

## CIRA Certified Registrar Re-certification Process

### Introduction

This document outlines for interested applicants, certain key steps required to be re-certified as a CIRA Certified Registrar. This is provided for information purposes, but is not exhaustive. Only CIRA Certified Registrars may apply to CIRA for the registration of Domain Names and provide Transaction Requests in the .ca Registry. These terms are defined in CIRA's *Registrant Agreement* and *Registrar Agreement*, which are available on CIRA's website at [www.cira.ca/assets/Documents/Legal/Registrants/registrantagreement.pdf](http://www.cira.ca/assets/Documents/Legal/Registrants/registrantagreement.pdf) and [www.cira.ca/assets/Documents/Legal/Registrars/registraragreement.pdf](http://www.cira.ca/assets/Documents/Legal/Registrars/registraragreement.pdf).

CIRA Certified Registrars must apply to be re-certified on an annual basis.

To be re-certified as a CIRA Certified Registrar, a Registrar must, at a minimum: meet the qualifications described below; follow the re-certification process described below; not be in default of its obligations under the Registrar Agreement with CIRA; and be accepted by CIRA for re-certification as a CIRA Certified Registrar, which acceptance is at CIRA's sole discretion.

### What CIRA considers when deciding whether to re-certify Registrars

CIRA considers many factors in determining whether a Registrar may be accepted for re-certification. Such acceptance is at CIRA's sole discretion. While there are a number of matters that are taken into consideration, there are certain key requirements that CIRA must be fully confident of including the following:

- 1) The applicant for re-certification meets the *Canadian Presence Requirements for Registrars* (located at [www.cira.ca/assets/Documents/Legal/Registrars/CPRregistrar.pdf](http://www.cira.ca/assets/Documents/Legal/Registrars/CPRregistrar.pdf)) at the time the applicant is re-certified by CIRA as a CIRA Certified Registrar.
- 2) the applicant can demonstrate knowledge of the Domain Name System and CIRA's Registrar Policies, Rules and Procedures, and Registration operations sufficient in CIRA's view to provide good service to Registrants and potential Registrants;
- 3) the applicant has the capability to electronically interact with Registrants, CIRA and CIRA's systems in accordance with the Registry PRP;
- 4) in particular, the applicant has the capabilities and systems to:
  - (a) promptly and effectively address inquiries and respond to requests from its Registrants and potential Registrants;

- (b) promptly and effectively handle projected volumes of Domain Name Registrations;
- (c) receive information from its Registrants and potential Registrants on a secure basis;
- (d) authenticate information provided by its Registrants and potential Registrants;
- (e) authenticate and process requests for modifications to Domain Name Registrations, including renewals and transfers of Domain Name Registrations, changes of Registrar, changes of Registrant, updates to Registrant information and other requests; and
- (f) maintain backups of registration information.

5) neither the applicant nor any partner, director, officer or controlling shareholder of the applicant, has been convicted of an offence under the *Criminal Code* (Canada).

CIRA may also consider the following factors when determining whether to accept an applicant for re-certification:

- 1) The applicant's adherence to the Registry PRP;
- 2) The applicant's customer service plan and the volume of customer complaints against the applicant;
- 3) The applicant's ability to maintain a sufficient amount of funds in its CIRA Deposit Account to process Transaction Requests;
- 4) The volume of Registrants served by the applicant.

### **Re-certification Process**

CIRA will send a renewal message to the applicant 60 days before the anniversary date of the applicant's original certification date as a CIRA Certified Registrar.

The applicant must apply for re-certification at least 30 days before the anniversary date of the applicant's original certification date as a CIRA Certified Registrar.

The applicant must truthfully and accurately complete the forms, including a compliance certificate or a corporate profile report, and return them to CIRA and include the applicable fee payments.

Upon receipt of the application, CIRA will review it for completeness. CIRA has the right, to verify the accuracy and completeness of the information provided provided by the applicant in its application for Re-certification as well as request additional

information. CIRA also has the right to satisfy itself that applicant can function as a Registrar in accordance with the terms and conditions of the Registrar Agreement and the CIRA Registrar Policies, Rules, and Procedures. CIRA may attempt to verify such information by contacting the applicant's references, holding one or more interviews with the applicant, conducting tests of the applicant's systems and processes, requesting a face to face meeting with a senior representative of the applicant at CIRA's offices, or elsewhere as reasonably determined by CIRA, or by other reasonable means.

CIRA may also require one or more guarantees of the obligations of the Registrar. If CIRA determines such guarantee(s) are required, such applications will not proceed without them unless and until they are provided to CIRA's satisfaction, within the specified time frames.

The applicant may withdraw and abandon its application at any time before re-certification by giving notice to CIRA by letter on company letterhead signed by the Administrative Contact of the applicant.

If the applicant withdraws or abandons the application for re-certification, CIRA will refund the Re-certification Fee.

If the application for Re-certification is accepted by CIRA, an approval notice will be sent to the applicant. The effective date of re-certification will be the Anniversary Date and the Registrar Agreement will continue in full force and effect

If CIRA notifies the applicant that it has not been re-certified as a Registrar, the relevant provisions of the Registrar Agreement will apply. The Re-certification Fee is refundable.

Effective immediately on notice from CIRA that it has not been re-certified as a Registrar, the applicant shall cease to:

- (a) act or hold itself out as a Registrar of the Registry;
- (b) provide or offer to provide or state or imply that it is authorized to provide any Registrar Services within the Registry; and
- (c) identify itself as a "**CIRA Certified Registrar**" or "**Registraire Agréé par l'ACEI**" or by any term suggesting a similar reference, or use, directly or indirectly, in any manner whatsoever CIRA's name or any other trade-mark or trade names or any other identifying indicium owned or used by CIRA or any other intellectual property owned by or licensed to CIRA, whether or not registered, or any confusingly similar marks or names.