Transferring Domains From eNom

This registrar can accept transfers from any registrar. With our Rapid Transfer System domain transfers can often be completed in as little as five days or less. Note that some transfers may take up seven days to complete.

To transfer a domain from eNom to this registrar, you will need the following information:

- ✔ Domain status – Locked or Active

- ✔ Administrative contact for registered domain

- ✔ Authorization or EPP code (.com, .net, .org, .biz, .us, .name, and .info TLDs only).

If you do not have the above information on hand, you can obtain it from eNom. Note that the domain transfer cannot succeed unless the domain name is unlocked, the administrative e-mail address is valid, and the correct authorization code is provided (for .com, .net, .org, .biz, .us., .name, and .info domains).

See below for a description of the specific elements and issues involved in transferring a domain from eNom to this registrar.

Unlocking Domain

By default, most domains registered with eNom are placed under "Domain Lock" protection. Domain locking serves to prevent unauthorized transfers of your domain. Before a domain transfer is requested, the lock must be removed and the registry status verified as "Active."

To unlock domain and enable domain transfer:

1. Log in to your eNom account. *

2. From the DOMAINS menu, select "My Domains."

3. Click on the applicable domain name to access the Domain Control Panel.

4. In the UTILITIES section at the bottom of the page, click "Set Auto-

Renew/Registrar-Lock Options for Domain Names and Services."

5. Remove the check mark from the "Do not allow this domain to be transferred to a different registrar" check box.

6. Click "Save Changes."

Note that it may take 24 hours before our system recognizes the status change.

* If you do not have a direct eNom account, please contact your reseller to obtain this information. If you do not know the name of your reseller, go to eNom's Help page and enter your domain name in the Reseller Information Retrieval Tool:

 http://www.enom.com/help/

The Importance of the Administrative Domain Contact

The administrative contact is one of the four contacts listed in the Whois database for a registered domain. The contact information is defined by the registrant. As part of the domain transfer process, we will send a transfer-approval e-mail message to the domain's administrative contact listed in the Whois database. The e-mail message contains the Transaction ID and Security Code that enable the administrative contact to approve the transfer.

If you have just removed the lock from a domain registered with eNom (the "unlock" procedure is described above), 24 hours should elapse before the administrative contact responds to the transfer approval e-mail message, as it can take up to 24 hours before our system recognizes changes to the domain's Whois information.

Any attempt to respond to the transfer approval message before the status change has been completed will result in transfer failure. You will receive an instant e-mail notification of the failed transfer.

Changing Administrative Contact Information

If you need to alter the contact information for your domain's administrative contact, please proceed thus:

1. Log in to your eNom account.*

2. From the DOMAINS menu, select "My Domains."

3. Click on the domain name whose Whois information you wish to edit.

4.   In the UTILITIES section at the bottom of the page, click "Contact/WhoIs Information."

5.   Edit the contact information as needed.

6.   Click "Save changes."

Note: While the updates will be reflected in the eNom Whois data within minutes, it may take up to 24 hours before our system recognizes the changes.

* If you do not have a direct eNom account, please contact your reseller to obtain this information. If you do not know the name of your reseller, go to eNom's Help page and enter your domain name in the Reseller Information Retrieval Tool:

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Authorization Code

In order to transfer a .com, .net, .biz, .info, .name, . org, or .us domain name you will need an authorization code. An authorization code is a unique code assigned by registrars to .com, .net, .biz, .us, .info, .name, and .org domain names at the time of registration.

To find the authorization code for your domain:

1.   Log in to your eNom account.

2.   From the DOMAINS menu, select "My Domains."

3.   Click on the applicable domain name to access the Domain Control Panel.

4.   In the UTILITIES section at the bottom of the page, click "Contact/WhoIs Information."

5.   The EPP/authorization code is displayed beneath the Auxiliary Billing Contact at to the bottom of the page.

Transferring Domain

Assuming that the above issues are in order, the domain transfer process proceeds thus:

To transfer a domain to this registrar:

1.   Advise the domain's administrative contact that the domain name is being transferred.

2. We will e-mail the administrative contact by the next business day with instructions on how to approve the transfer.

3. Once the administrative contact has approved the domain transfer, we will send a transfer request to the registry. If the domain's administrative contact does not have access to the account from which the transfer request was purchased, the recipient of the e-mail request must forward the Transaction ID and Security Code to someone who does. These codes must be entered on the Pending Domain Transfer screen in your account in order to approve the transfer. Once the Transaction ID and Security Code are successfully entered, we will request the transfer at the registry. The registrar of record then has five (5) calendar days to deny the transfer. If the registrar of record does not deny the transfer, the transfer is automatically approved.

4. The registry will contact eNom via e-mail.

5. eNom will send an acceptance or rejection notice to the registry.

6. The registry will notify us of the acceptance or rejection.

7. We will inform you via e-mail that the transfer is complete.

Should the domain transfer fail, we will notify you via e-mail. You may resubmit your transfer request if the transfer fails. However, to ensure that the information listed in your transfer request remains valid, you will have 30 days from the time of your purchase to complete the transfer.