

CELEBRATING 10 YEARS OF THE FREE-TO-FILE .NZ DISPUTE RESOLUTION SERVICE

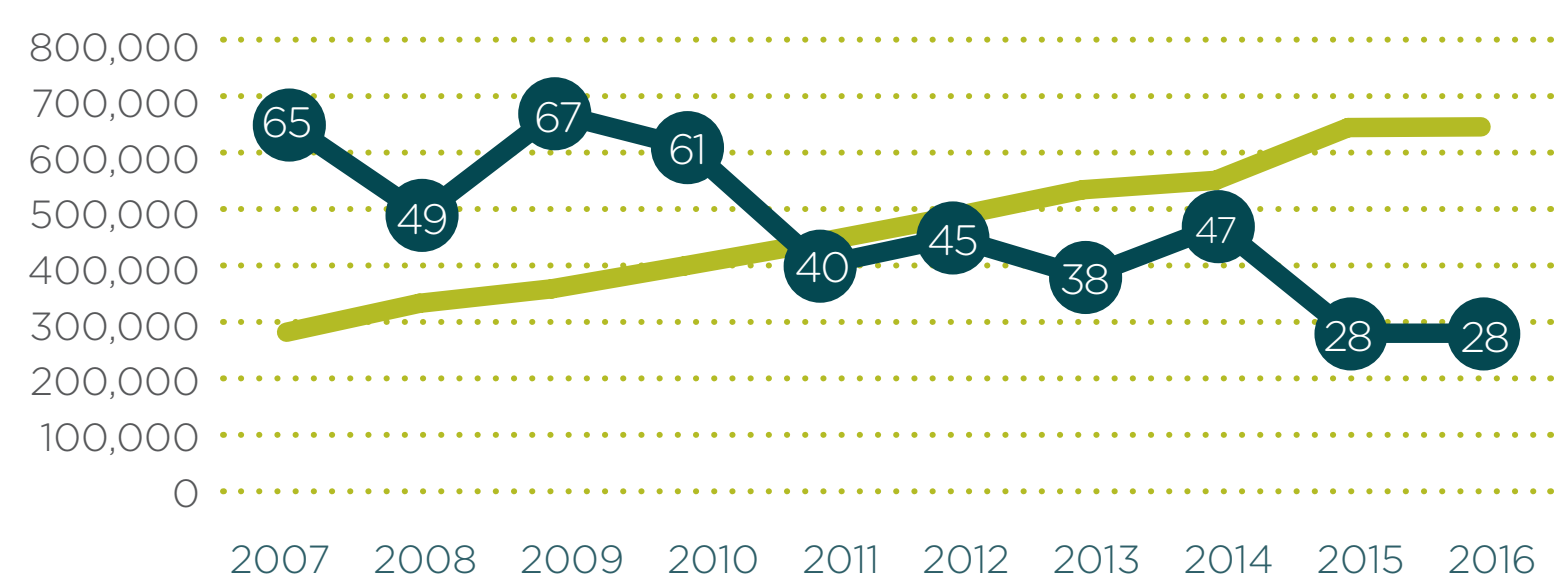
For over 10 years, parties involved in disputes over .nz domain names have been making use of the Domain Name Commission's free-to-file Dispute Resolution Service (DRS). The DRS is a cost-effective and quicker alternative to taking disputes over .nz domain name registrations through the court system. First set up in 2006, it's been going strong ever since.

The numbers have it

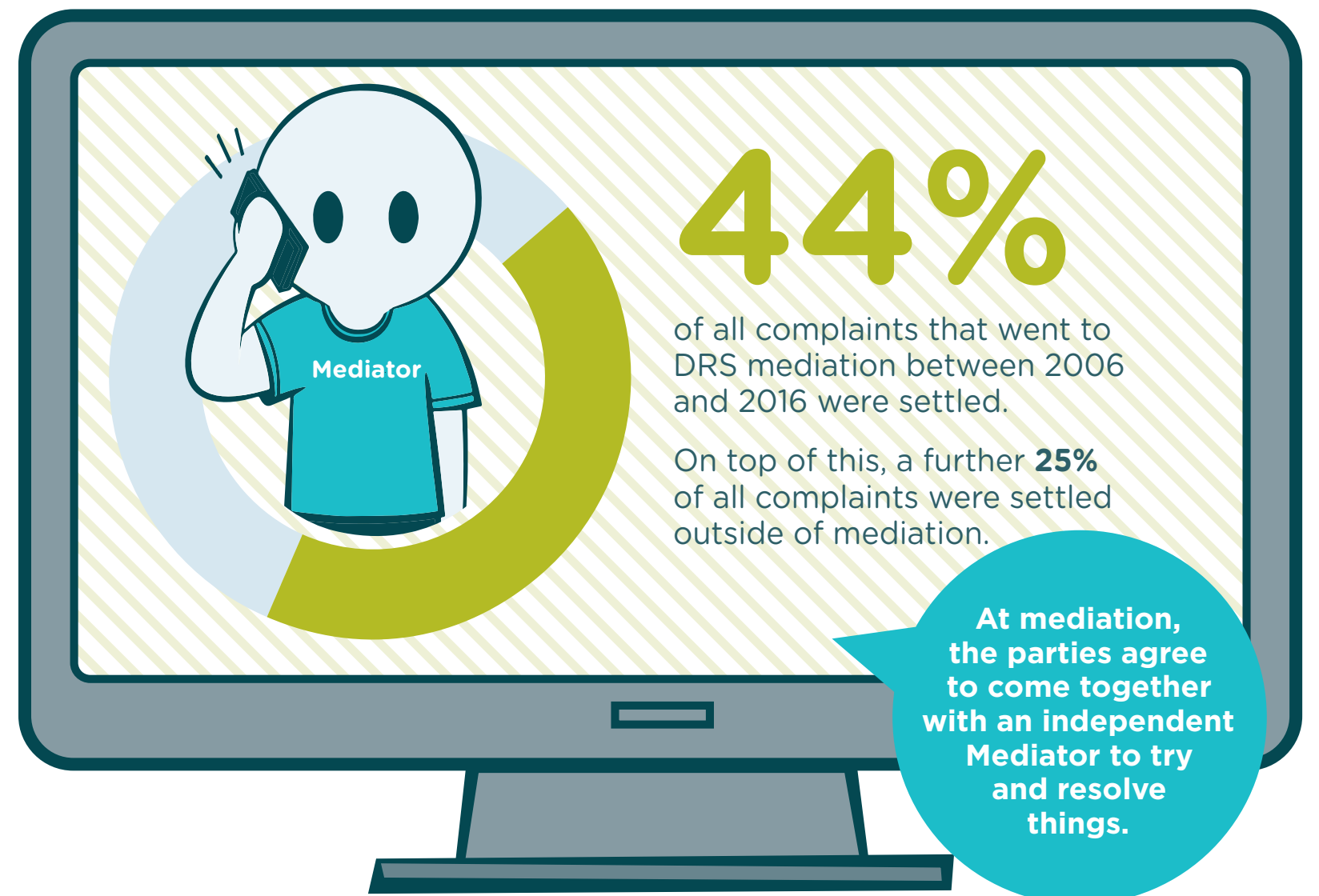
The number of DRS complaints over time represents a small fraction of all domain names registered within .nz.



Complaints
○ Total domains in register

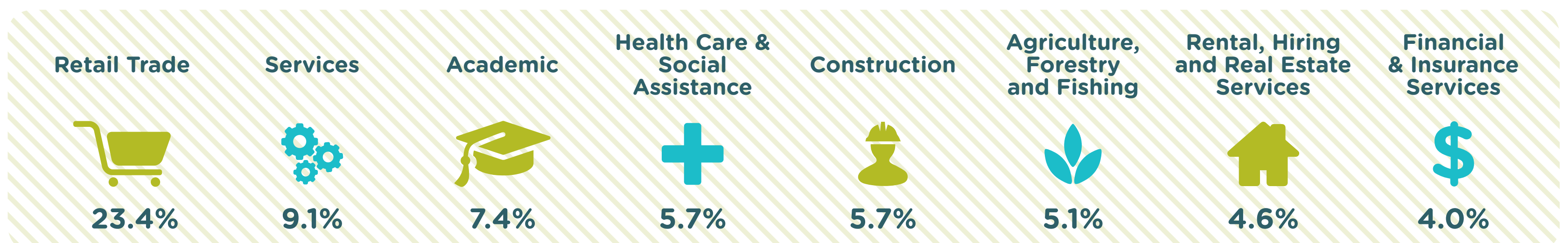


Mediation proves its worth



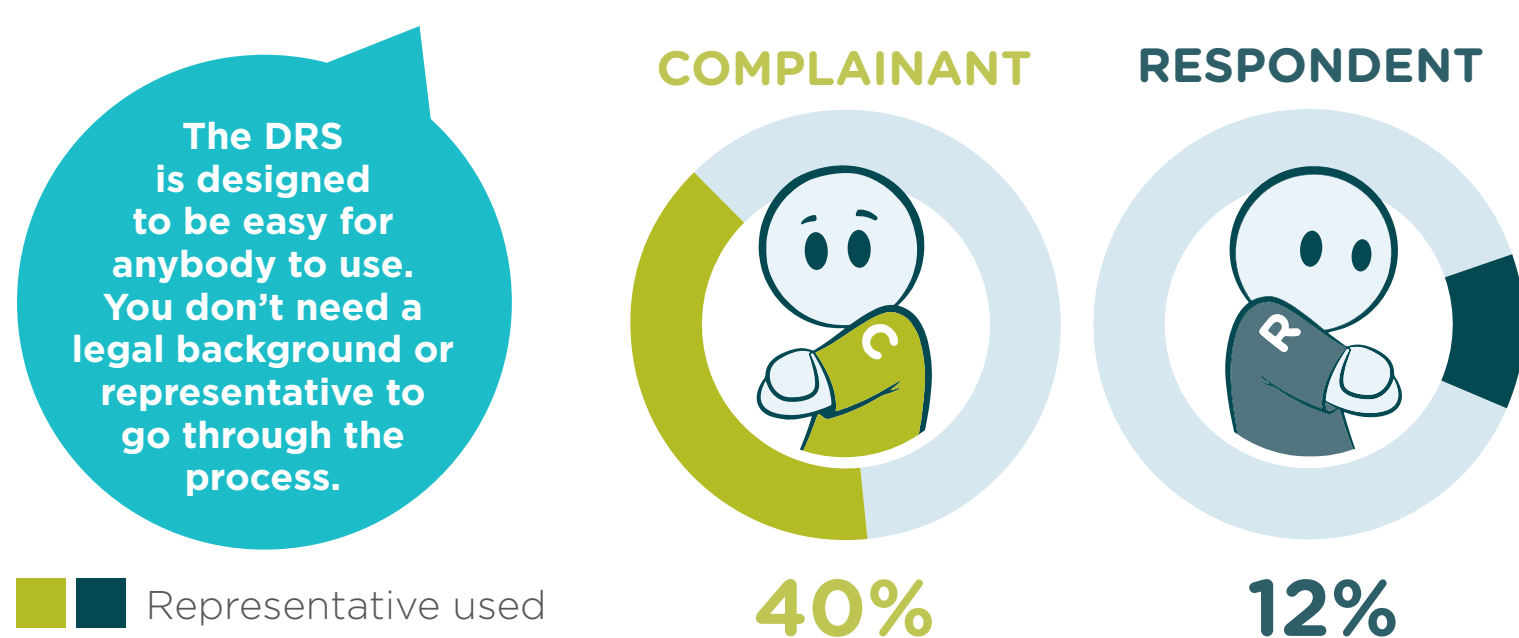
Complaints cover the spectrum

Reflecting the fact that many domain names are used for e-commerce, 23 percent of DRS complaints between 2014 - 2016 were about .nz names used in retail and trade.



Representative optional

Between 2006 and 2016 only 40% of DRS complainants and 12% of respondents used a representative.



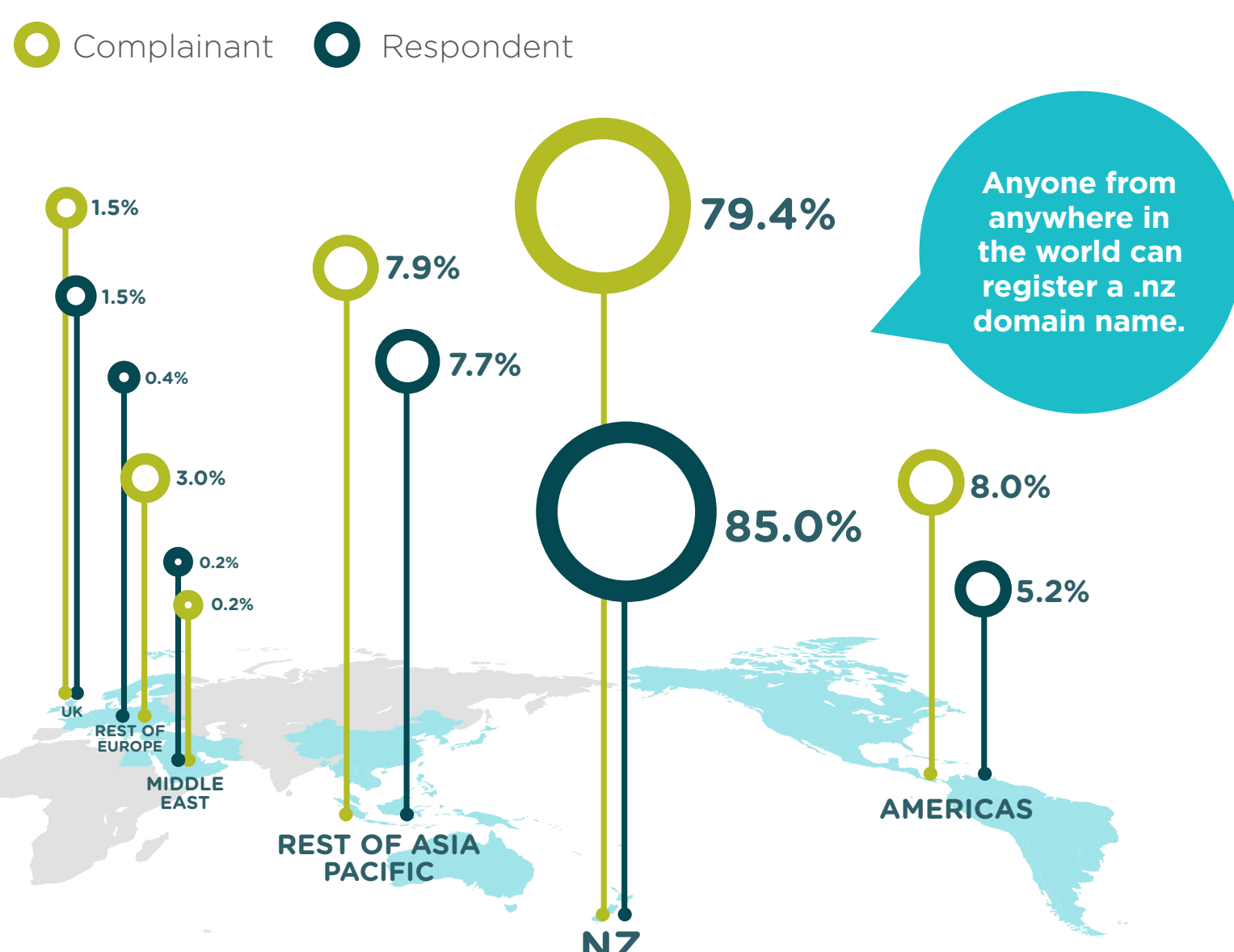
Expert decisions highly effective

Between 2006 and 2016, 138 DRS complainants paid the fee for an expert determination.



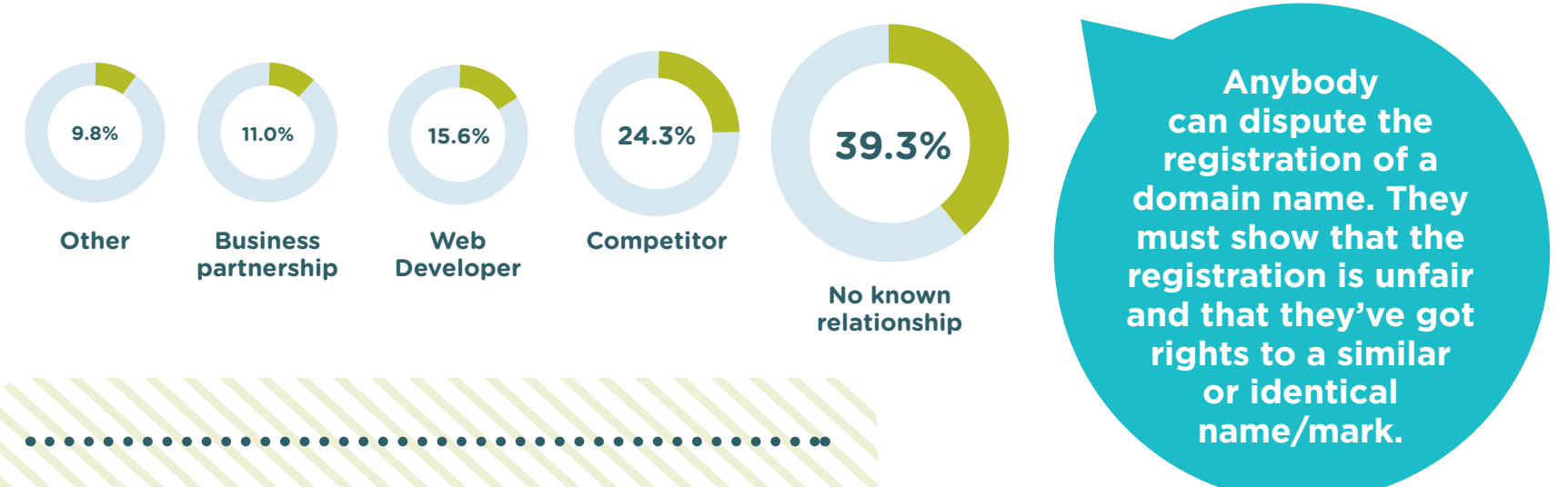
It's a global affair

DRS complainants were from 46 countries between 2006 and 2016. New Zealand is the most common country of origin for a DRS complaint, followed by countries in the Americas and the rest of Asia Pacific.

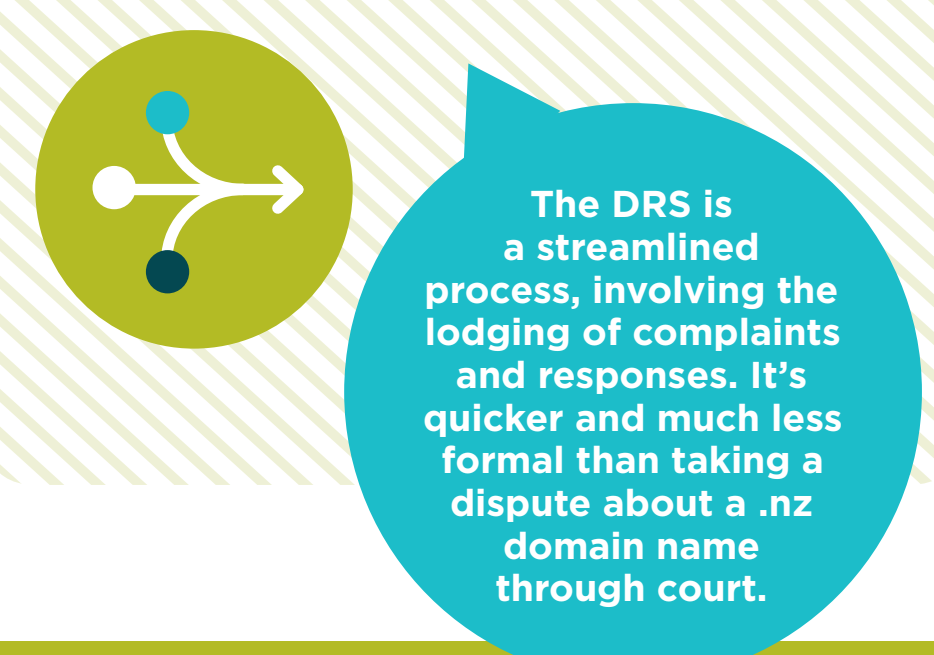


Relationship between parties

Between 2014 and 2016, most DRS complaints were made against those who had no known relationship to the complainant, followed by business competitor, web developers and former business partners.



Streamlined process



.nz DOMAIN NAME COMMISSION