

Paul Cienciala / CDOTC Technologies

Nominet Registrant Information

Terms & Conditions

- Postal address
25 Colenso Road, Ilford, IG2 7AH
- Telephone number
070 1422 8650
- Contact email address
paul@cdotc.com
- Contact for Customer Service
Please contact me using one of the contact methods above during office hours. I will respond to all points of contact within 3 working days and aim to resolve any issues you have within 7 working days.
- Email contact point for abuse complaints
If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc.), please contact me by email as above with as much detail about the abuse. I will investigate your complaint immediately.
- Complaints and escalation process
I will try to get it right all the time, but if I don't, please let me know and I will do my best to sort out whatever I have got wrong. Email me the complaint about a service you have / have not received, including as much detail from the issue you have. I will acknowledge your complaint within 3 working days and aim to resolve any issues within 7 working days.

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

- Domain registration procedure
To register a domain email paul@cdotc.com with the name you require and I will email you details of availability. Upon receipt of your emailed agreement to register under out terms and conditions I will process the registration.

I aim to acknowledge receipt of contacts from my customers within 3 working days.

- **Charges**
 Domain registration fee £10.00 per domain (covers first year of registration)
 Domain renewal fee £10.00 pa per domain
 Redemption period renewal £10.00
 There are no ongoing charges.
- **Domain renewals and expiry**
 All domains are renewed on an annual basis, we will send out reminder emails 30 days, 14 days, 7 days and 1 day before expiry. We will send the emails to the email address on the account, it is the registrants responsibility to make sure their contact details are up to date. CdotC take no responsibility if your domain renewal fails due to your contact details being incorrect. If you do not wish to renew a domain please make sure you contact us a minimum of 14 days before your domain expires by emailing paul@cdotc.com. Alternatively you can set your domain to auto renew, this can be managed through the client portal area. All domains will be auto renewed 14 days in advance of the domain name expiring and will be billed 30 days in advance.

If you do not renew your domain before its expiry date it will have all services we provide suspended and you will have up to 30 days (protected period) after to renew the domain name at the original renewal fee. Please log into the client portal area to view renewal fees. After 30 days your domain will be suspended and will go into a 60 day grace period which you can still renew your domain name but with an additional redemption fee of £10. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar. CdotC will not guarantee the renewal of a domain name.

If domains are auto renewed you are agreeing to CdotC's and the registries terms and conditions

- **Contract termination**
 If you no longer wish to carry on with your contract with CdotC, please email me no less than 30 days before your services are due to be renewed. Your account will only be deemed as terminated once all outstanding balances have been paid in full. Domains will only be considered for transfer once all balances have been settled. I will not charge you for transferring a domain(s) away to another registrar's tag. The customer acknowledges that, termination of the agreement for any reason will result in CdotC 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.
- **Document locations**
CdotC
<http://www.cdotc.co.uk/Nominet-CdotC-Terms.pdf>
Nominet
<http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>