OUR CUSTOMER CHARTER

Introduction

.my DOMAIN REGISTRY is an agency under the Ministry of Science, Technology and Innovation (MOSTI), regulated by Malaysian Communication & Multimedia Commissions (MCMC). We are responsible for all .my domain names in Malaysia including '.my', '.com.my', 'net.my', 'org.my', '.gov.my', 'edu.my', '.mil.my' and '.name.my'.

Our aim is to provide effective and efficient service to all .my domain name customers and potential customers in registration and related services.

Our Services

Services	Description
Service Availability	99%
Registration of Domain Name	.my DOMAIN REGISTRY will register the domain name within 1 working day, provided payment and supporting documents have been received by .my DOMAIN REGISTRY.
Modification of Domain Name	Within 1 working day.
Deletion of Domain Name	After 14 days from the processing date*.
Transferring of Domain Name	• .my DOMAIN REGISTRY will delete the existing domain name after 14 days from the processing date*. • .my DOMAIN REGISTRY will register the domain name under the new registrant within 1 working day, provided payment and supporting documents have been received by .my DOMAIN REGISTRY.
Activation Due to Suspension	Within 1 working day provided payment has been received by .my DOMAIN REGISTRY.

*Processing Date – Within 2 working days from the submission date.

Additional Features / Facilities

Features / Facilities	Description
Website	www.domainregistry.my featuring all relevant information including latest updates on promotions.
Web Mobile	m.domainregistry.my where you are able to view our website from your smart phones.
WHOIS	Facility located in our website that enables you to check domain name information.
Via SMS	You may also check domain name availability via SMS.
Online Satisfaction Survey	In our effort to serve you better, we have developed an online survey dedicated for the customers to provide us with their feedback and experience dealing with us.

We can assure you that all queries will be entertained and solved soonest possible. Our aim is to respond to customers' email, fax and mail enquiries within 2 working days.

For any enquiries, pertaining to .my domain names, customers may opt for several methods as per below:

Customer Care Hotline

Tel: +603 8991 7272

The Customer Care Hotline is available during working hours 8.30AM - 5.30PM (Monday to Friday).

Every call will be answered within 12 seconds (6 rings).

Email

List of email address by department:

» domreg@domainregistry.my (Domain Name Registration & General Queries)

» billing@domainregistry.my (Billing Related Queries)

» corpcom@domainregistry.my (Media Contact)

Fax

.my DOMAIN REGISTRY fax is +603 8991 7277.

Mail

MYNIC Berhad
Level 3, Block C
Mines Waterfront Business Park
No. 3 Jalan Tasik
The Mines Resort City
43000 Seri Kembangan, Selangor.