



YOUR PARTNER FOR GLOBAL GROWTH

CASE STUDY

TRANSFER OF DOMAIN NAME REGISTERED WITH A DORMANT REGISTRAR

BACKGROUND OF THE CASE

Our client had registered their website domain name with Domain Name Registrar - Net4 Network Services Limited (Net4), with latest renewal for 3 years done in 2018. Our client wanted to transfer their domain from Net4 to another registrar to facilitate email migration. Upon logging onto their Net4 account, our client realised that no option was provided by Net4 for initiating transfer and few other important details necessary for email migration were also missing. This unusual omission prompted them to seek Octagona India's assistance for completing domain transfer.

HOW DID OCTAGONA INDIA HELP?

Our team undertook the following actions:

- The very first step was to establish contact with Net4. We called their help line and office numbers but most calls did not go through and the ones which did, went unanswered. We also raised complaints and sent several emails.
- On not receiving any response on phone or email our team then decided to conduct physical due diligence. We visited Delhi, Noida and Pune Office of Net4 to establish contact. At Delhi and Noida, we were informed by the security guard that Net4 offices were taken over and sealed by a bank in India on account of Net4's failure to pay their loan. The Pune office was not in existence.
- Understanding the complexity of the problem, we undertook preliminary inspection of Net4's records present on the website of the Ministry of Corporate Affairs and noted that current status of the Company was 'Under process of Striking-off'. Our team understood that a quick and effective action was required to ensure our client's domain remains protected.
- Therefore, we immediately raised a complaint with the Internet Corporation for Assigned Names and Numbers (ICANN), an internationally recognised the highest authority for registered domain names. Meanwhile, from internet research we understood that many registered domain holders were facing same problem.

- With ICANN's guidance, we initiated another complaint with National Internet Exchange of India (NIXI) seeking their assistance for domain transfer. We submitted required details and took follow-ups.

Once all the requirements were fulfilled, we received necessary details from NIXI for completing domain transfer. To bring the matter to an appropriate end, we immediately contact another Domain Name Registrar and completed the domain transfer.

FINAL OUTCOME

We understood the gravity of the problem and by taking right steps at the right time, were able to help our client in protecting a very important part of their virtual presence: their domain name.



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