

# Credit and Payment Policies

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## Definitions

The “Registry” means NeuLevel, Inc.

## Credit Policy

1. All Registrars must have a Registrar Credit Application and Registrar Information Form on file with the Registry.
2. Extension of Credit
  - a. Applicable forms of credit include credit card, debit card, purchasing card, bank wire transfers, and funding of a bank account from which the Registry can transfer order payment funds.
  - b. No domain name order will be processed without payment having been made to the Registry.
  - c. If a credit card is declined, there will be the opportunity to complete the transaction at a later time. Wire transfers will be verified prior to processing the order. For funding accounts, the Registry will stop accepting orders if a funding account reaches a zero balance until the account is fully replenished. The Registry reserves the right to adjust the monthly funding requirement based on documented, actual experience.
3. Amount of Credit Extended

The amount of credit extended for credit cards will be determined by the acceptance of the transaction within the card's credit line, wire transfers will be verified prior to processing the order, and funding account limits will be determined by monthly sales volume. The monthly sales volume will be based on actual experience over a 6-month cycle. During start up, the Registry and the Registrar must agree upon the projected monthly sales volume.

4. When Credit will be Extended

Credit will be extended based on the following tests:

- a. ICANN-accreditation for .biz
- b. Signed IP Claim Service Registry-Registrar Agreement

c. Signed Registry-Registrar Agreement

5. Funding Account Replenishment

Funding accounts must be replenished monthly (15<sup>th</sup> or next business day) to the full, required amount (defined as the projected monthly sales volume during start up or actual experience over a 6-month cycle) or when the account has reached a 20% remaining balance of the full, required amount. In the event the account reaches the 20% mark, an email and summary will be sent notifying the registrar of the balanced used, the balance remaining and the action to be taken. A bank wire transfer must be initiated within 24 hours of the notification.

6. All accounts will be monitored and electronic statements of activity will be sent monthly.

7. The Registry is not responsible for the failure of e-mail or any related deliveries due to outdated or inaccurate contact information or failure caused by postal and electronic mail carriers.

8. Only authorized Registry personnel may update this policy.

## Payment Policy

1. Accepted Methods of Payment (*subject to service offering*)

a. Credit, debit, purchasing card

b. Wire transfers with approval from Customer Support

c. Funding account from which the Registry can draw payments

Credit, debit, purchasing card payments: It is expected that credit, debit and purchase card payments will provide an immediate form of payment assurance. VISA, MasterCard, Discover, Diners Club, American Express, Carte Blanche and JCB will be accepted. Credit card information will only be accepted via the appropriate submission form.

Wire transfers: For large volume orders, bank wire transfers may be more convenient for the Registrar. The order will be released for processing by the Registry's accounting department within 24 hours of receipt of the wired funds. Fees for bank wire transfers are the responsibility of the sender.

Funding account from which the Registry can draw payments: The last method of payment is recommended by Registry. The Registry will establish a Registrar account with the Registry's bank. The Registrar will be responsible for funding the account to a level that is consistent with their monthly sales volume. The account can never be allowed to fall below 20% of the monthly Registrar sales volume. The Registry will notify the Registrar by e-mail when the account reaches 20% of monthly sales volume. The Registrar will be responsible for initiating a wire within 24 hours to fund the account to

100%. Allowing the account to reach a zero balance is not acceptable. If the account falls to a zero balance the Registry will stop accepting orders from the Registrar until the account is fully funded.

2. Payment Methods Not Accepted

Payment cannot be made via currency, coins, stamps, checks, money orders, or purchase orders.

3. Currency

Payment must be made in US dollars. For international payments, the amount received after conversion at the exchange rate must equal the total fee due in US dollars.

4. Minimum Payment Due

The minimum payment due will be that of the total order and will be charged as indicated on the order via credit card, wire transfer or draw down from the funding account. The minimum payment due to replenish a funding account that has reached 20% remaining will be the full required amount defined as the projected monthly sales volume during start up or actual experience over a 6-month cycle.

5. All payments are final and non-refundable.

6. Confirmation will be sent to the provided e-mail address.

7. Electronic statements of activity will be sent monthly as defined by the agreement.

8. Registration fees are exempt from sales tax at this time.

9. The Registry is not responsible for the failure of e-mail or any related deliveries due to outdated or inaccurate contact information or failure caused by postal and electronic mail carriers.

10. Only authorized Registry personnel may update this policy.