



Customer Cancellation or Transfer of Domain Name and Associated Services Away from eircom net

If you decide to transfer away DNS services from eircom **net** you need to print and complete this form on company headed paper and return signed by an authorised signatory e.g. Administrative Contact or company director.

To ensure an efficient transfer and minimise downtime please complete the following steps in order:

1. Ensure your new ISP has prepared to receive the transfer.
2. Complete and return this form to facilitate eircom **net** removing the services.
3. Instruct your new ISP to initiate the transfer with the registration body.
4. eircom **net** will then remove your services from our servers.

Note: If the Administrative Contact e-mail address is incorrect or inactive the transfer may fail.

To avoid losing queued mail:

It is possible for eircom **net** to push down queued mail when a customer is moving ISP. To do this please provide an IP address of your new mail server or an email address that you want the mail forwarded to.

IP address _____ or Email address _____

Please review the current services below and indicate what services you wish to cancel:

DNS Records	_____	Remove?	Yes	No
Web Records	_____	Remove?	Yes	No
Mail Records	_____	Remove?	Yes	No
Access Account	_____	Remove?	Yes	No

Note: If you have smtp mail and you want this removed, you will have to return your IP address.

Important: If you request your domain to be removed from eircom **net** before your new ISP has updated your domain with their name server details, you will have a period of downtime until the new ISP has updated the registration body with the new details.

To minimise downtime, you should ensure that your new ISP has fully prepared to receive the transfer before you ask eircom **net** to remove your services.



CURRENT SERVICES

Please see below the current records and services associated with the domain name:

Domain name you wish to register:

Contact details:

Customer Name: _____

Phone Number: _____

Contact email address: _____

Declaration

I have reviewed the services held with *eircom net* and authorise removal of services from *eircom net* as indicated in this document. I accept that there may be downtime during any domain transfer which is outside the control of *eircom net* and clearly understand that *eircom net* accepts no liability, howsoever caused, for losses due to circumstances outside their reasonable control. I understand that cancellation / transfer will not take place if there are outstanding payments to be made for services with *eircom net*.

Authorised Signature: _____

Date: _____ / _____ / _____

This form can be returned by:

Fax: 1800 652 535

Email: business.solutions@eircom.net

Post: Eircomnet Renewals, 5th Floor, Telephone House, Marlborough St, Dublin

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