

## Frequently Asked Questions

### GENERAL FAQs

#### *About .tel*

- **What is .tel?**

The .tel is a service that allows individuals and businesses alike to store and manage all their contact information and keywords directly in the DNS without the need to build, host or manage a website. For more information, see [.tel for businesses](#) and [.tel for individuals](#).

- **Why is .tel different than other Top Level Domains (TLDs)?**

The value of a .tel domain lies with the ability to host personal (or corporate) contact information directly in the DNS, which can then be universally accessible. This stands in contrast to the typical use of the DNS for other TLDs, in which the DNS only provides a mapping between domain names and IP addresses.

- **Can I protect my private data?**

The .tel enables you to protect your private data, allowing it to be seen only by people you authorize. For more information, please see [How do I protect my Private Data](#).

#### *Buying .tel*

- **When can I buy a .tel domain?**

Registering .tel domains will occur in three phases: Sunrise, Landrush and General Availability. For more information on each phase see [Launch Information](#).

- **How can I buy a .tel domain?**

You can only purchase your .tel domain online through an ICANN accredited registrar. Telnic will publish a list of all participating registrars at launch.

- **Can I buy a .tel domain in advance?**

No pre-registration is available. Anyone offering advance registration is not authorized to do so.

- **How much will a .tel domain name cost?**

Prices for a .tel domain name will vary from registrar to registrar, but should remain comparable with the prices for other popular domain names.

- **For what term can I buy a .tel domain?**

Typically, registrars will allow you to register domain names for up to 10 years.

- **How will trademarks be protected?**

A preferential registration period called [Sunrise](#) will allow trademark owners to protect their intellectual property.

- **What are the restrictions on a .tel domain?**

The minimum number of characters in a .tel domain is 3 and the maximum number is 63 not including the .tel suffix. Every domain must contain at least one letter from a-z or "A to Z" in standard US ASCII script. No domain can begin or end with a hyphen nor can a domain have a hyphen in the 3rd and 4th position. A .tel domain may not consist purely of digits. The .tel naming conventions are described in detail in the [Acceptable Use Policy](#).

- **Can I transfer or sell a .tel domain name?**

You can sell or transfer a .tel domain just as you would with other domain names.

- **How do I resolve a dispute regarding a .tel domain name?**

.tel domain names are subject to the Uniform Domain Name Dispute Resolution Policy (UDRP), which establishes a procedure for resolving many trademark disputes relating to domain names. More information on the [UDRP](#) is available.

## **The .tel Community**

- **Who is ICANN and what is their role?**

ICANN, the Internet Corporation of Assigned Names and Numbers, is the international organization responsible for the oversight of the coordination of the Domain Name System and Top Level Domains (.com, .net, .org, .biz, etc.). More information is available at [ICANN.org](#).

- **What is the role of the .tel Sponsoring Organization?**

ICANN has delegated to Telnic Limited, the .tel Sponsoring Organization, the responsibility for developing, implementing and policing certain policies related to the .tel Top Level Domain and its community.

## **REGISTRAR FAQs**

### **Registrar Questions**

- **What is .tel?**

The .tel is service that allows individuals and businesses alike to store and manage all their contact information and keywords directly in the DNS without the need to build, host or manage a website. For more information, please see [.tel for businesses](#) and [.tel for individuals](#).

- **Why should registrars offer .tel domains?**

The .tel sTLD has significant potential for offering new and unique services using the DNS. The value of a .tel domain lies with the ability to host personal (or corporate) contact information directly in the DNS, which can then be universally accessible. This stands in contrast to the typical use of the DNS for other TLDs, in which the DNS only provides a mapping between domain names and IP addresses. To learn more, please see [What are the Key Features of a .tel domain?](#)

- **How does the .tel work?**

Unlike traditional TLDs that map domain names to IP address, the .tel maps domain names to contact information (personal and corporate) and keywords that are stored directly, making it universally accessible. For more information, please visit [Why is .tel an Innovative top level domain?](#)

- **Is it possible to create a web site on a .tel domain?**

TelHost Providers must abide by the TelHosting policy which disallows A-records that map .tel domains to custom web sites. All .tel domains point to a proxy page displaying contact information stored in the domain in a unified way.

- **Who is eligible to register a .tel?**

Anyone can register a .tel domain name. The .tel is designed for both individuals and companies.

- **How much will a .tel cost?**

For full pricing information, please see [Pricing](#).

- **What is the launch schedule?**

Sunrise opens at 15:00 GMT on 3 December 2008 and closes 23:59 GMT on 2 February 2009. Landrush opens at 15:00 GMT on 3 February 2009 and closes at 23:59 GMT on 23 March 2009. General Availability opens at 15:00 GMT on 24 March 2009.

- **What will be provided in terms of marketing material?**

Telnic will provide registrars with a comprehensive marketing pack. For more information, please see [Marketing Material](#).

- **How will .tel premium names be handled?**

No premium names have been reserved by the Registry. All premium names that are not trademarks will be available at Landrush.

- **What are the .tel naming conventions?**

The minimum number of characters in a .tel domain is 3 and the maximum number is 63 not including the ,tel suffix. Every domain must contain at least one letter from a-z or "A to Z" in standard US ASCII script. No domain can begin or end with a hyphen nor can a domain have a hyphen in the 3rd and 4th position. A .tel domain may not consist purely of digits. The .tel naming conventions are described in detail in the [Acceptable Use Policy](#).

- **Can registrants use .tel for an email addresses (i.e. adam@smith.tel)?**

Yes. MX records may be assigned to .tel domain names.

- **What is the policy for third level sub-domains?**

Third and higher level domains ("Extended Names") may be created subject to the following restrictions: (1) In the case of corporate registrants, the registration and use of any Extended Name is free of charge to and is solely for the use of subsidiary business units or employees of the company, or members of the association that is registrant of the domain name. (2) Where the registrant is a natural person, the Extended Name is only for the personal use of the registrant or its family members, not offered as a service to third parties and no fee or other compensation is charged in connection with such sub-delegation. (3) The Extended Name does not breach other policies, standards or procedures of the .tel registry. Full details are contained in the [Acceptable Use Policy](#).

- **Can registrants host .tel domains themselves?**

As long as registrants abide by the TelHosting policy, they will be able to host their .tel domains.

- **Will .tel domains be auctioned?**

.tel domain names will not be auctioned by Telnic. All domain names will be allocated by a first-come, first-served basis during Sunrise, Landrush and General Availability.

- **Will there be a list of reserved names not available for registration?**

All one and two character second level domain names are reserved as are domain names with hyphens in the third and fourth position. A full list of reserved domain names will be published before Sunrise.

- **How are appeals handled during sunrise?**

Appeals (by an applicant) and challenges (by any third party) to the decision of the Validation Agent are treated in the Sunrise Policy under the general term "reconsideration".

### **Sunrise Questions**

- **What is Sunrise?**

It is period of time when the .tel registry allows only trademark holders to register .tel domains.

- **Who verifies .tel Sunrise applications?**

A Validation Agent verifies all Sunrise applications. Telnic has chosen "Deloitte" to perform validation.

- **Is there a challenge period for Sunrise applications?**

Yes there is a challenge period of 10 calendar days following the date of publication of the validation results in the online database. This will be done through the Validation Agent "Deloitte".

- **When does a trademark need to have been registered for it to be valid?**

The application of a trademark needs to be filed before the 30 May 2008 and needs to be registered prior to 3 December 2008.

- **If a company has a US State trademark. Is that a valid trademark?**

No, only trademarks with national effect may register during Sunrise.

- **Is a Service mark a valid trademark?**

Yes, so long as it has national effect.

- **Can registrars accept pre-registration?**

Registrars may accept pre-registrations; however the .tel Registry will not accept any pre-registrations.

- **What information needs to accompany a Sunrise application?**

All Sunrise applications must contain the following information: Trademark name, country of registration, date of registration, the registration number and the applicant's capacity i.e. owner, licensee or assignee.

- **What documentation is needed for Sunrise?**

Documentation is only needed if the Validation Agent requests further information. This request will be made to the sponsoring registrar.

- **What is the term for registration of a .tel domain during Sunrise?**

Three (3) years is the registration period.

- **Are you allowed register different spellings of a trademark in Sunrise?**

No, all Sunrise applications must be identical to all text or word elements contained in the eligible trademark.

- **If the trademark contains special characters (such as -, !, \$, %, ©, ^ or & ), how should it be registered?**

The character can be eliminated, transcribed or replaced with a hyphen.

- **If the trademark contains letters that are not contained in the standard Latin script e.g. "ä" or "é" etc, how should the domain be registered?**

The trademark may be registered without such elements or replaced by conventionally accepted spellings (such as "ae").

- **Can figurative signs and logos be registered during Sunrise?**

Yes, figurative signs and logos can be registered during Sunrise, if the sign exclusively contains a name or if the word element is predominant and can be separated and if the alphanumeric characters are in the same order as the domain that is being applied for in Sunrise and if the general impression of the word is apparent and cannot be misread.

- **Are transfers allowed during the Sunrise period?**

No, transfers are not allowed during the Sunrise period.

- **How and to whom do I make a payment for a Sunrise reconsideration proceeding?**

Sunrise reconsideration proceedings are conducted by the Validation Agent, Deloitte. Payment will be debited from Registrar's account with the Registry.

- **What happens to Sunrise applications when they are approved and about to be registered if my account runs out of money?**

Such names will not proceed to registration until the registry receives sufficient funds from the registrar. No-one else will be able to register the domain names, however we reserve the right to release such names if the registrar does not remit funds in a timely manner.

## Technical Questions

### NAPTRS & Name Servers

- **What is a NAPTR record?**

A Naming Authority PoinTeR Record (or NAPTR) is a standard DNS resource record that allows storage of contact information (URIs) within DNS. They are defined in more detail as part of [RFC 3403](#).

- **How are NAPTR records stored?**

They are contained within a DNS server, such as [BIND](#) or [PowerDNS](#).

- **What name server compliance is required (i.e. open AXFR, recursions, etc.)?**

The important criteria are that the DNS server is [not recursive](#), supports [EDNS0](#) and [NAPTR](#) records.

- **What is the default setting for time to live (TTL) and does the registrar need to keep a specified value?**

The [TTL](#) of resource records in .tel domains is a matter for Registrars to set.

However, they must comply with the range outlined in our [TelHosting Policy](#).

- **Does the registrar need to install any additional software on its DNS servers?**

The .tel domain is all about controlling the contact information held in the NAPTR records. The majority of common DNS servers support the storage of NAPTRs, but don't allow end-users to control them. Telnic will be providing software to enable users to control the contents of their domains via an easy-to-use web interface.

This software will require installation, but the DNS servers themselves will not.

- **Will the registrar need to pass a "DNS accreditation" to host .tel domains?**

Yes, this is a simple process that ensures users of .tel domains have a consistently good experience. Full details are available as part of our TelHosting Accreditation process.

### **TelHosting Software**

- **What language is the TelHosting software in?**  
The TelHosting software is written in cross-platform Java. It uses Tomcat, JAX-WS and other open-source java components.
- **What interfaces does the TelHosting software provide?**  
The TelHosting software provides both a web interface and an API layer interface. The API is specified as a web service, defined using [SOAP](#) as its a language-neutral, platform neutral protocol.
- **What platforms can be used to run the TelHosting software?**  
As a Java web application, it should run on most platforms and operating systems that support the Sun Java 1.5 Runtime. It has been tested and verified on Windows XP SP2, Mac OS X 10.4 and 10.5, and RHEL 4 (Linux).
- **Will full API specifications be available for download?**  
Yes, XML schemas for the APIs will be available, as well as full functional specifications for the TelHosting platform that uses SOAP to implement these XML schemas.

### **Client Software**

- **What client software will be made available?**  
Telnic have developed software for Microsoft Outlook 2003, Blackberry, and Windows Mobile.
- **Is the client software open source and customizable in-house?**  
Yes, it is - and we encourage everyone to take active part in our developer community.
- **Will full client software specifications be available for download?**  
Documentation of the existing clients will be made available and the developer forum will contain information on client implementation "best practise".

### **OT&E**

- **Is OT&E required?**  
Yes all registrars who want to become .tel accredited must complete OT&E.
- **When will OT&E begin?**  
OT&E will begin before launch; the .tel registry will inform the registrars of the dates in due course.

- **Does Telnic have a provision for free cancellation during the 5 days add-grace period?**

Yes. Only a proportion of a registrar's registrations can be refunded during the add-grace period. A registrar may not delete anymore than 10% of its new creates or not more than 50% whichever is the maximum (Maximum AGP). A reconciliation will happen at the end of each month.

- **How are connections allotted?**

Production SRS: up to 15 connections per registrar spread across no more than 2 /27 subnets. OT&E SRS: up to 7 connections per registrar spread across no more than 2 /27 subnets.

### **Financial Questions**

- **When does payment take place?**

In Sunrise the three year registration fee will be deducted only if an application is accepted. During Landrush and General Availability, the registration fee will be deducted at time of registration of the domain.

- **How do I check my balance?**

Your balance is available to you by going to the Registry eBill at to <https://ebill.neustar.biz/>

- **What currency can I pay in?**

All funds remitted will translated into US dollars at the exchange rate of the bank at the time of the transfer. Credited amounts will be net of any bank charges.

- **My account's running low. How do I top it up?**

All monies must be remitted by wire transfer upon accreditation for .tel. Each registrar will be given a unique bank account for the purpose of wiring funds. Please visit [Account Funding Instructions](#) for more details

- **Will my invoices include VAT?**

VAT Invoices will be sent out to all registrars when funds are received

- **Will you make emergency credits to my account and how do I make payments?**

Registrars need to keep their accounts up-to-date as Telnic does not have the provision for emergency funding.

- **How I can obtain details of account activity?**

Transactions can be reviewed on-line or downloaded locally through the Registrar account with the NeuStar website. See Registrar Reference Guide for further details.

- **If we overfund our account, can we request a refund?**

Refunds will be given at the discretion of the .tel registry.

- **Will we receive an invoice each month?**

Every registrar will receive a statement each month with all their transactions detailed.