

Registrar Data Information Instructions and Form

Registrar Information

- Please be sure to include complete telephone numbers, including your country code.

Required E-Mail Addresses

1. The Routine e-mail recipient is a specific e-mail account designated by the Registrar to receive messages such as Low Credit Balance and Domain Transfer notifications. Please provide an address that is actively monitored.
2. The Priority e-mail recipient is a specific e-mail account designated by the Registrar to receive critical, high-priority messages from the Registry. Consideration should be given to using an e-mail pager or other active processing system to monitor messages sent specifically to this Registrar address.
3. Routine and Urgent Maintenance and Downtime notices will be sent via e-mail to the Registrar distribution list (registrars@verisign-grs.com). This list also provides a forum for Registrars and the Registry to discuss issues related to Registry/Registrar operations. Upon issuance of the Registrar's OT&E password, Registry Customer Service will add the e-mail addresses of the Registrar's Administrative 1, Technical 1, and Billing 1 contacts to this list.

Security Pass Phrase

A security pass phrase is necessary to allow Registry Customer Service representatives to authenticate the Registrar's staff when they request the performance of administrative actions for the Registrar. For the security of the Registrar, the Registry cannot perform changes without this authentication. Please be sure that all authorized Registrar contacts are informed of this pass phrase prior to calling the Registry. Please ensure that pass phrases are not disclosed to unauthorized personnel and, in cases where a phrase has been compromised or authorized contacts have changed, that the pass phrase is changed.

Administrative

The Administrative Contact(s) is the primary representative of the Registrar. Generally, the Administrative Contact should hold managerial- or officer-level positions within the Registrar, and should be empowered and have apparent authority to speak and act on behalf of the Registrar for all matters that might arise. The Registry will discuss with and take direction from the Administrative Contact on the following types of matters: Registrar's account, business-, contractual-, legal-, invoice/billing-, credit-, requirement-, and technical/system-related issues.

If you list multiple Administrative Contacts, please list them in the order that you would like the Registry to use when trying to reach your company for urgent notifications. Telephone calls are typically made only in urgent circumstances.

Corporate Executive Contacts

The Executive Contacts should include Chief Executive Officer, President, and attorney or legal representative.

Technical Contacts

The Technical Contact(s) is the technical, systems, and operations representative of the Registrar. Generally, the Technical Contact should possess engineering- or computer-related knowledge, and maintain technical, systems, and operations focus for the Registrar. The Technical Contact should be intimately familiar with the Registrar's operations, and be empowered and have apparent authority to speak and act on behalf of the Registrar for these types of matters. The Registry will discuss with and take direction from the Technical Contact on technical, systems, and operations issues.

If you list multiple Technical Contacts, please list them in the order that you would like the Registry to use when trying to reach your company for urgent notifications. Telephone calls are typically made only in urgent circumstances.

Billing Contact

The Billing contact is the finance or billing representative of the Registrar. Generally, the Billing Contact should be empowered and have apparent authority to speak and act on behalf of the Registrar for financial-, credit-, and billing-related matters. Additionally, the Billing Contact should be responsible for ensuring prompt responses to Registry invoices. The Registry will discuss with and take direction from the Billing Contact on financial, credit, and billing issues.

Primary Contact:

In accordance to Section 6.8 of the Registry Registrar Agreements: Any notice or other communication required or permitted to be delivered to any Party under this Agreement shall be in writing and shall be deemed properly delivered, given and received when delivered (by hand, by registered mail, by courier or express delivery service, by e-mail or by telecopier during business hours) to the address or telecopier number set for beneath the name or such Party below, unless party has given a notice of a change of address in writing:

Secondary Contact:

In accordance to Section 6.8 of the Registry Registrar Agreements: Any notice or other communication required or permitted to be delivered to any Party under this Agreement shall be in writing and shall be deemed properly delivered, given and received when delivered (by hand, by registered mail, by courier or express delivery service, by e-mail or by telecopier during business hours) to the address or telecopier number set for beneath the name or such Party below, unless party has given a notice of a change of address in writing:

Additional General Contact Information

The primary (#1) Administrative, Technical, and Billing contacts should be available 24 x 7 x 365 for the Registry to reach. If no 24 x 7 x 365 contact exists, please indicate so in the "Comments" section of this form.

Additionally, use the "Comments" section to make special requests or to describe unique situations, such as "When calling the second Administrative Contact, if a facsimile machine answers, do not hang up. The phone line will switch on automatically."

Registrar Whois Server Name

Registrars must provide the name of their Whois server (e.g., "whois.registrar.com"). This server name will be visible to all users of the Registry's Whois service and will be one of the primary means of referral to your company. This system must be operational before you go live as an operational Registrar.

Registrar Web Server Name

Registrars must provide the name of their primary business web server (e.g., www.registrar.com). This server name will be visible to all users of the Registry's Whois service and will be one of the primary means of referral to your company. This system must be operational before you go live as an operational Registrar.

Registrar Client IP Subnets

Please provide IP Subnets for both OT&E and Production servers that will be authorized to connect to each environment (if the IP Subnets are the same for both environments, they are to be listed under each heading).

For the servers that will be authorized to contact the Shared Registration System, each Registrar may specify:

- A maximum of 3 subnets
- A maximum of 96 IP addresses between the two subnets (not less than a /26 range).
- Subnets must be specified in "dotted quad and length" (CIDR) format as 100.101.102.0/27.
- Examples of acceptable subnet/address formats are:
 - One subnet of 64 hosts (e.g., 100.101.102.0/26).
 - Three subnets of 32 hosts or less (e.g., specify 32 addresses on one network as 100.101.102.0/27 [addresses 100.101.102.0 through 100.101.102.31] and 32 addresses on a second network as 102.101.100.32/27 [addresses 102.101.100.33 through 102.101.100.62]).
- No ranges above /25 will be accepted.
- Please note that specified subnets must not cross bit boundaries. For example, a subnet specified as 100.101.102.1/27 is not acceptable. The following table defines the bit boundaries as related to the number of hosts allowed.

Bit Boundaries	# of Hosts Allowed	Boundaries
/26	64	0, 64, 128, 192
/27	32	0, 32, 64, 96, 128, 160, 192, 224
/28	16	0, 16, 32, 48, 64, 80, 96, 112, 128, 144, 160, 176, 192, 208, 224, 240
/29	8	0, 8, 16, 24, 32, 40, 48, 56, 64, 72, 80, 88, 96, 104, 112, 120, 128, 136, 144, 152, 160, 168, 176, 184, 192, 200, 208, 216, 224, 232, 240, 248
/30	4	0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, 56, 60, 64, 68, 72, 76, 80, 84, 88, 92, 96, 100, 104, 108, 112,

		116, 120, 124, 128, 132, 136, 140, 144, 148, 152, 156, 160, 164, 168, 172, 176, 180, 184, 188, 192, 198, 200, 204, 208, 212, 216, 220, 224, 228, 232, 236, 240, 244, 248, 252
/31	2	0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56, 58, 60, 62, 64, 66, 68, 70, 72, 74, 76, 78, 80, 82, 84, 86, 88, 90, 92, 94, 96, 98, 100, 102, 104, 106, 108, 110, 112, 114, 116, 118, 120, 122, 124, 126, 128, 130, 132, 134, 136, 138, 140, 142, 144, 146, 148, 150, 152, 154, 156, 158, 160, 162, 164, 166, 168, 170, 172, 174, 176, 178, 180, 182, 184, 186, 188, 190, 192, 194, 198, 200, 202, 204, 206, 208, 210, 212, 214, 216, 218, 220, 222, 224, 226, 228, 230, 232, 234, 236, 238, 240, 242, 244, 248, 250, 252, 254
/32	1	1 through 256

Any changes to your Registrar Client Subnets MUST be coordinated through Registry Customer Service. You may contact them by email at info@verisign-grs.com or by telephone at (703) 925-6999. This coordination must begin prior to any changes within the Registrar's systems.

International Customers

- What is the best time to call the listed contacts? This is requested in the event that contact is necessary via telephone.
- How many hours difference is there between the Registrar's office and the Registry, which is on Eastern Time in the United States?
- Does the Registrar's staff speak English? If not, what is the primary language? This is to assist the Registry in providing Customer Service.

Languages

Please list all languages for which you are able to provide customer support. This information will be displayed on the Registry and Internic.net web sites.

Comments

Please note any instructions or circumstances that our staff should be aware of when attempting to reach the contacts you have identified. For example, "When calling the second administrative contact, if a facsimile machine answers, do not hang up. The phone line will switch on automatically."

Registrar Data Information Form

Registrar Information

Corporate Name: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Telephone Number: _____

Facsimile Number: _____

Required E-Mail Addresses

1. Routine E-Mail Address (Receives Domain Name Transfers and Low Credit Balance Notifications): _____

2. Priority E-Mail Address (Receives urgent notifications): _____

Security Pass Phrase

Security Pass Phrase (Registrar's authentication phrase to validate who you are when contacting Registry Customer Service by telephone.): _____

Administrative Contact 1 (must be 24 x 7)

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Administrative Contact 2

Title: _____ Job Title: _____

Registrar Data Information Form

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Administrative Contact 3

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Registrar Data Information Form

Chief Executive Officer

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

President

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Registrar Data Information Form

Attorney or Legal Representative

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Technical Contact 1 (must be 24 x 7)

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Registrar Data Information Form

Technical Contact 2

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Technical Contact 3

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Registrar Data Information Form

Billing Contact (must be 24 x 7)

Title: _____ Job Title: _____

First Name: _____

Last Name: _____

Middle Initial: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Primary Contact (receive legal notices)

First Name: _____

Last Name: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Secondary Contact (receive legal notices)

First Name: _____

Last Name: _____

Telephone Number: _____

Registrar Data Information Form

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Transfer Point of Contact (for Transfer Dispute related business)

First Name: _____

Last Name: _____

Telephone Number: _____

Facsimile Number: _____

E-Mail Address: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

Registrar Whois Server Name: _____

Registrar Web Server Name: _____

Registrar OT&E Client Subnets: _____

(Maximum 3 subnets)

(Maximum 96 hosts) _____

Registrar Production Client Subnets: _____

(Maximum 3 subnets)

(Maximum 96 hosts) _____

Registrar Data Information Form

Registrar Tool Client Subnets:

(Maximum 5 subnets)

(Maximum 500 hosts)

SSL Certificate Common Name: _____

International Customers

Time of day to contact Registrar: _____

Difference in hours between the Registrar's office and the Registry:

1. During Eastern Daylight Time (EDT): _____

2. During Eastern Standard Time (EST): _____

Registrar's Staff is English speaking: Yes No

If no, what is your primary language?: _____

Languages

Besides your primary language, what other languages does your business support? (List all here): _____

Comments:
