

## UK1 SERVICE LEVELS AND DISPUTE PROCEDURE

UK1 Can be contacted using the details on our CONTACT page.

Please contact UK1 using one of the contact methods detailed on our CONTACT page. The email addresses outlined are monitored 24-7 and any response will be made during office hours. We will endeavour to respond to all points of contact within a reasonable time frame usually 3 business days and aim to resolve any issues you have within 5 business days.

**Email contact point for abuse** complaints [webmaster@uk1.co.uk](mailto:webmaster@uk1.co.uk)

If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc), please contact us at [domains@uk1.co.uk](mailto:domains@uk1.co.uk) with as much detail about the abuse. We will investigate your complaint as soon as possible.

### Complaints and escalation process

Here at UK1 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 [domains@uk1.co.uk](mailto:domains@uk1.co.uk) including as much detail from the issue you have. We will acknowledge your complaint within a reasonable time frame usually 3 business days and aim to resolve any issues within 5 business days.

If you're not happy with the initial 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>

T&C's for registrants including Nominets domain name registration T&C's: <http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

**Renewals :** All .uk domains are renewed on bi annual basis, all other domains are renewed on an annual basis. We will send out reminder emails 30 days before expiry. We will send the emails to the email address on the account, it is the registrants responsibility to make sure their contact details are up to date. UK1 take no responsibility if your domain renewal fails due to your contact details being incorrect. If you do not wish to renew a domain please make sure you contact us a minimum of 14 days before your domain expires by emailing us at [domains@uk1.co.uk](mailto:domains@uk1.co.uk). No domain will be renewed until payment for the renewal has been received.

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at the original renewal fee. . After 30 days your domain will be suspended and will go into a 60 day grace period which you can still renew your domain name but with an additional redemption fee of £10 + VAT for .uk domains and £90 for all others unless otherwise confirmed by us. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar. UK1 will not guarantee the renewal of a domain name.

**Contract termination & transfer example:** If you no longer wish to carry on with your contract with UK1 , please email domains@uk1.co.uk no less than 30 days before your services are due to be renewed.

Your account will only be deemed as terminated once all outstanding balances have been paid in full.

Domains will only be considered for transfer once all balances have been settled,UK1 will not charge you for transferring a domain(s) away to another registrar's tag.

The customer acknowledges that, termination of the agreement for any reason will result in UK1 ceasing to provide the applicable services, with the consequences that flow from such cessation, including (but not limited to), deletion of data . e.g.hosting account(s) and mail boxes.