



Chinese and Hong Kong DNS services

When you enter an overseas Domain Name in China, you receive the response “URL does not exist,” and an advert appears on a different URL. To try again, you have to re-enter the URL.

DNS lookup latency is often the real cause of visibility problems, not the Great Firewall of China itself.

Purchasing a domain name through our Chinese ISP services will provide access to the Domain Name System (DNS).

This is the most important investment if you are looking to trade in China. If your domain cannot be found, your business will not be seen.

[Make a start](#)



Foundation Being seen in China articles

Discovery Being found in China article

Execution Start trading in China articles

Focus: Access to China core services

Audience: Businesses seeking to be seen in China

Last modified: v5.1 – 13 October 2026

What is happening with your Domain Name in China

When you enter an overseas Domain Name in China, you receive the response "URL does not exist," and an advert appears on a different URL. To try again, you have to re-enter the URL.

Overseas domains' TTL setting, the time before the domain needs to be looked up again, is often overwritten by Chinese DNS services. Sometimes it can be reduced as low as 10 minutes. This results in more failures for your Domain Name

This is confusing and leads the Chinese to believe they have the wrong Domain Name or that your business does not have an internet presence. If you look again, you will find an overseas Domain Name URL.

If you look again for the Domain Name a few hours later, you will have the same problem finding the domain name URL.

Why are overseas domain names difficult to find in China

DNS lookup latency is often the real cause of visibility problems, not the Great Firewall of China itself.

The Chinese internet is built for speed and efficiency. It has to be with over 1.2 billion users.

To maintain this performance level, internet networks allow only a short time for domain names to be resolved.

Overseas domain name look-up time is slow, taking four to five times longer than a locally purchased Domain Name.

DNS lookup times from China to overseas name servers are often above 200 ms, compared with around 20–50 ms for domains hosted on Chinese DNS infrastructure.

Based on our testing, Chinese ISP DNS caches typically retain information for overseas domains for around two hours. After this period, the lookup is repeated against the overseas name server.

Access to China domain services

Our Chinese DNS has full access to the Chinese DNS service.

Our Hong Kong service is available for domain names and subdomain names that cannot be transferred to our Chinese Domain Name service.

Chinese DNS services

90% improvement in DNS lookup performance in China.

Only domains purchased from a Chinese ICP have access to the Chinese DNS network.

Full local and national benefits of Chinese DNS.

All Domain Names purchased from Access to China are purchased through a Chinese ISP and therefore have access to the Chinese DNS network

Fast DNS response throughout Asia



DNS, Chinese and Hong Kong

- Stops your domain name from being found in China
- Domain name supplied by Chinese ISP
- Access to the Chinese NS/DNS network
- Gives fast responses throughout the Asia region

Chinese Website Hosting service

- Very fast access to the internet in China (under 35ms)
- Very fast access to the Chinese DNS network for Domain name lookup (under 35ms)
- No ICP license required

[Learn more](#)

Your website inside WeChat service

- Confirm your website can be seen in China
- WeChat business account

Hong Kong DNS services

50% improvement in DNS lookup performance in China.

Service available for any Domain Name purchase worldwide.

Appropriate DNS service for subdomains.

Fast DNS response throughout Asia.

- WeChat Mini Program
- Link the Mini Program to your website
- WeChat management, support & education

[Learn more](#)

Written by Peter Heather
Hits: 633

 Test a web page from China

 Download "Chinese and Hong Kong services" paper (PDF)

Access to China — Chinese and Hong Kong Services

Last modified: v5.1 – 13 October 2026

Written by Peter Heather
Hits: 13,857