



# Service Level Agreement for CSC Domain Name Management Services

The following service commitments apply to CSC's Domain Name Management services only and not to any of CSC's other Digital Brand Services offerings. Domain name management includes domain name registrations, renewals, transfers, and modifications. For other services, the customer should contact their CSC strategic account manager (SAM).

## 1. Account Management

- 1.1 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, which are based in:
  - London, United Kingdom
  - Melbourne, Australia
  - Paris and Sophia Antipolis, France
  - Singapore
  - Stockholm, Sweden
  - Wiesbaden, Germany
  - Wilmington, Delaware and Santa Clara, California, United States
  - Yarmouth, Canada
  
- 1.2 Hours of staffed support are:
  - Australian Eastern Time: 8:00 a.m. – 5:30 p.m.
  - British Time: 9 a.m. – 5 p.m.
  - Central European Time: 9 a.m. – 6 p.m.
  - Eastern Time: 7 a.m. – 6 p.m.
  - Pacific Time: 9 a.m. – 6 p.m.
  - Singapore Time: 9 a.m. – 6 p.m.
  
- 1.3 In addition, CSC offers a free, 24/7 emergency on-call service to customers. Our international 24/7 support numbers are:
  - Australia: +61 1 800 CSCDBS (272 327) or +61 3 9611 9519
  - Canada: +1 902 740 1810
  - France: +33 (0) 800 915 000
  - Germany: +49 (0) 800 180 8972
  - Hong Kong: +852 800 961647
  - Singapore: +65 66710282
  - Sweden: +46 8 553 402 00
  - United Kingdom: +44 (0)800 030 4268 or +44 (0)20 7751 0055
  - United States: +1 (888) 780-2723 or +1 (902) 746-5200



## 1.4 Live-person support tool:

All users with access to the CSCDomainManagerSM portal can use our live-person support tool. Log into CSCDomainManager and click on the “Live Person Support” button on the right side. Requests that require CSP assistance need to be verified by email. Once account permissions have been verified, the CSP can assist with your request. Chat is available 24/5, Monday - Friday.

## 2. CSC’s Online Domain Management System

- Uptime: 99.5%
- CSC will use commercially reasonable efforts to give customers seven (7) days’ notice of scheduled maintenance.
- In the event that CSC’s online domain management system is unavailable, a customer may contact their CSP to place orders.

## 3. Issue Escalation

The following processes are in place to help resolve any issues that may arise in relation to CSC’s domain name management services. A customer has the ability to escalate any issue, when required or deemed necessary, in accordance with the below CSC escalation path:

- Customer’s CSP is the first point of contact.
- The CSP may escalate to a CSP team leader or SAM.
- Should an issue require company-wide resources, it will be escalated to CSC’s senior management.

## 4. Domain Name Registration Services

CSC provides customers with the following registration service level commitments:

- Where possible, same business-day (if not, the following business-day) confirmation that CSC has received a customer’s order request.
- 24-hour fulfilment of generic top-level domain (gTLD) orders (registrations, modifications), as long as required customer documentation has been received from the customer.
- 48-hour fulfilment of unrestricted country-code top-level domain (ccTLD) orders (registrations, modifications), as long as required customer documentation has been received from the customer.



### 5. Renewals

CSC has an Auto Renewal Policy, meaning domain names will be renewed automatically and the customer will receive an invoice. If the customer does not wish for any domain names to renew, the customer must contact their CSP or submit a lapse order via CSCDomainManager at least 45 days in advance of the domain registration's expiry date. Each week, CSC will email a customer's renewal contacts a consolidated Renewal Report indicating accounts with domain names renewing in the next 90 days, inviting the customer to log in to CSCDomainManager to review the report and take action.

### 6. Transfer of Registrant

CSC provides customers with the following transfer/registrant service level commitments:

- Where possible, same business-day (if not, the following business-day) confirmation that CSC has received a customer's order request.
- 24-hour fulfilment of gTLD orders for change of registrant, as long as CSC has received all documentation required from the customer. Fulfilment of ccTLD orders will vary depending on the registry and their requirements.