

## 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@registrypro.pro](mailto:registrars@registrypro.pro)). 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, Technical, and Billing 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 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(s) 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 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.

## 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 Client IP Subnets

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

- A maximum of 2 subnets
- A maximum of 64 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).
  - Two 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 larger than a /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	0 through 255

Any changes to your Registrar Client Subnets MUST be coordinated through Registry Customer Service. You may contact us by email at [support@registrypro.pro](mailto:support@registrypro.pro) or by telephone at 1-678-229-4068. 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 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 Contact 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.): \_\_\_\_\_

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### Administrative Contact 1 (must be 24 x 7)

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

### Administrative Contact 2

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
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: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**Chief Executive Officer**

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**President**

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**Attorney or Legal Representative**

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
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: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_

State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**Technical Contact 2**

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
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: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**Billing Contact (must be 24 x 7)**

Title: \_\_\_\_\_ Job Title: \_\_\_\_\_  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State/Province: \_\_\_\_\_  
Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_

**Registrar Client Subnets:**

(Maximum 2 subnets): \_\_\_\_\_  
(Maximum 64 hosts): \_\_\_\_\_

**International Customers**

Time of day to contact Registrar: \_\_\_\_\_  
Difference in hours between the Registrar's office and the Registry:  
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:** \_\_\_\_\_

\_\_\_\_\_