

ccNSO-meeting
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To be or not to be ...
validation of registrants

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Validation of registrants

Why do DK Hostmaster validate registrants?

- 1 March 2015 two new obligations were introduced in the Danish Domain Name Act of 2014:
 - Ensure anonymity for registrants
 - Ensure correct registrant data
- Generally every registrant has to be visible in the Whois database with their name, telephone number and address.
- The registry is responsible for ensuring anonymity of the registrant when they are entitled to be anonymous according to other legislation.



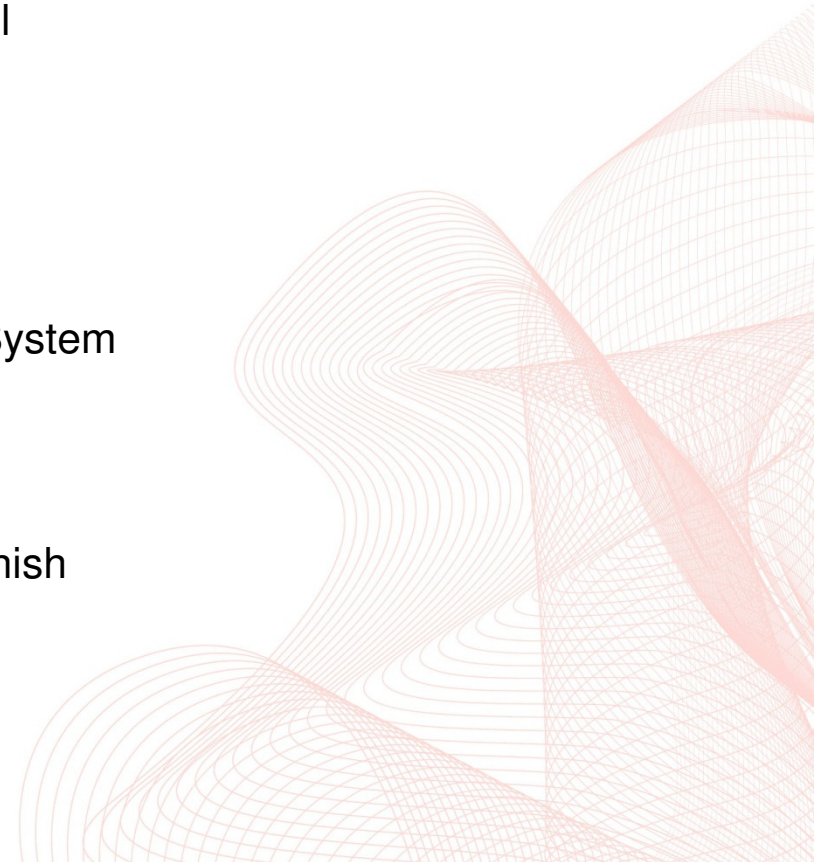
Validation of registrants

New registrations are taken care of...

- Private registrants are checked in the Danish Civil Registration System

and
- DK Hostmaster subscribe to any changes of our registrants' data in the Danish Civil Registration System

and
- Company registrations we match towards the Danish Business Register for companies



Validation of registrants

What do we check?

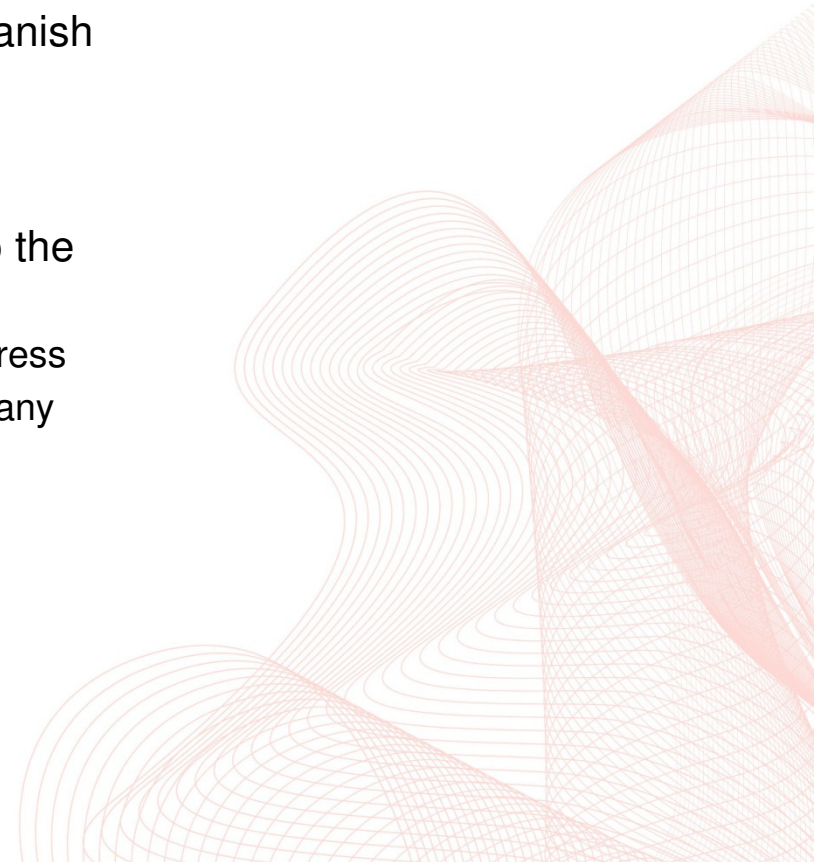
- That the registrant data is correct,
and
- If the registrant has the right to be anonymous according to the Danish Civil Registration System
- The validation check is done after a domain name reservation at the registrars and before the activation process at DK Hostmaster
- No validation against public registers for registrants residing outside Denmark



But what about the existing database?

First step in validating the existing database

- We have tried to match the registrants with the Danish Business Register for companies or Danish Civil Registration System.
- We were able to match 59% up front according to the following criteria:
 - For private registrants: 100% match on name and address
 - For companies: 100% match on name including company registration number and corporate form



It is not easy to write your name or address correctly.....

Handling of non-validated registrants

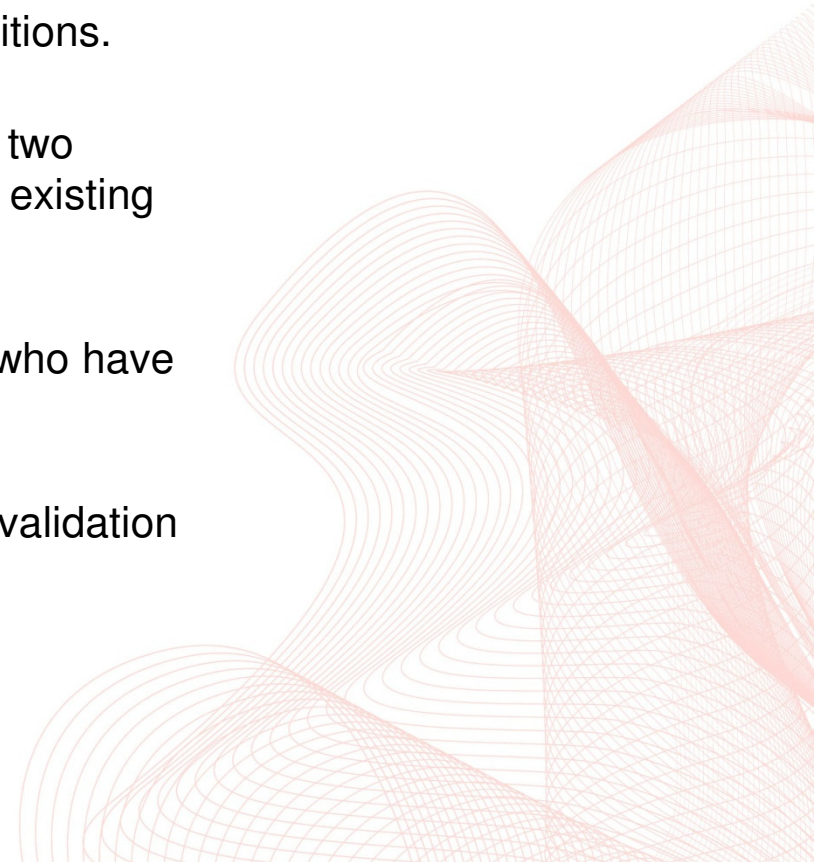
- Every day we send out between 1500 – 2000 emails including a token.
- The token works for 4 weeks then it dies.
- They can correct their data to a certain extent.
 - For companies a change in the name requires a transfer of the domain to the correct company name by using our online Self-service platform.
 - For private registrants a change in name requires either the use of their public digital signature or a transfer of the domain to the correct registrant name by using our online Self-service platform.



We needed some help!

What did we do?

- We have hired 7 students – equals 3 full time positions.
- Furthermore we have one full time employee and two supervisors who are involved in data validation of existing registrants.
- The students answer emails from the registrants who have received a token from us.
- We have established a special call-center for the validation of existing registrants.



Validation in numbers

Existing database (registered before 1st of March 2015)

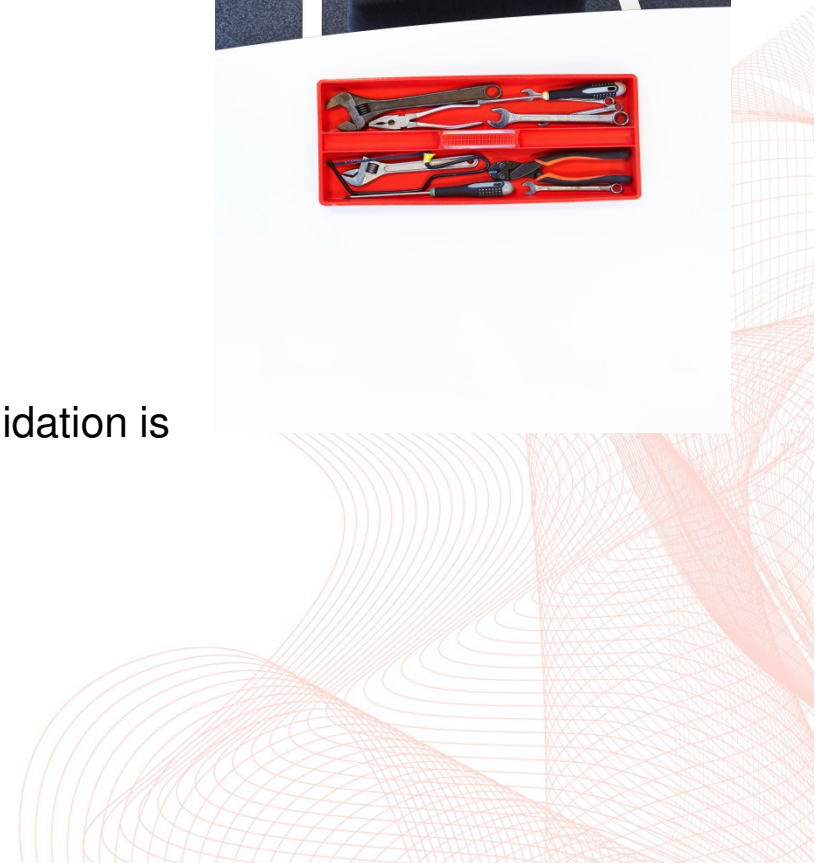
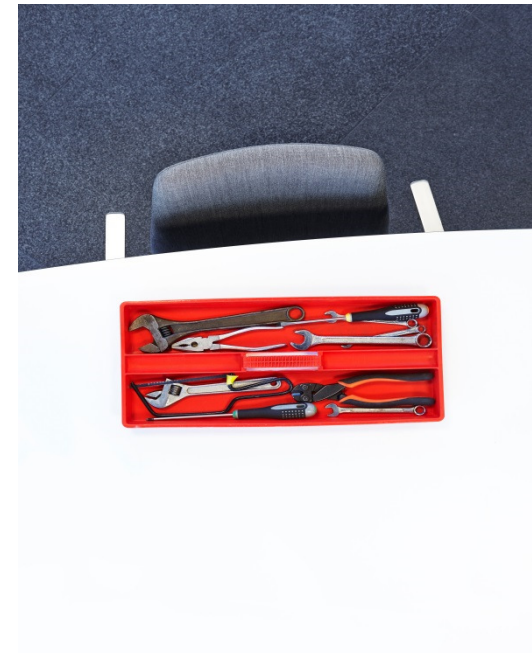
- Number of registrants is approximately 700.000
- Registrant with residence in DK approximately 640.000



Validation what to do next?

When we have contacted all registrants - we need to decide on what to do next?

- Do a second round of emails?
- Send a letter to the registrants?
- Suspend them temporarily?
- We will be in contact with the authorities since validation is required by law.



Thank you for listening

Questions?

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