

# Guide for the Registrar Registration Form

## **Registrar Information:**

Please be sure to fill in all the entries completely. For example, phone numbers should include area or country codes. Do not be concerned about providing the same postal address several times, once will be sufficient.

The information in the first 4 pages of the form is only for the use of the Registry. The supplemental section the last 2 pages, will be used for your Public information, which will appear in the Whois.

## **E-mail Addresses:**

The email addresses listed below are recommended to be a generic mailbox address (i.e. [support@registrar.biz](mailto:support@registrar.biz)) with the necessary distribution for your site. This will allow you to update and re-route incoming messages as requirements change.

The **Routine E-mail** recipient is a specific e-mail account designated by the Registrar to receive messages such as, upcoming routine maintenance, Domain Name Transfer notifications and general daily activities. Please provide an address that is actively monitored.

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. Urgent maintenance and Registry system related notices would be sent to this address.

## **Kids.US Violations and .US Nexus:**

This is the email address where Registrars will receive copies of violation notices that are sent to Registrants. Kids.us will be content violations and .US Nexus will be violations of the citizenship rules. These violations can be reported by users of the service or reported through the spot checks run by the Registry.

## **Registrar Customer Service:**

A public **Registrar Customer Service** email address is required. The Registry from time to time receives inquiries from your Registrants, whom we would like to be able to provide with the proper Customer Service email address for your site.

## **Primary Website URL:**

Registrars must provide the name of their primary business web server. 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.

**Whois Server Name:**

A Registrar Whois Sever Names will be used by the Registry from time to time to verify or compare information.

**Registrar Emergency Telephone Number:**

This telephone number will be used to contact the Registrar's duty staff only in an emergency for either the Registrar or the Registry such as unplanned downtime or disaster where email notification is limited or non-existent.

**Security Pass Phrase:**

A security pass phrase is necessary to allow Registry Customer Support 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 insure that pass phrases are not disclosed to unauthorized personnel and, in cases where a pass phrase has been compromised or authorized contacts have changed, that the pass phrase is changed.

**Administrative Contact:**

The Administrative Contact is the primary representative of the Registrar. Generally, the Administrative Contact should hold a managerial or officer level position within the Registrar, and should be empowered and have 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 account, business, contractual, legal, invoice/billing requirements, and technical/system related issues.

**Marketing Contact:**

The Marketing Contact is the sales, marketing or public relations representative of the Registrar. Generally, the Marketing Contact should be empowered and have authority to speak on behalf of the Registrar for sales, marketing or public relations related matters. The Registry will discuss with and take direction from the Marketing Contact on sales, marketing and public relation issues.

**Legal Contact:**

The Legal Contact is the legal and contract representative of the Registrar. Generally, the Legal Contact should be empowered and have authority to speak on behalf of the Registrar for legal and contract related matters. All contractual and legal notices will be sent to this individual. The Registry will discuss with and take direction from the Legal Contact on legal and contract issues.

**Billing Contact:**

The Billing Contact is the finance or billing representative of the Registrar. Generally, the Billing Contact should be empowered and have authority to speak on behalf of the Registrar for financial, and billing related matters that may arise. The Billing Contact should be responsible for insuring prompt responses to the Registry invoices. The Registry will discuss with and take direction from the Billing Contact on financial and billing issues.

**Technical Contact:**

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

**Transfer Point of Contact:**

Generally, the **Transfer Point of Contact** will be the Administrative Contact. If you intend to assign the transfer possess to a specific unit or person this is the address you should provide in this space. This should be the same address as the one you provide to ICANN.

**Supplemental Public Information:**

This section of the form is for the Public Information you would like to appear in the Registry Whois. It can be the same as the information already provided or it may be different depending on your internal policies.