

# Contractual Onboarding for TPPA v1.0.1

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## Welcome

Welcome to our Data Escrow Service. We are DENIC Services, a fully owned subsidiary of DENIC eG and rely on 20 years of experience in Internet technology.

As a Designated Escrow Agent for ICANN accredited Registrars and Approved Escrow Agent for gTLD Registries we fulfil all specifications. We are fully GDPR compliant, ISO certified for information security and business continuity management. Further our Data Escrow Service won the eco://award for innovation in domain name business.

## Overview

This manual describes the onboarding process to our system through our Customer Service Portal.

During the onboarding process you will always have the menu on the left side with the next steps. A completed step has a checkmark. All steps must be completed.

## 1. Customer Service Portal Account

Our main contact will receive an admin-account for our customer service portal. The credentials will be sent by mail as a one-time-link. By clicking on the link a password reset will be forced. This process is protected by a second factor through your provided mobile phone number. This is your master account which can add more users over the admin section described later. In any cases regarding the portal this account will be contacted.

## 2. General Information

The general information section consists of pages to prepare your account and the contract. Through three pages company information will be collected to prefill further forms.

Please fill in the VAT identification number if your company resides in the European Union.

General Information

Contract Data

### General Information

#### General Details

Full Company Name\*

Contact Person\*

Street\*

ZIP Code\*

City\*

Country  
Afghanistan

\* Required Fields

Next

### 3. Contract Data

In addition to your company details the place of jurisdiction is a mandatory information to complete the contract. This can be chosen in the section Contract Data. There are two options to choose from:

- Alternative 1 - by the competent courts in Frankfurt/Main, Germany, with the proceedings to be conducted in German
- Alternative 2 - by arbitration, held in Geneva, Switzerland. such arbitration to be conducted in the English language through the Swiss Chambers' Arbitration institution

### 4. DocuSign

The contract will be prepared via DocuSign, where it will be signed electronically. Once the documents are completed a PDF document will be sent out.



### 5. Onboarding completed

After the contract is signed your full account will be activated and you will have access to the Customer Service Portal.

## I - Contact and Support



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