



webvisions
www.webvisions.com

Webvisions Pte Ltd
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Tel: (+65)6773-9388 Fax: (+65)6773-9389
<http://www.webvisions.com/>

DNSXpress Redemption Request Form

1) Customer Information (PLEASE PRINT CLEARLY)

Complete Name :		DNSXpress Code :	- THIS FIELD IS COMPULSORY -
E-mail Address :		Company Name :	
Fax/Mobile/Telephone Number :		Case Reference Number :	

2) Redemption Request (PLEASE PRINT CLEARLY)

No	DOMAIN NAME	RECORD TYPE	PRIORITY (MX ONLY)	RECORD DATA
E.G.	www.company.com.sg	A		202.157.128.22
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

Additional Instructions:

Acknowledgement Notice: Please fill out and complete the requirements. You can send this form either via e-mail to support@webvisions.com or fax it to +65 6773 9389.

By signing below I understand that the propagation time for DNS updates can take up to 3 days to complete in certain networks. I also understand that Webvisions will not be liable for any loss of data, down time, loss of business or any consequence as a result of performing this work order for me.

IMPORTANT NOTIFICATION:

1. This form is used for DNSXpress customers only. In order to REDEEM, download and complete this form and send it either via e-mail to support@webvisions.com or fax it to +65 6773 9389.
2. To TERMINATE an existing DNSXpress hosting account, please submit a cancellation request via <http://webvisions.com/order/cancel.html> or call our Billing Department at +65 6773 9491.
3. This form should not be used for modification of domain name servers. Please contact your domain's relevant registrar for name server modification assistance. Name server change requests using this form will not be replied to.
4. After submitting this request, please allow up to 2 working days for it to be processed.

This order will not be processed if signature and company chop are not enclosed

Signature & Company Stamp

Date

For Official Use: Work Completed By _____

Date: _____



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Not too sure?

You are using this form to update aspects of your domain's zone file.

A Record - Address

This record points a hostname to an IP address.

E.G.: `www.yourdomain.com = 202.157.130.172` and `mail.yourdomain.com = 202.157.130.173`, therefore your setting should be

```
www A 202.157.130.172
mail A 202.157.130.173
```

MX Record - Mail Exchanger

A mail exchanger is the mail server which the world contacts when delivering emails to your domain. You can specify multiple MX records with different priority values to let others know which mail server to deliver to first. The server with lowest value is contacted first.

E.G.: Your main mail server is `mail.yourdomain.com`, backup mail server is `snail.yourdomain.com`, and therefore your setting should be:

```
yourdomain.com MX 10 mail.yourdomain.com
yourdomain.com MX 30 snail.yourdomain.com
```

CNAME Record - Canonical Name

Canonical names are aliases/nicknames of existing hostnames.

E.G.: You want `home.yourdomain.com` to have the same IP as www.yourdomain.com, therefore your setting should be:

```
home.yourdomain.com CNAME www.yourdomain.com
```

PTR Record - Pointer

Pointers are Reverse lookups - resolving an IP address to a hostname.

E.G.: `202.157.130.172 = www.yourdomain.com`, therefore your setting should be

```
202.157.130.172 PTR www.yourdomain.com
```

NS Record - Name Server

Name server records are used to specify the DNS hosts that are authoritative for your domain. Authoritative means they are known by the world to be issuing correct DNS resolutions for your domain.

E.G.: You wish to use extra name servers `extra1.otherdomain.com`; therefore your setting should be

```
yourdomain.com NS extra.otherdomain.com
```