

A domain name transfer can be a daunting task. Here are the steps and issues involved.

Step one is to log into your account at the current domain name holder and unlock the domain (turn domain protection off):

The screenshot shows the NetworkSolutions Account Manager interface for user Martha Zamarripa. The page is titled "Account Manager" and "Domain Details" for the domain "pomonachamber.org". A black arrow points from the top of the page down to the "Domain Protect" setting, which is currently "Off".

**Account Manager Home**

Martha Zamarripa  
Pomona Chamber of Commerce  
101 West Mission Blvd., #223  
Pomona, CA 91766  
US  
909-622-1256  
info@pomonachamber.org  
NIC Handle: 36034788P  
[Edit user information](#)

**Domain Details**

**pomonachamber.org**

Expiration:	Sep 08, 2010 <a href="#">Renew now</a>
Auto Renew:	Off <a href="#">Turn on</a>
Domain Protect:	Off <a href="#">Turn on or Request Authorization Code</a>
Registration:	Public <a href="#">Make this a private registration</a> <a href="#">View WHOIS</a>
Domain currently points to:	<a href="#">A Web Forwarding address</a> <a href="#">Edit</a> http://pomonachamberofcommerce.homestead.c...
Change domain to point to:	<a href="#">Under Construction Page</a> <a href="#">Custom DNS Setting</a> <a href="#">Edit</a>

[Apply Change](#)

**Services Attached to this Domain**

Step two is to request a domain transfer authorization code:

Welcome Martha Zamarrilal Your cart is empty

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[Home](#) >> [Account Manager](#) >> Edit Domain Protect

## Account Manager

[» Click Here to Logout](#)

### HELPFUL LINKS

- [» Account Manager Home](#)
- [» View Domain Name List](#)
- [» View Requested Pre-Registered Domain Name List](#)
- [» View Account List](#)
  
- [» Merge User IDs/Accounts](#)
  
- [» Edit User Info](#)
- [» Edit User ID/Password](#)
- [» Edit Account Contacts](#)
  
- [» View Keyword Alerts](#)
- [» Register Domain Names](#)
- [» Renew Services](#)
  
- [» Transfer Domain Names](#)
- [» View Transfer Status](#)

**PRIVATE REGISTRATION**  
**Only \$9 a year**

### ABOUT ACCOUNT MANAGER

[Account Manager User Guide](#)

### View Domain Name List

**Get a free domain name**  
with any annual web hosting package\*

[FIND OUT MORE](#)

### Edit Domain Protect

Domain protect adds an extra layer of protection against unauthorized domain name transfers.

If you are turning off domain protect in order to transfer your domain to another registrar, we would like to do whatever it takes to keep your business.

Please call 1-800-779-4903 to speak with a domain transfer support specialist.

#### Top Network Solutions Benefits:

- Unlike other discount registrars, Network Solutions customer support is free, 24 hours a day 7 days a week.
- Domains are free with all annual hosting packages and just \$11.99 with monthly packages. [View and Compare](#) Hosting packages.
- Term discounts are available when purchasing or renewing domain names.

**At Network Solutions,  
We Value Your Business**

Please call 1-800-779-4903

pomonachamber.org

- Turn Domain Protect on
- Leave Domain Protect off

Request [Authorization Code](#) (Please note: only check this box if you need to obtain an authorization code to transfer a domain name.)

[Cancel](#) >>

[Save](#) >>

**Next, the domain holder will send an email to confirm that a request for transfer is being made and an authorization code will be sent. A link to initiate the transfer will usually be given in the email. This will be sent to the administrative contact show in the WHOIS database:**

**Here is an example:**

From: Network Solutions  
To: [info@xyz.org](mailto:info@xyz.org)  
Sent: Tuesday, January 16, 2007 4:07 PM  
Subject: Your Authorization Code Request

Dear Network Solutions® Customer,

We received your authorization code request on 01/16/2007 for your domain name XYZ.ORG.

Your authorization code is: f xv2253

If you are planning to transfer your domain to another registrar, we would like to do whatever it takes to keep your business.

If you have any questions, please contact Customer Service at [registrar@networksolutions.com](mailto:registrar@networksolutions.com).

Network Solutions is committed to delivering high quality services to meet your online needs.

Sincerely,

Network Solutions® Customer Support

This e-mail was sent from a notification only address and cannot receive incoming messages.

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Network Solutions, 13861 Sunrise Valley Drive, Department CCD, Herndon, VA 20171  
-----End Email-----

**Another email will be sent to you:**

From: Network Solutions  
To: [info@xyz.org](mailto:info@xyz.org)  
Sent: Tuesday, January 16, 2007 8:12 PM  
Subject: Account Update Confirmation

Dear Network Solutions® Customer,

We wanted to confirm with you that Domain Protect has been turned off for the domain name registrations listed below:

Account Number: 23329362

Domain Name Registration: xxx.ORG  
Update made by: George Cancelmo  
Update made: January 16, 2007 7:07:57 PM EST

Turning Domain Protect off removes an extra layer of protection against an unauthorized transfer of your domain name registration(s).

- \* When turned on, Domain Protect provides protection from "domain hijackers" or others who may illegally attempt to transfer your domain name registration.
- \* With Domain Protect on you can still perform legal name changes and consolidate or move domain names between Network Solutions accounts.

If you intend to transfer this domain name please call Network Solutions at 1-888-642-9675 to request assistance from a transfer specialist.

Thank you for choosing Network Solutions. We are committed to providing you with the solutions, services, and support to help you succeed online.

Sincerely,

Network Solutions® Customer Support

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Network Solutions, 13861 Sunrise Valley Drive, Department CCD, Herndon, VA 20171  
-----End Email-----

**Another email will be sent to confirm transfer from the Domain name host to whom you are transferring the domain:**

From: <[notices@melbourneit.com.au](mailto:notices@melbourneit.com.au)>  
To: <[info@xyz.org](mailto:info@xyz.org)>  
Sent: Tuesday, January 16, 2007 5:03 PM  
Subject: Authorisation For Transfer In: xyz.org

VERIOISERVER

Attention: Licence Holder,

Re: Transfer of xyz.org

Reference: 15192267

The current registrar of record for this domain name is Network Solutions Inc. for domain names, or hosting provider, who will act as manager of your Domain Name, and Melbourne IT, an ICANN accredited Registrar, have received notification Name to transfer the above Domain Name from your current Registrar to Melbourne IT as the new Registrar of Record

You have received this message because you are listed as the Registered Name Holder or Administrative contact for this domain name in the WHOIS database.

Please read the following important information about transferring your domain name:

\* You must agree to enter into a new Registration Agreement with Melbourne IT. You can review the full terms and conditions of the Agreement at <http://www.melbourneit.com.au/policies/gtldtermcond.php3>

\* Once you have entered into the Agreement, the transfer will take place within five (5) calendar days unless the current registrar of record denies the request.

\* Once a transfer takes place, you will not be able to transfer to another registrar for 60 days, apart from a transfer back to the original registrar, in cases where both registrars so agree or where a decision in the dispute resolution process so directs.

If you WISH TO PROCEED with the transfer, you must respond to this message via the below method (note if you do not respond by 20-Jan-2007, xyz.org will not be transferred to us)

Please go to our website  
<http://www.melbourneit.com.au/cc/transfer/blahblahblahjavex&>  
to confirm.

If you DO NOT WANT the transfer to proceed, then don't respond to this message.

If you have any questions about this process, please contact us at .

Please do not reply to this email message as we cannot issue a response.

Kind Regards,

VERIOISERVER

-----End Email-----

Next, log into your domain account again and authorize the transfer:

The screenshot shows a web browser window with the URL <http://www.melbourneit.com.au/cc/transfer/accept?tid=fb8cbmba&dn=5wttuvjmvmbkhp-5m&rs=-m>. The page title is "Melbourne IT" and the main heading is "Accept Transfer". The page content includes a navigation menu with "PRODUCTS", "MY ACCOUNT", "RENEW", "PROGRAMS", "WHOIS", "HELP", and "ABOUT". Below the menu, there are links for "Domain Names", "Email Services", "Website Hosting", "Website Design", "Website Marketing", and "Website Security". The main content area contains the following text:

A request has been made to transfer your Domain Name, pomonachamber.org, from your current Registrar to Melbourne IT, Ltd.

I, **Frank Garcia** (domain holder or authorised agent) hereby apply for transfer of the Domain Name pomonachamber.org from my current registrar to you.

- I certify and warrant that:  
This application constitutes an express authorisation from me as the registrant/admin contact to transfer this Domain Name from the account of the current registrar to you as current registrar.
- I agree that the change of registrar:
  - constitutes my entering into a new contract with you as the gaining registrar as manager of my Domain Name for the remaining portion of my existing registration or part of, set from the date of original expiration, on the terms and conditions of your registration agreement (including your dispute resolution Policy).
  - requires payment by me of a minimum transfer fee.
  - does not provide for refund of any licence fee previously paid for the Domain Name.
- I understand that by clicking the *Proceed with Transfer* button, I confirm that I have understood and agreed to the terms and conditions of the registration agreement, and have made the application to change registrar on the basis of this application.

I have read and understood the following [Terms and Conditions](#). I agree to abide by the terms and conditions, as stated therein.

Please enter the Domain Name Password which is required in order to complete the transfer at the Registry.

Domain Name Password (Auth Info):

[Proceed with this Transfer](#)

On the right side of the page, there is a "Welcome!" message, a "Login / New Account" link, an "Order" link, and a "24/7 Customer Assist" section with the phone number "1300 654 677" and a photo of a customer service representative.

At the bottom of the page, there are several links: [Contact us](#), [Site Map](#), [Site Feedback](#), [Policies](#), [Privacy Policy](#), [Careers](#), [Domain Name Registration](#), [Melbourne IT Corporate](#), [Online Business Guide](#), [Domain Name Renewals](#), [Domain Name Forwarding](#), [Corporate Brand Services Management](#), [Website Design](#), [Web Hosting](#), [Search Engine Optimisation](#), [searchzone.com.au](#). The copyright notice is "© 2006 Melbourne IT Ltd".

You should get some kind of transfer notice:

The screenshot shows the "Transfer In" page on the Melbourne IT website. The page title is "Transfer In" and the main heading is "Transfer In". The page content includes the following text:

Thank you for confirming your request to transfer your Domain Name to Melbourne IT.

Please read the following information carefully

Right now your current registrar may be preparing to send you an email to validate the transfer to us - this is done as added security to protect you and your Domain Name.

Please ensure that you read any email sent by your current registrar carefully, and respond in the way that they advise.

In approximately six days (barring any dispute from your current registrar), you will receive an email notification that your Domain Name has been successfully transferred.

If you have any questions, please contact our 24-hour customer help desk on [help@melbourneit.com.au](mailto:help@melbourneit.com.au) or consult our online [Help Centre](#).

On the right side of the page, there is a "Welcome!" message, a "Login / New Account" link, an "Order" link, and a "24/7 Customer Assist" section with the phone number "1300 654 677" and a photo of a customer service representative.

At the bottom of the page, there are several links: [Contact us](#), [Site Map](#), [Site Feedback](#), [Policies](#), [Privacy Policy](#), [Careers](#), [Domain Name Registration](#), [Melbourne IT Corporate](#), [Online Business Guide](#), [Domain Name Renewals](#), [Domain Name Forwarding](#), [Corporate Brand Services Management](#), [Website Design](#), [Web Hosting](#), [Search Engine Optimisation](#), [searchzone.com.au](#). The copyright notice is "© 2006 Melbourne IT Ltd".

**Next you will receive yet another notice via email:**

From: Network Solutions  
To: [info@xyz.org](mailto:info@xyz.org)  
Sent: Wednesday, January 17, 2007 9:57 AM  
Subject: Domain Name Transfer Request

Attention: Mrs. Z (Whomever the contact person listed in the WHOIS database  
Re: Transfer of XYZ.ORG

We received notification on January 17, 2007 12:51:57 PM EST that you have requested to transfer to another domain name registrar. If you would like to proceed with this transfer you do not need to respond to this message. If you wish to cancel the transfer please contact us before January 21, 2007 12:51:57 PM EST by visiting our secure website <https://www.registrar-transfers.com/blahblahbalh>.

If we do not hear from you by January 21, 2007 12:51:57 PM EST, this transfer will proceed.

We are committed to providing you with the solutions, services, and support to help you succeed online. We hope to continue serving you in the future.

Sincerely,

Network Solutions® Customer Support

This e-mail was sent from a notification only address and cannot receive incoming messages.

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Network Solutions, 13861 Sunrise Valley Drive, Department CCD, Herndon, VA 20171

-----End Email-----



## **You will then receive a final warning from the Domain controller**

From: Network Solutions  
To: [info@xyz.org](mailto:info@xyz.org)  
Sent: Wednesday, January 17, 2007 9:57 AM  
Subject: Domain Name Transfer Request

Dear Network Solutions® Customer,

We have received a request to transfer the domain name registration listed below to another domain name service provider. You should also have received an email from that registrar regarding this transfer request.

Domain Name: XXX.ORG  
Date of original request: January 17, 2007 12:51:57 PM EST

In an effort to ensure that this request was not sent to us by mistake or in response to a "notice" sent to you by someone other than Network Solutions, we wanted to let you know that a number of our customers have informed us that they have received (and in some cases mistakenly responded to) notices they thought were from Network Solutions, but were actually from an unrelated third party. If you ever have any doubt or questions about a notice you receive, please contact us to verify its authenticity.

You do not need to transfer your domain name registration if you are only changing your ISP and/or hosting provider. In that case, you can login directly to Account Manager at <http://goto.networksolutions.com/account-aoff> and update your domain name servers (DNS) to match the DNS information provided by your new ISP or hosting provider.

**IMPORTANT:** Transferring a domain out of your Network Solutions account will result in the deletion of any other Network Solutions services that are associated with that domain.

If you have received this notification in error and do not wish to transfer your domain name registration we must hear from you before January 21, 2007 12:51:57 PM EST so we may cancel this request. Please go to <https://www.registrar-transfers.com/blahblahblah> (or copy and paste the URL into your browser) and follow the instructions.

If you do still wish to transfer your domain name registration, we hope that you will reconsider and choose to stay with Network Solutions. We value your business and would like to keep you as a customer.

If you have any questions or need further assistance, please visit the Customer Service Center at <http://www.networksolutions.com/help/index.jsp>

Thank you for choosing Network Solutions. We are committed to providing you with the solutions, services, and support to help you succeed online.

Sincerely,

Network Solutions® Customer Support  
-----End Email-----

**After a week or so the domain name should be turned over to the new Domain Registrar. You will receive an email confirming that that transfer has been made:**

Dear XYZ:

Congratulations! The request to transfer the domain name xyz.org from its current registrar to MelbourneIT Limited dba Internet Names WorldWide (MelbourneIT) has been successful. You will subsequently be billed for request on a future billing invoice.

Thank you for your business.

Web Hosting Service

-----End Email-----

**Be sure and update your DNS servers listed in the WHOIS database.**

State <small>US</small>	State <small>US</small>
Zip Code 80155 *	Zip Code 80155 *
Country UNITED STATES *	Country UNITED STATES *
Telephone Number +180.14370220 *	Telephone Number +180.14370220 *
Fax Number	Fax Number
Email Address verioiservercp@domainservices.com *	Email Address verioiservercp@domainservices.com *
<input type="button" value="Update Contact Details"/>	
<b>Update Delegation Information</b>	
To update your delegation, make any necessary changes to the nameserver and corresponding ip information. To submit the changes, click the "Update Delegation" button below. Fields with an asterisk (*) are required.	
<b>Nameserver</b>	
1 ns1.secure.net *	
2 ns2.secure.net *	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
<input type="button" value="Update Delegation"/>	
<b>Update Contact and Delegation Information</b>	
To update your contact information and delegation, make any necessary changes above to the organization, administrative, billing and technical contacts information, and the nameserver and corresponding ip information. To submit the changes, click the "Update Contact and Delegation Details" button below. Fields with an asterisk (*) are required.	