



## DATA SHEET



### KEY BENEFITS

- 100 percent uptime Service-Level Agreement on DNS resolution
- Redundant infrastructure to eliminate any single point of failure
- Secure proprietary 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 24/7/365 phone and email support from the VeriSign team of DNS experts
- No up-front costs, capital investment, or lifecycle costs such as staff, maintenance, and training

## VeriSign® DNS Assurance Service SECONDARY DNS MANAGEMENT

VeriSign® DNS Assurance Service enables you to reduce the downtime of critical Web-based systems by improving the reliability, security, and overall stability of your Domain Name System (DNS) infrastructure. With DNS Assurance Service Secondary DNS management, you can manage your primary DNS information in-house, or with an outsourced solution, and maintain a secondary, continuously updated copy of your DNS information on the VeriSign distributed global DNS network. DNS Assurance Secondary DNS Management resolves DNS queries along with your primary DNS servers, providing load balancing and wide geographic distribution. You maintain full and direct control of your secondary DNS configuration via a Web-based portal secured by VeriSign digital-certificate-based logon.

DNS Assurance Service requires no special software other than a standard Web browser. And because VeriSign provides all of the necessary hardware, software, and network connectivity, increased DNS continuity can be achieved without the ongoing expense of network management, upgrades, staffing, and system maintenance.

### + Unmatched DNS Experience and Expertise

DNS Assurance allows you to leverage the expertise of VeriSign, the leading provider of Intelligent Infrastructure Services for the Internet and 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 provides all of the necessary network hardware, software, connectivity, as well as 24 hours a day, 7 days a week, 365 days a year expert customer support.

### + Robust and Reliable Global Network

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 to authorized users
- Redundant Internet network connections, including multiple connections to more than one Internet access provider



Where it all comes together.™

- 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
- 24/7/365 network operations center monitoring and support
- Facilities management including computer and network hardware updates and maintenance

#### **+ DNS Assurance on the ATLAS™ Platform**

The Advanced Transaction Look-Up and Signaling (ATLAS™) platform ensures secure, consistent and accurate DNS resolution. This VeriSign-developed global infrastructure is a sophisticated software platform designed to scale the Internet's core infrastructure, the Domain Name System (DNS), and support the convergence of voice and data networks. ATLAS is the platform used for global DNS resolution by the .com and .net registry. VeriSign developed the ATLAS technology infrastructure with 10 - 100 times the processing capacity of the original DNS technology in order to maintain the speed and reliability of connections as well as integrate new protocols quickly and efficiently. Since ATLAS is not open source code software it is much less vulnerable to security flaws of other DNS platforms.

#### **+ Maintain Primary Control and Simplify Secondary Configuration**

As a DNS Assurance Service Secondary Management customer, you control your primary DNS data and infrastructure and are responsible for configuring your primary name server to allow zone transfers from two VeriSign distribution servers, thus making your zone data files accessible to VeriSign global DNS name servers. Using a simple and intuitive Web-based portal developed by VeriSign, you maintain 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 you to add, view, or modify your primary name server's IP address and generate a transaction signature (TSIG) key.

#### **+ Initial Implementation Support & Training**

As part of DNS Assurance Service, VeriSign provides you with initial implementation support and training that includes:

- Guidance in making name server updates with registrars
- Pre-formatted Zone Data Entry Forms to specify data for uploading into the VeriSign DNS Assurance system
- Assistance loading and configuring your initial list of domain names into the Web-based portal
- Test DNS resolution of loaded domain names
- Train your team on the Web-based portal via conference call or Web-based demonstration
- Annual customer refresher training and training on major service updates when released (optional)

**Visit us at [www.VeriSign.com](http://www.VeriSign.com) for more information.**