement of the fee paid.

(5) At a request of the registrant, the Registrar shall, free of charge, issue the certificate that the application has been forwarded to RNIDS, including the copy of the certificate which RNIDS issues when the application is received for processing.

(6) At a request of the registrant, the Registrar shall free of charge issue the certificate on the domain status, once RNIDS has completed processing the application.

(7) The Registrar is not obliged to issue separate certificates on the receipt of the application and the certificate on the submission of the application to RNIDS if less than five minutes have passed between the submission of the application and its realisation by RNIDS. In this case, the Registrar issues one certificate with combined data.

(8) The Registrar is obliged to forward the applications to RNIDS in the order in which it has received them from registrants.

(9) The Registrar shall maintain the confidentiality of all applications it receives from registrants and must not inform third parties about them.

(10) The Registrar bears full responsibility for the priority and order of submission of applications, from the receipt of applicants from registrants to the submission to RNIDS, regardless of the manner of receipt and processing of applications.

Special procedures during the stage of initial registration of .rs domains

Article 11

(1) The provisions of this article are in effect during the stage of initial registration of .rs domains, in accordance with the Rulebook on the Beginning of Operation of rsTLD Registry and theTermination of Operation of yuTLD Registry.

(2) Upon the receipt of an application for registering an .rs domain reserved on the basis of the existence of the domain with the same name within yuTLD Registry, the Registrar is obliged to require the applicant to present documents proving the status of the registrant of the relevant .yu domain.

(3) Before the submission of the application described in the previous paragraph to RNIDS, the Registrar is obliged to verify the data on the registrant of the .yu domain in the yuTLD Registry database, confirm that the registrant has the right to register the reserved .rs domain in accordance with the Rulebook on the Beginning of Operation of rsTLD Registry and the Termination of Operation of yuTLD Registry, and confirm the availability of requested .rs domains. RNIDS keeps a journal of such enquiries.

(4) If there is the registrant of the .yu domain who is a local legal person, if the submitted documentation of the applicant matches the data in the database of .yuTLD Registry (or if the applicant has a written approval of the registrant of the .yu domain on transfer of rights for registering the reserved .rs domain), and if requested .rs domains are available for registration, the Registrar submits to RNIDS the application specified in Paragraph 2 of this Article. The Registrar forwards to RNIDS electronic copies of registrants' documentation immediately upon the submission of the application.

(5) If all conditions from Paragraph 4. of this Article are not fulfilled, the Registrar notifies the registrant that they cannot register the required domain and instructs the registrant to submit a request for registration of the desired domain to the Transition Commission of RNIDS, in accordance with the Decision on establishing the Transition Commission.

(6) Before submitting the application for registering .rs domains which are reserved as domains of special interest for the Republic of Serbia, the Registrar is obliged to request from the applicant the copy of the certificate on the right to the registration of the requested .rs domain, issued by the relevant government body. The Registrar shall forward the electronic copy of this certificate to RNIDS immediately after the submission of the application for registration, and instruct the applicant to send the original of the certificate directly to RNIDS.

(7) If the Registrar does not verify the data before sending the request for domain registration from Paragraphs 2 and 6 of this Article, or is negligent when verifying data and rights to registration of reserved .rs domains, it shall be considered that the Registrar is in serious breach of its obligations under the Contract on Performing

Tasks of the Registrar of .rs Domains, which can result in the termination of the Contract.

Submission of documentation for domain registration
Article 12

(1) The Registrar forwards documentation for domain registration to RNIDS, on the basis of registrant's requests and in the manner defined in the Decision for documents for .rs domain registrations.

(2) RNIDS reserves the right to refuse documents in other formats and resolutions, notifying the Registrar about this.

Using Web services of RNIDS
Article 13

(1) The use of Web services of RNIDS is possible exclusively from public static IP addresses, the list of which the Registrar forwards to RNIDS at least two working days in advance.

(2) The access to Web services of RNIDS is protected by the certificate issued by RNIDS for the needs of the Registrar. The Registrar requests from RNIDS to issue a new certificate at least a month before the expiry of the old certificate.

(3) RNIDS has the right to introduce additional measures to protect the access to Web services (such as VPN, encryption and similar) in order to improve security and reliability of operation of Web services. RNIDS announces technical changes relating to security 15 days in advance and allows the Registrar a 7 day testing period.

(4) The Registrar is responsible for all requests submitted to RNIDS through reported IP addresses, by using certificates and passwords assigned by RNIDS.

(5) RNIDS processes applications forwarded by the Registrar in sequence, in the order of receipt, which means that the Registrar can have only one application processed by RNIDS. This includes applications forwarded through the Administrative Application for Registrars, direct calls of Web services of RNIDS, as well as applications forwarded by the Registrar through the Web site of RNIDS.

(6) RNIDS reserves the right to limit the number of applications accepted for processing from the Registrar within a unit of time, in order to prevent overloading of its resources, in a manner which puts registrars in equal position.

(7) The Registrar shall not try to circumvent security measures of RNIDS or use Web services and information system of RNIDS other than intended. Violation of this

provision can result in temporary or permanent suspension of the Registrar from using the information system of RNIDS.

Web application for registration tasks of the Registrar
Article 14

(1) The Registrar can make a public or internal Web application for performing domain registration tasks by using Web services of RNIDS.

(2) The Registrar must get a written approval from RNIDS before launching such Web application.

(3) RNIDS gives approval on the basis of testing the functioning of the Web application. Together with the request for approval, the Registrar submits the following:
- The description of the Web application for the registration tasks.
- The flow of data on registration tasks, the manner of processing and storing data;
- The description of security measures for protecting the Web application and data.

(4) If significant changes occur in the Web application, the Registrar is obliged to inform RNIDS about them and request the approval.

(5) All information relating to the Web application of the Registrar, exchanged between the Registrar and RNIDS, has the status of a business secret.

(6) RNIDS issues to the Registrar special certificates, with various levels of functionality, for accessing Web services of RNIDS. The Registrar is obliged to use only these certificates for applications submitted through its Web application.

(7) Depending on the assessment of the security level of the Web application, RNIDS has the right to limit to the Registrar performance of registration tasks through the Web application to a specified subset of operations. As a rule, this subset includes the applications for the registration of new and renewal of existing domains.

User support
Article 15

(1) The Registrar is obliged to provide support to users relating to domain registration tasks.

(2) The Registrar must be available to receive enquiries on the telephone and via e-mail, and promptly answer them.

(3) On its Web site and in documents it issues relating to domain registration, the Registrar must specify the telephone number and e-mail address of the support department, as well as the working hours of the department.

(4) On its Web site for the registration of domains, the Registrar shall visibly display the sign of RNISD, which leads to the Web site of RNIDS with the description of the system of registrars and the grievance procedure related to the work of registrars.

Payment and book-keeping
Article 16

(1) The Registrar can obtain information on the funds available for domain registration tasks, as well as detailed specification of the services provided on their behalf by RNIDS, through the Administrative Application for Registrars.

(2) The Registrar must make payments into the RNIDS account according to the instructions received from RNIDS, including the due date, the number of the account with the commercial bank and the reference number. If the payment does not contain correct identification data, RNIDS does not bear responsibility for the delay in registering the payment.

(3) Independently or at a request of RNIDS, the Registrar submits to RNIDS copies of accounting cards related to RNDS and balances the books at the end of every business year, at the latest by the end of January of the following year.

Confidentiality and ownership of data
Article 17

(1) All data, specifications and applications provided by RNIDS to the Registrar are the property of RNIDS.

(2) In the case of the termination of the Contract on Performing Tasks of the Registrar of .rs Domains, the Registrar is obliged to return all data, specifications and applications received from RNIDS and destroy all copies.

(3) All administrative and technical procedures and specifications relating to domain registration tasks, as well as other data received from RNIDS, shall be treated as a business secret by the Registrar, except in the case of data already made available to the public.

(4) In accordance with its Rules, RNIDS has the right to publish statistical reports on completed domain registration tasks, including statistical data on registrars.

Final provisions
Article 18

(1) The Conditions come into effect on the day they have been approved by the Managing Board of RNIDS.

(2) RNIDS will publish this document on its Web site.