

POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)

Licence Issued To

[LICENSEE NAME]

In terms of the Postal and Telecommunications Act, [Chapter 12:05] to Provide .zw Country Code
Top Level Domain (ccTLD) Registry Services

Issued at Harare

[Date of Issue]

Licence No. [Licence Number]

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1. DEFINITIONS

In this licence, unless the subject matter or context otherwise requires, the following terms shall have the following meanings as defined in the Act and S.I. 111 of 2023:

- Act – means the Postal and Telecommunications Act [Chapter 12:05].
- Authority – means the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ).
- ccTLD - means the .zw Country Code Top Level Domain.
- Cyber and Data Protection Act (CDPA) - means the Cyber and Data Protection Act [Chapter 12:07].
- DNS - means the Domain Name System.
- DNSSEC – means Domain Name System Security Extensions.
- Domain Name Reseller (Reseller) – means a person that has been accredited by the Licensee to create, delete, add, modify or change Domain names under the .zw country code.
- EPP – means Extensible Provisioning Protocol.
- Holder – means a person in whose name a Domain name is registered with the Registry.
- Licensee – means [LICENSEE NAME], the entity licensed to operate as the Registry.
- RDAP - means Registration Data Access Protocol.
- Registry – means the National Domain Names Registry established to facilitate the registration and management of Domain names under the .zw ccTLD.
- S.I. 111 of 2023 - means the Postal and Telecommunications (Domain Names Registration and Management) Regulations, 2023.

2. INTERPRETATIONS

2.1. General:

Any reference to this Licence shall include its attachments and schedules. The use of headings is for convenience of reference only. Words importing the singular shall include the plural and vice versa.

2.2. Law:

This Licence shall be governed by the laws of Zimbabwe. The Licensee shall comply with all applicable laws, including all decisions, rules, and instructions issued in accordance with the Act and S.I. 111 of 2023.

3. DOMICILIUM CITANDI ET EXECUTANDI

3.1. Physical Contacts:

* The Authority elects for the purpose of this licence: **1110 Performance Close, Mt. Pleasant Business Park, Mt. Pleasant, Harare.**

* The Licensee elects for the purpose of this licence: *[Licensee's Physical Address]*.

3.2. Either party shall give fourteen (14) days written notice of a change of address.

3.3. All notices and correspondences shall be in writing and addressed to the Director-General for the Authority and the designated official for the Licensee.

4. COMMENCEMENT AND PERIOD OF LICENCE

4.1. Notwithstanding the date of signing, the commencement date of the Licence shall be [Commencement Date].

4.2. This Licence shall be valid for a period of ten (10) years from the commencement date and may be renewed by the Authority upon written application by the Licensee at least one (1) year before expiration.

5. SCOPE OF THE LICENCE

5.1. Licensed Services: This AUTHORITY authorizes the Licensee to establish and operate the National Domain Names Registry (the Registry) for the .zw ccTLD.

The authorised services include all functions of the Registry as specified in:

Section 5 of Statutory Instrument (S.I). 111 of 2023.

- Section 5.2. Licence Conditions:
- Section 5.2.1. The Licensee shall provide the Licensed Services in accordance with the Act, the Cyber and Data Protection Act, and the conditions herein.
- 5.2.2. The primary servers of the Registry shall be located in Zimbabwe and housed at a Data Centre that connects to Zimbabwean Internet Exchanges, with provision for regional or international redundancy, as stipulated in Section 4(3) of S.I. 111 of 2023.
- 5.2.3. All equipment, software, and systems used to deliver the Licensed Services shall be of an approved standard and type-approved by the Authority where applicable.

5.3. **Limitations:** This Licence does not grant exclusive rights to the Licensee.

6. FEES

6.1. The fees payable by the Licensee to the Authority shall be as follows:

- Initial Licence fees as prescribed.
- Annual Licence fees as prescribed.
- An annual contribution to the Universal Services Fund (USF) as prescribed.

6.2. All fees shall be paid in accordance with the relevant regulations and directives issued by the Authority.

7. REGISTRY OPERATIONS AND RESPONSIBILITIES

7.1. Registry Functions: The Licensee shall be responsible for all functions of the Registry as detailed in Section 5 of S.I. 111 of 2023, which include, but are not limited to:

7.1.1. Establishing and maintaining an interactive domain name management platform based on EPP or other standards directed by the Authority.

7.1.2. Accrediting, managing, and de-activating Domain Name Resellers.

7.1.3. Developing and publishing policies and guidelines concerning the .zw ccTLD, in consultation with the Authority.

7.1.4. Developing and implementing a comprehensive dispute resolution mechanism, in consultation with the Authority.

7.1.5. Protecting the personal data of Domain Name Holders in compliance with the Cyber and Data Protection Act.

7.1.6. Maintaining accurate and comprehensive records of all registered domain names.

7.1.7. Providing technical support services to accredited Resellers.

7.1.8. Maintaining and enforcing a reserved name list.

7.1.9. Enhancing public awareness and conducting research on DNS management.

- 7.2. Accreditation of Resellers: The Licensee shall establish and manage a fair, transparent, and non-discriminatory process for the accreditation of Domain Name Resellers as outlined in Sections 6, 7, and 8 of S.I. 111 of 2023.
- 7.3. Domain Management: The Licensee shall manage the domain lifecycle in strict accordance with Sections 9 through 15 of S.I. 111 of 2023, covering:
- 7.3.1. Classification and assignment of domain names.
 - 7.3.2. Adherence to general principles and rules of registration, including the "first come, first served" basis and technical format requirements.
 - 7.3.3. Management of domain transfers, renewals, and cancellations.
 - 7.3.4. Implementation of systems to detect and de-register parked domain names.
- 7.4. Policy Development: The Licensee must develop and maintain policies for the administration of the .zw ccTLD in consultation with, and subject to the approval of, the Authority.
- 7.5. The Licensee shall promote domain usage by SMEs, civil society, and educational institutions through awareness campaigns and reduced entry barriers.
- 7.6. Systems shall be developed with cybersecurity resilience in mind, including regular penetration testing and adherence to international best practices.

8. TECHNICAL AND SERVICE STANDARDS

- 8.1. System and Infrastructure: The Licensee shall establish and maintain a robust and resilient technical infrastructure which includes:
- 8.1.1. A secure network of Primary and Secondary DNS servers.
 - 8.1.2. Full implementation and operation of an automated registration system via Extensible Provisioning Protocol (EPP).
 - 8.1.3. Implementation and maintenance of DNS Security Extensions (DNSSEC).
 - 8.1.4. Provision of a Registration Data Access Protocol (RDAP) service.
 - 8.1.5. A comprehensive disaster recovery and business continuity plan, including backup servers and procedures.
- 8.2. Quality of Service (QoS): The Licensee shall comply with the minimum QoS standards set out as below:

Parameter	QoS Standard
DNS Service Availability	99.999%
Name Activation Time from time of receipt of application	Less than 1 hr, during weekdays, and 3 hrs during weekends.

The Licensee shall cooperate fully with the Authority for the purposes of monitoring QoS, data protection and privacy as well as any tenets under the purview of the AUTHORITY.

8.3. Customer Relations (Resellers): The Licensee shall maintain adequately trained personnel to provide support and respond promptly to queries and complaints from accredited Resellers.

9. TARIFFS

9.1. Tariff Regime: The Licensee shall propose charges for the various aspects of the DNS Registry service (including domain registration, renewal, and transfer fees chargeable to Resellers). All such tariffs shall be subject to prior approval by the Authority in accordance with the S.I 111 of 2023.

9.2. Publication of Tariffs: The Licensee shall publish all approved tariffs at least seven (7) days before they come into force.

10. PROVISION OF INFORMATION AND DATA

10.1. Confidentiality: The Authority shall hold all information furnished by the Licensee and marked "confidential" in confidence. The Licensee shall ensure the privacy and confidentiality of information obtained in the course of its business, in line with the Cyber and Data Protection Act.

10.2. Reporting: The Licensee shall submit regular biannual Regulatory Reports and any other information as the Authority may require to carry out its functions. All information submitted must be accurate.

10.3. Data Escrow: The Licensee shall establish and maintain a data escrow agreement with the Authority. A complete and updated backup copy of all DNS records, system documentation, and configurations must be submitted to the escrow agent designated by the Authority on a monthly basis.

11. MONITORING AND INSPECTIONS

11.1. Access to Sites and Records: The Licensee shall permit authorised inspectors of the Authority to access its premises, facilities, platforms, files, and records to enable the Authority to exercise its mandate under the Act.

11.2. Compliance Audits: The Authority reserves the right to examine and test the Licensee's systems, including its registration and billing systems, to ensure accuracy, reliability, and compliance with this Licence.

12. GENERAL CONDITIONS

12.1. Ownership: Any substantial changes in the shareholding of the Licensee (transfer of more than 10%) must receive prior approval from the Authority.

12.2. Transfer of Licence: This Licence shall not be assigned, transferred, or pledged without the prior written consent of the Authority.

12.3. Amendment: The Authority may amend the Licence conditions in accordance with the Act.

12.4. Revocation/Suspension: The Authority may revoke or suspend this Licence in accordance with Section 43 of the Act.

12.5. Force Majeure: Any failure by the Licensee to comply with any obligation shall be excused to the extent that it is caused by a Force Majeure event. The Licensee shall use all reasonable endeavours to minimise the impact of such an event and keep the Authority informed.

12.6. Penalties: The Licensee shall be required to pay penalties prescribed in the relevant regulations for any breach of this licence, the regulations, or directives issued under the Law.

12.7. Indemnity: The Licensee shall indemnify the Authority against any losses, claims, or damages that may arise from the activities of the Licensee in connection with the provision of the Licensed Services.

12.8. Fair Trading: The Licensee shall not show undue preference to, or exercise undue discrimination against, any accredited or prospective Resellers.

12.9. The Licensee shall establish a formal complaints and dispute handling mechanism accessible to the public, in alignment with national consumer protection laws.

12.9.1. The Licensee shall publish a DNS Abuse Policy outlining the procedures for handling abuse reports, domain takedowns, and security threats.

12.9.2. The Licensee shall maintain a real-time monitoring and fault escalation matrix and ensure continuous system integrity.

12.9.3. The Licensee must adopt emerging DNS technologies such as IPv6 support and Internationalised Domain Names (IDNs) as directed by the Authority.

12.9.4. The Licensee shall submit an annual cybersecurity audit report and risk mitigation plan approved by a certified third-party auditor.

12.9.6. The Licensee shall operate under a published .zw Registry Charter approved by the Authority, ensuring fairness, transparency, and public accountability.

12.9.7. Registrar agreements shall include clear technical and administrative obligations, privacy commitments in compliance with the Cyber and Data Protection Act.

12.9.8. The Licensee shall submit an annual report detailing youth, women, and SME participation in DNS-related value chains, including domain reselling and local hosting.

13.0. SCHEDULES

SCHEDULE A: LICENSED DOMAINS

The Licensee is authorized to manage the following domains and any others that the Authority may approve in the future:

Sub-domain	Assignment
(a) .zw	shall be open to the general public
(b). co.zw	shall be open to the general public
(c). gov.zw	shall be reserved for government
(d). ac.zw	shall be reserved for educational institutions
(e). edu.zw	shall be reserved for educational institutions
(f) .net.zw	shall be reserved for network service providers
(g). org.zw	shall be open to the general public

SCHEDULE B: REGISTRY SYSTEM SPECIFICATIONS

The Registry system operated by the Licensee must, at a minimum, support and conform to the following technical specifications:

- Provisioning Protocol: Extensible Provisioning Protocol (EPP)
- Security Extensions: Domain Name System Security Extensions (DNSSEC)
- Directory Service: Registration Data Access Protocol (RDAP)

- Server Architecture: Geographically distributed network of primary and secondary servers, with the primary server located within Zimbabwe.
- System Access: Automated, real-time access for accredited Resellers to perform domain management functions.

14. ISSUE OF LICENCE

This .zw ccTLD Registry Services Licence is issued to [LICENSEE NAME], by the Postal and Telecommunications Regulatory Authority of Zimbabwe, in terms of the Postal and Telecommunications Act [Chapter 12:05].

Thus signed at Harare on this day of 2025.

..... POTRAZ Director General

..... POTRAZ Board Chairman

Acknowledgement

The Licensee acknowledges having read and understood the terms and conditions of the Licence on this day of 2025.

Signed: _____ For and on behalf of [LICENSEE NAME]

Designation: _____

As Witnesses:

1. _____

2. _____

END OF LICENCE DOCUMENT