



Transferring Your Domain Name

Option 1 - POINT THE DNS

The other company continues to look after the technical and billing control for the domain name, but changes the "DNS Entries" for the domain name. So that the "address" for the domain name is allocated to our server. Simply contact the company (or agent) that registered the domain for you and ask them to change the primary and secondary DNS to the following;

Primary = ns.rackspace.com

Secondary = ns2.rackspace.com

Once this has been changed, there is a period of between 12 and 36 hours while the new address propagates around the internet. This is a simple procedure and most companies should do this quite quickly for you (they may make an admin charge for doing this).

Option 2 - TRANSFER THE DOMAIN

The technical, billing and admin control is changed over to us, so that we have complete control of the domain name. We will then make the DNS Entries change and we will invoice you when the domain name needs to be renewed (each 2 years).

For .co.uk domain names, you have to ask the company or agent that registered the domain name to change the "IPS TAG" to UKI-NET. For .com / .net domain names, we will make a request for control of the domain name and the company or agent that registered the domain will have to allow the request to proceed (you must inform them that we are making the request beforehand).

There may be an additional 1 or 2 years billing to be paid when the request is made when taking control of a .com / .net domain name. How smooth these transfers go also depends upon the Registrar that originally created the domain name (unlike .co.uk domain, who have one Registrar called Nominet, there are many different Registrars for .com / .net domain names).



Conclusion

If you are happy with the company that registered the domain name for you and their renewal charges are reasonable, it is very often quickest and simplest to go for option 1 above. As long as the DNS Entries point at our server, we have complete control over all web hosting and email options.

If you are unhappy with the company or are worried they may not be in business in the future, then it is best to transfer everything to us. If you wish to transfer away from us in the future, we do not have any hidden charges and will not charge you a transfer fee.

Companies handle DNS changes and transfers in their own ways, it is best to contact the company and ask what their procedure is. If you are unsure of whom the contact is, then a WHOIS check should provide enough detail to track down the correct contact. If you need any help, please contact us and we will advise you.

Please note: With the above, we must be aware of what email set up you require. When the DNS is transferred, your email will require setting up again, this is a simple technical procedure. There are other advanced web and email forwarding options available, please ask for details.