



Registrar Policy

Effective 1 September 2026

Contents

1. Introduction and Purpose	3
2. Scope	3
3. Definition of Terms	3
4. General Principles	4
5. Overview of a Registrar's Function	4
6. Accreditation Criteria for a Registrar	4
7. Continued Eligibility to Manage .MY Domain Name Categories	7
8. Privacy Services	7
9. Registrant Verification	8
10. Registrant Agreement	9
11. Cooperation in Domain Name Abuse Mitigation and Law Enforcement Agencies Requests	9
12. Transfer Policy	10
13. Registry – Registrar Agreement	10
14. Review of Policy	11

1. Introduction and Purpose

- 1.1 MYNIC is the Registry for the top-level Malaysian Internet Domain, “.MY”, whose core business is the registration of domain names, administration, and technical operation of the national domain registry as well as promoting the positive development of the Domain Name System (‘DNS’) in Malaysia.
- 1.2 The purpose of this Policy is to address the importance of an accredited Registrar for .MY domain name business and to spell out the accreditation requirements from the business, operational and technical perspective. An accredited Registrar refers to an entity that has been certified to act as a Registrar for a specific Top-Level Domain (TLD) upon meeting the minimum qualifying criteria.
- 1.3 The domain name categories include .MY, .COM.MY, .NET.MY, .ORG.MY, .NAME.MY, .EDU.MY, .GOV.MY, .MIL.MY, .BIZ.MY, .<STATE>.MY, .COOP.MY, .مليسيا as well as any new categories that may be introduced by MYNIC, from time to time.

2. Scope

- 2.1 This Policy applies to all .MY domain names registration and must be complied with by both Registrars and Registrants including but not limited to all other policies that are made available in MYNIC official website.

3. Definition of Terms

No.	Term	Definition
3.1	Accreditation	A domain name Registrar must be accredited by a generic top level domain Registry or a country code top-level domain Registry (MYNIC).
3.2	Domain Name Abuse	Means the abuse and misuse of domain name as defined under Para 8.2 and 8.3 of the Acceptable Use and Abuse Policy (AUP).
3.3	Gaining Registrar	Refers to the registrar who will become the registrar of record after the transfer registrar is complete.
3.4	Registry	Means the top-level Malaysian Internet Domain, “.MY”, whose core business is the registration of domain names, administration, and technical operation of the national domain registry as well as promoting the development of the Domain Name System (‘DNS’) in Malaysia (i.e. MYNIC Berhad).

3.5	Registrant	Means the person or organisation that has applied for the domain name, as stated in the application form or an existing registrant who maintains the registration of a domain name with MYNIC as a domain name holder.
3.6	Registrar	Means the party appointed or accredited by MYNIC to offer Domain Name registration services.
3.7	Privacy Services	Means services provided by the Registrar to protect the personal information of the Registrants by replacing their publicly available WHOIS information with Registrar's contact details or other generic information.

4. General Principles

- 4.1 This Policy is developed in relation to the .MY domain name Policy. As and when required, the Policy shall be updated accordingly to reflect any changes in either internal or external circumstances to avoid conflicts or inconsistencies.
- 4.2 The Policy shall be reviewed in its entirety on an annual basis or as and when required to ensure its contents' continued relevance and appropriateness.
- 4.3 The Registrar Policy contains proprietary information about MYNIC. The Registrar Policy and any of the information contained therein shall not be reproduced and/or disclosed under any circumstances without the express written permission of MYNIC.

5. Overview of a Registrar's Function

- 5.1 A domain name Registrar is an organization that manages the registration of .MY domain name and acts as the intermediary between the Registry Operator and the Registrant. The Registrar may sell the domain name as ala carte and/or as a value-added service package.
- 5.2 The accreditation of the Registrar is vital in promoting and encouraging a consistent standard in delivering .MY services to all the Registrants.

6. Accreditation Criteria for a Registrar

- 6.1 To be eligible as an accredited Registrar of MYNIC, the requirements set forth below must be met. These accreditation requirements shall be amended or modified at the sole discretion of MYNIC from time to time.

6.1.1 **General Information**

The Applicant is required to provide detailed information as requested by MYNIC to determine if the applicant entity is legally established and has a good standing. Foreign applicant is required to provide accreditation evidence by ICANN as one of their supporting documents.

6.1.2 **Technical Capability**

The Applicant is required to demonstrate its technical capability to operate, manage and monitor its registrar systems, and to provide domain name registration and management services to the Registrants.

The Applicant shall demonstrate that it has the necessary technical infrastructure, personnel and operational processes to interface with MYNIC's Registry Systems, maintain the security and integrity of its systems, and support the lifecycle management of domain names in accordance with MYNIC's technical specifications and published policies.

6.1.3 **Operational Readiness**

Prior to being granted production access to MYNIC's Registry System, the Applicant shall successfully complete all onboarding and operational readiness requirements prescribed by MYNIC, including but not limited to:

- 6.1.3.1 Successful completion of the Extensible Provisioning Protocol (EPP) onboarding process;
- 6.1.3.2 Completion of Operational Testing and Evaluation (OT&E), including connectivity and functionality testing as required by MYNIC;
- 6.1.3.3 Successful integration with MYNIC's Registry System in accordance with MYNIC's technical specifications;
- 6.1.3.4 Appointment of designated technical, operational, billing and abuse contacts; and
- 6.1.3.5 Completion of any training, briefing or onboarding program required by MYNIC.

MYNIC reserves the right to withhold production access until all onboarding and operational readiness requirements have been satisfactorily completed.

6.1.4 Business Capability

The Applicant shall demonstrate its capability and experience in providing domain name registration and management services. Applicants with prior experience in managing or reselling other Top-Level Domains (TLDs) shall provide supporting information on such experience.

6.1.5 Financial Capability

The Applicant must have sufficient financial resources to run the domain name business and has no records of bad debts. Therefore, audited financial statement is required for domestic applicants as proof. MYNIC may request additional financial information where necessary to assess the Applicant's financial stability and ability to sustain registrar operations.

6.1.6 Organizational Capability

The Applicant shall maintain adequate personnel, operational resources and customer support capability to effectively manage domain name registration and renewal services, respond to Registrant enquiries, handle complaints and comply with MYNIC's policies and procedures.

6.1.7 Fee & Deposit Amount

An application fee for the registrar accreditation application will be imposed by MYNIC. For successful applicant, the fee will be credited to the registrar's account. The fee is non-refundable and will act as a processing fee for unsuccessful applicant.

The successful applicant is required to make a minimum deposit amount to be used for the creation of the registrar's account and act as the credit (pre-pay balance) for domain name transactions. A threshold level is set to ensure the registrar's account balance is sufficient for domain registration and renewal.

- 6.2 The Applicant shall provide all information as required by MYNIC. MYNIC may request additional information clarification or documentary evidence where necessary to assess the Applicant's eligibility and capability. Failure to provide the requested information within the stipulated timeframe may result in the application being rejected or deemed withdrawn.

7. Continued Eligibility to Manage .MY Domain Name Categories

- 7.1 The Registrar shall, at all times during the term of its accreditation, continue to satisfy the eligibility, operational, technical, financial, security and any other requirements prescribed by MYNIC from time to time for the management of .MY domain names.
- 7.2 Where MYNIC determines that the Registrar no longer satisfies any of the requirements issued by MYNIC from time to time, MYNIC may, at its sole discretion, require the Registrar to take such remedial measures as MYNIC considers appropriate within the timeframe specified by MYNIC.
- 7.3 If the Registrar fails to satisfy the required requirements within the specified timeframe, or where MYNIC determines that the Registrar is no longer suitable to continue managing the .MY domain name categories, MYNIC may, at its sole discretion, transfer or reassign some or all of the .MY domain names under the Registrar's management to another MYNIC Accredited Registrar as MYNIC considers appropriate to ensure the continued operation, security, stability and integrity of the .MY domain name registry and to safeguard the interests of the Registrants.
- 7.4 The Registrar shall provide all information, records, authorisations and assistance reasonably required by MYNIC to facilitate such transfer or reassignment and shall not take any action that delays, obstructs or otherwise interferes with the transfer process.

8. Privacy Services

- 8.1 The Registry acknowledges that the Registrar provides Privacy Services to its registrants, ensuring that such services comply with all applicable policies, legal requirements, and regulatory frameworks governing domain name registration and management.

8.2 Requirements

- 8.2.1 Registrars offering Privacy Services are required to notify MYNIC in writing as well as publish the following information on their websites:

- 8.2.1.1 A designated point of contact for reporting abuse, infringements or any policy violations related to the domain names using Privacy Services.

8.2.1.2 Registrar's contact information such as telephone numbers and email addresses to facilitate communication with MYNIC, Registrants and any affected parties.

8.2.1.3 Terms of services, which includes description of the service; the process for handling WHOIS data, including the conditions under which the data will be disclosed to third parties (e.g., in response to legal requests); and procedures for dealing with requests from legal authorities or for managing violations or abuses related to the domain names under Privacy Services.

8.3 Responsibility for Domain Name Registrations

8.3.1 Registrars offering these services assume full responsibility for ensuring that all domain names registered under their Privacy Services comply with MYNIC's policies, including but not limited to the Acceptable Use & Abuse Policy, Data Protection Policy and the Numbering Electronic Addressing Plan (NEAP).

8.3.2 Where any of the domain names are found to be in breach of 8.3.1 above, the Registrars must respond promptly to the written instructions from MYNIC.

8.3.3 Any non – action by the Registrar under 8.3.2 can result in termination of the Registry – Registrar Agreement.

9. Registrant Verification

9.1 Registrars shall ensure that the identity and registration information of every Registrant are verified before submitting any domain name transactions such as domain name application, renewal and transfer. for the avoidance of doubt, this verification requirement applies to all the Registrants and include Registrants using privacy or proxy registration services.

9.2 In carrying out the verification under Paragraph 9.1, the Registrar shall take reasonable measures to:

9.2.1 Verify the identity of the Registrant;

9.2.2 Ensure that the registration information provided is complete, correct, accurate and current; and

9.2.3 Satisfy itself that the domain name transaction is made for legitimate purpose.

9.2.4 where applicable, the Registrant satisfies the registration eligibility requirements for the relevant **.MY** domain name category, and the Registrar has conducted reasonable due diligence to verify such eligibility.

9.3 The Registrar shall maintain records relating to Registrant verification and domain name transactions as long as the domain name is active. For inactive domain names, the Registrar are to ensure that the Registrant data is to be retained no longer than two (2) years and shall make such records available to MYNIC upon request for the purposes of compliance, investigation or audit.

10. Registrant Agreement

10.1 Prior to submitting any domain name application, the Registrar shall ensure that the Registrant has been provided with the latest version of MYNIC's Registrant Agreement.

10.2 The Registrar shall obtain the Registrant's acceptance of the Registrant Agreement through a verifiable electronic or written mechanism and shall maintain sufficient records evidencing such acceptance. Upon request by MYNIC, such records shall be produced for compliance verification.

11. Cooperation in Domain Name Abuse Mitigation and Law Enforcement Agencies Requests

11.1 The Registrar shall promptly investigate and take appropriate action in respect of any reported or identified Domain Name Abuse involving domain names under its management and shall cooperate with MYNIC in the prevention, investigation and mitigation of Domain Name Abuse.

11.2 The Registrar shall cooperate with MYNIC in responding to requests received from Malaysian Law Enforcement Agencies (LEA), regulatory authorities and other competent authorities, and shall provide such information, records or assistance as may be reasonably requested by MYNIC.

11.3 The Registrar shall preserve all relevant records relating to any Domain Name Abuse investigation or lawful requests by Malaysian LEA until the matter has been concluded or otherwise directed by MYNIC.

12. Transfer Policy

12.1 Transfer Registrar

- 12.1.1 The Registrar shall observe the principles laid out in the Transfer Policy. This policy sets forth the requirements for Registrants and Registrars when a Registrant wishes to transfer a domain name from one Registrar to another Registrar.
- 12.1.2 The Gaining Registrar will be charged one year renewal fee by MYNIC. As a result, the expiry date of transferred domain name will be extended by one year.
- 12.1.3 The Registrars shall comply with the transfer requirements defined in MYNIC Transfer Registrar Policy.

12.2 Change of Registrant

- 12.2.1 Change of Registrant refers to any change of the following:
 - 12.2.1.1 Registrant first name, last name
 - 12.2.1.2 Registrant personal identification number or passport
 - 12.2.1.3 Registrant organization name
 - 12.2.1.4 Registrant organization number
 - 12.2.1.5 Registrant email address
 - 12.2.1.6 Administrative Contact email address, if there is no Registrant email address.
- 12.2.2 Registrar shall ensure that the new Registrant meets the eligibility criteria for submitted domain names and applies Know Your Customer (KYC) guidelines stipulated in the Registry-Registrar Agreement.
- 12.2.3 Registrar shall obtain confirmation of the changes from both the current and new Registrants before applying the changes and shall ensure that the new Registrant agrees to be bound by the Registrant Agreement for domain name registration.

13. Registry-Registrar Agreement

- 13.1 This Policy is read together with the Registry-Registrar Agreement which sets forth the terms and conditions governing the relationship between the Registry and the Registrar over the usage of .MY domain name.

14. Review Of Policy

- 14.1 Modification may be necessary, among other reasons, to maintain compliance with laws and regulations and/or accommodate organizational changes within MYNIC. As such, this Policy shall be reviewed in its entirety on an annual basis or as and when required to ensure the continued relevance and appropriateness of its contents.