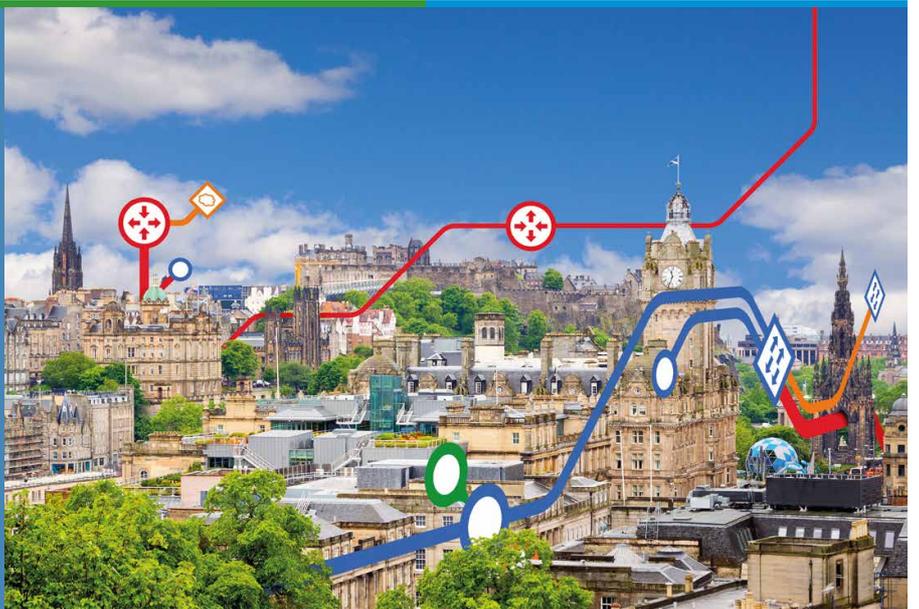


Your business
better connected

UK Domain Name Info



UK Domain Name Info

Introduction

As Part of the agreement between Commsworld (T/A Fluency or otherwise) and Nominet, the .UK domain authority, the following information is published with reference to Fluency's domain name services.

Service Level Agreement

Commsworld commits to acknowledge support tickets raised within 1 hour, and respond within 48 hours. Tickets that can be actioned immediately (i.e. are within Commsworld's control) are usually dealt with within that 48-hour period.

Abuse

For any abuse complaints, please [email support@fluency.net.uk](mailto:email.support@fluency.net.uk) with the details of the issue and it will be dealt with promptly.

Complaints and Escalations

Complaints regarding the services you receive from Commsworld should be sent to mail@fluency.net.uk. Again, these will be dealt with promptly, however if not dealt with to your satisfaction, please direct comments in writing to the attention of the Chief Executive Officer, Commsworld T/A Fluency, 37-45 Peffer Place, Edinburgh, EH16 4BB. In the unlikely event that issues cannot be resolved mutually, complaints can be escalated directly to Nominet (see <http://www.nominet.uk/resources/complaints> for details). As a supplier of business-only services, Commsworld does not keep an ADR firm on retention.

Domain Name Costs, Renewals & Transfers

Commsworld charges varying rates for the registration and hosting of domain names. The charges will be clearly outlined in your order form and should be checked before signing. The order form will denote the recurring costs, usually being annually in the case of domain names. Unless otherwise specified, domains will be automatically renewed on this basis, and billed as appropriate. Commsworld will only notify customers of renewals if the domain name was registered on a non-perpetual basis.

Commsworld does not charge to transfer domain names away to another provider.

Contact

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