

Obligations for resellers

Question:

What are the obligations to become a reseller of Openprovider?

Answer:

As a reseller of Openprovider, one is bound to the regulations that ICANN defined for “resellers” in [ICANN agreement](#).

As ICANN governs the generic extensions (gTLDs) only, this may only apply to a subset of one's domain portfolio, but remember that many other registries have similar requirements. What are those ICANN-mandated obligations?

- A **registration agreement** is required for each domain registration, containing the domain name, name of the domain holder and the order date, plus a number of pre-defined clauses. An example of such agreement can be found [here](#). The language of this agreement is free to choose, as long as the required contents is included. Openprovider may request a copy of this agreement.
- This **registration agreement** must be stored until at least 2 years after the ending of the contract with the registrant.
- The reseller is always required to **implement a formal decision** about a domain name, for example a WIPO decision or a court order, and to cooperate in a legal case involving one or more of his domain names.
- The reseller is always required to **provide the authorization code** of a domain to the domain holder and **unlock** a domain name within 5 calendar days. There are a few grounds for blocking (reject) an outgoing domain transfer (see the transfer policy, [section A3.7](#)), but those do not lift the requirements of providing the authorization code or unlocking the domain.
- The reseller must inform their customers about the **Deletion and Auto-Renewal Policy**.
- The reseller's website must contain a link to the [Registrants' Benefits and Responsibilities](#).
- The reseller must **identify the registrar** upon the domain holder's request.
- The reseller must **not present itself as ICANN-accredited** organisation.

A more formal list of these obligations is listed in the [ICANN agreement](#), section 3.12. Of course, all other obligations from article 4 (Resellers) of our [Terms and Conditions](#) and the rest of these Terms and Conditions apply at any moment.

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