

## **.nz NEWSLETTER – November 2008**

**:: DNC ::**

**Policy Reviews:      Disputes and Complaints Process  
                                 Investigations and Inquiries Process**

The DNC is now reviewing the [Disputes and Complaints Process \(DCP\)](#) and the [Investigations and Inquiries Process \(IIP\)](#). These two policies interrelate and it is reasonable to review both at the same time.

These policies have been utilised on a number of occasions when investigating registrars and registrants. The investigations have resulted both from complaints being received, and also proactive work by the DNC Office. The current policies allow sufficient flexibility in approach while still ensuring due process. There are no changes identified as required due to operational requirements.

Therefore we are now seeking comment regarding any suggested changes to the above policies, as identified by interested parties.

Submissions should be by email to [policies@dnc.org.nz](mailto:policies@dnc.org.nz) . They may also be made by fax to +64 4 495 2115 or by post to Domain Name Commission, PO Box 11 881, Wellington, 6012, New Zealand. All submissions will be published at <http://dnc.org.nz/dcp-iip-review> . All submissions should be received by midday on Tuesday 2<sup>nd</sup> December.

### **DNCL Board Meeting – Minutes**

The DNCL board meeting was held on Wednesday 22 October. The minutes of this meeting are now available. They can be viewed in either [.html](#) or [.pdf](#) format.

### **Monthly Growth Statistics**

In October we saw a marked turn around in monthly increase figures. Last month we reported that there had been a very low monthly growth rate, with an increase of only 1,948 from the previous month's total.

However this month witnessed a return to a solid monthly increase figure, with almost 4000 names registered over the total seen in September.

## Statistics

In October, the number of active .nz domain names increased from 344,293 to 348,186, a net increase of 3,893.

Figures as at 31 October 2008:

	<i>Active names as at 1 October</i>	<i>Active names as at end 31 October</i>	<i>New registrations October</i>	<i>Renewals October</i>	<i>Net Growth</i>
.ac	1614	1646	36	349	32
.co	296142	299555	6200	63250	3413
.cri	16	16	0	3	0
.geek	848	861	21	237	13
.gen	1191	1201	14	316	10
.govt	972	977	5	885	5
.iwi	63	64	1	16	1
.maori	513	523	20	87	10
.mil	17	17	0	9	0
.net	20162	20330	421	3682	168
.org	19949	20180	432	3763	231
.parliament	5	5	0	5	0
.school	2801	2811	27	1234	10
<b>TOTAL</b>	<b>344293</b>	<b>348186</b>	<b>7177</b>	<b>73836</b>	<b>3893</b>

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 ::

### Nick Griffin leaving NZRS

Nick Griffin has advised that he will be leaving the company after 6 ½ years. His departure date is the end of January 2009, but he has agreed to the Board's request that he will continue to be available, if required, to assist in the transition over the months of February and March.

Nick has led the company from its inception, through to it becoming a very stable supplier of key infrastructure to New Zealand.

During the early days of the company, Nick was heavily involved in the setting up of the company, the implementation of the Shared Registry System (SRS) and the transfer of the registry. Since those early days, Nick has worked tirelessly leading his team and suppliers to continually improve the SRS and DNS, this has resulted in the very impressive systems stability, availability and response times that we have recorded across his term of leadership.

Some of the key measures that NZRS has achieved under Nick's guidance include:

- NZRS has achieved the highest levels of System Performance and System Availability for the SRS and DNS.
- Customer Satisfaction levels over 95%
- The implementation of robust Business Continuity processes and procedures that are ingrained into the day to day operation.
- Impressive financial results: including growing revenues, managed expenses and increasing dividends

These results can be seen on the NZRS website and the NZRS Annual Reports.

The Chief Executive role is being advertised on the NZRS website.

## **NZRS replaces .nz name server**

28 October 2008 – New Zealand Registry Services (NZRS) is pleased to announce that the authoritative name server for the .nz Domain Name System (DNS) has been replaced.

The replacement is part of a wider project aimed at improving the .nz DNS infrastructure. There is no impact on the .nz DNS as a result of the change and the new IP address for NS4.DNS.NET.NZ is 202.46.189.130.

Over the last few weeks the NZRS, has worked on the changes. The authoritative .nz name server was previously operated by TelstraClear.

Bringing the server under NZRS' control will lead to greater reporting and monitoring of the .nz name servers. It will also enable the smoother addition of servers to other parts of the network, if required.

NZRS General Manager Nick Griffin thanks TelstraClear for its solid management of the .nz name server to-date.

"The new server uses a technology called Anycast, where multiple servers respond to the same IP address, resulting in faster query times. It adds additional robustness and offers better resistance to large-scale denial of service attacks," he says.

NZRS operates and manages the registry of .nz domain names and the operation of the Domain Name System (DNS) in the .nz domain name space.

## **SRS**

The EPP & IDN workshop held in Wellington was very useful and has given us some valuable information to include in our EPP design. Thank you to all those that contributed to the workshop. As the EPP programme develops we will provide updates.

## **Availability**

SRS production system availability:

	<b>SLA</b>	<b>August</b>	<b>September</b>	<b>October</b>
<b>SRS Availability %</b>	99.90	99.97	99.98	99.91
<b>Whois</b>	99.90	99.99	100	100
<b>DNS</b>	100	100	100	99.91

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

<b>Avg Response time (in seconds)</b>	<b>SLA Target</b>	<b>August</b>	<b>September</b>	<b>October</b>
Domain Details Query	≤1.5	0.03	0.03	0.03
Domain Update	≤0.8	0.43	0.42	0.41
Domain Create	≤0.8	0.48	0.48	0.49
GetMessage performance	≤0.8	0.04	0.04	0.04
Whois	≤0.8	0.12	0.13	0.12
Whois queries at back end including Registrar (volume 000's)	N/A	2,841	2986	2836
Whois Server Queries (volume 000's)	N/A	351	365	396
UDAI Valid Query	≤0.8	0.17	0.16	0.15

## 1. DNS

### Server % Availability

	<b>August 08</b>	<b>September 08</b>	<b>October 08</b>
<b>NS1</b>	100	100	100
<b>NS2</b>	100	100	100
<b>NS3</b>	100	100	100
<b>NS4</b>	100	99.96	100
<b>NS5</b>	100	100	100
<b>NS6</b>	100	100	100
<b>NS7</b>	100	100	100

NS4 was successfully changed from the Grace and favour arrangement with TelstraClear Ltd to NZRS on October 29 at 11:04 am when Telstra Clear Ltd switched the server off

### Unscheduled Outages

<b>Outage Type</b>	<b>Total Duration</b>
SRS Unscheduled	2,328 seconds
WHOIS Unscheduled	2,299 seconds
DNS	0

## 2.

### Scheduled Outages

<b>Outage Type</b>	<b>Total Duration</b>
SRS Scheduled	2 hrs
Whois Scheduled	2 hrs

### 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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