

ASSESSMENT CRITERIA
DESCRIPTION

Category – entry conditions	Must be met 100%, otherwise certification is not continued
domain can be ordered online	If these criteria are not met, no stars will be awarded.
main language Czech or English	
agreement with the rules for registration of domain names and consent to the agreement on registration and administration of domain names during registration	
offer of technical support	

Category – registration of the .CZ domain	Category weight: 0.45
How to order a domain	<p>Why?: Customers may select the method for ordering a domain that best suits their needs (e.g. if for some reason they do not have internet access, they can order a domain by phone)</p> <p>What?: How else can I order a .cz domain other than over the internet?</p> <p>How?: Order over the internet 1 point, every other method (email, regular post, phone, etc.) 1 point. It is possible to get 2 points at the most.</p>
Technical support method	<p>Why?: It is important for customers to know that in the event of a technical issue they can contact the registrar, who will help solve the problem. Even in this case they may want to contact the registrar in a different way that is more suitable for them.</p> <p>What?: How can I contact the registrar in the event of a technical issue with the domain (ordering, operation, transfer, etc.)?</p> <p>How?: If one support method is available – by phone / via internet (email, contact form, instant messaging, chat) / other (in person) – then 1 point. More methods 2 points.</p>
Technical support 24 hours a day	<p>Why?: 24-hour technical support is highly appreciated by customers, because technical issues can appear at any time and it can be very important for customers to solve the problem quickly</p> <p>What?: Does the registrar offer technical support 24/7?</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Offer of foreign language version	<p>Why?: Foreigners or foreign staff can also register a .cz domain</p> <p>What?: Does the registrar offer the option to select a language other than Czech on my homepage (homepage = page the link on www.nic.cz redirects me to – Registrar tab)?</p> <p>How?: yes – English = 1 point, yes – more foreign languages = 2 points</p>
Pricelist available from homepage	<p>Why? Customers want to know specific prices of the specific services they are paying for (so they can compare, so they do not feel there are hidden fees, etc.)</p> <p>What?: Does the homepage contain a “Pricelist” tab from which I can click directly on the pricelist for services on my homepage (homepage = page the link on www.nic.cz redirects me to – Registrars tab)?</p> <p>How?: agree = 1 point, disagree = 0 points</p>

Registration available from homepage	<p>Why?: Registration can be the main and only reason for a customer to visit the registrar's website, especially in the case of a repeated "purchase"</p> <p>What?: Does the homepage contain a "Registration" tab on which I start the registration process for a .cz domain or a box to enter the domain straight away when I want to register when I click on it (homepage = page the link on www.nic.cz redirects me to – Registrars tab)?</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Registration form uses SSL (is at https://)	<p>Why?: Privacy for the user, secure connection</p> <p>What?: An https connection is used for the form</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Check availability of domain before registration	<p>Why?: Customers need to check the availability of a domain quickly without having to start the whole registration process.</p> <p>What?: I can check whether a domain is free without having to sign up and start the registration process</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Complete pricelist	<p>Why?: It is important for the customer to know all the versions when registering a domain.</p> <p>What?: From the registrar's pricelist I can find out: 1/ the price of ordering a .cz domain for 1 to 10 years + 2/ the price for extending a .cz domain already registered (if different) + 3/ the price for ordering several .cz domains at once (if offered by the registrar) + 4/ giving the price excl./incl. VAT</p> <p>How?: agree = 1 point, disagree = 0 points</p>
All links/functions within the registration process are fully functional	<p>Why?: Customers want to deal with the registration process as quickly as possible and require a fast and simple registration without "complications"</p> <p>What?: During the registration process, I have not come across any web links or other necessary functions that were not fully functional.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Checking the validity of email addresses	<p>Why?: Customers are sent important information to their email address from both the registrar and the domain registry. It is therefore important to avoid any errors from the start when entering data into the registry.</p> <p>What?: When entering email addresses is their validity/functionality checked? Is a syntax check of the address format carried out at the very least?</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Message of how to proceed if the email has not been requested	<p>Why?: If the email address was misused during registration, the information in question about how to proceed to resolve the ensuing situation.</p> <p>What?: Do emails sent by the registrar contain a section about how to proceed if the email has not been requested?</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Option to select registration length?	<p>Why?: It can be beneficial for customers to register domains for more than one year; the system should offer this option.</p> <p>What?: I can select whether I want to register the .cz domain for 1, 2, 3 to 10 years during the registration process.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The registration process offers the option to order several domains at once	<p>Why?: The process for ordering several domains at once is simplified for customers, because they do not want to repeat the same process several times, if the data for all domains is the same</p> <p>What?: I am offered the option to order several domains during one registration process.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Support for IPv6	<p>Why?: IPv4 addresses are running out, it is necessary to prepare for the IPv6 version</p> <p>What?: the registrar's page to which the link from the list of registrars goes, is available with IPv6-only networks, including DNS resolving</p> <p>How?: agree = 1 point, disagree = 0 points</p>

Checking accuracy of data entered during registration – private individual	<p>Why?: It is important for customers to fill in their information correctly during registration, because entering incorrect data can lead to additional administrative operations or even to the cancellation of domain registration. What?: Basic syntax check of data accuracy entered during registration (private individual with an address in the Czech Rep.): each item Name, Surname, Street and City must contain at least 2 characters (letter or numeral) + the email must be in the valid address format + the postcode must contain a set of 5-6 characters + the phone number must have the valid format – at least 9 numbers.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Checking the accuracy of data entered during registration – legal entity	<p>Why?: It is important for customers to fill in their information correctly during registration, because entering incorrect data can lead to additional administrative operations or even to the cancellation of domain registration.</p> <p>What?: Basic syntax check of data accuracy entered during registration (legal entity with an address in the Czech Rep.): each item Company Name, Street and City must contain at least 2 characters (letter or numeral) + the email must be in the valid address format + the postcode must contain a set of 5-6 characters + the ID number must be in the format of 8 numbers without spaces + the phone number must have the valid format – at least 9 numbers.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Part of domain registration is registration in the registrar's system	<p>Why?: Registration in the registrar's system at the same time as initial registration simplifies registration of other domains later on.</p> <p>What?: During domain registration concurrent registration into the registrar's system takes place or is offered. For this registration I will only enter in addition: 1/ login name and password or 2/ login name (password is automatically generated). I therefore do not have to fill out the contact information twice – once to register the domain, the second time to register in the registrar's system.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Registration in the registrar's system allows account administration	<p>Why?: Customers have the option of managing and changing the settings of their contact information themselves, because this is the fastest method.</p> <p>What?: Registering in the registrar's system allows me to have an overview of the services ordered and at the same time I can make changes in my account (change contact information, etc.)</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Change of DNS servers and/or NSSET	<p>Why?: Customers can decide to change the originally selected DNS servers, because they can freely change their hosting provider or the location of their servers.</p> <p>What?: For previously registered and functioning domains, I have the option of changing name servers.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Online agreement with the rules for registration of domain names (CZ.NIC, z.s.p.o.) during registration	<p>Why?: Within the "Agreement with the Rules for Registration of Domain Names (CZ.NIC, z.s.p.o.)" customers become acquainted with the CZ.NIC rules and procedures during registration. It is therefore important to know with whom they are entering into this mutual relationship and what to expect from them. This is confirmed by granting their consent. What?: For successful completion of the registration process it is necessary to grant consent to the rules for registration of domain names – for CZ.NIC, z.s.p.o.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Confirmation services ordered	<p>Why?: Customers want to be sure (especially if they do not understand the area) that they are ordering the services they want, and it is important that a list of the services and amounts they will be paying is displayed prior to sending the order</p> <p>What?: Before completing the registration process, I am informed of the amount I will pay for the registration.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Option to pay by credit card over the internet or an online system	<p>Why?: When paying by credit card over the internet or an online system, the payment is made immediately. This may be requested by the customer.</p> <p>What?: payment for the domain ordered takes place (online) immediately</p> <p>How?: agree = 1 point, disagree = 0 points</p>

The due date for the amount to be paid for registration is specified	<p>Why?: It is important for customers to know how long the request for registration is kept by the registrar and what happens if they do not pay.</p> <p>What?: Together with the amount for registering the .cz domain, I am also told the date by which I need to pay the amount.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The registrar provides all the information needed to make a payment	<p>Why?: The customer needs to know all the necessary information so as not to waste time looking for it and in order to pay for the order successfully</p> <p>What?: Upon completion of registration, I have all the necessary information from the registrar to make the payment available: the amount owed + registrar's bank account number + payment variable symbol.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The registrar will send a reminder to make the payment	<p>Why?: If the registrar did not receive payment for the order within a specified time, it is good to remind the customer that the order due date is approaching. Customers could perhaps be very grateful for not missing the payment date (e.g. due to a heavy workload).</p> <p>What?: If I have performed the registration but not yet paid for it, the registrar will remind me of the need to make the payment by sending a reminder (e.g. by email).</p> <p>How?: yes = 1 point, yes via a channel other than the original reminder = 2 points, no = 0 points</p>
The possibility of pre-paid credit	<p>Why?: If customers also order the services/products offered by the registrar in the future, it may be beneficial for them to prepay the credit, due to the simplicity of making the payment (money already on the registrar's account) and also because the payment will "take place" immediately</p> <p>What?: When paying for registrar services, I can use credit the registrar allows me to prepay.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Option to select the method of sending the tax document	<p>Why?: Customers may have different preferences in the way they receive the invoice for the services ordered</p> <p>What?: The registrar offers several methods for sending the invoice.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The registrar will automatically extend the expiring domain	<p>Why?: A premium service for customers because the service ordered will automatically be extended on the expiration date and they will subsequently be invited to make a payment</p> <p>What?: If I do not extend the expiring domain, the registrar will do it for me automatically and send me the invoice to pay the amount for extending the registered domain.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
DNSSEC	<p>Why?: The option to secure the domain using DNSSEC is an important part of the offer. Customers may also get added value in the form of additional services, key management, signature administration, etc.</p> <p>What?: The registrar supports DNSSEC</p> <p>How?: does not support it at all = 0 points, it supports keyset management = 1 point, it provides additional services for keysets = 2 points</p>
DNSSEC - securing the registrar's website	<p>Why?: A registrar supporting DNSSEC for its customers should have a secure and private system</p> <p>What?: The registrar's homepage (homepage = page the link from www.nic.cz redirects me to – Registrars tab) is secured with DNSSEC</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Expiration warning	<p>Why?: Customers may miss the expiry date for the domains ordered, so they would welcome a notice from the registrar that the expiration time is approaching.</p> <p>What?: The registrar will warn me in advance of the expiration of my .cz domain</p> <p>How?: yes = 1 point, yes via a channel other than the original reminder = 2 points, no = 0 points</p>

change of domain holder via certified signatures	<p>Why?: Increases the safety of transfers. A change in the holder is the most important change for a domain</p> <p>What?: Original and new holders confirm the change using certified signatures on request. The alternative is using qualified certificates issued by an accredited certification authority.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
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Category – other services	Category weight: 0.1
The registrar provides the password to transfer a domain (AUTH-ID)	<p>Why?: If customers decide to transfer the domain to a new registrar, it will be simplest for them if this password is provided to them by the current registrar</p> <p>What?: If I decide to change the registrar, my current registrar will provide me with the necessary password for this. The version requiring AuthInfo for the customer via an EPP command is also assessed as agreement (AuthInfo comes by email from CZ.NIC)</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Web hosting offer	<p>Why?: Customers welcome offers of additional services, because they can simplify the process of reviving a domain and entering its contents</p> <p>What?: The registrar allows me to order both a domain and web hosting at the same time.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
DNS hosting offer	<p>Why?: Customers welcome offers of additional services, because they can simplify the process of reviving a domain and entering its contents</p> <p>What?: The registrar allows me to use its own DNS servers to operate domains bought from it.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The WHOIS service	<p>Why? As customers do not necessarily know the WHOIS service from the central registry, they appreciate the possibility of obtaining WHOIS information directly in the registrar's system or if there is at least a link to it.What? The registrar's website offers information about .cz domains (domain registrar, domain holder and their address, registration date, expiration, etc.) or I am linked to this service</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The myID service	<p>Why? Using the myID service simplifies logins for customers</p> <p>What? The registrar allows usage of the myID service for its customers for the registration of new customers and logging customers into the registrar's system; the registrar also allows authorization of changes for validated contacts</p> <p>How? does not support it at all = 0 points logging in and registration of customers = 1 point, authorization for validated contacts = 2 points</p>

Category – help and documentation	Category weight: 0.25
Documents in open formats	<p>Why?: Customers do not necessarily have support on their computers for proprietary document formats.</p> <p>What?: Documents for download in the registrar's system are in several open formats (OpenDocument, PDF, etc.), or directly in html</p> <p>How?: agree = 1 point, disagree = 0 points</p>

The existence of help and FAQ (frequently asked questions)	<p>Why? It is useful for customers (and the registrar) to be able to search for the answer to their question / the solution of a problem on the registrar's website</p> <p>What?: If I am solving a problem related to a domain, I can look for the answer or advice on the registrar's website myself.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Existence of a glossary	<p>Why?: During registration of domains or ordering other services, customers may come across many terms or abbreviations they do not understand, so they will welcome the opportunity to find an explanation or link to one on the registrar's website</p> <p>What?: Directly on the registrar's website, I can read explanations of unknown terms related to domains or I will at least get a link to a glossary/overview of these terms.</p> <p>How?: agree = 1 point, disagree = 0 points</p>
FAQ / Help / Glossary available from the homepage	<p>Why?: It is important for the customer to have help available easily and quickly</p> <p>What?: The homepage contains a tab named, e.g. "Help", from which I can click directly for help, FAQ or a glossary (homepage = page the link from www.nic.cz redirects me to – Registrars tab)</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The registrar offers help for items in the registration form	<p>Why?: In order to have the data filled out in the registration form without errors, it is necessary to explain what the individual form fields exactly mean and how to complete them accurately</p> <p>What?: In the Help for items in the registration form, I will find out how to fill out the information, in what format, etc.</p> <p>How?: agree = 1 point, disagree = 0 points</p>

Category – technical functionality of the website	Category weighting: 0.2
Functionality of the display in different browsers	<p>Why?: Not all users use Internet Explorer</p> <p>What?: Domain registration and other services are also functional in other browsers (Firefox, Safari, etc.)</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Functionality of the registrar's website when JavaScript is turned off	<p>Why?: Customers welcome site functionality even with various restrictions</p> <p>What?: Even if I do not have JavaScript enabled I can check the availability of the selected .cz domain and register it</p> <p>How?: agree = 1 point, disagree = 0 points</p>
Functionality of the registrar's website when images are turned off	<p>Why?: Customers welcome full site functionality even with various restrictions</p> <p>What?: Even if I do not have automatic image loading enabled I can check the availability of the selected .cz domain and register it</p> <p>How?: agree = 1 point, disagree = 0 points</p>
The search function	<p>Why?: Simplifies orientation and navigation in the registrar's system</p> <p>What?: The registrar offers a search function on its website based on searches for a word or term</p> <p>How?: agree = 1 point, disagree = 0 points</p>