

ZA CENTRAL REGISTRY NPC



FAQ'S For CIPC DOMAIN NAME REGISTRATION FUNCTIONALITY

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CIPC Domain Name Registration Process

What is the CIPC domain name registration process?

In an effort to enhance the business opportunities to new companies the CIPC has decided to include domain registrations as one of the service offerings. This will allow companies to register their own domain names before-, during- or after the company registration process.

Companies will also be able to defensively register domain names to protect their brand.

What is a domain name?

A domain name is a string of characters that make up a web address (yourcompanyname.co.za) or email address (info@yourcompanyname.co.za).

What can I do with a domain name?

Domain names are generally used by end users to create a unique digital identity that is associated in one way or another to the person registering it. For example, the domain name could be linked to the company name or company brand or service- or product offerings.

Domain names are commonly used in the following ways:

- To identify your **registered company** website (the web address or URL).
- As the core part of your **registered company** email address @yourcompanyname.co.za.
- To protect your **registered company's** brand or trademark to ensure no one else uses it.
- Website and email support.

Which domain names can I register?

The following extensions are available via the CIPC registration process: co.za; org.za; web.za; net.za.
As an example: xyzcompany.**co.za**.

Which character can be included in a domain name?

The alphabet, A – Z, Numbers, 0 – 9 and hyphens (i.e. -) are allowed in a domain name. Hyphens may not be at the beginning or the end of a domain name i.e. -123.co.za or 123-.co.za.

Can I register .joburg, .durban, .capetown or .africa domain names on the CIPC website?

Registrations for the .joburg, .durban, .capetown or .africa extensions are not part of the CIPC service. You may register these domains names through an ICANN Accredited Registrar of the ZA Central Registry (ZACR). A list of such Registrars may be found at: <https://www.registry.net.za/accredited>

How much does a .za domain name cost?

The domain name registration fee is R51.30 per domain name. A domain name registered through CIPC will not resolve (function) on the Internet. Any functionality and additional services like webhosting and e-mail services must be obtained from an Internet Service Provider (ISP).

Is my domain registration included in my company registration costs?

No, the domain name registration fee is separate from your company registration fees.

How do I pay for my domain name?

Domain names can only be paid by credit card.

A Registrar Payment Portal has been developed to process payments linking from the CIPC transactional page. This process will take you to the ZACR Registrar Payment Portal from where you will perform the credit card payment process.

A success response (containing successful payment status) will link you back to the CIPC transactional page for completion of the transaction.

An error response (containing failure payment status) will not allow for completion of the transaction. Refer to possible solutions below.

My credit card payment failed (an error response received from the payment process).

Please ensure you have sufficient funds on your credit card before attempting to make payment. Ensure the expiry date and CVV number you have entered is correct and the 3D secure is enabled on your card.

Feel free to contact the ZACR Customer Support Centre for assistance on **011 314 0077**

What is 3D secure?

3D secure is a safety feature on some credit cards to reduce fraud. Please contact your bank to enable 3D Secure.

How often do I have to pay the domain name?

An annual fee is due 364 days after the registration of the domain name. Please note that you are required to transfer your domain name to a .ZA Accredited commercial Registrar before the end of the 1st year of registration should you wish to keep (renew) the domain name. Your selected Registrar will determine the annual fee and/or renewal fee once the domain name is transferred. Your chosen Registrar will also be responsible for providing you with further renewal notifications, including the steps that must be taken to keep your domain name active. However, please make sure to contact them should you not hear from them closer to the time when your domain is set to expire to arrange for your domain name renewal.

You can find your renewal date, check the registration status of your domain and look up your registrar's details using [ZACR's WHOIS](#) search tool.

For a list of ZACR accredited commercial Registrars please visit: <https://www.registry.net.za/accredited>

What is an Accredited Registrar?

An accredited Registrar is an Internet Service Provider (ISP) that has integrated with the ZACR domain name registration system and been authorized to register and maintain domain names on behalf of registrants.

For a list of ZACR accredited commercial Registrars please visit: <https://www.registry.net.za/accredited>

Is the CIPC an Accredited Registrar?

Yes, the CIPC is a ZACR Accredited Registrar with limited domain name registration functionality. The CIPC can only provide lookup (availability checks) and registration services for domain names. To enable the domain name to resolve on the Internet, and to create (or link to) a web site, email or hosting services, you need to transfer the domain name to a ZACR accredited commercial Registrar. This also applies to the renewal of the domain name.

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What happens if I do not move my domain name to an accredited commercial Registrar?

Should the domain remain on the CIPC's Registrar Account, it will enter the deletion process on the anniversary date of the domain registration and become available for registration by any other party. The Registrant must transfer the domain name to an accredited commercial Registrar before the expiry date of the domain, failing which, the domain will be deleted.

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What is the deletion process of a domain name?

When reaching the anniversary date of the domain registration, if a domain name is not renewed and renewal fees paid, it then enters the deletion process of the ZACR.

The deletion process is as follows:

A 'pending suspension' period of 5 (five) consecutive days; followed by a 'pending deletion' period of another 5 (five) consecutive days. If still unpaid then follows a 'closed redemption' period of 20 (twenty) consecutive days enabling the current Registrar to reinstate the domain name at a premium fee. If thereafter the domain name remains unpaid it is deleted.

Remember you have to transfer your domain name to an accredited commercial Registrar before the expiry date of the domain, failing which, the domain will be deleted.

For a list of ZACR accredited commercial Registrars please visit: <https://www.registry.net.za/accredited>

What does it mean if a domain name is deleted?

All services that use that domain name, such as your website and email, will stop working and the domain name will become available for registration by anyone else.

What is the difference between the CIPC Registrar and other Registrars?

The CIPC Registrar offers domain name registrations only. Other ZACR accredited commercial Registrars will offer various other services such as web hosting, setup and e-mail services.

Your commercial registrar will provide you with domain name support and can update your details for you with the ZACR. This means you should contact them for help with the following:

- Updating your registration and contact details.
- Renewing your domain name.

- Changing your registrar.
- Changing name servers.
- Website and email support.

For a list of ZACR accredited commercial Registrars please visit: <https://www.registry.net.za/accredited>

Where can I find an Accredited Registrar other than the CIPC?

You will find a list of ZACR accredited Registrars on the ZA Central Registry website:

<https://www.registry.net.za/accredited>

Which details do I have to submit with my domain name registration?

You will only be required to provide the Registrant details for the domain name.

What is a domain name Registrant?

The registrant is the legitimate beneficiary of the domain name. It is important to list the registered company name as the Registrant. This will avoid future domain name disputes. The details of a registrant are viewed as the record of fact and used to determine who has rights to a domain name. It is important that these details are kept up to date and accurate.

What is a domain name dispute?

A domain name dispute is when there is conflict of rights over the use and benefit of a particular domain name. Also see: <http://www.domaindisputes.co.za> for more details on how a domain name dispute relating to a .co.za ; .org.za ; .net.za and .web.za domain name may be resolved.

Which services do I get with my domain name?

Limited services and functionality are available when you register a domain name via the CIPC website, i.e. you only get the domain name registered in your name. Any functionality and additional services like webhosting and e-mail must be obtained from an Internet Service Provider (ISP).

You will find a list of ZACR accredited Registrars (ISPs) on the ZA Central Registry website:

<https://www.registry.net.za/accredited>

I changed my mind and want a different domain name, how do I change my domain name?

Once a domain name has been registered it cannot be changed. You can only register another domain name. It is therefore very important to ensure the domain name is spelt correctly.

Can I get a refund for a domain I do not want anymore?

Registration fees for domain names registered through this CIPC platform are non-refundable.

I paid but my domain was never registered.

Please contact the ZACR Call Centre for assistance with the refund process. This would be a manual process as it would be a limited occurrence.

ZA Central Registry contact details: <https://www.registry.net.za/contact.php>

I don't want my domain name any more, how do I delete it?

You have two options, you can either let the domain name lapse (after 364 days), this means that when the domain name's annual renewal fee becomes due the domain will be deleted due to non-payment. Alternatively you may transfer your domain name to an accredited commercial Registrar of the ZACR and then request deletion of the domain name on your behalf.

You will find a list of ZACR accredited Registrars on the ZA Central Registry website:

<https://www.registry.net.za/accredited>

How do I change the personal details listed on the domain name?

In order to make any changes to your domain name you need to transfer the domain to an accredited commercial Registrar. Once this has been done, you can instruct your Registrar to make the necessary changes to the domain name's details.

This includes updates to the registrant name, for example minor alterations, such as correcting spelling mistakes, changes to an individual's name, perhaps by marriage or deed poll or changes to a company name where a company number remains the same.

You will find a list of ZACR accredited Registrars on the ZA Central Registry website:

<https://www.registry.net.za/accredited>

Where will my domain get its name servers from?

Name servers are provided by ZACR to the CIPC for the domain name registrations.

I have registered my domain name but it doesn't work.

The name servers provided by the CIPC will display a parking page to inform the visitor that the domain has been registered on behalf of a CIPC client. To enable the domain name to resolve (function) on the Internet, and to create (or link to) a web site, email or hosting services, you need to transfer the domain name to a ZACR accredited commercial Registrar. This also applies to the renewal of the domain name.

For a list of ZACR accredited commercial Registrars please visit: <https://www.registry.net.za/accredited>

I sold my company, how do I give the new owner the domain name I registered?

This process is called a "Change of Registrant". In order to change the registrant of a domain name, both you and the new registrant need to consent to the change. Contact your commercial registrar to assist you with the correct procedure to change the Registrant details.

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