



# **.nz registrations directly at the second level**

*Registrar Communications Pack*

*Updated 8 October 2014*

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## What's changed in this update?

**All pages** – Wording amends throughout to reflect the change having gone live.

**Page 10** – Section added on UDAI 30-day expiry and the importance of generating new UDAs.

**Pages 12 – 13** – All animated overview videos now available and embed codes provided.

**Page 14** – Extra promotional and educational text added.

**Pages 15 - 20** – All customer communiques updated to reflect go-live.

**Page 23** – Link to How To Guide for Reserving added.

**Page 25** – Link to How To Guide for Conflicted Names added.

## About this pack

*The change to allow registrations directly at the second level is one of the most significant things to occur in the .nz domain name space for many years.*

*As a Registrar you're a key player in informing .nz registrants about the change - how it affects them, whether they're entitled to a special status and how and when to act on any options available to them.*

*It's important that you spread awareness of registrations at the second level through your customer communications channels. This pack has been put together to help make it easy for you to do this. It contains information that will assist e.g. wording and resources that you're free to copy and reuse.*

*We'll be updating this communications pack as we reach key milestones. Please let us know at any time how useful you find the information in this pack, as your feedback will help us best meet your needs.*

## What's happened – a reminder

At 1pm (NZDT), 30 September 2014 the .nz domain name space experienced a watershed moment. On that date – for the first time ever – .nz domain names were able to be registered directly at the second level.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register names with them, without them, or both.

For example a person can now register anyone.nz as well as anyone.co.nz.

### **It's about more choice...**

The change offers registrants more choice in .nz names and allows for more representative online addresses – for example, many people get .co.nz domains even though they're not businesses. The change also means that registrants can get shorter .nz domain names and aligns New Zealand with other countries that have already made a similar move and the multitude of new gTLDs coming on stream globally.

## Key project dates

### **Now...**

Your customers can check the status of their domain name directly at the second level. They can do this using the status check box on the [anyname.nz](http://anyname.nz) website.

- If your customer has preferential rights in their name they can register the shorter version of the name before anyone else, or reserve it for free for up to two years.
- If your customer's name is conflicted they can lodge a preference on the [anyname.nz](http://anyname.nz) website for how they'd like to deal with the conflict.

As a registrar, if you've not already done so, you can configure your own systems to query the second level. Technical information can be found at the link below:

<http://nzrs.net.nz/notices/news/nz-second-level-registration-project-technical-update>

### **1pm (NZDT), 30 September 2014**

This was the go-live date for the change. From this date:

- Your customers can register Available names on a first-come, first-served basis.
- If your customer has preferential rights in their name they can register the shorter version of their name before anyone else, or reserve it for free for up to two years.
- If your customer's name is conflicted they can lodge a preference on the [anyname.nz](http://anyname.nz) website for how they'd like to deal with the conflict.

### **Between 1pm (NZDT), 30 September 2014 and 1pm, 30 March 2015**

Between these dates your customers with preferential rights can:

- Register the shorter version of their name before anyone else, or reserve it for free on the [anyname.nz](http://anyname.nz) website for up to two years.

### ***Up until 1pm, 30 March 2015***

This is the final day that those with preferential rights will be able to register or reserve. If they've not taken action by 1pm, 30 March 2015 the shorter version of their name will become available for general registration.

### ***1pm, 30 September 2016***

This is the final day of the reservation period. Those who've reserved but haven't registered the shorter version of their name by 1pm, 30 September 2016 may see it become available for general registration.

## **Key eligibility dates**

### **If your customer registered their existing name before 9am on 30 May 2012:**

They'll have PRR (Preferential Registration or Reservation) status if it's the only instance of the name. This means they can register or reserve the shorter version of it before anyone else.

They'll have Conflict status if there are multiple instances of the name e.g. .co.nz, .org.nz, .net.nz, etc. versions. This means they have to agree with everyone about who will get the shorter version.

*\* note that holders of .kiwi.nz names aren't able to take part in the conflicted names process. This is because the .kiwi.nz second level was launched in September 2012 – after the DNC first publicly consulted about the new, shorter .nz names.*

### **If your customer registered their existing name between 9am on 30 May 2012 and 3pm, 11 February 2014:**

They'll have PRR (Preferential Registration or Reservation) status if it's the only instance of the name. This means they'll be able to register or reserve the shorter version of it before anyone else.

If there are multiple instances of the name registered in this timeframe - e.g. .co.nz, .org.nz, .net.nz, etc. versions – (and it's not already 'PRR' or 'Conflicted') – the shorter version of the name is available for general registration (first-come, first-served).

## **If your customer registered their existing name after 3pm, 11 February 2014:**

The shorter version of the name is available for general registration (first-come, first-served).

## **Policy detail**

The change allowing registrations direct at the second level follows a policy process that first began in 2012. To dive deeper into the background behind the change, we've provided links to all policy and consultation documents below:

### ***Final policies approved for .nz registrations at the second level***

- [Registering, Managing and Cancelling Domain Names policy](#) [PDF]
- [Dispute Resolution Service policy](#) [PDF]

### ***Policy recommendation for .nz registrations at the second level***

- [Policy recommendation for .nz registrations at the second level – September 2013](#) [PDF]

### ***Public consultation information***

- [Consultation – proposed registration of .nz domain names at the second level \(Round 3\) February 2014](#)
- [Consultation – proposed registration of .nz domain names at the second level \(Round 2\) May 2013](#)
- [Consultation – proposed registration of .nz domain names at the second level. May 2012](#)

## Your customers' status & their options

**Available** - If your customer's existing .nz domain name returns an 'Available' status this means that they can:

- Option 1 - try and register the shorter version of the name on a first-come, first-served basis.
- Option 2 – do nothing at all.

*Registering is done in the usual way – through the .nz registrar or domain name provider of their choice. If they choose to do nothing, that's fine – their existing .nz name will continue to work as it always has.*

**PRR (Preferential Registration or Reservation)** – if your customer returns a 'PRR' status this means they have preferential rights in the shorter version of their name. This means they can:

- Option 1 - register the shorter version of the name. They'll need their UDAI to do this.
- Option 2 - reserve the shorter version of the name for free for up to two years. They'll need their UDAI to do this.
- Option 3 – do nothing at all.

*Remember, those with preferential rights wanting to register or reserve only have until 1pm, 30 March 2015 to do so. If they've not taken action by that time the name will become available for general registration.*

*Registering is done in the usual way – through a .nz registrar or domain name provider. The UDAI of the third level domain name is needed to register.*

*Reserving is done on the anyname.nz website (anyname.nz/manage). The UDAI of the third level domain name is needed to reserve.*

**Conflicted** – if your customer returns a ‘*Conflicted*’ status this means their name has been registered in at least two second levels – e.g. they hold anyone.co.nz and others hold anyone.org.nz and anyone.school.nz.

They can go to the anyone.nz website ([anyone.nz/manage](https://anyone.nz/manage)) with their UDAI and lodge one of the following preferences. That:

- they want to try and get the shorter version of the name.
- they don't think anyone should get it.
- they don't want it and don't care who gets it.
- they don't think anyone should get it and it should become its own second level – like .co.nz, .org.nz or .school.nz.

*In some cases the conflict may be resolved, depending on the preferences lodged. In these cases, the successful party will automatically be sent an email letting them know the outcome and outlining their next steps.*

*In cases where automatic resolution of the conflict doesn't happen, the Domain Name Commission will contact the parties and let them know the outcome – but only once all those involved in the conflict have had time to lodge their preference.*

*If a clear outcome doesn't result from the conflict process the Domain Name Commission may offer a facilitation service. Otherwise, the name won't be registered directly at the second level at all.*

To see what the conflicted names process looks like, see the [How To Guide for Conflicted Names](#).

**Prohibited** – if your customer returns a ‘*Prohibited*’ status this means their name is unable to be registered directly at the second level.

*Only a small number of names are prohibited (including gov, government, com, edu and nic). Returning a prohibited status will be a rare occurrence.*

## Importance of UDAs

Your customer's UDAI (Unique Domain Authorisation ID) is a critical part of the registration, reservation and conflict processes.

The UDAI of the equivalent third level domain name is needed to register a PRR name. The UDAI is also needed to reserve a PRR name and to lodge a conflict preference on the [anynz.net](https://anynz.net) website. For this reason you may be noticing a higher than usual number of UDAI requests coming through from your customers.

You'll be aware that UDAs now expire after 30 days, so it's important that each time you get a UDAI request from a customer you generate them a new one.

## Recent UDAI amendments

The DNCL Board recently approved a small number of policy amendments relating to the generation and use of UDAs – Unique Domain Authentication Identification IDs.

The amendments saw:

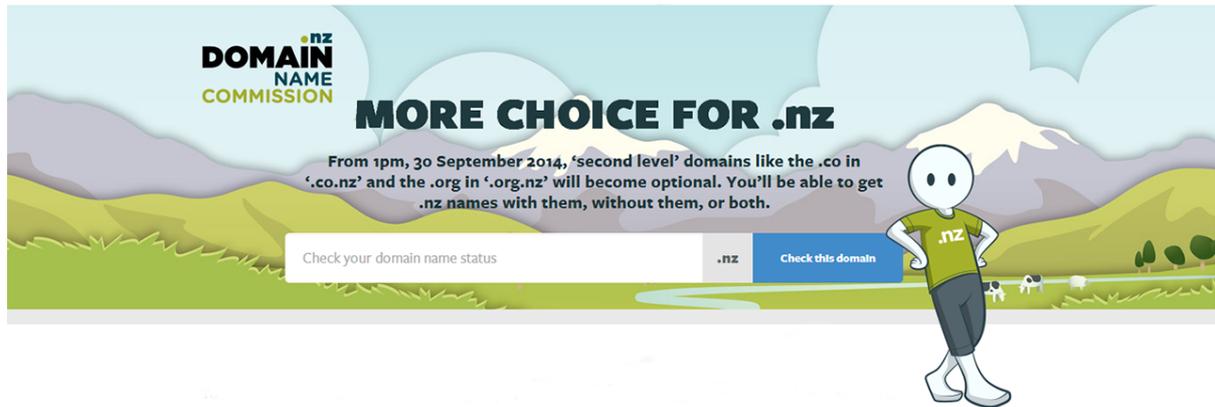
- UDAs able to be used on the [anynz.net](https://anynz.net) website to reserve a name at the second level, or to specify a preference in the case of a conflicted domain name.
- Automatic generation of UDAs by the Registry on initial registration of a domain name only.

The additional, functional change that sees UDAs now expire after 30 days was also agreed.

Technical information about these UDAI changes can be read at: [https://nzrs.net.nz/sites/default/files/SRS\\_UDAI\\_Changes.pdf](https://nzrs.net.nz/sites/default/files/SRS_UDAI_Changes.pdf)

## Resources

### Anyname.nz



The place for registrants to go for authoritative information on the change is the [anyname.nz](http://anyname.nz) website. There's a wealth of educational information on [anyname.nz](http://anyname.nz) about the change – plain English explanations about registrations directly at the second level and what this means for people who already have a .nz name.

It features an infographic that registrants can use to navigate their options and a list of human-friendly FAQs covering off the registration, reservation and conflicted names processes.

There's also four short animated videos on [anyname.nz](http://anyname.nz), giving registrants a bite-sized overview of what's changing.

*In your communications with existing registrants about registrations at the second level you could point them to the [anyname.nz](http://anyname.nz) website. Or, you could make information available on your own site, which we're happy to check if you like.*

### **Anyname.nz tools**

A status check tool is prominently featured on each page of [anyname.nz](http://anyname.nz). This is where registrants should go to find out whether or not they have preferential rights in a name, what options they have available to them and how and when to take action on those options.

- Registrants with 'PRR' (Preferential Registration or Reservation) status can register the shorter version of their name – through a registrar or domain name provider of their choice.

- Registrants with 'PRR' (Preferential Registration or Reservation) status can also reserve - through anyone.nz ([anyname.nz/manage](http://anyname.nz/manage)) - the shorter version of their name, if they wish.
- Registrants with 'Conflicted' status can go to anyone.nz ([anyname.nz/manage](http://anyname.nz/manage)) and lodge a preference for how they'd like to deal with the conflict.

## Animated overview videos

### Watch What's Happening



The animated videos on anyone.nz are available for you to embed on your own website and we encourage you to do this. It's quick and painless. Just follow the steps below:

### How to embed the videos

1. Go to the Domain Name Commission's Vimeo channel at [vimeo.com/dncnz](https://vimeo.com/dncnz).
2. Hover over the video you want and you'll see an arrow in the top right hand corner.

3. Click on the arrow and you'll get an embed code.

*Click 'show options' and you'll be able to set the dimensions of the video to suit your site.*

4. Copy and paste the embed code into your site, where desired.

**The embed code for the 'general' overview video is:**

```
<iframe src="//player.vimeo.com/video/101478574" width="500" height="281"
frameborder="0" webkitallowfullscreen mozallowfullscreen allowfullscreen></iframe>
<p><a href="http://vimeo.com/101478574">Anynone.nz - Overview</a> from <a
href="http://vimeo.com/dncnz">Campbell Gardiner</a> on <a
href="https://vimeo.com">Vimeo</a>.</p>
```

**The embed code for the 'existing registrants' overview video is:**

```
<iframe src="//player.vimeo.com/video/103720151" width="500" height="281"
frameborder="0" webkitallowfullscreen mozallowfullscreen allowfullscreen></iframe>
<p><a href="http://vimeo.com/103720151">Anynone.nz - overview for existing
registrants</a> from <a href="http://vimeo.com/dncnz">Domain Name
Commission</a> on <a href="https://vimeo.com">Vimeo</a>.</p>
```

**The embed code for the 'registering or reserving' overview video is:** <iframe  
src="//player.vimeo.com/video/104683080" width="500" height="281"  
frameborder="0" webkitallowfullscreen mozallowfullscreen allowfullscreen></iframe>  
<p><a href="http://vimeo.com/104683080">Anynone.nz - Overview of Registering or  
Reserving a Shorter .nz name</a> from <a href="http://vimeo.com/dncnz">Domain  
Name Commission</a> on <a href="https://vimeo.com">Vimeo</a>.</p>

**The embed code for the 'conflicted names' overview video is:**

```
<iframe src="//player.vimeo.com/video/105521460" width="500" height="281"
frameborder="0" webkitallowfullscreen mozallowfullscreen allowfullscreen></iframe>
<p><a href="http://vimeo.com/105521460">Anynone.nz - Overview of the Conflict
Process</a> from <a href="http://vimeo.com/dncnz">Domain Name
Commission</a> on <a href="https://vimeo.com">Vimeo</a>.</p>
```

## Promotional & educational text

To help raise registrants' awareness of registrations directly at the second level you're welcome to cut and paste from the following bits of text – for use on your website, social media accounts, newsletters or any other communications materials:

*If you have a website or email address that ends with '.nz', a major change has happened that you need to know about. Talk to us or visit [anyname.nz](http://anyname.nz) to find out more.*

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*Have a .nz domain name? It's likely you'll be able to register the new, shorter .nz version or reserve it for free for up to two years. Talk to us or visit [anyname.nz](http://anyname.nz) to find out more.*

--

*Up until recently, people have had to register .nz domain names under one of 15 Second Levels – including .co.nz, .org.nz, .net.nz, .school.nz, .govt.nz, etc. But now, shorter domain names can also be registered directly at .nz – for example, [anyname.nz](http://anyname.nz). Notice how there's no '.co' in the middle? Talk to us or visit [anyname.nz](http://anyname.nz) to check your eligibility and find out more.*

--

*Second level domains – like the '.co' in .co.nz' and the '.org' in '.org.nz' – are now optional. For example, if your website is '[anyname.co.nz](http://anyname.co.nz)' you could also get '[anyname.nz](http://anyname.nz)'. Talk to us or visit [anyname.nz](http://anyname.nz) to check your eligibility and find out more.*

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*The .nz domain name space has experienced one of its biggest changes ever. Registrations directly at the second level mean .nz domain names can now be shorter, simpler and more representative.*

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*You can now choose simpler and more representative .nz domain names. Make it go straight to .nz – talk to us or visit [anyname.nz](http://anyname.nz) to check eligibility and find out more.*

## Customer communiques

To help you communicate with your customers about the change, the status of their name/s direct at the second level and what this means, we've put together the following communiques, which you're welcome to use. Alternatively, feel free to compose your own. We're happy to help with this if you need a hand.

### For customers with 'PRR' status-only

[Date]

Dear [name],

As one of our .nz domain name customers, we wanted to let you know about a significant change that has recently happened in the .nz domain name space.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register with them, without them, or both. For example a person can now register anyone.nz as well as anyone.co.nz.

The change to allow shorter .nz names like **anyname.nz** has been made by the Domain Name Commission and took effect from 30 September 2014.

#### What does this mean for you?

You have preferential rights in the shorter version of your existing domain name – [insert existing domain name here]. What this means is that you can register [insert name direct at second level here] before anyone else, or reserve it for free for up to two years.

#### What do I have to do?

First you need to decide whether you want to register or reserve the shorter version of your name.

If you decide you do want the shorter version of your name, you can register it through us. Or, if you want to reserve it, you can do this on a special website created by the Domain Name Commission – [anyname.nz](http://anyname.nz).

What's important to know is that you don't need to make a decision right away, because your preferential rights to [insert name direct at second level here] will last until 1pm, 30 March 2015.

If you've not made a decision by then however, [insert name direct at second level here] will become available for anyone to register from 1pm, 30 March 2015.

## More information

You can find out more about the change on our website – [LINK](#). Or, contact us and we'll be happy to talk you through things in more detail.

Regards,

[Your name]

[Your details]

## For customers with 'Conflicted' status-only

[Date]

Dear [name],

As one of our .nz domain name customers, we wanted to let you know about a significant change that has recently happened in the .nz domain name space.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register with them, without them, or both. For example a person can now register anyname.nz as well as anyname.co.nz.

The change to allow shorter .nz names like **anyname.nz** has been made by the Domain Name Commission and took effect on 30 September 2014.

### What does this mean for you?

Your domain name – [insert existing name here] – is registered in more than one 'second level'. You've got the [insert second level here e.g. .co] version but other people have other versions.

This means that if you want the new, shorter [insert name direct at second level here] version of your name you'll have to decide among yourselves who gets it. To help make this easy the Domain Name Commission has put a process in place to make sure everyone's views are heard.

### What do I have to do?

You need to go to a special website at [anyname.nz](http://anyname.nz) and let the Domain Name Commission know whether you:

- want to try and get the shorter version of your domain name
- don't think anyone should get it
- don't want it and don't care who gets it
- don't think anyone should get it and think it should become its own second level like .co.nz, .org.nz or .school.nz.

You can use the [anyname.nz](http://anyname.nz) website [Or] ...you can use our website] to find out who else has the other versions of your name. You can then get in touch, find out what they might want to do and try to work out any issues there might be if more than one of you wants the new, shorter version of the name.

In cases where people can't decide who should get it, either the Domain Name Commission may offer a facilitation service to try and work it out, or it won't become available at all.

It may be that you hold all the versions of your name. If that's the case, just go to the anyname.nz website and opt for one of your names to want the shorter version and the others not to.

If you don't want the shorter version of your name, that's fine. Your existing domain name will continue to work just as it always has.

### **More information**

You can find out more about the change on our website – [LINK](#). Or, contact us and we'll be happy to talk you through things in more detail.

Regards,

[Your name]

[Your details]

### **For customers with 'Available' status-only**

[Date]

Dear [name],

As one of our .nz domain name customers, we wanted to let you know about a significant change that has recently happened in the .nz domain name space.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register with them, without them, or both.

For example a person can now register anyname.nz as well as anyname.co.nz.

The change to allow shorter .nz names like **anyname.nz** has been made by the Domain Name Commission and took effect on 30 September 2014.

### **What does this mean for you?**

The shorter version of your domain name – [insert existing domain name here] – may be available for general registration on a first-come, first-served basis.

The shorter version of your name is [insert name direct at second level here]. If you want to get the shorter version we can try and register it for you.

### More information

You can find out more about the change on our website – LINK. Or, contact us and we'll be happy to talk you through things in more detail.

Regards,

[Your name]

[Your details]

### For customers with no PRR rights but name direct at second level is PRR

[Date]

Dear [name],

As one of our .nz domain name customers, we wanted to let you know about a significant change that has recently happened in the .nz domain name space.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register with them, without them, or both. For example a person can now register anyname.nz as well as anyname.co.nz.

The change to allow shorter .nz names like **anyname.nz** has been made by the Domain Name Commission and took effect on 30 September 2014.

### What does this mean for you?

The Domain Name Commission has created a special 'Preferential Registration Eligibility' period, which gives some people the right to either register or reserve the shorter version of their .nz domain name before it becomes available to anyone else.

Because you registered your .nz domain name after one of the Commission's cut-off dates for preferential eligibility, you're not eligible to register or reserve the shorter version of your name.

However, if the person who is eligible doesn't register or reserve the shorter version of the name by 1pm, 30 March 2015 then it will become available for general registration from that date - on a first-come, first-served basis.

More details about the Preferential Eligibility Period are available on the Domain Name Commission's [anyname.nz](http://anyname.nz) website.

### More information

You can find out more about the change [on our website – LINK](#). Or, contact us and we'll be happy to talk you through things in more detail.

Regards,

[Your name]

[Your details]

### For customers with no Conflict rights but name direct at second level is Conflicted

[Date]

Dear [name],

As one of our .nz domain name customers, we wanted to let you know about a significant change that has recently happened in the .nz domain name space.

Existing second level domains – like the .co in .co.nz and the .org in .org.nz are now optional and people can register with them, without them, or both. For example a person can now register [anyname.nz](http://anyname.nz) as well as [anyname.co.nz](http://anyname.co.nz).

The change to allow shorter .nz names like ***anyname.nz*** has been made by the Domain Name Commission and took effect on 30 September 2014.

### What does this mean for you?

Your domain name – [insert existing name here] – is registered in more than one 'second level'. You've got the [insert second level here e.g. .co] version but other people have other versions.

This means that the holders of the different versions of the name have to decide among themselves who gets the shorter version of the name - [insert name direct at second level here] - and go through a conflict process on the Domain Name Commission's [anyname.nz](http://anyname.nz) website.

However, because you registered your .nz domain name after one of the Commission's cut-off dates for Preferential Eligibility we need to let you know that you're not eligible to take part in that Conflict process.

If you're interested in getting the shorter version of your name, you could talk to one of those who are in the Conflict process and see about obtaining their name. If you manage to do this, you'll still need to agree with all the others involved about who might get the shorter version of the name.

### **More information**

More details about the Domain Name Commission's Preferential Eligibility period are available on its [anyname.nz](http://anyname.nz) website.

You can also find out more about the change [on our website – LINK](#). Or, contact us and we'll be happy to talk you through things in more detail.

Regards,

[Your name]

[Your details]

## Q&A for Registrars

*The following covers off a number of Registrar-specific questions about the implementation of registrations directly at the second level. If you've a question that's not featured here just email us at [registrars@dnc.org.nz](mailto:registrars@dnc.org.nz).*

*A comprehensive list of Registrant-friendly FAQs is available on the [anyname.nz](http://anyname.nz) website. We encourage you to familiarise yourself with these also.*

### Your role as Registrar

#### **What should I be doing to tell my customers about this?**

You need to be proactively contacting your .nz customers who have PRR and Conflict status, helping them to understand what's happening and navigate through their options.

#### **Am I obliged to use any of DNC's communications and promotional material?**

As a Registrar you're not obliged to use DNC's material, but you are obliged to communicate with PRR and Conflicted customers about the change.

#### **What are the implications if I don't communicate the change?**

DNC reserves the right to directly communicate with Registrars' customers to make sure they're aware of whatever options are available to them.

#### **What communications resources are available to me?**

This Registrar Communications Pack includes a number of useful resources, including templated messages you can send to your customers explaining the change and what their status means.

#### **What is DNC doing to tell people about this change?**

We're undertaking a number of other activities to raise awareness about .nz registrations directly at the second level. Between now and the end of the preferential rights period in March 2015 this will include online advertising, providing content for many industry member bodies and associations, and the [anyname.nz](http://anyname.nz) website.

#### **What am I allowed to do as an 'agent' for Registrants?**

So long as you have express permission from your customers, DNC allows Registrars and Resellers to register a name and – via [anyname.nz](http://anyname.nz) – reserve and handle the conflict process on another's behalf. However, DNC may ask for a

suitable record of this consent. This could include an email from your customer or them having ticked an opt-in check box on your website agreeing for you to be their agent.

### **What's my role as Registrar in ensuring that no one is abusing Clause 8.4 - Preferential Registration Eligibility relating to InternetNZ staff and officers?**

You're not responsible for enforcing Clause 8.4, but if you suspect suspicious activity please report this to the DNC.

### **What happens if my business doesn't want to offer registrations directly at the second level?**

That's fine, you're under no obligation to offer registrations directly at the second level.

## **Registrations**

### **What's the registration process?**

Your customers can register available and (if eligible) PRR names in the usual way - through a Registrar. Remember, they'll need their UDAI to register PRR names.

### **What can prevent a customer's eligibility for preferential rights in a name?**

There are four things preventing a customer's preferential rights in a name - the date of a name's original registration; whether that registration has been continuous; if a name is locked; or if Clause 8.4 regarding InternetNZ Group staff and officers applies.

### **So, who gets preferential eligibility rights?**

Two groups of customers are eligible for preferential rights. The two groups are:

Group 1 – people who registered a .nz domain name before 9am on 30 May 2012 and who have kept it current. Depending on their situation these people could return either a PRR, Conflicted or Prohibited status.

Group 2 – anyone who has a unique .nz domain name that was registered between 9am on 30 May 2012 and 3pm on 11 February 2014 (and who has kept it current). Depending on their situation these people could return a PRR or Prohibited status.

### **Where do these preferential eligibility dates come from?**

The two exact points in time are 9am on 30 May 2012 and 3pm on 11 February 2014. The first date is when the Domain Name Commission first announced its consultation to allow registrations directly at the second level. The second date is

when the final paper regarding the change's implementation was released. By isolating preferential eligibility to these dates we are preventing registration abuse.

**When can my customers register an 'available' .nz domain name directly at the second level?**

They can do this now.

**When can my customers who are eligible for PRR register or reserve their existing .nz name directly at the second level?**

They can do this now. Remember, registering is done through a registrar; reserving is done on the anyname.nz site.

**Where can I see the status of registered and reserved domain names directly at the second level in the WHOIS?**

As well as being able to do this on anyname.nz, you can also check statuses in the WHOIS – whois.srs.net.nz.

**Can I pre-book registrations for my customers?**

You can pre-book registrations on the drop, provided you don't guarantee to your customers that pre-booked names will be available directly at the second level.

**What will be the wholesale price for names directly at the second level?**

There is no difference in the wholesale price for a nz domain name either at the third or second level. The current wholesale price is \$1.25 plus GST per name per month.

## **Reservations**

**What's the reservation process?**

Registrants who are entitled to reserve their .nz domain name directly at the second level can go to the anyname.nz website (anyname.nz/manage) with their UDAI and make their decision known.

Reserving the shorter version of their name will give them up to two years (ending 1pm, 30 September 2016) to decide whether they want it or not, without anyone else being able to register it in that time.

Note that anyone who chooses to reserve their .nz domain name directly at the second level will no longer have any rights to this name if they let their existing third level domain name lapse.

See the [How To Guide for Reserving](#).

### **How long does it take a registrant to make a reservation?**

Reservation occurs in near real time once the registrant has selected this option and they have confirmed their details via the [anyname.nz](http://anyname.nz) website.

### **What happens at the end of two years for those that have reserved and haven't registered?**

Registration of a reserved name should be done within two years after the policy goes live. If it's not registered in this time, then the name may become available for others to register on a first-come, first-served basis.

### **What role does the UDAI play in the reservation process?**

The UDAI plays a critical role. Registrants with preferential rights need their UDAI to deal with issues of reservation (or conflict) on the [anyname.nz](http://anyname.nz) website.

### **Can names in pending release be reserved?**

A name in pending release is able to be reserved, but if the name is released any reservation or conflict status will be lost.

### **Who can reserve a name?**

Any 'authorised user' can reserve a name, but this must be done through the [anyname.nz](http://anyname.nz) website.

### **Does the two year reservation period start from when a name is successfully reserved, or from when the change went live on 30 September 2014?**

From when the change went live at 1pm (NZDT), 30 September 2014, not from when the reservation was completed.

### **Does my customer still have to pay registration fees if they reserve?**

Yes. While no charge applies to the reservation of a name, the third level name that has the PRR rights must be maintained or the Reservation will be cancelled.

### **I want to know more about what happens after a customer has reserved i.e. what will be their experience on the anyname.nz website and what screens can they expect to be presented with?**

See the [How To Guide for Reserving](#).

## Conflicted names

### What's the conflict process?

If a registrant is conflicted with another person there's a process in place to make sure their views are heard. They need to go to the [anyname.nz](http://anyname.nz) website with their UDAI. There they need to tell us whether:

- They want to try and get the shorter version of their domain name
- They don't think anyone should get it
- They don't want it and don't care who gets it
- They don't think anyone should get it and think it should become its own second level like .co.nz, .org.nz or .school.nz.

To make this an easy process, they should try to tell us their thoughts on anyname.nz by 30 March 2015. Using anyname.nz they can also find out who else they're conflicted with, which means they can:

- get in touch
- find out what they might want to do
- and try to work out any issues there might be if more than one wants it

In cases where people can't decide who should get it, either:

- the Domain Name Commission may offer a facilitation service to try and work it out; OR
- it won't become available at the second level at all.

In some cases the conflict may resolve itself, depending on the preferences lodged. In these cases, the successful party will automatically be sent an email letting them know the outcome and their next steps.

In cases where resolution of the conflict doesn't happen, the Domain Name Commission will contact the parties and let them know the outcome – but only once all those involved in the conflict have had time to lodge their preference.

If a clear outcome doesn't result from the conflict process the Domain Name Commission may offer a facilitation service. Otherwise, the name won't be registered directly at the second level at all.

See the [How To Guide for Conflicted Names](#).

### Where do I direct conflicted customers?

Conflicted customers need to go to the [anyname.nz](http://anyname.nz) website. Once there they need their UDAI to lodge a preference for how they'd like to deal with their conflicted name.

**Is there any additional information that registrants are required to supply before they can start the conflict process online?**

No other information is needed other than the domain name, the UDAI and ideally an understanding of the conflict process.

**If a decision has been made on who will have the rights to the name, what should the winning registrant do next? Will the status change from Conflicted to PRR?**

If the conflict has been resolved then the status for the name at the second level will become 'Resolved' and the name at the third level that has rights will be linked (similar to how the PRR status works). Please note that a Conflicted / Resolved name cannot be reserved, only registered.

**Once a registrant has made a conflict selection online (and they're the successful registrant), how soon can they register or reserve the shorter version of the domain name?**

As soon as the preference for the final name has been entered then the Resolved status will be made in near real time. As soon as the Resolved status is in the register then the registrant is able to register the name. Please note that the name is not able to be reserved and only has rights to register the name for a limited time (Cl. 10.3 of the new RMC).

**What should registrants do if they are conflicted with themselves?**

If they have two or more names and are 'conflicted with themselves', they should select 'they do not want it and do not care who gets it' option for all but one of the names and the last name should select 'I would like the name'.

This scenario is detailed in the [How To Guide for Conflicted Names](#).

**Where can I find the status of the Registrants in the anyname.nz conflict tool?**

As a Registrar, you're unable to do this. Only the registrant (or their approved agent) and DNC will be privy to preferences lodged for a conflicted name.

**Is the conflict process different from the Dispute Resolution Service?**

Yes. The conflict process has been designed to handle issues relating to who gets a name registered in at least two different second levels – e.g. anyname.co.nz and anyname.net.nz. The DRS is for disputes for existing .nz domain names.

**What's the change to the Dispute Resolution Service?**

The key change to the DRS is that it now considers disputes over subdomains where the domain name at the second level is a generic term. An example of this is anyname.shop.nz.

**During the conflict process, can registrars be involved in the conflict process on behalf of its clients / registrants?**

A registrar can take part in the conflict process on behalf of its clients / registrants. However, DNCL would expect an explicit approval to be granted and available for DNCL to inspect if requested. This could include an email from your customer or them having ticked an opt-in check box on your website agreeing for you to be their agent.

**Some of my customers have a portfolio of names that are conflicted. Can I automate the conflict process for my customers?**

No, each conflicted name has to be managed individually. So long as you have express permission from your customers, you can handle the conflict process on their behalf. This can only be done by going to the anyname.nz website with the relevant UDAs.

**Is there a timeframe for all involved registrants to complete the conflict process?**

A conflicted name has no deadline in which the conflict needs to be resolved. But, ideally, we'd like all preferences recorded by 30 March 2015.

**I want to know more about what happens after a customer has taken part in the conflict process i.e. what will be their experience on the anyname.nz website and what screens can they expect to be presented with?**

See the [How To Guide for Conflicted Names](#).

## **Customer statuses**

**How do I tell what status my customer is?**

You can use WHOIS on a name-by-name basis to check the status of your customers' domain names directly at the second level.

**How can I generate a customer status report and see which of my customers are PRR and which are Conflicted?**

NZRS is able to generate a Customer Status report for you. The report will be a list of your customers' domain names grouped by status. To access your report email [david@nzrs.net.nz](mailto:david@nzrs.net.nz)

## **Systems & testing**

### **What changes do I need to make to my system?**

If you're offering .nz registrations directly at the second level you need to make sure your systems are capable of doing so and that your WHOIS outputs support the new statuses.

Here is a link to the technical detail for implementation <https://nzrs.net.nz/notices/news/nz-second-level-registration-project-phase-2-documentation>

### **Can I pass a UDAI and name direct to anyone.nz?**

Yes. Simply enter `https://anyname.nz/manage/?domain=dnc.org.nz&udai=[insert UDAI]`

### **Is the change be supported by both SRS XML and EPP process?**

Yes, both SRS XML and EPP are supported.

### **Has there been any change to WHOIS?**

Yes. WHOIS can now be used to check the availability and status of names directly at the second level and the changes to the codes to support those statuses - for example, prohibited names. This is in place already.

## **More information**

For further information about registrations directly at the second level visit [anyname.nz](http://anyname.nz), or call us if you've any specific questions.

### **Communications enquires:**

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