

RESOLVING DISPUTES IN THE .au DOMAIN SPACE

auDA's dispute resolution process

COM.AU NET.AU ORG.AU ID.AU ASN.AU EDU.AU GOV.AU
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.auDA

THE AUSTRALIAN DOMAIN NAME ADMINISTRATOR

RESOLVING DISPUTES IN THE .au DOMAIN SPACE

The .au domain space on the internet is a vital and valuable national resource. If an internet address has .au at the end of it, it's registered in Australia and a part of the .au domain space, which is regulated by auDA.

auDA is the government-endorsed policy authority and industry self-regulatory body for the .au domain space. Among auDA's responsibilities are to develop and implement domain name policy, accredit and license registrars, implement consumer safeguards, and facilitate .au Dispute Resolution Policy. For more information, visit auDA's website at www.ada.org.au.

.au DISPUTE RESOLUTION POLICY (auDRP)

The .au Dispute Resolution Policy (auDRP) offers a cheaper and speedier alternative to legal action for the resolution of disputes between the registrant of a .au domain name and a party who believes they have competing rights in that domain name.

In order to succeed, you must demonstrate that the domain name is identical or confusingly similar to your own name or trademark, that the registrant has no rights or legitimate interest in the domain name and that the domain name has been registered or used in bad faith.

Complaints under the auDRP are handled by independent dispute resolution service providers. The list of auDRP providers can be viewed at <http://www.ada.org.au/audrp/providers/>.

COMPLAINTS ABOUT A REGISTRANT

Registrants must comply with .au domain name policy rules at the time they register their domain name and throughout their 2 year licence period.

If you think that a registrant has breached the policy rules (e.g. because their registration details are incorrect), you may lodge a formal complaint with the registrar of record for the domain name. To find out who the registrar is, use the WHOIS service at <http://www.ada.org.au>.

COMPLAINTS ABOUT A REGISTRAR OR A RESELLER

Registrars and their resellers must comply with auDA policies and an industry code of practice, which can be viewed at <http://www.auda.org.au/registrars>.

If you think that a registrar or reseller has breached an auDA policy or the code of practice, you may lodge a formal complaint with auDA by submitting the form at <http://www.auda.org.au/form-complaint.php>.

LINKS

auDA's .au Dispute Resolution Policy –

<http://www.auda.org.au/audrp/>.

Complaints form –

<http://www.auda.org.au/form-complaint.php>.

DEFINITIONS:

Domain name – Internet address, e.g. yourbusinessname.com.au.

Second Level Domain (2LD) – the letters after the name and before the .au.
For example: .com.au, .net.au, .id.au, .org.au.

Registry – The database of domain names registered in each 2LD.
For more information go to <http://www.auda.org.au/registry/>.

Registrar – auDA-accredited companies who handle domain name license applications and renewals. For more information go to <http://www.auda.org.au/registrars/>.

Reseller – Companies who handle domain name licence applications and renewals acting as an agent for a registrar.

Registrant – Someone who holds, is applying for, or renewing a domain name license.



P 1300 732 929 F 03 8341 4112 E info@auda.org.au

For more information visit www.auda.org.au



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