

# keeping the customer satisfied – a guide for .nz domain name resellers

- what are the rules?
- what is a UDAI for?
- what goes where on the .nz Register?
- what your clients need to know.





# doing the right thing by your client, your registrar and yourself

If one of the many things your organisation does is register domain names for your clients through an authorised .nz registrar, then this brochure is for you.

You might be a web designer, a web host or an ISP – occupations broadly described here under the banner ‘reseller’. What is certain, is that you are proud of the service you give your clients and are committed to doing the right thing by them.

This brochure is designed to guide you through the .nz policies and procedures, as they affect a reseller’s operation. Our objective is to ensure that everyone concerned with .nz does the right thing by everyone else, to keep the wheels of our collective industry turning smoothly.

## .nz policies and procedures

-  The .nz policies and procedures outline the rules for operating in the .nz domain name space. They not only specify the responsibilities and requirements of the parties operating within the .nz domain name space, but also include practical information.
-  Everyone registering, acquiring or holding a .nz domain name is required to comply with the policies and procedures. Where the policies are breached, the Domain Name Commissioner may impose sanctions.

## KEY POINTS

- Read the .nz policies and procedures, available at [www.dnc.org.nz/policies](http://www.dnc.org.nz/policies)

## ■ registering domain names

- Just as it's important that you abide by the rules, so must your clients. In particular make sure they're aware of, and accept, the terms and conditions agreement of the .nz registrar you use to register their name.
- Experience shows that it's worth telling your customers that by holding a .nz domain name their name and contact details will automatically go into the public .nz Whois database.
- To avoid problems later, you should explain to your client that their domain name will need to be renewed periodically if they want to keep using it. You will need to tell them the price and registration period, and the procedure for renewal when it falls due.

### KEY POINTS

- Ensure that your client understands the terms and conditions associated with registering a domain name and actively agrees to them
- Make sure your client is aware of the cost when registering a domain name
- Inform your client of the registration period and renewal process

## ■ recording information in the .nz register

- When you register a domain name on behalf of one of your clients please be careful to ensure that the registration details gathered are both accurate and complete. You should remember that no matter how much responsibility you bear for your client's affairs, the client always remains the registrant of the domain name; therefore it's their name and details which appear in the Registrant Contact Name field.

### A quick reference:

#### Registrant Contact Name Field

- The name of the client who requested the domain name registration. (Note: The Registrant Contact Name should be a properly constituted organisation or a person over 18 years)
- The registrant must be able to be contacted through the details provided.
- The registrant has a responsibility to keep the contact details current and correct.

#### Admin Contact Name Field

- The name and contact details of your reseller organisation can be entered into admin contact field if appropriate.

#### Technical Contact Field

- If your organisation is responsible for technical aspects relating to the domain name (for example hosting), your reseller contact details can be entered into these contact fields.

### KEY POINTS

- The details of the client who requested the domain name registration must be recorded in the "Registrant Contact Name" field on the Whois record
- Reseller details can be entered into the "Admin Contact" or "Technical Contact" fields if appropriate.

## ■ switching registrars – the one time you need your UDAI

- The Unique Domain Authentication ID (UDAI) is an authentication key issued when you first register your client's domain name with a registrar, or if the name is transferred to another registrar. You must make sure the UDAI is passed on to your client, the registrant of the domain name, if it is sent to you directly.
- A UDAI is required to transfer a domain name from one registrar to another. The new registrar will need the UDAI to make the transfer. Remember, a UDAI is **not** required when a client wants to change ISP or web host. The registrar may, however, ask you to provide the UDAI for the purpose of authenticating registrant detail changes.
- When requested, UDAs must be provided to registrants without delay. There have been cases where UDAs have been withheld to prevent a domain name from being transferred - this is not acceptable.
- The registrar may have a record of your clients' UDAs, or can generate a new UDAI when required.
- The registrar may choose to provide the UDAI to your clients directly. It is the Registrar's responsibility to get the UDAI to the registrant if they ask for it. In other words they may provide the UDAI without you knowing. It may seem to you that you are unfairly losing one of your customers. It is a central part of the .nz policy to allow registrants to transfer between registrars when they wish to, and the registrar is able to provide the registrant with the UDAI without notifying you.

### KEY POINTS

- UDAs are **required** for transferring a domain name to a new registrar, and are sometimes used to authenticate registrant detail changes.
- A UDAI must be supplied to the registrant upon request
- Changing ISP or Web host does not require a UDAI
- The registrar may provide registrants with the UDAs of their domains without notifying you first.

## ■ ■ what can I do if a client owes me money for their domain name registration?

- ■ Like any other debt recovery your business has to deal with, exactly how you handle this situation is up to you. You must remember, however, that one avenue **not** open to you is holding a domain name “hostage” until the money is paid.

### KEY POINTS

- Domain names cannot be held “hostage” if money is owed for them
- Registrants are able to transfer their domain name to a new registrar at any time
- It is recommended that you follow up on money owed for domain name registration or renewal by using your usual debt collection strategies

## ■ ■ what if there is a dispute over who should be the registrant of a domain name?

- ■ InternetNZ, through the Office of the Domain Name Commissioner will be administering a Dispute Resolution Service. The specific policy relating to domain name disputes is available on [www.dnc.org.nz/drs](http://www.dnc.org.nz/drs) and further information describing the procedure for making a complaint about the registration of a domain name is included there.
- ■ A brochure, entitled “a service for resolving domain name disputes” has been produced to provide general information about the service.

## ■ ■ InternetNZ

- ■ InternetNZ is a non-profit organisation fostering coordinated and cooperative development of the Internet in New Zealand. Its mission is to promote and protect the Internet, ensuring that it operates in an open and uncapturable environment. The Society’s membership includes Internet service providers, web designers, academia, public information groups, and Internet users. They are the voice of their members providing commentary and advice to politicians, industry influencers and the media. They also represent New Zealand on global Internet organisations, having the responsibility for the .nz Country Code Top Level Domain (ccTLD).



## ■ the Domain Name Commissioner

- InternetNZ has an operational office known as the Office of the Domain Name Commissioner (DNC), which oversees the management of the .nz domain name space.
- The DNC is responsible for the day-to-day running of the New Zealand (.nz) domain name space. This entails the authorisation of .nz registrars; the development of policies and procedures; making sure all parties comply with the rules and that their rights and relationships are protected; and the ongoing development and monitoring of the environment for the registration and management of .nz domain names.
- For further information on .nz domain names, .nz policies and procedures, responsibilities and so on, the place to go is [www.dnc.org.nz](http://www.dnc.org.nz)
- And if you have any issues, or queries you can't find answers to, email the DNC office at [info@dnc.org.nz](mailto:info@dnc.org.nz)

## ■ contacts and further information :

InternetNZ has produced brochures aimed at .nz registrants. These include one containing basic information on what a domain name is and how to register it, and another providing more in-depth information on registrant rights and responsibilities. A third brochure describes the Dispute Resolution Service.

If you would like copies of these brochures for your clients email [info@dnc.org.nz](mailto:info@dnc.org.nz) or go to [www.dnc.org.nz/brochures](http://www.dnc.org.nz/brochures)

For more information on .nz domains:

**Office of the Domain Name Commissioner**  
PO Box 11881  
Wellington  
Website: [www.dnc.org.nz](http://www.dnc.org.nz)  
Contact: [info@dnc.org.nz](mailto:info@dnc.org.nz)

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<b>Reseller</b>	Organisations that register and maintain .nz domain names on behalf of their clients. They register domain names through an authorised registrar; resellers bill their clients direct for domain name registration services.
<b>DNC</b>	The Office of the Domain Name Commissioner.
<b>Domain Name</b>	Every website on the internet has a numeric address (IP address). To make these addresses easy to remember, a domain name uses words rather than numbers and each is unique. Domain names are also used like this in email addresses.
<b>InternetNZ</b>	The Internet Society of New Zealand Incorporated is the organisation which manages the .nz domain name space. InternetNZ established the Office of the Domain Name Commissioner to oversee the management of the .nz domain name space.
<b>.nz Registry</b>	.nz Registry Service (NZRS) is responsible for the register of domain names and the operation of the Domain Name System (DNS) in the .nz domain name space. NZRS deals only with registrars; they have no contact with resellers or registrants.
<b>Registrant</b>	The person or organisation to which a Domain Name is registered.
<b>Registrar</b>	A business or organisation authorised by the Domain Name Commissioner to have direct access to the .nz register to register and maintain Domain Names.
<b>Second Level Domain (2LD)</b>	A name at the second level of the .nz domain name hierarchy – eg in internetnz.net.nz, 'net' is at the second level.
<b>UDAI</b>	Unique Domain Authentication ID. This is an authentication key required to authenticate a request to transfer a Domain Name from one registrar to another.
<b>WHOIS search</b>	A WHOIS search is the search you do to check the availability of a domain name. Usually available through Registrars and also at <a href="http://www.dnc.org.nz">www.dnc.org.nz</a> .

