

KNOWLEDGE BASE · PUBLIC DOCUMENT

Your domain contact details: why they must be real, and how to keep them up to date

Domains & DNS

CODE

RLX-INT-KB-5544

VERSION

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COUNTRY · LANGUAGE

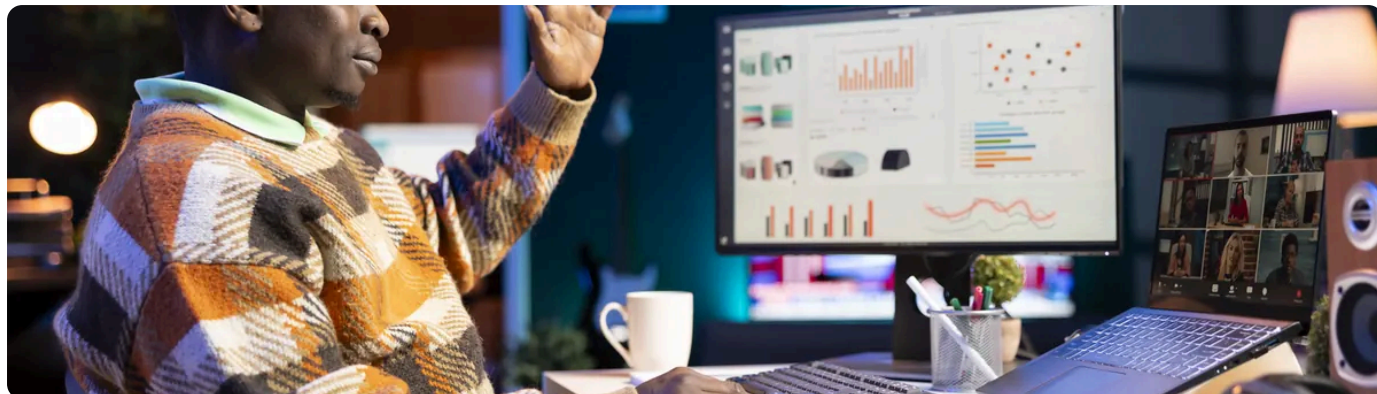
International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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<https://www.my.mozout.com/knowledgebase/5544>



The short answer: when you register a domain, your details (name, e-mail, phone, address) are tied to it as the **holder**. Registries require them to be **true and current**: it is by that e-mail that renewal notices arrive and, in several extensions, the registry's own confirmations. False or out-of-use details are behind many lost domains.

What usually depends on these details

What	Why it matters
The e-mail	Receives renewal notices, the transfer code and confirmation requests. If wrong, you miss them. See Domain renewal .
The holder's name	Proof of who the domain belongs to. A domain in the name of whoever built it, rather than the company, is a common problem: Who owns the domain .
Phone and address	May be asked for in a dispute or a registry check.
Privacy	Some details may be hidden from public lookups, but the registry keeps the true ones. See What WHOIS shows .

Viewing and updating

1

Log in to My MozOut, open the domain and look for the domain's **contact information**. What can be changed there depends on the registry and the registrar.

2

Fix what is wrong and save: e-mail, name, phone, address. Use an e-mail that will keep existing and that is **not on the very domain** you are protecting.

3

Update your account details too, which are a different thing: **How to update your registration details**.

4

If the holder has changed (the company, a person), that is more than a contact update: see **Changing who owns a domain**.

Do not use false details to “protect” the domain. In many extensions, false details or ones that do not answer a check lead to the domain being suspended, and proving the domain is yours gets hard. If you do not want the details in view, use privacy protection, where available, instead of inventing.

Put a yearly reminder in your calendar, around renewal time, to check these details are still right.

Cannot change a domain detail? Open a ticket with the domain and what you want to change.

[Open a support ticket](#)

SEE ALSO

[Domain renewal: deadlines, reminders and what you lose](#)

[WHOIS: what it shows about your domain and how to check it](#)

[How to update your registration details](#)

[Registry, registrar and registrant: who owns the domain?](#)



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CLIENTS

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RLX Holdings (Pty) Ltd. • Group RLX Holdings

TAX NO. (SARS)

943 907 6234

REGISTRATION NO.
(CIPC)

2025/667953/07

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OPENING HOURS

Monday to Friday - 08 AM to 04 PM
Saturday & Sunday - Closed

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