



---

1224 Kinnear Road Columbus, Ohio 43212 • **Phone:** (614) 292-9191 • **Fax:** (614) 292-9390 • [www.oar.net](http://www.oar.net)

## **Policy – DNS Request Policy**

Issued 01/01/2017

Updated 04/05/2017

DNS requests must be submitted by an Administrative, Technical or DNS contact from the OARnet Gateway, and they must be sent in writing. The written request avoids errors that can occur when trying to collect host names or IP addresses over the telephone. Once the Service Desk receives a request, we open a ticket on this issue and assign it to our hostmaster for processing.

Turn around time for the completion of DNS requests is up to two business days from the time the request is submitted. If you have a special situation, please contact the Service Desk at [support@oar.net](mailto:support@oar.net) so we can make arrangements to help you.

Answers to frequently asked questions regarding DNS are available [https://www.oar.net/support/support\\_faq](https://www.oar.net/support/support_faq).