



network  
solutions®

Understanding Network Solutions®  
Wholesale Partner Transaction  
and Payment Policies

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## 1. OVERVIEW

The following document is designed to help Partners, who have signed and executed a Network Solutions Partner Agreement, understand our policies and process for common domain name transactions and payment policies and processes.

Network Solutions provides Web-based tools, including Network Solutions Partner Portal and XML-based Network Solutions Partner Protocol, for registering, renewing and managing domain names. Tools also are designed for efficient management of your wholesale account and Customer Accounts. The Partner Portal and XML API platforms utilize the same technical foundation to ensure the highest level of flexibility and performance no matter what tool our Partners use.

These tools interface with an account-centric system, which allows us to provide a single invoice for all domain name transactions with Network Solutions submitted by one wholesale account in a given month. Additionally, Partners may now view their financial summaries and account statements, as well as make payments by credit card, online.

Please note that information in this document is subject to change. Partners should contact Partner Support with questions or to confirm Network Solutions policies and procedures.

## 2. GLOSSARY

**Account Number** – A number representing your billing information.

**API (Application Program Interface)** – A set of protocols and tools used to build software applications. A good API makes it easier to develop a functional application by providing all of the necessary building blocks, therefore requiring less programming effort.

**Deactivation** – When a Web Address is deactivated, it can no longer be translated into the numerical addresses used by the network and no longer has the information needed to resolve. The domain name record, however, remains in Network Solutions' domain name database.

**Deletion** – The domain name and its corresponding record is removed from the Domain Name System (DNS) and Network Solutions domain name database and released back to the registry. Domain names released back to registries are available for anyone to register; however some registries may place domain names on hold for a period of time to guard against the loss of names for those who may have unintentionally allowed a name to expire and/or be deleted.

**Expiration Date** – Date on which a domain name's registration expires. The expiration date for a domain name is directly related to the length of service you requested during your registration or renewal transaction. You can view the expiration date for your domain name registrations through the Partner Portal. Your expiration date is shown at the bottom of the page. To extend your service period, simply renew the domain name with Network Solutions.

**Redemption** – Currently a 30-day holding period at the registry, which begins on the day a domain name registration is deleted.

**Registrant** – The individual or organization for which a specific domain name is registered, usually an end-customer of the Partner. This individual or organization holds the right to use that specific domain name for a specified period of time, provided certain conditions are met and the registration fees are paid. This person or organization is the "legal entity" bound by the terms of the Service Agreement.

**Registration** – The process through which individuals and organizations obtain a domain name. Registration of a domain name enables the individual or organization to use that particular domain name for a specified period of time, provided certain conditions are met and payment for services is made.

**Renewal** – The process of reinitiating a domain name's registration for a specified period of time.

**Suspension** – An Account Status assigned to delinquent or abusive wholesale accounts. Suspension indicates that certain transactions within the Partner Portal are disallowed until issues with the wholesale account are resolved.

**Template** – An e-mail format by which some Partners may submit new registrations. To submit new registrations via template requires prior approval and registering a pre-identified email and IP address with Network Solutions.

**Transfer** – The process of changing the Registrar for a domain name or the party who is listed as the domain name Registrant.

**XML (XML API)** – eXtensible Markup Language is a language, similar to HTML, offered to Partners for use in developing a customizable web interface to our systems.

**Partner ID (Wholesale ID)** – Identification number for wholesale accounts. Can be used for access to the Partner Portal, and will appear as your Account Number in Wholesale Invoices.

### 3. TRANSACTIONS

As a leading Domain Name registration provider, Network Solutions is committed to supporting you by providing superior technology to register, renew and manage your domain names. Below are common transactions made via the Partner Portal and XML tools, as well as our guiding policies.

#### 3.1. REGISTRATIONS

When a new domain name is registered, a line item is generated on the current open invoice. Additional services are also added as line items. Please note that by registering a new domain name and adding services, you are accepting responsibility for full payment of the registration charges based on your current pricing schedule.

#### 3.2. RENEWALS

When a domain name or service is renewed, a line item is generated on the current open invoice. Renewals do not appear on your invoice unless you explicitly renew the domain name or service. Please note that by renewing a domain name or service, you are accepting responsibility for full payment of the charges based on your current pricing schedule.

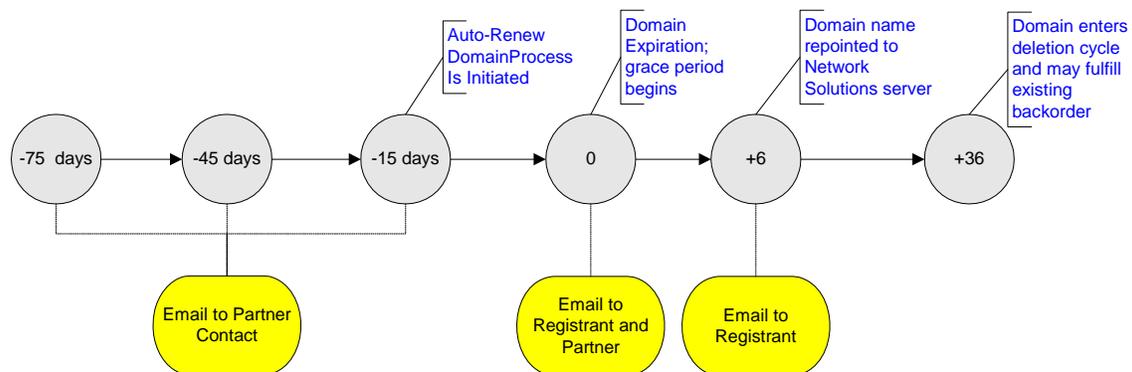
As a courtesy to customers, Network Solutions currently provides a renewal grace period of up to 36 days for Partners and customers to renew their domain name registrations and services after the expiration date has passed. However, Partners are strongly encouraged to renew early to avoid any potential interruption of service on the domain name.

##### 3.2.1. NOTIFICATIONS

As a courtesy, Network Solutions provides you with a series of notifications to remind you of your upcoming expiration dates and our renewal procedures in an effort to assist in the management of the domain names and services in your customer's account(s). In addition, you can access the list of domain names and services in your wholesale account that are within 90 days of their expiration dates through the Partner Portal. Visit the **Help** link in Partner Portal to learn how to look up domain names and services.

Network Solutions sends consolidated lists twice a month informing you of domain names and services up for renewal 75, 45 and 15 days in advance of their expiration dates, giving you plenty of time to act on those domain names and services. Additionally, a series of notices are sent as the expiration date passes to help prevent any unintended interruptions to your customers' sites. These notices include an Expiration Notice to Partners and Registrants regarding expired domain names, Deactivation Notices, and Deletion Notices.

The renewal notification process for most extensions is as follows:



### Renewal Notifications to Partners

On the 1<sup>st</sup> and 15<sup>th</sup> of each month, a consolidated renewal notice will be sent to you via e-mail detailing the following:

- Names and services expiring in 46 - 75 days: includes domain names coming up for renewal within the next 46 to 75 days
- Names and services expiring in 16 – 45 days: includes all domain names that the partner has not renewed that are up for renewal within 16 to 45 days
- Names and services expiring in 15 days or less: includes all domain names that the partner has not renewed that are up for renewal within 15 days. Auto-renew flags must be set prior to day 15 to ensure the process is initiated.

We recommend you renew early to avoid any complications.

### Expiration Notifications to Partners and Registrants

Network Solutions currently provides a renewal grace period of up to 36 days for customers to renew their domain name registrations and services after the expiration date has passed. If the current registrant/customer chooses not to renew their Network Solutions domain name registration within the grace period, the domain name may be transferred to another registrant if a backorder was placed on the domain name and the order is secured.

Upon the expiration date, Network Solutions includes the Registrant in our communications process as an extra measure to protect their domain name registration and services.

Expiration Notice – On the expiration date of each domain name that you have not renewed, a notice will be e-mailed to you and the Registrant of the domain name informing you and the Registrant that the name is pending deactivation.

Deactivation Notice – Six (6) days after the expiration date, all domain names that you have not renewed will be deactivated and will no longer resolve. An e-mail will be sent to the Registrant informing of the deactivation.

Thirty-six (36) days after the expiration date of the domain name, the domain name will be deleted from your wholesale account. No notice is sent. Any associated services will also delete.

If we have secured a backorder for the domain name, the domain name will be renewed on behalf of the current registrant and transferred to the new registrant in accordance with the Network Solutions Service Agreement. If no backorder for the domain name has been placed or if the backorder process is not fulfilled, the domain name will be deleted at the registry and may be available for redemption.

### Renewal and Notification Exceptions

There are some domain name extensions that do not conform exactly to the above renewal and notification processes.

#### .CN and .TW domain names

Domain names with .CN and .TW extensions will deactivate on the expiration date and will be deleted soon after. Partners should not rely on a grace period to renew their domain name registrations and services after the expiration date has passed, as it is not always available. Partners are strongly encouraged to heed renewal notifications and to renew early to avoid any potential interruption of service on the domain name.

#### Type 1 and Type 2 domain names

Type 1 domain names, those with extensions .AC, .AM, .BE, .DE, .EU, .FM, .IO, .NL, .SH, .CO.UK, .ME.UK, and .ORG.UK, must be renewed 11 days prior to expiration or they will be deleted within the month that the domain name expires. Renewals submitted after 11 days prior to expiration will not be accepted and no redemptions will be possible for these domain names. The Registrant will not receive the Expiration or Deactivation Notices discussed above, as no renewals may be submitted beyond 11 days prior to expiration.

Type 2 domain names, those with extensions .AT, .CH, .CZ, .JP, .LI, .ES, .COM.MX, .MX, .NU, .CO.NZ, .ORG.NZ, .NET.NZ, .PL, .RU, .SG and .TK must be renewed 42 days prior to expiration or they will be deleted within the month

that the domain name expires. Renewals submitted after 42 days prior to expiration will not be accepted and no redemptions will be possible for these domain names. The Registrant will not receive the Expiration or Deactivation Notices discussed above, as no renewals may be submitted beyond 42 days prior to expiration.

Type 1 and Type 2 domain names are **not** eligible for backorder.

***Please note:** It is essential that you keep account and Registrant e-mail contacts updated in compliance with your Partner agreement and industry policy, as all notices will be sent via e-mail. Be sure also that your company systems accept e-mail from @networksolutions.com. Network Solutions reserves the right to delete a domain name that has not been renewed and/or paid for at any time without notice to you or the Registrant. Notifications are a courtesy.*

**Renew Domain Names Using the Partner Portal or Partner Protocol:**

Domain name registration and service renewals must be made using the Partner Portal or Partner Protocol. You can access the Partner Portal at: <http://partners.networksolutions.com>. To login to the Partner Portal you will need your Partner ID and Password. To learn more about how to use the Partner Portal, please review the user instructions by clicking **Help** in the Partner Portal.

If you do not have your Partner ID and password, please call 877-438-8580 or send an e-mail to the following address: [premiersupport@networksolutions.com](mailto:premiersupport@networksolutions.com).

**Domain Name and Service Renewal Obligation:**

Each domain name and service renewal via the Partner Portal or Partner Protocol generates a line item on your current open invoice. As noted above, by renewing a domain name and/or service, you are accepting responsibility for full payment of the registration charges based on your current pricing schedule.

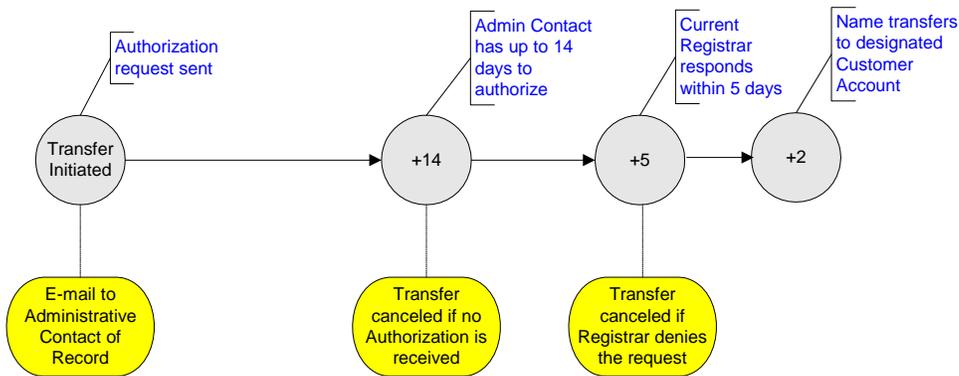
3.3. TRANSFERS

When a new domain name is successfully transferred to Network Solutions, a line item is generated on the current open invoice. Please note that by registering a new domain name, you are accepting responsibility for full payment of the registration charges based on your current pricing schedule. You are not charged for transfers within Network Solutions or for transferring out of the system. The transfer processes follow.

3.3.1. INBOUND TRANSFERS

An Inbound Transfer is initiated when you want to transfer your domain name registration from the current registrar to Network Solutions. When a domain name is transferred to Network Solutions, any years remaining on the current domain name registration are honored in full (except for .EU domains) and an additional one-year term is automatically added, generating a line item on the current open invoice. Unlike other extensions, when a .EU transfer is completed the registration period starts over from the date of the transfer completion and extends for one year. Any time remaining on the domain name registration is lost. For example: If a .EU name is transferred on June 23, 2006 the expiration date will be set to June 23, 2007. This is also true for .EU domains that have expiration dates 2 or more years out.

Network Solutions adheres to the transfer guidelines provided by ICANN, the non-profit body responsible for accrediting domain name registrars. The current Network Solutions process is as follows:



### 3.3.2. CHANNEL TRANSFERS

You can use the transfer process to transfer domain name registrations between Network Solutions accounts. When a domain name is transferred within Network Solutions, any years remaining on the current domain name registration are honored in full. An additional one-year term is not added and no line item is generated on your current open invoice.

### 3.3.3. OUTBOUND TRANSFERS

An Outbound Transfer is initiated when you want to transfer your domain name registration from Network Solutions to another registrar. You are not charged when you transfer out of the system and no line item is generated on your current open invoice.

## 3.4. CANCELLATIONS AND DELETIONS

### 3.4.1. CANCELLATIONS

Please note that by registering or renewing a domain name and/or service, you are accepting responsibility for full payment of the registration charges. Transactions may not be canceled, so please be careful when making your purchases.

### 3.4.2. DELETIONS

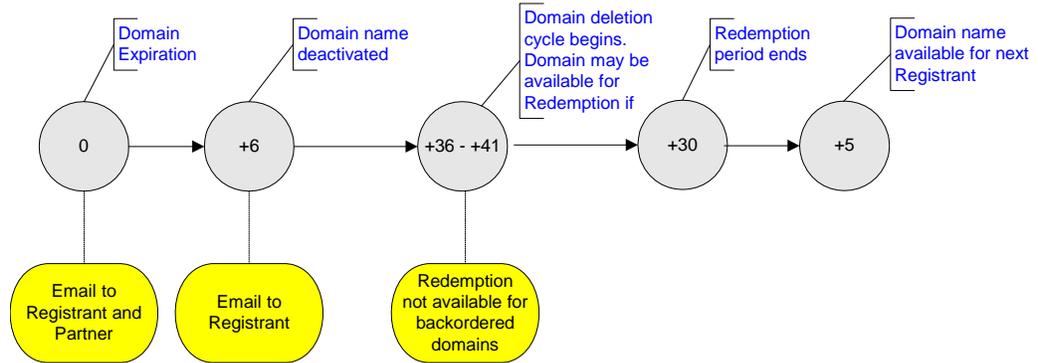
You may choose to delete domain names from your wholesale account through the Partner Portal or Partner Protocol; however, a few notes of caution when using this feature: deletes cannot be undone in our systems, associated services will also be deleted, and no refunds or credits will be given for the domain name or service if you choose to delete a new registration or renewal. A domain name may not be deleted after the expiration date if a backorder exists for the domain name.

## 3.5. REDEMPTIONS

### 3.5.1. REDEMPTIONS

Domain names that have not been renewed within 36 days of their registration expiration date and have not been transferred to another registrant through the backorder process, or domain names that have been deleted for non-payment, may be able to be restored through limited registries and with Network Solutions' sole discretion. The current 30-calendar-day redemption period begins on the day the domain name is deleted and returned to the registry.

### Example Redemption Process for .com and .net



Partners should not rely on the redemption process and should only utilize the redemption option in emergency situations, as it is not always available. The redemption process is an entirely manual service for which you will incur a substantial charge. As the above process charts show, by the time a domain name is in redemption, several notices have been sent and the domain name has been deactivated and resolving to a Network Solutions site for an extensive period, giving Partners ample time to renew the domain name.

The redemption process may not be available to all Partners. Network Solutions will require an up-front, credit card payment for any .com or .net redemptions, as this process is separate from your normal transactions and cannot be invoiced. Domain names redeemed and renewed through the redemption process will take 2-3 business days from the receipt of your request and payment to reactivate the domain name. No redemption process is available for domain names with other gTLD or ccTLD extensions at this time.

*Please note: The redemption process may not be available for all Network Solutions Partners or Registrants. Network Solutions reserves the right to deny, in its sole discretion, any redemption request submitted by a Partner or a Registrant. Network Solutions cannot guarantee that an expired domain name will be available for renewal after its Expiration Date, regardless of whether a redemption request is submitted during the redemption period.*

## 4. PAYMENTS

### 4.1. WHOLESAL INVOICE

The invoice provides a beginning and ending balance that is calculated based on registration activity via the Network Solutions® Partner Portal, XML API and Template v6.1, as well as payments received and adjustments applied, in a given period. The Wholesale Account Statement is generated monthly and is sent to you during the first week of each month. Once the invoice period closes (at the end of each month), the invoice will be posted online and sent to you via e-mail and/or postal mail. Please advise if you no longer wish to receive a paper invoice. Invoices must be paid in full before the due date.

### 4.2. ACCOUNT NUMBER

An Account Number is assigned to you, separate from the Partner ID you currently use to log in to the Partner Portal. The Account Number will appear on your billing statements and on the Partner Portal as appropriate. You should reference this number when making a payment by check or wire transfer, or when seeking support for any billing- or

payment-related questions regarding your statement. This number does not replace your Partner ID and will not give you access to the Partner Portal.

#### 4.3. CREDIT LIMITS

Each of your accounts is assigned a credit limit, which is derived from your account activity level, as well as your credit and payment history. You may purchase Network Solutions services up to your credit limit. You are expected to monitor your credit limit and may do so online. You may increase your *available credit* by making payments to your account.

We will send you a courtesy notice informing you that you are approaching your credit limit. If you reach or exceed your credit limit, and do not make additional payments to your account, you will not be allowed to conduct billable transactions in the Partner Portal. We recommend you make a payment to your account immediately upon receipt of any credit limit notice to avoid any interruptions to your Partner Portal access. Any payments to your account may take 24-48 hours to be reflected online, but will increase your purchasing ability immediately.

Please note: We reserve the right to change your credit limit at any time without notice.

#### 4.4. PAYMENTS

All payments are applied at the Wholesale Account level. **Please note that payments are applied to the oldest open invoice. Payments cannot be applied to specific line items on a specific invoice.** Any payments to your account may take 24-48 hours to be reflected online.

Any domain names on an unpaid invoice are open to treatments discussed under "Delinquent Accounts."

#### 4.5. METHODS OF PAYMENT

Partners have the following options as means of payment:

##### 4.5.1. CREDIT CARD

You may make a payment online with a credit card. It can take up to 24 hours for your online credit card payment to post, so please make sure that you pay a least one day before the due date.

Your monthly statement also includes a remittance stub and a credit card payment form. To pay by credit card please complete the credit card payment form and fax the form along with your remittance stub to 904-880-0350. You may also contact us at 1-888-642-9675 for a blank credit card payment form. We accept VISA, MasterCard, and American Express.

##### 4.5.2. CHECK

We accept payment by check in U.S. Dollars. When paying by check, please write your billing Account Number from your statement on the front of the check. Include your remittance stub with Account number and mail payment to the following address:

Network Solutions  
Attention: Accounts Receivable – Wholesale  
12808 Gran Bay Parkway West  
Jacksonville, FL 32258  
United States

##### 4.5.3. WIRE TRANSFER

You may wire funds to our bank to make payments to your wholesale account. Please use the following instructions when sending wires:

Beneficiary Name: Web.com  
Account Number: 2000022747530  
Bank ABA Number: 121000248  
Beneficiary Bank Name: Wells Fargo, N.A.  
Bank Address: Wells Fargo Bank  
601 Highway A1A  
Ponte Vedra Beach, FL 32082  
SWIFT Code: WFBIUS6S  
CHIPS Code: 0407  
Account Title: Website Pros  
Your Account Number: (as shown on your invoice)

**VERY IMPORTANT:** Your billing Account Number, not to be confused with your Partner ID, must be included when wiring funds. Not doing so could result in a delay in the funds being applied to your Partner account. If your account is at risk for suspension, please advise of your wire payment details, including date of payment and amount. If possible, fax or e-mail a scanned copy of the wire itself.

#### 4.6. PAST DUE NOTICES

You will receive at least 3 scheduled past due notices for any past due invoices. If the full past balance remains unpaid, your account will be at risk of suspension. If we have not been informed of delayed payment prior to a scheduled suspension date or if a payment remains in transit, the account will be suspended as scheduled.

#### 4.7. DELINQUENT ACCOUNTS

Failure to pay invoices by the due date may cause your wholesale account to be in a delinquent status. Wholesale accounts in a delinquent status are subject to termination of your agreement with Network Solutions, revocation of registration privileges, domain name deletion, suspension of all Partner Portal billable transactions, collection activities, legal action and/or any other remedies set forth in your agreement with Network Solutions. To ensure that your wholesale account remains in good standing, please be sure to pay undisputed amounts and contact us immediately to resolve any outstanding issues related to your wholesale account.

##### 4.7.1. DELETION

Domain names may be deleted from your wholesale account by Network Solutions if they have expired, or if they have been registered or renewed but remain unpaid. Note, if we delete a domain name or service that has been renewed but not paid, you are still responsible for full payment of the registration charges based on your current pricing schedule.

##### 4.7.2. SUSPENSION

Suspension is an Account Status assigned to delinquent or abusive wholesale accounts. Suspension indicates that certain transactions within the Partner Portal are temporarily disallowed, until issues with the wholesale account are resolved.

The billing system automatically suspends delinquent accounts on approximately the 45th day past the invoice due date under one or more of the following circumstances:

- Full past due payment on the account has not been received/posted prior to the scheduled suspension date
- We have not been notified of a delayed payment prior to the scheduled suspension date
- We have not been informed of the details of a payment in transit

Upon suspension of an account, an interim invoice is generated for purchases from the first of the month to the date prior to the suspension. This invoice must be paid together with the original past due balance in order to have suspension lifted on the account.

**Please note:** If your account has been suspended, and you need to send a check immediately, the overnight remittance address to use is:

Network Solutions  
Attention: Accounts Receivable – Wholesale  
12808 Gran Bay Parkway West  
Jacksonville, FL 32258

#### 4.7.3. ACCOUNT TERMINATION

Once an account has been suspended, the account may be terminated if the full past due balance is not paid. Please contact us immediately if your account has been suspended to avoid termination.

#### 4.8. BILLING RESPONSIBILITIES

You are responsible for collecting payment from the end-customer and for paying all of Network Solutions monthly invoices. Network Solutions is not a party to the payment agreement you have with your customers. You are free to choose any payment technology to collect payments from your end-customers. Additionally, you are now able to log into your account via the Partner Portal or XML API and change the billing contact for the domain(s) in your wholesale account. This change, however, is only cosmetic and does not relieve the account holder from his/her billing responsibility.

#### 4.9. QUESTIONS ABOUT YOUR INVOICE

Contact your partner support team or email [premiersupport@networksolutions.com](mailto:premiersupport@networksolutions.com) with any questions concerning your invoice.

##### 4.9.1. BILLING DISPUTES

If you have any billing and payment disputes, please contact our Credit and Collections Department immediately at 1-888-642-9675 or e-mail us at [businessaccount@web.com](mailto:businessaccount@web.com). Please provide details of the invoice, services in dispute and other relevant information. This will allow us to protect your account from suspension if you have a valid dispute. You can reach us Monday through Friday, 8:00 a.m. – 5:30 p.m. ET. Our fax number is 904-880-0350.