



CORPORATION SERVICE COMPANY

## Customer Service Handling Process

### 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. 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).

## **4. 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.