

Version dated 1.03.2023

Whenever the word Netcloud24 is mentioned in these terms and conditions, it refers to the company NWMA Sp. z o.o., with its registered office in Karniowice, ul. Mickiewicza 13, which is the owner of the domain www.netcloud24.com and provides services on it.

DEFINITIONS.

- 1.1 Registrar - An entity accepted by ICANN, acting as a technical intermediary, where domains are ordered, and which presents these orders to the Registry. Netcloud24, as a Registrar, may offer these services.
- 1.2 ICANN – The organization defining the rules for domain allocation and management: www.icann.org
- 1.3 Registry – An operator acting according to the rules established by ICANN, which allows Netcloud24 to register domains.
- 1.4 Whois - An online search engine that provides information about a chosen domain and its owner.
- 1.5 Netcloud24 – Whenever this word is mentioned in these terms and conditions, it refers to the company NWMA Sp. z o.o., with its registered office in Karniowice, ul. Mickiewicza 13, which is the owner of the domain www.netcloud24.com and provides services on it.

1. GENERAL PROVISIONS.

- 1.1. These terms and conditions define the rules for providing domain registration and related services. The terms and conditions also refer to documents to which they relate, in particular the price list and General Terms and Conditions, available at <https://www.netcloud24.com>.
- 1.2. A domain is a unique alphanumeric string, consisting of a name and an extension offered by the Registrar, which can be registered.
- 1.3. Domain registration involves placing the domain name along with its corresponding name server addresses in the zone file corresponding to the registered domain name, on the main name server of that zone. The fee for providing the service is determined according to the price list available at <https://www.netcloud24.com>.
- 1.4. The Registrar is the entity responsible for the direct registration of domain names in the Registry Operator's database, with which the agreement on the registration of an Internet domain is concluded.
- 1.5. The Registry Operator is the entity that manages the registration of domain names in the zone for which it is responsible. It controls the allocation rules for domain names and technically supports its zone, generating a zone file containing name server addresses for each of the registered domain names.
- 1.6. Electronic Assignment is one of the forms of changing the Subscriber or changing some of its data, as defined in these Terms and Conditions.
- 1.7. The New Subscriber is an entity whose data was provided by the Customer representing the current Subscriber during the initiation of the Electronic Assignment procedure and who is to take over the rights under the domain registration agreement.
- 1.8. In the case of domains whose delegation points to Netcloud24 DNS servers, the DNS system can be secured with the DNSSEC extension, which aims to increase the security of information, and the CAA record, which protects the domain from issuing SSL certificates from authorities other than those specified in this record.
- 1.9. All capitalized terms not defined in these Terms and Conditions shall have the meaning assigned to them in the General Terms and Conditions.
- 1.10. The domain registration period means the duration of the service agreement.
- 1.11. Subscriber data, subject to the provisions of these Terms and Conditions, may be made available in the global domain owner information database – Whois. In the case of a Subscriber being a natural person, the disclosure of personal data in the Whois database may be conditional upon the Subscriber's consent to such disclosure (directly or based on the express authorization of the Client), if such disclosure is permitted by the relevant Registry Operator, subject to the provisions of these Terms and Conditions.



2. PERSONAL DATA PROTECTION.

- 2.1. Netcloud24 has the right to process the personal data of the Client and the Subscriber, which are necessary for the performance of the service.
- 2.2. Providing the Subscriber's personal data during domain registration is voluntary but necessary for the execution of this process.
- 2.3. The Client is obliged to ensure that the Subscriber has the right to access their personal data and the possibility of their correction.
- 2.4. Data sent by the Client to Netcloud24 is processed in accordance with applicable law for the time necessary to establish, shape the content, change, or dissolve the legal relationship between the parties, regardless of whether the Client is a private individual or a company. All data recorded and archived by Netcloud24 will serve as evidence between the parties unless the Client provides different evidence.
- 2.5. Netcloud24 undertakes to disclose the data it holds solely for the purpose of accelerating the registration of the domain chosen by the Client. In any other case, Netcloud24 undertakes not to disclose personal data concerning the Client.
- 2.6. Netcloud24 has the right to transfer the personal data of the Client and Subscriber to the following entities: OVH Sp. z o. o., having its registered office in Wrocław at ul. Karola Miarki 6-10 lok. 3-4, (50-306). The transfer of data is necessary for the performance of the service and all activities related to domain registration, including legal activities.
- 2.7. The recipients of the Subscriber's and Client's personal data may also be entities indicated at <https://www.netcloud24.com>.
- 2.8. By accepting the Terms and Conditions, the Client declares that the Subscriber has been informed about Netcloud24's data, the data of the entities listed in point 3.6., the purpose and scope of collecting and processing the Subscriber's data by Netcloud24, the right to access their data and correct it, as well as the rights to request the cessation of data processing and the rights to which the Subscriber is entitled based on the General Terms and Conditions available on the website <https://www.netcloud24.com>.

3. ORDERING DOMAIN REGISTRATION SERVICES AND SERVICES RELATED TO THE DOMAIN.

- 3.1. The domain ordering process requires the Client to complete an electronic service application form.
- 3.2. By entering into an agreement based on the provisions of the Regulations (depending on the circumstances, i.e., ordering the service, making a payment, or starting to use the paid service through a third party), the Client declares that they have read and accept the Regulations in their entirety.
- 3.3. The Client placing an order for a domain means entering into an agreement between the Subscriber and Netcloud24 for the representation of the Subscriber by Netcloud24 in the scope of domain registration and management, as well as providing services related to the domain based on the authorization granted to Netcloud24 by the Subscriber. The scope of authorization for Netcloud24 includes all legal and factual actions taken on behalf of the Subscriber concerning the domain, as well as performing all necessary and required activities related to the domain, in particular:
 - A. selection of the Registrar or intermediary company in registration,
 - B. concluding a domain registration agreement on behalf of the Subscriber,
 - C. changing the selected Registrar or intermediary company in registration and applying to the current Registrar or intermediary company in registration for the release of the authinfo code, receiving the authinfo code, and concluding a domain registration agreement with the newly selected Registrar, based on domain registration and maintenance principles,
 - D. domain management on Netcloud24 DNS servers,
 - E. securing the domain in the DNS system through the DNSSEC extension,
 - F. securing the domain in the DNS system through the CAA extension protecting the domain from issuing SSL certificates by other authorities than those specified in this record.
- 3.4. Netcloud24 is not responsible for the unavailability of a particular domain on the www.netcloud24.com website and for the impossibility of its registration by the Client. Indicating the availability of a domain on the www.netcloud24.com website is not binding for Netcloud24. Confirmation of domain reservation sent by email after completing registration formalities and receiving payment is also not binding. The validity of domain registration occurs only after the order has been approved by Netcloud24 after verification and registration by the Registry. Netcloud24 confirms the order within a maximum of 2 days from the Client's order confirmation, but this deadline may be extended in the case of particular difficulty, about which the Client will be informed electronically.
- 3.5. If the Client is not the Subscriber at the same time, they are responsible for the existence and scope of the authorization granted by the Subscriber to Netcloud24. The Client is also responsible for the existence and scope of the authorization granted to the Client by the Subscriber to undertake all other activities provided for in the Regulations. The authorization granted to the Client by the Subscriber should include performing all activities provided for in the Regulations, in particular providing the personal data of the Subscriber who is a natural person and expressing consent on behalf of the Subscriber to process this data within the scope specified in the Regulations.
- 3.6. Netcloud24 enters into an agreement on behalf of the Subscriber based on the authorization granted directly by the Subscriber or through the Client with the appropriate Registrar and with the service providers listed in the Regulations.
- 3.7. The Customer shall be liable for any damages incurred by Netcloud24 as a result of ordering the domain registration service and services related to the domain without the Subscriber's authorization and providing the Subscriber's personal data without authorization or exceeding its scope.



- 3.8. Notwithstanding the provisions of the Regulations, the Customer is obliged to immediately present the authorization referred to in points 3.3. and 3.4. at the request of Netcloud24.
- 3.9. If any element of the reservation order requires addition, clarification, or change, Netcloud24 undertakes to notify the Customer by email. The Customer is obliged to respond within a maximum of 48 hours. In such a situation, the Customer does not have priority to the chosen domain, and the domain chosen by him will not be temporarily reserved. If the domain is reserved by a third party while waiting for a response, Netcloud24 will notify the Customer, who will have to choose another available domain.
- 3.10. If the Customer does not take the necessary actions to complete the ordered service, such as providing the required documents or correcting incorrect data, Netcloud24 may be forced to cancel the order. In such a situation, Netcloud24 will refund the paid amount to the Customer in the form of Credit in the Customer Panel within one month. We remind you that the Customer bears full responsibility for providing correct information necessary for the completion of the order.

4. DOMAIN SELECTION.

- 4.1. Before placing a domain reservation order, the Customer is obliged to thoroughly verify it.
- 4.2. The Customer must comply with the law regarding the company, its reputation, goodwill, trademark, as well as copyright and personal rights.
- 4.3. The Customer assumes full responsibility for any violations of these rights.
- 4.4. The Customer is obliged to choose a domain name that does not violate public order, law, and good manners, and is not of a racist nature or subject to abuse. Netcloud24 recommends checking thoroughly before registration whether the domain name is already reserved or whether there are any legal proceedings against it.
- 4.5. Netcloud24 informs that some domain names, such as geographical or geopolitical names or names violating public order, cannot be chosen for registration.

5. GLOBAL DOMAIN REGISTRATION RULES.

- 5.1. When registering a global domain .com, .net, .org, .info, .biz, ICANN Uniform Domain-Name Dispute-Resolution Policy available on the website <https://www.icann.org>, which regulates, among others, the registration rules of the above-mentioned domains, is applied.
- 5.2. In case of a dispute over a domain name, ICANN may grant the right to register the domain name to a third party who has the right to register the disputed domain.
- 5.3. In case of loss of the right to a domain or transfer of a domain to another service provider, Netcloud24 does not refund the domain registration costs to the Customer.
- 5.4. By registering a domain, the Customer declares that the Subscriber has consented to the transfer of the Subscriber's data to OVH Sp. z o.o., through which the data of the non-individual Subscriber will be placed in the global (publicly available) Whois database of domain owners. The data of the non-individual Subscriber may remain hidden in the Whois database using the Domain Subscriber Data Protection Service in the Whois database.
- 5.5. The Customer declares that the non-activation or resignation of the Subscriber from the Data Protection Service, referred to in point 8, is equivalent to the Subscriber's consent to place the Subscriber's data in the global (publicly available) Whois database of domain owners, and Netcloud24 and OVH Sp. z o.o. are not responsible for the way the data is used in the Whois database.
- 5.6. Netcloud24 provides authorization information for .com, .net, .org, .info, .biz domains upon written request of the Subscriber delivered personally or by postal mail. The information will be sent by postal mail to the Subscriber's address or can be collected in person at Netcloud24's headquarters. In case of justified doubts regarding the origin of the request for providing authorization information for .com, .net, .org, .info, .biz domains, Netcloud24 has the right to request the submission of documents confirming the identity of the Subscriber, as referred to in the General Terms and Conditions posted on <https://www.netcloud24.com>, depending on the legal status of the Subscriber.
- 5.7. The Customer may change the Subscriber's data after obtaining the Subscriber's consent, using the Customer Panel. However, provisions concerning the change of email address and the name of the global domain Subscriber are reserved.
- 5.8. Netcloud24 registers domains only on DNS servers registered and visible in the global Whois database available at <http://www.internic.com>. Netcloud24 has the right to refuse the change of domain delegation to unregistered DNS servers.
- 5.9. After registering the first global domain by the Subscriber, any change of the Subscriber's contact data, change of the Subscriber, or transfer of the domain to Netcloud24 will be verified by Netcloud24 in terms of the correctness of the Subscriber's data, including the email address. In particular, Netcloud24 will send an email with a unique code that the Subscriber must click within 15 days of receiving the message from Netcloud24, or return the code by email. Netcloud24's receipt of the appropriate unique code from the Subscriber means that the Subscriber has confirmed the correctness of their contact details. The verification does not apply to contact data that has already been previously verified and confirmed.
- 5.10. In case of failure to confirm the correctness of the Subscriber's data in the manner and within the time limit specified in point 5.9., Netcloud24 has the right to suspend the domain. Suspension of the domain means that it will not be possible to transfer the domain to another provider and change the domain's DNS servers to the Registrar's DNS servers. The domain will be redirected to a page informing about the reasons for the suspension.
- 5.11. If we receive information that the Subscriber's email address is outdated, we assume that it may be incorrect, does not exist, or for various reasons, the email message from Netcloud24 or the Registrar was not delivered correctly. In such a case, Netcloud24 has the right to verify the Subscriber's data in accordance with point 5.9 or in another way, for example by telephone contact.



- 5.12. Information regarding confirmation of the correctness of the email address referred to in point 5.9 will be provided by Netcloud24 in the content of the email message regarding verification.
- 5.13. To register and maintain a domain, the Client authorizes Netcloud24 to perform all legal actions related to registering and maintaining the domain on behalf of and for the Subscriber, including but not limited to domain registration, changes to Subscriber domain data, domain deletion, changes to device data used for the domain, and obtaining an authinfo code.
- 5.14. The global extensions are as follows:
- A. Domains .biz - Registry to Neulevel.
 - B. Domains .com - Registry to Verisign Inc.
 - C. Domains .info - Registry to Afilias Limited.
 - D. Domains .net - Registry to Verisign.
 - E. Domains .org - Registry to Public Interest Registry.
 - F. Domains .name - Registry to Global Name Registry.
 - G. Domains .mobi - Registry to mtld.mobi.
 - H. Domains .pro - Registry to Registrypro.
 - I. Domains .tel - Registry to Telnic.
- 5.15. The Client agrees not to contact the Registry regarding domain registration, cancellation, deletion, or transfer. The Client agrees to contact Netcloud24 directly.
- 5.16. The Client agrees not to publish and distribute in the Whois database the address data, email address, or fax of the Registry.
- 5.17. The Client agrees to correct and update domain information throughout the domain registration period.
- 5.18. The Client cannot object to the publication of their personal data in the Whois database. A request to delete personal data by the Client will result in the termination of this agreement. In the event of a dispute between the parties regarding the execution or interpretation of the agreement, the parties agree that before any action is taken before the court, the opposing party will be notified by registered mail with acknowledgment of receipt. Each party may commence the necessary procedure in court after 10 days from sending the registered letter. Netcloud24 and the Registry reserve the right to transfer the Client's domain to a state of waiting until this situation is resolved.
- 5.19. The Client confirms that they have read the terms of the agreement and agrees to comply with the provisions of the ICANN (Uniform Domain Name Dispute Resolution Policy) code of conflict resolution, which is available at <http://www.icann.org/udrp/udrp.htm>.
- 5.20. The domain may be suspended, canceled, or transferred in accordance with ICANN and Registry rules to correct errors made by the Registry or Netcloud24 or to resolve domain disputes.
- 5.21. In the case of .PRO domains, the Client agrees to familiarize themselves with the following regulations and respect their provisions: http://registry.pro/policies_termsfuse.htm.
- 5.22. In the case of disputes concerning .TEL domains (disputes between the Client and the TELNIC registry, disputes concerning the domain name), the law of the United Kingdom applies. Netcloud24 reminds that .tel domains cannot be assigned to virtual server and dedicated server hosting services. DNS servers are automatically configured by Telnic and cannot be modified when ordering. Only a company accredited by the Telnic registry can provide hosting services for .tel domains.

6. RULES FOR REGISTERING A POLISH INTERNET DOMAIN.

- 6.1. Registration of a Polish internet domain is carried out on the basis of an agreement concluded between Netcloud24 and OVH Sp. z o.o.
- 6.2. When registering a Polish internet domain, the rules for registering and maintaining OVH internet domain names apply, which are available on the OVH website for registering internet domain names <https://www.ovh.pl>, including the regulations for .pl domain names, which are available on the OVH website.
- 6.3. Netcloud24 may refuse to register a domain if the Client provides incomplete, false, or incorrect data required by Netcloud24 or by OVH.
- 6.4. In the event of the loss of the right to the domain or the transfer of the domain to another service provider, Netcloud24 does not refund the Client the costs of registering the domain.
- 6.5. The Client declares that the resignation of the Subscriber who is not a natural person from the service referred to in point 8 is equivalent to the consent of such Subscriber to place their data in the worldwide (public) Whois database of domain owners appropriate for the zone file corresponding to the registered domain name, and Netcloud24 does not bear any responsibility for the use of data placed in the Whois database.
- 6.6. At the written request of the Subscriber delivered personally or by mail, Netcloud24 provides authorization information for the Polish domain. This information is sent by mail to the Subscriber's postal address or can be picked up personally at the Netcloud24 headquarters. In the case of justified doubts as to the origin of the request to provide authorization information for the Polish domain, Netcloud24 has the right to demand the delivery of documents confirming the identity of the Subscriber, as referred to in the General Terms and Conditions of Contracts posted on the <https://www.netcloud24.com> website, depending on the legal status of the Subscriber.
- 6.7. The Client can change Subscriber data at any time using the Client Panel.
- 6.8. To register and maintain a Polish domain, the Client, on behalf of and for the Subscriber, authorizes Netcloud24 to take all legal actions against OVH, including legal actions related to the registration and maintenance of a Polish domain, such as domain



registration, changes to Subscriber domain data, domain deletion, changes to data concerning devices used for the domain, and obtaining an authinfo code.

7. DOMAIN NAME REGISTRATION RULES FOR .eu DOMAIN.

- 7.1. Registration of .eu domain is subject to EURid regulations available at <https://www.eurid.eu>, which govern the rules for registering .eu domain names, including:
 - A. WHOIS Policy for .eu domain names,
 - B. Conditions for registering .eu domain names,
 - C. Registration Policy for .eu domain names.
- 7.2. The Client, on behalf of the Subscriber, agrees to accept the terms of the Agreement for the registration of .eu domain names with NetArt Registrar sp. z o.o., which is available at <http://www.netart-registrar.com> if using the .eu domain name registration service provided by the entity. Netcloud24 does not refund the cost of domain registration if the right to the domain is lost or transferred to another service provider.
- 7.3. The Client declares that the Subscriber's resignation, if the Subscriber is not an individual, implies the Subscriber's consent to the inclusion of their data in the global (publicly available) Whois database of domain owners. Netcloud24 is not responsible for the use of data placed in the Whois database.
- 7.4. The Client may change Subscriber data at any time using the Client Panel.
- 7.5. To register and maintain a domain, the Client authorizes Netcloud24 to carry out any actions with the Registrar on behalf of the Subscriber, including legal actions related to registering and maintaining the domain, such as: registering the domain, changing Subscriber domain data, deleting the domain, changing data related to devices used for the domain, and obtaining the authinfo code.
- 7.6. Upon written request from the Subscriber, delivered in person or by mail, Netcloud24 provides the authorization information for the .eu domain. This information is sent by mail to the Subscriber's address or can be picked up in person at Netcloud24's headquarters. In the event of justified doubts as to the origin of the request for authorization information for the .eu domain, Netcloud24 reserves the right to request documents confirming the Subscriber's identity, as mentioned in the General Terms and Conditions of the Agreement posted on <https://www.netcloud24.com>, depending on the Subscriber's legal status.

8. NATIONAL CHARACTERS.

- 8.1. The registration of a domain with national diacritical marks means the registration of an internet domain name in the form of ASCII (American Standard Code for Information Interchange) Compatible Encoding (ACE), which contains national letters of the alphabet - Internationalized Domain Names (IDN), starting with the characters 'xn--' (hereinafter referred to as ACE-IDN).
- 8.2. Domains with national diacritical marks are registered in accordance with the standards described in RFC 3490, RFC 3491, RFC 3492 (available at www.ietf.org) and with the rules described in the "idn-registration_rules" document available at <https://www.dns.pl>.
- 8.3. The Subscriber agrees to change the ACE-IDN form to another if it is recognized worldwide as the internet standard for another IDN form.
- 8.4. Individual Registries:
 - .FR DOMAINS: The registry managing .fr domains is Afnic. The client is required to review the Afnic regulations (Association Francaise pour le Nommage Internet en Cooperation). The regulations are available on this website: <http://www.afnic.fr/obtenir/chartes/nommage-fr>
 - .RE DOMAINS: The registry managing .re domains is Afnic. The client is required to review the Afnic regulations (Association Francaise pour le Nommage Internet en Cooperation). The regulations are available on this website: <http://www.afnic.fr/obtenir/chartes/nommage-re>
 - .BE DOMAINS: The registry managing .be domains is Dns.Be. The client is required to review the registration terms and conditions for domains managed by Dns.Be: www.dns.be/pdf/Enduser_Terms_And_Conditions_fr_v3.1.pdf
 - .EU DOMAINS: The registry managing .eu domains is EuRid. The client is required to review: The .eu domain registration policy: http://www.eurid.eu/images/Documents/V2_Reg_Policy/regpolicy%20v2%200_pl.pdf The .eu domain registration terms and conditions: http://www.eurid.eu/images/Documents/V2_Trms_Cond/terms%20conditions%20v2_pl.pdf
 - .PL DOMAINS: The registry managing .pl domains is Nask. The client is required to review: <http://www.dns.pl/regulaminy.html>
 - .UK DOMAINS: The registry managing .uk domains is Nominet. The client is required to review the registration terms and conditions for domains managed by Nominet: <http://www.nominet.org.uk/>
 - .DE DOMAINS: The registry managing .de domains is Denic. The client is required to review: the specific Denic conditions: - <http://www.denic.de/en/bedingungen.html> the domain management guide: - <http://www.denic.de/en/richtlinien.html> the Denic price list: - <http://www.denic.de/en/preisliste.html>
 - .ES DOMAINS: The registry managing .es domains is Red.Es. The client is required to review the registration terms and conditions for Red.Es: http://www.ovh.es/espacio_clientes/documentos_legales/



- **.AT DOMAINS:** The registry managing .at domains is Nic.At. The client is required to review the registration terms and conditions for Nic.At: http://www.nic.at/en/service/legal_information/terms_conditions
- **.CH and .LI DOMAINS:** The registries managing .ch and .li domains are SWITCH. The client is required to review: the domain name registration rules: <https://nic.switch.ch/reg/ocLoad.action?res=EF6GW7LBPN6G2235EFVGC6LAMJQW62RBPJVXY35EFFYWCRA7VC2D4EB7GU2A> the general terms and conditions for registering and managing .ch and .li domains: <https://nic.switch.ch/reg/ocLoad.action?res=EF6GW7LBPN6G2235EFVGC6LAMJQW62RBPJVXY35EFHUSTCRPA3FC2D4EB7GU2A>
- The **.NL** domain registry is managed by SIDN. The customer agrees to familiarize themselves with the registration terms of SIDN: http://www.sidn.nl/ace.php/p,728,2682,1545602350,Reglement_voor_registratie_nl_domeinnamen_versie_1_2_UK_15_mei_2008_pdf o The **.CC** domain registry is managed by VERISIGN. The customer agrees to familiarize themselves with the registration terms of VERISIGN: http://www.verisign.com/information-services/naming-services/otherTlds/page_042130.html
- The **.TV** domain registry is managed by VERISIGN. The customer agrees to familiarize themselves with the registration terms of VERISIGN: http://www.verisign.com/information-services/naming-services/otherTlds/page_042130.html
- The **.IT** domain registry is managed by NIC.IT. The customer agrees to familiarize themselves with the registration terms of NIC.IT: <http://www.nic.it/en/documenti/Regulation5.0.2.pdf> o The **.FM** and **.AM** domain registries are managed by BRS Media Inc. The customer agrees to familiarize themselves with: - the registration terms of **.FM** domain names: <http://dot.fm/policy.html> - the registration terms of **.AM** domain names: <http://dot.am/policy.html> o The **.MU** domain registry is managed by CoCCa. The customer agrees to familiarize themselves with the registration terms: <http://www.cocca.org.au/modules/smartsection/category.php?categoryid=7> o The **.GS** domain registry is managed by CoCCa. The customer agrees to familiarize themselves with the registration terms: <http://www.cocca.org.au/modules/smartsection/category.php?categoryid=17>
- The **.CX** domain registry is managed by CoCCa. The customer agrees to familiarize themselves with the registration terms: <http://www.cocca.org.au/modules/smartsection/category.php?categoryid=1> o The **.TL** domain registry is managed by CoCCa. The customer agrees to familiarize themselves with the registration terms: <http://www.cocca.org.au/modules/smartsection/category.php?categoryid=3>
- The **.NU** domain registry is managed by WorldNames. The customer agrees to familiarize themselves with the registration terms: <https://www.nunames.nu/about/terms.cfm>
- The **.CAT** domain registry is managed by Fundacio puntCAT. The customer agrees to familiarize themselves with the registration terms: - <http://domini.cat/media/upload/arxius/cat-RegistrationAgrmt.pdf> - <http://domini.cat/media/upload/arxius/charter.pdf>
- The **.PT** domain registry is managed by Dns.Pt. The customer agrees to familiarize themselves with the registration terms of Dns.Pt: https://online.dns.pt/imagens/site/home_290/fotos/79021759982250550415.pdf o The **.IE** domain registry is managed by IRELAND'S DOMAIN REGISTRY (IEDR). The customer agrees to familiarize themselves with the registration terms of IEDR: <https://www.domainregistry.ie/RegistrationPolicy.php> o The **.CN** domain registry is managed by China Internet Network Information Center (CNNIC). The customer agrees to familiarize themselves with the registration terms of CNNIC: <http://www.cnnic.cn/html/Dir/2005/03/24/2861.htm>
- The **.TW** domain registry is managed by Taiwan Network Information Center (TWNIC). The customer agrees to familiarize themselves with the registration terms of TWNIC: http://www.twnic.net.tw/English/DN_01.htm o The **.HT** domain registry is managed by Nic.ht. The customer agrees to familiarize themselves with the registration terms of Nic.ht: <http://www.nic.ht/info/> o The **.US** domain registry is managed by Neustar.eu. The customer agrees to familiarize themselves with the registration terms of Neustar.us: http://www.neustar.us/policies/docs/neustar_registrar_terms.pdf

9. DOMAIN REGISTRATION PERIOD.

- 9.1. Netcloud24 registers domains for the periods specified in the price list and in the electronic order form for the service.
- 9.2. The minimum domain registration period is 1 year.
- 9.3. Domain registration periods are counted from the date of domain registration.

10. DOMAIN REGISTRATION PROCEDURE.

- 10.1. Netcloud24 undertakes to register a domain name provided by the Client in the electronic order form for the domain in the Customer Panel.
- 10.2. Domain registration takes place within 72 hours of payment. A consumer client has the right to request domain registration within 14 days from the date of submitting a valid order.
- 10.3. An application for domain registration that has not been paid within the deadline indicated on the pro forma will be removed from the Netcloud24 registration queue. Netcloud24 will inform the Client of this fact by email. Removal of the domain registration application from the queue constitutes termination of the contract with Netcloud24.



- 10.4. In case of payment received after the deadline indicated on the pro forma, the domain will be registered, subject to point 10.5.
- 10.5. Netcloud24 may refuse to register a domain if:
 - A. the domain is already registered or reserved,
 - B. there is a previously initiated registration procedure regarding the domain name,
 - C. the Client has provided incomplete, untrue or incorrect data required by Netcloud24.

11. DOMAIN REGISTRATION PERIOD EXTENSION.

- 11.1. Extending the domain registration period means registering the domain for another subscription period, in accordance with the price list and the electronic order form for the service in the Customer Panel.
- 11.2. Failure to make timely payment for extending the domain registration period by the last day of the current domain registration period will result in termination of the contract with Netcloud24 on the next day.
- 11.3. The Client has the option to restore the domain, i.e., extend the registration period after the validity of the domain has expired, for another year from the date of expiration of the domain validity.
- 11.4. To restore a domain, the Client should perform a paid extension operation according to the Netcloud24 price list no later than 72 hours before the expiration of:
 - A. 30 days from the expiration date of the registered domain period - for Polish domains,
 - B. 40 days from the expiration date of the registered domain period - for .eu domains,
 - C. 70 days from the expiration date of the registered domain period - for global domains.
- 11.5. Netcloud24 is not responsible for deregistering the domain in case of failure to make timely payment for extending the domain registration period.

12. DOMAIN TRANSFER FROM ANOTHER SERVICE PROVIDER TO NETCLOUD24.

- 12.1. Transferring a Polish domain from another service provider to Netcloud24 is free of charge.
- 12.2. Transferring an .eu or global domain from another service provider to Netcloud24 means registering the domain in Netcloud24 for the time remaining until the expiration of the registration period at the previous service provider, extended by the minimum registration period in Netcloud24. However, if the Client chooses a longer period, the registration will be extended for the period selected by the Client.
- 12.3. Before transferring a domain from another service provider to Netcloud24, the Client must provide the correct data of the domain holder. Netcloud24 is not responsible for the consequences of providing incorrect data by the Client.
- 12.4. The Client requesting the transfer of a domain must have authorization to act on behalf of the domain holder.
- 12.5. Transferring a Polish domain from another service provider to Netcloud24 is possible by completing an electronic application for domain transfer.
- 12.6. The process of transferring a global domain or .eu domain starts within 72 hours of the payment being received by Netcloud24. This payment is treated as a refundable deposit.
- 12.7. In the case of transferring a global domain or .eu domain to Netcloud24, the client may credit the paid refundable deposit towards the domain registration fee.
- 12.8. If the transfer of a global domain or .eu domain to Netcloud24 fails, Netcloud24 will return the refundable deposit to the client as an overpayment in the Client Panel.
- 12.9. In the case of transferring a domain from Netcloud24 to another service provider, the new service provider takes over the management of the DNSSEC extension, and all DNSSEC-related entries are removed from Netcloud24's DNS servers.

13. CHANGING THE CLIENT TO THE SUBSCRIBER IN NETCLOUD24.

- 13.1. The subscriber has the right to change the client to themselves in Netcloud24. The client gives the subscriber or new subscriber, when the change of client is made during the Electronic Assignment procedure, an irrevocable consent to submit to another client chosen by the subscriber or new subscriber a statement on transferring to the chosen client all rights and obligations of the previous client regarding the domain affected by the client change. The subscriber or new subscriber also has the authorization to take over the rights and obligations from the previous client on their behalf, acting as the client.
- 13.2. Changing the client to the subscriber in Netcloud24 is free of charge and can be done by:
 - A. transferring the domain at the written request or electronically with the subscriber's consent - based on the application generated or filled out by the client taking over the right to act on behalf of the subscriber from the Client Panel. The client taking over the right to act on behalf of the subscriber declares that they have the power of attorney to represent the subscriber,
 - B. online transfer of the domain according to the client's will - transferring the right to represent the subscriber from the client (who has the authorization to act on behalf of the subscriber) to the client applying to act on behalf of the subscriber. The client applying to act on behalf of the subscriber declares that they have the power of attorney to represent the subscriber.
- 13.3. In the case of changing the client to the subscriber at the written request, the completed and signed original application must be sent by mail to Netcloud24's correspondence address.



- 13.4.** Changing the client to the subscriber is carried out within 72 hours of receiving a properly completed application for changing the client to the subscriber or transferring the right to represent the subscriber online from the client who has the authorization to act on behalf of the subscriber to the client applying to act on behalf of the subscriber.

14. FINAL PROVISIONS.

- 14.1.** The domain registration service is only available to clients who use the Client Panel in accordance with the General Terms and Conditions of the Agreement. Netcloud24 provides the service only when the client accepts the General Terms and Conditions of the Agreement.
- 14.2.** In matters not regulated in these Regulations, the provisions of the General Terms and Conditions of the Agreement shall apply.
- 14.3.** Transferring the domain to another service provider means terminating the agreement for domain registration service and related services concluded with Netcloud24.

