.nz Newsletter – April 2013

Providing UDAIs, Responsibilities and Good Customer Service

The DNCL has recently been contacted by a number of domain name holders saying that either their Registrars, or Resellers, are making it difficult to obtain their UDAIs when they've asked for them.

Josh Cookson, who deals with Registrar Liaison and Compliance, says that customers are sometimes being sent in circles with either Registrars or Resellers redirecting customers to one another.

"It is very clear in our policies that UDAIs must be provided to Registrants on request. There should be no reason why domain name holders should not be given their UDAIs when they have been identified and specifically ask for them," he says.

Under the *Registering, Managing and Cancelling Domain Names* policy, the UDAI must be sent to Registrants on request and when the name is registered. If a Registrar has an automated system for generating a UDAI, they can either provide the UDAI or provide the Registrant with directions and a link for the Registrant to generate their own.

The DNCL would also like to remind all .nz Registars that their Resellers must abide by the DNCL's policies. Furthermore, Resellers also have to have their customers agree to their Registrar's .nz terms and conditions.
To read the policy visit: http://dnc.org.nz/content/registering_managing_cancelling.pdf

New DNC Staff

Last month the DNCL's Dispute Support Officer Laura Turnbull went on study leave. Laura, who is studying Business at Victoria University, has been with InternetNZ and the DNC since 2007. She said the extra time spent on studying would allow her to graduate by the 2013 end, at which time she would return to full-time work.

Laura has been replaced by Jesse Strafford. Jesse is a Wellingtonian and has recently completed a LLB/BSc at Victoria University. He is currently part-way through his legal professionals and looks forward to learning more about the DNCL and the Dispute Resolution Service, which he will be providing help with. Another change to DNCL's staffing is that Dylan Connolly, who was originally hired to help out with administration, will now also be providing support to Josh Cookson.

Internet News

Statistics New Zealand last week stated that more than half the population is now shopping online.

A survey measuring access to and use of computers, the Internet, and mobile phones showed the number of people making online purchases had increased by 11 per cent since 2009.

"The fact that more than 1.8 million people made online purchases in 2012 shows that our Internet use has evolved considerably from sending the occasional email," says Statistics New Zealand spokesperson Hamish Hill

That amounted to more than one-third of the working-age population and 400,000 more people than in 2009.

Statistics

In March, the number of active .nz domain names increased from 522,855 to 526,201, a net increase of 3346. Figures as of 31 March, 2013:

	28 February 13	31 March 13	New Registrations March	Renewals March	Net Change
.ac	1,992	1,997	25	343	5
.co	447,886	450,912	8954	69,636	3026
.cri	13	13	0	1	0
.geek	1,220	1,216	12	288	-4
.gen	1,401	1,398	15	326	-3
.govt	1,117	1,118	5	1,082	1
.health	164	166	2	146	2
.iwi	78	78	0	10	0
.kiwi	8,253	8,409	169	326	156
.maori	1,158	1,162	18	106	4
.mil	36	34	0	10	-2
.net	28,653	28,784	539	4,284	131
.org	27,560	27,591	391	4,030	31
.parliament	9	9	0	9	0
.school	3,315	3,314	22	1,190	-1
TOTAL	**522,855**	**526,201**	**10,152**	**81,787**	**3,346**

Note: the above figures do not include names in the 'pending release' status. They incorporate all active domain names in the .nz register. For more statistics, see http://dnc.org.nz/statistics

Availability

Availability %	SLA	Jan 13	Feb 13	Mar 13
SRS	99.9	100	100	100
Whois	99.9	100	100	100
DNS	100	100	100	100

SRS Response times

Performance figures on the production environment for the previous three months:

Avg Response time (in seconds)	SLA Target	Jan 13	Feb 13	Mar 13
Domain Details Query	≤0.5	0.01	0.02	0.04
Domain Update	≤0.8	0.21	0.21	0.23
Domain Create	≤0.8	0.25	0.26	0.27
Get Message	≤0.5	0.05	0.03	0.03
Whois	≤0.5	0.08	0.08	0.08
Whois queries at back end including Registrar (volume 000's)	N/A	7622	7192	8231
Whois Server Queries (volume 000's)	N/A	1268	1092	1191
UDAI Valid Query	≤0.5	0.10	0.10	0.11

Server DNS % Availability

	Jan 13	Feb 13	Mar 13
NS1	99.94	100	100
NS2	100	100	100
NS3	100	100	100
NS4	100	100	100
NS5	100	100	100
NS6	100	100	100
NS7	100	100	100

Unscheduled Outages during March 2013

Outage Type	Total Duration
SRS Unscheduled	No unscheduled outages
WHOIS Unscheduled	No unscheduled outages
DNS	0

Scheduled Outages during March 2013

Outage Type	Total Duration
SRS Scheduled	4 hours
SRS Emergency Scheduled	0
Whois Scheduled	4 hours

Planned Scheduled Outages

Details of future SRS releases and planned scheduled outages can be found on our website **http://nzrs.net.nz/notices/updates**

Any Comments?

If you have any questions or concerns about the SRS, please don't hesitate to contact us. For registry or technical matters, contact Dave Baker at **support@nzrs.net.nz** or on 04 931 6970. For all other matters, contact Debbie Monahan at **info@dnc.org.nz.**

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