

# Security Agreement Domain names

## Supplementary Agreement to Loopia's General Terms and Conditions

### § 1 General

1.1 These terms and conditions govern the relationship between the Customer and Loopia AB, 556633-9304 (hereinafter "Loopia"), with respect to the supplementary service that the Customer has chosen ("the Security Service") for the domain name that the Security Service is in respect of ("the Domain Name"). The Security Service is included as a part of .SE Direct Domain Package and .SE Direct Domain Package Premium.

1.2 In accordance with the terms and conditions stated in this Security Agreement, Loopia undertakes, in the event that the Customer fails to renew the Domain Name in time, to always ensure that the Domain Name is renewed and also provide certain support services specified herein.

### § 2 Relation to the agreement for the registration of the Domain Name

2.1 A prerequisite of this Security Agreement is that Loopia acts as the registrar for the Customer's Domain Name.

2.2 When Loopia is the registrar for the Domain Name, Loopia's General Terms and Conditions apply between Loopia and the Customer. Loopia's General Terms and Conditions, in their entirety, also apply to the Security Service, unless otherwise specifically regulated herein.

2.3 In the event of a conflict between this Security Agreement and the General Terms and Conditions, this Security Agreement shall take precedence.

### § 3 The Security Service

#### 3.1 Automatic renewal of Domain Name

3.1.1 Loopia undertakes to ensure that the Domain Name is renewed automatically in the event that the Customer fails to pay the registration fee and renew in accordance with the agreement applicable between the parties. This is to avoid unwanted deregistration.

3.1.2 Loopia's duty to renew the Domain Name ceases if the Customer cancels the .SE Direct Domain Package or .SE Direct Domain Package Premium in the Loopia

Customer Zone, or notifies support@loopia.se that the Domain Name is not to be renewed. Loopia must have received such termination or such notification prior to the expiry of the Domain Name registration deadline.

#### 3.2 Renewal guarantee

3.2.1 In the event Loopia is unable to renew the Domain Name in accordance with 3.1, Loopia shall, as the only consequence, and subject to the terms of this Security Agreement having been satisfied:

- a) pay compensation of SEK 10,000 to the Customer, and
- b) pay any re-activation fee or registration fee for the Domain Name.

#### 3.3 Security Services

3.3.1 This Security Agreement also grants the Customer access to the following services:

- a) Loopia will provide assistance in the event of problems or questions about all the settings for the Domain Name.
- b) If the Client inadvertently changes the Domain Name settings, Loopia will help with resetting them.
- c) If an unauthorised party gains access to the Customer's user data and changes settings, Loopia will help with resetting them.
- d) Loopia makes regular backups of the Domain Name settings and saves these for one month.
- e) In addition, Loopia provides other support when necessary.

3.3.2 Loopia may also, if necessary, ensure that the Customer can contact Loopia's partners in accordance with the following:

- a) Legal; Loopia has partnership agreements with lawyers that specialise in domain name law that can assist in the event of legal questions concerning the Domain Name.

Such services are charged separately at a special rate and in accordance with specific terms and conditions.

b) Valuation of the Domain Name; Loopia, together with its partners, will assist in valuing the Domain Name. This is charged separately at a special rate.

c) Project ("extensive registrations"); Loopia, together with its partners, can provide registration of several important domain names in multiple countries simultaneously in order to avoid a third party registering such a domain. Advice, planning and registration is charged separately at a special rate. This service is provided regardless of which domain name it concerns.

d) Project ("registration of a specific domain registered by someone else"); Loopia, together with its partners, provides guidance, planning and implementation if the Customer wants to take over a domain registered by someone else. This is charged separately at a special rate. This service is provided regardless of which domain name it concerns.

3.4 In order to access the Security Services stated above under clause 3.3, the Customer must contact Loopia's Customer Service at support@loopia.se or +46 (0)8 4000 44 40, except for renewal of domain names (clause 3.1) that Loopia implements without prior contact.

### § 4 Conditions

4.1 Loopia's obligations under the terms of this Agreement assumes the following:

- a) The Customer must have paid at least one annual fee for .SE Direct Domain Package or .SE Direct Domain Package Premium.
- b) This Security Agreement may not be terminated in the manner described in clauses 6.2 or 6.3.
- c) The Customer must be the owner of the Domain Name. In the event that the Domain Name is owned by another party, clause 6.4 applies.

d) Loopia must be registrar for the Domain Name. In the event that the Customer transfers the Domain Name to another registrar, clause 6.4 shall apply.

### **§ 5 Scope of the Security Agreement**

5.1 This Security Agreement applies to the Domain Name for which it has been taken out. If the Customer holds several domain names with Loopia, each domain name must have its own Security Agreement in order for those domains to be covered.

### **§ 6 Term of the Security Agreement**

6.1 This Security Agreement is valid for as long as the Customer's contract for .SE Direct Domain Package or .SE Direct Domain Package Premium is valid.

6.2 The Security Agreement ceases to apply once .SE Direct Domain Package or .SE Direct Domain Package Premium is terminated. In the event of the Customer

deciding to initiate a termination, this can ideally be done in Loopia's customer zone.

6.3 In the event that the Customer does not pay the invoiced charge for .SE Direct Domain Package or .SE Direct Domain Package Premium within three months of the invoice date, this shall be considered to constitute a termination as of the end of the previous agreement period.

6.4 The Security Agreement is automatically terminated if (i) anyone other than the Customer becomes the owner of the Domain Name or (ii) Loopia ceases to be the registrar for the Domain Name, no matter the reason in either case.

### **§ 7 Fee**

7.1 No special fee is charged for the Security Agreement. The Security Service is included as a part of .SE Direct Domain Package and .SE Direct Domain Package Premium.

### **§ 8 Liability**

8.1 In addition to the right to a renewal guarantee in accordance with clause 3.2.1 above, the Customer is not entitled to any compensation for damage relating to this Security Agreement and the services specified herein, unless Loopia has acted with intent or gross negligence.

WWW 19.02.2019