

Domain Manager Tool

The Domain Manager is a tool that will assist you with transferring your domain name to Time Warner Cable Business Class, transferring your registrar to Time Warner Cable Business Class and registering a new domain name.

All domain names registered through our online order form or through an existing account's Control Panel are provided with this tool. This tool can be used to:

- Edit Name Servers
- Change domain name contact information
- Register "Additional" domain names
- Initiate a Registrar Transfer for other domains you may own
- Edit Pointers for your "Additional" domain names
- Generate domain name reports

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Accessing Domain Manager

To access the Domain Manager:

1. Access your web site's **Control Panel** by going to **www.domainname.com/stats/** and then press the **Enter** button.
Note: Replace "domainname.com" with your actual domain name.
2. When the dialog box appears, enter your **User ID** and **Password**.
3. Click the **Domain Manager** button.

Viewing Domain Name Availability

To see if a domain name is available:

Go to <https://www.vwh1.net/orderform/domain2.html>.

Domain Name Restrictions

The following list represents the restrictions for domain names registered with Time Warner Cable Business Class:

- You may only use letters, numbers or dashes.
- Domain names cannot begin or end with a dash.

- Domain names must be less than 67 characters.
- Domains entered must be available.

Important Note: Time Warner Cable Business Class reserves the right to change name servers after the domain name has been ordered.

Searching for Domain Names

The **Domain Manager Main Menu** will only show 10 domain names at a time. To search for your domain names, use the search feature on the **Domain Manager Main Menu**.

Transferring Registrars

To transfer your registrar to Time Warner Cable Business Class, perform the following steps:

1. Select the **Domain Manager** link from **Manage my Web site**.



Note: You may be prompted to log in.

2. Select the **Transfer to Time Warner Cable Business Class** link.



3. From **Transfer Registrar**, enter the domain to be transferred in the **Domain to Transfer** field.
4. Read the terms and conditions, then click the check box to select **Authorization**.
5. Click the **Transfer** button.

Transfer Registrar	
Domain to Transfer	www. <input type="text" value="domaintotransfer.com"/>
Authorization:	<input checked="" type="checkbox"/> I agree to the terms and conditions . Agreement will serve as your consent to accept the transfer under the ICANN Electronic Signatures Act (E-Sign Act), Pub. Law 106-361 (June 30, 2000). E-Sign Rights
<input type="button" value="Cancel"/> <input type="button" value="Transfer"/>	

Note: You will receive a confirmation e-mail regarding your request in approximately 5 days. This e-mail will be sent by Time Warner Cable Business Class to the Administrative contact e-mail address listed in the Whois database.

- Click the URL supplied in the e-mail. You have up to 30 days to confirm via the URL supplied. Failure to do so within the 30 day period will result in a failure to transfer Registrars.

Note: Upon receipt, Time Warner Cable Business Class will post the confirmation to MelbIT. MelbIT will send your transfer request to the Shared Registry System maintained by Verisign, and the current Registrar of your domain name will also be notified of your request to change.

Once the current Registrar of your domain name is notified of your request to change, a 7 day waiting period begins to allow for the transfer to take place.

Note: If for any reason the URL contained in the Time Warner Cable Business Class confirmation e-mail does not work properly, go to contact your Affiliate

Registering New Domain Names

To register additional domain names:

- Select the **Domain Manager** link from **Manage my Web site**.



Note: You may be prompted to log in.

- Select the **Register New** link.



3. Click the **Click here to check** link.



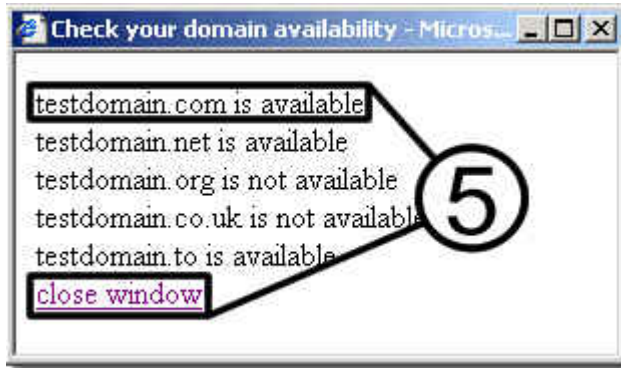
4. In the **Enter your domain name here** field, enter the domain name for which you want to check availability, then click the **search** button.

Note: In this example, "testdomain.com" is used.



Note: Registering a domain name through the Time Warner Cable Business Class web site will result in a separate account with separate billing and logins from any current account you may have. If you wish to bundle all domain name registrations into one account, please place the order through your existing account **Domain Manager** tool.

5. Ensure that the desired domain name is available to register, then click the **close window** link.



Note: Repeat Steps 3, 4, and 5 for any additional domains you want to register.

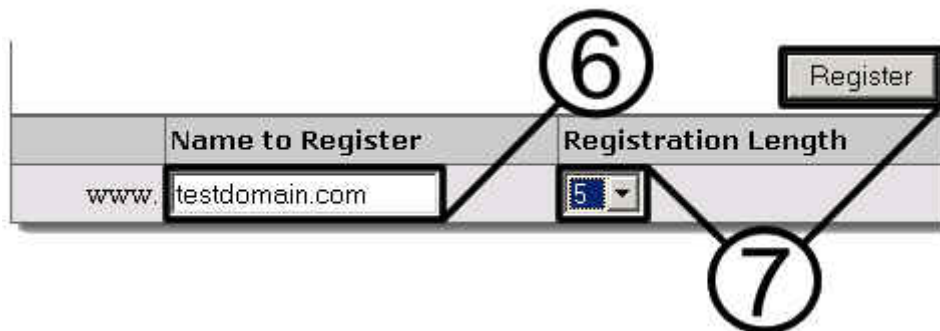
6. In the **Name to Register** box, enter the domain name(s) you want to register.

Note: In this example, "testdomain.com" is used.

Note: The Shared Registry System has authority regarding domain name registrations. Time Warner Cable Business Class is unable to guarantee the domain name you select will be available at the time of your submission.

For example, a domain name may be shown as available, however a request to register may have been sent in by another Internet user through another Registrar.

7. From the **Registration Length** drop-down menu, click to select the time frame (in years) for which you wish to register the domain(s), then click the **Register** button.



Editing Pointers for Additional Domain Names

In order to use this feature, the domain name being edited must reside on Time Warner Cable Business Class' Domain Name Servers. Please check your activation e-mail for exact name servers for your account.

To edit pointers for your additional domain names:

1. Select the **Domain Manager** link from **Manage my Web site**.



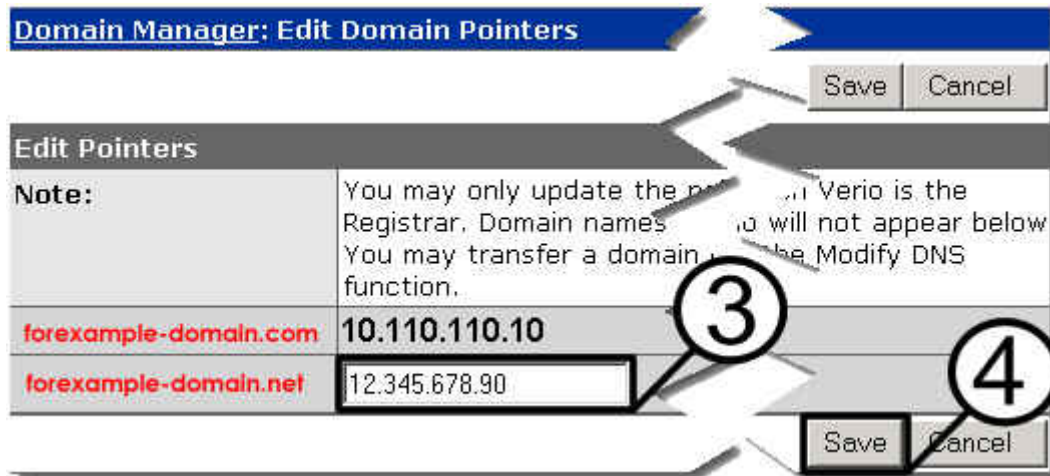
Note: You may be prompted to log in.

2. Select the **Edit Pointers** link.



Note: This feature does not apply to the base domain name. Use the **Zone File Editor** or the **Edit Domain Name Servers** feature to direct the base domain to another location.

3. In the **Edit Pointers** section, locate the additional domain name for which you want to edit pointers. Enter the required IP address.
 - Only IP addresses should be used.
 - Additional domain names can point to only one IP address.
 - You cannot point to filenames. Example: 10.110.110.10/index.htm
 - You cannot point to machine names (e.g., shop.domain.com) or second level domain names (e.g., domain.com).
4. Click the **Save** button.



Note: Please allow propagation of the changes to occur, which can take a minimum of 24 hours. Propagation is the time it takes for all ISPs in the world to update their systems with your new information, and is not controlled by Time Warner Cable Business Class.

Editing Domain Name Server Information

Editing the primary and secondary name server information is the process by which you can "point" your domain name to a set of name servers, which could be Time Warner Cable Business Class's name servers or those of another web hosting company you may choose. The name servers will house the Zone Files for your domain name. This feature only applies to domain names originally registered or Registrar transferred to Time Warner Cable Business Class's preferred Registrar, MELBOURNE IT, using our Registration Services.

To edit Domain Name Server information:

1. Select the **Domain Manager** link from **Manage my Web site**.



Note: You may be prompted to log in.

2. Locate the domain name to be edited, then click the **Edit DNS** link. In this example, "fshjflkhjs.com" will be edited.

Domain Manager			
Register New Transfer to Road Runner Edit Pointers Generate Report Domain FAQ			
Domain Name	Primary DNS	Expires On	Actions
fshjflkhjs.com	dns4.rr.com	Sep 03, 2003	Edit Contact Info Edit DNS
Total Domain Names Registered: 1			Last 10
Search Domain Manager: <input type="text"/> <input type="button" value="Search"/>			

If you do not find the domain name to be edited on the initial screen, click the **Last 10** or **Next 10** links to navigate to the desired domain name.

3. In the **NameServer 1** and **NameServer 2** fields, enter the new name server machine names, then click the **Save** button.

Note: The IP addresses of the name server machine names are not needed.

Note: Please allow a minimum of 24 hours for the changes to propagate.

Propagation is the time it takes for all Internet Service Providers to update their internal systems with newly-edited information. Propagation is not controlled by Time Warner Cable Business Class.

Changing Contact Information for Domain Names

To change contact information for your domain name:

1. Select the **Domain Manager** link from **Manage my Web site**.



Note: You may be prompted to log in.

2. Locate the domain name to be edited, then click the **Edit Contact Info** link.

Note: In this example, "1demodomainname.com" will be edited.

Only the **Organizational Details** physical address information, **Administrative Contact**, and **Technical Contact** categories can be edited within the Domain Manager.

Domain Manager			
Register New Transfer to Road Runner Edit Pointers Generate Report Domain FAQ			
Domain Name	Primary DNS	Expires On	Actions
fshjfkhis.com	dns4.rr.com	Sep 03, 2003	Edit Contact Info Edit DNS
Total Domain Names Registered: 1			Last 10
Search Domain Manager:		<input type="text"/>	<input type="button" value="Search"/>

Note: If you do not find the domain name to be edited on the initial screen, click the **Last 10** or **Next 10** links to navigate to the desired domain name.

3. Select the contact category to be changed, and edit the desired information box(es), then click the **Save** button. All information, with the exception of the **Fax** field, must be completed.

Technical Contact	
Last Name:	Last Name
First Name:	First Name
Email:	Ghsfnkls@shfg.com
Phone:	999 999-9999
Fax:	999 999-9999
Address:	5050 Conference Way North
Suburb/City:	Boca Raton
State:	FL
Postcode/Zip:	33431
Country:	United States of America

Note: Please allow a minimum of 24 hours for the updates to the Whois databases to take effect.

Changing Domain Name Ownership

Time Warner Cable Business Class will transfer ownership of a domain name registered with Time Warner Cable Business Class Registrar once the Current Registrant executes a [Domain Name Ownership Change Form](#), and the New Registrant complies with all procedures and pays all fees required by Time Warner Cable Business Class.

Fax the completed change form to Time Warner Cable Business Class at 1-561-999-8500, or mail it to the following address:

Time Warner Cable Business Class
 ATTN: DOMAIN SERVICES
 5050 Conference Way North
 Boca Raton, FL 33431

Renewing Domain Names

All domain names originally registered with, or Registrar transferred to MELBOURNE IT using Time Warner Cable Business Class' Registration Services renew automatically one day prior to the registry expiration date. This is done to ensure your domain name does not expire unless you instruct Time Warner Cable Business Class otherwise.

Time Warner Cable Business Class will provide you with advanced notification of any pending renewals you may have, however, you may renew your domain name before your renewal notice is received. Specific renewal and non-renewal instructions will be provided in your notice. Time Warner Cable Business Class asks that you please keep all contact information, especially your e-mail address, up to date at all times.

To renew your domain name:

1. Select the **Domain Manager** link from **Account Administration**.



Note: You may be prompted to log in.

2. Locate the domain name to be renewed, then click the **Renew** button.

Note: In this example, "1demodomainname.com" will be renewed.

Domain Manager			
Register New Transfer to Road Runner Edit Pointers Generate Report Domain FAQ			
Domain Name	Primary DNS	Expires On	Actions
fshjflkhjs.com	dns4.rr.com	Sep 03, 2003	Edit Contact Info Edit DNS
Total Domain Names Registered: 1			Last 10
Search Domain Manager: <input type="text"/> <input type="button" value="Search"/>			

Note: If you do not find the domain name to be renewed on the initial screen, click the **Last 10** or **Next 10** links to navigate to the desired domain name.

If your domain name expires, you have up to 7 days after the expiration date to renew your domain name at Time Warner Cable Business Class discounted fees. Failure to renew on time may cause your domain name to be deactivated for use on the Internet and released for registration by another party.

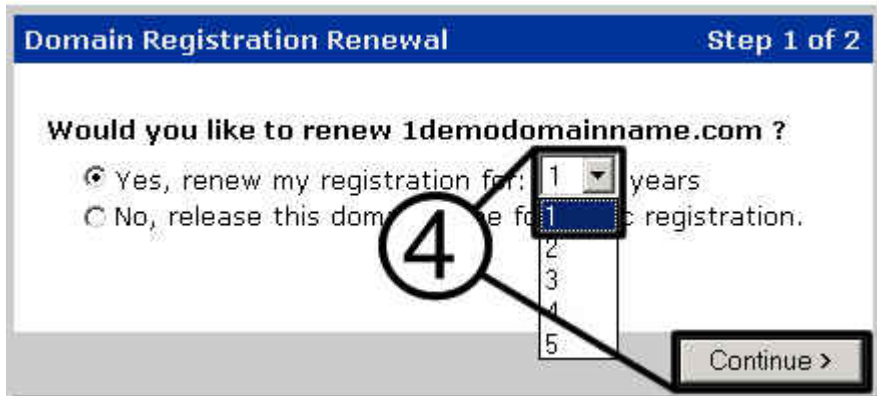
3. Click the **Yes, renew my registration for:** radio button.



Note: You cannot go directly to the Registrar, MELBOURNE IT, to renew your domain name. Time Warner Cable Business Class should always be your direct contact for any domain names registered through our services.

4. Select the time period for which you want to renew your domain from the **years** drop-down menu, then click the **Continue >** button.

Note: If your domain name has reached or exceeded the expiration date by 7 days or less, you may select up to 10 years.



Note: All renewals are nonrefundable in part or in whole.

5. Choose the credit card you want to use for this transaction in the **Card Type** field.

Domain Registration Renewal Step 2 of 2

Domain Name: 1demodomainname.com
 Renewal Period: 1 year(s)
 Annual Price: \$ 19.00 per year
 Total: \$ 19.00

5 **Make Payment:**

Card Type	Card Number	Expiration Date
AMEX	*****001	1203

Note: If you wish to add or update a card [click here](#).
 You must reload this page in your browser to reflect any changes.

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< Previous Finish >

6. Click the **Finish >** button.

Non-renewing Domain Names

If you need to make any changes to the domain name, please do so before you set the domain name to forego renewal. After setting a domain name to non-renew, changes cannot be made to the domain name and it will be removed from the Domain Manager tool.

To non-renew your domain name:

1. Select the **Domain Manager** link from the **Manage my Web site**.



Note: You may be prompted to log in.

2. Locate the domain name to be non-renewed, then click the **Renew** button .

Domain Manager			
Register New Transfer to Road Runner Edit Pointers Generate Report Domain FAQ			
Domain Name	Primary DNS	Expires On	Actions
fshjfkhs.com	dns4.rr.com	Sep 03, 2003	Edit Contact Info Edit DNS
Total Domain Names Registered: 1			Last 10
Search Domain Manager: <input type="text"/> <input type="button" value="Search"/>			

Note: If you do not find the domain name to be non-renewed on the initial screen, click the **Last 10** or **Next 10** links to navigate to the desired domain name.

Note: If the domain name selected is the only domain name on a Shared Web Hosting account, the non-renewal of the domain name does not constitute the non-renewal of the Web hosting account. Domain names are separately billed from Web hosting accounts. The reverse also applies. If you cancel a Web hosting account that has one or more domain name registrations attached, this will not constitute the non-renewal of your domain names.

If you intend to close your Web hosting account, please follow the directions found in the 30-day Renewal Notice, or you may close your account from the **My Account Options** link in the **Control Panel**.

3. Select the **No, release this domain name for public registration.** radio button, then click the **Continue >** button.

Domain Registration Renewal Step 1 of 2

Would you like to renew 1demodomainname.com ?

Yes, renew my registration for: years

No, release this domain name for public registration.

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Note: The non-renewal of a domain name is a 30-day process. If your domain name is not renewed, you will receive an Expiration Notice from our Registrar, MELBOURNE IT, one day after the expiration date. This notice is a reminder advising you the domain name has expired, and that you still have time to renew through Time Warner Cable Business Class at discounted prices should you change your mind.

4. Click the **Finish >** button.



Note: Prior to the release of the domain name for others to register, you will receive a Deactivation Notice. This notice is sent as a reminder that the domain name will be deactivated unless renewal action is taken. If you do decide to renew at this point, you **cannot** do so through Time Warner Cable Business Class. The Deactivation Notice means the domain name has been removed from our Time Warner Cable Business Class channel, the domain name has been rendered inactive on the Internet, and it can only be renewed at MELBOURNE IT retail prices.