

# BUSINESS DEPARTMENT

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Director**



# OVERVIEW

- \* **Staff**
- \* **Operations**
- \* **Collection and Revocations**
- \* **RIR Coordination**
- \* **New Registration Services Agreement**

# STAFF



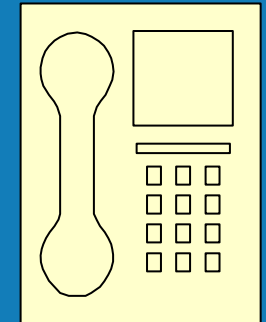
# OPERATIONS

**\* Help Desk Phone: (703) 227-9886**

**\* Hours: 9:00 AM - 5:00 PM EST**

**\* Use to:**

- ▶ Check the status of your account
- ▶ Update your information
- ▶ Find out when you will be invoiced next
- ▶ Find out how to pay your invoice



# OPERATIONS

- \* **New purchasing procedures**
- \* **Updating written procedures**
- \* **Updating data through**
  - ▶ E-mail
  - ▶ Collection procedures
  - ▶ Customer updates



# COLLECTIONS AND REVOCATIONS

## \* **Contacting overdue organizations**

- ▶ Inform them of their status
- ▶ Give them a reasonable time to resolve
- ▶ If no contact listed, contact whomever is using space
- ▶ After due diligence, if no response, revoke space

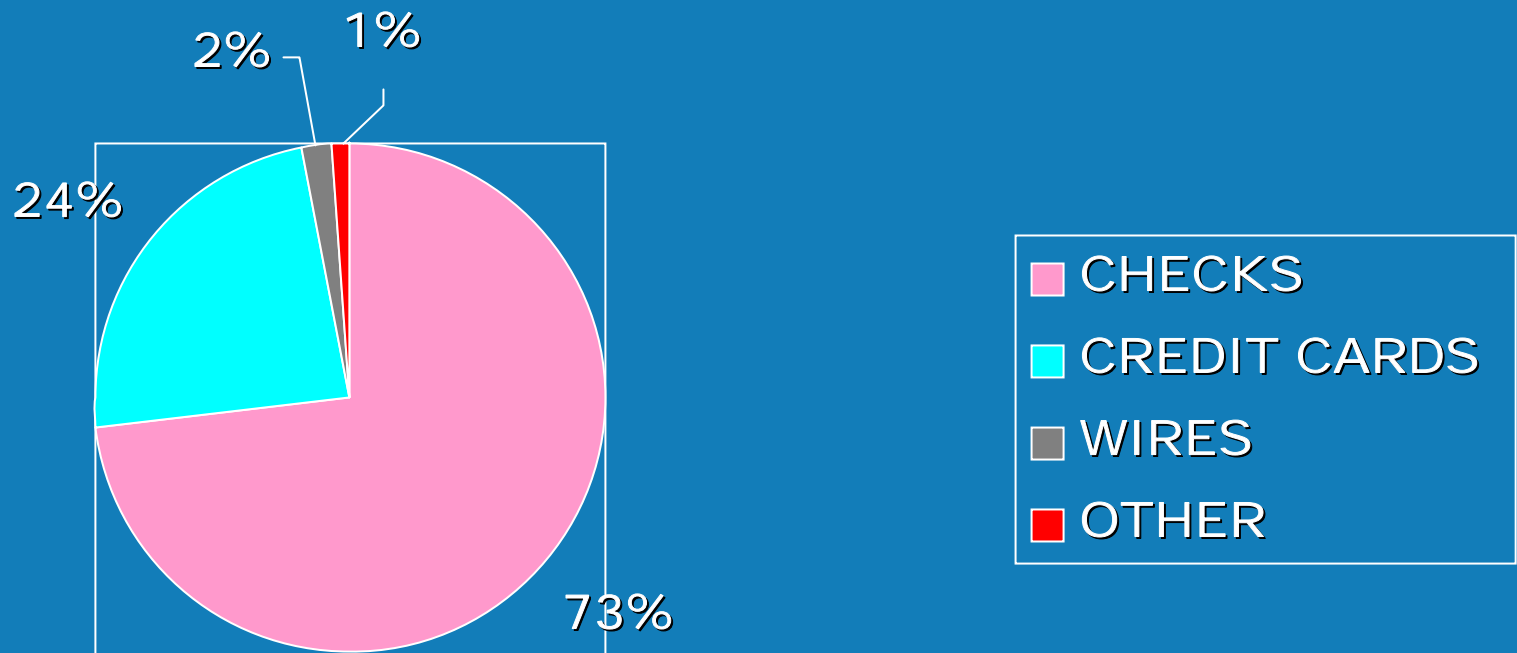
## \* **Process is approximately 30% complete**

## \* **Encourage Orgs. to update/transfer space**

# RIR COORDINATION

- \* Met in Rome to work out details on sharing costs of NRO, ICANN, ASO/AC, AfrinIC**
- \* Discussed Best Practices**
  - ▶ Internal controls
  - ▶ International audit standards
- \* Many common operational problems**

# PAYMENT TYPES





# NEW RSA

- ★ **New Registration Services Agreement (RSA)**
- ★ **To be implemented in 2<sup>nd</sup> Qtr. 2004**
- ★ **More comprehensive, major changes include:**
  - ▶ Click-through Acceptance
  - ▶ Conditions of Service
  - ▶ Bankruptcy
  - ▶ No Property Rights

# NEW RSA

## \* Policies

## \* Indemnification

## \* Implementation will include:

- ▶ Will put on website as notification
- ▶ Will include notice in renewal invoice e-mails
- ▶ Organizations will need to fill out information blocks
- ▶ No longer need signed copies

# Questions?