

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. Contract ID Code	Page 1 of Pages 1
2. Amendment/Modification No. 0004	3. Effective Date	4. Requisition/Purchase Req. No.	5. Project No. (if applicable)
6. Issued By NATIONAL INST OF STDS AND TECHNOLOGY 100 BUREAU DRIVE STOP 3571 BUILDING 301 ROOM B129 GAITHERSBURG MD 20899-3571 WIDDUP, JOSEPH 301-975-6324		7. Administered By (If other than Item 6) SEE BLOCK 6	
8. Name and Address of Contractor (No., Street, County, and Zip Code) NEUSTAR 1120 VERMONT AVENUE NW SUITE 400 WASHINGTON DC 20005		(X)	9A. Amendment of Solicitation No.
Vendor ID: 00007158 DUNS: 112403295			9B. Date (See Item 11)
CAGE:		X	10A. Modification of Contract/Order No. SB1335-02-W-0175
Code			10B. Date (See Item 13) Oct 26, 2001
Facility Code			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

<input type="checkbox"/>	The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers	<input type="checkbox"/>	is extended	<input type="checkbox"/>	is not extended.
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Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the returning _____ offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (if required)
6101000102040000909190000090000909000000000000000 \$ US 0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(x)	A. This change order is issued pursuant to: (Specify authority) The changes set forth in item 14 are made in the Contract Order No. in item 10A.
	B. The above numbered Contract/Order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) Set fourth item 14, pursuant to the authority of FAR 43.103 (b)
X	C. This supplemental agreement is entered into pursuant to authority of: FAR 43.103(a)
	D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor	<input type="checkbox"/>	is not,	X	is required to sign this document and return 1 copies to the issuing office.
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14. Description of Amendment/Modification (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to incorporate the Government-approved version of the usTLD Reserved Name Registration Process and the .US Validated Domain Registration Process, along with associated appendices. Those documents are found in the continuation pages of this modification.

END OF TEXT

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USTLD RESERVED NAME REGISTRATION PROCESS

The U. S. Department of Commerce awarded Purchase Order No. SB1335-02-W-0175 (“the contract”) to NeuStar, Inc. (“the Contractor”) for management of the .us domain, the country-code top-level domain uniquely associated with the United States. On April 24, 2002, the .us domain was opened to the general public for registration. To preserve the U.S. Government presence in the new expanded .us space, the Department of Commerce, working through the Federal CIO Council among others, reserved second-level domain names that correspond to the names used by the U.S. Government in the .gov space, as well as the names of states and local governments. The reservation list currently appears on the Contractor’s website at <http://www.neustar.us>.

This document describes the process that the Contractor will use for registration of these names by the appropriate entities. This process is intended to provide a streamlined method for Federal, State and Local government entities to obtain access to the reserved names.

Proposed Federal Reserved Name Registration Process

The Contractor will serve as the registrar for all reserved name registrations. Registrations, modifications to registrations, deletions and registration renewals all will be ordered through a form-based registration and certification process. The Contractor will implement the following process:

Step 1: A pre-populated form will be sent by electronic mail to each Federal government Central Information Officer (CIO). This form will contain only those names that correspond to the recipient’s agency or department. State and local government contacts will receive either email, or direct mail notifications and a web address, which they can go to for viewing their reserved names.

Step 2: In the case of the Federal Government, the CIO will complete the electronic form, selecting the available reserved names they wish to register along with the term of the registration (yearly or lifetime) and method of payment (credit card). State and local government points of contact will fill out a web form and then mail it to a PO Box that the Contractor set up.

Step 3: The CIO will return the completed form by e-mail within 90 days. State and local government points of contact will have 120 days.

Step 4: Once the Contractor has received the completed form and the appropriate payment, the names will be loaded into the Contractor's Registry system and the registration point of contact will be notified by email of the name registration(s).

The reserved names will be released for general availability on the date to be identified in the mailing described in Step 1.

VALIDATED DOMAIN REGISTRATION PROCESS

The .US Validated Domain Registration Process is detailed in the sections that follow. The documents provided break down the steps by type. Specifically, what parts are handled by the systems that the Contractor built for standard .BIZ and .US registrations as well as the manual processes required to complete validation and order entry.

The documents also detail the level of effort required to complete each step in the registration process. In order to give one an understanding of how the level of effort impacts the Contractor's costs, the incremental time by functional area are categorized for these out of manual processes. This information was used to derive the pricing that is provided in Appendix 3.

1. Process Flow

Appendix 1 contains two process flows. The first process flow details the steps required to process a validated domain registration. The second process flow details the steps required to process a fully automated domain registration. In the first process flow the incremental level of effort to perform a validated registration are listed.

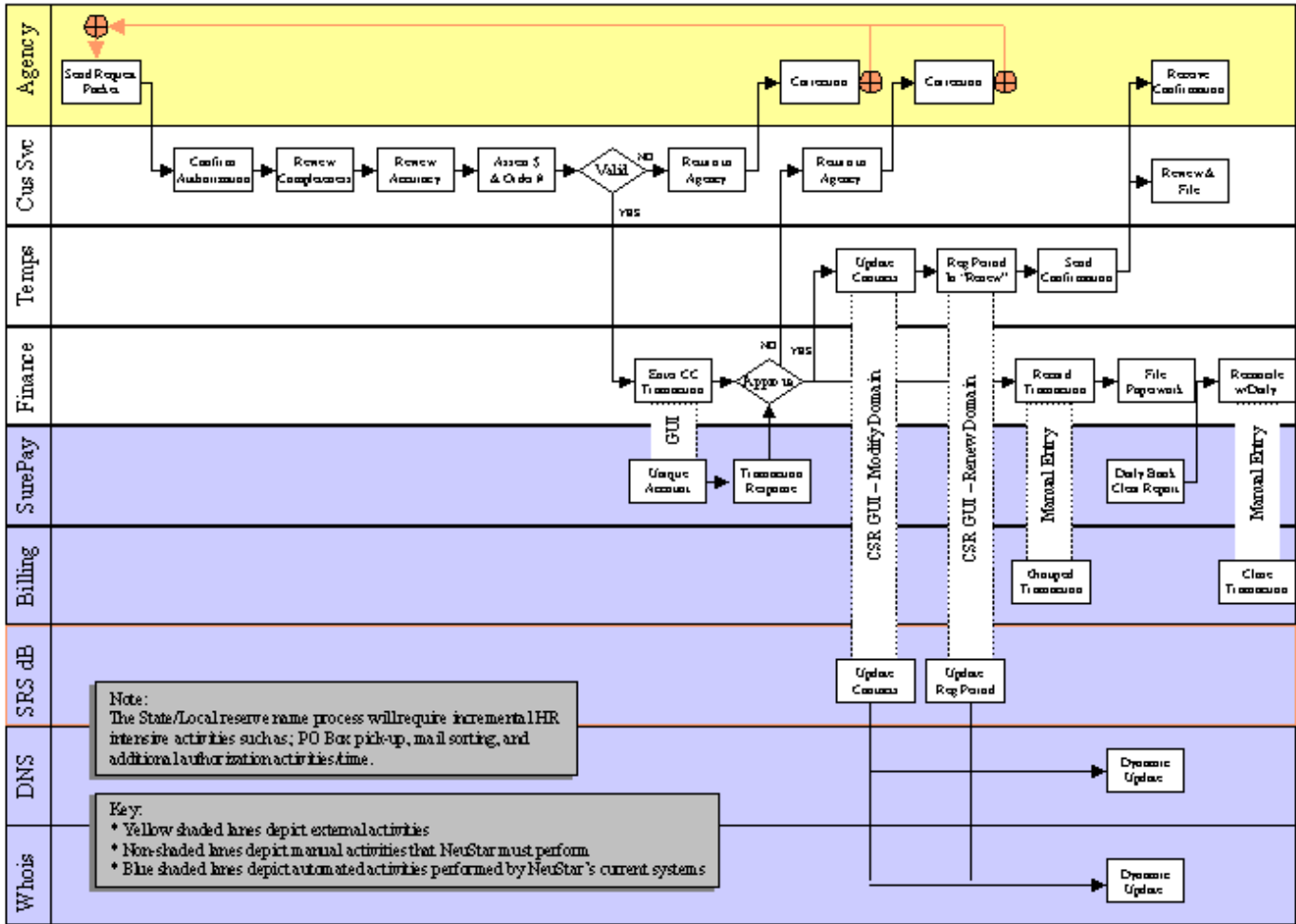
2. Process Flow Description

Appendix 2 is the process flow description document. This documents provides the details of each step in the registration process as well as the functional areas that are impacted.

3. Business Case & Price By Option:

Appendix 3 contains the pricing options for a validated registration. The Contractor factored into its standard registration business case all of the incremental costs associated with the Validated Domain Registration Process. After capturing the incremental costs and applying a reasonable margin, the Contractor arrived at what the cost per unit needs to be for a Validated registration.

APPENDIX 1 VALIDATED DOMAIN REGISTRATION PROCESS



APPENDIX 2
USTLD FEDERAL RESERVE NAME ALLOCATION PROCESS

STEP	OWNER	ACTIVITY & DESCRIPTION	TRIGGER	SUPPORT TOOL(S) / SYSTEMS
1	Customer Service	<p>Send <i>Request Packet</i> to Agency</p> <p>Email full Request Packet with instructions and “terms & conditions” to Federal Agency points of contact. The Request Packet will minimally include;</p> <ul style="list-style-type: none"> - Reserved names for each agency - Request instructions - Terms & Conditions - Domain request forms with fields for all domain contacts - Credit card authorization form - Pricing and billing sheet 	DoC Pricing Approval	<ol style="list-style-type: none"> 1. DoC provided Agency email list 2. <i>Agency Master List</i> - excel spreadsheet w/Agency, domain name, and authorized email cross-ref 3. Contractor email text, email generator, and receipt email box 4. Request packet with; <ul style="list-style-type: none"> o Reserved name list o Instructions o Terms & Conditions o Payment authorization
2	Customer Service	<p>Receive Completed <i>Request Packet</i></p> <p>Email with completed Request Packets received via defined and unique Federal Gov’t Contractor email address.</p>	Email with Request Packet attachment	<ol style="list-style-type: none"> 1. Contractor email address 2. Talisma 3. Request Packet
3	Customer Service	<p>Confirm Authorization</p> <p>Compare “from” email address and “Agency Name” to Agency Master List content. If the email address and Agency name do not match that contained in the excel spreadsheet a “non-confirmed” email response must be sent.</p>	Email with Request Packet attachment	<ol style="list-style-type: none"> 1. Agency Master List 2. Soft-copy pre-written “non-confirmed” email 3. Request Packet
4	Customer Service	<p>Review Completeness</p> <p>Review Request Packet completeness ensuring that all forms and fields are included paying special attention to ensure minimally that each domain name has all contact information and that Credit Card authorization is included.</p>	Email with Request Packet attachment	<ol style="list-style-type: none"> 1. Request Packet Requirements Checklist 2. Pre-written common error response emails 3. Request Packet
5	Customer Service	<p>Review Accuracy</p> <p>Review each form and field to identify incorrect data, data that does not synch from form to form and instances where multiple credit cards are not associated with domain names.</p>	Email with Request Packet attachment	<ol style="list-style-type: none"> 1. Common Error Checklist 2. Pre-written common error response emails 3. Request Packet

6	Customer Service	<p>Assess Charge & Assign Order Number</p> <p>Audit pricing/billing sheet to ensure numbers tie with domain order forms and pricing calculations are correct.</p> <p>Assign an order number and record such in Talisma and on the paperwork for translation to billing data.</p>	Email with Request Packet attachment	<ol style="list-style-type: none"> 1. Pricing sheet 2. Calculator 3. Order number tracking sheet 4. Talisma 5. Request Packet
7	Customer Service	<p>Determine if Request Packet Complete</p> <p>Record results of preliminary review steps (steps 3-6) in Talisma and on paperwork.</p>	Completion of Steps 3,4,5, and 6.	<ol style="list-style-type: none"> 1. Agency Master List Updated 2. Talisma 3. Request Packet
7a	Customer Service	<p>Request Packet Incomplete</p> <p>If Request Packet appears to be complete, does not have common/known errors, and is confirmed as being received from an authorized Agency email account then date/time/rep stamp the packet and forward to Finance.</p>	Completion of Step 7.	<ol style="list-style-type: none"> 1. Talisma 2. Request Packet
7b	Customer Service	<p>Request Packet Complete</p> <p>If any error is identified in Steps 3, 4, 5, or 6 such should be record in Talisma and on the paperwork. An email must be crafted with all error details and next steps and then returned to the submitting email address.</p>	Completion of Step 7.	<ol style="list-style-type: none"> 3. Email text editor 4. Talisma 5. Request Packet
8	Finance	<p>Enter Credit Card Transaction</p> <p>Enter each Credit card transaction into the Federal Gov't Reserve Name SurePay account via the web interface. The SurePay order number should be the Customer Service assigned order number to support later reconciliation and research.</p>	Credit Card Authorization form sent by Customer Service	<ol style="list-style-type: none"> 1. Fed Gov't SurePay account 2. SurePay interface 3. Customer Service assigned order number
9	Finance	<p>Receive Credit Response</p> <p>SurePay shall respond with approval or denial within 5 minutes. The response shall be printed and attached to original credit card authorization noting any pertinent denial information for use by Customer Service.</p> <p>Finance personnel should go to step 14 after sending approvals to</p>	Entered SurePay transaction	<ol style="list-style-type: none"> 1. Email 2. Printer

		Customer Service entry temp or denials to Customer Service lead.		
10	Customer Service Temp	<p>Update Contacts</p> <p>Using the “Modify Domain” transaction command in the CSR GUI change all domain contacts per information contained in the Request Packet. Domain contacts include;</p> <ul style="list-style-type: none"> - Registrant - Billing - Administrative - Billing <p>Note the registrant password should be entered into the “name-value pair” field to verify authorization of later changes.</p>	Credit card approval response from Finance	<ol style="list-style-type: none"> 1. SRS GUI 2. “Modify Domain” transaction instructions/job aid 3. Request Packet
11	Customer Service Temp	<p>Update Registration Period</p> <p>Using the “renew domain” transaction command in the CSR GUI update the registration period for each domain as indicated in the Request Packet.</p>	Credit Card approval response from Finance	<ol style="list-style-type: none"> 1. SRS GUI 2. “Renew Domain” transaction instruction/job aid
12	Customer Service Temp	<p>Send Confirmation</p> <p>Draft confirmation email (utilizing pre-written template) listing all completed/updated domain names, their registration period, and the total credit card charge.</p>	Completion of Steps 10 and 11	<ol style="list-style-type: none"> 1. Pre-written confirmation email text 2. List of entered domain names 3. Credit card charge details
13	Customer Service	<p>Review & File</p> <p>Ensure that all necessary activities have been completed and properly noted on paperwork and in Talisma with order number cross-reference.</p> <p>Check Whois and Speed of Light to confirm DNS and Whois propagation.</p> <p>All paperwork to include at least the following must be filed for later retrieval.</p> <ul style="list-style-type: none"> - Initial Request - Order Number - Date/time/rep stamps for each activity and disposition - SurePay approval/denial response 		<ol style="list-style-type: none"> 1. Full Request Packet with activity notes and date/time stamps 2. SRS GUI 3. usTLD Whois 4. Speed of Light

14	Finance	Record Billing Transaction Create a daily Peoplesoft (billing system) transaction tracking all SurePay submissions.	Step 9	<ol style="list-style-type: none"> 1. Peoplesoft 2. SurePay
15	Finance	Reconcile w/Daily Reconcile daily SurePay bank clearance list with prior SurePay transaction submissions to ensure accuracy and completeness. Upon accurate reconciliation clear/close Peoplesoft transaction for posting.		<ol style="list-style-type: none"> 1. List of prior credit card submissions
16	Customer Service	Audit Review SRS Inventory and Activity reports comparing such to Billing and Talisma activity reports to ensure full reconciliation. Audit approach must confirm that no domain orders have been lost or added and that no financial transactions have been lost or duplicated.		<ol style="list-style-type: none"> 1. SRS Reserve Name Activity Report 2. SRS Reserve Name Inventory List 3. Agency Master List with disposition notes 4. SurePay Activity List 5. Peoplesoft Activity List

Note: This process only represents Federal reserve name allocation activities conducted after system and tool development, training, and SurePay account set-up and does not fully represent the error correction process for submissions that are denied payment authorization or otherwise do not meet the Contractor's full information requirements.

APPENDIX 3
PRICING

Option 1

Permanent Reservation: \$152

Option 2

Three-year registration: \$168 (\$56 per year)

Option 3

Five-year registration: \$180 (\$36 per year)

Option 4

Lifetime registration: \$395

Note: all prices listed above represent up front fees that must be paid at the time the registration is processed. For example, for a three-year registration, the Contractor will charge the registrant \$168.