

Current list of regulations for the service

- Resolution of 6 February 2006, of the Secretariat General for Public Administration.
- Law 39/2015, of 1 October, on Common Administrative Procedures of Public Administrations.
- Ministerial Order ITC/1542/2005, of 19 May, approving the National Plan for Internet Domain Names under the country code for Spain ".es".
- 3 general instructions from the General Director of Red.es on managing the Domain service.
- Law 9/2014, of 9 May, the General Telecommunications Act.
- Law 34/2002, of 11 July, on Information Society and Electronic Commerce Services.
- Royal Decree 1495/2011, of 24 October, implementing Law 37/2007, of 16 November, for the national public sector.
- Law 40/2015, of 1 November, on Public Sector Regulations.

Forms of user entity collaboration/participation

Users of the Domain service may carry out consultations with regards to any aspect of the service and express their opinion as a form of collaboration and/or participating in improving these aspects via the Customer Service Centre (CAU), through the following channels/means:

- Email address: info@dominios.es.
- Telephone: 902 010 755 - 91 275 06 15 (Monday to Friday from 08:00 to 20:00).
- Fax: (+34) 91 212 7916.

Assurance systems and other measures

Red.es conducts its activity in compliance with the regulations in force, guaranteeing respect for the principle of gender equality. It also places special attention on people with disabilities.

Conscious of the importance of respecting the environment, it promotes energy saving and electronic formality processing for all procedures.

Among its direct measures for promoting quality in its services, Red.es has implemented a quality management system that complies with the requirements of the UNE-EN: ISO 9001:2015 Standard, focused on the continuous improvement of its processes and services, which include the Domain service, and which is certified by AENOR. The entity has also implemented an Information Security Management System (ISMS) that complies with the requirements of the UNE ISO/IEC 27001:2014 Standard and the National Security Scheme, regulated by Royal Decree

3/2010, of 8 January, and amended by Royal Decree 951/2015, of 23 October. The ISMS is also AENOR certified.

User satisfaction surveys are carried out every six months to measure the users' level of satisfaction with the service and to implement improvement measures, where necessary.

Telephone, Electronic and Postal Addresses

- **Postal address:** Edificio Bronce, Plaza Manuel Gómez Moreno, s/n 28020 Madrid.
- **Entity web page:** www.red.es.
- **Email address:** info@dominios.es.
- **Telephone:** 902 010 755 -91 275 06 15
- **Fax:** (+34) 91 212 7916.
- **".es" Domains web page:** <http://www.dominios.es>.
- **Red.es e-Office:** <https://sede.red.gob.es/>.

Means of access and transport

The Red.es offices are located in the Edificio Bronce, in Plaza Manuel Gómez Moreno. This square is located close to the metro and suburban train station: "Nuevos Ministerios" (metro lines 6, 8 and 10), and the recommended access route is via Calle Orense.



Nuevos Ministerios can also be reached by bus, on the following lines: 5, 14, 27, 40, 126, 147, 149, 150 and the circular line.

Unit responsible for the charter

- **The Red.es Domain Department Office**, with the following email address: info@dominios.es.



MINISTERIO
DE ENERGÍA, TURISMO
Y AGENDA DIGITAL

red.es



Public Corporate Entity
Red.es



Service Charter:

".es" Domains

2017 - 2020

Organisation overview and aims

Red.es is a public corporate entity attached to the Ministry of Energy, Tourism and the Digital Agenda, responsible for promoting the development of the Information Society in Spain. The entity's mission is to carry out ICT projects in accordance with the strategic priorities of the Secretary of State for the Information Society and Digital Agenda and in collaboration with the Autonomous Regions, local entities and the private sector.

Additional provision sixteen of Law 9/2014, of 9 May, on Telecommunications, grants the public corporate entity Red.es the right to manage Domain name registrations with the country code for Spain (".es").

List of services provided

The assignment authority exercised by Red.es consists of running the domain names register, which includes the implementation, maintenance and operation of the resources, applications and databases necessary for running the Internet Domain names system under the country code corresponding to Spain (".es").

Registering an .es Domain includes activating the IPv6 service, DNSSEC, Antiphishing, multilingual characters (IDN Domains), the reuse of public sector information and the WHOIS port 43.

Users may request the following through the Domain service:

- Registration, renewal, de-registration, cancellation and transfer of Domain names.
- Modification of Domain details.
- Out-of-court conflict settlement procedures.
- Telephone and email customer service for consultations, requests and incidents.

Quality commitments

Red.es undertakes to provide the following quality parameters and levels through the Domain service:

- 100% of Domain name registration and renewal procedures will be automatic, once their payment has been verified.
- 100% of Domain name de-registration, cancellation, transfer and data modification procedures will be automatic.

- In 100% of cases presented through out-of-court conflict settlement procedures, a decision will be received within a maximum period of three months.
- 100% of emails received will be receive a reply within 10 minutes from being received.

For this last point, normal service hours should be taken into account (from Monday to Friday from 8:00 to 20:00).

Level of quality indicators

The indicators for monitoring and assessing the quality of the Domain service are designed to fulfil the aforementioned quality levels/commitments. Calculated on a monthly basis, they include the following:

- Percentage of Domain name registration and renewal procedures carried out automatically, once their payment has been verified.
- Percentage of Domain name de-registration, cancellation, transfer and data modification procedures carried out automatically.
- Percentage of cases submitted through out-of-court conflict settlement procedures that have received a decision within the maximum period stipulated.
- Percentage of emails received that have received a reply within 10 minutes from being received.

Means of rectification

Users who consider that any of the quality commitments included in this charter have been breached may lodge a complaint with the unit responsible for the charter (Domain Department Office), indicating the commitment that they consider to have been breached and/or by contacting the Customer Service Centre (CAU), through the aforementioned means of communication. In these cases, the CAU will escalate the complaints to the Domain Department Office, who will inform the user lodging the complaint of the measures to be taken to ensure that the breach does not occur again.

Finally, the Domain Department Office will notify the user lodging the complaint, within a maximum term of one month, of the measures that will be adopted to rectify the breach.

Breach of the commitments acquired in this Service Charter shall in no case result in material liability for the Administration.

Forms of submitting complaints and suggestions

Users of the Domain service can submit complaints and suggestions relating to the service through the Customer Service Centre (CAU), managed by Red.es:

- Email address: info@dominios.es.
- Telephone: 902 010 755 - 91 275 06 15 (Monday to Friday from 08:00 to 20:00).
- Fax: (+34) 91 212 7916.

Complaints and suggestions will be registered and managed using an IT tool called REMEDY, which has efficient control measures in place to monitor and resolve them.

The Red.es e-Office (<https://sede.red.gob.es/>) also allows users to communicate telematically with the entity to file documents, requests and communications relating to the administrative procedures specified in its Charter and published on this page, including the Domain service, as well as the email address: soporte@sede.red.gob.es.

Specific user rights relating to the services

- To request and receive clear information about the Dominios.es service.
- To receive efficient, adequate and effective care from the staff providing the Domain service.
- To access the public services through electronic means (including the Domain service), in accordance with Law 39/2015, of 1 October, on Common Administrative Procedures of Public Administrations.
- To securely access to the Domain service through electronic means.
- To notify any request, incident, complaint, breach and suggestion with regards to the Domain service, and to receive a response and solution in accordance with the promised levels of quality.

All those contained in Articles 13, 14 and 53 of Law 39/2015, of 1 October, on Common Administrative Procedures of Public Administrations, not described in the previous points.