



Customer Support Services

Regardless of whether you are a startup, a small or global business, our team is always ready to help you. You will receive the fastest email and phone response from an expert who knows you and your specific environment.

1. SUPPORT SERVICES

Subject to Customer's adherence to the terms of the Agreement, including but not limited to this Exhibit, for the duration that this Exhibit remains in effect, WHOIS API will provide Customer with technical support services in accordance with the support policy as is defined below.

2. POLICY DEFINITION

2.1 Description

The support services provided pursuant to this Exhibit (the "Support Services") shall consist of Technical Support as is more fully described below, and at the response SLOs elected and paid for by Customer, per the below:

Technical Support Definition

WHOIS API support staff shall make commercially reasonable efforts to resolve material, reproducible bugs in the services provided pursuant to the MSA that are reported by Customer ("Technical Support"). Reported bugs shall be reproducible by using the services as they are provided to Customer by WHOIS API.

Customer shall to provide all support and information reasonably necessary for the bug's reproduction, such as hardware and operating system information, and software logs. Customer may report such bugs to WHOIS API by e-mail and/or phone in accordance with the selected plan level.

Support Levels

BRONZE	Support access	Response SLOs (measured in business hours)
	Email	<p>Severity Level 1: Within 12 hours, and Whois API personnel shall work on resolution during normal business hours until the issue is resolved.</p> <p>Severity Level 2: NA</p> <p>Severity Level 3: NA</p> <p>Severity Level 4: NA</p>

Support Levels

SILVER	Support access Email	Response SLOs (measured in business hours) Severity Level 1: Within 8 hours, and Whois API personnel shall work on resolution during normal business hours until the issue is resolved. Severity Level 2: Within 8 hours, and Whois API personnel shall work on resolution during normal business hours until the issue is resolved. Severity Level 3: NA Severity Level 4: NA
GOLD	Support access Email	Response SLOs (measured in business hours) Severity Level 1: Within 8 hours, and Whois API personnel shall work on resolution 24/7 until the issue is resolved. Severity Level 2: Within 10 hours, and Whois API personnel shall work on resolution 24/7 until the issue is resolved. Severity Level 3: Within 12 hours, and Whois API personnel shall work on it during normal business hours with heightened priority until resolution. Severity Level 4: Within 24 hours, and Whois API personnel shall work on it during normal business hours with heightened priority until resolution.
PREMIUM	Support access Email & Phone	Response SLOs (measured in business hours) Severity Level 1: Within 6 hours, and Whois API personnel shall work on resolution 24/7 until the issue is resolved. Severity Level 2: Within 8 hours, and Whois API personnel shall work on resolution 24/7 until the issue is resolved. Severity Level 3: Within 12 hours, and Whois API personnel shall work on it during normal business hours with heightened priority until resolution. Severity Level 4: Within 24 hours, and Whois API personnel shall work on it during normal business hours with heightened priority until resolution.

Fees shall be invoiced upon full execution of this Exhibit and the annual anniversaries thereof (as applicable), with payment due per the terms of the MSA.

2.2 Exclusions

WHOIS API shall have no obligation of any kind to provide Technical Support for problems in the operation or performance of services caused by any of the following (each, a "Customer-Generated Error"):

- a) modifications to the services not made by WHOIS API or a party expressly authorized by WHOIS API;
- b) Customer's use of the services other than as authorized in the MSA or as provided in the documentation accompanying the services. If it is necessary to perform Technical Support for a problem caused by a Customer-Generated Error, WHOIS API will notify Customer thereof as soon as WHOIS API is aware of such Customer-Generated Error and WHOIS API shall have the right to invoice Customer at, and Customer agrees to pay, WHOIS API's then-current time and materials rates for all such Technical Support performed.

2.3 Severity Level Definitions

Severity Levels shall be interpreted in accordance with the following descriptions.

Severity Level 1

- The services provided pursuant to the MSA are completed halted or severely impacted.
- Any availability commitment in the MSA has been breached.

Severity Level 2

- Important features are unavailable with no acceptable workaround; and it does not materially degrade Customer's use thereof.

Severity Level 3

- A minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality, but does not materially degrade Customer's use thereof.

Severity Level 4

- You request information, an enhancement, or documentation clarification regarding the service but there is no impact on the operation thereof. You experience no loss of service.

3. TERM AND TERMINATION

3.1 Term of Exhibit

This Exhibit shall start to apply as of the Support Exhibit Effective Date and shall be valid for a period of one (1) year. At the end of the said period, this Exhibit shall automatically renew for one (1) additional year unless either party provides the other with not less than thirty (30) days advanced written notice of non-renewal.

3.2 Survival

Sections 2,2, 3.2, and 4 shall survive the termination of this Exhibit for any reason.

4. GENERAL

4.1 Entire Exhibit

This Exhibit supersedes in full all prior discussions and agreement between WHOIS API and Customer relating to the subject matter of this Exhibit and constitutes the entire agreement relating to the subject matter herein. This Exhibit may not be modified or supplemented except by a written document executed by an authorized representative of each Party.

4.2 Resolution of Conflicting Terms

In the event of a conflict between the terms of this Exhibit and the MSA, the terms of MSA shall take precedence.