

# Providerwechsel

## What has to be considered when changing my provider to EUserV ?

To change the provider to EUserV with an **existing** domain, the following steps should be conducted:

**1. Terminate the contract with your old provider:**

The termination has to be made in **written form** and **within the cancellation period** to the end of the current contract term. **Terminate timely** and have the termination **confirmed in written form** (eMail, fax, snail mail).

Make sure that you have **settled all open accounts**.

For termination purposes use the **termination forms** of the old provider if he demands them. You will mostly find them in the customer center, the FAQs or the contract management on the websites of the old provider.

**2. Wait for the confirmation of termination** from the old provider

**3. Order the domain and the desired tariff bundle** from EUserV and select "Providerwechsel/Domainumzug" in the course of the domain check.

**4. a) Log in to the EUserV customer center** (<http://support.euserv.de>) after finishing the order process and **print out the provider change form**.

b) some domain endings don't require a form; in these cases the AuthCode / AuthInfo replaces the form. Enter the AuthCode / AuthInfo you received from the provider in the corresponding field in the customer center. Further forms or the like are not necessary.

**5. Fax the provider change form to EUserV**. On receipt you will be sent a confirmation via eMail informing you about the processing status.

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