

Contractual Onboarding for ccTLD 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 lists the onboarding to our system with our Customer Service Portal. This is part one: the contracting.

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

1. Customer Service Portal Account

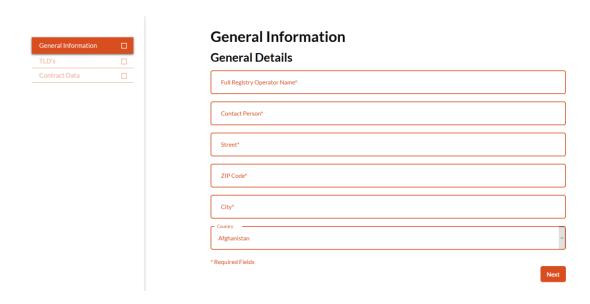
Our main contact will receive an admin-account for our customer service portal. The credentials will be sent by mail as a one-time-link. By clicking on the link a password reset will be forced. This process is protected by a second factor through your provided mobile phone number. This is your master 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 three 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 number if your company resides in the European Union.

Please only choose a backend operator if you don't upload with your own account.





3. TLD's

Under this step you can add one or more TLD's.



4. 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



5. 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.



6. Onboarding part one completed

After the contract is signed we will inform you that you may continue with step two: technical onboarding. The is a dedicated manual for this steps.



General Information

Welcome to Data Escrow by DENIC Services.

Thank you for submitting all general information. This step is completed. You may now continue completing the steps on the left menu.

I - Contact and Support



