Process for launch of new ac.uk policy: Renewals Jisc Appeals Committee Customer Janet Service Desk 3 months prior to renewal until Expiration date Has owner organisation received new T&Cs? The Janet Naming Committee No • may request additional information regarding the domain or the organisation. The request ticket will be parked whilst the committee awaits the Yes requested information. meets new eligibility criteria? No Expiration date + 20 working days grace period Does customer contact JSD to appeal to Jisc Appeals Committee? JSD opens appeal ticket, Yes Appeals Committee JSD will create a new ticket and act as intermediary between the Appeals Jisc Appeals Committee engage in ongoing dialogue Committee and customer Expiration date + 6 months No