

# ENUM Registrar Accreditation

## 1. Introduction

In order to become a registrar, organisations must be accredited. The registry will manage the accreditation process based on a series of accreditation requirements agreed with UKEC.

It is anticipated that accreditation will take place at first application and annually on contract renewal. In addition a registrar may be asked to provide details of compliance in the event that the registry receives a complaint about its actions during the term of the contract.

## 2. The Accreditation process

During the application process to become a registrar the applicant will be asked to provide evidence of how each requirement is met. This may be in the form of a URL to the page where this information is currently displayed or, if publication is pending approval, full details of how the requirements will be met.

If the registrar does not meet the accreditation requirements its application will not proceed. In addition if the registrar subsequently fails to meet some or all of the requirements, accreditation may be revoked. This will ultimately have the affect of terminating a registrar's 'accredited' status. However, our contract with the registrar requires us to act reasonably when deciding what to do, and to consider factors such as the registrar's history, what the problem is, and what would be a sensible response. Wherever possible our approach is to work with the registrar to address the problem.

## 3. The Accreditation requirements

### 3.1 The Registrars contract with the Registrant

- It is important that a registrant is well informed: that they understand the service levels they can expect and all relevant charges.

Therefore, the registrar must:

- Make the registrant aware of the charges associated with ENUM registration and renewal.
- Give details of the related services provided, which are relevant to the customer, information on how to invoke the service, any charges payable and how long the registrar will take to carry out the service, e.g. transfer of the ENUM service.
- Make the registrant aware of changes to these charges.
- Detail the method, availability and cost of customer service provided.
- Act quickly upon receiving a request from the registrant to take some action for them.
- Provide telephone and email customer support. Telephone support must not use premium rate 09xx or 08xx numbers.

- The registrant needs to understand the terms of their contract.  
Therefore, the registrar must:
  - Make registrants aware of the current version of their Terms and Conditions before the Contract is made and at renewal of the contract.
  - Clearly state how registrants will be made aware of changes to the terms.
  
- There should be clarity regarding resellers.  
Therefore, the registrar should be aware that:
  - If the registrar operates a reseller programme we consider the registrar to be responsible for the actions of its resellers. If a reseller breaches the registrar Contract then we would take steps as if the registrar has breached the Contract.
  - The Contract makes the actions of resellers the registrar's responsibility so it becomes the registrar's responsibility to stop the reseller doing anything that would breach the registrar agreement or accreditation requirements or to stop them being one of its resellers.
  
- In the event that a problem arises registrars must have an appropriate level of insurance cover.  
  
Therefore, the registrar must provide evidence that the applicant has appropriate professional indemnity insurance in place. This should be cover of at least £500,000.

### **3.2 The Registrar's relationship with the registry**

- Your customer needs to understand the relationship between the registrar and the registry. Therefore, the registrar must not do, or allow someone else to do for it, anything that might reasonably mislead the public or its customer about the registrar's relationship with the registry.
  
- To ensure all registrars have a good understanding of the technology and business processes involved in registrations a new registrar will be asked to complete a course to demonstrate a basic understanding of the ENUM registration and maintenance process.
  
- All registrars are required to publish a code of practice outlining a complaint handling and dispute resolution process in the event that a complaint is made.
  
- The registrar must provide details of any relevant litigation or regulatory enforcements e.g. details of any OFCOM fines, any outstanding court judgments or details of any ongoing legal actions.
  
- The registrar must supply a copy of your Data Protection Act registration certificate and in addition must not do anything which could put the registry in breach of the laws on data protection (in particular the Data Protection Act 1998) and the protection of personal information, or allow the registry to be put in this position because of the registrar's inaction.