

Domain Name Regulation

Issued in Helsinki on 15 June 2016

The Finnish Communications Regulatory Authority (FICORA) has, under sections 165-168 and 170 of the Information Society Code of 7 November 2014 (917/2014), laid down:

Chapter 1 General provisions

Section 1 Objective of the Regulation

The objective of this Regulation is to:

- 1) safeguard an up-to-date and secure maintenance of the domain name register and the roots *fi* and *ax*;
- 2) safeguard an access by domain name holders to information on the requirements concerning the form and content of domain names;
- 3) promote smooth transfer of domain names or switching of registrars;
- 4) promote the functioning of domain names;
- 5) safeguard information security in the registration of domain names;
- 6) ensure that the authority in charge of domain names is informed about disturbances to the information security of registration operations.

Section 2 Scope of application

This Regulation applies to domain names that end with *fi* or *ax* and to the registration and management of such names.

Section 3 Definitions

For the purposes of this Regulation:

- 1) *domain holder transfer key* means a code defined by the authority in charge of domain names that enables the transfer of a domain name from one holder to another;
- 2) *registrar transfer key* means a code that enables the administration of a domain name to be transferred from one domain name registrar to another;
- 3) *old domain name registrar* means the registrar relinquishing the administration of a domain name when a domain is transferred from one registrar to another;
- 4) *new domain name registrar* means the registrar assuming the administration of a domain name when a domain is transferred from one registrar to another.

Chapter 2 Requirements concerning a domain name registrar

Section 4 Information to be disclosed in the notification concerning engagement in domain name registration

The notification concerning engagement in domain name registration to be issued to the authority in charge of domain names must include, in addition to an email address referred to in section 165 of the Information Society Code, the following information:

- 1) name of the domain name registrar;
- 2) business identification number or personal identity code of the domain name registrar or, if these do not exist, other identifying information;
- 3) postal address of the domain name registrar;
- 4) phone number of the domain name registrar;
- 5) name of the contact person of the domain name registrar;
- 6) phone number of the contact person of the domain name registrar;
- 7) email address of the contact person of the domain name registrar.

Section 5 Form of the notification and its submission to the authority in charge of domain names

The domain name registrar must make the notification referred to in section 4 of this Regulation and any notifications of changes thereto through an online service at www.ficora.fi with regard to fi-domain names and at www.whois.ax with regard to ax-domain names.

Section 6 Notifications to customers on changes in the operations of the domain name registrar

Notifications concerning the termination of operations by the domain name registrar must be made on a customer-by-customer basis.

If the authority in charge of domain names prohibits a domain name registrar from operating, the said domain name registrar must, immediately after having been informed of the decision, make this known on a customer-by-customer basis.

Section 7 Obligation of the domain name registrar to advise holders

Before registering a domain name, a domain name registrar must provide holders with the following detailed information, in addition to what has been provided for in the requirements concerning the content and form of the domain name in section 3(21) and section 166 of the Information Society Code:

- 1) requirements concerning the form of the domain name provided for in section 12 of the Regulation;
- 2) information on the names that have been entered into the Finnish Trade Register or into the registers of associations, foundations or political parties;
- 3) information on trademarks entered into the Finnish register of trademarks or the trademark register of the European Union.

Section 8 Holder-specific information to be entered in the domain name register

In addition to an email address referred to in section 167 of the Information Society Code, a domain name registrar must enter in the domain name register the following information on natural persons:

- 1) the holder's first and last name;
- 2) personal identity code or, if no personal identity code exists, other identifying information;
- 3) postal address;
- 4) telephone number.

In addition to an email address referred to in section 167 of the Information Society Code, a domain name registrar must enter in the domain name register the following information on legal entities or other communities:

- 1) the holder's business name;
- 2) business identification number or, if no business identification number exists, other identifying information;
- 3) postal address;
- 4) telephone number;
- 5) name of the holder's contact person;
- 6) telephone number of the holder's contact person;
- 7) email address of the holder's contact person.

Section 9 Domain name registrar's interface to the domain name register of the authority in charge of domain names

A domain name registrar must use as the technical interface to the domain name register of FICORA either the browser-based user interface provided on the website of FICORA at www.ficora.fi or an EPP (Extensible Provisioning Protocol) interface defined and maintained by FICORA.

If the domain name registrar uses FICORA's EPP interface, the client software of the domain name registrar must be compatible with the interface description annexed to this Regulation. The compliance must be verified with the EPP test system provided by FICORA.

A domain name registrar must use the browser-based user interface provided at www.whois.ax as the technical interface to the register of domain names that end with *ax*.

Section 10 Transfer of a domain name to another holder

If a domain name holder wishes to transfer its domain name to another holder, the original holder must request the transfer from the domain name registrar. After having received a transfer request, the domain name registrar must ensure that the holder has the right to transfer the domain name and request the authority in charge of domain names to submit a domain holder transfer key to the holder.

The domain name registrar must transfer the domain name to the new holder within five working days of the domain name holder submitting the domain holder transfer key and the details of the new holder to the domain name registrar.

Section 11 Switch of domain name registrars

If a domain name holder wishes to switch domain name registrars, it must either

- 1) request the new registrar to obtain a registrar transfer key from the old registrar; or
- 2) request the registrar transfer key to be released from the old registrar in person and submit it to the new registrar.

The request to switch domain name registrars must be made in writing.

The old domain name registrar must ensure that the holder or the new domain name registrar has the right to request the registrar transfer key and must submit it to the requesting party within five days of a legitimate request being made.

If the old domain name registrar has not submitted the registrar transfer key to the new registrar or the holder within the specified time, the new domain name registrar may request the authority in charge of domain names to submit the registrar transfer key to the holder.

Chapter 3 Requirements concerning a domain name

Section 12 Domain name form

The permitted characters for a domain name are the letters a to z and the numbers 0 to 9.

In addition, the following characters are allowed:

Character	Unicode	Name
-	002D	Hyphen-minus
á	00E1	Latin small letter a with acute
â	00E2	Latin small letter a with circumflex
ä	00E4	Latin small letter o with diaeresis
å	00E5	Latin small letter a with ring above
č	010D	Latin small letter c with caron
ď	0111	Latin small letter d with stroke
ĝ	01E5	Latin small letter g with stroke
ġ	01E7	Latin small letter g with caron
ķ	01E9	Latin small letter k with caron
ŋ	014B	Latin small letter eng
õ	00F5	Latin small letter o with tilde
ö	00F6	Latin small letter o with diaeresis
š	0161	Latin small letter s with caron
ť	0167	Latin small letter t with stroke
ž	017E	Latin small letter z with caron
Ʒ	0292	Latin small letter ezh
ẓ̌	01EF	Latin small letter ezh with caron

A domain name must not begin or end with a hyphen-minus. A domain name must not begin with the characters xn--. The ACE format (ASCII

Compatible Encoding) of a domain name containing national characters always begins with the characters xn--.

Section 13 Name servers

If a domain name registrar lists name servers for a domain name, they must be configured in accordance with this Regulation. At least two and at the most ten name servers that are independent of one another must be configured to serve the domain name. The domain name must be configured to all name servers in accordance with this Regulation, and it must be possible to reach them through the internet. It must also be possible to verify the configurations by automatic name server requests made by FICORA.

The name servers must be equipped with NS records (Name Server) having information on all name servers configured to serve the domain name. The NS records must point to servers, for which an A record or an AAAA record (IP Address) or both have been configured in name service.

The SOA record (Start of Authority) that defines the configuration of the name server of the domain name must comply with the following:

- 1) the MNAME (Master Name) field must contain the name of the primary name server of the domain name;
- 2) the RNAME (Responsible Name) field must contain a working email address that belongs to the administrator of the name servers.

Chapter 4 Information security management by a domain name registrar

Section 14 Consideration of information security issues

A domain name registrar must take the following into consideration in the different life cycle stages of domain name registration operations:

1. administrative information security;
2. personnel security;
3. security of hardware, software and data communications;
4. security of information material and usage;
5. physical security.

A domain name registrar must document and maintain an updated description of how the elements listed in subsection 1 above have been taken into consideration.

Section 15 Risk management

A domain name registrar must identify the functions, data and systems that are critical for the continuity of its domain name registering operations and must regularly evaluate and address any information security risks that they may be exposed to and the management of such risks.

The risk management processes and results must be documented.

Section 16 Information material

A domain name registrar must have in place a classification system for any information material that is important for the registration operations and a processing procedure for information material associated with the classification system. Updated documentation must be prepared and maintained on the classification criteria and processing procedures.

Section 17 Information security control

A domain name registrar must constantly monitor its registration operations in order to identify and prevent situations that may disturb or threaten its information security.

Updated documentation must be prepared and maintained on the control mechanisms of registration operations.

Section 18 Management of situations disturbing or threatening information security

A domain name registrar must prepare and maintain documented instructions for procedures on how to address situations that disturb or threaten the information security of registration operations and for minimising their impact and removing them without undue delay.

The instructions must contain a description of the organisation of information security management and the definitions of the responsibilities of various operators, containing at least the information necessary for reaching the persons managing information security.

Section 19 Change management

A domain name registrar must carry out changes to the network, software, hardware, configuration, interface and equipment facilities in a controlled and systematic manner to cause the least possible disturbance to the domain name registering operations.

Sufficient time must be reserved for carrying out changes, maintenance and updates to allow a controlled manner of executing a planned operation.

A domain name registrar must define and document the processes and practices guiding the changes.

Section 20 § Katakri requirements in the use of FICORA's EPP interface

If a registrar of domain names that end with *fi* uses FICORA's EPP interface as the technical interface, the domain name registrar must meet the criteria derived from the requirements of the protection level (IV) of subdivision I, technical information security, of the currently valid version of Katakri (information security auditing tool) with respect to the following:

- 1) Data Communications Security
- 2) Security of Information Systems.

Chapter 5 Obligation to notify disturbances

Section 21 Disturbance notification by the domain name registrar to the authority in charge of domain names

In a notification concerning a significant disturbance of information security provided for in section 170(1)(7) of the Information Society Code, a domain name registrar must, in addition to the information laid down in the Act, provide, where possible, information concerning the reason of the disturbance or threat and how it emerged.

The disturbance notification must be made within 24 hours of the domain name registrar becoming aware of the disturbance. The notification must be supplemented later with the information that was not available at the time of making the notification

Chapter 6 Provisions on entry into force

Section 22 Entry into force

This Regulation enters into force on 5 September 2016 and will remain in force until further notice.

Section 23 Information and publication

This Regulation is included in the Series of Regulations issued by the Finnish Communications Regulatory Authority and can be obtained from FICORA's customer service:

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Helsinki 15 June 2016

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