



Domain Name Transfer AWAY FROM Vialtus Solutions

This form should be used when you have a Domain Name registered with **Vialtus Solutions** and you wish to transfer it to another Internet service provider (ISP).

You should inform your new ISP of your intention to transfer your domain to them before submitting this form to **Vialtus Solutions**. Failure to do so may result in an extended interruption to your mail and/or web services.

Vialtus Solutions will not charge a penalty fee to transfer a Domain Name to another host unless a charge is levied by either the loosing or gaining Registrar.

The Transfer of a Domain Name is normally completed within 10 working days.

Please complete the following form - giving as much information as possible to facilitate the transfer of your Domain Name - and either fax the form to us on **0845 079 1035** or email **hostmaster@vialtus.com**

Important: If you have any other services with Vialtus you wish to cease, please contact our Customer Relations department on 0845 366 0845 option 4 and they will advise you on the method in which to cancel.

Please complete IN BLOCK CAPITALS

THE DOMAIN NAME TO BE TRANSFERRED:

ASSOCIATED SERVICE(S) TO BE CLOSED (e.g. mail redirection, mail rewriting, webspace,)

YOUR DETAILS (These details must exactly match the details that the Domain Name was registered with)

Company Name: _____ Contact Name: _____
 Telephone No: _____ Fax No: _____
 Email Address: _____ Customer Number: _____

YOUR NEW INTERNET SERVICE PROVIDER'S (ISP) DETAILS:

Company Name: _____ Hostmaster E-Mail: _____
 IPS-KEY (TAG): _____ (Only applicable to domain names ending .uk)

AUTHORISATION

I have read and understand the above information. I confirm that all the above information is correct and that I have consulted with my new ISP prior to submitting this transfer request.

Signature: _____ Name: _____ Date: 15/05/09

INTERNAL USE ONLY

Client ID: Resolver ID: TAG/Portal: Corbis: Date Completed:
 Authorised By: Print Name:

Domain Transfer Advice

IT IS NOT POSSIBLE TO TRANSFER DOMAINS THAT ARE LESS THAN 70 DAYS OLD

Transfer Process – UK registered domains (eg .uk)

Once we have received your completed Transfer form, we will change the IPS tag for the domain as requested. Nominet, the UK Registry, will send a confirmation email to your new ISP. Your new ISP will then update the domain record with their Name Server and billing and technical contact details.

Transfer Process – International domains (eg .com, .net)

Once we have received your completed Transfer form, we will ask our Registrar to remove the domain lock and issue you with your domain authorisation code. Please give this to your new ISP as this will allow them to initiate the transfer through their chosen Registrar.

Transfer Process – (.org, .info, .biz)

Again, once we have received your completed Transfer form, we will ask our Registrar to remove the domain lock and issue you with your domain authorisation code. Please give this to your new ISP as this will allow them to initiate the transfer through their chosen Registrar.

Transfer Process – (.gov.uk, .nhs.uk, police.uk)

Once we have received your completed Transfer form, we will mark your domain for transfer. You need to instruct your new ISP to apply for a WHOIS and Name Servers change directly with the Registrar. Remind them to setup their DNS record before the making the transfer application to ensure disruption to mail and/or web services is kept to a minimum.