



Service Level Agreement for CSC Domain Name Management Services

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

1. Hours of support

- **CSC provides each client 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
- **Hours of staffed support include:**
 - Australian Eastern Time: 9:00 a.m. – 5:30 p.m.
 - British Time: 8:00 a.m. – 5:00 p.m.
 - Central European Time: 8:00 a.m. – 6:00 p.m.
 - Eastern Time: 7:00 a.m. – 6:00 p.m.
 - Pacific Time: 8:00 a.m. – 6:00 p.m.
 - Singapore Time: 9:00 a.m. – 6:00 p.m.
- **In addition, CSC offers a free, 24x7 emergency on-call service to clients. Our international 24x7 support numbers are:**
 - Australia: +61 1 800 CSCDBS (272 327) or +61 (0)3 9611 9519
 - China: +86 400 842 7530
 - France: +33 (0) 800 915 000
 - Germany: +49 (0)611 712 200999
 - Hong Kong: +852 800 961647
 - India: +91 (0)22 5032 3036
 - Italy: +39 (800) 819 520
 - Japan: +81 (0)345 885 449
 - Middle East: +971 8000-35703485
 - North America: +1 (888) 780-2723 or +1 (902) 746-5200
 - Singapore: +65 670 90197
 - Spain: +34 914 261 9 51
 - Sweden: +46 (0)8 553 402 00
 - United Kingdom: +44 (0)800 030 4268 or +44 (0)20 7751 0055



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- **Live person support tool:**
 - All users with access to the CSCDomainManagerSM portal can use our live-person support tool. Log into CSCDomainManager and click “Live-Engage Support” 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 hours a day, Monday through Friday.

2. CSC’s online domain management system and application programming interface

- Uptime: 99.5%.
- CSC will use commercially reasonable efforts to give client seven days’ notice of scheduled maintenance.
- In the event that CSC’s online domain management system is unavailable, clients can contact CSC’s 24x7 Global Technical Domain Support:
 - North America: 1 888 780 2723 or 1 902 746 5200
 - EMEA: +44 (0) 20 7751 0055
 - APAC: +61 1 800 CSC DBS or +61 (03) 9611 9519
 - Middle East: +971 8000-35703485

3. Issue escalation

The following processes are in place to help resolve any production issues that may arise in relation to CSC’s Domain Name Management services, applications and APIs. Clients have the ability to escalate any issue, when required or deemed necessary, in accordance with the below CSC escalation path:

During business hours of the client’s CSP:

- Client’s CSP is the first point of contact.
- Non-technical issues:
 - If the CSP is unable to resolve the client’s issue, the CSP will escalate to his or her CSC service leader or SAM for follow up and to provide a resolution to the client.
- Technical issues:
 - The CSP will submit an internal ticket for technical assistance and inform CSC leadership immediately.
 - The CSP will confirm the ticket has been submitted to the client.
 - The Technical Team will acknowledge the internal ticket within 30 minutes of submission.
 - The Technical Team will provide the CSP hourly updates as to the status of the internal ticket or at specified intervals in the case of an extended outage.
 - CSP will share updates with the client via email within 30 minutes of receiving information until resolution.
 - Once a resolution is received, the CSP will inform the client via email.

During non-business hours of the client’s CSP:



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- For urgent technical issues, clients should call CSC's 24x7 Global Technical Domain Support:
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 - APAC: +61 1 800 CSC DBS or +61 (03) 9611 9519
 - Middle East: +971 8000-35703485
- The on-call CSP will submit an internal ticket for technical assistance and CSC Operations leaders. The CSP will inform the client a ticket has been submitted for troubleshooting immediately after submitting the internal ticket.
 - The Technical Team will acknowledge the internal ticket within two hours of submission.
 - The Technical Team will provide the on-call CSP and assigned CSP hourly updates as to the status of the internal ticket or at specified intervals in the case of an extended outage.
 - The on-call CSP will share updates with the client and assigned CSP via email within 30 minutes of receipt until resolution.
 - Once a resolution is received, the on-call CSP will inform the client and assigned CSP via email.

4. Domain name services

CSC provides clients with the following registration and modification service level commitments:

- Where possible, client will receive confirmation of their order request on the same business day (if not, the following business day).
- 24-hour fulfilment of generic top-level domain (gTLD) orders (registrations and modifications) as long as required client information and documentation has been received from client.
- 48-hour fulfilment of unrestricted country-code top-level domain (ccTLD) orders (registrations and modifications) as long as required client information and documentation has been received from client.

5. Renewals

CSC follows an automatic renewal policy, which means that if there's no action from the account owner, domain names will be renewed automatically and invoiced. If a client doesn't want to renew their domain names, they must contact their CSP or submit a lapse order at least 45 days in advance of the domain's registry expiration date.

Pursuant to the Internet Corporation for Assigned Names and Numbers (ICANN) Expired Registration Recovery Policy, clients receive a weekly reminder email that includes a list of domain renewals and lapse activity. Clients may also access their Renewal Report at any time from the CSCDomainManager homepage to review this information and take action.



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6. Transfer of registrant

CSC provides clients with the following transfer of registrant service level commitments:

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

7. CSC's DNS management service

CSC provides clients with the following domain name service (DNS) service level commitments:

- DNS resolution (uptime guarantee): 100%
- Global propagation time: 5 minutes
- Servers response time: <100ms
- Packet loss: <1%
- Self-serve or through your client service partner
- Portal availability: 99.9%*

8. DNS zone modification

CSC provides clients with the following DNS zone modification service level commitments:

- Where possible, same business day (if not, the following business day) confirmation that CSC has received a client's order request.
- 24-hour fulfilment of zone modification as long as required client information and checks have been received and approved by the client.

Note: For planned maintenance, CSC will use reasonable efforts to give clients a minimum of seven days' notice of planned maintenance from Vericara. This will not affect DNS resolution when maintenance is performed. Portal and API may be disabled during such window, however standard maintenance windows are typically on Sundays beginning at 4:00 a.m. GMT.