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Changing who owns a domain: a contact update or a change of registrant, and what to expect

Domains & DNS

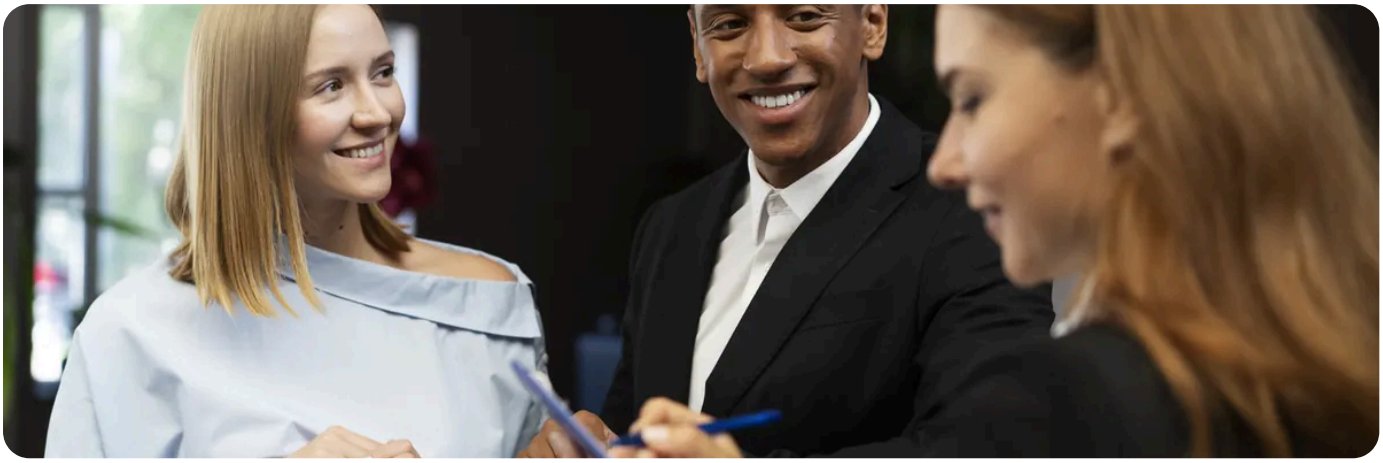
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1822	v2026.10.15	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

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Changing who owns a domain: a contact update or a change of registrant, and what to expect

Domains & DNS Created on **October 15, 2026** 2 min read



The short answer: changing the holder's **e-mail or phone** is a contact update. Changing **who the holder is** (from a person to the company, or from one company to another) is a change of registrant, and registries treat it with more care, because that is how domains are stolen. That is why proof is asked that whoever requests it has the right to, and some extensions apply restrictions for a while.

Which is your case

Situation	What it is	What to do
The e-mail or phone changed, the holder is the same	A contact update.	Do it on the domain: **Domain contact details**.
A misspelt name, the same person	A correction.	Open a ticket: some extensions allow corrections, others ask for proof.
The domain is in a person's name and moves to the company (or the reverse)	**A change of registrant.**	Open a ticket: see below what we need.
The domain belongs to another company and is being sold or given	**A change of registrant** between different parties.	Open a ticket with both sides confirmed.
The domain is going to another provider	A transfer, not a change of registrant.	See **Transferring your domain to another provider**.

What is usually needed, and what to expect

1. **Complete details of the current holder and the new one,** including the company's tax number, where it applies.

2 **Confirmation from both.** The current holder authorises, in writing, from the account's e-mail. It is how you stop someone taking a domain from someone who does not know.

3 **The domain must be in good standing:** not expired and not in dispute.

4 **There may be temporary restrictions.** In some extensions, after a change of registrant the domain cannot be transferred to another provider for a period. We tell you whether that applies to yours.

5 **The account may need to change too.** If the new company will manage the domain, it is best to have its account, not the leaver's: **Who owns the domain**.

! **Rules vary by extension.**
A local extension may have its own process, with registry forms. That is why we do not promise times or costs before seeing your case. And **never send us passwords** or the transfer code in an ordinary message: we do not ask for them.

If the change is because the domain is being sold, have the written agreement and the payment confirmation before you ask for the change.

NEED A HAND?

Need to change a domain's holder? Open a ticket with the domain and who the new holder will be.

Open a support ticket →

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- **Registry, registrar and registrant: who owns the domain?** →
- **Transferring your domain to another provider** →
- **Ten mistakes first-time website owners make, and how to avoid each one** →

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