

Frequently asked questions

What is a domain name?

Each device on the internet has a unique numeric Internet Protocol (IP) address, such as 41.150.25.175, that identifies its location on the web. These numbers are however difficult to remember, thus the system of domain names was born to provide memorable yet still unique identifiers, e.g. spoor.com.

A domain name consists of, at least, a top-level and a second-level domain. A top level domain (TLD) is the part of the domain name located to the right of the last dot ("."). The most common TLDs are .com, .net etc but there is an ever growing number of TLDs. A second level domain (SLD) is the portion of the domain name that is located immediately to the left of the last dot. For example, the SLD in spoor.com is spoor.

Why do I need a domain?

Registering a domain name for your brand name has two primary benefits. Firstly, it blocks registration of your brand name by third parties whose intentions may not be good (so called "cybersquatters"). Secondly, it allows you to use your brand name online as a unique identifier for your website.

What is Cybersquatting?

Cybersquatting is the common, unethical practice of purchasing a domain specifically to keep a competitor from purchasing it, or to hold it until it is needed and then make a profit from selling it, or even to use the domain name to deceive consumers. There are mechanisms in place to recover your domain name from cybersquatters and we can assist with this.

What does it mean to "register" a domain name?

Domain name registration is the process of leasing a domain name for a period of time from the official domain name registries. Domain names are not permanently sold to anyone, but instead leased out for predefined time periods that are decided upon registration of the domain. It is possible to renew the domain indefinitely, which means you do not have to worry about losing your domain name when it is about to expire.

Does Spoor & Fisher register all types of domains?

Yes, we are able to register all domain extensions that are available on the market today.

Can I Register Any Domain?

Although most domains are open for public registration with no prerequisites, there are some top level domains that are not. For example .gov domains are reserved for government entities. Some country code top level domains (for e.g. .co.id for Indonesia) require a commercial presence in the country concerned, however this is the exception rather than the rule.

How do I check if my preferred domain name is available?

Once a suitable domain name has been selected, it is advisable to check if it is available for registration. To check the availability of your preferred domain name, please contact us at domainadmin@spoor.com.

What do I do if my preferred domain name is not available?

You can search for an alternate domain name. There are hundreds of domain extensions which are available for immediate registration that you can choose from and we can advise you in this regard.

If you believe that the current registration is objectionable, we can investigate the matter on your behalf and provide you with additional information as to the process of recovering the domain name.

Alternatively, the domain name can be placed on back order. A domain name which is placed on back order is monitored to ascertain when the domain expires and is returned to the pool of available domains. As soon as the domain is available, we immediately attempt to register it on your behalf automatically.

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How much does a domain name registration name cost?

The cost of registering a new domain depends upon the specific top level domain concerned, for .e.g. .com, .net etc. For more information and/or a quote to register a domain name please contact us at domainadmin@spoor.com.

How long does it take to register my domain?

If your proposed domain name is available for registration, we instantly register the domain name ensuring that you immediately secure it.

How do I register my Domain Name?

A domain name must be registered with the relevant Registry. For more information and/or to register a domain name please contact us at domainadmin@spoor.com.

Will my name and contact information be publicly available?

Information about who is responsible for domain names is publicly available to allow resolution of technical problems and to permit enforcement of consumer protection, trademark, and other laws. We are able to provide a privacy service that masks your identity if you prefer to remain anonymous.

How long does a registration last?

It is common practice amongst most Registries to offer a one year registration and renewal periods in one year increments, however there are exceptions. Domains can be renewed indefinitely.

What do I do with my domain once it's been registered?

Registering a domain name does not automatically activate a website that displays when visitors enter your domain name. To maximise the use of your domain name you must have a website for visitors to access. If you have an existing website, we can simply redirect visitors to your new domain to your existing website.

Is purchasing more than one domain important for my brand?

To make sure your brand is well protected online, we suggest that you consider registering and using your brand as a domain name in all relevant domain name spaces. Registering your domain name is a far cheaper exercise than trying to recover your domain name from an unauthorised third party. We can provide you with a comprehensive domain name registration strategy.

What is the process for resolving my complaint where a third party has registered my company's brand name as a domain name?

There are alternative dispute resolution mechanisms in place covering many domain name spaces that are far cheaper and quicker than traditional court proceedings. If you are the victim of cybersquatting or wish to investigate the possibility of recovering a domain name from third party, we are able to assist.

How do I renew my domains?

In order to avoid you losing rights to domains that incorporate your trade mark / brand names, Spoor & Fisher's policy is to renew all domain names unless instructions to the contrary are received. Renewal notifications will be sent to you prior to the date of expiry of your domain name, Should you decide that you no longer require your domain name/s, we will then allow the domain name/s to expire upon receipt of your instructions. Once a domain name expires it is eventually returned to the pool of available domains.

What is a domain name transfer?

When you register a domain name, it is administered by a domain name registrar, a company that makes sure your domain name "works". If you change registrars or if you wish to sell or otherwise transfer the domain name to a third party, that change is known as a transfer. If you wish to transfer your domain, please contact us at domainadmin@spoor.com.

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