

# Instruction to change provider

## (CHPROV)

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

- 1** Please forward your order via the Hetzner administrations interface `konsoleH` using following link:  
<http://www.hetzner.de/en/hosting/kontakt/bestell-konsoleh/>
- 2** Fill in attached CHPROV confirmation form and send it to Hetzner Online. Is an Auth-Code necessary for your domain, please contact your previous provider to receive it.
- 3** Cancel your Domain contract with your previous provider with the comment: "Domain is being transferred by means of CHPROV".
- 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**

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  
Fax: +49 (0) 9831 61006-2  
info@hetzner.com  
www.hetzner.com



## STANDARDIZED FORM OF AUTHORIZATION

DOMAIN NAME TRANSFER - Initial Authorization for Registrar Transfer

Attention:

(insert Registered Name Holder or Administrative Contact of Record as listed in the WHOIS)

Re: Transfer of: (insert one or more domain names):

Domain:

Auth-Code:

ICANN Registrar Cronon AG Berlin Niederlassung Regensburg has received a request from

HETZNER ONLINE AG

on (insert date of request)  for us to become the new registrar of record.

You have received this message because you are listed as the Registered Name Holder or Administrative contact for this domain name in the WHOIS database.

Please read the following important information about transferring your domain name:

- You must agree to enter into a new Registration Agreement with us. You can review the full terms and conditions of the Agreement at [www.a-g-b.de](http://www.a-g-b.de)
- Once you have entered into the Agreement, the transfer will take place within five (5) calendar days unless the current registrar of record denies the request.
- Once a transfer takes place, you will not be able to transfer to another registrar for 60 days, apart from a transfer back to the original registrar, in cases where both registrars so agree or where a decision in the dispute resolution process so directs.

If you have any questions about this process, please contact [info@hetzner.com](mailto:info@hetzner.com)

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**

If you **DO NOT WANT** the transfer to proceed, then don't respond to this message.

Hetzner Online AG

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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"/>

\_\_\_\_\_  
Date, signature and stamp of **previous** owner of the Domain

\_\_\_\_\_  
Date, signature and stamp of **future** 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"/>

\_\_\_\_\_  
Date, signature and stamp of **previous** Admin-C of the domain

\_\_\_\_\_  
Date, signature and stamp of **future** Admin-C of the domain