Contractual Onboarding for RyDE v1.1

August 2023

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Content

Welcome

Welcome to our Data Escrow Service. We are DENIC Services, a fully owned subsidary 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 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 identification number if your company resides in the European Union.

Please only choose a Backend Operator (BERO) if you don´t upload with your own account.

General Information ☐	**General Information**
TLD's ☐	**General Details**
Change of Escrow Agent ☐	Full Registry Operator Name*
Contract Data ☐	Contact Person*
	Street*
	ZIP Code*
	City*
	Country
	Afghanistan
	* Required Fields
	Next

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3. TLD´s

Under this step you can add one or more TLD´s. The original delegation date is needed for the contract with ICANN.

4. Change of Data Escrow Agent (DEA)

To start the Data Escrow Agent Change, a change request must be sent to ICANN.

Flag here

This must be the same date as in your cancellation notice. ICANN's NSp will ask you also for this date.

Note:
You have a 90-day notice period!

You must complete the Contractual Onboarding first! As soon as we signed the RyDE Agreement go to ICANN's Naming Services portal (NSp) to request the change.

This must be **before** the termination date above. Please allow enough time to avoid that you are running out of service. We start invoicing not earlier than the transition period with your current Data Escrow Agent ends. ICANN's NSp will ask you also for this date.

5. 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

General Information ☑
TLD's ☑
Change of Escrow Agent ☑
Contract Data ☐

Contract Data

Support Contact: escrow@denic-services.de

Please choose your place of jurisdiction.
Once all missing data is completed, the process of signing the contract will start.

Frankfurt/Main, Germany

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

Please choose

Next

6. DocuSign

The contract will be prepared via DocuSign, where it will be signed electronically.

6.1 RyDE Agreement
Once the documents are completed - PDF documents will be sent out.

DocuSign

6.2 Notification of Compliance (NOC)
A little later, separate PDF documents will be sent to ICANN and you.

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7. ICANN Naming Services portal (NSp)

Log in at http://portal.icann.org and create a **DEA Change Request**.

ICANN

Attach an unexecuted version of t...

ATTACHMENT
*Attach File
Upload Files
Title

Please find the unexecuted version of the ICANN approved template here: https://www.icann.org/en/system/files/files/denic-template-20jan23-en.pdf

File Size

As soon as the Registry Operator and DENIC Services has signed the RyDE Agreement, DocuSign will provide both parties with the executed Data Escrow Agreement. Furthermore, you will receive the Letter of Compliance also via DocuSign a few days

Attach an executed Data Escrow A...

ATTACHMENT
*Attach File
Upload Files Or drop files
Title   File Type   File Size

You may use our optional Contract Termination template for your cancellation notice to the current Data Escrow Agent. Than you can upload ist here.

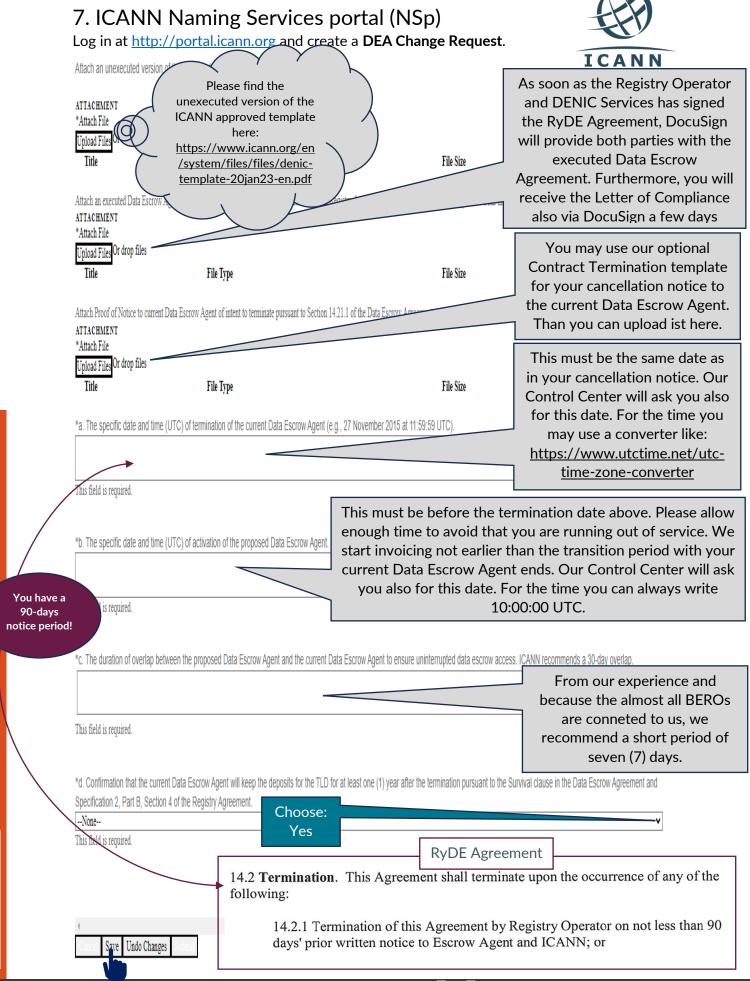Attach Proof of Notice to current Data Escrow Agent of intent to terminate pursuant to Section 14.21.1 of the Data Escrow Agreement

ATTACHMENT
*Attach File
Upload Files Or drop files
Title   File Type   File Size

*a. The specific date and time (UTC) of termination of the current Data Escrow Agent (e.g., 27 November 2015 at 11:59:59 UTC).

This field is required.

This must be the same date as in your cancellation notice. Our Control Center will ask you also for this date. For the time you may use a converter like: https://www.utctime.net/utc-time-zone-converter

*b. The specific date and time (UTC) of activation of the proposed Data Escrow Agent.

is required.

You have a 90-days notice period!

This must be before the termination date above. Please allow enough time to avoid that you are running out of service. We start invoicing not earlier than the transition period with your current Data Escrow Agent ends. Our Control Center will ask you also for this date. For the time you can always write 10:00:00 UTC.

*c. The duration of overlap between the proposed Data Escrow Agent and the current Data Escrow Agent to ensure uninterrupted data escrow access. ICANN recommends a 30-day overlap.

This field is required.

From our experience and because the almost all BEROs are conneted to us, we recommend a short period of seven (7) days.

*d. Confirmation that the current Data Escrow Agent will keep the deposits for the TLD for at least one (1) year after the termination pursuant to the Survival clause in the Data Escrow Agreement and Specification 2, Part B, Section 4 of the Registry Agreement.

--None--
This field is required.

Choose: Yes

RyDE Agreement

14.2 **Termination.** This Agreement shall terminate upon the occurrence of any of the following:

14.2.1 Termination of this Agreement by Registry Operator on not less than 90 days' prior written notice to Escrow Agent and ICANN; or

Cancel Save Undo Changes Submit

8. Termination template (optional)

You may use our template for Contract Termination.

Contract Termination

To

Select ▾

Termination of the Registry Data Escrow Agreement No:

Dear Sir or Madam,

We hereby cancel the Registry Data Escrow Agreement for

with effect from

Please confirm in writing that you will keep the deposits for the TLD for at least one (1) year after the termination, as defined in the Survival Clause of the Data Escrow Agreement and Specification 2, Part B, Section 4 of the Registry Agreement.

Thank you.

Best regards,

Place and Date   Signature

9. Onboarding part one completed

After the contract is signed, we will inform you that you may continue with the next steps of the onboarding, which is the technical onboarding. There is a dedicated manual for these steps.

General Information ☑	
PGP Key ☐	
SSH Keys ☐	
Deposit Upload ☐	
Naming Services Portal ☐	

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

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