

REGISTRAR AGREEMENT & REGISTRY INFORMATION - DOMANENNAME

Information About Domain Registrars and Registry Partners

Version: 1.0 Effective Date: 18th May 2026 Company: CRISALEO LIMITED
Operating Domains: domanenname.com | domanenname.it | domanenname.eu
| domanenname.us | domanenname.de

Governing Law: The laws of England and Wales

1. OUR ROLE: RESELLER VS. REGISTRAR

1.1 Service Model

Domanenname operates as a domain registration reseller, not as the primary registrar.

`` Domain Registrant \(\You\) ? [Contractual Relationship] Domanenname
\(Reseller/Intermediary\) ? [Reseller Agreement] Registry Partner
\(ICANN-Accredited Registrar\) ? [Registrar Agreement] Registry \(\ICANN\) Tj ET I

1.2 What This Means for You

- You own the domain: Your name is the registered owner with the registry
- Domanenname manages registration: We handle your registration through partner registrars
- You pay Domanenname: Not directly to registrars or registries
- Support: First line of support from Domanenname; escalation to registrar if needed
- Your domain: Remains yours even if you leave Domanenname

2. OUR AUTHORISED REGISTRAR PARTNERS

2.1 OpenProvider

Company: OpenProvider \(\part of Hostnet Group\) Location: Amsterdam, Netherlands \(\EU jurisdiction\) ICANN Status: Accredited since 2005
Domains Managed: 2+ million Website: <https://www.openprovider.eu>

Specialties:

- .com, .net, .org, .eu, .uk, .nl, .de and 700+ TLDs
- DNSSEC support

- Bulk API operations
- Reseller programme \(\us\)

Data Protection: GDPR compliant Uptime SLA: 99.95% Support Response: 24-48 hours

Your Data with OpenProvider: Full registrant information and technical contact data. OpenProvider's privacy policy: <https://www.openprovider.eu/en/privacy-statement>

2.2 eNom

Company: eNom Inc. \(\Tucows subsidiary\) Location: Seattle, Washington, USA ICANN Status: Accredited since 1999 Domains Managed: 1+ million Website: <https://www.enom.com>

Specialties:

- .com, .net, .org, .biz, .mobi, .asia and 400+ TLDs
- Premium domain marketplace
- Email forwarding
- Bulk management tools
- Established registry partner \(\(25+ years\)\)

Data Protection: CCPA and GDPR \(\(partial\)\) Uptime SLA: 99.9% Support Response: 24-72 hours

Your Data with eNom: Complete registrant information processed according to eNom privacy policy: <https://www.enom.com/privacy>

2.3 Ascio Technologies

Company: Ascio Technologies A/S Location: Copenhagen, Denmark \(\(EU) Tj ET BT /F\)

500,000+ Website: <https://www.ascio.com>

Specialties:

- European TLDs \(\(.de, .fr, .dk, .at, .ch\)\)
- Enterprise solutions
- Advanced DNS management
- API-first architecture
- B2B focus

Data Protection: GDPR fully compliant Uptime SLA: 99.95% Support Response: 24-48 hours

Your Data with Ascio: Registrant data and technical records. Ascio privacy policy: <https://www.ascio.com/privacy>

2.4 Twcoms Domains

Company: Twcoms Inc. Location: Galveston, Texas, USA ICANN Status:
Accredited Domains Managed: 300,000+ Website: <https://www.twcoms.com>

Specialties:

- .us, .biz, .mobi, .tel, .xxx domains
- Bulk operations
- Competitive pricing
- USA-focused registrations

Data Protection: CCPA compliant Uptime SLA: 99.5% Support Response:
24-72 hours

Your Data with Twcoms: Registrant information per Twcoms privacy
policy: <https://www.twcoms.com/privacy>

3. AUTOMATIC REGISTRAR SELECTION

3.1 How We Choose Your Registrar

You do not select your registrar. Domanenname automatically selects
the best registrar based on:

Priority Order:

1. TLD Support: Which registrars support your specific TLD
2. Uptime History: Registrar with highest availability record
3. Cost: We select the most cost-efficient option for you
4. Speed: Registrar with fastest registration processing
5. Locality: Registrar with best compliance for your jurisdiction

Example: For .com registration, we might use OpenProvider
\(Europe-based\) if you're in EU for GDPR proximity, or eNom if you're
in USA.

3.2 Why You Can't Choose

- Simplifies the platform
- Reduces your decision-making burden
- Optimises costs \(\passed to you\)
- Ensures best registrar for each TLD
- Maintains operational efficiency

Request Exception: Contact support@domanenname.com with specific
requirements \(\we may accommodate for business customers\).

4. YOUR PERSONAL DATA AND REGISTRY PARTNERS

4.1 Data Transferred Automatically

When you register a domain, your personal data is automatically transferred to:

Step 1: Domanenname receives:

- Full registrant information
- Payment data
- Contact preferences

Step 2: Domanenname transfers to selected Registrar Partner:

- Registrant name, address, email, phone
- Administrative contact \ (if different\)
- Technical contact \ (if different\)
- Billing address
- Payment method \ (processed, not stored\)
- Nameserver preferences

Step 3: Registrar Partner transfers to Registry:

- All required ICANN-mandatory data
- Registry-specific requirements by TLD

Step 4: Registry publishes \ (if no WHOIS Privacy\):

- Name, address, email, phone
- Registration and expiration dates
- Registrar information
- Nameserver information

4.2 Your Privacy Rights vs. Registrar Partners

Each registrar partner has their own privacy obligations:

Registrar	Primary Law	GDPR	CCPA	Your Rights	
Dutch/EU Law	? Full	? Partial	GDPR rights + local appeals		OpenProvider
eNom	US Law	? Partial	? Full	CCPA + GDPR \ (limited\)	
Ascio	Danish/EU Law	? Full	? Partial	GDPR rights + local appeals	
Twcoms	US Law	? Partial	? Full	CCPA + GDPR \ (limited\)	

You can exercise GDPR/CCPA rights directly with registrars:

- OpenProvider: privacy@openprovider.eu
- eNom: privacy@enom.com

- Ascio: privacy@ascio.com
 - Twcoms: privacy@twcoms.com
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5. REGISTRAR FAILOVER & EMERGENCY

5.1 If Your Registrar Goes Down

If the registrar managing your domain becomes unavailable:

Timeline:

- 0-30 minutes: System monitoring alerts us
- 30-60 minutes: We attempt to contact registrar
- 1-4 hours: If unresponsive, we notify you and activate backup
- 4-8 hours: Domain migrated to backup registrar
- 24+ hours: If primary still down, migration is permanent

Your Domain During Outage:

- ? Remains active \ (registry is separate from registrar\)
- ? DNS resolution continues \ (nameserver unchanged\)
- ? Email and services unaffected
- ? Website/content continues serving

Control Panel During Outage:

- ? Domanenname panel may show stale information
 - ? Some features temporarily unavailable
 - ? Cannot process transfers/renewals
 - ? Support response may be delayed
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6. WHOIS PROPAGATION AND DNS

6.1 Public WHOIS Database

Your registrant information is automatically entered into the public WHOIS database \ (unless WHOIS Privacy is active\):

Publicly Available:

- Full name
- Postal address
- Email address
- Phone number
- Registration and expiration dates
- Registrar name
- Nameserver information

Public Access Methods:

- WHOIS command line tool
- <https://www.whois.net>
- WHOIS API queries
- Search engine indexing

6.2 WHOIS Privacy Protection

Optional service masks your information:

Cost: Additional annual fee \ (varies by TLD\)
What's Hidden: Name, address, email, phone
What's Not Hidden: Nameserver information, registry contact
Exceptions:

- .de, .uk \ (some registry restrictions\)
 - Legal authorities can request real data
 - During domain transfer \ (data may temporarily be visible\)
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7. NAMESERVER MANAGEMENT

7.1 Nameserver Configuration

Upon registration, your domain has default nameservers assigned by Domanenname or our registrar partner.

You can:

- Change nameservers via control panel
- Point to your own DNS provider
- Use our DNS management service
- Set up custom nameservers

You cannot:

- Point to invalid nameservers \ (registry validation required\)
- Use registrar nameservers of another registrar \ (technical) Tj ET BT /F1 11 T

7.2 DNS Propagation

Changes to DNS take time to propagate globally:

Typical Timeline:

- 0-2 hours: Propagation to major DNS servers
- 2-24 hours: Regional propagation
- 24-72 hours: Complete global propagation

Not Our Responsibility:

- ISP DNS caching \ (your ISP responsibility\)

- Corporate firewall DNS caching
 - Your local computer DNS cache
 - Regional DNS server delays
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8. DOMAIN TRANSFERS BETWEEN REGISTRARS

8.1 You Can Transfer to Another Registrar

You have an inalienable right to transfer your domain:

Process:

1. Request EPP authorization code from Domanenname
2. New registrar initiates transfer request
3. We receive transfer request \ (approval automatic unless domain) Tj ET BT /Fl
4. 3-7 days: Domain transferred to new registrar
5. Your domain is active with new registrar

No Penalties:

- ? No transfer fees from Domanenname
- ? No lock-in period
- ? No termination fees
- ? Your domain remains yours

8.2 After Transfer

Once transferred, Domanenname:

- Can no longer manage your domain
- Cannot provide support
- Cannot process renewals
- Your control panel access is disabled

You must:

- Use new registrar's control panel
 - Renew with new registrar
 - Manage DNS through new registrar
 - Re-activate WHOIS Privacy if needed
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9. REGISTRY COMPLIANCE AND ICANN

9.1 ICANN Policy

All domain registrations must comply with ICANN policy:

- Registrar Accreditation Agreement: Both our registrar partners and Domanenname must comply
- WHOIS Accuracy: Registrant data must be accurate and updated
- Transfer Policy: Standardised transfer procedures
- Data Protection: Compliance with privacy regulations
- Anti-Abuse: Prohibition of illegal domain uses
- Dispute Resolution: UDRP procedures for domain disputes

9.2 Registry-Specific Rules

Each registry \ (e.g., Verisign for .com, Telecom Italia for .it\) has specific rules:

Examples:

- .com: Open registration, no geographic restrictions
- .eu: Restricted to EU residents/organisations \ (verified\)
- .de: Some restrictions for German entities
- .uk: Faster deployment, different transfer rules
- .it: Italian registry restrictions

We ensure compliance: Domanenname and our registrar partners ensure your registration complies with all registry requirements.

9.3 Audit Rights

ICANN periodically audits registrars and resellers:

- Annual compliance audits
- Investigation of complaints
- Enforcement of policy violations
- Penalties for non-compliance

This helps protect you: Audits ensure we and our partners maintain high standards.

10. SERVICE LEVEL EXPECTATIONS

10.1 Registrar Uptime SLA

Registrar	Target Uptime	What's Covered	Compensation
OpenProvider	99.95%	Registry connectivity	Service credit
eNom	99.9%	control panel	Account credit
Ascio	99.95%	operations	Service credit
Twcoms	99.5%	Domain management	Case-by-case

10.2 Our Uptime Target

Domanenname targets 99.5% uptime for our control panel.

Not Guaranteed:

- Registry uptime \(\(outside our control\)\)
- Registrar uptime \(\(partner responsibility\)\)
- DNS propagation \(\(global system\)\)
- Third-party service availability

Is Guaranteed:

- Our support responsiveness
- Our DNS management tools
- Our control panel availability
- Our email notifications

11. SUPPORT AND ESCALATION

11.1 First Line Support

Contact Domanenname for:

- Account and billing issues
- Control panel questions
- General domain questions
- Nameserver configuration help
- Initial technical support

Contact: support@domanenname.com Response: 24 hours \(\(business hours\)\)

11.2 Second Line Escalation

For issues requiring registrar involvement:

- Registrar-specific technical issues
- Registry-level compliance questions
- Complex transfer situations
- Emergency failover coordination

We escalate: When needed, we escalate to registrar partner Response: 24-48 hours from registrar

11.3 Third Line: Registry

Rarely, issues require registry involvement:

- ICANN policy violations
- Registry-specific rules
- Compliance investigations

Process: Escalates through registrar to registry Response: 5-10 working days

12. COSTS AND TRANSPARENCY

12.1 What You Pay

You pay Domanenname for:

- Domain registration/renewal
- Optional WHOIS Privacy
- Control panel access
- Email notifications
- Support

12.2 What We Pay \ (Transparent\)

Domanenname pays registrars:

- Registry fees \ (1-5 per transaction\)
- Registrar processing fees \ (1-4 per transaction\)
- Infrastructure costs

You Don't See These: Costs are included in the price you pay. We don't add surcharges on top of registrar fees.

12.3 Why Prices Vary by TLD

Different registrars charge different amounts:

- .com: 2 per registration \ (common, lower cost\)
- .de: 4 per registration \ (German registry, higher\)
- .uk: 1.50 per registration \ (competitive\)
- .eu: 2.80 per registration \ (European\)

We pass savings to you: If a registrar has lower costs, your price is lower.

13. LIMITATIONS AND DISCLAIMERS

13.1 We're Not Responsible For:

- ? Registry outages or decisions
- ? Registrar technical failures
- ? DNS propagation delays
- ? Nameserver provider downtime

- ? Your email provider issues
- ? Your website host issues
- ? Registry policy enforcement
- ? ICANN audit outcomes

13.2 We Are Responsible For:

- ? Accurate registrar selection
 - ? Correct registrant data submission
 - ? Timely registration processing
 - ? Control panel maintenance
 - ? WHOIS Privacy protection \((if purchased\)
 - ? Customer support coordination
 - ? Data protection compliance
 - ? Renewal reminders
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14. QUESTIONS ABOUT REGISTRARS?

Need more information?

- About OpenProvider: <https://www.openprovider.eu>
- About eNom: <https://www.enom.com>
- About Ascio: <https://www.ascio.com>
- About Twcoms: <https://www.twcoms.com>
- About ICANN: <https://www.icann.org>
- About registries: <https://www.iana.org/domains/root/db>

Contact Domanenname for clarification:

- Email: support@domanenname.com
 - Legal: legal@domanenname.com
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Approved by: CRISALEO LIMITED Legal & Technical Team