

Appendix A

Rules of Good Conduct

Premises:

- a contract for the registration of Internet domain names in the ccTLD “it” has been stipulated with the “Istituto di Informatica e Telematica del CNR” (Institute for Informatics and Telematics of the National Research Council), ccTLD “it” Registry, henceforth called IIT Registry, which henceforth in this code of conduct shall be called “contract”;
- the premises, definitions, duties and obligations established in the aforesaid contract are herein wholly referred to;
- the system of assignation and management of Internet domain names in the ccTLD “it” appears better structured with the provision of the rules of good conduct to establish the rules of behaviour which Maintainers, or organisations which register domain names for themselves or on behalf of third parties, undertake to respect.

between

the IIT-Registry and the Maintainer
(Company name and address)
..... as defined in the “contract”, the following is established.

The “Rules of good conduct” represent a commitment between the ccTLD “it” Registry, at the “Istituto di Informatica e Telematica del CNR” (Institute for Informatics and Telematics of the National Research Council), administrator of the ccTLD “it”, and the Maintainer in order to guarantee the equilibrium, efficiency and equity of the system of registration of domain names in the ccTLD “it” and equal accessibility to this service, in the general interests of the public.

Signing the “Rules of good conduct” is an indication of the Maintainer’s commitment, in addition to his observance of the laws in force, the Regulations, as defined in the premises and in paragraph 5 of the contract previously cited, to observing clear and correct conduct towards other Maintainers and the Registry, avoiding any action which could damage the business category and/or the entire system for assigning domain names in the ccTLD “it”.

Adhesion to the “Rules of good conduct” is likewise for the purpose of guaranteeing the registrant, as the end consumer, that the Maintainer observes the maximum diligence in carrying out the activities entrusted to the Maintainer for the registration and management of domain names and acting immediately in order to remove any hindrance to the registration or management of the domain.

Adhesion to the aforesaid “Rules of good conduct” is voluntary; failure to adhere does not bar the signing of the contract. For the purposes of clarity towards users, the Registry will publish the aforesaid code on the Registry’s web site, together with the names of the Maintainers which have adhered to the code.

This code is binding for any Maintainer signing the code and failure to observe any of the provisions of the code can cause the cancellation of the contract in accordance with what is provided in paragraph 27 of the mentioned contract. In that case, the default will be contested to the Maintainer upon recorded delivery letter, asking him/her to fulfil the duties within fifteen (15) days from the receipt of the letter.

For everything stated above, the Maintainer:

1. declares and guarantees that, in its relations with end users, it will be diligent in informing the end user of the regulations regarding the registration and management of domain names in the ccTLD “it”, several times referred to and published on the Registry’s web site: <http://www.nic.it>, carrying out with due diligence the operations necessary for the correct registration and maintenance of the domain name;
2. declares and guarantees that, in its relations with clients, end consumers of the aforesaid service, the Maintainer will propose clear agreements on the services rendered and adopt and/or impose on members of staff ethically correct behaviour and will not impede in any way any Registrant who wishes to withdraw from a registration contract previously signed by the Registrant;
3. declares that in carrying out activities, the Maintainer undertakes to orientate his behaviour towards the fair treatment of other Maintainers and avoid any action which might damage the legitimate interests of end consumers;
4. declares that he/she will abstain, with regard to the Registry and other Maintainers from action which might create crisis situations for the system of assignation and management of domain names in the ccTLD “it”, preventing other Maintainers, in violation of normal duties of fairness in business relations, from accessing the service concerned; particularly the Maintainer ought to refrain from sending mass of documents regarding registration or changes of domain names.
5. declares to refrain from sending unjustified mass of documents and/or multiple requests that cause damage or heavy deterioration of the Registry service;

6. declares that he observes and requires observation of the personal data protection laws for his clients' data and handles such data in observance of the laws in force and with conscientiousness and discretion.
7. undertakes not to carry out spamming to Internet users and to be conscientious towards his clients, in case he is aware of spamming activity, in order to recall them to a correct behaviour;
8. undertakes to cooperate with competent Authorities where necessary in observance of the law regarding illicit acts via Internet and not to encourage the spread of illicit or damaging content via Internet.

Furthermore, the Maintainer can keep domain names for his own use but must not hoard or request the registration and keep a high number of domain names without activating services on these domain names.

For that pertaining to the relationship with the Registry and the service which is the subject matter of this document, the Maintainer undertakes to insert in his web site only factual information or information for which there is written evidence or any way based on objective facts.

The aforesaid code of conduct is aimed at promoting and protecting the activity of registration of domain names, increasing the confidence of citizens and businesses in the use of Internet services, in harmony with the provisions established by government bodies and public authorities.

The company in the capacity of Provider/ Maintainer

L' "Istituto di Informatica e Telematica del CNR" (Institute for Informatics and Telematics of the National Research Council)

Legal representative

The Director