



## WEB HOSTING

### Exhibit A. SERVICE DESCRIPTION.

1. **DESCRIPTION.** The PAETEC Preferred Advantage<sup>SM</sup> platform provides Web hosting in a shared environment. Shared Web Hosting is available to PAETEC business customers with Internet access from PAETEC. Customer shall provide equipment, software, and facilities to access the service (other than the equipment, software, and facilities, if any, to be provided as part of the Service as set forth in this Agreement) necessary to enable PAETEC (or PAETEC's service provider as the case may be) to provide the Services to Customer.

#### A. Shared Web Hosting ("WH").

##### (i) Product Components.

- a. Shared Web Hosting is a server-based platform servicing many customers on one of four distinct Web hosting plans: Bronze, Silver, Gold and Platinum.
- b. 24/7 Customer and technical support.
- c. 24/7 self-management Web support portal ("Support Portal").
- d. Optional Ecommerce features such as: Merchant Payment Center, MS SQL 2000 Database, JSP Support and RealAudio/RealVideo Dedicated Streams.

(ii) Pricing. Rates for WH services shall be as set forth in the applicable Pricing Addendum or Rate Schedule. The billing start date will be the date the service is successfully provisioned, which is indicated by an order confirmation e-mail sent to the Customer. The Customer's next invoice shall include billing charges for one month in advance, and will also include pro-rated billing charges for the first partial month of WH service. The charges for Additional Data Transfer are automatically billed to the Customer when the Data Transfer amount for a specific Web hosting plan has been exceeded. Additional charges will automatically be added to the customers account if RAID Web Storage or Web Transfer Limits are exceeded.

(iii) Upgrades and Downgrades. Customer may upgrade or downgrade its WH plan without incurring any penalty. Additional set-up fees may apply. Customer may experience temporary interruption of service as the upgrade or downgrade process occurs.

2. **SERVICE SPECIFIC TERMS - Domain Name Registration.** In the event Customer is purchasing a new domain, or transferring an existing domain, to PAETEC, Customer agrees that it shall comply with the service specific terms and conditions contained in the Tucows Registration Agreement, set forth as Exhibit C, hereto. In the event of a conflict between the terms of Exhibit C and the terms of the Agreement, the terms of Exhibit C shall govern. The terms of Exhibit C shall not apply to any Customer who is not transferring registration of its domain from its current provider or not obtaining a new domain.

### 3. ADDITIONAL PRODUCT SPECIFIC TERMS & CONDITIONS.

A. **Intellectual Property.** Each Party acknowledges that the other Party, its Affiliates and third party providers own and retain all trademarks, service marks, trade names, logos, designations, copyrights and other proprietary rights in or associated with the other Party, its Affiliates, and the third party providers, as applicable, and agrees that it will not at any time during or after the Term of this Agreement to assert or claim any interest in or do anything that may adversely affect the validity of any trademark, service mark, trade name, logo, designation or copyright belonging to or licensed to the other Party, its Affiliates, or the applicable third party providers (including, without limitation, any act or assistance to act which may infringe or lead to the infringement of any of the proprietary rights of the other Party, its Affiliate, or the applicable third party providers).

#### B. Confidential Information.

(i) Confidential Information. All documents, other materials and other information made available to a Party or its employees by the disclosing Party in connection with this Agreement which is labeled as confidential or proprietary or which would be reasonably understood by the Parties to have been disclosed on a confidential basis, including but not limited to, this Agreement and any trade secret, information, process, technique, algorithm, computer program (source and object

code), design, drawing, formula or test data relating to the Services, any research project, work in process, future development, engineering, manufacturing, marketing, servicing, financing or personnel matter relating to the disclosing Party, its present or future products, sales, suppliers, clients, customers, employees, investors or business, whether in oral, written, graphic, or electronic form (collectively, the “Confidential Information”), shall be deemed to have been furnished to the other Party in confidence and shall, unless expressly otherwise provided in this Agreement, remain the exclusive property of the disclosing Party both during and after the Term of this Agreement.

(ii) **Obligations as to Confidential Information.** Each Party shall maintain in trust and confidence all Confidential Information which it may (i) develop or accumulate for the disclosing Party during the Term or (ii) acquire from the disclosing Party at any time, and will not during the Term or thereafter, use the disclosing Party’s Confidential Information for its own benefit (other than as required to fulfill its obligations under this Agreement) or disclose or permit any of its employees or agents to disclose, through any medium, the Confidential Information to any other Person; provided, however, that the recipient Party may disclose the disclosing Party’s Confidential Information to such employees, agents and Affiliates of the recipient Party who need to know such Confidential Information to such employees, agents and Affiliates of the recipient Party who need to know such Confidential Information for the purpose of complying with such Party’s obligations under this Agreement and who have been informed of and have agreed to protect the confidential nature of such Confidential Information; provided further, however, that, each Party shall be responsible for any breach of this Section by its respective employees, agents and Affiliates to whom the Confidential Information has been disclosed. For purposes of this Section, the term “Party” shall include such Party’s Affiliates.

(iii) **Permitted Disclosure.** Nothing in this Agreement shall prohibit or limit either Party’s use of information (including, but not limited to, ideas, concepts, know-how, techniques, and methodologies) which (i) is now, or hereafter becomes, publicly known or available through lawful means; (ii) is rightfully in recipient’s possession as of the date hereof, as evidenced by recipient’s records; (iii) is independently developed by recipient prior to the date hereof without any breach of this Agreement; (iv) is the subject of a written permission to disclose provided by the disclosing Party; or (v) is required by law or the order of any court, arbitrator or administrative tribunal to be disclosed. In the event either Party receives a subpoena or other validly issued administrative or judicial process requesting Confidential Information of the other Party, it shall provide prompt notice to the other Party of such receipt and permit the other Party an opportunity to obtain a protective order with respect to such Confidential Information. The Party receiving the subpoena shall thereafter be entitled to comply with such subpoena or other process to that extent required by law.

(iv) **Return of Confidential Information.** Upon the termination or expiration of this Agreement or upon request from the disclosing Party, the non-disclosing Party shall return all Confidential Information to the disclosing Party or destroy all Confidential Information and certify in writing that it has returned or destroyed all such information to the disclosing Party and has not kept any copies of the Confidential Information. The obligation of each Party with respect to the Confidential Information shall survive the termination or expiration of this Agreement.

**C. Service Activation.** Service activation for WH may take up to seven business days if Customer keeps its existing domain name with its current Domain registrar, or purchases a new domain name through PAETEC. If Customer transfers an existing domain name to PAETEC, activation shall be within 10 business days, once the customer has authorized the release of the domain.

**D. Indemnification.** PAETEC does not undertake to offer any services to any person or entity other than Customer. Customer agrees to indemnify, defend and hold harmless PAETEC, any PAETEC affiliate and the officers, directors, employees, agents, successors and assigns of PAETEC and any third party provider of the Services (each an “Indemnified Party”) from and against any and all losses, claims, damages liabilities, penalties, actions, proceedings, or judgments (collectively “Losses”) to which an Indemnified Party may become subject and to which Losses arise out of, or relate to this Agreement or Customer’s use of services, including but not limited to claims arising out of any Customer’s or End-User’s Content not in conformity with the terms of this Agreement. For purposes of this Agreement, “Content” shall mean all electronic data, software, programs, information or other materials provided by PAETEC or its Customers or their End Users by means of the Services. PAETEC assumes no responsibility or any obligations for or with respect to any Content made available or transmitted through the Services, where ever it is sent from, viewed, received or retrieved, that is in violation of (i) any local, state, federal, foreign or international law, regulation or treaty; (ii) the AUP; or (iii) any community standard or accepted Internet policy. Violation of this section may be considered a material breach of this Agreement.

**E. Service Level Agreements.** PAETEC WH is backed by the following service level agreement (“SLA”) guarantees.

(i) WH Service Availability

| <i>Service Availability</i> | <i>Credit Percentage</i>  |
|-----------------------------|---|
| 99.4% to 99.2%              | 2%  |
| 99.1% to 98.5%              | 4%  |
| 98.4% to 98.0%              | 5%  |
| 97.9% to 97.5%              | 7%  |
| 97.4% to 97.0%              | 9%  |
| 96.9% to 96.5%              | 11%   |
| 96.4% to 96.0%              | 12%   |
| 95.9% to 95.5%              | 14%   |
| 95.4% to 95.0%              | 16%   |
| 94.9% to 94.5%              | 18%   |
| 94.4% to 80%                | Proportionately from 18% to 88%. (For each % point the SLA drops below 94.4%, 4.86% shall be added to the Credit Percentage.) |

(ii) Service Level Agreements - Total Credits

a. The service credits provided under this SLA are Customer’s sole remedy when PAETEC fails to meet an SLA set forth above. The sum of all SLA credits per Customer shall not exceed the Customer’s monthly recurring charges for the month in which the failure to meet the SLA occurred. Customer must open a service trouble ticket with PAETEC Customer Care and make a Performance Claim in writing no more than 14 days after the end of the outage event (as evidenced by the service trouble ticket) for which Customer claims that PAETEC failed to meet an SLA, or Customer waives its right to make a Performance Claim for that period. For purposes of this SLA, a “Performance Claim” is a written notice sent to the designated representative of PAETEC advising of the perceived violation of the SLA. Only one SLA parameter violation may be claimed per event. In order to qualify for a Credit, Customer must be in good standing with PAETEC with respect to account receivables.

**4. SERVICE SUSPENSION AND MAINTENANCE.** PAETEC may perform scheduled network maintenance during a maintenance window of 12:00 a.m. CST to 6:00 a.m. CST. PAETEC may also perform unscheduled network maintenance that may result in a brief service interruption. PAETEC will give advance notification of unscheduled interruptions whenever reasonably possible. Any PAETEC liability resulting from an unscheduled Service interruption will be determined in accordance with the governing Agreement.

**Exhibit B. SERVICE FEATURES.**

**SHARED WEB HOSTING SERVICES:**

Table 2.1.1 sets forth service features for Shared Web Hosting Services.

**Table 2.1.1:**

|  | <i>Bronze</i> | <i>Silver</i> | <i>Gold</i> | <i>Platinum</i> |
|--|---------------|---------------|-------------|-----------------|
| <b>Storage &amp; Transfer</b>                  |               |               |             |                 |
| RAID Web Storage                               | 750 MB        | 2 GB          | 6 GB        | 21 GB           |
| Web Transfer Limit                             | 64GB          | 96 GB         | 320         | 400 GB          |
| <b>General</b>                                 |               |               |             |                 |
| 99.9% Target uptime guarantee                  | ✓             | ✓             | ✓           | ✓               |
| Bandwidth-on-demand                            | ✓             | ✓             | ✓           | ✓               |
| 24/7 Network Monitoring                        | ✓             | ✓             | ✓           | ✓               |
| Ad Server                                      | -             | ✓             | ✓           | ✓               |
| Advanced Template Gallery                      | -             | ✓             | ✓           | ✓               |
| Announcer                                      | -             | ✓             | ✓           | ✓               |
| Appointment Scheduler                          | ✓             | ✓             | ✓           | ✓               |
| Blog Creator (EasyBlogBuilder™)                | ✓             | ✓             | ✓           | ✓               |
| Business Chat Application (EasyLiveChat™)      | ✓             | ✓             | ✓           | ✓               |
| EasyStoreMaker Pro™                            | -             | ✓             | ✓           | ✓               |
| Free Shopping Cart (EasyStoreMaker™)           | -             | ✓             | ✓           | ✓               |
| Microsoft® Frontpage® 2002 Extensions          | -             | ✓             | ✓           | ✓               |
| Hit Counter                                    | -             | ✓             | ✓           | ✓               |
| Secure Server (SSL)                            | -             | ✓             | ✓           | ✓               |
| Support for Real-time Credit Card Processing   | -             | ✓             | ✓           | ✓               |
| Website Checker                                | ✓             | ✓             | ✓           | ✓               |
| Website Creation Application (EasySiteWizard™) | ✓             | ✓             | ✓           | ✓               |
| Website Promotion Wizard                       | ✓             | ✓             | ✓           | ✓               |
| Access to Log Files                            | -             | ✓             | ✓           | ✓               |
| Database Manager                               | -             | ✓             | ✓           | ✓               |
| Disk Usage Meter                               | ✓             | ✓             | ✓           | ✓               |
| DNS Manager                                    | -             | ✓             | ✓           | ✓               |

|                               | <i>Bronze</i> | <i>Silver</i> | <i>Gold</i> | <i>Platinum</i> |
|-------------------------------|---------------|---------------|-------------|-----------------|
| File Manager                  | ✓             | ✓             | ✓           | ✓               |
| File Restore Application      | -             | ✓             | ✓           | ✓               |
| FTP Manager                   | -             | ✓             | ✓           | ✓               |
| Log Management                | -             | ✓             | ✓           | ✓               |
| Secure Shell (SSH)            | -             | ✓             | ✓           | ✓               |
| Web Stats                     | -             | ✓             | ✓           | ✓               |
| Website Security              | -             | ✓             | ✓           | ✓               |
| ASP<br>(Active Server ages)   | -             | ✓             | ✓           | ✓               |
| CGI-BIN                       | -             | ✓             | ✓           | ✓               |
| ColdFusion Support            | -             | ✓             | ✓           | ✓               |
| JSP™ Support                  | -             | -             | ✓           | ✓               |
| Microsoft® Access             | -             | ✓             | ✓           | ✓               |
| Microsoft® SQL Server Support | -             | ✓             | ✓           | ✓               |
| MySQL                         | -             | ✓             | ✓           | ✓               |
| Perl                          | -             | ✓             | ✓           | ✓               |
| PHP                           | -             | ✓             | ✓           | ✓               |
| RealAudio™/<br>RealVideo™     | -             | -             | ✓           | ✓               |

| <i>Additional Services</i>            | <i>Bronze</i> | <i>Silver</i> | <i>Gold</i> | <i>Platinum</i> |
|---------------------------------------|---------------|---------------|-------------|-----------------|
| Additional RAID Storage               | ✓             | ✓             | ✓           | ✓               |
| Additional Bandwidth                  | ✓             | ✓             | ✓           | ✓               |
| Kurant Storesense                     | N/A           | ✓             | ✓           | ✓               |
| JSP Support                           | N/A           | N/A           | ✓           | ✓               |
| RealAudio/RealVideo Dedicated Streams | N/A           | N/A           | ✓           | ✓               |
| Miva Merchant                         | N/A           | N/A           | ✓           | ✓               |
| MS SQL 2000 Database                  | N/A           | N/A           | ✓           | ✓               |

## **Exhibit C. TUCOWS REGISTRATION AGREEMENT.**

1. In this Registration Agreement ("Agreement") "Registrant", "you" and "your" refers to the registrant of each domain name registration, "we", "us" and "our" refers to Tucows.com Co., and "Services" refers to the domain name registration services provided by us as offered through **PAETEC**, the Registration Service Provider ("Reseller"). Any reference to a "registry," "Registry" or "Registry Operator" shall refer to the registry administrator of the applicable TLD or ccTLD. This Agreement explains our obligations to you, and explains your obligations to us for the Services. By agreeing to the terms and conditions set forth in this Agreement, you are also agreeing to be bound by the rules and regulations set forth by a registry for that particular registry only.
2. **SELECTION OF A DOMAIN NAME.** You acknowledge and agree that we cannot guarantee that you will obtain a desired domain name registration, even if an inquiry indicates that a domain name is available at the time of your application. You represent that, to the best of your knowledge and belief, neither the registration of the domain name nor the manner in which it is directly or indirectly to be used, infringes upon the legal rights of a third party and further, that the domain name is not being registered for nor shall it at any time whatsoever be used for any unlawful purpose.
3. **FEES.** As consideration for the Services, you agree to pay Reseller the applicable service(s) fees prior to the effectiveness of a desired domain name registration or any renewal thereof. All fees payable hereunder are non-refundable even if your domain name registration is suspended, cancelled or transferred prior to the end of your current registration term. As further consideration for the Services, you agree to: (i) provide certain current, complete and accurate information about you as required by the registration process, and (ii) maintain and update this information as needed to keep it current, complete and accurate. All such information shall be referred to as account information ("Account Information"). You represent that the Account Information and all other statements put forth in your application are true, complete and accurate. Both Tucows and each registry reserves the right to terminate your domain name registration if: (i) information provided by you or your agent is false, inaccurate, incomplete, unreliable, misleading or otherwise secretive; or (ii) you have failed to maintain, update and keep your Account Information true, current, complete, accurate and reliable. You acknowledge that a breach of Exhibit C will constitute a material breach of our Agreement, which will entitle either us or a registry to terminate this Agreement immediately upon such breach without any refund and without notice to you.
4. **TERM.** This Agreement will remain in effect during the term of your domain name registration as selected, recorded and paid for at the time of registration or any renewal thereof. Should the domain name be transferred to another registrar, the terms and conditions of this Agreement shall cease.
5. **MODIFICATIONS TO AGREEMENT.** You acknowledge that the practice of registering and administering domain names is constantly evolving; therefore, you agree that Tucows may modify this Agreement, or any other related and/or applicable agreement, as is necessary to comply with its agreements with ICANN, a registry or any other entity or individual, as well as to adjust to changing circumstances. Your continued use of the domain name registered to you will constitute your acceptance of this Agreement with any revisions. If you do not agree to any change, you may request that your domain name registration be cancelled or transferred to a different accredited registrar. You agree that such cancellation or request for transfer will be your exclusive remedy if you do not wish to abide by any change to this Agreement, or any other related and/or applicable agreement.
6. **MODIFICATIONS TO YOUR ACCOUNT.** In order to change any of your account information with us, you must use the Account Identifier and Password that you selected when you opened your account with us. You agree to safeguard your Account Identifier and Password from any unauthorized use. In no event shall we be liable for the unauthorized use or misuse of your Account Identifier or Password.
7. **NO GUARANTY.** You acknowledge that registration or reservation of your chosen domain name does not confer immunity from objection to the registration, reservation or use of the domain name.
8. **DOMAIN NAME DISPUTES.** You agree that, if the registration or reservation of your domain name is challenged by a third party, you will be subject to the provisions specified in the dispute policy adopted by the applicable registry. You agree that in the event a domain name dispute arises with any third party, you will indemnify and hold us harmless pursuant to the terms and conditions contained in the applicable policy. If Tucows is notified that a complaint has been filed with a judicial or administrative body regarding your domain name, Tucows may, at its sole discretion, suspend your ability to use your domain name or to make modifications to your registration records until (i) Tucows is directed to do so by the judicial or administrative body, or (ii) Tucows receives notification by you and the other party contesting your domain that the dispute has been settled. Furthermore, you agree that if you are subject to litigation regarding your registration or use of your domain name, Tucows may deposit control of your registration record into the registry of the judicial body by supplying a party with a registrar certificate from us.

9. **POLICY.** You agree that your registration of the domain name shall be subject to suspension, cancellation, or transfer pursuant to a Tucows, registry, ICANN or government-adopted policy, or pursuant to any registrar or registry procedure not inconsistent with a Tucows, registry, ICANN or government-adopted policy, (1) to correct mistakes by us or a registry in registering the name or (2) for the resolution of disputes concerning the domain name.
10. **AGENCY.** Should you intend to license use of a domain name to a third party you shall nonetheless be the domain name holder of record and are therefore responsible for providing your own full contact information and for providing and updating accurate technical and administrative contact information adequate to facilitate timely resolution of any problems that arise in connection with the domain name. You shall accept liability for harm caused by wrongful use of the domain name. You represent that you will secure the agreement of any third party to the terms and conditions in this Agreement
11. **ANNOUNCEMENTS.** We reserve the right to distribute information to you that is pertinent to the quality or operation of our services and those of our service partners. These announcements will be predominately informative in nature and may include notices describing changes, upgrades, new products or other information to add security or to enhance your identity on the Internet.
12. **LIMITATION OF LIABILITY.** You agree that our entire liability, and your exclusive remedy, with respect to any Services(s) provided under this Agreement and any breach of this Agreement is solely limited to the amount you paid for the initial registration of your domain name. Tucows and its directors, employees, affiliates, subsidiaries, agents and third party providers, ICANN and the applicable registries shall not be liable for any direct, indirect, incidental, special or consequential damages resulting from the use or inability to use any of the Services or for the cost of procurement of substitute services. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, in such states, our liability is limited to the extent permitted by law. We disclaim any and all loss or liability resulting from, but not limited to: (1) loss or liability resulting from access delays or access interruptions; (2) loss or liability resulting from data non-delivery or data mis-delivery; (3) loss or liability resulting from acts of God; (4) loss or liability resulting from the unauthorized use or misuse of your account identifier or password; (5) loss or liability resulting from errors, omissions, or misstatements in any and all information or services(s) provided under this Agreement; (6) loss or liability resulting from the interruption of your Service. You agree that we will not be liable for any loss of registration and use of your domain name, or for interruption of business, or any indirect, special, incidental, or consequential damages of any kind (including lost profits) regardless of the form of action whether in contract, tort (including negligence), or otherwise, even if we have been advised of the possibility of such damages.
13. **INDEMNITY.** You agree to release, indemnify, and hold Tucows, its contractors, agents, employees, officers, directors and affiliates, ICANN, the applicable registries and their respective directors, officers, employees, agents and affiliates harmless from all liabilities, claims and expenses, including attorney's fees, of third parties arising out of or relating to the registration or use of the domain name registered in your name including without limitation infringement by you or a third party with access to your Account Identifier and Password. You also agree to release, indemnify and hold us harmless pursuant to the terms and conditions contained in the applicable Dispute Policy. When we are threatened with suit by a third party, we may seek written assurances from you concerning your promise to indemnify us; your failure to provide those assurances may be considered by us to be a breach of your Agreement and may result in the suspension or cancellation of your domain name. This indemnification obligation will survive the termination or expiration of this Agreement.
14. **TRANSFER OF OWNERSHIP.** The person named as registrant on the WHO IS shall be the registered name holder. The person named as administrative contact at the time the controlling Account Identifier and Password are secured, shall be deemed the designate of the registrant with the authority to manage the domain name. You agree that prior to transferring ownership of your domain name to another person (the "Transferee") you shall require the Transferee to agree, in writing to be bound by all the terms and conditions of this Agreement. If the Transferee fails to be bound in a reasonable fashion (as determine by us in our sole discretion) to the terms and conditions in this Agreement, any such transfer will be null and void.
15. **BREACH.** You agree that failure to abide by any provision of this Agreement, any operating rule or policy or the Dispute Policy provided by us, may be considered by us to be a material breach and that we may provide a written notice, describing the breach, to you. If within 30 calendar days of the date of such notice, you fail to provide evidence, which is reasonably satisfactory to us, that you have not breached your obligations under the Agreement, we may delete the registration or reservation of your domain name. Any such breach by you shall not be deemed to be excused simply because we did not act earlier in response to that, or any other breach by you.
16. **DISCLAIMER OF WARRANTIES.** You agree that your use of our Services is solely at your own risk. You agree that such Service(s) is provided on an "as is," "as available" basis. We expressly disclaim all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement. We make no warranty that the Services will meet your requirements, or that the Service(s) will be

uninterrupted, timely, secure, or error free; nor do we make any warranty as to the results that may be obtained from the use of the Service(s) or as to the accuracy or reliability of any information obtained through the Service or that defects in the Service will be corrected. You understand and agree that any material and/or data downloaded or otherwise obtained through the use of Service is done at your own discretion and risk and that you will be solely responsible for any damage to your computer system or loss of data that results from the download of such material and/or data. We make no warranty regarding any goods or services purchased or obtained through the Service or any transactions entered into through the Service. No advice or information, whether oral or written, obtained by you from us or through the Service shall create any warranty not expressly made herein.

**17. INFORMATION.** As part of the registration process, you are required to provide us certain information and to update us promptly as such information changes such that our records are current, complete and accurate. You are obliged to provide us the following information:

- (a) your name and postal address (or, if different, that of the domain name holder);
- (b) the domain name being registered;
- (c) the name, postal address, e-mail address, and voice and fax (if available) telephone numbers of the administrative contact for the domain name;
- (d) the name, postal address, e-mail address, and voice and fax (if available) telephone numbers of the billing contact for the domain name; and
- (e) the name, postal address, e-mail address, and voice and fax (if available) telephone numbers of the technical contact for the domain name.

Any voluntary information we request is collected in order that we can continue to improve the products and services offered to you through your Reseller.

**18. DISCLOSURE AND USE OF REGISTRATION INFORMATION.** You agree and acknowledge that we will make domain name registration information you provide available to ICANN, to the registry administrators, law enforcement agencies and to other third parties as applicable. You further agree and acknowledge that we may make publicly available, or directly available to third party vendors, some or all, of the domain name registration information you provide, for purposes of inspection (such as through our WHOIS service) or other purposes as required or permitted by ICANN and applicable laws.

- (a) You hereby consent to any and all such disclosures and use of, and guidelines, limits and restrictions on disclosure or use of, information provided by you in connection with the registration of a domain name (including any updates to such information), whether during or after the term of your registration of the domain name. You hereby irrevocably waive any and all claims and causes of action you may have arising from such disclosure or use of your domain name registration information by us.
- (b) You may access your domain name registration information in our possession to review, modify or update such information, by accessing our domain manager service, or similar service, made available by us through your Reseller.
- (c) We will not process or maintain data about any identified or identifiable natural person that we obtain from you in a way incompatible with the purposes and other limitations which we describe in this Agreement.
- (d) We will take reasonable precautions to protect the information we obtain from you from our loss, misuse, unauthorized disclosure, alteration or destruction of that information.

**19. OBLIGATION TO MAINTAIN WHOIS.** Your wilful provision of inaccurate or unreliable information, your wilful failure promptly to update information provided to us, or any failure to respond to inquiries by us addressed to the e-mail address of the registrant, the administrative, billing or technical contact appearing in the WHOIS directory with respect to a domain name concerning the accuracy of contact details associated with the registration shall constitute a material breach of this Agreement and be a basis for cancellation of the domain name registration. Any information collected by us concerning an identified or identifiable natural person ("Personal Data") will be used in connection with the registration of your domain name(s) and for the purposes of this Agreement and as required or permitted by ICANN or an applicable registry policy.

20. **REVOCATION.** We, in our sole discretion, reserve the right to deny, cancel, suspend, transfer or modify any domain name registration to correct a mistake, protect the integrity and stability of the company and any applicable registry, to comply with any applicable laws, government rules, or requirements, requests of law enforcement, in compliance with any dispute resolution process, or to avoid any liability, civil or criminal. You agree that we shall not be liable to you for loss or damages that may result from our refusal to register or cancel, suspend, transfer or modify your domain name registration.
21. **INCONSISTENCIES WITH REGISTRY POLICIES.** In the event that this Agreement may be inconsistent with any term, condition, policy or procedure of an applicable registry, the term, condition, policy or procedure of the applicable registry shall prevail.
22. **NON-WAIVER.** Our failure to require performance by you of any provision hereof shall not affect the full right to require such performance at any time thereafter; nor shall the waiver by us of a breach of any provision hereof be taken or held to be a waiver of the provision itself.
23. **NOTICES.** Any notice, direction or other communication given under this Agreement shall be in writing and given by sending it via e-mail or via regular mail. In the case of e-mail, valid notice shall only have been deemed to be given when an electronic confirmation of delivery has been obtained by the sender. E-mail notification to Tucows must be sent to [lhutz@turows.com](mailto:lhutz@turows.com). Any notice to you will be sent to the e-mail address provided by you in your WHOIS record. Any e-mail communication shall be deemed to have been validly and effectively given on the date of such communication, if such date is a business day and such delivery was made prior to 4:00 p.m. EST, otherwise it will be deemed to have been delivered on the next business day. In the case of regular mail notice, valid notice shall be deemed to have been validly and effectively given five -business days after the date of mailing Postal notices to Tucows shall be sent to:
- Tucows Inc., Registrant Affairs Office  
96 Mowat Avenue  
Toronto, Ontario M6K 3M1 CANADA  
Attention: Legal Affairs
- When necessary, notification to you shall be sent to the address specified in the “Administrative Contact” in your WHOIS record.
24. **ENTIRETY.** You agree that this Agreement, the applicable dispute policy and the rules and policies published by Tucows and any applicable registry or other governing authority is the complete and exclusive agreement between you and us regarding our Services.
25. **GOVERNING LAW.** THIS AGREEMENT SHALL BE GOVERNED BY AND INTERPRETED AND ENFORCED IN ACCORDANCE WITH THE LAWS OF PROVINCE OF ONTARIO AND THE FEDERAL LAWS OF CANADA APPLICABLE THEREIN WITHOUT REFERENCE TO RULES GOVERNING CHOICE OF LAWS. ANY ACTION RELATING TO THIS AGREEMENT MUST BE BROUGHT IN ONTARIO AND YOU IRREVOCABLY CONSENT TO THE JURISDICTION OF SUCH COURTS.
26. **INFANCY.** You attest that you are of legal age to enter into this Agreement.
27. **FORCE MAJEURE.** You acknowledge and agree that neither we nor the applicable registry shall be responsible for any failures or delays in performing our respective obligations hereunder arising from any cause beyond our reasonable control, including but not limited to, acts of God, acts of civil or military authority, fires, wars, riots, earthquakes, storms, typhoons and floods.
28. **PRIVACY.** Information collected about you is subject to the terms of Tucows’ privacy policy, the terms of which are hereby incorporated by reference. Tucows’ privacy policy can be found at: <http://www.tucows.com/privacy.html>
29. **CONTROLLING LANGUAGE.** In the event that you are reading this Agreement in a language other than the English language, you acknowledge and agree that the English language version hereof shall prevail in case of inconsistency or contradiction in interpretation or translation.
30. **TLD’S.** The following additional provisions apply to any domain names that you register through Tucows with the various registries:
- (a) **.com/net domains:** In the case of a “.com” or “.net” registration, the following terms and conditions will apply:

- (i) Submission to UDRP. Registrant agrees to submit to proceedings under ICANN's Uniform Domain Dispute Policy ("UDRP") (<http://www.icann.org/dndr/udrp/policy.htm>) and comply with the requirements set forth by the Registry; these policies are subject to modification.
- (b) **.org domains:** In the case of a ".org" registration, the following terms and conditions will apply:
  - (i) Submission to UDRP. Registrant agrees to submit to proceedings under ICANN's Uniform Domain Dispute Policy ("UDRP") (<http://www.icann.org/dndr/udrp/policy.htm>) and comply with the requirements set forth by the Registry. These policies are subject to modification.

**ACCEPTANCE OF AGREEMENT.** YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO ALL ITS TERMS AND CONDITIONS. YOU HAVE INDEPENDENTLY EVALUATED THE DESIRABILITY OF THE SERVICE AND ARE NOT RELYING ON ANY REPRESENTATION AGREEMENT, GUARANTEE OR STATEMENT OTHER THAN AS SET FORTH IN THIS AGREEMENT.