

Kind Attention: Net4 India Registrant

In the recent days, NIXI was informed that Net 4 India, who is one of the registrars of NIXI for Country code domain “.IN” has some issues in maintaining domains. NIXI investigated the matter and took following steps to ensure uninterrupted service to end users of .IN domain.

1. Net4 India has approx 73,000 .IN domains of NIXI out of a total of more than 25 lakh domain being operated by more than 138 registrars world over.

- There are two areas where Net 4 India has to extend services to end user of domain “.IN”
 - ✓ Renewal of domain by paying requisite fees.
 - ✓ Name server and WHOIS update from .IN domain registry (NIXI) if any.
- NIXI has decided not to discontinue the .IN Services for those .IN domain end users whose renewal is due.
- For Name server update, end users may send mails to following email ids to avail direct services (without help of Net4 India)
 - ✓ support@nixi.in
 - ✓ registry@nixi.in
- NIXI has started permitting end users of .IN Domain to migrate to other registrars (other than Net 4 India). NIXI has executed all such requests successfully and NIXI don't keep any waiting list of such requests.
- For transfer request, you may submit following to support@nixi.in
 - a.) In case of Individual
 - ✓ Domain name of registrant.
 - ✓ Self attested ID & Address proof of registrant.
 - ✓ Contact No. & Contact E-Mail ID of registrant in e-mail text body.
 - ✓ Send e-mail from registered e-mail ID for transferring of Domain from one registrar to another.
 - b.) In case of Company
 - ✓ Request letter on letterhead signed by authorised signatory for transferring of Domain from one registrar to another registrar.
 - ✓ ID proof of authorised signatory.

- ✓ Company's legal entity proof.
- ✓ Contact No. & Contact E-Mail ID in e-mail text body.

2. In case of domains other than .IN (like .com, .net, .org etc), first please try to reach out to Net4India designated officer Mr. Pankaj Shukla (Tel: - 9650821618); pankaj.s@net4.com ; icannresolutions@net4.com) to get resolution more efficiently. Separately, you can also try to reach out to the NCLT appointed Resolution Professional, Mr. Vikram Bajaj. He is reachable at 99999-89408 and his email ID is bajaj.vikram@gmail.com . However if you wish to file a complaint with ICANN (the organization who support all such domains) you may reach out to <https://www.icann.org/compliance/complaint> .

We hope above information may be useful & helpful to you.

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