

bit10 Code of Practice

For the provision of Domain services



As a provider of Domain registration services we are required to develop and publish this Code of Practice setting out the information relevant to the domain services we provide and the company procedures which underpin them. This Code should be read in conjunction with our General Terms and Conditions, and for “.uk” domain name registrations in conjunction with the Nominet Terms and Conditions and Rules of Registration and Use of Domain Names.

This Code contains information about:

1. Who we are and the key terms for the domain services we provide
2. Expectations and obligations
3. How to contact us
4. How we communicate with you
5. Privacy and confidentiality of information
6. Customer service and complaints
7. Reporting abuse

A copy of this Code and our General Terms and Conditions can be found on our website at

<http://www.bit10.net/termsandconditions>

Alternatively a large print version or hard copy can be obtained by contacting our office by email at enquiries@bit10.net or telephone on +44 (0) 800 170 1010 and speaking with a member of our Account Management Team.

The Nominet Terms and Conditions can be found at <http://www.nominet.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

And the Rules of Registration and Use are located at <http://www.nominet.uk/uk-domain-names/registering-uk-domain/choosing-domain-name/rules>

1. Who we are and the key terms for the domain services we provide

Bit10 limited is a full service digital agency providing domain registration and management amongst our other services.

Our registered and main office is located at 1 Innovation Village, Cheetah Road, Coventry, CV1 2TL.

All domains will be registered in two yearly blocks in line with Nominet processes and will be renewed automatically unless we are advised otherwise in writing at least three months prior to your renewal date. We will send out invoices 30 days prior to your domain name renewing. We will send the invoice to the email address on the account, and it is the registrants responsibility to make sure their contact details are up to date.

Our renewal and registration fees for UK and US based domains are £40.00 per domain for each two year period. Other domain registry prices (e.g. “.ie” or “.eu”) are available on request. This fee is non-refundable should you decide to lapse

your domain registration or transfer to another provider within the registration period and is payable in advance upon receipt of invoice.

We can also arrange to host your domain name; this service is charged at £20.00 per domain per annum although in practice we will invoice you for two yearly blocks in line with your domain registration period. Requested changes to your hosting record on our servers will be charged at £35.00 per change and will be processed within 2 working days.

If you no longer wish to carry on with your contract with Bit10, please email us no less than 30 days before your services are due to be renewed. Instructions to transfer your domain to another provider will only be accepted in writing and will incur a fee of £25.00 which must be paid prior to your domain being released along with any other outstanding domain or hosting related fees. The customer acknowledges that, termination of the agreement for any reason will result in Bit10 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.

If you request by email that you no longer wish to have your domain name renewed, we will leave it to expire and all services that Bit10 provides regarding that domain name will be suspended. Your domain name will then go into a 30 day protected period, after 30 days your domain will be suspended by Nominet and it will go into a 60 day grace period. If you change your mind and decide you want to retain your domain name, you still can and at the original renewal price. This request must be made, by emailing your account manager or enquiries@bit10.net, before the 80th day after your domain has expired. After 90 days your domain will be cancelled and deleted from the register. It will then be made available for resale through a third party registrar by Nominet. At this point Bit10 can not guarantee the renewal of a domain name.

All prices quoted are subject to VAT at the prevailing standard rate.

These prices are current and correct at the time of publication of this Code, however may be subject to change.

2. Expectations and obligations

When we receive your request for a new domain registration we will endeavour to action your request within 2 working days, this is subject to us having all of the information we need to be able to carry out this action on your behalf. We will ask you to put your request in writing so that there is no doubt over the spelling of the name you are hoping to register.

We will confirm the actual date of your domain registration / renewal on your invoice and by doing so provide you with the expiry date for the registration period.

You should be aware that when entering into a registration for a “.uk” domain name Bit10. will be acting as your agent and your contract will be with Nominet UK.

It is important that you provide us with accurate information and let us know of any changes (e.g. change of address or phone number) so that we can keep your records up to date.

3. How to contact us

All correspondence should be sent to our registered and main office at 1 Innovation Village, Cheetah Road, Coventry, CV1 2TL.

In addition you can telephone +44 (0) 800 170 1010, email enquiries@bit10.net or contact us through our website at www.bit10.net

We will endeavour to respond to any email correspondence within 2 working days.

4. How we communicate with you

We will always try and use the most appropriate method if we need to contact you. This may be via email, post or telephone and we will always be clear about who is contacting you and why.

5. Privacy and confidentiality of information

At Bit10 we take your privacy and the protection of your personal data seriously. We will only store, process and disclose your personal data in accordance with the law. You can look at our notification record at the Information Commissioner's Office web site at <https://ico.org.uk>

If you email us or contact us via any of the forms on our website, we will store your information to assist with future correspondence, but we will not (unless we are required to do so by law) give anyone else access to the information you have provided. If you wish us to delete or amend any information, please contact us by email to support@bit10.net, or by telephone on +44 (0) 800 170 1010. If you provide us with details of a third party, or if you use someone else's email address to contact us you must inform us, otherwise we will assume that we are receiving the correspondence directly from you.

6. Customer service and complaints

We want to ensure that your experience of being a Bit10 customer is as good as it can be. However we recognise that from time to time issues can arise and we undertake to resolve any such issues as quickly and efficiently as possible.

In order that we can do this we have a procedure which ensures all complaints are dealt with fairly and thoroughly:

1. If you are unhappy with any of our products or an aspect of our service you should contact your Account Manager in the first instance.

This can be by telephone, email or post. A telephone conversation will give us the opportunity to resolve things straight away; alternatively you can request a written response.

We will respond to written complaints (email or post) within 10 working days of receipt although we may need to contact you within this time to request further information from you. If we need more than 10 working days in order to fully investigate your complaint we will advise you within 10 working days of the likely response time.

You should post your letter to 1 Innovation Village, Cheetah Road, Coventry, CV1 2TL, or email complaints@bit10.net.

2. Following our investigation and response if you are not satisfied you may escalate your complaint by writing to Alan Malik (Managing Director) at the above address.

Mr Malik will review your complaint and our reply and write to you no later than 10 working days after receipt.

If you're not happy with the initial outcome of your complaint and it's regarding your .uk domain name, please feel free to escalate your issue to Nominet (the .uk registry) here: <http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

7. Reporting Abuse

If you wish to raise a complaint about abuse (phishing scams, spam emails etc) emails originating from .uk domain name managed by Bit10 contact us via support@bit10.net with as with as much detail about the abuse as possible.

We will investigate the complain immediately. We will aim resolve any issues in full, within 5 working days, if not sooner.