Support Portal | Registry Services

Can the holder's registrar charge for updating contact information when an update is required to obtain the authorization code?

Agent - 2026-10-13 - Registrar Transfer

Registrars are generally free to charge fees for most types of registration services. However, the current registrar is not permitted to charge a fee for providing an *authorisation code*. In this case, the fee relates to updating contact information, which the registrar is permitted to charge for. The fee must, however, be proportionate to the registrar's other fees.