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Transferring your domain to another provider

Domains & DNS

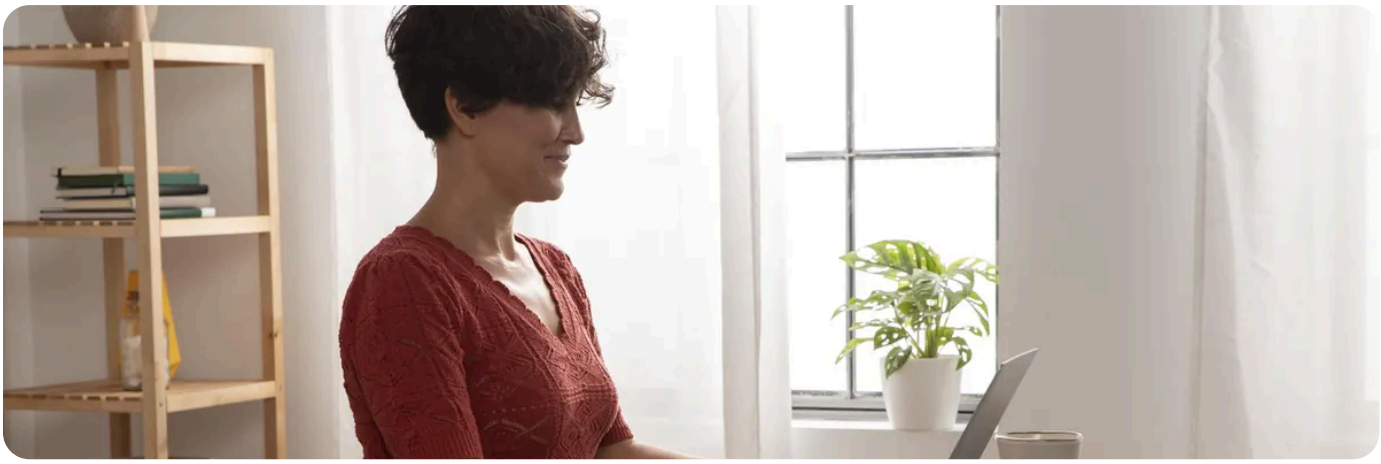
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https://www.meu.interweb.co.mz/knowledgebase/252

Transferring your domain to another provider

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The domain is yours. If you want to move it to another provider, that is your right and we will not stand in the way - nor will we ask you to explain why. This article tells you exactly what to do so the transfer goes through without surprises.

If you are on the other side of this and want to bring a domain *to* us, that is a different article: **how to transfer a domain to us**.

Before you start: four conditions

A rejected transfer rarely says why. Check these four things first and you avoid most rejections:

Condition	Why
Older than 60 days	A domain registered or transferred less than 60 days ago cannot be transferred again. That is the registry's rule, not ours
Not expired	A domain in the recovery period must be renewed before it can leave. See **expired domain**
Unlocked	The lock exists to stop unauthorised transfers. It has to be removed by you, deliberately
Owner e-mail reachable	Confirmation goes to the address in the WHOIS record. If you cannot read it, the transfer simply expires

Check the owner e-mail before anything else.
See what is published with **a WHOIS lookup**. If the address is wrong or no longer exists, fix it **before** requesting the code - once the transfer starts it is too late.

Unlocking and getting the authorisation code

The code goes by several names - **EPP**, auth code, authorization code, transfer key - but it is always the same thing: proof that whoever is asking for the transfer really is the owner.

1. Sign in to **My Interweb** and open **Domains**.
2. Click the domain you want to transfer.
3. In the side menu, find **Registrar Lock** and switch it off. Then look for **Get EPP Code**.
4. Give the code to the new provider. They start the transfer, not us.
5. Watch the owner's e-mail and confirm when asked. Nothing moves without that confirmation.

If those options are not on screen, you have not done anything wrong.
Not every extension is managed the same way - some are handled directly by us, and in those cases the code does not appear on screen. Open a support request naming the domain and we will send it to you. We do not charge for that.

Country domains work the same way

National extensions such as .ao and .mz also use the EPP code. You get it in Meu Interweb, in the same place, and give it to the new provider.

If the code does not appear or the new provider refuses it, open a support request and we'll send you a new one.

How long it takes, and does the site go down?

A transfer usually takes **five to seven days** once confirmed. Throughout that time the domain keeps working normally - a transfer changes who manages it, it does not switch it off.

The site only goes down if you change nameservers.
Those are two separate operations and they do not have to happen together. If you are moving hosting too, do it in the right order - see **how to migrate a site without taking it offline**.

A transfer adds a year - you do not lose one.
On transfer the domain normally gains another year counted from its current expiry date. The time you already paid for is not lost.

What if you change your mind?

Until you confirm from the owner's e-mail you can simply not confirm - the request lapses and the domain stays put. Once it has completed, bringing it back is a fresh transfer, and the 60-day clock starts again.

NEED A HAND?

Need the code, or want us to check whether the domain is ready to leave?

Request the code →

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Interweb Mozambique

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