

Dispute Resolution Process Submission

From: Kim Thibault on behalf of Maxnet

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As a registrar we have encountered only 1 dispute in the past 2 years and the parties resolved it without going to court. As there have been few disputes and a legal process for resolving them, Maxnet do wonder if there is sufficient need to change the status quo.

As the review committee will have spent time investigating the pros and cons of each we would be interested in knowing their recommendation.

Of the two options presented the Nominet based version seems to be the best for NZ with lower cost to the users.

I recommend, however, a fee to be paid to the DNC to cover the costs of lodging disputes as it will increase the administrative costs. A fee of approximately \$250 should be enough without being too much. It will probably not completely recover the cost to the DNC office but I view this as better than no cost. If the fee is payable by to the person / company lodging the dispute then it will be a natural filtering device to reduce the number of complaints lodged and may motivate some to resolve the dispute directly - reducing the cost to the DNC.