Updating .UK Registrant Terms and Conditions

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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