Twitter Thread by The Best Linux Blog In the Unixverse ■

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@nixcraft

Long thread: What happens when your domain registrar close down biz and goes bankrupted:

NET4 India is in insolvency case, and it went out of business. The director is in jail for fraud. Over 3,75,000 domains stuck with them. Their phone lines are off, & email bounces.

> Net4India is India's largest domain registrar, but now its customers are looking very upset. It is reported that this company named Net4India of Delhi has gone bankrupt and has lost its money in the market.
>
> On Twitter, many users have complained that no phone call or email is being answered by Net4India. Let us tell you that Net4India is a domain registrar company with around 90,000 website hosting, 1.5 million corporate emails and 3,75,000 domain registrations. The company's website is also not opening now.

I have 15 years old domain stuck with them, and getting transfer out of it seems like a nightmare. Thank god I moved all my domains a long time ago from NET4 to @Godaddy and later moved to @Namecheap.

To transfer your own domain to 3rd party like Namecheap, you need an unlocked domain and auth code. NET4 is out of biz, and their control panel is locked too. Hence no way to get the auth code.

I contacted Namecheap and asked them what to do, and here is what they told me:

Hello Vivek,

Thank you for contacting Namecheap Support! We appreciate your interest in our services.

a) Can you help transfer my domain to you? The domain is currently in unlocked state but NET 4 domains no loger provide auth code or reply my emails.

>> Indeed, there are no locks on the domain so it is eligible for transfer and we will be glad to assist you with the transfer as soon as the Auth code is received. You're right, since your current Registrar is unreachable, it is necessary to contact the Registry directly regarding the transfer.

b) Can you contact Nixi and get it resolved, so that I can get my domain to you? See attached image as per https://www.getyourown.in/

>> First, we suggest that you, as the current Registrant of the domain, contact the .IN Registry at registry@nixi.in explaining that you wish to transfer the domain you own from Net4India to Namecheap and ask them about further actions.

Most likely, the Registry will then contact us from their side to confirm the transfer or provide you with the Auth code for the domain name. Please let us know once you receive a reply from the Registry.

We do hope for your cooperation and looking forward to your reply.

Armed with this information, I finally contacted the highest authority using registry@nixi.in. However, these NET4 assholes scrambled and changed whois data, including the address and email IDs of all domains. So it is now next to impossible to verify ownership—such evilness.

After tons of communication with registry@nixi.in (the highest authority that can help give me auth code), they asked me to submit a government-issued photo ID and address proof that needs to be matched with whois, which NET4 completely messed up.

It took me more than a week to get the correct person to help, yet there is no guarantee I will get my domain back. However, @inregistry support team seems helpful, and this was their last reply.

Registry .IN support
to me

Greetings Vivek,

Thank you for contacting us at .IN Registry Support.

We have received your documentation and has been forwarded to NIXI for review. We will provide an update once a decision has been made by NIXI.

Please feel free to contact us if we can be of additional assistance.

Thank you,

.IN Registry Support Team

The horror show is real and stressful. Currently, there are no laws in place when such shit happens. I appreciate guideline so far provided by @inregistry & @Namecheap, but @ICANN need to create simple procedure when domain registrar dies down.

Here is news paper article https://t.co/qptiI2QDXR

I have an email ID tied with this domain, and losing it to someone else means disaster for sure. My fingers are crossed, and I hope I will hear good news soon so that I can move my domain to safe place. /The END.