

**Corporation Service Company (Australia) Pty. Ltd.**  
**ACN: 162 642 873**

## **Service Level Agreement**

The following service commitments apply to CSC's domain name services only, but not other DBS Services such as DNS, SSL's, and Brand Protection. For other services contact your Strategic Account Manager.

### **1. Account Management**

CSC provides each customer with a dedicated Client Service Partner (CSP) for day-to-day support. The CSP is also supported by one of our CSP teams are based in:

- Melbourne, Australia
- Wiesbaden, Germany
- Stockholm, Sweden
- Paris and Valbonne, France
- London, United Kingdom
- Yarmouth, Canada
- Wilmington, Delaware/Santa Clara, California, US
- Hours of staffed support are:
  - Australian Eastern Standard Time: 8am – 6pm
  - Central European Standard Time: 9am – 5pm
  - Greenwich Mean Time: 9am – 5pm
  - Eastern Standard Time: 7am – 6pm
  - Pacific Standard Time: 9am – 6pm

In addition, CSC offers a 24/7 emergency on-call service:

- Australia 24/7 free phone number: 1800CSCDBS (1800272327) or +61 9611 9519
- Canada 24/7 free phone number: 1- 902 740 1810
- French 24/7 free phone number: 0800 915 000
- German 24/7 free phone number: 0800 180 8972
- Italian 24/7 free phone number: 800 785 711
- UK 24/7 free phone number: 0800 030 4268 or 020 7751 0055
- US 24/7 free phone number: 1-888 780 2723

To provide strategic and project management support in Australia and Asia, a Strategic Account Manager is available from 9am to 5:30pm AEST Monday through Friday.

To provide strategic and project management support in North America, a Strategic Account Manager is available from 8am to 5pm EST or 8am to 5pm PST Monday through Friday.

To provide strategic and project management support in Europe, a Strategic Account Manager is available from 9am to 5:30pm GMT Monday through Friday, based out of the London and Sweden offices.

## **2. Issue Escalation**

In the event a concern arises, the following processes are in place to help resolve your issue.

### *a. Issue escalation Process*

CSC's escalation path is set forth below; however, customers have the ability to escalate any Issue to any CSC employee as and when required or deemed necessary.

### *b. Internal Escalation Path*

- Customer's CSP is the first point of contact
- The CSP may escalate to a CSP Team Leader and/or Strategic Account Manager.
- Should an issue require company-wide resources, it will be escalated to CSC's Senior Management.

## **3. Response Times**

- Same-business-day confirmation that CSC has received your order request
- 24-hour fulfillment of gTLD orders (registrations, modifications) so long as required Customer documentation has been received from Customer
- 48-hour fulfillment of unrestricted ccTLD orders (registrations, modifications) so long as required Customer documentation has been received from Customer

## Complaints Handling

CSC's goal is to provide you with excellent service. We want you to be 100% satisfied. If you are not, please contact us at 800-927-9800 or [csrcontact@cscinfo.com](mailto:csrcontact@cscinfo.com).

### To lodge a formal complaint about an .au domain name:

Please email [domainabuse@cscglobal.com](mailto:domainabuse@cscglobal.com) with the below completed in full. CSC will acknowledge receipt of your complaint within 10 business days.

<b>First Name</b>	
<b>Last Name</b>	
<b>Company (if applicable)</b>	
<b>Address</b>	
<b>City</b>	
<b>Postcode</b>	
<b>Phone Number</b>	
<b>Email Address</b>	
<b>Your complaint details</b>	
<b>The .au Domain name you are making a complaint about</b> *Please enter only 1 domain name above. If the complaint is regarding multiple domain names enter this information into the "details of complaint" text box	
<b>Please advise the auDA Published Policy you are making a complaint under</b>  Domain Name Eligibility and Allocation Policy Rules for the Open 2LDs or Prohibition on Misspellings Policy	
<b>Details of complaint</b>	

**Please note when submitting this complaint regarding an .au domain name to CSC you are acknowledging the following:**

That this form is for submitting complaints in relation to .au domain names only with respect to breaches of auDA policy

CSC reserves the right not to acknowledge or investigate a complaint that is clearly frivolous, vexatious or abusive, or in CSC's opinion has been brought in bad faith.

**Please note:**

- CSC does not handle trade mark complaints please refer to the [au Dispute Resolution Policy page](#) for information about the domain name arbitration process.
- Only complaints with valid details can be accepted
- All personal information provided to CSC is handled in accordance with CSC's Privacy policy
- If a complaint is upheld it will not result in the name being transferred to the complainant

The .au Domain Name Suppliers' Code of Practice and the auDA Consumer Information at <https://www.auda.org.au/policy/au-domain-name-suppliers-code-practice> outlines domain name basics, registration issues, domain name security, transfers, registrants' rights concerning disputes, and instructions on how to lodge formal complaints.

**Written Cancellation Policy**

If you cancel your order before we have submitted it to a federal, state, local, other filing office Or registry, CSC will refund the total amount less a service fee. If you cancel your order after we have already submitted it, we will use our discretion to determine what portion, if any, we can refund.

**auDA's WHOIS policy**

When a domain name is registered, certain information is collected for use on the WHOIS service. The WHOIS service allows internet users to query a domain name to find out the identity and contact details of the registrant. The public WHOIS service is a standard feature of domain name systems around the world. Please see auDA's WHOIS policy at the [auDA Registry WHOIS](#) which sets out auDA's guidelines on the collection, disclosure and use of WHOIS data.

**auDA's Domain Recovery Password Tool**

All registrants have a right to recover their domain name password. Please visit this site to do so: <https://pw.auda.org.au/>