



March 20<sup>th</sup>, 2012

**TO Emirates Telecommunications Corporation ( Etisalat)  
Re: Confirmation of Services**

Dear Sir or Madam,

This letter is to confirm that CentralNic Ltd has entered into a contract with Etisalat to provide backend gTLD registry services for the .etisalat generic top-level domain. This agreement specifies that CentralNic will provide the following services to Etisalat for this TLD:

- 1.Operation of the Shared Registry System in accordance with all ICANN specifications, consensus policies and temporary polices; including an Extensible Provisioning Protocol (EPP) interface compliant with the relevant IETF RFCs;
- 2.Operation of the Whois service in accordance with ICANN specifications and RFC 3912 and applicable national legislation;
- 3.Operation of the Authoritative DNS Service in accordance with ICANN specifications and the relevant RFCs;
- 4.Operation of the DNSSEC system in accordance with ICANN specifications and industry best practice, as described in RFC-4641-bis<sup>1</sup>;
- 5.Submission of Registry Data Escrow deposits to Etisalat's selected Agent as per ICANN specifications;
- 6.All registrar account management, including collection of registration and renewal fees, registrar on-boarding and Operational Testing and Evaluation (OT&E);
- 7.Customer service for registrars by telephone and email on a 24x7 basis;
- 8.Technical support for registrars and end users on a 24x7 basis;
- 9.Abuse prevention measures such as integration with the Trademark Clearing House to provide a Sunrise period, plus operation of the Trademark Claims Service; operation of the Uniform Dispute Resolution Process (UDRP) and Uniform Rapid Suspension Service (URS);
10. Operation of Business Continuity and Disaster Recovery facilities for the Registry system, including failover to a backup registry provider.

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<sup>1</sup> See <http://tools.ietf.org/html/draft-ietf-dnsop-rfc4641bis>



11. Operation of single abuse point of contact
12. Operation of policy on handling complaints regarding abuse
13. Operation of orphan glue
14. Measures to maintain whois accuracy and resourcing
15. Periodic review of anti-abuse policies
16. Operation of extra provisions for validation - based TLDs
17. Operation of post-delegation Dispute Resolution Procedure
18. All other registry service responsibilities undertaken by Etisalat under its Registry agreement with ICANN

CentralNic agrees to provide the aforementioned services to Etisalat in accordance with all specifications, obligations, requirements, best practices and standards as required by Etisalat, by ICANN, the IETF, or any other relevant standards body in good faith.

Yours Faithfully,

Ben Crawford  
CEO, CentralNic Ltd