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. Some transfers may take up to 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, you can obtain it from Network Solutions.

**NOTE:** The domain transfer cannot succeed unless the domain name is unlocked, the administrative email 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 and Obtaining Authorization Code**

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.”

You also need an authorization, which is a unique code assigned by registrars to .com,
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.net, .biz, .us, .info, and .org domain names at the time of registration.

To Unlock Your Domain and Obtain Your Authorization Code

1. Log in to your Network Solutions Account Manager.
2. Click nsWebAddress (Domains).
3. Click Manage Domains.
4. If you have more than one domain name, click on the domain name for which you want to change the Domain Protect status.
5. Click Turn Off or Request Authorization Code.
6. Select Leave Domain Protect Off, and then click Save.
8. Click Save.
9. The domain has been unlocked, Network Solutions will send your transfer authorization code through e-mail, and your domain's 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.

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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
registered domains. The contact information is defined by the domain's registrant. As part of the domain transfer process, we send a transfer-approval email message to the domain's administrative contact, who must approve the transfer before we can proceed with the domain transfer. Once the administrative contact approves the transfer, we request the transfer at the registry. Network Solutions then has five calendar days to deny the transfer. If they do not deny the transfer, the transfer is automatically approved.

**Changing Administrative Contact Information**

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 email 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 email notification of the failed transfer.

**To Change Administrative Contact Information**

1. Log in to your Network Solutions Account Manager.
2. Go to the Profiles & Accounts tab.
3. Go to the Accounts tab.
4. Click the account number for which you want to update the administrative contact.
5. On the Edit Account Contacts page, click View/Edit WHOIS Contacts.
6. Select the domain you want to edit, and then click Continue.
7. Specify the option to change the WHOIS Account Administrative contact, and then click Continue.

**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

After you have prepared your domain and obtained the pertinent information for completing your transfer, you can transfer your domain to us.

To Transfer a Domain to Us

1. Ensure that the domain’s administrative contact is aware that the domain name is being transferred.

2. We will email the administrative contact by the next business day to request transfer approval. The email 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 email.

5. Network Solutions does not require any further action from the registrant when transferring a domain away. Network Solutions will send you an email 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 email that the transfer is complete.

Should the domain transfer fail, we will notify you of the failure via email.

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.