Terms for Service, Reporting Abuse and Domain Renewal

The services set out in document shall be supplied by Netcom to the Customer on the terms and conditions set out in Netcom's General Terms and Conditions and the terms and conditions of this Supplement. All definitions set out in the General Terms and Conditions shall, unless otherwise specified below, have the same meaning when used in this Supplement.

Service Customer Contact.

We know how important it is to respond promptly to your support requests so will acknowledge support requests raised through our customer support system or when you email support@netcomtech.co.uk within 30 minutes. Our phone lines are open 9am to 5pm Monday to Friday and calls to our technical support team on 01143216146 option 4 will be picked up at the time of calling. Our out of hours service is available to clients who subscribe to extended support or 24/7 support and fall under the SLA agreement for your service. If your preference is a letter and first class stamp we'll acknowledge within 48 hours of receipt of your letter.If you're unhappy with the levels of service received by Netcom or would like to let us know how we can improve

We work hard to offer the best service we can but sometimes there are things we can do to improve

or things that our customers aren't happy about. We take this seriously and encourage you to get in

touch as if we don't know where we're going wrong we can can't improve. Please pass any

suggestions for improvement or issues to support@netcomtech.co.uk. We look forward to hearing

from you. If your issue isn't resolved to your satisfaction, please

email accounts@netcomtech.co.uk where our account management team will assign an account

manager to your case. As always, we're only at the end of the phone on 0871 2300 0417.

Netcom abuse policy

Abuse policy

Every Netcom customer agrees to comply with our all the terms and conditions as detailed on their

customer contract or available on request from support@netcomtech.co.uk. Netcom is a Nominet

registrar. For domain registration all customers also agree to comply with Nominets terms and

conditions.

We take the enforcement of all terms and conditions seriously, and we aim to run a clean network

which operates on fair principles. We also investigate all reports of abuse.

If you encounter something you think might constitute abuse (for example, spam or inappropriate

content) which you believe has come from our network or systems, please read through the

information on this page carefully. It explains how you can report it.

How do I report illegal activity on a site that you host?

If you need to report any illegal activity such as phishing, spamming or fraud being carried out by a site that we host, please contact our abuse team at support@netcomtech.co.uk and provide as much information as possible. Our abuse team will fully investigate all reports and take appropriate action where necessary.

What is abuse?

This policy covers the following types of abuse on the internet:

- Spam
- Hacking attempts
- IRC activity
- Phishing
- Web space abuse

  We work to minimise the amount of abuse that is generated on our servers. You can help us by reporting any abuse you spot which you believe has come from the Netcom network.

Please report all abuse by emailing us at support@netcomtech.co.uk. Please include as much information as you can about the type of abuse you've encountered. Please also provide log files (if applicable), URLs for site abuse and email headers for spamming.

Once we've received your email, we'll investigate the issue thoroughly, contact any relevant customers and work to resolve the issue as quickly as possible.

Reporting port scanning, attempted hacking and firewall activity

If your report is based on information from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.

If you see any other misuse on your own servers originating from a Netcom IP address, please send us the following information:

- Your URL
- Your web server log

  Please ensure the log shows the IP address, time, date and time zone of the IP address logging into your server, and any details of the misuse that has taken place.

Reporting email / newsgroup misuse (including spam)

Please make sure you send us the full header and content of the relevant email(s) or message(s). The header enables us to trace the journey that a message has made from the computer it originated from to the computer it was downloaded to.

We've included instructions below which explain how to retrieve full mail headers within Microsoft Outlook. If you use another email client, please check the documentation for this information.

To retrieve headers in Outlook:
1. Right-click the message and choose Options.
2. Look for the Internet headers box in the pop-up box.
3. Hold the left mouse button and drag the mouse to select everything in this box.
4. Hold the Control key and press C.
5. Close the pop-up box
6. Right-click the message again and choose Forward.
7. Use Control + V to paste the headers into the top of the email.
8. Send this message to support@netcomtech.co.uk.

To retrieve headers in Outlook Express for Windows:
1. Right-click the message and choose Properties.
2. Click the Details tab at the top of the pop-up box.
3. Click Message source.
4. Hold the left mouse button and drag the mouse to select everything in the window.
5. Press Control + C to copy what you've selected.
6. Close the window.
7. Create a new message to support@netcomtech.co.uk.
8. Use Control + V to paste what you copied into this new email.
9. Send the email.

To retrieve headers in Outlook Express for Mac:
1. Select the message in your inbox.
2. Click View.
3. Click Source.
4. Select everything using Command + A
5. Copy the selection using Command + C
6. Create a new message to support@netcomtech.co.uk.
7. Paste what you copied into the new email using Command + V
8. Send the email.

Reporting virus activity

If you have received or been infected by a virus, worm or Trojan please note that we are cannot offer any support to help rectify your systems. We recommend you install anti-virus software and ensure that it is updated regularly.

When reporting virus activity, please include the following information:

- The header of the email (if one is available)

- The content of the email
- The email attachment you received (if any)

You may need to include the attachment in an archived file (.zip, .rar etc) for our email software to receive it. If you cannot attach the virus, then please send the email and header only.

Reporting web space abuse

If you become aware of any web space hosted by Netcom that you feel is in contravention of any of our terms and conditions, then please email us with the details.

Please send the following information:
- The URL (such as www.netcomtech.co.uk).
- The time and date that you noticed the infringement.
- Details of how you came to view the material.
- A precise description of why you believe the material to be in breach.

In line with industry practices, we report illegal activity to the police or to any other relevant authorities. We also work with all appropriate bodies to ensure images of child abuse are removed from our servers and reported as quickly as possible.

Key Terms and Conditions (for domain name renewal and registration)

When you register a .uk domain with us you also enter into a contract with Nominet, the registry for .uk domains. The terms of this contract can be found at http://www.nominet.uk/go/terms.

As a Nominet Registrar to comply with the strict adherence policy we must publish our T&C's in relation to domain names and domain name renewals. Please note that these published terms and conditions should not be confused with and do not replace the terms and conditions that accompany our support clients managed service agreement and work packages.

Renewal & expiry: All domains are renewed on an annual basis, we usually invoice for all domain name renewals at the beginning of the year of renewal but in any case will send out invoices at least 30 days prior to your domain name expiring. We will send the invoice to the email address on the account, and it is the registrants responsibility to make sure their contact details are up to date. We will assume that if you don't pay your invoice or contact us by the renewal date then you don't want to renew your domain name and as such it may expire. In some cases domains may be renewed automatically approximately 30 days before the domain name expires and will incur a charge for the following years renewal. You must inform us by

emailing support@netcomtech.co.uk should you want to let your domain name expire.

If you request that you no longer wish to have your domain name renewed by us or dont pay for the renewal, it will be left to expire and all domain services Netcom provides regarding that domain name will be suspended. Your domain name will then go into a 30 day protected period, after 30 days your domain will be suspended by Nominet and it will go into a 60 day grace period. If you change your mind and still wanted to retain your domain name, you still can and at the original renewal price. 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 by Nominet. will not guarantee the renewal of a domain name after this happens.

Transfers out: If you no longer wish to carry on with your contract with Netcom, please email us no less than 30 days before your services are due to be renewed. Netcom 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 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.