

## Live Support Agreement

The Domain Name API Live Support Agreement pertains to the use of the live support services provided on our website and contains important information and rules regarding how we access and use the personal information you share with us. By continuing to use Domain Name API's live support service or entering any chat session, you acknowledge that you have read, understood, and agreed to comply with the terms outlined in this document. If you do not agree to these terms, you should not continue using our live support service or participate in any chat sessions.

### Prohibited Activities in Domain Name API Live Support Usage

You unequivocally agree not to engage in the following actions and behaviors through Domain Name API's live support channels. Failure to comply may result in immediate termination of your service, closure of your session, and, if deemed necessary, the initiation of legal or administrative processes. The following content and actions are prohibited:

- Making requests, directing, or sharing content related to fraud or malicious activities in any publicly accessible environment.
- Sending unreasonable, risky, illegal, or suspicious information through live support that may raise concerns of misuse.
- Encouraging, facilitating, or requesting assistance for actions that are explicitly or implicitly prohibited by law.
- Using defamatory, discrediting, degrading, or violating expressions related to someone's personality rights.
- Threatening with the intent of causing physical, technological, or psychological harm, or implying assault or violence.
- Using aggressive, abusive, demeaning, or vulgar language.
- Making defamatory statements about any individual or legal entity.
- Using hate speech, racist, discriminatory, or offensive expressions targeting religion or ethnicity for any reason.
- Threatening, harassing, belittling, or discrediting Domain Name API or live support team members (including any representatives/operators).
- Engaging in malicious speech or actions that could damage our company's reputation, commercial goodwill, or brand.



- Engaging in behavior that disrupts Domain Name API's live support infrastructure, occupies the system, generates spam, or interrupts service.
- Attempting to damage, interfere with, or gain unauthorized access to our systems, data, software, website, or IT infrastructure.
- Impersonating someone else, attempting to act on behalf of another, or attempting to perform actions without authorization.
- Using live support services with third-party accounts or information without authorization or relevance.
- Attempting to gain financial or emotional benefits unfairly, unlawfully, misleadingly, or fraudulently through the above-mentioned or similar actions.

### Consequences of Violations

If any of the above violations are detected, Domain Name API reserves the right to:

- Immediately terminate the relevant chat session,
- Temporarily or permanently restrict your account, IP address, or access channels,
- Apply restrictions, suspend, or stop services related to your domain names or other services,
- Report the matter to the relevant authorities, if necessary.

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By continuing to use the live support service, you acknowledge and accept the potential consequences outlined above.

