

Domain Name Commission

ANNUAL REPORT 2006 - 2007

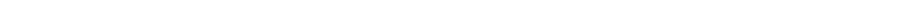
Domain Name Commission

Management of the .nz domain name space is the responsibility of the Domain Name Commission, under the governance of the .nz Oversight Committee. This report highlights some of the work done during the 2006/07 financial year, and illustrates the continued growth in .nz names.



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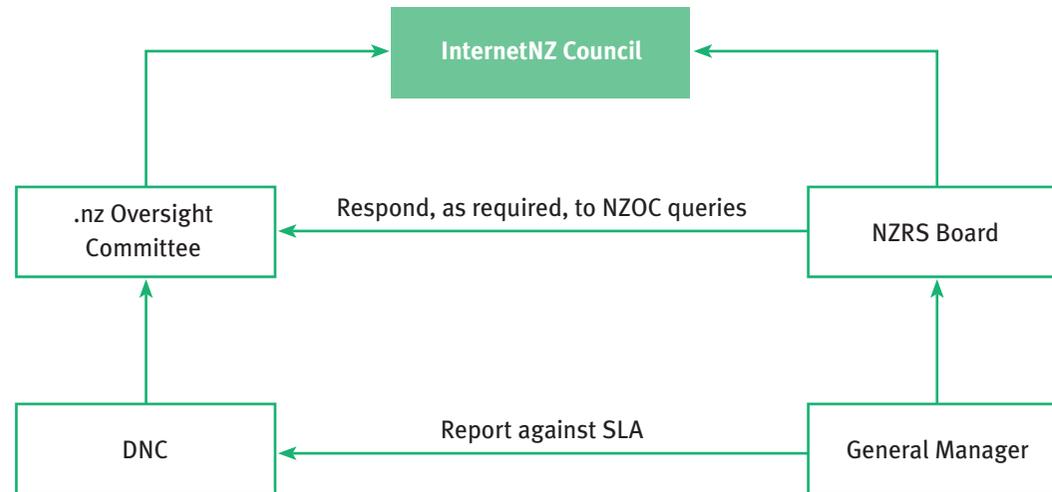
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Overview of the .nz Domain Name Space

InternetNZ, the Internet Society of New Zealand Incorporated, is responsible for managing the .nz domain name space.

The current structure, set up in October 2002, delegates .nz related work to key parties such as the .nz Oversight Committee, the Domain Name Commission and .nz Registry Services, leaving the InternetNZ Council to maintain a governance overview.



Key Parties

NZOC – the .nz Oversight Committee

Members of the Committee are appointed by the Council of InternetNZ and are appointed for terms of up to three years. The Committee has between five and seven members, and includes the President of InternetNZ. NZOC's responsibilities include:

- Effectively managing the .nz domain name space
- Developing policies and procedures for .nz
- Governing operational elements of the management of the .nz ccTLD.

DNC – the Domain Name Commission

The Domain Name Commission (DNC) is responsible for the day-to-day oversight of the .nz domain name registration and management system, including:

- Authorising registrars
- Developing policies and procedures under the direction of the NZOC
- Monitoring registrar activities and their compliance with the .nz policies and procedures
- Handling complaints that arise in the operation of the .nz market
- Protecting the rights and relationships of all parties in the .nz market (registrars, registrants and registry).

NZRS – .nz Registry Services – a wholly owned subsidiary of InternetNZ

NZRS is responsible for the register of domain names and the operation of the Domain Name System (DNS) in the .nz domain name space, including:

- Managing the .nz register
- Ensuring the system is available to registrars to effect domain name registrations and management of those names
- Managing the .nz DNS, by ensuring the .nz zone file is populated to various name servers, and that they operate to enable .nz domain names to be resolved at all times

- Monitoring performance and reporting to the DNC against standards specified in the Service Level Agreement
- Supporting the DNC by providing such information as is required to enable investigations or other actions to be completed, and to update details on the register if directed by the DNC.

Funding for the Domain Name Commission, including the costs of the NZOC, is by way of a management fee charged to NZRS. Therefore, the governance of .nz is effectively funded by the registrants whose interests it is designed to promote and protect.

2006-2007



*A successful year for the
Domain Name Commission*

NZOC Chair's Report

The 2006/07 year has been another successful one for the Domain Name Commission. This year has seen the Domain Name Commissioner seek a court injunction to protect the registrants of .nz domain names, the implementation of a whole new process for handling disputes over the registration of .nz domain names, and once again a high level of domain name growth.

While perhaps it was not the most significant piece of work achieved this year, the sharp-eyed will have noticed that there has been a small change to our name (from the Office of the Domain Name Commissioner), allowing it to trip a little more easily off the tongue.

This report marks the completion of five years of successful operation. The Domain Name Commission's policy framework is

firmly in place and provides an excellent and effective example of industry self-regulation. The overriding philosophy of providing protection to the registrants of .nz domain names remains our highest priority.

As part of providing that protection to registrants it was good to see that InternetNZ, through the Domain Name Commission, was successful in obtaining

a High Court interim injunction against NZ Domain Registration Limited (NZDRL), regarding a mass mail-out of letters seeking fees for registration of .net.nz domain names. Fortunately, to our knowledge no registrant was adversely affected by these letters.

During the year, more than 50,000 new domain names were added to the .nz space. The number of authorised .nz registrars increased from 64 to 72. NZOC, together with the registry company NZRS, conducts an annual review of the wholesale .nz fee. In July 2004, the fee reduced from \$2.00 to \$1.75 per month (excl GST). Taking into account the level of growth in the market over the past year, NZOC and NZRS made a joint recommendation, which was accepted by the InternetNZ Council, to further reduce the fee to \$1.50 per month (excl GST).

“During the year, more than 50,000 new domain names were added to the .nz space. The number of authorised .nz registrars increased from 64 to 72.”

This reduced fee will come into effect on 1 July 2007.

The major project for the year has been the implementation of the .nz Dispute Resolution Service (DRS). In my last report, I noted that the policy had been approved by NZOC and the InternetNZ Council in the closing stages of the 2005/06 financial year. The service was implemented as scheduled on 1 June 2006, and the first complaint was lodged within hours of the service becoming available. Up to 31 March 2007, 84 complaints were lodged, clearly justifying the need for the service.

Although the .nz policy framework is complete, the NZOC has continued its process of regular policy review. The major review underway at present is in connection with the Registering, Managing and Cancelling Domain Names policy. Under the current policy .nz domain names are allocated strictly on a principle of “first-come, first-served”. Two rounds of consultation have been held so far. A number of submissions have challenged the first-come, first-served principle; others have stoutly defended it. Because of the significance of this principle and the implications that would arise from any change to it, a third round of consultation is planned.

Membership of NZOC for the year was unchanged:

Dr Frank March – Chair
Richard Currey – Deputy Chair
Roger Hicks
Andy Linton
David Russell
Chris Streatfield
Colin Jackson – InternetNZ President (ex officio)

Thanks are due to all members of NZOC, who continue to work hard and accomplish much. The scope of skills and experience of the committee is a key component of the achievements and the quality of decisions made. I'd like to take this opportunity to

congratulate David Russell on being made a Companion of the Queen's Service Order, announced in the New Year's honours list in recognition of his community service.

Finally, I would once again like to thank Debbie Monahan for her superb work as Domain Name Commissioner, and her staff for their work in support of the committee and ensuring that the .nz domain name space operates so effectively.



Frank March
Chair, .nz Oversight Committee

2006-2007



A year of high growth in .nz domain names

DNC Report

Interest in the .nz domain name space continued during 2006 as demonstrated by another year of high growth in .nz domain names and more organisations seeking authorisation as a registrar. There are now 60 registrars connected to the production environment and able to provide services, and a further 12 organisations authorised but not yet connected. Applications for authorisation continue to be received so further growth in the number of registrars is again expected in the coming year.

NZ Domain Registration Limited (NZDRL) was the subject of a High Court interim injunction obtained by InternetNZ, through the Domain Name Commission (DNC). An investigation by the DNC was conducted into what appeared to be a mass mail-out

of letters to existing or former registrants of .nz domain names requesting payment for the registration of .net.nz domain names. The DNC considered that there was insufficient information requested in the letters sent by NZDRL to enable a bona fide

registration of the domain name to be made, and therefore urged that those people who received the letters respond with caution. The DNC worked closely with the Commerce Commission during the investigation of this matter. The interim injunction obtained by InternetNZ meant that any payments made to NZDRL were held in New Zealand pending the Court's final decision.

Policy developments and reviews undertaken during the year formed an important part of the work of the office. A major part of the work during the year has been the review of the Registering, Managing and Cancelling Domain Names policy. This review, which is ongoing, has so far involved two rounds of consultation. Submissions received have been diverse, and careful consideration of

“A major part of the work during the year has been the review of the Registering, Managing and Cancelling Domain Names policy.”

the issues will be required. The newly elected Registrar Advisory Group (RAG) has provided valuable input into the review of the policy, and the participation of the members in the review is appreciated. Ongoing reviews of the policies will continue to ensure that all remain relevant to the needs of the .nz community.

Implementation of the .nz Dispute Resolution Service went ahead as planned on 1 June 2006. This service, which provides a process to address disputes over who should be the registrant of a domain name, gives complainants an alternative to court action. The process is designed to offer a timely and cost effective solution to these disputes. During the first 10 months of operation, 54 valid complaints about unfair domain name

registrations were received. Ten of those complaints followed the entire process to an Expert determination. To date, none of the Expert determinations have been appealed. Twenty-one further complaints were settled, either at, or prior to, informal mediation. Informal mediation takes place at no cost to the parties, and makes use of a panel of experienced mediators contracted to the DNC. The process operates using online forms accessible through www.dnc.org.nz/drs.

An application for a further second level domain was received during the year – .bank.nz. This proposed domain would be moderated by the New Zealand Bankers’ Association, and is intended to be used to create a presence for registered banking

organisations. Consideration is still being given to this application.

The DNC is well supported by the NZOC and our thanks go to the Committee for their hard work and guidance.

Thanks are also due to the NZRS team who are always so helpful to the DNC. A large number of requests have been made of them over the year with some investigations undertaken by the DNC resulting in significant amounts of work for NZRS. Their work is very much appreciated.

With the large number of authorised registrars, the role of the Compliance Officer (CO) is an important one for the office. The CO is a key contact point for registrars with questions or concerns and it is pleasing

to see some registrars proactively contact the office for advice and information when planning changes.

It requires more than just the DNC to make the office a success. A big note of appreciation is due to my small, but very effective and efficient, team for all their hard work – Adam Griffiths, Stuart Anderson, Alison McKenzie and Jayne Boyle (who replaced Hilary Pope during the year).



Debbie Monahan

Domain Name Commissioner

The Year in Review

250,000 domain names reached

The number of registrations reached 250,000 late on 11 October 2006, showing continued strong growth in the .nz domain name space. It was in September 2005 that registrations reached 200,000, having previously reached 150,000 in April 2004. A further 22,752 were added prior to the end of the financial year, bringing the 31 March 2007 total to 272,752.

Highest monthly domain name growth for 2006/07 Year

In August 2006 the number of active .nz domain names increased from 239,460 to 244,608, a net increase of 5,148. Growth during the 2006/07 year has been especially strong, with last year's monthly growth record of 3,599 surpassed in all but two months of the year (December and January).

Policy review

As part of our commitment to continually review the .nz policies, the Registering, Managing and Cancelling Domain Names policy was reviewed during the year. This review was extensive and remains ongoing. When initial consultation was undertaken, some submissions received proposed significant changes to the first-come, first-served philosophy which currently underpins the whole of the .nz policy framework, while others strongly upheld the current position. A third round of consultation will be undertaken during the coming year to assist the DNC and the NZOC to fully understand the local Internet community's view on the matter.

Dispute Resolution Service policy

A Dispute Resolution Service for .nz domain names was implemented by InternetNZ on 1 June 2006. The new service is based on the Nominet UK system, which has been in place for a number of years and has been shown to be very successful. The Dispute Resolution Service provides an alternative to court action, giving parties another mechanism to resolve disputes that arise.

An online complaint registration system was developed to allow the filing of complaints, responses and replies. The online complaints link to a database to allow the administration of the process by staff at the Domain Name Commission. To the end of the financial year, 84 complaints were received. Ten of these progressed to an Expert determination. Further information on the operation of the Dispute Resolution service is provided on page 11 of this report.

NZ Domain Registration Limited

On 7 August 2006, the Domain Name Commissioner became aware of a mass mail-out of letters by an entity called NZ Domain Registration Limited (NZDRL). NZDRL appeared to be sending pro forma letters to registrants of existing or former .nz domain names, seeking fees for the registration of .net.nz names.

Registrants who received what appeared to DNC to be an invoice or a renewal notice for their domain name were strongly advised to look carefully at all details before paying any sum requested, and to be cautious before proceeding with any registration offered in a letter from NZDRL.

The DNC obtained a High Court interim injunction against NZDRL on 14 August. In the Court proceedings, InternetNZ claimed that NZDRL had made misrepresentations that may damage InternetNZ's goodwill or reputation because 1) the impression was

created that InternetNZ had allowed the mass mail-out and 2) confusion was created amongst members of the public concerning risks that their existing .nz domain name registrations were ending and 3) false impressions created by NZDRL's offers would bring InternetNZ's administration of the .nz domain name space into disrepute. InternetNZ also claimed that NZDRL's conduct constituted misleading or deceptive conduct in breach of the Fair Trading Act 1986.

The DNC wanted, at least, to have all responses to the offers held in New Zealand until everyone who had responded had confirmed whether or not they meant to try to register a new domain name. As a result of the interim injunction, money or cheques forwarded to NZDRL were held in New Zealand pending the Court's final decision about whether NZDRL's actions are legal or illegal. At the time of writing, the injunction remains in place as NZDRL has not taken steps in the proceedings since late October 2006.

Brochures

Two new brochures were produced by the DNC Office during the year. "a service for resolving .nz disputes" is a brochure aimed at people needing information about processing a .nz domain name dispute. The brochure provides a general overview of the disputes system, and covers how complainants should lodge a dispute, the payment of fees if required, and what happens when a dispute is settled. A hard copy of the brochure is also sent to the current registrant of a domain name when a complaint is lodged against them, so that the letter from us advising of the complaint is accompanied by practical information showing what steps should be taken next. It is also available online.

A further brochure, "keeping the customer satisfied – a guide for .nz domain name resellers" was released early in the year. This publication outlines the .nz policies and procedures as they affect a reseller's operation.

These two new brochures complement our existing brochures, "a ready reference for registrants" and "making a name for yourself". All four brochures produced by the DNC are available in hard copy from our offices, and are also available online at <http://dnc.org.nz/brochures>.

New second level domain (2LD)

An application for a new second level domain, .bank.nz, was received. The .bank 2LD is proposed to be for registered banks, and if adopted will be a moderated second level domain. The initial consultation period for .bank.nz ended on 29 March 2007. A decision on whether the new 2LD will become a part of the .nz domain name space will be made in the 2007/08 year.

DOMAIN NAMES BY 2LD – MONTHLY COUNT TO 31 MARCH 2007

| 2LD | Apr 06 | May 06 | Jun 06 | Jul 06 | Aug 06 | Sep 06 | Oct 06 | Nov 06 | Dec 06 | Jan 07 | Feb 07 | Mar 07 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| .ac | 1168 | 1183 | 1201 | 1202 | 1221 | 1237 | 1238 | 1252 | 1268 | 1278 | 1286 | 1291 |
| .co | 192663 | 196953 | 200923 | 204520 | 208881 | 212099 | 216115 | 220423 | 223345 | 226309 | 229688 | 233233 |
| .cri | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18 |
| .geek | 843 | 858 | 869 | 872 | 830 | 826 | 831 | 837 | 832 | 835 | 848 | 754 |
| .gen | 965 | 1003 | 1018 | 1027 | 1034 | 1044 | 1054 | 1063 | 1065 | 1066 | 1080 | 1088 |
| .govt | 834 | 843 | 852 | 853 | 859 | 865 | 868 | 874 | 878 | 884 | 889 | 887 |
| .iwi | 55 | 57 | 57 | 56 | 54 | 56 | 56 | 56 | 56 | 57 | 58 | 59 |
| .maori | 412 | 413 | 421 | 436 | 452 | 452 | 453 | 460 | 458 | 458 | 459 | 468 |
| .mil | 22 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 18 |
| .net | 12986 | 13342 | 13633 | 13953 | 14410 | 14694 | 14969 | 15276 | 15524 | 15747 | 16070 | 16370 |
| .org | 13018 | 13321 | 13651 | 13963 | 14272 | 14537 | 14741 | 15009 | 15220 | 15441 | 15716 | 15952 |
| .parliament | | 1 | 1 | 1 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 |
| .school | 2491 | 2518 | 2531 | 2538 | 2554 | 2565 | 2561 | 2581 | 2596 | 2595 | 2609 | 2612 |
| Total | 225475 | 230531 | 235196 | 239460 | 244608 | 248416 | 252928 | 257872 | 261283 | 264711 | 268744 | 272752 |

Dispute Resolution Service

The Dispute Resolution Service (DRS) provides an alternative to the courts in situations where two parties are in dispute over who the registrant of a .nz domain name should be.

Implemented on 1 June 2006 and administered by the Domain Name Commission, the independent service operates using online forms. Users submit information electronically, and back their submission with signed hard copies, and annexes of supporting documentation. These annexes can include any type of supporting material – publications, photographs, formal documents, copies of invoices etc. Our role as the administrators of the service is to process the information in a timely manner, passing it among the parties as appropriate. Complainants must demonstrate that, on the balance of probabilities, they have rights in the name, and that the registration as it stands is unfair.

If a response is received to a complaint lodged with the DRS, then the dispute moves to informal mediation. A panel of 10 mediators was appointed at the commencement of the service, and a

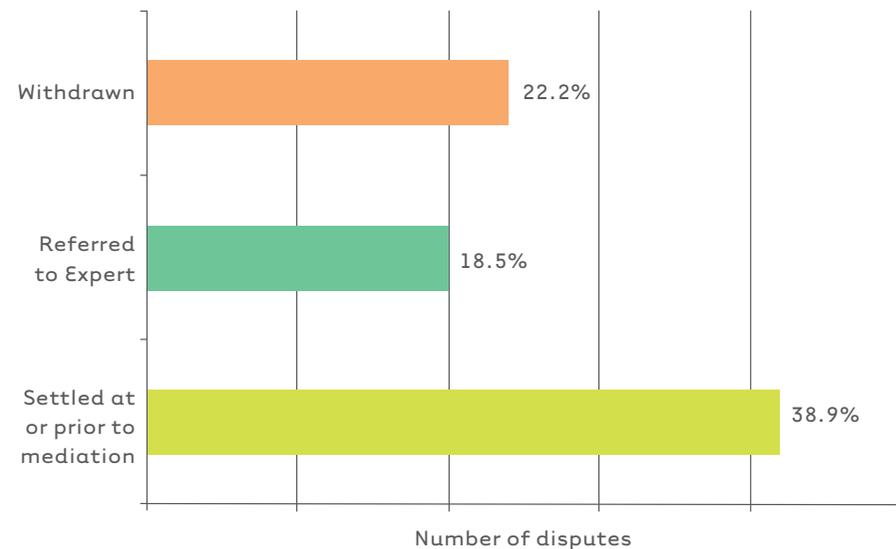
mediator is appointed by rotation to disputes as they arise. Mediation is confidential. This has proven to be a valuable step in resolving disputes at no cost to the parties. Of those disputes entering mediation, 65% are resolved.

Should mediation not result in a settlement, or when no response is received, then the complainant may choose to pay a fee to refer the matter for an Expert determination. The Expert reviews the submissions made by the parties and determines the outcome of the dispute, basing the determination on the .nz Dispute Resolution Service policy. Decisions are published on our website, and are implemented at the close of the appeal period if no appeal is received. If an appeal is received, then an appeal panel makes a final and binding determination.

Since the inception of the service, 84 complaints have been lodged. Thirty (35.7%) of those complaints were deemed invalid, for various reasons; the remainder have been processed in accordance with the policy. On average, disputes take around 90 days to process from submission to the receipt of the Expert determination.

Twenty-one disputes were settled at or prior to informal mediation; 10 were decided by an Expert. A further 12 were withdrawn. No decisions have been appealed.

OUTCOMES FOR COMPLETED VALID COMPLAINTS





Authorised Registrars

As at 31 March 2007, 72 organisations had been authorised by the DNC as .nz registrars. Of those 72 organisations, 12 had not yet connected to the Shared Registry System (SRS).

The above logo can be used by authorised registrars, enabling them to be clearly identified by potential registrants as an organisation that has been authorised by the Domain Name Commissioner as a .nz registrar. Most registrars display this logo on their websites, with a link to the DNC website at www.dnc.org.nz.

Registrars authorised for .nz are:

| | |
|-----------------------------|---------------------------|
| 1st Domains | Freeparking |
| 2day.com | Go Domains |
| 5Star Net | GodZone Internet Services |
| 123 Internet Ltd* | hosting.co.nz |
| AA Guides | Iconz |
| Actrix | lhug |
| Advanced Computer Solutions | InSPire Net |
| Airnet NZ | Intergen |
| Aust Domains | InterNetX |
| Bottle Domains | Interspeed |
| Catalyst IT | IP Mirror |
| ClicknGo!* | iSERVE |
| Digiweb* | Just Promotions* |
| DiscountDomains | Key Systems* |
| Domain Agent | Knossos Networks |
| Domain Directors | Kudos Solutions |
| Domainz | MarkMonitor* |
| Enetica | Maxnet |
| Enlighten Domains | MySRS |

Registrar Advisory Group

Registrars are an integral part of the .nz framework – they are the key public face of the SRS for registrants. To make sure the needs of registrars are accounted for in decision-making, there is a Registrar Advisory Group (RAG), providing a direct input from registrars to the Domain Name Commission/NZOC and NZRS. The current RAG was elected in January, following a call for nominations, and now comprises Lucretia Gilkison (2day.com), Brett Wright (Freeparking), Glen Eustace (GodZone Internet Services), Tim John (Domainz), Steven Gore (Orcon) and Lee Miller (RegisterDirect/1st Domains). The Domain Name Commissioner Debbie Monahan and NZRS Manager Nick Griffin support the meetings of RAG.

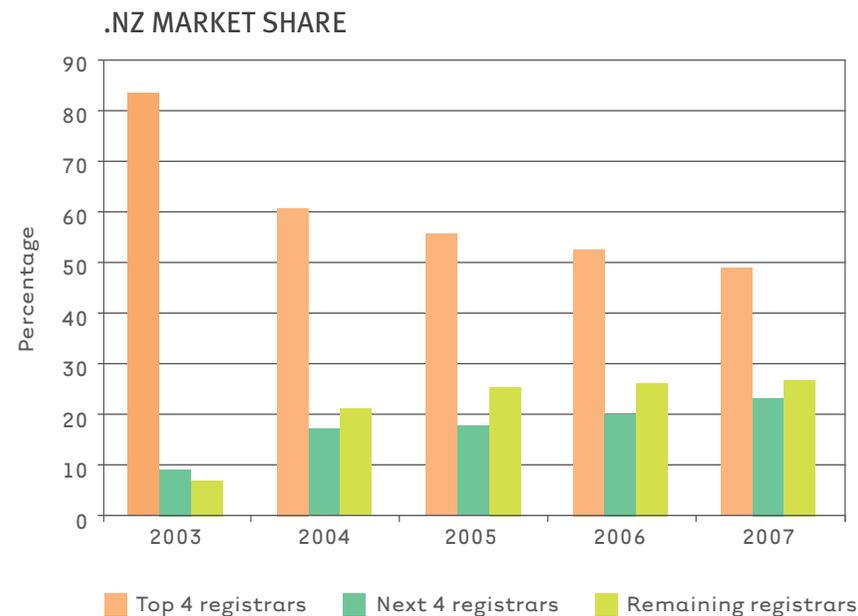
| | |
|------------------------------|------------------------------|
| NetRegistry | State Services Commission |
| NetSmart | TelstraClear |
| Nominate.com | The Packing Shed |
| OneSquared | TPP Internet |
| OpenHost | Unity Web Solutions |
| Orcon | Utopia Web Solutions |
| Pacific Technology Solutions | Valuweb* |
| ProDNS | Watchdog |
| Planet Domain | Wave Internet |
| PublicDomainRegistry.com* | WebAddress |
| Register.com | Webfarm |
| RegisterDirect | Woosh Wireless |
| RegisterDomains | World-Net |
| Safenames* | WorldxChange Communications* |
| SimpleName* | Xtra |
| Simply Domains | |
| Sitename* | |
| Snap Internet | |
| South Net | |

*Denotes registrars who were authorised but had not connected to the SRS as at 31 March 2007

Registrar Market Share

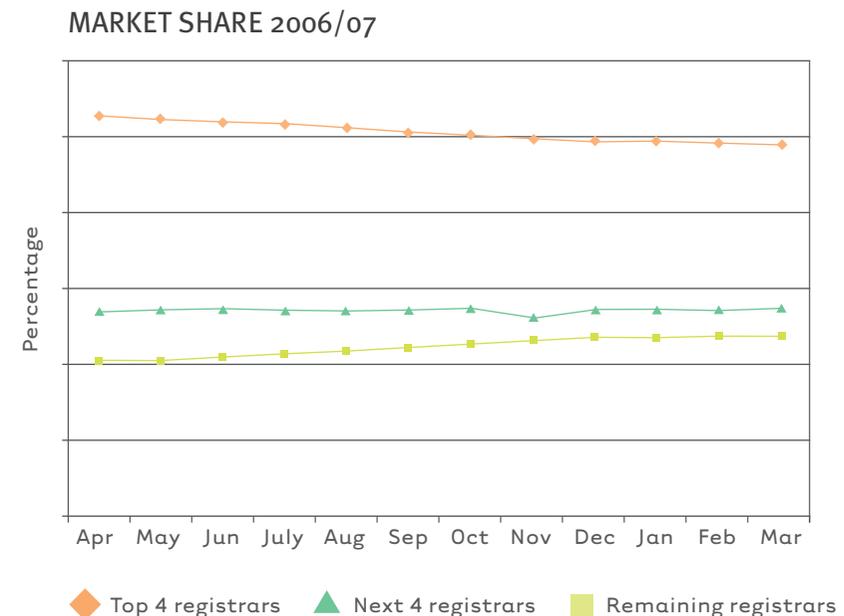
Throughout the year, the DNC has continued to publish .nz market share statistics. The publication does not present the market share for each individual registrar but rather the figures for the top four registrars, the next four registrars, and the remaining registrars connected to the Shared Registry System (SRS).

As the number of registrars connected to the SRS has increased over the past four years, changes have also occurred in the .nz registrar market share. Gradually the market share of the top four registrars has been decreasing, while the market share of the next four registrars and the remaining registrars has been increasing. The first graph below illustrates these changes.



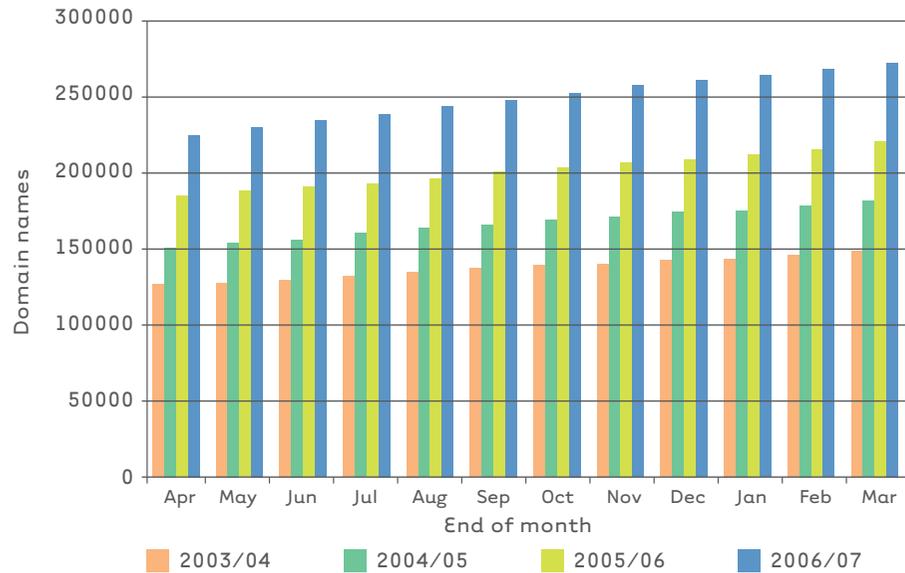
The following graph provides more detail on the change over the course of the past year. During the year to 31 March 2007 the market share of the top four registrars fell from 52.7% to 49.2%. The market share of the next four registrars increased from 20.3% to 23.4%.

These statistics demonstrate that the .nz domain name space is a competitive market.



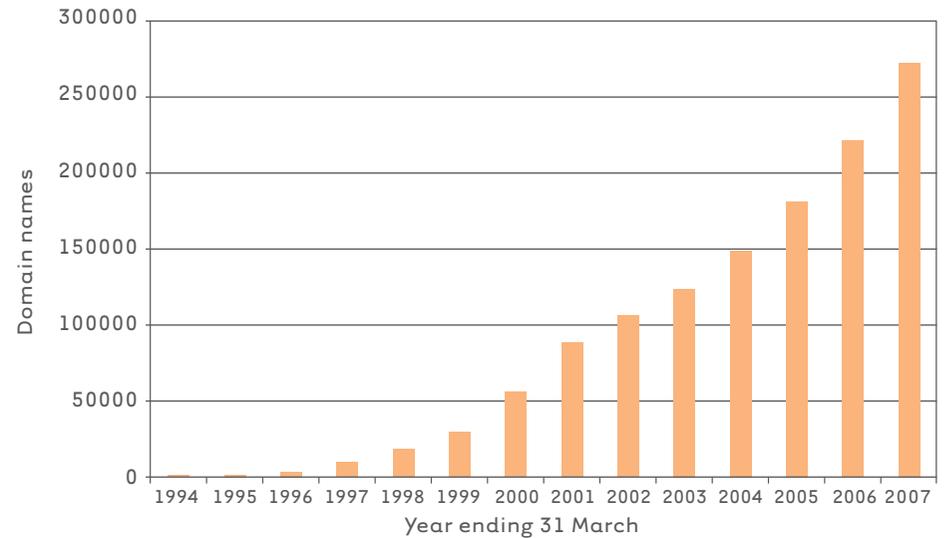
Registration Statistics

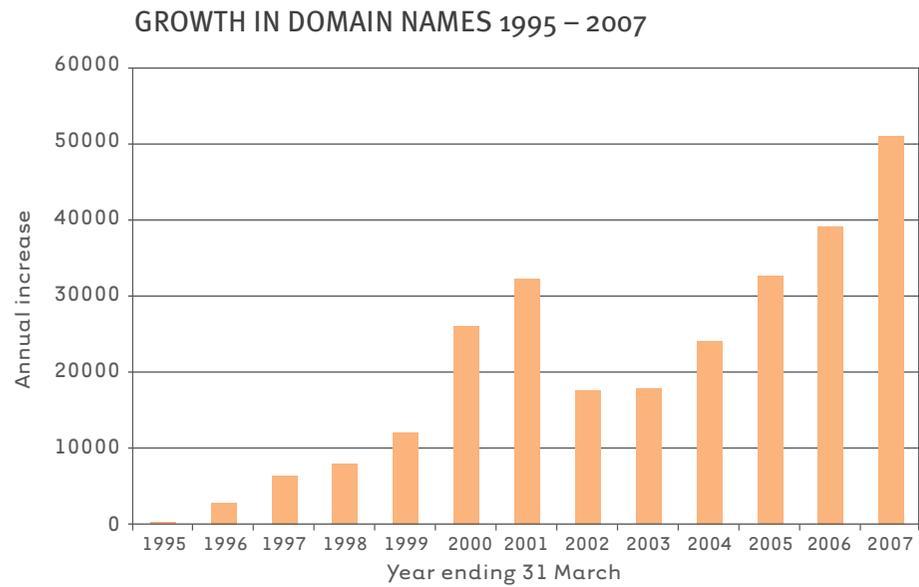
REGISTERED .NZ DOMAIN NAMES



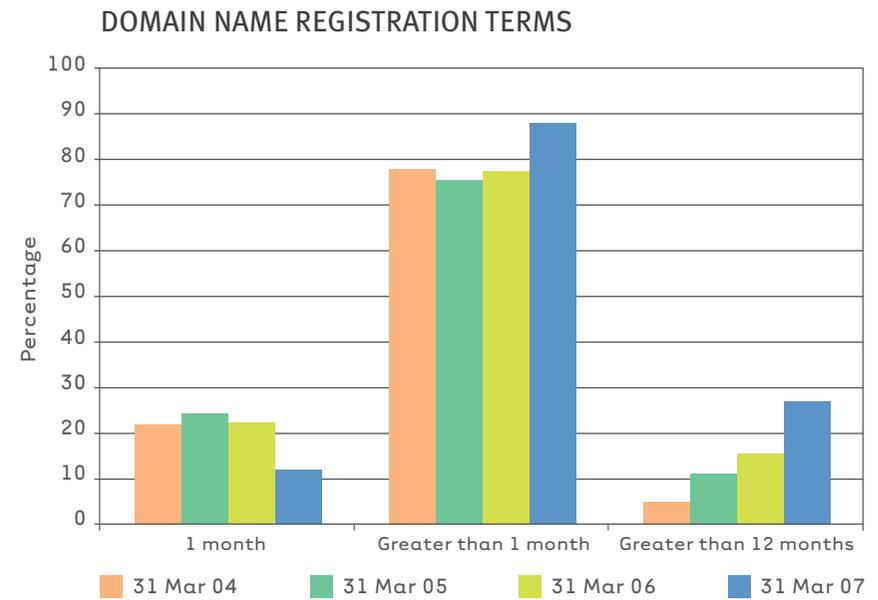
Domain names have increased from 221,433 (at 31 March 2006) to 272,752 (at 31 March 2007) – a total growth of 51,319, or 23%. This year's growth is stronger than the average of 20.5% per annum since 2002.

DOMAIN NAMES 1994 – 2007





Over the last 12 months there has been growth of 51,319 domain names; this is the highest ever level of numerical growth in a financial year.



The Service Level Agreement

Performance of the registry company (.nz Registry Services – NZRS), in respect of its .nz services, is measured by way of a Service Level Agreement (SLA). The current version of the SLA was signed in May 2006.

The SLA outlines the standard of service that is expected to be delivered by NZRS in managing the .nz register. It covers aspects including register performance, register management, and SRS/DNS reporting. The Service Level Standard targets specified in the SLA are measured and averaged over a calendar month.

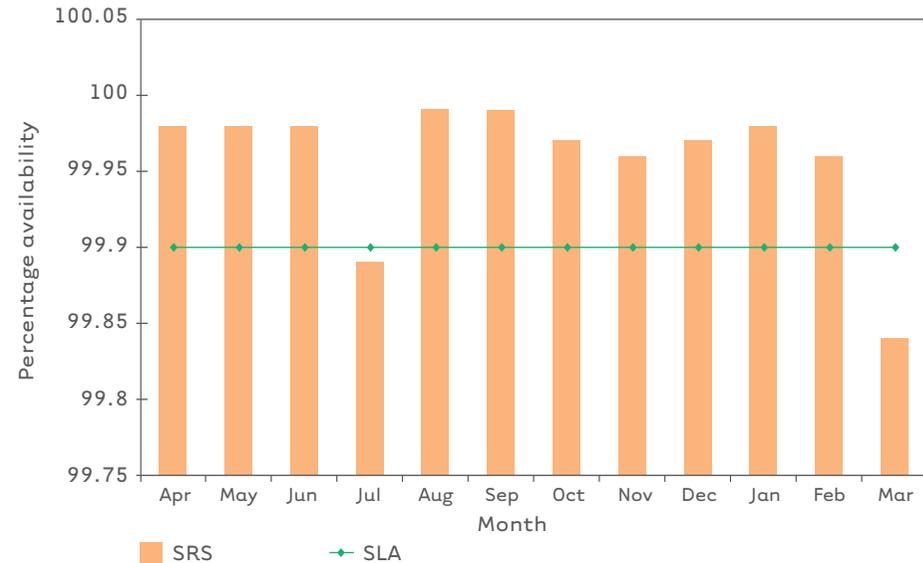
Key targets outlined in the SLA include:

- 99.9% system availability of SRS
- 99.9% availability of WHOIS
- 100% availability of DNS servers – the DNS service should not be affected by any DNS server planned outage
- Specified average response times for key SRS transactions (see page 17 for SRS response times April 2006 – March 2007)

Over the last year:

- SRS availability of 99.9+% was achieved for all but two months of the year. During July 2006, availability was 99.89%. During March 2007, availability was 99.84%
- DNS availability of 100% was achieved for all 12 months.

SRS AVAILABILITY 2006/07



SRS RESPONSE TIMES – APRIL 2006 – MARCH 2007

| Average Response Time (in Seconds) | SLA 2003 | Apr 2006 | SLA 2006 | May 2006 | Jun 2006 | Jul 2006 | Aug 2006 | Sep 2006 | Oct 2006 | Nov 2006 | Dec 2006 | Jan 2007 | Feb 2007 | Mar 2007 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Domain Details Query | <1.50 | 0.05 | <1.50 | 0.05 | 0.06 | 0.05 | 0.05 | 0.05 | 0.03 | 0.04 | 0.03 | 0.03 | 0.03 | 0.03 |
| Domain Update | <0.40 | 0.43 | <0.80 | 0.43 | 0.46 | 0.46 | 0.43 | 0.44 | 0.45 | 0.46 | 0.44 | 0.46 | 0.45 | 0.45 |
| Domain Create | <0.60 | 0.27 | <0.80 | 0.32 | 0.51 | 0.57 | 0.82 | 0.56 | 0.48 | 0.53 | 0.20 | 0.57 | 0.49 | 0.47 |
| Domain Create, excluding 00:25 – 00:451 | N/A | 0.50 | N/A | 0.32 | 0.47 | 0.52 | 0.45 | 0.53 | 0.45 | 0.51 | 0.33 | 0.61 | 0.46 | 0.45 |
| Get Message Performance | <0.60 | 0.03 | <0.80 | 0.04 | 0.04 | 0.05 | 0.05 | 0.04 | 0.03 | 0.03 | 0.03 | 0.03 | 0.02 | 0.03 |
| Get Message Volume 000's | N/A | 408 | N/A | 413 | 430 | 445 | 478 | 515 | 494 | 465 | 475 | 474 | 619 | 493 |
| Whois | <0.50 | 0.16 | <0.80 | 0.15 | 0.18 | 0.20 | 0.17 | 0.16 | 0.12 | 0.11 | 0.10 | 0.10 | 0.10 | 0.09 |
| Whois Queries at Back End incl Registrar Volume 000's | N/A | 1738 | N/A | 1870 | 1862 | 1902 | 1969 | 1599 | 1691 | 1568 | 1743 | 1934 | 1872 | 1895 |
| Whois Server Queries 000's | N/A | 262 | N/A | 239 | 243 | 212 | 249 | 211 | 217 | 238 | 296 | 258 | 277 | 259 |
| UDAI Valid Query | <0.50 | 0.22 | <0.80 | 0.20 | 0.21 | 0.20 | 0.20 | 0.20 | 0.15 | 0.16 | 0.14 | 0.14 | 0.14 | 0.13 |

The table above shows the SRS response times recorded for the last 12 months. The response times are measured against the standard set in the SLA.

Terminology

DNC: Domain Name Commission, an operational office of InternetNZ responsible for the day-to-day oversight of the .nz domain name registration and management system.

DRS: Dispute Resolution Service. The DRS provides an alternative to court action, giving parties another mechanism to resolve disputes that arise.

InternetNZ: The organisation authorised to manage the .nz domain name space. InternetNZ established the Domain Name Commission to oversee the management of the .nz domain name space.

NZOC: .nz Oversight Committee, the sub-committee of InternetNZ with the delegated authority to provide effective stewardship of the .nz domain name space.

NZRS: New Zealand Domain Name Registry Limited, trading as .nz Registry Services, the organisation responsible for operating the .nz register; 100% owned by InternetNZ.

RAG: Registrar Advisory Group, set up to represent the collective interests of the registrar community.

Register: The authoritative record of .nz domain names, managed and operated by the registry.

Registrant: The person or entity who holds the right to use a domain name.

Registrar: An entity that has been authorised by the Domain Name Commission to register domain names on behalf of registrants.

Registry: The entity that operates the .nz domain name register, providing access to authorised registrars.

Reseller: An agent providing registration services through a registrar. They have no official status in the .nz domain name space.

SLA: Service Level Agreement, an agreement between InternetNZ and NZRS (the registry) which outlines the standard of service NZRS has to deliver in managing the register.

SRS: Shared Registry System, a single database for registering and maintaining domain names, which is able to be accessed by authorised .nz registrars.

2LD: Second level domain, a name at the second level of the .nz domain name hierarchy, for example internetnz.net.nz. In this example .net is at the second level. The .nz domain name space has several 2LDs to choose from.

