.au Registrar Manual

Prepared by Identity Digital

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Version Control

Version	Date	Changes
3.0	25.03.2024	Initial Document prepared by Identity Digital
3.1	17.04.2024	Review by auDA
3.2	20.05.2024	Update to the auDA Accreditation Process

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1 Introduction

This document has been created to provide .au accredited registrars with comprehensive detail about the .au registry system supported by Identity Digital Australia Pty Ltd (Identity Digital). Included within this document are important operational, technical, financial, and policy details. The policies and procedures in this manual are based on auDA's Published Policies located at:

https://www.auda.org.au/policies/

All .au accredited registrars are obligated to adhere to them by the terms of the agreements they have signed with Identity Digital.

For prices and additional policies, and for more technical documentation, please see auDA's website at https://www.auda.org.au as well as the **.au Registrar Web Portal** at:
 https://registrar.cctld.au

If you have any questions regarding this document, please contact us at support@identitydigital.au and we'll be happy to assist you.

Thank you and we look forward to serving you.

With our best wishes,
Identity Digital Australia Pty Ltd

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2 Roles and Responsibilities of the Parties

This section defines the roles of the three parties involved in the distribution and management of .au domain names:

- the .au Domain Administrator (auDA),
- the .au registry operator as of 1 July 2018 (Identity Digital) and;
- the .au registrars.

2.1 .au ccTLD Manager (auDA)

.au Domain Administration Limited (**auDA**) is a not-for-profit company, limited by guarantee, established as the administrator of, and the Australian self-regulatory policy body for, the .au country code Top Level Domain (ccTLD) and its associated second and subsequent level domains.

As the duly recognised and delegated authority, auDA sets and enforces its policies. Such decisions include, but are not limited to:

- Registration eligibility requirements;
- Which registrars may become accredited and sell domains;
- Reserved names;
- How to structure the domain space at the second and third levels;
- Dispute policies; and
- Additional policies, including Registry access.

2.2 .au Registry Operator

In December 2017, Identity Digital Australia Pty Ltd., a wholly owned subsidiary located in Melbourne, was chosen by auDA to provide registry services in support of Australia's .au country code Top Level Domain (ccTLD). Effective July 1, 2018 8:00 PM AEST, Identity Digital has been providing registry services for the .au ccTLD including Technical Support to accredited registrars. Throughout this document, "Registry" refers to Identity Digital in the capacity of the

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.au Registry Operator.

2.3 Registrars

Registrars and their resellers are the retail outlets for domain name licences. They are the main point of contact with registrants (people or entities who register and use domain name licences), and registrars are responsible for providing customer service to their registrants.

Each domain name is sponsored by a registrar. Each domain resides in the Registry account of its sponsoring registrar. Registry objects, such as contact and nameserver (also called host objects), are also associated with a registrar account. Registrars are responsible for maintaining their own domain objects. Resellers and registrants never access the Registry system directly. Instead, a registrar sends their requests to the Registry via the EPP protocol or via the registrar portal.

Registrars are responsible for their retail operations and their retail website. While Identity Digital provides registration reports and billing statements, each registrar is responsible for maintaining records regarding their customers and their domains under management. Registrars should therefore keep billing records related to their registrants, and should manage their domains appropriately. Retail systems (online or offline registration systems for registrants, registrant billing and credit card processing, etc.) are the sole responsibility of the registrar. Registrars are responsible for all taxation matters.

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3 Registrar Accreditation Process

To sell domain names in the .au namespace, a registrar must become accredited by auDA. The accreditation steps are detailed on auDA's website at:

https://www.auda.org.au/industry/information-registrars/registrar-accreditation

All steps must be completed before auDA will grant the registrar access to the Registry.
If you have any questions, please contact accreditation@auda.org.au.

Once the accreditation documentation is signed and completed, the onboarding process will be as follows:

- auDA will notify .au Technical Support

- .au Technical Support will reach out with next steps of the onboarding process including:

  - Creation of OT&E account credentials

  - OT&E testing requirements

  - Funding of your registry wallet

- Once the registrar has completed the onboarding process, .au Technical Support team will grant access to the **.au Registrar Portal**. Registrars can manage their existing contacts and create new authorised contacts via the Registrar Web Portal - Web User functionality. These Web User contacts will be authorised to contact .au Technical Support for assistance with registry-related matters.

4 Support Procedures

4.1 Your Authorised Contacts and Security Passphrases

During the accreditation process you completed a *Registrar Contact Form*, designating your authorised Admin, Tech, Billing, and other contacts.

When you contact .au Technical Support, please provide your name and the security passphrase so that we may verify your identity as an authorised contact.

Callers who are not listed as authorised contacts in the registrar portal (via the web user

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functionality), or are without valid passphrases, cannot be authenticated and will be directed to submit their request via an authorised contact.

We will accept passphrases from you via e-mail at your own risk. For security reasons, we recommend that passphrases not be provided by e-mail; instead phone or chat is more secure.

Updating your contacts: To add new or update existing authorised contacts, please refer to the Registry Portal Guide under section **9. Users**.

4.2 Your Notification Contacts

Registrars can create, delete or modify their own admin, technical, billing and abuse notification contacts in the Registry through the Registrar Web Portal. However, the primary contact associated with a registrar account cannot be deleted or modified. Please contact Identity Digital's Technical Support to change your registrar's primary point of contact email address.

Please note that if you did not provide the low balance threshold notification e-mail address in your Registrar Contact Data Form via DocuSign, .au Registry will use the e-mail address associated with the primary Billing contact.

Additionally registrar's can manage which notification contacts in their registrar account receive email billing or transfer notifications by specifying the contact type (Admin, Billing, Technical) and checking the box beside either "Email - Get copies of registrar poll messages." or "Email - Receive balance & expected charges of upcoming renewals ".

Please refer to the Registry Portal Guide under section 8. Create/Manage Notification Contacts for details on how to add, update or remove your notification contacts.

4.3 Technical Support

The .au Technical Support team is responsible for addressing technical issues. Technical Support is available 24 hours per day, every day of the year. Please contact Technical Support for questions such as system access issues, DNS, OT&E, the use of authorisation codes, etc.

Technical Support may be reached at:
support@identitydigital.au

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Phone: (03) 9945 0650 (Australia)
Phone: +61 39945 0650 (Australia)
Phone: +1.416-619-3038 (North America)

When you contact Technical Support, please provide your name and the security passphrase so that we may verify your identity. Registrar contacts who fail to supply valid passphrases will encounter a delay in support as Technical Support will need to verify the authenticity of the request by reaching out to an authorised registrar web user contact. We will accept email from you containing your security passphrase at your own risk.

Upon receiving any query from a registrar, Technical Support will open a service support ticket for you. Please keep the ticket number for reference as your request is fulfilled, and refer to the ticket number in your correspondence.

When reporting problems, please be specific so that Technical Support can diagnose the issue. For example, provide details about the action(s) you were trying to perform, the domain name or object ID involved, any supporting log records you may have, and the time the problem was encountered, etc.

Technical Support will notify registrars of upcoming planned maintenances and outages with appropriate advance notice. You may also choose to subscribe to the **.au Status Page** (https://status.auda.ltd/) to remain updated with the live feed of the availability of .au domain name system (DNS) and registry services.

Identity Digital does not normally provide support to registrants or resellers and will refer their queries to their sponsoring registrar.

4.4 Registry Operations

Identity Digital's Technical Support department answers questions about policy and account issues such as reserved names and compliance issues. Please refer your questions to Technical Support.

Technical Support will work with auDA's team to provide you with answers to your queries.

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.au Technical Support

(General Inquiries, Technical Support and Account
Management) email: support@identitydigital.au

Tel: +61 3 9945 0650 (Australia)

Technical Support does not normally provide support to registrants or resellers and will refer their queries to their sponsoring registrar.

4.5 Notices, Scheduled Maintenance and Unscheduled Outages

Identity Digital may, from time to time, take down portions of the .au Registry system for maintenance. Domains will continue to resolve via the DNS during the course of the maintenance window. Registrars will receive notification from **noreply@identitydigital.au** in advance of any planned outage, including the duration of the maintenance and impacted services.

Registrars will also receive e-mail alerts of any unscheduled outages; registrars will be added to the mailing list upon accreditation. These updates will alert you as to what services are affected, and Technical Support will provide you with regular updates until the problem is resolved. Please refer to the Registry Portal Guide under section 8. Create/Manage Notification Contacts for details on how to add, update or remove your notification contacts.

4.6 Escalation Procedures

Normally, support calls or other forms of communication will start with the lowest level of support and be escalated should the first level of support be insufficient. The following outline is a target, included for illustrative purposes, and is subject to change according to best current industry practices. The escalation levels and response requirements are as follows:

- **Level 1:** Technical question, usually unique to the registrar that may require support from a Registry systems operator or engineer.

- **Level 2:** Systems outage involving non-critical operations to the Registry affecting one or more registrars only, but not the entire system.

- **Level 3:** Catastrophic outage, or disaster recovery involving critical operations to the

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Registry overall.

.au Technical Support does not normally provide support to registrants or resellers, and will refer their queries to their sponsoring registrar.

4.7 Subnets and Firewall Changes

To access the production .au registry system, the registrar must inform the Registry of the IP subnets from which the registrar's servers will access the Registry. This requirement is a security precaution to restrict access to the Registry.

Registrars may contact Technical Support to request up to 5 subnets in total to connect to the Registry system.

Clients authorised to access the .au Registry must specify the following:

- A maximum of five (5) subnets

- A maximum of 64 static IP addresses shared between the five (5) subnets

- Subnets must be listed in Classless Inter-Domain Routing (CIDR) format specifying the network address and the number of bits used for the subnet mask, for example 192.168.1.0/27

- Subnets must not cross bit boundaries

- The Registry system supports IPv4 and IPv6 subnets.
    - o IPv4 subnets should be /27 or less (a single /27 is 32 IP addresses)
    - o IPv6 subnets should be a /112 or less.
    - o IPv6 subnets will count towards the registrar's connection limits in the Registry system along with the IPv4 addresses.

Before any changes are made to IP subnets, coordinate with the .au Technical Support team to prevent loss of service. Requests for IP updates should be emailed directly to the .au Technical Support team via support@identitydigital.au. Additionally, registrars can submit an IP Subnet Change Request via the secured form within the Registrar Portal under the **Support > Contact Support** section. Please allow up to two (2) business days' notice to process notifications before making the addressing changes.

Please contact Technical Support if you have questions about the subnet policy.

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4.8 Time Conventions: UTC

The EPP specifications require that UTC be used for Registry transaction time stamps. UTC stands for Coordinated Universal Time. auDA also uses UTC time in its communications to its registrars around the world, such as scheduled maintenance announcements.

For UTC reference and a time zone converter, please visit http://www.timeanddate.com/worldclock.

5 Financial Arrangements and Deposit Accounts

Bank Details for wire transfers are available via the Registrar web portal at https://registrar.cctld.au under **Registrar** > **Wallet** > **auDA** > **View Wallet** > **Bank Details**.

NOTE: Please make sure that you reference your registrar ID number when sending a bank transfer.

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6 The Registry System

Registrars are provided with two ways to access the Registry: via an EPP client and via the Registrar Web Portal.

6.1 Registrar Web Portal

When your account is ready for activation, Technical Support will provide you with an **Access Guide** containing your web and EPP usernames. The Access Guide will also detail instructions on how to set up your first-time web portal and EPP passwords. Once you have received your web portal username, and have subsequently set up your first-time password, you can then use these credentials to log into the Registrar Web Portal.

The Registrar Web Portal provides:

- Access to all the domains and registry objects under your sponsorship;
- Registrar functionality, including domain and object creation, object lookups, modifications, transfers, deletes, redemptions, etc.;
- Your registrar's contacts;
- Your registrar's current account balance; and
- Password change functionality.

Two-Factor Authentication is enabled on the .au Registrar Web Portal for added security. More details on Two-Factor Authentication, logging in to the Registrar web portal and navigation can be found in the **.AU Registrar Portal Guide** (the guide is supplied during initial onboarding and is also available via the Registrar Web Portal Documents section).

The Registrar Web Portal is licensed for the use of registrars and auDA only, and *under no circumstances should you reveal your username and password to resellers or registrants*. You are responsible for all transactions made through your Registrar Web Portal account.

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6.2 Extensible Provisioning Protocol (EPP)

The Registry provides registrars with connection via the Extensible Provisioning Protocol (EPP). EPP is the IETF standard for communicating between a registry and a registrar. The Registry provides a free EPP toolkit and access to current EPP documentation. Registrars are responsible for building their own EPP clients.

The .au Registry is compliant with the RFC version of EPP issued by the IETF in August 2009. Those RFCs are:

- 5730: Extensible Provisioning Protocol (EPP) RFC
- 5731: EPP Domain Name Mapping RFC
- 5732: EPP Host Mapping RFC
- 5733: EPP Contact Mapping RFC
- 5734: EPP Transport Over TCP RFC
- 5910: EPP Domain Name System (DNS) Security Extensions Mapping RFC
- 3915: EPP Domain Registry Grace Period Mapping
- 3735: EPP Guidelines for Extending – Informational RFC

6.2.1 Registrar Toolkit Files (RTK)

For more information regarding EPP and the RTK, please visit the following web site (the most recent version will be updated as the RTK is updated)
https://sourceforge.net/projects/epp-rtk/files/afilias-rtk-addon/

6.3 OT&E Certification

Registrars must be certified by .au Technical Support prior to obtaining access to the production environment. Please contact support@identitydigital.au for information regarding certification requirements.

6.4 Registration Term

The registration term for .au domains is one (1) to five (5) years.

With the exception of the gov.au zone, domain name registrations may be renewed from ninety (90) days prior to their expiration until 30 days after their expiry. Registrations made on February 29 for 1-3 and 5 years will expire on February 28 of their respective years.

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Registrations made on February 29 for 4 years will expire on February 29.

6.5 Object Status Values

EPP domain status codes indicate the current status of a domain name registration. Every domain will contain at least one status during the domain's life. Domains can have multiple statuses and can affect how you interact with the domain. For more information regarding statuses and their values, please see 'Statuses Section'.

6.6 Domain Name Password (authInfo)

Every domain name has an AUTHINFO code. The AUTHINFO code is a 6- to 32-character code assigned by the registrar at the time the name was created. Its purpose is to aid the identification of the domain owner so proper authority can be established. It is the "password" to the domain name. You must use the domain's authorization code in order to initiate a registrar-to-registrar transfer.

The <authInfo> code will have the following restrictions:

1. Between 6 and 32 characters;

2. At least one letter (a-z, A-Z) and one number (0-9);

3. Not a dictionary word; and

4. May not be based on a dictionary word, for example an authInfo of **pass1word** would not be permitted.

5. Not based on a commonly used password

While submitting a request via EPP that requires an authInfo, if the authInfo specified in the request does not meet the complexity requirements the following error will be returned:

Code	2306
Message	Parameter value policy error
Reason	Does not meet password requirements

Sponsoring registrars can obtain the <authInfo> code for their sponsored domains by sending

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an EPP <info> command. (Note that you will get the <authInfo> code ONLY if you are the sponsoring registrar for the domain name). <authInfo> codes may also be obtained via the Registrar Web Portal for domains you sponsor. Registrars are responsible for generating and keeping records of the authorisation codes they create and sponsor.

By contract, registrars shall not provide identical registrar-generated <authInfo> codes for domain names registered by different registrants. auDA, in its sole discretion, may choose to modify <authInfo> codes for one or more given domains sponsored by the registrar and shall notify the registrar of such modifications that may be verified by the registrar via EPP compliant mechanisms (i.e., EPP <poll> or EPP <info>).

By contract, registrars are required to provide their registrants with timely access to their domains' <authinfo> codes, along with the ability to modify the <authInfo> code in accordance with the auDA policy 2013-02 - Transfers (Change of Registrar of Record) Policy (https://www.auda.org.au/policies/ index-of-published-policies/2013/2013-02/).

A registrant must provide their authorisation information (<authInfo>) to the new (gaining) registrar, who then uses it to initiate a domain transfer request. *It is a condition of use of the system that registrars provide their registrants with their authorisation codes when requested by the registrant. Failure to adhere to this policy is considered a breach of your contract.*

6.7 Registrar-to-Registrar Transfers

Registrars use the Transfer Request Domain (EPP <transfer>) command to change a domain's sponsoring registrar. The transfer request is issued by the gaining registrar, after which the system will notify the current registrar of the request to transfer the domain. If the current registrar takes no action, the .au Registry will automatically accept the transfer after two (2) days.

Registrars should contact .au Technical Support to discuss bulk transfers.

6.7.1 Transfer Process and Policies

A domain that is transferred may have its expiry date extended by 1 to 5 years if the transfer occurs within 90 days of expiry until 30 days after expiry. The extension is a billable operation and the gaining registrar will be charged for the extension. When a domain is transferred, all Host objects for which this domain is the parent domain will also be transferred to the gaining registrar as per EPP specification.

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Transfer Domain uses the EPP Domain Mapping <transfer> transform request. The following is the procedure to transfer a domain via EPP. The different operations that can be performed using the transfer command are: Request, Query, Cancel, and Approve.

The .au registry does not allow Transfer Reject commands. For more information regarding the actions that can be taken by the losing registrar see 15 Registrar Transfer Disputes.

For information on how to transfer a domain name to another registrar, please see Appendix A.

6.7.2 Transfer Notifications

Pending transfers are noted in each registrar's Transfer reports. Registrars can refer to the poll queue via EPP <poll> for information on pending or approved transfers.

NOTE: There are no system emails sent to either the gaining or losing Registrar regarding transfer operations. All notifications are processed via poll queue message.

Operation	Poll Queue Messages
Transfer Request	Both registrars receive a poll_queue message
Transfer Approved	Potential gaining Registrar receives a poll_queue message.
Transfer Cancelled	Current sponsoring Registrar receives a poll_queue message
Transfer Auto-Approved	Both registrars receive a poll_queue message

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6.8 Registrant-to-Registrant Transfers

Registrars may use the <auext> extension as part of a domain update to change the Registrant legal information on the .au domain name. This also requires the below fields and eligibility information to be submitted which will then be associated with the new registrant.

- Current Expiry Date
- Period
- Eligibility Type
- Registrant Name, Registrant ID (legal name of registrant and Aust. Gov't identifier)
- Eligibility Name, Eligibility ID (for registered business name and trademark information)
- Policy Reason
- Explanation

This transaction also requires a new period between one (1) to five (5) years to be confirmed as this effectively creates a new licence for the domain starting from the time of the update.

NOTE: Any domain that is in a grace period when submitting a Registrant transfer will not have that grace period applicable on successful completion of a Registrant transfer as the domain is effectively under new ownership.

Example: domain.au is in the renew grace period and has successfully completed a Registrant transfer. On completion of the Registrant transfer, domain.au is no longer associated with the renew grace period.

Note it is also possible to process a **Correction of Registrant Information** where the Registrant legal information is updated, and there is no change in the expiry date of the licence. This can occur when an existing registrant is correcting their information (e.g. change from a company to a sole trader or vice versa, or adding an ABN) and there is no change in control for the domain name licence.

6.9 Domain Expiry

Domain names in the .au registry are not automatically renewed. Instead, upon expiry, the domain proceeds into the 30 day Expired Hold phase of the domain life cycle. At this point the domain is placed on serverHold and will no longer resolve. The registrar may renew the domain for another 1 - 5 year licence anytime during this 30 day period as well as the 90 days prior to

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expiry. If no action is taken by the registrar to renew the domain after the 30 day Expiry Hold Period, the domain will be updated with a renew and update prohibited status and placed on server hold with reason 'Pending Purge' for 1 calendar day. The domain will then be purged from the registry and become available for all registrars that are accredited for the zone at the scheduled time.

Please see section [12 Official Domain Drop List](#) for further information regarding the timing for domains to be purged.

6.10 Nameservers

Domain names are not required to have nameserver records associated with them. If a domain has nameservers, it must have a minimum of one, up to a maximum of 13 working nameservers for domain resolution. Domain names with two or more nameservers will appear in the zone file, assuming the domain is not on HOLD or other relevant prohibited status.

When creating a nameserver, a registrar must specify a nameserver name *AND* an IP address if the nameserver is within the .au namespace IP addresses can be either in IPv4 or IPv6 format. If the nameserver is a different TLD (such as .UK, .COM, etc.), the registrar must give only the nameserver name. IP addresses in such cases will be rejected.

6.10.1 Child Name Server Policy for Expired Names

.au supports the ability to delete domain names with child hosts associated with other existing names. When a domain name expires or is deleted any child name servers associated to other domain names will be updated by the system as follows:

[original hostname]-[date stamp].pleaseupdateyournameserver.com.au

For Example:

1. ns1.example.com.au and ns2.example.com.au are associated to mydomain.com.au

2. example.com.au is deleted and is purged from the registry as of 24 AUG 2019

3. The nameservers associated to mydomain.com.au will be updated to the following:

    a. ns1.example.com.au-20190824.pleaseupdateyournameservers.com.au

    b. ns2.example.com.au-20190824.pleaseupdateyournameservers.com.au

The sponsoring registrar for the affected domains will be able to update these nameservers as required.

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6.10.2 Unassociated Host Object Management

Each registrar is required to create and maintain up-to-date host objects to associate with its sponsored domains in the Registry system. Over time; as registrars have created new host objects rather than modifying existing host object data, host objects with no domain name association ("Unassociated Hosts") have accumulated in the .au Registry. In order to ensure a secure, stable and resilient Registry system for registrars, the .au registry has implemented the following Unassociated Host Object Management.

On the first day of the month (the "Retention Point"), contact objects that meet both of the following criteria may be deleted from the Registry.

- **Criterion 1:** The host object is not associated with a domain name (an "Unassociated Host"), and

- **Criterion 2:** The Unassociated host was created 90 days or more prior to the Retention Point.

This policy will continue to be effective upon the registry upgrade and will be applicable to any new zones entered into the .au registry system. This will also apply to both in-zone and out-of-zone hosts.

The registrar will collect registration information from the registrant and check to ensure the validity of the domain name registration. The registrar must submit complete, accurate, and valid registration data through the .au registry, and must update that data when changes occur.

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7 Required Contacts and Contact Fields

The following contacts are permitted when registering domains in the .au namespace.

- **Registrant** [REQUIRED]. In the case of a Natural Person, must be the Registrant themselves or the authorised agent of the Registrant. In the case of corporate Registrants, must be a principal, employee or member of the Registrant.   It must not be the registrar of record or reseller.

- **Administrative** [optional]

- **Technical** [REQUIRED]

- **Billing** [optional]

7.1 Registrant, Admin, Tech, Billing Contact Object

The following are the required fields for Registrant, Admin, Tech, and Billing contact objects:

- Contact ID: [REQUIRED]
- authInfo: [REQUIRED]
- Contact Name: [REQUIRED]
- Contact Company: [optional]
- Contact Email: [REQUIRED]
- Contact Address1: [REQUIRED]
- Contact Address 2: [optional]
- Contact Address 3: [optional]
- Contact City: [REQUIRED]
- Contact State/Province: [optional]
- Contact Postal Code: [optional]
- Contact Country: [REQUIRED]
- Contact Phone Number: [optional]
- Contact Phone Extension: [optional]
- Contact Fax Number: [optional]
- Contact Fax Extension: [optional]

The Registrar must validate at least the **legal name** of the registrant, the **full address** for

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service (or full residential address) and the **email address** (or telephone number, or identifier issued by an Australian, State or Territory Government authority).

For more information regarding accepted characters and limits per field, see [Appendix B](#).

7.2 Unassociated Contact Object Management

Each registrar is required to create and maintain up-to-date contact objects to associate with its sponsored domains in the Registry system. Such contact objects will be displayed in the WHOIS when either the associated domain name or the contact object is queried. Over time; as registrars create new contact objects rather than modifying existing contact object data, contact objects with no domain name association ("Unassociated Contacts") accumulate in the registry system. In order to ensure a secure, stable and resilient Registry system for registrars, the following Unassociated Contact Object Management Policy for the .au registry will continue to be effective upon the registry upgrade.

On the first day of the month (the "Retention Point"), contact objects that meet both of the following criteria may be deleted from the Registry.

- **Criterion 1:** The contact object is not associated with a domain name (an "Unassociated Contact"), and

- **Criterion 2:** The Unassociated Contact was created 1 calendar month or more prior to the Retention Point.

This policy will continue to be effective upon registry upgrade and will be applicable to any new zones entered into the .au registry system.

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8 Grace Periods

A Grace Period refers to a specified number of calendar days following a Registry operation in which the domain may be deleted and a credit may be issued to a registrar.

The below grace period lengths and functionality generally follow auDA policies.
Relevant Registry operations in this context are:

- Registration of a new domain

- Extension/Renewal of an existing domain

- Transfer of an existing domain

- Deletion of an existing domain

- Restoration of a domain name (formerly Undelete)

Extension of a registration period is accomplished using the EPP <renew> command; registration is accomplished using the EPP <create> command; deletion is accomplished using the EPP <delete> command; restoration is accomplished by the restore procedure described below, and transfer is accomplished using the EPP <transfer> command or an auDA-approved bulk transfer.

There are four grace periods in the .au Registry:

1. Add Grace Period

2. Renew/Extend Grace Period

3. Transfer Grace Period

4. Redemption Grace Period

A Pending Period refers to a specified number of calendar days following a Registry operation in which final Registry action is deferred before the operation may be completed. Relevant Registry operations in this context are:

- Transfer of an existing domain

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- Deletion of an existing domain

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8.1 Add Grace Period

The Add Grace Period (or **Cooling Off Period**) is three (3) calendar days following the initial registration of a domain. If a Delete, or Transfer operation occurs within the relevant number of calendar days, the following rules apply:

- Delete: If a domain is deleted within the Add Grace Period, the sponsoring registrar at the time of the deletion is credited for the amount of the registration. The domain is deleted from the Registry database and is immediately available for registration by any registrar. See Overlapping Grace Periods for a description of overlapping grace period exceptions.

- Policy Delete: If a policy delete is required within the Add Grace Period, auDA will manually place the domain on serverHold and serverDeleteProhibited until the 3 day grace period has completed. At the end of the Add Grace Period auDA will remove these locks so that the registrar may perform the Policy Delete command accordingly.

- Registrar Transfer: If a domain is transferred during the Add Grace Period there is no refund for the Domain Create Transaction.

- Registrant Transfer: If a Registrant transfer is performed within the Add Grace Period, the registrar does not receive a credit.

- Bulk Transfer (with auDA approval): Bulk transfers may not be made during the Add Grace Period as a 30 day notice to registrants is required prior to the bulk transfer being processed.

8.2 Renew/Extend Grace Period

The Renew/Extend Grace Period is three (3) calendar days following the renewal/extension of a domain name registration period. If a Delete, or Transfer occurs within the Grace Period, the following rules apply:

- Delete: If a domain is deleted within the Renew/Extend Grace Period, the sponsoring registrar at the time of the deletion receives a credit of the renew/extend fee. The deleted domain is moved to the Redemption Grace Period—that is to the status: Pending Delete–Restorable (not applicable to gov.au).

- Registrar Transfer: If a registrar transfer is performed within the Renew/Extend Grace Period, the losing registrar does not receive a credit for the extension. There is no

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change to the expiration date of the domain name.

- Registrant Transfer: If a Registrant Transfer is performed within the Renew/Extend Grace Period, the registrar does not receive a credit for the extension.

- Bulk Transfer (with auDA approval): Bulk transfers may be made during the Renew/Extend Grace Period. The expiry dates of transferred registrations are not affected. The losing registrar's account may be charged for the Renew/Extend operation.

8.3 Transfer Grace Period

The Transfer Grace Period is three (3) calendar days following the transfer from one registrar to another when combined with a renewal.

If a Delete occurs within the grace period, the following rules apply:

- Delete: If a domain is deleted within the Transfer Grace Period, the sponsoring registrar at the time of the deletion receives a credit of the transfer fee. The domain is moved to the Redemption Grace Period—that is to the status: Pending Delete–Restorable.

- Registrar Transfer: If a Registrar Transfer is performed within the Transfer Grace Period, the losing registrar does not receive a credit for the extension. There is no change to the expiration date of the domain name.

- Registrant Transfer: If a Registrant Transfer is performed within the Transfer Grace Period, the losing registrar does not receive a credit.

- Bulk Transfer (with auDA Registry Operator approval): Bulk transfers may be made during the Transfer Grace Period. The expiry dates of transferred registrations are not affected. The losing registrar's account may be charged for the Renew/Extend operation.

8.4 Bulk Transfer Grace Period

There is no grace period associated with Bulk Transfer operations. Upon completion of the Bulk Transfer, any associated fee is not refundable.

8.5 Overlap Exceptions

If a domain is deleted within the Transfer Grace Period, then only the current sponsoring registrar is credited for the transfer amount.

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If a domain is renewed within the Transfer Grace Period, then the current registrar's account is charged for the number of years the registration is extended.

NOTE: If several billable operations are performed on a domain and the domain is deleted within the grace periods of each of those operations, only those operations that were performed after the latest transfer, including the latest transfer, are credited to the current registrar.

8.6 Transfer Pending Period

The Transfer Pending Period is two (2) calendar days following a request from a registrar (registrar A) to transfer a domain in which the current registrar of the domain (registrar B) may explicitly approve the transfer request. The transfer will be finalised upon receipt of explicit approval from the current registrar (registrar B). If the current registrar (registrar B) does not explicitly approve the request initiated by registrar A, the Registry will approve the request automatically after the end of the Transfer Pending Period. During the Transfer Pending Period:

- Transfer request or Renew request is denied
- Delete request is denied
- Bulk transfer operations are allowed

8.7 Delete Pending Period

See 8.9 Redemption Grace Period (RGP) below.

8.8 Handling of Deleted and Released Names

.au domain names that complete the RGP process will be placed back into general registration.

8.9 Redemption Grace Period (RGP)

The Redemption Grace Period (RGP) is triggered only when a domain name is explicitly deleted. Its purpose is to allow a registrar to restore a name if it has been deleted in error or for policy reasons. After a domain name is deleted, the three(3) day Redemption Grace Period commences. For the policy delete, the Redemption Grace Period is maintained for fourteen (14) days. During RGP, the domain name is taken out of the zone file and the following statuses are added to the domain:

- pendingDelete
- redemptionPeriod

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At this time all "Contact Associations" are locked and all "Domain Update" activities to the name are prohibited. It is important to note, however, that since contacts are separate objects in the Registry, registrars are permitted to perform "Contact Updates."

During the pendingDelete/RGP phase, registrars are able to submit an Restore command to restore the domain from this status.

In the case of a domain that is in the pendingDelete/RGP phase due to a policy delete, the Restore command should only be performed if instructed by auDA.

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9 Registrar Reports

Reports are available for viewing and download from the .au Registrar Portal. Once logged into the portal, navigate to *Reports > View Registrar Reports / View Common Reports*. More information on specific reports available is referenced in the .au Registrar Portal guide available in the *Documents* section of the .au Registrar web portal.

.au Registry also provides a Reporting API in order for Registrars to retrieve their reports via API. More details on how to create API credentials and retrieve reports via API is referenced in the .au Registrar Portal guide available in the *Documents* section of the .au Registrar Web Portal.

Please contact .au Technical Support if you have any questions about the guide.

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10 Connection Policy and Procedures

10.1 Registrar Concurrent Connection Handling Policy

To provide controlled, fair access to the Registry at all times, to prevent both accidental and intentional Denial of Service Attacks, and to address any other security and stability concerns, rate-limiting devices are employed at the Registry to limit the number of concurrent connections each registrar is permitted. The registrar concurrent connection handling policy is available for review in the Registrar Web Portal.

10.2 EPP Connections or "Registry" Usage

Upon successful completion of the accreditation process and receiving final approval to access the Registry system, each registrar may maintain up to **40 concurrent sessions** into the Registry.

Should a registrar demonstrate client/server interactions that jeopardise equivalent access, performance, security, stability or resiliency of the Registry system, the Registry may take such steps as may be required to maintain equivalent access, performance, security, stability or resiliency of the Registry system. These may include, in the sole and absolute discretion of the Registry, reducing wholly or in part the number of concurrent sessions and/or associated bandwidth permitted to the relevant registrar.

10.3 Public WHOIS Service and Rate Limiting

The public WHOIS service is provided for ad-hoc and infrequent lookups of Registry-relevant data for the general public. The service is not intended for commercial use such as systematic "data-mining" of Registry data. Registrars are specifically directed to use appropriate Registry query commands with their Registry agent to achieve commercially required Registry data. Activity detected in the general public that indicates systematic and/or repetitive lookups against the WHOIS service will result in either the source IP/subnets being rate-limited or denied access to the WHOIS service altogether. The decision to perform either action will be made on a best efforts basis by an automated function or a qualified Registry engineer when, and if, such activity is noted/detected. The automated function or Registry engineer may apply the most restrictive measure possible, while making best efforts to deny access to the WHOIS service to the identified source of the inappropriate activity. auDA reserves the right to change

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this policy at any time, without prior notice.

10.4 Persistent Connections and Connection Handling

Please consider the following information in regards to the management of persistent connections to the Registry.

The Registry currently operates multiple application servers through load-balancing. Server load balancing is the distribution/division of network-based traffic between two or more computers/servers using a network-based device.

Identity Digital has set up multiple instances of the EPP, Web, and WHOIS applications on various servers. When a connection is initiated to a Registry application, the load balancer directs traffic to the next available/eligible application server in the server group. This is transparent to the end user. Registrars should always be able to access one of the available application servers, except during outage periods, during which access to the Registry servers is denied/blocked.

Most registrars maintain persistent connection(s) with a given application server. Please be aware that a particular Registry application server may not always be in service. When an application server is taken out of service, any existing connections will be terminated gracefully.

Maintenance activities routinely result in individual servers temporarily being taken out of the operating pool. Registrars, therefore, should configure their clients to automatically re-establish a connection in the event the Registry server they are maintaining a persistent connection with ends their session.

Note that while this is not a frequent event, registrars should consider this a standard event, and prepare their client behaviour as advised.

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11 DNS and Zone File Generation

.au is served by a globally distributed constellation of nameservers. Zone generation involves the creation of DNS zone information using the Registry database as the authoritative source of domain names and their associated hosts (name servers). Updates to the zone information are generated automatically and almost continuously published to the name servers. These updates reflect any modifications, additions, or deletions to the Registry that have been made by the registrars during that time period. Only changes that have been committed to the database are reflected in the zone information update. Incomplete units of work are ignored.

The master zone file includes the following resource records:

- A single SOA record.

- A number of NS, A, and AAAA records, up to a maximum of 13 of each, for the TLD DNS servers.

- One NS record for each unique domain / nameserver combination. Only domain objects with appropriate status values will be included in the zone file.

- One A or AAAA record for each required glue record. The Registry will implement, on a rational schedule, standard glue generation and pruning criteria.

The .au registry does not provide access to zone files at this time.

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12 Official Domain Drop List

The official domain drop list can be found at the following URL:

https://identitydigital.au/about-au/domain-drop-lists

In addition, direct access to download both the "Expired Domains Report" and the "Deleted Domains Report" are available at the following URLs:

Expired Domains Report (https://droplist.cctld.au/drop-list-domains-expired-latest.csv.gz)

Deleted Domains Report (https://droplist.cctld.au/drop-list-domains-deleted-latest.csv.gz)

OTE domain drop list reports are available to download at the following URLs:

Expired Domains Report (https://droplist.ote.cctld.au/drop-list-domains-expired-latest.csv.gz)

Deleted Domains Report (https://droplist.ote.cctld.au/drop-list-domains-deleted-latest.csv.gz)

The domain drop list will be updated on a daily basis and will list the domains to be dropped at the next purge run. Domains will be dropped in alphabetical order with pending delete domains and expired domains purging at separate times:

- Pending Delete domain list - 1:00PM AEST (3:00AM UTC)
- Expired domain list - 1:30PM AEST (3:30AM UTC)

The domain availability check service is available via the following URLs:

Domain Availability Service	URL
Web	https://identitydigital.au/domainavailcheck
Port 43	domaincheck.cctld.au and domaincheck.auda.org.au

This tool will allow the user to enter a domain name and will provide confirmation whether it is available or not available for registration.

NOTE: This service is not subject to the regular WHOIS search blocklisting rules. However, excessive use of this service may result in IP addresses being banned.

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13 WHOIS

13.1 How to Access WHOIS

Identity Digital Australia Pty Ltd (Identity Digital) maintains a Registry-level centralised WHOIS database that will contain information for every registered .au domain. The WHOIS service contains data submitted by registrars during the registration process. Any changes made to the data by a registrant will be submitted to the Registry by the registrar and will be reflected in the WHOIS in near real-time. This process provides all interested parties with up-to-date information for every .au domain.

The Public port 43 WHOIS server is located at: **whois.cctld.au**

In an effort to reduce abusive use of the public WHOIS and ensure access for legitimate users, Identity Digital has executed changes to restrict WHOIS access to the public Port 43 to 20 requests per hour per IP address.

A Web-based WHOIS will be available via https://whois.auda.org.au.

The WHOIS system is designed keeping in mind robustness, availability, and performance. Additionally, provisions for the detection of abusive usage (e.g., excessive numbers of queries from one source) have been put in place, and parties who send excessive numbers of queries to the port 43 server may be throttled or locked out.

13.2 WHOIS Access Policy and Limiting

Identity Digital Australia Pty Ltd (Identity Digital), for itself and on behalf of .au Domain Administration Limited (auDA), makes the WHOIS registration data directory service (WHOIS Service) available solely for the purposes of:

1. querying the availability of a domain name licence;

2. identifying the holder of a domain name licence; and/or

3. contacting the holder of a domain name licence in relation to that domain name and its use.

The WHOIS Service must not be used for any other purpose (even if that purpose is lawful), including:

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1. aggregating, collecting or compiling information from the WHOIS database, whether for personal or commercial purposes;

2. enabling the sending of unsolicited electronic communications; and / or

3. enabling high volume, automated, electronic processes that send queries or data to the systems of Identity Digital, any registrar, any domain name licence holder, or auDA.

The WHOIS Service is provided for information purposes only. It is the responsibility of the Registrant to maintain the accuracy of the information provided through the WHOIS Service. By using the WHOIS Service, you agree to be bound by these terms and conditions.

The WHOIS Service is operated in accordance with the auDA WHOIS Policy (available at https://www.auda.org.au/policy/2014-07-whois-policy).

At the discretion of the Registry, upon possible violations of the policy the source IP or IPs may be denied access to the WHOIS service. Access may be denied without notice. Prior to allowing registrars to be reconnected to the .au WHOIS Port 43 server, registrars must communicate with .au Technical Support that the issue regarding the violation of the WHOIS Access policy at the registrar's end has been resolved and will not reoccur in the future. Once unblocked, should the IP address(s) be found to be in violation of the WHOIS access policy, it will again be immediately blocked and, subject to appropriate assurances that the operational stability of the system will not be compromised, may continue to remain blocked.

For more information regarding WHOIS query controls, please see Appendix C.

13.3 WHOIS - Registrant Email

Registrant Email address is only visible on Web WHOIS, not on Port 43 WHOIS per the .au WHOIS policy at https://www.auda.org.au/policy/2014-07-whois-policy

If you are the sponsoring registrar you may perform the following actions to obtain the registrant email address via EPP:

1. Perform a domainInfo to obtain the registrant contact ID

2. Conduct a contactInfo on the registrant contact ID to obtain the registrant email address

If you are not the sponsoring registrar:

1. Perform a domainInfo with the domain authcode to get the registrant contact ID

2. Conduct a contactInfo on the registrantID to get the registrant email address.

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14 Domain Name Security Extensions (DNSSEC)

Domain Name Security Extensions, or DNSSEC, was designed to protect the internet from certain attacks, such as DNS cache poisoning. The set of extensions to DNS provide the following:

- Origin authentication of DNS data

- Data integrity

- Authenticated denial of existence

These mechanisms require changes to the DNS protocol. Therefore, DNSSEC adds four new resource record types:

1. Resource Record Signature (RRSIG)

2. DNS Public Key (DNSKEY)

3. Delegation Signer (DS)

4. Next Secure (NSEC)

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15 Registrar Transfer Disputes

In any dispute relating to Inter-Registrar domain name transfers, Registrars are encouraged to first of all attempt to resolve the problem among the Registrars involved in the dispute. In cases where this is unsuccessful and where a registrar elects to file a dispute, the following procedures apply:

1. The registry will notify the losing registrar that a transfer has been initiated. The losing registrar may send a standard transfer audit message to the registrant in order to confirm that the transfer is properly authorised.

2. If the losing registrar sends a standard transfer audit message, it must send the message once only, and within 2 days of receiving the transfer poll message notification from the registry. The losing registrar must not attempt to delay or prevent the transfer. If the registrant does not respond to the standard transfer audit message, the losing registrar must not persist in efforts to obtain a response to the message.

3. If a losing registrar receives a response from the registrant that the transfer has not been authorised, the losing registrar may lodge a complaint with auDA. The act of lodging a complaint with auDA will not stop the transfer from taking effect, unless auDA is of the view that to allow the transfer to proceed would cause harm to the registrant. Causing harm to the losing registrar's business is not sufficient reason to stop the transfer.

4. If auDA determines that the transfer has not been authorised by the registrant in accordance with this policy, auDA may:

   a. allow the losing registrar to initiate a transfer back (using the procedure outlined in paragraph or

   b. direct the registry to reverse the transfer.

5. Circumstances under which either of these actions might occur include where the gaining registrar, or an appointed reseller of the gaining registrar, has breached the terms and conditions of the Registrar Agreement or the Code of Practice in order to secure the transfer.

auDA's Registrar Transfer policies can be found at the following URL:

https://www.auda.org.au/policy/2013-02-transfers-change-registrar-record-policy

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16 Retrieval of Domain Name Password

Registrants will be able to recover their domain name passwords (EPP authInfo) to authorise a
transfer at the below URL:

https://pw.auda.org.au/

After entering the domain name and the CAPTCHA, an email will be sent to the registrant
contact email address on registry records with a link to retrieve the domain password.

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Appendix A - Transfers

A.1 How to Transfer a Domain Name

Please ensure that all of your customer service agents, as well as the support groups responsible for domain transfers, are aware of these processes.

1. The registrant must obtain the applicable EPP <authInfo> code from the sponsoring (losing) registrar.

2. The registrant must provide this <authInfo> code to the new (gaining) registrar who must then initiate a domain transfer request. A transfer cannot be initiated without the <authInfo> code.

   Every EPP <transfer> command MUST contain the <authInfo> code or the request will fail. The <authInfo> code represents apparent authority to the Registry to initiate a transfer.

3. Upon receipt of a valid transfer request, the Registry automatically asks the sponsoring (losing) registrar to approve the request within two (2) days.

If the sponsoring (losing) registrar does not approve the transfer within two (2) days, the Registry automatically approves the request.

A.2 Actions Following a Successful Transfer

After a successful transfer, we strongly recommend that registrars change the EPP <authInfo> code, so that the prior registrar or registrant cannot use it anymore.

Registrars must retain all transaction identifiers and codes associated with successful domain object transfers and protect them from disclosure.

Registrars can submit requests to transfer domain names via the established EPP <transfer> command, or by using the Registrar Web Portal.

For more information regarding Inter-Registrar Transfers, please see [auDA's website.](#)

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Appendix B - Data Requirements

B.1 Valid Characters - Domain Names

Domains can contain Letter Digit Hyphen (LDH) characters, consisting of the ASCII letters a through z, and the digits 0 through 9. One can also use hyphens, but hyphens cannot begin or end a domain name. Also, two hyphens together are usually not permitted, and hyphens cannot appear in both the third and fourth positions unless used in an IDN registration (see below). Spaces and special characters (such as !, $, &, and so on) are never permitted.

The minimum length is two (2) characters, and the maximum length is sixty three (63) characters (excluding the ".au" extension).

B.2 Valid Characters and Data Formats - Registry Database Fields

EPP use with character encodings other than UTF-8 is NOT recommended. This character set is for use in places where arbitrary strings are to be entered. Examples of places to use this character set include names of persons, addresses, descriptive texts, and communication protocols in need of transferring international content. Also, refer to RFC 2277 ("IETF Policy on Character Sets and Languages") for recommendations on when and where to implement UTF-8. The UTF-8 character set is interpreted according to the definition found in RFC 2279.

Foreign and accented characters will not be allowed in Registry database fields. (Examples: ö, è, Ø, Σ, etc.)

For text fields such as the CONTACT NAME, STREET, CITY, or MAINTAINER fields, the allowable characters are:

- a through z
- A through Z
- 0 through 9
- .,&#()-_'~`!@$%^*+={ }[ ]|:;<>?/\"</

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Name	Permitted Values	Minimum	Maximum	Mandatory
Contact Identifier	Values conforming to EPP RFC 5733	3	16	Yes
Contact Name	Values conforming to EPP RFC 5733	1	128	Yes
Organization	Values conforming to EPP RFC 5733	0	128	No
Authorization Information	Values conforming to EPP RFC 5733	6	16	Yes
Phone Number	Number (0-9), . (period), +(plus character)	4 (including the area code and phone number)	17 (including the area code and phone number)	Yes
Phone number Extension	Numbers (0-9)	0	8	No
Fax	(numbers (0-9), . (period), +(plus sign)	4 (including the area code and phone number)	17 (including the area code and phone number)	No
Fax Number Extension	Numbers (0-9)	0	8	No
Email Address	Values conforming to EPP RFC 5322	6 (including @ and .)	None	Yes
Address	Values conforming to EPP RFC 5733	1	255	Yes
Address 2	Values conforming to EPP RFC 5733	1	255	No
Address 3	Values conforming to EPP RFC 5733	1	255	No
City	Values conforming to EPP RFC 5733	1	255	Yes
State/Province	Values conforming to EPP RFC 5733	0	255	No
Postal Code	ASCII Support Only	1	16	Yes

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Country	Values conforming to EPP RFC 5733	2	2	Yes
Registrant Name	Values conforming to EPP RFC 5733	1	255	Yes
Registrant ID	ACN: (6 - 9) ABN: (6 - 11) NSW: (2 - 20) SA: (2 - 20) NT: (2 - 20) WA: (2 - 20) TAS: (2 - 20) ACT: (2 - 20) QLD: (2 - 20) TM: (2 - 20) VIC: (2 - 20) ARBN: (1-9) ICN: (1-9) OTHER: (2 - 20)	1	255	No
Registrant ID Type	ACN, ABN,NSW, SA, NT, WA, TAS, VIC, ACT, QLD, TM, ARBN, ICN, OTHER	n/a	n/a	No
Eligibility Type	Company Registered Business Sole Trader Partnership Trademark Owner Pending TM Owner Citizen/Resident Incorporated Association Unincorporated Association Club Non-profit Organisation Charity Trade Union Industry Body Commercial Statutory Body Political Party	n/a	n/a	Yes

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	Religious/Church Group			
	Other			
	Body Serving -			
	Overseas Students			
	Child Care Centre			
	Education and Care Services (Child Care)			
	Government Body			
	Government School			
	Higher Education Institution			
	National Body			
	Non-Government School			
	Parent and Professional Association/ Organisation			
	Pre-school			
	Provider of Non-Accredited Training			
	Research Organisation			
	Training Organisation			
	Industry Organisation			
	Registrable Body			
	Indigenous Corporation			
	Registered Organisation			
	Cooperative Trust			
	Educational Institution			
	Commonwealth entity			
	Statutory Body Trading			
	Cooperative			

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	Company Limited by Guarantee Non-distributing Cooperative Non-trading cooperative Charitable Trust Public/Private Ancillary Fund Peak State/Territory Body Not-for-profit community group Foreign Embassy or Consulate			
Eligibility Name	Values conforming to EPP RFC 5733	1	255	No
Eligibility ID	ACN: (6 - 9) ABN: (6 - 11) VIC: (2 - 20) NSW: (2 - 20) SA: (2 - 20) NT: (2 - 20) WA: (2 - 20) TAS: (2 - 20) ACT: (2 - 20) QLD: (2 - 20) TM: (2 - 20) ASL: (2 - 20) ACECQA: (2 - 20) CRICOS: (2 - 20) RTO: (2 - 20) TEQSA: (2 - 20) OTHER: (2 - 20)	2	20	No
Eligibility ID Type	ACN, ABN, VIC, NSW, SA, NT, WA, TAS, ACT, QLD, TM, OTHER, ASL, ACECQA, CRICOS, RTO, TEQSA	n/a	n/a	No

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Policy Reason	numbers (1 - 999)	1	3	Yes

NOTE: Single and double quotes are included in the list of characters. The list is based on normalised string XML data type.

Phone and Fax fields: As per EPP requirements, phone numbers should be formatted with a plus sign, followed by a one-to-three digit country code, followed by a dot, followed by the phone number including area code. Per "E.164" (The International Public Telecommunication Numbering Plan), the total number of digits allowed is 15, including the country code. An optional Phone Ext field is also available for use.

+nnn.nnnnnnnnnnnn

authInfo: authInfo codes must be 6 to 32 characters long. authInfo codes are case-sensitive.

Nameservers: IP addresses can be in either IPv4 or IPv6 format. When creating a nameserver, the registrar must specify a nameserver name AND an IP address if the nameserver is a .AU nameserver.

If the nameserver is in a TLD other than .AU (such as .INFO, .UK, .AERO, etc.), then the registrar should only give the nameserver name; IP addresses in such cases will be rejected.

Country: Use two-letter country codes, as per ISO 3166-1:

http://www.iso.ch/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html

Please note that ISO codes do not always match IANA ccTLD country codes. For example, ISO uses "GB" for Great Britain, while IANA uses "UK".

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Appendix C - WHOIS Query Controls

For all WHOIS queries, the user must enter the character string representing the information for which they want to search. Use the object type and interpretation control parameters to limit the search. If object type or interpretation control parameters are not specified, Whois searches for the character string in the Name field of the Domain object.

WHOIS queries must be an "exact search", and are also insensitive to the case of the input string.

An exact search specifies the full string to search for in the database field. An exact match between the input string and the field value is required. For example, 'example.TLD' will only match with 'example.TLD'.

C.1 Object Type Control

The following keywords restrict a search to a specific object type:

Nameserver	Search only name server objects. The input string is searched in the Name field and the IP Address field.
Registrar	Search only registrar objects. The input string is searched in the Name field.

NOTE: By default, if no object type control is specified, then the Name field of the **Domain** object is searched.

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C.2 Whois Domain Output

NOTE: For more information on Whois status codes, please visit

https://identitydigital.au/get-au/whois-status-codes

```
Domain Name: example.au
Registry Domain ID: 733fcc34d29546b292b56c1a2054cd78-AU
Registrar WHOIS Server: http://whois.domain.au
Registrar URL: http://www.domain.au
Last Modified: 2024-01-03T18:03:09Z
Registrar Name: Example Registrar
Registrar Abuse Contact Email: abuse@domain.au
Registrar Abuse Contact Phone: +1.3524321234
Reseller Name:
Status: serverDeleteProhibited
https://identitydigital.au/get-au/whois-status-codes#serverDeleteProhibited
Status: serverRenewProhibited
https://identitydigital.au/get-au/whois-status-codes#serverRenewProhibited
Status Reason: Not Currently Eligible For Renewal
Status: serverTransferProhibited
https://identitydigital.au/get-au/whois-status-codes#serverTransferProhibited
Status: serverUpdateProhibited
https://identitydigital.au/get-au/whois-status-codes#serverUpdateProhibited
Status: inactive https://identitydigital.au/get-au/whois-status-codes#inactive
Registrant Contact ID: 31b5ce53t44a44ad9r3ea36fabaaf5b6-AU
Registrant Contact Name: CEO
Registrant Contact Email: domains@domain.au
Tech Contact ID: 22b5hs73j44a44ad9f0ea36facatf5f2-AU
Tech Contact Name: Tech Contact
Tech Contact Email: techdomains@domain.au
Name Server:
DNSSEC: unsigned
Registrant: Domain Administration
Registrant ID: ACN 011001011
Eligibility Type: Company
>>> Last update of WHOIS database: 2024-03-27T08:21:35Z <<<

Identity Digital Australia Pty Ltd, for itself and on behalf of .au Domain
Administration Limited (auDA), makes the WHOIS registration data directory service
(WHOIS Service) available solely for the purposes of:

(a) querying the availability of a domain name licence;

(b) identifying the holder of a domain name licence; and/or

(c) contacting the holder of a domain name licence in relation to that domain name
```

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```
and its use.

The WHOIS Service must not be used for any other purpose (even if that purpose is
lawful), including:

(a) aggregating, collecting or compiling information from the WHOIS database,
whether for personal or commercial purposes;

(b) enabling the sending of unsolicited electronic communications; and / or

(c) enabling high volume, automated, electronic processes that send queries or data
to the systems of Afilias, any registrar, any domain name licence holder, or auDA.

The WHOIS Service is provided for information purposes only. By using the WHOIS
Service, you agree to be bound by these terms and conditions. The WHOIS Service is
operated in accordance with the auDA WHOIS Policy (available at
https://www.auda.org.au/policy/2014-07-whois-policy).
```

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