

Welcome to Titan Internet

Domains Frequently Asked Questions



Thank you for purchasing a domain name through Titan.

Below is a selection of frequently asked questions relating to domain names. If you cannot find the answer in this guide or have any problems please contact us via <http://my.titaninternet.co.uk> or call **0845 625**

Please remember we do not give out account details over the phone.

You may find our Help Articles useful in assisting with any queries you may have, located within your knowledgebase at <http://my.titaninternet.co.uk>

▶ How do I renew my domain?

You will be e-mailed a reminder of your domain expiring approximately 30 days prior to the renewal date. This e-mail is sent to Renewal Users on Your Account.

You will also receive a daily reminder for 7 days prior to the domain expiring, which is sent to the Admin and Renewal Users.

Once a domain has expired all Users on your account will be sent an e-mail notification stating that the domain has ceased, and will be deleted (if applicable) shortly.

Failure to renew your domain before the expiry date may cause disruption of service.

▶ How do I transfer my domain name TO Titan Internet?

All domain name transfers should be ordered via our website.

Enter your domain name on the [domains transfer page](#) on our website.

After clicking next you will be shown some configuration options relating to the domains configuration:

- ▶ **Use with existing service** – if the new domain is to be used with a hosting service that you already have with us (domain aliasing)
- ▶ **Web and E-mail forwarding** – used if you wish to have the domain forwarded (or pointed) to an external hosting or e-mail address. All domain name registrations come with 1 free POP3 e-mail account. If you select this option you need to specify an address on the domain you are ordering.
- ▶ **Parking** – this is used when no domain configuration is required as yet and you just wish to hold the domain on your account.

For .uk domain transfers there is no fee. For all other domain types there is a transfer fee equal to 1 years domain registration as we automatically renew the domain for 1 year.

Once you have ordered a domain transfer we will confirm your order has been processed and request the following:

- ▶ For .uk domains we will request you have the IPS-TAG changed to our tag which is **TITAN**
- ▶ For other domains we will request you unlock the domain and provide the Auth-ID so that we can initiate the transfer

For other domain types that are currently held by the registrar using JOKER.COM we will provide our billing handle and you would then request the current registrar change the handle