

CIRA POLICIES, RULES, AND PROCEDURES

AFTER HOURS EMERGENCY SUPPORT PROCEDURE

After Hours Emergency support

CIRA's normal business hours are from 8:30 am to 4:30 pm, Eastern Time, Monday through Friday (not including public holidays). CIRA provides emergency after hours support to .CA Certified Registrars outside normal CIRA business hours, specifically from 4:30 pm to 8:30 am, Eastern Time. This emergency technical support is designed to assist Registrars with critical business issues. The goal is to provide a rapid response when Registry services are unavailable. Examples of critical business issues are:

- Situations that impact the Registry, total disruption of service
- Situations that impact a major service such as WHOIS, DCM and EPP
- Registry System unavailability

Emergency Technical Support Procedures

1. Call (613) 237-0234, and someone will answer the phone immediately and assist you with your call. Please have available your Registrar name, telephone number and e-mail address to reach you and a short description of the problem.
2. The message will be paged out to a Registrar Support Specialist (RSS).
3. You should receive a call back from as RSS Agent within 5 to 15 minutes.

The RSS assigned to the case will work on the problem until one of the following is reached:

- The service becomes operational again, and the issue is closed or its severity is downgraded
- An acceptable and sustainable workaround is provided to keep the service operational until a more permanent solution is found, and the severity is downgraded
- The issue is resolved

Please be aware that CIRA may charge a \$100 fee for calls made to this service for issues that are of a non-urgent nature and can be dealt during normal business hours. Examples of non-urgent issues are:

- General administrative and financial inquiries

General domain registration (Create, renewal, update and transfer) inquires

Any issues that can be dealt with during normal business hours

NORMAL BUSINESS HOURS SUPPORT

CIRA's normal business hours are from 8:30 am to 4:30 pm, Monday through Friday (not including public holidays).

Statutory Holidays

New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day Leave
Civic Holiday
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day Leave

Email Registrar support at regsupport@cira.ca

1. Please ensure that you include as much detail as possible
2. For contact with our support department via the telephone during normal business hours please use the following telephone numbers:
 - Toll free – 1-877-860-1411