

## Service Charter Domains “.es”

**Duration: 2021 - 2024**



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## 1. GENERAL AND LEGAL INFORMATION

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### 1.1 Personal data and purposes of the body

Red.es is a public business entity attached to the Ministry of Economic Affairs and Digital Transformation responsible for consolidating the development of the Information Society in Spain. The entity's mission is to implement ICT projects in accordance with the strategic priorities of the Secretary of State for Digitalisation and Artificial Intelligence (SEDIA), and in collaboration with the Autonomous Communities, local entities and the private sector.

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

### 1.2 List of services provided

The authority and assignment functions undertaken by Red.es consist of managing the registration of domain names, which includes the implementation, maintenance and operation of the equipment, applications and databases necessary for the operation of the Internet domain name system, under the country code corresponding to Spain (".es").

The registration will be managed in the general interest, ensuring its security, and in accordance with the principles of quality, efficiency, reliability and accessibility.

Through the Domains service, users may request:

- Registration, renewal, deletion, cancellation and transfer of Domain names.
- Modification of Domain data.
- Out-of-court dispute procedure.
- Telephone and e-mail service for queries, requests and incidents.

- **What you can request**

Domains that are assigned automatically:

- ".es", to identify your name, your company, your organisation, etc. on the Internet. Examples: loquequiera.es, minombre.es, miempresa.es miorganismo.es
- ".com.es" for any type of low cost activity, for example: concierto.com.es
- ".nom.es" for your name, for example: martaperez.nom.es
- ".org.es" for your organisation, for example: caritas.org.es

Domains that require prior verification:

- ".edu.es" if you are an officially recognised educational organisation, for example: colegioxxx.edu.es

- ".gov.es" reserved for Public Entities and governmental institutions, for example: ministerioxxx.gov.es

- **How to apply:**

- Through a Registrar Agent: (<https://www.dominios.es/agentes-registradores/nuestros-agentes-registradores>).
- Directly at Domains ".es": (<https://www.nic.es/sgnd/login.action>).

- **How to apply**

- Through an Accredited Registrar: in addition to offering a competitive price, they simplify the procedure and offer a series of benefits and added value services (<http://www.dominios.es/dominios/es/agentes-registradores>).
- Directly through "Dominios.es": Direct registration is only available for very specific situations that do not require intermediaries for special circumstances. Direct registration through Red.es only provides the domain name (no additional services) and, because of the special conditions, comes at a higher price regulated by internal instruction.
- (<https://www.nic.es/sgnd/login.action?tipoContactoElegido=1&nivelDominio=2>).

### 1.3 Specific user rights in relation to services

- To request and receive clear information about the Domains.es service.
- Receive adequate, efficient and effective attention from the staff providing the Domains service.
- Access public services electronically (including the Domains service), in accordance with Law 39/2015, of 1 October, on the Common Administrative Procedure for Public Administrations.
- Access the Domains service electronically and securely.
- Communicate any request, incident, complaint, non-compliance and suggestion regarding the Domains service, and receive a response and solution within the committed quality levels.

Everything included in articles 13, 14 and 53 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations, which have not been described in the previous points.

### 1.4 Forms of collaboration/participation of user organisations

Users of the Domains service may make enquiries about any aspect of the service and express their opinion as a way of collaborating and or participating in the improvement of same, via the User Service Centre (USC), through the following channels/means:

- E-mail: [info@dominios.es](mailto:info@dominios.es)
- Tel.: 902 010 755 / 91 275 06 15 (from Monday to Friday between 08:00 and 20:00).

- Fax: (+34) 91 212 79 16.

## 1.5 Up-to-date list of regulations governing services

1. Resolution of 6 February 2006, of the General Secretariat for Public Administration, approving guidelines for the development of the programmes within the general framework for quality improvement established in Royal Decree 951/2005, of 29 July.
2. Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations.
3. Ministerial Order ITC/1542/2005, of 19 May, approving the National Plan for Internet Domain Names under the Code corresponding to Spain ".es".  
(<https://www.dominios.es/es/sobre-dominios/normativa#plan>).
4. Instruction of the Director General of the Public Business Entity Red.es, establishing the fees for assignment, renewal and other registration operations of the limited resource of Domain names under the country code corresponding to Spain ".es".  
(<https://www.dominios.es/es/sobre-dominios/normativa/instruccion-director-general-tarifas-aplicables>).
5. Instruction of the Director General of red.es, of 2 January 2010, developing the procedures applicable to assignment and other operations associated with the registration of Domain names under ".es".  
  
(<https://www.dominios.es/sobre-dominios/normativa/instruccion-director-general-red>).
6. Instruction of the Director General of the public business entity Red.es establishing the reassignment procedure for Domain names of exceptional general interest.  
  
(<https://www.dominios.es/sobre-dominios/normativa/instruccion-director-general-reasignacion-interes-general>).
7. Law 9/2014, of 9 May, General Communications:
  - Articles 19 and 20, and Annex II on definitions of "name" and "address".
  - Additional Provision Sixteen (The public business entity Red.es).(<https://www.dominios.es/es/sobre-dominios/normativa#normas>).
8. Law 34/2002, of 11 July, on Information Society Services and E-Commerce:
  - Sixth additional provision (Systems for assigning Domain names under ".es").
  - Eighth additional provision (Collaboration of domain name registries established in Spain in the fight against illegal activities).
  - Ninth additional provision (Management of cybersecurity incidents)

affecting the Internet network).

(<https://www.dominios.es/es/sobre-dominios/normativa#normas>).

9. Royal Decree 1495/2011, of 24 October, which implements Law 37/2007, of 16 November, for the state public sector, establishes the obligation of the bodies of the General State Administration and the other bodies and entities referred to in the aforementioned law, to approve "... a plan of measures to promote the reuse of public sector information, by electronic means, within their sphere of competence".

(<https://www.dominios.es/es/sobre-dominios/normativa#risp>).

10. Law 40/2015, of 1 October, on the Public Sector Legal System.

## 1.6 Ways of submitting complaints and suggestions

Users of the Domains service may submit their complaints and suggestions regarding the service through the User Service Centre (USC), managed by Red.es:

- E-mail: [info@dominios.es](mailto:info@dominios.es).
  - Tel.: 902 010 755 / 91 / 91 275 06 15 (from Monday to Friday between 08:00 and 20:00).
- Fax: (+34) 91 212 79 16.

They will be registered and managed through an IT tool called REMEDY, which allows efficient control for the follow-up and resolution of these cases.

In addition, the Red.es electronic office: <https://sede.red.gob.es/> allows telematic interaction with the entity for the presentation of documents, requests, incidents, complaints, suggestions and communications related to the administrative procedures specified in its resolution of creation and published on this site, which includes the Domains service, as well as the e-mail address: [soporte@sede.red.gob.es](mailto:soporte@sede.red.gob.es).

## 2. ADDED VALUES

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The Official ".es" Register has implemented a series of additional technologies and processes designed to improve service quality.

The purpose is to satisfy citizen demands in the areas of security, connectivity, combat against fraud, digital identity, e-commerce, etc. These added value services ensure that ".es" domains are positioned as advanced domains and highly committed to the needs of their users.

### 2.1 IPv6

IPv6 is the Internet protocol version 6 and the successor of IPv4. It is a significantly improved version with substantial advantages over IPv4. Furthermore, it solves the problem of insufficient IPv4 addresses with the growth of the Network as a consequence of the increased numbers of users and devices (mobile phones, laptops, computers, etc.) and the type of connectivity, given that these need to be permanently connected. It is expected that IPv4 and IPv6 will operate simultaneously

for some years although IPv6 will replace IPv4 in the long term.

## 2.2 DNSSEC

DNSSEC is a set of security extensions that uses asymmetric encoding developed for the DNS system. It provides the following benefits:

- Authenticates the origin of data on a DNS server
- Maintains the integrity of data between DNS servers
- Denial of authenticated existence

## 2.3 Antiphishing

In order to act against domain name fraud carried out under the ".es" domain, the Public Corporate Entity Red.es collaborates with the Spanish National Institute for Cybersecurity, INCIBE, ([incidencias@certsi.es](mailto:incidencias@certsi.es)), a body that pays attention to all types of electronic fraud, focusing primarily on those cases related to ".es" domain names.

## 2.4 Multilingual Characters (International Domain Names, IDN)

Multilingual characters are those characters which form part of the different Spanish languages and which are not found in the Anglo-Saxon alphabet.

There are a total of 13 permitted multilingual characters and these are listed below:

- á à
- é è
- í ï
- ó ò
- ú ü
- ñ
- ç
- |l

## 2.5 Reuse of Public Sector Information (RPSI)

Spanish Royal Decree 1495/2011, of 24 October, implementing Spanish Law 37/2007, of 16 November, regarding the State public sector, establishes the obligation of bodies forming part of the General State Administration Services and other bodies and entities referred to by said legislation to approve "... their own plans for measures to promote the reuse of public sector information through electronic channels within the scope of their own areas of competence".

The Red.es Open Data Initiative is governed by said Plan of Measures to Promote Reuse; open data is a philosophy and practice seeking to ensure that certain public data are freely available to everyone, with no copyright restrictions, patents or other control mechanisms. The data are published in raw format (unprocessed) and in formats that facilitate reuse.

Within the framework applicable to "*Dominios.es*", a text file is available for

download containing a list of active ".es" domain names. Furthermore, for those cases where the owner is a legal entity, the file also includes the name of the owner and their NIF (Spanish tax code). This file will be updated on a monthly basis. These files will be accessed upon request and their use will be regulated according to the actions defined in the resolution.

## 2.6 WHOIS Port 43

This is a "*Dominios.es*" WHOIS service, for which you have to register (<http://www.dominios.es/dominios/es/todo-lo-que-necesitas-saber/valores-anadidos/puerto-43>) that can be accessed on port 43.

Searches can be performed on second and third level domains, including those with IDN characters.

## 3. QUALITY COMMITMENTS OFFERED

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### 3.1 Quality levels offered

Red.es committed itself to the following quality parameters and levels for the Domain service:

- 100% of Domain name registration and renewal procedures will be automatic once payment has been verified.
- 100% of the procedures for termination, cancellation, transfer of domain names and modification of data will be automatic.
- 100% of the cases submitted through the out-of-court dispute procedure will be resolved within a maximum of three months.
- 100% of the e-mails received will be answered within 10 minutes of receipt.

For this last commitment, the service hours (Monday to Friday between 08:00 and 20:00) are taken into account.

### 3.2 Indicators for quality assessment and monitoring of commitments

The following indicators for monitoring and evaluating the quality of the Domain service are aimed at meeting the quality levels/commitments indicated above and will be calculated on a monthly basis:

- Percentage of Domain name registration and renewal procedures carried out automatically once payment has been verified.
- Percentage of termination, cancellation, transfer of domain names and modification of data automatically carried out.
- Percentage of cases submitted through the out-of-court dispute procedure that have been resolved within the stipulated maximum period.



- Percentage of e-mails received that have been answered within 10 minutes of receipt.

### 3.3 Assurance systems and other measures

Red.es carries out its functions in compliance with the regulations in force, guaranteeing compliance with the principle of gender equality. Special attention will also be paid to disabled people.

Aware of the importance of respecting the environment, energy saving and electronic processing are promoted in all procedures.

Among the direct measures to promote the quality of services, Red.es has implemented a quality management system that complies with the requirements of the UNE-EN: ISO 9001:2015 focused on the continuous improvement of its processes and services, through procedures, technical instructions and manuals in force, which includes the Domains service, and which is certified by AENOR.

Red.es 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 its amendment by Royal Decree 951/2015, of 23 October. Its aim is to achieve effective and efficient management of information security and to guarantee the security of electronic offices and records, as well as electronic access by citizens to public services. This ISMS is also certified by AENOR.

Every six months, satisfaction surveys are carried out with service users to measure the level of satisfaction with the service and to make the necessary improvements if required.

## 4. REMEDIAL MEASURES

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Users who consider that there has been a breach of one or more of the quality commitments assumed in this service charter may submit their complaints to the unit responsible for the charter (Deputy Assistant Directorate for Domains), indicating the commitment that is considered not to have been fulfilled. They may also submit them through the USC, by the means of communication indicated above, which will forward them to the Deputy Assistant Directorate for Domains, who will be responsible for indicating to the complaining user the measures to be adopted in order to prevent the recurrence of said breach.

Finally, within a maximum of one month, the Deputy Assistant Directorate for Domains shall inform the complaining user of the measures that will be adopted to remedy the breach.

Failure to comply with the commitments acquired in this Service Charter shall, under no circumstances, give rise to the Administration's financial liability.

## 5. ADDITIONAL INFORMATION

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### 5.1 Telephone, telematic and postal addresses

- **Postal address:** Edificio Bronce, Plaza Manuel Gómez Moreno, s/n 28020 Madrid.
- **Website of the entity:** [www.red.es](http://www.red.es).
- **E-mail:** [info@dominios.es](mailto:info@dominios.es).
- **Tel.:** 902 010 755/ 91 275 06 15.
- **Fax:** (+34) 91 212 79 16.
- **Domains “.es” website** <http://www.dominios.es>.
- **Red.es electronic office:** <https://sede.red.gob.es/>.

### 5.2 Identification and address of the unit responsible for the charter

The person responsible for coordination and operational management and monitoring of the Service Charter is the Red.es Deputy Sub-Directorate of Domains, which has the following e-mail address: [info@dominios.es](mailto:info@dominios.es).

### 5.3 Means of access and transport

Red.es offices are in Edificio Bronce, which is in Plaza Manuel Gómez Moreno. This square is located close to the metro and suburban train station: “Nuevos Ministerios”, and the recommended route for access is via Calle Orense.



Map showing the location of Red.es offices

You can reach the “Nuevos Ministerios” station on lines 6, 8 (direct line from the airport) and 10. The entrance to the square is a few metres from the metro exit in Calle Orense. Go up the street in the direction of Avenida del General Perón and turn at number 4 to go into the square. To get here by the suburban line, the closest stop is “Nuevos Ministerios”.

You can also reach Nuevos Ministerios by bus on lines 5, 14, 27, 40, 126, 147, 149, 150 and Circular.

**From the airport:** The Red.es offices are approximately 15/20 km from the airport. The best way to get there is by metro. Metro Line 8 takes you directly to "Nuevos Ministerios" and the journey takes approximately 15 minutes. You can also take a taxi. Travel time from the airport is approximately 25 minutes.