



IT Consultancy & Web Services

Business | Domestic | Support | Repairs | Hardware | Software | Maintenance | CCTV | Web Hosting | Broadband | Consultancy

Domain Name Policy

This policy governs how MMS handles domain name renewals, complaints, abuse enquiries and notice periods.

Background

MMS takes very seriously it's role as a registrar and more importantly being a responsible registrar. We want to ensure that our customers are treated fairly at all times, are not put at risk and do not put any other party at risk.

General Enquiries

General enquiries to us can be made by telephone, email, website contact form or post - we will respond to these within 48 hours. For support, we encourage you to use our online ticket portal for prompt service - we will respond within 2 working days, but our average ticket closure time is under 4 working hours.

Renewals

All domain names are owned for a period of time, typically 1 year although this can be longer. Approaching the anniversary, MMS will invoice you for the next period of ownership - again typically 1 year although this can be longer. Should the customer no longer want the domain, or wish to transfer the domain to another registrar, the customer has 30 days from the issue date of the invoice to inform MMS. In the case of transferring the domain to another registrar, provided the account with MMS is in good standing and the notice has been received within 30 days of the renewal invoice being raised, we do not charge to transfer away.

Should the invoice not be paid by 30 days, MMS will invoke the steps in our Debt Management Policy. After 75 days, if the invoice has not been paid, MMS will suspend services on the domain in accordance with our Debt Management Policy. If the invoice does not get paid, MMS will assume ownership of the domain and it will remain our property.

■■■ EXCELLENCE IN IT SINCE 2001 ■■■

Mellow Marsh Software Ltd WSS Unit A114, Vulcan Road, Wolverhampton, West Midlands WV14 7LF
Telephone: 01902 544135 **Fax:** 01902 544134 **Email:** admin@mellowms.co.uk **Web:** www.mellowms.co.uk

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Ownership

Upon purchasing a domain name with MMS, you will be required to submit ownership data to us. This data must meet the requirements of our Credit Account Application Form, but also must meet the requirements of the Body that oversees registrations of that TLD - for example Nominet have their own rules which we will need to ensure are met.

Complaints

We sincerely hope you will be satisfied with every aspect of your service from MMS, however, if you wish to make a complaint, please do so either in writing to: MMS Ltd, Complaints Manager, Hermes House, 5 Heritage Park, Hayes Way, Cannock, WS11 7LT or e-mail admin@mellowms.co.uk. We will acknowledge receipt of your complaint within 3 working days and will respond to your complaint within 14 working days. If you are dissatisfied with our response to your complaint and wish to appeal against our decision, then you can write to The Managing Director, MMS Group, Hermes House, 5 Heritage Park, Hayes Way, Cannock, WS11 7LT.

Abuse Enquiries

If you wish to make an abuse complaint regarding either a domain name or services across it, please do so either in writing to: MMS Ltd, Head of Web Development and Online Marketing, Hermes House, 5 Heritage Park, Hayes Way, Cannock, WS11 7LT or e-mail webupdates@mellowms.co.uk. We will acknowledge receipt of your complaint within 3 working days and will respond to your complaint within 14 working days.

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