

# FROM THE .NU Domain Helpdesk

If you have a question about your .NU domain name or InstantWeb Service, the .NU domain support staff and .NU Domain accounts management staff are your first points of contact for answers. Staff on our support team can answer simple as well as complex technical questions. And staff on our accounts management team can help arrange bulk renewals, process ownership transfers, and help with payment problems and general customer support questions. Contact [support@nic.nu](mailto:support@nic.nu) and [payments@nic.nu](mailto:payments@nic.nu); Tel. +1 508 359 5600, ext. 104 (Support); Tel. +1 508 359 5600, ext. 105 (Accounts); Fax: +1 508 242 9711.

Here are answers to questions we routinely receive:

## 1. What is the InstantWeb Service?

The Web pages for .NU Domain's InstantWeb Service are custom designed by you when you register your domain name. Within hours of registering, you'll have your own Web site and e-mail address and access to a variety of our pre-built design templates to get you started. Our InstantWeb<sup>®</sup> Pages are produced in real time, so we do not accept FTP files, but you can upload graphics files and enter HTML code using a form via your browser.

## 2. Can I use my .NU domain name for a Web site I already have at, say, Yahoo?

Yes, you may. Our URL-forward feature redirects your domain name to point to the site. .NU Domain's InstantWeb Service also includes DNS name service, one e-mail-forward address, one URL-forward address, and InstantWeb<sup>®</sup> Pages.

## 3. Can I pay for a registration or renewal without a credit card?

.NU only accepts credit card payments online at our Web site: [www.nunames.nu](http://www.nunames.nu). We do have Certified Registrars in some countries that offer other payment methods and they are able to register a .NU name for you. Contact [payments@nic.nu](mailto:payments@nic.nu) for the name of a Registrar in your area.

Need .NU Help?  
E-mail [support@nic.nu](mailto:support@nic.nu)

## 4. My e-mail address has changed, and I can't remember my nunames.nu account password. How do I update my billing e-mail address?

If your billing e-mail address of record has changed or is no longer available to you, send a request to .NU Domain Support to change the address for you ([support@nic.nu](mailto:support@nic.nu) or [payments@nic.nu](mailto:payments@nic.nu)). For verification purposes, include the currently listed billing e-mail address, domain owner name, postal address, and phone number. Once the information is verified, we will change the billing address and send a confirmation and new password to that billing e-mail address.

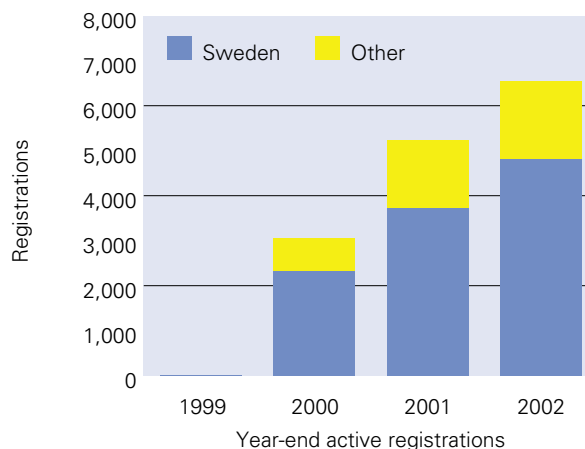
## 5. What happens to my domain name if I forget to renew it?

Renewal notices are sent out weekly beginning six weeks prior to the expiration date of a domain name. The day after the domain name expires, its status is changed to "Not Renewed," but it is still available for you to renew during another four-week period. After this expiration reprieve, the name is put up for short-term auction, with a starting price of \$30. If no one registers the name via the auction, it expires and becomes available to the general public for registration using the standard process. For auction information, go to [www.nunames.nu/auction/rules.cfm](http://www.nunames.nu/auction/rules.cfm).

## 6. How do I register a Multi-Lingual Web Address using European characters?

You may register a Multi-Lingual Web Address<sup>®</sup> at the same time you register a .NU ASCII (English) domain name. You can choose to register for a three-month free trial or for the same length of time as your ASCII name. To register, go to [www.nunames.nu](http://www.nunames.nu), enter the ASCII (English) name in the text box, and click Go. Example: domain.nu (ASCII domain name) and domän.nu (Multi-Lingual Web Address).

## USE OF MULTI-LINGUAL WEB URLS ON THE RISE



By the end of last year, more than 6,000 multi-lingual Web addresses had been assigned by .NU Domain and were active, and three-quarters of them had been registered by Swedish users.

Domain names available now at [nunames.nu](http://nunames.nu):.....bars.nu...cafés.nu...festivals.nu...data.nu.....export.nu...