

# Instruction to change provider

(CHPROV)

In order to transfer your domain from your previous provider to Hetzner Online following steps are necessary:

- 1** In order to handle the provider change smoothly please ask your previous provider for the Auth-Code of your domain.  
(When not available the Auth-Code can be given later. In this case please use the form on page 3)
- 2** Please forward your order via the Hetzner administrations interface `konsoleH` using following link:  
<http://www.hetzner.de/en/hosting/kontakt/bestell-konsoleh/>
- 3** Cancel your Domain contract with your previous provider.
- 4** Does the Owner and/or Admin-C data differ from the current WHOIS record, please fill in attached form "Domain Data Change" and send it to us as well.

Once you have completed all the above mentioned steps we will start the transfer with the relevant registry.

Please note when changing providers the domain registration costs apply once more, even if you have paid for the domain for example a year in advance.

Please contact us if you have any questions. Visit our Support center at <http://www.hetzner.de/en/hosting/kontakt/support-center/>

Best Regards

Hetzner Online AG

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**Hetzner Online AG**

Stuttgarter Str. 1  
91710 Gunzenhausen

Deutsche Bank AG Nuremberg  
IBAN: DE92 7607 0012 0750 0077 00 • BIC: DEUTDEMM760  
Account No.: 750 007 700 • Branch Code: 760 700 12

Management Board: Martin Hetzner Dipl. Ing. (FH)  
Chairwoman of Supervisory Board: Diana Rothhan  
Ansbach Registration Office: HRB 3204  
VAT Reg No.: DE812871812

Switzerland: Swiss Post PostFinance  
IBAN: CH87 0900 0000 9138 6671 7 • BIC: POFICHBEXXX  
Account No.: 913 866 717 • Branch Code: 9000

Tel.: +49 (0) 9831 61006-1  
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[info@hetzner.com](mailto:info@hetzner.com)  
[www.hetzner.com](http://www.hetzner.com)

# Domain Data Change

	Previous owner of the Domain:	Future owner of the Domain:
Company	<input type="text"/>	<input type="text"/>
First Name	<input type="text"/>	<input type="text"/>
Last Name	<input type="text"/>	<input type="text"/>
Street	<input type="text"/>	<input type="text"/>
Post Code/City	<input type="text"/>	<input type="text"/>
Country	<input type="text"/>	<input type="text"/>
Phone	<input type="text"/>	<input type="text"/>
Fax	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Date, signature and stamp of <b>previous</b> owner of the Domain	Date, signature and stamp of <b>future</b> owner of the Domain

	Previous Admin-C of the domain:	Future Admin-C of the domain:
Company	<input type="text"/>	<input type="text"/>
First Name	<input type="text"/>	<input type="text"/>
Last Name	<input type="text"/>	<input type="text"/>
Street	<input type="text"/>	<input type="text"/>
Post Code/City	<input type="text"/>	<input type="text"/>
Country	<input type="text"/>	<input type="text"/>
Phone	<input type="text"/>	<input type="text"/>
Fax	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Date, signature and stamp of <b>previous</b> Admin-C of the domain	Date, signature and stamp of <b>future</b> Admin-C of the domain

# Auth-Code Info

## Address of Registered Name Holder:

Company	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Street	<input type="text"/>
Post Code/City	<input type="text"/>
Country	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>

Domain Name	<input type="text"/>
Auth-Code	<input type="text"/>

Place, Date

Signature of Admin-C or Registered Name Holder

Please print out a copy of this message and send a signed copy to

**+49 (0)9831 / 610062**

or via post to Hetzner Online AG, Stuttgarter St. 1, 91710 Gunzenhausen, Germany

### Hetzner Online AG

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91710 Gunzenhausen

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