

Allstream Small Business Customer Help Guide

Domain Name Registrations & Transfers

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Introduction

Welcome to Allstream Small Business. We wrote this document to help our customers get the most out of their telecommunications services. While we do have excellent people available to provide technical support, we have designed our system to enable our customers to control their own systems easily and effectively.

Domain Names

Creating a New Domain Name

Allstream representatives will create a new domain name for you; however, there are a few steps that you need to complete before we can register your domain name.

1. Select an available domain name under the desired top level domain (a top level domain is, for example, .ca or .com). Domain name availability can be tested at <http://www.mts.ca/nationaldomain/>
2. Contact Allstream Small Business to request the domain name. A Sales representative will send you a letter of authorization (LOA) form that must be completed before Allstream Small Business can create your domain name on your behalf.
3. Complete the letter of authorization form and send it back your Allstream Small Business Sales representative.
4. Allstream Small Business will confirm that your domain name has been created.

Note: Domain names under the .ca top level domain require a couple of extra steps. If you request a .ca top level domain, CIRA (the organization that manages the .ca top level domain) will send you an email requesting that you confirm that you are actually the owner of the domain that is being registered. You **must** respond to this email before the .ca domain can be registered by Allstream Small Business. If you do not respond to the email then your .ca domain will not be registered. Please note that you do not have to pay CIRA any additional charges to register a .ca domain.

Transferring a Domain Name (.com, .net, .org, etc.)

If you already have an existing domain name, you will need to transfer the domain name registration from your existing service provider to Allstream Small Business. The domain name transfer **must** be completed by the domain name owner and can not be completed by Allstream Small Business. If required, one of our representatives will be able to assist you in transferring your domain name.

To perform a domain name transfer:

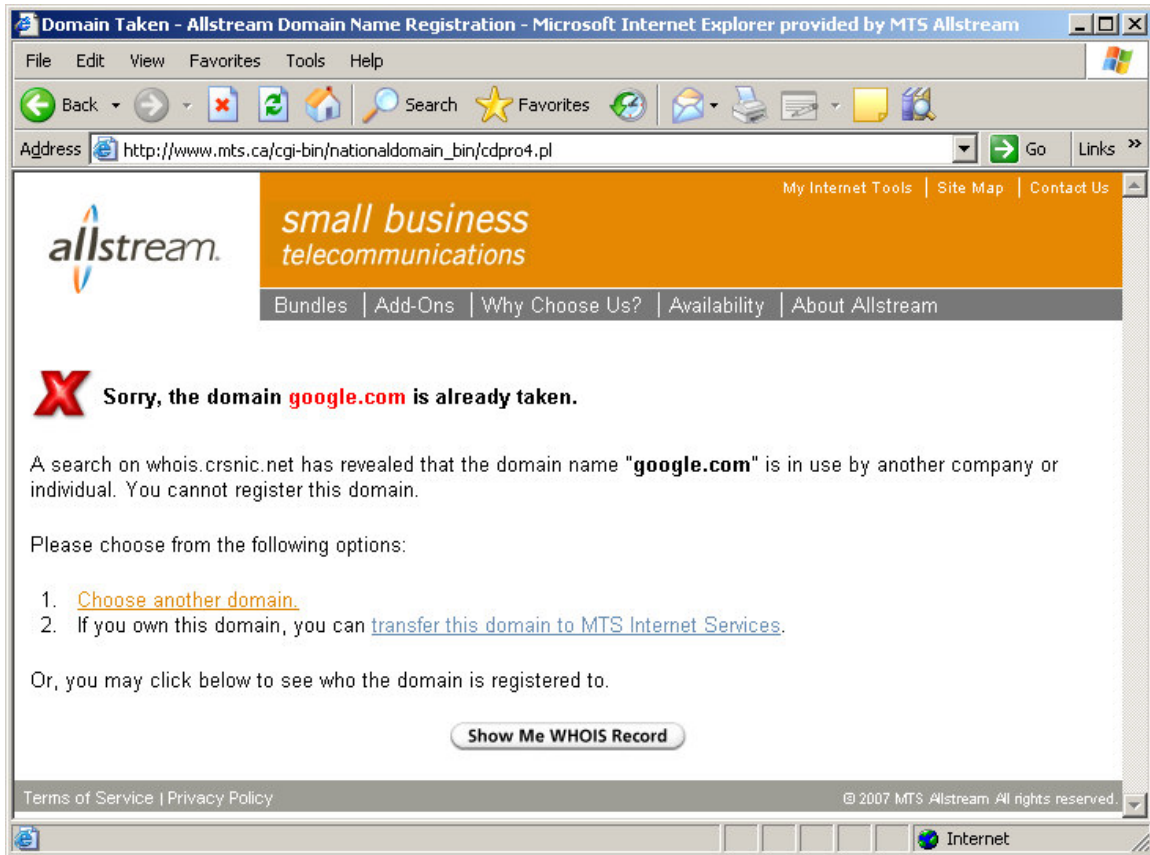
1. Contact the company that your domain name is currently registered with, and ask them for the *domain name transfer authorization code*. Most domain registration companies have the ability to request the domain name transfer authorization code online.

Note: If you **do not** obtain this code you will not be able to transfer your domain registration from your current service provider to Allstream.

The information in this guide is provided for your convenient reference only and is based on a typical user's system set up. Because individual users may have unique system set ups and software configurations, Allstream does not guarantee that you will get the results you expect. If you have any concerns you should only proceed with the assistance of an expert software technician of your choice. Allstream assumes no responsibility or liability whatsoever for any loss or damage which may result from the registration and transfer of your domain name as discussed in this guide. By proceeding with this set-up, you assume all risk of loss or damage. (© MTS Allstream Inc. All rights reserved.)

2. Go to: <http://www.mts.ca/nationaldomain/>

3. Enter the domain name to be transferred, into the *Domain Name* field.
4. In the text box to the right, select the relevant top level domain name (ie. .com, .ca, .org) associated with the existing domain name.
5. Click the *Check Name* button.



6. The response will indicate that the domain name already exists and is in use (that's good, as a domain name must exist and be in use in order to be transferred).
7. Click the *transfer this domain to MTS Internet Services* link.

Tools

Domain Name Management

Domain Name Registration Form

Domain Information (Click to Expand & Collapse)

Domain Name Registration Services are provided subject to the [Domain Name Registration Terms and Conditions](#) (click to view).

Domain Name: google.com

Contact Information (Click to Expand & Collapse)

Legal Type:

Company:

First Name:

Last Name:

Address:

City:

Province:

Postal Code:

Country:

Phone:

Fax:

Email:

Administrative Contact (Click to Expand & Collapse)

Technical Contact (Click to Expand & Collapse)

Technical Specifications (Click to Expand & Collapse)

By clicking "I accept" below, I expressly acknowledge and agree that:

- All information provided by me to MTS Allstream Inc. in connection with the services that I have subscribed for (the "Services") is correct.
- The domain name registration and management services shall be provided subject to the [Domain Name Registration and Management Terms and Conditions](#).
- I shall be bound by the terms and conditions above referred to without the need for a signature by either MTS Allstream Inc. or me.
- A printed version of the above referred to terms and conditions and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to the terms and conditions to the same extent as other business documents and records generated and maintained in printed form.

MTS Allstream Inc. requires this information to complete your order. MTS Allstream Inc. uses this information to market and provide ongoing services to customers but will not use or release confidential personal information for any other reason without your permission.

8. Complete all of the mandatory fields in this form in order to transfer your domain to Allstream Small Business. Refer to the table below for the list of all of the required fields and what needs to be entered into the field. Each of the sections can be expanded or collapsed by clicking on the section header.

Field	Action
<i>Domain Name Section</i>	
Terms and Conditions	Click the link to read the Domain Name Registration Terms and Conditions
<i>Contact Information Section</i>	
Legal Type:	Select the Canadian Unincorporated Association from the drop down list.
Company:	Enter your company name in this field.
First Name:	Enter the first name of the contact person at your company.
Last Name:	Enter the last name of the contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,
Country:	Do not change Canada as the default country.
Phone:	Enter the contact person's phone number
Fax	Enter the contact person's fax number
E-mail:	Enter the contact person's email address
<i>Administrative Contact Section</i>	
Company:	Enter your company name in this field.

Field	Action
First Name:	Enter the first name of the administrative contact person at your company.
Last Name:	Enter the last name of the administrative contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,
Country:	Do not change the default Canada as the country.
Phone:	Enter the administrative contact person's phone number
Fax	Enter the administrative contact person's fax number
E-mail:	Enter the administrative contact person's email address

Technical Contact Section

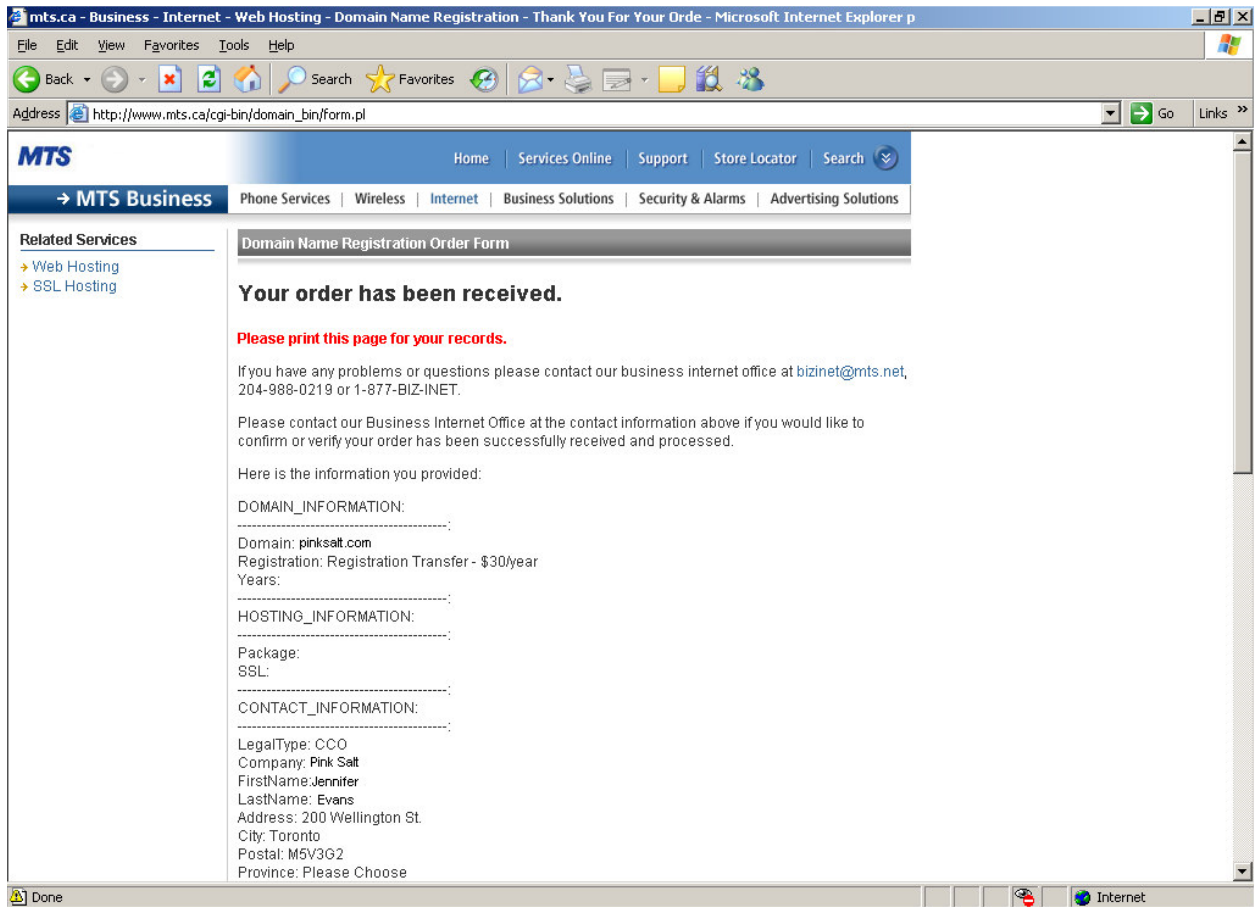
Company:	Enter your company name in this field.
First Name:	Enter the first name of the administrative contact person at your company.
Last Name:	Enter the last name of the administrative contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,

Field	Action
Country:	Do not change the default Canada as the country.
Phone:	Enter the administrative contact person's phone number
Fax	Enter the administrative contact person's fax number
E-mail:	Enter the administrative contact person's email address

Technical Specifications Section

Name Server 1:	Do not change existing default settings.
IP Address of Name Server 1:	Do not change existing default settings.
Name Server 2:	Do not change existing default settings.
IP Address of Name Server 2:	Do not change existing default settings.
Optional Name Servers:	Do not change existing default settings.

9. Read the *Terms and Conditions* related to transferring your domain to Allstream.
10. Click the *I Accept* button.



11. You will receive the message *Your order has been received*. This indicates that you have requested your domain to be transferred from your current service provider to Allstream Small Business.
12. You will also receive an email stating that if you want to transfer your domain to MTS Allstream Inc you will need to perform some additional steps to accept the transfer of your domain. Follow the instructions in this email to ensure your domain is transferred to Allstream Small Business.
NOTE: This email will be sent to the *Administrative Contact* that you specified in the online *Registration Form*. Please refer to step #8.
13. The email will provide the following information that you will need to complete the domain transfer to Allstream Small Business:
 - Domain Name: used login to the transfer confirmation website
 - Transfer Key: used to login to the transfer confirmation website
 - Website link to the transfer confirmation website - <https://rr-n1-tor.opensrs.net/transfers/>



14. Enter the following information in the fields provided:

Field	Action
Domain Name:	Enter the domain name provided in the transfer confirmation email. Refer to step #12 & #13.
Transfer Key:	Enter the transfer key provided in the transfer confirmation email. Refer to step #12 & #13.

15. Click the *Retrieve Transfer Request* button.

We have received a request for the following domain transfer:

Domain Name	Current Registrar	Whois Information
ecode204.com	SIBERNAME.COM, INC.	Whois Information

The domain listed above will be transferred to:
MTS Allstream Inc.

Before responding to this Transfer Confirmation please:

- Read the [Domain Transfer and Registration Contract](#)
- Use the WHOIS Information link (above) to compare the current WHOIS info to the WHOIS info that will appear after the transfer completes - thus verifying any possible changes in ownership or contact details

Either check here:

to indicate that the **Registrant(s)** for the domain listed above

- Has both read and understood the Domain Transfer and Registration Contract
- Fully accepts the terms of the Domain Transfer and Registration Contract
- Approves any changes to the WHOIS, and the domain transfer to MTS Allstream Inc.

The authorization code for the domain is also required to approve this transfer request. Please enter it in the field below. This code is obtainable from the current registrar of record. The code is typically 8-32 digits in length, consisting of numbers and letters. For more information regarding this code, please click [here](#)

Authorization code:
 for ecode204.com

Please be advised that an Authorization Code is now required for all .COM/.NET transfers. If the code does not work, please contact your current registrar shown at the top of this page for the correct Authorization code. Thank You

or here:

To **decline** the transfer to MTS Allstream Inc.

Daytime Phone:

 required (eg. 416-555-1122 x333)

Please be aware that there is usually one more step after this confirmation. Your current Registrar (eg. Network Solutions) will need to verify the authenticity of this transfer. Usually they will do this by sending an email to the current email address listed as the administrative contact for your domain name. You may check this in the Whois Comparator. If you no longer have access to this email address, please contact your current Registrar to have this changed. You may then notify us of the update at mts@mts.net and we will resubmit the transfer.

16. Enter the following information in the fields provided:

Field	Action
Authorization code:	Enter the transfer authorization code that you obtained from your current domain registration provider. Refer to step #1.
Daytime Phone:	Enter the phone # of the Administrative contact.

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17. Click the 'Submit Request' button.



Your transfer request will now be submitted to the current registrar, and may take up to 7 days to complete. Below is your transfer authorization receipt, please print a copy for your files.

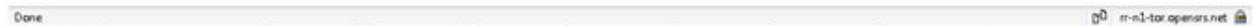
Transfer Form of Authorization
to Registrar: OpenSRS
and Reseller: MTS Allstream Inc.

The following transfer:

Domain Name	Current Registrar	Authorization code
ecode204.com	SIBERNAME.COM, INC.	n/a

has been authorized with the following confirmation data:

Administrative Contact Email:	ecode204@namor.ca
Daytime Phone Number:	2049417033
Date and Time:	Fri Apr 11 10:11:28 2008
IP Address Used:	216.130.67.85



18. You will receive the message *Transfer Form of Authorization* which means that you have authorized your request to transfer your domain from your current service provider to Allstream Small Business.

19. You will also receive an email stating that you have accepted the transfer of your domain from your current service provider to Allstream Small Business.

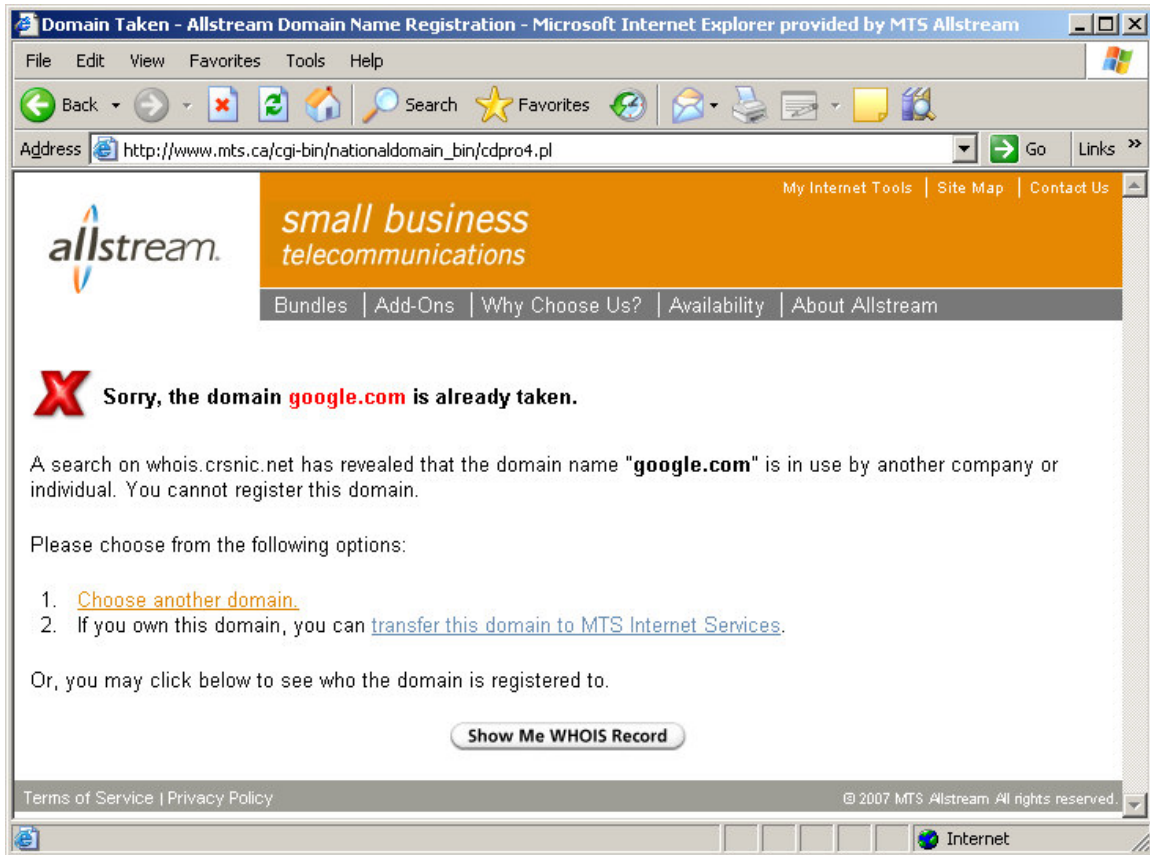
Transferring a .ca Domain Name Only

If you already have an existing domain name, then you will need to transfer the domain name registration from your existing service provider to Allstream Small Business. One of our representatives will be able to assist you when transferring your domain name.

To perform a domain name transfer, follow these steps:

1. Go to: <http://www.mts.ca/nationaldomain/>

2. Enter the domain name to be transferred, into the *Domain Name* field.
3. In the text box to the right, select the relevant top level domain name (ie. .com, .ca, .org) associated with the existing domain name.
4. Click the *Check Name* button.



5. The response will indicate that the domain name already exists and is in use (that's good, as a domain name must exist and be in use in order to be transferred).
6. Follow the instructions and click the *transfer this domain to MTS Internet Services* link.

Tools

Domain Name Management

Domain Name Registration Form

Domain Information (Click to Expand & Collapse)

Domain Name Registration Services are provided subject to the [Domain Name Registration Terms and Conditions \(click to view\)](#).

Domain Name: google.com

Contact Information (Click to Expand & Collapse)

Legal Type:

Company:

First Name:

Last Name:

Address:

City:

Province:

Postal Code:

Country:

Phone:

Fax:

Email:

Administrative Contact (Click to Expand & Collapse)

Technical Contact (Click to Expand & Collapse)

Technical Specifications (Click to Expand & Collapse)

By clicking "I accept" below, I expressly acknowledge and agree that:

- All information provided by me to MTS Allstream Inc. in connection with the services that I have subscribed for (the "Services") is correct.
- The domain name registration and management services shall be provided subject to the [Domain Name Registration and Management Terms and Conditions](#).
- I shall be bound by the terms and conditions above referred to without the need for a signature by either MTS Allstream Inc. or me.
- A printed version of the above referred to terms and conditions and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to the terms and conditions to the same extent as other business documents and records generated and maintained in printed form.

MTS Allstream Inc. requires this information to complete your order. MTS Allstream Inc. uses this information to market and provide ongoing services to customers but will not use or release confidential personal information for any other reason without your permission.

7. You will need to complete all of the mandatory fields in this form in order to transfer your domain to Allstream Small Business. Refer to the table below for the list of all of the required fields and what needs to be entered into the field:

Field	Action
<i>Name Section</i>	
Terms and Conditions	Click the link to read the Domain Name Registration Terms and Conditions
<i>Contact Information Section</i>	
Legal Type:	Select the Canadian Unincorporated Association from the drop down list.
Company:	Enter your company name in this field.
First Name:	Enter the first name of the contact person at your company.
Last Name:	Enter the last name of the contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,
Country:	Do not change Canada as the default country.
Phone:	Enter the contact person's phone number
Fax	Enter the contact person's fax number
E-mail:	Enter the contact person's email address
<i>Administrative Contact Section</i>	
Company:	Enter your company name in this field.
First Name:	Enter the first name of the administrative contact person at your

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Field	Action
	company.
Last Name:	Enter the last name of the administrative contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,
Country:	Do not change the default Canada as the country.
Phone:	Enter the administrative contact person's phone number
Fax	Enter the administrative contact person's fax number
E-mail:	Enter the administrative contact person's email address

Technical Contact Section

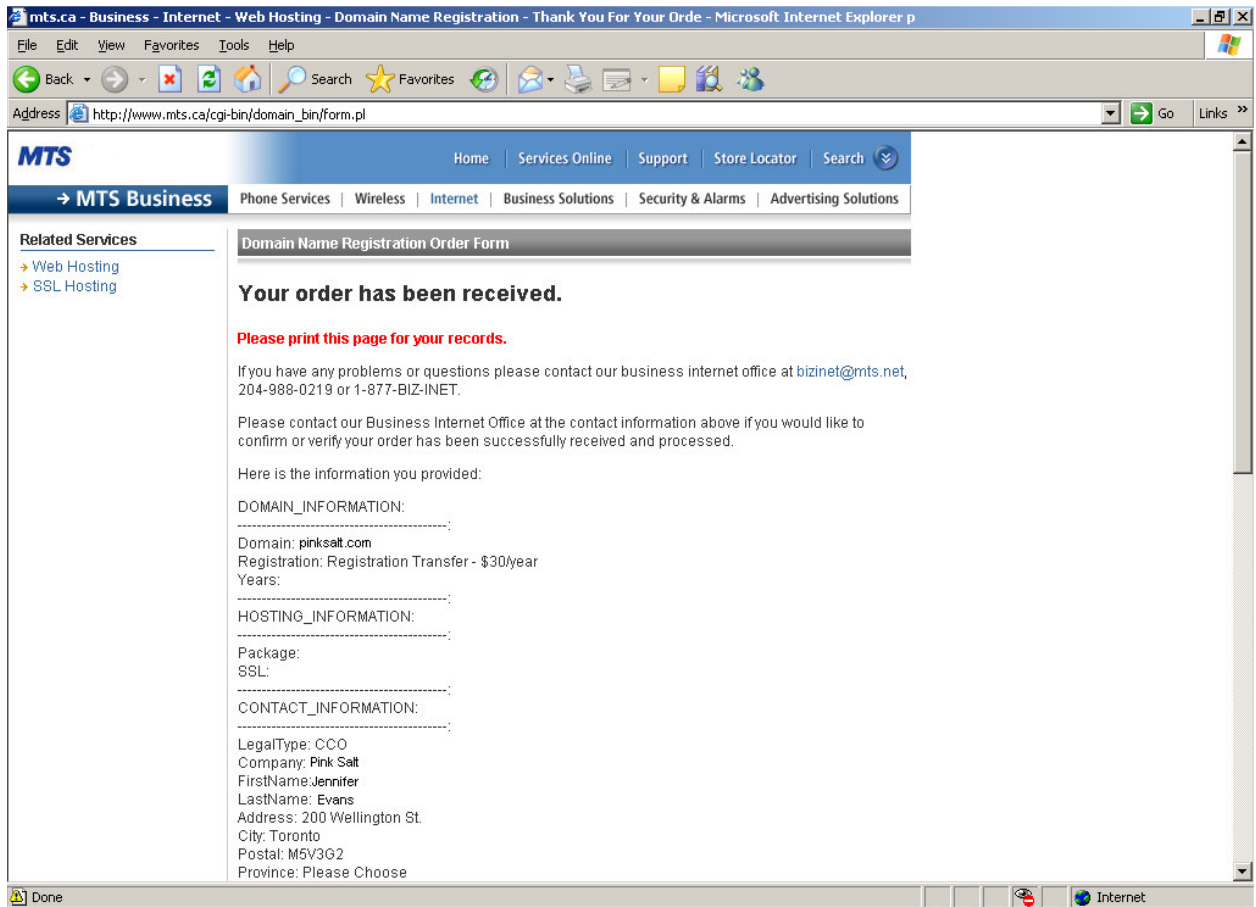
Company:	Enter your company name in this field.
First Name:	Enter the first name of the administrative contact person at your company.
Last Name:	Enter the last name of the administrative contact person at your company.
Address:	Enter your company's street address
City:	Enter the city where your company is located.
Postal:	Enter your company's postal code
Province:	From the drop down list select the province where your company is located,
Country:	Do not change the default Canada as the country.

Field	Action
Phone:	Enter the administrative contact person's phone number
Fax	Enter the administrative contact person's fax number
E-mail:	Enter the administrative contact person's email address

Technical Specifications Section

Name Server 1:	Do not change existing default settings.
IP Address of Name Server 1:	Do not change existing default settings.
Name Server 2:	Do not change existing default settings.
IP Address of Name Server 2:	Do not change existing default settings.
Optional Name Servers:	Do not change existing default settings.

8. Read the *Terms and Conditions* related to transferring your domain to Allstream Small Business.
9. Click the *I Accept* button.



10. You will receive the message *Your order has been received* online which means that you have requested that your domain to be transferred from your current service provider to Allstream Small Business.
11. You will also receive an email from CIRA stating that if you want to transfer your domain to MTS Allstream Inc you will need to perform some additional steps to accept the transfer of your domain. Follow the instructions in this email to ensure your domain is transferred to Allstream Small Business.



Canadian Internet Registration Authority
L'Autorité canadienne pour les enregistrements Internet

Registrant login
Connexion des titulaires de noms de domaine

Registrant login/Connexion des titulaires de noms de domaine

Access your Registrant profile to:

- Confirm your dot-ca domain name registration
- Confirm any changes to your dot-ca domain name registration

Accédez à votre profil de titulaire de nom de domaine pour:

- Confirmer l'enregistrement de votre nom de domaine point-ca
- Confirmer les modifications de l'enregistrement de votre nom de domaine point-ca

Registrant User Account Number:
Numéro de compte de titulaire:

Password:
Mot de passe:

Forgot your Registrant User Account or password?

Oublié votre numéro de compte de titulaire ou mot de passe?

This is not the CIRA Member login.

Ceci n'est pas la connexion des membres de l'ACEI.

If you want to participate in Member activities visit the [CIRA Member website](#).

Pour participer aux activités réservées aux membres, visitez le [site web des membres de](#)

12. Enter the following information in the fields provided:

Field	Action
Registrant User Account Number:	<p>Enter the registration user id that you received when you first registered your domain.</p> <p>If you do not have this registration user id, Allstream Small Business will not be able to provide you with this information.</p> <p>If you do not have your registration user id you can follow the links on the CIRA login page to obtain your user id.</p> <p>Note: The user id and password will be sent to the current 'administrative' contact.</p>
Password:	Enter the password you assigned to the registration user id.

13. Click the *OK* button.

14. Please perform all of the steps that the CIRA email outlines exactly to transfer your domain name successfully.

15. You will receive a confirmation email from CIRA informing you that your domain name has been successfully transferred.

Appendices

Appendix 1 – Glossary

Domain Name (DN)

The term “Domain Name” has several uses. For the purposes of this document, we will focus on one meaning. A domain name is used to define hosting, be it for web sites or email or what have you. An example of a domain name would be “allstream.com”. The corresponding web site would be www.allstream.com.

Top Level Domain (TLD)

A top level domain terminates every domain name. Top level domains consist of either one of a small number of unique values, such as “.com” or “.org”, or one of a list of two-character regional identifiers such as “.ca” or “.us”.

Appendix 2 – Technical Support

For further support, please call the Allstream small business technical support line at **1-877-663-2791**