



Northumberland Computer Support – Domain Name Hosting Terms & Conditions

General terms and conditions of Domain Name Hosting service.

You indicate acceptance of these terms and conditions of service by placing an order with Northumberland Computer Support.

These terms and conditions will not be varied for individual customers.

1 DEFINITIONS

1.1 In this Agreement the following words and expressions shall have the following meanings:

1.1.1 "downtime" means any service interruption in the availability to visitors of the Website

1.1.2 "intellectual property rights" means patents, trademarks, design rights, applications for any of the foregoing, copyright, topography rights, database rights, rights in know-how, trade or business names and other similar rights or obligations, whether registrable or not in any country

1.1.3 "Northumberland Computer Support" means Michael Donkin, Trading As Northumberland Computer Support.

1.1.4 "IP address" stands for internet protocol address which is the numeric address for the server

1.1.5 "ISP" stands for internet service provider

1.1.6 "server" means the computer server equipment operated by Northumberland Computer Support in connection with the provision of the Services

1.1.7 "the services" means web hosting, domain name registration, email and any other services or facilities provided by Northumberland Computer Support

1.1.8 "spam" means sending unsolicited and/or bulk emails

1.1.9 "virus" means a computer programme that copies itself or is copied to other storage media, including without limitation magnetic tape cassettes, memory chips, electronic cartridges, optical discs and magnetic discs, and destroys, alters or corrupts data, causes damage to the user's files or creates a nuisance or annoyance to the user and includes without limitation computer programs commonly referred to as "worms" or "trojan horses"

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| <input checked="" type="checkbox"/> Computer, Laptop & Server Sales | <input checked="" type="checkbox"/> Office 365 Solutions |
| <input checked="" type="checkbox"/> Monthly Support Contracts | <input checked="" type="checkbox"/> Domain Name Hosting |
| <input checked="" type="checkbox"/> Network Configuration & Troubleshooting | <input checked="" type="checkbox"/> Telephony Services |

1.1.10 "visitor" means a third party who has accessed the Website

1.1.11 "Google Ads" means the Google Advertising Programmes

1.1.12 "2FA" means Two-Factor Authentication

1.1.13 "App" means smartphone Application

1.2 Words denoting the singular shall include the plural and vice versa and words denoting any gender shall include all genders

1.3 The headings of the paragraphs of this Agreement are inserted for convenience of reference only and are not intended to be part of or to affect the meaning or interpretation of this Agreement

2 INTRODUCTION

2.1 The customer wishes to provide Northumberland Computer Support with data that will be hosted on Northumberland Computer Support servers and made accessible via the Internet

2.2 Northumberland Computer Support provides web hosting services and has agreed to host the customer's data upon the following terms and conditions

3 DUTIES

3.1 Northumberland Computer Support shall provide to the customer the services specified in their order subject to the following terms and conditions

3.2 The customer shall deliver to Northumberland Computer Support the website and the software used in the website which is owned by the customer, or licensed to him by a third party or Northumberland Computer Support ("the customer software"), in a format specified by Northumberland Computer Support

4 CHARGES, PAYMENT AND MONEY-BACK GUARANTEE

4.1 Payment methods include cash, cheques, bank transfers, and Credit and debit cards.

4.1.1 Northumberland Computer Support shall not be liable for any external bank charges as a result of processing the accepted forms of payment. These must be paid by the customer before the payment commences. In the event the external bank charge is passed on to Northumberland Computer Support this cost will be deducted from any payment made and the customer will remain liable for any outstanding balance due

4.1.2 Northumberland Computer Support may charge for accepting and processing cheque payments. Customers are advised to contact Northumberland Computer Support prior to making such a payment so as to confirm if a charge applies

4.2 Northumberland Computer Support do not accept any form of payment other than those outlined in 4.1

4.3 All charges are liable to VAT, which shall be paid by the customer

4.4 Northumberland Computer Support shall be entitled to charge interest in respect of late payment of any sum due under this Agreement, which shall accrue from the date when payment becomes due from day to day until the date of payment at a rate of 4% per annum above the base rate of the Bank of England from time to time in force

4.4.1 In the event of a website Hosting package expiring and the customer seeking to renew the package within 28 days once expired the process will incur an administration charge of £50.00

4.5 Northumberland Computer Support do not provide credit facilities

4.6 From time to time Northumberland Computer Support may make enquiries on the customers company, proprietor or directors of the customers company with credit reference agencies. These agencies may record that a search has been made and share this information with other businesses

4.7 Pro-rata refunds will not be issued for annual services that are cancelled before the end of the year

4.8 Should the customers chosen payment method fail Northumberland Computer Support will attempt to settle your invoice using any other payment facilities available on your account

4.9 In the event of payment method failure incurring external bank charges to Northumberland Computer Support this cost will be deducted from any payment made and the customer will remain liable for any outstanding balance due

4.10 All services will automatically renew on the expiry date until and unless cancelled by the customer, at least 7 days prior to the renewal date. Northumberland Computer Support emails the customers primary email address prior to renewal of services, it is the customers responsibility to make payment to renew services, or to cancel such services, prior to renewal as no refund can be made once renewal has occurred. Customers must notify us at least 7 days before a service is renewed if they wish to cancel that service. The cancellation process must be fully completed by you before your account is cancelled

4.11 In the event of a Domain Name expiring and the customer seeking to renew the Domain Name within 28 days once expired this process will incur an administration charge of £50.00

4.12 In the event of a Domain Name expiring and the customer seeking to renew the Domain Name in excess of 28 days once expired a Domain Name Grace Period Redemption RGP fee may apply from the relevant Registrar, details for costs are available on request

5 IP ADDRESSES

5.1 Northumberland Computer Support shall maintain control and ownership of the IP address that is assigned to the customer as part of the services and reserves the right in its sole discretion to change or remove any and all IP addresses

5.2 Where Northumberland Computer Support changes or removes any IP address it shall use its reasonable endeavours to avoid any disruption to the customer

6 SOFTWARE LICENCE AND RIGHTS

6.1 If the customer requires use of software owned by or licensed to Northumberland Computer Support ("Northumberland Computer Support software") in order to use the services, Northumberland Computer Support grants to the customer and its employees, agents and third party consultants and contractors, a royalty-free, worldwide, non-transferable, non-exclusive licence to use Northumberland Computer Support Software in object code form only, in accordance with the terms of this Agreement. For the avoidance of doubt, this Agreement does not transfer or grant to the customer any right, title, interest or intellectual property rights in Northumberland Computer Support software

6.2 In relation to Northumberland Computer Support obligations under this Agreement in connection with the provision of the Services, the customer grants to Northumberland Computer Support a royalty-free, world-wide, non-exclusive licence to use the customer software and all text, graphics, logos, photographs, images, moving images, sound, illustrations and other material and related documentation featured, displayed or used in or in relation to the website ("the Content"). For the avoidance of doubt, this Agreement does not transfer or grant to Northumberland Computer Support any right, title, interest or intellectual property rights in the customer software or the content

6.3 The customer undertakes that he will not himself or through any third party, sell, lease, license or sublicense Northumberland Computer Support Software

6.4 Northumberland Computer Support may make such copies of the customer content as may be necessary to perform its obligations under this Agreement, including back-up copies of the content. Upon termination or expiration of this Agreement, Northumberland Computer Support shall destroy all such copies of the content and other materials provided by the Customer as and when requested by the Customer

7 SERVICE LEVELS AND DATA BACKUP

7.1 Northumberland Computer Support shall use its reasonable endeavours to make the server and the services available to the customer 100% of the time but because the services are provided by means of computer and telecommunications systems, Northumberland Computer Support makes no warranties or representations that the service will be uninterrupted or error-free and Northumberland Computer Support shall not, in any event, be liable for interruptions of service or downtime of the server

7.2 Northumberland Computer Support carries out data backups for use by Northumberland Computer Support in the event of systems failure. Northumberland Computer Support do not provide data restoration facilities for individual customers. Even though every effort is made to ensure data is backed up correctly Northumberland Computer Support accepts no responsibility for data loss or corruption

8 ACCEPTABLE USE POLICY

8.1 The website and use of the services may be used for lawful purposes only and the customer may not submit, publish or display any content that breaches any law, statute or regulation. In particular the customer agrees not to:

8.1.1 use the services or the website in any way to send unsolicited commercial email or "spam", or any similar abuse of the services;

8.1.2 send email or any type of electronic message with the intention or result of affecting the performance of any computer facilities;

8.1.3 publish, post, distribute or disseminate defamatory, obscene, indecent or other unlawful material or information, or any material or information which infringes any intellectual property rights (for the avoidance of doubt this includes licensed software distributed as Warez), via the Services or on the Website;

8.1.4 threaten, abuse, disrupt or otherwise violate the rights (including rights of privacy and publicity) of others;

8.1.5 engage in illegal or unlawful activities through the services or via the website;

8.1.6 make available or upload files to the website or to the services that the customer knows contain a virus, worm, trojan or corrupt data;

8.1.7 obtain or attempt to obtain access, through whatever means, to areas of Northumberland Computer Support network or the services which are identified as restricted or confidential. This includes leaving your home directory whilst using SSH access to servers

8.1.8 operate or attempt to operate IRC bots or other permanent server processes

8.2 The customer has full responsibility for the content of the website. For the avoidance of doubt, Northumberland Computer Support is not obliged to monitor, and will have no liability for, the content of any communications transmitted by virtue of the services

8.3 If the customer fails to comply with the Acceptable Use Policy outlined in Clause

8.4 Northumberland Computer Support shall be entitled to withdraw the Services and terminate the customer's account without notice

9 ALTERATIONS AND UPDATES

9.1 All alterations and updates to the website shall be made by the customer using the online account management facility, FTP access or SSH access where available. The customer will be issued with a username and password in order to access the account. The Customer must take all reasonable steps to maintain the confidentiality of this username and password. If the customer reasonably believes that this information has become known to any unauthorised person, the customer agrees to immediately inform Northumberland Computer Support and the password will be changed

9.2 Customers are encouraged to update and/or change the passwords on their account at regular intervals. Where a customer does not update and/or change the password at regular intervals, with a minimum of once every six months, these may be updated and/or changed without notice

10 WARRANTIES

10.1 The customer warrants and represents to Northumberland Computer Support that Northumberland Computer Support use of the content or the customer software in accordance with this Agreement will not infringe the intellectual property rights of any third party and that the customer has the authority to license the content and the customer software to Northumberland Computer Support as set out in Clause 6.2

10.2 All conditions, terms, representations and warranties that are not expressly stated in this Agreement, whether oral or in writing or whether imposed by statute or operation of law or otherwise, including, without limitation, the implied warranty of satisfactory quality and fitness for a particular purpose are hereby excluded. In particular and without prejudice to that generality, Northumberland Computer Support shall not be liable to the Customer as a result of any viruses introduced or passed on to the customer

11 INDEMNITY

The customer agrees to indemnify and hold Northumberland Computer Support and its employees and agents harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against Northumberland Computer Support arising out of any breach by the customer of the terms of this Agreement or other liabilities arising out of or relating to the website

12 LIMITATION OF LIABILITY

12.1 Nothing in these terms and conditions shall exclude or limit Northumberland Computer Support liability for death or personal injury resulting from Northumberland Computer Support negligence or that of its employees, agents or sub-contractors

12.2 The entire liability of Northumberland Computer Support to the customer in respect of any claim whatsoever or breach of this Agreement, whether or not arising out of negligence, shall be limited to the charges paid for the services under this Agreement in respect of which the breach has arisen

12.3 In no event shall Northumberland Computer Support be liable to the customer for any loss of business, loss of opportunity or loss of profits or for any other indirect or consequential loss or damage whatsoever. This shall apply even where such a loss was reasonably foreseeable, or Northumberland Computer Support had been made aware of the possibility of the customer incurring such a loss

13 TERM AND TERMINATION

13.1 This Agreement will become effective on the date the service is ordered and shall continue until terminated by either party in writing of its intention to terminate the Agreement

13.2 Northumberland Computer Support shall have the right to terminate this Agreement with immediate effect by notice in writing to the customer if the customer fails to make any payment when it becomes due

13.3 Either party may terminate this Agreement forthwith by notice in writing to the other if:

13.3.1 the other party commits a material breach of this Agreement and, in the case of a breach capable of being remedied, fails to remedy it within a reasonable time of being given written notice from the other party to do so;

13.3.2 the other party commits a material breach of this Agreement which cannot be remedied under any circumstances;

13.3.3 the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect;

13.3.4 the other party ceases to carry on its business or substantially the whole of its business;

13.3.5 the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets

13.4 Any rights to terminate this Agreement shall be without prejudice to any other accrued rights and liabilities of the parties arising in any way out of this Agreement as at the date of termination

13.5 On termination all data held in the customer's account will be deleted

13.6 In the event of a website Hosting package expiring and 28 days passing the agreement will be deemed to be terminated and the data deleted in accordance with clause 13.5

14 ASSIGNMENT

14.1 Northumberland Computer Support may assign or otherwise transfer this Agreement at any time

14.2 The Customer may not assign or otherwise transfer this Agreement or any part of it without Northumberland Computer Support prior written consent

15 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, epidemics, pandemics, strikes, lock outs, accidents, war, fire, the act or omission of government, highway authorities or any telecommunications carrier, operator or administration or other competent authority, the act or omission of any Internet Service Provider, or the delay or failure in manufacture, production, or supply by third parties of equipment or services, and the party shall be entitled to a reasonable extension of its obligations after notifying the other party of the nature and extent of such events

16 SEVERANCE

If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if this Agreement had been agreed with the invalid illegal or unenforceable provision eliminated

17 NOTICES

Any notice to be given by either party to the other may be sent by either email, fax or recorded delivery to the address of the other party as appearing in this Agreement or such other address as such party may from time to time have communicated to the other in writing, and if sent by email shall unless the contrary is proved be deemed to be received on the day it was sent or if sent by fax shall be deemed to be served on receipt of an error free transmission report, or if sent by recorded delivery shall be deemed to be served 2 days following the date of posting

18 ENTIRE AGREEMENT

This Agreement contains the entire Agreement between the parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written. This Agreement may be updated without notice

19 GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts

20 DOMAIN NAME REGISTRATION

20.1 Domain names are not deemed to be successfully registered until they appear in the relevant whois database of the top-level domain name registrar. In the event

that a domain name is unavailable when we attempt to register it Northumberland Computer Support will provide a full refund for that domain name

21 SCRIPTING

Northumberland Computer Support are not responsible for customer programming issues other than ensuring that programming languages such as Perl, PHP and ASP are installed and functioning on the web hosting system

22 PRIVACY

To protect your privacy, we will not distribute your details to third parties, unless required to do so by law

23 DATA TRANSFER

23.1 Web hosting accounts include a certain amount of data transfer, if you exceed this amount in any one month your account will be deactivated until you have upgraded to an account that has more data transfer included

23.2 Web hosting accounts are prohibited from hosting file distribution websites (including but not limited to music, video and software), adult content orientated websites, hosting banners, graphics or cgi scripts for other websites, storing pages, files or data as a repository for other websites or personal computers, giving away web space under a domain, sub domain or directory

24 SERVER USAGE

24.1 Should your account use more than 5% of the servers processing power and as a result have a detrimental effect on other customers we will discuss with you alternative solutions for your hosting requirements

24.2 Should your account use more than 25% of the system resources for longer than 90 seconds your account may be temporarily unavailable or suspended

24.3 You may not run more than one cron entry with interval less than 15 minutes

25 Spam Filtering

25.1 The email servers used by Northumberland Computer Support have robust spam filtering. Occasionally a legitimate email may fall foul of these automated systems and be blocked. Should you suspect that a legitimate email has been blocked you should report this as soon as possible. We can usually recover blocked emails within a week of the block.

25.2 In order to provide efficient spam filtering of emails we will occasionally check email logs. This will allow us to see the recipient, sender and subject line of individual emails. In the event that an email is determined to possibly not fall into the category of spam we can access the full email. You give us the implicit right to do so, in order to offer a robust and efficient system.

26 EMAIL and NEWSLETTER

Northumberland Computer Support communicates with its customers via email and as such you agree to receive any such emails or newsletter which contain amongst other things changes to our terms and conditions, notification of major outages, updates to our products & features and special offers

27 WEBSITE USAGE

Web space is available for genuine web site content, content must be linked into web pages. Customers are prohibited from using the server as a file/backup repository. Customers are expected to employ good housekeeping when maintaining their account

28 BANDWIDTH USAGE

Customers are allocated a monthly bandwidth allowance. In the event the account exceeds the allowance Northumberland Computer Support reserve the right to suspend the account until the start of the next allocation period, suspend the account until the customer upgrades to a higher level package, terminate the account, or charge an additional fee for the excess usage. Unused allowance from a previous allocation period may not be transferred to the current allocation period

29 CUSTOMER ACCOUNT SETUP

Customers will provide us with an email address which does not use any Domain Name on the account. It is the customer's responsibility to ensure the email address on file is current and up to date at all times. Providing false contact information of any kind may result in account suspension or termination of your account. Such a suspension may be removed by providing at least two forms of recognised identification documents

20 Apr 2020