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*This policy is issued by the Domain Name Commission on behalf of [InternetNZ](#), the Internet Society of New Zealand Incorporated.*

## **PROCESS ON DE-AUTHORISATION OF A REGISTRAR**

### **1. Statement of Purpose**

- 1.1 This policy outlines the process to be followed after the de-authorisation of a registrar, whether the de-authorisation is voluntary, or resulting from a serious breach of the terms and conditions stated in the InternetNZ Registrar Authorisation Agreement.
- 1.2 This policy details the steps that parties must take upon de-authorisation.

### **2. Background**

- 2.1 InternetNZ has responsibility within New Zealand for the .nz domain name space ("DNS"), and maintains a shared registry system ("SRS") for the management of .nz domain name registrations and the operation of the DNS.
- 2.2 The SRS provides a single register for registering domain names and associated technical and administrative information. .nz Registry Services ("NZRS") operates the registry. The registration of domain names and modification of information associated with that name on the register can be effected only by authorised registrars. There is a competitive environment for registrations, with a number of registrars in the market.
- 2.3 Registrars are responsible for managing their relationship with registrants. There is no communication between NZRS and registrants.
- 2.4 This document should be read in conjunction with "[Registering, Managing and Cancelling Domain Names](#)" ("RMC"), and "[Transfer to another Registrar](#)" ("TAR").

### **3. Cancelling a Registrar's Authorisation Status**

- 3.1 The registrar can cancel their authorisation status but must ensure they provide at least two months notice.

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- 3.2 InternetNZ can cancel a registrar's authorisation status where:
- 3.2.1 The registrar has transferred their authorisation status to another party.
  - 3.2.2 The Connection Agreement with NZRS is cancelled by either party.
  - 3.2.3 The registrar has not met their duties to InternetNZ under the Authorisation Agreement; or under the .nz policies and procedures.
  - 3.2.4 For any other reason notified to the registrar.
- 3.3 The combined effect of the contracts and the delegations will ensure that no registrar's authorisation status will be cancelled without the written consent of InternetNZ.

#### **4. Duties upon Cancellation of Authorisation Status**

- 4.1 If any registrar wishes to cancel their agreement they should email InternetNZ at [registrars@dnc.org.nz](mailto:registrars@dnc.org.nz) or fax InternetNZ on +64 4 495 2115.
- 4.2 Unless the law states otherwise, or both parties have agreed to the contrary, the agreement will end two months after the request has been received.
- 4.3 The cancelling of any agreement the registrar has with InternetNZ does not affect any rights and responsibilities which are intended to continue or come into force afterwards.
- 4.4 Where a registrar does not want to continue being a registrar, it is their responsibility to arrange the transfer of registered domain names for which they are responsible to another .nz registrar in line with TAR (including communication with their registrants about the transfer and timeframes).
- 4.5 Where InternetNZ cancels a registrar's authorisation, and the registrar has not made alternative arrangements for the domain names, the Domain Name Commissioner ("DNC"), will ensure NZRS cancels all the registrar functions and access on the SRS. The DNC will then contact all registrants with domain names under the management of the deauthorised registrar.
- 4.6 No matter who cancels the registrar's authorisation, the registrar will:
- Take all actions necessary to safeguard the rights of their registrants;
  - Cease to hold themselves out as an authorised registrar;
  - Immediately discontinue acting as a registrar;
  - Work co-operatively with all persons who are involved in transfers of registered domain names that the registrar is in charge of to other registrars.

## **5 Reassigning Domains**

- 5.1 The DNC will manage a process to contact all affected registrants and instruct them to transfer their domains to a registrar of their choice
- 5.2 Contact with all affected registrants will be by any, or all, of the following methods: telephone, post, fax, email.
- 5.3 The registrant will be provided with the domain name and the UDAI for the domain name. They will be given directions on why they need to transfer to another registrar and how they go about doing that.
- 5.4 Registrants with domains that are 'pending release' will receive the same communication as those with 'active' domains, except that they will be advised they need take no action unless they want their domain reactivated from its cancelled state.
- 5.5 Communication will be sent individually for each domain, even if the same registrant has multiple domains.
- 5.6 Registrants will be informed about the circumstances and reassured that the current status of their domain name remains unchanged.
- 5.7 A list of authorised registrars will be provided for registrants to choose from, together with contact information. Where the communication is by email, this may include links to the registrar's web sites.
- 5.8 The list of registrars will be presented in an alphabetical list for printed communications, or where by email it may be presented as a varying 'random' order on individual emails to avoid unfair predisposition towards certain registrars.
- 5.9 Registrants will be advised about the use of the UDAI and contact information for the DNC office will be provided to answer questions or reissue UDAs if required.
- 5.10 The communication will stress the importance of selecting a new registrar and give a deadline for completing the transfer process. The deadline will have no impact on the 'billed until' date of domain names but is intended to ensure registrants respond to the communication.
- 5.11 Those domains that are due for renewal during this process will be automatically renewed for a month, enabling them to be transferred and not cancelled. The DNC will pay the registry company any renewal fees resulting from this process.

## **6. Processing Transfer Requests**

- 6.1 It will be up to registrars to transfer the domain name when approached by a registrant, and upon them agreeing to the gaining registrar's terms and conditions.
- 6.2 The DNC will continually monitor the status of the affected domains and will follow up with registrants where required.

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## 7. Residual Domains

- 7.1 After sufficient time has elapsed, the DNC will direct NZRS to set the billing term for all domains that have not been transferred to '0'. This will mean that those domains will be cancelled when their billed until date is met.
- 7.2 The DNC will send one last communication, probably by postal mail, out to registrants of those domains remaining with the registrar ID of the deauthorised registrar. This will again detail the process the registrant must follow for transfer and will also clearly state that the domain name will be cancelled as at the specified date, the specified date being the existing billed until date.

## 8. Notes about the process

- 8.1 The DNC will issue any press releases or other public statements as considered necessary to make affected registrants aware that their registrar is no longer operating as a registrar
- 8.2 Where the registrar has been hosting the domain name, and the hosting services have also ceased, attempts will be made to contact registrants affected as quickly as possible. Other registrars will not be permitted to approach registrants directly to offer hosting services to affected registrants as a way of securing transfers of domains to them.
- 8.3 Where necessary, the DNC will attempt to fill any hosting gaps with temporary arrangements with other organisations. In that situation, the DNC will direct NZRS to update the name server information to reflect the new hosting arrangements. The DNC may choose not to do this if any costs are likely to be incurred.

## 9. General Information

- 9.1 A range of information about .nz policies, the SRS, registrant rights, and domain names in general is publicly available on the Internet at <http://dnc.org.nz>. This includes:
- A list of all authorised registrars, with links to their home pages.
  - A list of second level moderators and their contact details.
  - Current policy about domain names in .nz, dispute resolution, etc.
  - Frequently asked questions.
  - Links to other relevant sites.
- 9.2 If anyone has any questions regarding this document please email [policies@dnc.org.nz](mailto:policies@dnc.org.nz)