

POLICY OF DOMAIN NAMES REGISTRATION IN ".AM" AND ".ՀԱՅ" DOMAIN ZONES

1. DEFINITIONS

1. The concepts used in this policy are:

1) **"Internet Corporation for Assigned Names and Numbers" organization or "ICANN" organization**, organization that delegates generic (gTLD), country code (ccTLD) and internationalized (IDN) Top Level Domains.

2) **Registry**: "Internet Society" non-governmental organization delegated by "ICANN" organization to manage ".am" and ".huj" Top Level Domains.

3) **Registry Commercial Operator**: A commercial organization authorized by the Registry that provides Registrars with online access services to the Registry database.

4) **Registry Technical Operator (Armenia Network Information Centre-AM NIC)**: An organization authorized by the Registry, that provides the uninterrupted operability of the software-hardware (network) complex in ".am" and ".huj" domain zones as well as distributes the information required to use domain names in the Internet that are registered in the Registry database.

5) **Registrar**: A legal entity registered in the Republic of Armenia and accredited by the Registry that provides domain name registration services in ".am" and/or ".huj" Top Level Domains (makes domain names registration and renewal in Registry database) in case of a contract concluded with the Registry Commercial Operator on the provision of services as specified in the 3rd subparagraph of this paragraph.

6) **Domain name holder**: A subject competent to conclude civil law contract that has registered (renewed) in Registry database a second level domain name at ".am" or ".huj" domain zones (such as "isoc.am") or a third level domain name at ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am", ".համայնք.huj" domain zones (such as "isoc.com.am" or "isoc.net.am" through Registrar or through Registry in cases specified in this Policy .

7) **Registry database**: A database comprising information about domain names registered in ".am" and ".huj" top level domain zones, as well as other mandatory information required to ensure the operability of domain names.

8) **"Whois" service**: information provision on a domain name from Registry database through publicly accessible search engine.

9) **Domain name system server (DNS server)**: software-hardware (network) based system that provides the conversion of domain names into network addresses (IP addresses).

10) **Personal data**: Any personally identifiable information that allows or can allow to directly or indirectly identify the person.

2. GENERAL PROVISIONS

2. This policy defines the procedure of domain names registration and renewal in Registry database as well as the procedure of registration (renewal) annulment.

3. Second level domain names of ".am" and ".huw" domain zones and third level domain names of ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am", ".համայնք.huw" are registered (renewed) in the Registry database.

4. Registration (renewal) of domain names in the Registry database is implemented by:

1) Registrars, the list of which is published on www.isoc.am, www.itc.am and www.amnic.net websites,

2) Registry, in cases defined by this Policy.

5. Registry registers (renews):

1) domain names included in the lists specified in the 14th and 16th paragraphs of this policy,

2) domain names to which the Registry Commercial Operator has applied to become a Domain name holder,

3) domain names to which the Registry Technical Operator has applied to become a Domain name holder,

4) domain names for the purpose of development of ".am" and ".huw" domain zones. ***(the 4th subpoint was supplemented on February 7, 2018, Order No. 4L).***

3. THE NECESSARY PRECONDITION FOR DOMAIN NAME REGISTRATION

6. For Registrars or entities acting on behalf of the Registrars the mandatory precondition for domain name registration in the Registry database is the existence of a contract on domain name registration services in ".am" or ".huw" domain zones with the subject that is competent to conclude a civil law contract and wants to become the domain name holder of the given domain name.

7. Existence of a contract on domain names registration services is not required in case the Registrar wants to become the Domain name holder of the given domain name on the condition that the registration of the given domain name is carried out personally by Registrar.

4. TECHNICAL REQUIREMENTS FOR DOMAIN NAME

8. To register a domain name in ".am" domain zone into Registry database the domain name must meet the following technical requirements:

1) the domain name must end by ".am" extension,

2) only permitted symbols must be used in domain name. The permitted symbols are:

a) Latin script small letters (a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z),

b) 0-9 digits,

c) dash: " - ,

3) dividing dot in second level domain name (the dot mentioned in ".am" extension), and dividing dots in ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" third level domains (the dot mentioned in ".am" extension and the preceding dot to ".am" extension) must be of Latin code,

4) in the preceding label of second level domain name in ".am" extension the number of symbols must not exceed 63 (the preceding label of ".am" extension does not include "www.", "ftp.", "http://", and other similar abbreviations, prefixes, protocols, etc. used in the Internet),

5) the preceding label of second level domain name in ".am" extension must not begin with the dash or include 2 sequential dashes,

6) the preceding labels of ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" of corresponding third level domain names in ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" the number of symbols must not exceed 63 (".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" preceding labels do not include "www.", "ftp.", "http://", and other similar abbreviations, prefixes, protocols, etc. used in the Internet),

7) the preceding labels of ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" of corresponding third level domain names in ".com.am", ".co.am", ".org.am", ".net.am", ".commune.am" must not begin with the dash or include 2 sequential dashes,

9. To register a domain name in ".huj" domain zone in Registry database the domain name must meet the following technical requirements:

1) the domain name must end with ".huj" extension,

2) only permitted symbols must be used in domain name. The permitted symbols are:

a) "ł" symbol of Armenian Unicode script,

b) Armenian script small letters of Armenian Unicode script, except "ł", "nl" letters (ա, բ, գ, դ, ե, զ, է, ը, թ, ժ, ի, լ, խ, ծ, կ, հ, ձ, ղ, ճ, մ, յ, ն, շ, պ, ջ, ո, ս, վ, տ, ռ, ց, փ, ք, օ, ֆ): Instead of "ł" letter it is recommended to use "ե" letter and "ł" symbol and instead of "nl" letter it is recommended to use "n" letter and "ł" symbol,

c) 0-9 digits,

d) dash: "-",

3) Dividing dot in second level domain name (the dot mentioned in ".huj" extension), and the dividing dots mentioned in ".համայնք.huj" third level domain name (the dot mentioned in ".huj" extension and the ".huj" extension preceding dot) must be of Latin script,

4) in ".huj" extension preceding label of second level domain name the number of symbols converted into "Punycode" converter as mentioned in <https://www.punycoder.com> website must not exceed 63 (".huj" extension preceding label does not include "www.", "ftp.", "http://" or other abbreviations, prefixes, protocols, etc. used in the Internet),

5) ".huj" extension preceding label of second level domain name must not begin with dash or include 2 sequential dashes,

6) in ".համայնք.huj" extension preceding label in ".համայնք.huj" third level domain name the number of symbols converted into "Punycode" converter as mentioned in <https://www.punycoder.com> web site must not exceed 63 (".համայնք.huj" preceding label does not include "www.", "ftp.", "http://" and other similar abbreviations, prefixes, protocols, etc. used in the Internet),

7) in ".համայնք.huj" extension preceding label in ".համայնք.huj" third level domain must not begin with dash or include two sequential dashes.

10. Dividing dots in domain names are not considered as a symbol.

5. DOMAIN NAMES NOT SUBJECT TO REGISTRATION

11. Not subject to registration domain names, if the given domain name presents itself a cause of discrimination on account of person's sex or race, skin color, ethnic or social origin, or genetic

characteristics, or language or religion, or age, or other personal or social circumstances, or promotes calls of human dignity humiliation in other way, or is violence or war propaganda, or committing of actions criminally punishable or prohibited by acting legislation, or is a blasphemy, or is otherwise contradictory to the principles of morality, or is incompatible with public interest. **(the 11th point was edited on May 25, 2018, Order No 16L)**

11.1 The Registry shall maintain a list of domain names that are not eligible for registration (hereinafter referred to as the **"Non-Registrable Domain Names List"**). **(Clause 11.1 supplemented by Order No. 7 L dated April 30, 2025)**

12. **(to consider void the 12th point. From May 25, 2018, Order No 16 L)**

13. **(to consider void the 13th point. From May 25, 2018, Order No 16 L)**

6. RESTRICTIONS RELATED TO DOMAIN NAMES REGISTRATION

14. Registry defines domain names list that include domain names to which domain name holders may become only state bodies defined by the Constitution of the Republic of Armenia (hereinafter: **Governmental domain names list**). Governmental domain names list, among other names, includes: "armenia.am", "armenia.com.am", "armenian.com.am", "armenia.co.am", "armenian.co.am", "armenia.org.am", "armenian.org.am", "armenia.net.am", "armenian.net.am", "հայաստան.հայ", "հայ.հայ", "հայկական.հայ" domain names.

15. «.commune.am» and «.համայնք.հայ» third level domain name holders may become only the communities of the Republic of Armenia.

To meet its service needs, Registry defines a list of domain names to which domain name holder can become only the Registry (hereinafter: **List of domain names for Registry needs**). The number of domain names included in the List of domain names Registry needs must not exceed the reasonable limit. The list of domain names for Registry needs includes, among other names, second level domain names with a single symbol in ".am" and ".hay" extension preceding label with reservation set out in the 55th paragraph of this policy. The list of domain names for Registry needs is published on www.isoc.am, www.itc.am u www.amnic.net websites.

7. DOMAIN NAME REGISTRATION

16. Domain name registration is the entry of a domain name and information ensuring the operability of domain name as specified in the 18th paragraph of this policy in the Registry database.

17. To ensure a domain name operability, along with the entry of the domain name the following information is entered in the Registry database:

1) the first name, the last name, registered address or place of residence, postal code of the physical entity who wants to become the domain name holder of the given domain name,

2) the name, location (legal address), postal code of the non-physical entity that is competent to conclude a civil law contract and wants to become the domain name holder of the given domain name, the organizational-legal form in case of being legal entity, the legal status in case of being other subject,

3) the administrative, technical and financial contacts data (first name, last name, e-mail address, telephone number) of the subject that is competent to conclude a civil law contract and wants to become the domain name holder of the given domain name. Moreover, in case of being a physical

entity who wants to become the domain name holder of the given domain name, the data of that physical entity shall be entered, if the latter hasn't authorized another person (persons) to act as his/her administrative, technical and financial contact as defined by law,

4) at least two, maximum six names of Domain name system server,

5) the term of domain name usage which cannot be entered for a term of less than one year.

18. Domain name is considered registered in the Registry database from the moment of entry of domain name and information ensuring domain name operability as specified in the 18th paragraph of this policy.

19. Domain name registration is a one-time operation.

1) From the moment of domain name registration, the Domain name holder obtains the right of limited use of that domain name during the domain name registration period taking into account the terms and restrictions set out in this policy. Domain name registration cannot be interpreted as the Domain name holder's acquisition of property right or any other right over that domain name not specified in this policy. Moreover the domain name cannot be used: for the purpose of distributing pornographic materials,

2) for the purpose of distributing materials against the protection of state borders of the Republic of Armenia, internal stability, national security and (or) against the Republic of Armenia,

3) for the purpose of distributing materials of containing calls to commit a crime,

4) for the purpose of distributing spam,

5) for the purpose of sale of such products or services the circulation or free circulation of which is prohibited by the legislation of the Republic of Armenia (with exception of cases, when the Domain name holder has the allowance to sell such products or provide services),

6) for the purpose of distributing materials prohibited by the legislation of the Republic of Armenia,

7) for the purpose of implementing trafficking or supporting its implementation in any way.

8. REFUSAL TO DOMAIN NAME REGISTRATION

20. Domain name registration in the Registry database is refused by the Registry, if:

1) the given domain name is already registered in the Registry database with exception of the case specified in the 23rd paragraph of this policy,

2) the domain name in ".am" domain zone does not correspond to the technical requirements specified in this policy,

3) the domain name in ".huj" domain zone does not correspond to the technical requirements specified in this policy,

4) (to consider void the 4th subpoint. From May 25, 2018, Order No 16 L)

5) a subject not being a state body defined by the Constitution of the Republic of Armenia and being competent to conclude a civil law contract wants to become a Domain name holder of a domain included in the list of Governmental domain names,

6) other subject competent to conclude a civil law contract wants to become a Domain name holder of a domain included in the list of Domain names for Registry needs,

7) information about the physical entity who wants to become a Domain name holder of a given domain name as specified in the 1st subparagraph of 18th paragraph of this policy is not entered or

incompletely entered into Registry database,

8) information about the non-physical entity competent to conclude a civil law contract that wants to become a Domain name holder of a given domain name as specified in the 2nd subparagraph of 18th paragraph of this policy is not entered or incompletely entered in the Registry database,

9) information specified in the 3rd-5th subparagraphs of 18th paragraph of this policy is not entered or incompletely entered in the Registry database,

10) a subject not being a community of the Republic of Armenia competent to conclude a civil law contract wants to become a Domain name holder of ".commune.am" or ".համայնք.հայ" third level domain names,

11) The domain name is included in the Non-Registrable Domain Names List.
(Sub-point 11 supplemented by Order No. 7 L dated April 30, 2025)

21. The domain name registration is not subject to refusal on the basis that the given domain name is already registered in the Registry database, if the domain name registration is carried out on the initiative of the Domain name holder for the purpose to change the Domain name holder.

9. DOMAIN NAME PRESERVATION PERIOD IN THE REGISTRY DATABASE

22. The domain name preservation period registered in the Registry Database (hereinafter, **Preservation period**) shall be determined by the total amount of the date of use of the given domain name entered in the Registry database and additional period defined to maintain the domain name in the Registry database. The additional period of domain name preservation in the Registry database (hereinafter: **Additional period**) is 45 days.

23. In case of annulment of domain name registration (renewal) on the basis defined in this policy the given domain name is removed prematurely from the Registry database
(Preservation period is terminated).

10. DOMAIN NAME RENEWAL

24. Domain name renewal in the Registry database is the entry of a new term of use of a registered domain name. The new term of use of a registered domain name in the Registry database cannot be entered for less than one year term.

25. Domain name renewal is carried out if the Domain name holder of the given domain name wants to continue using the given domain name.

26. Domain name renewal is carried out during Preservation period.

27. In case of renewal of a domain name until the additional period the new term of use of a domain name is calculated from the first day of the Additional period.

28. In case of renewal of a domain name during Additional period until the moment of domain name renewal:

1) the registered domain name is not translated into IP addresses

2) (to consider void the second subpoint. From July 01.2022, Order No 21L).

29. In case of not renewal of the given domain name until the end of the Preservation period the registered domain name is removed from Registry database and becomes a domain name free for registration taking into account the restrictions set out in this policy.

30. Domain name renewal is a one-time operation.

11. DOMAIN NAME REGISTRATION ON INITIATIVE OF THE DOMAIN NAME HOLDER FOR THE PURPOSE TO CHANGE THE DOMAIN NAME HOLDER

31. For the purpose to change the Domain name holder the new registration of the given domain name that is registered in the Registry database is carried out on the initiative of the Domain name holder of the given domain name during the domain name usage period.

32. In order to make a new registration of a domain name on the initiative of the Domain name holder for the purpose to change the Domain name holder, in addition to the contract on domain name registration services provision in ".am" or ".huw" domain zones concluded with the subject competent to conclude a civil law contract that wants to become a Domain name holder of the given domain name, the mandatory preconditions are:

1) the signed application of the Domain name holder of the given domain name about the change of the Domain name holder in the Registry database,

2) the signed application about the intention to become the Domain name holder of the given domain name by the subject that wants to become the Domain name holder of the given domain name competent to conclude a civil law contract,

3) the rescission of the contract on the provision of registration services of that domain name concluded with the Domain name holder of the given domain name.

33. The new registration of a domain name on the initiative of the Domain name holder for the purpose to change the Domain name holder is carried out by the Registrar that has registered (renewal) that domain name in the Registry database.

34. The new registration of the domain name on the initiative of the Domain name holder for the purpose to change the Domain name holder is carried out in accordance with the 7th chapter of this policy.

35. If the Domain name holder of the given domain name is the Registrar, then on the initiative of the Domain name holder for the purpose to change the Domain name holder, the terms set out in the 1st and 3rd subparagraphs of the 34th paragraph do not work on the condition that the given domain name registration has been carried out personally by that Registrar.

36. If the subject that wants to become the Domain name holder of the given domain name competent to conclude a civil law contract is the Registrar, then on the initiative of the Domain name holder for the purpose to change the Domain name holder the term set out in the 2nd subparagraph of the 34th paragraph of this policy does not work on the condition that the domain name registration is carried out personally by the Registrar. In this case the existence of the contract on domain names registration services provision in ".am" or ".huw" domain zones with the subject competent to conclude a civil law contract is not required.

12. THE RESPONSIBILITY OF THE REGISTRY

37. In cases of domain name registration by itself, as set out in this policy, the Registry is required to take reasonable measures to verify the authenticity of the data presented by the Domain name holder. The Registry does not carry responsibility if the authenticity of the data submitted to it was not possible to verify by reasonable efforts.

38. The necessary Information provided by the Domain name holder for the purpose of domain name registration (renewal) must be transferred to the Registry.

By the contracts between two parties: Registrar and Domain name holders, each Registrar is obliged to ensure that Domain name holders to provide:

1) an agreement on transferring the necessary information to the Registrar for the given Domain name and Domain name operability.

2) The agreements of their administrative, financial and technical contacts on transferring their personal data to the Registry (within the limits defined in this Policy).

The Registrar has the right to publish the registered (renewed) domain name in the Registry database and the information required to ensure the operability of the domain name through the “Whois” service.

Upon the request of the given domain name holder, for ensuring the domain name operability, the necessary data, mentioned in 1-3 sub points of the 18th point of the policy is not published through the “Whois” service.

By the agreement between Registrar and Domain name holders, each Registrar is under an obligation to ensure that Domain name holder should provide:

1) their position concerning to publishing or not publishing the data listed in 1-3 sub points of 18th point of this Policy through the “Whois” service.

2) their position concerning to publishing or not publishing the data (each with regard to the data related to himself), their administrative, financial and technical contacts listed in 1- 3 sub points of 18th point of this Policy through the “Whois” service.

By the Registry request the Registrar is under an obligation to provide evidence concerning to the agreements and positions provided in this paragraph on the Registrar’s administrative, technical and financial contacts.

(The 40th point was edited on May 25, 2018, Order No 15 L)

39. In case of domain names registration in the Registry database is carried out by Registrars, Registry does not carry responsibility for those registrations, as well as the authenticity of data presented by the Domain name holder and is not obliged to verify the authenticity of those data.

40. In any case, Registry does not carry responsibility:

1) for Registrars actions,

2) for the content of materials distributed through the registered domain name.

13. DISPUTES RESOLUTION

41. The legislation of the Republic of Armenia shall extend over this policy.

42. Any dispute related to this policy (including: that of domain name registration, renewal, new registration of a domain name on the initiative of the Domain name holder for the purpose to change the Domain name holder, refusal to domain name registration, annulment of domain name registration (renewal), rights, obligations and responsibilities of Registry, Registrars, Domain name holders, interpretation, breach, invalidity of the paragraphs of the following policy, etc.) must be

finally resolved through arbitration, by the "Arbitration Centre of Settlement of Domain Name Disputes" foundation, in accordance with "Domain name disputes resolution arbitration rules" (hereinafter: the Rules). Registry, Registrars, Domain name holders and other entities related to this policy undertake the duty to subject to the Rules. The composition of the arbitration and the number of arbitrators shall be determined in accordance with the Rules. The location of the arbitration shall be Yerevan city, Republic of Armenia, the language of arbitration shall be Armenian. The resolution of the arbitration as set out in the Rules is final, mandatory and applicable to Registry, Registrars, Domain name holder and other entities related to this policy and if not done on a voluntary basis, may be handed over to any competent court for compulsory enforcement. **(the 44th point was edited on February 5, Order No 16L)**

14. THE ANNULMENT OF DOMAIN NAME REGISTRATION (RENEWAL)

43. Domain name registration (renewal) is subject to annulment by the Registry:

1) if it turns out that the information (or a part of it) provided by the Domain name holder for domain name registration (renewal) is fake,

2) if the information provided by the Domain name holder for the given domain name registration (renewal) is incomplete and the Domain name holder, in response to properly conducted request by the Registrar or Registry that has carried out the registration (renewal) of the given domain name, does not provide additional information within two months to the Registrar or Registry that has carried out the registration of the respective domain name, **(the second subpoint was edited on February 5, 2021, Order No 16L)**

3) if the given Domain name holder has not responded within two months to the properly conducted request of the Registrar that has carried out the registration (renewal) of the given domain name on the identification of the Domain name holder,

4) if the given Domain Name holder has requested the Registry to remove the data, responsible for domain name operability from the Registry database, **(the 4th subpoint was edited on May 25, Order No 15L)**

5) if at least one of the administrative, financial or technical contacts of the Domain name holder of the given domain name has requested to remove his/her Personal data from the Registry database, and the Domain name holder, in response to properly conducted request by the Registrar or Registry that has carried out the registration (renewal) of the given domain name, has not provided within two months the new corresponding contact(s) data and his/her (their) written agreement(s) on publishing and his/her (their) personal data (within the limits defined in this policy), **(the 5th subpoint was edited on May 25, 2018, Order No 15L)**. in exceptional cases, for breach of this policy.

In cases defined in 1st- 5th subparagraphs of this paragraph, the registered domain name is subject to annulment by the Registry within 7 working days from the moment the appropriate basis emerged.

44. Domain name registration (renewal) is subject to annulment by the arbitration defined in this policy

- 1) in cases of breach of this policy,
- 2) in cases defined by the legislation of the Republic of Armenia,
- 3) in cases defined by other legal acts adopted by the Registry,

4) (to consider void the 4th subpoint. From May 25, 2018, Order No 16 L).

5) if stakeholder proves that he/she has the preference right to be the Domain name holder of the given domain name by virtue of a trend name, trademark, place of origin, geographical indication or guaranteed traditional product name subject to the legal protection in accordance to the legislation of the Republic of Armenia and the given Domain name holder does not represent any equivalent argument,

6) if stakeholder proves that the domain name registration under the name of the Domain name holder contradicts the customary business practice or violates the principles of consciousness, honesty, fairness, truthfulness and impartiality between the Domain name holder and the interested person or between them and the consumers or causes or may cause any confusion/delusion in the public on the activities of stakeholder and the Domain name holder (including that of the products/services offered by them) and the Domain name holder does not present any reasonable counter-argument within a reasonable timeframe,

7) in other cases, determined by the arbitration.

In case of annulment of domain name registration (renewal) by the arbitration defined by this policy, the domain name is removed from the Registry database.

15. MAKING AMENDMENTS OR ADDITIONS TO POLICY, TERMINATION OF ITS OPERATION

47. Registry holds the right to make amendments and (or) additions to this policy in any time, terminate the operation of this policy, define new policy of domain name registration.

48. The legal act on amendments and (or) additions or the termination of this policy or defining a new policy for domain name registration, as a rule, shall enter into force 30 (thirty) days after its adoption, unless otherwise provided for by that legal act.

49. After the adoption of the legal act on amendments and (or) additions or the termination of this policy or defining a new policy for domain name registration, Registry shall inform Registrars in written or in e-mail within reasonable timeframe.

16. FINAL PROVISIONS

50. The timeframe calculation set by this policy is based on Yerevan time zone (UTC +4 time zone).

51. Registry is guided by the transliteration table published on www.isoc.am, www.itc.am and www.amnic.net websites.

52. The e-mail received from the administrative contact of the Domain name holder is considered to be an official application sent by the Domain name holder.

53. A proper request sent to the Domain name holder is considered to be the request sent to the email address of the administrative contact of the Domain name holder, which has also been sent via postal address (ordered letter) to the physical entity Domain name holder's registered address or place of residence, and in the case of non-physical entity Domain name holder, to the address of location of the latter. If the physical entity Domain name holder has not authorized another person to act as his/her administrative contact, then the request shall be sent to the email address of the physical entity Domain name holder.

54. In case of annulment of domain name registration (renewal) Registrar does not hold the right

to make a registration of the given domain name by name of the same Domain name holder, if the basis of annulment of domain name registration (renewal) have not ceased to exist.

17. TRANSITIONAL PROVISIONS

55. Those second level domain names that contain one symbol in ".am" or ".hwj" extension preceding label of which Domain name holders are other entities competent to conclude a civil law contract in the time of entry of this policy into legal force, are subject to be included in the List of domain names for Registry needs from the moment of becoming free for registration.