



For Office Use Only. Do not write here.

Date Received: _____
Processed by: _____
Reference #: _____
Action: _____

Manual Change Request

Please either FAX to 416.385.7765, EMAIL to cservice@grape.ca or MAIL to the address below for processing.

Grape.ca Inc.,
5863 Leslie St. # 307, Toronto Ontario, Canada, M2H1J8

You must include all 3 pages of this form plus the additional documentation listed on page 2.

I am requesting:

A change to the current Profile/Account Email Address

A move to another Profile/Account

URGENT! This option is available on a priority basis for a nominal administration fee. This applies only to our processing time, not to wait time for parties to respond to our request for information or validation of information.

Requestor's Current Contact Information

Full Name: _____ Phone #: _____ Cell#: _____
Email: _____ Company: _____
Address: _____ City: _____ Prov/State: _____
Country: _____ Postal Code/ ZIP: _____

Credit Card Information

Credit card information is collected in order to potentially expedite the process in case of an urgent request, or to facilitate in confirming the identity of the requestor. It is recommended but not mandatory for non-urgent requests to include this information.

Name on Credit Card: _____
Credit Card Number: _____ Expiry Date: _____
Full Name: _____ Phone #: _____ Cell#: _____
Billing Address: _____ City: _____ Prov/State: _____
Country: _____ Postal Code/ ZIP: _____

Domain Information

Domain Name: _____

Registrant Name: _____

The Registrant Name is found on the Whois record for the domain. This name appears in the Registrant field for dot-ca domains, and in the Organization field for non-dot-ca domains. This is considered the legal holder of the domain.

Requestor's Relationship to the Domain and/or Registrant:

NEW Profile/Account Email Address (if changing the current): _____

or

NEW Profile/Account Username (if moving to another profile): _____

Supporting Information & Documentation

What is the main reason you are requesting the change? _____

When was this domain registered or transferred to our company? _____

What credit card was used for the above transaction? (please include the full credit card and expiry, if known):

Do you have any record of previous correspondence with us? _____

If yes Please attach copies of any receipts for registration or renewal, or other correspondence from our company.

When was this domain last renewed (details): _____

Are there any disputes regarding this domain (with webmaster, or other, please detail): _____

Required Documentation

If this is a domain name registered to an **individual (as per the WHOIS information)** you will need to include a clear copy of a *government-issued photo ID*, such as a driver's license or passport.

If this is a domain name registered to an **organization (as per the WHOIS information)** you will need to include:

1. Business/Organization Registration or Incorporation documents issued by your government. Ideally this bears the name of the Requestor.
2. A clear copy of a *government-issued photo ID* (driver's license/passport) of the Requestor.
3. If the Requestor is not listed as a contact for the domain or on the organization's documents, you must provide a letter on company/organization letterhead from the president/CEO/senior officer or a director authorizing you to act on behalf of the organization. This letter must include current contact information for the authorizing party.

If there are other details not covered by this form which affect your request, please attach a letter of explanation. In addition, you must provide the appropriate documentation as listed above. Your request will not be processed without the necessary documentation.

Additional documentation may be required at the discretion of the administrator.

By submitting a Manual Change Request through Grape.ca, you hereby agree to the following terms:

- You confirm that you have full authority to make such a request on behalf of the registrant.
- You agree to fully and accurately disclose any and all information required from you by Grape.ca, CIRA, or any other Authoritative Body applicable to your request.
- You acknowledge that Grape.ca reserves the right to revoke or reject your request due to invalid or improper information at any time.
- In the case of Urgent Requests, before your request is submitted or processed in any way, you agree to pay the entire Urgent Request Fee. Further you recognize and accept that the **Urgent Fee is non-refundable** regardless of the result of your specific request. If your request is rejected for any reason, this fee will not be refunded and future re-submission of your request may incur additional Urgent Request Fees.
- You acknowledge that your request may typically take 3-5 business days to complete once your order has been received and processed by Grape.ca. This **does not** include time required for relevant parties to respond to our request for information or validation of information.
- You acknowledge that you have read and understood and agree to abide by all applicable rules and policies of CIRA (www.cira.ca), Grape.ca, and any other applicable Authoritative Body. Furthermore, you agree to abide by the decision reached by either Grape.ca, CIRA, or the Authoritative Body in the case of your specific request.
- Grape.ca reserves the right to request additional documentation to support your request, and to refuse processing if such documentation is not produced. Additionally, Grape.ca reserves the right to request a notarized signature from the requesting or other party involved in the request in order to maintain acceptable security for the domain or account in question. The security of our clients' accounts and domains are of the highest priority to us.

Requestor Full Name

Date

Signature of Requestor

I hereby certify that I agree to the terms and conditions above,
and that the information given here is correct.

Signature of Witness: _____

Witness Name: _____

Witness Address: _____

Witness Phone#: _____ Cell#: _____

A note about privacy

The identification information being requested by us is used solely for proof of identification purposes in order to fulfill your request as detailed in this form. The information collected is kept strictly confidential and is not used for any other purpose or disclosed to any third party.

Please fax this form in its entirety, plus relevant documents, to 416-385-7765 or email to cservice@grape.ca, or mail to our postal address:

Grape.ca Inc.,
5863 Leslie St. # 307
Toronto Ontario
Canada, M2H1J8