

## SERVICE TERMS – MANAGED DNS (previously referred to as PREMIUM DNS)

These Service Terms – Managed DNS (**Managed DNS Service Terms**) are between the Com Laude Group entity identified in your Order Form (and, where applicable, its affiliate(s)) (**we, our, us** and **Com Laude**) and the client entity named in your Order Form (**you, your, Client**).

- 1. Definitions.** Where capitalised terms are used but not defined below, they shall carry the meaning given to them in your Order Form or General Terms.

**Managed DNS Services.** We will provide you with anycast servers for your domain names and may, where requested by you at additional cost, provide such anycast servers on a separate, single-tenant network to provide redundancy (“**Dedicated DNS**”) (collectively, the **Managed DNS Services**) as set out in your Order Form. Managed DNS Services are subcontracted to a third-party Managed DNS provider. Managed DNS Services are subject to our [Anycast DNS servers \(Managed DNS\) End User Terms](#) as may be in force from time to time which include our third-party provider’s mandated terms. You unconditionally agreed to the **Anycast DNS servers (Managed DNS) End User Terms**. We reserve the right to replace our Managed DNS provider with an alternative provider which we determine to have substantially similar capabilities, at any time upon thirty (30) days’ written notice to you.

- 2. Placing orders.** You request additional Managed DNS Services by emailing your named Domain Strategist and copying in [admin@comlaude.com](mailto:admin@comlaude.com), using the email subject line ‘Order’.

- 3. Processing orders.**

- (a) On receipt of your order, we will send you an order confirmation. If you do not receive an order confirmation, the order may not have gone through and you should confirm the position by sending an email to [admin@comlaude.com](mailto:admin@comlaude.com).
- (b) Com Laude reserves the right not to process your order and will notify you promptly by email in this case.

- 4. Modifying or cancelling an order.**

You may modify or cancel an order before it has been activated provided that we have not already incurred third party fees.

- 5. Additional Terms**

Com Laude fees for the Managed DNS Services are set out in your Order Form. Please note that if Com Laude incurs significant additional fees on Client’s account, for instance if Client is the subject of a DDOS attack, then Client will reimburse Com Laude such additional charges (e.g. overages) at cost.

- 6. Termination.** In addition to any termination rights set out in the General Terms, Com Laude may terminate the Managed DNS Services on thirty (30) days’ written notice if they are discontinued by Com Laude’s third-party provider.