

.uk Domain Registration Terms

For privacy, data protection and GDPR questions please see the relevant policies.

You acknowledge and recognise that the domain name system and the practice of registering and administering domain names is continuously evolving and that We may modify these terms as necessary, from time to time, to comply with any agreements by which We are or will be bound, and to adjust to changing business circumstances.

Your continued use of the registered domain name constitutes acceptance of these terms and amendments, including acceptance of the terms and conditions required of Us by Our domain name services providers and the registry Nominet UK, to which You are bound. By registering domain names, You are entering into a contract with Anglian Internet Ltd. If at any time, You do not agree to such changes, You agree that Your sole remedy is to request that Your domain name registration be cancelled or transferred to a different domain name registrar.

Domain Name Registration

By registering a domain name to us you must ensure all information provided is accurate and in line with the use of the domain name as outline by Nominet UK. You can only register domain names for appropriate use and cannot be registered for illegal use including infringe the intellectual property rights of a third party, including common law trademark rights; strings that are obvious variants of well-known trademarks not belonging to the registrant; first and last names of an individual other than the individual or his/her agent.

If we are unable to validate the information provided to use we might ask you to provide further proof, if we and / or Nominet UK are unable to verify your identity within 30 days we will suspend your domain registration and any associated services.

For all gov.uk domain registration additional requirements will be required please see the gov.uk domain registration requirements section for more details.

How do I renew my domain?

If your domain is set to auto-renew, you will receive an invoice for your renewal via your registered email address, and your domain will be renewed on receipt of payment. You can manage your domain's renewal status from the 'Manage Domain' button found on the 'My Domains' page. This is accessible from the navigation bar in your client area.

If your domain is not set to auto renew, you will receive an email notification 60 days before expiry with subsequent reminders 30 days, 15 days, 7 days and 1 day before. The email contains a link to a page in the customer client area where you can renew. Alternatively, you can renew over the phone by calling a member of our team on 01603 400200. If you would prefer to renew your domain in person you can visit our head office at The Technology Centre Wendover Road, Rackheath, Norwich, Norfolk, NR13 6LH during our opening hours which can be viewed

<https://www.anglianinternet.co.uk/find-us/> and one of our team will be happy to arrange your renewal for you.

If you decide not to renew, or fail to make payment before your domain's expiry date, your domain will be left to expire. No retention beyond the registration expiry date will take place by AI Hosting.

Gov.uk Domain Registration Only Requirements

As part of the gov.uk domain registration requirements, Anglian Internet will provide support in completing the steps below. Each step has a basic outline of what is required but more information can be found at <https://www.gov.uk/apply-for-and-manage-a-gov-uk-domain-name> or by speaking to us on 01603 400200 or email support@anglianinternet.co.uk

- Get permission to apply for a .gov.uk domain name – We require written permission from a CEO, CIO, Clerks (if they have authority to act on behalf of the parish or community council) or equivalent. This might be required in writing.
- Identify a domain name administrator – a point of contact responsible for all aspects and compliance of the domain name and all subdomains and related services.
- Choose your .gov.uk domain name
- Get started with your .gov.uk domain name
- How you are accountable for protecting your .gov.uk domain
- Creating and managing .gov.uk subdomains
- Keeping your domain name secure
- Renew your domain name
- Make changes to your .gov.uk domain name
- How to stop using your domain name
- What to do if your domain is compromised

In addition to these Terms, Registrants must also comply with the .gov.uk Additional Terms for .gov.uk agreements available at: <https://www.gov.uk/guidance/additional-terms-for-govuk-agreements>, these terms take precedence over any other terms in this agreement.

How do I transfer my domain to another provider?

If you would like to transfer your domain to another provider simply call us on 01603 400200 and one of our team will be happy to help. Alternatively, you can visit one of our stores, details of which can be found <https://www.anglianinternet.co.uk/find-us/>. No additional charges will be made by AI Hosting if you transfer your domain to another provider.

Reseller Registration of Domains

When registering a domain on behalf of one of your customers you must provide us with your customers details to register the domain against. This will then be verified directly with your customer direct from Nominet. When registering a domain on behalf of your customer you should abide by the terms and conditions as described in Nominet's Policies.

<https://www.nominet.uk/resources/policy/policies-rules/#termsconditions>

Customer Service

Our support and customer services hours are during our current business opening hours which can be found <https://www.anglianinternet.co.uk/find-us/>. You can contact us via our ticket system found in your client area, by calling us on 01603 400200 or in writing to AI Hosting, The Technology Centre Wendover Road, Rackheath, Norwich, Norfolk, NR13 6LH.

You might find the answer to some common questions on our knowledgebase found in the support section of your client area.

We will make every effort to reply as soon as possible, however during busy times it may take up to two (2) business days to receive a response.

Complaints Procedure

If you have a complaint primarily raise a complaint as outline below.

1. Visit 'aihosting.co.uk'
2. Click the 'Contact us' Button
3. Fill in the form detailing your complaint in the message box and click submit.

Alternatively call one of our staff on 01603 400200

Or you can make your complaint in writing to

Complaints

Anglian Internet
The Technology Centre Wendover Road
Rackheath

Norwich
Norfolk
NR13 6LH

If you feel we have not been able to resolve your complaint you can escalate your complaint to the General Manager on 01603 400200

Domain Abuse

If you feel that a domain has been registered not in accordance with Nominet UK's domain registration terms and conditions then please raise a complain as above or alternatively email domain@aihosting.co.uk

Transferring Expired Domains

If you wish to transfer an expired domain name, please ensure all outstanding invoices and fees that are outstanding with Anglian Internet Ltd are settled prior to requesting transfer of the expired

domain. Once all are settled simply call us on 01603 400200 and one of our team will be happy to help. Alternatively, you can visit one of our stores, details of which can be found <https://www.anglianinternet.co.uk/find-us/>.

Fees

Your application will not be registered until We have received payment of the registration fee. If We do register a domain name prior to payment of the registration fee, We reserves the right to cancel the registration or restrict use of the domain name until payment has been received.

All fees must be prepaid and are non-refundable, in whole or in part, even if the domain name registration is suspended, cancelled or transferred prior to the end of the registration term.

In the event of a charge back by a credit card company or other payment provider authorised by Us, the domain name registration shall be transferred to Us as the paying entity for the registration. We may reinstate Your domain name registration at its sole discretion upon its receipt of the registration or renewal fee and its then current reinstatement fee. The reinstatement fee is currently £100.