

# Support Portal | Registry Services

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## If requested, can Registry Services move a domain's deactivation date forward to prevent deactivation?

Agent - 2022-07-08 - [Deregistration of domains](#)

No, the registrar is responsible for renewing the domains that the registrar manages and receives payment for, and subsequently performing the registration service via EPP.

If you as the registrar have failed to renew a domain name on time, it is a matter between you and the customer.

Registry Services does not provide assistance to registrars in these situations because we believe that this could steer the market in an improper manner.