

Your Ogi Service Description

Domain Registration Services



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As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable connectivity you need every day. We also go beyond broadband, helping businesses like yours to protect their connection, and to be more productive – with watertight security options, enhanced wifi capability, voice services, cloud solutions and more.

Thank you for choosing an Ogi Pro Backup service from us. This little booklet aims to set out, simply, what you can expect from us. Read it – along with our Terms and Conditions – and keep it safe.

Please speak to our specialist business support team today on 029 2002 0535 or business@ogi.wales if there's anything more we can do to help. For now, we hope that our backup and recovery services help to make your business secure and stronger for the future.

Thank you again for choosing Ogi.

Service Description

This Service Description explains everything you need to know about your Ogi Domain Registration Service.

This is just about your Domain Registration Service, so if you've also signed-up for other Ogi business services, all the Service Descriptions can be found on our website by clicking [here](#). Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

Service Overview

Service Outline

Domain Name Registration services provided via partnerships with 3rd Party Registries.

Ogi provide Domain Name Registration for a range of Top Level and Country Level domains. These services include:

- Registration / renewal of the domain
- Setting of appropriate Name Servers
- Configuration / maintenance of DNS Zones on Ogi Managed DNS Name Servers if required.

The primary advantages of having Ogi Managed Domain Name Registrations are:

- Direct control of both registration details and the DNS Name Servers allows Ogi to be much more responsive when making required changes in support of our other service offerings.
- DNS Record changes can be made directly on the Name Servers by Ogi staff resulting in changes taking effect sooner and propagating faster.
- Ogi's Hosted Name Servers are distributed across multiple datacentres and service providers giving increased resilience and availability.

Pricing will vary depending on the specific domain name required.

Note:

This service does not include web hosting, although this may be provided separately through other services such as managed Azure services.

The Service is a fully managed service. It is not appropriate if the customer wishes to manage elements of Domain Name Registration themselves.

Service Availability

This service is only available as a costed 'Value Add' to customers taking other services with Ogi, such as Managed Hosted Servers and Cloud based services. It assumes the existence of an ongoing support contract to cover any costs associated with Change Requests.

Applicable Service Level Agreement

This product is covered by the Domain Name Registration Services SLA.

Applicable Terms and conditions

This service is covered by the Domain Name Registration Services Terms and Conditions and Ogi's General Terms and Conditions for Services.

For Domains supplied via Nominet, the Nominet Terms and Conditions also apply. A link to these is provided on our website.

Minimum Contract Terms and Cancellations

Minimum Contract Period available for this service is 1 year with a maximum contract period of 10 years. All subscriptions must be paid in full in advance. After the initial contract period the service requires renewal for a further minimum period of a year. Customers will be prompted to renew 90 days before the expiry date. Failure to confirm renewal and to pay the relevant invoice within the specified time may lead to failure to renew the registration. This will eventually lead to the domain name becoming publicly available again and the customer losing any rights to the domain.

Complaints

Our aim is to always provide a positive experience.

However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email complaints@ogi.wales.

Please refer to your Service Level Agreement. Visit ogi.wales for more information.

The customer may transfer or cancel the services at any time within the contract period however there will be no refunds or rebates and Ogi will reserve the right to charge a nominal administrative fee for the transfer of any DNS Zone data.

This service may be applied by transferring a domain into Ogi management from an existing registrar, which may still have a period to run until it needs to be renewed. In such circumstances Ogi will charge the standard annual fee to cover on-boarding and migration. Recurring management fees will then be applied annually based on the date of domain renewal.

Delivery

The service comprises several elements and lead times will vary depending on circumstances. Typical lead times are given below:

- Initial Domain Name Registration: Next business day if order received before 16:00 (unless it is for .gov.uk domains and those provided / managed by Janet, whereby lead time is two business days due to their manual processes)
- DNS Zone Configuration: One business day from receipt / confirmation of Zone information or confirmation of DNS Records

Domain Name Registration is carried out via one of three Registry Partners:

- Nominet – Ogi are a Nominet Partner Registrar. Nominet are used for most .uk domain names, including .gov.uk domains. Nominet also control the .wales and .cymru domains however these are provisioned via GoDaddy
- GoDaddy – to provide a broader range of Domain Name Registration services we also partner with GoDaddy for the full range of standard Top Level Domains, along with many other Country specific domains

Base Configuration

The base configuration comprises:

- Registration of domain name with appropriate Registry including completion of Registrant details and Administrative, Billing and Technical Contact Details. By default, all contacts except the Registrant are set to Ogi Domain Management Team
- Setting of Name Server records to point to Ogi's managed DNS Name Servers or other as specified by the customer
- Where appropriate creation of Primary and Secondary DNS Zones across at least four Name Servers based in Ogi Managed Datacentres and at least two Microsoft Azure Regions
- Population of DNS Zone files with customer requested DNS Records

All changes required after the initial configuration are carried out as part of Change Management under any associated Hosting or Support Contract.

Monitoring and Reporting

We have continual internal and external monitoring of our Name Servers to verify both uptime and availability of servers to respond specifically to public DNS queries. A failure of these monitors will generate automatic priority alerts to our 24/7 on call engineers.

Contact Us

Phone

029 2002 2333

Email

business.care@ogi.wales

Letter

Ogi Business Care
Hodge House,
114-116 St. Mary Street,
Cardiff, CF10 1DY

We also offer a Welsh Language Line if you'd like to get in touch in Welsh:

029 2002 3200

cymraeg@ogi.wales

Service Options

Domain Privacy

By default, all Domain Name Registry Entries are publicly viewable via standard WHOIS queries. Ogi offer two mechanisms for anonymising these entries while still complying with ICANN and other TLD Policies and Terms and Conditions:

PRIV-UK: Available to non-trading entities using .uk domains managed by Nominet. This service is free but is only available for non-trading individuals and not businesses.

PRIV-Global: This service can be used to anonymise Registrant details for any domain. This service carries an additional charge. **NOTE:** This service is not available for all domains and will need to be confirmed on application.

DNS Zone Hosting

DNS zones can be hosted either on the Ogi's dedicated hosting Name Servers, the Name Servers provided by the registry, or other public facing Name Servers as specified by the customer. There is no cost difference between these options and the choice will depend on customer requirements. By default, domains will be hosted on Ogi's dedicated Name Servers.

Domain Web Forwarding

Domain web forwarding is the ability to forward all traffic for a specific URL or all URLs to another domain. This uses a feature of HTML referred to as an HTTP Redirect and is distinct from a CNAME Alias Record.

Note:

Use of HTTP Redirect to redirect entire sites is not best practice as it introduces unnecessary delays and additional points of failure. We would recommend customers use CNAME Records wherever possible. Availability of HTTP Redirects where required, is subject to limitations based on DNS Zone Hosting options.

The table below shows availability of Domain Web forwarding:

Name Servers / Domain Registry	Ogi	Registry	Other
Nominet (.co.uk etc.)		N/A	
JISC (.gov.uk etc.)		N/A	
Other (.com, .info etc)			

- Forwarding available from Ogi dedicated redirect server.
This service is available at an additional cost per domain per year
- Forwarding available from Registry's own Name Servers
- Customer must arrange for HTTP Redirect themselves
- Forwarding is not available

Thank you for joining Ogi.

For updated information about Ogi please visit the website www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Monday to Friday, 8am–6pm

Tel: 029 2002 2333

Email: business.care@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.