



CITRA

الهيئة العامة للاتصالات وتقنية المعلومات  
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY



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## **Registration Regulation of Country Code Top-Level Domains (ccTLD), State of Kuwait**

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## **Chapter One: Definitions:**

The terms and standards defined in the executive regulation of Communication and Information Technology Regulatory Authority CITRA shall have the same respective meaning included in this document when used in this regulation. In addition, words and expressions included herein shall have their definitive meanings.

### **1. Regulatory Body for Managing Internet Domain Names and it is Abbreviated by CITRA's name:**

It is the organization responsible for operating Country Code Top-Level Domains ccTLD for the interest of all beneficiaries. This role is represented in Communication and Information Technology Regulatory Authority CITRA which is responsible for managing Country Code Top-Level Domains ccTLD and applicable standards in this field to ensure efficiency, justice and transparency for the beneficiaries. This includes control and implementation of all regulations, policies and procedures related to operation of Country Code Top-Level Domains ccTLD in addition to supervision on its registration system.

### **2. Registry:**

The registry is responsible for Central Registry maintenance for Country Code Top-Level Domains ccTLD. On behalf of his registered clients, the registry performs the tasks of registration, renewal or amendment of domain names in the registry. This role is represented in Communication and Information Technology Regulatory Authority CITRA.

### **3. Accredited Registrars:**

These are persons or entities that provide integrated registration services to those who want to register domain names through a contract with the registry. An accredited registrar represents the Public Front-End that provides registration services for registrants and resellers.

### **4. Resellers:**

Accredited registrars may appoint resellers to sell domains to clients and provide them with services. These resellers buy domain names and manage domain name registries for their clients via an interface that connects them with their registrars. Mediators do not have the authority of direct enforcement of the registry.



## **5. Registrant:**

This is a natural or legal person who registers a specific domain name directly or through another party. This person or entity maintains the right of using his domain name for a limited period of time provided that he commits to registration policies and procedures and registration fees payment. In addition, this person or legal entity is considered committed to the relevant service agreement signed with the accredited registrar or reseller concerning Country Code Top-Level Domains ccTLD.

## **6. Country Code Top-Level Domains ccTLD for State of Kuwait:**

These are the top level domains supervised and managed by CITRA and include:

- Kuwaiti-Latin Top Level Domain: it is a symbol consisting of two Latin letters (.kw) represented in the first Latin syllable on the right of any Kuwaiti-Latin domain name.
- Kuwaiti-Arab Top Level Domain: it is a word symbolizing the abbreviated name of State of Kuwait (Kuwait) and represented in the first Arabic syllable from the left to any Kuwaiti-Arabic domain name.

## **7. Kuwaiti Domain Name:**

It is any Arabic domain name or Latin domain name that is located within Country Code Top-Level Domains ccTLD for State of Kuwait and it is abbreviation called “Domain”.

## **8. Latin Domain Name:**

It is a name consisting of multiple Latin syllables separated by points and takes either of the following forms:

- 8.1. Latin domain name with two Latin syllables such as (example.kw) as .kw is the first Latin syllable from the right.
- 8.2. A Latin domain name with three Latin syllables such as (example.com.kw) as the first and second syllables from the right are one of the main branches of the top level Kuwaiti-Latin domain such as (com.kw, edu.kw).

## **9. Latin Syllable:**

It is A series of symbols (Latin letters from A to Z, numbers from 0 to 9, the hyphen (-) and there is no difference in small or big Latin letters). The Latin syllable is used to create a Latin domain name.



## **10. Arabic Syllable:**

It is a series of symbols (i.e. Arabic alphabets, numbers and the hyphen (-)) used to create an Arabic domain name without distinction of letters through punctuation marks, Hamza and the feminine ta’.

## **11. Arabic Domain Name:**

It is called on either of the following two standard formula or both as used to represent domain names in Arabic language according to international standards related to international domain names as follows:

- 11.1. First formula in Arabic language: it is a domain name consisting of two syllables in Arabic separated by a dot (.Kuwait) as .Kuwait shall be the first Arabic syllable from the left.
- 11.2. Second formula in Latin language: it is a domain name consisting of two syllables in Latin opposing to the Arabic language (encoded Unicode) as the first syllable is Latin from the right “xn-mgbg8edvm” opposing to the Top level Kuwaiti-Arabic domain: .Kuwait for example, the Arabic domain name of “123.Kuwait” matches the following encoded Unicode: “123.xn-mgbg8edvm”.

## **12. Opposing Latin Syllable (Encoded Unicode)**

It is a series of Latin symbols used to represent the Arabic syllable in the formula ASCII for any domain name online. It always starts with four symbols (\_xn) created according to international standards related to the use of Internationalized Domain Names (IDN) through which we can shift correctly from Arabic syllable to the Latin encoded Unicode or vice versa.

## **13. New gTLDs**

These are top-level Latin domains accredited by the Internet Corporation for Assigned Names and Numbers (ICANN) since 2013:  
Social. / technology. / academy.

## **14. Objection Parties:**

These include the objecting and the objected against parties or any person related to the dispute parties.

## **15. Reserved Domain Name:**

It is a word or phrase that is banned from use within Kuwaiti domain names according to the policies set by CITRA.



## **16.The List:**

A list of names reserved and prepared according to these procedures.

## **Chapter Two: General Provisions:**

- 17.This regulation determines rules, terms and conditions of registering domain names within Country Code Top-Level Domains ccTLD for State of Kuwait.
- 18.Providing registration services is limited to the following:
  - 18.1. A natural non-minor person with Kuwaiti nationality or resident with a valid residence in State of Kuwait.
  - 18.2. An NGO licensed by the concerned authorities in State of Kuwait to practice its activity.
  - 18.3. An owner of a local trade mark or trade name registered at Ministry of Trade & Industry in State of Kuwait.
  - 18.4. An international trade name registered at Ministry of Trade & Industry in State of Kuwait.
- 19.It is allowed to register Generic Top-Level Domains (gTLDs) with two or three syllables as accredited by ICANN by any natural or legal person according to policies and procedures set by CITRA. Names of some domains are as follows:
  - 19.1. .kw
  - 19.2. .com.kw
  - 19.3. .net.kw
  - 19.4. .gov.kw
  - 19.5. .org.kw
  - 19.6. .ind.kw
- 20.It is also allowed to register what is called New Generic Top-Level Domains (New gTLDs) according to policies and regulations issued by CITRA.

## Chapter Three: Registry-Registrar Model

### **21. Roles Related to this Model:**

CITRA adopts the best world practices in the field of domain names management. This is represented in adopting the Registry-Registrar Model) by ICANN and other world organizations operating in the field of Top-Level Domain names TLD. In the annex, there are attached diagrams showing the relations and registrations between parties of the relation. This model includes the following roles:

- 21.1. Regulatory body.
- 21.2. The registry.
- 21.3. Accredited registrars.
- 21.4. Reseller.
- 21.5. Registrant.

### **22. Certificate of Accredited Registrars by CITRA:**

An accredited registrar provides services to registrants and keeps domain names of registrants in the registry system. An accredited registrar also commits to provide services of information registration and updating for registrants and he is authorized to collect fees form registrants in return for these services according to contract conditions with CITRA. An accredited registrar may also provide additional services besides registering domain names such as web hosting, email series or cloud services. To obtain the Accredited Registrar certificate from CITRA, the following steps should be followed:



The Accredited Registrar Agreement covers the technical requirements that should be found for him to integrate with the registry system and it includes his responsibilities as an accredited registrar towards commitment to CITRA's policies. After accrediting the registrar, he can get direct access to registry database operated by CITRA and offer his services according to the Accredited Registrar Agreement with commitment to domain name management policy of CITRA.

23. An accredited registrar or reseller provides registrants with registration services, information updating and dealing with complaints according to CITRA's regulation. A registrant shall agree on collecting his information by CITRA to allow it to perform its responsibilities.



## **Chapter Four: Application Requirements**

24. A registrant who wants to register a certain domain name should apply for an Accredited Registrar Application or any of the resellers according to policies and procedures set by CITRA noting that the registration application shall contain complete, correct and updated information.
25. The registrant commits to all policies and procedures issued by CITRA concerning registration application and he shall be deemed recognizing terms and conditions of this regulation and accepting them without reservations. He shall also be responsible for any error in the registration application.
26. An accredited registrar commits to receive documents required from the registrant according to policies and procedures set by CITRA.
27. CITRA or the accredited registrar are allowed to set procedures to verify the documents and information included in any registration application, current registration or verify application adequacy or registration with terms and conditions of this regulation, other regulations and policies issued by CITRA.

## **Chapter Five: Registration Guarantees:**

28. When applying for domain name registration, a registrant commits to confirm being among the categories specified in paragraph 2.2 herein.
29. The accredited registrar commits to all terms and conditions included within this regulation besides the decisions, policies and regulations issued by CITRA in addition to all documents and correspondence related to the domain name, subject of registration.
30. It is a condition for using domain names by registrants that they declare that the domain name does not conflict with policies and regulations issued by CITRA.
31. The registrant declares that all information related to the domain name are complete, correct and updated and commits to inform CITRA or the accredited registrar for any updating or change that may happen on information according to CITRA's policies and procedures.
32. The registrant declares his correct receipt of any notification or message sent from CITRA or the accredited registrar if sent to the address provided to CITRA or the accredited registrar. In addition, CITRA or the accredited registrar is not responsible for not reaching the notice or message.
33. The registrar agrees that information he submitted to CITRA or the accredited registrar related to the domain name will be available for public access through (Whois) registrar information service or any other means.



34. The accredited registrar commits to regulation, procedures and policies issued by CITRA in relation to complaint on Kuwaiti domain names.
35. A registrant agrees to be responsible for ensuring renewal of domain name license within a maximum of three days since the expiry date of domain registration with commitment to pay renewal fees imposed according to policies and regulations issued by CITRA.
36. The accredited registrar commit to notify the registrants of approaching expiry date of the domain registration and the need to renew it within a specific period of time according to policies and regulations issued by CITRA.

## **Chapter Six: Documents of Registrants:**

37. In addition to information included in the domain name registration application, CITRA is allowed at any time to request from registrants to submit additional documents or information within the time period, the form and means determined by CITRA. In addition, CITRA may reject, cancel or suspend the registration application in case of registrant's non-commitment.
38. Communications, e-mails, documents or letters exchanged between CITRA, the accredited registrar and the registrant in processing the domain name registration application and other records saved by CITRA and deemed argument on their owners.

## **Chapter Seven: Banned Activities:**

39. A registrant is not allowed to register, use, keep the domain name or submit a suspended service application of the following:
  - 39.1. Activities or acts that violate policies and regulations issued by CITRA or helping on doing them. For example: phishing to obtain personal financial information, sending spam, hosting pornographic contents or harmful software.
  - 39.2. Publishing contents that violate applicable laws in State of Kuwait.
  - 39.3. Decisions issued by CITRA concerning some banned activities.



## **Chapter Eight: Registration of Domain Names:**

40. Requirements that should be found in the Latin domain name to be registered:
- 40.1. Syllabus length shall not be less than one Latin symbol (review).
  - 40.2. First and last symbols of the syllable shall be either a Latin letter or number.
  - 40.3. The Latin syllabus shall not include two consecutive hyphens (-).
  - 40.4. The Latin domain name shall not conflict with regulations issued by CITRA.
41. Requirements that should be found in the Arabic domain name to be registered:
- 41.1. Arabic syllabus length shall not be less than one letter.
  - 41.2. Arabic syllabus shall have a correct matching Latin syllabus representing the matching formula of the Arabic syllabus (encoded Unicode) according to international standards using Internationalized Domain Names (IDN).
  - 41.3. Arabic syllabus shall not begin and end with a hyphen (-) and does not include two consecutive hyphens (-).
  - 41.4. Arabic domain name shall not conflict with regulations issued by CITRA.
42. It is a condition to find a link between domain name, the registrant or his activity. CITRA is entitled at any time to require related evidence from the registrant.
43. It is not allowed to register domain names included in the “Reserved Domain Names” list unless for authorized entities according to policies and regulations issued by CITRA.

## **Chapter Nine: Reserved Domain Names**

44. CITRA may establish lists of reserved syllables or these ones unavailable for registration in domain names. They include, but not limited to, syllabuses that represent names of public figures, numbers or names that contradict with laws and regulations in these countries, against public interest or improper for registration.
45. CITRA is entitled to set policies and procedures that govern creation and management of reserved domain names list.
46. When removing a name from the reserved domain names list, it will be available for registration according to policies and procedures set by CITRA.



## **47. List of Reserved Domain Names:**

- 47.1. CITRA puts the list which includes reserved domain names within the following categories:
  - 47.1.1. Geographic names: such as names of cities, governorates, areas and countries.
  - 47.1.2. Ambiguous names: these include sensitive or general words or phrases that can be explained in more than one means and they may lead to a semantic ambiguity such as (ministry-), (Kuwaiti-), (-bank), etc.
  - 47.1.3. Religious names: these include names of religions, doctrines and sacred rituals.
  - 47.1.4. Violating names: these include words and phrases that form a violation of applicable laws and regulations in State of Kuwait, against public ethics or harming habits and traditions.
  - 47.1.5. Names related to card registration service: these include all words and phrases reserved pursuant to international standards related to domain name registration service.
- 47.2. When preparing a list, CITRA is entitled to use applicable lists in domain name registration entities in other countries.
- 47.3. It is not allowed to register a name reserved under Kuwaiti domains.
- 47.4. CITRA has the right to reject registration or deletion of a domain name if it includes a reserved name.
- 47.5. CITRA has the right to publish the list, part of it or its classifications in the manner it deems suitable.
- 47.6. Any natural or legal person is allowed to provide an application to add, delete names to the list or use it as exceptions by a decision issued from CITRA.

## **Chapter Ten: Amendment of Registration Information:**

48. A registrant has the sole right and authority in amendment of registration information such as the e-mail or phone number through the domain's control panel at the accredited registrar of registry's information.
49. CITRA has the right to request from the accredited registrar to amend his information or verify it at any time.



## **Chapter Eleven: Transferring Domain Names**

50. CITRA has the right to allow to transfer domain names to other party provided that both the registrant and other party, to whom the domain name was transferred, match the terms and provisions of this regulation, other policies and regulations issued by CITRA.
51. CITRA has the right to request documents from both parties as it deems necessary to complete the transfer process.
52. CITRA has the right to reject any request of domain name transfer because of not submitting the required documents or for any other reason deems appropriate by CITRA.

## **Chapter Twelve: Rejecting Applications, Deleting and Suspending Domain Names**

53. The accredited registrar or reseller is allowed to submit an application to CITRA to omit or suspend a current domain name and CITRA has the right to reject the application of registering domain names in the following cases:
  - 53.1. If it is proved to CITRA that any of the submitted information from the registrant is incorrect, incomplete or non-updated.
  - 53.2. If the registrant does not provide the documents required for domain registration.
  - 53.3. If the registrant fails in renewing the domain name.
  - 53.4. If the registrant does not confirm registration information after CITRA's request.
  - 53.5. If CITRA accepted a submitted objection related to the domain name.
  - 53.6. If CITRA received a judicial order.
  - 53.7. If CITRA received a notice from any natural or legal person informing that domain name registration or use is violating regulations and laws in State of Kuwait or regulations issued by CITRA and this was proved correct.
  - 53.8. If the registrant, registration application or domain names are against any of terms and provisions of this regulation or other regulations issued by CITRA.
  - 53.9. If CITRA decides to reject the application of registration, deletion or suspension of a current domain name with the aim of public interest protection or for any reason it deems appropriate.
54. CITRA shall inform the applicant with the decision of rejection, deletion or suspension with reasons.
55. CITRA is allowed to cancel the suspension of domain names after removing reasons for suspension.



## **Chapter Thirteen: Accessibility to Registrant Information to Others**

56. CITRA has the right to collect information and documents about the registrant with the purpose of doing its responsibilities and tasks. It is also entitled to collect other technical information such as the electronic visits registry of the registrant's website on the Internet.
57. CITRA has the right to provide specific information of any domain name in general and publish it on CITRA's online website.
58. A registrant or any other person are allowed to benefit from publicly accessible registrant's information provided that this shall be only for the following purposes:
  - 58.1. Verifying availability of a certain domain name.
  - 58.2. Receiving registration information of a certain domain name.

## **Chapter Fourteen: Financial Return:**

59. CITRA shall receive a financial return for domain name registration services according to policies, procedures and prices set by CITRA.

## **Chapter Fifteen: Complaints:**

60. Any related party to Country Code Top-Level Domains ccTLD registration in State of Kuwait has the right to submit a complaint to CITRA being the entity that is responsible for regulating and operating these domains. CITRA also has the right to deal with complaints submitted according to its applicable regulations in this respect.

## **Chapter Sixteen: Communication:**

61. CITRA is allowed to communicate with the registrant concerning domain name services via e-mail or other proper means selected by CITRA.
62. A registrant is the sole responsible person for ensuring that communication information he receives as included in any domain name registration application he submitted or registered is correct, accurate and updated at all times. CITRA is not responsible in case of non-receiving any notice or message forwarded to the registrant through its communication information.



## **Chapter Seventeen: Amendment:**

63. This regulation and any of its terms and provisions are amendable from time to time by CITRA without prior notice.
64. CITRA is allowed to issue independent policies, procedures and decisions in cases not treated in this regulation.
65. A registrant commits to changes that are made in this regulation, any other relevant regulation, policy or procedure. Such changes shall prevail thirty days after their publication date on CITRA's online website.
66. The registrant's continuation of using any domain name is deemed as his acceptance of changes made on this regulation, any other relevant regulation, policy or procedure. In case of registrant's refusal of committing to these changes, he should submit a request to CITRA of deleting the domain registered by his name.