

Compliance questions asked during the application process

You need to confirm how you comply with the requirements of our ENUM Registrar Agreement. You can either give us a URL where we can find evidence of your compliance or, if publication is pending, you can give us full details of how you will meet the requirements.

1. Show how you make your registrants aware of the current version of your terms and conditions before the contract is made and at renewal. You should also clearly state how you make your registrants aware of changes to your terms and conditions.
2. Show how you make your registrants aware of the charges associated with ENUM registration and renewal. You should also clearly state how you make your registrants aware of any changes to your charges.
3. Give details of the related services you provide that are relevant to your customers, with information on how to access these services, any charges payable, and how long you will take to carry out a service. You should also clearly state how you make your customers aware of any changes to your charges.
4. Give details of the customer support you provide by telephone and email. Please note that your telephone support must not use premium rate 08xx or 09xx numbers.
5. Give details of the code of practice that you publish, which outlines a complaint handling and dispute resolution process in the event that a complaint is made.
6. Are you or have you ever been involved in any regulatory investigations?
7. If you are or have been involved in regulatory investigations, you must provide details of any relevant litigation or regulatory enforcements (e.g. details of any OFCOM fines, any outstanding court judgments or details of any ongoing legal actions).

If you have any further questions on becoming an ENUM registrar please contact enumsupport@nominet.org.uk.