

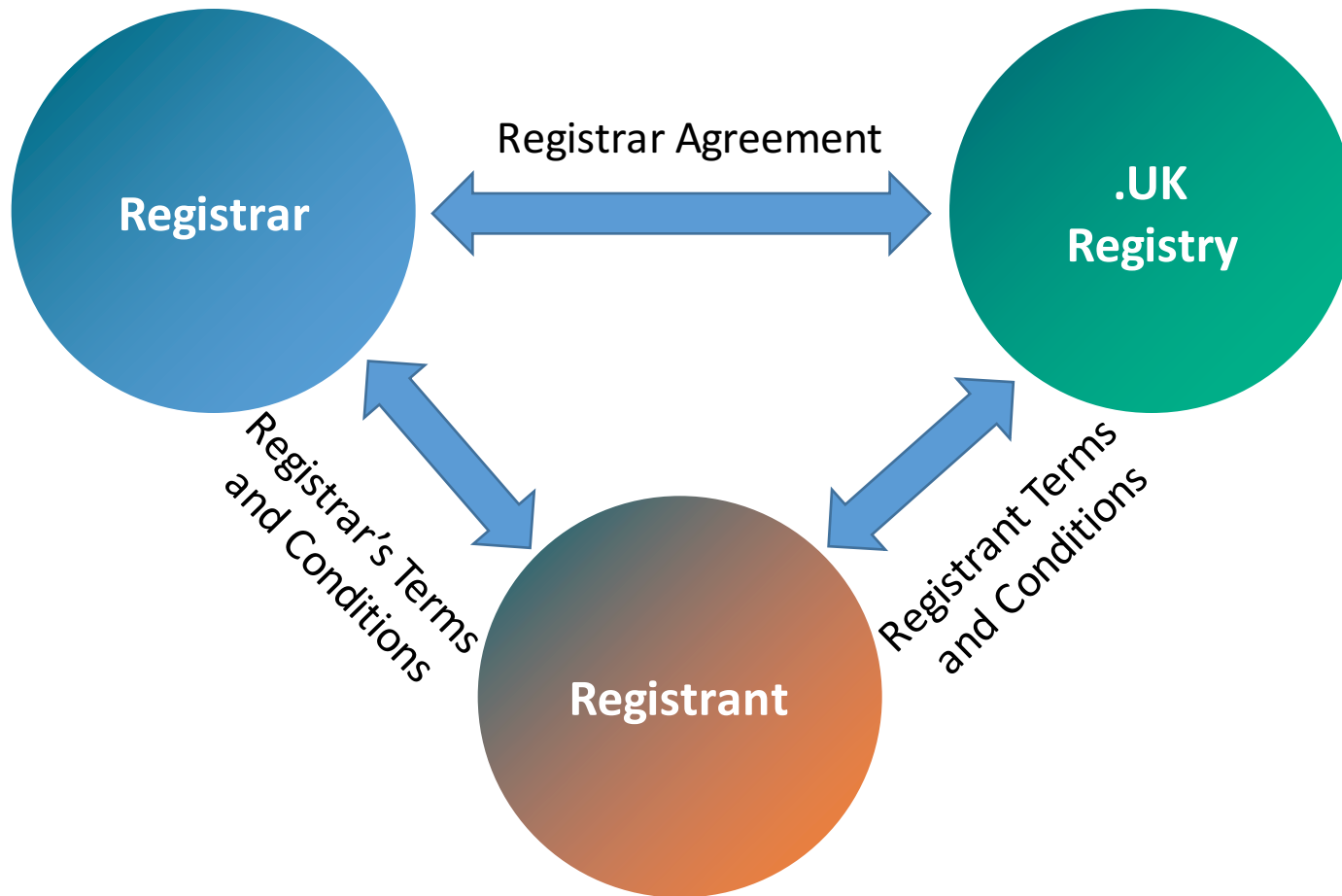
NOMINET

Updating .UK Registrant Terms and Conditions

Presentation to ccNSO, 29 June 2016
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There is a three-way relationship for .UK domain registrations



Registrant Terms and Conditions were in need of updating

- Previous updates had been piecemeal
- The industry had changed and our processes had changed
- Laws and regulations had changed
- Language was unclear

Most of these changes were uncontroversial



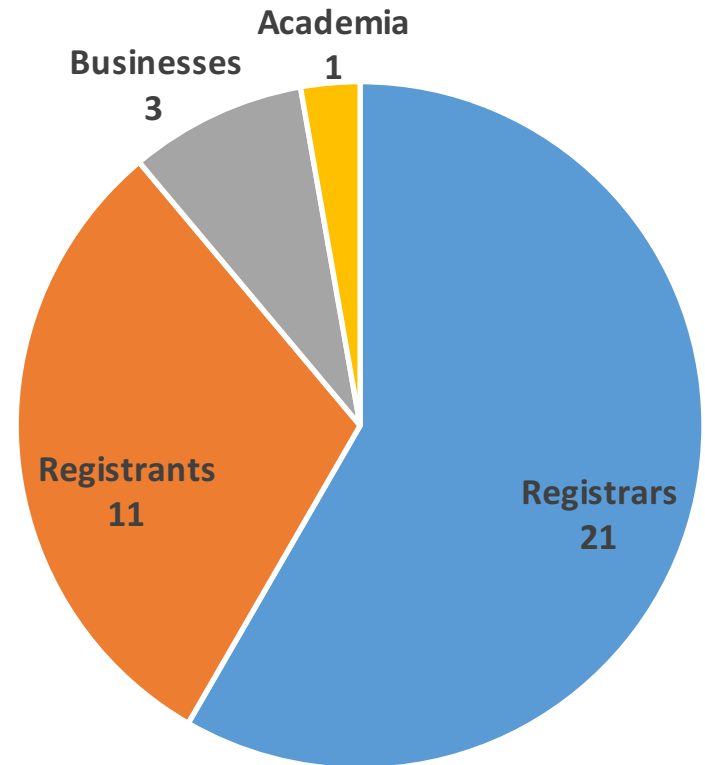
But some proposals were controversial

- Removing wording relating to 'cost recovery'
- Removing an obligation to hold public consultation on changes to the Terms and Conditions
- Removal of refunds if a registrant was unhappy with a change in the Terms and Conditions
- Broadening the scope of our ability to suspend a domain name



Responses to our consultation

- Not seen as particularly big news
- General support for a shorter document
- Mixed views on the controversial issues
- No unexpected issues raised



Outcome and lessons for the future

- We decided to implement the changes as proposed
- New Terms and Conditions were published with 30 days notice to registrants and took effect on 1 March 2016
- Consulting on the refunds issue raised awareness of this provision and a few refunds were claimed
- Shorter consultation period did not appear to reduce response rate

