

Expired domain terms

This agreement governs the terms between you ("client", "you" or "your") and CyberHive Ltd ("we", "us", "our") when a domain you have registered or otherwise held through us is permitted to reach its expiry date without successful renewal (whereupon it becomes "expired").

By permitting a domain to expire (for whatever reason) whilst it is held through us, you agree to these terms. These terms are supplemental to any other terms.

If there are any conflicts between these and other terms, the terms in this agreement shall take precedence.

These additional terms may be amended by us at any time and without notice to You. Any changes will be published on the website and will be deemed to have been accepted seven days after publication.

The implications of "expired" domains

1. You acknowledge and agree that:
 - 1.1 It is your sole responsibility to ensure that the registration state of your domain names is maintained in accordance with your wishes by checking the appropriate WHOIS servers and/or contacting the relevant registry.
 - 1.2 your right and interest in a domain name ceases upon its expiration, and any expired domain name may be made available to a third party after a reasonable period of time (as defined below).
 - 1.3 we are not liable for any losses, costs or liabilities howsoever incurred as a result of you permitting a domain name registration to lapse into an expired state.

2. If a domain name is not renewed by its expiry date, it is not immediately deleted,

although it does cease to operate. From this point on, it is considered to be "expired." A domain name can expire if:

- 2.1** You do not manually renew a domain for which automatic renewal is disabled prior to expiry.
- 2.2** If a domain's automatic renewal is enabled, you request that a domain's automatic renewal is disabled (this will usually involve language such as "cancel", "permit to expire" or similar) either through the customer portal, API or by direct written communication with us and the domain is not then manually renewed prior to expiry.
- 2.3** Payment is not made in time for any manual or automatic renewal (either as a result of you not making or us not receiving a payment, or the card details you have on file being either rejected by your bank or our card payment processor for any reason).
- 2.4** You fail to keep your customer portal account updated with a functional and current email address, or due to a failure on your or your provider's part in reading or processing the reminder emails that we endeavour to send.

Timeline following domain expiry

- 3.** For "grace period" and "redemption period" durations see point 4.
 - 3.1** Day 0 to end of "grace period": The domain has expired, but it is within the grace period. During the grace period, the domain name is still considered to be owned by the registrant, and the WHOIS information continues to display the registrant's information (or WHOIS privacy, if applicable).
 - 3.2** Despite your interest in the domain ceasing under clause 1.2, we allow you to reinstate your domain name after it has expired. As such we will renew the domain at the prevailing rate providing it is done during the Grace Period (if the domain has a Grace Period). On our receipt of the renewal fee and as soon as reasonably practicable we shall renew the domain and reassert your control of the domain.
 - 3.3** Three (3) days after the domain expiry date CyberHive may in its sole discretion carry out one or more of the following actions:
 - Renew the domain name
 - Change the DNS server or servers of the expired domain from those set by

you to different DNS servers including the CyberHive name servers

- Cause the expired domain to be pointed at a holding page indicating that it is expired, that it may soon be available for purchase at auction, and which may also contain advertising, with any advertising revenue generated to be our sole benefit.

- 3.4** Grace period plus redemption period: If the domain was not renewed during the grace period (if the domain had one), it is within the redemption period and any attempt at renewal will be subject to a redemption charge of £90+VAT plus the prevailing domain renewal rate.
- 3.5** Following the date of expiration, if the domain name has not been renewed, CyberHive may in its sole discretion queue the domain for deletion, auction the domain off or add the domain to our portfolio.
- 3.6** Some of the expired domain names are listed on the SnapNames auction site, and anyone who is interested in any of the names can place a pre-order for the domain name. If this happens, the WHOIS information for expired domains that are listed on the SnapNames auction site is appended to include a message that promotes the auction. A pre-order is an offer (an auction bid) to purchase that is made before the domain name goes into the SnapNames Live Auction. Multiple pre-orders can be made for domain names from the time they are listed on the SnapNames site until the SnapNames Live Auction begins.
- 3.7** Domain names on SnapNames Live Auction list are processed in one of several ways, depending on what has happened up to this point.
- 3.8** Domain name has one or more pre-orders. The domain name is renewed and placed in a SnapNames Live Auction holding account. Domains have to be pre-ordered prior to day 41 by at least two bidders for there to be a Live Auction. If there is only one pre-order, the name is immediately awarded to that one bidder on day 41. If there are at least two bidders who have placed pre-orders, the name is included in the SnapNames Live Auction, which begins on day 41 and lasts for three days. Once a domain name enters the SnapNames Live Auction or is awarded to a single winning bidder, it cannot be redeemed by the original

registrant.

3.9 Domain names without pre-orders are queued for deletion.

3.10 During this redemption period, if the domain name is not in the Live Auction, the domain name is still considered to be owned by the registrant for renewal purposes. The WHOIS information displays a contact privacy address if one was set prior to domain expiry. If a third party wants to purchase the domain name, they need to contact the registrant; however, the domain name cannot change ownership during this period. The original registrant has to redeem the domain name first and then they can sell it, if they choose.

3.11 Once the domain name is queued to enter the Live Auction, it cannot be redeemed by the original registrant.

3.12 Following the redemption period: The domain is dropped if not sold or renewed.

3.13 After the redemption period, if the domain name has not been auctioned off and acquired by another party, it is deleted and made available for re-registration by the general public. A domain may be held for 90 days (or longer) before the deletion is processed by the registry. If a domain has been placed on "back order" at the registry it is unlikely that the original registrant will be able to re-register it.

CyberHive endeavours to renew domain names on behalf of the customer. However, we make no guarantees that all attempted renewals will be successful and it is the registrant's responsibility to check the WHOIS database to ensure their domain name has been renewed.

Domain Grace Period and Redemption Period

4. A grace period is the time after a domain has expired that renewal is allowed at the normal rate. A redemption period is the time after a domain has expired that renewal incurs an additional redemption charge. Different domains have different grace period durations.

4.1 .com, .net, .org, .info, .biz, .tv, .in, .ws, .co, .us, .me domains have a 30 day grace period followed by a 40 day redemption period.

- 4.2 .life, .asia, .global, .online, .cc, .store, .shop, .direct, .blog, .ltd, .tech, .family, .name, .news, .party, .club, .deals, .services, .solutions, .company, .pro, .top, .xyz, .tv, .me, .space, .website, .site, .ca, .us, .biz domains have a 40 day grace period followed by a 30 day redemption period.
- 4.3 .co.uk, .org.uk, .me.uk, .ltd.uk, .com.au domains have a 30 day grace period but no redemption period.
- 4.4 .jp, .ph, .pt, .dk, .co.il domains have no grace period and no redemption period.
- 4.5 .co.nz domains have no grace period and a 90 day redemption period.
- 4.6 .se domains have no grace period and a 60 day redemption period.
- 4.7 .ch, .eu domains have no grace period and a 40 day redemption period.
- 4.8 .it domains have a 10 day grace period and a 30 day redemption period.
- 4.9 .es domains have a 10 day grace period and no redemption period.
- 4.10 .nl domains have no grace period and a 45 day redemption period.
- 4.11 .co.za domains have no grace period and a 10 day redemption period.
- 4.12 .ae domains have no grace period and a 20 day redemption period.
- 4.13 .co domains have a 40 day grace period and a 15 day redemption period.
- 4.14 All other domains have no grace period—domains will enter a 30 day redemption period immediately upon expiry. They will cease working on the day that they expire so must be renewed before their expiry date.