

Hi Suzanne and Chanelle,

Thanks for sending that through - I've just submitted a detailed response on the feedback form, with a few notes at the end as well. I'd also love to come along to the Brisbane event as well. One issue that I wanted to raise with the auDA is the need for a way in which web developers can maintain control over a client's domain until the domain/website has been paid off.

We recently had a client that owed us \$12,000 for a website and marketing campaign, who suddenly decided they didn't want to pay their bills anymore. The domain and DNS was also with us, so we suspended their website (which we hosted) and emails (they controlled these externally through Office 365), but they quickly submitted a reseller split directly with the registrar to take the domain out from our control, configured their DNS with another provider and reactivated their emails (causing us to lose our leverage to get them to pay their bill). The whole mess nearly ruined us.

The only solution we can think of to solve this is registering client's domains under our ABN while the site is under their 12 month payment plan, then when the renewal is due (and they've paid off the site), completing a CoR to change things across to their ABN. I don't know how this would fit into the rules of the auDA, and it's certainly not an ideal solution, but if a client hasn't paid for the site/domain, then they shouldn't be able to steal it away from the reseller/web developer. This is no different to saying "you can't walk out of our retail shop without paying for things".

On the flip side, there also needs to be some sort of safe guards that prevent unscrupulous registrars/developers from registering all their clients domains under their own ABN and trying to extort more money from them (which is something I've once seen a developer try and do to one of my clients in the past).

I'm not sure how you'd strike a balance on this, but something needs to be done to prevent people from deciding not to pay their bill when one email to the registrar can undermine the only collateral we can hold onto.

Hopefully there will be an opportunity to discuss this further either over email or in person at the Brisbane event.

Have a great evening! :-)

Regards,

Adam Ithiel

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