Domain Provider Support Documentation

1. Domain Suspension & Reactivation

1.1 Reasons for Suspension

Domains may be suspended for the following reasons: policy violations, missing WHOIS information, or unpaid invoices.

1.2 Reactivation Process

To reactivate your domain, update WHOIS details and resolve any outstanding invoices. For suspensions due to abuse or policy violations, contact the Abuse Team.

2. API Authentication Issues

2.1 Common Authentication Errors

Check that you are using the correct API key, that it has not expired, and that you are making requests over HTTPS with proper headers.

2.2 Regenerating API Keys

If issues persist, generate a new API key in the Developer Portal and update your integrations accordingly.

3. Domain Transfer Support

3.1 Preparing for Transfer

Unlock your domain in the dashboard and request an authorization (EPP) code. Ensure WHOIS contact information is accurate before starting the transfer.

3.2 Restrictions

Domains cannot be transferred within 60 days of registration or a previous transfer.

4. Billing & Invoices

4.1 Paying Invoices

Invoices must be paid before renewal deadlines to avoid service interruptions. Payments can be made in the Billing section of your dashboard.

4.2 Disputed Charges

If you believe you were charged incorrectly, open a billing support ticket for review.