



Dear Registrar,

The year is drawing to a close and before the holidays we have a short update to you on .dk domains.

This newsletter contains information about:

- New e-mail procedure in customer service
- Update in Self-Service Portal (SB)
- New .dk nameserver in Jutland
- Punktum dk peering on AMS-IX and COMIX
- Feature requests and known Issues
- Operational status

Please note! Our customer service phone will be closed from 14:45 today.

New e-mail procedure in customer service

We have received inquiries from registrars that our customer support cases are being closed too fast. Unfortunately, it has caused frustration for some of you when we have considered the case to be closed, when it hasn't been from your side.

To prevent this frustration, customer service will respond to you, and ask if you consider the case solved or not. If you do, we will close the case, but if not, it will remain open for 7 days, so you have the opportunity to return to it.

We hope this will contribute to better cooperation in the future.

Update in Self-Service Portal (SB)

- The following issues have been fixed on our self-service portal:
- Enabling of Danish public organizations and company users to pay with electronic invoicing (OIUBL) for all operations except domain restore.
- Improved validation of EAN-number during user creation and user updates.
- Various minor errors and layout corrections.

New .dk nameserver in Jutland

Punktum dk is operating 3 unicast nameservers for .dk in Denmark. One of these has been located in Aalborg (a.nic.dk) for many years. This server has now been replaced by a new server in Herning (h.nic.dk). We would like to thank Telenor (prior Sonofon), for their service for all these years.

Punktum dk peering on AMS-IX and COMIX

Punktum dk's networks for administrative services, like EPP and DAS, as well as one of the .dk nameservers, are now available for peering on the Amsterdam Internet Exchange (AMS-IX), as well as the Copenhagen-Malmö Exchange (COMIX). If you are using the route servers on one of these exchanges, we are already peering. If you prefer a direct peering, or are not available on the route servers, please feel free to contact us.

Feature requests and known Issues

Find all feature requests and known issues we are currently evaluating, planning, working on, their progress and the ones we have fixed [here](#).

Operational status

On 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: status.punktum.dk

We continuously work on new products and solutions, so we are always curious about your ideas and experiences as a registrar.

Feel free to get back to us with any questions or comments.

Additional information

Registrar user guides

To support your work with .dk domain name handling, we will continuously update with guides describing the functions and opportunities in registrar portal, technical settings etc.

All guides are located on our website under "[Guides and instructions for registrars](#)".

Please contact us if you need other guides.

URLs Punktum dk:

[Terms and conditions for the right of use to a .dk domain name](#)

[Link to Accept text for Registrar management](#)

[About us](#)

[Privacy Policy](#)

[Guides and instructions for registrars](#)

[Marketing material](#)

[More information has been collected here](#)

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Relationship manager

