

Submitter: Ernest Thiessen

I've discussed your project with my colleagues and have elicited their views on the future of dispute resolution services at New Zealand's Domain Name Commission. Your goal is to provide the very best services for all those involved in the .nz domain name space. To that end, we would like to know if you would be interested in our algorithm driven platform for your service. We offer collaboration systems from ONE to Infinity.

Smartsettle ONE is designed for disputes that can be reduced to a single numerical issue. A white-label system could be set up very quickly and be used in mediation of a subset of your disputes that would be expertly partitioned for that purpose. Smartsettle Infinity can be applied to virtually any negotiation that you can imagine. But it is not for the faint of heart - we would recommend that Infinity be reserved for your highest value disputes with negotiations supported by facilitators skilled and certified in the use of Infinity.

I invite you to visit our [showroom on Resolution Cloud](#) to learn more about both ONE & Infinity. Furthermore, we would like to offer an online presentation to your team so that you can more fully evaluate what we have to offer. We normally use Zoom for this. We would prepare a presentation to demonstrate the potential use of both ONE & Infinity to typical domain name disputes. We would need a commitment from your team to attend for 90 minutes in order for us to fully demonstrate the breadth of what is possible with Smartsettle. On our team is [Graham Ross](#) who is intimately familiar with domain name mediation and arbitration. [An example of Graham's work can be viewed on WIPO](#). Graham will assist us in preparing a relevant presentation.

To be fair, Smartsettle is not yet used anywhere in the world for domain name dispute resolution, but you could be first. The success of this pilot project will make New Zealand's Domain Name Commission the envy of the world and set us up to spread this solution everywhere.

End.