



Pursuant to Article 49 of the Statute of the Serbian National Internet Domain Registry Foundation, and in accordance with the provisions of the General Terms and Conditions for the Registration of National Internet Domain Names and the General Terms and Conditions for the Operation of Accredited RNIDS Registrars, the Board of Governors of the Serbian National Internet Domain Registry Foundation has at its meeting on 25th February 2021 enacted these:

ADMINISTRATIVE AND TECHNICAL TERMS AND CONDITIONS FOR THE OPERATION OF ACCREDITED RNIDS REGISTRARS

Subject

Article 1

These administrative and technical terms and conditions (hereinafter: "Terms and Conditions") shall govern the technical and administrative operations of accredited RNIDS registrars (hereinafter: ARs), as well as measures for the protection of ICT systems of particular importance in respect to current regulations governing information security.

These Terms and Conditions shall not affect the rights and obligations of the AR arising from the General Terms and Conditions for the Registration of National Internet Domain Names, the General Terms and Conditions for the Operation of Accredited RNIDS Registrars and the Agreement on the Provision of National Internet Domain Name Registration Services.

Terms and definitions

Article 2

The registrations system is the RNIDS information system used to provide registration services for national Internet domain names.

The web application is the web-based platform for ARs, provided by RNIDS to ARs for their use in order to perform administrative tasks and provide domain registration services.

The machine interface is comprised of a set of automated services which allow ARs to directly access the RNIDS information system via exchange of electronic messages in accordance with RNIDS' technical specifications for the purposes of providing domain registration services.



The administrator is a person authorised by the AR to conduct administrative domain registration tasks.

The operator is a person authorised by the AR to conduct domain registration tasks. Where the AR accepts requests to provide domain registration services from registrants (hereinafter: "requests") by automated means and forwards them via the machine interface, the computer programme performing the sending, receipt and processing of electronic messages shall be considered the operator.

Submitting an application to become an accredited registrar

Article 3

In order to apply to become an AR, the following forms should be submitted:

- Application form to become an AR comprising information on the company or sole proprietor, information on the person authorised to represent the entity and information on the person appointed to liaison with RNIDS,
- Application for verification of technical and administrative capacities, comprising contact information for communication between the AR and RNIDS in everyday and in urgent situations, as well as other areas of liaison.

The content of these forms shall be laid down by RNIDS.

Information to be supplied to RNIDS by the AR in order to create an AR account:

- Name and address of AR,
- Website address of AR,
- Company registration number and TIN,
- Name and surname of authorised person,
- Name and surname of primary AR administrator,
- E-mail address of administrator,
- Phone number and mobile phone number.

The AR must keep the information listed in this Article accurate and up-to-date at all times. Failure to keep emergency situation data up-to-date on the part of the AR shall be deemed a breach of the Agreement on the Provision of National Internet Domain Name Registration Services.



Familiarity with the registrations system

Article 4

Employees of the AR tasked with providing domain name registration services must demonstrate a satisfactory level of understanding of the Internet domain system and of RNIDS enactments governing matters relating to national domain name registrations, as well as,

- for administrators: be familiar with all procedures relating to the provision of registration services, the AR application, and the functioning of the machine interface for communication with the registrations system (if the AR is using the machine interface), as well as the procedure for the provision of registration services;
- for Operators: be familiar with procedures for the provision of registration services, as well as with the basic functions of the AR application.

RNIDS shall provide relevant information to the AR for the purposes of familiarisation with the registrations system.

RNIDS shall reserve the right, as and when required, to test familiarity with the registrations system pursuant to the provisions of this Article.

Infrastructure of the AR and access to the domain registration system

Article 5

The AR must have a technical infrastructure at its disposal suitable for the provision of domain name registration services. This infrastructure shall comprise, at the minimum, the following technical resources:

- A workstation with a dedicated, public, static IP address for use of the domain name registration web application;
- A server with a public, static IP address, if the AR is using the RNIDS registration system machine interface.

The infrastructure must be under the full administrative and technical control of the AR, i.e. be the property of the AR or leased exclusively.

RNIDS shall facilitate access to the domain name registration system in accordance with RNIDS enactments and technical documentation. Registration services shall be provided using the web application and/or machine interface.

RNIDS shall facilitate the AR's access to the web application for domain name registrations and AR account administration only once it has acquired the status of AR. Access to the machine interface of the registrations system, if the AR is not already using it, shall be facilitated once the technical requirements in this Article have been met.



The AR shall provide technical facilities for access to the web application and connection of its own systems to the registrations system machine interface.

The AR shall be responsible for all requests made to RNIDS via the registrations system and for any damage arising from improper access to the registrations system. Any misuse of the registrations system may result in access being limited or the agreement with the AR being terminated.

RNIDS reserves the right to rate-limit processing requests it receives from ARs in order to safeguard registrations system uptime.

The AR may not misuse the security measures of the registrations system or use it contrary to its intended purpose.

Web application

Article 6

The AR may use the domain name registrations web application solely for the exchange of data relating to domain name registration services and AR account administration, pursuant to the technical documentation and instructions for the use of the web application.

The AR shall be responsible, in addition to the information referred to in Article 3, for keeping data on AR user accounts and the list of IP addresses permitted access to the registration system up-to-date.

Machine interface (EPP service)

Article 7

RNIDS shall facilitate the AR's access to the machine interface of the registrations system via the EPP protocol, which may be used solely for providing domain name registration services in accordance with the technical documentation.

The AR shall submit a request to RNIDS for access to the EPP service, which should comprise the following:

- Information on the architecture of the part of the system that will establish communication with RNIDS systems via the EPP protocol and details of security measures taken;
- Information on the architecture of the user portal which the AR will be making available to its users for the purposes of domain name administration;
- A description of security measures that are in place on the AR systems which will be communicating with the RNIDS system as referred to in Article 5, as well as other security measures relating to: authentication of users and third parties, exchange of



user data with the AR's system and measures put in place for safeguarding confidentiality and integrity of data on the AR's system.

The AR must inform RNIDS without delay of changes to any of the above details.

RNIDS shall facilitate the AR's access to the EPP service after analysis of technical implementation of the EPP client by the AR and successful testing and exchange of information with the testing and development system. The AR must ensure these technical requirements are met on an ongoing basis.

The AR must inform RNIDS in advance of any changes to its systems which might impact the security of those parts of the system which communicate with the RNIDS system.

Article 8

The AR must implement and maintain the necessary level of security in regard to the machine interface used for connection to the RNIDS system. This means protection from unauthorised used by third parties, from installation of malicious software, from request flooding of RNIDS systems and from any other activities which might jeopardise the security and smooth functioning of the RNIDS system.

RNIDS shall have the right to conduct a direct technical and security assessment of the AR's systems, having given 48 hours' advance notice. RNIDS shall also have the right to conduct unannounced non-invasive security checks of devices which connect to the RNIDS system.

Minimal technical and security requirements to be implemented by the AR on systems communicating with the RNIDS system are as follows:

- Devices communicating with the RNIDS system must be situated behind a firewall;
- Direct access to devices communicating with the RNIDS system may not be permitted from the public Internet using any protocol, or strict protection measures must be in place to prevent unauthorised access to the EPP service used to communicate with RNIDS;
- Devices used to communicate with the RNIDS system may not provide hosting, email, DNS or any other public services not directly connected with the provision of domain name registration services;
- Anti-virus protection must be in place on all systems communicating with the RNIDS system;
- Access to the user portal used for domain name registration services must be solely via recommended versions of the SSL/TLS protocol;
- Strict security rules must be in place for web services.

In addition to the above, implementation of the following security measures is recommended on the part of the AR:

- Two-factor authentication of users;
- Monthly scans of its systems to identify security vulnerabilities;
- Periodical OWASP Top 10 testing of web applications, especially when the user portal is updated.



In the event of the AR system being compromised or any security incident impacting systems used for exchange of data with the RNIDS system, the AR must immediately and without delay, disable communication with the RNIDS system and inform RNIDS of the incident. If the AR should fail to disable communication in a timely manner, RNIDS will do so.

The AR must inform RNIDS of the results of its investigation and supply details of the incident.

Article 9

Official communication between the AR and RNIDS shall be conducted via email using the address filed with RNIDS by the AR under the terms of Article 3 of these Terms and Conditions.

The AR must respond in a timely manner (immediately, the next work day at the latest) to messages sent by RNIDS to the registered contact address in relation to the provision of domain name registration services in the meaning of the General Terms and Conditions for the Operation of Accredited RNIDS Registrars.

The AR must have at least one land line or mobile phone number that can be used for contact on a 24/7 basis with the person responsible for procedures in the event of action being required in emergency situations where the DNS or registrations system are jeopardised.

Order of processing of requests relating to registration services

Article 10

The AR must forward requests to RNIDS in the order in which it received them from applicants/registrants. The AR shall assume full responsibility for the priority and order in which requests are sent, from the moment of receipt of the applicant's request to the moment that the request is submitted to RNIDS, regardless of the manner in which the request is received and processed.

Use of the RNIDS registrations system

Article 11

RNIDS shall reserve the right to make technical changes to the registrations system for the purposes of improving the security and reliability of its operation.

Where such changes require changes on the part of the AR, RNIDS shall give notice of these changes at least 15 days in advance, supplying technical documentation, and permit the AR a testing period for the changes of at least 7 days.

For significant changes to the registrations system that require the AR to make changes to the way it operates, this notice period shall allow at least 45 days for notification and testing.



RNIDS shall reserve the right in cases of emergency to make changes with a shorter notice period in order to safeguard the registrations system.

User support

Article 12

The AR must provide support to users in connection with domain registration services.

The AR must be available for telephone and email enquiries and to respond to them in a timely manner.

The AR must state the telephone number and email of its support service on its website and in documents issued relating to domain registrations, as well as the working hours of this service.

Final provisions

Article 13

These Terms and Conditions shall enter into force eight days after the day of their publication on the RNIDS website.

From the moment these Terms and Conditions enter into force, the Technical and Administrative Terms for the Operation of Accredited Registrars of .rs Domains dated 27th February 2008 and 15th June 2010 along with all amendments to these documents shall cease to have effect.

ARs shall be allowed a period of six months from the day these Terms and Conditions enter into force to bring their operations into compliance with them.

Belgrade, 25 February 2021

President of the BoG

Zoran Perović