

## **Tag Change issues – Hazel Pegg**

### **Tag Changes**

#### Proposal

That the current system of tag changes taking place without the prior consent of the receiving tag holder be reviewed.

#### Background

Some tag holders on nom-steer have requested that the consent of the receiving tag holder be obtained prior to any such change being made.

Reasons for this are:

- Some tag holders do not wish to hold tags for domains outside of their organisation
- Some tag holders would like to have contact with the registrant prior to accepting the domain on their tag
- The possibility of legal issues arising around Contracts/Agency Agreements where the registrant and the receiving tag holder have not been in communication with each other

Alternatively:

- At least one tag holder does not wish to be contacted for consent prior to a tag change

#### Suggested Solution

Have a flag "accepts anything/requires handshake" for each tag, and allow the tag holder to set it. (Thanks to Clive W. Feather for this).

## **Nominet website – tag changes & new online form**

#### Proposal

That the wording be reviewed and improved.

#### Background 1

A Nominet member/tag holder reported that a domain arrived on his tag after a registrant had completed this form. The registrant was unaware that additional costs would be levied by the new tag holder in order to restore the website/email functionality.

### Suggested Solution

Amend the text on this form, bearing in mind that many registrants do NOT understand the way that domains/ISPs/DNS/etc work. Use plain English and insert additional text in taglist.html pointing out that tag holders will almost certainly charge for services offered such as website hosting/email and may also charge for having the domain on their tag (including contacting the registrant about renewals in 2 years time). Include advice to registrants to contact their chosen tag holder(s) to ascertain what these charges will be and to reach an agreement prior to proceeding further.

### Background 2

Registrants are being directed to the Online Form without being given sufficient information as to when it is necessary to use this facility, which should be a last resort. Once there they are guided to a point where they part with an £80 direct payment to Nominet with respect of detagged domains, even though they may have just nominated a new tag holder to manage their domain. It is possible that Nominet is in danger of being perceived as being in competition with its own members/tag holders.

### Suggested Solution

Include more prominent advice to registrants to contact a tag holder (hyperlink to amended taglist.html) before proceeding with the online application for a tag change and emphasise that this may save them money.