

Domain Name Registration

Q. How do I transfer control of a domain name away from Rakuten Communications?

A. Depending on the domain name and the domain registrar you would like to transfer control of the domain name to, there are several different ways to complete the transfer. The basic process is as follows;

1. Contact the new domain registrar and explain that you would like to transfer control of the domain name away from us and to them. At this point, they should ask you to complete some form of application to start this process
2. Contact us and inform us that you would like to transfer control of your domain name to another registrar. We will then ask you to complete a cancellation form to cancel the service and transfer the domain. Once we have received the completed cancellation form, we will either;
 - Send an authorization code to the contact email address registered with this domain (Noted in the [WHOIS](#))
 - Release the domain name to the new registrar upon receiving their request

The action taken by Rakuten Communications depends on the type of domain name being transferred. For example, when transferring a .com domain, an authorization code will be sent out by email and this should then be provided to the new domain registrar. When transferring a .xx.jp domain, the domain will simply be released to the new domain registrar, noted on the cancellation form, once we receive their transfer request

3. Once the transfer process has begun, initialized either by submitting the authorization code to the new registrar or receiving their transfer request, it will usually take 1-3 days to complete

If you have any questions or concerns about the domain transfer process, please feel free to [contact us](#)

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