



## Domain Name Services Terms and conditions

1. simplicIT refers to Wirral Council trading under the name simplicIT for delivery of technology services to schools. simplicIT is registered with Nominet as Registrar TECHSUPPORTSERV (referred to in this document as "We", "our", "us").
2. These terms and conditions are applicable to active subscriptions to IT S.O.S or Internet and Security Service Level Agreements (SLA)
3. Domain name hosting, transfer to and registration of, is supplied as part of the charge for the aforementioned SLA.
4. At and before cessation of SLA any domain name services must be transferred to another registrar. Upon notice of cessation of SLA a handover letter will be sent to the customer to confirm the end of service date and transfer requirements.
5. All obligation to hosted and registered domains will cease to be in effect upon completion of the transfer to another provider.
6. In order to provide a DNS service we must be the primary and exclusive provider of DNS Service for a given domain name. All of our DNS servers must be listed in the WHOIS information for the domain.
7. Should a domain name approach expiry we will contact you to within 30 days to identify if this is to be renewed. If you wish to continue to use this it will be renewed as part of the SLA.
8. Expired domain names will be suspended 30 days after the expiry date and cancelled after a further 60 day grace period.'
9. We will cancel and release any domains that are no longer required.
10. Requests for changes to domains are to be logged on the helpdesk.
11. We reserve the right to charge for domain registrations in excess of five domains per customer per year. The charge for this will be calculated at Nominet fees plus hours required to complete the work at the published rate
12. All complaints will be handled according to the complaints procedure published separately.
13. Nominet's terms and conditions are available at [www.nominet.uk/go/terms](http://www.nominet.uk/go/terms)