Managing a Domain Showing AEserver as the Registrar, Without an AEserver Account

Domain Transfer · https://www.aeserver.com/support/aeserver-domain-whois-ownership/

Sometimes you may look up your domain’s WHOIS record and see **AEserver listed as the Registrar (or Registrar of Record)**, even though you have **never created an account with AEserver** or purchased services from us directly. This article explains why this happens and what you should do next to regain access and manage your domain.

Whois Lookup

[Click here to perform another Whois query]

Whois response for [redacted]:

Domain Name	[redacted]
Registrar ID	AESERVER
Registrar Name	AESERVER
Status	ok
Registrant Contact ID	AESERVER
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
Name Server	[redacted]
Name Server	[redacted]
Name Server	[redacted]
Name Server	[redacted]

Why AEserver Appears in WHOIS If I Never Used AEserver?

AEserver is an **accredited domain name registrar** that serves:

- **Retail customers** who register domains directly on our website under AEserver's Terms of Service, and
- **Wholesale partners (resellers)** who register domains on behalf of their own customers under a reseller agreement.

Because of this reseller model, it is possible for your domain to show **AEserver as the registrar in WHOIS**, while your actual service relationship is with a **third-party provider** (the reseller you originally purchased the domain from).

Who Should Support Me in This Case?

If you did not purchase your domain directly from AEserver, then **your first line of support is the company you used to register the domain** (your provider/reseller).

They are responsible for assisting you with:

- Login access to your domain account
- Domain renewals
- Name server (DNS) changes
- Contact updates (registrant/admin/tech)
- Transfers and other domain management requests

Since AEserver does not have a direct contractual relationship with you in this scenario, **we may not be able to provide standard account support** unless there is a breach of a reseller contract.

If I Don't Remember the Provider I Used

If you are unsure which company you purchased the domain from, try these steps:

1. **Search your email** for the domain name (example: `yourdomain.ae`)

2. Look for keywords like: **invoice**, **receipt**, **domain registration**, **renewal**, **welcome email**, **WHOIS**, **EPP**, **transfer**
3. Check your payment records (bank/PayPal/card) for the merchant name
4. Look for a **domain license/certificate** or any registration confirmation documents

Once you identify the provider, contact them and request access or credential recovery.

If the Provider Is Unreachable or Cannot Help

If you **found the provider** and either:

- you cannot reach them, or
- they confirm they cannot assist you,

you can escalate the matter to AEserver by submitting a **formal complaint** to our Support Team.

What to include in your request

To help us investigate efficiently, please provide:

1. The **domain name** in question
2. Evidence that you are the **legal registrant/owner** (supporting documents may be requested)
3. Proof that you attempted to contact your provider (screenshots/emails/ticket references)
4. Any supporting registration records (invoice, confirmation email, domain license, etc.)

NOTE: Your request will be rejected without a response if the above supporting documents and exact details are not provided.

Investigation Timeframe

Requests of this type are handled as **special cases outside our standard support scope and service level agreements (SLA)**.

- Typical investigation time: **7 to 10 business days**
- We will review the information provided and respond with the available options and next steps.