



ICANN Registry Request Service

Ticket ID: L3N8G-0E1F4

Registry Name: VeriSign, Inc,

gTLD: .COM, .NET, .NAME

Status: ICANN Review

Status Date: 2011-02-01 15:30:23

Print Date: 2011-02-01 15:30:55

Proposed Service

Name of Proposed Service:

Two-Factor Authentication Service for .name

Technical description of Proposed Service:

The frequency and scope of domain name modification incidents that have not been requested or authorized by the registrant are increasing. Incidents include, but are not limited to, inadvertent modifications and errors processed by registrars and domain name hijacking involving compromised account credentials. The proposed Registry-Registrar Two-Factor Authentication service for the .name top level domain is part of a comprehensive domain name security enhancement program designed, among other things, to improve domain name security, and assist registrars in protecting their accounts (the "Program").

As part of VeriSign's proposed Registry-Registrar Two-Factor Authentication Service, the username and passwords currently used to process update, transfer and/or deletion requests will be augmented with dynamic passcodes, which will enable transaction processing to be based on requests that are validated by "what they know" (i.e., their username and password) and "what they have" (i.e., a two-factor authentication credential with a one-time-password).

Upon approval, Registrars will be able to use the one-time-password when communicating directly with VeriSign's Customer Service department. As part of a future phase, Registrars will be able to use the one-time password when using the Registrar portal to make manual updates, transfers and/or deletion transactions.

The Registry-Registrar Two-Factor Authentication Service will initially be an optional service offered to registrars (like it already is for .com and .net) who execute the Registry-Registrar Two-Factor Authentication Service Agreement.

Domain Name Security Enhancement Program

The Registry-Registrar Two-Factor Authentication Service is part of VeriSign's larger domain name security enhancement program which seeks to enhance security with to registrar-registry communications.

First, VeriSign will provide registrars with two-factor authentication credentials for their employees who are authorized to interact with VeriSign's Customer Service via telephone, email and chat in order to authenticate specified actions requested



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for a domain name for which such registrar is the registrar-of-record. Second, those employees will use their two-factor authentication credentials to access the web interface. Two-factor authentication credentials will merely augment the current security practices. VeriSign's goal is to increase the ability to authenticate and track requests by individual authorized employees of the registrars and improve the ability for registrars to maintain security when there are personnel changes. OATH-based two factor authentication credentials will be distributed to registrars who execute the Registry-Registrar Two Factor Authentication Service Agreement at no charge. VeriSign will provide Registrars with Registry-Registrar Two-Factor Authentication Instructions which detail how a registrar's employees can obtain two-factor authentication credentials.

Consultation

Please describe with specificity your consultations with the community, experts and or others. What were the quantity, nature and content of the consultations?:

a. If the registry is a sponsored TLD, what were the nature and content of these consultations with the sponsored TLD community?:

Not applicable.

b. Were consultations with gTLD registrars or the registrar constituency appropriate? Which registrars were consulted? What were the nature and content of the consultation?:

VeriSign developed the concept for the Registry-Registrar Two-Factor Authentication Service based on discussions with several registrars who represent diverse market segments.

c. Were consultations with other constituency groups appropriate? Which groups were consulted? What were the nature and content of these consultations?:

Not Applicable.

d. Were consultations with end users appropriate? Which groups were consulted? What were the nature and



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content of these consultations?:

No.

e. Who would endorse the introduction of this service? What were the nature and content of these consultations?:

Registrars and registrants would likely endorse the introduction of the Registry-Registrar Two-Factor Authentication Service since it will enhance domain name security. Registrars have executed the Two-Factor Authentication Service Agreement for .com and .net as well.

f. Who would object the introduction of this service? What were(or would be) the nature and content of these consultations?:

To date, no one has objected to the introduction of the Registry-Registrar Two-Factor Authentication Service.

We are not aware of any constituency or community that would object to this service, especially in light of the fact that the service will be offered to all registrars as an optional, value-add service, and the service does not require that the two factor authentication credentials be obtained from VeriSign. Under the program, registrars would have the option to use either VeriSign credentials or any other vendor's credentials that comply with the open OATH standards. Those standards are currently supported by at least 70 vendors.

Timeline

Please describe the timeline for implementation of the proposed new registry service:

This service will be implemented in phases:

Implementation for Registry-Registrar Two Factor Authentication Service

- VeriSign will enable the VIP two factor authentication solution on a registry-registrar basis when Registrars interface with the Registry's Customer Service group and eventually via web interface and Registrars could choose to adopt. VeriSign will



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provide registrars two factor authentication credentials at no cost.

- Once the service becomes widely adopted, two-factor authentication credentials will become a requirement for Registry-Registrar transactions. There is no proposed timeline for this milestone at this time.

Business Description

Describe how the Proposed Service will be offered:

VeriSign will implement the Registry-Registrar Two-Factor Authentication Service in phases:

Initial Phase: VeriSign will provide registrars with two-factor authentication credentials for their employees who are authorized to interact with VeriSign's Customer Service via telephone, email and chat in order to authenticate specified actions requested for a domain name for which such registrar is the registrar-of-record.

Later Phase: Those employees will use their two-factor authentication credentials to access the web interface.

VeriSign will not charge registrars for the Two-Factor Authentication Service used to protect the registry-registrar transactions as long as VeriSign operates the .name registry.

Describe quality assurance plan or testing of Proposed Service:

VeriSign has demonstrated the ability to deliver scalable and reliable registry services. The rigorous development processes, extensive suite of quality assurance tests, and performance testing will be applied to maintain the functionality, data integrity and data accuracy of the Registry-Registrar Two-Factor Authentication Service.

Testing the implementation of the proposed service will include the internal testing that is part of VeriSign's software development lifecycle process, plus a beta testing phase with registrar participation. Upon successful completion of the beta testing, registrars will be able to test service implementation in the .name Operational Test and Evaluation environment.

Please list any relevant RFCs or White Papers on the proposed service and explain how those papers are relevant.

None.

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Please list any relevant RFCs or White Papers on the proposed service and explain how those papers are relevant.:

None.

Contractual Provisions

List the relevant contractual provisions impacted by the Proposed Service:

No contractual provisions will be impacted.

What effect, if any, will the Proposed Service have on the reporting of data to ICANN:

The service will not change or add to the reporting of data to ICANN.

What effect, if any, will the Proposed Service have on the Whois?:

The service will not change the functionality, performance, or availability of Whois.

Contract Amendments

Please describe or provide the necessary contractual amendments for the proposed service:



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No contractual amendments will be required. The implementation specifications would be defined in an EPP extension that VeriSign will publish in advance for registrars and post with technical implementation documents on the registrar section of the registry website.

Benefits of Service

Describe the benefits of the Proposed Service:

As more fully described above, the Registry-Registrar Two-Factor Authentication Service is intended to enhance domain name security resulting in increased confidence and trust by registrants.

Competition

Do you believe your proposed new Registry Service would have any positive or negative effects on competition? If so, please explain.:

As more fully described above, the Registry-Registrar Two-Factor Authentication Service is intended to enhance domain name security resulting in increased confidence and trust by registrants.

How would you define the markets in which your proposed Registry Service would compete?:

The intended market for this service is all .name accredited registrars.

What companies/entities provide services or products that are similar in substance or effect to your proposed Registry Service?:

At least seventy (70) vendors provide two-factor authentication credentials that comply with the OATH standard.

In view of your status as a registry operator, would the introduction of your proposed Registry Service potentially impair the ability of other companies/entities that provide similar products or services to compete?:



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No. Under VeriSign's proposal, registrars may use two-factor authentication credentials distributed by VeriSign or a third party on its behalf, or registrars may choose another vendor that complies with the OATH standard, which is an open standard currently supported by at least 70 vendors.

Do you propose to work with a vendor or contractor to provide the proposed Registry Service? If so, what is the name of the vendor/contractor, and describe the nature of the services the vendor/contractor would provide.:

No.

Have you communicated with any of the entities whose products or services might be affected by the introduction of your proposed Registry Service? If so, please describe the communications.:

No.

Do you have any documents that address the possible effects on competition of your proposed Registry Service? If so, please submit them with your application. (ICANN will keep the documents confidential).:

We have no documents to submit.

Security and Stability

Does the proposed service alter the storage and input of Registry Data?:

No.

Please explain how the proposed service will affect the throughput, response time, consistency or coherence of responses to Internet servers or end systems:



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The Service will have no impact on throughput, response time, consistency or coherence of the responses to Internet servers or end systems.

Have technical concerns been raised about the proposed service, and if so, how do you intend to address those concerns?:

No.

Other Issues

Are there any Intellectual Property considerations raised by the Proposed Service:

VeriSign is not aware of any intellectual property considerations.

Does the proposed service contain intellectual property exclusive to your gTLD registry?:

(1) Trademark or similar rights may exist or arise with respect to trade names or terminology used in connection with the proposed Service. (2) Copyright protection may exist or arise in connection with code written or materials created in connection with the proposed service. (3) Certain information or processes related to the service may be confidential to VeriSign and/or subject to trade secret protection. (4) VeriSign is not aware of the issuance of any patents by any party with respect to the service.

List Disclaimers provided to potential customers regarding the Proposed Service:

The Registry-Registrar Two-Factor Authentication Service Agreement contains an industry standard disclaimer of warranties.

Any other relevant information to include with this request:

None.