



# Implementation Manual and Guidelines for Liberia's ccTLD

- *A Detailed Guidance to* standardize the domain name registration services and management

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## INTRODUCTION

This Implementation Manual is an essential reference document for any individual or organization interested in operating or managing a domain name under Liberia's country code Top Level Domain (ccTLD). It provides practical information and concrete assistance to potential applicants and other stakeholders seeking information on the registration of a domain name under Liberia's ccTLD. It summarizes the role of the Registrars and spells out the Domain Name Registration Requirements and how Domain name can be changed or cancelled, among others.

### 1.1 Background

These Guidelines are formulated in accordance with the provisions of "Liberia country code Top Level Domain Name Regulations" (hereinafter referred to as the "Dot LR Regulations"), in order to regulate and standardize the domain name registration services and management.

- a) Any application for registration of the ".lr domain name or any provision of the domain name registration services shall comply with these Guidelines.
- b) The domain name systems involved in the Guidelines shall meet the requirements announced by the Registry, an autonomous unit within the Liberia Telecommunication Authority (LTA), on Liberia's Internet domain name systems.

### 2.1 Registrars

- A. Any institution interested to provide domain name registration services as Registrar under Dot LR shall obtain approval from the Registry situated within LTA.
  - B. To become a Registrar, the institution shall perform one or all of the following:
    1. Setting up domain name registration service system under Dot LR;
    2. To have the credibility or capability of providing clients with long-term services;
    3. To develop business development plans and related technical schemes;
    4. To take effective network and information security safeguard measures;
    5. To establish a sound domain name registration exit mechanism;
    6. To comply with other relevant national rules and regulations.
- a) Any registrar intending to provide registration services under the ".LR" domain name shall enter into an agreement with the Registry
  - b) The registrars shall implement domain name registration services in compliance with the rules and regulations and sign up the sole agreement with the applicant.
  - c) The registrars shall display or publicize the license number and the approved registration scope of domain names issued by the Registry as well as the information of the services hotlines of regulations and the registrar at their operating sites or on their website homepages or business forms.
  - d) The registrars shall retain the correspondences with the Registry and the domain name applicants and holders as well as relevant documents and records while providing domain name registration services with a minimum retention period of **one year** but exclude the exceptional regulations by the implementing rules.

- e) In the process of domain name registration service provision, the domain name registration service providers are not allowed to:
- 1) Provide domain name registration services in the name of government agencies, other enterprises or institutions or any social organizations;
  - 2) Register domain names with false information to take up domain name resources in disguised forms;
  - 3) Provide domain name registration services by means of unfair competition, e.g. misleading or threatening clients;
  - 4) Force the clients to extend the period of registration or sell with other services bundled;
  - 5) Submit registration information to the Registry outside the specified time;
  - 6) Reject the application of the domain name holders for the domain name transfer code or charge the holders for the transfer application;
  - 7) Disclose the registration-related information of the clients which infringes the legitimate rights and interests of the clients, or use such information to obtain illegitimate interests;
  - 8) Carry out domain name trading and investments for the purpose of profits;
  - 9) Engage in practices against the regulations or that infringe the clients' interests.
- f) In case of any registrar violating the above provisions, the Registry shall require it to be held responsible for the violation in accordance with the agreements signed, or terminate the cooperation agreement in case of gross violation.
- g) Registrars shall at least meet the following information security requirements:
- 1) There shall be 2 emergency contacts to be responsible for 24-hour emergency
  - 2) Specialized network information security administrators shall be employed in compliance with the registration service scale of the registrars;

### 3.1 Monitoring Functions.

- a) All registered domain names and corresponding IP addresses shall be monitored and managed dynamically and reported and recorded to the Registry in a real time basis;
- b) Websites proven to be engaged in money laundering, pornography, terrorism, among others using Dot Lr domain name shall be termed illegal and shut down without further notice;**
- c) Black namelist database of illegal websites and domains shall be set up to ensure the domains in the black namelist database will not be registered or utilized.**

### **3.2 Disqualification**

In case of one of the following, the Registry shall terminate relevant agreements signed with the registrars.

- 1) The registrars are no longer capable of providing normal services due to major business problem;
- 2) The registrar act with gross violation of these Guidelines, related agreements and other relevant Regulations.

The disqualified domain name registration service providers shall:

- 1) Distribute or transfer the domain names to be registered to other qualified registrar or other registrar designated by the Registry within ten days after being disqualified;
- 2) Within 10 days after the disqualification of registrar, registrant information they kept shall be deleted, destroyed and go through the check confirmation by the Registry.

### **4.1 Domain Name Registration Application and Review**

- a) Any natural person or organization that can bear independently its own civil responsibilities has the right to apply for the domain registration under the TLD but exclude the exceptional conditions defined by the implementing rules.
- b) The applicant shall submit the following written materials to registrar when applying for the domain name:
  - 1) ID material of applicant;
  - 2) ID material of the contact of domain name registration;
  - 3) Other materials required by the Registry;
- c) Registrars shall verify the authenticity, accuracy and integrity of the materials stated above in line with recommended practice
- d) If a registrant falsifies document or deceives a registrar into obtaining a domain name and such deception or falsification which was the basis for such registration is subsequently proven, the registrant shall face administrative actions and or the full weight of the law as may be determined;
- e) An application for domain name registration shall submit the following information to registrars in written or electronic forms:
  - 1) The domain name applied;
  - 2) The host names and IP addresses of the primary domain name server and the secondary domain name server;
  - 3) The natural person applicant shall submit the name, mailing address, telephone, email; the organizational applicant shall submit the organizational name, organization code certificate, mailing address, email and telephone and so on;

4) names, mailing addresses, e-mails, and telephone numbers of the applicant's domain name technical contact, management contact, payment contact and the principal undertaker;

5) Period for the domain name registration.

- f) Registrars shall submit the registration information stated as above to the Registry within one (1) working day after receiving the domain name registration application.
- g) The applicants shall make the commitment in the domain name registration agreement:
  - 1) To comply with laws and regulations related to the Internet networks;
  - 2) To comply with the policy and other relevant regulations;
  - 3) To comply with these Rules and other regulations as the domain name dispute resolution policy;
  - 4) To ensure the authenticity, accuracy and integrity of the registration information submitted.
- h) The application date shall be the date when the Registry receives the first valid registration application. The Registry and the registrars shall inform the applicants of the application dates.
- i) Registrars shall strengthen the review of domain name registration to ensure the domain name registered from the registrar does not breach the ccTLD Regulations.

### **5.1 Domain Review**

The Registry shall review the registered domain name and notify the registrars to cancel the domain name for violating the following:

- a) Liberia Internet Domain Name Regulations
- b) Providing inauthentic, inaccurate and incomplete domain name registration information.

A third-level domain under “.GOV.LR”

The applicant shall:

- 1) Be the legal person of administrative body or institution functioning in the administrative affairs.
- 2) Submit the domain name application table bearing the official seal and material that can prove the applicant identity as the government, other materials and registration information stipulated in the implementing Guidelines.

The registrars shall submit the copies of the above documents. The registrars and the Registry shall keep the above written documents within the validity period of the registered domain name.

### **5.2 Rules for Applying for Dot Edu.lr**

- a) Rules governing the third-level domain under “.EDU.LR” shall be separately formulated by Liberia Research and Education Network.
- b) Such rules shall be in compliance with the Dot Lr Regulations

## **6.1 Domain Name Changes and Cancellation**

- a) In case of any changes to the registration information rather than the information of the domain name holder, the domain name holder shall apply to the registrars for registration information changing within thirty days after the changes take place according to the change confirmation adopted when applying for the domain name.
- b) The registrars shall submit the changed registration information to the Registry within three working days after receiving the changes from the domain name holder.
- c) The registrars shall not make changes to any client's registration information without the consent of the domain name holder.
- d) Any organization that applies for domain name transfer shall submit the valid and effective application form for domain name transfer and identification.
- e) Registrars shall audit when receiving the materials above within three working days and change the domain name holder after the qualified auditing result.
- f) Any organization that applies for domain name cancellation shall submit the valid and effective application form for domain name cancellation and identification documents.
- g) Registrars shall audit when receiving the materials above within three working days and cancel the domain name holder after the qualified auditing result.
- h) When complaints are lodged that a domain name violates the Regulations and these Rules, the Registry shall investigate said complaints and determine if the complaint is authentic. When the violation is established, the registrar shall be authorized to implement decision of the Registry regarding the violation.
- i) The registrar shall not accept any application of the domain name holder for transferring or canceling any domain name under judicial proceedings, arbitrations or dispute resolution process, except where the party to which the domain name is being transferred agrees in writing to be bound by the judgment of the people's court, the arbitration institution or the institution resolving the domain name dispute.

## **7.1 Changing of Registrars or Transfer**

- a) The domain name holder shall not apply for changing the registrar in the following circumstances:
  - 1) The domain name has been registered for less than sixty days;
  - 2) The period of registration will expire in less than fifteen days;
  - 3) The domain name has been registered with unpaid registration fees;
  - 4) The domain name holder has unidentified or is in disputed status;
  - 5) The domain name is held under proceedings of a judicial body, an arbitration institution or a domain name dispute resolution institution.
- b) The original registrar shall send the correct transfer code to the management contact email of the domain name registration information within three working days after receiving a valid application submitted by the domain name holder, and shall not charge for the transfer.
- c) If the registrar fails to provide the transfer code within three working days after receiving a valid application submitted by the domain name holder, or provides incorrect transfer code, then Registry may directly change the registration service provider.

- d) The registrar which the domain name is transferred to shall make a request for changes to Registry after receiving the application for changing the domain name registration service provider submitted by the domain name holder.
- e) The Registry shall, upon receiving the transferee's request for changing, give notices to the transferee and the transferor in writing (including that in electronic form). If the transferor gives express consent to the changing or fails to reply within five working days after Registry gives the written (or electronic) notices, then the Registry will change the registrar.
- f) If the transferor rejects the request for transfer, it shall promptly notify the Registry and the transferee in writing (including that in electronic form) with specific reason explained.
- g) The Registry shall reject the domain name holder's application for transfer if the reason for refusal explained by the transferor is included in that specified in 7.1b; if the reasons are out of the 7.1b, the Registry may change the registrar.
- h) The Registry shall notify the transferor and the transferee in writing (including that in electronic form) of the updates of database and information of the registration service provider.
- i) After the domain name holder changes the registrar, the transferee shall pay the Registry for one-year operation of the domain name transferred. The period for the registration shall then be extended for one year.

## **8.1 Confidentiality**

- a) Registry and registrars shall gain the consent from the users when acquiring the information about users' data and adopt the protection measures of data information as the encrypted way to avoid leaking information during the transmission process.
- b) Registrar main duty is to protect the users' information. Once the users' information is leaked due to the registrar, users will be compensated according to the agreement with the users.
- c) Registry and registrar shall adopt the protection measures of users' data information storage to protect the storage system security and avoid the leak during the storage process.
- d) Organizations as registry and registrar receiving the users' data information shall store the paper material and electronic media of users' information in a secure way.
- e) Users' information kept by registry and registrar shall be used exclusively during the process of domain name registration application, auditing and complaint and should not be used for other purposes.
- f) The Registry and registrar shall adopt the measures to strengthen the management about the potential personnel to whom the users' information expose to avoid the information leak incidents due to the personnel reasons.
- g) The Registry and registrar shall definitely notify users the ways, content and usage to collect and handle the personal information of users and information leak risk and clarify the protection measures adopted by the entity. Materials and information submitted by the domain name holders shall not be leaked to other persons for profit-making. Domain name registration agreement with the users shall clarify the protection duty toward the information security and define the detailed protection measures.

- h) The Registry conducts the regular check or sample check toward the information security and defending work of registrars.
- i) The Registry has the security management duty toward the “.lr. Registrars shall accept the security check and evaluation of users’ information from the Registry before signing up the registration service agreement with the Registry.
- j) Registrars shall regulate the domain name registration business to strictly control the scope of the personnel to whom the users’ information expose and reasonably set the operation authority of users’ information.
- k) The Registry shall cooperate with the Internet competent department to dispose the domain names infected by

### **9.1 Domain Name Dispute Resolution**

- a) The registrars shall actively cooperate with the Registry on the resolution of domain name disputes.
- b) The registrars shall take necessary measures to prevent the disputed domain name from being cancelled or transferred.
- c) If the Registry rules in its decision to cancel the registered domain name or to transfer it to the complainant, the domain name registration service provider, before enforcing the decision, shall wait ten calendar days calculating from the date on which the decision is published.

### **10.1 Domain Name Operation Fees**

- a) The registrars shall, in accordance with the Regulations, charge the domain name holder for operation of the domain name.
- b) The expiry date of the domain name shall be the same as the registration application date. The registrars shall, before the expiry date, remind the domain name holder to renew the domain name by effective means as e-mails.

The domain name holder shall not refuse to renew its domain name for the reason of having not received the renewal notice. The domain name registration service provider shall have records on such notices retained. Expiration of domain name follows the renew confirmation period. Domain name holder confirms whether to renew in this period.

Registrars have the authority to cancel the domain name if domain name holder confirms not to renew by written ways; if domain name holder fails to express whether or not to renew within 90 days, registrars have the authority to cancel the domain name. If the previous registrant seeks to apply for the same domain name, it shall come with an additional cost.

During the renewal confirmation period, registrars shall not change or suspend domain name resolution with the excuse of non-payment, but exclude the exceptional conditions agreed with the domain name holder.

### **11.1 Client Complaint Mechanism**

- a) The Registry shall have hotlines and e-mail for quality supervision and complaints of domain name registration services.
- b) The Registry shall give replies within five working days after receiving the complaints.
- c) The Registry shall supervise the registration services and activities of the registrars. Regarding any registrars violate the implementation rules hereof, the Registry shall take appropriate actions in accordance with the agreements signed with the registrars.

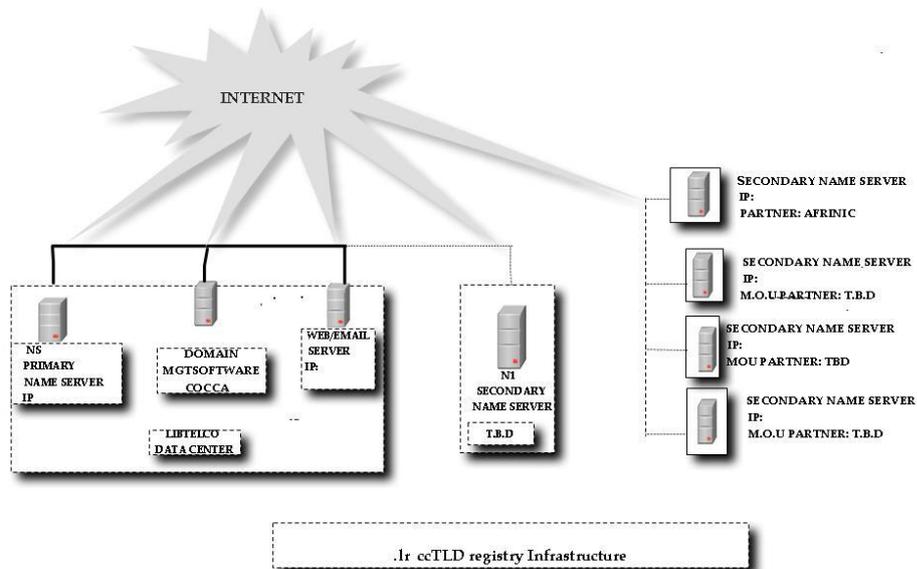
### **12.1 Supplementary Provisions**

- a) The WWW server shall be set up at the Registry and shall be used to publish the domain name registration information and other related issues.
- b) The information provided by the domain name registration applicants in the application forms shall be entered into the publicly accessible database and other publications by the Registry or registrars as one of the inputs of the directory service offered to the Internet users, except that particularly declared by the applicants for nondisclosure regulated by laws.
- c) The Registry has the right to amend these Rules subject to the development of the Internet network and the domain name system as well as revisions of relevant laws, regulations and policies.

## Appendix A

### Proposed Technical Diagram of the .lr ccTLD Infrastructure

The .lr ccTLD Registry will be hosted on one (1) primary server and also on several secondary servers. The Primary Server will be in-country while the secondary servers that will help to eliminate single point of failure to the .lr ccTLD Registry will be in different geographic locations and on different gateways. Below is the proposed architecture for the .lr ccTLD Registry



## Appendix B

### Some Second Level Domains for Different Users

One critical objective of this Policy Framework is to provide safe internet platform for Liberian internet community at an affordable cost. The other objective is to raise Liberia's profile on the World Wide Web. The assumption is when many stakeholders make use of the national digital space with Liberia's unique identity, it will lead to creating more content on the internet that are Liberian specific. Now is time to provide additional information for different internet users who have need for different second level domains. The information below will enable registrars to help their clients (registrants) on the specific second level domains.

1. .com.lr domains – for Liberian companies and businesses
2. .org.lr – for Liberian non-profit organizations (NGOs, CSO, etc.).
3. .edu.lr – for Liberian academic institutions of higher learning-

4. .gov.lr – for MACs and Government Organizations
5. .biz.lr – for Liberian Business Owners
6. .mil.lr – for Liberian Armed Forces (Military)
7. .sch.lr – for Liberian schools other than institutions of higher learning
8. .ent.lr – for Liberian entertainment bodies
9. .int.lr – for other Liberian institutions
10. .hotel.lr – for Liberian hotels
11. .art.lr – for Liberian art industry

Other Second Level Domains are:

- A. .agr.lr
- B. .asso.lr
- C. .city.lr
- D. .firm.lr
- E. .info.lr
- F. .job.lr
- G. .law.lr
- H. .med.lr
- I. .mus.lr
- J. .name.lr
- K. .net.lr
- L. .news.lr
- M. .ngo.lr
- N. .press.lr
- O. .sports.lr
- P. .tv.lr

## **Appendix C**

### **Proposed Delegation Profile of .lr** (Liberia Country-code top-level domain)

This proposed delegation profile of Liberia's ccTLD is patterned after the Ivorian approach where the Registry is situated within the regulatory authority. Like in Cote D'ivoire, LTA shall serve as the Administrative and Technical Contacts of Liberia's ccTLD.

ccTLD Manager

Liberia Telecommunications Authority

Administrative Contact

Administrative Manager  
Liberia Telecommunications Authority  
**Email: support@lta.gov.lr**  
Voice: +231  
Fax

Technical Contact  
Technical Manager  
Liberia Telecommunications Authority  
**Email: support@lta.gov.lr**  
Voice: +231  
Fax

## Name Servers

### Proposed Server Locations

Primary Server: Libtelco Data Center  
Secondary Server: ns-lr,Afrinic.net  
Secondary Server: Ivory Coast  
Secondary Server: Ghana

### IP Addresses

XXXXXXXXXXXX  
XXXXXXXXXXXX  
XXXXXXXXXXXX  
XXXXXXXXXXXX

### Registry Information:

URL for registration services  
WHOIS Server: whois.....