



**auDA PUBLISHED POLICY**

**Policy Title:** REGISTRANT CONTACT INFORMATION POLICY

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**Status:** Current

**1. BACKGROUND**

- 1.1 This document sets out auDA's policy on the collection and maintenance of registrant contact information in the registry database (known as "contact objects") in the open .au second level domains (2LDs). At the time of publication, the open 2LDs are asn.au, com.au, id.au, net.au and org.au.
- 1.2 This document does not detail the technical steps required to create, update, transfer or delete a contact object in the registry database. This information is contained in the registry's technical procedures manual, which is made available to all auDA accredited registrars.

**2. COLLECTION OF REGISTRANT CONTACT INFORMATION**

- 2.1 Registrant contact information must be collected by the registrar at the time the domain name is registered.
- 2.2 There are four types of contact object stored in the registry database. The table below indicates the information that registrars must enter for each contact object.

<b>Contact Object</b>	<b>Information to be entered by Registrar</b>
Registrant Contact	MANDATORY Contact person or role (eg. "General Manager") nominated by the registrant. In the case of individual registrants, must be the registrant himself or herself. In the case of corporate registrants, must be a principal, employee or member of the registrant. MUST NOT be the registrar of record or their reseller.
Technical Contact	MANDATORY Contact person or role (eg. "General Manager") nominated by the registrant. May be the registrar of record or their reseller.
Administrative Contact	OPTIONAL Contact person or role (eg. "General Manager") nominated by the registrant. May be the registrar of record or their reseller.
Billing Contact	OPTIONAL Contact person or role (eg. "General Manager") nominated by the registrant. May be the registrar of record or their reseller.

### **3. MAINTENANCE OF REGISTRANT CONTACT INFORMATION**

- 3.1 Under the Registrant Agreement (Domain Name Licence), registrants are obliged to notify the registry, through the registrar, of any changes to their information. The Certificate of Registration includes a statement that failure to notify changes to contact or other information may result in revocation of the registrant's domain name licence.
- 3.2 Under the Registrar Agreement, registrars must update registrant data in the registry database within 5 business days of receiving the updated information from the registrant.