

Transferring Domain Names from Tucows Resellers

Domain name transfers can usually be completed in five days or less, but some transfers may take up to seven days.

To transfer a domain name from a Tucows Service Provider to us, you will need the following:

- ✓ Your domain name unlocked
- ✓ Access to the email address on file for the Administrative Contact for the domain name
- ✓ Authorization or EPP code (for .com, .net, .org, .biz, .info, .us, .tv, .name, .de, and .asia domain names only)

Note that the domain name transfer cannot succeed unless the domain name is unlocked, the Administrative Contact email address is valid, and the correct authorization code is provided (for .com, .net, .org, .biz, .info, .us, .tv, .name, .de, and .asia domain names).

See below for a description of the specific elements and issues involved in transferring a domain name from a Tucows Service Provider to us.

Unlocking a Domain Name

By default, most domain names registered with Tucows Service Providers are locked. Domain name locking prevents unauthorized transfers of your domain name. Before a domain name transfer is requested, the lock must be removed.

To Unlock a Domain Name

Your Tucows Service Provider can unlock your domain name. Contact them directly to unlock it. If you do not know your Service Provider, the information can be sent to you:

1. Go to <http://domainhelp.tucows.com/>.

2. Enter your domain name and email address in the **Find My Domain Service Provider** area to generate an email containing the information.

The Importance of the Domain Name's Administrative Contact

The Administrative Contact, defined by the registrant, is one of the four contacts listed in the Whois database for a registered domain name. As part of the domain name transfer process, we email the Administrative Contact at the address listed in the Whois database. The email contains the Transaction ID, Security Code, and instructions that are used to approve the transfer.

Changing Administrative Contact Information

If the Administrative Contact's email address on file for the domain name is not correct, update the email address in your OpenSRS account with Tucows.

To Change Administrative Contact Information

1. Go to <https://manage.opensrs.net>.
2. Enter your domain name, user name and password.
3. Click **Admin Contact**.
4. Update the Administrative Contact's email address.
5. Click **Save Information**.

If you do not have login information for your domain-management area, contact Tucows for assistance.

Authorization Code

To transfer a .com, .net, .org, .biz, .info, .us, .tv, .name, .de, or .asia domain name, you need an authorization code. This is a unique code assigned by registrars to these domain names at the time of registration.

To Obtain the Authorization Code

1. Log in to your Resellers Management Interface at <https://manage.opensrs.net>.
2. Click **Domain Extras**.

3. Select the required domain name.
4. Click **Info**. The authorization code displays in the **Domain Auth Code** field.

Transferring a Domain Name

After you've prepared the domain name and obtained the required information, you're ready to begin the transfer.

To Transfer a Domain Name to Us

You have 30 days from the transfer purchase date to complete the transfer. If the transfer fails, you may resubmit your transfer request after correcting the problem causing the failure, and then re-try the transfer during that 30-day window.

1. Advise the domain name's Administrative Contact of the transfer.
2. Purchase the transfer from our website. Within 24 hours, we email the domain name's Administrative Contact with instructions on approving the transfer.
3. Approving the transfer requires access to the account in which the transfer was purchased. If the Administrative Contact doesn't have access to the account, the email (containing the Transaction ID, Security Code, and instructions) should be forwarded to someone who does.
4. After the transfer is approved, we send a transfer request to the registry.
5. The registry notifies Tucows of the request.
6. Tucows sends an acceptance or denial notice to the registry. They have five calendar days to deny the transfer. Otherwise, the transfer is automatically approved.
7. The registry notifies us of the acknowledgement or denial.
8. We send an email confirming the transfer outcome to the email address on file in the customer account where the transfer was purchased.