

ZACR Registry-Registrar Agreement

entered into by and between

ZACR CENTRAL REGISTRY NPC

Description and Registration Number	a not-for-profit company registered in accordance with the laws of South Africa with registration number 1988/004299/08		
Physical Address	COZA House, Gazelle Close, Corporate Park, Midrand		
VAT No.	4240169955		
Contact Fax No.	011 3140088		
Contact Email Address	lucky@registry.net.za		
Signed at		Date	
----- _____			
Name	Mokgabudi Lucky Masilela	who warrants that he is duly authorised to sign	
Designation	Chief Executive Officer		

(hereinafter referred to as '**the Registry**')

and

[xxxxx]

Description and Registration Number			
Physical Address			
VAT No.			
Contact Fax No.			
Contact Email Address			
Signed at		Date	
----- _____			
Name		who warrants that he is duly authorised to sign	
Designation			

(hereinafter referred to as '**the Registrar**')

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1. Introduction

- 1.1. This Agreement governs the accreditation by the Registry of the Registrar to provide registrar services, the provision of these services by the registrar to registrants, the relationship between the Registrar and the Registry, and related matters.

2. Parties

- 2.1. "Registry" means ZA Central Registry NPC, a company registered in accordance with the laws of South Africa with registration number 1988/004299/08 with the following contact addresses:

Physical Address: COZA House, Gazelle Close, Corporate Park, Midrand, Gauteng, South Africa

Fax number: +27 (0)11 314 0088

Email address: support@registry.net.za

- 2.2. "Registrar" means the party that indicated its agreement to these terms, as identified and with the contact addresses [on the cover sheet or](#) provided to the Registry via the Registry Website [as the case may be](#).

3. Definitions

In this Agreement the words and expressions contained below will bear the meanings assigned to them:

- 3.1. "Accredited" or "Accreditation" means to be accredited by the Registry as having met the Accreditation Criteria in respect of a particular Namespace.
- 3.2. "Accreditation Criteria" means the minimum criteria which must be satisfied by a person in order for that person to be Accredited for a specific Namespace, as specified by the Registry in the Published Policies from time-to-time.
- 3.3. "Affiliate" means, in relation to a Party, the Party's holding company, its subsidiaries, the subsidiaries of its holding company and any other company which, directly or indirectly, is controlled by the Party, controls the Party or is under common control with the Party.
- 3.4. "Agreement" means this document together with all appendices, annexures, and schedules, all as amended from time-to-time.
- 3.5. "Authority" means the .za Domain Name Authority, incorporated in terms of section 59 of the Electronic Communications and Transactions Act 25 of 2002.
- 3.6. "Code of Practice" means [one or more charters, policies, standards, regulations or the like](#), which regulate or will regulate the practices of participants in a Namespace towards other participants, and/or towards consumers thereof.
- 3.7. "Commencement Date" means the date described in clause 4.1.
- 3.8. "Domain Name" means a domain name in a Namespace.



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- 3.9. **“Domain Name Application”** means an application by a Registrant for a new Domain Name, or the renewal of an existing Domain Name.
- 3.10. **“Domain Transaction”** means a new registration, renewal, or a transfer of a Domain Name.
- 3.11. **“Event of Default”** means the instances mentioned in clause 23.1.
- 3.12. **“Fee Schedule”** means the schedule of fees in respective Namespaces that the Registry will charge to the Registrar in terms of this Agreement, as amended, which will be published on the Registry Website from time to time.
- 3.13. **“ICANN”** means the Internet Corporation for Assigned Names and Numbers, a California non-profit public benefit corporation.
- 3.14. **“ICANN Policies”** means the “Consensus Policies” and “Temporary Policies” described in Specification 1 of the Registry Agreement, as amended from time to time by ICANN.
- 3.15. **“Intellectual Property Right”** means copyright, trade marks (whether registered or not), patents, registered designs, trade secrets, database rights, design rights, service marks and other intellectual property rights and rights to claim something as confidential information, including in other jurisdictions that grant similar rights.
- 3.16. **“Namespace”** means a TLD or [SLD](#).
- 3.17. **“Party”** means either of the parties to this Agreement, namely the Registry and the Registrar.
- 3.18. **“Personal Information”** means information relating to an identifiable, living, natural person.
- 3.19. **“Price Increase”** means an increase to any fee charged by the Registry to the Registrar in terms of this Agreement, including as a result of the elimination of any refunds, rebates, discounts, product bundling, Qualified Marketing Programs, or other programs which have the effect of reducing the fee charged to the Registrar, unless such programs are of a limited duration that is clearly and conspicuously disclosed to the Registrar when offered.
- 3.20. **“Published Policies”** means those specifications and policies established and published by the Registry from time-to-time relating to the administration of Namespaces in general and/or one or more Namespaces in particular, and includes reference to launch policies and dispute resolution policies.
- 3.21. **“Qualified Marketing Program”** means a marketing program in respect of a Namespace in terms of which the Registry offers discounted Renewal Fees, provided that all the following criteria are satisfied:
- 3.21.1. the program and related discounts are offered for a period of no more than 180 (one hundred eighty) calendar days (with consecutive substantially similar programs aggregated for purposes of determining the number of calendar days of the program);
- 3.21.2. all Accredited registrars are provided the same opportunity to qualify for such discounted Renewal Fees; and

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- 3.21.3. the intent or effect of the program is not to exclude any particular class(es) of registrations (e.g., registrations held by large corporations) or increase the Renewal Fee of any particular class(es) of registrations.
- 3.22. **“Registrant”** means the authoritative holder of a Registered Domain Name.
- 3.23. **“Registrant Agreement”** means the agreement to be concluded, or renewed, between the Registrar and a Registrant in relation to a Domain Name, and which must specifically include the minimum terms and conditions specified in clause 11.
- 3.24. **“Registrant Agreement Mandatory Terms”** means the mandatory terms published on the Registry Website at <https://www.registry.net.za/content.php?gen=1&contentid=143>
- 3.25. **“Registrant Data”** means the data submitted by the Registrar to the Registry as prescribed in the Published Policies.
- 3.26. **“Registry Agreement”** means an agreement entered into between the Registry and ICANN, or between the Registry and the Authority as the context indicates, as amended from time to time, in terms of which the Registry is appointed as the registry operator of a particular Namespace, and will refer to the agreement in respect of a particular Namespace where the context indicates.
- 3.27. **“Registry Data”** means all data maintained in the Registry Database relating to a Namespace, including without limitation the data objects specified in the Published Policies.
- 3.28. **“Registry Database”** means a database containing the Registry Data.
- 3.29. **“Registry Services”** means the services provided by the Registry in relation to a Namespace, including:
- 3.29.1. the receipt and processing of Registry Data;
 - 3.29.2. the dissemination and publication of zone records pertaining to a Namespace and management of authoritative name servers for a Namespace;
 - 3.29.3. provision of a read/write interface to the Registry Database for use by Accredited Registrars; and
 - 3.29.4. provision of read only interface/s to the Registry Database for the public (including WHOIS services).
- 3.30. **“Registry Service Provider”** means a service provider appointed by the Registry to provide the Registry Services for a Namespace.
- 3.31. **“Registry Website”** means the website published at the URL www.registry.net.za or such other URL as the Registry may from time to time advise the Registrar in writing.
- 3.32. **“Registrar Accreditation Agreement”** means the standard agreement approved by the ICANN Board of Directors on 27 June 2013 to be entered into between registrars and ICANN, as amended or replaced from time to time.
- 3.33. **“Registrar Services”** means the provision of the services by Accredited Registrars as set out in this Agreement in respect of a Namespace, including: (a) to apply to the Registry to

register a Domain Name on behalf of a Registrant; (b) to provide all associated services to such Registrants, including services relating to the maintenance, transfer, modification, renewal and cancellation of a Domain Name; and (c) to provide services otherwise required by the Published Policies.

- 3.34. **“Registration”** when used in respect of a Domain Name means the Registrant’s right to use a Domain Name for a specified period of time, as evidenced by the WHOIS Service.
- 3.35. **“Registration Fee”** means the fee for the initial successful Registration of a Domain Name in a particular Namespace.
- 3.36. **“Renewal Fee”** means the fee for successfully renewing the Registration of a Domain Name for a further period in a particular Namespace.
- 3.37. **“Reseller”** means a person appointed by the Registrar to promote, market and/or provide some or all of the Registrar Services for its own account within a particular Namespace.
- 3.38. **“SLD”** or **“Second Level Domain”** means any subdomain which falls directly under a TLD in the domain name space.
- 3.39. **“Term”** means the term of this Agreement as set out in clause 4.1.
- 3.40. **“Transaction Fee”** means a Registration Fee, Renewal Fee or a Transfer Fee, charged to the requesting Accredited Registrar on success of the respective Domain Transaction.
- 3.41. **“Transfer Fee”** means the fee for successfully transferring a Domain Name from one Registrant to another.
- 3.42. **“TLD”** or **“Top-level Domain”** means a top level domain of the domain name system.
- 3.43. **“Variable Registry-level Fee”** means the variable accreditation fee described in the Registry Agreement between ICANN and the Registry.
- 3.44. **“WHOIS Service”** means the protocol used to provide a public information service in relation to the Registry Data.

4. Term and Termination

- 4.1. **Commencement.** This Agreement will be deemed to have commenced on the earliest of the dates on which the Registrar:
 - 4.1.1. accepted the terms of this Agreement on the Registry Website;
 - 4.1.2. applied to the Registry for Accreditation for any Namespace administered by the Registry;
 - 4.1.3. provided Registrar Services in respect of any Namespace administered by the Registry; or
 - 4.1.4. in any other way indicated its acceptance of the terms of this Agreement.
- 4.2. **Duration.** This Agreement will continue until it is terminated:
 - 4.2.1. by the Registry under clause 23; or

4.2.2. by the Registrar under clause 4.3 below, or clause 23.

4.3. Registrar may Terminate. The Registrar may terminate this Agreement at any time, provided that it has provided the Registry with 90 days prior notice of its intention to do so.

5. Registrar Accreditation

5.1. Requirement for Accreditation. The Registrar must be Accredited in order to provide the Registrar Services in respect of each Namespace separately. Nonetheless the Registry may associate an Accreditation with multiple Namespaces, as outlined in the Accreditation Criteria. The conclusion of this Agreement alone by the Parties does not mean that the Registrar is Accredited.

5.2. Accreditation Process. The Registrar must apply for Accreditation as set out in the Published Policies, and in the case of a first Accreditation must make application within five (5) calendar days after the Commencement Date. If the Registrar has provided Registrar Services in the past, the Registry may take into account the Registrar's prior conduct in providing these services when considering the Registrar's application for Accreditation.

5.3. Notice of Accreditation. Upon successful Accreditation the Registry will issue an accreditation certificate to the Registrar certifying that the Registrar has met the Accreditation Criteria in respect of the Namespace concerned. The Registry will also publicly list the Registrar as an Accredited Registrar on the Registry Website.

5.4. ICANN Accreditation. In order to be Accredited in respect of a TLD Namespace, the Registrar must be an ICANN accredited registrar that is a party to the Registrar Accreditation Agreement, or such other agreement as ICANN may from time to time require. Should ICANN's requirements for accreditation in respect of a Namespaces be changed, the Registrar must comply with such new requirements within the period required by ICANN.

5.5. Registrar Service. Upon being Accredited, the Registrar is entitled to:

5.5.1. operate as a registrar in a Namespace; and

5.5.2. provide Registrar Services in a Namespace.

5.6. Non-Exclusivity. The Registrar acknowledges and agrees that there is no limit upon the Registry as to the number of registrars which the Registry may Accredited.

5.7. Disclosure Requirement. The Registrar must promptly notify the Registry if the Registrar becomes aware:

5.7.1. that it does not meet any of the Accreditation Criteria;

5.7.2. of any circumstance or fact that affects its ability to continue to meet the Accreditation Criteria; or

5.7.3. any changes to its personal or company details that will change its Accreditation credentials.

5.8. Change of Accreditation Credentials. If any change occurs to the Registrar's personal or company details which require a change in the Registrar's Accreditation credentials, the

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Registrar must apply to the Registry for such changes to be made, supported by the required documentation.

5.9. Suspension of Accreditation

5.9.1. The Registry may unilaterally suspend the Registrar's Accreditation if, at the Registry's sole discretion, such an action is necessary to secure the integrity and stability of a Namespace.

5.9.2. The Registry will give the Registrar advance notice of the suspension, unless the reason(s) for the suspension are so urgent that advance notice is not feasible.

5.9.3. The Registry must also notify the Registrar of the reason(s) for the suspension and inform the Registrar of the process that the Registrar must follow in addressing the issues which led to the suspension.

5.9.4. The suspension will remain in place for only as long as is necessary for the specified reason(s).

5.9.5. Suspension of Accreditation will have the effect of severely restricting the Registrar's access to the Registry and the registry Services, as set out in the Published Policies.

5.9.6. For the avoidance of doubt, the Registry may suspend the Registrar's Accreditation during the termination process described in clause 5.10.4.

5.10. Termination of Accreditation.

5.10.1. The Registrar's Accreditation for all Namespaces is automatically terminated when this Agreement terminates.

5.10.2. In the case of a TLD, loss of the Registrar's accreditation with ICANN in respect of that TLD will automatically terminate the Registrar's Accreditation with the Registry for that TLD.

5.10.3. The Registry may terminate the Registrar's Accreditation in respect of a particular Namespace as set out in the Published Policies if the Registrar no longer meets the Accreditation Criteria.

5.10.4. Before terminating the Registrar's Accreditation, the Registry must give the Registrar written notice of its reasons for doing so, as well as the steps to be taken by the Registrar to avoid termination. If the Registrar has not complied with the Registry's requirements within 14 (fourteen) days after receipt of such notice, the Registry may terminate the Accreditation. If the Registrar commences proceedings in terms of clause 22 (Dispute Resolution) within this period, however, termination will be suspended pending the outcome of the dispute resolution process.

5.11. Consequences of Termination of Accreditation. In the event that the Registrar's Accreditation in respect of a particular Namespace is terminated:

5.11.1. The Registrar may no longer provide Registrar Services in respect of that Namespace, but may continue to provide such services in respect of Namespaces for which it remains Accredited.

- 5.11.2. The Registry will complete the Registration of all Domain Names submitted to the Registry by the Registrar prior to the effective date of such termination.
- 5.11.3. The Registrar must transfer all Registered Domain Names to another Accredited Registrar as set out in the Publish Policies in the case of a .za Namespace, or the applicable ICANN policy in the case of a TLD.

5.12. Compliance Assessment. In the case of Registrars which are Accredited for a .za Namespace:

5.12.1. The Registry may assess the Registrar's compliance with the Accreditation Criteria and with this Agreement, from time to time upon no less than 30 (thirty) calendar days' written notice, provided that such assessment may not be carried out more than ~~once per calendar year~~ once per two calendar years. The notice must ~~specify the documents, data and other information the Registry reasonably requires to verify the Registrar's compliance with the Accreditation Criteria and with this Agreement, subject to applicable data protection legislation.~~

5.12.2. The Registry shall at its own expense conduct such compliance assessment in a manner that does not unreasonably disrupt the operations of the Registrar.

5.12.3. Upon receipt of such notice, the Registrar must, not less than ~~30 (thirty)~~ 15 (fifteen) calendar days before the assessment, make available to the Registry all documents, data and any other information required to verify the Registrar's compliance with the Accreditation Criteria and with this Agreement, subject to applicable data protection legislation.

6. **Warranties**

- 6.1. Information Provided to the Registry. The Registrar represents and warrants that all written information and reports which it has furnished, or will furnish, to the Registry in connection with this Agreement (including during the process of seeking to be the Accredited) is true, accurate and not misleading in all material respects, whether by omission or otherwise.
- 6.2. The Registry's Reliance. The Registrar acknowledges that the Registry has entered into this Agreement in reliance upon the representations and warranties contained herein.

7. **Use of the Registry Name and Logo**

- 7.1. Grant of Licence. The Registry grants the Registrar a non-exclusive, worldwide, royalty-free licence to:
 - 7.1.1. state that it is Accredited by the Registry as a registrar for a Namespace;
 - 7.1.2. use the logo, specified by the Registry, to indicate that the Registrar is accredited by the Registry as a registrar for a Namespace; and
 - 7.1.3. link to pages and documents within the Registry Website, provided they are not framed by any other materials or unless agreed otherwise.
- 7.2. Other Use not Permitted.
 - 7.2.1. Other than in accordance with clause 7.1 above, the Registrar is not permitted to use the Registry's name or logo or trade mark in any manner whatsoever.

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7.2.2. The rights granted under this clause 7 are personal to the Registrar and must not be transferred or assigned or sub-licensed to any other person, including without limitation a Reseller.

8. General Obligations of Registrar

8.1. Registrar Services. When performing the Registrar Services for a Namespace, the Registrar must do so in accordance with this Agreement.

8.2. Compliance with Published Policies.

8.2.1. Subject to sub-clause 8.2.2 below, the Registrar must comply with all Published Policies applicable to the Namespace(s) for which it is Accredited, as if they were incorporated into, and form a part of, this Agreement.

8.2.2. If, after the Commencement Date, the Registry introduces new Published Policies or makes changes to any existing Published Policies applicable to the Namespace(s) for which it is Accredited, then the Registrar must comply with those new or changed Published Policies as soon as practicable, but in any event within 30 days after being notified of the new or changed Published Policies.

8.2.3. The Registrar must ensure that it is able to legally enforce any applicable changes to the Published Policies onto Registrants if so required.

8.3. Notification of Changes to Published Policies. The Registry must notify the Registrar of the new or changed Published Policies by:

8.3.1. Sending such notification to the email address stipulated by the Registrar in clause 2; and

8.3.2. posting the new or changed Published Policies on the Registry Website.

8.4. Compliance with Code of Practice (.za Namespaces only). The Authority undertakes to consult with Registries, Registrars and Registrants when developing a Code of Practice for a Namespace. When the Code of Practice is published, then the Registrar must comply with the Code of Practice, which is incorporated into, and forms a part of, this Agreement. Notification of changes to the Code of Practice will be made in the same manner as changes to the Published Policies.

8.5. Relationship with ICANN & Authority

8.5.1. To the extent that ICANN Policies impose duties upon the Registry in its dealings with the Registrar, such policies, as amended from time to time, are incorporated by reference into this Agreement.

8.5.2. The Registrar must not intentionally perform any act or omission that could place the Registry in breach of a Registry Agreement, or otherwise that could reasonably be anticipated to jeopardise its relationship with ICANN or the Authority.

8.6. Registrar's Obligations under the URS. In the case of Domain Names registered directly under a TLD:

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8.6.1. For the purposes of this clause 8.6 "URS" means the Uniform Rapid Suspension system, a dispute resolution mechanism established by ICANN.

8.6.2. The Registrar must accept and process payments for the renewal of a domain name by a URS complainant in cases where the URS complainant prevailed.

8.6.3. The Registrar must not renew a Domain Name to a URS complainant who prevailed for longer than one year (if allowed by the maximum validity period of the Namespace).

8.7. *Inconsistencies.* In the event of any inconsistencies and/or conflicts between the provisions of this Agreement and the provisions in the Published Policies and/or Code of Practice, then to the extent of the inconsistencies and/or conflicts, the various documents will be interpreted in the following order of priority:

8.7.1. the Published Policies (highest level of priority);

8.7.2. this Agreement; and

8.7.3. the Code of Practice.

8.8. *No Limitation.* Subject to sub-clause 8.5 above, nothing in this clause 8 limits or otherwise affects the Registrar's obligations as provided elsewhere in this Agreement.

9. Fees and Payment

9.1. *Assessment Fee.* The Registry reserves the right to charge a non-refundable, once-off assessment fee, which is intended to cover nominal administrative costs associated with the assessment of the Registrar against the Accreditation Criteria, and if successful the integration of the Registrar into the registry system. Assessment fees, if applicable, will be stipulated in the Fee Schedule.

9.2. *Annual Fee.* If an annual Accreditation fee is payable in respect of a Namespace:

9.2.1. The Registrar must pay the Registry the annual Accreditation fee in an amount determined by the Registry from time-to-time. Annual fees, if applicable to the Namespace concerned, will be stipulated in the Fee Schedule.

9.2.2. Payment of the annual fee will be due within thirty (30) days after invoice from the Registry.

9.3. *Transaction Fees.*

9.3.1. If a Transaction Fee is applicable, it will be payable for each Domain Transaction, irrespective of whether the Registrar is paid by its client or not.

9.3.2. The Registrar must pay the applicable Transaction Fees established by the Registry from time-to-time provided that such fees, or applicable discounts, will be applied equally to all registrars for a Namespace.

9.3.3. The Registry will publish the Transaction Fees for each Namespace in its Fee Schedule.

9.3.4. A further detailed breakdown of the Transaction Fees, and how these become due and payable for a Namespace, will be stipulated in the Published Policies. Certain Domain Transactions in particular Namespaces may not attract Transaction Fees.

9.4. Prepaid Account. The Registrar will pay the Transaction Fees on a prepaid basis as follows:

9.4.1. Payment for the Domain Transactions must be made to the Registry in advance, and credited to the Registrar's prepaid account.

9.4.2. Transaction Fees will be deducted from the prepaid account with the Registry on a declining-balance basis.

9.4.3. If the balance in the prepaid account reaches zero, the Domain Transactions will be suspended until the Registrar has credited the prepaid account appropriately.

9.4.4. The Registry may from time to time by publication on the Registry Website set a minimum balance for the prepaid account (failing which the minimum balance will be zero), and / or a maximum amount by which the prepaid account may be in credit.

9.5. Variable Registry-level Fees.

9.5.1. The Registry is obliged under the Registry Agreement with ICANN to make payment to ICANN of Variable Registry-level Fees under certain circumstances as set forth therein, and is empowered to recover such fees from the Registrar. For the avoidance of doubt, Variable Registry-level Fees will only be charged to the Registrar if ICANN elects to recover such fees from the Registry.

9.5.2. The Registrar agrees to pay Variable Registry-level Fees to the Registry when such fees are payable to ICANN by the Registry. The Variable Registry-level Fees will not exceed the amount actually payable by the Registry to ICANN in respect of the Registrar.

9.5.3. Variable Registry-level Fees will be invoiced quarterly or otherwise at the interval at which they are invoiced by ICANN to the Registry.

9.5.4. Variable Registry-level Fees will be payable within 30 (thirty) days after invoice from the Registry.

9.6. Escalation of Fees.

9.6.1. The Registry must provide the Registrar with at least 30 (thirty) days' prior notice of any Price Increase to the Registration Fee.

9.6.2. The Registry must provide the Registrar with at least 180 (one hundred and eighty) days' prior notice of any Price Increase to the Renewal Fee.

9.6.3. However, the Registry may give only 30 (thirty) days' notice of a Price Increase to a Renewal Fee if:

9.6.3.1. during the first 12 (twelve) months after the effective date of the Registry Agreement with ICANN, the new Renewal Fee is less than or equal to the initial Renewal Fee; or

- 9.6.3.2. otherwise if the new Renewal Fee is less than or equal to a Renewal Fee notified in terms of clause 9.6.2, as long as that previous Renewal Fee took effect during the previous 12 (twelve) months.

- 9.7. Insurance. If the Registrar is Accredited in respect of a .za Namespace, then the Registrar must maintain in force commercial general liability insurance with policy limits of at least R1 000 000.00 (one million rand) covering liabilities arising from the Registrar's provision of the Registrar Services for that Namespace during the term of this Agreement. The Registrar must provide the Registry with proof of such insurance cover within 30 (thirty) days of becoming Accredited.
- 9.8. Value Added Tax (VAT). All fees referred to in this Agreement are exclusive of VAT, unless otherwise stated.
- 9.9. Timely Payment. The Registrar must make all payments to the Registry under this Agreement in a timely manner, despite any dispute which may exist between the Registry and the Registrar.
- 9.10. Interest on Late Payment. The Registry may charge interest on all overdue amounts at the prime lending rate of its bankers, compounded monthly in arrears.
- 9.11. No Set-Off. The Registrar may not exercise any right of set-off on any account as against the Registry.
- 9.12. Form of Invoice. The Registrar consents to the receipt of tax invoices in electronic form.

10. Application for a Domain Name

- 10.1. Compliance with Published Policies. Where the Registrar:
- 10.1.1. is satisfied that a Domain Name Application complies with the Published Policies and the Code of Practice (if applicable), the Registrar must process the Domain Name Application; or
- 10.1.2. is not satisfied that a Domain Name Application complies with the Published Policies and the Code of Practice (if applicable), the Registrar must reject the Domain Name Application.
- 10.2. Final Check. The Registrar acknowledges that even if the Registrar has submitted a Domain Name Application to the Registry, the Domain Name Application may still be rejected by the Registry in its sole reasonable discretion.
- 10.3. Approved Domain Name Applications. The Registrar must, in relation to each approved Domain Name Application:
- 10.3.1. ensure that the Registrant is bound by the Registrant Agreement in respect of that approved Domain Name; and
- 10.3.2. thereafter submit the Registrant Data to the Registry.

11. Registrant Agreements

- 11.1. Registrant Agreement. The Registrar:

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- 11.1.1. must enter into a binding and enforceable Registrant Agreement with each of its Registrants before submitting the Domain Name Application;
 - 11.1.2. must comply with the provisions of the Registrant Agreement; and
 - 11.1.3. may use different Registrant Agreements for different Namespaces; and
 - 11.1.4. must make the latest version of its Registrant Agreement(s) available for public access on its website.
- 11.2. *The Registry's Requirements.* All Registrant Agreements must include the Registrant Agreement Mandatory Terms, and a hyperlink to the then current version of this Agreement in a prominent location, subject to the following:
- 11.2.1. The Registrar may make such amendments to the Registrant Agreement Mandatory Terms as are necessary in order to insert them into its Registrant Agreement, but it may not make any changes that would materially affect the rights and duties set out therein.
 - 11.2.2. The Registrar may include other terms in its Registrant Agreement, so long as they do not conflict with the Registrant Agreement Mandatory Terms.
 - 11.2.3. The Registrant Agreement Mandatory Terms are in addition to any obligations that the Registrar may have to ICANN or any other regulatory or governmental authority.
 - 11.2.4. Obligations placed on the Registrar by ICANN in terms of the Registrar Accreditation Agreement (if applicable) will take precedence over the Registrant Agreement Mandatory Terms in the case of a conflict.
- 11.3. *No Inconsistent Terms.* Subject to any inconsistency between the following documents (in which case clause 8.6 will apply to resolve the inconsistency), the Registrar must not make any contract or arrangement, or arrive at any understanding with a Registrant, which contains terms or conditions which are inconsistent with the provisions of:
- 11.3.1. the Published Policies;
 - 11.3.2. this Agreement;
 - 11.3.3. the Registrant Agreement Mandatory Terms; or
 - 11.3.4. the Code of Practice (if applicable).
- 11.4. *Make Information Available to the Registrant.* The Registrar must, at the Registry's request, make reasonable efforts to inform its Registrants about new or changed Published Policies or Codes of Practice.
- 11.5. *Registrar's Agency.* The Registrar agrees and covenants to act as agent for the Registry for the sole purpose, but only to the extent necessary, to enable the Registry to receive the benefit of rights and warranties conferred to it under the Registrant Agreement.

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12. Registrant Data

12.1. Submit to the Registry. In respect of each approved Domain Name Application, the Registrar must promptly submit to the Registry, or must place in the Registry Database the mandatory information required in terms of the Published Policies.

12.2. Updated Registrant Data. The Registrar must, within three (3) days after receiving any updated Registrant Data from the Registrant, submit the updated Registrant Data to the Registry in accordance with the provisions of the Published Policies.

12.3. Access to Registrant Data. The Registrar must not sell or otherwise grant access to any Registrant Data to any person, other than in order to comply with its obligations under this Agreement, unless:

12.3.1. authorised by the Registry;

12.3.2. in compliance with any conditions of use specified by the Registry; and

12.3.3. in compliance with the provisions of this Agreement and any Published Policies.

12.4. Whois Accuracy.

12.4.1. The Registrar must apply reasonable measures (which the Registry may describe in the Published Policies) to verify the accuracy and completeness of information provided to the Registrar in the Domain Name Application. In the case of TLDs, compliance with ICANN mandated measures will be sufficient in this regard.

12.4.2. In the case of a .za Namespace, the Registrar must ensure the accuracy of the Registrant Data by complying with ICANN's "Whois Accuracy Program Specification", an annexure to the Registrar Accreditation Agreement, which is incorporated into this Agreement by reference, with the appropriate changes made.

13. Transfer between Registrars

13.1. Transfers. The Registrar must ensure that its Registrants can easily transfer Registered Domain Names to another registrar in accordance with the Published Policies. In particular the Registrar must allow the Registrant to break any "registrar-lock" on a Domain Name.

13.2. Acknowledgement. The parties acknowledge that the Published Policies may include, but are not limited to, such matters as:

13.2.1. when fees are not chargeable by the Registrar;

13.2.2. the conditions pursuant to which the Registrar must transfer; and

13.2.3. the conditions pursuant to which the Registrar does not have to transfer.

14. Non-Solicitation of Registrants

14.1. Use of WHOIS Service Information. The Registrar must not use information obtained from the Registry or the Registry's WHOIS Service to solicit business from, or to otherwise make contact with, a Registrant, unless:

- 14.1.1. the Registrar is the registrar of the Registrant, as identified in the Registry Database;
 - 14.1.2. the Registrant has previously contacted the Registrar in respect of the Registration or transfer of a Domain Name;
 - 14.1.3. the Registrant is otherwise a customer of the Registrar and has authorised the Registrar to use information obtained to accept business from or contact with the Registrant; or
 - 14.1.4. both the Registrant and the Registrant's registrar (as identified in the Registry) have consented in writing to such use of the information.
- 14.2. *No Application.* The Registrar must not submit a Domain Name Application to the Registry or provide any other Registrar Services to a Registrant unless:
- 14.2.1. the Registrar is the registrar of the Registrant, as identified in the Registry Database; or
 - 14.2.2. the Registrant has asked the Registrar to provide such services.

15. Registrar's Other Obligations

- 15.1. *Positive Covenants.* The Registrar must:
- 15.1.1. act in good faith in its dealings with the Registry, Registry Service Provider, other registrars and each Registrant;
 - 15.1.2. do all things necessary to ensure that during the Term, it continues to meet the Accreditation Criteria;
 - 15.1.3. immediately give the Registry notice if it becomes aware of any security breaches affecting the Registrar or any part of its systems where such security breaches could have a material effect upon its service as a Registrar, or could constitute a threat to the security of the Registry or Registry Service Provider's systems, the Registry Services or the stability of a Namespace;
 - 15.1.4. within three (3) days, give notice to the Registry if the Registrar becomes aware that a Registrant is no longer entitled to a Domain Name Registration;
 - 15.1.5. provide to the Registry, all information relating to each approved Domain Name as required by the Published Policies;
 - 15.1.6. within five (5) days, give notice to the Registry if the Registrar becomes aware that a particular Registrant is in breach of, or a particular Domain Name breaches, the Published Policies or Code of Practice (if applicable);
 - 15.1.7. accurately represent to the Registrants, the media, any governmental entity and the general public, the Published Policies and the Registrar's relationship with and status in the domain name infrastructure relative to the Registry and the Registry Service Provider;
 - 15.1.8. keep the Registry informed of material changes of the Registrar's personal or company details;

- 15.1.9. provide to the Registry from time-to-time, upon the Registry's request, updates to all information already provided to the Registry in meeting the Accreditation Criteria as the Registry may reasonably request;
 - 15.1.10. within five (5) days of becoming aware, give notice to the Registry of any impending claim, litigation, proceedings or material dispute against the Registrar by any person or authority relating directly or indirectly to its provision of Registrar Services including arbitration and administrative, regulatory or governmental investigation, excepting that where the matter is not brought by a governmental or regulatory authority (including ICANN), notice is required only where the Registrar has been served with a summons or notice of arbitration in respect thereof as the case may be;
 - 15.1.11. comply with the provisions of and act in accordance with the decisions resulting from any dispute resolution mechanism established in respect of a Namespace by the Registry, the Authority or ICANN as the case may be;
 - 15.1.12. continue to hold all material statutory licences, consents and authorisations necessary to perform its obligations under this Agreement; and
 - 15.1.13. comply with all applicable law.
- 15.2. Negative Covenants. The Registrar must not:
- 15.2.1. approve any Domain Name Application, nor submit to or place in the Registry Database, any Registrant Data which relates to a Domain Name, if the Registrar is aware that the Domain Name Application does not comply with the Published Policies or Code of Practice (if applicable);
 - 15.2.2. use the Registry or Registry Service Providers' intellectual property other than as contemplated in this Agreement;
 - 15.2.3. be involved in any activity that involves the acquisition or accumulation of Domain Names that are not connected to the provision of Registrar Services under this Agreement, for the purposes of removing them from the availability of others, transferring them for a direct or indirect, immediate or deferred gain or profit or for any other reason which can be considered to be done in bad faith, where such acts are performed by the Registrar itself or for a third party for the Registrar's benefit;
 - 15.2.4. be knowingly involved in any activity which may bring the Registry or Namespace for which it is Accredited into disrepute;
 - 15.2.5. represent to any person that the Registrar enjoys access to the registry system that is superior to that of any other Accredited registrar; or
 - 15.2.6. use any information belonging to or regarding the Registry or Registry Service Provider other than in accordance with this Agreement.
- 15.3. Enquiries and Complaints. The Registrar must act promptly to investigate all enquiries and complaints from or regarding any Registrant in relation to a Domain Name or a Registrant Agreement, in respect of which the Registrar is identified as the registrar in the registry database.

16. Control of Resellers

- 16.1. Appointment of Resellers. The Registrar may appoint Resellers.
- 16.2. Responsibility of the Registrar. The Registry is entitled to regard all the acts and omissions of a Reseller (and that Reseller's Resellers and so forth *ad infinitum*) in respect of services provided by the Reseller, as if they were the acts and omissions of the Registrar under this Agreement. Resellers are not considered Accredited Registrars by the Registry.
- 16.3. Domain Transactions. The Registrar must ensure that all Domain Transactions submitted by a Reseller are submitted via the mechanisms made available for the purpose by the Registrar, and the Registrar must ensure that the Reseller does not submit Domain Transactions to the Registry independently.
- 16.4. Reseller Agreement. The Registrar must enter into a written agreement with each Reseller which must contain provisions that:
- 16.4.1. are compatible with the terms of this Agreement and ensure that the Reseller does not do or omit to do anything that would be a breach of this Agreement, and in particular impose the same obligations upon the Reseller as imposed by the Registry upon the Registrar as set out in clauses 6 (Warranties), 8 (General Obligations of Registrar), 13 (Transfer between Registrars), 14 (Non-Solicitation of Registrants), 15 (Registrar's Other Obligations), 16 (Control of Resellers), 17 (Privacy and Personal Information), and 18 (Intellectual Property Rights) (all with the appropriate changes made);
 - 16.4.2. require the Reseller to comply with the Published Policies and Code of Practice (if applicable), as amended from time to time;
 - 16.4.3. oblige the Reseller to include the Registrant Agreement Mandatory Terms in its Registrant Agreement;
 - 16.4.4. allow for the transfer of Domain Names to another Accredited registrar - voluntarily by the Reseller, or through a forced transfer as described in clause 5.11.3;
 - 16.4.5. oblige the Reseller to indemnify the Registry in the same terms as clause 21.9 (with the appropriate changes made); and
 - 16.4.6. oblige the Reseller to impose these obligations on its Resellers in turn.

17. Privacy and Personal Information

- 17.1. Compliance with Personal Information Laws and Policies. The Registrar must comply with:
- 17.1.1. applicable data protection and privacy legislation; and
 - 17.1.2. the Registry's data protection and privacy code contained in the Published Policies, if one is adopted.
- 17.2. Processing of Personal Information.

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- 17.2.1. The Registry will describe in the Published Policies the purposes for which any Personal Information that is submitted to the Registry by the Registrar is collected or used, as well as the intended recipients of such Personal Information.
- 17.2.2. The Registrar must inform each Registrant of the purposes for which Personal Information is collected and used and of other relevant information as set out in the Published Policies, and obtain the consent of each Registrant for collection and use for such purposes, and in particular obtain consent for:
- 17.2.2.1. use by the Registry in providing the Registry Services and in particular providing a public WHOIS facility which may include the Personal Information;
 - 17.2.2.2. inclusion of Personal Information in escrow deposits by the Registry held by third parties located anywhere in the world;
 - 17.2.2.3. transfer of Personal Information to the Registry Service Provider or the Registry's Affiliates for the purposes of providing Registry Services; and
 - 17.2.2.4. transfer of Personal Information to a third party replacing the Registry in providing the Registry function in terms of the Registry Agreement, wherever in the world such third party may be located.
- 17.2.3. The Registry and Registrar must both take appropriate, reasonable technical and organisational measures as required by applicable law to protect the Personal Information from loss, misuse, unauthorized disclosure, alteration or destruction.
- 17.2.4. The Registry and Registrar will not use or authorise the use of Personal Information in any way that is incompatible with the purpose set out in the Published Policies or which is contrary to this Agreement or applicable law.

18. Intellectual Property Rights

- 18.1. Registrant Data. The Registrar is not entitled to claim any Intellectual Property Rights in and to the Registrant Data. All rights relating to Registrant Data will be retained and held by the Registry for the benefit and protection of each Namespace as a whole.

19. Obligations of the Registry

- 19.1. General obligations. With respect to all matters that impact the rights, obligations or role of the Registrar, the Registry must during the Term:
- 19.1.1. exercise its responsibilities in good faith and in an open and transparent manner;
 - 19.1.2. not unreasonably restrain competition and, to the extent possible, promote and encourage robust competition;
 - 19.1.3. not apply standards, policies, procedures or practices arbitrarily, unjustifiably, or inequitably;
 - 19.1.4. not single out the Registrar for disparate treatment unless justified by reasonable cause; and

19.1.5. ensure that the Registry Service Provider is bound by and performs in accordance with the above criteria.

20. Confidentiality

20.1. Confidentiality Security and Reproduction. Each Party must:

- 20.1.1. keep confidential;
 - 20.1.2. take reasonable steps to ensure that the Party's employees do not disclose to a third party;
 - 20.1.3. maintain proper and secure custody of; and
 - 20.1.4. not use or reproduce in any form,
- any confidential information belonging to the other Party without the written consent of the other Party or as required by applicable law.

20.2. Delivery or Destruction of Confidential Information. A Party must immediately on receipt of a request from the other Party in accordance with the other Party's rights under this Agreement:

- 20.2.1. deliver all confidential information belonging to the other Party and all changes to, reproductions of, extracts from and notes regarding that confidential information, in any form; or
- 20.2.2. destroy the confidential information and, if it is stored in other media, by erasing it from the media on which it is stored so that the confidential information is incapable of being revived; and
- 20.2.3. provide a written declaration to the other Party that all confidential information has been delivered or destroyed in accordance with this clause.

21. Limitations of Liability

- 21.1. Disclaimer. Although the Registry has endeavoured to prepare this Agreement in accordance with accreditation principles employed by other established TLDs, the Registry makes no warranty of any kind that this Agreement will be recognised and/or converted, by the Authority, to a license arrangement as envisaged by the Electronic Communications and Transactions Act 25 of 2002 in respect of Namespaces under the .za TLD.
- 21.2. Effect of Legislation. Nothing in this clause 21 is to be read as excluding, restricting or modifying the application of any legislation which by law cannot be excluded, restricted or modified.
- 21.3. Exclusion of Implied Warranties. Any representation, warranty, condition or undertaking which (but for this clause 21.3) would be implied in this Agreement by law, is excluded to the fullest extent permitted by law.
- 21.4. General Exclusion of Liability. Neither Party is liable to the other Party for any claim relating to or arising from this Agreement in contract, delict, or otherwise, except where the guilty Party has acted in bad faith.

- 21.5. Specific Performance. Either Party may seek specific performance of any provision in this Agreement, provided that the Party seeking such specific performance is not in material breach of its obligations under this Agreement.
- 21.6. Limitation of Liability. The liability of the Registry and/or the Registry Service Provider for breach of a condition or warranty in relation to the supply of the Registry Services, is limited, at the Registry's option, to the supplying of the services again or the payment of the cost of having the services supplied again.
- 21.7. Aggregate Liability. Without reducing the effect of any other provisions in this clause 21, neither Party's aggregate liability to the other Party will, in any event, exceed the fees payable by the Registrar to the Registry in respect of the preceding 12 (twelve) months.
- 21.8. Consequential Losses. Despite any other provision of this Agreement and to the fullest extent permitted by law, neither Party (the "Guilty Party") will be liable to the other Party (the "Innocent Party") for consequential, indirect or special losses or damages of any kind (including, without limitation, loss of profit, loss or corruption of data, business interruption or indirect costs) suffered by the Innocent Party as a result of any act or omission whatsoever of the Guilty Party, its employees, agents or sub-contractors.
- 21.9. Indemnity. The Registrar will indemnify, defend and hold the Registry harmless against any claims, losses, liabilities, damages, or legal costs related to or arising out of any breach of this Agreement by the Registrar and in particular (without limiting the generality of this clause):
- 21.9.1. the Registrar's failure to comply with the provisions of clause 11.2 (insertion of Registrant Agreement Mandatory Terms);
 - 21.9.2. the Registrar's failure to comply with the provisions of clauses 16.3 and 16.4 (Control of Resellers);
 - 21.9.3. the Registrar's infringement of applicable data protection law or of any person's right to privacy, whether associated with a breach of clause 17 (Privacy and Personal Information) or not; or
 - 21.9.4. the Registrar's infringement of any person's Intellectual Property Rights.
- 21.10. Benefit of Limitations. These limitations on liability and indemnities apply to the benefit of the Registry and the Registry Service Provider, as well as their, directors, officers, employees, contractors, agents and other representatives.
- 22. Dispute Resolution**
- 22.1. Form of Dispute Resolution. If any substantive dispute arises out of or in connection with this Agreement, or related thereto, whether directly or indirectly, the Parties must refer the dispute for resolution firstly by way of negotiation and in the event of that failing, by way of arbitration.
- 22.2. Notification of Dispute. A dispute within the meaning of this clause exists once one Party notifies the other in writing of the nature of the dispute and requires the resolution of the dispute in terms of this clause.
- 22.3. Negotiation. Within seven (7) days following such notification, the Parties will seek an amicable resolution to such dispute by referring such dispute to designated representatives

of each of the Parties for their negotiation and resolution of the dispute. The representatives will be authorised to resolve the dispute.

22.4. Referral to Arbitration. In the event of the negotiation between the designated representatives not resulting in an agreement signed by the Parties resolving the dispute within 21 (twenty-one) days thereafter, the Parties must refer the dispute for resolution by way of arbitration as envisaged in the clauses below.

22.5. Arbitral Procedure. Each Party agrees that the Arbitration will be held as an expedited arbitration, at a venue to be agreed between the Parties, failing which the venue will be Johannesburg, in accordance with the then current rules for expedited arbitration of the Arbitration Foundation of South Africa (AFSA) by 1 (one) arbitrator appointed by agreement between the Parties, including any appeal against the arbitrator's decision. If the Parties cannot agree on the arbitrator or appeal arbitrators within a period of 14 (fourteen) days after the referral of the dispute to arbitration, the arbitrator and appeal arbitrators will be appointed by the Secretariat of AFSA. The references to AFSA will include its successor or body nominated in writing by it in its stead.

22.6. Urgent Relief. The provisions of this clause will not preclude any Party from access to an appropriate court of law for interim relief in respect of urgent matters by way of an interdict, or mandamus pending finalisation of this dispute resolution process for which purpose the Parties irrevocably submit to the jurisdiction of a division of the High Court of the Republic of South Africa.

22.7. Survival. This clause 22 is a separate, divisible agreement from the rest of this Agreement and will remain in effect even if this Agreement terminates, is nullified or cancelled for whatsoever reason or cause.

23. Default and Termination

23.1. Events of Default. In this Agreement, "Event of Default" means where:

23.1.1. either Party commits an act of insolvency;

23.1.2. the Registrar loses its Accreditation in respect of all Namespaces administered by the Registry;

23.1.3. any amount due and payable by a Party under this Agreement is in arrears for 30 (thirty) days after written demand has been made;

23.1.4. a Party commits a breach of this Agreement which is not capable of being remedied;
or

23.1.5. a Party commits a breach of this Agreement and fails to rectify that breach within 14 (fourteen) days after receipt of notice specifying the breach and requiring rectification.

23.2. Consequences of Default. At any time following an Event of Default, and without prejudice to any remedy that the non-defaulting Party may have in law, the non-defaulting Party may, by notice to the guilty Party do all or any of the following:

23.2.1. demand that all money actually owing under this Agreement is immediately due and payable by the Party and the Party must immediately repay those moneys;

- 23.2.2. demand that the Party must pay to the non-defaulting Party interest at the rate set out in clause 9.10, calculated on the amount overdue during the period of default and the Party must immediately pay such interest;
- 23.2.3. declare that the obligations of the non-defaulting Party under this Agreement cease and the non-defaulting Party is no longer obliged to perform any obligations under this Agreement;
- 23.2.4. if the defaulting Party is the Registrar, the Registry may demand that the Registrar pay the reasonable expenses incurred by the Registry as a result of any breach of this Agreement by the Registrar and the service of notices as required by this clause, and the Registrar must immediately pay those expenses; or
- 23.2.5. terminate this Agreement.

24. Assignment and Change of Control

24.1. No Assignment by Registrar. The Registrar must not:

- 24.1.1. sell, transfer, delegate, assign, licence; or
- 24.1.2. mortgage, charge or otherwise encumber

any right under this Agreement to any person ("Proposed Assignee"), or permit a Proposed Assignee to assume any obligation under this Agreement without the prior written consent of the Registry.

24.2. Fees and Expenses. The Registrar must pay all fees and expenses (including legal fees on an attorney/own client basis) incurred by the Registry in connection with the proposed assignment and the investigation of the Proposed Assignee, whether or not consent is granted.

24.3. Details. The Registrar must deliver to the Registry:

- 24.3.1. the name, address and occupation (if applicable) of the Proposed Assignee;
- 24.3.2. two written references as to financial circumstances of the Proposed Assignee;
- 24.3.3. an agreement in a form approved by the Registry, executed by the Proposed Assignee, in which the Proposed Assignee agrees to perform the obligations of the Registrar under this Agreement; and
- 24.3.4. if required by the Registry, a guarantee in a form approved by the Registry executed by persons approved by the Registry, guaranteeing the performance of the Proposed Assignee's obligations.

24.4. Assignment by Registry to Authority (.za TLD). The Registry may cede and assign any or all of its rights and obligations under this Agreement in respect of SLDs under the .za TLD to the Authority, its successors or assigns, which may compel it to do so, and in whose favour this clause acts as a contract for the benefit of a third party (*stipulatio alteri*). The Registrar consents to such cession and assignment and undertakes to do all things and execute all documents necessary for such cession and assignment to be effected.

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24.5. Assignment by Registry to Affiliate. It is expressly recorded that Registry will be entitled to cede and assign all rights and obligations in terms of this Agreement to its Affiliate or any successor of all or substantially all of the business or assets of the Registry, provided that the Registry must notify the Registrar of such event within a reasonable time of it occurring.

25. General

25.1. Entire Agreement:

25.1.1. The Agreement constitutes the whole agreement between the Parties and supersedes all prior verbal or written agreements or understandings or representations by or between the Parties regarding the subject matter of this Agreement, and the Parties will not be entitled to rely, in any dispute regarding this Agreement, on any terms, conditions or representations not expressly contained in this Agreement.

25.1.2. Neither Party to this Agreement has given any warranty or made any representation to the other Party, other than any warranty or representation which may be expressly set out in this Agreement.

25.2. Variations. Without derogating from the foregoing, the Registrar hereby acknowledges that the Registry may amend this Agreement, or parts of this Agreement, by notice in writing to the Registrar. Such amendments will become effective on a date no less than 30 (thirty) days' after the date of notice of amendment. The Parties note that amendments to this Agreement affecting TLD Namespaces may be subject to review by ICANN, in which case the effective date of such amendments may be delayed pending approval by ICANN. If the Registrar does not notify the Registry in writing during the above period that it does not wish to be bound by the amended Agreement, it will be deemed to have agreed to the amendments. If the Registrar does so notify the Registry, such notice will be deemed to be a notice of termination of this Agreement as set out in clause 4.3.

25.3. Further Assurance. Each Party must promptly execute and deliver all documents and take all other action necessary or desirable to effect, perfect or complete the transactions contemplated by this Agreement.

25.4. Legal Costs and Expenses. Each Party must pay its own legal costs and expenses in relation to the negotiation, preparation and execution of this Agreement and other documents referred to in it, unless expressly stated otherwise.

25.5. Waiver and Exercise of Rights:

25.5.1. A single or partial exercise or waiver of a right relating to this Agreement does not prevent any other exercise of that right or the exercise of any other right.

25.5.2. No Party will be liable for any loss or expenses incurred by another Party caused or contributed to by the waiver, exercise, attempted exercise, failure to exercise or delay in the exercise of a right.

26. Notices

26.1. Addresses. The Parties choose their addresses where they will accept service of any notices or other communications under this Agreement, as set out in clause 2.

- 26.2. Deemed Delivery. Any notice given in terms of this Agreement must be in writing and any notice given by any Party to another ("the addressee") which:-
- 26.2.1. is delivered by hand or transmitted by telefax will be deemed to have been received by the addressee on the first business day in the addressee's jurisdiction after the date of delivery or transmission, as the case may be;
 - 26.2.2. is transmitted by e-mail will be deemed to have been received upon confirmation of receipt (not automated receipt) thereof by the addressee;
 - 26.2.3. is posted by pre-paid registered post (or its foreign equivalent) to the addressee at its service address for the time being will be deemed to have been received by the addressee on the 7th (seventh) day after the date of such posting if the sender and addressee's service address are both located in the Republic of South Africa, or on the 14th (fourteenth) day if otherwise; or
 - 26.2.4. is published on the Registry Website in such a way that the recipient is required to acknowledge the notice before proceeding with access to the Registry Website or a part thereof will be deemed to have been received on the date of such acknowledgement.
- 26.3. Notice actually received. Notwithstanding anything to the contrary contained or implied in this agreement, a written notice or communication actually received by one of the parties from another, including by way of telefax or e-mail transmission, will be adequate written notice or communication to such Party.
- 26.4. Service of Process. The Parties choose as their addresses for service of legal process from or pursuant to this Agreement (*domicilium citandi et executandi*) at the physical address as described in clause 2.
- 26.5. Change of Address. Either Party will be entitled from time to time by written notice to the other, to vary its given address to any other address which is not a post office box or to vary its other domicilium contact details. In the case of the Registrar such notice must take the form of an update made via the Registry Website.

27. Interpretation and General

- 27.1. Governing Law and Jurisdiction. The Agreement is governed by and is to be construed in accordance with the laws of the Republic of South Africa. Subject to the provisions of clause 22 each Party irrevocably and unconditionally submits to the jurisdiction of the High Court of South Africa and waives any right to object to proceedings being brought in those courts.
- 27.2. Persons. In this Agreement, a reference to:
- 27.2.1. a person includes a firm, partnership, joint venture, association, corporation or other corporate body;
 - 27.2.2. a person includes the legal personal representatives, successors and permitted assigns of that person; and
 - 27.2.3. any body which no longer exists or has been reconstituted, renamed, replaced or whose powers or functions have been removed or transferred to another body or

agency, is a reference to the body which most closely serves the purposes or objects of the first-mentioned body.

27.3. Joint and Several. If a Party consists of more than one person, this Agreement binds them jointly and each of them severally.

27.4. Legislation. In this Agreement, a reference to a statute includes regulations under it and consolidations, amendments, re-enactments or replacements of any of them.

27.5. Severance:

27.5.1. If a provision in this Agreement is held to be illegal, invalid, void, voidable or unenforceable, that provision must be read down to the extent necessary to ensure that it is not illegal, invalid, void, voidable or unenforceable.

27.5.2. If it is not possible to read down a provision as required in this clause, that provision is severable without affecting the validity or enforceability of the remaining part of that provision or the other provisions in this Agreement.

27.6. Rule of Construction. In the interpretation of this Agreement, no rule of construction applies to the disadvantage of the Party preparing this Agreement on the basis that it put forward this Agreement or any part of it.

27.7. Survival. For the avoidance of doubt, any provision of this Agreement which contemplates performance or observance subsequent to any termination or expiration of this Agreement will survive any termination or expiration of this Agreement and continue in full force and effect.

27.8. Force Majeure

27.8.1. Neither of the Parties will be liable for a failure to perform any of its obligations insofar as it proves:

27.8.1.1. that the failure was due to an impediment beyond its control;

27.8.1.2. that it could not reasonably be expected to have taken the impediment and its effects upon the Party's ability to perform into account at the time of the conclusion of this Agreement; and

27.8.1.3. that it could not reasonably have avoided or overcome the impediment or at least its effects.

27.8.2. Relief from liability for non-performance by reason of the provisions of this clause will commence on the date upon which the Party seeking relief gives notice of the impediment relied upon and will terminate upon the date upon which such impediment ceases to exist; provided that if such impediment continues for a period of more than sixty (60) calendar days either of the Parties will be entitled to terminate this Agreement.

27.9. Currency. In this Agreement, a reference to R or rands is a reference to South African rands.

27.10. Number and Gender. In this Agreement, a reference to:

27.10.1.the singular includes the plural and vice versa; and

27.10.2.a gender includes the other genders.

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