

## FAQs Domain name

### The Basics

What is a Domain Name? Your Domain Name or web address signifies your own address on the Internet. It is a unique alphanumeric name used for identifying and locating computers on the Internet. As no two parties may ever hold the same Domain Name at the same time, it is a truly unique identifier of you or your company. It is how your customers will remember you and find you among the millions of other Web sites on the Internet. Why were Domain Names or web addresses developed? Domain Names correspond to a series of numbers called Internet protocol numbers that serve as routing addresses on the Internet. IP addresses are hard to remember therefore web addresses were developed to permit the use of easily remembered words. Why do I need to register a Domain Name? You should register a Domain Name for a number of reasons: They are scarce. Internet Domain Names are a rapidly diminishing commodity. They are allotted on a first-come first-serve basis. They are important. The Internet Domain Name has become a vital part of corporate identity. In the 21st Century, your Domain Name will be as important as your trademark and your presence in a global marketplace. They are versatile. For example, any email addressed to you at ceo@yourcompany.com can be forwarded to your current email address. What does a Domain Name consist of? A Domain Name will consist of two or more words separated by a period. For example: Mydomain.com. The first part 'Mydomain' is called a second-level domain. The second part '.com' is called a top-level domain. What is a Top-Level Domain (TLD)? A top-level domain is the suffix that is attached to the end of a Domain Name. .com, .net and .org are Top-Level Domains in the hierarchical Domain Name system. In the Domain Name 'Mydomain.com', the .com is the Top-Level Domain. Top-Level Domains are the highest-level category of Internet names. Registry, Registrar, Registrant. What do these words mean?

What is a Registry? A registry is a company or organization that maintains a centralized registry database for the Top-Level Domains. Currently there is only one Registry for every Top-Level domain, .com, .net and .org. NSI Registry maintains this Registry. What is a Registrar? A registrar is an ICANN accredited company or organization that is authorized to provide registration services for the top-level domains such as .com, .org and .net. Registrars have contractual agreements with their customers. A Registrar submits all newly registered domains into the Registry. What is a Registrant? The Registrant is the owner of a Domain Name. The owner may be an individual or an organization to whom a specific Domain Name is registered. When a Registrant registers a Domain Name and enters a contractual agreement with the Registrar, they are the legal owner of a domain name for a specific period of time. The Registrant is bound by the terms of the service agreement. For example, Toni Smith (Registrant) registers the name 'tonismith.com' through the Registrar who in turn writes the name to the central database (NSI Registry). Who is ICAAN? Formed in October 1998, the Internet Corporation for Assigned Names and Numbers is a non-profit, private sector corporation with a volunteer board of directors. ICANN was formed with the chief responsibility for coordinating four key functions for the Internet: the management of the Domain Name system, the allocation of IP address space, the assignment of protocol parameters, and the management of the root server system. For a company or organization to operate as a Registrar, they must first obtain ICANN accreditation. To view the ICANN website click here. What is the difference between a Registry and a Registrar? A registry provides direct services to registrars only, not Internet end-users. The Registry database contains only Domain Name service (DNS) information (Domain Name, name server names and name server Internet Protocol [IP] numbers) along with the name of the Registrar that registered the name and basic transaction data. It does not contain any Domain Name Registrant or contact information. A Registrar provides direct services to Domain Name registrants. The Registrar database contains customer information in addition to the DNS information contained in the registry database. Registrars process name registrations for Internet end-users and then send the necessary DNS information to a Registry for entry into the centralized Registry database and ultimate propagation over the Internet. Searching for Domain Name

How do I know if the Domain Name I wish to register is available?

To find out whether a Domain Name is available just enter the name in the Domain Name Search. We will tell you if the domain name is available. What if the Domain Name I wish to register is already taken? You can choose an alternative Domain Name, or if you feel that you have legal rights to a particular Domain Name you could follow the Uniform Dispute Resolution Policy (UDRP) and try to regain your Domain Name. For example, you believe that you have legal rights to the domain name 'tonismith.com' but it has already been registered by someone. The Uniform Dispute Resolution Policy will inform you how to pursue your claim. To view the UDRP click here. Can I register more than one Domain Name at a time? Yes you can. By clicking on the multi search you can register multiple Domain Names (no limit) at once. When you register multiple domains you are eligible for volume discounts. Registration Guidelines

What Top-Level Domains (TLDs) are offered for Registration? The Domain Name Registration system allows you to register second-level domains under the following top-level domains: .COM: Recommended for commercial entities. Anyone can register a .com domain. .ORG: Originally designed for miscellaneous organizations, including non-profit groups. However today, anyone can register a .org domain. .NET: Originally recommended for companies involved in Internet infrastructure. However today, anyone can register a .net. What are the rules for creating a Domain Name? The Basic Rules for creating a Domain Name: They must be between 1 and 63 characters long not including the four

characters used to identify the TLD such as .com. They can be made up of letters or numbers. Domain Names are not case sensitive. The dash symbol (-) is permitted but not at the beginning or end of your Domain Name. Spaces and special characters are not permitted. What is the Domain Name Registration Process? There are five (5) steps to follow to register a Domain Name: 1. Search for a Domain Name. If it is available confirm intention to register. 2. Select the registration term, and provide your contact details and DNS information. 3. Review the information for correctness. 4. Agree to the Service Agreement. 5. Provide payment information and submit your request. How long does the Domain Name Registration Process take? The process only takes few minutes as it is all done on-line in real time. What do I need in order to register a Domain Name? In order to register a Domain Name you will need to provide the following information:

1. Provide the following personal information for the Domain Name owner and Administrative, Technical and Billing contacts.
  - a. First Name
  - b. Last Name
  - c. Email Address
  - d. Postal Address
  - e. Tax ID Number
2. Create the following to secure your Domain Name account:
  - a. Username and Password
  - b. Prompt Question and Answer
3. Provide your Domain Name Server (DNS) information which can be obtained from your website hosting company
4. Read and accept our service agreement.
5. Provide your credit card and billing information for payment purposes. How much does it cost to register a Domain Name? Two levels of pricing are offered: 1. Standard Rate per domain; and 2. Volume Discounts. All these prices are advertised on our website. Can a private person register a Domain Name? The top-level domains .com, .net, and .org are available for registration by any individual or organisation. You do not have to be a registered business to register top-level domains. I don't have a Web Site; Can I still register a Domain Name? Yes. You don't have to have an existing web site or be a registered business to register a Domain Name. You can register a domain name at any time and start your online identity. How much time do I have to wait after requesting registration of my Domain Name? After you have registered your Domain Name and paid for it, it is reserved immediately. From then on, it is attributed to you and is not available for purchase by anyone else for the term of the registration. The Domain Name then has to be technically available. This will happen within 24 to 72 hours later, assuming you have provided the correct technical parameters such as valid DNS servers. How do I know if I have registered a Domain Name successfully? You will receive a confirmation email from confirming your registration details and member ID. What should I do if I never received a confirmation email? Please send an email to us with your Domain Name and date of registration. Once I have completed the registration process how can I be assured that no one else can register my Domain Name? Top-level Domain Name availability is verified by accredited Registrars through a universal database of available Top-level Domain Names. This database is called the SRS or Shared Registration System and what it does is prevent a Domain Name that is successfully registered from being registered through another Domain Name registration site.

Why does my recently registered Domain Name still appear to be available when I go to another Domain Name registration site and perform a Whois search? If you check your Domain Name after you have completed the registration process for a .com, .net or .org Domain Name, your Whois Domain Name and Contact Information is available online immediately.

If you are querying or searching for your newly registered .com, .net or .org Domain Name's availability through another Domain Name registration web site and receive a message "No match for domain 'tonismith.com'" it may simply be an indication that the registration web site you are visiting is not displaying the Whois information of competing accredited registrars. It does not mean that your Domain Name is still available for registration. If you were to actually attempt registering your new Domain Name through a competing registrar's site, you would receive a message stating, "tonismith.com is not available". This is an indication that the SRS (Shared Registration System) has an entry on file for the Domain Name (i.e., the Domain Name is already registered).

What is an ACN/ABN? Under the Australian Corporations Law, every company in Australia has been issued with an Australian Company Number (ACN), which must be shown on a range of documents. The purpose of the ACN is to ensure adequate identification of companies when transacting business. Non-Australian entities can ignore this field

Australian business entities or entities carrying on a business in Australia who are registered for the goods and services tax (GST), will be assigned an ABN (Australian Business number) for taxation purposes in respect of GST charged and

paid.

**What is a Tax Identification Number?** A Tax Identification Number is the number assigned by an individual country to business entities in respect of the particular consumption tax levied on various goods and services. It is a single identifier for the tax that is charged and the refund you may be entitled to. For entities in European Union countries and other countries around the world this will be your VAT (Value Added Tax) Registration number. VAT is often recoverable for companies doing business in a foreign jurisdiction if they have VAT registration and if the particular company administers a tax refund scheme. The VAT is also recognized in different countries as MwSt, TVA, MOMS and ITA Domain Name Contacts

**Who is the owner of a Domain Name?** The legal owner of a Domain Name is the individual or company whose name is listed at the time of registration. The owner or registrant remains the owner of a Domain Name regardless of whether the administrative contact has been changed since then. The only way to legally change the ownership of a Domain Name is to undergo a Transfer of Domain Name. To review the Transfer of Domain Name Policies, please see our website. **Who are the contacts for a Domain Name?** When you register a Domain Name you are required to nominate the administrative, technical and billing contacts for your domain. These contacts can be individuals other than the owner. Once you have nominated your domain contacts, each contact will receive an email with their member ID. They will be prompted to visit the website where they have an option to change their password. **Who is the Administrative Contact?** This person is authorized to make decisions on behalf of the owner and perform most domain management functions on behalf of the owner. The administrative contact is also the person or organization that answers legal questions about the Domain Name. Generally the owner or an authorized person from your company is the administrative contact. **Who is the Technical Contact?** The person or organization that makes technical decisions about the Domain Name. This is the person who handles the technical aspects of your domain, such as hosting your web site as well as making decisions regarding IP addresses, and authoritative name servers for the Domain Name. **Who is the Billing Contact?** The person or organization that is invoiced for registration and renewals. This is the person who is responsible for initial and recurring billing for the Domain Name. Keep in mind that it is very important to keep your billing information up to date. **Why do my Domain Name contacts need to become members?** The domain contacts need to become members to be able to access the domain management functions and make changes to your Domain Name. Otherwise their access privileges will be restricted. For example, the Billing contact will need to renew the Domain Name. They need to login to be able to do this.

**How do I change administrative, technical or billing information?** Go to Manage Domains and login to your account with your Username and Password. Select modify contact details and then click the Modify Contacts button to edit the contact details. **How do I change the email addresses for my Domain Name contacts?** If the email addresses associated to the administrative, technical and billing contact are no longer valid or aren't functioning, authorization is required from the Domain Name owner to change the information. The owner must login to Manage Domains and change the email addresses for the administrative, technical and billing contact respectively. I am not sure whether I am a contact for any Domain Names. **How do I check?** If you are unsure whether you have been nominated as the administrative, technical or billing contact for any Domain Names registered, please go to Member ID lookup to find out. **Renewing Your Domain Name**

**How long does a registration last? Can it be renewed?** Currently the initial registration period is 1 year. The maximum registration period is 10 years. **Can I automatically renew my Domain Name?** Yes. The user has the option to renew a Domain Name from 1 to 10 years at a time. Go to Manage Domains and select renew registrations. Select the Domain Name you wish to renew, enter your payment details and click the renew button. **How do I renew my Domain Name?** When your Domain Name registration comes up for renewal, the person listed as the billing contact for that Domain Name will receive an email. That person will have 30 days to renew the Domain Name's registration. Following the expiration date, the name will be held as registered for a grace period of 30 days. After this period the domain name will be available for registration by interested parties. Alternatively you can renew your Domain Name through Manage Domains. Go to Renew Registration, select the domain you wish to renew. At this point you must also indicate the number of years for which you wish to renew. You can renew Domain Names from 1 to 10 years at a time. You are then required to enter your payment details and click the renew button. **Managing Your Domain**

**How can I make changes to my Domain Names?** Go to Manage Domains. You must login with your username and password to use this. This function will enable you to effectively manage your domain name and make many changes. E.g. changing contact details. You will then be able to choose from a number of possible actions and be given specific instructions online on how you can complete any changes you need to make. **How do I view a complete list of all the names that I have successfully registered?** Go to Manage Domains and select User Summary from the menu. You will see a list of all the domains you have registered and who your domain contacts are. **How do I change contact, billing or administrative information and DNS (Domain Name Server) information?** Making changes to different aspects of your account is a relatively simple process. Go to Manage Domain and login with your username and password. Select modify contact details from the menu and click on a modify contact button. Once you have made a change you will receive a confirmation email. **What sorts of reports can I produce?** There are many different reports that can be produced. You can produce reports on the number of registrations, renewal and transfers for a given period. Member IDs and a Passwords

What is a Member ID? Each member is provided with a unique key called the Member ID. A Member ID is generated for the Domain Name owner as well as the administrative, technical and billing contacts. Knowing the Member ID of a domain contact provides the owner a shortcut during the registration process. When is the Member ID created? The member ID for the owner is created automatically during registration for a Domain Name. After the registration process is complete the owner will receive an email with the member ID along with their registration details. The Administrative, Technical and Billing contacts that were nominated by the owner are also emailed their member ID's. They may visit the website to change their password if they wish. Do I already have a Member ID? If you are the Owner, Administrative, Technical or Billing contact for a Domain Name you will have a member ID as well as a username and password. If you have forgotten your member ID or are not sure if you have one then go to member ID lookup to find out. What is the purpose of the Member ID lookup? Member ID lookup will perform a lookup on all Member ID's if you enter either a last name or a company name. If a match is found, a Member ID, Registrant name and email address will be displayed. Knowing your member ID can help you: It provides you a shortcut during the registration process; and If you have forgotten your password knowing your Member ID and answering your prompt question will retrieve it. What is the purpose of a Username and Password? Your username is unique. All members are asked to provide a username and password. You need a username and password for two (2) reasons: 1. To maintain the security of your account. It will ensure that no unauthorized parties can access your Domain Name information. To access Member Management and Manage Domains Functions that will enable you to effectively make amendments to your Domain Name. Eg. changing contact details etc. 2. You can only access member management and domain management once you have entered your username and password. The username and password is a secure method of keeping your domain name details private. What is the purpose of the Prompt Question? In addition to providing a username and password, members are also asked to provide a prompt question and answer. This adds an extra level of security to your Domain Name information. Only you should know the answer to your prompt question. In the event that you forget your password your prompt question will be asked. If you answer it correctly your password will be emailed to you and you will gain access to your Domain Name information. For example: Prompt Question: What is my favourite colour? Prompt Answer: Blue. Can I change my Password and Prompt Question? Yes, Login to your account and go to member services. Select change password from the menu. You will then be able to change your password and prompt question. What if I've forgotten my Password? Go to Remember Password. Your password will be emailed to you if: You know either your Member ID or Username; and You can answer your prompt question. What is Whois?

What is a Whois search? If a Domain Name is already registered, a Whois search will give you the details of whom it is registered to. If it is not registered no details will come up this it is an available registration. Each registrar is responsible for creating and maintaining a Whois database for their customers. Will my name and contact information be publicly available? All registrars are required to create and maintain a database containing all information on customer's Domain Names. This information is available to the public on a Whois site. Customers can query this database online by conducting a Whois search. The information we are required to display in a Whois Result page: The Domain Name The IP addresses of the Primary and Secondary Server Original Creation Date of Registration Expiration date of Registration Name and Postal Address of the Registrant Name and Postal Address of Technical Contact Name and Postal Address of Administrative Contact What is the difference between the Whois information and the Domain Search functionality? The Whois information provides detailed information about an existing registered Domain Name in the registrar's database. It displays all relevant information pertaining to the Domain Name. If a query is entered for a domain name that does not exist in the registrar's database, the query will check for the existence of Domain Names in other Registrars databases through the InterNIC Whois service, and the results are displayed. The Domain Search will simply check on the availability of registering a Domain Name. If a Domain Name is taken it will not display the Domain Name information. Is my billing contact information going to be shown in the Whois? No. The Billing contact information will not be made publicly available. DNS (Domain Name Servers), IP Addresses and Parking

What is a DNS (Domain Name Server)? A DNS or Domain Name Server is an integral part of the Domain Name System. It is the system of computers and databases connected to the Internet that are responsible for doing the following: Translating your Domain Name into an IP (Internet Protocol) address. A Domain Name is a lot easier to remember than a bunch of numbers. Specifying the mail servers responsible for email distribution for your Domain Name. What is an IP (Internet Protocol) address? Domain Names correspond to a series of numbers called IP (Internet Protocol) Addresses. An IP address is the communications protocol used to exchange data over computer networks. IP addresses allow large, geographical networks of computers to communicate with each other quickly and economically over a variety of physical links. An IP address is the numerical address by which location in the Internet is identified. It consists of four sets of numbers, each of which range from 0 to 255 separated by dots. Example 178.18.19.240. Where can I obtain my Domain Name Server (DNS) information? Your ISP should be able to give you this information. If you have a windows machine, you may be able to obtain this information using IPCONFIG or WINIPCFG from a DOS command or prompt. If you do not have name servers or do not know what they are, you can automatically elect to have the default DNS servers listed. This is called parking. What does a DNS (Domain Name Server) do? The DNS ensures that data, which is sent to a specific address, arrives at that address and no other. In order to send data to a web address on the Internet, it must have associated with it a unique IP Address. The DNS provides the association between a Domain Name and its IP Address. What is "Parking"? "Parking" is what many people do when they don't have a use for their domains yet or do not have name servers. In order to register a domain though, you must have a name server to put it on. You can automatically elect to have the default DNS servers listed. Parking your domain is free. What DNS servers do I list as

authoritative for my Domain Name? When registering a Domain Name you must list a primary and secondary server. If you do not have name servers or do not know what they are, you can automatically elect to have the default DNS servers listed. This is called parking. What is the Primary and Secondary server? The two host computers on which your Domain Name is hosted. The server information consists of a Name Server and IP address. My ISP registered my last Domain Name for me. Does this mean it's parked on their computers? No not necessarily. You will need to check with your ISP to be sure. Can I modify the DNS server information? Yes. Once you have registered a domain name you can edit your DNS server information directly through the Manage Domains menu option. You then select modify DNS details and select the Domain Name. How long does it take for the changes to DNS information submitted through Manage Domains to take effect? Domain Name Servers must be registered with a central Registry, NSI Registry. Twice a day, at 11AM and 11PM the root and COM, ORG, NET zones are updated by NSI. This update includes all domain registrations and modifications up until then. The zones are then progressively placed onto the root servers (the servers that allow your domain to be available on the Internet). This takes between 24 hours and a few days. Web Hosting

What is web hosting? Every web address must reside on a host computer. A host computer is connected to the Internet and provides you space where your web site is stored. Is web hosting included with my Domain Name registration? Web hosting is an additional service to Domain Name registration. Can I host my registered Domain Name with any ISP? Yes. You can move your domains to point to an ISP's DNS servers as long as they comply with the rules of the top-level domain in question. Pricing and Payment Terms

How much does it cost to register a Domain Name? Standard and bulk discounts are offered. To view our pricing structure see our website. What are the payment options available for Domain Name registrations and renewals? Only credit card payments for domain name registrations and renewals are accepted. When do I have to pay for my Domain Name? In order to register a Domain Name, a valid credit card is currently the means of payment accepted. Before your Domain Name becomes active your credit details must be approved. This enhances the availability of Domain Names by preventing them from being tied up by persons not intending to pay for them. How do I change my billing information? To change billing information login to your account and go to the Modify Contact Details function in Manage Domain. You can make changes to your credit card information, billing address, email address and credit card information. Is my Billing contact information publicly available to others? No. Your billing contact information, including your credit card type, account number, and expiration date, will remain private and confidential. The privacy of customers is respected. We will not make your billing information publicly available or include it in Whois records. To view our Privacy Policy see our website. Do I need to provide different billing information for each Domain Name or is one Billing Contact enough? Billing information associated with each Domain Name can be different or identical. You can assign the same billing contact to all Domain Names or one billing contact for all. What if I have changed my mind and I don't want a Domain Name anymore. Can I get a refund? No. Your payment cannot be refunded. Under the service agreement, you own the Domain Name for the term you specified in the registration process. To refer to the Service Agreement see our website. Domain Name Disputes

What is the Service Agreement? To view the Service Agreement see our website. Who is the legal owner of a Domain Name? The owner of a Domain Name is the individual or company whose name is listed at the time of registration. The owner or registrant remains the owner of a Domain Name regardless of whether the administrative contact has been changed since then. The only way to legally change the ownership of a Domain Name is to undergo a Transfer of Domain Name. To view the policies for a Transfer of Domain Name see our website. What if the Domain Name I wish to register is already taken and I have rights or legitimate interests in respect of the Domain Name? You can choose an alternative Domain Name, or if you feel that you have legal rights to a particular domain you could initiate a Uniform Domain Name Dispute Resolution Policy ('UDRP') dispute by submitting a complaint to one of the ICANN approved dispute resolution service providers listed at <http://www.icann.org/udrp/approved-providers.htm>, that states: 1. The Domain Name you are complaining about is identical or confusingly similar to a trademark or service mark in which you have rights; and 2. The Registrant of the Domain Name you are complaining about has no rights or legitimate interests in respect of that Domain Name; and 3. The Registrant has registered and is using the Domain Name you are complaining about in bad faith. In addition, your complaint must conform to the Rules for Uniform Domain Name Dispute Resolution Policy, which are available at <http://www.icann.org/udrp/udrp-rules-24oct99.htm>, as well as the selected administrative-dispute-resolution service provider's supplemental rules. For example, you believe that you have legal rights to the Domain Name 'tonismith.com' but it is has already been registered by someone. The UDRP will inform you how to pursue your claim. What is the Uniform Dispute Resolution Policy? The Uniform Domain Name Dispute Resolution Policy (UDRP) was adopted by the Internet Corporation for Assigned Names and Numbers (ICANN) on October 24, 1999 and is incorporated by reference into the Service Agreement. All ICANN accredited Registrars are required to abide by the terms or the UDRP. It sets forth the terms and conditions in connection with a dispute between you and another party over the registration and the use of an Internet Domain Name registered by you. Under the Uniform Domain Name Dispute Resolution Policy, actual resolution of a dispute will occur, and result in continued use, deletion or transfer of a Domain Name registration. Who are the approved Providers for Uniform Domain Name Dispute Resolution Policy? Complaints under the UDRP are submitted to any approved dispute resolution service provider. These providers are ICANN approved and listed at [www.icann.org/udrp/approved-providers.htm](http://www.icann.org/udrp/approved-providers.htm). The providers will process a dispute in accordance with the UDRP. What are the rules for submitting a dispute? Each dispute resolution provider must process a dispute in accordance with the Rules for Uniform Domain Name Dispute Resolution Policy (the "Rules of Procedure"), which are available at [www.icann.org/udrp/udrp-rules-24oct99.htm](http://www.icann.org/udrp/udrp-rules-24oct99.htm). These rules must be adhered to for .com, .net and

.org Domain Name disputes. Does the reseller/registrar have any involvement in the dispute proceedings? No, the reseller/registrar does not play a role in the dispute resolution process. It is strictly between a Domain Name holder and another party (the complainant). If the parties are not satisfied with the dispute resolution provider's decision can that decision be appealed? No. The verdict reached by the resolution provider is final. However, either party may file a civil action in a court of competent jurisdiction against the other party, which automatically stops the implementation of the provider's decision. Transferring a Domain Name

Who is the legal owner of a Domain Name? The legal owner of a Domain Name is the individual or company whose name is listed at the time of registration. The owner or registrant remains the owner of a Domain Name regardless of whether the administrative contact has been changed since then. The only way to legally change the ownership of a Domain Name is to undergo a Transfer of Domain Name. Can I Transfer my Domain Name to another party? Yes. Presently only transfers of Domain Names between members are accepted. This means that both the current and new Registrant must be a member. A Transfer of Domain Name is the only legal way to change the owner of a Domain Name. Changing Administrative, Technical and Billing contact information does not change the ownership of a domain name. To view the policies for the Transfer of Domain Name process see our website. Which Registrant initiates the Transfer of Domain Name? The current Registrant (the owner) or gaining Registrant? Only the current Registrant or owner can initiate the Transfer of Domain Name to another member. How do I Transfer my Domain Name? To view the procedures for a Transfer of Domain Name see our website. What are the rules for a Transfer of Domain Name? To view the policies for a Transfer of Domain Name see our website. What are the various types of transfers? The following transactions are considered transfers and therefore must go through a Transfer of Domain Name: From a person to a person From an organization to an organization From a person to an organization From an organization to a person What are some of the reasons why the ownership of a Domain Name would be transferred from one party to another? There are many reasons why Domain Names are transferred. These could include: The result of a court order A contract between two or more parties A purchase agreement Dissolution of an entity Voluntary transfer How much does it cost to transfer a Domain Name and who is responsible for the fee? There is no transfer fee. The Transfer of Domain Name is treated as new registration. Firstly the new owner must become a member. They must then register the Domain Name for a minimum term of twelve (12) months and pay the relevant fee at the current rate. Can the Transfer of Domain Name be performed on-line or is paperwork required? The Transfer of Domain Name process is performed on-line. No manual printing out and signing of forms is required. How secure is the Transfer of Domain Name Process? The transfer process is very secure. The following checks have been put in place to ensure that an unauthorized transfer does not occur: 1. The current Registrant must obtain the new Registrant's member ID before proceeding with the transfer; 2. The transfer is also protected by a secure password nominated by the current Registrant that must be confirmed by the new Registrant; 3. Both parties must confirm their intention to proceed with the transfer; 4. The registrar's Administrator can overrule and deny the transfer if there is valid reason. To view the policies for a Transfer of Domain Name see our website. How long will it take for a Transfer of Domain Name to be complete? The maximum time a Transfer of Domain Name will take is up to ten (10) days. The registrar's Administrator has up to five (5) days to explicitly approve or deny the transfer. If approved, the new Registrant has up to five (5) days to either accept or reject the transfer. Are both parties kept informed of what the current status of the transfer is? Yes. Regardless of which stage the process is at both parties are provided on-line status reports. These are viewed alongside the Domain Name in the User Summary screen. Both parties will also receive confirmation emails from the registrar's Administrator. How long does the registrar's Administrator have to reject the Transfer of Domain Name and if so on what grounds? The registrar's Administrator has only five (5) days to explicitly approve or deny the transfer. To view the Transfer of Domain Name Policy, which includes grounds for rejection see our website. If the registrar's Administrator rejects the Transfer of Domain Name will the current Registrant be notified? Yes. The registrar's Administrator will notify the current Registrant via email if they reject the transfer. If the new Registrant rejects the Transfer of Domain Name will the current Registrant be notified? Yes. If the new or incumbent Registrant rejects the pending transfer, the domain transfer request will be aborted. The current Registrant will be kept informed of the status of the transfer request throughout the process. Transfer from another Registrar

How do I transfer my Domain Name from another Registrar? In order to obtain proper authorization to replace your existing Registrar you must complete a Transfer from another Registrar. To view the steps involved see our website. What are the rules for a Transfer from another Registrar? To view the policies for a Transfer from another Registrar please see our website. What if I want to transfer my Domain Name to another Registrar? The Registrar you are transferring to is responsible for the transfer. They must initiate all proceedings. What information do I need in order to initiate a Registrar transfer for my Domain Name registration? The Registrant will need to become a member before they can login and initiate the transfer process. Please refer to the procedure for the Transfer from another Registrar. How long will it take for my Transfer from another Registrar to be approved? The Transfer from another Registrar process can take up to ten (10) days for the process to be complete. The Registrant (who initiates the transfer) has up to five (5) days to confirm the request is legitimate; and The relinquishing Registrar has up to five (5) days to explicitly approve or reject the transfer; The transfer approval process is dependant on the approval of the above parties. How much does it cost to transfer from another Registrar? There is no fee to Transfer from another Registrar. The Registrant must become a member and enter into a new registration agreement with a minimum term of twelve (12) months and pay the relevant fee at the current rate. How secure is the Transfer from another Registrar Registrar Process? The transfer process is very secure. The following checks have been put in place to ensure that an unauthorized transfer does not occur: 1. The request to transfer must be verified and approved by the registrar's administrator before the transfer process proceeds. 2.

A confirmation email will be sent to the owner and administrative contact simultaneously to verify that the request is legitimate.<sup>3</sup> The relinquishing Registrar must have given their approval before the transfer is complete. To view the policies for a Transfer from another Registrar see our website. How long does the losing Registrar have to either accept or reject the Transfer? The relinquishing Registrar has only five (5) days to explicitly approve or deny the transfer. Is the Registrant kept informed of what the current status of the transfer is? Yes. Regardless of what stage the process is at, the Registrant is provided an online status report. This is viewed alongside the Domain Name in the Domain Summary screen. The Registrant will also receive a confirmation email. Contacting Us

If I need further assistance who do I contact? Our customer service support staff are willing to assist you with any enquiries you may have. Just fill out our Contact us form, describing the question you have, and we'll contact you shortly.