



Domain names

Protect your company name online

Domain names are a critical element of any business' online presence. Although it's only a minor and inexpensive part of your online presence, losing your domain name through poor management by your hosting provider can have a catastrophic impact on your business.

Our engineers spend a lot of time looking after your domain name(s) and ensuring it's properly registered and managed so you don't have to. We are committed to fully comply with all aspects of Nominet's T&Cs for UK domain name registration. We also register non-UK domains (.com, .org, .net and many others) and look after those with the same care and attention, making the same commitments on brilliant customer service across all of our domain services.



Features & Benefits

- **Premium service**
We have signed up to Nominet's code of practice as Premium Partners to offer our customers the best in customer service and support.
- **Auto-renewal**
We set all UK domain names to auto-renew so that your domain is not inadvertently lost.
- **Authentication of registrant**
We have developed sophisticated software systems to check the authenticity of businesses and the right to register any given domain name.
- **Dispute resolution process**
In the event of any domain name disputes with third parties or a dispute with any elements of our service, we will work with you to resolve the matter swiftly and justly.
- **Heroic support**
Access to our experienced UK based support team, including migration assistance.

UK domain names explained

All our UK domain names are set to auto-renew by default. However, we will contact you at least 30 days before your domain is due for renewal to confirm that you wish to renew. If we do not receive a response from you, we will attempt to contact you twice more before your domain name expires – once 7 days before expiry and again at least 1 day before expiry. If we are unable to contact you, we will not renew your domain name and it will become available for registration by other companies and/or individuals after a qualifying period.

For full terms and conditions regarding registration of UK domain names, please read Nominet's terms & conditions for domain names at <http://www.nominet.org.uk/go/terms>. Cloud Heroes commit to fully comply with all aspects of these T&Cs.

Our commitment to you

- Direct telephone and email access to our UK based support team.
- Our infrastructure is monitored and maintained on a 24-7-365 basis.
- Our network is designed to be resilient, highly available and self-healing.
- All our operations conform to ISO 9001 standards.
- All our data centres are UK based and conform to ISO 27001 standards with the option for environments that support PCI-DSS compliance.

**Enquire Today. Call on 01225 776555
or email saveme@cloudheroes.com**

We enable digital business

