

SCHEDULE O: SERVICE DEFINITION FOR DOMAIN NAMES SERVICE

1. Service Description for Domain Name Service

1.1 Overview

The Domain Name Service translates human-friendly domain names into IP addresses to facilitate communication between devices across the internet. It enables users to access websites and services by typing domain names instead of numeric addresses. Key features include:

- a) Record management: this allows users to arrange records associated with their domain names.
- b) Subdomain management: this allows users to create and manage subdomains which will enable them to direct traffic to different services, servers or applications.
- c) Zone management: this allows more granular control over components of domain records.

1.2 Responsibilities

- a) Exponential-e will ensure that the domain is locked and not transferable; and
- b) The Customer shall provide any information requested by Exponential-e which may include, but not be limited to, IP addresses and the information set out in Section 1.3 below, in a timely manner.

1.3 Options

The options available to the Customer are as follows:

- i) **Domain name registration:** Exponential-e will register the type of domain name (.gov, .com etc) and quantity set out in the Order Form with the relevant domain service provider. To request this option, upon signing the Order Form, the Customer must provide the following information among others: (a) the domain name preferred – this is subject to availability and cannot be guaranteed (where it pertains to a renewal of an existing domain name registration, the domain name will be set out on the Order Form); (b) administrative contact; (c) a specific technical contact for the domain name (which may or may not be the same as the technical contact detailed on the Order Form); (d) billing contact; and (e) name servers. Where the domain name requested is not available, the Customer will be asked to provide an alternative domain name. In the event that the Customer does not wish to progress the order because the requested domain name is not available, the Customer is entitled to cancel the Domain Name Service – domain name registration option for that domain name by sending an email to cancellations@exponential-e.com and Exponential-e will refund to the Customer, all Charges paid in relation to the domain name registration option cancelled.
- ii) **Domain name transfer:** This is where the Customer transfers an existing domain name to Exponential-e for the domain name to be managed by Exponential-e. The type of domain name (.gov, .com etc) and quantity will be set out on the Order Form. To receive this option, upon signing the Order Form, the Customer must provide to Exponential-e information about the existing domain including the domain name and any updates, to include but not limited to: (a) administrative contact details; (b) administrative contact's email address; (c) details of any domain lock in place; (d) authentication code (if known); (e) proof of ownership; and (f) other related details.
- iii) **Domain name hosting:** Exponential-e will manage the zone files provided by the Customer which is associated with Exponential-e's name servers. The Customer does not need to transfer the domain to Exponential-e from their existing Registrar. The type of domain name (.gov, .com etc) and quantity will be set out on the Order Form. To request this option, the Customer must provide to Exponential-e details such as the domain(s) and corresponding zone file(s) (where it pertains to a renewal of an existing domain name registration, the domain name will be set out on the Order Form). In addition, the Customer must ask their current registrar to point the relevant servers to Exponential-e's named server(s).

2. Target Service Commencement Date

- a) Domain name registration: 10 Working Days^{*/**}
- b) Domain name Transfer: 10 Working Days^{*/**}
- c) Domain name hosting: 10 Working Days^{*/**}

Notes

**From order acceptance date.*

*** Subject to the Customer providing information requested by Exponential-e from time to time.*

3. Additional Terms

- 3.1 The terms accessible via the following link apply to the provision of the Domain Names Service if .gov.uk domains are in scope in addition to Exponential-e's General Terms: <https://www.gov.uk/guidance/additional-terms-for-govuk-agreements>.
- 3.2 In relation to the Domain Name Service, the Initial Term is actually a fixed period calculated from Service Commencement Date. Upon expiry of this period, the Domain Name Service will automatically cease to be provided, without notice, unless the Customer re-contracts with Exponential-e for the continued provision of the Domain Name Service.