

Domain Name Registration Services – Code of Practice



Charges

- The charges involving in registering and renewing your chosen domain name via Alpha Business Communications Ltd will be clearly listed in our price list document. This price list will indicate if these charges include or exclude applicable taxes. It will also show the date these charges apply from.

Registration Information

- To register a new domain, please contact your Alpha Business Account Manager or a member of our Sales team on +44 (0) 1782 57 60 00
- We will endeavour to register your domain as quickly as possible – our target is on the same working day for requests made during business hours
- In order to register your domain, we will ask for information about your business or you. For personal registrations, you may be able to ask to opt-out of your address being shown on the WHOIS information for the domain. This opt-out is not available to businesses.
- Will we register the domain in the name of the nominated contact for businesses or, for personal registrations, in the name of the person requesting the registration.
- For .UK domains registrations, you will be making a contract with Nominet (the UK domain registry). The current Nominet Terms and Conditions can be viewed at: www.nominet.uk/go/terms

Payment

- The terms of payment for the registration of your domain will depend on your account status with Alpha Business Communications Ltd.
- If you have existing credit terms, the domain will be registered and you invoiced as per your agreed terms.
- For new customers, we may extend credit terms or ask for payment via cheque or major credit card to accompany the request. If we request payment with your request, we will process your registration once cleared funds have been obtained.

Domain Disputes & Resolutions

- For UK domains, we advise customers to follow the Dispute Resolution Service offered by Nominet. Details of this system (including the costs) can be found on the Nominet website : <http://www.nominet.uk/disputes/drs/>

Complaints Procedure

- If you are unhappy with the service provided by Alpha Business Communications Ltd, then please contact our Customer Services team on +44 (0) 1782 57 60 60. Your issue will be investigated and resolved as quickly as possible.
- Should you be unhappy with the response from our Customer Services team, then a written complaint to the Managing Director should be made. The Managing Director will respond in writing within 30 days of receiving the complaint.

