

DELETION POLICY

Domain names are registered for fixed periods that are subject to renewal. If a customer has selected our "auto-renew" feature for a domain name registration, we will attempt to automatically renew the domain name approximately 60 days prior to the domain name expiration date (subject to the terms related to the auto-renew feature found in our Service Agreement and on our web site). If a reseller in the Network Solutions Partner Program has selected our "auto-renew" feature for a domain name registration on behalf of a customer, we will attempt to automatically renew the domain name approximately 15 days prior to the domain name expiration date (also subject to the terms related to the auto-renew feature found in our Service Agreement and on the Partner Portal). If a customer has not selected our "auto-renew" feature for a domain name, toward the end of the existing registration period, we send several communications to customers and/or the agents acting on their behalf alerting them that their domain name services will expire on a certain date. If a customer does not renew the domain name by the expiration date, the domain name is subject to deletion at any time after that. In an effort to help our customers avoid unintentional deletion of their domain names, we may, but are not obligated to, provide our customers with a "grace period" after their domain name expiration dates. We currently endeavor to provide a grace period of at least 35 days during which a domain name can be renewed; however, a grace period is not guaranteed and can change at any time without notice. Consequently, every customer who desires to renew his or her domain name registration services should do so in advance of the expiration date to avoid any unintended domain name deletion.

If a domain name is not renewed during any grace period provided by us, pursuant to our Service Agreement, we may, in our sole discretion, attempt to find a third party who is interested in registering the domain name, and then renew and transfer the domain name to that third party on our customer's behalf. This renewal and transfer process is called a "Direct Transfer." We will not attempt to complete a Direct Transfer of a domain name if the customer to which the domain name is registered notifies us by submitting a service request form that he or she does not want us to proceed with such a transfer. A customer's failure to notify us that they do not want us to complete a Direct Transfer constitutes that customer's consent to the Direct Transfer. As described in our Service Agreement, customers are eligible to receive between fifteen and twenty percent (15-20%) of the Net Proceeds from the Direct Transfer.

If a domain name is not renewed as outlined above, absent extenuating circumstances, we will delete the domain name. Registry Operators may provide registrars with the ability to "redeem" a deleted domain name for a customer, and we, in turn, may (but are not obligated to) provide customers with an ability to redeem a particular domain name. Such a Redemption Grace Period (RGP) is not guaranteed and customers should renew their domain name services in advance of the domain name expiration dates to avoid deletion of domain names. Currently, the Registry Operators provide an RGP for 30 days from the date of deletion. If we decide to provide the redemption service to a customer, we charge a fee of \$150 to redeem and renew a domain name during the RGP. If the domain name is not renewed by the expiration of the RGP, it is then placed on "Pending Delete" status for five more days, after which it is deleted and the domain name character string is then once again available for registration.

In the event a domain name is the subject of a Uniform Domain Name Dispute Resolution Policy (UDRP) proceeding and expires or is deleted during the course of the dispute, the complaining customer has the option to renew or restore the domain name under the same commercial terms as the original customer. If the case ultimately is terminated or the arbitrator finds against the complaining customer, the name will be deleted within 45 days.