

Information for DNS Domains supplied via Nominet

- Postal address
B.T.
pp CB0004A1
Cambridge Trunks (North)
109-117 Long Road
Cambridge
CAMBS
CB2 8HG
- Telephone number
01223 365444
- Contact email address
dnsreg@bt.com
- Customer Service commitments detailing expected response times and how long it usually takes to resolve issues
Please contact the BT DNS Team using one of the contact methods below, outside of office hours please email us at dnsreg@bt.com we will respond to all points of contact within 2 business days and aim to resolve any issues you have within 5 business 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 us at dnsreg@bt.com with as much detail about the abuse. We will investigate your complaint immediately.
- Complaints and escalation process
Here at the BT DNS team we like to think we get it right all the time, every time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers.
If you wish to make a complaint about a service you have received, please submit an email to us at dnsreg@bt.com including as much detail from the issue you have. We will acknowledge your complaint within 2 business day and aim to resolve any issues within 5 business days.
If you're not satisfied with their response please email dns.escalations@bt.net
If you're still not happy with the outcome of your complaint, than please feel free to escalate your issue to Nominet (the .uk registry) here:
<http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

Ensure your customers are aware of:

- Charges for registration, renewal, and maintenance
<https://www.manageddns.bt.com/mdns/prices.asp>
- Any ongoing charges
<https://www.manageddns.bt.com/mdns/prices.asp>
- Key terms of the contract
<http://www.manageddns.bt.com/mdns/terms.asp>
- Your policy on renewal and expiry of domain names – Please see below.
http://www.manageddns.bt.com/mdns/showpage.asp?Title=Service_Description

All domains are auto-renewed on an annual basis. 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 decide not to 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. 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. 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. BT will not guarantee the renewal of a domain name.