

Manual Change of Administrative Contact Email Rules and Procedures
Version 1.0

Purpose. A Registrar of Record may request, on behalf of a Registrant, that CIRA manually change the email address for the Registrant's Administrative Contact pursuant to the following Rules and Procedures. No other information related to the Registrant's Administrative Contact may be changed pursuant to these Rules and Procedures.

1. **Definitions.** Certain capitalized terms used herein are defined in Schedule "A". Those capitalized terms that are not defined, shall have the respective meanings assigned to such terms in CIRA's Policies, Rules and Procedures.

2. **Registrar Obligations.** If a Registrant wishes to have the email address for their Administrative Contact changed manually, the Registrar of Record shall:
 - (a) Obtain from the MCACE Registrant the applicable Documents;
 - (b) Verify the accuracy, validity and completeness of each of the Documents;
 - (c) Verify that the person submitting the Documents has the proper authority to do so;
 - (d) Submit one MCACE Request to CIRA for each affected Registrant Number, as prescribed by CIRA from time to time. Each MCACE Request shall include true copies of the Documents and such other information and/or documentation as CIRA may request. If the Documents submitted by a Registrant apply to more than one Registrant Number, the Registrar of Record will be required to submit separate MCACE Requests for each such Registrant Number.

3. **Effect of MCACE Request on Certain Activities:** Upon CIRA's receipt of an MCACE Request, certain activities related to all domains held under the applicable Registrant Number will be cancelled and/or rejected by CIRA, until approval or rejection of the MCACE Request. Such activities include, but are not limited to:
 - (a) Registrant to Registrant transfer requests and/or processes;
 - (b) Registrar to Registrar transfer requests and/or processes;
 - (c) Registrant to Registrant merger requests and/or processes;
 - (d) requests and/or processes for the granting of CWA Authority;
 - (e) a subsequent MCACE Request; and/or
 - (f) any requests for and/or processes related to modification of Critical Information (as such term is defined in CIRA's *General Registration Rules*).

4. **CIRA Review.** Upon CIRA's receipt of an MCACE Request, CIRA will make reasonable efforts to review the MCACE Request and the Documents within five business days. CIRA may, at its sole discretion and at any time, verify the accuracy, validity and completeness of the MCACE Request, the Documents, any information provided by the MCACE Registrant, and may request additional information and/or documentation from the MCACE Registrant, the Registrar of Record, and/or any witness specified in the Documents.
5. **Approval.** If the MCACE Request is approved by CIRA, which shall be at its sole discretion, CIRA will: (a) make the requested change to the email address for the Administrative Contract for the MCACE Registrant; and (b) notify the Registrar of Record and the MCACE Registrant of the approval and the change that has been made.
6. **Rejection.** If the MCACE Request is not approved by CIRA, which shall be at its sole discretion, CIRA will: (a) make no change to the email address for the Administrative Contract for the MCACE Registrant; and (b) notify the Registrar of Record and the MCACE Registrant of the rejection.
7. **Causes for Rejection.** CIRA may reject an MCACE Request at its sole discretion. Without limiting the generality of the foregoing, CIRA will reject an MCACE Request if it appears that:
 - (a) the Registrar that submitted the MCACE Request is not a Registrar of Record for the Registrant Number which is the subject of the MCACE Request;
 - (b) the Registrant has provided CWA Authority to any Registrar for that particular Registrant Number;
 - (c) the MCACE Request and/or the Documents are not complete, accurate, legible and properly completed, witnessed and signed; and/or
 - (d) the MCACE Request does not comply with CIRA's other applicable policies, rules or procedures.
8. **Precedence.** If there is any conflict or inconsistency between these Rules and Procedures, and any other CIRA policy, rule and procedure, these Rules and Procedures shall prevail for MCACE Requests.

Schedule “A”

Definitions

For the purpose of these Manual Change of Administrative Contact Email Rules and Procedures (the “Rules and Procedures”):

“Authorized Representative” in the case of a Registrant who is not an individual, means a representative of the Registrant who: (i) is an employee of the Registrant; (ii) is a member of the board of directors of the Registrant; (iii) is a member of the board of governors of the Registrant; or (iv) has the authority to bind the Registrant, provided such authority is not limited to .ca domain name related matters.

“CWA Authority” shall have the same meaning as it is defined in CIRA’s *General Registration Rules*, as set forth in CIRA’s website.

“Documents” means the documents to be completed by the MCACE Registrant, in the form prescribed by CIRA from time to time, which are legible and properly completed, witnessed and signed.

“MCACE Registrant” shall mean the Registrant for which the Administrative Contact email address is to be manually changed.

“MCACE Request” shall mean a request from the Registrar of Record for a manual change of the email address for the MCACE Registrant’s Administrative Contact, in the form prescribed by CIRA.

“Registrant Number” means the particular Registrant account number assigned by CIRA.

“Registrar of Record” shall mean the active and current Registrar of record for the Registrant Number which is the subject of the MCACE Request, and which submitted the MCACE Request.