

Dear registrars

The new name is now a reality, and we are very happy about how it has been received.

Our new website has also been launched and after a few launch issues it is now pretty much fully functional. Below we have added a list of all the links you need for the new website.

Content in this newsletter:

- EPP-performance optimization
- ID-control
- Uniform process for incorrect registrant information
- Restrictions when changing registrant contact information
- NIS2 working group
- Known Issues
- Feature requests
- Operational status
- New URLs Punktum dk

EPP-performance optimization

Further improvements have been implemented in order to improve the performance and stability of our EPP service. Apart from increasing the overall service capacity, a major restructuring of the underlying data access layer has been completed, thereby decreasing the average response times of some of the most used commands by up to 50%.

We continue to monitor system performance closely to identify further candidates for improvement. Currently 99.79% of all received requests (+1,000,000 each day) are processed in less than one second.

ID-control

We have received feedback from registrars as well as customers regarding our procedure for id-control, more precisely, that we only allow two attempts to complete the control before the domain name is deleted after 30 days of suspension.

As a consequence, we have adjusted the procedure, so that if the customer fails to complete the id-control in the two attempts (either fails it or does not send in the required documentation within the given timeframe), the customer can open a ticket through our contact form and send the required documentation.

More information can be found here: <https://punktum.dk/en/articles/procedure-for-checking-contact-information-and-identity-of-a-new-registrant-resident>

A correction to our newsletter from February:

In our February newsletter, we explained the requirements for documentation from the registrants. Unfortunately, there was an error in the requirements described for companies. The correction is that we do not accept documents from an insurance company, when the user is a company, only for private individuals. We are sorry for the mistake.

Uniform process for incorrect registrant information

Since we introduced ID control, there have been different processes for registrants with addresses inside and outside of Denmark.

For registrants with an address in Denmark:

The domain will not be delegated after registration until NemID/MitID control has been successfully completed.

For registrants with an address outside of Denmark:

A risk-based approach determines if the domain can be delegated immediately, when there is no suspicion that the registrant's information is incorrect.

When, on the other hand, there is a suspicion that the information is not accurate, we have so far distinguished between two levels of risk. This practice will be harmonized so that in the future only a distinction is made between suspicion and non-suspicion.

This means that domains will not be delegated into the zone before successful completion of the ID control process, when there is a suspicion that the registrant information is not correct, similar to the process for Danish residents.

For domains that have already been delegated, e.g., in the case of a registrant transfer or notices on information in Whois, or applications where there is no suspicion that the information is not correct, this change will have no effect.

Restrictions when changing registrant contact information

It is no longer possible to edit name and user type of existing contacts.

Danish registrants are automatically updated from the Central Person Registry (CPR) and Central Business Registry (CVR) once they complete the mandatory ID control using MitID or NemID.

Foreign registrants can only change user type and name by contacting our customer service or by registering domain to a new user with the correct information.

NIS2 working group

The first NIS2 working group meeting was held on May 3rd. Thanks to the ones attending for a very good meeting.

This is a last call if any of you want to attend this group, so contact us via registrar@punktum.dk if you are interested.

The second meeting of the working group will be held on Wednesday May 24th, 10am – 12am.

Known Issues

Below is a list of the known issues we are currently working on, their progress and the ones we have fixed.

Issue	Description	Status
1951	Invalid response code 1000 on failed commands	Open
2086	Occasional timeout on domain:transfer	Open
2348	Improve error handling for incorrect use of authinfo token	Open

Open issues also found here: <https://punktum.dk/en/articles/planned-and-completed-releases>

Feature requests

A list of feature requests we are currently evaluating or planning.

Issue	Description	Status
2021	Add extension dkhm:VID to display domain VID status via EPP	Open
2022	Add extension dkhm:idControlStatus to display client ID control status via EPP	Open
2083	Add paid until date to domain:info	Open
2092	Transaction log in registrar portal	Open
2149	Change DNSSEC status display in WHOIS	Open
2263	Enable registrar to define default recipient of poll messages	Planned
2343	Support case emails should contain in subject	Planned
2427	Enable registrar to opt-out email receipts	Planned
2428	Lookup proxy role on domain:info	Open
2429	Lookup renew period on domain:info	Open
2431	Include detailed information on contact data changed in poll message	Open
2482	Ability to specify more than one recipient for prepaid alerts	Planned

Feature requests can also be found here: <https://punktum.dk/en/articles/planned-and-completed-releases>

Operational status

On <https://status.punktum.dk/> you can get an overview of Punktum dk's operational status and services.

Planned releases are announced via our operational status as well.

New features will be announced no less than 3 weeks prior to release, whereas system changes with no backwards compatibility will be announced no less than 3 months prior to release.

Bug fix releases and security updates can be released on a day-to-day basis, based on severity.

To subscribe to notifications and for more information:

<https://status.punktum.dk/>

We want your feed back.

We continuously work on new products and solutions, so we are always curious about your ideas and experiences as a registrar, so feel free to get back to us with any questions or comments.

Med venlig hilsen / Best regards

Elin Smeby

Relationship manager



Additional information

New URLs Punktum dk

Here you can find the new URLs related to our new website as well as our new logo under marketing material.

Marketing material:

<https://punktum.dk/en/articles/press-room>

Terms and conditions for the right of use to a .dk domain name:

<https://punktum.dk/en/articles/terms-and-conditions-for-the-right-of-use-to-a-dk-domain-name>

New link to Accept text Registrar management:

<https://punktum.dk/en/articles/who-is-punktum-dk>

About us:

<https://punktum.dk/en/about-us>

Privacy Policy:

<https://punktum.dk/en/articles/privacy-policy>

More information has been collected:

<https://punktum.dk/artikler/appendix>

Guides and instructions for registrars:

<https://punktum.dk/en/articles/guides-and-instructions-for-registrars>

Previous newsletters:

<https://punktum.dk/en/articles/registar-newsletters>