

**Domain(s) and DNS Transfer Agreement  
Milestone Internet Marketing, Inc.**

**Technical Terms:**

**Domain Registrar:** is the company that you originally bought your domain from or company where your domain currently resides with

**Name Server:** contains Domain Name Server (DNS) records

**DNS Records:** guides Web traffic (A-record and C-name) and Email traffic (MX records) to the right server location

**FAQs:**

1. Why do you recommend Domain(s) and Name Server to be transferred under Milestone control?
  - a. Domain(s): To avoid website downtime due to domain expiration or accidental change of Name Server
  
  - b. Name Server: To easily manage DNS records (MX record, A-record, C-name and sub-domain(s). When changing or updating Name Server information, we will strive to ensure that there is no or minimal website and email downtime

*Note: If you are not familiar or feel uncomfortable or do not have an in-house technical team to manage Domain(s) and DNS records, we highly recommend that you transfer your domain(s) and Name Server to Milestone.*

2. Who will be the domain(s) owner if domain(s) is under Milestone control?
  - a. Your hotel (company) will still be the Account Holder (Owner) of your domain(s), meaning you will have all rights to the domain and are the sole owner of the domain. Milestone will only be your domain(s) administrator.
3. Will there be any downtime for our website while transferring Domain(s) and DNS under Milestone control?
  - a. Typically, there will be no downtime at all during the transfer. However there are some exceptional cases that will require a very minimal downtime. In such situation, Milestone team will work closely with you to choose the best timeframe for the transfer to be completed to minimize effects of any downtime.

**Options:** (please check one of the options below)

Option 1: We want to control our domain(s) and DNS

○ By selecting this option, you agree that:

▪ Milestone will not be responsible for any domain(s) expiration and/or Name Server changes and/or DNS records changes.

▪ Milestone will not be able to provide you any technical support regarding your Domain(s), Name Server, and DNS records changes. You will need to contact your current domain(s) registrar for any technical support.

**What we need from you?** The IT team will not need anything.

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Option 2: We want to control our Domain(s) and would like Milestone to control our DNS records.

○ By selecting this option, you agree that:

▪ Milestone will not be responsible for any Domain(s) expiration and/or Name Server changes. Milestone will not be able to provide you any technical support which relating to Domain(s) and Name Server changes. You will need to contact your current domain(s) registrar for any technical support.

▪ Milestone will control our DNS records and will be responsible for any DNS changes.

**What we need from you?** If your website is currently live, we will need a copy of your current DNS zone file. Please contact your current registrar to get a copy. A text file would be ideal, but a screen shot will be sufficient.

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Option 3: We would like Milestone to control our Domain(s) and Name Server/DNS

○ By selecting this option, you agree that:

▪ Milestone will be responsible for Domain(s) Expiration, Name Server changes and DNS records changes. Please contact Milestone for any technical support related to Domain(s) and Name Server changes.

**What we need from you?** First, we will need a copy of your DNS zone file. Please contact your current registrar to get a copy. A text file would be ideal, but a screen shot will be sufficient. Next, you will need to unlock your domain name at your current registrar. Finally, send us a transfer authorization code from your current registrar. The transfer takes 7-10 days to complete. Once the domain name is transferred to our account any services that are provided by your current registrar will not work (email, web hosting, etc.). Please contact your domain registrar to determine what services will be effected by transfer.

**URL(s):** \_\_\_\_\_

**By signing this agreement, you have read and agreed to all terms and conditions of the options selected by you.**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_