

Registrant Terms and Conditions

As a registrants of one or more .UK domain names, Nominet requires that we present you with, *and that you agree to*, Nominet Terms and Conditions of Domain Name Registration.

<http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

Service Levels

In addition to the information provided within your agreement with CSC or posted on cscglobal.com in regards to Abuse e-mail, Customer Communications and Complaints & Escalation processes we also adhere to below service level commitments.

General communications

We will acknowledge all communications within 3 days.

Complaints & Escalation process

Should you wish to raise a complaint about the services received from us, then you can contact us through our in house ticketing system or phone detailing your issue. Please clearly state the issue and nature of your complaint. A member of our team will aim to resolve your issue there and then for you. All complaints will be acknowledged within 3 business days, and we aim to resolve any issues within 5 working days. If you are unhappy with the initial response, please escalate your complaint through the team member who dealt with the initial complaint or write a letter to the Complaints Manager at one of the addresses listed below detailing again your issue and nature of the complaint. The Complaints Manager will acknowledge your complaint within 3 working days, and will aim to resolve any issues within 10 working days.

Global Headquarters
Corporation Service Company
2711 Centerville Road, Suite 400
Wilmington, DE 19808

Or

European Headquarters
Corporation Service Company
2-5 Benjamin Street, 1st Floor
London EC1M 5QL
United Kingdom

Abuse email

If you wish to raise a complaint due to abuse you have received, please email us at admin@internationaladmin.com we aim to respond to your complaint within 3 working days of receipt;