

Hi

I always like to respond to anything issued for attention by Nominet. But with regards to the Standards Consultation, I found this very stressful and massively time consuming, and I feel that I may not be the only Registrar who did not respond owing to the considerable length of Report, "absorption" of all the wording, and trying very hard to comprehend everything.

I am just so sincerely hoping that any proposals acted upon will be informed briefly and clearly to Registrars - and kept to a crucial minimum.

**Re British domain names:**

We endeavour to register domain names to our customer, supplying all the full details of the customer to Nominet, and make changes to their postal addresses, phone numbers etc, as things "change".

Being "a small fish" in the line of registering domain names, it is quite understandable that information gets missed off, or not updated, by Registrars who are ordering hundreds of domain names on a regular basis. But obviously, certain aspects of an individual/company are a necessity for the records, both for the benefit of Nominet and security of the owner.

Since the formation of our company over six years ago, several customers have requested to transfer their ISPtag to our tag, ACADEMY, - only for us to inform them that they don't actually own the domain name. Usually, this has been a slip-up on the part of the ISP registering the domain name, and the ISP will gladly go through the procedure with Nominet, on transfer of ownership. Just occasionally, we discover this is the policy of the Registrar: "We will register a domain name for you" (but fail to mention that they will actually be registering the name to themselves and not to the individual/company). I strongly feel that there is a need for amendments on this situation.

Another point we would wish to raise:

Owners being allowed to move away from an ISP with comparative ease.

Twice we have been "stung" when companies have made requests to Nominet to change the IPStag to the tag of another ISP. This procedure allows any company, with a British domain name, the opportunity to swap from one Internet Service Provider to another, leaving hundreds of pounds of unpaid bills "in the wake". And most ISPs are reluctant to take these matters to court, knowing that it is difficult to explain the complexities of website work to legal persons.

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