



April 5th, 2012

TO WHOM IT MAY CONCERN

Dear Sir,

This letter is to confirm that CentralNic Ltd has entered into a contract with Saudi Telecom (STC) (the "Applicant") to provide backend gTLD registry services for the .viva generic top-level domain (the "TLD"). This agreement specifies that CentralNic will provide the following services to the Applicant for this TLD:

WHEREAS, the Internet Corporation for Assigned Names and Numbers ("ICANN") has granted to Registry the exclusive right to operate and maintain certain TLD servers and zone files for the TLD (the "Business");

WHEREAS, Provider wishes to provide Registry with certain technical and support services for the ongoing operation of the Business;

NOW, THEREFORE, for and in consideration of the mutual promises, benefits and covenants contained herein and for other good and valuable consideration, the receipt, adequacy and sufficiency of which are hereby acknowledged, Provider and Registry, intending to be legally bound, hereby agree as follows:

1. Operation of the Shared Registry System in accordance with all ICANN specifications, consensus policies and temporary policies; including an Extensible Provisioning Protocol (EPP) interface compliant with the relevant IETF RFCs;
2. Operation of the Whois service in accordance with ICANN specifications and RFC 3912 and applicable national legislation;
3. Operation of the Authoritative DNS Service in accordance with ICANN specifications and the relevant RFCs;
4. Operation of the DNSSEC system in accordance with ICANN specifications and industry best practice, as described in RFC-4641-bis¹;
5. Submission of Registry Data Escrow deposits to the Applicant's selected Agent as per ICANN specifications;
6. All registrar account management, including collection of registration and renewal fees, registrar on-boarding and Operational Testing and Evaluation (OT&E);
7. Customer service for registrars by telephone and email on a 24x7 basis; During the

¹ See <http://tools.ietf.org/html/draft-ietf-dnsop-rfc4641bis>



Term of this Agreement, Provider will provide Registrars with telephone and e-mail customer service support (Monday through Friday between the hours of 9 a.m. and 6 p.m. local London time, excluding holidays), to address non-critical technical and account management issues relating to the TLD and its operation.

8. Technical support for registrars and end users on a 24x7 basis; During the Term of this Agreement, Provider will provide Registrars with technical telephone and e-mail support 24 hours per day, seven (7) days per week to address critical operational issues arising in connection with the TLD.
9. Abuse prevention measures such as integration with the Trademark Clearing House to provide a Sunrise period, plus operation of the Trademark Claims Service; operation of the Uniform Dispute Resolution Process (UDRP) and Uniform Rapid Suspension Service (URS);
10. Operation of Business Continuity and Disaster Recovery facilities for the Registry system, including failover to a backup registry provider.

CentralNic will provide the above services to the Applicant in accordance with all specifications, obligations, requirements, best practices and standards required of the Applicant by ICANN, the IETF or other relevant standards body.

Yours Faithfully,

Ben Crawford
CEO, CentralNic Ltd