

Transferring Domains From 1&1

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 1&1 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 1&1. 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 1&1 to this registrar.

Unlocking Domain

By default, most domains registered with 1&1 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 the 1&1 Control Panel at <https://admin.1and1.com/>. If you have only one contract, you will be taken to the Administration area. If you have multiple contracts, click the Package you want to access. You will then be taken into the Administration area.
2. Click **Domains** under Package Features.
3. Select the domain and click **Lock/Unlock**.

4. Select **Unlock** and click **OK**. A confirmation is displayed.

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

* If you do not have a direct 1&1 account, please contact your reseller to obtain this information. If you do not know the name of your reseller, go to 1&1's Help page and enter your domain name in the Reseller Information Retrieval Tool:

<http://www.1&1.com/help/>

Verifying or Updating Administrative Contact Information

To update the administrative contact information please follow these instructions:

1. Log in to the 1&1 Control Panel at <https://admin.1and1.com>. If you have only one contract, you will be taken to the Administration area. If you have multiple contracts, then you will be taken to the Packages Area. Click the **Account** tab on the top.
2. Click **User Data** under User Settings.
3. Make any necessary modifications and click **OK**. The changes will be updated in approximately 3 hours.

Authorization Code

In order to transfer a .com, .net, .biz, .info, .name, .org, or .us domain name, you will need an authorization code. An auth (authorization) code is a 6 to 16 character code assigned by the registrar at the time a domain name is created or after it is transferred. The auth code is basically a password for transfer of the domain. Auth codes are an extra security measure, ensuring that only the owner of the domain can make transfers.

All .com, .net, .org, .info, .biz, .name and .us domains require an auth code. If you do not know your auth code, you can obtain it from your registrar. Please have it ready before you initiate a Transfer of Registrar.

To find the authorization code for your domain:

1. Log in to 1&1 Control Panel at <https://admin.1and1.com>. If you have only one package, you will be taken to the Administration area. If you have more than one package, click the package you want to access. You will be taken to the Administration area.
2. Click **Domains**.

3. Select the domain and click **Info**. The authorization code is displayed.

Note: Only .com, .net, .org, .info, .biz, .name and .us have auth codes.

Transferring Domain

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

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 domain's 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 (contained in the email) 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 1&1 via e-mail.
5. 1&1 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.

Please note: The transfer is initiated as soon as 1&1 obtains consent and there is NO LOCK set on the domain. If there is a LOCK set on the domain, 1&1 cannot initiate the transfer process, even if you have approved the transfer request.

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.