

Registrar
Accreditation
Agreement
FAQS



- ✓ Which Extensions fall under the **Purview of the new RAA?**

It applies to the following gTLDs:

.COM	.XXX
.NET	.ASIA
.ORG	.PRO
.BIZ	.MOBI
.INFO	.TEL
.NAME	



✓ In which Scenarios are the **Verification emails sent?**

In case of:

- New Registration
- Contact Modification
- Transfer-in

✓ What happens if an Existing Domain (registered in 2013 for example) **is Renewed OR it's Contact Detail is Modified?**

- Renewal has no Impact. However, if the contact detail is modified, a Verification email is sent to the new contact.



- ✓ From what email Address are the **Verification emails sent?**
 - The Reseller's Sales Address

- ✓ Who are the Verification emails **Addressed to?**
 - The Registrant contact of the Domain name

- ✓ In what Scenarios would a Registrant **not receive** the Verification email?
 - A Verification email is sent to each Unverified email address. However, it is possible that the email does not end up reaching the Registrant owing to:
 - Incoming Server blocking our system emails
 - Mail being marked as Spam by the Recipient's mail server



- ✓ Is there any Alternate way of **Approving an email Address**?
 - If the Registrant is unable to receive our emails, then please get in touch with our Support Team.

- ✓ Can an Existing Unverified email Address be used to **Register a new Domain name**?
 - Yes

- ✓ What happens if the **Registrant Changes the email Address** associated with the Domain name within the 15 day period?
 - The Registrant has to Verify the new email address. He does not get any additional days for verifying the new email address. The verification time remains 15 days.



- ✓ What happens if the **Registrant does not Verify** his email Address within 15 days?
 - Post 15 days, the Domain is Deactivated due to Lack of Verification

- ✓ How is this **Deactivation different from the Usual Suspension?**
 - **It's different in the following ways:**
 - It is a new type of hold that only applies to gTLDs
 - It allows the Customer/Reseller to change the contact details
 - Other than this, like suspension, all associated services associated with the Domain will stop functioning.



✓ When are the **verification emails sent?**

- **Verification emails are sent:**

- Immediately after Registration, Contact Modification or transfer
- 7 days post the first email
- 14 days post the first email
- If the email is not Verified within the 15 days, a last email is sent to the Registrant informing him about the Domain's new status.

✓ What **emails are sent to the Reseller?**

- The Reseller does not get any Reminder emails. However, if a Domain under his Account is suspended due to Non-Verification, he get a notification email. This email is sent for each Unverified Domain under his account.



- ✓ **What emails are sent to the Reseller?**
 - The Reseller does not get any Reminder emails. However, if a Domain under his Account is suspended due to Non-Verification, he get a notification email. This email is sent for each Unverified Domain under his account.

- ✓ **What is the email content of each of these emails?**
 - The content of all RAA related emails can be found [here](#)

- ✓ **Is it possible for a Reseller to change the content of the Verification email?**
 - No



✓ In what **Language is the Verification email sent?**

The language in which the Verification email is sent is dependent on the Customer's language preference. Currently, we can send emails in the following languages:

- English
- Spanish
- Spanish (Latin America)
- Indonesian
- Portuguese
- Brazilian Portuguese
- Russian
- Turkish
- Chinese



- ✓ **Does the Reseller have to Add an SPF for the Verification emails to work?**
 - Not having an SPF record will increase the chances of the email going in the recipients spam box. It is therefore advisable to add an SPF record. The SPF record should be added using the redirect rule (redirect=[_spf.myorderbox.com](https://spf.myorderbox.com))
- ✓ **If an Unverified email Address is being used for Multiple Domains and the Registrant verifies the email address by clicking on any one Verification email - what happens to the rest of the Domains?**
 - When the Registrant Verifies the email Address, the system checks for all Domains Associated with that email address and Verifies the contacts Associated with all of them.



- ✓ What happens if an **email address is Verified after Multiple Domains have been put on 'Verification Hold'**?
 - Once the email is Verified, all Unverified Domains will be activated.
- ✓ Is the **'Activation' action post Successful Verification immediate?**
 - Yes
- ✓ Can the **Registrant click on the Verification link of any email?**
 - No. Only the verification link sent in the latest email will work. If the Registrant can't find the latest Link, the Reseller can re-send the Verification email containing the New Link.



✓ Which API calls are Exposed to **handle these Verification emails?**

The following calls have been Exposed:

- Search for unverified/verified domains

(<http://manage.resellerclub.com/kb/answer/771>)

- Resend Verification email

(<http://manage.resellerclub.com/kb/answer/2010>)

- Getting Verification status of a particular Domain name

(<http://manage.resellerclub.com/kb/answer/1755> OR

<http://manage.resellerclub.com/kb/answer/770>)



Thank You

