

# webnames.ca corporate & premier services

## Service Agreement and After Hours Support

Your domain names are important intellectual property. They encompass your corporate identity, brands, trademarks and other valuable assets. They are also the means by which customers, partners, suppliers and other stakeholders interact and do business with you online.

We take the management of your domain name portfolio seriously, providing high-touch service and dedicated support to qualified Corporate clients.

## Client Care and Support

As a valued Corporate client you have access to a dedicated account manager to help manage your domain portfolio. This individual will work closely with your company to ensure a consistent approach is applied to the protection and retention of your online brands.

Upon request, your account manager will conduct domain name registrations, renewals, transfers, DNS modifications and other account administrative tasks on your behalf. Your account manager will also provide a quarterly review of your domain name portfolio, including recommendations about proactive and protective domain registrations, account consolidations, billing options, parked domain optimization and more. Through these reviews, Webnames.ca will keep you abreast of best practices and industry developments relevant to your portfolio.

## Service Agreement

Clients eligible for premier services may request, or be asked to sign a Corporate Services Agreement. The agreement describes Webnames.ca's responsibilities, premium support guarantees and remedies for qualified clients, as well as terms and conditions of use for the Corporate program.

The agreement also contains contact information for your dedicated account managers. The agreement affirms a shared understanding of services and standards and will provide you, the client, an objective basis for gauging our effectiveness.

## After Hours Support

Webnames.ca Corporate clients have exclusive access to after-hours emergency escalation support in the event of a service interruption. If one of your primary domain names is not resolving, or you cannot send or receive email and suspect your domain name or DNS to be the cause, call toll-free **1-800-882-1958** between the hours of **5:00pm to 6:00am** Pacific Standard Time for operator assistance. Your issue will be relayed to a Webnames.ca technician for assessment and immediate technical assistance.

## For additional information

Webnames.ca Corporate and Premier Services

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