

**Domain Names  
@ Netpresto  
Good Practice Policy**

The key stone of all Internet services is a domain name.

Email and web sites, which are now central to many businesses' communications, are dependent on its correct operation. It is vital that it is looked after carefully and responsibly.

We look after many domain names and we take our responsibility seriously. The people at Netpresto are your ultimate safeguard against losing your domain name and your guarantee of an expert, efficient domain name service.

## What Can Our Customers Expect From Us?

- Before you register a domain for the first time or renew an existing domain we will make you aware of the charges and contracts associated with domain name registration, renewal and maintenance.
- Give details of the domain name related services we provide, which are relevant to you, information on how to invoke the service, any charges payable and how long we take to carry out the service.
- Detail the method, availability and cost of services provided and make you aware of changes to our charges.
- Act within 5 working days after getting a request from you to take some action for you.
- Update your details within 5 working days of you informing us that the current ones are out of date or wrong.

## Domain Name Registration Contracts

When you register or renew the registration for a domain name you are entering into a legally binding contract with the Authorised Issuing Body in addition to a sale and use contract with Netpresto. No one likes small print but you should read the contracts so that you are aware of the main implications – particularly those that concern disputes and revocation because these are the circumstances where you are most likely to lose your domain name.

We register .uk domain names via Nominet and you can read their contract terms at <https://www.nominet.uk/go/terms>

We register domains such as .uk.com via CentralNic and you can read their terms at <https://centralnicregistry.com/support/policies/terms>

All other domains are registered via Tucows and protected by the Tucows Promise <https://www.tucowsdomains.com/tucows-domain-promise/>

You can read their terms on our web site <https://www.netpresto.co.uk/TLDRegistrationAgreement2018.pdf>

All services we supply are subject to our standard terms and conditions, and abuse policy, which can be read here <https://www.netpresto.co.uk/terms.html>

Should you become involved in a dispute concerning a domain name that we are looking after for you then please come to us for initial help. Never ignore communications of this nature because failure to respond appropriately could cost you your domain name.

## New Domain Names

Domain names are always registered in your name not ours. Under GDPR, from 2018, Registrant contact information is no longer displayed by default in the public WhoIs services. When you register a domain or renew a registration you consent to allow Netpresto to collect your Registrant contact information on behalf of the Registrars e.g Nominet and Tucows/Opensrs and for them to process that information to record and maintain the registration.

## Domain Name Renewals

Most domains are registered for 2 year periods. Some registries have annual registration periods and others allow up to a 10 year registration period. In many instances you can elect to renew for between 1 and 10 years.

Because we are authorised resellers we always receive advance notice from the Registration Bodies of impending renewals.

We do not automatically renew your domain and we aim contact you by email at 30 days in advance of expiry to give you the choice of renewing or discarding the domain and advise you of the current charges. We will also ask you to check that the registration record is up to date and make any changes that you request. It is important to keep your contact details up to date so that if you do not respond to the email renewal notice we can contact you by phone before the domain expiry date.

Only your current registrar can renew your domain for you so please be wary of 3<sup>rd</sup> party organisations offering to renew your domain. These are often deceptive communications which can lead to higher costs and / or accidental transfer of the domain away from our care to an unknown business. To protect you from accidental transfer we keep your domains locked at the registry and we will not respond to registry transfer requests from anyone other than a registrant contact who is known to us.

## Domain Name Maintenance

Some registries provide you with an online facility where you can change a variety of things to do with your domain. Where this is an option the registry will directly provide you with the login details. In practice remembering yet more logins and passwords can be difficult so in all cases we can update the details for you and we will do this within 48 hours (usually much sooner) of your request.

If your contact details change please advise us by email at [domains@netpresto.co.uk](mailto:domains@netpresto.co.uk) , we will contact you to confirm and then make the changes for you. We will do this within 3 working days.

We always recheck your contact details with you at renewal time. Occasionally during the registration period you may receive an email

asking you to check over your contact details and advise us if they need updating. This is a procedure initiated and enforced by ICANN to try and maintain the Internet in good working order- more info at <https://www.icann.org/>

Different registries hold differing information which can be very confusing when you don't deal with it all the time as we do. In general the changes we can make on your behalf are:

- Registrant / Admin / Billing :-names , addresses and email contacts
- Registrant: (Which company or individual the domain is registered to) This is a restricted change at many registries and involves additional procedures which often incur a charge to cover the administration costs of manual intervention. If you wish to change who your domain is registered, e.g. in the event of a sale, please contact us for advice.
- Domain Name Servers

We do not make any charges for changes to domain name registration records however some changes (see above) may incur charges by others. We will always advise you in advance of any cost implication of changes.

## Data Quality Requirements

Your domain name is at risk if the registrant contacts are not correct.

Most registration contracts contain a clause requiring you to provide verifiable contact addresses and email addresses. Failure to do so can result in the Registry acting to suspend and then delete your domain name, making it available for registration by someone else. This clause is increasingly being enforced as the registries attempt to reduce the amount of criminal activity associated with domains. If we are made aware that a registry has started a domain suspension process we will contact you to help you resolve the issue.

## Domain Name Servers and Domain Name Service (DNS)

We provide a name server and DNS facility which is available at our discretion, and usually no cost, to our customers while the domain is in our care.

You can ask us to change the name servers to another provider at any time during the registration period without having to transfer care of the domain as well.

DNS is a technical side of domain names that most registrants do not get involved in. This is the record which says where your mail should be sent and where your web site is located - a similar concept to telephone numbers and telephone directories. Suffice it to say name servers and the records on them need to be reliable, expertly maintained and well connected to the Internet backbone (which all of ours are) or your web site and email won't work properly.

## Associated Services and Charges

### Initial registration

Current charges apply per domain year

### Registration renewal

Current charges apply per domain year

### Registration record changes

No charge

### Name server provision

No charge for domains in our care. For domains not in our care this would be solely at our discretion and never without prior permission from us.

### Inbound transfers

No charge for .uk registry domains.

Our Registrar TAG is NETPRESTO but please do not transfer domains into us without first contacting us.

For all other domains please ask your current provider to unlock your domain, issue an auth code to the admin contact, and then ask us to start the transfer process. Many registries may make a charge for the transfer and this often takes the form of adding a year to your registration term. Where this is the case we will advise you of the costs in advance.

### Outbound transfers

No charge.

Domain transfer requests must come from the registrant or admin contact. They will be acted on within 1 working day.

We will not act on instructions from 3<sup>rd</sup> parties without the registrant organisation's written confirmation.

In the case of .uk domains please supply us with the Registrar TAG of your new provider.

For all other domains please ask us to unlock your domain, issue an auth code to the admin contact, and then ask your new provider to start the transfer process. Many registries may make a charge for the transfer and this often takes the form of adding a year to your registration term. Where this is the case your new provider should advise you of the costs in advance.

### Add-on services

Email – current charges apply see <https://www.netpresto.co.uk>

Web sites - current charges apply see <https://www.netpresto.co.uk>

Broadband - current charges apply see <https://www.netpresto.co.uk>

## Contacting Netpresto

**By phone:**

0191 4782233

**By email:**

[domains@netpresto.co.uk](mailto:domains@netpresto.co.uk)

**By post:**

Metropolitan House  
Longrigg  
Swalwell  
Tyne & Wear  
NE16 3AS

<https://www.netpresto.co.uk>