PRESENTERS



Brent Carey, Domain Name Commission, Wellington

Brent Carey LLB BA, Cert. Dispute Resolution (Industry), has been the Commissioner since January 2018 and has recently been appointed to the Country Code Names Supporting Organisation (ccNSO) Policy Development Process Retirement Working Group. Before his appointment, Brent worked in Australia as a Senior Manager for the Victorian Telecommunication Ombudsman's office. He returned to New Zealand to work as the Commission's Chief Operations and Policy Officer in 2017, prior to his appointment as Commissioner.

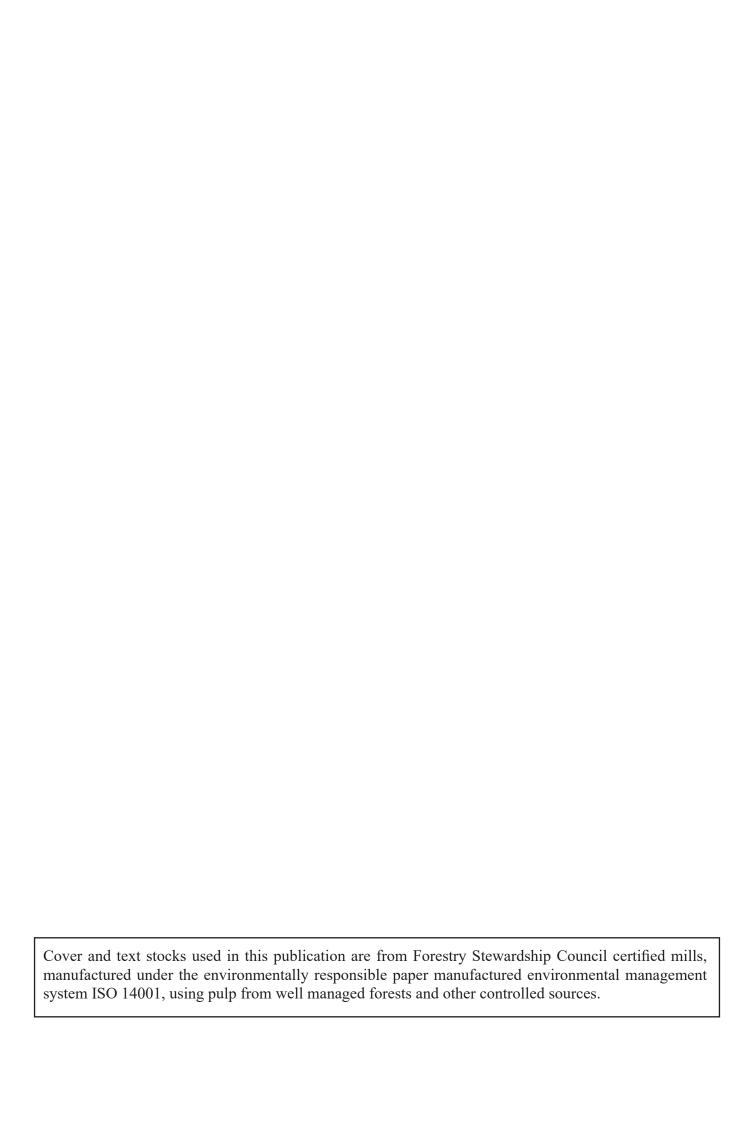
Brent has over 18 years' experience in regulatory, compliance, public relations and legal enforcement roles and has worked in Australia and Asia.



Dylan Connolly, Domain Name Commission, Wellington

Dylan Connolly, BA has been with the Domain Name Commission for over five years. Having been involved with the .nz Dispute Resolution Service since starting, he has since had several years' experience managing the service. Dylan is also a member of FLINT, a future leader's programme that helps facilitate professional development and networking for young people at the beginning of their careers. Other parts of Dylan's roles see him manage the Commission's contact centre, as well as continuing to improve all the Commission's operational processes.

The statements and conclusions contained in this booklet are those of the author(s) only and not those of the New Zealand Law Society. This booklet has been prepared for the purpose of a Continuing Legal Education course. It is not intended to be a comprehensive statement of the law or practice, and should not be relied upon as such. If advice on the law is required, it should be sought on a formal, professional basis.



CONTENTS

1.	OVERVIEW	1
2.	INTRODUCTION	3
	GLOSSARY	3
3.	PART 1	5
	WHAT IS A .NZ DOMAIN NAME?	5
	THE DOMAIN NAME SYSTEM IN NEW ZEALAND	5
	Administration of the Domain Name System	6
	.nz registration rules	
	WHO IS THE DOMAIN NAME COMMISSION?	7
	Engagement	
	Policy Compliance	
	.nz Policy Framework	
	Domain name registrations	9
4.	PART 2	11
	DOMAIN NAME REGISTRATION DATA QUERY (QUERY)	11
	INDIVIDUAL PRIVACY OPTION	13
	Access to Information	15
	Memorandums of Understanding	15
	One-off requests	
	ROLE YOU MAY PLAY WHEN A CLIENT IS PLACED INTO LIQUIDATION	15
5.	PART 3	17
	COMPLAINTS AND DISPUTES	17
	Complaints about breaches of .nz policy	
	Disputes filed under the Dispute Resolution Service	
	Points to remember	
	Some examples of cases dismissed because of failure to demonstrate each element	
	THE PROCESS	
	PRIOR TO LODGING A DISPUTE TOOLS YOU CAN USE	
	LODGEMENT OF COMPLAINTS – VARIETY OF FORMS	
	MEDIATION	
	Case Study	26
6.	SUMMARY AND FINAL TAKEAWAYS	33