

## E2BN Domain Registrar Services – Key Facts

1. E2BN is a Nominet Registrar and as such can provide domain name registration services in accordance with Nominet's code of practice.
2. We make a charge for the registration and renewal of domains held under our tag.  
  
See <http://www.e2bn.org/cms/broadband/domains-and-ssl>
3. We do not charge for domain transfers to or from our tag.
4. We do not charge for changes to domain names held under our tag
5. Domains are renewed on a recurring basis according to the number of years entered into at registration or at last renewal.
6. When your domain is registered or renewed by us we will notify you of the new renewal period. We will renew domains for 5 years wherever possible.
7. All domains are renewed on an annual basis. We will attempt to contact you at least 60 days prior to your domain name expiring and ask for your confirmation to renew the domain on your behalf for 2, 5, 7, or 10 years. You will be informed of the costs associated with each option. We will send our invoice to the email address on the account, and it is the registrant's responsibility to make sure their contact details are up to date.
8. Unless instructions to the contrary are received, all domains are renewed automatically approximately 30 days before the domain name expires.
9. If you request that you no longer wish to have your domain name renewed by us, it will be left to expire and all services we provide regarding that domain name will be suspended. Your domain name will then go into a 30 day protected period, after 30 days your domain will be suspended by Nominet and it will go into a 60 day grace period. If you change your mind and still wanted to retain your domain name, you still can and at the original renewal price. This must be requested by email before the 80th day after your domain has expired, after 90 days your domain will be cancelled and deleted from the register and made available for resale through a third party registrar by Nominet. E2BN will not guarantee the renewal of a domain name after this happens.
10. If you need to contact E2BN about internet domain services please email [service@e2bn.org](mailto:service@e2bn.org) or call 01462 834588 – we will respond within 5 working days.