

Apologies for not responding in more detail, but to summarise my thoughts on your Standards consultation document:

In general I agree with what you are trying to do. Improving the "brand" and therefore the trust of the .UK domain space, and also the Registrars the nominet members) who sell these domains to customers is vital for all.

I fully agree with a more strict "vetting" of Nominet Members, ensuring they meet certain standards regarding clear customer information (on price and contact details etc) as well as abiding by "best practice" guidelines such as NOT registering domains in any name other than the registrant). Far too often we hear of customer woes where the domain is lost due to the registrar going bust, and the domain itself not being in their name. We need to ensure this type of thing is minimised.

A few years back, there was a thing called the "which web trader" standard, which was in many ways like the proposals you are suggesting - ie: better information, clear pricing, stated support etc etc. This gave the end-user some confidence in buying from a "web trader" and was a successful initiative (which then went on to fold, but that's another issue!)

Regarding point 8 - reseller actions being accountable by the registrar. I'm not keen on this. We (like many Nominet members) offer reseller programmes, whereby we register our reseller's end users domains. Making the registrar liable for the resellers actions is something that needs more thought.

Regarding "Gold Standard" accreditation, - nice idea, but very difficult in practice, and depending on the requirements for becoming "gold", it may have a negative affect on members NOT gold, in that a serious loss of business could result.

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