

## VoIP Unlimited – Domain Name Registration V1.2

Please contact VoIP Unlimited using one of the contact methods below, outside of office hours please email us at [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net). We will respond to all points of contact within 1 business day and aim to resolve any issues you have within 5 business days.

Address: 6 Albany Business Park, Cabot Lane, Poole, Dorset, BH17 7BX, UK  
Telephone Number: 01202 612 000  
Email: [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net)

### Abuse Complaints

If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc), please contact us at [abuse@voip-unlimited.net](mailto:abuse@voip-unlimited.net) with as much detail about the abuse. We will investigate your complaint immediately.

### Escalation Process

Here at VoIP Unlimited 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 [customer.services@voip-unlimited.net](mailto:customer.services@voip-unlimited.net) including as much detail from the issue you have. We will acknowledge your complaint within 1 business day and aim to resolve any issues within 5 business days.

If you're not happy with the initial 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>

- Nominets domain name registration T&Cs can be found here <http://www.nominet.org.uk/uk-domain-names/registering-uk-domain/legal-details/terms-and-conditions-domain-name-registration>

### Renewal & expiry

All domains are renewed on an annual basis. It is the registrants responsibility to make sure their contact details are up to date. VoIP Unlimited take no responsibility if your domain renewal fails due to your contact details being incorrect. If you do not wish to renew a domain please make sure you contact us a minimum of 30 days before your domain expires by emailing us at [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net) . 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 no longer wish to carry on with your contract with VoIP Unlimited, please email us at [cancellations@voip-unlimited.net](mailto:cancellations@voip-unlimited.net) no less than 30 days before your services are due to be renewed. Your account will only be deemed as terminated once all outstanding balances have been paid in full. Domains will only be considered for transfer once all balances have been settled; VoIP Unlimited will not charge you for transferring a domain(s) away to another registrar's tag.

30 days after you cancel your domain, it will go into a 60 day grace period, during this time you can renew your domain for a redemption fee of £35. An email requesting this must be received by [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net) no longer than 75 days after the initial cancellation request. 90 days after cancellation, the domain will be available for re-sale and VoIP Unlimited are unable to guarantee renewal.

If VoIP Unlimited or Nominet's Terms and Conditions are amended, you will be notified via email.