

Registrant Terms and Conditions

As a registrant 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.

www.nominet.uk/go/terms

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
251 Little Falls Drive,
Wilmington, Delaware 19808-1674
USA

Or

European Headquarters

Corporation Service Company
5 Churchill Place, 10th Floor,
London, E14 5HU
United Kingdom

Abuse email

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