

# CIRA POLICIES, RULES, AND PROCEDURES

## CIRA 24/7 Emergency Technical Support for Registrars Policy and Rules Version 1.1

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**CIRA 24/7 Emergency Technical Support for Registrars Policy:** CIRA will provide emergency technical support to Registrars outside “normal CBD hours” under special rules to be determined by CIRA at its discretion. To avoid abuse of the service and to cover its operating expenses due to abuse, CIRA will charge certain fees as set out in the Fees Policy and Rules, for calls made by Registrars of “non-emergency” nature.

### 1. CIRA 24/7 Emergency Technical Support for Registrars Rules - definitions:

- (a) “CBD” shall mean any day that CIRA is open for business, as indicated on CIRA’s business day calendar currently at <http://ro.cira.ca/calendar>; *(amended 2004-07-15)*
- (b) “Critical Services” shall mean the services provided by CIRA of computing systems and processes that directly, substantially, and substantively impact the revenue-generating business of a Registrar;
- (c) “Emergency” shall mean a problem and/or issue that impacts a system or process that cannot wait until the next available Normal CBD Hours to be resolved or that pertains to an issue that is affecting Critical Services during non-Normal CBD Hours;
- (d) “Non-Emergency” shall mean any issue and/or problem that does not qualify as an Emergency;
- (e) “Normal CBD Hours” shall mean the hours between 8:30am to 4:30pm (Ottawa time) on a CBD.

### 2. CIRA 24/7 Emergency Technical Support for Registrars Rules - an emergency technical support call:

An Emergency Technical Support (“ETS”) call shall only be initiated by a Registrar when the Registrar is experiencing an Emergency.

### 3. CIRA 24/7 Emergency Technical Support for Registrars Rules - emergency technical support call hours of operation and registrar responsibility:

ETS will be provided outside Normal CBD Hours only. In order to reach CIRA technical personnel after Normal CBD Hours, the Registrar may call CIRA’s emergency technical support line at (613) 237-0324. The Registrar, when calling, must provide the following information (the “Information”):

- (a) Registrar Name;
- (b) Registrar Identification Number;
- (c) Call-back Contact Name;
- (d) Call-back Phone Number; and
- (e) Registrar Master User Account Number.

ETS will not be provided to any Registrar that does not provide valid Information. CIRA will use reasonable commercial effort to have a technical support person contact the Registrar via the Call-back Contact phone number.

4. **CIRA 24/7 Emergency Technical Support for Registrars Rules - emergency technical support:** CIRA will use reasonable commercial effort to determine a potential resolution or workaround to the problem and upon the problem resolution, CIRA will use reasonable commercial effort to contact the Registrar via the Call-back Contact phone number.
  
5. **CIRA 24/7 Emergency Technical Support for Registrars Rules – Non-emergency calls:** If CIRA, at its absolute discretion and sole option, determines that the problem and/or issue was of a Non-Emergency nature, the Registrar will be charged certain fees in accordance with the Fees Policy and Rules. Any applicable Fees will be debited from the Registrar’s account on the immediately following CBD.