

# Contractual Onboarding for ccTLD v1.0.1

May 2021

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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

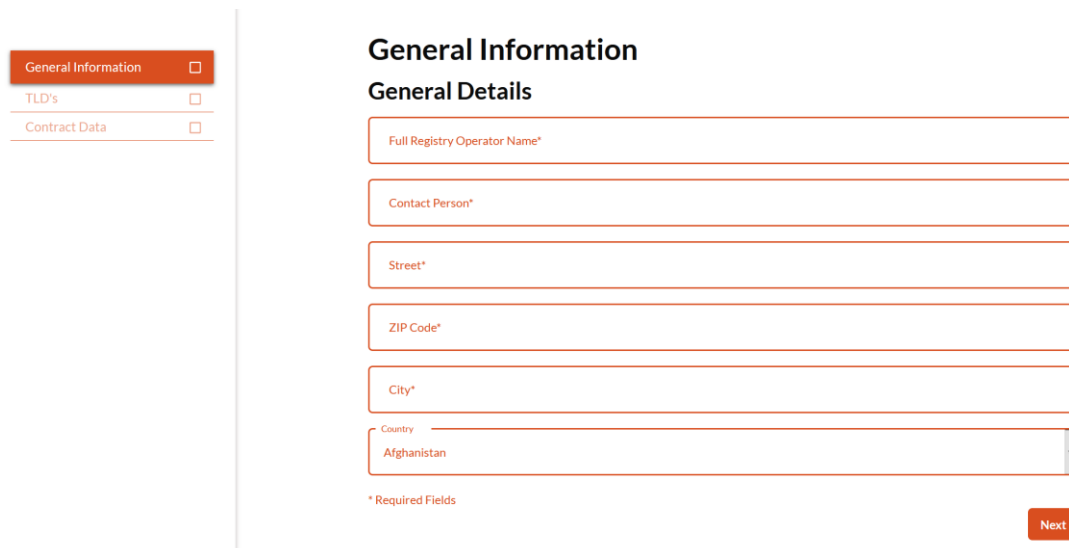
Our main contact will receive an admin-account for our customer service portal. The credentials will be sent by mail as a one-time-link. By clicking on the link a password reset will be forced. This process is protected by a second factor through your provided mobile phone number. This is your master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

The screenshot shows a web form titled 'General Information' with a sub-section 'General Details'. On the left is a sidebar menu with three items: 'General Information' (selected and highlighted in orange), 'TLD's', and 'Contract Data'. The main form area contains several input fields: 'Full Registry Operator Name\*', 'Contact Person\*', 'Street\*', 'ZIP Code\*', 'City\*', and a 'Country' dropdown menu currently showing 'Afghanistan'. A red asterisk indicates that fields marked with an asterisk are required. At the bottom right of the form is a red 'Next' button. A vertical orange bar on the far left of the page contains the text 'Back to Content ->'.

### 3. TLD's

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

General Information ☒  
**TLD's** ☐  
Contract Data ☐

#### TLD's

Contact for Support: [escrow@denic-services.de](mailto:escrow@denic-services.de)

Please add all TLD's which you would like to include to our Data Escrow Service.

TLD Name

Delegation Date

Add TLD

### 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

General Information ☒  
TLD's ☒  
**Contract Data** ☐

#### Contract Data

Support Contact: [escrow@denic-services.de](mailto: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

Next

### 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. There is a dedicated manual for these steps.

General Information	<input checked="" type="checkbox"/>
PGP Key	<input type="checkbox"/>
SSH Keys	<input type="checkbox"/>
Deposit Upload	<input type="checkbox"/>

### 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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