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New .au licensing rules: Compliance update

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auDA Registrar Breakfast

.au Domain
Administration
Ltd



A DATE TO REMEMBER

00:00:00 UTC | 10:00:00 AEST

12th April 2021.

New licensing framework for the .au ccTLD begins on 12 April 2021.



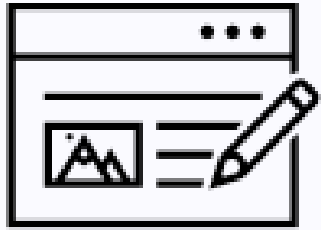
auDA commissioned an independent review of its complaint handling that raised some fundamental questions:

- What are the principles that guide our approach to compliance?
- What does good complaint handling look like?
- How do we best articulate our compliance priorities?

Review regulations... against the principles of good regulation and from the point of view of those affected rather than of the regulator.

Organisation for Economic Co-operation and Development (OECD)
2005, OECD Guiding Principles for Regulatory Quality and Performance.

auDA compliance posture



A proportionate, risk based approach to compliance.

- Communicate and educate.
- Guide and facilitate.
- Enforce where breaches are not rectified.

What does good complaint handling look like?

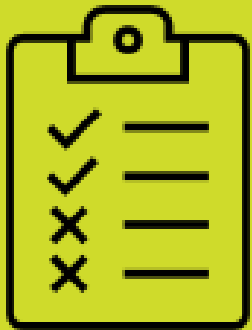


We work with registrars on a positive customer experience in the .au ccTLD.

We are guided by our complaint handling principles:

Fair – Accessible – Independent – Timely – Accountable – Appropriate

Our compliance plan



Priorities:

- Building trust and confidence in the .au ccTLD.
 - Fairness.
 - Being transparent and data driven.
 - Continuous improvement.
-

Key dates.



QUESTIONS?

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