.support

This article describes the procedures and requirements of .support domain names.
Click on the subject below to open the dropdown for more information.

Registration

Successful domain registration via RCP or API requires:

- two or more nameservers or a nameserver group
- registrant e-mail address verification applies

Transfer

Successful domain transfer via RCP or API requires:

- authorisation code
- two or more nameservers or a nameserver group
- registrant e-mail address verification applies

During the transfer period which can take 6 days, the current provider or the owner can reject to the transfer.

The registration period after a successful transfer will extend with 1 year, unless the transfer is ordered within the domain's auto-renew grace period at the previous registrar.

Problems transferring your domain?

Please take a look at this extended article for possible solutions.

Authorization code required	yes
Method of confirmation	authcode,email
Registration period after transfer	extends
Average transfer time	Max. 6 days

Advanced and simple transfers available	Contact our Sales department to check if easy transfer of 100 or more .support domains is available.

Update

Owner change (trade)

- requested as a normal domain update via RCP or API
- processed realtime
- both previous and new registrant will receive an e-mail. This is a notification only, no action is required.
- registrant e-mail address verification applies

Other update

- requested via RCP or API
- processed realtime

If as part of the update the domain owner's e-mail address changes, we're obliged to start a contact verification process if this new e-mail address was not verified before.

Deletion / Restore

Delete

Explicit delete

- Requested via RCP or API
- processed realtime
- will directly result in quarantine (redemption period) (**no** soft quarantine applies)

Expiration
In case the domain expires (not renewed in time);

- will not be deleted directly at the registry
- will lead to *soft quarantine,* followed by regular quarantine

Restore / reactivate

- restore / reactivation supported via RCP or API
- quarantine periods can be found under
  Detailed extension information > Technical information > Quarantine period
- After quarantine, 5 days *PendingDelete* period (restore **not** possible)

Detailed extension information

Registry	• Registry: Donuts • Registry whois: whois.nic.support • Registry web based whois: https://whois.donuts.co • Registry zonefile updates: Realtime
Domain lifecycle	[External embedded content: https://www.openprovider.com/domain-lifecycle/domains.php?ext=support]

Technical information	• DNSSEC support: yes • Minimum length: 3 characters • Maximum length: 63 characters • Allowed characters: a-z, 0-9, - • IDN characters: yes • Registration period: 1-10 years • Renewal date offset: 0 days *The number of days before the registry's expiration date, that Openprovider requires the domain to be renewed or expired. More info.* *Note that the dates as shown in your Openprovider account are always leading, even if they do not match the renewal date offset mentioned here.* • Soft quarantine period: 40 days *During this period, following after an expiration, the domain can be restored for free. This period does not apply if the domain is deleted explicitly. More info.* • Quarantine period: 0 days *During this period, an expired or deleted domain name can be reactivated at an additional fee.*
Restrictions	• Local presence required? **no** • Does Openprovider provide local presence services? **n/a** • Local activity required? **no** • Correct nameserver configuration required? **no** • As the registry is a US entity, the registrant may not have a connection with a country or region on the US sanctions list • The Domain(s) can be registered without further limitations.
Policies	• All policies on the registry's website • **Premium policy**: recurring premium fee • Acceptable Use and Anti-Abuse Policy
Registration agreement	*The registry requires that a registration agreement is in place between the provider and the domain holder. The text of this registration agreement and any required supplements is the following:* • General registration agreement

Due to the regular changes in registry rules and configuration or missing information from registry side, and despite our effort to keep our knowledge base up-to-date, information in the knowledge base may be outdated or incorrect. If you encounter some issue, please report it through the "HotJar" feedback collector on the bottom right, or (if it is blocked by your browser) by clicking the "Submit a request" link below. No rights can be derived from the information in this knowledge base. If there is discrepancy between the knowledge base and the process in Openprovider, the process in Openprovider is leading.

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