

Transferring Domains From Stargate

We 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 to us from Stargate Holdings Corp., 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 that information on hand, you can obtain it from Stargate. 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 the transfer process for domains currently registered with Stargate.

Unlocking Domain

Domains registered with Stargate may have been placed under “Domain Lock” protection to prevent unauthorized transfers. A locked domain is displayed as being in “Registrar-Lock” status at the registry. 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 Stargate Control Panel at domains.stargate.com/customer.
2. Go to Domains > Search > Domain Registration Search and search for the domain name you wish to unlock.
3. Once you have located it, click on the domain name.

4. Click “Lock/Unlock.”

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

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 Stargate (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 Stargate Control Panel at domains.stargate.com/customer.
2. Go to Domains > Search > Domain Registration Search and search for the domain whose contact information you wish to update.
3. Click “Domain Registration for this Website.”
4. Click “Modify Contact Details.”
5. Choose one of the following two options to modify your domain's contact information:
 - Use your existing Contact Database: You will be shown four drop-down lists, which are populated with all the contacts that the account holder has used for domain registrations with Stargate. From the drop-down lists, you will be able to select the contact you want to apply to the domain you

wish to transfer.

- **Specify Contact Details:** You will be able to separately modify the contact information for the domain by entering the desired data in the provided text boxes.

Note that it may take up to 24 hours before our system recognizes the changes.

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, .and .org domain names at the time of registration.

To find the authorization code for your domain (note that Stargate refers to this code as a “Domain Transfer Secret”):

1. Log in to your Stargate Control Panel at domains.stargate.com.
2. Go to Domains > Search Orders > Domain Registration Search and search for the domain name you wish to transfer.
3. In the Orders List View, click on the domain name.
4. The Domain Transfer Secret (i.e., authorization code) is displayed on the ensuing page.

Transferring Domain

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

To transfer a domain from Stargate 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 Stargate via e-mail.
5. Stargate will send an acceptance or rejection notice to the registry. If Stargate fails to deny the transfer within five days, the registry will move the domain registration to this registrar.
6. The registry will notify this registrar 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.