

| Registry Service | Description of Technical Component | Description of Business Component |
|--|---|--|
| A. Receipt of data from registrars concerning registrations of domain names and name servers | The Verisign-operated registry accepts registration information for domain names and name servers from registrars using the IETF EPP as defined in RFCs 3915, 5730 – 5734, and 5910. For more information about EPP please see the response to Question 25, EPP. | All registry systems under Verisign's management use EPP with no security or stability issues. Approximately 915 registrars use the Verisign EPP service, and Verisign, as a company, has handled more than 140 million EPP transactions daily without performance issues. |
| B. Dissemination of TLD zone files | Verisign disseminates top-level domain (TLD) zone files through its Domain Name System (DNS) resolution infrastructure, which fully complies with all IETF DNS specifications. Verisign ensures updates are processed and distributed rapidly to meet end-user needs. In addition, Verisign, as a company, provides DNS resolution services through its globally distributed constellation of resolution sites, which currently process an average of 60 billion queries per day. Question 35, DNS Service provides details of zone file dissemination. | Any TLD must have the capability to quickly and accurately distribute zone information to a set of globally distributed name servers. In Verisign's experience, end users demand rapid updates of zone information in the DNS. Verisign's system supports this capability in full compliance with applicable RFCs by updating its zone files incrementally every three minutes with a complete zone update every 12 hours. |
| C. Dissemination of contact and other information concerning domain name registrations (i.e., port-43 WHOIS, Web-based Whois, RESTful Whois service) | Verisign uses the Whois service as defined in RFC 3912 to disseminate contact and other information regarding registered data objects. Like all other components of its registry service, Verisign's Whois system is designed and built for both reliability and performance. Its current Whois implementation has answered more than five billion Whois queries per month for the TLDs it manages, and has experienced more than 250,000 queries per minute in peak conditions. Verisign commits to implementing a RESTful Whois service upon finalization of agreements with the IETF. For more information about Whois, please see the response to Question 26, Whois. | The Whois service facilitates the timely resolution of many technical problems, assists investigatory phases of law enforcement, and provides many other legitimate, non-abusive uses of domain name registration meta-data. One of the fastest growing uses for Whois data today is in the automated, analytic engines of Internet reputation services used to prevent spam and combat Internet-based identity crimes such as phishing. |
| D. Internationalized domain names (IDNs) | At this time, Shangri-La International does not plan to offer IDNs. If it offers IDNs in the future, Shangri-La International will contact ICANN to initiate the ICANN processes required to gain the applicable approvals to offer IDN services. | |

| Registry Service | Description of Technical Component | Description of Business Component |
|------------------|--|---|
| E. DNSSEC | Verisign's registry system supports the registration and resolution of DNSSEC-enabled domain names. Verisign's DNSSEC implementation provides end-to-end authenticity and integrity and helps protect the Internet from certain types of attacks, such as man-in-the-middle and cache poisoning attacks. Verisign has always worked closely with the Internet community in the development of standards and solutions related to topics of Internet security, including DNSSEC. Verisign recognizes that Internet security is constantly evolving, and DNSSEC is one of many measures that are currently underway to enhance security on the Internet. Please see the response to Question 43, DNSSEC, for details of Verisign's approach. | DNS was not originally designed with strong security mechanisms to provide integrity and authenticity of DNS data. Over the years, a number of vulnerabilities have been discovered that threaten the reliability and trustworthiness of the system. DNSSEC addresses these vulnerabilities by adding data origin authentication, data integrity verification, and authenticated denial of existence capabilities to the DNS. |

Figure 23-1: Registry Services. *Each proposed service has been previously approved by ICANN to ensure registry security and stability.*

| Registry Service | Applicable RFCs | Prior ICANN Approval and Evidence of Compliance |
|--|---|--|
| A. Receipt of data from registrars concerning registrations of domain names and name servers | RFC 3915: Domain Registry Grace Period Mapping | Currently implemented on .com; validated by ICANN during 1 March 2006 registry transition to delegation process. Currently implemented on .net; validated by ICANN during 29 June 2005 registry transition to delegation process. |
| | RFC 5730: Extensible Provisioning Protocol | |
| | RFC 5731: EPP Domain Name Mapping | |
| | RFC 5732: EPP Host Mapping | |
| | RFC 5733: EPP Contact Mapping | |
| | RFC 5734: EPP Transport over TCP | |
| | RFC 5910: DNS Security Extensions Mapping for the EPP | |
| B. Dissemination of TLD zone files | RFC 1034: Domain Names – Concepts and Facilities | Currently implemented on .com; validated by ICANN during 1 March 2006 registry transition to delegation process. Currently implemented on .net; validated by ICANN during 29 June 2005 registry transition to delegation process. |
| | RFC 1035: Domain Names – Implementation and Specification | |
| | RFC 1101: DNS Encoding of Network Names and Other Types | |
| | RFC 1123: Requirements for Internet Hosts – Application and Support | |
| | RFC 1982: Serial Number Arithmetic | |
| | RFC 1996: A Mechanism for Prompt Notification of Zone Changes | |
| | RFC 2181: Clarifications to the DNS Specification | |
| | RFC 2182: Selection and Operation of Secondary DNS Servers | |
| | RFC 2308: Negative Caching of DNS Queries | |
| | RFC 2671: Extension Mechanisms for DNS | |
| | RFC 3226: DNSSEC and IPv6 A6 Aware Server/Resolver Message Size Requirements | |
| | RFC 3596: DNS Extensions to Support IP Version 6 | |
| | RFC 3597: Handling of Unknown DNS Resource Record Types | |
| | RFC 3671: Collective Attributes in the Lightweight Directory Access Protocol | |
| | RFC 3901: DNS IPv6 Transport Operational Guidelines | |
| | RFC 4343: Domain Name System Case Insensitivity Clarification | |
| | RFC 4472: Operational Considerations and Issues with IPv6 DNS | |
| | RFC 5156: Special-Use IPv6 Addresses | |
| | RFC 5358: Preventing Use of Recursive Name Servers in Reflector Attacks | |
| | RFC 5735: Special Use IPv4 Addresses | |
| | RFC 5966: DNS Transport over TCP – Implementation Requirements | |

| Registry Service | Applicable RFCs | Prior ICANN Approval and Evidence of Compliance |
|--|---|--|
| C. Dissemination of contact and other information concerning domain name registrations (i.e., Whois service) | RFC 3912: Whois Protocol Specification | Currently implemented on .com; validated by ICANN during 1 March 2006 registry transition to delegation process. Currently implemented on .net; validated by ICANN during 29 June 2005 registry transition to delegation process. |
| D. IDNs | At this time, Shangri-La International does not plan to offer IDNs. If it offers IDNs in the future, Shangri-La International will contact ICANN to initiate the ICANN processes required to gain the applicable approvals to offer IDN services. | |
| E. DNSSEC | RFC 4033: DNS Security Introduction and Requirements RFC 4034: Resource Records for the DNS Security Extensions RFC 4035: DNSSEC Protocol Modifications for the DNS Security Extensions RFC 4509: Use of SHA-256 in DNSSEC Delegation Signer Resource Records RFC 4641: DNSSEC Operational Practices RFC 5155: DNS Security Hashed Authenticated Denial of Existence RFC 5910: Domain Name System Security Extensions Mapping for the Extensible Provisioning Protocol | ICANN approved the same service for Verisign's use on the .com and .net registries on 6 Nov 2009 (RSEP Proposal 2009011). |

Figure 23-2: ICANN RFC Compliance. *Verisign currently operates TLDs in full compliance with each registry service's applicable RFC(s). Each listed Verisign service has been previously approved by ICANN and is now operational on registries under Verisign management.*

| Status | Description | Zone Insertion |
|--------------------------|---|----------------|
| ok | The product is in Active state. | Yes |
| serverHold | The product is set on Hold by the server. | No |
| serverRenewProhibited | Server-specified Renew is prohibited. | Yes |
| serverTransferProhibited | Server-specified Transfer is prohibited. | Yes |
| serverUpdateProhibited | Server-specified Update is prohibited. | Yes |
| serverDeleteProhibited | Server-specified Delete is prohibited. | Yes |
| pendingDelete | The product is in Pending Delete state. | No |
| pendingTransfer | The product is in Pending Transfer state. | Yes |
| clientHold | The product is set to Hold by the client. | No |
| clientRenewProhibited | Client-specified Renew is prohibited. | Yes |
| clientTransferProhibited | Client-specified Transfer is prohibited. | Yes |
| clientUpdateProhibited | Client-specified Update is prohibited. | Yes |
| clientDeleteProhibited | Client-specified Delete is prohibited. | Yes |
| linked | The product is linked to other products. | Yes |
| pendingRestore | The product is in Pending Restore state. | Yes |
| redemptionPeriod | The product is in Redemption period. | No |

Figure 23-3: Zone Server Status Information. *Verisign provisions to registrars status information related to the TLD.*