



# ANNUAL REPORT

2022/2023

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This is the 2022/2023 annual report of the .ZA Domain Name Authority (ZADNA).

It reports on ZADNA's performance towards the achievements of its set annual targets in line with ZADNA's mandate and is submitted to the Honourable Minister of Communications and Digital Technologies as stipulated in the Electronic Communications and Transactions (ECT) Act 25 of 2002.

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ZADNA ANNUAL REPORT 2022/23

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## PART A: .zadna GENERAL INFORMATION

**.zadna**  
Domain Name Authority

### 1.1 .zadna GENERAL INFORMATION

#### Registered name of the Entity

The ZA Domain Name Authority NPC (.zadna)

#### Registration Numbers and/or other relevant numbers

2003/021150/08

#### Registered Office address

1st Floor  
Sanofi House  
44 Grand Central Boulevard  
Midrand  
1685

#### Postal Address

P O Box 549  
Halfway House  
1685

#### Contact telephone numbers

+27 10 020 3910

#### Website address

[www.zadna.org.za](http://www.zadna.org.za)

#### External Auditors information

Makhadzi Consulting Inc.  
Ground Floor  
Southdowns Ridge Office Park  
Irene  
Centurion  
0149

#### Banker's information

ABSA  
PO Box 4210  
Pretoria  
0001

#### Company Secretary

First Corporate Secretaries





## 1.2 KEY ABBREVIATIONS AND DEFINITIONS

- ADR:** means Alternative Dispute Resolution Regulations promulgated by the Minister of Communications to resolve disputes over .za domain names;
- APP:** means Annual Performance Plan;
- ccTLD:** means a "country code Top Level Domain" which is assigned by ICANN based on the ISO country code list to identify a country's Internet name space (for example, .za for South Africa);
- DNS:** means "Domain Name System" of the Internet;
- DCDT:** means the Department of Communication and Digital Technologies;
- ECT Act or Act:** means the Electronic Communications and Transactions Act 25 of 2002;
- EPP:** means "Extensible Provisioning Protocol", a flexible protocol designed for allocating objects within registries over the Internet. The motivation for the creation of EPP was to create a robust and flexible protocol that could provide communication between domain name registries and domain name registrars. These transactions are required whenever a domain name is registered or renewed, thereby also preventing domain hijacking.
- gTLD:** means "generic Top-Level Domain" and is a category used to identify TLDs other than ccTLDs. Typical gTLDs are dotAfrica (.africa), dotCapeTown (.capetown), dotDurban (.durban), dotJoburg (.joburg), dotcom (.com) and dotNet (.net).
- ICANN:** means the "Internet Corporation for Assigned Names and Numbers", a California-based, not-for-profit company appointed by the United States Government to oversee a number of Internet-related tasks previously performed directly on behalf of the U.S. government, including coordination of the Internet Protocol address spaces (IPv4 and IPv6), assignment of address blocks to regional Internet registries, and management of the top-level domain name space (DNS root zone), which includes the operation of root name servers.
- IANA:** Internet Assigned Numbers Authority
- Minister:** means the Minister of Telecommunications and Postal Services;
- Makhadzi:** means the external auditors Makhadzi Consulting Inc.;
- SLD:** means "second-level domain" which follows immediately below .za, such as ac.za, co.za and gov.za.
- TLD:** means "top-level domain" of the Internet domain name system.
- .zadna:** means the ".ZA Domain Name Authority"
- ZACR:** means ".ZA Central Registry", the entity that .zadna appointed to serve as the Central Registry operator for selected .ZA SLDs.



**.zadna**  
Domain Name Authority



# CHAIRPERSON'S FOREWORD



It is my distinct honor and privilege to present to you our annual report for the fiscal year 2022/23. In a world marked by constant change and unforeseen challenges, our organisation remained steadfast in its commitment to excellence, innovation, and service. I am thrilled to share with you the accomplishments for the year under review.

OUR ACHIEVEMENT RATE WAS

# 88%

ACROSS ALL 16 TARGETS.

THIS IS A TESTAMENT TO THE  
DEDICATION, HARD WORK, AND  
COLLABORATIVE SPIRIT OF OUR TEAM,  
PARTNERS, AND STAKEHOLDERS.

Our achievement rate was 88% across all 16 targets. This is a testament to the dedication, hard work, and collaborative spirit of our team, partners, and stakeholders.

One of the standout achievements of this past year was the net growth of the .za namespace by an astonishing 40 444 domains in the commercial namespace. This remarkable feat demonstrates our unwavering commitment to fostering a robust and dynamic digital ecosystem. It is a testament to our vision for a thriving online landscape in which every South African has the opportunity to thrive, innovate, and connect.

Furthermore, we proudly announced the appointment of a new registry operator ZARC, reinforcing our dedication to maintaining the highest standards of service and security within the .za namespace. This strategic move positions us for continued growth and innovation in the digital landscape.

In the realm of internet governance engagements, we continued to engage South Africans, from far and wide and from every walk of life on these pertinent issues. These engagements are vital in shaping the future of the internet and ensuring that our voices are heard on the global stage.

This shows our unwavering commitment to advocating for a free, open, and inclusive internet that benefits all.

Another achievement close to our hearts is the impact we've had on our community through registrar reseller training. In the past year, we empowered 815 South Africans, with 80% of them being young individuals eager to shape the future of our digital world. This investment in our youth and the future of our nation underscores our commitment to social responsibility and empowerment.

Last but certainly not least, we embarked on awareness campaigns and media coverage to educate and inform people on the ground about ZADNA and its work. This collective effort resulted in a possible reach of 39,448,252 individuals. Our mission is not just to exist but to make a meaningful impact. These numbers are a testament to our ability to raise awareness, educate, and inspire change on a grand scale.



*One of the standout achievements of this past year was the net growth of the .za namespace by an astonishing 40 444 domains in the commercial namespace.*

As we reflect on these achievements, we must recognise that they would not have been possible without the dedication and tireless efforts of our team, the unwavering support of our partners, and the trust and confidence placed in us by our stakeholders. Together, we have turned our vision into reality.

I would also like to highlight our achievement of an unqualified audit, which reflects our commitment to transparency, accountability, and good governance. It reinforces our reputation as a responsible steward of resources and a trustworthy partner in our mission.

In closing, I want to express my deepest gratitude to all of you who have played a part in our journey. Your unwavering support, trust, and collaboration have been the driving force behind our success. Together, we have achieved remarkable milestones, and together, we will continue to forge ahead on this exciting path of growth and innovation.

As we look to the future, we remain committed to our mission of shaping a better digital future for South Africa. We will continue to work tirelessly to ensure that the benefits of the digital age are accessible to all, leaving no one behind.

Thank you for being a part of our remarkable journey, and I look forward to the exciting opportunities that lie ahead.

Yours truly,

**Ms Palesa Legoze**  
**Chairperson of Board of Directors**  
**ZA Domain Name Authority**

# CEO'S FOREWORD



In our pursuit to contribute to economically prosperous and empowered communities by enabling a regulated, secure and vibrant ZA domain name space in the 2022/23 fiscal year. The .za Domain Name Authority (.ZADNA) managed to edge closer by achieving most of our key objectives. This is a testament to the remarkable achievements and steadfast dedication of the .ZADNA team, Board of Directors and partners.

As we reflect on the past year, it fills me with immense pride to announce that we have not only met, but we did so while we maintained an unqualified audit outcome, realising an achievement rate of 88% against the 16 targets outlined in our annual performance plan.

These achievements would not have been possible without our entire organisation's collective effort, commitment, and unwavering focus. In addition to this

remarkable success, I am thrilled to share with you some notable highlights that underscore our dedication to making a meaningful impact on the digital landscape.

## A SECURE, STABLE AND LEADING NAMESPACE ON THE CONTINENT

For the year under review .ZADNA had concluded the constitution required public consultation and participation for the .ZA Registry and Registrar Licensing Regulations and Procedure. This endeavour resulted in submissions and comments from relevant stakeholders and interested parties, with all of these considered in the final submission to the Office of the State Law Advisers through the Department of Communications and Digital Technologies. At the end of the 2022/23 fiscal year .ZADNA was awaiting the finalisation of this process.

This crucial endeavour emphasises our commitment towards becoming a world-class regulator and ensuring that the rights of all those involved are protected. While ensuring the protection of all parties' economic interests within our digital space, it is at the centre. For the year .ZADNA continue to show technical astuteness by not experiencing any critical failure of the .ZA Zone IT infrastructure. This IT infrastructure comprises five (5) nameservers in total, three (3) of which are Anycast servers and two (2) Unicast.

For the fiscal year under review, we have witnessed a remarkable surge in the .za namespace, with

an impressive net growth of 40,444 domains. This represents an expansion of our digital footprint and signifies the trust businesses and individuals in the digital ecosystem place in us. Furthermore, in our pursuit of maintaining a fair and secure online environment, we successfully handled 23 domain name disputes during the year. This demonstrates our unwavering commitment to ensuring the .za domain space remains a trusted and reliable platform for all users.

As of 01 October 2022 .ZADNA concluded a new Registry Operator Agreement with the newly appointed ZA Registry Consortium. This exemplifies our commitment to providing a stable and secure namespace by appointing an experienced and dedicated Service Provider to manage the commercial namespace.

## DNS AND IG THOUGHT LEADERSHIP

.ZADNA, sets its sights on becoming a prominent thought leader in the ever-evolving landscape of technology and connectivity. This ambition is boldly exemplified by their recent endeavours. .ZADNA's journey to thought leadership is punctuated by its unwavering commitment to pioneering research and education. In a landmark collaboration with MICT SETA, .ZADNA has established two prestigious Research Chairs dedicated to the vital domains of DNS (Domain Name System) and Internet Governance. These Chairs find their homes at the esteemed University of Limpopo and the University of Johannesburg, serving as epicentres of intellectual growth and innovation. The launch of the DNS Research Chair, a remarkable achievement, marks just the beginning of .ZADNA's relentless pursuit of knowledge and leadership in the dynamic world of the internet. As the organisation forges ahead, its commitment to thought leadership shines as bright as the digital future it seeks to shape.

## EMPOWERED AND ENGAGED COMMUNITIES

For the year under review, and against a target of 16, we actively engaged in 24 critical Internet Governance discussions and initiatives. This involvement allows us to contribute to shaping the digital future, ensuring that it aligns with the needs and aspirations of our stakeholders. More so, we conducted 18 in-person and eight virtual training sessions, empowering 815 South Africans. It is particularly heartening to note that 80% of these individuals were youth. By investing in our youth's skills and knowledge, we are building a more robust workforce and securing a brighter future for our country.

In our effort to "Digitise the undomained", we conducted 26 awareness campaigns and were featured in 34 media coverages throughout the year. These efforts resulted in a potential reach of 39,448,252 individuals. This extensive outreach underscores our commitment to keeping our stakeholders informed and engaged.



As we reflect on the past year, it fills me with immense pride to announce that we have not only met, but we did so while we maintained an unqualified audit outcome, realising an achievement rate of **88%** against the **16 targets** outlined in our annual performance plan.





## FINANCIAL PRUDENCE

Moreover, I am delighted to announce that, once again, we have achieved an unqualified audit. This reflects our commitment to fiscal responsibility, transparency, and adherence to the highest governance standards without any irregular and fruitless expenditure. As shown in the attached **2022/2023 Audited Financial Statements**).

## MISSED OPPORTUNITIES

In 2022/23, we had ambitions to grow the namespace through the CIPC channel, and unfortunately, due to system failures, this was not achieved. We also aspired to digitise processes in Finance, Operations and Human Capital, which were unmet. The former was not met for various reasons, but in the main system, unavailability was the primary cause and in response to this .ZADNA, CIPC and ZARC have put in place a Task Team to look into this issue. The latter was due to protracted procurement processes and capacity issues; however, these will be adequately dealt with in the new financial year while covering other business areas.

## LOOKING AHEAD

As we celebrate these remarkable accomplishments, we are reminded that our journey is far from over. The ever-evolving digital landscape presents us with new challenges and opportunities. However, our track record of resilience, innovation, and dedication to excellence positions us well for the future. We refocus with a new impact statement, **"Digitally-enabled and economically empowered communities."**

First and foremost, I extend my deepest gratitude to my dedicated Team and Colleagues. Everything we have accomplished is a testament to your hard work and commitment. I also want to acknowledge the invaluable guidance and support from the Board of Directors. Your insights are immensely valued.

A special thanks go to the Department of Communication and Digital Technologies for setting the tone and offering unwavering support. I extend my appreciation to the ZADNA Members for their valuable, balanced and critical input, which has been instrumental in our journey.

I'd also like to thank our partners, as well as other Government Departments and entities who have been instrumental in our collaborative efforts. Together, we remain steadfast in our mission to shape the digital landscape, drive innovation, and positively impact South Africans' lives.

Yours truly,



Mr Molehe Michael Wesi  
Chief Executive Officer  
ZA Domain Name Authority

## 1.5 STATEMENT OF RESPONSIBILITY FOR THE ANNUAL REPORT

To the best of my knowledge and belief, I confirm the following:

- All information and amounts disclosed in the annual report are consistent with the annual financial statements audited by Makhadzi Consulting Inc.
- The annual report is complete, accurate and free of any material omissions.
- The annual financial statements have been prepared in accordance with applicable standards.
- The Accounting Authority is responsible for the preparation of the annual financial statements and for the judgements made in this information.
- The Accounting Authority is responsible for establishing and implementing a system of internal control to provide reasonable assurance as to the integrity and reliability of the performance information, human resources information and annual financial statements.
- The external auditors are engaged to express an independent opinion on the annual financial statements.
- In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information, and the financial affairs of the entity for the financial year ended 31 March 2023.

Yours faithfully,



Mr Molehe Michael Wesi  
Chief Executive Officer  
The ZA Domain Name Authority



## 1.6 STRATEGIC OVERVIEW



### WHO WE ARE

A world-class domain name regulator.



### MISSION

To implement an effective domain name regulatory and management framework that positions .za to be accessible, stable, secure, growing, and competitive in serving South Africans and the global Internet community.



### VALUES

- **Transparency** - .zadna maintains active consultations with interested and affected parties in carrying out its mandate, in developing policies for .za.
- **Accountability** - .zadna takes responsibility for its decisions and can objectively and fairly justify its actions.
- **Inclusivity** - .zadna ensures that its stakeholders can participate actively in its policy and regulatory processes and that none should feel constrained from making a meaningful contribution to such processes.
- **Integrity** - We act with integrity in all we do (doing what's right).

## 1.7 LEGISLATIVE AND OTHER MANDATES

Chapter X (Section 65(1)) of the ECT Act 25 of 2002 stipulates .zadna's mandate to be as follows:

"The Authority (.zadna) must—

- Administer and manage the .za domain name space;
- Comply with international best practices in the administration of the .za domain name space;
- License and regulate registries;
- License and regulate registrars for the respective registries;
- Publish guidelines on—
  - the general administration and management of the .za domain name space;
  - the requirements and procedures for domain name registration; and
  - the maintenance of and public access to a repository, with due regard to the policy directives which the Minister (of Communications) may make from time to time by notice in the Gazette.
- Enhance public awareness of the economic and commercial benefits of domain name registration;
- Conduct such investigations as it may consider necessary;
- Conduct research into and keep abreast of developments in the Republic and elsewhere on the domain name system;
- Continually survey and evaluate the extent to which the .za domain name space meets the needs of the citizens of the Republic; and
- Occasionally, issue information on the registering domain names in the Republic.
- When so requested by the Minister, make recommendations to the Minister concerning policy on any matter relating to the .za domain name space; and
- Continually evaluate the effectiveness of the ECT Act and .zadna acts towards the management of the .za domain name space."

Section 65(1) forms the core mandate of .zadna, but in addition to it, Section 68 gives .zadna an ability to make wide-ranging regulations as follows:

"The Authority may, with the approval of the Minister, make regulations regarding—

- The requirements which registries and registrars must meet to be licensed, including objective standards relating to operational accuracy, stability, robustness and efficiency;
- The circumstances and manner in which registrations may be assigned, registered, renewed, refused, or revoked by the registries with due regard to the express recognition of the right of groups and members of groups within the Republic to identify with, use or communicate cultural, linguistic, geographical, indigenous or any other expressions of heritage including any visual or audible elements or attributes thereof;

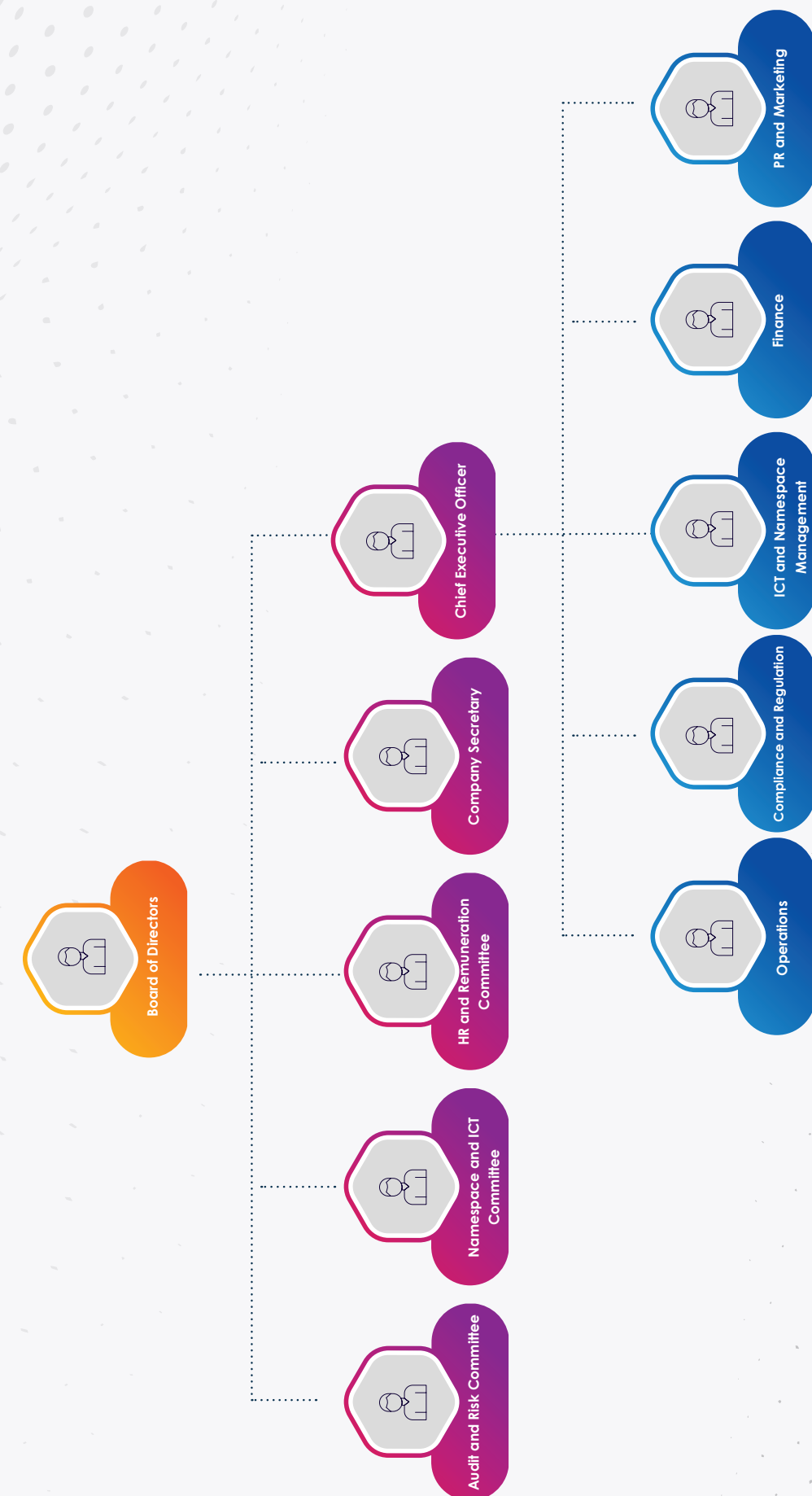


- (c) Pricing policy;
- (d) Provisions for the restoration of a domain name registration and penalties for late payments;
- (e) The terms of the domain name registration agreement which registries and registrars must adopt and use in registering domain names, including issues in respect of privacy, consumer protection and alternative dispute resolution;
- (f) Processes and procedures to avoid unfair and anti-competitive practices, including bias to, or preferential treatment of actual or prospective registrants, registries or registrars, protocols or products;
- (g) Requirements to ensure that each domain name contains an administrative and technical contact;
- (h) The creation of new sub-domains;
- (i) Procedures for ensuring monitoring of compliance with the provisions of this Act and the regulations provided for in this Chapter, including regular .za domain name space technical audits;
- (j) Such other matters relating to the .za domain name space as it may be necessary to prescribe to achieve the objectives of this Chapter; and
- (k) Policy to be applied by the Authority."

In addition, Section 69 of the Act mandated the Minister to promulgate Alternative Dispute Resolution (ADR) Regulations for the resolution of .za domain name disputes. The Regulations were promulgated in 2007, and allocated .zadna the following responsibilities:

- (a) Accreditation of ADR providers;
- (b) Establishment of a fund to provide ADR financial assistance; and
- (c) Publication of ADR decisions on the .zadna website.

## 1.8 ORGANISATIONAL STRUCTURE



## PART B: PERFORMANCE INFORMATION

## 2. OVERVIEW OF THE PUBLIC ENTITY'S PERFORMANCE

In managing the .za country code Top Level Domain (ccTLD), .zadna engages significantly in policy-driven work.

### 2.1.1. POLICY AND REGULATIONS

#### 2.1.1.1. .ZA Domain Name Disputes

The Department of Communications and Digital Technologies (DCDT), formerly Telecommunications and Postal Services, promulgated the Alternative Dispute Resolution Regulations of 2006 to govern Alternative Dispute Resolution (ADR) within the ZA namespace as overseen by .zadna. On 10 November 2017, through Notice No 1246, Gazetted 41237, The DCDT amended the .ZA Alternative Dispute Resolution Regulations to extend .zadna's scope in the ADR process to provide voluntary, informal mediation services. The effect of the amendment was to improve the overall functioning of the dispute resolution process for the domain names, ensuring that the process is affordable, accessible, cost-effective, and aligned with international best practices.

A TOTAL OF  
**23**  
DISPUTES WERE LODGED IN  
THE 2022/2023 FINANCIAL  
YEAR.

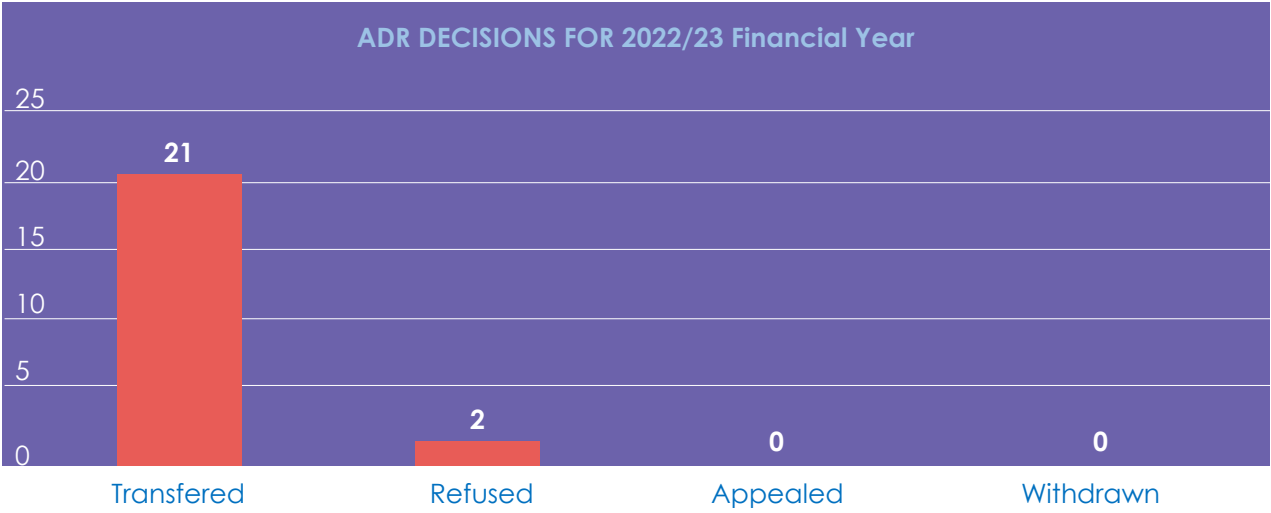
The ADR process also adds credibility and integrity to the ZA namespace because the ADR process allows for intellectual property (IP) owners to reclaim their names from squatters, thus protecting their IP and brands from abuse and dilution.

The process also remains more expedited than the normal court process, as it takes at most three months to settle and finalise an ADR dispute. The ADR costs are more competitive than court costs, with R10 000 for a single adjudicator and R20 000 for three-panel adjudicators. Experience shows that the single adjudicator settlement is overwhelmingly the most preferred option.

The SA Institute of Intellectual Property Law (SAIIPL) and the Arbitration Foundation of Southern Africa (AFSA) remain the accredited ADR providers, while .zadna will create access and assistance to SMMEs and Black enterprises in the ADR adjudication space.



**Figure 1** below summarises the 19 disputes in the 2022/2023 financial year, to which 23 domains were adjudicated. **91.3%** of the domains resulted in the transfer to the complainants. **8.7%** of the domains resulted in rejection upon adjudication. No appeals or withdrawals were made.



**Figure 1: ADR Decisions for 2022/23 Financial Year**

The table below provides all the details of the disputes, including the parties, domain names, and adjudicator decisions carried out in the 2022/23 financial year:

NO	CASE NAME	CASE NUMBER	DOMAIN NAME	OUTCOME
1.	Christian Winterbach vs We Buy Cars (PTY) Ltd	ZA2022-0443	webuycarsincapetown.co.za	Transferred
2.				
3.	Top CCTV vs Hangzhou Hikvision Digital Technology Co Ltd	ZA2022-0446	Hikvision.co.za	Transferred
4.	Nazeem Osman vs Old Mutual Life Assurance Company (South Africa) Limited	ZA2022-0448	Oldmutual.co.za	Transferred
5.	Ellie Naidoo vs Sun International (IP) Limited	ZA2022-0447	casinosunbet.co.za	Transferred
6.	Sun International (South Africa) Limited	ZA2022-0449	suncitytransfers.co.za suncitytransfer.co.za	Transferred
7.	Excelsior Digital (PTY) Ltd vs The Airports Company SA SOC Ltd	ZA2022- 0445	eastlondonairport.co.za georgeairport.co.za kimberleyairport.co.za upingtonairport.co.za	Transferred
8.	Shamiel Taylor vs Kelly Thompson, Adams & Adams	ZA2022-0454	prodirectsoccer.co.za	Transferred

9.	Anke Kruger vs Skechers U.S.A., Inc II and Skechers U.S.A., Inc	ZA2022-0457	skecherssneakers.co.za	Transferred
10.	Leon Kotze vs The Noco Company	ZA2022-0453	noco.co.za	Transferred
11.	Timmy Khalanga Mathebula vs Merryvale Limited	ZA2022-0461	betwaysquad.co.za	Transferred
12.	The Web King vs Vox Telecommunications (Pty) Ltd and Vox Telecom (Pty) Ltd	ZA2022-0463	voxtelecoms.co.za	Transferred
13.	Russel Meyer vs Shemesh Health Solutions (Pty) Ltd	ZA2022-0466	chart2020.co.za	Transferred
14.	Anthony Canny vs South African Revenue Service	ZA2022-0465	sars-payments.co.za	Transferred
15.	Engine den cc vs Toyota South Africa Motors (PTY) Ltd	ZA2022-0458	toyotaengines.co.za	Transferred
16.	Storm Van Der Merwe vs Stellenbosch Municipality	ZA2022-0464	technopark.co.za tegnopark.co.za	Refused
17.	Gerrie Du Plessis vs Wildman Holdings (Pty) Ltd	ZA2023-0469	webuyrifles.co.za	Refused
18.	Johan Le Roux vs Bayerische Motoren Werke Aktiengesellschaft	ZA2023-0471	brnwfinance.co.za	Transferred
19.	Avaliani Sergi vs Tronox LLC	ZA2023-0472	tronox.co.za	Transferred

2.1.1.2. Registry-Registrar Licensing Framework

.zadna is implementing a project to develop the Registry-Registrar Licensing Regulations and Procedures to fulfill its mandate under section 68 of the Electronic Communications and Transactions Act 25 of 2002. .zadna has conducted a public participation process to source input from the industry players and the general public on the Draft Registry and Registrar Regulations and Procedures. With the feedback, it has reviewed the Draft Regulations and obtained a secondary legal opinion from the State Law Adviser.

It is from the feedback from the State Law Adviser that .zadna will conclude on the next steps in completing this project.





### 2.1.1.3. Internet Governance (IG)

This is a non-legislative mandate of .zadna designated by the Department of Communication and Digital Technologies implemented annually as set out in the Annual Performance Plan. There were 16 IG activities expected during the financial year 2022/2023, to which there was an overachievement resulting in 24 activities. These activities include:

- A presentation on Alternative Dispute Resolution and Intellectual Property Rights for the National Youth Development Agency beneficiaries. It had an overall attendance of twenty-one (21) participants.
- The second and third engagements were presentations in East London at the Cortex Hub. The presentations focused on Domain Name Abuse, Alternative Dispute Resolution, and Intellectual Property Rights. It had an overall attendance of thirty (30) participants.
- A presentation at the Child Protection Week Launch in Mpumalanga in collaboration with the Film and Publications Board. It had an overall attendance of eighty-seven (87) participants.
- An engagement where .zadna presented at a Child Protection Week event held in Kuruman on Child Online Safety. The event attracted thirty-five (35) participants.
- A presentation at the Child Sexual Abuse Virtual Policy Roundtable Discussion. The presentation focused on Domain Name Abuse, which attracted sixty-two (62) participants.
- A presentation at the Africa Internet Governance Forum in Malawi focused on Digital Infrastructure and Delivery Dilemma. It had an overall attendance of two thousand three hundred and twenty-seven (2 227) participants.
- A presentation on online behaviour and safety in Welkom Free State. It had an overall attendance of twenty (20) participants.
- A presentation at the Public Sector Cybersecurity Summit held online. The Summit focused on discussing how public sector institutions can bolster cyber security. One Hundred and Fifty (150) participants were in attendance.



- A presentation on Domain Name Abuse at the University of Limpopo targeting Computer Science students. The engagement was attended by eighty-one (81) students.
- A presentation on Domain Name Abuse at the University of Mpumalanga targeting Computer Science students. Sixty-eight (68) students attended the engagement.
- A presentation at the Online Hate and Cyber Abuse Seminar at Protea Hotel Fire & Ice Menlyn. The focus was to educate people about the Internet's use - online hate, cyber abuse, and IP addresses linked to abusive domain names. Eighty-Five (85) participants were in attendance.
- Four (4) presentations at the Film and Publication Board Roadshow on Online Harm at the Universities of Northwest, Venda, Limpopo, and the Vaal University of Technology. There was a collective attendance of Four Hundred (400) participants.
- A presentation during the Stakeholder's Day in Eastern Cape to establish synergies for establishing learnership, internships, and government officials training by .zadna and other stakeholders. Fifty (50) participants attended the engagement.
- .zadna convened the Youth Internet Governance Forum at the University of Limpopo under the theme South Africa in the Digital Age. It had an overall attendance of one hundred and fifty-two (152) participants.
- Further, .zadna convened the 2022 South African Internet Governance Forum held at the University of Limpopo under the theme South Africa in the Digital Age. It had an overall attendance of one hundred and fifty-two (152) participants.
- .zadna reviewed and developed related Internet governance resolutions at the Plenipotentiary Conference 2022 in Bucharest, Romania. Over three thousand (3000) participants were in attendance.





- .zadna presented during Internet Safety Week in the Eastern Cape focusing on online harms and how to curb them. It had an overall attendance of two hundred and fifty (250) participants.
- A presentation on online safety and Domain Name Abuse in Tzaneen, Limpopo. It had an overall attendance of fourteen (14) participants.
- A presentation for different beneficiaries on online safety, Domain Name Abuse, and Alternative Dispute Resolution in Tzaneen, Limpopo. Thirteen (13) participants were in attendance.
- The last engagement was a presentation by the .zadna Board Deputy Chairperson on the Inclusion of Women in Internet Governance at the ICANN 76 ccNSO session in Cancun, Mexico.
- The overall reach for physical attendance was 6 897 participants.

### 2.1.2. ZA NAMESPACE DEVELOPMENT

- There was a significant increase in the domain names registered during the first quarter (Q1) of 2022/2023 FY, as .zadna recorded 264.15% of commercial domain name registrations in a single quarter. In comparison to the 3.07% during the same quarter in the FY 2021/22, in this regard, the commercial namespace appears to have improved significantly.
- The next quarter (Q2) saw further a continuous improvement in the commercial registrations as the domain registrations recorded 242.65%.
- Although this was not proven, the cause of improvement could be attributed to the fact that most companies were closed over a period of Covid-19 lockdown and its easing of restrictions returned to full operation, leading to a recovery of the commercial namespace.

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INTRODUCTION

This report presents an overview of the .zadna Namespace Development division (NSD) activities during the 2022/23 Financial Year (FY). The report includes the annual registration statistics of the commercial and non-commercial domains, an overview of the Registrar Reseller Training events, the research and benchmark studies .zadna conducted during the FY, and the .za infrastructure.

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The next quarter (Q2) saw further a continuous improvement in the commercial registrations as the domain registrations recorded 242.65%.

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During the third quarter (Q3), the .za domain registrations experienced a significant decline, and 0% of the quarterly target was met. During this quarter, .zadna lost a substantial number of domains. However, the fourth quarter (Q4) experienced an uptick, with 214.32% of new registrations recorded

Growth of commercial SLDs as at 31 March 2022

.co.za	.web.za	.net.za	.org.za
1 351 270	1 369	2 262	25 531
Total .za		1 380 432	

Table 1a: Growth of Commercial SLDs 2022/23

Commercial SLD performance

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Total domains	1 217 563	1 257 983	1 335 285	1 339 988	1 380 432

Table 1b: Growth comparison of Commercial SLDs over 5 years

As the table above shows, the commercial namespace grew by 40 444 between the financial year 2021/2022 and 2022/23. The table above shows that the commercial namespace grew by 162 869 between the FY 2018/2019 and 2022/2023.

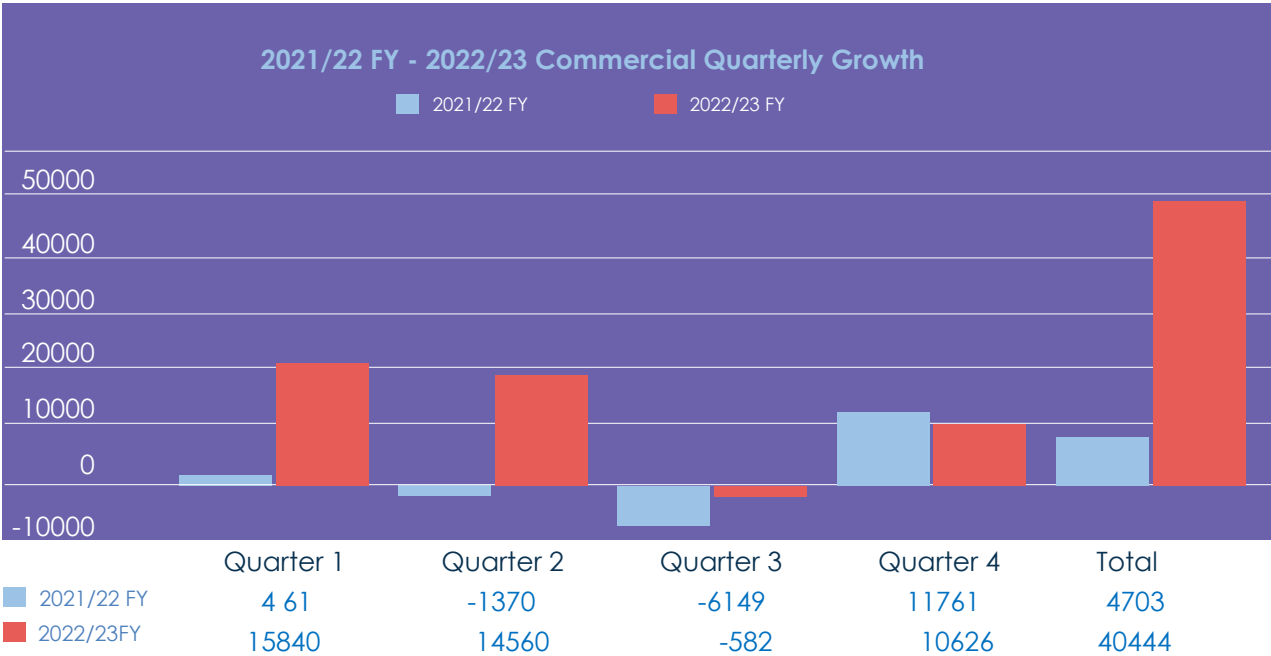


Figure 1: 2021/22 – 2022/23 Commercial Quarterly Growth

As depicted in Figure 1 above, commercial registrations significantly improved compared to the previous FY. .zadna set the target for domain registrations at 20 000. However, this target was exceeded as the new registration amounted to 40 444 domain name registrations. The quarterly breakdown for the domain registrations target was set at 6 000 for the first quarter, which was exceeded by 9 840; the second quarter also set at 6 000, which was exceeded by 8 560, and then experienced a decline during the third quarter by 582. There was a significant recovery of the namespace over the last quarter, exceeding the target by 5 626.

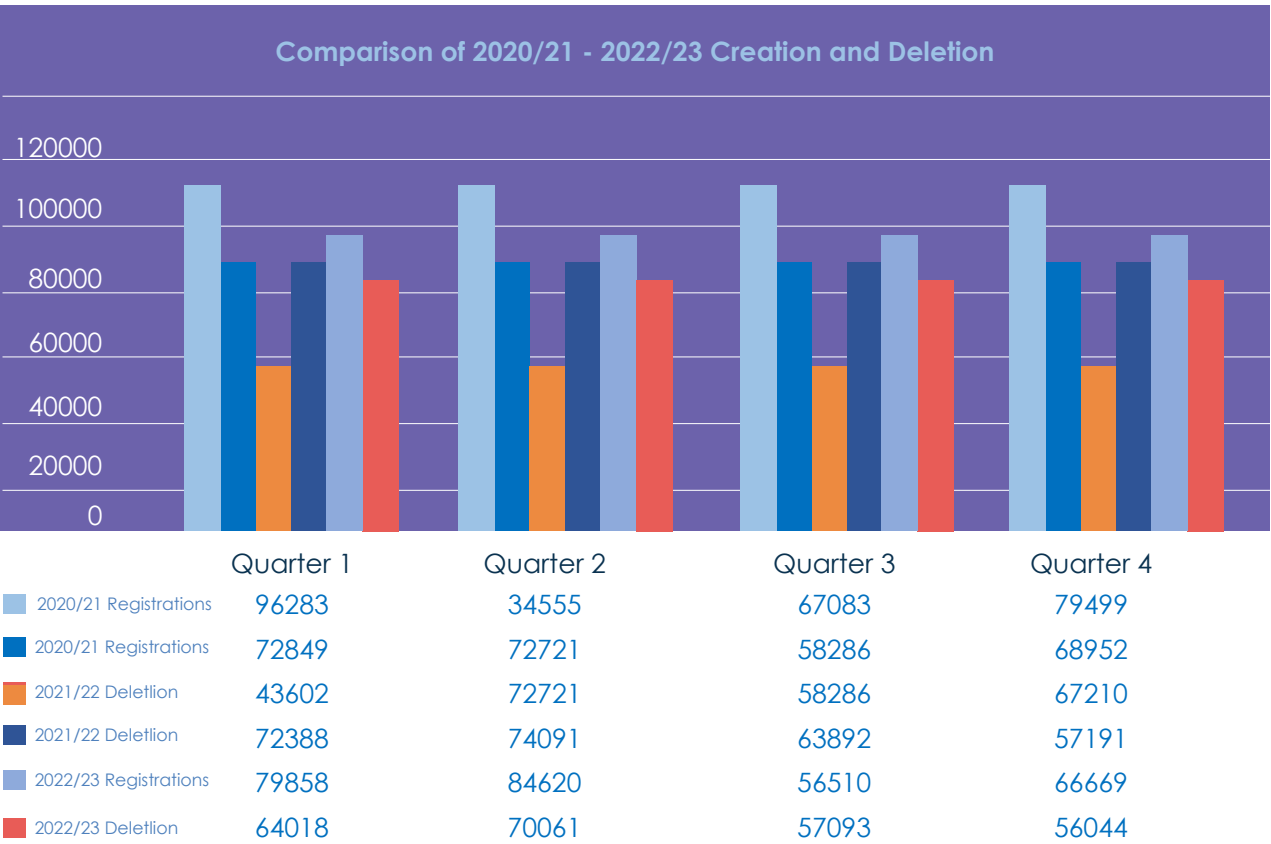




Figure 2: Comparison of 2020/21 - 2022/23 Creations and deletions

As depicted in Figure 2 above, there has been a trend in deletions during Q3 of each FY, followed by a spike in the following quarter. This outcome is due to the return of staff members from holiday. Most registrants tend not to remember to renew their domain names, leading to massive deletions during Q2.

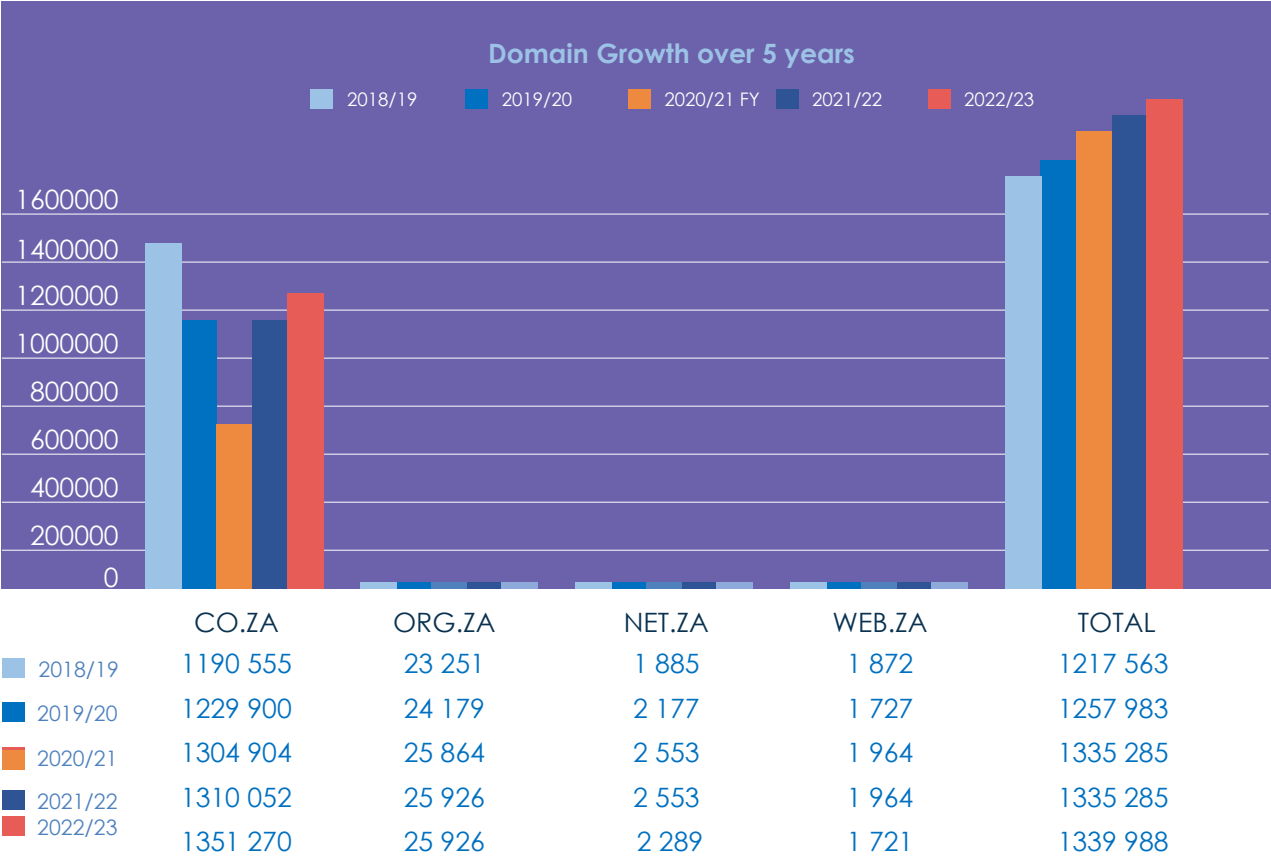
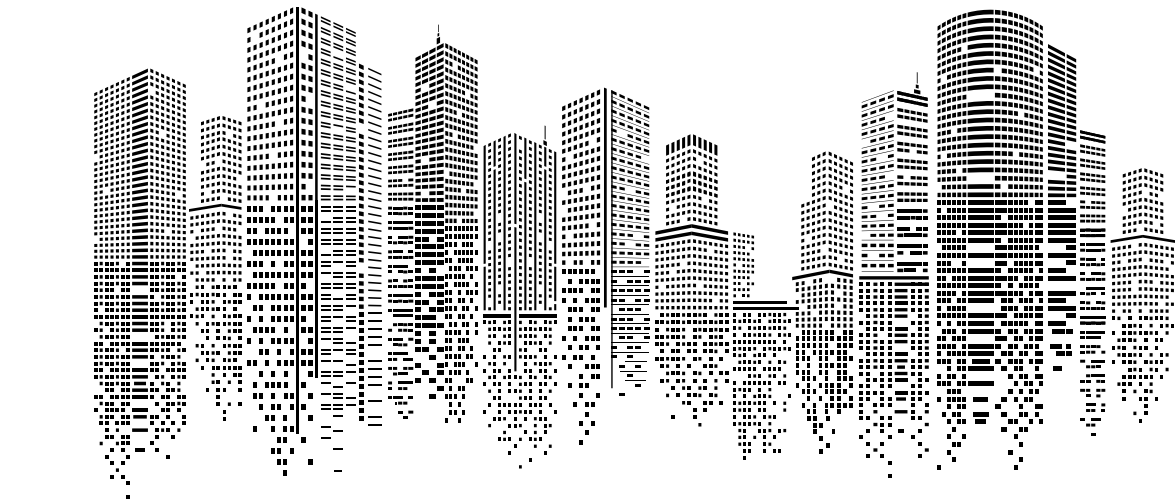


Figure 3: Commercial SLD Growth over 5 Years

By 31 March 2023, commercial SLDs totaled 1 380 432. As depicted in Figure 3 above, .za commercial domains experienced significant growth during the 2022/2023 FY. Overall, the commercial namespace appears to be growing throughout. Over the past five years, domain name registrations have increased from 1 217 563 to 1 380 432.



2.1.2.1. dotCities

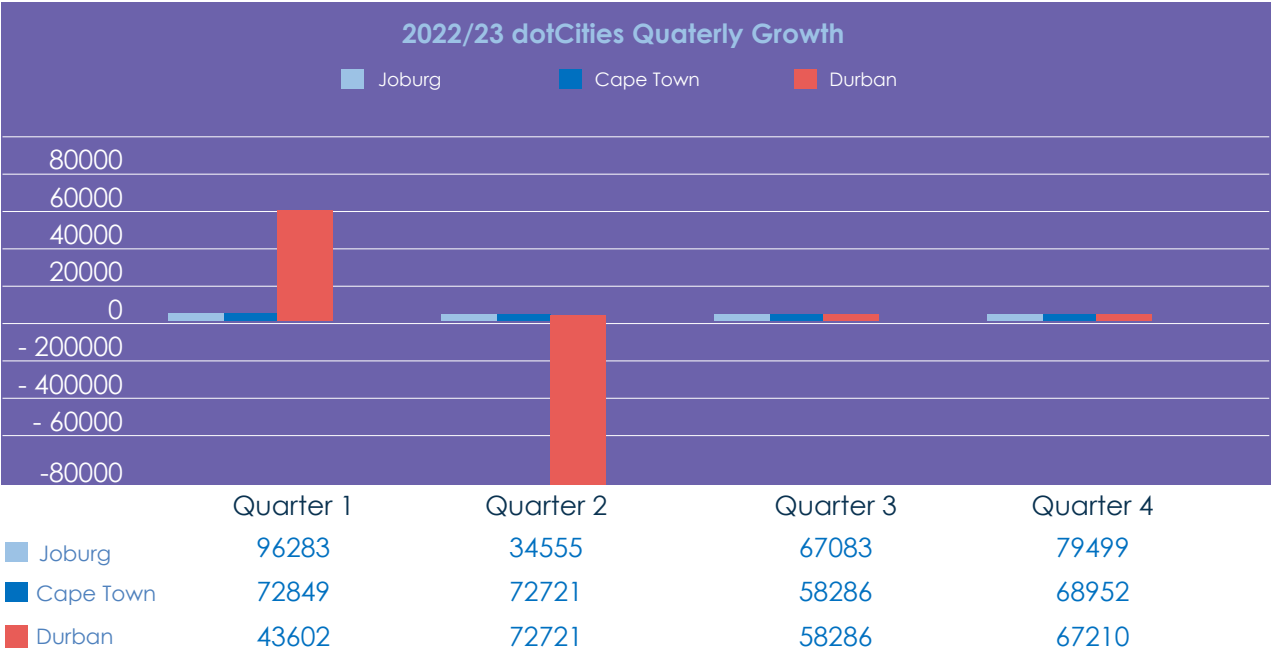


Figure 4: dotCities quarterly growth

The dotCities namespace has been experiencing a significant increase in domain name registrations from FY 2019/20 through 2022/23. Figure 4 above depicts the quarterly domain name registrations in the dotCities namespace.



Figure 5: dotCities growth

Figure 5 depicts the four-year comparison of the dotCities namespace. As shown above, there has been a steady growth in the dotCities domains throughout. The sudden increase, particularly in .durban gTLD, could be attributed to ZACR running a campaign promoting gTLDs at no cost to the registrar. The sudden increase in .durban happened during quarter 1 of the FY under review and dropped during the following quarter. It is worth noting that .zadna does not receive revenue from registering these gTLDs; however, the ICT White Paper gives .zadna the role of overseeing the current and future gTLD registries based on South African geographic, cultural, community, and other exclusively South African names.

2.1.2.2. CIPC Domain Name Collaboration

The Companies and Intellectual Property Commission (CIPC) system has been reported to be down numerous times, and customers cannot access their domain name registration. The .zadna technical team, CIPC, and DNS met several times to attempt to resolve the problem. After several attempts, the system was restored on the e-services portal. CIPC customers could conduct domain name registration transactions using their electronic devices.

At the beginning of 2023, the entire CIPC system was reported to be down as they were migrating to the new system that includes BizPortal. This incident resulted in CIPC technical staff resolving to roll back the system to the last known working condition. This allowed users to access the domain name registration function via the e-services platform.

.zadna appointed CIPC Domain Name Registration Promoters to bring awareness to CIPC customers and attract domain name registrations through the CIPC platform. The promoters were stationed at two service stations. .zadna will focus on the system availability in the next FY.

.zadna scheduled half a day for the training service provider stationed at the activation sites in Johannesburg and Pretoria in January 2023. They will be there to conduct an Activation drive. .zadna holds constant meetings with the CIPC and ZARC technical staff periodically. It can be noted that between December and January, registration of domain names through the CIPC platform slightly improved, as depicted in the graphic below, Figure 6.

The accumulative number of CIPC domain name registrations is 280, which gives 4.31% for the 2022/23 FY. To reach the set target for the year under review, .zadna conducted an Activation drive in two CIPC service stations for two weeks. The intervention saw a slight improvement in registrations and deletions. CIPC advised that they are building a solution to eliminate domain registration issues.

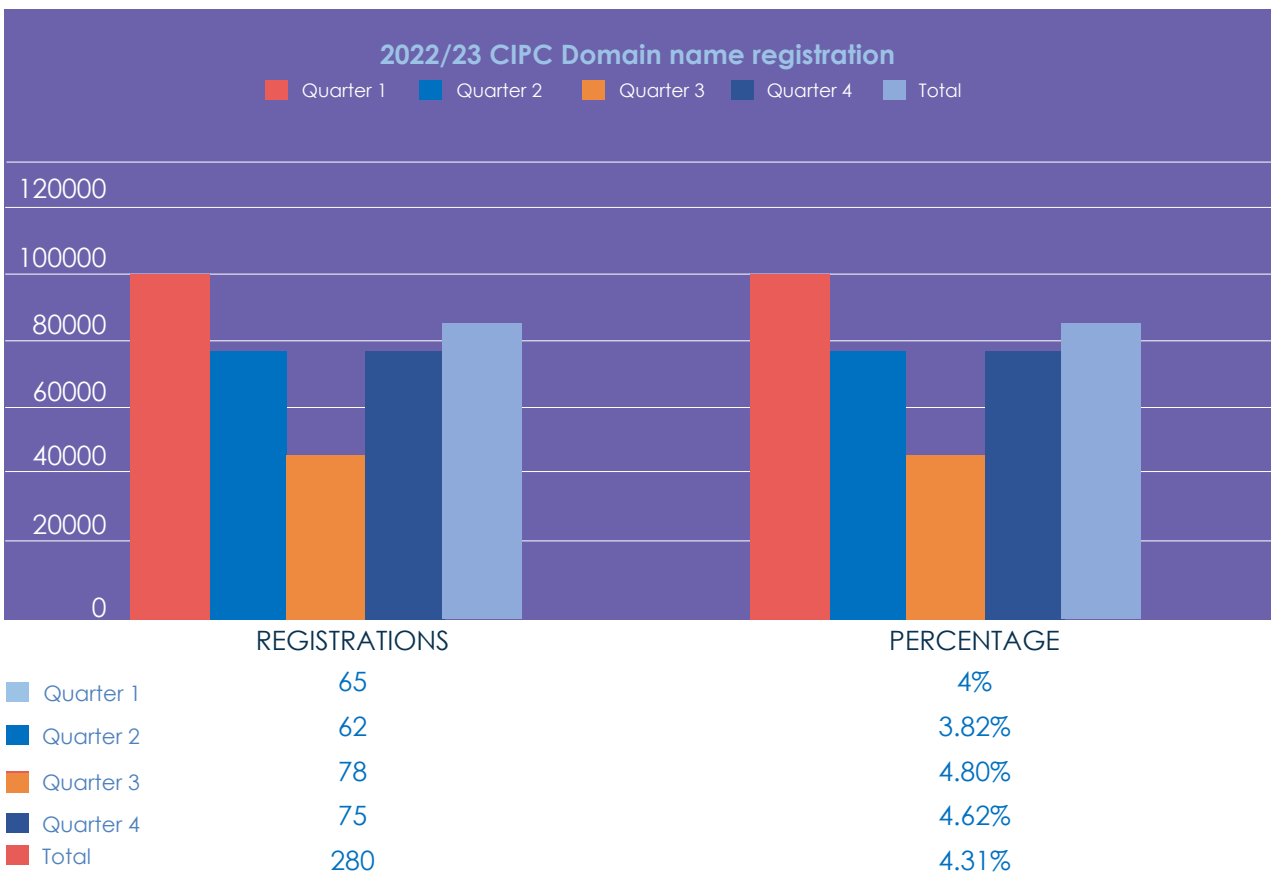


Figure 6: 2022/23 accumulative CIPC registrations

2.1.2.3. Non-commercial SLD performance

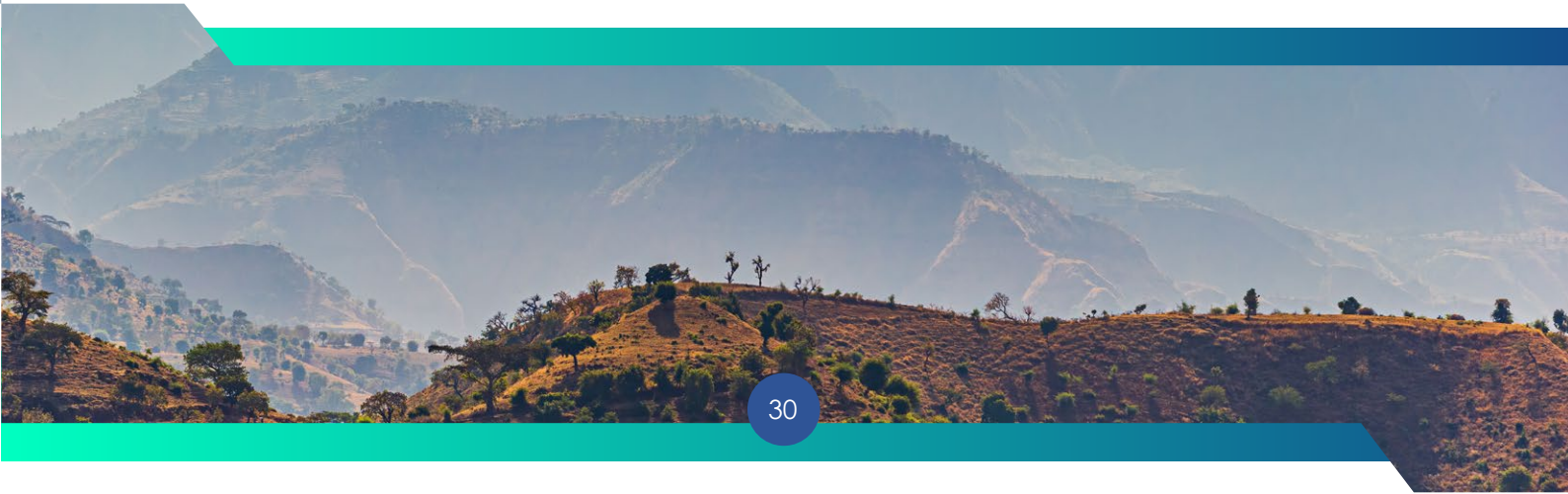
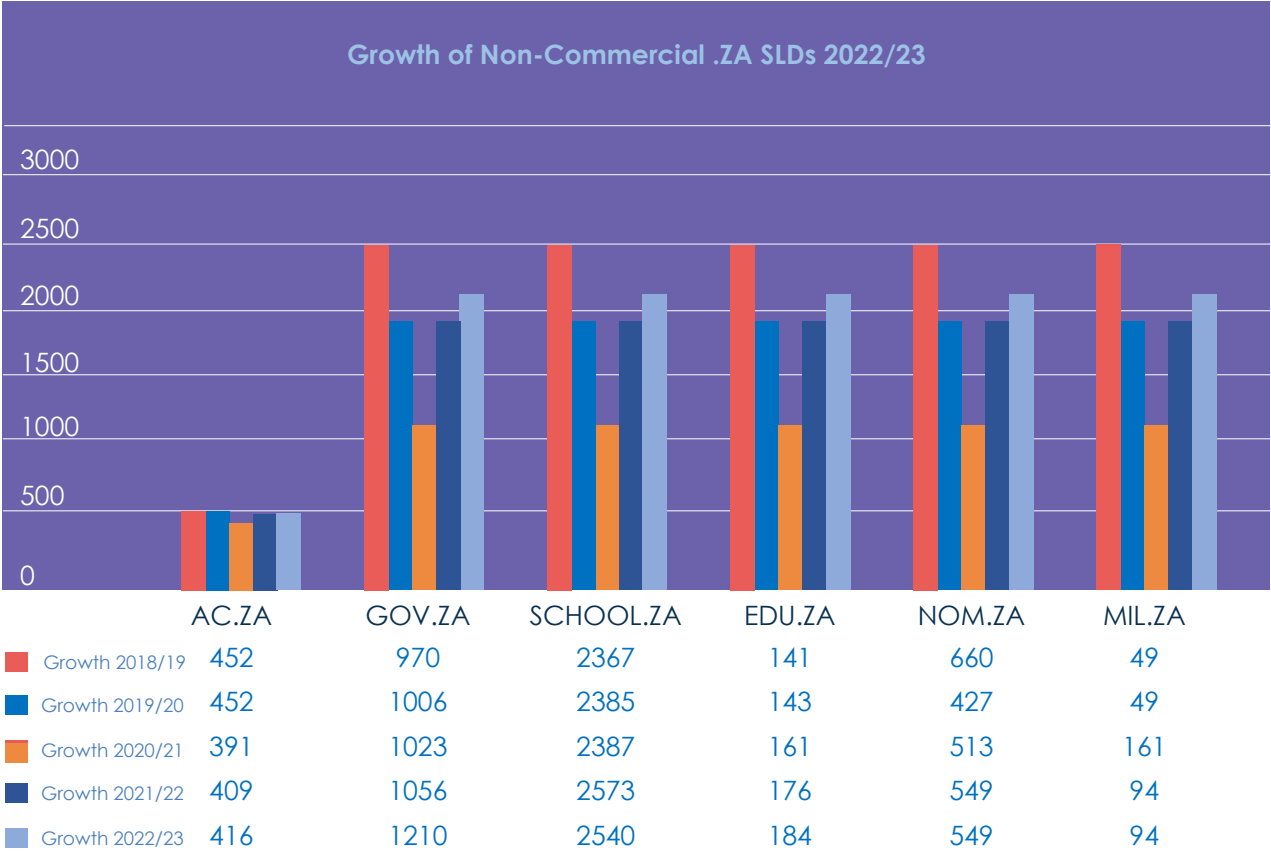




Figure 7: Growth of Non-Commercial.ZA SLDs 2022/23

Figure 7 above provides a graphical depiction of the growth rate of the non-commercial domains over five years, as reported by the SLD administrators. There has been significant growth in the non-commercial domain namespace, except the MIL.za has been experiencing no movement for a long time. The stats for school.za domain does not include the number of domain names registered through the .zadna Schools Digitization Project. Non-commercial SLDs do not attract registration and renewal fees. As a result, .zadna does not receive a share of revenue per domain registration fee. Most non-commercial SLDs are restricted and moderated domains, meaning they have eligibility requirements imposed for applicants.

2.1.2.4 Registrar Market Expansion

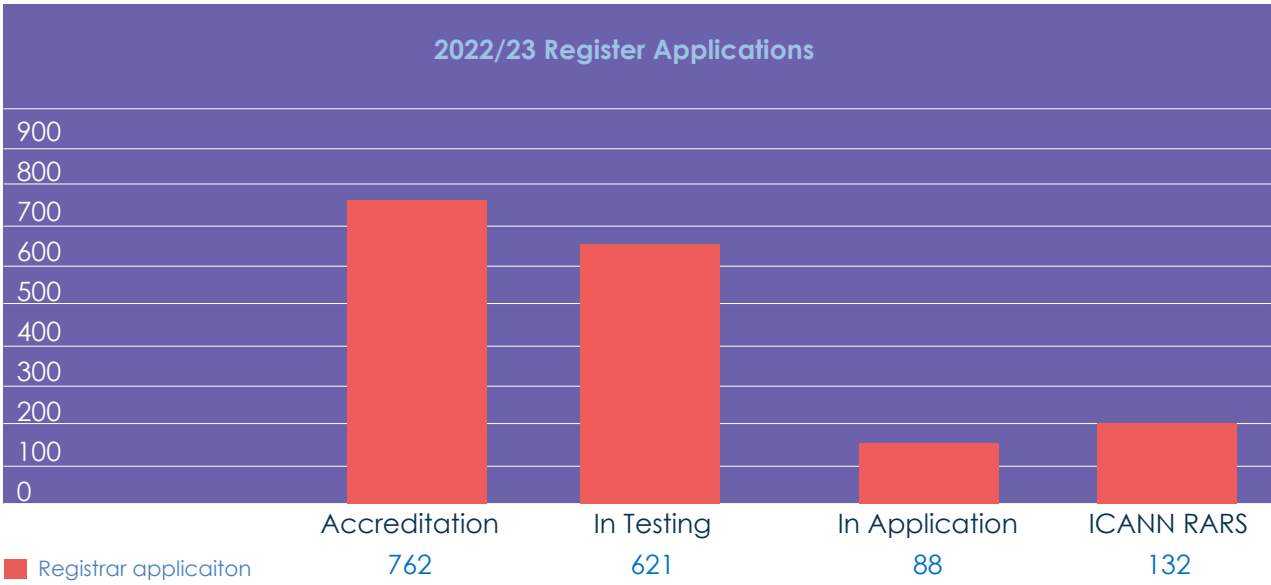


Figure 8: Growth in .za registrar accreditation

The number of accredited registrars increased from 684 to 762 between the financial year 2021/22 and 2022/23, as depicted in Figure 8 above. .zadna has a registrar-reseller training program where upcoming SMMEs and entrepreneurs receive training on existing opportunities within the .za domain name industry. The training aims to ensure that young people and aspiring entrepreneurs can start a business in the .za domain namespace by giving them the necessary skills to become domain name resellers and accredited registrars.

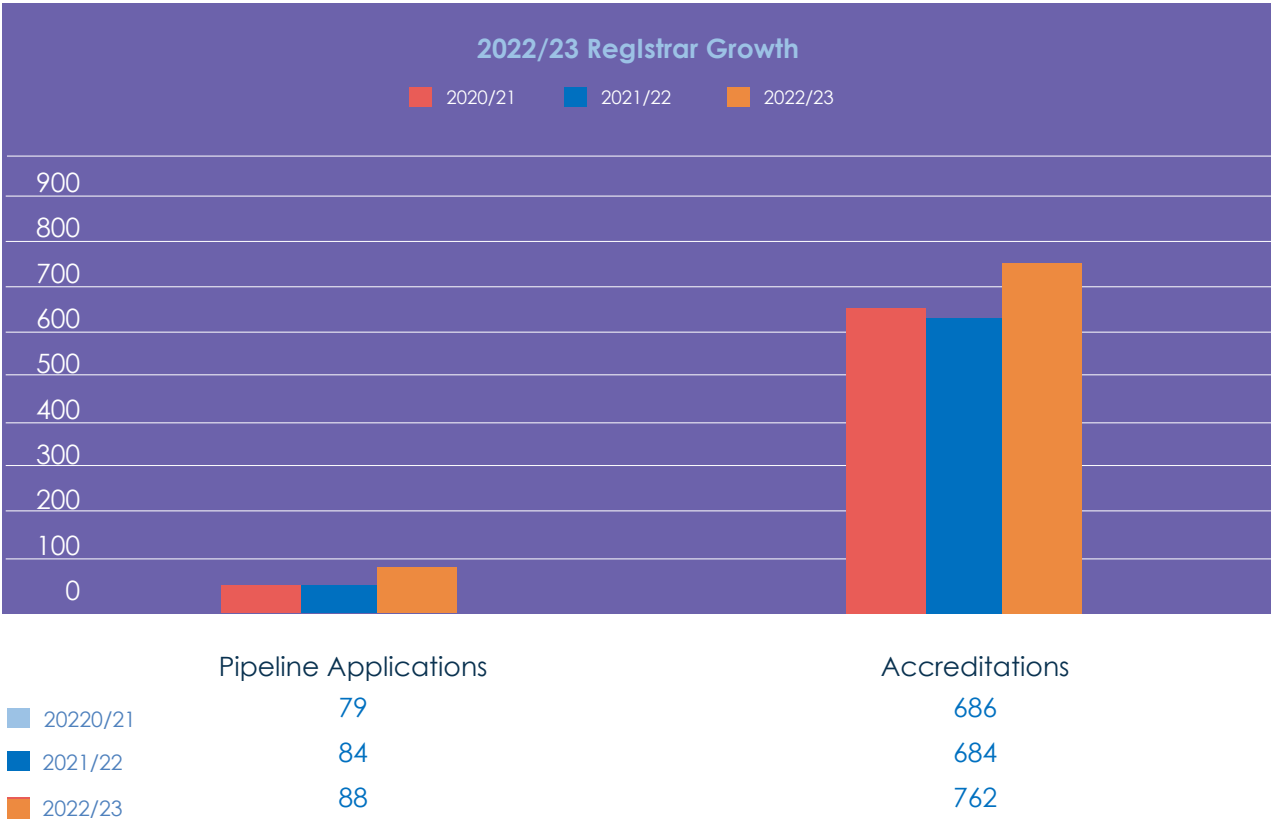


Figure 9: Comparison of 2020/21 & 2022/23 Registrar growth

For the past three years, the Registrar space has been steadily increasing. This is as depicted in Figure 9 above, showing the number of accredited registrars as it grew by 76. The growth in the number of accredited registrars could be attributed to the .zadna’s registrar Reseller training initiative conducted by .zadna.

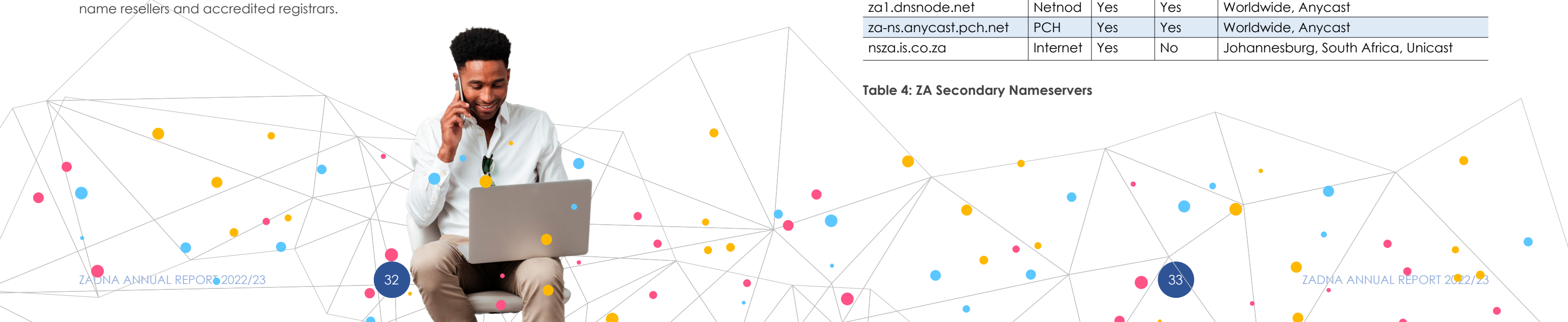
2.1.3. TECHNICAL OPERATIONS

2.1.3.1. Nameserver infrastructure

The ZA Root Zone is served with three secondary nameservers – two Anycast and one is Unicast.

Nameserver	Entity	IPV4	IPV6	Location
za1.dnsnode.net	Netnod	Yes	Yes	Worldwide, Anycast
za-ns.anycast.pch.net	PCH	Yes	Yes	Worldwide, Anycast
nsza.is.co.za	Internet	Yes	No	Johannesburg, South Africa, Unicast

Table 4: ZA Secondary Nameservers



The secondary nameservers za1.dnsnode.net and za-ns.anycast.pch.net are Anycast instances provided by Autonomica of Sweden, with a footprint across several countries worldwide. Both Anycast servers are provided to .zadna at no cost due to the small size of the .za zone, which only has 19 SLDs on its records.

The nameserver nsza.is.co.za is local and uses BIND, while the Primary Master nameserver is hidden. The hidden master is configured to only transfer data to the authoritative name server instances via TSIG.

The nameservers provide .zadna with diverse and reliable infrastructure capacity. Using different nameserver operating systems is considered the best practice that enhances namespace robustness and resilience.

2.1.3.2. .ZA Zone Infrastructure

.zadna owns three physical servers running the .za primary master zone file. They are set up into one primary master with two failover servers; one is located at the Xneelo in Midrand and the other at the Terraco data centre in Isando.

The above setup is optimized for business continuity and disaster recovery mitigation controls to ensure the continuity and resilience of the zone. Furthermore, .zadna Management is considered a hybrid infrastructure for .za hosting, whereby the hidden primary master is a mixture of Virtual servers and physical servers authoritative to the .za TLD. This structure is already in place.

The Denic Data Escrow service continues to serve as an Escrow provider for the commercial SLDs. This allows escrow incremental and full deposits to be made daily for registry backup purposes.



2.1.3.3. Nameserver uptime

All the nameservers authoritative to .za had a 100% uptime, with no failure reported during the FY 2022/23. This also applies to the Unicast Nameserver.

2.1.3.4. .ZA Security Issues

The .za domain is secured with Domain Name Security Extensions (DNSSEC). This security feature creates trust in the DNS space, which provides security between parent and child communication in the DNS space. Signing the .za root builds trust between the parent and child zone in the .za namespace. Several .za SLDs are DNSSEC-signed and allow third-level domains to be DNSSEC-signed. The following ZA SLDs are DNSSEC signed: All commercial SLDs such as .co.za; .org.za; .net.za; and .web.za, Non-commercial SLDs such as ac.za; edu.za; nom.za; and nic.za.



2.1.4. REGISTRAR-RESELLER TRAINING

The Registrar Reseller training is conducted to promote the transformation of the ISPs and create access to the .za domain namespace market. The training aims to empower young people, women, people with disabilities, and Small, Medium, and Micro Enterprises (SMMEs), particularly in disadvantaged areas such as townships and rural areas. It Reseller is the SMME development initiative in light of the Ministerial Directive.

.zadna conducted a total of 18 in-contact and eight (8) virtual registrar reseller training during 2022/23 FY. The targeted provinces covered were as follows: Quarter 1: Western Cape, Eastern Cape; Quarter 2: Gauteng, and Free State Quarter 3: Western Cape, Kwa Zulu Natal, and Mpumalanga; Quarter 4: Free State, Limpopo, Northwest, and Eastern Cape. Northern Cape is the only province that was not covered throughout the FY.

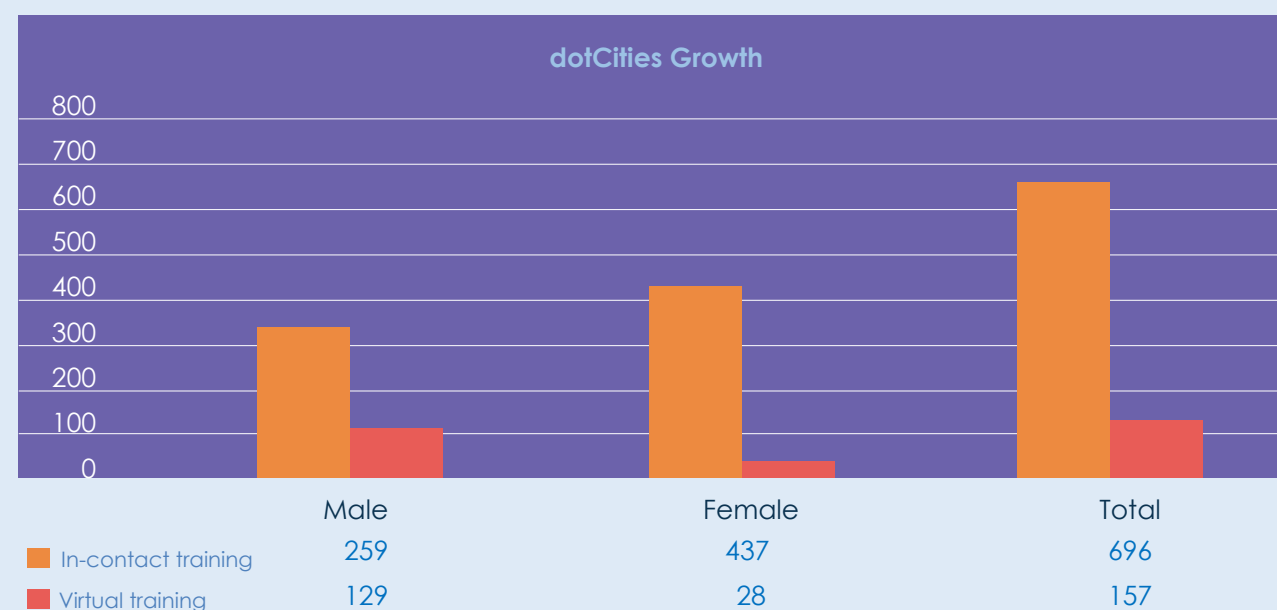
IMPACT ANALYSIS OF THE TRAINING

2.1.4.1. Participants Demographics

This section depicts registrar reseller demographics participants in terms of age difference, gender, and disability status. For the virtual training, .zadna also looked into the ethnic origin of the students, as there is no limit to whom they should attend as the event takes place virtually. Only Figure 1 shows a difference between students who attended virtually and those who attended in-contact training. The rest of the figures show stats of both the in-contact and virtual training events.

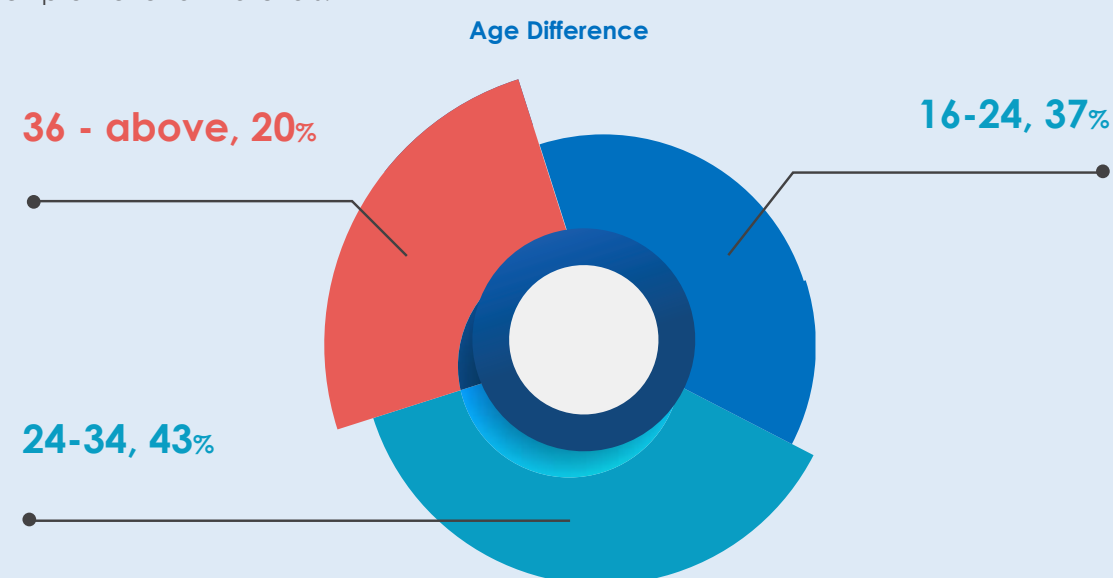
Figure 9 below depicts the number of students trained during the 2022/23 FY. As illustrated in Figure 1, .zadna trained 259 Male and 437 Female students, including 696 students trained during FY 2022/23. During the virtual training, .zadna trained 129 Male and 28 Female students.





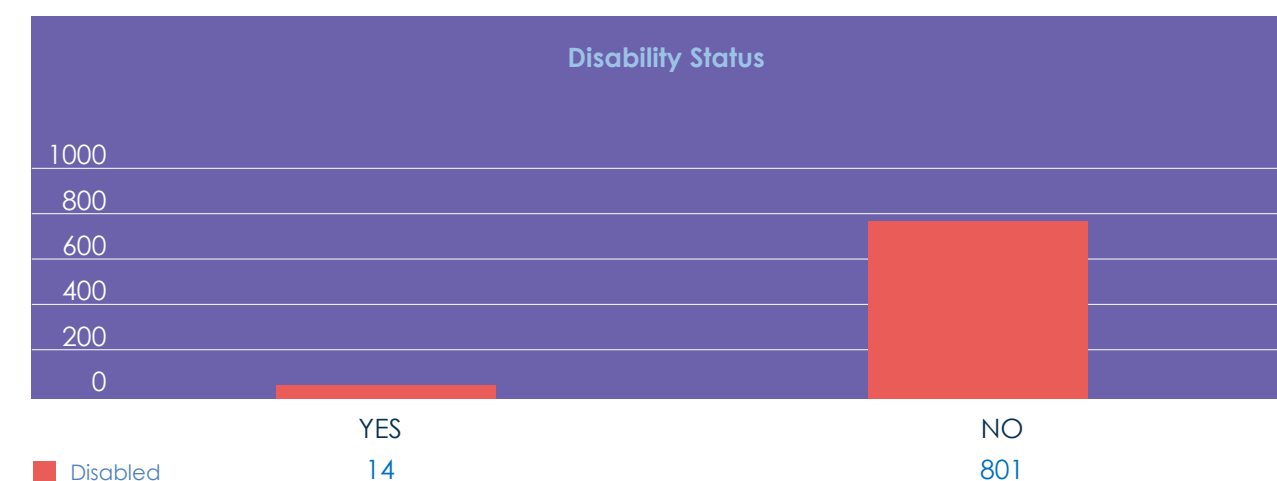
**Figure 9: Number of students trained.**

Figure 10 below shows the age difference between the students who attended the registrar reseller training. The students regarded as adults were represented by 20%. In contrast, young people were highly represented, taking over 37% of attendance. Students between the age of 25-34 amounted to 43%, which makes them the highest number of attendees. The registrar reseller training targets young people. Furthermore, young people are encouraged to attend the training in their promotional materials.



**Figure 10: Age Difference**

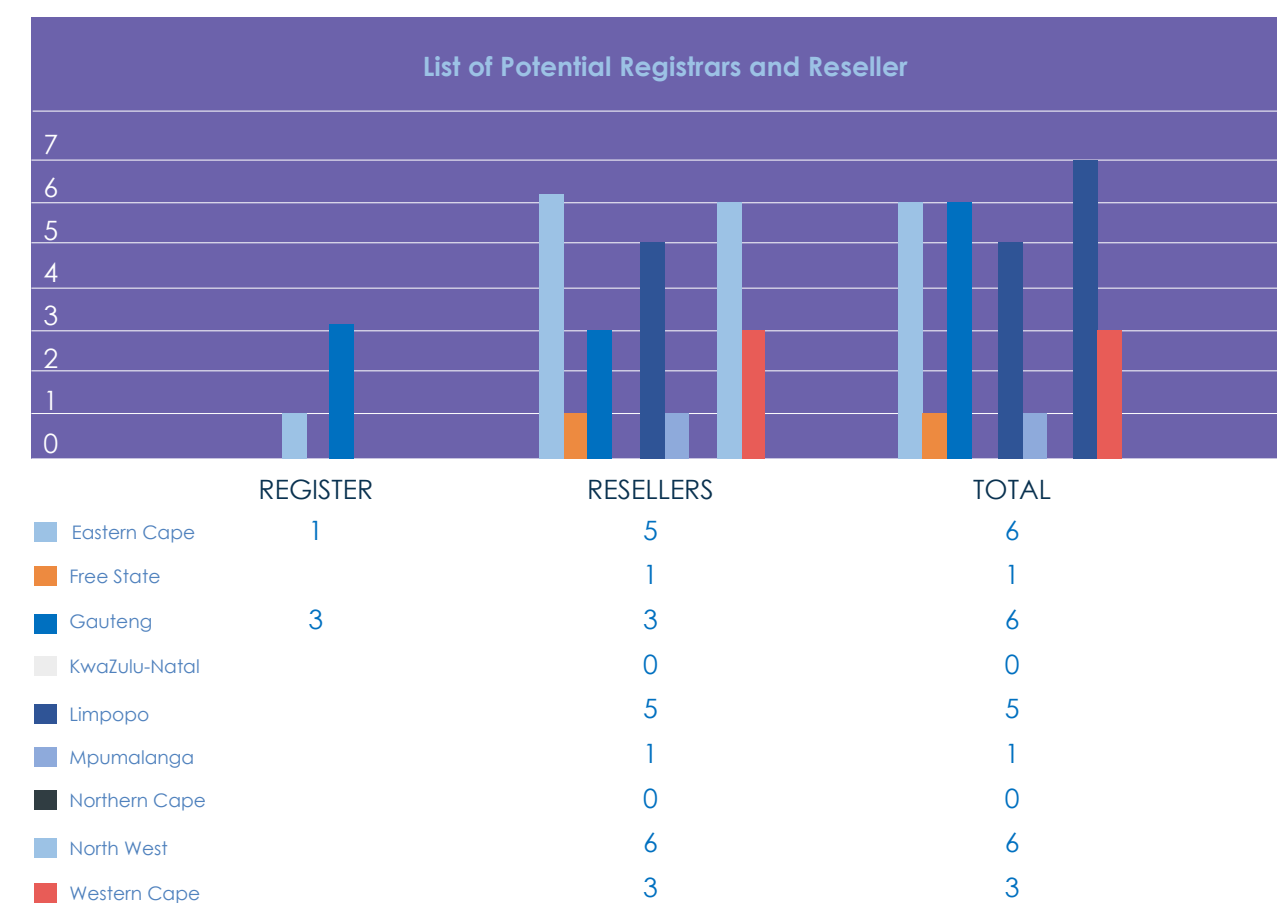
Amongst the students who attended, both in-contact and virtually, 14 had some form of disability. However, they did show interest in learning about DNS and how to start a business in the domain reselling industry. Figure 11 depicts the number of students who had some form of disability. .zadna should prioritize disabled persons in the next FY. Some people were not keen to disclose their disability status during the training.



**Figure 11: Disability status**

#### 2.1.4.2. The outcome of the training

Figure 12 below depicts the outcome of the training measured per province. Mpumalanga and Northern Cape provinces were not covered in the in-contact training; however, virtual training was conducted to ensure all the provinces could participate. As a result, seven (7) participants who attended the virtual training from these provinces could start their reseller businesses. Gauteng, Limpopo, and Northwest collectively produced the most resellers during the FY under review.



**Figure 12: Outcome of the training**



2.1.4.3. The challenges identified during the training

More students receiving training tend to be unemployed and unable to raise funds to start a business. The first update of the opportunity to become a registrar and Reseller is determined by the high number of students registering to be assisted at the end of the course; however, the number drastically drops when they hear that they will need capital to start their business.

.zadna registrar Reseller training focuses on disadvantaged people across the country, particularly those from rural areas. Most of the participants who receive this training do not have the necessary infrastructure to start a Registrar business due to lack of funding.

Most students attend because they are unemployed and, therefore, would have time to listen, whereas the potential resellers are already at work or in class at the tertiary institutions. Unemployed young people do have time to participate in this training, though they would not be able to start the business since they need capital; more so, they need any training to be employable since they desperately need a job. This means that whenever they show a willingness to become a reseller, they drop along the way since the topic is foreign to them, and then they lose interest when they should be starting the business.

2.1.4.4. Mitigation process

The recruitment process of the students should be more focused on the participants with some IT background. We need to target IT students from various universities and co-labs nationwide. Moreover, the HUB will provide students with computer access; they will have no data challenges as the Hubs provide free internet access.

2.1.4.5. Recommendations

For future purposes, .zadna should target and collaborate with local Digital Hubs across the country where the training will occur. This would increase the intake of the number of students becoming registrars and resellers.

Universities and colleges should also be targeted where they assist with recruiting ICT-related students. This will enable a shorter training period as the ICT students are already familiar with digital presence.

2.1.4.6. Impact Analysis

Identify the township and village to conduct training

Organize the training event by forming a partnerships with the local community in the organization of the event

Identify the participants, focusing on young people, women, and people with disabilities



Identify the training venue to be easily accessible by the community



Prepare a registration platform and conduct the training awareness drive

Conduct the training event



Do a follow up with the participants



Measure the impact by preparing an impact analysis of the training.

Close the project

Table 5: Impact Analysis of Registrar Training Offered by .zadna

The impact analysis of the registrar Reseller training program offered by .zadna is presented in Table 5, focusing on the growth of namespaces and the acquisition of essential skills by the country's youth. The training sessions not only equip young individuals with valuable skills but also open doors for them to participate in the DNS market as resellers of .za domain names. The primary objective of this training is to create awareness among learners regarding various domain namespaces worldwide and encourage them to expand their businesses into the online platform.



2.1.4.7 Impact analysis of the Registrar Reseller training

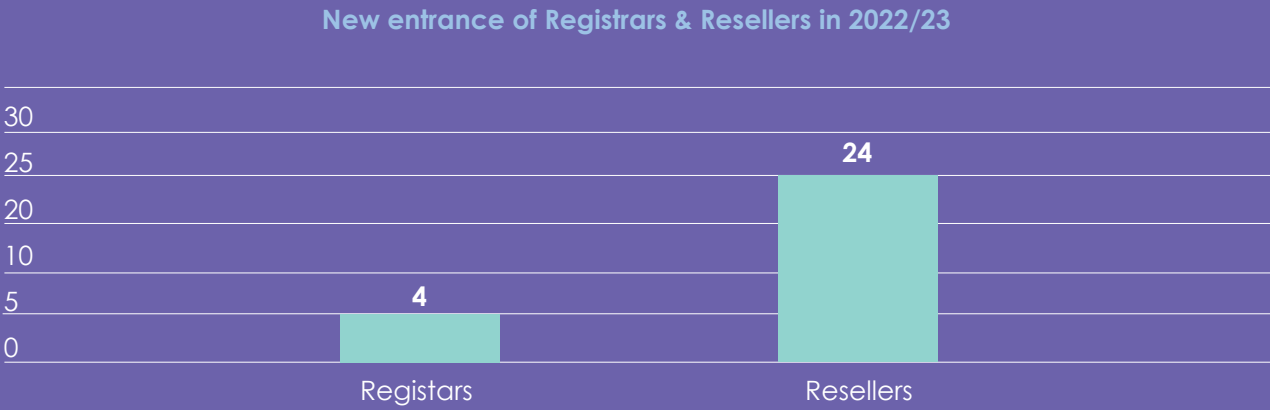
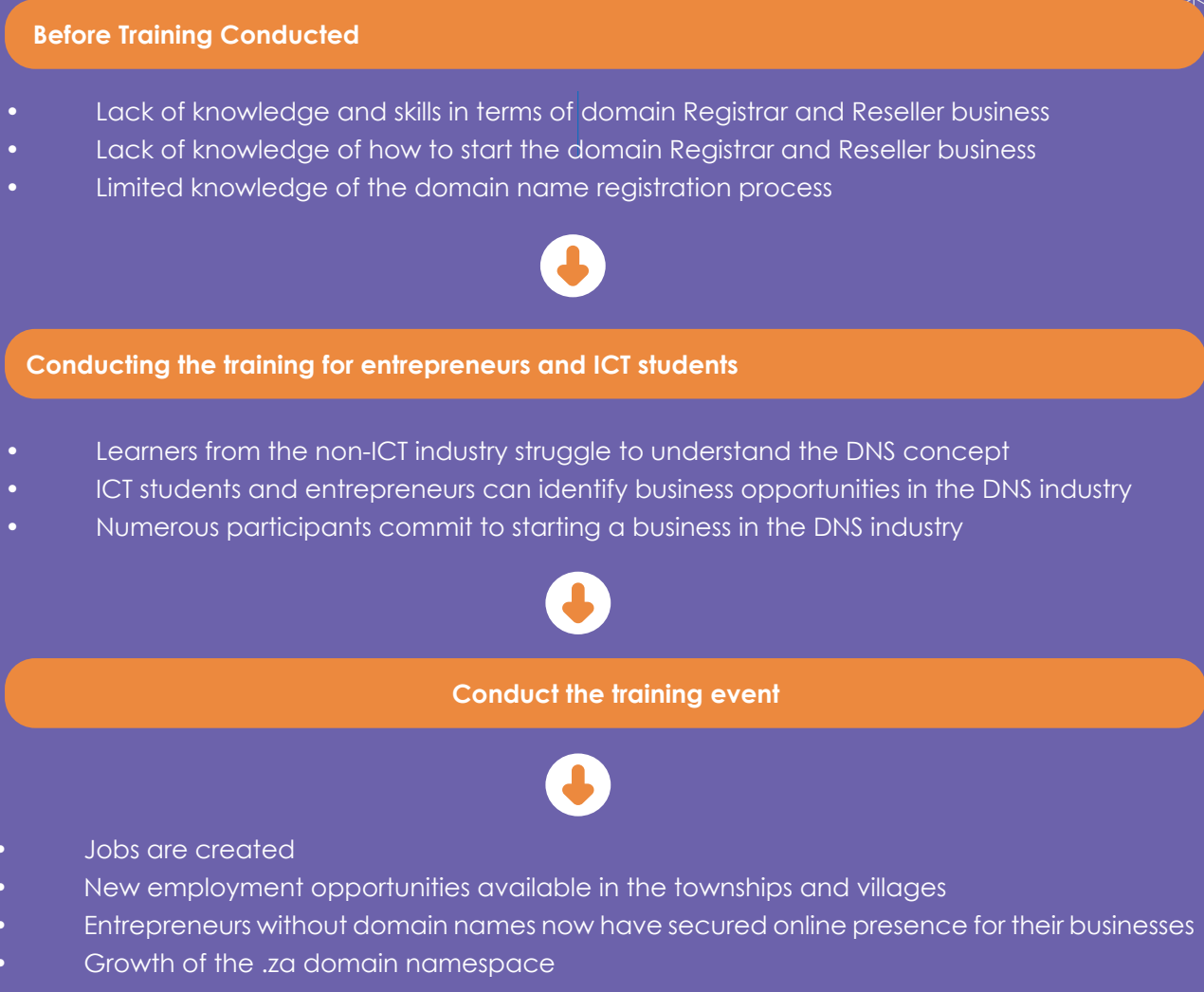


Figure 13: Impact analysis of the training

Measurement of the impact of the Registrar Reseller training is done by identifying the number of learners who took an opportunity to start the domain registrar and/or reseller business. As depicted in Figure 13 above, domain name registrar and reseller training opened several options for the new entrance to the DNS market.

2.1.5. RESEARCH TOPICS FOR THE 2022/23 FY

.zadna is mandated as the regulator of the .za country code top-level (ccTLD) domain to administer and manage the .za domain namespace as per the Electronic Communication and Transactions Act 2002 (ECT Act). Section 65 of the ECT Act requires .zadna to research to keep abreast with developments in South Africa and the rest of the world concerning the domain name system.

2.1.5.1. Situational analysis

To fulfil the above requirement, .zadna annually identifies research focus areas relating to the .za domain namespace and/or other ccTLDs. The research aids the .zadna staff in strategically considering measures to put in place to improve the namespace and the .zadna Governance Structures and then consider the recommendations. This is to ascertain how the research findings respond to the entity's strategic objectives toward its betterment. In the 2021/22 financial year, .zadna considered the following focus areas:

## FOCUS AREA NO. 1:

### Understanding Systematic Inequality in the Domain Name System (DNS) Skills Evolution

.zadna conducted a research study to understand the systematic inequality in developing Domain Name Systems (DNS) skills for South Africa's most underserved communities, including the Historically Disadvantaged Group (HDG).

The study found a lack of pathways that some people who cannot enter advanced programs can take to develop a foundational understanding of DNS. It is recommended that stakeholders within the DNS space should invest in introductory and advanced DNS skills programs to broaden their skill set.

The study further recommended the creation of employment within the DNS sector to accommodate new entrants to the industry, with prioritization given to youth, women, people with disabilities, and people from disadvantaged backgrounds who manage to pursue and obtain a qualification within the sector.

## FOCUS AREA NO. 2:

### The Role of Domain Name Services in the South African Digital Economy

.zadna conducted a research study focused on the recent developments in the South African Internet domain name market, pertinently the impact of the country code-top level (ccTLD) and Second Level Domain (SLD) name in the South African digital economy, which is primarily driven by e-commerce and Internet advertising on search engines.

It was recommended that South Africa's policy and regulatory framework for the Fourth Industrial Revolution (4IR) be well explained regarding impact and outcomes. To better promote technologies and initiatives, creating digital policies that consider the e-commerce and the Internet domain name sector might be necessary, ensuring that a shared policy and regulatory approach supports them.

The study further recommended that funding must be raised to eliminate severe financial shortages. Increasing the incentives for angel investors to invest in early-stage e-commerce businesses, networks, and domain name resellers and registrars may be possible.

## FOCUS AREA NO. 3:

### How effective is the ADR in cubing cybersquatting and preventing Cybercrime?

This research study focused on the effectiveness of the ADR in cubing cybersquatting and preventing Cybercrime.

The study considered domain names registered in bad faith and how they can be removed from the zone, thus enabling security in cyberspace. In this way, cybercriminals create fake websites linked to the COVID-19 pandemic to trick users into opening malicious attachments or clicking phishing links, leading to phishing or illegal access to personal accounts.

The use of ADR in cubing the Cybercriminal Act will involve lodging a dispute against the offender who has used the registered domain name for criminality involvement.

It was recommended that a more thorough domain name registration process that includes a notice system might be the solution to trademark infringement by typosquatters—and by many cybersquatters, for that matter. The Authority must consider pursuing this option.

It was further recommended that established Information and Computer Technology institutions train cyber security experts with solid expertise in system administration, security audit, forensic investigation, information security, and software development to deal with the future challenges of Cybercrime.

## FOCUS AREA NO. 4:

### Assessing the Maturity Model for Modern Internet Standards in .ZA Country Code Top-Level Domain

This paper compares the maturity model for modern Internet standards in the .za country code top-level domain (ccTLD) to the .uk ccTLD. The study aims to understand the application of contemporary Internet standards in the .uk namespace and evaluate critical knowledge gaps to inform the .za ccTLD approach.

The study identified the knowledge gap in the .za namespace in that, despite the development of modern Internet standards, adopting these standards in the .za namespace has been slow, and knowledge gaps exist regarding their implementation.

The study recommended establishing a DNS maturity model that conforms to global Internet standards: To ensure that the .za namespace is secure, reliable, and stable, it is recommended that a DNS maturity model be established that conforms to global Internet standards.



Search |

#### SCHOOL.za PROJECT

Number of public schools with a domain name.

- .zadna registered 1044 school domains during the FY 2022/23.
- 674 school domain names were registered for 674 public schools in Kwazulu Natal.
- This activity was followed by registering 100 school domain names for public schools in Limpopo province and 250 for the Northern Cape province public schools.
- Furthermore, 20 school's domain names were registered from the Tshwane district.

#### 2.1.6. COMMUNICATIONS AND AWARENESS

To maintain competitiveness and comply with the requirements of the ECT Act (Electronic Communications and Transactions Act), .zadna undertakes various public relations and marketing initiatives. These initiatives aim to raise awareness about .zadna's role and educate the South African public about the advantages of establishing an online presence. The goal is to promote top-of-mind awareness of the .za domain name, encourage domain name registration for businesses and brands, and increase awareness of .zadna's projects and the latest developments within the .za namespace.

Moreover, .zadna actively seeks mass marketing opportunities to promote the usage of the .za brand. It also strives to inform marginalized communities about the career and business opportunities available within the .za namespace industry. Additionally, .zadna focuses on educating communities on relevant topics, such as .za alternative dispute resolution and domain name abuse.

In successfully executing its responsibilities, .zadna achieved and surpassed its targets by conducting 26 awareness campaigns and receiving media coverage on 34 occasions. These efforts included organizing 23 face-to-face awareness events across various provinces, including the Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, North West, Northern Cape, and Western Cape. Additionally, there was a print awareness campaign highlighting the .za Draft Registry and Register Licensing Regulations, along with two online campaigns promoting the usage of .za and the .za registrar-reseller training. .zadna also secured media coverage through Community Radio, Online ICT and Business Publications, as well as Print Business Publications.

Figure 10: Annual Audience Reach

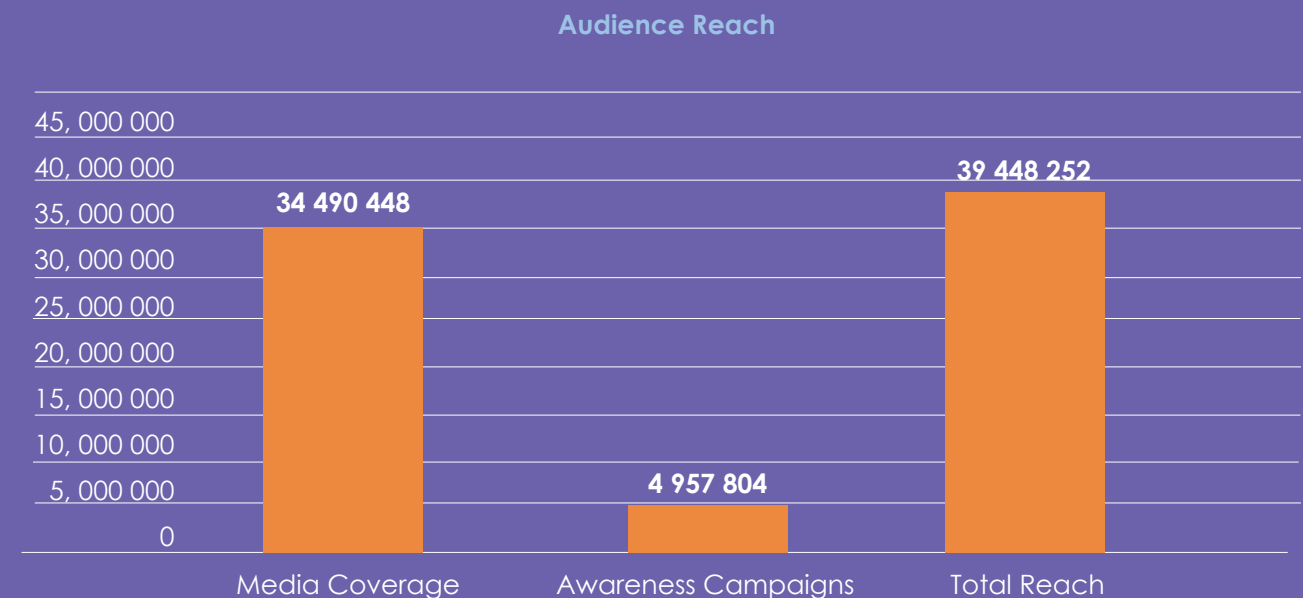
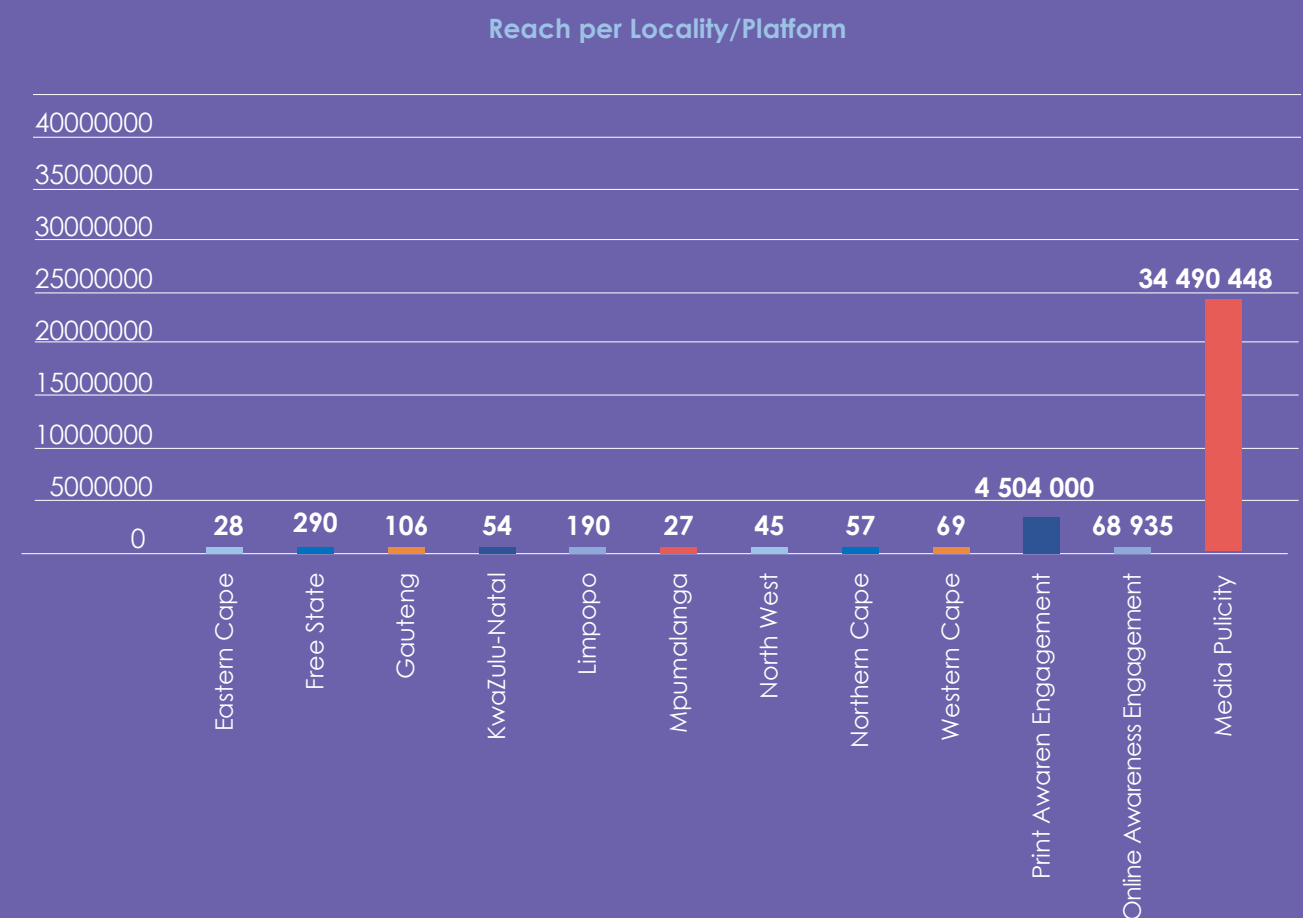


Figure 11: Annual Reach Per Locality and Platform





## PART C: HUMAN RESOURCES

### 3.1 HUMAN RESOURCES

#### 3.1.1. INTRODUCTION



##### OVERVIEW

.zadna's human resources strategy focuses on attracting, developing, and retaining highly skilled talent to fulfill our mandate. We believe that fostering a high-performance culture, investing in training and development, and nurturing a pipeline of talent are crucial to adding value and achieving our organizational objectives.



##### 2022 FOCUS AREAS

In 2022, we prioritized strengthening our people-centered agenda by implementing strategic objectives aligned with the Annual Performance Plan. Our initiatives included enhancing employee satisfaction and engagement, documenting internal processes, and digitizing these processes to improve efficiency in our ways of working.

Despite positive staff engagement scores, we experienced a higher staff turnover rate during the review period.



##### EMPLOYEE ENGAGEMENT

Following the 2021 employee engagement survey results which aimed to gain insights into employee experiences, culture and leadership impact, HR focused on maintaining a strong and future-fit workforce.



##### DIGITISATION OF HR BUSINESS PROCESSES

In collaboration with the ICT team, HR identified key business processes that could be digitized to enhance efficiency and reduce manual labor. The project involved implementing integrated solutions for employee self-service, leave management, and payroll.



##### LEARNING AND DEVELOPMENT

We actively contribute to the growth and development of our workforce through various training interventions. Our learning and development budget supports employees in acquiring the necessary skills and qualifications for current and future job requirements.

Since the introduction of LinkedIn Learning in 2021, we have achieved 100% adoption of the platform, providing employees with access to accredited courses in a wide range of fields, available 24/7.





### Health And Wellness

At .zadna, we recognize that our employees' well-being extends beyond their physical health. Therefore, we have engaged the services of Solace Benefits, which offers employee assistance programs covering topics such as stress management, financial issues, legal matters, relationships, family concerns, and health-related worries.

### Internship Programme

Each year, .zadna aims to appoint four interns and place them in various functions, including Public Administration, Information and Communications Technology (ICT), Marketing and PR, and HR. In the current year, we appointed four interns on 18-month contracts, assigning them to the IT, Finance, and Public Administration departments.

### Performance Against Hr Operational Plan

.zadna's HR operational plan guides the continuous improvement efforts related to attracting, developing, and retaining talent. Underpinning the HR operational plan is our people strategy, which aims to address the following areas:

Maintaining staff turnover below 20%	<ul style="list-style-type: none"><li>At the end of FY2022/23, six (6) terminations were recorded. This included three (3) permanent staff and three (3) interns.</li><li>Permanent staff turnover was 20%; however, including interns, the staff turnover target was not met in the period under review.</li></ul>
Increase the Staff Satisfaction index to be equal to or greater than 70%	<ul style="list-style-type: none"><li>Staff satisfaction levels were surveyed at 80% for the third quarter of FY2022/23.</li></ul>

### 3.1.2. LOOKING AHEAD

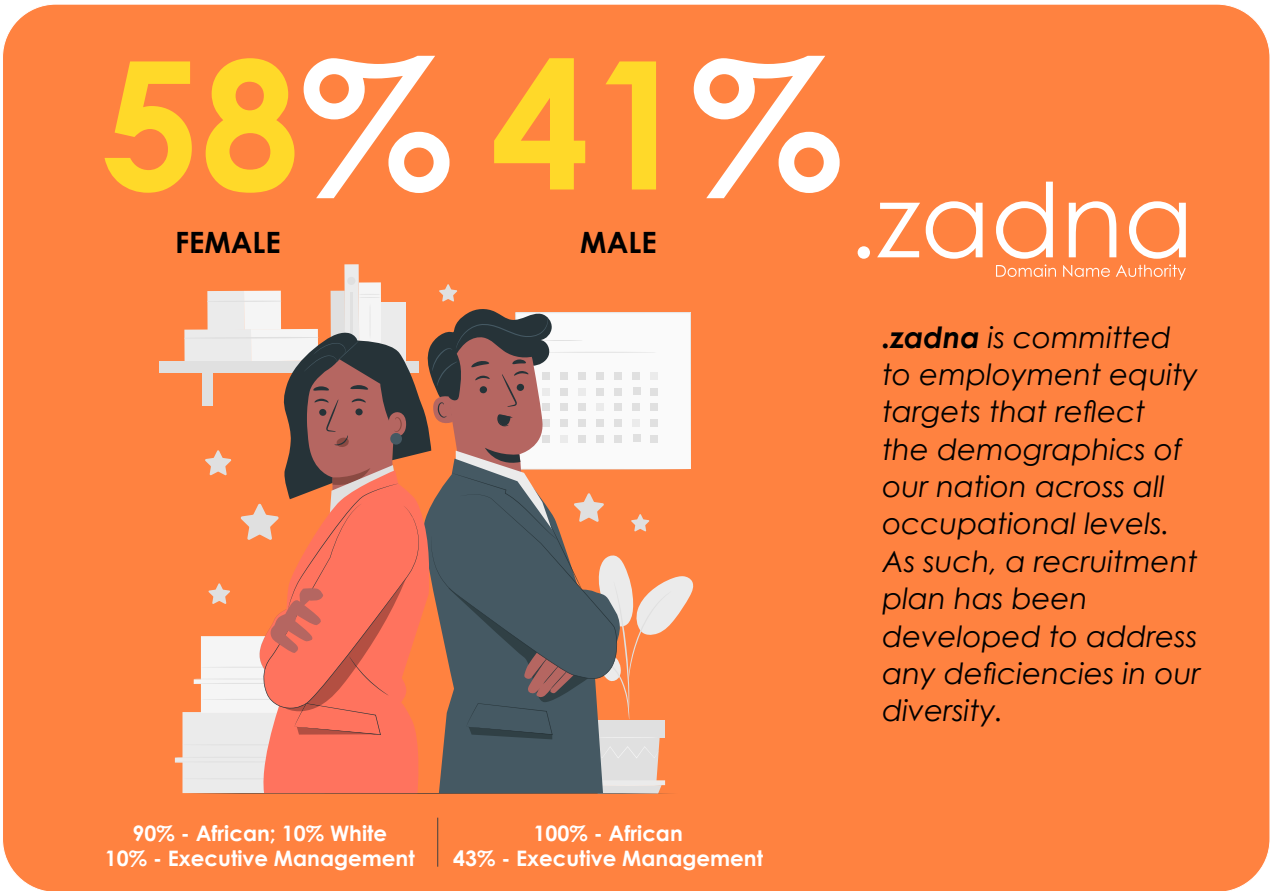
.zadna's HR operational plan guides the continuous improvement efforts related to attracting, developing, and retaining talent. Underpinning the HR operational plan is our people strategy, which aims to address the following areas:

- Establish a baseline for the Staff Net Promoter Score
- Maintain a staff turnover rate of less than 20%
- Improve the Staff Satisfaction Index to at least 70%



### 3.1.3. HUMAN RESOURCES STATISTICS

#### Employment and gender diversity



#### Training and development

Objective	Annual Training Expenditure	No. of Employees Trained	Average Training Cost per Employee
Training and development	R250 000	19	13 158

#### Employment and Vacancies

Level	No. of Employees	Approved Posts	Vacancies	% of Vacancies
Top Management	1	1	0	0
Executive Management	3	4	1	4,76
Management	2	2	0	0
Skilled	8 <sup>1</sup>	8	2	9,52
Semi-skilled	4	5	1	4,76
Unskilled	1	1	0	0
<b>Total</b>	<b>19</b>	<b>21</b>	<b>4</b>	<b>19,05</b>

Employment Changes

Level	Employment at Beginning of Period	Appointments	Terminations	Employment at End of Period
Top Management	1	0	0	1
Executive Management	3	0	0	3
Management	2	0	0	2
Skilled	8	3	3	8
Semi-skilled	2	4 <sup>2</sup>	2	4
Unskilled	1	0	0	1
<b>Total</b>	<b>17</b>	<b>7</b>	<b>5</b>	<b>19</b>

Reasons for Staff Leaving

Termination reasons	No. of Employees	Percentage (%)
Death	0	0
Resignation <sup>3</sup>	5	26
Dismissal	0	0
Retirement	0	0
Ill-health	0	0
Expiry of contract	0	0
<b>Total</b>	<b>5</b>	<b>26</b>

1. Appointment of four (4) FY2022/23 Interns.
2. Includes two short-term appointments in Finance and HR made in January 2023.
3. Resignations received from Bookkeeper, ICT Coordinator, Human Capital Officer; 1 FY2021 Finance Intern and FY2022/23 ICT Intern.



PART D:  
CORPORATE  
GOVERNANCE





4.1 CORPORATE GOVERNANCE

4.1.1. INTRODUCTION

.zadna's corporate governance model adheres to the provisions of the King IV Code of Corporate Governance and the relevant legislative requirements, including the Companies Act. In the year under review, .zadna demonstrated governance prudence by implementing best practices in corporate governance through its oversight structures. These structures include the following governance committees:

- Board of Directors
- Audit and Risk Committee
- HR and Remuneration Committee (HRREMCO)
- Namespace and ICT Committee (NICOM)

4.1.2. AUDIT AND RISK

.zadna has once again enjoyed a clean audit report with minimum immaterial audit findings for the period under review; this is because the entity continues to implement adequate controls to address identified risks and monitor the audit and risk environment.

The Board assumes ultimate oversight and accountability for risk governance, which is discharged through the Audit and Risk Committee (ARC). Through the ARC, an effective Combined Assurance model has been put in place, with the external assurance provided by Makhadzi Inc and internal assurance provided by Nexia SAB&T.

All our risks are currently between Low and Medium with more identified as low risk. For this FY .zadna has no risks that we have identified as extremely high and/or critical. Below is our risk heat map for the period under review and how we have responded to some of our risks identified as major and requiring immediate attention.

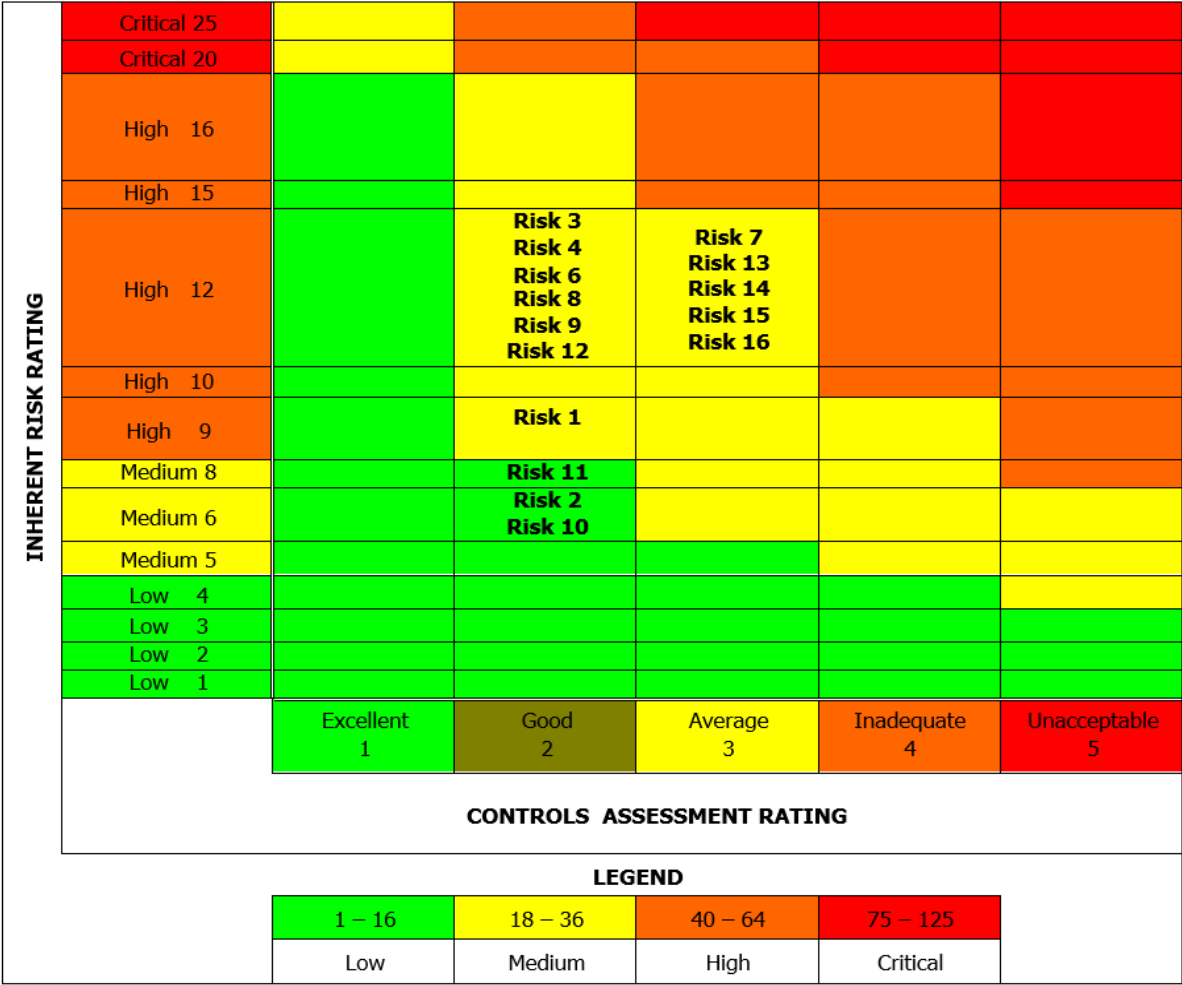


Figure #: .zadna Risk Heat Map

Figure # indicates the inherent ratings of .zadna risks to unbundle the Medium-rated risks and to provide assurance that mitigation plans and controls exist for these risks. The section that follows summarises the sampled risks and the rules in place. Internal Audit has tested these to be in place and assessed.

Risk #1No Finance Unit

- Impact - 3
- Likelihood - 3
- Inherent Risk Rating - 9
- Control Effectiveness – Good

The risk of having no finance unit within .zadna entailed several potential drawbacks. Without a dedicated team to manage financial matters, .zadna could face poor financial management, inaccurate reporting, increased fraud risk, missed opportunities for growth, and potential compliance and legal issues. Overall, the lack of a finance unit could jeopardize .zadna's financial stability, reputation, and long-term success. .zadna has put in place enough measures to mitigate these risks

to provide a financially stable environment that is safe for all its employees and all people we do business with.

#### **Risk #13 Perception of .zadna among external stakeholders**

- **Impact - 4**
- **Likelihood - 3**
- **Inherent Risk Rating - 12**
- **Control Effectiveness – Good**

Inadequate stakeholder management, as well as negative media coverage, has resulted in a lack of information or misinformation about .zadna in the media or among external stakeholders and external business partners. .zadna has put in place enough engagements through its communication platforms as well as tracking the .za and .zadna through mail alerts to use any opportunity to provide positive insight on any negative news.

#### **Risk #14 Impact of changes in the TLD environment, including the new TLD rounds and pricing offerings offered by TLD registries that operate in South Africa.**

- **Impact - 4**
- **Likelihood - 3**
- **Inherent Risk Rating - 27**
- **Control Effectiveness – Medium**

The risk of inadequate monitoring of the Top-Level Domain (TLD) environment refers to the failure to effectively oversee and track the activities, security, and performance of TLDs on the internet. Insufficient monitoring of the TLD environment can lead to various consequences, such as increased vulnerability to cyberattacks, domain hijacking, and misuse of domains for illicit purposes. It can also result in degraded user experience, as poorly maintained TLDs may suffer from downtime or technical issues.

Furthermore, without robust monitoring, it becomes challenging to identify and address potential compliance violations, abuse of intellectual property, or other domain-related policy violations, which could negatively impact the overall stability and trustworthiness of the internet's domain name system. Additionally, inadequate monitoring of the TLD environment has resulted in the inability to track changes in the TLD environment; this has resulted in NewTLD rounds and pricing offerings offered by TLD registries that operate in South Africa. We have continuously benchmarked the impact of ccTLDs on introducing the new gTLDs delegated to have more control over this.

### **4.1.3. STAKEHOLDER RELATIONS AND MANAGEMENT**

.zadna has invested time and resources to improve its stakeholder relations and management. Furthermore, .zadna has prioritised the formation of key strategic partnerships which will enable .zadna to have meaningful and impactful projects, activities, and products and services to offer to its markets.

a) Convened the Annual General Meeting and the Special General Meeting for its members to discuss pertinent issues relating to .zadna and to seek approval of the .zadna Budget that would ensure the strategic and operational objectives of .zadna.

b) ICANN – .zadna continues to maintain close relations with the Internet Corporation for Assigned Names and Numbers (ICANN), a multistakeholder group and Non-Profit Organisation responsible for coordinating the maintenance and procedures of several databases related to the namespaces and numerical spaces of the Internet, ensuring the network's stable and secure operation. This includes participation at various Policy Forums providing insight on topical South African priorities through presentations.

#### **For this financial year, .zadna participated at the following Forums:**

- ICANN 74 Meeting held in June 2022 in Netherlands; and
- ICANN 75 held in September 2022 in Malaysia

c) AFRINIC – .zadna has solidified its engagement with AFRINIC, the regional Internet Registry for Africa. This was done through .zadna registration as an AFRINIC Associate Member. .zadna does not use Assigned IP Number resources but have a substantial interest in Internet Protocol number resources management and the mission of AFRINIC, particularly for IP Number resources retained by .za namespace users and within the African continent.

d) AfTLD – .zadna as a Regulator of the .za namespace participates at the Africa Top Level Domains Organization (AFTLD), a forum for ccTLD managers from the Africa Region to discuss issues regarding management of ccTLD registries. The forum is aimed coordinating, formulating, developing and presenting a unified approach to issues related to the Domain Name System.

e) ITU – .zadna participated in the International Telecommunications Union, a specialised agency for information and communications technologies. It facilitates international connectivity in communications networks, allocates global radio spectrum and satellite orbits, develops the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide. .zadna participation is through the Department of Communications and Digital Technologies and forms part of the study groups on various topics of interest to ITU including but not limited to Digital Inclusion, Internet Governance and Cybersecurity.

For this financial year, .zadna participated at the ITU Study Group held in May 2022 in Geneva, Switzerland.

f) .zadna incepted a Domain Name Systems Research Chair initiative that is intended to bring solutions to the digital divide challenges that are brought about the digital revolution phenomenon and the fourth industrial revolution. The Research Chair is a collaboration of .zadna together with the University of Limpopo and is supported by the MICT SETA.

g) FSBBC - .zadna concluded a three year strategic partnership with the Free State Black Business Council (FSBBC) for joint programmes and activities aimed at empowering the Free State-based SMMEs & communities with skills and knowledge about the Domain Name Systems Industry (DNS).



- h) Innovolution Edu Programmes (Tech Savy) - .zadna concluded a three year strategic partnership with Innovolution Edu Programmes (Tech Savy) aimed at jointly implementing activities for skills development and deployment of domain products integrated to developed platforms for Teachers and Learners in selected schools in South Africa.
- i) DoE Free State - .zadna concluded a three-year strategic partnership with the Department of Education in the Free State Province for the implementation of the Schools Digitalisation Project to deployed domain names and online solution to schools in the district municipalities of the Free State province where the beneficiary schools are situated.
- j) .zadna concluded a three year revised and enhanced strategic partnership with the Films and Publications Board with a focus on joint interventions in dealing with cybercrimes and child online harm while also providing formal information sharing and training in the abovementioned areas.
- k) .zadna participated in the Provincial Industry 4.0 Summit organised by MICT SETA in collaboration with the Free State Provincial Government to showcase advances relating to the utility of 4IR technologies in accelerating inclusive economic growth of the Free State provincial economy

#### 4.1.4. BOARD OF DIRECTORS

The Minister appoints .zadna non-executive Directors (NEDs) as stipulated in Section 62 of the ECT Act. The Act stipulates that the Minister should appoint nine NEDs. The current NEDs are for the year under review are as detailed in **Table 6**.

**Table 6: Current .zadna Directors**

Director	Tenure	Date appointed	Tenure expiry
<b>Board of Directors</b>			
1. Ms Palesa Legoze (Chairperson)	4 years	1 November 2019	31 October 2023
2. Ms Veronica Motloutsi (Deputy Chairperson)	4 years	1 November 2019	31 October 2023
3. Ms Sizo Mzizi	4 years	1 November 2019	31 October 2023
4. Ms Malekgoloane Malapane	4 years	1 November 2019	31 October 2023
5. Ms Anriette Esterhuysen (Resigned 31 August 2022)	4 years	1 November 2019	31 October 2023
6. Mr Nicholas Msibi (ARC Chairperson)	4 years	1 November 2019	31 October 2023
7. Prof Kasturi Moodaliyar	4 years	1 November 2019	31 October 2023
8. Prof Daniel Mashao	4 years	1 November 2019	31 October 2023
9. Vacant			

The tenure is determined in the .zadna Articles of Association and ranges from 3 to 4 years. The Articles allow each Director to serve a maximum of 2 tenures in succession. In the current Board, Mr Nicholas Msibi is serving a second term. The CEO of .zadna is also an *ex officio* member of the Board and is currently the only executive of the company. For the year under review, .zadna utilised

company secretarial services provided by IKB Company Secretaries.

#### 4.1.5. BOARD MEETINGS

During 2022/2023 the Board met in all quarters and had special meetings.

**Table 7** lists the Board meetings that were held and the type of meetings that were convened.

**Table 7: Board meetings in 2022/2023**

Board meeting date	Type of meeting
28 April 2022	This was an ordinary meeting
09 June 2022	This was a special meeting
4 July 2022	This was a special meeting
28 July 2022	This was an ordinary meeting
18 August 2022	This was a special meeting
27 October 2022	This was an ordinary meeting
02 September 2022	This was an Annual General Meeting (AGM)
18 November 2022	This was a Strategic Planning meeting
07 December 2022	This was a special meeting with the Minister
8 December 2022	This was a special meeting
20 January 2023	This was the Special General Meeting (SGM)
26 Jan 2023	This was an ordinary meeting

#### 4.1.6. BOARD COMMITTEES

During 2022/2023 the Board Committees met every quarter and had special meetings.

Table 8 below lists the Board Committee meetings that were held.

**Table 8: Board Committees meetings in 2022/2023**

Committee	No. of ordinary meetings held	No. of special meetings held	No. of members	Name of Members
Audit and Risk Committee	9	5	3	Mr Niholas Msibi ( <i>Chairperson</i> ) Ms Sizo Mzizi Ms. Malekgoloane Malapane
HR and Remuneration Committee (HRREMCO)	4	0	3	Ms. Malekgoloane Malapane ( <i>Chairperson</i> ) Ms. Anriette Esterhuysen (Resigned 31 August 2022) Ms. Kasturi Moodaliyar Ms Legoze (Interim Member – Aug 22 – 31 March 2023)

Committee	No. of ordinary meetings held	No. of special meetings held	No. of members	Name of Members
Namespace and ICT Committee	7	4	3	Ms Veronica Motloutsi ( <i>Chairperson</i> ) Mr Nicholas Msibi Prof Daniel Mashao Ms Palesa Legoze

#### 4.1.7. DIRECTOR ATTENDANCE REPORT

**Table 9** below outlines the attendance of meetings by individual Directors during the year.

**Table 9: Director Attendance Report**

PERIOD	NAME OF DIRECTORS	BOARD	ARC	NIMCOM	HRRESCO
April 2022 to March 2023	Ms Palesa Legoze	12	3	6	1
	Ms Sizo Mzizi	11	8	0	0
	Ms Veronica Motloutsi	12	2	7	0
	Ms Malekgoloane Malapane	12	7	0	4
	Ms Anriette Esterhuysen	4		0	2
	Ms Rendani Mbuva	0			
	Prof. Kasturi Moodaliyar	12	1		4
	Prof. Daniel Mashao	10	2	7	0
	Mr Nicholas Msibi	12	9	7	0

## PART E: ANNUAL FINANCIAL STATEMENTS





# THE ZA DOMAIN NAME AUTHORITY NPC

THE ZA DOMAIN NAME AUTHORITY NPC  
(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements  
for the year ended 31 March 2023

**Audited Financial Statements**  
in compliance with the Companies Act of South Africa

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

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# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## General Information

Country of Incorporation and Domicile	South Africa
Registration Number	2003 / 021150 / 08
Nature of Business and Principal Activities	The regulation and management of the ZA domain name space
Directors	Ms P Legoze (Board Chairperson) Mr N Msibi (ARC Chairperson) Ms V Motloutsi Prof D Mashao Prof K Moodaliyar Ms M Malapane Ms S Mzizi Ms A Esterhuysen (Resigned 31 August 2022)
Registered Office	44 Grand Central Road Sanofi House First Floor Midrand 1685
Postal Address	PO Box 4620 Halfway House Midrand Gauteng 1685
Bankers	ABSA
Tax Number	9149669153
Value Added Tax Number	4110263821
Level of Assurance	These financial statements have been audited in compliance with the applicable requirements of the Companies Act of South Africa.
Auditors	Makhadzi Consulting Inc Ground Floor Southdowns Ridge Office Park Irene, Centurion 0149

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## General Information

Company Secretary	First Corporate Secretaries (Pty) Ltd 1 Canterbury Crescent Gallo Manor Sandton Gauteng 2052
Preparer	The Financial statements were compiled by ZADNA



## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Directors' Responsibilities and Approval

The directors are required by the Companies Act of South Africa to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements satisfy the financial reporting standards with regards to form and content and present fairly the statement of financial position, results of operations and business of the company, and explain the transactions and financial position of the business of the company at the end of the financial year. The annual financial statements are based upon appropriate accounting policies consistently applied throughout the company and supported by reasonable and prudent judgements and estimates.

The directors acknowledge that they are ultimately responsible for the system of internal financial control established by the company and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the directors set standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the company and all employees are required to maintain the highest ethical standards in ensuring the company's business is conducted in a manner that in all reasonable circumstances is above reproach.

The focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risk across the company. While operating risk cannot be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss. The going-concern basis has been adopted in preparing the financial statements. Based on forecasts and available cash resources the directors have no reason to believe that the company will not be a going concern in the foreseeable future. The annual financial statements support the viability of the company.

The external auditors are responsible for independently auditing and reporting on the company's annual financial statements. The annual financial statements have been examined by the company's external auditors and their disclaimed audit report is presented on pages 7 to 9.

The annual financial statements set out on pages 10 to 35, and the supplementary information set out on pages 36 to 38 which have been prepared on the going concern basis, were approved by the directors and were signed on 07 September 2023 on their behalf by:



Ms P Legoze (Board Chairperson)



Mr N Msibi (ARC Chairperson)

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Directors' Report

The directors present their report for the year ended 31 March 2023.

#### 1. Review of activities

##### Main business and operations

The company is in the regulation and management of the ZA domain name space. There were no major changes herein during the year.

The operating results and statement of financial position of the company are fully set out in the attached financial statements and do not in our opinion require any further comment.

#### 2. Going concern

The annual financial statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

The directors believe that the company has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis.

The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable cash requirements.

The company incurred a net deficit for the year ended 31 March 2023 of R2,215,995 (2022 surplus: R2,901,381).

#### 3. Events after reporting date

The directors are not aware of any matter or circumstance arising since the end of the financial year to the date of this report that could have a material effect on the financial position of the company.

#### 4. Directors' interest in contracts

To our knowledge none of the directors had any interest in contracts entered into during the year under review.

#### 5. Authorised and issued share capital

The company is incorporated without any share capital.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Directors' Report

### 6. Directors

The directors of the company during the year and up to the date of this report are as follows:

Ms P Legoze (Board Chairperson)  
Mr N Msibi (ARC Chairperson)  
Ms V Motloutsi  
Prof D Mashao  
Prof K Moodaliyar  
Ms M Malapane  
Ms S Mzizi  
Ms A Esterhuysen (Resigned 31 August 2022)

### 7. Secretary

The company's designated secretary is First Corporate Secretaries (Pty) Ltd.

### 8. Independent Auditors

Makhadzi Consulting Inc were appointed as independent auditors of THE ZA DOMAIN NAME AUTHORITY NPC



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Ground Floor Southdowns Ridge Office  
Park, Irene, Centurion, 0149, South Africa

SAICA no: 30734014 IRBA no: 948846-0000

## Independent Auditor's Report

### To the Members of The ZA Domain Name Authority (NPC)

### Report on the Audit of the Annual Financial Statements

#### Opinion

We have audited the annual financial statements of The ZA Domain Name Authority (NPC) set out on pages 11 to 23, which comprise the statement of financial position as at 31 March 2023, and the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the annual financial statements, including a summary of significant accounting policies.

In our opinion, the annual financial statements present fairly, in all material respects, the financial position of The ZA Domain Name Authority (NPC) as at 31 March 2023, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa.

#### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Annual Financial Statements section of our report. We are independent of the company in accordance with the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Emphasis of Matter – Value-Added Tax (VAT)

The financial statements of ZADNA as of 31 March 2023 reveal two notable concerns. Firstly, there is a significant R30,927.51 disparity between reported Value-Added Tax (VAT) in the VAT Statement of Account and the corresponding ledger balance, attributed to VAT input under-declaration. Secondly, ZADNA's management recognizes a R268,352.15 receivable, stemming from VAT overpayment to SARS due to alleged input under-declaration. It's important to note that no provision has been made for potential liability if SARS rejects the assessment, which could impact ZADNA's financial position and operations. These matters, though not impacting our unqualified opinion, require attention and understanding by stakeholders for a complete view of ZADNA's financial situation and potential future developments.

#### Other Information

The directors are responsible for the other information. The other information comprises the information included in the document titled "The ZA Domain Name Authority (NPC) Annual Financial Statements for the year ended 31 March 2023", which includes the Directors' Report, and the statement of Directors' Responsibilities and Approval as required by the Companies Act of South Africa, which we obtained prior to the date of this report, and the supplementary information set out on pages 24 to 25. The other information does not include the annual financial statements and our auditor's report thereon.

Our opinion on the annual financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.



In connection with our audit of the annual financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the annual financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Responsibilities of the Directors for the Annual Financial Statements**

The directors are responsible for the preparation and fair presentation of the annual financial statements in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of annual financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the annual financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

**Auditor's Responsibilities for the Audit of the Annual Financial Statements**

Our objectives are to obtain reasonable assurance about whether the annual financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual financial statements.

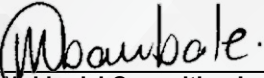
As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the annual financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the annual financial statements, including the disclosures, and whether the annual financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Report on Other Legal and Regulatory Requirements**

In terms of the IRBA Rule published in Government Gazette Number 39475 dated 4 December 2015, we report that Makhadzi Consulting Inc have been the auditors of The ZA Domain Name Authority (NPC) for 2 years.



**Makhadzi Consulting Inc**  
**Lindelani Mbambale-Mathobo**  
**Director / Partner**  
**Registered Auditor**

07 september 2023

**Southdowns Ridge Office Park**  
**John Voster Drive**  
**Centurion**  
**0062**

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Statement of Financial Position

Figures in R	Notes	2023	Restated * 2022
<b>Assets</b>			
<b>Non-current assets</b>			
Property, plant and equipment	5	1,198,010	720,251
Financial Assets at amortised cost	8	12,000,000	12,000,000
<b>Total non-current assets</b>		<b>13,198,010</b>	<b>12,720,251</b>
<b>Current assets</b>			
Trade and other receivables	7	4,576,306	3,901,746
Cash and cash equivalents	9	11,824,870	14,063,530
<b>Total current assets</b>		<b>16,401,176</b>	<b>17,965,276</b>
<b>Total assets</b>		<b>29,599,186</b>	<b>30,685,527</b>
<b>Equity and liabilities</b>			
<b>Equity</b>			
Accumulated surplus		25,646,442	27,862,437
Other non-distributable reserves	23	477,397	-
<b>Total equity</b>		<b>26,123,839</b>	<b>27,862,437</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	10	3,475,347	2,823,090
<b>Total equity and liabilities</b>		<b>29,599,186</b>	<b>30,685,527</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Statement of Comprehensive Income

Figures in R	Notes	2023	Restated * 2022
Revenue	13	20,573,884	20,071,561
Other income	14	2,193,232	55,395
Other expenses	16	(1,260,304)	(1,417,143)
Operating Expenses	17	(25,333,222)	(17,039,193)
Other gains and (losses)		(55,705)	-
<b>(Deficit) / surplus from operating activities</b>		<b>(3,882,115)</b>	<b>1,670,620</b>
Finance income	18	1,666,120	1,230,761
<b>(Deficit) / surplus for the year</b>		<b>(2,215,995)</b>	<b>2,901,381</b>
<b>Other comprehensive income net of tax</b>			
<b>Components of other comprehensive income that will not be reclassified to surplus or deficit</b>			
Gains on revaluation	22	477,397	-
<b>Total other comprehensive income that will not be reclassified to surplus or deficit</b>		<b>477,397</b>	<b>-</b>
<b>Total other comprehensive income net of tax</b>		<b>477,397</b>	<b>-</b>
<b>Total comprehensive income</b>		<b>(1,738,598)</b>	<b>2,901,381</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.



## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Statement of Changes in Equity

Figures in R	Revaluation surplus	Accumulated surplus	Total
<b>Balance at 1 April 2021 as previously reported</b>	-	25,271,009	25,271,009
Prior period errors *	-	(309,953)	(309,953)
<b>Balance at 1 April 2021 as restated</b>	-	24,961,060	24,961,056
<b>Changes in equity</b>			
Surplus for the year	-	2,901,381	2,901,381
Total comprehensive income for the year	-	2,901,381	2,901,381
<b>Balance at 31 March 2022</b>	-	<b>27,862,437</b>	<b>27,862,437</b>
<b>Balance at 1 April 2022</b>	-	27,862,437	27,862,437
Increase (decrease) due to corrections of prior period errors	-	-	-
<b>Balance at 1 April 2022 as restated</b>	-	27,862,437	27,862,437
<b>Changes in equity</b>			
Deficit for the year	-	(2,215,995)	(2,215,995)
Other comprehensive income **	477,397	-	477,397
Total comprehensive income for the year	477,397	(2,215,995)	(1,738,598)
<b>Balance at 31 March 2023 as restated</b>	<b>477,397</b>	<b>25,646,442</b>	<b>26,123,839</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

\*\* Refer to Note 23

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Statement of Cash Flows

Figures in R	Notes	2023	Restated * 2022
<b>Net cash flows (used in) / from operations</b>	21	<b>(3,408,209)</b>	<b>7,429,102</b>
Interest received		1,666,120	1,230,761
<b>Net cash flows (used in) / from operating activities</b>		<b>(1,742,089)</b>	<b>8,659,863</b>
<b>Cash flows used in investing activities</b>			
Purchase of property, plant and equipment		(496,571)	(680,824)
Purchase of other non-financial asset		-	-
Purchase of other financial assets		-	(10,000,000)
Decrease in Non-current receivables		-	7,504
<b>Cash flows used in investing activities</b>		<b>(496,571)</b>	<b>(10,673,320)</b>
<b>Net decrease in cash and cash equivalents</b>		<b>(2,238,660)</b>	<b>(2,013,457)</b>
Cash and cash equivalents at beginning of the year		14,063,530	16,076,987
<b>Cash and cash equivalents at end of the year</b>	9	<b>11,824,870</b>	<b>14,063,530</b>

\*As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

### 1. General information

THE ZA DOMAIN NAME AUTHORITY NPC ('the company') is in the regulation and management of the ZA domain name space.

The company is incorporated as a Non Profit Company and domiciled in South Africa. The address of its registered office is 44 Grand Central Road, Sanofi House, First Floor, Midrand, 1685.

### 2. Basis of preparation and summary of significant accounting policies

The financial statements of THE ZA DOMAIN NAME AUTHORITY NPC have been prepared in accordance with the International Financial Reporting Standards for SMEs and the Companies Act of South Africa. They are presented in South African Rand.

The principal accounting policies applied in the preparation of these annual financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### 2.1 Property, plant and equipment

Property, plant and equipment is stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by the directors.

The company adds to the carrying amount of an item of property, plant and equipment the cost of replacing parts of such an item when that cost is incurred if the replacement part is expected to provide incremental future benefits to the company. The carrying amount of the replaced part is derecognised. All repairs and maintenance are charged to surplus or deficit during the period in which they are incurred.

After initial recognition, the company measures certain classes of property, plant and equipment using the cost model. The measurement base is set out in the table below. Property, plant and equipment measured in accordance with the cost model is shown at cost less accumulated depreciation and any accumulated impairment losses.

Revaluations are made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period. Increases in the carrying amount are recognised in other comprehensive income and accumulated in equity under the heading of revaluation surplus, except where the increase reverses a revaluation decrease of the same asset previously recognised in surplus or deficit. Decreases in the carrying amount are recognised in surplus or deficit except where the decrease reverses any credit balance existing in the revaluation surplus in respect of that asset in which case the decrease is recognised in other comprehensive income and reduces the amount accumulated in equity under the heading of revaluation surplus.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

### Basis of preparation and summary of significant accounting policies continued...

Asset class	Measurement base	Useful life / depreciation rate
Motor vehicles	Straight Line	5 Years
Fixtures and fittings	Straight Line	6 Years
Office equipment	Straight Line	3 Years
Computer equipment	Straight Line	3 Years
Computer software	Straight Line	3 Years
IT Equipment	Straight Line	3 Years

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, if there is an indication of a significant change since the last reporting date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised within other gains / (losses) in the statement of comprehensive income.

### 2.2 Financial instruments

#### Trade and other receivables, Financial assets at amortised cost, Loan and receivables

The company assesses its trade receivables, financial assets at amortised cost and loans and receivables at the end of each reporting period and shall recognise a loss allowance for expected credit losses on accounts receivables. The company makes judgements as to whether there is observable data indicating a measurable decrease in the estimated future cash flows from a financial asset. The Impairment for Trade receivables, held to maturity investments and loans and receivables is calculated on a portfolio basis, based on historical loss ratio, adjusted for national and industry-specific economic conditions and other indicators present at the reporting date that correlate with defaults on the portfolio. These annual loss ratios are applied to loan balances in the portfolio and scaled to the estimated loss emergence period.

#### Cash and cash equivalents

Cash and cash equivalents includes cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less. These are initially and subsequently recorded at fair value.

#### Trade and other payables

Trade payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

#### Other financial liabilities

Other financial liabilities are recognised initially at the transaction price, including transaction costs except where the liability will subsequently be measured at fair value.

Where the fair value of other financial liabilities can be measured reliably without undue cost or effort, these liabilities are subsequently measured at fair value with the changes in fair value being recognised in surplus or deficit.



# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

### Basis of preparation and summary of significant accounting policies continued...

Debt instruments are subsequently stated at amortised cost. Interest expense is recognised on the basis of the effective interest method and is included in finance costs.

Other financial liabilities are classified as current liabilities unless the company has an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

### 2.3 Leases

#### Definition

A lease is an agreement whereby the lessor conveys to the lessee in return for a payment or series of payments the right to use an asset for an agreed period of time. A finance lease is a lease that transfers substantially all the risks and rewards incidental to ownership of an asset. Title may or may not eventually be transferred. An operating lease is a lease other than a finance lease.

#### Classification

A lease is classified as a finance lease when it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease when it does not transfer substantially all the risks and rewards incidental to ownership.

#### Finance leases as lessee

At the commencement of the lease term, finance leases are recognised as assets and liabilities in the statements of financial position at the lower of the fair value of the leased property or the present value of the minimum lease payments, each determined at the inception of the lease. The discount rate used in calculating the present value of the minimum lease payments is the interest rate implicit in the lease, if this is practicable to determine. Where it is not, the incremental borrowing rate of the company is used. Any initial direct costs are added to the amount recognised as an asset.

Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding liability. The finance charge is allocated to each period during the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability. Contingent rents are charged as expenses in the periods in which they are incurred.

A finance lease gives rise to depreciation expense for depreciable assets as well as finance expense for each accounting period. Depreciation is charged in accordance with the policy set out for property, plant and equipment and intangible assets (whichever is applicable).

#### Operating leases as lessee

Lease payments under an operating lease are recognised as an expense on a straight-line basis over the lease term unless another systematic basis is more representative of the pattern of the benefit obtained.

### 2.4 Revenue

Revenue is measured at the fair value of the consideration received or receivable. Revenue is shown net of value-added tax, returns, rebates and discounts.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

### Basis of preparation and summary of significant accounting policies continued...

Revenue - Registry fees

- ZA Registry Consortium (ZARC) must charge and collect, from Registrars, the relevant fees as stipulated in Schedule 3 of the ZA Central Registry Operating Agreement (Registry fees) as amended from time to time. ZARC must pay ZADNA the relevant fees as stipulated in Schedule 4 (ZARC Registry Fees) as amended from time to time.

Register Payment Terms

- Creates or Rewards committed through the legacy system into Central Registry System will only be payable on receipt of payment. Creates or Rewards by an EPP Registrar will be due and payable on the commitment to the Central Registry System.

Transaction Fee Payment Terms

- The legacy Transaction Fee (Legacy creates and renewals) will only be based on payment and not on transaction itself. Creates, renewals and/or Grace Period refund committed by an EPP Registrar into the Central Registry system, will be due upon commitment of transaction. Creates, Renewals and/or Grace Periods Refunds committed by EPP registrar into Central Registry system, will be due upon commitment of transaction.

Interest income is recognised using the effective interest method. Interest income refers to interest accrued over time through a business's investment in financial instruments. Interest income is recognised when earned.

Other Income is recognised when realised and earned, not necessarily when received.

### 2.5 Employee benefits

#### Short-term employee benefits

The cost of short-term employee benefit (those payable within 12 months after the service is rendered, such as leave pay and sick leave, bonuses, and non-monetary benefits such as medical care) are recognised in the period in which the service is rendered and are not discounted.

The expected cost of compensated absences is recognised as an expense as the employees render services that increase their entitlement or, in the case of non-accumulating absences, when the absence occurs.

The expected cost of profit sharing and bonus payments is recognised as an expense when there is a legal or constructive obligation to make such payments as a result of past performance.

### 3. Critical accounting estimates and judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

*Critical accounting estimates and judgements continued...*

### 3.1 Critical accounting estimates and assumptions

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

### 3.2 Risk Management

#### Capital Risk

Capital risk is the risk that the company will not be able to continue as a going concern for the foreseeable future. Capital risk is managed by robust budgeting and forecasting to ensure that current retained earnings as well as funding to be received is sufficient to fund current planned activities in the foreseeable future. There are no externally imposed capital requirements.

There have been no changes to what the entity manages as capital, the strategy for capital maintenance or externally imposed capital requirements from the previous year.

#### Liquidation Risk

The company's liquidity risk relates to the availability of funds for future commitments. The company manages liquidity risk by not entering into future commitments before funding for such expenditure is obtained. Cash flow forecasts are prepared and monitored to ensure adequate management of cash resources and short term investment maturities in order to ensure that cash resources are available when obligations become due.

#### Credit risk

Credit risk consists mainly of cash deposits, cash equivalents and trade debtors. The company's maximum exposure to credit risk is the carrying amount of cash and cash equivalents and trade and other receivables. Credit risk is managed by only banking with financial institutions that have a good reputation and a very good credit rating.

### 3.3 New standards and interpretations not yet adopted

A number of new standards and amendments to existing standards have been issued but not yet effective for the reporting period and have not been applied in preparing these annual financial statements. Unless specifically noted to the contrary, these amendments are not expected to have a material impact on the company.

#### Amendments to IAS 16, Property, plant and equipment

'Property, plant and equipment' prohibit a company from deducting from the cost of property, plant and equipment amounts received from selling items produced while the company is preparing the asset for its intended use. Instead, a company will recognise such sales proceeds and related cost in profit or loss. The amendment was published during May 2020 and its effective period is annual periods beginning on or after 01 January 2022.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Accounting Policies

*Critical accounting estimates and judgements continued...*

### Amendments to IAS 37, Provisions, contingent liabilities and contingent assets

'Provisions, contingent liabilities and contingent assets' specify which costs a company includes when assessing whether a contract will be loss-making. The amendment was published during May 2020 and its effective period is annual periods beginning on or after 01 January 2022.

### Amendments to IFRS 17, Insurance contracts

This standard replaces IFRS 4, which currently permits a wide variety of practices in accounting for insurance contracts. IFRS 17 will fundamentally change the accounting by all entities that issue insurance contracts and investment contracts with discretionary participation features. The amendments are effective for annual reporting periods beginning on or after 1 January 2023, with earlier application permitted.

### Amendments to IAS 1 Classification of liabilities as current or non-current

The amendments aim to help companies determine whether, in the statement of financial position, debt and other liabilities with an uncertain settlement date should be classified as current (due or potentially due to be settled within one year) or non-current. The amendments include clarifying the classification requirements for debt a company might settle by converting it into equity. The amendments are effective for annual reporting periods beginning on or after 1 January 2023, with earlier application permitted.

## 4. Change in Accounting Policy

In accordance with Section 10 for IFRS for SME standards, accounting policies estimates and errors, there was an adjustment in the current financial year in the carrying amount of Motor vehicles and office furniture. Motor vehicle and Office furniture which have reached the end of their useful life, which were still in good condition and in use were revaluated. These assets which were initially recognised on cost model were assessed and recognised on revaluation model. The adjustment resulted to a Revaluation gain of R 477,397.31.



## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R

Restated \*

#### 5. Property, plant and equipment

Balances at year end and movements for the year

Reconciliation for the year ended 31 March 2023

Balance at 1 April 2022

At cost/ valuation

Accumulated depreciation

Carrying amount

Movements for the year ended 31 March 2023

Additions from acquisitions

Depreciation

Revaluation increase (decrease) \*

Disposals

Property, plant and equipment at the end of the year

Closing balance at 31 March 2023

At cost/ valuation

Accumulated depreciation

Carrying amount

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R

Restated \*

Property, plant and equipment continued...

Reconciliation for the year ended 31 March 2022

Balance at 1 April 2021

At cost/ valuation

Accumulated depreciation

Carrying amount

Movements for the year ended 31 March 2022

Additions from acquisitions

Depreciation

Property, plant and equipment at the end of the year

Closing balance at 31 March 2022

At cost/ valuation

Accumulated depreciation

Carrying amount

\* Refer to Note 22

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
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### 6. Financial assets

#### 6.1 Carrying amount of financial assets by category

##### Year ended 31 March 2023

	Financial assets at amortised cost	Financial assets at fair value	Total
Other financial assets (Note 8)	12,000,000	-	12,000,000
Trade and other receivables excluding non-financial assets (Note 7)	-	4,450,344	4,450,344
Cash and cash equivalents (Note 9)	-	11,824,870	11,824,870
	<b>12,000,000</b>	<b>16,275,214</b>	<b>28,275,214</b>

##### year ended 31 March 2022

	Financial assets at amortised cost	Financial assets at fair value	Total
Other financial assets	12,000,000	-	12,000,000
Trade and other receivables excluding non-financial assets (Note 7)	-	3,808,362	3,808,362
Cash and cash equivalents (Note 9)	-	14,063,530	14,063,530
	<b>12,000,000</b>	<b>17,871,892</b>	<b>29,871,892</b>

The entity does not have any financial assets that have been pledged as security.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
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### 7. Trade and other receivables

#### 7.1 Trade and other receivables comprise:

Trade receivables	2,144,889	2,066,397
Accrued Income	2,034,336	1,001,553
Prepaid expenses	99,794	93,384
Deposits	271,119	271,119
Employee costs in advance	-	8,000
Central Registry Arbitration	-	429,153
Vodacom IT Equipment	-	32,140
Value added tax	26,168	-
	<b>4,576,306</b>	<b>3,901,746</b>

#### Credit quality of trade and other receivables

The credit quality of trade and other receivables that are neither past due or impaired can be assessed by reference to external credit rating. If available or to historical information about counter party default rates. The majority of trade receivables pertain to one specific counter party of which the risk is assessed by directors on a continuous basis. The risk is currently assessed at being very low hence there have been no provision for bad debts or impairment on trade and other receivables.

#### Fair Value of Trade receivables

The fair value of trade receivable approximate their carrying value due on the short term maturity of these receivables.

#### Value added tax

Prior period Value Added Tax was restated due to prior period error. Refer to note 24.

#### 7.2 Age Analysis

Current	1,123,374	3,129,193
1 Month past due	-	-
2 Months past due	-	-
3 Months past due	-	-
over 3 Months past due	3,463,606	866,489
<b>At the end of the year</b>	<b>4,586,980</b>	<b>3,995,682</b>

### 8. Financial Assets at amortised cost

#### Financial Assets at amortised cost incorporates the following balances:

Long term investment with Nedbank	12,000,000	12,000,000
	<b>12,000,000</b>	<b>12,000,000</b>

R 12m Long-term Fixed deposit with Nedbank is for 60 Months at the rate of 8,63% p/a, Maturity date is 09 April 2026



# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>9. Cash and cash equivalents</b>		
<b>Cash</b>		
Balances with banks	2,230,769	7,405,452
<b>Other cash and cash equivalents</b>	<b>9,594,101</b>	<b>6,658,078</b>
	<b>11,824,870</b>	<b>14,063,530</b>
<b>9.1 Net cash and cash equivalents</b>		
Current assets	11,824,870	14,063,530
<b>9.2 Detail of cash and cash equivalent balances</b>		
<b>Bank balances</b>		
Bank balances	2,230,769	7,405,452
<b>Other cash and cash equivalents</b>		
ABSA Call Account	5,588,821	6,376,314
ABSA ADR Bank Account	296,033	276,824
Petty Cash	5,325	4,940
ABSA Fixed Deposit	3,703,922	-
<b>Total</b>	<b>9,594,101</b>	<b>6,658,078</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>10. Trade and other payables</b>		
<b>Trade and other payables comprise:</b>		
Trade creditors	1,764,506	1,260,966
Provision for leave pay	893,066	518,489
Accrued leave pay	377,845	318,638
Accrued Provident Fund	50,819	44,788
Accrued Salaries Other	3,168	3,168
Accrued Medical Aid	29,568	17,917
Accrued Directors Fees	10,838	14,000
Provision for Audit Fees	170,000	192,400
PAYE	75,470	163,159
Accrued Salaries	804	33
UIF	7,261	5,879
Vodacom IT Equipment Payable	22,489	-
ABSA Credit Card	24,714	28,249
MTN Payable	44,799	-
Value added tax	-	255,404
<b>Total trade and other payables</b>	<b>3,475,347</b>	<b>2,823,090</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

## 11. Financial liabilities

### Carrying amount of financial liabilities by category

	Financial liabilities at fair value	Total
<b>Year ended 31 March 2023</b>		
Trade and other payables excluding non-financial liabilities (Note 10)	3,475,347	<b>3,475,347</b>
<b>year ended 31 March 2022</b>		
Trade and other payables excluding non-financial liabilities (Note 10)	2,567,686	<b>2,567,686</b>

## 12. Taxation

No provision has been made for the 2023 Tax year as the entity has been granted tax exemption by SARS in terms of section 10(1)(N) of the Income Tax Act. The Company is a registered Non Profit Company in terms of Schedule 1 and Section 10 of the companies Act, Act 71 of 2008 and section 122 of the companies Amendment Act , Act 3 of 2011.

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>13. Revenue</b>		
<b>Revenue comprises:</b>		
ZA Central Registry Fees	20,573,884	20,071,561
Revenue is derived from domain name registry fees. ZARC must pay over to .ZADNA the relevant fees as stipulated in the .za SLD Pricing and Distribution Schedule (PDS) - Annexure D as amended from time to time, in accordance to the .ZA Second Level Domain (SLD) operating agreement concluded between ZADNA and ZARC in 2022. This agreement entitles ZADNA to receive revenue from ZARC on per domain name basis from, co.za, org.za, net.za , web.za domain name registrations at the rate of R15 excl VAT per annum.		
<b>14. Other income</b>		
<b>Other income comprises:</b>		
Other Income	101,402	50,395
ADR fees received	65,928	5,000
Insurance claim received	46,913	-
MICSETA Funding	1,978,989	-
<b>Total other income</b>	<b>2,193,232</b>	<b>55,395</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

### 15. Employee cost

#### 15.1 Employee cost comprises:

Salaries & Wages	5,969,993	4,391,148
PAYE	1,771,045	1,565,409
UIF	70,346	46,722
Medical Aid	386,763	255,707
Leave pay	59,206	123,351
Salaries and wages - Other	-	3,168
Bonus	893,066	195,999
Provident Fund	749,667	565,134
	<b>9,900,086</b>	<b>7,146,638</b>

#### 15.2 Directors comprises:

Directors fees	1,380,724	1,361,379
Stakeholders related allowances	418,370	20,942
	<b>1,799,094</b>	<b>1,382,321</b>

## THE ZA DOMAIN NAME AUTHORITY NPC

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### Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>16. Other expenses</b>		
<b>Other expenses comprise:</b>		
Accounting fees	20,646	437,406
Audit Fees - Internal	131,744	-
Audit Fees - External	129,600	192,546
Bank charges	40,063	19,555
Computer Expenses / IT Hosting	356,535	363,787
Secretarial fees	408,734	351,828
Subscriptions : loDSA	-	16,900
Telephone & Internet	172,982	35,121
<b>Total other expenses</b>	<b>1,260,304</b>	<b>1,417,143</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.



# THE ZA DOMAIN NAME AUTHORITY NPC

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## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>17. Operating expenses</b>		
<b>Operating expenses comprise:</b>		
Advertising	-	179,509
Africa Internet Governance Forum (AfriGF)	162,464	7,762
Africa Internet/DNS Summit	12,420	30,132
Compliance	18,950	48,722
Conference expenses	4,617	-
Depreciation	440,504	323,762
Discount allowed	-	80
DTPS Meeting and Events	199,360	53,912
Electricity and water	168,366	-
Employee benefit expenses	11,699,180	8,528,959
Fines and Penalties - SARS	41,561	69,652
ICANN Contribution .ZA South Africa	765,275	-
Insurance	245,400	152,910
Internship programme	213,754	211,860
Legal expense	547,806	524,111
Membership Contribution - ICANN	16,545	-
Motor vehicle expense	39,146	12,896
Motor vehicle tracking	2,684	206
Namespace Awareness	1,182,140	413,408
Namespace Dev Registra Reseller	1,107,998	104,619
Office refurbishment	8,501	280
Office Supplies	94,831	56,188
Parliament Events and Travel	4,681	-
Postage	950	522
Printing and stationery	125,584	44,792
Professional Fees	375,419	732,172
Promotions	-	11,400
Recruitment Agencies	41,776	-
Rent paid	1,043,078	1,193,502
Repairs and maintenance	600	4,892
RLF Project	2,124,385	1,626,488
SA Internet Governance Forum	495,162	223,459
SA School of Internet Governance	115,927	87,382
Staff Engagement and Meeting catering	388,930	447,422
Stakeholder Relation and Board Travel	399,350	-
Strategic Planning Session	330,827	172,759
Training	366,088	152,791
Travel - Local	2,242,825	1,017,824
Website	-	33,492
ZA Infrastructure and DNSSEC	306,138	571,301
<b>Total Operating expenses</b>	<b>25,333,222</b>	<b>17,039,192</b>

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## Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
<b>Operating expenses continued...</b>		
* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.		
<b>18. Finance income</b>		
<b>Finance income comprises:</b>		
Interest received	1,666,120	1,230,761

## 19. Related parties

### 19.1 Compensation paid to directors and prescribed officers (2023)

Director Name (NED)	Directors Allowance	Stake holder Related Allowance	Total remuneration	Amounts related to services rendered as a director of the company	Total remuneration
Ms P Legoze (Board Chairperson)	343,893	179,570	523,463	523,463	523,463
Mr N Msibi (ARC Chairperson)	223,155	74,400	297,555	297,555	297,555
Ms V Motloutsi	177,868	54,000	231,868	231,868	231,868
Prof D Mashao	138,400	10,000	148,400	148,400	148,400
Prof K Moodaliyar	125,200	10,000	135,200	135,200	135,200
Ms M Malapane	164,504	36,400	200,904	200,904	200,904
Ms S Mzizi	157,200	49,600	206,800	206,800	206,800
Mr R Mbuva	-	-	-	-	-
Ms A Esterhuysen	50,504	4,400	54,904	54,904	54,904
<b>Total compensation paid to directors and prescribed officers</b>	<b>1,380,724</b>	<b>418,370</b>	<b>1,799,094</b>	<b>1,799,094</b>	<b>1,799,094</b>

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R	2023	Restated *
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*Related parties continued...*

#### 19.2 Compensation paid to directors and prescribed officers (2022)

Director Name (NED)	Directors Allowance	Stake holder Related Allowance	Total remuneration	Amounts related to services rendered as a director of the company	Total remuneration
Ms P Legoze (Board Chairperson)	260,982	20,942	281,924	260,982	260,982
Mr N Msibi (ARC Chairperson)	208,000	-	208,000	208,000	208,000
Ms V Motloutsi	162,000	-	162,000	162,000	162,000
Prof D Mashao	82,000	-	82,000	82,000	82,000
Prof K Moodaliyar	118,000	-	118,000	118,000	118,000
Ms M Malapane	142,000	-	142,000	142,000	142,000
Ms S Mzizi	150,000	-	150,000	150,000	150,000
Mr R Mbuva	124,000	-	124,000	124,000	124,000
Ms A Esterhuysen	114,000	-	114,000	114,000	114,000
<b>Total compensation paid to directors and prescribed officers</b>	<b>1,360,982</b>	<b>20,942</b>	<b>1,381,924</b>	<b>1,360,982</b>	<b>1,360,982</b>

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R

*Related parties continued...*

#### 19.3 Compensation paid to entity executive (2023)

Mr M M Wesi (CEO)	Salaries, bonuses and performance related payments	Amounts paid or payable to provident schemes	Other Reimbursements, travel claims and subsistence allowance at SARS rate	Total remuneration	Basic Salary	Bonus and performance related payment	Total remuneration
	1,824,030	166,950	86,071	2,077,051	1,669,500	154,530	1,990,980
	<b>1,824,031</b>	<b>166,951</b>	<b>86,071</b>	<b>2,077,051</b>	<b>1,669,500</b>	<b>154,530</b>	<b>1,990,980</b>

#### 19.4 Compensation paid to entity executive (2022)

Mr M M Wesi (CEO)	Salaries, bonuses and performance related payments	Amounts paid or payable to provident schemes	Total remuneration	Basic Salary	Provident Fund	Total remuneration
	1,590,000	159,000	1,749,000	1,590,000	159,000	1,749,000
	<b>1,590,000</b>	<b>159,000</b>	<b>1,749,000</b>	<b>1,590,000</b>	<b>159,000</b>	<b>1,749,000</b>



## THE ZA DOMAIN NAME AUTHORITY NPC

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Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
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#### 20. Going concern

The annual financial statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

The company earned a net deficit for the year ended 31 March 2023 of R2,215,995 (2022 surplus: R2,901,381).

#### 21. Net cash flows (used in) from operating activities

<b>(Deficit) / surplus for the year</b>	<b>(2,215,995)</b>	<b>2,901,381</b>
<b>Adjustments for:</b>		
Finance income	(1,666,120)	(1,230,761)
Depreciation and amortisation expense	440,504	323,763
Decrease from other financial liabilities	-	(7,504)
Gains and losses on disposal of non-current assets	55,705	-
<b>Change in operating assets and liabilities:</b>		
Adjustments for increase in trade accounts receivable	(78,492)	(669,009)
Adjustments for (increase) / decrease in other operating receivables	(596,068)	4,588,504
Adjustments for increase in trade accounts payable	503,540	1,260,965
Adjustments for increase in other operating payables	148,717	260,458
<b>Net cash flows from operations</b>	<b>(3,408,209)</b>	<b>7,427,797</b>

#### 22. Commitments

Leases - lessee		
Minimum Lease payments due		
-With one year	1,055,474	922,362
-in second to fifth year inclusive	-	475,868
	<u>1,055,474</u>	<u>1,398,230</u>

The commitment relates to Growth Point rentals, the contract ends on 31 August 2023. The entity is looking to enter in to a long term lease, an RFP was issued however no appointment has been made.

#### 23. Voluntary change in Accounting Estimate

The following voluntary changes have been made to the accounting estimates during the current financial year. The details and impact on these financial statements are detailed below.

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Notes to the Annual Financial Statements

Figures in R	2023	Restated * 2022
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#### Voluntary change in Accounting Estimate continued...

##### Changes in Accounting Policy

In accordance with Section 10 for IFRS for SME standards, accounting policies, estimates and errors, there was an adjustment in the current financial year to the carrying amount of Motor vehicles and Office furniture which had a zero net book value and were still in good condition and in use, were revaluated. These assets which were initially recognised on cost model were assessed and recognised on revaluation model. The reassessment resulted in revaluation gain of R 477,397.31. This gain is recorded in 2023 financial year.

#### 24. Prior period errors

The following prior period errors were corrected in the previous financial year. The effect of the error is disclosed below.

##### Trade receivables

Trade receivables were overstated with R 309 952 in 2022 due to additional assessments by SARS for the VAT period Aug 2021 and Feb 2022.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R

Restated \*

### 25. Impact of the application of the new and revised standards, voluntary changes in accounting policy and errors

	At 1 April 2021 as previously reported	Statement 1	Statement 2	Statement 3	Changes in Accounting Policy	Voluntary Statement 2	Voluntary Statement 3	Trade receivables	Trade payables	Error 3	At 1 April 2021 as restated
Property, plant and equipment	720,251	-	-	-	-	-	-	-	-	-	720,251
Other financial assets	12,000,000	-	-	-	-	-	-	-	-	-	12,000,000
<b>Total non-current assets</b>	<b>12,720,251</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>12,720,251</b>
Trade and other receivables	3,954,990	-	-	-	-	-	-	(53,244)	-	-	3,901,746
Cash and cash equivalents	14,063,530	-	-	-	-	-	-	-	-	-	14,063,530
<b>Total current assets</b>	<b>18,018,520</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(53,244)</b>	<b>-</b>	<b>-</b>	<b>17,965,276</b>
<b>Total assets</b>	<b>30,738,771</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(53,244)</b>	<b>-</b>	<b>-</b>	<b>30,685,527</b>
Trade and other payables	2,567,686	-	-	-	-	-	-	-	255,404	-	2,823,090
<b>Total current liabilities</b>	<b>2,567,686</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>255,404</b>	<b>-</b>	<b>2,823,090</b>
<b>Total liabilities</b>	<b>2,567,686</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>255,404</b>	<b>-</b>	<b>2,823,090</b>
<b>Net assets and liabilities</b>	<b>28,171,085</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(53,244)</b>	<b>(255,404)</b>	<b>-</b>	<b>27,862,437</b>
Accumulated surplus	27,660,277	-	-	-	-	-	-	(53,244)	255,404	-	27,862,437
Other non-distributable reserves	-	-	-	-	-	-	-	-	-	-	-
<b>Total effect on equity</b>	<b>27,660,277</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(53,244)</b>	<b>255,404</b>	<b>-</b>	<b>27,862,437</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements for the year ended 31 March 2023

## Notes to the Annual Financial Statements

Figures in R

2023

Restated \*  
2022

### 26. Contingent Assets

A receivable from SARS as a result of an overpayment due to Input VAT over declaration identified during the year under review.

The amount of R 286 352 is based on actual supplier invoices not included in the declaration.



## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021 150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Detailed Income Statement

Figures in R	Notes	2023	Restated * 2022
<b>Revenue</b>	13		
ZA Central Registry Fee		20,573,884	20,071,561
<b>Other income</b>	14		
ADR Fees Received		65,928	5,000
MICSETA Funding		1,978,989	-
Other Income		101,402	50,395
Outsurance Claim Payout		46,913	-
		<b>2,193,232</b>	<b>55,395</b>
<b>Administrative expenses</b>	16		
Accounting fees		(20,646)	(437,406)
Audit Fees - External		(129,600)	(192,546)
Audit Fees - Internal		(131,744)	-
Bank charges		(40,063)	(19,555)
Computer Expenses / IT Hosting		(356,535)	(363,787)
Secretarial fees		(408,734)	(351,828)
Subscriptions : IoDSA		-	(16,900)
Telephone & Internet		(172,982)	(35,121)
		<b>(1,260,304)</b>	<b>(1,417,143)</b>

The supplementary information presented does not form part of the annual financial statements and is unaudited

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021 150 / 08)

Annual Financial Statements for the year ended 31 March 2023

### Detailed Income Statement

Figures in R	Notes	2023	Restated * 2022
<b>Other expenses</b>	17		
Advertising		-	(179,509)
Africa Internet Governance Forum (AfriGF)		(162,464)	(7,762)
Africa Internet/DNS Summit		(12,420)	(30,132)
Compliance		(18,950)	(48,725)
Conference expenses		(4,617)	-
Depreciation - property, plant and equipment		(440,504)	(323,763)
Directors Fees		(1,799,094)	(1,382,321)
Discount allowed		-	(80)
DTPS Meeting and Events		(199,360)	(53,912)
Electricity and water		(168,366)	-
Employee costs - salaries		(9,900,086)	(7,146,638)
Fines and Penalties - SARS		(41,561)	(69,655)
ICANN Contribution .ZA South Africa		(765,275)	-
Insurance		(245,400)	(152,910)
Internship programme		(213,754)	(211,860)
Legal expense		(547,806)	(524,111)
Management fees		(41,776)	-
Membership Contribution - ICANN		(16,545)	-
Motor vehicle expense		(39,146)	(12,896)
Motor vehicle tracking		(2,684)	(206)
Namespace Awareness		(1,182,140)	(413,408)
Namespace Dev Registra Reseller		(1,107,998)	(104,619)
Office refurbishment		(8,501)	(280)
Office Supplies		(94,831)	(56,188)
Operating lease expense		(1,043,078)	(1,193,505)
Parliament Events and Travel		(4,681)	-
Postage		(950)	(523)
Printing and stationery		(125,584)	(44,795)
Professional Fees		(375,419)	(732,177)
Promotions		-	(11,400)
Repairs and maintenance		(600)	(4,893)
RLF Project		(2,124,385)	(1,626,488)
SA Internet Governance Forum		(495,162)	(223,459)
SA School of Internet Governance		(115,927)	(87,383)
Staff Engagement and Meeting catering		(388,930)	(447,427)
Stakeholder Relation and Board Travel		(399,350)	-
Strategic Planning Session		(330,827)	(172,759)
Training		(366,088)	(152,791)
Travel - Local		(2,242,825)	(1,017,824)
Website		-	(33,493)
ZA Infrastructure and DNSSEC		(306,138)	(571,301)
		<b>(25,333,222)</b>	<b>(17,039,193)</b>

The supplementary information presented does not form part of the annual financial statements and is unaudited

# THE ZA DOMAIN NAME AUTHORITY NPC

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## Detailed Income Statement

Figures in R	Notes	2023	Restated * 2022
<b>Other gains and losses</b>			
Gain or (loss) ON Asset Write off		(55,705)	-
<b>(Deficit) / surplus from operating activities</b>		<b>(3,882,115)</b>	<b>1,670,620</b>
<b>Finance income</b>			
Interest received	18	1,666,120	1,230,761
<b>(Deficit) / surplus for the year</b>		<b>(2,215,995)</b>	<b>2,901,381</b>

\* As a result of prior year errors, ZADNA has restated their comparative financial information. Refer to Note 24 for details.

# ANNEXURE A: ANNUAL PERFORMANCE REPORT

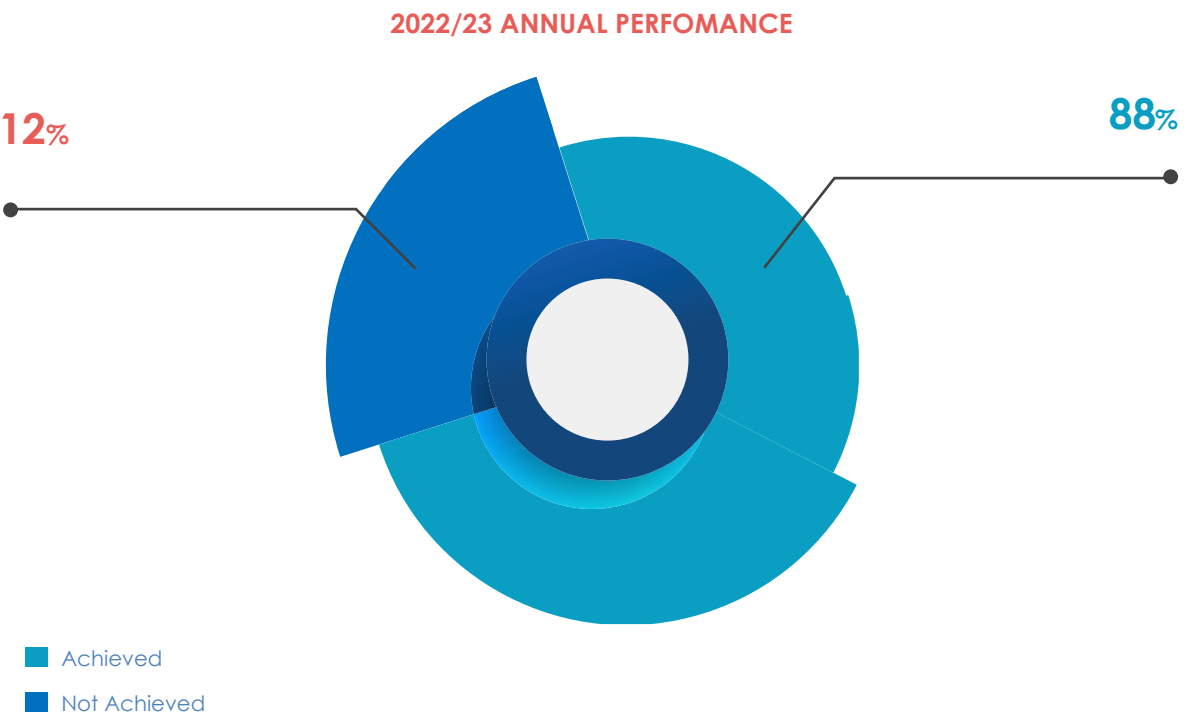


The supplementary information presented does not form part of the annual financial statements and is unaudited



1. Annual Performance Plan

During the 2022/23 financial year, .zadna achieved fifteen (15) of the seventeen (17) targets, resulting in an 88% achievement. The achievement rate is summarised in the graph below.



Annexure A: Annual Performance Report

OUTCOME NO 1	ANNUAL OBJECTIVE AND KEY ASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
1. SUSTAINABLE AND RESILIENT DOMAIN NAMESPACE	20000 domain names registered.	Achieved	<p><b>.zadna achieved the targets for the domain name registration. The achievement was as follows.</b></p> <ul style="list-style-type: none"><li>• Q1: 15 840</li><li>• Q2: 14560</li><li>• Q3:-583</li><li>• Q4: 10626</li></ul> <p>40444 domains were registered during the 2022/23 financial year.</p>	N/A
	One increase in domain name net growth (6500 domain names).	Not Achieved	280 domains were registered through the CIPC platform during the 2022/23 financial year. The non-achievement was due to the CIPC domain name registration platform failures.	There have been numerous system failures as customers could not register the domain through the CIPC terminals. .zadna will have monthly meetings with CIPC to address the system failures in the next financial year.

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
2. EMPOWERED COMMUNITIES	15 awareness events conducted	Achieved	<p>.zadna embarked on .za awareness campaigns in a form of outreach events that aims to create brand visibility and awareness of the .za brand and to advance .zadna's stakeholder engagement efforts.</p> <p>The campaigns enabled .zadna to brand in and outside the venue; exhibition platform to enable two-way communication with the audience; attain key stakeholder contacts and engage entrepreneurs about .za online presence for their business and to create an opportunity for future .za Registrar-Reseller training within the area.</p> <p><b>04 May 2022: .za Awareness Outreach Program at Kgolathuto Secondary School in Free State Province.</b></p> <p><b>11 May 2022: .za Awareness Outreach Program at NYDA, Cape Town in Western Cape Province.</b></p> <p><b>23 May 2022: .ZA Draft Registry and Registrar Licensing Regulation and Procedures Online Banner Ad.</b></p> <p><b>26 May 2022: .za Awareness Outreach Program at The Cortex Hub, East London, Eastern Cape Province.</b></p> <p>30 May 2022: .zadna Awareness Campaign on Have your say on .zadna's draft.</p> <p><b>Secondary School in Free State</b></p> <ul style="list-style-type: none"> <li>.zadna, in collaboration with MBPN, organised the awareness outreach program to educate the attendees about .zadna, it's the role of and the importance of using a .za country-code top-level domain.</li> </ul>	N/A

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>The awareness campaign was held at Matjhabeng Unitas Secondary School from 13:00 until 16:00. Event attendees were mainly entrepreneurs and students.</li> <li>Reached over 30 people through a presentation and in terms of brand visibility.</li> <li>Reached over 30 people through one-on-one engagement, education to the campaign attendees, and brand visibility.</li> </ul> <p><b>26 August 2022: .za Awareness Exhibition Program at Thohoyandou, Thavhani mall in Limpopo</b></p> <p>The awareness exhibition was held at Thavhani mall, Thohoyandou, from 10:00 until 16:00.</p> <ul style="list-style-type: none"> <li>Event attendees were mainly residents of Thohoyandou.</li> <li>Reached over 18 people through a presentation and in terms of brand visibility.</li> <li>Reached over 30 people through one-on-one engagement, education to the campaign attendees, and brand visibility.</li> </ul> <p><b>27 August 2022: .za Awareness Exhibition Program at Giyani, Masingita mall in Limpopo</b></p> <ul style="list-style-type: none"> <li>Event attendees were mainly residents of Giyani.</li> </ul> <p>Reached over 47 people through a presentation and in terms of brand visibility.</p> <p>Reached over 47 people through one-on-one engagement, education to the campaign attendees, and brand visibility.</p>	



OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>13 – 15 September 2022: .za Awareness Exhibition Program at Durban, Durban Exhibition Centre in KwaZulu-Natal</b></p> <p>Event attendees were mainly aspiring entrepreneurs, government officials, entrepreneurs, and industry key bodies in the ICT space. Reached over 54 people through one-on-one engagement and education to the campaign attendees and brand visibility.</p> <p><b>21 October 2022:</b> .za Awareness Outreach Presentation at Hedgehog's Nest hotel in Northwest Province. Black Cherie Management .zadna organised the outreach program got an opportunity to educate the attendees about .zadna and the importance of using a .za country-code top-level domain. Event attendees were mainly business owners, entrepreneurs and professionals.</p> <p><b>24 November 2022:</b> .ZA Awareness Exhibition at Kathu Shopping Centre, Kathu in Northern Cape. ICASA organised the outreach program. The event was attended by SMEs, students and community members.</p> <p><b>25 November 2022:</b> .za Awareness Exhibition at Kuruman Mall, Kuruman in Northern Cape. ICASA organised the awareness outreach program. The awareness exhibition was held at Kuruman Mall from 09:00 until 15:00. Event attendees were mainly entrepreneurs, students and community members.</p> <p><b>01 December 2022:</b> .za Awareness Presentation at Thushanang Primary School, Middelburg in Mpumalanga. The awareness outreach program was organised by .ZA Domain Name Authority. .zadna got an opportunity to educate the community of Middelburg about .zadna, the role of .zadna and its importance. .ZA country-code top-level domain.</p>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>23 February 2023:</b> .za Awareness Outreach Presentation at Mafikeng Digital Innovation Hub in Northwest Province.</p> <p>.zadna organised the outreach program in collaboration with Mafikeng Digital Innovation Hub. .zadna got an opportunity to educate the attendees about its role and the importance of using a .za country-code top-level domain.</p> <p>The awareness presentation occurred at Mafikeng Digital Innovation Hub from 09:00 to 15:00.</p> <p><b>24 February 2023:</b> .za Awareness Exhibition at Langa Shopping Centre, Langa in Western Cape.</p> <p><b>25 February 2023:</b> .za Awareness Exhibition at Atlantic Mall, Atlantic in Western Cape.</p> <p><b>08 March 2023:</b> .za Awareness Presentation at Thusong Service Centre, Mkwakwaila in Limpopo</p> <p><b>09 March 2023:</b> .za Awareness Presentation at Sasko Hall, Ga-Kgapane in Limpopo</p> <p><b>14 &amp; 15 March 2023:</b> .za Awareness Presentation at Viorell Guest House, Mamaila in Limpopo</p> <p><b>27 &amp; 28 March 2023:</b> .za Awareness Exhibition at Moqhaka Local Municipality, Kroonstad in Free State</p>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	15 Registrar reseller training conducted	Achieved	<p>The Registrar Reseller training empowers women, SMMEs, young people, and people with disabilities to become registrars and resellers of .za domain names. zadna conducted 19 Registrar Reseller Training during the year under review.</p> <p><b>11-12 May 2022</b> - .zadna conducted the first In-contact training in Cape Town, collaborating with the NYDA Cape Town Office, Western Cape. 9 Male and 2 Female students attended the training. Among the students, four were between the age of 16-24, and seven were 25-34, with nobody above 35. Amongst the 11 students, no one had any form of disability.</p> <p><b>26 May 2022</b> - .zadna conducted the second In-contact training in East London, Eastern Cape province. This event was a collaboration between .zadna and Cortex Hub facilitated by .zadna's PR &amp; Marketing. 17 Male and 13 Female students attended the training. Among the students, five were between the ages of 16-24 and sixteen of 25-34, with nine students over 35. Amongst the 30 students, two of them had some form of disability.</p> <p><b>23 June 2022</b> - .zadna conducted the second virtual training of the quarter. 57 Male and 12 Female students attended it. Among the students, eight were between the age of 16-24, and 28 were 25-34, with 33 students over 35. Amongst the students, three of them had some form of disability</p> <p><b>24 June 2022</b> - .zadna conducted a hybrid registrar reseller training event. Two hundred twenty-three students attended it. .zadna used the register from the department as it does not include fields of gender and age description of participants.</p>	N/A

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>04-05 May 2022</b> - .zadna conducted an in-person Training of School .za Administrators at Kgolathuto Secondary School in Phuthaditjhaba. Eight male and ten female students attended the event. Amongst them, 13 were between the age of 25-34, and 5 were above 35, with no student with a disability.</p> <p><b>10 December 2022</b> - .zadna conducted the fourth In-Contact Registrar Reseller training at Nongoma in the Kwa-Zulu Natal Province. Fifty participants attended the event, 11 males and 49 females. Among the students in attendance, 43 were between the ages of 16 and 24, and 7 were between the ages of 25 and 34.</p> <p><b>14 December 2022</b> - .zadna conducted the fifth In-Contact Registrar Reseller training at The Campus, Bryanston Sandton, Gauteng Province. 8 participants, consisting of 6 male and two female participants, attended the event. Among the students in attendance, 13 were between 16-24 and 25-34.</p> <p><b>9 November 2022</b> - .zadna conducted the virtual Registrar Reseller training. The event was attended by 2 male and 2 female participants, three of them between the age of 16-24 and one between the age of 15-34. No participant had any form of disability.</p> <p><b>17 November 2022</b> - .zadna conducted the second virtual Registrar Reseller training. It was attended by 3 male and 2 female participants, with two of them between the age of 16-24 and three of them between the age of 25-34. No participant had any form of disability.</p>	



OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>23 February 2023 –</b></p> <p>.zadna conducted In-contact Registrar Reseller training at the Mafikeng Digital Innovation Hub, Mafikeng - Northwest province. 18 Male and 22 Female students attended the training. Amongst the students, 17 were between the ages of 16-24, 18 were 25-34, and 5 -were above 35. There were no students with any form of disability.</p> <p><b>10 December 2022</b> - .zadna conducted the fourth In-Contact Registrar Reseller training at Nongoma in the Kwa-Zulu Natal Province. Fifty participants attended the event, 11 males and 49 females. Among the students in attendance, 43 were between the ages of 16 and 24, and 7 were between the ages of 25 and 34.</p> <p><b>14 December 2022</b> - .zadna conducted the fifth In-Contact Registrar Reseller training at The Campus, Bryanston Sandton, Gauteng Province. 8 participants, consisting of 6 male and two female participants, attended the event. Among the students in attendance, 13 were between 16-24 and 25-34.</p> <p><b>9 November 2022</b> - .zadna conducted the virtual Registrar Reseller training. The event was attended by 2 male and 2 female participants, three of them between the age of 16-24 and one between the age of 15-34. No participant had any form of disability.</p> <p><b>17 November 2022</b> - .zadna conducted the second virtual Registrar Reseller training. It was attended by 3 male and 2 female participants, with two of them between the age of 16-24 and three of them between the age of 25-34. No participant had any form of disability.</p>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>23 February 2023 –</b></p> <p>.zadna conducted In-contact Registrar Reseller training at the Mafikeng Digital Innovation Hub, <b>Mafikeng - Northwest province</b>. 18 Male and 22 Female students attended the training. Amongst the students, 17 were between the ages of 16-24, 18 were 25-34, and 5 -were above 35. There were no students with any form of disability.</p> <p><b>08 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the Thusong Service Centre, <b>Mokwawaila Village, Tzaneen – Limpopo province</b>. 16 Male and 32 Female students attended the training. Amongst the students, 16 were between the ages of 16-24, 27 were 25-34, and 5 were above 35. There were no students with any form of disability.</p> <p><b>09 March 2023</b> - .zadna conducted the first virtual Registrar Reseller training. 5 Male students attended the training. Amongst the students, one was between 16-24, 1 was 25-34, and 3 were 35 and above. There were no students with any form of disability.</p> <p><b>09 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the <b>Sasco Hall, Kgapane, Tzaneen - Limpopo province</b>. 111 Male and 5 Female students attended the training. Amongst the students, 4 were between 16-24, 6 were 25-34, and 6 were 35 and above.</p> <p><b>13 March 2023</b> - .zadna conducted the second virtual Registrar Reseller training. 6 Male and 2 female students attended the training. Amongst the students, there was no student between the ages of 16-24. Six of them were 25-34, and 2 above 35.</p>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>14 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the <b>Mamaila, Tzaneen - Limpopo province</b>. 4 Male and 19 Female students attended the training. Amongst the students, 7 were between 16-24, 11 were 25-34, and 5 were above 35. There were no students with disabilities.</p> <p><b>17 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the <b>Butterworth - Eastern Cape province</b>. 19 Male and 45 Female students attended the training. Amongst the students, 18 were between 16-24, 35 were 25-34, and 11 were 35 and above. One student had some form of disability.</p> <p><b>20 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the <b>Bethlehem township</b>. - <b>Free State province</b>. 21 Male and 21 Female students attended the training. Amongst the students, 22 were between the age of 16-24, 18 of them 25-34, and 2 were 35 and above. One student had some form of disability.</p> <p><b>23 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the Apel, Fetakgomo Tubatse <b>Local Municipality Hall - Limpopo province</b>. 13 Male and 38 Female students attended the training. Amongst the students, 15 were between the age of 16-24, 27 of them 25-34, and 9 were 35 and above. There were no students with any form of disability.</p> <p><b>27 March 2023</b> - .zadna conducted In-contact Registrar Reseller training at the <b>Moruleng, Bakgatla Ba Kgafela Tribal Authority Hall - Northwest province</b>. 4 Male and 21 Female students attended the training. Amongst the students, four were between 16-24, fourteen were 25-34, and seven were 35 and above. There were no students with any form of disability.</p>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	17 Media Coverage	Achieved	<p>.zadna achieved the media coverage target. Below are the listed coverages.</p> <ul style="list-style-type: none"> <li>Domain Name Registration With the CIPC - SME South Africa</li> <li>Proposed new rules for South Africa's Internet domains (mybroadband.co.za)</li> <li>National Government Handbook - South Africa 2022 by Yes Media - Issuu</li> <li>The .za Domain Name Authority Releases Draft Licensing Regulations For Internet Domains - TechFinancials</li> <li>The .za Domain Name Authority Releases Draft Licensing Regulations For Internet Domains - Investing.com ZA</li> <li>.zadna releases draft licensing regulations for comment   ITWeb</li> <li>.zadna releases draft domain name licensing rules for public comment by 06 June - Telecompaper</li> <li>.zadna Consults On Registry and Registrar Requirements - Goldstein Report</li> <li>The draft licensing regulations released for public comment - brief</li> <li>.za Domain Name Authority discusses draft registrar policies   Domain Magazine</li> <li>New rules for .za domains a "smokescreen money-grab" (mybroadband.co.za)</li> </ul>	N/A



OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>New Rules for .za Domains 'Smoke Screen Money Snatch' - ArabPowerHos</li> <li>New rules for .za domains a "smokescreen money-grab" - Radio Host Co (radio-host.com)</li> <li>Have your say on .zadna's draft DNS licensing regulations (businesstech.co.za)</li> <li>Have your say on .zadna's draft DNS licensing regulations (rio2tokyo.net)</li> <li>Have your say on .zadna's draft DNS licensing regulations - Shava TV</li> <li>Concern raised overdraft .zadna rules - IT-Online</li> <li><a href="https://r2s.yawm.online/earn/concern-raised-over-draft-zadna-rules/">https://r2s.yawm.online/earn/concern-raised-over-draft-zadna-rules/</a></li> <li>New .co.za Registration Rules Could Do More Harm Than Good - IT News Africa - Up-to-date technology news, IT news, Digital news, Telecom news, Mobile news, Gadgets news, Analysis and Reports.</li> <li>PODCAST   SA's new website hosting regulations may be restrictive (businesslive.co.za)</li> <li>Proposed SA Internet domain rules cause concern   ITWeb</li> <li>Proposed new rules threaten to kill .co.za — and the regulator just doubled down (mybroadband.co.za)</li> </ul>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>.zadna to close legislative gaps in .za namespace   ITWeb</li> <li>.zadna draft regulations aim to deal effectively with industry issues - TechCentral</li> <li>Anger over new .za domain rules - YouTube</li> <li><b>An article and advert in the National Government Handbook</b></li> <li>The article covers the published .za registry and registrar licensing regulations, which introduce a licensing process that enhances the regulatory process</li> <li>The advert is about securing your online presence using a .za domain name and highlights how a .za domain name is easy to register</li> <li>National Government Handbook - South Africa 2022 by Yes Media - Issuu</li> </ul> <p><b>An advert in Opportunity Magazine</b></p> <ul style="list-style-type: none"> <li>The advert is about securing your online presence through .za domain name registration through the CIPC platform.</li> </ul> <ul style="list-style-type: none"> <li>Opportunity Issue 102</li> <li>(globalafricanetwork.com)</li> </ul> <p><b>X1 interview on Kopanong FM</b></p> <ul style="list-style-type: none"> <li>The interview took place on 20 July 2022</li> <li>The interview enabled .zadna an opportunity to educate the community about its mandate and the role it plays as the custodian of the Internet Governance Forum of South Africa.</li> </ul>	

OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>X1 interview on Lesedi FM</b></p> <ul style="list-style-type: none"> <li>o The interview took place on 22 July 2022</li> <li>o The interview allowed .zadna to educate the community about the Registrar-Reseller training.</li> </ul> <p><b>X1 interview on CUT FM</b></p> <ul style="list-style-type: none"> <li>o The interview took place on 22 July 2022</li> </ul> <p><b>An article on Tech Central:</b></p> <ul style="list-style-type: none"> <li>o The article covers the announcement made by .zadna appointing the .za internet registry operator and the statement made by .zadna appointing the .za internet registry operator. <a href="https://techcentra.co.za/new-registry-operator-for-commercial-za-domains-appointed/214833/">https://techcentra.co.za/new-registry-operator-for-commercial-za-domains-appointed/214833/</a></li> <li>o <a href="https://www.safinancenews.com/technology/new-registry-operator-for-commercial-za-domains-appointed/">https://www.safinancenews.com/technology/new-registry-operator-for-commercial-za-domains-appointed/</a></li> </ul> <ul style="list-style-type: none"> <li>• New regulator for SA's .za namespace   Gauteng Guardian</li> <li>o New regulator for SA's .za namespace – Techno Africa</li> <li>o New regulator for SA's .za namespace   Mpumalanga Guardian (<a href="http://mpguardian.co.za">mpguardian.co.za</a>)</li> <li>• An advert in SA Business Integrator Magazine · Concerns domain name registration through the CIPC platform and the cost of registering a domain name. Read SA Business Integrator Online - South African Business Integrator.</li> </ul>	
OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION

			<ul style="list-style-type: none"> <li>• African Leader October 2022 Edition by Sunday Times ZA. The advert is about securing your online identity through domain name renewal to avoid deletion of your domain name and ultimately making it available for new registration. X1 interview on YOU FM · The interview took place on 12 October 2022 · The interview enabled .zadna an opportunity to educate the community about who .zadna is, the mandate of .zadna, how .zadna was established and highlighted the importance of having a solid online presence.</li> <li>• X1 interview on Turf FM · The interview took place on 13 October 2022 · The interview enabled .zadna an opportunity to educate the community about who .zadna is, the role that .zadna plays, how the organisation was established and the role it plays as the custodian of the Internet Governance Forum of South Africa.</li> <li>• X1 interview on Energy FM · The interview took place on 14 October 2022 · The interview enabled .zadna to educate the community about who .zadna is and the role that .zadna plays.</li> <li>• X1 interview on YOU FM · The interview took place on 21 October 2022 · The interview enabled .zadna an opportunity to educate the community about who .zadna is and highlighted the importance of having a robust online presence ·</li> </ul>	
OUTCOME NO 2	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION



OUTCOME NO 3	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>TV advert on Business Day TV</b></p> <ul style="list-style-type: none"><li>• The advert examines domain name registration and securing your online identity through the CIPC platform.</li></ul> <p><b>An article on IT News Africa</b></p> <ul style="list-style-type: none"><li>• The article is about ZADNS's report on the impact of its contribution towards the national development plan.</li><li>• A Reflection of .zadna's Skills Development Milestone Achievements - IT News Africa - Up-to-date technology news, IT news, Digital news, Telecom news, Mobile news, Gadgets news, Analysis and Reports</li><li>• Domain name authority boosts training for ICT SMEs, youth   ITWeb</li><li>• DOMAIN NAME AUTHORITY BOOSTS TRAINING FOR ICT SMES, YOUTH (bee.co.za)</li></ul> <p><b>X1 interview on Lesedi FM</b></p> <ul style="list-style-type: none"><li>• The interview took place on 19 March 2023</li><li>• The interview enabled .zadna to educate the community about online safety tips, identity theft and protection.</li></ul> <p><b>X1 interview on Energy FM</b></p> <ul style="list-style-type: none"><li>• The interview took place on 30 March 2023</li><li>• The interview allowed .zadna to educate the community about online safety tips.</li></ul>	

ENGAGED STAKEHOLDERS	Three strategic partnership agreements were signed	Achieved	<p>.zadna signed the following Strategic partnership agreements:</p> <p><b>Free State Black Business Council.</b></p> <p>Period of the agreement: September 2022 – August 2025</p> <ul style="list-style-type: none"><li>Period of the agreement: September 2022 – August 2025 Agreement Type: Memorandum of Agreement</li></ul> <p>Focus and goal: Joint programmes and activities are to empower the Free State-based SMEs and communities with skills and knowledge about the Domain Name Systems Industry (DNS)</p> <p><b>Innovation Edu Programmes.</b></p> <ul style="list-style-type: none"><li>Period of the agreement: December 2022 – December 2025</li><li>Agreement Type: Memorandum of Agreement</li></ul> <p>Focus: Joint implementation of activities for skills development and deployment of domain products integrated into developed platforms for Teachers and Learners in selected schools in South Africa.</p> <p><b>Department of Education- Free State and Film and Publication Board.</b></p>	N/A
	734 public school domain name registered	Achieved	<p>.zadna registered 1044 school domain names from the KZN province, Northern Cape and Limpopo schools. The list of the schools is attached.</p>	N/A
OUTCOME NO 3	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION

OUTCOME NO 3	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	<p>Achieved</p> <p>16 Internet Governance engagements conducted</p>	<p>.zadna achieved the following Internet Governance activities:</p> <p><b>11-12 May 2022</b> - .zadna presented at the NYDA in Western Cape on ADR and Intellectual Property.</p> <p><b>26 May 2022</b> – .zadna presented at the Cortex-Hub in Eastern Cape, focusing on Domain Name Abuse.</p> <p><b>26 May 2022</b> - .zadna presented in East London on ADR and Intellectual Property.</p> <p><b>29 May 2022</b> - .zadna presented at the Child Protection Week Launch in Mpumalanga on Domain Name Abuse.</p> <p><b>22 June 2022</b> – .zadna presented during the Child Protection Week Engagement held at Rekgarathile High School in Kuruman, Northern Cape.</p> <p><b>22 June 2022</b> - Child Sexual Abuse Virtual Policy Roundtable Discussion- .zadna presented online on Domain Name Abuse.</p> <p><b>19-22 July 2022</b> – .zadna Presented at the Africa Internet Governance Forum in Malawi, focusing on Digital Infrastructure and Delivery Dilemma.</p> <p><b>30 July 2022</b> -.zadna Presented online behaviour and safety in Welkom Free State.</p> <p>2-3 August 2022 - .zadna presented online at the Public Sector <b>Cybersecurity Summit</b></p>	N/A
				CHALLENGES/COMMENTS	RECTIFICATION

OUTCOME NO 3	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT		<p><b>10 August 2022</b> - .zadna presented on Domain Name Abuse and the ZAIGF at the University of Limpopo, targeting Computer Science students.</p> <p><b>12 August 2022</b> - .zadna presented on Domain Name Abuse and the ZAIGF at the University of Mpumalanga.</p> <p><b>30 August 2022</b> - .zadna presented at the Online Hate and Cyber Abuse Seminar at Protea Hotel Fire &amp; Ice Menlyn.</p> <p><b>08 September 2022</b> - .zadna presented at the Film and Publication Board Roadshow on Online Harm at the University of Northwest.</p> <p><b>09 September 2022</b> - .zadna attended the Stakeholder's Day in Eastern Cape to establish synergies for establishing Learnerships and internships.</p> <p><b>16 September 2022</b> - .zadna presented at the Film and Publication Board Roadshow on Online Harm at the Vaal University of Technology.</p> <p><b>20 September 2022</b> - .zadna presented at the Film and Publication Board Roadshow on Online Harm at the University of Venda.</p> <p><b>22-23 September 2022</b> - .zadna presented at the Film and Publication Board Roadshow on Online Harm at the University of Limpopo.</p>	
				CHALLENGES/COMMENTS	RECTIFICATION

OUTCOME NO 3	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>12 October 2022</b> – .zadna convened the first Youth Internet Governance Forum held at the University of Limpopo under the theme South Africa in the Digital Age.</p> <p><b>13-14 October 2022</b> - .zadna convened the 2022 South African Internet Governance Forum held at the University of Limpopo under the theme South African in the Digital Age.</p> <p><b>26 September 2022-14 October 2022</b> - .zadna participated in reviewing and developing Internet Governance-related resolutions at the Plenipotentiary Conference</p> <p><b>12 October 2022</b> – .zadna convened the first Youth Internet Governance Forum held at the University of Limpopo under the theme South Africa in the Digital Age.</p> <p><b>13-14 October 2022</b> - .zadna convened the 2022 South African Internet Governance Forum held at the University of Limpopo under the theme South African in the Digital Age.</p> <p><b>26 September 2022-14 October 2022</b> - .zadna reviewed and developed Internet Governance-related resolutions at the Plenipotentiary Conference 2022 in Bucharest, Romania.</p> <p><b>a) 08 February 2023</b> – .zadna presented during Internet Safety Week in the Eastern Cape, focusing on online harms and how to curb or prevent them. Of the 250 attendees, 165 of them were female.</p>	

	<p><b>Reviewed and approved stakeholder analysis and market segmentation</b></p>	<p>Achieved</p>	<p><b>13 March 2023</b> - .zadna made a presentation on online safety and Domain Name Abuse in Izaneen, Limpopo. Of the 14 attendees, 9 were female.</p> <p><b>14 March 2023</b> - .zadna presented for a different group of beneficiaries on Online Safety, Domain Name Abuse, and Alternative Dispute Resolution in Izaneen, Limpopo. Of the 13 attendees, 5 were female.</p> <p><b>14 March 2023</b> - .zadna presented on the Inclusion of Women in Internet Governance at ICANN 76 ccNSO session in Cancun, Mexico.</p> <p>.zadna developed the stakeholder management strategy and a detailed stakeholder segmentation document identifying and classifying stakeholders, determining stakeholder power, interest, and influence, and analysing the management approach and communication methods for stakeholders. .zadna produced the approved stakeholder management strategy with detailed stakeholder segmentation.</p>	N/A
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OUTCOME NO 4	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EFFECTIVELY REGULATE THE DOMAIN NAMESPACE (ECOSYSTEM)	3 Research and 1 Benchmark studies were conducted.	Achieved	<p>.zadna conducted the three Research papers under the topics:</p> <ul style="list-style-type: none"><li>• Understanding the required DNS Skills for a sustainable domain namespace.</li><li>• The Role of DNS in the South African Digital Economy</li><li>• The Effectiveness of ADR in Combating Cybersquatting and Preventing Cybercrime);</li><li>• The Benchmark study covered the Modern Internet Standards: A Comparative Study of .za and .uk country-code Top-Level Domains (Quarter 4).</li></ul>	N/A

OUTCOME NO 4	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EFFECTIVELY REGULATE THE DOMAIN NAMESPACE (ECOSYSTEM)	Compliance and monitoring implemented	Achieved	<p>.zadna conducted the baseline assessment to determine the Registries, Operators, Administrators and the Registrar's compliance level. The following compliance ratings were made:</p> <ul style="list-style-type: none"><li>• Commercial SLDS<ul style="list-style-type: none"><li>- Co.za – 67 %</li><li>- Web.za (4 RARS) – 42%</li><li>- Web.za (4 RARS) – 57%</li><li>- Net.za (5 RARS) – 38%</li><li>- Net.za (2 RARS) – 50%</li><li>- Org.za (4 RARS) – 57%</li><li>- Org.za (2 RARS) – 42%</li></ul></li><li>• Non-Commercial SLDS<ul style="list-style-type: none"><li>- Ac.za – 90%</li><li>- Edu.za- 33.3%</li><li>- Gov.za – Non-submission Nom.za – Non-submission.</li></ul></li></ul>	N/A

OUTCOME NO 5	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
SMART REGULATOR	Conduct one annual domain name technical training for registrars	Achieved	.zadna conducted the advanced technical training for the South African DNS industry on the 5 and 08 December. The training was held at Corporate Park South, Johannesburg, Gauteng Province. Fifteen participants attended, representing registrars, resellers, and Internet Service Providers.	N/A
	80% of audit findings were resolved	achieved	During Q2, .zadna managed to resolve 87% of audit findings.  .zadna managed to fix 80% of audit findings during Q3, 47 of 49 audit findings have been resolved in Q4 of 2023, which resulted in 86% achievement.	N/A
	20% Reduction of repeat findings	Achieved	.zadna achieved the targets of the 20% reduction of audit functions as follows. Q1-.zadna managed to maintain the repeated findings at 20% during Q4. Q2 -.zadna obtained an accumulative 80% resolution rate for the year under review. Q3, .zadna had 20% achievement of repeated audit findings. During Q4 .zadna, 9 repeat findings, of which 6 have been resolved, and 3 are still work in progress; this is out of a total of 57 audit findings. The total repeated audit findings are 5%	N/A

OUTCOME NO 5	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
	Documented internal processes (HR, Finance and OPS), with 50% of the process digitised	Not achieved	.zadna only managed to digitise the Finance and Human recourse Processes during the year.	.zadna couldn't digitise all the operation department processes during the 2022/23 FY. A service provider has been appointed to assist .zadna with the undigitised functions.
	Maintain staff turnover rate below 20%	Achieved	At the end of FY2022/23, six (6) terminations were recorded. They included three (3) permanent staff and three (3) interns. Permanent staff turnover was 20%; however, including interns, .zadna did not meet the staff turnover target in the period under review.	N/A
	Increase the Staff Satisfaction index to be equal to or greater than 70%	Achieved	.zadna surveyed staff satisfaction levels at 80% for the FY2022/23	N/A



.zadna  
Domain Name Authority