



The .ug ccTLD for Uganda

Operataional model



- **A bit of history**

- ccTLD record was created with IANA on 8th March 1995
- Was last updated on : 26-April-2002
- **Sponsoring Organization:**
Uganda Online Limited, a subsidiary of Computer Frontiers located at Plot 6B Windsor loop
Kititante – Near the new British High Commission
P.O. Box 12510, Kampala - Uganda

- Some more history. Primary name server migrated from US in 1999. Number registered domains in then was less than 200. Around 2000 introduced automated web based registration
- It is a robust automated registry
- Operation model is a shared registry/registrar model as well as an open model
- This model gives several choice
- Same terms and conditions for everyone. Same pricing for everyone except for .ac & .sc

Core functions of a ccTLD

- Provide an efficient and straight forward way to register domain names.
- Serves in the interest of stakeholders – both local and the global Internet community
- Operate a common shared resource in a fair way
- Technically sound and knowledgeable

Core functions

- 1999 - migrated the primary name server and took direct charge of the registry database on local servers
- 2000 - created an all automated registration system
- Setup local support for registration of domain names i.e. e-mail and local phone numbers, and an help-desk to advise on domain name registration.
- Trained a team of DNS specialists, and general support staff on domain name issues

Prior to 1999


- Procedures to register domain names was complicated
- Low levels of registrations and utilization in comparison to the gTLDs [.com, .org etc..],
- Partly due to difficulties associated with registration procedures. Procedures were cumbersome
- Required pre-approval prior to acceptance, and that only followed by a complicated DNS verification process!
- It was disincentive to register .ug domain names
- These days – those who don't register do so because of other reasons..price has been cited as one reason although not the main reason

Diversity of name servers

- Selected and configured Diverse Name Servers
 - Co-located primary name server at a local ISP
 - Two (2) other secondary name servers on local backbone with 2 different local ISPs i.e. improved efficiency for name resolutions.
 - Servers run good and stable DNS software (Bind)
 - Selected two (2) overseas servers for diversity to ensure global DNS resolves adequately as well ensure stability and reliability
 - Choices of the name servers are good and secure, robust and reliable, and have provided stability for all these years



- Diverse Name Space structure

- Re-created a diverse 2nd level domain name space structure i.e. co.ug, ac.ug, or.ug, org.ug, mil.ug, go.ug,
 - Also, effective August 1st 2004 opened up the 2nd Level domain name space for registrants to choose and register directly beneath the [.ug] TLD zone i.e. your-own-name.ug
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Online registration.

To register a domain name directly, go to:

<http://www.registry.co.ug>,

And follow 3 simple steps

Also, check whois if you to know more details:


<http://www.whois.co.ug>

Registry/registrar model

- Registry/Registrar model
 - Available by application i.e. send e-mail to registrar@cfi.co.ug and ask to become a registrar
 - No restriction on who can become a registrar
 - Share and links up with central shared registry system [SRS]
 - Intended for individuals or companies (mostly ISPs) who have many domains to register
 - Ease of management of many domain names
 - Ease of billing i.e. can directly integrate with SRS
 - Can create own customized interface to SRS



- SRS – continued

- A secure, functional and robust true shared registry database
 - Not a trivial task to create and operate an SRS.
 - Consideration include:
 - Ability to transfer names between registrars
 - Automated capture of name server changes
 - Preservation of ownership rights even when domain names change registrars
 - Whois service with a high integrity of registration data automatically preserved
 - changes only by action of authorized entities.
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- SRS – benefits of a Registry/Registrar model

- Based on what is common place for Top Level Domains i.e. [.com and .net] hence a familiar model for users
- Has created a new level of user confidence and has won good reviews [2003 -- ICANN praises [.ug] ccTLD as model for other African ccTLDs]
- Operation continues to evolve as a robust shared registry system comparable to those being built for some of the new generic TLDs that have been established by ICANN
- Delegating some of the data storage burden to each registrar.
- This centralization increases security, functionality, and stability.
- Equal network access for registrar
- Open source advanced system interface for registrars

Customer care and support

- 10 seat call center 24/7 (7:00am – 11:00pm)
- Billing support Monday – Friday (8:00am – 5:00pm)
- All queries will be answered within the hour on work days, and usually within 6hrs on none work days

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- Simple & clear terms of use

[Located at: www.registry.co.ug/registry/terms.html](http://www.registry.co.ug/registry/terms.html)



Important highlights from policy doc:


- Registrations are by delegation to domain owner,
- Its recommended that you provide at least two independent (robust and reliable) DNS name servers in physically separate locations on the Internet.
- Servers should be active and responsive to DNS queries BEFORE request for action on domain name is submitted.
- All applications are treated on an equal basis and will be dealt with in a timely way and full professional competence.
- Registrant's host computers to accept zone transfers from the UG Domain Registry Primary and Sceondary Name Servers.
- The contact phone numbers in the registration form must be functional and answered during normal business hours



- Domain Name Disputes

- We try NOT to get into domain disputes
- Instead, we try to encourage consensus or where that fails we recommend that this be differed to ICANN's URDP available at:

www.icann.org/uidrp (usually an expensive and complicated mechanism)

- Or, for that matter to the courts of laws.
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- Some recent issues:

- - Who owns the .ug ccTLD?
- Clarification: This is contained in rfc1591 whose full text is available at:
<http://www.isi.edu/in-notes/rfc1591.txt>,

Here below is an extract that answers this query:

The major concern in selecting a designated manager for a domain is that it be able to carry out the necessary responsibilities, and have the ability to do a equitable, just, honest, and competent job.



Rfc1591 (extract)

- The key requirement is that for each domain there be a designated manager for supervising that domain's name space. In the case of top-level domains that are country codes this means that there is a manager that supervises the domain names and operates the domain name system in that country. The manager must, of course, be on the Internet. There must be Internet Protocol (IP) connectivity to the name servers and email connectivity to the management and staff of the manager. There must be an administrative contact and a technical contact for each domain..

rfc1591 (extract continued)

For top-level domains that are country codes at least the administrative contact must reside in the country involved

- 2) These designated authorities are trustees for the delegated domain, and have a duty to serve the community. The designated manager is the trustee of the top-level domain for both the nation, in the case of a country code, and the global Internet community. Concerns about "rights" and "ownership" of domains are inappropriate. It is appropriate to be concerned about "responsibilities" and "service" to the community.

Why charge a fee

- There is a cost for running a ccTLD service i.e. upkeep of the primary name server, maintenance and continuous development of the core databases i.e. records database, whois database, website, cost of labor, leased line costs etc
- The fee structure is set in accordance to standard business practice determined from realistic cost of providing such a service.
- Critical mass has to be attained for price to drop
- The fee structure is uniform for everyone i.e. same price to registrars as to direct registrants
- Domain names are Taxed at 18% of Value under the Uganda Tax Law hence that is passed on to the registrants

Who has registered

- google has registered and is now available at:
www.google.co.ug
- microsoft is at: www.microsoft.co.ug
- And several global brands like toshiba, fujitsu, toyota and kodak have also registered
- The .ug name space is trusted as a reliable registrant by big global brands



- **CONCLUSION**

- The .ug ccTLD is sound and stable
 - Number of registered domain names is over 10,000 and growing
 - A proven competent and knowledgeable team
 - Managed by a stable company (has been in business continuously for over 10 years)
 - It is not broken, why even attempt to fix it
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