

SERVICE LEVEL AGREEMENT - DOMANENNAME

Service Level Commitment and Performance Standards

Version: 1.0 Effective Date: 18th May 2026 Company: CRISALEO LIMITED
Operating Domains: domanenname.com | domanenname.it | domanenname.eu
| domanenname.us | domanenname.de

Governing Law: The laws of England and Wales \(\text{English Law}\)
Jurisdiction: Courts of England and Wales Statutory Basis: Sale of
Goods Act 1979, Supply of Services Act 1982, Unfair Contract Terms
Act 1977

1. INTRODUCTION

This Service Level Agreement \("SLA"\) establishes the minimum service standards and performance targets that Domanenname commits to deliver. This SLA is binding on CRISALEO LIMITED and provides remedies if we fail to meet these standards.

Applicability:

- Applies to all domain registration, renewal, transfer, and management services
- Applies to control panel availability and customer support
- Effective date: 18th May 2026
- Reviewed annually and updated as required

Customer Acknowledgment:

- Customers accept this SLA by registering a domain or using services
- Explicit acceptance required for premium SLA tiers \(\text{if offered}\)
- Non-acceptance terminates the service agreement

2. SERVICE DEFINITIONS

2.1 Core Services Covered

2.1.1 Domain Registration Service

- Real-time domain availability checking
- Domain registration with ICANN-accredited registrars
- WHOIS database publication
- Control panel access provisioning
- Initial DNS nameserver configuration

2.1.2 Domain Renewal Service

- Renewal processing \ (manual and automatic\)
- Grace period renewal processing \ (within 30 days of expiration\)
- Redemption period recovery \ (within 60 days of grace period\)
- Renewal confirmation delivery
- Registry update confirmation

2.1.3 Domain Transfer Service

- Transfer authorization and EPP code provision
- Transfer request submission to registry
- Transfer status monitoring
- Registry confirmation coordination
- Domain lock/unlock management

2.1.4 Control Panel Service

- 24/7 access to domain management dashboard
- DNS management and nameserver updates
- WHOIS privacy activation/deactivation
- Automatic renewal configuration
- Billing and account management

2.1.5 Customer Support Service

- Email support: support@domanenname.com
- Ticketing system via control panel
- Help documentation and knowledge base
- Community forums \ (optional\)

2.2 Services NOT Covered by SLA

The following services are explicitly NOT covered by this SLA:

- Web hosting services \ (not provided by Domanenname\)
- Email hosting \ (not provided by Domanenname\)
- SSL certificates \ (separate service, subject to certificate) Tj ET BT /F1 11 7
- Website builders \ (not provided by Domanenname\)
- DNS hosting \ (third-party service, separate SLA may apply\)
- Third-party applications accessed via domain
- Registry outages \ (beyond Domanenname control\)
- Customer negligence \ (lost credentials, security breaches\)

3. CONTROL PANEL UPTIME TARGET

3.1 Uptime Commitment

Target Uptime: 99.5% measured monthly

Calculation Formula: $\text{Uptime \%} = \frac{\text{Total Minutes in Month} - \text{Tj ET BT}}{\text{F1 11}}$

Monthly Uptime Targets:

Uptime Target	Acceptable Downtime per Month		---	---		99.9%
43 minutes	99.5% 216 minutes \ (3.6 hours\)			99.0%		432 minutes \ (7.2 hours\)
	95.0%		1,440 minutes \ (24 hours\)			

Current Commitment: 99.5%

3.2 Downtime Exclusions

Downtime is NOT counted against SLA targets if caused by:

3.2.1 Scheduled Maintenance

- Planned maintenance windows announced 72 hours in advance
- Security patches and critical updates
- Database optimization and backups
- Maximum 4 hours per month scheduled maintenance
- Scheduled outside peak hours \ (outside 08:00-18:00 UTC\)
- Maintenance performed on weekends or off-peak times when possible

3.2.2 Events Beyond Domanenname Control

- Registry system failures \ (OpenProvider, eNom, Ascio, Twcoms\)
- ICANN system outages or unavailability
- Internet service provider \ (ISP\)
- DNS propagation delays
- Distributed Denial of Service \ (DDoS\)
- Cloudflare or CDN provider failures
- Natural disasters or force majeure events
- Government or regulatory action

3.2.3 Customer-Caused Issues

- Incorrect customer DNS configuration
- Customer domain name server failures
- Customer malware or security compromise
- Customer account credential loss
- Excessive API requests exceeding rate limits

3.3 Monitoring and Measurement

Uptime Monitoring:

- Monitored 24/7/365 by automated systems
- Real-time dashboards tracking availability
- Third-party monitoring verification \(\optional\)
- Monthly uptime reports provided to customers

Monitoring Tools:

- Automated status checks every 5 minutes
- Synthetic transaction monitoring
- User experience monitoring from multiple geographic locations
- Incident alerting to operations team

3.4 Uptime Reporting

Monthly Reports:

- Provided within 7 days of month end
- Detailed breakdown of any incidents
- Root cause analysis for significant outages
- Corrective actions implemented
- Available at: <https://status.domanenname.com>

4. SUPPORT RESPONSE TIMES

4.1 Support Ticket Response Times

Email Support Tiers:

Priority Level	Response Time	Max Resolution Time
Critical	1 hour	4 hours
High	4 hours	24 hours
Medium	24 hours	72 hours
Low	48 hours	10 business days

4.2 Critical Issues \(\1-Hour Response\)

Qualifies as Critical:

- Domain expired and redemption period ending within 24 hours
- Domain locked/inaccessible affecting active business
- Malicious activity or security compromise confirmed
- Account compromise or unauthorized access
- Payment processing failure preventing renewal
- Registry registration failed due to Domanenname error

Support Channel: support@domanenname.com \ (mark subject "CRITICAL" \)

First Line Support:

- Assessment and issue categorization
- Immediate troubleshooting steps
- Escalation to specialist team if needed

4.3 High Priority Issues \ (4-Hour Response \)

Qualifies as High:

- DNS configuration problems preventing website access
- Email not reaching customer due to Domanenname error
- Domain renewal failed with customer account error
- Transfer in progress stalled at registry
- Control panel functionality degraded
- WHOIS privacy activation/deactivation failing

4.4 Medium Priority Issues \ (24-Hour Response \)

Qualifies as Medium:

- General control panel technical issues
- Billing inquiries and payment issues
- Account access problems
- Nameserver update requests
- WHOIS data correction requests
- Documentation or guidance requests

4.5 Low Priority Issues \ (48-Hour Response \)

Qualifies as Low:

- Feature requests and suggestions
- General inquiries and information
- Account setup questions
- Service upgrade inquiries
- Feedback and surveys
- Non-urgent account updates

4.6 First Line Support Escalation

If first-line support cannot resolve within target time:

Escalation Path:

1. First Line \ (Domanenname \): Level 1 support agents
2. Second Line \ (Domanenname \): Specialist technical team
3. Third Line \ (Registry Partners \): OpenProvider, eNom, Ascio, Twcoms

escalation teams

4. Final Escalation \((ICANN)\): If registry issues require ICANN involvement

Escalation Timelines:

- High priority issues escalated if unresolved after 2 hours
- Medium priority issues escalated if unresolved after 12 hours
- Low priority issues escalated if unresolved after 5 business days

4.7 Response Time Definition

Response Time Means:

- First substantive reply acknowledging the issue
- Provision of troubleshooting steps or information
- NOT necessarily resolution of the issue
- Ticket status update and escalation plan provided

5. DOMAIN REGISTRATION TIMEFRAMES

5.1 Standard Registration Processing

Timeline from Payment to Domain Activation:

Step	Timeframe	Status	--- --- ---	Payment processing
Immediate	30 minutes	Confirmed		Registry submission
30 minutes - 2 hours		Submitted		Registry processing
2 hours - 24 hours		Processing		Registry confirmation
Within 24 hours		Registered		WHOIS publication
Within 48 hours		Public		DNS activation
Immediate		Available		

Total Time to Active Domain: 24-48 hours typically

Guaranteed Maximum: 72 hours \((3 days)\) from payment

5.2 Expedited Registration \((Premium Service)\)

If available, expedited registration targets:

- Registry submission: Within 15 minutes
- Domain activation: Within 6 hours
- Additional fee may apply

5.3 Bulk Registration Service

For multiple domain registrations simultaneously:

Processing Timeline:

- Batches processed in order received

- Standard rate: 10-50 domains per hour
- Bulk discounts available for 50+ domains
- Dedicated account manager assigned

5.4 Registry-Specific Timeframes

Different registries have different requirements:

Registry	Typical Processing	Max Guaranteed
.com \ (VeriSign\)	5 minutes	24 hours
.net \ (VeriSign\)	5 minutes	24 hours
.org \ (Public Interest Registry\)	10 minutes	24 hours
.eu \ (EURid\)	1-2 hours	48 hours
.de \ (DENIC\)	2-4 hours	48 hours
.it \ (IIT\)	1-2 hours	48 hours
Country-code TLDs	1-24 hours	Varies by registry

6. RENEWAL PROCESSING TIMEFRAMES

6.1 Standard Renewal Processing

Manual Renewal via Control Panel:

Period	Timeline	Process
Before expiration date	Immediate \ (within 1 hour\)	Process immediately
Within 30-day grace period	Within 24 hours	Expedited processing
Within 60-day redemption period	Within 48 hours	Recovery with penalty
After redemption period	Not available	Domain registration lost

6.2 Automatic Renewal Processing

Automatic Renewal Timeline:

- Renewal initiated 30 days before expiration
- Payment processed 30 days prior to expiration
- Domain renewed automatically on renewal date
- Confirmation email sent within 24 hours

If Automatic Renewal Fails:

- Customer notified immediately
- Retry attempted daily for 7 days
- Alternative payment method requested
- Manual renewal offered via control panel

6.3 Late Renewal \ (Grace Period\)

If domain expires without renewal:

- Grace Period Duration: 30 calendar days

- Grace Period Renewal Cost: Standard renewal price \ (no penalty\)
- Renewal Processing: Within 24 hours
- Confirmation: Email notification within 48 hours
- Domain Reactivation: Immediate after registry confirmation

6.4 Redemption Period

If renewal lapses past grace period:

- Redemption Period Duration: 30 calendar days \ (after grace period\)
 - Redemption Cost: Standard renewal price + recovery penalty \ (typically \$100-300\)
 - Penalty Justification: Registry redemption fee imposed by ICANN
 - Processing Time: Within 48 hours
 - Guaranteed Result: Registry must accept redemption request
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7. TRANSFER PROCESSING TIMEFRAMES

7.1 Transfer In Timeline

Domain transfer from another registrar to Domanenname:

Step	Timeframe	Responsibility	Transfer initiation
Immediate \ (within 1 hour\)	Within 24 hours	Domanenname	Previous registrar notification
Within 24 hours	Within 24 hours	Previous registrar \ (ICANN) Tj ET BT	

Within 24 hours	Within 24 hours	Domanenname	Registry transfer request
5-7 days	Within 7-10 days	Registry \ (ICANN standard\)	Transfer confirmation window
Within 7-10 days	Immediate upon registry transfer	Registry	Registry transfer completion
Immediate upon registry transfer		Domanenname	Control panel access

Total Transfer Time: 7-10 calendar days typical

Guaranteed Maximum: 14 days from initiation

7.2 Transfer Out Timeline

Domain transfer from Domanenname to another registrar:

Step	Timeframe	Process	Transfer request submission
Immediate	Within 1 hour	Via control panel	Transfer request submission
Automatic	Automatic	EPP code generation	Domain unlock
Within 1 hour	Automatic, emailed to registrant	Registry transfer initiation	Within 1 hour
Within 24 hours	Within 24 hours	New registrar initiates	Registry transfer initiation
Within 5-7 days	Within 5-7 days	Registrant confirms via email	Transfer confirmation
Within 7-10 days	Within 7-10 days	Registry processes	Registry completion

Domanenname Responsibility: 24 hours to provide EPP code

New Registrar Responsibility: Transfer completion within 7-10 days

7.3 Transfer Authorization

Authorization requirements:

- Domain must not be locked by previous registrar
- Admin contact email verification required
- EPP/authorization code required
- ICANN rules: 60-day waiting period after transfer before retransfer

8. WHAT IS COVERED BY SLA

8.1 SLA Coverage

These issues trigger SLA compensation:

8.1.1 Registry Registration Failure

- Registration submitted but not confirmed by registry
- Registry returns error due to Domanenname error
- Domain remains unregistered after 72 hours
- Remedy: Full refund + compensation

8.1.2 Renewal Failure

- Automatic renewal triggered but payment not processed
- Domain expires when customer had sufficient funds
- Domain not renewed during grace period due to Domanenname system failure
- Remedy: Emergency renewal cost covered + compensation

8.1.3 Transfer Failure

- Transfer initiated but not submitted to registry within 24 hours
- EPP code not provided within 4 hours without explanation
- Transfer stalls due to Domanenname error
- Remedy: Transfer fees reimbursed + compensation

8.1.4 Control Panel Outage

- Control panel unavailable during business hours
- Database or API failures preventing access
- Downtime exceeds 99.5% monthly target
- Remedy: Service credit \ (see section 9\)

8.1.5 Support Response Delay

- Critical issue not acknowledged within 1 hour
- High priority issue not responded to within 4 hours
- Medium priority issue not responded to within 24 hours
- Remedy: Service credit \ (see section 9\)

8.1.6 Billing Errors

- Incorrect charges due to system error
- Duplicate charges due to system failure
- Overcharge compared to agreed rate
- Remedy: Refund of overcharge + compensation

8.1.7 Data Loss

- Customer data loss due to Domanenname negligence
- WHOIS data corruption or loss
- DNS configuration loss due to system error
- Remedy: Data restoration + compensation + service credit

8.2 Conditions for SLA Compensation

To qualify for SLA compensation:

1. Customer must be current on payments - accounts in arrears ineligible
2. Issue must be documented - ticket opened with support
3. Domanenname fault required - customer error or registry issues excluded
4. Claim submitted within 30 days - late claims not accepted
5. Documented evidence provided - proof of impact required

9. COMPENSATION FOR SLA BREACHES

9.1 Service Credits

When compensation is due:

Type of Breach	Impact	Service Credit	Maximum per Month
Control panel downtime \ (99.5% exceeded\)	Unable to manage domain	10% monthly fee	30% monthly fee
Control panel downtime \ (95-99.4% uptime\)	Degraded access	5% monthly fee	15% monthly fee
Critical support \ (>2 hour response\)	Business impacted	15% monthly fee	25% monthly fee
High support \ (>8) Tj ET BT /F			
Registration failure \ (>72 hours\)	Domain not registered	50% registration fee	Full refund
Renewal failure \ (entered) Tj ET BT /F1 11 T			
Data loss	Data unrecoverable	100% refund + \$500 credit	-

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9.2 Credit Application

Service credits automatically applied:

- Reviewed monthly against performance metrics
- Applied to next billing cycle automatically
- Credited to customer account balance
- Alternative: Refund issued if requested in writing

Request Process:

- Automatic review of SLA metrics monthly
- Notice sent if credits due
- Customers may request expedited review
- Manual review available for disputed credits

9.3 Service Credit Limitations

Important Limitations:

- Maximum monthly credit: 30% of monthly service fees
- Maximum annual credit: 50% of annual service fees
- Exclusive remedy: Service credits are sole remedy for SLA breaches
- No compounding: Credits do not apply to credits themselves
- No cash reimbursement: Credits apply to future services only
- Account credit maximum: \$500 per year \ (unless otherwise) Tj ET BT /F1 11 Tf

These limitations are:

- Reasonable given the low cost of domain registration services
- Standard in domain registration industry
- Non-waivable unless agreed in premium SLA contract

9.4 Exceptions to Compensation

No compensation if breach caused by:

- Customer negligence or error
- Customer security compromise
- Third-party provider failure \ (registry, payment processor\)
- Force majeure event \ (natural disaster, war, government action\)
- Customer failure to provide required information
- Customer's decision to not use automatic renewal

10. LIMITATIONS OF LIABILITY

10.1 Liability Caps

Under no circumstances shall Domanenname be liable for:

1. Indirect damages
 - Loss of revenue
 - Loss of profits
 - Loss of business opportunity
 - Loss of data \ (except direct data loss\)
 - Loss of reputation or goodwill
2. Consequential damages
 - Business interruption
 - Loss of use of domain
 - Third-party claims
 - Customer claims from website visitors
3. Total Liability Cap
 - Standard domains: Maximum 2 months of service fees
 - High-volume customers: Maximum 3 months of service fees
 - Premium SLA customers: Maximum 12 months of service fees

10.2 Liability Exclusions

Domanenname not liable for:

- Domain name expiration \ (customer responsibility to renew\)
- Incorrect DNS configuration by customer
- Website content or hosted material
- Malware or security issues on customer website
- Spam originating from customer domain
- Phishing or fraud using customer domain
- Email deliverability issues
- Web hosting performance
- Registry errors or failures

10.3 Customer Responsibility

Customer assumes full responsibility for:

- Selecting and registering domain name
- Compliance with trademark and copyright laws
- Domain content and uses
- DNS and nameserver configuration
- Website security and malware protection
- Payment information accuracy
- Account security and credentials
- Timely renewal of domain names

11. PREMIUM SLA TIERS

11.1 Optional Premium SLA Services

Premium SLA services available for additional fee:

11.1.1 Platinum SLA

- Uptime Target: 99.9%
- Critical Support: 30-minute response
- High Support: 2-hour response
- Dedicated account manager: Yes
- Monthly cost: +\$50

11.1.2 Gold SLA

- Uptime Target: 99.8%
- Critical Support: 1-hour response
- High Support: 4-hour response
- Priority ticketing: Yes
- Monthly cost: +\$25

11.1.3 Silver SLA \ (Standard\)

- Uptime Target: 99.5%
- Critical Support: 1-hour response
- High Support: 4-hour response
- Standard ticketing: Yes
- Monthly cost: Included

11.2 Premium SLA Enrollment

To enroll in premium SLA:

1. Select SLA tier during domain registration or account setup
2. Agree to premium SLA terms
3. Additional monthly fee charged on invoice
4. Service credits increased per tier

12. EXCLUSIONS & DISCLAIMERS

12.1 Explicit Exclusions

This SLA does NOT apply to:

- Temporary service disruptions: Less than 15 minutes

- Registry outages: Beyond Domanenname control
- DDoS attacks: Unless Domanenname's security failed
- ICANN policy changes: Affecting domain registration
- Customer-requested changes: To domain status or settings
- Third-party services: SSL certificates, hosting, email, DNS
- Emergency services: Beyond standard SLA hours
- Free or trial domains: Different terms may apply

12.2 "AS IS" Disclaimer

Services provided "as is" without warranty of:

- Uninterrupted availability
- Error-free operations
- Fitness for particular purpose
- Third-party compatibility
- Business success

12.3 Force Majeure

SLA suspended during force majeure events:

- Natural disasters \ (earthquakes, floods, storms\)
- War, terrorism, or government action
- Civil unrest or rioting
- Pandemics or health emergencies
- Events wholly beyond reasonable control

13. COMPLAINT PROCEDURE

13.1 Reporting SLA Breaches

To report an SLA breach:

1. Contact Support: support@domanenname.com
2. Subject Line: "SLA Complaint: [Domain Name]"
3. Include: Domain name, affected service, dates/times, impact
4. Attach: Screenshots or logs as evidence

13.2 Review Process

SLA complaint review:

1. Ticket logged and prioritized
2. Technical team investigation \ (3 business days\)
3. Analysis against SLA terms
4. Response with findings and compensation \ (if applicable\)

5. Appeal process available for disputes

13.3 Escalation

If unsatisfied with review:

1. Request escalation to management
2. Management review within 10 business days
3. Final decision communicated
4. Dispute resolution available \ (see Dispute Resolution document\)

14. SLA CHANGES & UPDATES

14.1 Policy Updates

Domanenname may update this SLA with:

- 30 days notice for negative changes \ (reduced uptime, support\)
- Immediate notice for positive changes \ (improved uptime, reduced) Tj ET BT /F
- Notice via email to registered customers

14.2 Effective Date

- Current version effective: 18th May 2026
- Updates published with version number
- Ongoing SLA compliance commitment

15. CONTACT INFORMATION

15.1 SLA Support

For SLA-related inquiries:

Email: support@domanenname.com Support Portal:

<https://support.domanenname.com> Status Page:

<https://status.domanenname.com> Company Address: 7 Bell Yard, London, England, WC2A 2JR

15.2 Escalation

For escalations or disputes:

Management Email: management@domanenname.com Legal Contact:
legal@domanenname.com

Last Updated: 18th May 2026 Version: 1.0 Approved By: CRISALEO
LIMITED Management

Co-authored-by: Copilot <223556219+Copilot@users.noreply.github.com>