

DNN-Portals

UK's leading DotNetNuke host

Terms and Conditions

1 Company Information

DNN-Portals.co.uk is owned and operated by Caledonian Computer Solutions Limited. Company registered in Scotland No. SC236172, Registered address; Riverview House, Friarton Road, Perth, PH2 8DF. VAT No. 804 2331 73.

DNN and DotNetNuke are registered trademarks or trademarks of DotNetNuke Corporation.

2 DotNetNuke (DNN) Hosting

2.1 DNN-Portals.co.uk will provide you with a professional DotNetNuke hosting solution utilising the latest in Microsoft® technologies from our secure, fault tolerant, UK (Edinburgh and London) datacentres.

2.2 DNN-Portals.co.uk provides the platform in which you can develop websites for your own business/personal interests, or those of your own clients.

3 Backups

3.1 All DNN portals are backed up once on a daily basis, both locally and externally to the server.

3.2 You are strongly advised to keep a local copy of any content (including any text within your website) as DNN-Portals.co.uk will not be responsible for any data loss.

3.3 Customers can request a full backup of their DNN portal and database on an ad-hoc basis. An admin fee of £57.50 inc. VAT is charged for this service, which provides you with your latest backup on CD/DVD and sent to your billing address.

4 Domain Registration

4.1 Any domains that are registered by us as part of your hosting package remain under the ownership of DNN-Portals.

4.2 After a minimum of 12 months continuous hosting we will continue to manage any domains for you, however we will accept any requests to transfer the domains to a new host should you wish (so you will then own the domains outright).

4.3 In the event that you wish to cancel your hosting contract within the first 12 months and transfer your domains to a new host, we will charge £28.75 inc. VAT administration fee per domain.

5 Technical Support

5.1 We will provide you with Technical Support for your DNN portal via our Helpdesk between the hours of 0830 – 1730 Monday – Friday.

5.2 Technical Support does not cover content related issues or issues with third party modules or skin design. We do provide support in skin/module installation and portal configuration.

5.3 Technical Support requests should be raised as a ticket within our Helpdesk facility. If you require a higher level of support, please see section 5.5 Premium Support.

5.4 Technical Support issues are typically dealt with within 3 business days.

5.5 Premium Support is available from £25 inc. VAT per month. This service provides you with direct telephone access to our DNN specialists who can diagnose and deal with your issues. The basic service includes up to 1 hour of telephone support per month.

6 Website Development (including content changes)

6.1 If you require us to carry out content changes or assist with any other issues not classed as technical support, including providing advice/consultancy, then this is charged at our standard hourly rate of £57.50 inc. VAT.

7 Fees and Payment

7.1 Hosting subscription fees are collected by PayPal, credit/debit card or Standing Order Mandate only.

7.2 Any additional work carried out by DNN-Portals must be paid by credit/debit card upon completion of agreed works unless another arrangement has been agreed with us prior.

7.3 PayPal Payments are to be sent to paypal@dnn-portals.co.uk.

7.4 If you have any accounts related issues, please email accounts@dnn-portals.co.uk.

7.5 All prices quoted are inclusive of VAT at the standard rate.

8 Cancellations

8.1 If you wish to cancel your account for whatever reason, we require 30 days notice in writing.

8.2 If you do decide to cancel your contract, you should email us at accounts@dnn-portals.co.uk.

8.3 We will keep your portal data for a period of 30 days after the cancellation date prior to deleting your portal data permanently from our servers. If you wish to reinstate your portal during this period we will charge an admin fee of £57.50 inc. VAT.

9 Our Rights

9.1 We reserve the right to change these Terms and Conditions without prior notice.

9.2 DNN-Portals will not be held responsible for any loss of data or business revenue as a result of loss of service.

Last updated 24th April 2009