

# KEEPING THE

# CUSTOMER SATISFIED

a guide for .nz domain name resellers

## YOUR GUIDE TO

- The domain name rules
- How to use a UDAI
- What goes where on the .nz register
- What your clients need to know about .nz domain name rules

**DOMAIN**  
NAME  
**COMMISSION**  
.nz

# 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 guide is for you.

You might be a web designer, a web host, an Internet service provider, a brand or intellectual property firm – 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.

## **Contacts and further information:**

The Domain Name Commission has produced a number of 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. Another brochure describes the Dispute Resolution Service. If you would like copies of these brochures go to [www.dnc.org.nz/brochures](http://www.dnc.org.nz/brochures).

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# .nz policies

The .nz policies 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. Where the policies are breached, the Domain Name Commission 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 must be a properly constituted organisation or an identifiable individual over 18 years)
- The registrant must be able to be contacted through the details provided
- The registrant is responsible for keeping their contact details current and correct.

### Admin contact name field

- The name and contact details of your reseller organisation can be entered into the 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.

**No matter how much responsibility you bear for your client's affairs, the client always remains the registrant.**

# Switching registrars - the time you need your UDAI

## **A UDAI is required to transfer a domain name from one registrar to another.**

The Unique Domain Authentication ID (UDAI) is a validation key that is automatically generated when you first register your client's domain name with a 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.

UDAI's have a lifespan of 30 days and are needed 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 Internet Service Provider or web host. The registrar may, however, ask you to provide the UDAI for the purpose of authenticating registrant detail changes.

When requested, UDAI's must be provided to registrants without delay. There have been cases where UDAI's have been withheld to prevent a domain name from being transferred - this is not acceptable.

The registrar 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. However, 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

- UDAI's have a lifespan of 30 days
- UDAI's 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 Internet Service Provider or web host does not require a UDAI
- The registrar may provide registrants with the UDAI's of their domains without notifying you first.

## **A UDAI must be supplied to the registrant on request.**

# 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?

The Domain Name Commission administers a Dispute Resolution Service. The specific policy relating to domain name disputes is available at [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, called '*A Service for Resolving .nz Disputes*' has been produced to provide general information about the service.

## Domain Name Commission Limited

The Domain Name Commission Limited is a wholly-owned subsidiary company of InternetNZ and is responsible for the day-to-day management and running of the New Zealand (.nz) domain name space.

This includes 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. The DNC is also responsible for the administration of the .nz Dispute Resolution Service.

# Glossary

<b>DNC</b>	Domain Name Commission Limited.
<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>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 Commission to have direct access to the .nz register to register and maintain Domain Names.
<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>UDAI</b>	Unique Domain Authentication ID. This is a password/code required to validate 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>

