

**Professional Solvency Form**

**BLOCK 1. General Company Data**

1. Name of your company: \_\_\_\_\_
2. Postal address: \_\_\_\_\_
3. Year established: \_\_\_\_\_
4. Main activity: \_\_\_\_\_
5. Indicate the mission and vision of your company: \_\_\_\_\_  
\_\_\_\_\_
6. Indicate your company's target public (target segment: companies, SMEs, citizens, distributors, administration, others...)  
\_\_\_\_\_
7. Give a brief history of your company (most significant projects, achievements, milestones, number of customers, main customers...)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Number of company employees:  
 From 1 to 9    From 10 to 49    From 50 to 249    More than 249 (state number) \_\_\_\_\_
9. Do you have outsourced employees?  No    Yes (state number) \_\_\_\_\_

10. Indicate the organisation of your workforce (main areas and distribution of employees):

	No. company employees	No. outsourced employees
Sales area		
Technical/operational area		
Customer support service		
Other areas (specify) _____		

11. Main company website (and other websites if any): \_\_\_\_\_

\_\_\_\_\_

12. Presence on Social Media (indicate profiles, users, followers, objective...)

\_\_\_\_\_

\_\_\_\_\_

13. Do you have several offices/subsidiaries/brands?

- No       Yes (state which, location and brief description)

\_\_\_\_\_

## BLOCK 2. Sales

14. Company sales in the last year: \_\_\_\_\_

15. What type of domain indicators does your company manage:

	Volume	Officially accredited		Distributor (Not officially accredited)	
	No. Domains	Yes	Year	For which company are you a distributor?	From what year?
.es		N/A	N/A		
.com					
.net					
.org					
.eu					
Others, (specify) _____ _____					

## BLOCK 3. Domain management activity

16. What kind of customer support do you have?

Telephone  E-mail  Chat  Social Media  Other

17. When is your company's customer support available?

\_\_\_\_\_

18. Customer support language/s used: \_\_\_\_\_

19. Customer support service level agreements:

\_\_\_\_\_

20. What methods of payment do you offer customers for purchasing domains? \_\_\_\_\_

\_\_\_\_\_

21. How many brand names does your company operate with for the sale of domains? (if more than one, specify the target segment and % of sales)

Name	Segment	% Sales

22. Products and services offered by your company (check as appropriate):

Domain registration and management	
Services for websites and portals	
Web hosting	
E-mail:	
Registration in search engines	
Server services	
Internet access and telecommunications	
Security and back-up	
Consultancy services	
Registration of patents and brand names	
Other products and services, (specify) _____	

23. Do you market domains through resellers? \_\_\_

How many? \_\_\_ (indicate name and % of sales of the main ones):

Name	% Sales

**BLOCK 4. Accreditation as .es Registrar**

24. Indicate how your activity fits in with .es domain names and the reason for your application for accreditation as an official .es Accredited Registrar (specify the main reasons):

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## Technical Solvency Form

### Assessment criteria:

- The minimum requirements must be met. If the minimum requirements are NOT met, the candidacy will NOT be accepted.
- You must answer all the questions, if NOT, the candidacy will not be accepted.
- Clear, direct answers will be appreciated.

### Minimum requirements:

- Have at least two name servers.
- Have a contingency plan.
- Have a data backup system.

## BLOCK 1. DNS Management

25. Description of your company's organisation for managing DNS:

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26. Is DNS server management carried out by technicians in your company?

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27. If outsourced, describe how your supplier ensures the service and service level agreements stipulated in their contract.

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28. Describe your DNS infrastructure (geographic distribution, topology, server IP addresses...). At least two name servers are required.

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29. Do you have IPv6 infrastructure? If not, when you do plan to deploy it?

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30. Have you implemented DNSSEC?

a. If so, since when? Have you implemented it with other registries? Which?

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b. If not, when do you plan to implement it?

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## **BLOCK 2. Service quality**

31. Do you have service level agreements for your customers? If so, which indicators are included?

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32. Describe your contingency plan in case of service failure, explaining the target values set for the parameters RTO (Recovery Time Object) and RPO (Recovery Point Object) (A contingency plan is required).

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33. Describe your data backup system. (A data backup system is required)

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34. Do you have a managed security system?

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Please provide the following information on cybersecurity/information security management in your organization:

a. Contact information for your cybersecurity/information security officer (responsible person required).

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b. Describe your cyber security policy (a cyber security policy is required).

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c. Describe your security incident management and incident reporting procedures (these procedures are required to be in place).

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d. Describe your vulnerability management procedure (this procedure is required).

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e. Does it have a specific cybersecurity department, and how many staff are there?

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f. If not, do you have a managed security service contracted out to a third party, which company provides you with managed security services?

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35. Please provide the following information in relation to your organization's cyber security audits:

a. Do you carry out safety audits on a regular basis, how often?

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b. What type of audits are performed (code audits, penetration tests, etc.)?

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c. Are they externally audited, by which organization?

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d. Do you have ISO 27001 certification?

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e. Do you have ENS certification? If so, at what level?

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f. If you have a managed security service contracted out to a third party, do you have these certifications?

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36. Describe the system used for updating customer data.

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2. How do you intend to implement the document of acceptance of the transfer of personal data, discussed in Annex III and III bis? By analogue or telematic means? (see Accredited Registrar contract)

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- a. If telematically implemented, will it include any fields in addition to those marked as mandatory? If so, which one(s)?

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### BLOCK 3. Experience with Registries

37. Are you an Accredited Registrar of other Registries? If so, indicate which and your technical experience.

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38. Describe the technical solution to manage .es domain names. Indicate if you will use EPP, SOAP and/or web access.

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39. Have you outsourced domain name management? If so, describe how your supplier ensures the service and service level agreements stipulated in their contract.

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Note: If you need to expand on any answer, please attach a separate page