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*This policy is issued by the office of the Domain Name Commissioner on behalf of [InternetNZ](#), the Internet Society of New Zealand Incorporated.*

## TRANSFER TO ANOTHER REGISTRAR

### 1. Statement of Purpose

- 1.1 This policy clarifies the process involved when a domain name is transferred from one registrar ("releasing registrar") to another ("gaining registrar"). The transfer can be instigated by the registrant or the registrar.
- 1.2 This policy is written for registrars and registrants and details the requirements for both parties to effect the transfer.

### 2. Background

- 2.1 InternetNZ has responsibility within New Zealand for the .nz domain name space ("DNS"), and has implemented a shared registry system ("SRS") for the management of .nz domain name registrations and the operation of the DNS.
- 2.2 A SRS establishes a single register for registering domain names and associated technical and administrative information. The .nz Registry Services ("NZRS") will operate the registry. The registration of a domain name and modification of information associated with that name on the register can be effected only by authorised registrars.
- 2.3 Registrars are responsible for managing their relationship with registrants. There is no communication between NZRS and registrants.

### 3. Transfer Principles

- 3.1 The registrant is able to transfer their domain name to another registrar at any time other than during the registration grace period (please refer "[Registering, Managing and Cancelling domain names](#)" – "RMC").
- 3.2 No cost, from NZRS nor from the releasing registrar, will be incurred by the transfer. Registrants should take note of any charges their new registrar may impose.

- 3.3 A releasing registrar is not able to delay the transfer, nor refuse to supply the Unique Domain Authorisation Identification ("UDAI") so the transfer cannot occur (please refer to "[Roles and Responsibilities](#)" – "RAR"). Note - a UDAI is required to transfer a domain name from one registrar to another.
- 3.4 The gaining registrar should inform the registrant of all the terms and conditions of the transfer before the transfer takes place.
- 3.5 There is no obligation for the releasing registrar to reimburse the registrant any unused portion of their domain name agreement.
- 3.6 A domain name that is locked cannot be transferred except through a manual transaction undertaken by NZRS. An application will need to be made to the Domain Name Commissioner ("DNC") for this to occur. Note - a locked domain name is intended for situations where a court (or other recognised authority) orders a "freeze" in respect of a domain name until a full hearing on the issue can be held. Whilst the lock is in place the domain name cannot be amended in any way by the registrar.

#### **4. Changing Registrars**

The process to transfer a domain name from one registrar to another is as follows:

- 4.1 The registrant will ask the gaining registrar to have their domain name(s) transferred to them.
- 4.2 Should the gaining registrar agree to the transfer they will disclose their terms and conditions and provide a contract.
- 4.3 Should the registrant accept the terms and conditions of the gaining registrar's contract, then they will supply their domain name and its UDAI to the gaining registrar.
- 4.4 The gaining registrar will submit a "transfer" transaction to NZRS.
- 4.5 The register will immediately be changed.
- 4.6 NZRS will forward a new UDAI for each transferring domain name, to the gaining registrar. The gaining registrar will supply the registrant with these details.
- 4.7 NZRS will inform the releasing registrar of the change.
- 4.8 If, as the result of the transfer, other domain name details need changing (e.g. Name Server List, Registrant Customer ID, Administrative and Technical Contact Details), the gaining registrar will initiate an update transaction in the standard manner.

## **5. Transfer of Multiple Domain Names between Registrars**

- 5.1 A batch transfer facility will be provided for use by NZRS for situations in which, for example, a registrar's business is sold to another authorised registrar.
- 5.2 NZRS will transfer the domain names specified from one registrar to another.
- 5.3 The only circumstance in which the DNC will authorise the transfer is when the releasing registrar can show that the affected registrants are aware of the transfer and have signed up to the gaining registrar's agreements.
- 5.4 Notification will be sent to both the releasing and gaining registrars, itemising the domain names transferred.
- 5.5 This process continues as detailed from 4.6.

## **6. General Information**

- 6.1 A range of information about .nz policies, the shared registry system, registrant rights, and domain names in general, is publicly available on the Internet. This includes:
  - A list of all authorised registrars, with links to their home pages.
  - A list of second level moderators and their contact details.
  - Current policy about domain names in .nz, dispute resolution, etc.
  - Frequently asked questions.
  - Links to other relevant sites.
- 6.2 If anyone has any questions regarding this document please email [policies@dnc.org.nz](mailto:policies@dnc.org.nz)