

## 1. Regarding the e-mails

### ***'I have received an e-mail from DENIC regarding the verification of holder details – what should I do?'***

We already asked you around 24 days ago to verify your contact details, as this is required by law. Please check your inbox and spam folder (search for: 'verification', 'registrant details', 'NIS 2', 'BSI Act') for our e-mail – you will find detailed instructions on how to proceed there. The subsequent e-mail from DENIC is simply a reminder sent shortly before the deadline.

### ***'What is the deadline?'***

You have a period of approximately 30 days from our first request to complete the verification process. If you do not respond in time, you will receive a further e-mail directly from DENIC setting a deadline of just 5 days – after which your domain will be taken offline and will no longer be accessible on the Internet. You will still have time after that to complete the verification process in order to prevent your domain from being deleted. Please respond to our e-mail as soon as possible.

### ***'Is this e-mail really from DENIC, or is it a phishing attempt?'***

You can recognise a genuine verification e-mail of DENIC by the sender's domain, denic.de. DENIC will never ask for passwords, payment details or the login. However, you carry out the actual verification via us, not directly via DENIC. If you're unsure, please feel free to contact us first.

### ***'I can't find an e-mail from you about this.'***

Please check your spam folder again carefully. If you still can't find anything, please write to us directly – the easiest way is to say: "I have received a request from you to verify the registrant details for my domain [my-domain.de] by [date]. Please let me know which procedure you offer and what documents you require." We will then advise you on which procedure is suitable for you.

### ***'I've sent an e-mail, but nobody is replying.'***

If you do not receive a reply within two working days, please also contact us by telephone – as this is a matter with tight deadlines, we want to ensure that we can assist you quickly and that nothing is overlooked.

## 2. Procedure / Responsibility

### ***'Why do I have to do this through you and not directly with DENIC?'***

As the registry, DENIC cannot carry out the verification process with you itself – by law, this is the responsibility of the provider, i.e. us. We are your point of contact for the entire process, including urgent cases.

### ***'I came to you via another provider / I don't recognise the name in the DENIC e-mail.'***

This is normal if your domain is managed by a reseller. Please contact the provider with whom you actually registered the domain (as shown on invoices or contract documents) – they will handle the verification with us as a DENIC member. Please also mention the company in the DENIC e-mail.

# Questions and Answers About NIS 2 Verifications



## 3. About the data

### ***‘My details have always been correct – why do I still need to be verified?’***

We automatically check all registered holder details for completeness and plausibility and cross-reference them with external sources – this is a risk-based, legally required check in accordance with NIS 2/BSI legislation and applies regardless of how long the domain has existed or whether there have ever been any complaints.

### ***‘But I’ve already updated my details with you – why isn’t that enough?’***

Unfortunately, a simple update or visual check is not sufficient once your domain is in the verification process. We must also actively verify your details using a recognised procedure (e.g. PostIdent, Video-Ident, confirmation code) and report the result to DENIC. You do not need to send anything to DENIC yourself – we’ll take care of that.

### ***‘Why my address as well? I thought it was just about name, e-mail and telephone number.’***

The legal basis requires complete and correct registration details as a whole – this includes the address, as it is necessary for unambiguous identification, particularly in the case of common names or company names.

**Background:** Section 49 of the German Telecommunications Act (BSiG) has two paragraphs which must be read separately:

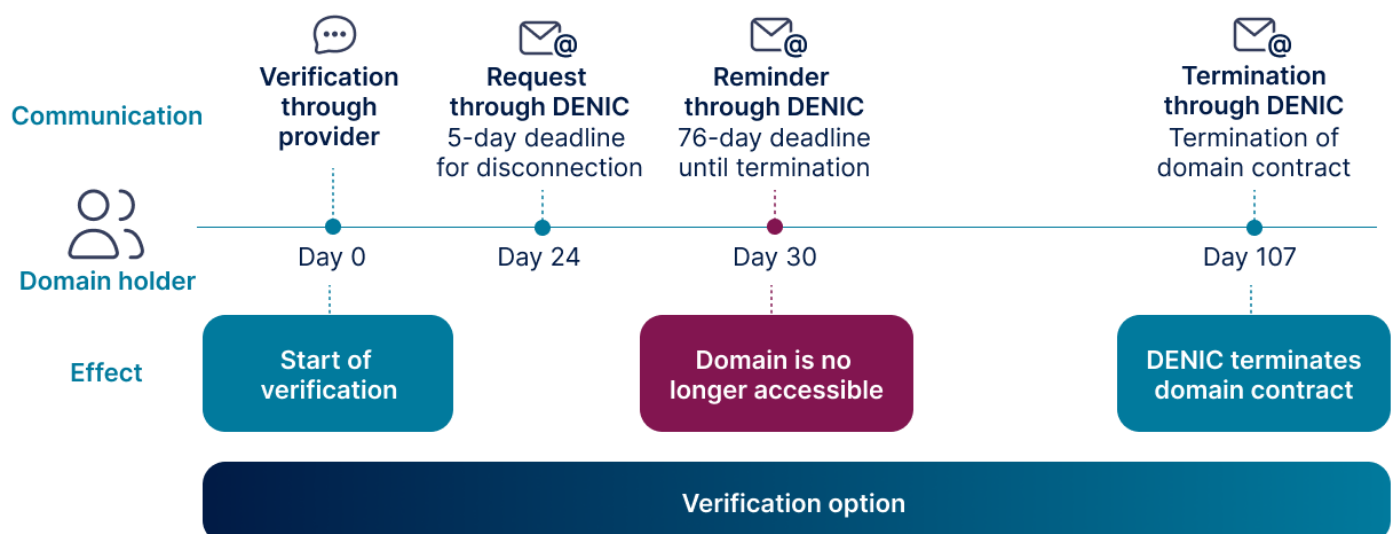
**Paragraph (2)** lists only the minimum details that must be contained in the database – but this is not a complete list of all the data that must be collected.

**Paragraph (1)** further requires that all registration data be maintained accurately and in full. The address has always been part of this registration data that must be filed with DENIC, as otherwise a holder record cannot be uniquely identified – particularly in the case of common names or company names. Consequently, the address is also subject to the statutory duty of care and must be verified.

### ***‘I am no longer the holder of this domain.’***

Please contact us so that we can correct the registered holder details – regardless of the ongoing verification process.

## Communication with the Domain holder



## 4. About the domain itself

### ***‘My domain is suddenly no longer accessible.’***

A common reason is that the registrant details have not been verified: this is usually due to a lack of verification: the domain has been removed from the .de zone but has not yet been deleted. You have 76 days from the date it went offline to complete the verification process with us and reactivate the domain.

Please contact us with your domain name and contract number, and we will advise you on the next steps.

### ***‘What happens if I don’t respond at all?’***

After 30 days without verification, the domain will be removed from the .de zone, meaning it will no longer be accessible on the Internet. If you do not respond within the following 76 days either, the domain contract will be terminated permanently and the domain will be released to third parties after a short protection period – restoration will then no longer be possible. Please therefore respond to our e-mails promptly.

### ***‘Can I take preventative measures to protect my domain before a request is sent?’***

Please feel free to contact us – we’ll let you know whether we offer the option to verify your domain proactively before an official request is sent.

### ***‘I’m the new holder of a domain, or I’ve updated my holder record details, or I’ve switched to you as my new provider – does that affect the deadline in any way?’***

No, a change does not affect an ongoing verification request or its deadline.