

Domain Dispute Resolution Policy

SoftLayer Technologies, Inc.

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Dispute Resolution Policy

SoftLayer's domain name dispute resolution policy can be viewed online at [Uniform Domain Name Dispute Resolution Policy](#) (the "Dispute Resolution Policy"). We may from time to time modify our Dispute Resolution Policy. SoftLayer will post any changes to its Dispute Resolution Policy at least 30 days before they become effective. Users that maintain their domain name registrations with SoftLayer after the updated policy becomes effective will be deemed to have agreed to the Dispute Resolution Policy, as amended. Each user must review SoftLayer's web site periodically to determine if changes have been made to the Dispute Resolution Policy.

If a dispute arises as a result of one or more domain names that a user has registered using SoftLayer, that user must indemnify, defend and hold SoftLayer harmless as provided for in the domain registration agreement. If SoftLayer is notified that a complaint has been filed with a governmental, administrative or judicial body, regarding a domain name registered by a user using SoftLayer, SoftLayer, in its sole discretion, may take whatever action SoftLayer deems necessary regarding further modification, assignment of and/or control of the domain name deemed necessary to comply with the actions or requirements of the governmental, administrative or judicial body until such time as the dispute is settled. In such event, such user must agree to hold SoftLayer harmless for any action taken by SoftLayer.

If a dispute arises as a result of an abusive registration of domain names (e.g. cybersquatting) the holder of trademark rights must initiate an administrative proceeding by filing a complaint with an approved dispute-resolution service provider in accordance with the Uniform Domain-Name Dispute Resolution Policy adopted by the Internet Corporation for Assigned Names and Numbers ("ICANN") available at <http://www.icann.org/dndr/udrp/approved-providers.htm>. Please note that SoftLayer is not an approved dispute resolution service provider.

SoftLayer will cancel, transfer or otherwise make changes to domain name registrations under the following circumstances:

- (a) Subject to receipt of written or appropriate electronic instructions from the domain name registrant or an agent authorized to take such action on his behalf;
- (b) Receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action; and/or
- (c) Receipt of a decision of an Administrative Panel requiring such action in any administrative proceeding to which the domain name registrant was a party and which was conducted under ICANN's policy for Uniform Domain Name Dispute Resolution available at <http://www.icann.org/dndr/udrp/policy.htm>.

SoftLayer encourages you to visit ICANN's website which contains a compilation of links and information relating to the Uniform Dispute Resolution Policy available at <http://www.icann.org/udrp/>.

Notices

All notices to SoftLayer shall be made either by email, sent to the address we provide on our web site, or first class mail to our address at:

Legal Department
SoftLayer Technologies, Inc.
4849 Alpha Road
Dallas, TX 75244