

SECTION 3

SUBMISSION OF REQUIREMENTS

Section 3: Submission of Requirements

No.	Questions	Answers
1	Document that can prove the legal existence of the applicant e.g. a copy of the valid Business Registration Certificate in Myanmar.	Attachment 1
2	If the applicant is a registrar accredited by ICANN, please provide full details and proof thereof.	Not Yet
3	Document that can prove the telecommunications service licensees accredited by the Posts and Telecommunications Department(PTD)	Attachment 2
4.	<p>Do you have any previous experience in domain name registration?</p> <p>Please describe your current reseller operations including: number of domains currently under your management (.mm and other)</p> <p>a. average number of monthly registrations (.mm and other)</p> <p>b. other related services that you provide (e.g. web hosting).</p>	Not Yet
5.	What systems and procedures do you have to handle all customer enquiries and support services, Service Level Agreement (SLA) including customer requests for changes in registration data?	We use RT ticketing, ERP and 24/7 customer care service
6.	What systems and procedures do you have to handle customer billing?	We have a hundred MN show rooms across Myanmar where customers can pay their bills, also support door-to-door bill

		collection and mobile banking services.
7.	What systems and procedures do you have to handle customer complaints	We use RT ticketing, ERP and 24/7 customer care service
8.	Form of receiving requests of domain name registration (Directly or Online) and how to handle the requests of domain name registration.	Not decided yet but will comply to PTD requirement
9.	Model and plans to manage customer care service (contaction customer if necessary, reminding customers when domain name is about to expire).	We use RT ticketing, ERP and 24/7 customer care service. The system can monitor a customer's domain expiration date and issue an alert one or two months before it really expires.
10.	<p>Description of business plan for at least 3 years:</p> <ul style="list-style-type: none"> a. Business plan and strategies for “.mm” development and budget plan for “.mm” promotion b. Long-term service provision plan for “.mm”. The expected price for “.mm” provision including all related price: registration, renewal, transfer, contact information update, DNS change, etc. 	Attachment 3
11	The applicant must guarantee the protection of personal data.	Sure, we can.

12	The applicant shall be submitted the description of number of yearly estimated domain sales (at least 5 years).	Yearly estimated domain sale – 50 per year
13	The applicants who passed the accreditation, the applicant must provide a reliable document externally (Bank Guarantee and other Similar document) which shows the ability of the Applicant to deposit of Total Amount (MMK). (Total Amount = Number of 1 st year Estimated Domain Sales x Relevant Domain Price defined by the Department per Domain).	