

## **.nz NEWSLETTER – MAY 2006**

### **:: Service Level Agreement ::**

The InternetNZ / NZRS Service Level Agreement (SLA) has been updated and is effective from 4 May 2006.

The new SLA provides better definition of the requirements and targets. It has an increased focus on the DNS systems – including increased monitoring and additional reporting on individual DNS servers, and overall activity.

The WHOIS service requirements and targets have been separated from the SRS and are now measured and reported on individually. The SRS performance targets have been updated to reflect the required performance consistent with providing excellent service.

If you wish to view the SLA you can download the .pdf of it from

<http://dnc.org.nz/content/InternetNZ-NZRS-SLA.pdf>

### **:: DNC OFFICE ::**

In April the number of active .nz domain names increased from 221,433 to 225,475, a net increase of 4,042.

### **Dispute Resolution Service**

InternetNZ is offering a Dispute Resolution Service (DRS) for disputes that can arise over who the registrant of a domain name should be. The DRS, administered by the Office of the Domain Name Commissioner, has been set up to provide an alternative to the courts where disputes over .nz domain names arise. The DRS does not address complaints about the use or content of a website, nor disputes over domain names that do not end with '.nz'.

When a complaint is made the current registrant is given a chance to respond. If they do respond a mediator will be appointed and attempts will be made to facilitate a resolution to the dispute. If the current registrant does not respond, or attempts to mediate are unsuccessful, the complainant can request for the case to be determined by an Expert. The fees for an Expert decision are \$1,800 + GST. There is also an appeal process.

The .nz DRS, including the policy, decisions and statistics, will be able to be accessed through the DNC website [www.dnc.org.nz](http://www.dnc.org.nz) from 1 June.

## Statistics

Figures as at 30 April 2006:

	<i>Active names as at 1April</i>	<i>Active names as at end 30 April</i>	<i>New registrations April</i>	<i>Renewals April</i>	<i>Change over April</i>
.ac	1153	1168	25	258	15
.co	189123	192663	5570	45409	3540
.cri	25	18	0	14	-7
.geek	832	843	18	254	11
.gen	960	965	12	272	5
.govt	827	834	7	396	7
.iwi	56	55	1	13	-1
.maori	404	412	17	63	8
.mil	22	22	0	8	0
.net	12719	12986	433	2892	267
.org	12829	13018	325	2932	189
.school	2483	2491	18	1082	8
<i>TOTAL</i>	<i>221433</i>	<i>225,475</i>	<i>6426</i>	<i>53593</i>	<i>4042</i>

Note: these 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>

## :: .nz REGISTRY SERVICES ::

### SRS and DNS Review

nz Registry Services (NZRS), is undertaking a comprehensive review of its mission critical systems and applications. Included are the Shared Registry System (SRS) that manages the .nz register and the Domain Name System (DNS) that ensures .nz website and email addresses are directed to their designated Internet servers.

NZRS General Manager, Nick Griffin, said "While there continues to be a high degree of confidence and customer satisfaction with our current systems, they are a critical part of New Zealand's technical infrastructure so it is important that we are proactive and anticipate any factors likely to impact upon technical architecture in future years."

The review will employ a consultative process, seeking input from a wide variety of stakeholders, including the Internet Society of New Zealand (InternetNZ), who hold the .nz delegation rights, the Office of the Domain Name Commissioner, and over 55 registrars authorised sell the rights to use .nz domain names.

### Staffing – Support Analyst

NZRS is looking for a Support Analyst. The role offers diversity and will work closely with the Technical Manager in an all-encompassing support role, you will need to professionally handle everything from fault investigation/analysis and activity monitoring to the testing of XML transactions. A confident and fluent communicator, you will also effectively provide first-rate technical support to registrars and the Office of the Domain Name Commissioner.

You will have demonstrated an understanding of XML, XSL, HTML, and Open Source. You will also have high levels of initiative, self-management skills, and strong trouble shooting and analytical skills.

For further details on how to apply please refer to [www.nzrs.net.nz](http://www.nzrs.net.nz)

### SRS Availability

System availability for April was 99.98%, against the SLA standard of 99.9%

SRS Availability	February	March	April
%	98.64	99.85	99.98

### SRS Response Times

Response time performance figures on the production environment for the previous three months were:

Avg Response time (in seconds)	February	March	April
Domain Details Query	0.06	0.06	0.05
Domain Update	0.44	0.43	0.43
Domain Create	0.52	0.54	0.27
GetMessage performance	0.04	0.04	0.03
Whois	0.17	0.16	0.16
Whois queries at back end including Registrar (volume 000's)	1,640	1,891	1,738
Whois Server Queries (volume 000's)	286	281	262
UDAI Valid Query	0.23	0.23	0.22

### DNS Availability

DNS Availability	February	March	April
%	100	100	100

## Unscheduled Outages

Outage	Duration
Micro Outages for the Month	8 minutes and 58 seconds

## Scheduled Outages and Updates

The scheduled maintenance window was utilised on 30 April, and another scheduled outage took place on 9 April to switch the primary site back to Albany.

**The next scheduled outage is on 28 May 07:00 – 09:00**

## 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 Nick Griffin at [support@nzrs.net.nz](mailto:support@nzrs.net.nz). For all other matters, contact Debbie Monahan at [info@dnc.org.nz](mailto:info@dnc.org.nz).

## Please Note

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