

You mentioned that the domain transfer is free, but I was asked to pay

Authored by: **ASPHostServer Administrator** [asphostserver@gmail.com]

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We do not charge anything on domain transfer. What happens here is that when you transfer your domain name from your current domain registrar to us, your domain name will be automatically renewed for a year (regardless of whether your domain has expired or not).

This is why we have to charge you a domain renewal fee and this fee is not a domain transfer fee. Obviously, we do not and never force you to transfer your domain name to us. You are more than welcome to just leave your domain name with your current registrar, but you need to make sure you change the nameserver of your domain to point to our nameserver details.

You can find our nameserver details on the activation email we sent you at the activation of your account.