

Transferring Domains From Network Solutions

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: Some transfers may take up seven days to complete.

To transfer a domain from Network Solutions 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, and .info TLDs only)

If you do not have that information on hand, you can obtain it from Network Solutions.

Note: 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, or .info domains).

See below for a description of the specific elements and issues involved in the Network Solutions domain transfer process.

Unlocking Domain

By default, all domains registered with Network Solutions are placed in “Domain Protect” status, which is displayed as “Registrar-Lock” at the registry. Before a domain transfer is

requested, the lock must be removed and the registry status verified as “Active.”

To unlock domain:

1. Log in to your Network Solutions Account Manager.
2. If you have more than one domain name registered on this account, click on the domain name whose lock you want to remove.
3. In the Domain Details section, click on the **Edit** link.
4. Select Turn Domain Protect Off; then click **Save**.
5. The domain has been unlocked, and its registration may be transferred as soon as the change is published to the registry – generally within 24 hours. The update time depends on the registry; .com and .net domains are the quickest to update.

Alternatively, you can contact Network Solutions Customer Support at (888) 642-9675 and request that the domain is unlocked.

Note: It may take 24 hours before our system identifies and 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 domain's registrant. As part of the domain transfer process, we will send a transfer-approval e-mail message to the domain's administrative contact who must approve the transfer in order for us to proceed with the domain transfer process. Once the administrative contact has approved the transfer, we will request the transfer at the registry. The registrar of record (i.e., Network Solutions) 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.

If you have just removed the lock from a domain registered with Network Solutions (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 we recognize 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

To change the contact information for your domain's administrative contact:

1. Log in to your Network Solutions Account Manager.
2. Click **Edit User Information**.
3. Enter the new/revised contact information for the domain.
4. Click **Save**.
5. Click **Account Contacts**.
6. On the ensuing page, click on **Edit/View the Whois**.
7. Update the administrative contact information.
8. The revised information will be published to the registry.

Note: You can contact Network Solutions Customer Support at (888) 642-9675 and request that the contact information is updated. However, making the changes yourself generally is the quickest and safest solution.

Transferring Domain

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

To transfer a domain to to this registrar:

1. Ensure that the domain's administrative contact is aware that that the domain name is being transferred.
2. We will e-mail the administrative contact by the next business day to request transfer approval. The e-mail message will contain the Transaction ID and Security Code , which must be entered on the **Pending Domain Transfer** screen in your account in order to verify and approve the transfer.

3. Once the administrative contact has approved the domain transfer we will send a transfer request to the registry. Note that if the domain's administrative contact does not have access to the account from which the transfer request was purchased, he/she must forward the Transaction and Security Code to someone who does.
4. The registry will contact Network Solutions via e-mail.
5. Network Solutions does not require any further action from the registrant when transferring a domain away. Network Solutions will send you an e-mail notification indicating that the transfer has been approved, but the registrar does not require a reply to the message to enable the transfer. The domain will generally be transferred to us within five days.
6. Network Solutions will send an acceptance or rejection notice to the registry.
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 of the failure via e-mail.

Additional Information

If your domain registration has expired, Network Solutions will grant you brief grace period during which you can request a transfer. However, within three days of expiration, Network Solutions will change the DNS data for the domain and all transfers will be denied.