Cut and Pasted from 2012 Award Statement of Work #SA1301-SA-CN-0035

C.2.4 The Contractor is required to perform the IANA functions, which are critical for the

operation of the Internet’s core infrastructure, in a stable and secure manner. The IANA

functions are administrative and technical in nature based on established policies developed by

interested and affected parties, as enumerated in Section C.1.3. The Contractor shall treat each

of the IANA functions with equal priority and process all requests promptly and efficiently.

C.2.5 Separation of Policy Development and Operational Roles -- The Contractor shall ensure

that designated IANA functions staff members will not initiate, advance, or advocate any policy

development related to the IANA functions. The Contractor’s staff may respond to requests for

information requested by interested and affected parties as enumerated in Section C.1.3 to

inform ongoing policy discussions and may request guidance or clarification as necessary for the

performance of the IANA functions.

C.2.6 Transparency and Accountability -- Within six (6) months of award, the Contractor shall,

in collaboration with all interested and affected parties as enumerated in Section C.1.3, develop

user instructions including technical requirements for each corresponding IANA function and

post via a website.

C.2.7 Responsibility and Respect for Stakeholders – Within six (6) months of award, the

Contractor shall, in collaboration with all interested and affected parties as enumerated in

Section C.1.3, develop for each of the IANA functions a process for documenting the source of

the policies and procedures and how it will apply the relevant policies and procedures for the

corresponding IANA function and post via a website.

C.2.8 Performance Standards -- Within six (6) months of award, the Contractor shall develop

performance standards, in collaboration with all interested and affected parties as enumerated

in Section C.1.3, for each of the IANA functions as set forth at C.2.9 to C.2.9.4 and post via a

website.

C.2.9 Internet Assigned Numbers Authority (IANA) Functions -- include (1) the coordination

of the assignment of technical Internet protocol parameters; (2) the administration of certain

responsibilities associated with the Internet DNS root zone management; (3) the allocation of

Internet numbering resources; and (4) other services related to the management of the ARPA

and INT top-level domains (TLDs).

C.2.9.1 Coordinate The Assignment Of Technical Protocol Parameters including the

management of the Address and Routing Parameter Area (ARPA) TLD -- The Contractor shall

review and assign unique values to various parameters (e.g., operation codes, port numbers,

object identifiers, protocol numbers) used in various Internet protocols based on established

guidelines and policies as developed by interested and affected parties as enumerated in

Section C.1.3. The Contractor shall disseminate the listings of assigned parameters through

various means (including on-line publication via a website) and shall review technical

documents for consistency with assigned values. The Contractor shall operate the ARPA TLD

within the current registration policies for this TLD, as documented in RFC 3172-Management

Guidelines & Operational Requirements for the Address and Routing Parameter Area Domain,

and any further clarification of this RFC. The Contractor shall also implement DNSSEC in the

ARPA TLD.

C.2.9.2 Perform Administrative Functions Associated With Root Zone Management -- The

Contractor shall facilitate and coordinate the root zone of the domain name system, and

maintain 24 hour-a-day/7 days-a-week operational coverage. The process flow for root zone

management involves three roles that are performed by three different entities through two

separate legal agreements: the Contractor as the IANA Functions Operator, NTIA as the

Administrator, and VeriSign (or any successor entity as designated by the U.S. Department of

Commerce) as articulated in Cooperative Agreement Amendment 11, as the Root Zone

Maintainer. The Requirements are detailed at Appendix 1 entitled Authoritative Root Zone

Management Process that is incorporated by reference herein as if fully set forth. The

Contractor shall work collaboratively with NTIA and the Root Zone Maintainer, in the

performance of this function.

C.2.9.2.a Root Zone File Change Request Management -- The Contractor shall receive and

process root zone file change requests for TLDs. These change requests include addition of new

or updates to existing TLD name servers (NS) and delegation signer (DS) resource record (RR)

information along with associated 'glue' (A and AAAA RRs). A change request may also include

new TLD entries to the root zone file. The Contractor shall process root zone file changes as

expeditiously as possible.

C.2.9.2.b Root Zone **“**WHOIS**”** Change Request and Database Management -- The Contractor

shall maintain, update, and make publicly accessible a Root Zone **“**WHOIS**”** database with

current and verified contact information for all TLD registry operators. The Root Zone **“**WHOIS**”**

database, at a minimum, shall consist of the TLD name; the IP address of the primary

nameserver and secondary nameserver for the TLD; the corresponding names of such

nameservers; the creation date of the TLD; the name, postal address, email address, and

telephone and fax numbers of the TLD registry operator; the name, postal address, email

address, and telephone and fax numbers of the technical contact for the TLD registry operator;

and the name, postal address, email address, and telephone and fax numbers of the

administrative contact for the TLD registry operator; reports; and date record last updated; and

any other information relevant to the TLD requested by the TLD registry operator. The

Contractor shall receive and process root zone **“**WHOIS**”** change requests for TLDs.

C.2.9.2.c Delegation and Redelegation of a Country Code Top Level-Domain (ccTLD) --The

Contractor shall apply existing policy frameworks in processing requests related to the

delegation and redelegation of a ccTLD, such as RFC 1591 Domain Name System Structure and

Delegation, the Governmental Advisory Committee (GAC) Principles And Guidelines For The

Delegation And Administration Of Country Code Top Level Domains, and any further

clarification of these policies by interested and affected parties as enumerated in Section C.1.3.

If a policy framework does not exist to cover a specific instance, the Contractor will consult with

the interested and affected parties, as enumerated in Section C.1.3; relevant public authorities;

and governments on any recommendation that is not within or consistent with an existing

policy framework. In making its recommendations, the Contractor shall also take into account

the relevant national frameworks and applicable laws of the jurisdiction that the TLD registry

serves. The Contractor shall submit its recommendations to the COR via a Delegation and

Redelegation Report.

C.2.9.2d Delegation and Redelegation of a Generic Top Level Domain (gTLD) -- The

Contractor shall verify that all requests related to the delegation and redelegation of gTLDs are

consistent with the procedures developed by ICANN. In making a delegation or redelegation

recommendation, the Contractor must provide documentation verifying that ICANN followed its

own policy framework including specific documentation demonstrating how the process

provided the opportunity for input from relevant stakeholders and was supportive of the global

public interest. The Contractor shall submit its recommendations to the COR via a Delegation

and Redelegation Report.

C.2.9.2.e Root Zone Automation -- The Contractor shall work with NTIA and the Root Zone

Maintainer, and collaborate with all interested and affected parties as enumerated in Section

C.1.3, to deploy a fully automated root zone management system within nine (9) months after

date of contract award. The fully automated system must, at a minimum, include a secure

(encrypted) system for customer communications; an automated provisioning protocol allowing

customers to manage their interactions with the root zone management system; an online

database of change requests and subsequent actions whereby each customer can see a record

of their historic requests and maintain visibility into the progress of their current requests; and a

test system, which customers can use to meet the technical requirements for a change request ;

an internal interface for secure communications between the IANA Functions Operator; the

Administrator, and the Root Zone Maintainer.

C.2.9.2.f Root Domain Name System Security Extensions (DNSSEC) Key Management --The

Contractor shall be responsible for the management of the root zone Key Signing Key (KSK),

including generation, publication, and use for signing the Root Keyset. As delineated in the

Requirements at Appendix 2 entitled Baseline Requirements for DNSSEC in the Authoritative

Root Zone that is incorporated by reference herein as if fully set forth. The Contractor shall

work collaboratively with NTIA and the Root Zone Maintainer, in the performance of this

function.

C.2.9.2.g Customer Service Complaint Resolution Process (CSCRP) --The Contractor shall

work with NTIA and collaborate with all interested and affected parties as enumerated in

Section C.1.3 to establish and implement within six (6) months after date of contract award a

process for IANA function customers to submit complaints for timely resolution that follows

industry best practice and includes a reasonable timeframe for resolution.

C.2.9.3 Allocate Internet Numbering Resources --The Contractor shall have responsibility for

allocated and unallocated IPv4 and IPv6 address space and Autonomous System Number (ASN)

space based on established guidelines and policies as developed by interested and affected

parties as enumerated in Section C.1.3. The Contractor shall delegate IP address blocks to

Regional Internet Registries for routine allocation typically through downstream providers to

Internet end-users within the regions served by those registries. The Contractor shall also

reserve and direct allocation of space for special purposes, such as multicast addressing,

addresses for private networks as described in RFC 1918-Address Allocation for Private

Internets, and globally specified applications.

C.2.9.4 Other services -- The Contractor shall operate the INT TLD within the current

registration policies for the TLD. Upon designation of a successor registry by the Government, if

any, the Contractor shall cooperate with NTIA to facilitate the smooth transition of operation of

the INT TLD. Such cooperation shall, at a minimum, include timely transfer to the successor

registry of the then-current top-level domain registration data. The Contractor shall also

implement modifications in performance of the IANA functions as needed upon mutual

agreement of the parties.