Support Portal | Registry Services

Can Registry Services help a registrant with change of registrar (transfer), or provide an auth code?

Agent - 2026-10-13 - Registrar Transfer

The domain holder must request a registrar transfer from their current registrar.

If the domain holder has not received an authorisation code from their current registrar despite repeated attempts, they may contact Registry Services for assistance. Registry Services will then attempt to contact the registrar. If Registry Services is unable to reach the registrar, the authorisation code may be provided to the domain holder after five (5) working days.

If the domain holder is unable to obtain an authorisation code from their current registrar, the new registrar may refer them to Registry Services for assistance.