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# Operations Update

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Director of Operations

# Update on 2008/9

- Focus on safety & security
  - Introduction of phishing lock
  - Engaging with stakeholders (PCeCU, APACs)

- Changes to the renewals system
  - Removed pro-forma invoices
  - Introduced ‘renew not required’ command
  - Introduced ‘unrenew’ command
  - Plus you can customise welcome emails, renewal emails & direct renewal payment page

# Update on 2008/9

- DAC
  - Introduction of time delay DAC

- Operational systems
  - New login screen
  - New tag contact roles: Abuse & Support
  - No duplicates in contact email address

- New EPP service

# Coming up

- Safety & security
  - Phishing feed
  - Extension of phishing lock
- Reseller channel support
- EPP check
- Online service review
- WHOIS ‘opt out’ review
- PRSS
- Reserved domains
- Name server consolidation

# Registrar support

## Registrar support

phone: 01865 332233

email: support@nominet.org.uk

## Out-of-hours emergencies

phone: 01606 866663

## RSS

www.nominet.org.uk/feeds