

Transferring Domains From Tucows Resellers

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. However, some transfers may take up seven days to complete.

To transfer a domain from a Tucows domain reseller to us, 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 the domain name is expired, it must be within the OpenSRS grace period. Length of the grace period depends on the domain's TLD and is determined by the registry.

If you do not have that information on hand, you can obtain it from your Tucows reseller.

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 Tucows to this registrar.

Unlocking Domain

If Domain Locking is enabled for your domain, you must contact your Tucows reseller to have the lock removed. The lock must be removed and the registry status verified as "Active" before you can request a domain transfer.

Note: It may take 24 hours before our system identifies and recognizes the domain status change.

If you do not know who your Tucows reseller is, you can perform a Whois lookup for on your domain name. If the reseller has enabled the Reseller Whois Information you will see something similar to this:

Registration Service Provider:

[[Reseller name]], [[reseller e-mail address]]

This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.

If the Reseller Whois Information is not available through a Whois lookup, you can log in to <https://manage.opensrs.net> and click on the **Reseller Contact** link. Alternatively, you can contact Tucows directly to obtain that information. Be sure to include your domain name in your inquiry. To request your reseller information from Tucows, please point your browser to the address below:

<http://helpcenter.tucows.com/Email.php>

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 a Tucows reseller (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.

Attempting 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. Point your browser to <https://manage.opensrs.net>.
2. Enter your domain name, user name and password.

3. Click **Manage Domain**.
4. Enter and save the revised contact information for your domain.

If you do not have the login information for your domain-management area, you must complete and fax an “Administrative Email Address Change Form” to Tucows to request that the contact information is updated.

The form is available at the following address: <http://www.adminchange.com>.

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.

If your domain is currently registered with Tucows through a Tucows Resellers, your transfer authorization code can be found in the **Domain Extras** section of your domain-management interface at <https://manage.opensrs.net>.

Alternatively, your Tucows reseller can e-mail you the transfer authorization code (as well as the domain's login information) to the administrative contact e-mail address on file.

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.

4. The registry will contact the registrar of record (i.e., your Tucows reseller) via e-mail. The registrar of record then has five (5) calendar days to deny the transfer.
5. The Tucows reseller will notify the administrative contact of the transfer via e-mail.
6. The Tucows reseller will send an acceptance or rejection notice to the registry. If the registrar fails to deny the transfer within five days, the registry will move the domain registration to this registrar.
7. The registry will notify us of the acceptance or rejection.
8. 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.