

WEBLOCK SERVICE

The terms in this Section apply to the Web.com WebLock service ("Weblock" and/or the "Service"). WebLock is a service that provides additional protection to a Customer's domain name registration.

- A. Weblock and related Weblock Service fees shall cover eligible domain names that you have registered with Web.com. However, during the onboarding process for the Service you must specifically identify the domain names within your account that are to be covered by the Service. Any domain names not identified, even if eligible and registered with Web.com shall not be covered under the Service. The Service shall require a one-time set-up fee and a recurring annual fee billed in advance each year.
- B. For your domain names covered by the WebLock Service (the "Domain Names"), all such Domain Names will be locked at the registrar and/or registry level which will prevent the following changes to those Domain Names (the "Changes"): (i) name server updates, (ii) domain transfers and (iii) domain deletions. In order for any Changes to be made to a Domain Name you must follow the WebLock process. In accordance with this process, such Changes to a Domain Name can only be made once the WebLock lock (the "Lock") is removed by a pre-registered certified user (a "Certified User") for that Domain Name. Customers must establish at least two (2) but no more than six (6) Certified Users. The same group of Certified Users will apply to all of your Domain Names covered under the WebLock Service.
- C. As per the WebLock process, Customer must remove the Lock to make any Changes to a Domain Name. All requests to remove the Lock must be made by a Certified User via email to an email address previously provided by Web.com. Web.com will then place an outbound call to the pre-registered authorized phone number for the Certified User making the request to remove the Lock. A unique PIN will be required to validate this call, whereby a specific PIN will be sent to each Certified User upon their enrollment in the Service. Provided this call can be validated via the PIN, the Lock will be removed from the Domain Name. In addition, a message alert will be sent to all Certified Users via email notifying them that an unlock request was made and identifying which Certified User has made the request. The preceding process will also be required to modify the Certified Users or their contact information. WebLock enrolled customers will also have access to a 24/7 response team in the event of any security issues occurring with respect to any of their Domain Names. It is your responsibility to re-engage the Lock on the Domain Name, which is also done via this WebLock process.
- D. Although WebLock shall provide for additional domain protection, you acknowledge and agree that the Service is not a guarantee or policy of insurance of any kind, and in no way will the use of or enrollment in the WebLock Service diminish or otherwise alter the other sections of this Agreement, including but not limited to, the "Exclusive Remedy" and "Disclaimers of Warranties" Sections of the MSA, which shall continue in full force and effect.