

Date	Survey Respondent	1.1 How to extract the best value for the Australian Internet community, through whichever registry selection mechanism, beyond 2014.	1.2 Pros and cons of maintaining the provision allowing for multiple registries.	1.3 Possible effect of the introduction of new gTLDs.	1.4 Scope of competition amongst potential registry operators in Australia.	The Panel invites any other comments and suggestions in relation to the method of 2LD registry operator selection/appointment post 2014.
17/07/2012	Full Name: Chris Burgess					
15/07/2012	timothy james connell					
13/07/2012	Christopher Leslie Bowyer					
13/07/2012	Joshua Todd Cowper					
13/07/2012	Joe Manariti	Customer service KPIs are required	Transfer in / out protocols should be standardised Registrars should be forced to present transfer out information on their websites as well as transfer in Could a minimum & maximum domain RRP be introduced		Can open, worms everywhere.	
10/07/2012	Kareen Fellows					
13/06/2012	Christopher Cunliffe					
11/06/2012	Gregory Koulax					
8/06/2012	Sophie Bush					
8/06/2012	Donna Lever					

Date	Survey Respondent	2.1 The current accreditation fees and processes.	2.2 The accreditation of overseas-based registrars.	2.3 The accreditation of registrars for drop-catching purposes.	2.4 The requirement for potential registrars to act as resellers for six months or show equivalent experience.	The Panel invites any other comments or suggestions in relation to the policy and process for registrar accreditation.
<p>□</p> <p>17/07/2012</p> <p>15/07/2012</p> <p>13/07/2012</p> <p>13/07/2012</p>	<p>Full Name:</p> <p>Chris Burgess</p> <p>timothy james connell</p> <p>Christopher Leslie Bowyer</p> <p>Joshua Todd Cowper</p>					
<p>13/07/2012</p> <p>10/07/2012</p> <p>13/06/2012</p> <p>11/06/2012</p> <p>8/06/2012</p>	<p>Joe Manariti</p> <p>Kareen Fellows</p> <p>Christopher Cunliffe</p> <p>Gregory Koulax</p> <p>Sophie Bush</p>				<p>Good requirement</p>	<p>Should a percentage of Australian ownership or content be required?</p>
<p>8/06/2012</p>	<p>Donna Lever</p>	<p>I would very much like to see a system where it is possible to build the system, do the testing, etc, without paying the fees initially (or possibly just a much lower fee to access only for testing, not live). I would also like to see an official registrar base software developed - this would gel with the security points you are currently looking at, as it would allow more quality/security control from your side. Of course, that wouldn't mean you can't leave room for registrars to build modules on the system to differentiate themselves.</p>	<p>Just make sure the playing field is level - including GST and consumer law considerations.</p>		<p>This is only reasonable IF you introduce the ability for resellers to bulk transfer.</p>	

**Draft auDA Information Security Standard (ISS) Compliance Policy at
Attachment A of the paper.**

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As my point in 2. you should consider developing your own base software.

Date	Survey Respondent	4.1 The definition of "reseller" and mechanisms for identifying as a reseller.	4.2 The benefits and difficulties associated with a formalised auDA-reseller relationship.	4.3 The desirability of listing resellers in WHOIS.	The Panel invites any other comments and suggestions in relation to the status and regulation of resellers.
<p>17/07/2012 15/07/2012 13/07/2012 13/07/2012</p>	<p>Full Name: Chris Burgess timothy james connell Christopher Leslie Bowyer Joshua Todd Cowper</p>	<p>Resellers should have to go through an education & accreditation process.</p>	<p>The criteria needs to be balanced. Significant enough to prevent entry by "cowboys" and accessible to legitimate smaller businesses.</p>	<p>Absolute. Accredited resellers</p>	<p>Is there a role for AWIA, Australian Web Industry Association, to play in this process?</p>
<p>13/07/2012 10/07/2012 13/06/2012 11/06/2012 8/06/2012</p>	<p>Joe Manariti Kareen Fellows Christopher Cunliffe Gregory Koulax Sophie Bush</p>	<p>I do think some sort of formal reseller mechanism should exist, nor would I be adverse to some certain checks and possibly a modest fee to deter cowboys. distinctions could be made on the number of registrations, require at minimum an ABN, or even a company number.</p>	<p>At the moment, it seems the great bulk of client support is on the shoulders of resellers, yet they have very little leeway to assist their clients properly as they are chained to registrar. This is a situation very close to home for me. We are responsible for managing over 2000 domains. As we have been in business over 10 years, these domains naturally cover multiple registrars, these multiple registrars have different systems, different prices. It is nothing short of a logistical nightmare there is no way out of at this time. The problems of the current system are multiple - for instance - We had a large amount of domains registered via DistributelT. When they went down, our own domain system was a mess, nothing was working. Despite asking the AUDA to allow us special permission transfer to a WORKING registrar, this was flatly denied. We had to put up with a broken system for weeks, transferring 1000+ domains individually a fool's errand. Even after Netregistry took over, it was many months before everything was working at an acceptable standard (issues persist to this day). We, and the end-users, should not be forced to put up with such a situation. - It is impossible to manually audit. We have 1000's of domains, and can do 50 whois lookups PER DAY. - The end user expects us to support them, not the registrar we are chained to - the buck really does stop with us. Consumer laws would hold us 100% responsible for anything that goes wrong, yet we have no power over many issues. The end user expects us to find the best value/best practice registrar for them on their behalf. In short, we should have the right to choose the best-fit supplier for our business, and certainly have the right to move if it turns out there are system issues not being addressed. - In any other industry, volume would talk. At the moment is simply doesn't, the registrars have you locked in whether you like their service/system/prices or not. There is no way this should be permitted to continue.</p>	<p>Having the reseller listed in the whois would save the end-user from a lot of confusion trying to find the true supplier of their domain name. It will also avoid the "leak" of clients from reseller to registrar - 2 years is a long time to remember where you bought that domain name last.</p>	<p>I think it's fair to say, the great bulk of registrations go through resellers. They are the buffer between the confusing technical issues and rules and regulations, and the general public. They perform the bulk of end-user support, and take a very heavy load off any registrar they use. They should be given the opportunity to keep their client base intact, create their own internal systems, and choose their own suppliers. When the resellers have the opportunity to merge accounts, it's not only them that win. The end-clients will get a better more streamlined online management system, and they will benefit from lower prices that bulk purchasing brings. Everyone will benefit from registrars having to compete in a full reseller market.</p>
<p>8/06/2012</p>	<p>Donna Lever</p>				

Date	Survey Respondent	5.1 The current process for authorisation of registrar transfers.	5.2 Bulk domain name transfers between registrars, specifically upon acquisition.	5.3 Bulk domain name transfers by resellers.	The Panel invites any other comments and suggestions in relation to the policy and process for registrar transfers.
<p>□</p> <p>17/07/2012</p> <p>15/07/2012</p> <p>13/07/2012</p> <p>13/07/2012</p>	<p>Full Name:</p> <p>Chris Burgess</p> <p>timothy james connell</p> <p>Christopher Leslie Bowyer</p> <p>Joshua Todd Cowper</p>	<p>Common process required Transfer out & transfer in processes should be mandatory to be listed on all registrar websites with relevant documents readily visible & available. If the ability to stay or go is easier, emphasis on service will return</p>	<p>This should be allowed, registrars (and resellers) shouldn't be forced to deal with multiple systems. It just adds costs to the end users.</p>	<p>Useful.</p>	<p>Standard transfer doc?</p>
<p>13/07/2012</p> <p>10/07/2012</p> <p>13/06/2012</p> <p>11/06/2012</p> <p>8/06/2012</p>	<p>Joe Manariti</p> <p>Kareen Fellows</p> <p>Christopher Cunliffe</p> <p>Gregory Koulax</p> <p>Sophie Bush</p>			<p>Resellers should have the ability to choose their own supplier just like any other business. If they are not happy with their current supplier, they should be able to change. Keep in mind, the end user sees the reseller as their supplier. We shouldn't be forced to deal with multiple systems and multiple prices for the same product. It just adds to the end user cost.</p>	
<p>8/06/2012</p>	<p>Donna Lever</p>				

The Panel invites comments on Issue 6, as well as any other comments and suggestions in relation to the operation of the .au Domain Name Suppliers' Code of Practice.

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The Panel invites any other comments and suggestions relevant to the Terms of Reference that are not covered in this paper.

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