Taking Care of Your Business

CSC® WELCOME KIT

cscdigitalbrand.services

WELCOME TO CSC

Welcome onboard. This is an overview of some of the key processes and practices we follow at CSC in regards to domain name management. At CSC, you are surrounded by a team of experts who are here to support the various needs of your business. Below is an outline of the CSC support structure available to you. In addition to this team, you have access to technical domain support as well, 24/7.

Please sign up at
cscdigitalbrand.services/blog/
if you haven't done so already!

Client Service Partner (CSP)

Your dedicated **CSP** is here to support your everyday requests, and can be reached by phone or email. When your CSP is out of the office, a dedicated back-up team will be monitoring the inbox during business hours and may also be reached by the live-person support function in our portal. The **domain team leader** can be reached daily for escalations.

Strategic Account Manager (SAM)

The **SAM** is responsible for your account overall, and is here to provide support regarding your brand management, including free strategic account advice, such as recommendations regarding brand launches and domain name policy creation. In addition, you have access to a **digital brand consultant** to further offer support and advice around the CSC products and services.

On-Call Support
24/7 technical domain support

Phone:
EMEA: +44 (0)20 7751 0055
North America: +1-902-746-5200
APAC: +61 (3)9611 9519

Toll Free Phone:
APAC: 1-800-CSC-DBS
North America: +1 (888)780-2723

COMMUNICATION

Online Chat Support

All users with access to the CSCDomainManager^{SM} portal can access our live-person support tool by clicking on the "Live-Engage Support" button. Requests that require CSP assistance need to be verified by email. Once account permissions have been verified, the CSP can assist with your request. Chat is available 24 hours a day, Monday through Friday.

On-Call Support

If you have an urgent request after business hours, please call our 24/7 support line, and someone will be able to assist. When you choose CSC as your domain name system (DNS) provider, we can assist with all related services and provide 24/7 DNS support.

Industry News

As a customer of CSC, you have the option to sign up for access to our blog, *Digital Brand Insider*, which gives you access to our *Weekly Launch Guide*, as well as industry insights with domain name, cyber security, and online brand protection news, as well as our quarterly *CSC Dot Brand Insights Report*. These publications will provide you with regular updates on top-level domain (TLD) launches and changes, as well as domain-related news from across the globe.

ORDER MANAGEMENT

Authorized Users and Approvals

An authorized user is someone who has been set up in the system with access to the CSCDomainManager portal. As part of the onboarding, we will request information about who should be set up on the system. There are various access levels that determine which actions a user can take while working in the system. For the security of your intellectual property, CSC ensures that new orders and requests relating to domains in your account are coming from an authorized contact with the proper access before we take any action. If the requester is not authorized for a specific order, we will elevate the request to an authorized contact to validate the order, or confirm adding the requester's access. All requests and orders will be required in writing for your security. Please let your CSP know if there are any changes required to your current account and user structure.

Letter of Authorization

As a new client to CSC, we will ask you to sign a Letter of Authorization that we will keep on file for your account. This document will allow us to more effectively manage your domain name portfolio, as we will be able to use this both with TLD registries and the Internet Corporation for Assigned Names and Numbers to verify we are legitimate in making requests for domain changes and renewals on your behalf. CSC will not make any request for domain updates without your specific instruction to do so.

Domain Renewal Policy

CSC will set all domains under management to auto renewal, ensuring that they are renewed ahead of the expiration date. Each week CSC will email renewal contacts a consolidated renewal report notification indicating accounts with domain names renewing in the next 90 days with inviting you to log in to CSCDomainManager to review the report. We request that such lapse requests are provided to us 45 days ahead of the expiration date to allow us to take appropriate action with the TLD registry. Lapse requests submitted to us less than 45 days before the expiration date will have an effect on the following renewal date.

Two-Factor Authentication

As the world's leading corporate registrar, we consider securely managing our customers' domain names our highest priority and responsibility. Our CSCDomainManager platform requires customers to utilize two-factor authentication to access the application. With two-factor authentication, users are required to enter a unique code into the system—the second factor—along with their username and password to successfully log in.

YOUR PORTFOLIO

Critical Domains

Before a domain transfer to CSC is initiated, or when we are being asked to make updates to domains already under management, we ask you to identify whether the domains are critical to your business. All of the CSC transfers and modification processes are rigid, but if we are made aware of the importance of the domain we are about to change, we can apply the CSC critical domain process, which will apply an additional layer of quality assurance. We may also advise you to apply our MultiLock service on such critical domains, and perhaps ensure that the websites are secured with proper secure sockets layer (SSL) certificates. Ask us about these services!

WHOIS Best Practice

- When registering a domain name, the applicant must specify registrant, administrative, and technical contact information to be associated with the domain name. The registrant contact is the legal owner of the intellectual property that a domain name comprises, and it is strongly recommended to use a full legal name as it is stated on the Business Registration Certificate. Depending upon the policies of the registry, these contact details are often listed in a publicly available database.

- CSCDomainManager will allow you to create any number of WHOIS templates. CSC recommends creating a default set of WHOIS information to be used consistently for new registration, modifications, and transfers, unless not possible due to rules and requirements of the TLD.

- As part of the WHOIS details, a contact representing the organization is required. CSC recommends using a generic role as contact, such as "Domain Manager." This avoids connecting the domain names to a specific individual who might leave the organization or change roles, no longer involved in domain management, causing a need for domain modifications. Note that a few TLD registries require the contact person to be a real person. For this reason, we will ask that a named person is also provided, to be used in these cases of exception.

- CSC further recommends creating a generic email address to be used in the public WHOIS databases, such as "domain.admin@...," that will be monitored by your domain management team and not by any one individual. This will again avoid connecting the domains to a specific person and avoid having to make modifications should the person leave the role or your company.

- In special situations, CSC's email address: admin@internationaladmin. com, may be used to satisfy registry requirements and allow CSC to fully manage your domains. In such cases, this email will replace the default email you designated in those situations. Please be advised that the phone number should be within the country of the contact.

DNS BEST PRACTICE

We take extreme caution when dealing with DNS changes on your domains, to avoid downtime and email malfunction. CSC provides the following DNS service level commitments:

- 100% uptime
- Five-minute zone propagation worldwide

The following processes were created to protect your domains from careless or erroneous DNS updates.

Zone Sign-Off Process

At the transfer of an existing domain name to CSC DNS, we will request a copy of the zone file that is live on the DNS to which the domain name is currently delegated. This zone file will be copied exactly as it is, without any amendments unless specifically requested by an authorized contact. Our DNS team will perform quality assurance checks to verify the zone setup, after which a zone copy will be sent to an authorized contact requesting review and sign off. Zone updates or DNS re-delegations will be initiated only after we have received written zone sign-off.

Zone Freeze

Before a DNS change process is initiated, you should alert your organization to the upcoming change and implement a zone freeze. It is important to remember that a zone file copy is a snapshot of what the zone configuration looks like at the time of exporting the zone, which may be changed a moment later. By informing your stakeholders of the upcoming change and implementing a freeze period during which zone changes are not allowed, you minimize the risk that the zone file copied on to the future DNS is already outdated due to a change made by someone unaware of the planned change.

A zone freeze should start at the time of extracting/copying a zone file from the current DNS, and remain during the time the new DNS is configured, followed by the zone review and sign-off and throughout the actual re-delegation.

When we have confirmed that the DNS re-delegation has been completed and that CSC DNS is authoritative for the domain, the freeze may be lifted. Future zone updates should then be done on CSC DNS.

The zone freeze process is equally important when the DNS is changed from and to your own or third-party DNS.