



Frequently Asked Questions

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Change History

Version	Date	By	Change Summary
1.00	06/05/06	PHA	None – first draft
1.10	03/02/10	AC	Added EPP Transfer Comment

General Questions

What is a 'registrant'?

A registrant is the individual or organisation (e.g. limited company, partnership, sole trader etc) that registers a specific domain name. This individual or organisation holds the right to use that specific domain name for a specified period of time. This person or organisation is the 'legal entity' bound by the terms and conditions of the domain name registration agreement.

What is a registration 'agent' / 'reseller'?

A registration agent is the company or organisation that you choose to register your domain name through. This may be an Internet Service Provider (ISP) or a domain name reseller or just a company that specialises in registering domain names.

The registration agent is the agent through which people register domain names – it does not mean that they are an agent of Domicilium or in any way connected to Domicilium who are the administrators of the .im domain.

What domain names are available to be registered?

In order to check what domain names are available to be registered you can use our free on-line search facility which is located on the IM Registry home page at <http://www.nic.im>. Just type in the domain you wish to check and the system will let you know if it is available.

How do I register a domain name?

You can register a domain name via credit card at our web site <http://www.nic.im>. Simply click on the "New Domain" link on the home page and follow the instructions. Alternatively you can register your domain name through a registration agent. A list of registration agents is located at <http://www.nic.im/public/resellers.mth>.

Can I reserve a domain name?

Domain names are allocated on a strictly first-come, first-served basis.

How can I tell if my domain name has been registered?

The WHOIS is a mechanism that lets anyone view a register database entry. Click on the "Whois" link on the home page, enter the full domain name and click "Who Is Search". The WHOIS will respond with information about the domain name.

What should I do if the information on the WHOIS is incorrect?

In the first instance, you should speak to your registration agent or ISP. For example, if the registrant address is incorrect your registration agent will be able to amend these records on the .im database. Alternatively, if you registered the domain yourself via nic.im, you can log into the <http://www.nic.im> web site via the "Login" link on the home page and change the information for the domain using the links under "My Account".

I have lost my login details. What should I do?

If you have lost or forgotten your login details then click on the "login" link on the home page of <http://www.nic.im>. If you have forgotten your password then select the "Forgotten Password" link, enter your user name in the box provided, click the "Request Password" button and your password will be emailed to you at the address in your profile. If you have forgotten your username then click on the "Forgotten Username" link, enter your email address in the box provided, click the "Request User Name" button and the user name and password details associated with the email address you entered will be emailed to you.

How can I change my ISP/registration agent?

If you wish to move your domain name from your current registration agent to another, firstly you should contact your current agent and ask them to move the name across to the new provider. If your registration agent is unable to do this, or you are unable to contact them because they have ceased trading, you should contact the .IM Registry. Our contact details can be found on the <http://www.nic.im> web site by following the "Contact Us" link.

How do I cancel my domain name?

All .im domain names are cancelled at the expiry of the registration period. This means that a domain name will be removed from the register on the day of cancellation at some point before midnight.

What can I do if I believe that someone has registered a .im domain which I believe I have the rights for?

The IM Registry provides a dispute resolution policy which you should follow. Details of the policy and procedure can be found by following the "Disputes" link on the home page of <http://www.nic.im>.

What if the Name Checker shows that the domain name I applied for is unavailable?

Check the WHOIS as this may already have been registered by clicking on the "Whois" link on the home page. If the result from the WHOIS lookup shows the domain as not registered, then it is on our list of inappropriate domains and subsequently not available for registration (one example of an inappropriate domain

name is a word which includes profanity). Full details of the accepted structure of .im domains can be found at <http://www.nic.im/pdfs/IMRules.pdf>.

If you still believe you should be able to register the domain name in question, you can follow our dispute resolution procedure which can be found by following the "Disputes" link on the home page of <http://www.nic.im>.

Are domainname.org.im/domainname.co.im domains etc. still available or can you only register a domain with the extension .im eg myname.im?

Yes, domain names can still be registered by the public under the following suffixes:

co.im
ac.im

plc.co.im
org.im

ltd.co.im

Once I have successfully registered a domain name, how long until it is 'live'?

During July 2006, domain names will be live on the Internet domain name system 24 hours after registration. From August 2006, domain names will be live on the Internet domain name system within 30 minutes.

How do I transfer ownership of my domain?

This process involves several steps:

- Step 1 The person/company you wish to transfer your domain name to needs to register by clicking on the "Register" link on the <http://www.nic.im> home page.

- Step 2a Unlock your domain name by following steps 2b - 2e.

- Step 2b Log into the site via the "login" link on the home page, following the "My Account" link on the home page and selecting the "Manage Domains" link.

 You will see a list of domain names that you have registered under your user account. If you have many domain names registered, use the search feature on this page to identify the domain name you wish to unlock.

- Step 2c Check if the domain is locked or unlocked. Locked domains can be identified by the locked padlock symbol to the left of the domain name.

- Step 2d If the domain is locked, click on the domain name next to the padlock symbol, which will take you to a page displaying domain name details.

- Step 2e Click on the "Unlock Domain" link to unlock the domain.

- Step 2f If you are transferring your domain to another Registrar and they have asked for an Auth Code, you now need to:
- Select the 'Manage Domains' menu item;
 - Click on the domain name you are transferring;
 - On the 'Domain Details' page that displays you will see an 'Authorisation Code' displayed in the second field down under the Domain Name;
 - Make a note of this and supply it to the requesting Registrar.
- If this route is chosen then no further action is required to complete the transfer. If not then please follow steps 3a onwards.
- Step 3a The person/company you wish to transfer your domain name to logs into the <http://www.nic.im> web site via the "login" link on the home page, following the "My Account" link on the home page and selecting the "Request Transfer" link.
- Step 3b Enter a domain name and click "Next"
- Step 3c Select an existing owner from your account or create a new one using the "New Owner" button.
- Step 3d Specify the domain name contacts.
- Step 3e Specify the domain name contacts.
- Step 3f Confirm the transfer request by clicking the "Confirm button".
- Step 4 The current owner of the domain name will receive an email informing them of the transfer request. To approve the transfer, the current owner must log into the <http://www.nic.im> web site via the "login" link on the home page, follow the "My Account" link on the home page and select the "Domain Messages" link. A message will be visible informing you of the transfer request, which you can approve or reject.
- Step 5 The new owner can then administer the domain from their user account.

I tried to transfer a registered .im domain to my account from another user and I am told I can't as the domain is currently 'locked', why?

This is to stop unauthorised domain transfers. Please contact the existing owner(s) and ask them to 'unlock' the domain. Once this has been done, request the transfer again.

What happens if a domain I apply for shows as 'referred'?

The domain you have applied for has been referred to the Isle of Man Government Designated Official for approval. One example of domain names which will be referred are those which are connected to regulated activities on the Isle of Man. A

decision on the application of this domain will be made and you will receive an automated email informing you of the outcome.

If you still believe you should be able to register the domain name in question, you can follow our dispute resolution procedure which can be found by following the "Disputes" link on the home page of <http://www.nic.im>.

Who is Domicilium?

Domicilium are an Internet Service Provider and hosting company based on the Isle of Man. We are the designated managers of .im domain, by authority of the Isle of Man Government.

Is it possible to register one and two letter .im domain names?

Yes "premium" .im domain names consisting of one letter (£995 plus VAT per annum) and two letter domains (£495 plus VAT per annum) will also be available for registration.

Who can register an .im domain name?

Any organisation or individual can register a .im domain name on a first come, first served basis.

I currently have a .co.im or .org.im domain name registered. Can I also register the .im?

Yes, anyone with an existing third level .im domain i.e. domainname.co.im will have a preemptive right during July 2006 in which to register their corresponding second level .im domain name i.e. domainname.im before these domain names become available to the general public on a first come, first served basis.

Is there a charge for swapping from a .co.im to a .im domain name?

Yes, there is a small administrative charge of £5 per domain (plus VAT) to transfer your existing domain name contract. As long as your domain name remains in contract, we will run both domain names in parallel for a period of six months after the transfer which will enable you to phase out the use of the old version.

I anticipate registering a large number of .im domain names are there any discounts?

Yes, we offer a reseller programme which provides substantial discounts to volume purchasers of domain names. If you would like more information regarding our reseller programme please contact us. Our contact details can be found on the <http://www.nic.im> web site by following the "Contact Us" link.

Are any domain names not available?

Yes, certain domain names are not permitted. These include domain names which contain profanity and racist or offensive words.

Can I tell when my domain name will expire?

You can check by using the WHOIS facility on our website by following the "Whois" link on the home page, or by logging into the website with your user account. Your registration agent will normally contact you before the date your domain name registration expires to ask if you wish to renew it. If for any reason they do not contact you, we will contact you once to check whether you would like to renew.

What does the renewal date mean?

The renewal date shows when your domain name is next due for renewal. If you would like to renew your domain name then you need to contact your registration agent to arrange this or renew online using the .im Registry system.

How much does a domain registration cost?

Domain names can be purchased directly through the <http://www.nic.im> web site and pricing information can be found at <http://www.nic.im/public/pricing.mth>.

We provide volume discounts to our resellers who may offer different pricing for .im domains. A list of resellers can be found at <http://www.nic.im/public/resellers.mth>.

What currencies do you accept?

We only accept GBP pounds sterling.