

The .jobs Product Guidebook

December 2007 Version
2.0



VeriSign Information Services Proprietary Information

This document is the property of VeriSign Information Services. It may be used by recipient only for the purpose for which it was transmitted and must be returned upon request or when no longer needed by recipient. It may not be copied or communicated without the prior written consent of VeriSign Information Services.

COPYRIGHT NOTIFICATION

Copyright © 2006 VeriSign, Inc. All rights reserved.

DISCLAIMER AND LIMITATION OF LIABILITY

VeriSign, Inc. has made efforts to ensure the accuracy and completeness of the information in this document. However, VeriSign, Inc. makes no warranties of any kind (whether express, implied or statutory) with respect to the information contained herein. VeriSign, Inc. assumes no liability to any party for any loss or damage (whether direct or indirect) caused by any errors, omissions or statements of any kind contained in this document. Further, VeriSign, Inc. assumes no liability arising from the application or use of the product or service described herein and specifically disclaims any representation that the products or services described do not infringe upon any existing or future intellectual property rights. Nothing herein grants the reader any license to make, use, or sell equipment or products constructed in accordance with this document. Finally, all rights and privileges related to any intellectual property right described in this document are vested in the patent, trademark, or service mark owner, and no other person may exercise such rights without express permission, authority, or license secured from the patent, trademark, or service mark owner.

VeriSign Inc. reserves the right to make changes to any information herein without further notice.

NOTICE AND CAUTION

Concerning U.S. Patent or Trademark Rights

The inclusion in this document, the associated on-line file, or the associated software of any information covered by any patent, trademark, or service mark rights will not constitute nor imply a grant of, or authority to exercise, any right or privilege protected by such patent, trademark, or service mark. All such rights and privileges are vested in the patent, trademark, or service mark owner, and no other person may exercise such rights without express permission, authority, or license secured from the patent, trademark, or service mark owner.

This publication was created using Microsoft® Word 2003 for Windows™ by Microsoft Corporation. Microsoft is a registered trademark and Windows is a trademark of Microsoft Corporation.



VeriSign® Information Services

21345 Ridgetop Circle

Dulles, VA 20166-6503

E-mail: info@verisign-grs.com

Internet: <http://www.verisign.com/products-services/naming-and-directory-services/naming-services/index.html>

1.0 ABOUT .JOBS	5
2.0 BECOMING A .JOBS PROVIDER	5
2.1 Implementation Milestones.....	5
3.0 NAME STORE MANAGER WEB TOOL	6
4.0 BUSINESS RULES	6
4.1 Domain Operations	6
4.1.1 Check	6
4.1.2 Create.....	7
4.1.2.1 Pending Create.....	7
4.1.2.2 Pending Create Notification Messages.....	8
4.1.3 Delete	8
4.1.4 Restore	8
4.1.5 Renew	8
4.1.6 Auto-Renew.....	8
4.1.7 Transfer	9
4.1.7.1 Transfer Notices	9
4.1.8 Update.....	10
4.1.9 ConsoliDate (Sync).....	10
4.1.10 Bulk Transfers	10
4.1.11 Host Management	10
4.2 Contact Operations	10
4.2.1 Check Contact.....	10
4.2.2 Create Contact	10
4.2.3 Info Contact	11
4.2.4 Modify Contact.....	11
4.2.5 Delete Contact.....	12
4.2.6 Transfer Contact.....	12
5.0 EMPLOY MEDIA VALIDATION PROCESS	12
5.1 Registration Timelines	12
6.0 RESERVED LIST POLICY	12
7.0 REPORTS	13
7.1 Monthly Billing Detailed Reports.....	13
7.2 Registrar Daily Reports	13
7.3 Registrar Weekly Reports.....	14
8.0 INVOICING AND PAYMENT	14
9.0 WHOIS	15
9.1 Whois using the Employ Media Web interface	15
9.2 Whois using the VeriSign Web interface	15
9.3 Whois using the VeriSign command line (port 43).....	15

10.0 DOCUMENTATION	16
11.0 FAQs	16

1.0 About .jobs

.jobs serves the Global Human Resource Management Community by providing a simple, fast and consistent method to communicate the exact online destination of an employer's jobs page to job seekers using the Internet. It is a new way to position and place a company's HR interests on the Internet by using your www.companyname.jobs.

Employ Media LLC is the .jobs registry under authority provided by the Internet Corporation for Assigned Names and Numbers (www.icann.org). Sponsorship of .jobs is provided by the Society for Human Resource Management (SHRM), the world's largest association devoted to human resource management. The Society represents over 200,000 individual members from more than 500 affiliated chapters within the United States and more than 100 countries. As Sponsor, SHRM (www.shrm.org) represents the interests of the Human Resource Community in the evolution of this new name space.

Employ Media has partnered with VeriSign Inc. to provide .jobs names to the global community. VeriSign provisioned the .jobs TLD on the VeriSign Name Store to provide registrars an easily accessible means to register .jobs domain names.

2.0 Becoming a .jobs Provider

Getting started as a .jobs provider is easy. Existing Name Store customers can contact their VeriSign account manager to add the .jobs subscription to their product offerings. New customers can use the following checklist to keep track of startup tasks.

2.1 Implementation Milestones

Agreements and Access			
	Task	Performed By	Organization
<input type="checkbox"/>	Become an accredited Registrar by contacting ICANN at http://www.icann.org/	Registrar	ICANN
<input type="checkbox"/>	Contact a VeriSign account representative or send an e-mail to info@verisign-grs.com to begin the process of becoming a member of the VeriSign Name Store.	Registrar	VeriSign
<input type="checkbox"/>	Sign the .jobs Registry Registrar Agreement and return to VeriSign (see Note)	Registrar	VeriSign
<input type="checkbox"/>	Sign and return VeriSign Name Store Merchant Agreement.	Registrar	VeriSign
<input type="checkbox"/>	Sign and return .jobs Activation Agreement.	Registrar	VeriSign
<input type="checkbox"/>	Complete and return the Name Store Facsimile Authorization Form (optional).	Registrar	VeriSign
<input type="checkbox"/>	Complete and return the Registrar Data Information Form (if not previously provided).	Registrar	VeriSign
<input type="checkbox"/>	Complete and return Registrar Credit Application (if not previously provided).	Registrar	VeriSign
<input type="checkbox"/>	Receive Welcome Email with Customer Service details and contact information.	VeriSign Customer Service	VeriSign
<input type="checkbox"/>	Receive user name and password for Operational Test & Evaluation (OT&E) environment.	VeriSign Customer Affairs	VeriSign
Setup and Review*			
	Task	Performed By	Organization
<input type="checkbox"/>	Acquire VeriSign or Thawte 40 or 128 bit Global Certificate. **	Registrar	VeriSign

<input type="checkbox"/>	Review SDKs, Product Guidebook, and Programmer's Guide (available on VeriSign Web site).	Registrar	VeriSign
<input type="checkbox"/>	Read through the Name Store Product Guidebook for complete marketing, business, customer service, and technical information about the Name Store and its products.	Registrar	VeriSign
<input type="checkbox"/>	Modify letter of credit, performance bond, or cash deposit for Name Store products within Name Store channel account.	Registrar	VeriSign
Testing and Production			
	Task	Performed By	Organization
<input type="checkbox"/>	Conduct development and testing in OT&E environment.	Registrar	VeriSign
<input type="checkbox"/>	Confirm with VeriSign Customer Affairs that contractual and financial obligations are fulfilled.	Registrar	VeriSign
<input type="checkbox"/>	Contact Customer Affairs at cao@verisign-grs.com to request user name and password for production environment.	Registrar	VeriSign
<input type="checkbox"/>	Begin providing .jobs services and deliver the expanded naming selection to your customer base.	Registrar	VeriSign
<input type="checkbox"/>	You may also utilize the Name Store Manager Web-based tool for account administration.	Registrar	VeriSign

Note: The .jobs Registry Registrar Agreement is between the Registrar and Employ Media. VeriSign, Inc. is not a party to the .jobs Registry Registrar Agreement and is only acting to facilitate the contracting process.

*Set-Up and Review tasks may be done simultaneously.

3.0 Name Store Manager Web Tool

The Name Store Manager Web Tool is a Web-based tool that provides Registrars with three basic functions:

1. Management of domain names
2. Management of Name Store Channel Account
3. Management of CSR, Finance, and Technical users

In addition to the above tasks, the tool will allow registrars to view their account balance, existing products that they are subscribed to, and security phrases. Administration of thick registry information is not available through the Name Store Manager Web Tool.

4.0 Business Rules

.jobs will utilize EPP Version 1.0 for registration and management of .jobs domain names. The following business rules apply to the .jobs TLD.

4.1 Domain Operations

4.1.1 Check

Check enables the registrar to check the availability of a domain or name server. Check results are real-time queries against the authoritative database. This does not guarantee that the domain name will still be available at the time of registration.

4.1.2 Create

Create enables the registrar to register a domain name. Domain names submitted by the registrar that are available will be placed in a Pending Create status. VeriSign will debit the Merchant's Name Store account at the time that the order for the domain name is submitted. Names that are validated by Employ Media will be placed in an OK status and become active in the zone. If a domain name is denied by Employ Media, the registrar's account will be credited the full cost of the domain. VeriSign will send notification to the customer via poll and/or e-mail when the domain name is approved or denied. Reference section 5.0 for more information concerning Employ Media's validation process. Create rules:

- Minimum Term: 1 Year
- Maximum Term: 10 Years
- Grace Period: 5 calendar days
 - Delete: If a domain is deleted within the Add Grace Period, the registrar is credited the amount of the registration. The domain is deleted from the Registry database and is immediately available for registration.
 - Renew: If a domain is renewed within the Add Grace Period, the registrar's available credit will be debited for the number of years the registration is renewed. This is in addition to the initial registration charge..
 - Transfer: A domain may not be transferred within the Add Grace Period. Domain names may not be transferred within 60 days of the Create date.
- Domain name length: 63 characters excluding the dot (".")
- Minimum Domain name length: 1 character
- A domain name must not start with a dash ("-") or dot (".")
- A domain name must not start with the following sequence "alphanumeric_alphanumeric_dash_dash" (ex. AA--)
- A domain name must not have any dots ("."). Each character must be a letter, digit, or dash ("-")
- The last character must be a digit or a letter. It cannot be a dash ("-")
- A domain cannot have more than 13 hosts
- A domain name cannot contain the word "jobs" in the second level. For example, verisignjobs.jobs is not permitted
- The Create Date for the domain name will be the date that the name was submitted through the Name Store, not the date that the name becomes active in the zone.
- Reserved list: refer to section 6.0.
- Registrant ID and Contact Type is supported through the Create command.

4.1.2.1 Pending Create

When a name is submitted, it will remain in a Pending Create status until completion of the validation process. The domain will display the "Pending-Create" status in Whois. A domain can be deleted while in the Pending Create status but will not be:

- Included in the zone
- Transferred
- Auto-renewed
- Updated/modified
- Renewed
- Synched
- Restored

Child hosts cannot be created for the domain while it is in the Pending Create status.

4.1.2.2 Pending Create Notification Messages

Registrars will receive a notification message when the domain name in Pending Create status is approved or denied. The message will be sent via Poll Queue and/or E-mail.

4.1.3 Delete

Delete allows registrars to cancel the registration of a domain name. Delete rules:

- Deletion of active domains will set the status of a domain to Redemption Period for 30 days. The domain name is removed from the zone file and no modifications can be made.
- After the Redemption Period, the domain will be set to Pending Delete status for 5 days. The name cannot be restored in Pending Delete status.
- After the 5-day Pending Delete period expires, the domain name will be deleted.
- If a Delete occurs during the Add Grace Period or while the domain is in a Pending Create status, the domain will be deleted immediately and the account will be credited, regardless of being in any other grace periods. The name will not be set to a Redemption Period status.
- If Delete is requested during the Transfer, Renew, or Auto-Renew grace periods, the account will be credited, the appropriate action will be cancelled and the domain will go into Redemption Period status.

4.1.4 Restore

Restore is a service that allows customers to retrieve deleted names by removing the Redemption Period status. Restore rules:

- A successful Restore command will place the name on a Pending Restore status for 7 days
- Domain names on a Pending Restore status will be included in the zone files
- Registrars must submit a Restore Report within 7 days of executing the Restore command
- The Restore will not change the Registration Expiration Date. The Auto-Renew batch process will extend the expiration date one year from the current expiration date

4.1.5 Renew

Renew allows a registrar to renew the registration period of a domain. Renew rules:

- Minimum term: 1 year
- Maximum term: 10 years (includes years requested plus the time of the remaining registration)
- Grace Period: 5 days
 - Delete: If a domain is deleted after the Add Grace Period and within the Renew Grace Period the registrar receives a credit of the renew fee. The domain name enters the Redemption Period.
 - Renew: A domain can be renewed within the Renew Grace Period for up to a total of 10 years.
 - Transfer: If a domain name is transferred within the Renew Grace Period, there is no credit. The expiration of the domain is renewed by 1 year. The new registrar pays the registration fee for the transfer.

4.1.6 Auto-Renew

If the registrar does not renew the domain prior to the expiration date, the Registry automatically renews the domain for 1 year. Auto-renew rules:

- Maximum term: 1 year

- Domains will be auto-renewed on the day after the expiration date of the domain name
- Grace Period: 45 days. Customers have a 45-day grace period after the auto-renew to delete the domain name and receive a refund in the form of a credit. If the domain name is deleted within the 45-day Auto-Renew grace period, the domain is placed in Redemption Period status and a refund is credited to the registrar's account.

4.1.7 Transfer

The Transfer command allows a registrar to request transfer of domain name sponsorship from the current Registrar of Record. Transfer rules:

- Minimum term: 1 year
- Maximum term: 10 years
- A created domain must be greater than 60 days old to be available for transfer.
- Domain names can be transferred in one year increments.
- Grace period: 5 days. If the transfer request is neither approved nor denied within the 5 day Transfer Pending Period, the Registry will automatically approve the request.
 - Delete: If a domain is deleted within the Transfer Grace Period, the sponsoring registrar is credited for the amount of the registration. The domain enters Redemption Period status.
 - Renew: If a domain is renewed within the Transfer Grace Period, there is no credit for the Transfer. In addition to the Transfer charge, the registrar's available credit will be debited for the number of years the registration is renewed. The expiration date of the domain is renewed by the number of years as specified by the registrar's requested renew operation.

4.1.7.1 Transfer Notices

System generated e-mail messages are sent at various points in the transfer process. Depending upon the notification preference (E-mail or Poll Message or Both) that the Registrar chooses, a notification is sent/set for the Registrar. If the preference is

- Email – An Email is sent.
- Poll – A poll message is set in the queue for the Registrar to retrieve.
- Both – An Email is sent and a poll message is set in the queue for the Registrar to retrieve.

The Subject field includes the name of the domain name that is being transferred. The e-mail text descriptions and subject line (in bold) content are as follows:

- **Notification of Transfer Request: Domain Name:** Upon initial request for a domain transfer, the system generates an e-mail message or poll message to the Registrar of Record. The message to the Registrar of Record is notification of the request for which it has 5 calendar days to respond before it is automatically accepted by the system.
- **Receipt of Transfer Request: Domain Name:** Upon initial request for a domain transfer, the system generates an e-mail message or poll message to the Requesting Registrar. The message to the Requesting Registrar is confirmation that the transfer has been requested.
- **Completion of Transfer Request: Domain Name:** This message is sent to the Requesting Registrar following an explicit ACK (acceptance of the transfer) by the current Registrar of Record.
- **Non-Completion of Transfer Request: Domain Name:** This message is sent to the Requesting Registrar following an explicit NACK (decline of the transfer) by the current Registrar of Record.

- **Auto-Acknowledgment of Transfer Request: Domain Name:** If the Registrar of Record does not explicitly accept or decline the transfer within 5 calendar days, the system automatically accepts the transfer. The system then sends this message to both Registrars, notifying them of the transfer acceptance and completion.

4.1.8 Update

Update allows a registrar to update a registered domain name or a name server. Update rules:

- Domain must be in an Active status (or in a status that allows the update to be processed).
- Only the Registrar of the host or domain can update the name
- Registrant ID and Contact Type is also supported through the UpdateCommand.

4.1.9 ConsoliDate (Sync)

ConsoliDate is a service that allows a registrar to synchronize multiple domain names to the same expiry date. The service addresses a frequent request to allow Registrars to help customers manage renewals for sizable domain name portfolios.

4.1.10 Bulk Transfers

Bulk transfers are available as defined in the .jobs Registry-Registrar Agreement.

4.1.11 Host Management

The following host management rules apply to .jobs:

- In-zone hosts must be registered with at least one IP address. Two IP addresses are recommended.
- The maximum number of IP addresses a host can have is 13
- Out-of-Zone name servers may be specified, however should not include IP addresses. The request will be rejected if an out-of-zone host is added with IP addresses
- The minimum number of hosts required for delegation is two
- Prior to performing a Create Host command, you should perform a Check Host command to determine whether the host already exists in Name Store. If the host already exists in Name Store, it cannot be created again. The host can be used (i.e., associated with a domain) by multiple Registrars.
- A host can be updated only by the Registrar that created it
- A host cannot be deleted if it is associated with a domain

4.2 Contact Operations

4.2.1 Check Contact

Allows the user to check if a contact is available through EPP by entering the contact ID.

4.2.2 Create Contact

Allows the user to create a contact through EPP. User inputs for Create Contact include:

- Contact ID - Required
- Postal Info – Required
 - Postal type – Required
 - Contact Name – Required

- Company Name (Organization Name) – Required
- Address
 - Street (3 fields) – At least 1 street address field is required, other 2 will be optional
 - City – Required
 - State – Optional
 - Postal Code - Optional
 - Country Code – Required. Note: only standard country codes are accepted
- Voice – Required
- Fax – Optional
- Email – Required
- AuthInfo – Required
- Sub Product ID – Required (dotjobs)
- Contact Title – Optional*
- Website – Required*
- Industry Classification – Optional*
- Member of HR Association – Optional*
- Admin Type – Required*

*Notes elements available as part of the EPP SDK extension

4.2.3 Info Contact

Allows the user to retrieve contact info through EPP by entering the Contact ID. Info is provided to the owning registrar or the registrar that has the Contact ID and the AuthInfo for the contact

4.2.4 Modify Contact

Allows the user to modify an existing contact through EPP by entering the following attributes:

- Contact ID - Required
- Postal Info – Optional
 - Postal type – Required
 - Contact Name – Optional
 - Company Name (Organization Name) – Optional
 - Address - Optional
 - Street (3) – At least 1 street address field is required, other 2 will be optional
 - City – Required
 - State – Optional
 - Postal Code - Optional
 - Country Code – Required

- Voice – Optional
- Fax – Optional
- Email – Optional
- AuthInfo – Optional
- Sub Product ID – Required (dotjobs)
- Contact Title – Optional
- Website – Required
- Industry Classification – Optional
- Member of HR Association – Optional
- Admin Type – Optional
- Status (es) – Optional

Note: Client Status cannot be the following in order to modify:

- CLIENTUPDATEPROHIBITED
- SERVERUPDATEPROHIBITED

4.2.5 Delete Contact

Allows the user to delete a contact through EPP by entering the Contact ID.

Note: Client Status cannot be the following in order to modify:

- CLIENTUPDATEPROHIBITED
- CLIENTDELETEPROHIBITED

The Contact cannot be deleted if there are any domains associated/ linked with this contact.

4.2.6 Transfer Contact. Functionality is not enabled for .jobs at this time.

5.0 Employ Media Validation Process

Employ Media will validate all names prior to allowing the names to resolve in the zone.

The purpose is to protect the integrity and digital identity of the company name. Employ Media will validate that the “companyname.jobs” application is for the company’s legal or commonly known company name. Upon validation of the name, Employ Media will notify VeriSign and the name will become active in the zone. If the URL for the name is insufficient to complete the validation, Employ Media will request additional documentation from the registrar concerning the registrant’s company name. If the additional information provided by the applicant does not meet the qualification standards outlined by Employ Media, the name will not be approved. Employ Media and VeriSign will notify the registrar that the name has not been approved.

5.1 Registration Timelines

Employ Media will make every reasonable effort to complete the validation process within 48 hours. The closer a legitimate employer remains to the legal or commonly known name of their business for a .jobs registration, the more likely validation can be successful without additional documentation.

6.0 Reserved List Policy

Employ Media retains the right to reserve domain names from registration eligibility. Employ Media will not permit the validation of .jobs registrations for names that fall into one of the four categories on the Reserved List Policy, outlined below. The ability to secure a generic word in .jobs is dependent upon the legal or commonly known company name of the registrant. If the registrant is not known by the name, the registrant will not be able to register the name. Additionally, various generic terms and identifiers, such as geographic names (major cities, countries, etc.), industry and occupational classifications, profane words and other terms of common interest to the HR Community are either registry-reserve words or otherwise reserved from registration. Reserved word categories:

- 1.) Occupational and industry names (e.g. nursing.jobs, accounting.jobs, retail.jobs)
- 2.) Geographic names (e.g., cityname.jobs, regionname.jobs, zipcode.jobs)
- 3.) ICANN-reserved names (see .jobs Sponsored TLD Registry Agreement at <http://www.icann.org/tlds/agreements/jobs/>)
- 4.) Other generic names (e.g. recruit.jobs)
- 5.) Registrations with the word "jobs" in the second level (see section 4.2 Create)
- 6.) ICANN-designated reserved words

7.0 Reports

VeriSign provides reports to registrars as defined below. Registrars have access to an FTP site to download reports. VeriSign Customer Service will provide the address of the FTP site during the ramp-up process.

7.1 Monthly Billing Detailed Reports

Report Name	Description
Registration Report	Registrations, including deletions within 5-day grace period
Transfer Report	Transfers, including deletions within 5-day grace period
Auto-Renewal Report	Auto-Renewals, including deletions and transfers, within 45-day grace period
Explicit Renewal Report	Explicit Renewals, including deletions within 5-day grace period
Restore Report	Restore requests
Sync Report	Syncs executed the previous day
Non Refund Deletion Report	Report Deletions that occurred outside of any grace period

NOTE: All billing detailed reports run on the 1st of the month and the reporting period is the previous month.

7.2 Registrar Daily Reports

Report Name	Description
Registrar Transaction	Includes Adds, Renewals, Transfers, Deletes executed in the last 24 hours

Report	
Daily Gaining Transfer Report	Lists domain names gained from transfers
Daily Losing Transfer Report	Lists domain names lost from transfers
Auto-Renewal Report	Lists all domains auto-renewed the previous day
Sync Report	Syncs executed the previous day
Restore Report	Restore commands executed the previous day
Pending Create Report	Lists all domains on a Pending Create status
Pending Delete Report	Lists names in Pending Delete status
Pending Restore Report	Lists names in Pending Restore status
Gained Child Name Server Report	Lists new child name servers
Renamed Name Server Report	Lists name servers that were renamed
Domains in Pending Create Report	This is used to create a report on all domains in Pending Create status for a particular registrar at the point in time when the report is being run.

7.3 Registrar Weekly Reports

Report Name	Description
Domain Report (Domain Status Report)	Cumulative report of all domain names managed by the registrar
Name Server with IP Report	List of all name servers under management
Domains Hosted by Name Server Report	List of all domain names hosted by name servers under your management
Weekly Gaining Summary Transfer Report	Summary of all gaining transfer activity within the last 7 days
Weekly Losing Summary Transfer Report	Summary of all losing transfer activity within the last 7 days

8.0 Invoicing and Payment

Name Store registrars will use their Name Store Accounts for .jobs transactions. Customers should review their current credit limit to ensure that the amount is sufficient to cover expected volumes. It is the registrar's responsibility to ensure that adequate funds are available in the Name Store account. Registrars can set an account "Low Balance" notification by poll and/or e-mail during account set-up.

VeriSign Name Store will debit the registrar's Name Store Account for each billable transaction based on the price set forth in the .jobs Registry-Registrar Agreement. Accounts will be debited at the time that the transaction takes place (i.e. a CREATE command will debit the registrars account at the time that the CREATE command is received by VeriSign). .jobs prices are subject to change and registrars will be notified in advance by Employ Media and VeriSign of price changes. Registrars will have an opportunity to accept or discontinue offering the .jobs TLD based on those price changes.

Each Registrar's total .jobs billable transactions for the month are included in the Registrar's Monthly Name Store invoice. Customers will not receive an additional .jobs invoice for .jobs transactions. Invoices are sent to registrars on the 1st of each month.

9.0 Whois

Registrars can access the .jobs Whois service in three ways:

- 1) Whois using the Employ Media Web interface
- 2) Whois using the VeriSign Web interface
- 3) Whois using the VeriSign command line (port 43)

9.1 Whois using the Employ Media Web interface

Customers can access Whois information at <http://goto.jobs/>. A full search requires the search string to contain the complete domain name.

- Enter the applicable parameter
 - Domain name (e.g. goto.jobs)
 - Full name of the registrar including punctuation (e.g. VeriSign, Inc)
 - Full host name or the IP address (e.g. ns1.crsnic.net or 198.41.3.39)
- Click the appropriate button ("domain", "registrar", or "nameserver")
- Click on the submit button

A full or partial Whois search can be performed for a domain name. The service will display every domain name that begins with the search string entered at the Whois prompt. To display all possible domain names that begin with specific characters, a partial search can be executed by entering the search string followed by a dot or dots.

9.2 Whois using the VeriSign Web interface

Customers can access Whois information at http://registrar.verisign-grs.com/whois/whois_jobs.html. The format for entering names is the same as the procedures outlined in section 9.1 above.

9.3 Whois using the VeriSign command line (port 43)

Customers can access Whois information through the VeriSign command-line Whois clients at jobswhois.verisign-grs.com (port 43).

- For a domain name: `whois -h jobswhois.verisign-grs.com "domain verisign.com"`
- For a registrar name: `whois -h jobswhois.verisign-grs.com "registrar Network solutions, Inc."`
- For a name server: `whois -h jobswhois.verisign-grs.com "nameserver" or whois "nameserver 198.41.3.39"`

10.0 Documentation

The VeriSign Name Store provides guides and reference manuals to help you learn the processes, rules, and communication conventions of the Name Store. You can find this documentation on the VeriSign Web site at http://www.verisign.com/Resources/Naming_Services_Resources/index.html

The following documentation is available for the .jobs TLD implementation:

- **EPP Mapping.** These documents contain sample EPP commands and responses for each of the Name Store's product API's.
- **Programmer's Guide.** This guide provides instructions on how to use the VeriSign EPP Software Development Kit (SDK). The EPP SDK is a robust java API that can send all EPP commands offered by the Name Store. SDK Version 3.3.0.3 or later is available for .jobs.

11.0 FAQs

Where can I find answers to technical questions?

The Name Store Programmer's Guide, product-specific SDKs are available at http://www.verisign.com/Resources/ccTLD_Resources/index.html to answer your technical questions.

Whether you use Java-based APIs or an XML interface, these documents provide all the information you need about the Name Store platform's technical configuration. To assist you further, we invite you to participate in the Operational Test & Evaluation (OT&E) environment for the .jobs Program.

Do transfers need to be validated by Employ Media?

Registrar-to-registrar transfers do not need to be validated by Employ Media if the registrant information remains the same. Registrant transfers are subject to the provisions outlined in the .jobs Registry-Registrar Agreement.

How long is the validation process?

Employ Media is able to process most name applications within 48 hours. The closer a legitimate employer remains to the legal or commonly known name of their business for a .jobs registration, the more likely validation can be successful without additional documentation.

Does the 5-day Add Grace Period still apply?

Yes. If the name is validated and then Deleted by the registrar within the 5-day Add Grace period, the registrar will receive a credit to their Name Store account.

Who should I contact if I have a question or problem?

Registrars can contact VeriSign Customer Service with any inquiries by phone at 1-703-925-6999 or by e-mail at info@verisign-grs.com. A customer service representative will assist in resolution of the question.