



Registration Policies, Procedures and Guidelines

SGNIC RPPG

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SGNIC REGISTRATION POLICIES, PROCEDURES AND GUIDELINES

TABLE OF CONTENTS		PAGE
1	Introduction	1
2	Accredited Registrar	1
3	Appointed Registrar	1
4	Appointment of Resellers/Agents	1
5	Code of Practice for Registrars	2
	5.1 Industry Conduct	2
	5.2 Market Conduct	2
	5.3 Registrant Contact	3
	5.4 Registrant Information	3
	5.5 Complaints Handling	3
6	Domain Name Format	4
7	Reserved Domain Names	4
	7.1 Names other than .per.sg	4
	7.2 .per.sg Names	5
8	Categories and Eligibility Criteria for .SG Domain Names.....	5
	8.1 Open Domain Names	5
	8.2 .com.sg - for companies and businesses	5
	8.3 .org.sg – for societies, charitable bodies, etc	6
	8.4 .net.sg – for info-comm operators and network providers	7
	8.5 .edu.sg – for educational institutions	7
	8.6 .gov.sg – for government agencies	7
	8.7 .per.sg – for individuals	8
	8.8 .sg – for all	8
	8.9 Verification of Documents by Registrar.....	9
9	Warranties	9
10	WHOIS Database	10
11	Application for Registration of Domain Names	11
12	Rejection of Application or Registration of Domain Names	12
13	Effects of Registration of Domain Names	13
14	Modification of Domain Names	13

15	Change (Transfer) of Registrant	14
	15.1 Current and New Registrant Belong to Same Registrar	14
	15.2 Current and New Registrant Belong to Different Registrars ...	14
16	Change (Transfer) of Registrar	16
	16.1 At Registrant's Request	16
	16.2 At Registrar's Request	18
17	Transfer of Accredited Registrar to a New or Different Entity	18
18	Suspension and Deletion of Domain Names	18
19	Registrar's Obligations	19
20	Dispute Resolution	19
21	Fees	19
22	Technical Requirements for Registrar Accreditation	20
24	General Terms	21
	Annex 1 Reserved names of .per.sg domains	22
	Annex 2 Schedule of Fees	25

SGNIC REGISTRATION POLICIES, PROCEDURES AND GUIDELINES

1. Introduction

- 1.1 Singapore Network Information Centre (SGNIC) Private Limited is the national registry of .sg domain names in Singapore. As the registry, SGNIC operates and controls the .sg top-level Internet domain name system and administers the registration of (a) third-level domain names under the second-levels of .com, .org, .net, .edu, .gov and .per domains; and (b) second-level domain names under the top-level domain of .sg. (“SLDs”) SGNIC may introduce other second-level domains under .sg where appropriate.
- 1.2 SGNIC formulates and implements policies with regard to .sg domain name space. SGNIC has the authority and capacity to enter into an agreement with any entity to manage the registration, maintenance and other operation of .sg domain names.

2. Accredited Registrar

- 2.1 SGNIC has accredited a number of registrars¹ (“accredited registrars”), for the registration and other operations such as updates, transfer, removal, renewal and reinstatement of .sg, .com.sg, .org.sg, .net.sg, .edu.sg, and .per.sg domain names. A list of SGNIC’s accredited registrars is available at <http://www.nic.net.sg>.
- 2.2 An accredited registrar is responsible for providing registration and other operations in accordance with SGNIC Registration Policies, Procedures and Guidelines (RPPG).

3. Appointed Registrar

- 3.1 SGNIC may appoint a registrar (“appointed registrar”) to register and maintain certain .sg domain names (e.g. .gov.sg domain names).
- 3.2 An appointed registrar is required to provide registration and other services in accordance with the RPPG.

4. Appointment of Resellers/Agents

- 4.1 Registrars may appoint resellers or agents to provide domain name registration services through Registrars.

¹ The term “Registrar” in this document includes registrars, resellers and agents where appropriate.

4.2 Registrars shall impose on its resellers/agents the obligations to comply with provisions of the Registrar Accreditation Agreement and RPPG and other policies of SGNIC as it may from time to time notify in so far as they are applicable to the resellers or agents of registrars.

4.3 Registrar shall keep SGNIC informed, on a regular basis, the particulars of the resellers/agents they appoint.

5. Code of Practice for Registrars

5.1 Industry Conduct

Registrars shall:

- (a) operate in good faith and according to the RPPG and other established standards, practices and rules as may be prescribed by SGNIC from time to time;
- (b) promote confidence of registrants and other users of domain names;
- (c) maintain fair and open competition;
- (d) advance the reputation and standing of the domain name industry;
and
- (e) uphold the integrity and image of Singapore's national registry.

5.2 Market Conduct

5.2.1 Registrars shall not register domain names on their own behalf for the purpose of preventing any legitimate domain name registration.

5.2.2 Registrars shall only register or renew a domain name at the request of a domain name registrant.

5.2.3 Registrars shall not register or renew domain names in advance of a request from a registrant for the purpose of restricting a competitor from registering the domain name on behalf of a registrant, or for the purpose of later offering the domain name to the registrant.

5.2.4 Registrars shall provide stand-alone registration service. If registrars provide bundled services to its customer, they must specify the price of stand-alone registration service.

5.2.5 Registrars shall not solicit nor represent to any person that the registrar enjoys access to the registry that is superior to that of any other accredited registrars.

5.3 Registrant Contact

5.3.1 A registrar must not send out a renewal notice for a specific domain name to a registrant, or any communication that might reasonably be construed by the registrant to be a renewal notice, unless the registrar is the registrar of record for that domain name in the registry database.

5.3.2 Registrars must take reasonable measures to advise the registrant of the need to renew their domain name at least thirty (30) days prior to the expiry date.

5.4 Registrant Information

Registrars must fully disclose to the registrant the following minimum level of information:

- (a) Identification of the registrar, including:
 - (i) the legal name of the business and the name under which the business trades;
 - (ii) address of the registered office or principal place of business; and
 - (iii) email address and other electronic means of contact, telephone number or facsimile number and website URL.
- (b) The terms and conditions of the domain name registration; and
- (c) The registrar's service level agreement, including:
 - (i) processing time for domain name registrations;
 - (ii) customer support information; and
 - (iii) URL link to this RPPG.

5.5 Complaints Handling

5.5.1 A registrar must have in place policies and processes to handle complaints from registrants. The information should be publicised and should include customers' right to complain and how such complaint can be made.

5.5.2 Registrars must deal with complaints within a reasonable timeframe, and must advise complainant of the outcome of the investigations of the complaint. Registrars should also keep SGNIC informed of the statistics of complaints and the outcome of the investigations.

6. Domain Name Format

- 6.1 A typical .sg domain name may be in the form <domain name>.sg or <domain name>.<type>.sg, as the case may be.
- 6.2 The domain name must contain a string of minimum two characters and can contain maximum sixty-three characters, without the relevant .sg suffix.
- 6.3 No characters other than a combination of the following may be included in a domain name registration:
- (a) Letters “a” through “z”. The domain names are not case sensitive. Hence, there will no distinction made between upper case letters and lower case letters (ie. “A” is treated as “a” and vice versa);
 - (b) The numbers 0, 1, 2, 3, 4, 5, 6, 7, 8, and/or 9; and
 - (c) The hyphen character, which is the only non-alphanumeric character allowed in a domain name. However, a hyphen is not allowed as the beginning or ending character of a domain name, nor is a hyphen allowed in the third and/or fourth position of a domain name.

7. Reserved Domain Names

7.1 Names other than .per.sg

- 7.1.1 The following is a list of domain names which shall not be registered (“reserved names”):
- (a) Names which contain words such as “Temasek”, “Singapore”, “Singapura”, “Singapore Government” or “President” and variations thereof or any other words that might suggest a link to the Government;
 - (b) Names which contain “SGNIC”, “NIC” and variations thereof;
 - (c) Names which are or contain words or references which are obscene, scandalous, indecent or contrary to law or morality (e.g. “sex” or any connotations with sex or any sex-related activities);
 - (d) Names which are geographical names or names of countries (e.g. Singapore, Malaysia, Japan, etc.);
 - (e) Names (either on their own or in combination with other characters) of existing generic top-level domain names (gTLDs)

(i.e. .com, .org, .net, edu, .gov, .per, .aero, .coop, .biz, .info, .museum, .name and .pro) and any other gTLDs created or to be created by ICANN in the future;

- (f) Names such as “www”, “http”, “https” or “http-www”;
- (g) Names which are similar or identical to domain names registered under other domain name space and which SGNIC deems undesirable;
- (h) Names consisting entirely of numerals; and
- (i) Names which in SGNIC’s sole and absolute opinion, are undesirable or unsuitable for registration.

7.1.2 In general, SGNIC reserves the two-letter country codes listed in ISO 3166 for registration as second and third-level domain names. However, if an applicant can demonstrate to SGNIC’s satisfaction that the two-letter code are the same as the acronyms of his products/services or of his business/company name and that the applicant has been registering the same name under other domain space, SGNIC will consider the registration of such names, provided the registration does not contravene any of the provisions of the Registrant Agreement.

7.2 .per.sg Names

In addition to the reserved names listed under (a) to (i) of paragraph 7.1.1, other reserved names of .per.sg are set out in Annex 1. SGNIC may reserve additional names from time to time if such names are deemed undesirable by SGNIC.

8. **Categories and Eligibility Criteria for .SG Domain Names**

8.1 Open Domain Names

SGNIC accepts registrations of domain names under the top-level of .sg and open second-level domain names of com.sg, org.sg, net.sg, edu.sg and per.sg. The gov.sg is reserved for users in ministries, statutory boards and government agencies. The eligibility criteria and guidelines are listed below:

8.2 **.com.sg – for companies and businesses**

8.2.1 An applicant or a registrant (in the event that the application is approved) of this category is required to submit the application to an SGNIC accredited registrar.

- 8.2.2 An applicant in this category must be a commercial entity and must be registered with Accounting and Corporate Regulatory Authority (ACRA)², International Enterprise Singapore (IE Singapore) or any professional bodies.
- 8.2.3 An applicant in this category is required to furnish relevant document of the ACRA or IE Singapore or any other professional body to show that the entity is registered in Singapore and is currently active.
- 8.2.4 A commercial entity, which is awaiting a decision from ACRA or IE Singapore on its application, may apply for the registration of a domain name by producing the receipt of the ACRA or IE Singapore's application. SGNIC may grant probationary approval for such application until the entity has obtained approval from ACRA or IE Singapore or any other professional bodies.
- 8.2.5 An organisational unit (e.g. a division, department, section, etc.) of an organisation, which has registered a domain name, may apply for its domain name provided that the organisation confirms in writing with the registrar of the status of such organisational units.
- 8.2.6 A foreign applicant may apply for a .com.sg domain name provided that it appoints a locally registered entity as its Administrative Contact. The foreign registrant is required to submit to the registrar a duly authorised letter to confirm the appointment of the locally registered entity.
- 8.2.7 Government bodies which register their names in the .gov.sg suffix may, if they deem necessary, register the same name, their acronyms and/or their service/scheme names in this category.
- 8.3 .org.sg – for societies, charitable bodies and other organisations not classified elsewhere**
- 8.3.1 An applicant in this category is required to submit the application to an SGNIC accredited registrar.
- 8.3.2 Generally, An applicant in this category should be registered with Registry of Societies (ROS).
- 8.3.3 An organisation, which is awaiting a decision from ROS on its application, may apply for registration of a domain name, by producing the receipt of the ROS application. SGNIC may grant probationary approval for such application until the entity has obtained approval from ROS.

² formerly known as Registry of Companies and Businesses (RCB)

- 8.3.4 Other applicants, such as community clubs, churches, grassroots organisations, embassies, etc.
- 8.3.5 An organisational unit (e.g. a division, department, section, etc.) of an organisation, which has registered a domain name, may apply for its domain name provided that the organisation confirms in writing with the registrar of the status of such organisational units.
- 8.3.6 Government bodies which register their names in the .gov.sg suffix may, if they deem necessary, register the same name, their acronyms and/or their service/scheme names in this category.

8.4 .net.sg – for info-comm operators and network providers

- 8.4.1 An applicant in this category is required to submit an application to an SGNIC accredited registrar.
- 8.4.2 An applicant in this category must be an info-comm operator or a network provider in Singapore.
- 8.4.3 An applicant in this category is required to demonstrate to the registrar that it is operating or providing an info-comm network in Singapore (such as possessing a valid licence from IDA).
- 8.4.4 Government bodies which register their names in the .gov.sg suffix may, if they deem necessary, register the same name, their acronyms and/or their service/scheme names in this category.

8.5 .edu.sg – for educational institutions

- 8.5.1 An applicant in this category is required to submit an application to an SGNIC accredited registrar.
- 8.5.2 An applicant in this category should be an educational institution registered with the Ministry of Education (MOE).
- 8.5.3 Government bodies which register their names in the .gov.sg suffix may, if they deem necessary, register the same name, their acronyms and/or their service/scheme names in this category.

8.6 .gov.sg – government departments/agencies

- 8.6.1 An applicant in this category is required to submit an application to the registrar appointed by SGNIC for this purpose.

8.6.2 An applicant in this category is one that forms part of the Government of Singapore. For example, statutory boards and ministries in Singapore may apply for this category.

8.6.3 Government bodies which register their names in the .gov.sg suffix may, if they deem necessary, register the same name, their acronyms and/or their service/scheme names in other suffixes.

8.7 .per.sg – for individuals

8.7.1 An applicant in this category is required to submit an application to an SGNIC's accredited registrar.

8.7.2 An applicant in this category must be a Singapore citizen or permanent resident aged 21 years and above.

8.7.3 Employment pass and work permit holders are not eligible to apply for a domain name in the .per.sg suffix.

8.7.4 Parents, guardians or an immediate family member shall apply on behalf of an applicant which is below 21 years of age, provided that the parent or guardian or the immediate family member concerned is above 21 years.

8.7.5 In the event the application mentioned in paragraph 8.7.4 is approved, the domain name and the rights of the use of the domain name must be transferred to the child once he or she attains the age of 21. No transfer under any other circumstances is allowed.

8.7.6 There shall be no commercial activities or information displayed on a .per.sg domain name website.

8.8 .sg – for all

8.8.1 An applicant in this category is required to submit an application to an SGNIC accredited registrar.

8.8.2 A foreign applicant may apply for a domain name in this category provided that it appoints a local agent having a valid Singapore postal address as the Administrative Contact.

8.8.3 The registration of second-level domain names during the Soft Launch period shall additionally be subject to SGNIC's Guidelines for Application of Second-Level Domain Names under the Top-Level Domain of '.sg' ("SLG").

8.8.4 In the event that a provision in the SLG should conflict with the RPPG, the provision in the SLG shall prevail.

8.9 Verification of Documents by Registrar

Registrars must ensure that the registrant submits all relevant documents for the registration of the domain name at the time of application. Where probationary approval on a domain name is granted pending the decision of other government agencies, registrars must ensure that submission of documents is made within thirty (30) days of the application.

9. Warranties

9.1 When applying for a .sg, .com.sg, .org.sg, .net.sg, .edu.sg, per.sg, and .gov.sg, the applicant represents and warrants to the registrar and SGNIC that the domain name applied for:

- (a) does not infringe any registered trademark nor will it give rise to a cause of action in passing off in Singapore (SGNIC does not offer trademark check services);
- (b) is not identical to or confusingly similar with either a registered trademark, company or business name in Singapore; or
- (c) does not infringe the rights of any third parties in relation to any applicable treaties or agreements.

9.2 When applying for a .sg, .com.sg, .org.sg, .net.sg, .edu.sg, and .gov.sg, the registrant also represents and warrants to the registrar and SGNIC that the domain name applied for is for its own organisational use.

9.3 When applying for a .per.sg domain name, the applicant represents and warrants to the registrar and SGNIC that the domain name applied for will not be used in connection with any commercial purpose which includes but is not limited to the following:

- (a) soliciting for advertisers and sponsors;
- (b) displaying a sponsorship banner of any kind, including those that are generated by banner or link exchange services;
- (c) displaying banners for services that provide cash or cash-equivalent prizes to users in exchange for hyperlinks to their websites;

- (d) providing a hyper-link to a commercial site, unless the registrant receives no individual payment or consideration by providing that link; or
- (e) conducting online promotions and sales of any goods or services to members of the public; (Freelancers cannot apply for .per.sg domain name)

When in doubt if the use or the intended use of the .per.sg domain name constitutes any commercial purpose, the registrar may verify with SGNIC before accepting the application whose decision shall be final.

9.4 When applying for any .sg domain name or category of the .sg domain name, the registrant represents to the registrar and warrants that:

- (a) the domain name applied for is for his own use or, in the case of per.sg, for a child of under 21 years for whom he has applied on behalf for;
- (b) it will not allow another party to use the domain name, whether for profit or otherwise; and
- (c) the registration and/or use of the domain name does not infringe the legal rights of any party in Singapore.

10. WHOIS Database

10.1 SGNIC maintains a public query-based access through a directory look up system to a searchable database, which contains the information of the domain name and its contact details.

10.2 The following information is displayed on the WHOIS database:

- (a) Domain Name - the complete domain name
- (b) Creation Date and the Expiry Date
- (c) Status of the Domain Name – the active/deleted/suspended status
- (d) Registrant Contact - the registrant organisation name, address, telephone number and email address.
- (e) Registrar Contact - the registrar organisation name, address and telephone number and email address.

- (f) Administrative Contact - the administrative contact organisation name, administrative contact person name, organisation address and telephone number and email address.
- (g) Billing Contact - the billing contact organisation name, billing contact person name, organisation address and telephone number and email address.
- (h) Technical Contact - the technical contact organisation name, technical contact person name, organisation address and telephone number and email address.
- (i) Nameservers - the primary and secondary hostnames and corresponding IP addresses

10.3 The information listed in paragraph 10.2 (a) to (i) is mandatory for a domain name. In the case of .per.sg domain names, the display of the address and telephone number of the registrant in the WHOIS database is optional.

10.4 The registrar is not entitled to any claim of ownership rights or intellectual property rights in the registrant data and the WHOIS database.

10.5 The registrant consents to the registrar publishing the registrant's details, including but not limited to the registrant's name, particulars, name server particulars, activation date and domain name status.

11. Application for Registration of Domain Names

11.1 All applications for the registration of a domain name must be made in the form and manner prescribed by SGNIC from time to time.

11.2 The applicant is required to submit an online application to the registrar.

11.3 SGNIC may in exceptional cases and at its sole discretion provide registration or other services relating to a .sg domain name directly to an applicant or a registrant.

11.4 Registrants in all categories must comply with all policies, rules and procedures of SGNIC in respect of registration. SGNIC may amend such policies, rules and procedures from time to time.

11.5 Subject to the SLG, domain name are allocated on a "first-come-first-served" basis, provided the information submitted is complete and all necessary documents are submitted at the time of registration and all procedures relating to the application have been complied with. A later but

complete application will have priority over an earlier but incomplete or non-compliant application.

- 11.6 The registrant is advised to check SGNIC's WHOIS database to ascertain the availability of the domain name he wishes to apply for. A domain name which is available at the time of search may not necessarily be available at the time of application. As domain name applications are queued, a name listed as available at the WHOIS database at the time of a search may be allocated to an applicant who is ahead in the application queue.
- 11.7 The registrant must have ready at least two valid operational name servers for the domain name.
- 11.8 A registrant may select a registration period of one (1) to two (2) years for the registration of the domain name.
- 11.9 Registrars must allow registrants to select and pay for a registration period of one (1) to two (2) years.
- 11.10 Domain names can be renewed for maximum of one (1) or two (2) years provided the expiry date does not exceed 36 months from the renewal date.

12. Rejection of Application or Registration of Domain Names

- 12.1 The registrant acknowledges that even if the registrar has approved an application or a registration for a domain name, the domain name may still be rejected by SGNIC.
- 12.2 In addition to the reserved names as stated in paragraph 7, SGNIC retains the ultimate discretion to reject or refuse any .sg domain name sought to be registered by an applicant. Registrars shall seek SGNIC's approval when registering domain names in all suffixes, where the domain name:
- (a) is the full or abbreviated name or an acronym of a ministry, statutory board or government agency of Singapore (or variations thereof); or
 - (b) may be contrary to public interest or order, national harmony, or offend good taste or decency, religious beliefs or any other social objectives.
- 12.3 Registrars shall refer to SGNIC when in doubt of registering any domain names.

- 12.4 SGNIC may cancel or suspend a registration, approved by the registrar, which SGNIC in its sole and absolute discretion determines to not be in conformity with its policies, procedures and guidelines for registration.
- 12.5 The registrant agrees that SGNIC shall not be liable to the registrant for any loss or damages or expenses arising out of SGNIC's rejection of the application or registration, or cancellation or suspension of the domain name.

13. Effects of Registration of Domain Names

- 13.1 The registrant has the right to use the domain name but not the right to own it. As such, the registrant does not have the right to sell or transfer the domain name to any party whether for profit or otherwise.
- 13.2 SGNIC shall not be involved in any dispute that the registrant may have with any third party. Any dispute arising from the registration and use of a domain name shall be determined in accordance with the Singapore Domain Name Dispute Resolution Policy (SDRP), which is available at <http://www.nic.net.sg>.
- 13.3 Within thirty (30) days of the date the registrar approves the registration of a domain name, the registrant shall ensure that name servers listed in the applicant's form shall be operational, connected to the Internet and shall respond to queries for the domain name. Non-compliance with such requirement will render the domain name liable to be deactivated by the registrar or SGNIC.

14. Modification of Domain Names

- 14.1 Registrants shall ensure that all information in the registration record for a domain name is up-to-date, complete and accurate. Any update of registration information must be done through the registrant's registrar of record.
- 14.2 Registrants may request registrars to update/modify information relating to a domain name by providing the necessary documents. Such information includes changes in the mailing address of a contact or changes in name server details, but does not include a change of registrant or registrar which are governed by specific procedures in paragraphs 15 (Change of Registrant) and 16 (Change of Registrar).

15. Change (Transfer) of Registrant

15.1 Current Registrant (Transferor Registrant) and New Registrant (Transferee Applicant) Belong to the Same Registrar

15.1.1 The registrar shall, before initiating the transfer, obtain appropriate authorisation for the transfer such as:

- (a) A bilateral agreement between the parties;
- (b) The final determination under the Singapore Domain Name Dispute Resolution Policy (SDRP); or
- (c) A court order.

15.1.2 The transferee applicant must agree to be bound by the Registrant Agreement in order to apply to have a domain name registration transferred to it.

15.1.3 The transferee applicant must submit the transfer request to the registrar, indicating the domain name and the transferor registrant's password for verification.

15.1.4 Upon receiving the request from the transferee applicant, the registrar will send an email to the transferor registrant and notify the transferee applicant.

15.1.5 The transferor registrant is given seven (7) days from the time and date of the registrar's email to:

- (a) confirm and approve the transfer request; or
- (b) reject the transfer request and give the reason for disputing the authorisation given in paragraph 15.1.1.

15.1.6 Where the transferor registrant does not respond to the transfer request within the seven (7) days, the request shall be rejected and cancelled by the registrar.

15.2 Transferor Registrant and Transferee Applicant Belong to Different Registrar

15.2.1 Both the transferor registrar and the transferee registrar shall, before initiating the transfer, obtain appropriate authorisation of the transfer such as:

- (a) A bilateral agreement between the parties;

- (b) The final determination under the Singapore Domain Name Dispute Resolution Policy (SDRP); or
 - (c) A court order.
- 15.2.2 The transferor registrar should provide the password of the domain name to the transferor registrant within three (3) working days. The transferor registrant shall pass the password to the transferee applicant.
- 15.2.3 For 15.2.1 (b) and 15.2.1 (c), the transferor registrar should provide the password of the domain name to the transferee applicant.
- 15.2.4 The transferee applicant is required to send a transfer request to its registrar indicating:
 - (a) the domain name;
 - (b) the password of the domain name;
 - (c) the name of the transferor registrant; and
 - (d) the transferor registrar
- 15.2.5 Upon receiving the transfer request from the transferee applicant, the transferee registrar will submit the request to the transferor registrar via the SgR2R. The transferor registrar shall then notify the transferor registrant.
- 15.2.6 Upon receiving the transfer request from the transferee registrar, the SgR2R will:
 - (a) send an email to both registrars; and
 - (b) mark the registration in SGNIC's WHOIS database as pending the transfer.
- 15.2.7 The transfer shall be completed if either:
 - (a) The transferor registrar expressly approves the request, or
 - (b) No response was received from the transferor registrar within seven (7) days from the date and time of SgR2R's notification to the registrars. In this case, the request shall be taken as validated and approved. The transferee registrar shall inform all parties concerned.

- 15.2.8 The transferor registrant can within seven (7) days expressly reject the transfer and give the reason for rejecting the transfer.
- 15.2.9 In the event that both the transferor registrant and transferee applicant agree to change to a common registrar, the procedures in paragraph 16.1 may be applied. The transferee applicant may thereafter proceed to initiate the transfer of the domain name from the transferor registrant in accordance with paragraph 15.1.

16. Change (Transfer) of Registrar

16.1 At Registrant's Request

- 16.1.1 The registrant may change its registrar, provided it continues to fulfil its obligations under the Agreement with its current (losing) registrar.
- 16.1.2 To change its registrar of record for a domain name registration, the registrant must first select a new (winning) registrar accredited by SGNIC.
- 16.1.3 The losing registrar should issue the password to the registrant within three (3) working days of registrant's notice of changing registrar.
- 16.1.4 The registrant must require the new (winning) registrar to submit a transfer request to the current (losing) registrar via SgR2R. The registrant should provide:
- (a) the domain name;
 - (b) the password of the domain name obtained from losing registrar,
 - (c) the registrant's contact information; and
 - (d) the registrant's Administrative Contact, Billing Contact and Technical Contact
- 16.1.5 Registrants are advised to pass the information listed in paragraph 16.1.4 (a) to (d) to the new (winning) registrar at least seven (7) days before the expiry date of their domain names.
- 16.1.6 Upon receiving the transfer request from the winning registrar, SgR2R will:
- (a) send an email to both registrars and
 - (b) mark the registration in SGNIC's WHOIS database as pending the transfer.

- 16.1.7 Within seven (7) days from the date and time of SgR2R's email notification to the registrars, the winning registrar shall obtain express authorisation from the registrant (as reflected in the database of the losing registrar). The form of the authorisation is at the discretion of each winning registrar. The winning registrar shall retain a record of the reliable evidence of the authorisation.
- 16.1.8 Within seven (7) days from the date and time of SgR2R's email notification to the registrars, the losing registrar may object to the transfer request. It shall notify the prospective registrar that the request was not accepted and the reason for the objection. Instances where the requested change of the winning registrar may be objected include, but are not limited to:
- (a) Situations described in the Singapore Domain Name Dispute Resolution Policy (SDRP).
 - (b) Pending bankruptcy of the registrant.
 - (c) Dispute over the identity of the registrant.
- 16.1.9 The transfer shall be completed if either:
- (a) The losing registrar expressly approves the request, or
 - (b) No response was received from the losing registrar within seven (7) days from the date and time of SgR2R's notification to the registrars. In this case, the request shall be taken as validated and be approved.
- 16.1.10 When SGNIC's database has been updated to reflect the change to the winning registrar, SgR2R will send an email notification to both registrars.
- 16.1.11 SGNIC's approval of the transfer constitutes a representation that the winning registrar:
- (a) has obtained the necessary authorisation from the registrant listed in the database of the losing registrar; and
 - (b) will provide the losing registrar a copy of the authorisation, if and when requested.
- 16.1.12 The losing registrar may only require the registrant to settle any outstanding payment in connection with the service provided and shall not prevent the registrant from moving to another registrar. Any administrative fee, if levied by the losing registrar for the transfer, shall be subject to SGNIC's approval.

16.2 At Registrar's Request

- 16.2.1 A registrar shall transfer the domain name registrations to other SGNIC accredited registrars within thirty (30) days, if it ceases to be an accredited registrar due to suspension or termination of accreditation status.
- 16.2.2 Under these circumstances, the registrar shall immediately give notice to its registrants to inform them of the status. The registrar shall cooperate with and render whatever assistance that is required by other accredited registrars to ensure that they take over its registrants who have not changed to a registrar of their choice.
- 16.2.3 SGNIC may also post notice of such suspension or termination on its website and where appropriate, give notice to the registrants of the registrar concerned.
- 16.2.4 Each registrant shall be responsible for changing its registrar of record to a new SGNIC accredited registrar within thirty (30) days of the earlier notice given to the registrant by either the registrar or SGNIC; provided, however, that if any of the registrant's domain name registration(s) is scheduled to expire within thirty (30) days of the given notice, the registrant shall have additional thirty (30) days to transfer to a new registrar.
- 16.2.5 The registrant shall inform SGNIC of the new registrar it is transferring its domain name registration(s) to. SGNIC will approve the transfer.
- 16.2.6 The out-going registrar shall not charge the registrant any fee for the transfer of the registered domain name to another registrar.

17 Transfer of Accredited Registrar to a New or Different Entity

- 17.1 An accredited registrar shall seek prior written approval from SGNIC pursuant to the Registrar Accreditation Agreement before it can transfer its accreditation to a new or different entity.
- 17.2 In any event, such new or different entity, if it is not already an accredited registrar of SGNIC, shall apply to SGNIC for the accreditation as SGNIC registrar.

18. Suspension and Deletion of Domain Names

- 18.1 A domain name may be suspended or deleted by the registrar or SGNIC if the registrant has breached any of the SGNIC's guidelines or agreements it has entered into with the registrar and/or SGNIC.

- 18.2 SGNIC shall delete a domain name if it receives notice from any government or regulatory authority (including without limitation the Police) that the website referenced by the domain name is in breach of any laws, directives, guidelines, codes of practice or regulations issued by any government or regulatory authority, or is otherwise used for or in connection with illegal activities.

19. Registrar's Obligations

A registrar shall procure that each registrant acknowledges and agrees that, in no event shall the registrant pursue any claim against SGNIC, and in no event shall SGNIC be liable for any loss, damage or expense (including, without limitation, any direct, special, indirect, incidental, exemplary, punitive, statutory and/or consequential damages, or for economic loss or damages resulting from loss of use, lost profits, lost business revenue or third party damages) arising from or in connection with any breach by the registrar of its obligations under any agreement between the registrar and the registrant or the Registrar Accreditation Agreement between SGNIC and the registrar.

20. Dispute Resolution

- 20.1 Registrants of domain names with SGNIC are subject to the policy and procedures of the Singapore Domain Name Dispute Resolution Policy (SDRP).
- 20.2 SGNIC and registrars shall implement a decision of an Administrative Panel established under the SDRP in accordance with the SDRP.

21. Fees

- 21.1 The fees and charges related to the accreditation of registrars and registration of domain names with SGNIC are shown in Annex 2. All fees and charges are exclusive of Goods and Services Tax (GST).
- 21.2 Charges relating to a new domain registration may be refunded to the registrar if the registration is deleted within a seven (7) day grace period.
- 21.3 SGNIC reserves the right to introduce additional charges or amend its fees and charges from time to time by giving thirty (30) days' email notification to the registrars and by posting the changes on SGNIC website thirty (30) days before they are effected.
- 21.4 All fees and charges in connection with the registration of a domain name shall be payable by the registrar thereof to SGNIC. Unless otherwise

specified by SGNIC, the fees shall be charged to the registrar's balance in the SGNIC Deposit Account.

22. Technical Requirements for Registrar Accreditation

22.1 SGNIC has developed a standard application interface based on XML (Extensible Provisioning Protocol) to enable registrars to perform registrations, modifications, registrant transfers, registrar transfers and topping up of accounts held with SGNIC.

22.2 An accredited registrar is required to comply with the following technical requirements to enable communication with the SGNIC registry system (SgR2R):

- (a) IP address of the machine that the registrar will use to communicate with the SgR2R;
- (b) SSL certificate from SGNIC;
- (c) Ability to utilise SSL in EPP communications;
- (d) PERL;
- (e) Provision for protecting customers information relating to domain name registrations and for ensuring data integrity;
- (f) Provision of scalable system architecture to scale according to the predicted growth of the registrar; and
- (g) Provision of data archival and retrieval systems to protect against loss of data.

22.3 Before an accredited registrar is allowed access to SgR2R, it is required to:

- (a) Successfully complete a test run without any error with SGNIC administrators as stipulated in SGNIC's testing procedures;
- (b) Register its website URL with SGNIC for SGNIC to display its accredited registrar links; and
- (c) Provide SGNIC with Super User Contact, Administrative Contact, Billing Contact and Technical Contact.

23 General Terms

- 23.1 SGNIC shall have the right to amend the Registrant Agreement, the RPPG and the SLG from time to time upon thirty (30) days' notice of these amendments by posting the same on SGNIC website at <http://www.nic.net.sg>. The Registrant Agreement, RPPG and SLG (as the case may be) shall be deemed amended upon the expiry of such notice period and shall be binding and effective as against the registrars and registrants.
- 23.2 SGNIC's agreements with the registrant and registrars are governed by and interpreted in accordance with the laws of the Republic of Singapore.

RESERVED NAMES OF .PER.SG DOMAIN

Names Adopted by ICANN

Sg.per.sg
sgnic.per.sg
www.per.sg
per.per.sg
com.per.sg
org.per.sg
net.per.sg
gov.per.sg
edu.per.sg
int.per.sg
mil.per.sg
nic.per.sg

Names of National Characters

govt.per.sg
government.per.sg
singa-pore.per.sg
singapura.per.sg
singapore.per.sg
temasek.per.sg

Position and Connation of Parliament Postings

president.per.sg
primeminister.per.sg
seniorminister.per.sg
deputyprimeminister.per.sg
ministerforfinance.per.sg
ministerfordefence.per.sg
ministerforlaw.per.sg
ministerforforeignaffairs.per.sg
ministerforinformationandthearts.per.sg
ministerfortheenvironment.per.sg
ministerforhomeaffairs.per.sg
ministerforcommsandIT.per.sg
ministerfortradeandindustry.per.sg
ministerformanpower.per.sg
ministerforinternationaldevelopment.per.sg
ministerwithoutportfolio.per.sg
ministerforhealth.per.sg
ministerforcommunitydevelopment.per.sg
minister-in-chargeofmuslimaffairs.per.sg
ministerforeducation.per.sg

Common Surnames

A	C	E	F
ang.per.sg au.per.sg aw.per.sg	chai.per.sg chan.per.sg chang.per.sg cheah.per.sg chee.per.sg chen.per.sg cheng.per.sg cheong.per.sg chew.per.sg chia.per.sg chiam.per.sg chiang.per.sg chin.per.sg ching.per.sg chng.per.sg chong.per.sg choo.per.sg choong.per.sg chow.per.sg choy.per.sg chu.per.sg chua.per.sg chung.per.sg	ee.per.sg eng.per.sg	fong.per.sg foo.per.sg
G	H	K	L
gan.per.sg goh.per.sg	han.per.sg heng.per.sg ho.per.sg hong.per.sg huang.per.sg	kang.per.sg kaur.per.sg kee.per.sg khoo.per.sg koh.per.sg kok.per.sg kong.per.sg koo.per.sg kwan.per.sg kwek.per.sg kwok.per.sg	lai.per.sg lam.per.sg lau.per.sg law.per.sg lee.per.sg leong.per.sg leow.per.sg lew.per.sg li.per.sg liew.per.sg lim.per.sg lin.per.sg ling.per.sg

			liu.per.sg lo.per.sg loh.per.sg loke.per.sg loo.per.sg low.per.sg lum.per.sg
M	N	O	P
mah.per.sg mak.per.sg mok.per.sg	neo.per.sg ng.per.sg	oh.per.sg ong.per.sg ooi.per.sg ow.per.sg	pang.per.sg peh.per.sg phang.per.sg phua.per.sg png.per.sg poh.per.sg poon.per.sg
Q	S	T	W
quah.per.sg quek.per.sg	seah.per.sg see.per.sg seet.per.sg seow.per.sg sia.per.sg siew.per.sg sim.per.sg singh.per.sg sng.per.sg soh.per.sg song.per.sg soo.per.sg soon.per.sg	tan.per.sg tang.per.sg tay.per.sg tee.per.sg teh.per.sg teng.per.sg teo.per.sg tham.per.sg ting.per.sg toh.per.sg tong.per.sg	wan.per.sg wang.per.sg wee.per.sg wong.per.sg woo.per.sg woon.per.sg wu.per.sg
Y	Z		
yang.per.sg yap.per.sg yee.per.sg yeo.per.sg yew.per.sg yip.per.sg yong.per.sg	zhang.per.sg zheng.per.sg zhao.per.sg zhu.per.sg zhan.per.sg zhong.per.sg zhuang.per.sg		

SCHEDULE OF FEES

Fee	Description	Amount (S\$)
FEES/CHARGES RELATED TO ACCREDITATION		
Application Fee for Accreditation	A non-refundable fee payable by each applicant on or prior to submission of the application for accreditation.	S\$500
Accreditation Fee	A fee payable by each registrar upon accreditation.	S\$3,000 for 3 years
Renewal Fee for Accreditation	A fee payable by each registrar prior to the renewal of accreditation.	S\$3,000 for 3 years
Initial Deposit with SGNIC	A deposit payable by each registrar. This amount will be placed in the deposit account designated for use by SGNIC to receive prepayments from registrar.	S\$3,000
Performance Bond	This amount will be in the form of Banker's Guarantee to cover any cost incurred by SGNIC if called upon.	S\$70,000
REGISTRATION/RENEWAL/REINSTATEMENT FEES		
Registration Fee	A fee payable by a registrar upon the approval of an application to register a domain name.	S\$15 per year for .per.sg domain name S\$40 per year for other .sg domain name
Renewal Fee	A fee payable by a registrar on or before the scheduled expiry of a domain name registration.	S\$15 per year for .per.sg domain name S\$40 per year for other .sg domain name
Reinstatement Fee	A fee payable by registrar (in addition to the applicable renewal fee) if a renewal request by the registrar is processed during the thirty (30) days period of suspension after the scheduled expiry date for a domain name registration.	S\$20 per domain name

Note:

All fees and charges are exclusive of Goods and Services Tax (GST) and are in Singapore currency.