

# Domains

## My Domain appears to be suspended, what can I do?

If your Domain name has been suspended this could be for a number of reasons

- If you have a gTLD (Global Top Level Domain, anything that doesn't end in .nz), ICANN will periodically send verification emails to the registrant email address. These come from name-services.com and come in multiple languages, as they are an international organisation. If you don't click the verification link in time the domain name will be suspended. You will be able to tell as your name servers will have been updated and your domains A record will be updated to point to a web page explaining that the domain has been suspended and with instructions for getting it unsuspended.

If for some reason you're not getting these emails, check your junk folder as they can sometimes end up there, Also make sure that your registrant email address is correct, if not, update this and you will receive an email asking you to verify your email address.

- If you have a .nz domain, the reason for suspension could be similar, though the DNC (Domain Name Commission) look after this. You can read more on their website here: <https://dnc.org.nz/about/about-the-commission/our-board/2022-2023-annual-report/compliance-and-enforcement-2022-2023/>

If your .nz domain has been suspended you would be best to contact the DNC directly to complete their data validation process if necessary, though if you aren't sure please get in touch with us and we will have a look for you.

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