

Netmedia Pricing and FAQs

Pricing

Netmedia Ltd's pricing information is very straight-forward. We charge customers a set fee for website and e-mail hosting. If you would like further information related to your specific requirements, please [reach out](#).

Website Hosting (includes 1x e-mail account)	E-mail Accounts	SSL Certificate
£150 per annum	£60 per account, per annum	£100, per annum

Cost for the Parents' Evening Booking System should be directed to www.parents-booking.com, or hello@parents-booking.com.

FAQs:

- How long does it take for Netmedia to respond to customer contacts?
 - We endeavour to respond to all contacts within 24 hours, and within 2 hours for urgent support requests.
- What is the email address to reporting customer matters, such as customer service, renewals, abuse (such as phishing, spam), etc.
 - Please contact info@netmedia.co.uk
- How a customer can make a complaint to you, including how they can escalate their complaint if unsatisfied with the initial solution?
 - Please contact info@netmedia.co.uk and mark your e-mail "FAO: Managing Director". We will endeavour to respond to your complaint within 24 hours.
- Where can I see your Terms and Conditions, Privacy Policy or Cookie Policy?
 - Terms and Conditions: <http://netmedia.co.uk/Terms-and-Conditions.pdf>
 - Privacy Policy: <http://netmedia.co.uk/Privacy%20Notice.pdf>
 - Cookie Policy: <http://netmedia.co.uk/Cookie%20Policy.pdf>
- How do you make your .uk customers aware of Nominet's terms and conditions of Domain Name Registration?
 - These terms and conditions can be found at <http://www.nominet.uk/go/terms>.
- What are Netmedia's key terms, including:
 - Domain-name related services you provide, e.g. a domain transfer?
 - This is FREE.
 - Registration of a domain name?
 - This cost is £50.
 - How does Netmedia deal with expired and expiring domain name registrations, as well as renewals?
 - Customers are invoiced in advance of their renewal date. Provided their invoice is paid on time their renewal is made automatically. Customers who do not want to renew will not be charged for their renewal.
 - Charges for customers to transfer their domain names to a new registrar, or is otherwise terminating their contract with you?
 - This is FREE.
 - How many days before expiry do you issue an expiry/renewal notice to customers?
 - 30 days

If you have any questions which are not answered here, please feel free to contact info@netmedia.co.uk.