



Extended Warranty Protection Plan

THIS EXTENDED WARRANTY PROTECTION PLAN ("Plan") is provided by Sectigo to IONOS Legacy Subscribers as defined below. IONOS Legacy Subscribers holding certain Sectigo Certificates will receive the limited warranty protection set forth in this Plan. This Plan is made an integral part of, and is incorporated by reference in, the applicable Subscriber Agreement governing each eligible Service under which Sectigo issues certain Certificates. Appendix A, List of Covered Services, provides a list of the eligible Services under this Plan. Appendix B, Warranty Limits, states the amount of available warranty protection for each Certificate type issued as part of the eligible Service.

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PLAN DEFINITIONS. Unless otherwise noted in the Plan, defined terms shall have the meanings given to them in the Certification Practices Statement ("CPS") applicable to the respective Certificate.

"Sectigo" means (i) Sectigo, Inc., a Delaware corporation, if IONOS Legacy Subscriber's billing address is located in the United States, (ii) Sectigo Limited, if IONOS Legacy Subscriber's billing address is located in any country other than the United States. If IONOS Legacy Subscriber changes its billing address to a different country, then IONOS Legacy Subscriber agrees that this Plan is assigned to the corresponding Sectigo party without further action required by either party.

"IONOS Legacy Certificate" means any of the types of Certificates that are listed in Appendix B which were issued or renewed as a direct replacement for a NetSure Certificate.

"IONOS Legacy Subscriber" means a Subscriber who is an individual or organization that is the subject of and has been issued an IONOS Legacy Certificate, and who is capable of using and is authorized to use the private key that corresponds to the public key listed in the Certificate at issue.

"Non-Verified Subscriber Information" means information submitted by an IONOS Legacy Subscriber to a CA or RA, and included within a Certificate, that has not been confirmed by the CA or RA and for which the applicable CA and RA provide no assurances other than the information was submitted by the IONOS Legacy Subscriber.

"Plan" means the IONOS Legacy Protection Plan, i.e., this document in effect at the time of purchase of the applicable IONOS Legacy Certificate. For clarification, this document: (i) applies equally to the IONOS Legacy Protection Plan; and (ii) supersedes previous versions of the IONOS Legacy Protection Plan as applied to IONOS Legacy Certificates purchased following the publication of this Plan.

"Repository" means the collection of documents made available from the web site where the Certificate was issued and is maintained for the purpose of compliance with any applicable CPS. A link to the repository or CPS is also found on IONOS' website

"Subscriber Agreement" means, at any given time, the current version of the agreement(s) under which an IONOS Legacy Subscriber obtained an IONOS Legacy Certificate. See Appendix A.

"Subscription Period" means the time for which the subject IONOS Legacy Certificate is paid and valid.

WHO IS COVERED. Individuals and organizations meeting the definition of an IONOS Legacy Subscriber who have been issued an eligible and valid IONOS Legacy Certificate are covered by this Plan. For clarification, Certificates that are not covered under the Plan include, but are not limited to: (a) co-branded Certificates; (b) white-labeled Certificates; and (c) Certificates where Sectigo does not act as both the "Registration Authority" and the "Certification Authority" for such Certificates (as defined in the CPS). Certificates not eligible under the Plan include, but are not limited to, Certificates validated and processed by any non-Sectigo entity (including, but not limited to, Sectigo partners, resellers, and the like that are not wholly owned by Sectigo).

1. **WHEN THE COVERAGE APPLIES.** Each Legacy IONOS Legacy Subscriber is protected for covered losses as described in this Plan that occur during the Subscription Period.

2. **WHAT IS COVERED.**

2.1 **Limited Warranty Regarding an IONOS Legacy Certificate.** Sectigo warrants that at the time of issuance of an IONOS Legacy Certificate:

- (a) there are no material misrepresentations of fact in the IONOS Legacy Certificate known to or originating from Sectigo;
- (b) there are no errors in the information in the IONOS Legacy Certificate that were introduced by Sectigo as a result of its failure to exercise reasonable care as required under the CPS in creating the Legacy IONOS Legacy Certificate;
- (c) Sectigo exercised reasonable care to perform the validation process set forth in the applicable CPS for the Legacy

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IONOS Legacy Certificate;

- (d) all information in or incorporated by reference in the IONOS Legacy Certificate, except for Non-Verified Subscriber Information, is accurate; and

SECTIGO IS NOT LIABLE FOR ANY BREACH OF THE WARRANTIES SET FORTH IN SECTION 3.1 TO THE EXTENT SUCH BREACH ARISES FROM THE CONDUCT OF THE IONOS LEGACY SUBSCRIBER ITSELF (AS OPPOSED TO SECTIGO) IN ISSUING OR INCORPORATING INFORMATION INTO THE IONOS LEGACY CERTIFICATE.

3. PAYMENT REQUESTS AND PAYMENTS UNDER THE PLAN.

3.1 Requirements for Making a Payment Request. In order to make a request for payment under Section 4.2, an IONOS Legacy Subscriber must:

- (a) submit a written report containing the following information: requestor's name, address, phone number and email address; Certificate serial number; Certificate type; Certificate effective date; date of loss; and brief description of the incident (collectively, the "Loss Report") to Sectigo. The Loss Report may be submitted to Sectigo either by mail or email. If by mail, to: Sectigo Limited., Attn: Legal Department, 8800 E. Raintree Drive, Unit 110, Scottsdale, AZ 85260. If by email to: legalnotices@sectigo.com;
- (b) provide other information reasonably requested by Sectigo, its agents, or its employees, including without limitation proof of the IONOS Legacy Subscriber's actual damages; and
- (c) provide reasonable cooperation with any investigation concerning damages to the IONOS Legacy Subscriber.

3.2 IONOS Payments. For a breach of one or more of the limited warranties in Section 3, above, as verified by Sectigo, Sectigo shall pay an IONOS Legacy Subscriber for actual, direct damages incurred up to the limitations set forth in Section 5, below.

3.3 Notice and Limitations Period. Sectigo shall have no obligation to make a payment under the Plan unless the IONOS Legacy Subscriber: (a) submits a Loss Report as required by Section 4.1; and (b) submits such report within thirty (30) calendar days following the earlier of: (y) discovery by the IONOS Legacy Subscriber of the event giving rise to the alleged breach of warranty; or (z) the end of the Subscription Period of the affected IONOS Legacy Certificate.

3.4 Dispute Resolution. To the extent permitted by law, before an IONOS Legacy Subscriber files suit or initiates an administrative claim with respect to a dispute involving any aspect of this Plan, an IONOS Legacy Subscriber must notify Sectigo according to this section, and any other party to the dispute for the purpose of seeking business resolution. Both the IONOS Legacy Subscriber and Sectigo must make good faith efforts to resolve such dispute via business discussions. If the dispute is not resolved within sixty (60) days after the initial written notice to Sectigo, then the IONOS Legacy Subscriber may proceed as permitted under applicable law.

4. LIMITATIONS ON PAYMENTS UNDER THE PLAN.

4.1 Warranty Limit.

- (a) Warranty Limit Term. The term "Warranty Limit Term" is defined as the period from when an IONOS Legacy Subscriber enters into the first Subscriber Agreement with Sectigo and continues indefinitely.
- (b) Maximum Payment for a Claim. Payment for all claims related to a particular IONOS Legacy Certificate is limited to the applicable warranty limit for the affected IONOS Legacy Certificate type, defined in Appendix B (each, an "Aggregate Claim Limit"). The Aggregate Claim Limit shall be the limit in effect at the time the IONOS Legacy Certificate was purchased. Sectigo will not pay more than the Aggregate Claim Limit for an IONOS Legacy Certificate, regardless of the method of apportionment among claimants or the number of transactions or claims related to a IONOS Legacy Certificate.
- (c) Total Maximum Payment. The aggregate amount payable to an IONOS Legacy Subscriber during the Warranty Limit Term is limited to the highest warranty value available to the IONOS Legacy Subscriber for a current, valid IONOS Legacy Certificate, even if multiple and different types of IONOS Legacy Certificates are purchased by such IONOS Legacy Subscriber ("Warranty Limit"). The Warranty Limit may change at Sectigo's discretion during the Warranty Limit Term. All payments under the Plan reduce the amount of the Warranty Limit available for future payments. Once the Warranty Limit of a IONOS Legacy Subscriber is exhausted, Sectigo has no further obligation to make further payments under the Plan.

5. PERSONS EXCLUDED FROM THE PLAN; NO THIRD-PARTY BENEFICIARY. SECTIGO PROVIDES THE LIMITED WARRANTIES IN SECTION 3 ONLY TO THE IONOS LEGACY SUBSCRIBER. SECTIGO MAKES NO WARRANTY UNDER THIS PLAN TO ANY OTHER PERSON OR ENTITY. THIS PLAN IS NOT INTENDED TO CREATE ANY THIRD-PARTY BENEFICIARY RIGHTS FOR ANY OTHER PERSON OR ENTITY.

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6. **LIABILITY CAUSED BY PARTY OTHER THAN SECTIGO.** The limited warranties in Section 3 do not apply to losses or damages caused in whole or in part by a third party or an IONOS Legacy Subscriber's own breach of any warranty or obligation in its Subscriber Agreement. Sectigo shall not be liable for actions outside its scope of control.
7. **EXCEPTIONS TO THE PLAN.** The limited warranties in Section 3 do not apply to losses or damages of a IONOS Legacy Subscriber caused wholly or partially by:
 - (a) breach by the IONOS Legacy Subscriber of a material obligation under the Subscriber Agreement;
 - (b) use of Certificates in a manner outside the permitted scope of use as set forth in the applicable Subscriber Agreement;
 - (c) reliance upon information contained in or incorporated in an IONOS Legacy Certificate where such reliance is unreasonable or unjustified for any reason, in light of, among other things, facts that the IONOS Legacy Subscriber knows or should know, the course of dealing between pertinent parties or trade usage;
 - (d) the failure or unreasonable delay of such IONOS Legacy Subscriber to properly communicate a request for revocation of a IONOS Legacy Certificate as required by the Subscriber Agreement;
 - (e) the failure of the IONOS Legacy Subscriber to exercise reasonable care to prevent Compromise of the IONOS Legacy Subscriber's own private key including, but not limited to, failure of the IONOS Legacy Subscriber to use a trustworthy system to protect its private key;
 - (f) the failure of the IONOS Legacy Subscriber to apply reasonable security measures to verify the digital signature of the IONOS Legacy Certificate;
 - (g) the failure of the IONOS Legacy Subscriber to apply reasonable security measures prior to and during the creation, storage, and transfer of encrypted messages, including without limitation (i) the failure to determine that the IONOS Legacy Certificate is an operational Certificate; and (ii) the failure to validate a Certificate chain for the IONOS Legacy Certificate;
 - (h) the failure, if applicable, of the IONOS Legacy Subscriber to use an industry-standard public key algorithm with at least the designated and recommended minimum modulus size ("Accepted Algorithms");
 - (i) the failure, if applicable, of the IONOS Legacy Subscriber to use any public key algorithm other than Accepted Algorithms;
 - (j) any condition or incident of force majeure under the Subscriber Agreement;
 - (k) acts by any persons whose illegal or unauthorized conduct damages, alters, impedes, or otherwise misuses the facilities or services of Internet service providers or other providers of telecommunications or value-added services including, but not limited to, the use or reproduction of malicious software such as computer viruses;
 - (l) the failure of communications infrastructure, processing, or storage media or mechanisms, including components thereof, not under the exclusive ownership or control of Sectigo;
 - (m) brown-outs, power failures, or other disturbances to electrical power;
 - (n) illegal acts by a person coercing the IONOS Legacy Subscriber to perform acts causing the IONOS Legacy Subscriber's loss or damages;
 - (o) use or reliance upon demonstration or test Certificates; or
 - (p) the IONOS Legacy Subscriber's monitoring, interfering with, or reverse engineering, directly or indirectly, the technical implementation of the Sectigo public certification services.

8. DISCLAIMERS OF WARRANTY.

8.1 SPECIFIC DISCLAIMERS. EXCEPT AS EXPRESSLY STATED IN SECTION 3, SECTIGO:

- (a) DOES NOT MAKE ANY WARRANTIES REGARDING NON-VERIFIED SUBSCRIBER INFORMATION CONTAINED IN IONOS LEGACY CERTIFICATES;
- (b) SHALL NOT INCUR LIABILITY FOR REPRESENTATIONS OF FACT CONTAINED IN AN IONOS LEGACY CERTIFICATE, PROVIDED SECTIGO EXERCISED REASONABLE CARE TO PERFORM THE VALIDATION PROCESS SET FORTH IN THE APPLICABLE CPS;
- (c) DOES NOT WARRANT "NON-REPUDIATION" FOR ANY IONOS LEGACY CERTIFICATE OR ANY MESSAGE (BECAUSE NONREPUDIATION IS DETERMINED EXCLUSIVELY BY LAW AND THE APPLICABLE FINAL DISPUTE RESOLUTION MECHANISM); AND
- (d) SHALL NOT BE RESPONSIBLE FOR THE PERFORMANCE OF ANY HARDWARE OR SOFTWARE NOT UNDER EXCLUSIVE OWNERSHIP OF, EXCLUSIVE CONTROL OF, OR LICENSED TO SECTIGO.

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- 8.2 GENERAL DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED IN SECTION 3 AND THE SUBSCRIBER AGREEMENT, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SECTIGO DISCLAIMS: (A) ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND OBLIGATIONS OF ANY TYPE, INCLUDING ANY WARRANTY OF MERCHANTABILITY, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTY OF THE ACCURACY OF INFORMATION PROVIDED BY CERTIFICATE APPLICANTS, SUBSCRIBERS, AND THIRD PARTIES; AND (B) ANY LIABILITY FOR ANY ACTS BY THIRD PARTIES THAT CONSTITUTE OR MAY BE HELD TO CONSTITUTE NEGLIGENCE, RECKLESSNESS, AND/OR STRICT LIABILITY, WHETHER SOLELY OR JOINTLY ACTED WITH ANY OTHER PERSON INCLUDING, BUT NOT LIMITED TO, ANY IONOS LEGACY SUBSCRIBER.
9. LIMITATION ON DAMAGES. DAMAGES SUSTAINED BY ANY IONOS LEGACY SUBSCRIBER, COMBINED WITH ANY AND ALL DAMAGES SUSTAINED BY ANY AND ALL OTHER PERSONS CAUSED BY THE USE OF OR RELIANCE ON ANY IONOS LEGACY CERTIFICATE SHALL BE LIMITED TO DIRECT DAMAGES, AND SECTIGO WILL NOT BE LIABLE UNDER ANY CIRCUMSTANCES WHATSOEVER FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR EXEMPLARY DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS OR REVENUES, WHETHER FORESEEABLE OR UNFORESEEABLE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR FAILURE TO REQUEST AND/OR TIMELY INSTALL A CORRECTED REPLACEMENT CERTIFICATE..
10. AMENDMENTS. Sectigo shall be entitled to amend the Plan from time to time (prospectively and not retroactively). Any such change will be binding and effective immediately upon publication of the change on Sectigo's websites, or upon notification to the IONOS LEGACY Subscriber by email.
11. GENERAL. Any subject matter not included in the Plan shall be as provided in the applicable CPS and/or Subscriber Agreement, in that order.

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Appendix A

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Appendix A: LIST OF COVERED SERVICES

The Plan is made an integral part of, and is incorporated by reference in, the following Service Agreements:

- The Sectigo Certificate Policy (CP) for Web PKI, which is published at: [CPS Repository | Sectigo® Official](#)
- The Sectigo TLS Certification Practices Statement (CPS), which is published at: [CPS Repository | Sectigo® Official](#)
- The Sectigo Certificate Subscriber Agreement, which is published at: [Sectigo Legal Repository | Sectigo® Official](#)

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Appendix B

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Appendix B: WARRANTY LIMITS

The following certificates are IONOS Legacy Certificates	If issued on or After:
Where the IONOS Legacy Subscriber Holds:	TH WARRANTY LIMIT IS:
Sectigo Certificates:	
InstantSSL DV	\$500,000
InstantSSL DV Multi-Domain	\$500,000
InstantSSL Wildcard DV	\$500,000
InstantSSL OV	\$1,250,000
InstantSSL OV Wildcard	\$1,250,000
InstantSSL UCC OV	\$1,250,000
InstantSSL EV	\$1,750,000
InstantSSL EV Multi-Domain	\$1,750,000

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