



DATA SHEET



KEY BENEFITS

- 100 percent uptime service-level agreement on DNS resolution
- Redundant infrastructure to eliminate any single point of failure
- Secure platform to prevent intrusions and operational interruptions
- Complete administrative control of your DNS information across all domain name extensions and registrars via an intuitive Web interface
- Expert 24/7 phone and email support from the VeriSign team of DNS experts
- Virtually no up-front costs, capital investment, or lifecycle costs such as staff, maintenance, and training

VeriSign® DNS Assurance

VeriSign® DNS Assurance enables enterprises to reduce the downtime of critical Web-based systems by improving the reliability, security, and overall stability of their Domain Name System (DNS) infrastructure. And because VeriSign provides all of the necessary hardware, software, and network connectivity, increased DNS continuity can be achieved without capital investment in hardware and software or the ongoing expense of network, upgrades, staffing, and system maintenance.

With DNS Assurance, which provides a secondary DNS service to support an enterprise's primary DNS, enterprises manage their primary DNS information in-house or with an outsourced solution, and can maintain a secondary, continuously updated copy of their DNS information on the VeriSign distributed DNS network. DNS Assurance resolves DNS queries along with your primary DNS servers, providing load balancing and wide geographic distribution. The enterprise maintains full and direct control of their secondary DNS configuration via a best-in-class Web interface provided by VeriSign.

+ Maintain Primary Control and Simplify Secondary Configuration

DNS Assurance customers control their primary DNS infrastructure and data and are responsible for configuring their primary name server to allow zone transfers from two VeriSign distribution servers, making their zone data files accessible to VeriSign. Using a simple and intuitive Web interface, enterprises maintain full, exclusive, and direct control over your secondary data, including the ability to add, view, and modify service configuration information that includes the name of the zone, the master primary name server, and an optional backup name server for the zone. In addition, the interface allows enterprises to add, view, or modify their primary name server's IP address and generate a transaction signature (TSIG) key.

+ Unmatched Experience and Expertise

DNS Assurance allows enterprises to leverage the expertise of VeriSign, the leading provider of Intelligent Infrastructure Services for Internet and telecommunications networks, and the leader in providing robust and reliable DNS support. VeriSign has managed the *.com* and *.net* Top-Level Domains (TLDs) for over 10 years, setting the standard for DNS uptime. VeriSign configures, maintains and operates its name servers to the highest possible standards, and provides:

- A secure Network Operations Center with physical access restricted to authorized personnel and network and remote access restricted by firewall and other electronic means



Where it all comes together.™



- Redundant Internet network connections, including multiple connections to more than one Internet access provider
- Automatic fail-over of computer hardware servers so that failure of any one computer hardware server will not affect nor disrupt the customer's domain name resolution
- 24/7 support of the operations center
- Facilities management, including computer and network hardware maintenance, installation of software updates and fixes as supplied by the manufacturers of the computer and network hardware in place, and any such other tasks as required to operate the system in accordance with the service level agreement

VeriSign also maintains, monitors, and updates hardware and software, including the latest software versions, fixes, and patches, to minimize ongoing DNS management costs and maximize performance.

+ Implementation Support & Training

For enterprises that require a more rapid implementation or faster assistance during DNS Assurance setup, VeriSign offers an optional Implementation Support and Training program. As part of this enhanced service, VeriSign will:

- Provide guidance in making name server updates with registrars
- Deliver pre-formatted Zone Data Entry Forms, which customers can use to specify data for uploading into the VeriSign DNS Assurance system
- Load and configure your initial list of domain names into the Web-based user interface
- Test DNS resolution of loaded domain names
- Train the customer's team on the Web-based tool, via conference call and Web-based demonstration
- Provide annual customer refresher training and training on major service updates when released

Visit us at www.Verisign.com for more information.