

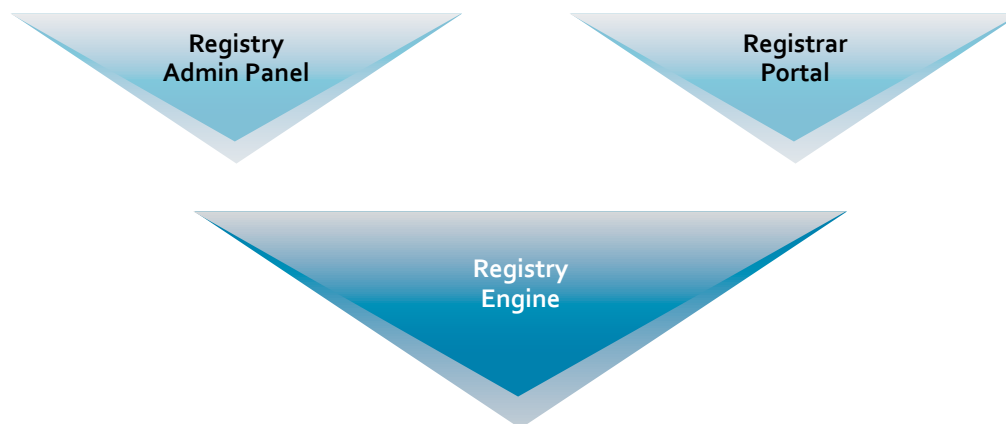


Trusted Partner for your TLD

- ▶ ICANN compliant EPP based Shared Registry System
- ▶ High Availability Datacenter
- ▶ Interface for 3rd Party ERP/Financial System
- ▶ Registrar Single Purse Solution
- ▶ Registered and operated in Vienna, Austria
- ▶ Management Information System

- ▶ Registrar Management
- ▶ Reports & Statistics
- ▶ Domain & Contact Management
- ▶ Transaction System Management

- ▶ Registrar Account Administration
- ▶ User Management
- ▶ Transaction System Reporting
- ▶ Domain, Contact & Host Management



- ▶ Hosted in an ISO27001-certified High Availability Datacenter in Vienna (Austria)
 - fail-proof Datacenter based at two locations
 - redundant Gigabit Connectivity: international and to Vienna Internet Exchange
- ▶ Domain provisioning utilizing EPP and other APIs: JSON RESTful API
- ▶ EPP Extensions: Registry Grace Period, Launch Phase, Fees
- ▶ Domain Contact Management
- ▶ Anycast Domain Name System (DNS) infrastructure, DNSSec
- ▶ Public Whois/RDDS Services including web-based and Port 43
- ▶ System Audit ready
- ▶ Performance Monitoring and Management Information System
- ▶ Reporting including real-time and historical domain registration and transactional data
- ▶ Policy customization (open gTLDs, Brands, IDN)
- ▶ Premium Name and Reserved Name List Management
- ▶ Registrar Management including accreditation, activation and available balances

Service Level Standards



Service Level Standard	Target	
Registry System Availability	99% available (excluding planned outages)	
WHOIS Availability	99% available (excluding planned outages)	
Registry System/WHOIS planned outages	Single outages ≤ 4 hours Total outages ≤ 3.5 hours / week	
Registry System Integrity	100% accurate	
Registry System Performance	Transaction Type	Target Response Times
	Domain Info & Request	≤ 2 seconds
	Whois (Port 43 & Web)	≤ 2 seconds
	Domain Update & Create	≤ 3 seconds
	Domain Delete	≤ 2 seconds
	Transfer	≤ 3 seconds
Name Server Service Availability	100% available	
Period of planned outages for individual Name Server	Single outages ≤ 3 hours Total outages ≤ 7 hours / month	
Name Server Service Integrity	100% accurate outside Zone Push window	
Name Server Service Zone Push (from primary to secondary NS Server)	Number: ≥ 12 Zone-Pushes per Day Period: ≤ 20 minutes per Zone-Push	
Name Server Performance	Transaction Type	Target
	UDP	≥ 500 transactions / second ≤ 250 milliseconds Latency
	TCP	≥ 100 transactions / second ≤ 500 milliseconds Latency
Data-Escrow (full deposit)	Complete Registry Database Deposit: every day, by latest 23:59 UTC	
On request of Escrow Provider: Data Escrow (differential deposit)	Full Deposit: every Sunday by 23:59 UTC Differential Deposit: every day, by latest 23:59 UTC	