

Global Technology Co., Ltd.

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သို့

ညွှန်ကြားရေးမှူးချုပ်
ဆက်သွယ်ရေးညွှန်ကြားမှုဦးစီးဌာန
ရုံးအမှတ်(၂)၊ နေပြည်တော်

ရက်စွဲ || || ၂၀၂၂ ခုနှစ်၊ မတ်လ (၂၅) ရက်
စာအမှတ် || || GN(Y)-DigitalSI/PTD(tender)/2022-0025

အကြောင်းအရာ။ .mm Domain Name မှတ်ပုံတင်ဌာန (Registry) Application Form
အဆိုပြုလွှာတင်သွင်းခြင်း။

အထက်အကြောင်းအရာပါ ကိစ္စနှင့်စပ်လျဉ်း၍ ဆက်သွယ်ရေးညွှန်ကြားမှုဦးစီးဌာန မှခေါ်ယူသော .mm Domain မှတ်ပုံတင်ခြင်း ဆောင်ရွက်ခွင့်ရှိသူ Registrar အသစ်များ ခေါ်ယူခြင်းကိစ္စ ဆိုင်ရာ လုပ်ငန်းအတွက် ဖော်ပြထားသော စာရွက်စာတမ်းများကို ဖတ်ရှုလေ့လာပြီးဖြစ်၍ မိမိတို့အနေဖြင့်လည်း ၎င်းလုပ်ငန်းအား ပြုလုပ် ဆောင်ရွက်လိုပါသောကြောင့် မိမိတို့ Global Technology Co., Ltd. မှ အဆိုပြုလွှာကို တင်သွင်း အပ်ပါသည်။

ကျွန်ုပ်တို့သည် သတ်မှတ်ထားသော ပုံစံများနှင့်အညီ လိုအပ်သော အချက်အလက်များ ကိုလည်း ပူးတွဲပါ အတိုင်းတင်ပြအပ်ပါသည်။ အဆိုပြုလွှာတွင် တင်ပြထားသော အချက်အလက်များသည် အပြည့်အဝ မှန်ကန်မှုရှိပါသည်။ ထိုအချက်အလက်များကို အခြေခံ၍ အထက်ပါလုပ်ငန်းအတွက် အရည်အချင်း ကြိုတင်စိစစ်ရန် ကျွန်ုပ်တို့၏ စာရွက်စာတမ်းများကို အကဲဖြတ် နိုင်လိမ့်မည်ဟု သိရှိနား လည်ထားပါသည်။

အဆိုပြုလွှာတင်သွင်းသည့် ကုမ္ပဏီကိုယ်စား


25.3.22.

ဒေါ်ဆုဝေထွန်း

Assistant General Manager

Global Technology Company Limited



အမည်

ရာထူး

ကုမ္ပဏီအမည်

**Application Form for
Registrar Accreditation of “.mm” ccTLD**

DATED AS OF: 25 March, 2022

PREPARED BY



Posts and Telecommunications Department
Ministry of Transport and Communications
The Republic of the Union of Myanmar

Registrar Accreditation of “.mm” ccTLD

Section 1 is the information from the applicant needed for the accreditation process. Section 2 and 3 describe what documents shall be sent. Annex A illustrates the accreditation process and criteria for becoming a Posts and Telecommunications Department (PTD) accredited registrar. The applicant must be Mobile Network Operators (MNOs) or NFS (I) or NS License holder accredited by the Posts and Telecommunications Department (PTD).

The address where the document may be inspected and obtained is:

<https://www.ptd.gov.mm>

Please send your application form and the documents and payment required (by mail or courier) to the Posts and Telecommunications Department (PTD) at the following address:

Director General

Posts and Telecommunications Department Ministry of

Transport and Communications Building No. 2, Nay Pyi

Taw,

The Republic of the Union of Myanmar Telephone

Number: +95 67 3407626

EmailAddress: spectrumresource.ptd@gmail.com

ipresource.ptd@ms-motc.gov.mm

In case of any difficulty in obtaining the documents, interested parties may contact in writing:

Daw Zin Mar Win

Assistant Director

Posts and Telecommunications Department Nay Pyi Taw

TelephoneNumber: +95 67 3407626

EmailAddress: zinmarzinmar70@gmail.com

SECTION 1: INFORMATION OF THE APPLICANT

APPLICANT INFORMATION	
Name of Applicant (Organization) :	Global Technology Co., Ltd
The country (territory) in which the applicant is based:	Yangon, Myanmar
Business registration number/Certificate of registration number :	No. 126747322
Website:	https://www.globalnet.com.mm/
Business nature and business model:	Business Nature -TMT (Telecom Media Technology) Business Model -Internet & Domestic Connectivity Services -International Connectivity & Whole Sales Services -Digital Services
The date your organization was set up :	14. 10.2003
The number of month / years the organization is in the domain:	Creation Date: 2009-08-22
Are you currently providing web hosting service (Yes / No)?	Not yet
ADMINISTRATIVE CONTACT	
Name of Contact Person:	Ma Hsu Wai Htun
Telephone number:	+959 5054037
Fax number:	+95 1 654870
E-mail address:	hsuwaihtun@globalnetmm.com
TECHNICAL CONTACT	
Name of Contact Person:	Ko Soe Than Htike
Telephone number:	+959 448013122
Fax number:	+95 1 654870
E-mail address:	sth@globalnetmm.com

BILLING CONTACT	
Name of Contact Person:	Ma Hay Man Oo
Telephone number:	+959 968990575
Fax number:	+95 1 654870
E-mail address:	hmoo@globalnet1.com.mm
MARKETING CONTACT	
Name of Contact Person:	Ma Aye Thinzar Kyaw Myint
Telephone number:	+959 793679933
Fax number:	+95 1 654870
E-mail address:	bdd.digitalservices@globalnetmm.com

SECTION 2: OPERATIONAL AND TECHNICAL CAPABILITIES

1. What is the interface you are using to handle domain name registration with other registrar / registry e.g., Application Programming Interface (API), Extensible Provisioning Protocol (EPP)?

[GlobalNet will use to handle domain name registration with Extensible Provisioning Protocol \(EPP\).](#)

2. At the beginning, PTD will provide connection with EPP and a web-based platform to registrars. (Yes or No) Will you use EPP platform for '.mm' domain name registration?
(If the answer is 'No', please go to No. 7)

[Yes, GlobalNet will use EPP platform for ".mm" domain name registration.](#)

3. What is the system platform (e.g., Windows, Unix, Linux) running for API/EPP?

[GlobalNet will use the Linux system platform running for EPP.](#)

4. How long is the outage time allowed for your current API / EPP system in a month or a year?

[The system available \(up\) time allowed with SLA 99.95%.](#)

5. What programming language do you use in developing your current API/EPP Interface?

[GlobalNet will use PHP programming language in developing current EPP interface.](#)

6. What is your expected response time (in second) for API / EPP service?

GlobalNet expected response time for API/ EPP service in 0.2 in second.

7. What database system do you use?

The database system GlobalNet will use with MySQL as primary.

8. What is the bandwidth of your broadband network for upload and download respectively?

GlobalNet can support the desired bandwidth for upload and download respectively.

Bandwidth range from 100 Mbps to 1 Gbps (Dedicated Connection)

9. What is the estimated number of transactions you will expect to have with us per day or per month?

Estimated number of users = 20 users per month

Estimated number of transactions = Around 400,000 MMK per month

10. Applicant must have a minimum of infrastructure as follows:

a. 2 servers and Database Applications

b. Email and Web server

c. 2 DNS servers

d. Servers and Data Center locations (The Primary Server shall be located in the territory of the Republic of the Union of Myanmar)

GlobalNet will invest the required infrastructure, servers as following specifications :

- 2 servers and Database Applications (2 core , 4 GB, 15 GB) - (3 Nos)
- Email and Web server (2 core , 4 GB, 15 GB) - (1 Nos)
- 2 DNS servers (12 core, 24 GB , 300 GB) - (2 Nos)
- Servers and Data Center locations

The Primary server will be located at Tier III Level Data Center at Yangon and the secondary will be located in Naypyitaw and the back up server will be on Local Private Cloud. If PTD will allow, we will consider to host on Public Cloud as well.
(See in Attachment (2.1)).

11. The applicant must have main components: connection systems, remote control, security systems (Firewall, Anti-Malware, Monitor, etc.): customer data registration and maintenance system, connection to the Registry's EPP system, WHOIS service system, DNS system, data backup/ recovery system.

GlobalNet have main components: connection systems, remote control, security systems (Firewall, Anti-Malware, Monitor, etc.): customer data registration and maintenance system, connection to the Registry's EPP system, WHOIS service system, DNS system, data backup/ recovery system. We attached the Global Technology's Telecom and Server Farm DC Infrastructure (Myanmar Region) diagram in attachment as **Attachment (2.2)**.

12. Plan and procedures to update compatibility with the Registry system's update and upgrade of DNS system and EPP System.

GlobalNet will follow the PTD guideline for registry system procedures to update and upgrade of DNS system and EPP system.

13. Policy and procedures of system operation management, data backup system and frequency, data retention period for business.

Data backup system and frequency – GlobalNet will use with Local cloud as backup service and if necessary, we can host on public cloud with S3 Storage which PTD allow to use. The frequency will be daily backup.

Data retention period for business – GlobalNet will retain the data with our best practice within the 3 months to 6 months period and then we will follow according to the cyber security law, PTD regulation for business.

We also attached the procedures of system operation management, data backup and restore in **Attachment (2.3)**.

14. The primary Domain Name Applicant must have been active DNSSEC, the Registrar must already support DNSSEC management and has a master experts DNSSEC.

GlobalNet will deploy the DNS system with DNSSEC. We will plan to support DNSSEC management and master experts.

15. The applicant must have a plan to transfer the domain name to another registrar if the Applicant is unable to continue the management of domain names.

Yes, GlobalNet will plan to transfer the domain name to another registrar according to the EPP integration guideline.

The users can change your Registrar for an existing domain name only in accordance with the policy of the relevant Registry.

SECTION 3: SUBMISSION OF DOCUMENTS

The applicant shall send the below documents along with the application form

1. Document that can prove the legal existence of the applicant e.g., a copy of the valid Business Registration Certificate in Myanmar.

Yes. GlobalNet can prove the legal existence of the application (a copy of the valid Business Registration Certificate in Myanmar) and we attached the document as shown in **Attachment (3.1)**.

2. If the applicant is a registrar accredited by ICANN, please provide full details and proof thereof.

Not yet and GlobalNet is still processing for apply the registration.

3. Document that can prove the telecommunications service licensees accredited by the Posts and Telecommunications Department (PTD).

Yes. GlobalNet can prove the telecommunications service licenses accredited by the Posts and Telecommunication Department (PTD). And we attached the license document as shown in **Attachment (3.2)**.

4. Do you have any previous experience in domain name registration? Please describe your current reseller operations including: number of domains currently under your management (.mm and other)
 - a. average number of monthly registrations (.mm and other)
 - b. other related services that you provide (e.g. web hosting).

Yes. GlobalNet have experience in domain name registration although we are not current reseller for .mm domain. Our domain name registration experience is done with the local .mm registration company and international domain reseller GoDaddy, Cloudflare, Google International domain name company. We have very successful partnership with Google in corporation for GSuite, Google Workspace, Google Business services for Myanmar Territory. All of the Google Services require domain name services to connect to each Google Services. We believe that our company will have a lot of contribution to grow more to register under .mm because our current business partnership with Google Inc. and Zoom Corporation.

We are also exclusive Zoom Reseller for Myanmar, Zoom Service Management for Myanmar, Every Zoom Account require domain name to use as a business. So our experience is not only in domain name registration but also in business application, collaboration, productivity and video conferencing and unified communication as a services business domain.

- a. Average number of monthly registrations will be 2 to 5 domains name registrations.
- b. GlobalNet have partnership with Google and Zoom International Companies and we are provided Google Service and Zoom Application Service in Myanmar as the other related services. And we described the partnership information in **Attachment (3.3)** and partner links together.

Google Partner Link –

<https://cloud.google.com/find-a-partner/partner/globalnet-global-technology-company>

Zoom Partner Link - <https://partner.zoom.us/partner-locator/>

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?

As a system for customer enquiries and support services, GlobalNet will launch the separate domain name registration website to handle customer enquiries, Leads portal, sales, service, support and 24/7 live chat service and chat bot service.

For the procedures of customer enquiries and support services, we attached the attachment as a **Attachment (3.4)**.

And GlobalNet will also plan for the Service Level Agreement (SLA), please see in **Attachment (3.4.1)**

6. What systems and procedures do you have to handle customer billing?

As a billing system, GlobalNet will develop Web Hosting and Domain Name Management Automation Billing System (WH-DMABS). GlobalNet also currently using EBS System (Enterprise Billing System) and BSS System (Business Support System) in 5BB Business to handle our customer billing. And for customer billing procedures, we attached our procedures work flow diagram in **Attachment (3.5)**.

7. What systems and procedures do you have to handle customer complaints?

GlobalNet are using the systems with both of digital channels and Traditional channels such as Facebook Live chat, website chat bot, Email, Viber, WhatsApp and 24/7 Call Center to handle customer complaints and we attached procedures to handle the customer complaints in **Attachment (3.6)**.

8. Form of receiving requests of domain name registration (Directly or Online) and how to handle the requests of domain name registration.

GlobalNet is receiving the requests of domain name registration with online form and we assumed for confirmation by using service order agreement form for order confirmation with customer sign.

Available payment methods:

- a. Over the counter at Sales Office (**Attachment 3.7**)
- b. KBZ, AYA, CB, Kpay, CB pay, Wave Money, One Pay, Citizens Pay, Credit card (visa, master)
- c. Direct bank transfer (in-person bank deposit, internet banking, etc.,) for Global Technology Co., Ltd's Bank account which will be provide by sales team once the order has received.

Please kindly check the online registration sample form, Quotation, Invoice and Service Order Agreement form in **Attachment (3.7)**.

9. Model and plans to manage customer care service (contraction customer if necessary, reminding customers when domain name is about to expire).

GlobalNet makes the reminder to our customers with email notification and contact via phone before a month of expire date.

10. Description of business plan for at least 3years:

- 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.

a. GlobalNet describe the Business Plan and Strategies for “.mm” development and budget plan for “.mm” promotion with attachment file. Please kindly see the detail information in **Attachment (3.8)**.

b. GlobalNet described the Long-term service provision plan for “.mm” in attachment file as a **Attachment (3.8)**.

11. The applicant must guarantee the protection of personal data.

Yes, GlobalNet will retain the personal data according to the cyber security law and PTD regulation in order to protection of personal data.

12. The applicant shall be submitted the description of number of yearly estimated domain sales (at least 5 years).

GlobalNet described the Yearly Estimated Domain Sales Plan (at least 5 years) in attachment file and please kindly see the attachment information in **Attachment (3.9)**.

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 1st year Estimated Domain Sales x Relevant Domain Price defined by the Department per Domain).

Yes. GlobalNet can provide the Bank Guarantee document which shows the ability of the Applicant to deposit of Total Amount (MMK). We also attached the attachment for Bank Guarantee Document in **Attachment (3.10)**.

SECTION 4: DECLARATION

I, representing the applicant, declare that I have read the "Electronic Addressing Plan (Draft)" and Eligibility Criteria and Allocation Guidelines for Third Level .mm Domain Name in whole posted on PTD's website or received from PTD and accepted that the applicant will be bound by all terms in it and also in this Application Form. I declare that the information sent in this application is true and accurate in all aspects. The signatory is the authorized representative of the applicant who has overall responsibility in ensuring applicant's compliance.

I also declare that the applicant resides in Yangon, Myanmar

(country or territory name) is at this date of its declaration in existence and solvent.

I would also like to clearly state the following as it may be, in my opinion, conflicting with the interest of PTD:

Nil

_____ For and on

behalf of the applicant

Daw Su Wai Htun

Signatory: 25.3.22



Date : 25.3.2022

Annex A

ACCREDITATION CRITERIA

The Accreditation Criteria is the minimum requirements to be met by the Registrar in order to be PTD accredited and are as set forth below (which are subject to modifications and amendments by PTD from time to time in writing).

1. The Registrar, if being a corporate, shall at all times remain a valid, registered, solvent company whether registered in Myanmar or elsewhere.
2. The Registrar must have the technical capability and all necessary hardware and software to carry out all of its functions as a registrar, including but not limited to:
 - a. Conduct of Registrar Services;
 - b. Ensuring the confidentiality and security of Registrant Data and Confidential Information;
 - c. Performing customer-related functions such as billing, etc; and
 - d. Maintaining reliable data backup systems;and shall prior to launch of its services, pass the Technical Testing Procedure of the PTD and successfully complete a test run without any errors.
3. The Registrar must demonstrate the ability to provide prompt service to Registrants for their registration needs, including the setting up of a complaint handling procedure and customer service as well as perform its other registration obligations on time and in accordance with the quality-of-service standards prescribed by PTD from time to time.

(The above is subject to change by PTD)