

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 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

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.org.uk/nominet-terms> and the Rules of Registration and Use are located at <http://www.nominet.org.uk/registrants/aboutdomainnames/rules>

1. Who we are and 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. 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.

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.

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

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 <http://www.informationcommissioner.gov.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 data.protection@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.

Please note that Otelo will only be able to help if you have given us the opportunity to resolve any issues. You can find out more about Otelo at www.otelo.org.uk.

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.

bit10 Ltd. is a member of Otelo, the independent ombudsman. If within twelve weeks of you raising a complaint with us it has not been resolved to your satisfaction, or we have issued you with a 'deadlock' letter you may refer the matter to Otelo. Their contact details are:

Otelo
P O Box 730
Warrington
WA4 6WU

Telephone: 0845 050 1614
01925 430 049