

## Registrar-Registrant - Agreement

FIRST PARTY		SECOND PARTY	
ROUTEDGE WLL, Off-91, 19 <sup>th</sup> floor, AL Reem Tower, West bay , Doha-Qatar	Account Manager	< name and Address of Customer>	Main Contact
	<Name>		<i>Customer</i>
	Technical Support		Billing Contact
	support@routedge.qa		<i>Name</i>

Dear Sir/Madam,

Thank you for considering Web services through ROUTEDGE. Hoping this order form cum contract would help to understand the responsibilities of both parties and scope of the services through ROUTEDGE for one year or more.

ROUTEDGE is an officially accredited domain registrar for ccTLD's under an agreement between COMMUNICATION REGULATORY AUTHORITY – (QATAR DOMAINS REGISTRY) and please follow below steps to ensure Domain Registration, Domain Renewal, management of domains and continued support that makes domains active as well as continued call support from our technical support.

1. Verify the services required below on this website Registrar-Registrant Agreement Form. If you have questions, please contact ROUTEDGE Support team or your account manager.
2. If you agree with the information below and will be placing your order with ROUTEDGE, provide us a signed copy of this order form
3. Email a copy of your Signed order to info@routedge.qa

SCOPE AND SERVICES	Monthly Charge	Annual Charge -QAR
1. Second party access FOR < Name> from -----/-----/----- to -----/-----/----- ON registration/Renewals domains using <a href="http://WWW.ROUTEDGE.NET.QA">WWW.ROUTEDGE.NET.QA</a> portal with FOLLOWING commercials	NA	
a. .QA		60.00
b. .COM.QA		60.00
c. .NET.QA		60.00
d. .NAME.QA		60.00
e. قطر.		15.00
f. Advanced DNS Services		40.00
g. Registrant Change		40.00
h. Domain Transfer		00.00

Definition:

**“Registrant”** refers to the individual or entity that wishes to register a domain name using the registration services provided by ROUTEDGE, also called SECOND PARTY.

**"REGISTRAR"** and **"ROUTEDGE"** refers to Domain Registrar accredited by QATAR DOMAINS REGISTRY through which second party's application is processed also called FIRST PARTY

**"Agreement"** refers to this Domain Name Registration Agreement.

**“CRA/QDR”** refers to “QATAR DOMAINS REGISTRY under COMMUNICATION REGULATORY of QATAR” DEFINITIONS. For purposes of this Agreement, the following definitions shall apply

**“Domain Registrar”** – Accredited company by Qatar Domain Authority to sell domains to customers based on specific policies set by CRA/QDR under Ministry of Transport Domain

**“Second party”**- Individual or organization in Qatar or outside and with communication address and details

**“Registrar”**- Second party Agreement Eligibility Documents - Required set of documents to be submitted and specified by CRA/QDR for registering certain domains for example Trademark or Trade License

**“Name Server”** - This is a database of server/ servers synchronize, stores and announces human understandable domain name to the internet protocol-based numbers DNS Records – Called Zone records where second party says my website is actually hosted in 1.2.3.4 server in internet protocol server number and my email hosted in 4.3.2.1 another internet protocol server number

**“Portal”**– Advanced website that allows multiple second party to login and register domain and manage it

**“Transfer of Second party”** – Changing of domain second party to another second party when the earlier second party leaves a company, or sell a company or with any other valid reason

**“Transfer of Registrar”** – Changing accredited registrar of domain from one to another keeping same Second party contacts

**“Epp”** – Extensible Provisioning Protocol use to connect to CRA/QDR system to do domain name registration/renewals and managements easily

**“EPP Code”** – EPP code or domain password is a domain authorization code used by a registrar to move a domain from another registrar

## Recital

NOW, THEREFORE, in consideration of the mutual promises herein contained, the First Party and the Second Party hereby agreed as follows:

# 1. Domain Registration Services

First Party registers domain names for second party under the TLD/ccTLD's listed below and services

- A. .QA
- B. .COM.QA
- C. .NET.QA
- D. .NAME.QA
- E. قطر .QATAR (Arabic Domain Name)

Based on this agreement ccTLDs (country code Top-Level-Domains) can be activated directly by confirming the respective Registration Guidelines and Policies in the **ROUTEDGE.NET.QA** Web Interface. RSP shall require second party to enter into an electronic or paper Registrar-Second party agreement with ROUTEDGE as published from time to time on the ROUTEDGE.NET.QA website using updated policies of QDR/CRA web portal.

- 1.1 Domain names are registered on a first come, first served basis, just making an application will not guarantee domain, second party should approve policies and make payment, once you have provided us with all this information, we will then initiate the domain name registration process for you. We will send your domain name request, and the contact and technical information of the domain name to the registry.

1.1.1 **.QA** requirements:

**No documentation** for individuals and companies outside Qatar,  
**ESTABLISHMENTS from Qatar to provide VALID CR copy OR copy of Trade Mark Registration and should register .COM.QA in advance**

1.1.2 **.COM.QA** requirements:

*All the following criteria and documents. Copy of Qatar based Company Registration Document (CR) OR Copy of Trade Mark registered in Qatar*

**1.1.2.1 if applicant id different person or Organization**

- A. Letter of Request signed by Authorized Signatory
- B. Copy of Company/Establishment Id to verify Signature
- C. Hosting must be done in Qatar

1.1.3 **.NET.QA** requirements: **Copy of Qatar based Company Registration Document (CR) OR Copy of Trade Mark registered in Qatar with IT/TELECOM/NETWORK as one of the Activity**

**1.1.3.1 if applicant id different person or Organization**

- A. Letter of Request signed by Authorized Signatory
- B. Copy of Company/Establishment Id to verify Signature

1.1.4 **.NAME.QA** requirements: *All the following criteria and documents*

- A. Meant for Individuals from QATAR
- B. **Copy of Qatar Government issued ID cards (QID) or Passport issued in Qatar**

1.1.5 **قطر .QATAR (Arabic IDN)** requirements: One of the below

- A. Qatar based customers: Copy of Qatar Government Issued ID cards or Passport issued in Qatar

B. *International customers: No documentation*

## 2. Application for a Domain Name License

2.1 ROUTEDGE uses a Web Portal WWW.ROUTEDGE.NET.QA equipped to connect using EPP technology to accept domain applications from registered second party from Qatar and outside, manage domain, purchase associated services and make payment online using a Qatar based Payment Gateway

2.2 The Second party acknowledges and agrees that Applications for a Domain Name License shall be made to the CRA/QDR by the Second party through ROUTEDGE portal WWW.ROUTEDGE.NET.QA, on behalf of the Second party with verifiable contact details.

2.2 ROUTEDGE will immediately approve and activate the domain if payment is made and necessary eligibility document uploaded in the case of .COM.QA, .NET.QA, .QATAR(Arabic) and .NAME.QA domains

2.3 The CRA/QDR in its sole discretion shall have the right to approve or reject any Application made or even paid for a Domain Name License, refund will be done immediately to such applications to the same payment mode

2.4 Any spelling mistakes or error in the registered domain can be corrected within 48 hours, even cancellation of a paid domain can be done within 48 hours, ROUTEDGE will make refund of such transactions immediately after communication from Second party, however ROUTEDGE will not be responsible for any delays happens through REFUND Bank Transfer or REFUND-Credit Card transactions.

2.5 We encourage all Second party or a representative's or an organizational representative to provide verifiable contact details every time they intent to register a domain name, a second party representative or an organization registering domains on behalf of the actual Second party should provide authorization letter signed with QID or a COMPANY-ID for verification.

2.6 Individual customers can register .QA domain without any documentation

2.6.1 A registered Commercial Establishment in Qatar should register .COM.QA to register .QA domain by providing valid Company Registration Document (CR/Trade License) issued from QATAR OR a copy of Trade Mark registered in Qatar,

2.6.2 Second party applying for .COM.QA or .NET.QA has to submit/upload to ROUTEDGE.NET.QA valid Company Registration Document (CR/Trade License) issued from QATAR or a copy of Trade Mark registered in Qatar,

2.6.3 Second party applying for .NET.QA has to submit/upload to ROUTEDGE.NET.QA valid Company Registration Document (CR/Trade License) issued from QATAR or a copy of Trade Mark registered in Qatar **with IT/Telecon/Networking as business activity**

2.6.4 **If applicant is different person or Organization**

A. Letter of Request signed by Authorized Signatory

B. Copy of Company/Establishment Id to verify Signature

2.6.5 All Data including all Website/Email hosted in Qatar in the case of .COM.QA domains

Name of the second party and Company CR number also should be specified as per the Company/Trade Mark registration name in the online registration form

2.7 ROUTEDGE portal ROUTEDGE.NET.QA registers 1000's of other domain extensions TLD's and ccTLD's for customers and Second party buying other than .QA domain is liable to honour the policies of each Registry worldwide.

2.8 Second party should aware that making an application and making a payment online with ROUTEDGE.NET.QA does not guarantee a domain is registered or renewed, there were occasions due to technical reasons registration was failed.

2.9 Second party must verify with the ROUTEDGE.NET.QA portal that the registration is complete and renewed to a specific period.

### 3. Registrant Warranties

The Second party makes, and is taken to make, the following warranties to ROUTEDGE and to the CRA/QDR, when making an Application for a Domain Name License and when making an application to renew the Registration of a Domain Name License:

3.1 Second party warrants that they will provide domain registrant information exactly same as the legal licensee even if the domain application made by an individual designated for registering domain or a company representative or a company authorized individual or an intellectual property institution with Power of Attorney or a web designing company

3.2 Information provided in the Application for a Domain Name or in its Renewal (including all supporting documentation, if any) are true, complete and correct, and are not misleading in any way, and the Application is made in good faith.

3.3 The Second party meets, and will continue to meet, the requirements of ROUTEDGE and all of the CRA/QDR Policies for the duration of the Domain Name License Period;

3.4 The Second party is not Registering the Domain Name for an unlawful purpose, including but not limited to unfair competition, defamation, passing off or for the purpose of misleading any person, and will not, directly or indirectly, use the Domain Name for an unlawful purpose;

3.5 the Second party will not, directly or indirectly, use the Domain Name in violation of any applicable laws or regulations, for example,;

***3.5.1 Using Qatar ccTLD domains (.QA,.COM.QA,.NET.QA,.NAME.QA, قطر) for ONLINE Selling from other Geological locations without completing legal trading permission from Qatar Government (if necessary)***

***3.5.2 Pornographic content,***

***3.5.3 Offers for gambling***

***3.5.4 Alcoholic Liquor***

***3.5.5 Fake E-commerce selling or Banking***

***3.5.6. Financial dealing or Services***

***3.5.7 Human trafficking-based job sites***

**3.5.8 Contents that support or glorify terrorism**

**3.5.9. Contents against ISLAM or other religions**

**3.5.10 Any other unlawful activities**

3.6 The use or Registration of the Domain Name by Applicant does not or will not interfere with, nor infringe the right of any third party in the State of Qatar or in any jurisdiction with respect to trademark, service mark, trade name copyright or any other intellectual property right.

3.7 The Second party is aware that even if the Application for a Domain Name is accepted, the Second party's entitlement to Register the Domain Name may be challenged by others who claim to have an entitlement to the Domain Name;

3.8 Second party is aware that .COM.QA domain hosting must be done locally in state of Qatar as per CRA policies and further warrants that .COM.QA domain hosting will be hosted and pointed to a local IP/hosting provider according to the policies, and CRA/QDR/ROUTEDGE will have every right to take steps like domain suspension/cancellation according to the policy.

3.9 The Second party is aware that ROUTEDGE with the permission of CRA/QDR can cancel the Domain Name License if any of the Warranties set out above is found to be untrue, incomplete, incorrect or misleading.

## **4. Name Server/ DNS**

4.1 Domain Second party has the facility to change Name Servers any time using our portal ROUTEDGE.NET.QA

4.2 ROUTEDGE using ROUTEDGE.NET.QA provide an additional service for customers to use DNS zone record changes using advanced DNS management and web redirection with an additional FEES payable through the portal

4.3 Advanced DNS and web redirection price is combined and made this active using a checkbox with a tick mark, this will help second party to host his website, email and other website using ROUTEDGE's DNS services

4.4 Second party has the option of uncheck the button showing not interested in using ROUTEDGE advanced DNS and web redirection services and second party must use any external DNS services for hosting and using domain active

4.5 Fees paid for Advanced DNS management and web redirection is not refundable.

## **4. Consent to use Registrant Information**

5.1 The Second party grants to the ROUTEDGE the right to disclose to the CRA/QDR all information which is reasonably required by the CRA/QDR to Register the Domain Name in the Domain Name Registry System "Registrant Information".

5.2 The Second party hereby grants to the ROUTEDGE and CRA/QDR:

5.2.1 the right to disclose all information relating to the Domain Name in accordance with CRA/QDR Policies and the laws of the State of Qatar; and



5.2.2 the right to disclose information relating to the Domain Name to enable the CRA/QDR to maintain a public WHOIS Service

5.2.3 the right to communicate with second party by phone/Email/SMS or other possible communication media for the purpose of renewal reminders, expiry notices and service-related messages in accordance with CRA/QDR Policies and the laws of the State of Qatar

## 6. ROUTEDGE use of Registrant Information

6.1 The ROUTEDGE agrees that Second party Information relating to any Second party which it may obtain while processing the Application for a Domain Name, or when maintaining any Domain Name Registration, shall only be used for the reasonable purposes of the operation of the CRA/QDR 's Domain Name Registry System, or as a Second party may consent in its agreement with ROUTEDGE. The ROUTEDGE will not sell such information to any third parties.

6.2 The ROUTEDGE will not disclose such information to any third parties except as required by the laws of the State of Qatar and the Policy of the CRA/QDR.

## 7. Maintenance of Registrant Information

7.1 Throughout the term of the Domain Name License Period, the Second party must give notice to the CRA/QDR, through ROUTEDGE, of any change to the Second party Information relating to the Domain Name License.

7.2 The Second party accepts that its failure to comply with this requirement may lead to the cancellation of the Domain Name License.

## 8. Renewal of Domain Name License

8.1 The Second party may apply to renew the Domain Name License, provided that it:

8.1.1 pays the applicable Renewal fees online using a Credit/Debit card/Bank Transfer/Cheque or as cash;

8.1.2 continues to meet the requirements such as ELIGIBILITY documents(CR/Trademark/QID/ Passport and other relevant) according to the CRA/QDR Policies; and

8.1.3 is within the period during which a Domain name may be renewed according to the CRA/QDR Policies.

8.2 The Second party accepts that it is the Second party's responsibility to ensure that the Domain Name License renewed before the expiry date.

8.3 In the event of second party finds domain name is not renewed even after making necessary renewal fees through Credit Card/Debit Card/Bank Transfer, second party should immediately intimate ROUTEDGE through email/Telephone or Web ticketing system.

## 9. Registrant Change

9.1 Second party's registrant contact details can be changed any time except registrant name,

9.2 CRA/QDR does not support domain selling or auction, existing Second party must submit relevant application through online with the reason for changing and if any documental proof to show the actual reason for change

9.3 Second party is liable to pay small administrative fees for Registrant change

## 10. Registrar Change

10.1 Any registered second party can change domains from other REGISTRAR's to ROUTEDGE with a valid domain EPP Code/domain password

10.2 Second party can transfer Registrar from ROUTEDGE to others if other registrar is Accredited by CRA/QDR only, second party can apply using registered email-id, Ticketing system or by providing a signed letter with signatory's ID/ company-ID only

10.3 Annual registration and renewal fees may not be refunded while transferring domain from one to another registrar

10.4 Registrar change is FREE of cost and will take 3 days to complete

10.5 Second party should provide all necessary eligibility documents including Trade License/Trade mark/CR to the new ROUTEDGE within short time or along with application online

## 11. CRA/QDR Policies

The Second party must comply with all CRA/QDR Policies. In the event of any inconsistency between any CRA/QDR Policy and this Registrar-Registrant Agreement then the CRA/QDR Policies will prevail to the extent of such inconsistency.

## 12. Revocation of Domain Name License

12.1 ROUTEDGE with the permission of CRA/QDR may, at its sole discretion, cancel the Registration of a Domain Name, or suspend a Domain Name License:

12.1.1 if the Second party breaches any CRA/QDR Policies; or

12.1.2 if the Second party failed to submit eligibility document on time (Renewed CR copy or Trademark license OR Qatar-ID)

12.1.3 in order to comply with a request of a law enforcement agency, or an order of a court, or under any applicable law of the State of Qatar, Government rule or requirement, or under any dispute resolution process; or

12.1.4 to protect the integrity and stability of the CRA/QDR Domain Name Registry System.

## 13. Limitation of Liabilities and Indemnity

13.1 CRA/QDR or ROUTEDGE including its directors, managers, employees, agents or contractors, will not be liable to the Second party for any direct, indirect, consequential, special, punitive or exemplary losses or damages of any



kind (including, without limitation, loss of use, loss of profit, loss or corruption of data, business interruption or indirect costs) suffered by the Second party arising from, as a result of, or otherwise in connection with, any act or omission whatsoever of CRA/QDR, its directors, managers, employees, agents or contractors.

13.2 The Second party agrees to indemnify, keep indemnified and hold ROUTEDGE or CRA/QDR, its directors, managers, employees, agents and contractors harmless from all and any claims or liabilities, arising from, as a result of, or otherwise in connection with, the Second party's Registration or use of a Domain Name. Such claims shall include but are not limited to those based on trade mark infringement, copyright infringement, dilution, unfair competition, passing off, defamation or injury to reputation.

13.3 The CRA/QDR or ROUTEDGE provides no Warranty of any nature whatsoever with regard to any Domain Name, its Registration or its use.

13.4 The Second party agrees and acknowledges that by Registering a Domain Name, the CRA/QDR or ROUTEDGE has not made any determination with respect to the purpose of the Domain Name Registration nor evaluate whether the Registration or use of a Domain Name may infringe upon any rights of a third party. Therefore, the Second party agrees that it shall not use the fact that the Domain Name has been registered through ROUTEDGE by CRA/QDR as a defence in any legal proceedings brought against the Second party by any third party in connection with the Second party's Registration and/or use of the Domain Name.

13.5 The Second party agrees that Registration of a Domain Name shall not create any proprietary right for any Second party, the ROUTEDGE or any other person. The Second party shall represent that neither the registration of the Domain Name nor the way it is directly or indirectly used, infringes neither the legal rights of any third party nor the laws of the State of Qatar.

13.6 The Second party's intentional provision of incomplete and inaccurate information or its failure to promptly update information provided to the ROUTEDGE, or its failure to respond within fifteen (15) Calendar Days to enquiries by the ROUTEDGE concerning the accuracy of contact details associated with the Second party's Domain Name License shall constitute a material breach of the Second party Agreement and be a basis for cancellation of the Domain Name License.

13.7 Second party's acknowledge and agree that, in no event shall the Second party pursue any claim against CRA/QDR/ROUTEDGE and the CRA/QDR/ROUTEDGE shall not be liable for any loss or damage arising from or in connection with any breach by Second party of its obligations under any agreement between ROUTEDGE and the Second party or this Agreement.

13.8 Second party acknowledges that the registered contact details and email-id while registering the domain is the actual communication medium between Registrar and Second party, any changes to be updated by email or through ticketing system

13.9 Request related to domain related changes will be entertained from Second party contact only, any other request including employees from second party's office, subordinates should be accompanied with authorization letter of Second party or authorized signatory with QID /Company-ID

13.10 Second party acknowledge and agree that, in no event shall the Second party pursue any claim against CRA/QDR/ROUTEDGE and the CRA/QDR/ROUTEDGE shall not be liable for any event where domain is cancelled/

not renewed/ not registered due to any third-party error like failed payment gateway, software, technical or card related errors or banking errors or any other errors.

## 14. Dispute Resolution

14.1 ROUTEDGE shall not be a party to any dispute between a Second party and third parties in connection with the Second party's Domain Name License and/or use of a Domain Name.

14.2 Domain's registered by Employees of commercial establishments/organization using the personal registrant name, personal email-id and a company name provided while registering, will be considered as domain owned by ESTABLISHMENT, any changes to such domains will be allowed based on the signed letter from authorized signatory with valid Establishment-ID.

14.3 By Registering a Domain Name, the Second party shall be bound by the terms and conditions of the CRA/QDR's Dispute Resolution Policy and its associated Rules.

14.4 Disputes not settled amicably will be forwarded to CRA and second party can still claim the domain through WIPO using their own attorney fees according to CRA/QDR policies

## 15. Refund Policy

QA domains under CRA/QDR registered or renewed can be renamed within 48 hours or cancelled and refunded within 48 hours in case of spelling mistakes or errors. Refund of paid amount excluding any fees from Bank/Payment gateway will be done using same method of payment.

15.1 Refund process through Payment Gateway may take 2-4 weeks' time, ROUTEDGE will not be responsible for any delay happened during refund process from Bank/Payment gateway.

## 16. Governing Law

This Agreement shall be governed by the laws of the State of Qatar.

## 17. Policy Definition and Review

This policy agreement has been prepared and published to represent the CRA/QDR's Policy regarding the administrative and technical management of the CRA/QDR and the CRA/QDR's Domain Name Registry System. ROUTEDGE as per instructions from CRA/QDR may, at its sole discretion, update this Policy at any time.



Signature FIRST PARTY - REGISTRAR		Signature SECOND PARTY - Registrant	
ROUTEDGE WLL Account Manager  <Name>	    <ROUTEDGE Stamp>	< name of Customer>    STAMP	    

**For online Agreements**



I <customer name> by checking the check boxes warrant that I read and agree the agreement above.