

## **.UK Domain Name Registration Terms and Conditions for Odyssey Systems Limited**

### **How to contact us**

Odyssey Systems Limited  
1 Lockheed Court  
Preston Farm  
Stockton on Tees  
TS18 3SH

Telephone : 01642 661800  
Email: [service@odyssey-systems.co.uk](mailto:service@odyssey-systems.co.uk)

Please contact us using one of the contact methods above about issues relating to domain names between 9.00am and 5:00pm Monday to Friday excluding bank holidays. Outside of these times we recommend you email [service@odyssey-systems.co.uk](mailto:service@odyssey-systems.co.uk) We aim to respond to your contact within 1 business day and aim to resolve any issues you have within 5 business days.

### **To register a domain name**

Please send an email to [service@odyssey-systems.co.uk](mailto:service@odyssey-systems.co.uk) with details of the domain name you wish to register and full contact details. A member of our team will aim to make contact with you within 1 hour with further instructions and with details of how to pay.

### **Reporting abuse and complaints**

If you wish to raise a complaint about abuse you have received (for example phishing scams, spam emails etc), please contact us at [abuse@odyssey-systems.co.uk](mailto:abuse@odyssey-systems.co.uk) with as much detail about the abuse. We will investigate your complaint as soon as possible.

If you wish to make a complaint about a service you have received, please submit an email to us at [service@odyssey-systems.co.uk](mailto:service@odyssey-systems.co.uk) 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, then you are able to escalate your issue to Nominet (the .uk registry) here <https://www.nominet.uk/complaints/>

### **Nominet's Terms and Conditions**

When registering a domain name with us you agree also to Nominet's domain name registration Terms and Conditions: <https://www.nominet.uk/uk-domains/policies/>

### **Domain name charges and other information**

- Domain names registered with Nominet (the .UK registry) are £8.25 per month.
- Registrations are made initially for a minimum of a 1 year term.

### **Renewing domain names**

All domains are renewed on an annual basis, so long as the contract remains valid. 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 [service@odyssey-systems.co.uk](mailto:service@odyssey-systems.co.uk)

All domains will be auto renewed 7 days in advance of the domain name expiring.