

From: A2 Hosting <support@a2hosting.com>
Sent: Wednesday, July 14, 2021 7:03 PM
To: GLENN M MILLER
Subject: Domain Transfer Failed :: christian-thinktank.net :: A2 Hosting



Toll Free (USA/Canada): [1-888-LINUX-HOST](tel:1-888-LINUX-HOST)

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Jul 14, 2021

GLENN M,

Thank you for choosing A2 Hosting. We appreciate your business!

The domain transfer you ordered was not successful. The response from our registrar was as follows:

christian-thinktank.net "Canceled - Invalid EPP/authorization key - Please contact current registrar to obtain correct key"

PLEASE DO NOT ORDER NEW DOMAIN TRANSFER FOR THIS DOMAIN!

There are two options for going forward:

1) We can attempt to transfer the domain again if you think the results will be different.

If you wish for us to re-initiate the transfer, there are a couple common problems that you can check for first:

a) Make sure the domain contact email addresses are up to date.

Particularly the 'Administrative' contact.

b) Make sure the domain is 'Unlocked'

c) Make sure the domain was originally registered *more* than 60 days ago -- it must be 60 days old or your transfer will fail.

For the tasks above, you will need to contact your current registrar or use the management screens they provide to accomplish those steps.

2) Or, you can optionally keep your domain at the current registrar and simply point to our nameservers:

NS1.A2HOSTING.COM

NS2.A2HOSTING.COM

NS3.A2HOSTING.COM

NS4.A2HOSTING.COM

We can provide a refund for the transfer fee if you choose this option.

Please submit a ticket at My A2 Hosting and let us know how you would like to proceed.

Thanks.

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