

Information for DNS Domains supplied via Nominet

The purpose of this document is to give customers information regarding the registration of domain names registered via Nominet.

Nominet is the domain name registry company in the UK for .uk, .cymru, and .wales top-level domains (TLD's).

DNS (Domain Name System) is the Internet's system for converting alphabetic names into numeric Internet Protocol (IP) addresses. For example, when a Web address (URL) is typed into a browser, DNS servers return the IP address of the Web server associated with that name.

- Postal address
B.T.
pp 301
Network House
Goodall Street
Walsall
WS1 2HE
- Contact email address
dns.registration@bt.com
- Customer Service commitments detailing expected response times and how long it usually takes to resolve issues
Please contact the BT DNS Team using one of the contact methods below, outside of office hours please email us at dns.registration@bt.com we will respond to all points of contact within 2 business days and aim to resolve any issues you have within 5 business days.
- Email contact point for abuse complaints
If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc.), please contact us at dns.registration@bt.com with as much detail about the abuse. We will investigate your complaint immediately.
- Complaints and escalation process
Here at the BT DNS team we like to think we get it right all the time, every time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers.
If you wish to make a complaint about a service you have received, please submit an email to us at dns.registration@bt.com including as much detail from the issue you have. We will acknowledge your complaint within 2 business day and aim to resolve any issues within 5 business days.
If you're not satisfied with their response please email dns.escalations@bt.net
If you're still not happy with the outcome of your complaint, than please feel free to escalate your issue to Nominet (the .uk registry) here:
<http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

Ensure your customers are aware of:

- Charges for registration, renewal, and maintenance are available from your account manager who will additionally provide you with any ongoing charges
- Key terms of the contract
All covered with account manager via email or verbally

- Your policy on renewal and expiry of domain names
All domains will be auto renewed 14 days in advance of the domain name expiring, if you plan to move we will need 21 days' notice before the renewal date.

If you decide not to renew your domain before its expiry date you will have up to 30 days (protected period) to renew, after 30 days it will be suspended and after 90 days will be cancelled.