



Registrar Technical Certification Guide

OT&E Basic Test for Production Access

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2 Registrar Technical Certification Guide; OT&E Simplified Test

PIR expects that ICANN Accredited Registrars have the technical capability to perform the standard gTLD EPP functions. Therefore, in order to access the PIR Production environment, only a simple test of new gTLD extensions will be necessary.

3 Required Tests

To gain access to the PIR Production Environment, please complete the following tasks:

3.1 Connectivity

Stay connected to the OTE system for 24 hours. Submit a log file showing 24 hours of activity, including one disconnect and one reconnect.

3.2 EPP Functionality

Record information listed below for either the PIR Basic Products or PIR Full Suite Products, as applicable, in the EPP Functionality Form provided on the next page.

3.2.1 PIR Basic Products

1. Perform a check command for a domain.
2. Register 5 domain names in the format "registraname1.tld", "registraname2.tld", etc.
3. Transfer 2 domain names from your OTE1 account to your OTE2 account.

Please log in to the Registrar portal <https://registrar.ote.publicinterestregistry.org> and navigate to the 'Registrar' section and 'View Subscriptions' subsection. Now you are able to see which TLD you are subscribed for and the phase of each one, you can select the appropriate TLDs for your tests on Sunrise, Early Access Period and General Availability.

Once the tasks are completed:

1. Check the box below to certify test completion.



2. Populate the EPP Functionality Form below.
3. Return the entire OT&E simplified test package to our technical support team via techsupport@pir.org

I self-certify I have completed the test elements required.

4 EPP Functionality Form

4.1 PIR Basic Products

1. Attach Log file showing connectivity and check commands.
2. List 5 domain names registered:
 -
 -
 -
 -
 -
3. List 2 domain names transferred:
 -
 -

5 Customer Support Issue Handling

Our customer support team is available at techsupport@pir.org and a toll free number is available +1.855-373-0347 . Issues are prioritized and grouped according to the following Priority categories:

- **Priority 1**- issues are handled immediately, and resolved 24/7, 7 days a week. Please contact us by phone for an immediate response. Phone numbers are returned on all correspondence from the support team in the email signature.

If the Registry system is unavailable, the issue is Priority 1. For example, problems accessing or using the Registry system, Denial of Service attack, or a security breach.

- **Priority 2 & 3** - are handled in a prompt manner within the following working day. For example, troubleshooting, requests to modify account information, statement reconciliation, or explanation of a function.

- **Priority 4 & 5** - are handled in a timely manner and are addressed after Priority 1, 2 & 3 issues are resolved.

For example, when making feature requests.