

Please do the following when transferring an existing domain to **tw telecom** for primary hosting:

1) Submit a DNS Request

- Log in to the **tw telecom** Customer Portal - MyPortal - <https://customerportal.twtelecom.com/>
- Click 'MyChangeRequests' on the main toolbar, then click 'Create New Change Request'
- Select 'DNS' from the drop-down menu
- Fill out the online Create DNS Request and click 'Submit'

This request must include a current zone listing for the domain. (If you are unfamiliar with zone listings, please see our DNS Basics – Guide to a Zone Listing.)

It may take up to 2 business days to complete a request so please keep this in mind when making your transition plans.

2) Contact Your Domain Registrar

After you receive confirmation from **tw telecom** that your domain has been set up on our servers, please contact your Domain Registrar to initiate the transfer of your domain. The nameservers we maintain for hosting purposes are listed below:

Primary DNS server	ns1.twtelecom.net	216.136.95.2
Secondary DNS server	ns2.twtelecom.net	64.132.94.250

Note: It is also strongly advised that the old hosting company be notified once the domain is moved, so they can remove any records from their configuration for the domain.