

Frequently Asked Questions

What is SGNIC?

SGNIC (pronounced as "es-gee-nick") stands for Singapore Network Information Centre. As the authority for domain names ending with .sg, SGNIC is responsible for administering the domain name space for Singapore's top level domain.

What is a domain name?

A domain name represents your organisation on the Internet. It is your Internet address, what someone would type in their web browser to reach your web site (e.g. www.yourcompany.com.sg). It is also used for your e-mail address (e.g. you@yourcompany.com.sg).

A domain name is a human-friendly way of identifying machines on the Internet.

Why does my organisation need a domain name?

A catchy domain name that describes the name and nature of your organisation enables your organisation to be easily identified on the Internet. Your organisation will be recognised by the millions of Internet users and customers can use it to find out about your products and services.

What other advantages are there to having a domain name?

1. You establish a global presence on the Internet as domain names are unique - no two organisations can have the same domain name at any one time.
2. Domain names are permanent (as long as all terms and conditions are fulfilled - please see: <http://www.nic.net.sg/regagmt.html>).
- Therefore, you need not worry about changing Internet Service Providers (ISPs). Your web site is easily accessible by your domain name and your e-mail address remains the same, even if you change ISPs.
3. Having your own domain name gives your organisation a professional image.

What do I need?

To register your organisation's domain name, you will need the following:

1. A unique, valid and Complete Domain Name
2. Two valid name servers i.e. computers that map easily forgettable numbers that computers understand, into easily remembered names. See **USEFUL TECHNICAL INFORMATION**.
3. Proof that you are a registered organisation e.g. ROCB/ROS/TDB Registration Document.

How do I apply for a domain name?

The application form and instructions are available on the SGNIC web site at: <http://www.nic.net.sg/regapp.html>. Please do not fax or post the application as only electronic applications are accepted.

Applications will be processed within 7 working days, often as little as 5 days. Please ensure that application forms are completely and accurately filled before submitting. A step-by-step guide on how to fill in the application form is available at: <http://www.nic.net.sg/reghapp.html>.

Why should my domain name end with .sg?

.sg refers to Singapore. A Singaporean organisation or one that wants to be recognised as being affiliated with Singapore should register under the .sg top level domain. Doing so also means that Singapore laws will apply to legal matters.

How do I determine the domain name that I want is available?

Conduct a domain name search at: <http://www.nic.net.sg/> by typing in the complete third level domain name that you wish to register. Please do not add "www" or "http://www" to your query. You can also use this site to find out details about registered domain names.

What is a suitable domain name?

A typical .sg domain name consists of 3 parts separated by "." and looks like <yourdomainname>.<type>.sg.

The <yourdomainname> portion can contain any combination of letters and numbers between 2 and 63 characters long. Hyphens (-) are allowed, as long as you do not begin or end your name with one. Special characters (@, \$, & # %) are not allowed. We recommend short, concise names of less than 26 characters for easy identification.

The <type> portion describes the nature of your organisation (see **chart on the reverse page**) while the last portion is .sg.

Since SGNIC registers only third level domain names (e.g. [yourcompany.com.sg](http://www.yourcompany.com.sg)), applications such as:

- yourcompany.com or yourcompany.sg i.e. 2nd level domain names,
- www.yourcompany.com.sg i.e. URLs,
- www.yourcompany.com.sg and mail.yourcompany.com.sg i.e. hostnames

are not valid and will be rejected.

For further information on any of the above questions, please refer to SGNIC's homepage: <http://www.nic.net.sg> or email: dnq@nic.net.sg.

What type of domain name should I apply for?

This depends on the nature of your organisation (see **chart on the reverse page**).

When and how do I inform SGNIC of changes?

SGNIC must be notified of any changes relating to registration information soon as possible.

To change the registrant's address, administrative contact, billing contact, technical contact and/or name servers, please use the Modification Form found at: <http://www.nic.net.sg/formmod.txt>. Information on how to fill out the form can be found at: <http://www.nic.net.sg/regtrmod.html>.

To change the registrant, please use the transfer form found at: <http://www.nic.net.sg/formxfer.txt>.

If you wish to modify the domain name, you should apply to delete the existing domain name and re-apply to register the new (modified) domain name.

Does SGNIC provide Internet services such as electronic mail and hosting services?

No, SGNIC only registers and administers .sg domain names.

How much do I have to pay?

See **Charges at a glance** on the reverse page.
Note: ISPs may charge you additional fees for registering your domain name on your behalf, as well as providing name services and other services.

USEFUL TECHNICAL INFORMATION

For each domain name, you need at least two DNS (Domain Name System) servers - a primary and at least one secondary DNS server, as required by Internet guidelines (RFCs 1591 & 2182, see <http://www.nic.net.sg/dnsref.html>). The name servers must be continuously connected on the Internet but need not be dedicated (e.g. they can run on servers performing other work (e.g. mail servers, web servers etc)). You can also use one name server system for more than one domain. If you do not have your own dedicated server, your local ISPs can provide name services. However, such services are normally not free.

The physical location of your servers does not matter. Your organisation can register for a domain name as long as it satisfies the requirements.

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