

auDA Dispute Resolution Working Group
PROPOSED .AU DISPUTE RESOLUTION POLICY (auDRP) AND RULES
REPORT TO THE auDA BOARD

June 2001

1. Background

In March 2001, the .au Domain Administration Ltd (auDA) established a Dispute Resolution Working Group (DRWG), including members of both auDA Advisory Panels, to develop a framework for handling disputes in the .au domain. Membership of the DRWG is at Appendix 1.

In May 2001, the DRWG released for public consultation its proposed .au Dispute Resolution Policy (auDRP) and Rules, based on the Uniform Domain Name Dispute Resolution Policy (UDRP) and Rules adopted by the Internet Corporation for Assigned Names and Numbers (ICANN) for the global Top Level Domains (gTLDs) (see <http://www.icann.org/udrp/udrp.htm>).

The DRWG received 7 public submissions, and has made several amendments to the documents and to the overall approach as a result of the consultation process.

The initial intention of the DRWG was that the auDRP and Rules be applied to all disputes that may arise in relation to domain name policy and service. These include disputes between:

- a. registrants and parties with competing legal rights in the domain name;
- b. registrants and registrars;
- c. registrars;
- d. registrars and the registry;
- e. registries (if there is more than one);
- f. any one of the parties listed above and auDA.

In response to public submissions, the DRWG concluded that it was not practical to include all types of domain name disputes within one policy document. Rather, the DRWG agreed that each type of dispute requires its own policy and rules, relevant to the parties and issues involved.

Therefore, the auDRP and Rules recommended by the DRWG in this report are intended to apply only to disputes in category a above. The DRWG offers its services to the auDA Board to help develop policies and procedures for handling disputes in categories b-f.

2. Proposed auDRP and Rules

This report recommends a Dispute Resolution Policy and procedural Rules based on the ICANN UDRP, as a mechanism for handling disputes between registrants and parties with competing legal rights in a .au domain name.

The DRWG believes that the UDRP offers some clear benefits, such as simplicity, cost-effectiveness and a growing case history. The UDRP procedural Rules have proved to be straightforward and streamlined, for arbitrators, complainants and respondents alike.

The auDRP differs from the UDRP in two main respects:

- given that the UDRP applies to domains that are ‘open slather’, as opposed to domains like .au that have policy restrictions, some modifications have been made to take account of local conditions; and
- some provisions of the UDRP have been amended to address practical constraints that have become apparent since arbitrations under the UDRP began in 1999.

The DRWG recommends that the auDRP apply to all open second level domains (2LDs). For the sake of consistency, the DRWG considers it would be desirable for the auDRP to apply to all closed 2LDs; however, this is a matter for negotiation between auDA and the closed 2LD administrators.

As manager of the .au domain space, auDA would be responsible for implementation and ongoing administration of the auDRP. This includes approving the Providers of arbitration services. The DRWG suggests that approved Providers might include existing alternative dispute resolution providers in Australia (eg. the Australian Commercial Disputes Centre), and Providers of UDRP arbitration services (eg. the World Intellectual Property Organisation). auDA should play a facilitative role to encourage consistency of decisions under the auDRP.

3. Commentary on the auDRP and Rules

The points of difference between the auDRP and Rules and the UDRP and Rules have been highlighted in Attachments A and B. Most of these are the substitution of “auDA” for “ICANN”, and other obvious consequential amendments.

This commentary explains the substantive changes proposed by the DRWG and should be read in conjunction with Attachments A and B.

auDRP (Attachment A)

[Note 1:](#) “(a) the statements made in your *application and* Registration Agreement are complete and accurate, *including those as to your eligibility for a domain name in [2LD].au*”

The DRWG notes the final recommendations of the Name Policy Advisory Panel, that registrants who wish to hold a domain name in any of the .au 2LDs will be required to demonstrate eligibility against a set of criteria. As the format of the new registration application and agreement has not yet been decided by auDA, it is unclear which will be relevant for the purposes of the auDRP; the DRWG has therefore included a reference to both documents.

[Note 2:](#) “*subject to Paragraph 4(i) and (k) below*”

The DRWG notes the final recommendations of the Name Policy Advisory Panel, that registrants who wish to hold a domain name in any of the .au 2LDs will be required to demonstrate eligibility against a set of criteria. To maintain consistency with this principle, the DRWG proposes that a successful complainant would need to demonstrate eligibility against the relevant criteria to the relevant registrar before the domain name in question could be transferred. Therefore, the obligation on the registrar to transfer a domain name to a complainant must be subject to the complainant being eligible to hold that domain name.

[Note 3:](#) “your domain name is identical or confusingly similar to *a name*, trademark or service mark in which the complainant has rights”

The DRWG notes the final recommendations of the Name Policy Advisory Panel, that there is to be no hierarchy of rights in the DNS and that trademark rights are not to be accorded any special significance. The addition of the words “a name” is intended to provide a ground of complaint where a respondent has registered or is using in bad faith the business (or other) name of another person. A complainant would not need to have trademark rights in the name in order to bring a dispute under the auDRP.

[Note 4:](#) “your domain name has been registered *or is subsequently* used in bad faith”

The UDRP requires a complainant to assert that their domain name has been registered *and* is being used in bad faith. UDRP decisions to date have shown that the wording of this clause effectively protects a respondent who has registered the domain name in bad faith but not used it. It also protects a respondent who did not register the domain name in bad faith, but has subsequently used it in bad faith. The DRWG has replaced “and” with “or subsequently” to avoid these difficulties.

[Note 5:](#) “primarily for the purpose of selling, renting, or otherwise transferring the domain name registration to *another person*”

The UDRP requires a complainant to show that the respondent intended to sell the domain name to the complainant itself, or to a competitor of the complainant. The DRWG considers this to be unnecessarily restrictive, and has expanded the scope of this clause to encompass the situation where the respondent, in bad faith, intends to sell the domain name to another person, whether or not that person is directly connected with the complainant.

[Note 6:](#) “a *name*, trademark or service mark from reflecting *that name* or mark in a corresponding domain name”

See Note 3.

[Note 7:](#) removed “provided that you have engaged in a pattern of such conduct”

The UDRP requires the complainant to show that the respondent has engaged in a pattern of bad faith registrations. The DRWG has removed this clause, as it does not consider that a pattern of conduct is relevant to individual disputes.

[Note 8:](#) “disrupting the business *or activities of another person*”

The UDRP requires the complainant to show that the respondent has registered the domain name primarily for the purpose of disrupting the complainant’s own business. It is the DRWG’s view that cybersquatting activity is not necessarily confined to activity that disrupts the business of the complainant. If other criteria are satisfied, and the activities (commercial or otherwise) of another person are being disrupted, the DRWG sees no reason for a complainant to have no remedy.

[Note 9:](#) “intentionally attempted to attract, for commercial gain, Internet users to a web site or other on-line location”

The UDRP requires a complainant to demonstrate that the respondent has intentionally attempted to attract Internet users to the respondent’s own website. It is not clear whether this covers the situation where the respondent’s website automatically redirects Internet users to another website, not owned by the respondent. The DRWG has replaced “your” with “a” to avoid this difficulty.

[Note 10:](#) “by creating a likelihood of confusion with the complainant’s *name or mark*”

See Note 3.

[Note 11:](#) “or endorsement of *that* web site or location or of a product or service on *that* web site or location”

See Note 9.

[Note 12:](#) “before any notice to you of the *subject matter of the dispute*”

The DRWG notes that UDRP experience to date has shown that a respondent may have received ample notice of the complaint prior to receiving formal notice of the dispute. For example, before submitting a complaint under the UDRP, the complainant may have contacted the respondent in an attempt to resolve the matter without recourse to arbitration. The DRWG considers that a letter of demand or similar communication from the complainant is sufficient to constitute notice to the respondent of the subject matter of the dispute.

[Note 13:](#) “your *bona fide* use of, or demonstrable preparations to use, the domain name”

The UDRP requires the respondent to demonstrate that the domain name has been used in connection with a bona fide offering of goods and services. It is possible that a respondent may be offering goods and services in good faith, but nevertheless be using the domain name in bad faith (eg. a cybersquatter who sells a legitimate product but attracts users to the website by using a celebrity domain name that is unrelated to the product). The DRWG has changed the wording of this clause to make it clear that it is the use of the domain name that must be bona fide, not the offering of goods or services.

[Note 14:](#) “in connection with an offering of goods or services (*not being the offering of domain names that you have acquired for the purpose of selling, renting or otherwise transferring*)”

The DRWG notes the final recommendations of the Name Policy Advisory Panel, that licensing a domain name for the sole purpose of selling it is not considered bona fide. To maintain consistency with this principle, the DRWG has explicitly excluded it as a defence to a complaint under the auDRP.

[Note 15:](#) “or to tarnish the *name*, trademark or service mark at issue”

See Note 3.

[Note 16:](#) “(*provided that the complainant is otherwise eligible to hold that domain name*)”

See Note 2.

[Note 17:](#) “evidence satisfactory to us that your lawsuit has been dismissed, withdrawn or *abandoned*”

The UDRP provides that a registrar may not implement the panel’s decision if legal proceedings have been commenced unless and until the lawsuit is withdrawn or dismissed. The DRWG notes the possibility that a losing respondent might seek to delay implementation of the panel’s decision by initiating legal proceedings with no realistic expectation of success and then simply abandoning them. Addition of the words “or abandoned” is intended to enable the registrar to act in this situation.

auDRP Rules (Attachment B)

Note 1: "Specify the *name(s)*, trademark(s) or service mark(s) on which the complaint is based"

The DRWG has amended this clause for consistency with Paragraph 4(a)(i) of the auDRP (see Note 3 of Attachment A).

Note 2: "State *whether* a copy of the complaint, together with cover sheet as prescribed by the Provider's Supplemental Rules, has been sent or transmitted to the Respondent"

The UDRP Rules require the complainant to state that a copy of the complaint has been sent to the respondent before (or at the same time as) it has been sent to the Provider. The DRWG notes that this early notification gives a bad faith respondent time to avoid the complaint by, for example, setting up a bogus website to show 'use' of the domain name. The DRWG has amended this clause so that a complainant is not required to send a copy of the complaint to the respondent before it is sent to the Provider; however, if the complainant does so, then it should advise the Provider accordingly.

Note 3: "and any *name*, trademark or service mark registration upon which the complaint relies"

See Note 1.

Note 4: "*No later than twenty (20) days after* the date of commencement of the administrative proceeding"

The DRWG notes that the wording of this clause has caused some confusion as to whether the 20 days is inclusive or exclusive of the date of commencement of the administrative proceeding. The DRWG has amended the wording to make it clear that the 20 days does not include the date of commencement.

Note 5: "*Respondent agrees that its claims and remedies concerning the registration of the domain name, the dispute, or the dispute's resolution shall be solely against the complainant and waives all such claims and remedies against (a) the dispute-resolution provider and panelists, except in the case of deliberate wrongdoing, (b) the registrar, (c) the registry administrator, and (d) the au Domain Administration Limited, as well as their directors, officers, employees, and agents.*"

The UDRP Rules include a waiver clause that restricts the complainant's claims and remedies to the respondent, and explicitly excludes all other parties. The DRWG sees value in including a similar waiver clause with regard to respondents.

.au Domain Name Dispute Resolution Policy
Policy Adopted: [date]
Implementation Documents Approved: [date]

Notes:

1. This policy is an adaptation of the ICANN Uniform Domain Name Dispute Resolution Policy. See <http://www.icann.org/udrp/udrp.htm>

2. This policy is intended to operate between the registrar and its licensee (the domain-name holder or registrant). Thus, the policy uses "we" and "our" to refer to the registrar and it uses "you" and "your" to refer to the domain-name holder.

.au Domain Name Dispute Resolution Policy
(As Approved by auDA on [date])

1. **Purpose.** This .au Domain Name Dispute Resolution Policy (the "Policy") has been adopted by .au Domain Administration Limited ("auDA"), is incorporated by reference into your Registration Agreement, and sets forth the terms and conditions in connection with a dispute between you and any party other than us (the registrar) over the registration and use of an Internet domain name registered by you. Proceedings under [Paragraph 4](#) of this Policy will be conducted according to the Rules for the .au Domain Name Dispute Resolution Policy (the "Rules of Procedure"), which are available at <URL>, and the selected administrative-dispute-resolution service provider's supplemental rules.

2. **Your Representations.** By applying to register a domain name, or by asking us to maintain or renew a domain name registration, you hereby represent and warrant to us that (a) the statements that you made in your application and Registration Agreement are complete and accurate, including those as to your eligibility for a domain name in [2LD].au **[NOTE 1]**; (b) to your knowledge, the registration of the domain name will not infringe upon or otherwise violate the rights of any third party; (c) you are not registering the domain name for an unlawful purpose; and (d) you will not knowingly use the domain name in violation of any applicable laws or regulations. It is your responsibility to determine whether your domain name registration infringes or violates someone else's rights.

3. **Cancellations, Transfers, and Changes.** We will cancel, transfer or otherwise make changes to domain name registrations under the following circumstances:

- a. subject to the provisions of [Paragraph 8](#), our receipt of written or appropriate electronic instructions from you or your authorized agent to take such action;
- b. our receipt of an order from a court or arbitral tribunal, in each case of competent jurisdiction, requiring such action; and/or
- c. our receipt of a decision of an Administrative Panel requiring such action in any administrative proceeding to which you were a party and which was conducted under this Policy or a later version of this Policy adopted by auDA, subject to [Paragraph 4\(i\) and \(k\)](#) below **[NOTE 2]**.

We may also cancel, transfer or otherwise make changes to a domain name registration in accordance with the terms of your Registration Agreement or other legal requirements.

4. Mandatory Administrative Proceeding.

This Paragraph sets forth the type of disputes for which you are required to submit to a mandatory administrative proceeding. These proceedings will be conducted before one of the administrative-dispute-resolution service providers listed at <URL> (each, a "Provider").

a. Applicable Disputes. You are required to submit to a mandatory administrative proceeding in the event that a third party (a "complainant") asserts to the applicable Provider, in compliance with the Rules of Procedure that:

- (i) your domain name is identical or confusingly similar to a name [NOTE 3], trademark or service mark in which the complainant has rights; and
- (ii) you have no rights or legitimate interests in respect of the domain name; and
- (iii) your domain name has been registered or subsequently [NOTE 4] used in bad faith.

In an administrative proceeding, the complainant bears the onus of proof.

b. Evidence of Registration or Use in Bad Faith. For the purposes of [Paragraph 4\(a\)\(iii\)](#), the following circumstances, in particular but without limitation, if found by the Panel to be present, shall be evidence of the registration and use of a domain name in bad faith:

- (i) circumstances indicating that you have registered or you have acquired the domain name primarily for the purpose of selling, renting, or otherwise transferring the domain name registration to another person [NOTE 5] for valuable consideration in excess of your documented out-of-pocket costs directly related to the domain name; or
- (ii) you have registered the domain name in order to prevent the owner of a name, trademark or service mark from reflecting that name or [NOTE 6] mark in a corresponding domain name [NOTE 7] or
- (iii) you have registered the domain name primarily for the purpose of disrupting the business or activities of another person [NOTE 8]; or
- (iv) by using the domain name, you have intentionally attempted to attract, for commercial gain, Internet users to a [NOTE 9] web site or other on-line location, by creating a likelihood of confusion with the complainant's name or [NOTE 10] mark as to the source, sponsorship, affiliation, or endorsement of that web site or location or of a product or service on that [NOTE 11] web site or location.

c. How to Demonstrate Your Rights to and Legitimate Interests in the Domain Name in Responding to a Complaint. When you receive a complaint, you should refer to [Paragraph 5](#) of the Rules of Procedure in determining how your response should be prepared. Any of the following circumstances, in particular but without limitation, if found by the Panel to be proved based on its evaluation of all evidence presented, is to be

taken to demonstrate your rights or legitimate interests to the domain name for purposes of [Paragraph 4\(a\)\(ii\)](#):

(i) before any notice to you of the **subject matter of the [NOTE 12]** dispute, your **bona fide [NOTE 13]** use of, or demonstrable preparations to use, the domain name or a name corresponding to the domain name in connection with an offering of goods or services **(not being the offering of domain names that you have acquired for the purpose of selling, renting or otherwise transferring); [NOTE 14]** or

(ii) you (as an individual, business, or other organisation) have been commonly known by the domain name, even if you have acquired no trademark or service mark rights; or

(iii) you are making a legitimate non-commercial or fair use of the domain name, without intent for commercial gain to misleadingly divert consumers or to tarnish the **name, [NOTE 15]** trademark or service mark at issue.

d. Selection of Provider. The complainant must select the Provider from among those approved by auDA by submitting the complaint to that Provider. The selected Provider will administer the proceeding, except in cases of consolidation as described in [Paragraph 4\(f\)](#).

e. Initiation of Proceeding and Process and Appointment of Administrative Panel. The Rules of Procedure state the process for initiating and conducting a proceeding and for appointing the panel that will decide the dispute (the "Administrative Panel").

f. Consolidation. In the event of multiple disputes between you and a complainant, either you or the complainant may petition to consolidate the disputes before a single Administrative Panel. This petition shall be made to the first Administrative Panel appointed to hear a pending dispute between the parties. This Administrative Panel may consolidate before it any or all such disputes in its sole discretion, provided that the disputes being consolidated are governed by this Policy or a later version of this Policy adopted by auDA.

g. Fees. All fees charged by a Provider in connection with any dispute before an Administrative Panel pursuant to this Policy shall be paid by the complainant, except in cases where you elect to expand the Administrative Panel from one to three panelists as provided in [Paragraph 5\(b\)\(iv\)](#) of the Rules of Procedure, in which case all fees will be borne evenly by you and the complainant.

h. Our Involvement in Administrative Proceedings. We do not, and will not, participate in the administration or conduct of any proceeding before an Administrative Panel. In addition, we will not be liable as a result of any decisions rendered by the Administrative Panel.

i. Remedies. The remedies available to a complainant pursuant to any proceeding before an Administrative Panel shall be limited to requiring the cancellation of your domain name or the transfer of your domain name registration to the complainant **(provided that the complainant is otherwise eligible to hold that domain name). [NOTE 16]**

j. Notification and Publication. The Provider shall notify us of any decision made by an Administrative Panel with respect to a domain name you have registered with us. All decisions under this Policy will be published in full over the Internet, except when an Administrative Panel determines in an exceptional case to redact portions of its decision.

k. Availability of Court Proceedings. The mandatory administrative proceeding requirements set forth in [Paragraph 4](#) shall not prevent either you or the complainant from submitting the dispute to a court of competent jurisdiction for independent resolution before such mandatory administrative proceeding is commenced or after such proceeding is concluded. If an Administrative Panel decides that your domain name registration should be canceled or transferred, we will wait ten (10) business days (as observed in the location of our principal office) after we are informed by the applicable Provider of the Administrative Panel's decision before implementing that decision. We will then implement the decision unless we have received from you during that ten (10) business day period official documentation (such as a copy of a complaint, sealed by the registrar of the court) that you have commenced a lawsuit against the complainant. If we receive such documentation within the ten (10) business day period, we will not implement the Administrative Panel's decision, and we will take no further action, until we receive (i) evidence satisfactory to us of a resolution between the parties; (ii) evidence satisfactory to us that your lawsuit has been dismissed, withdrawn **or abandoned [NOTE 17]**; or (iii) a copy of an order from such court dismissing your lawsuit or ordering that you do not have the right to continue to use your domain name.

5. All Other Disputes and Litigation. All other disputes between you and any party other than us regarding your domain name registration that are not brought pursuant to the mandatory administrative proceeding provisions of [Paragraph 4](#) shall be resolved between you and such other party through any court, arbitration or other proceeding that may be available.

6. Our Involvement in Disputes. We will not participate in any way in any dispute between you and any party other than us regarding the registration and use of your domain name. You shall not name us as a party or otherwise include us in any such proceeding. In the event that we are named as a party in any such proceeding, we reserve the right to raise any and all defenses deemed appropriate, and to take any other action necessary to defend ourselves.

7. Maintaining the Status Quo. We will not cancel, transfer, activate, deactivate, or otherwise change the status of any domain name registration under this Policy except as provided in [Paragraph 3](#) above.

8. Transfers During a Dispute.

a. Transfers of a Domain Name to a New Holder. You may not transfer your domain name registration to another holder (i) during a pending administrative proceeding brought pursuant to [Paragraph 4](#) or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded; or (ii) during a pending court proceeding or arbitration commenced regarding your domain name unless the party to whom the domain name registration is being transferred agrees, in writing, to be bound by the decision of the court or arbitrator. We reserve the right to cancel any transfer of a domain name registration to another holder that is made in violation of this subparagraph.

b. Changing Registrars. You may not transfer your domain name registration to another registrar during a pending administrative proceeding brought pursuant to [Paragraph 4](#) or for a period of fifteen (15) business days (as observed in the location of our principal place of business) after such proceeding is concluded. You may transfer administration of your domain name registration to another registrar during a pending court action or arbitration, provided that the domain name you have registered with us shall continue to be subject to the proceedings commenced against you in accordance with the terms of this Policy. In the event that you transfer a domain name registration to us during the pendency of a court action or arbitration, such dispute shall remain subject to the domain name dispute policy of the registrar from which the domain name registration was transferred.

9. Policy Modifications. We reserve the right to modify this Policy at any time with the permission of auDA. We will post our revised Policy at <URL> at least thirty (30) calendar days before it becomes effective. Unless this Policy has already been invoked by the submission of a complaint to a Provider, in which event the version of the Policy in effect at the time it was invoked will apply to you until the dispute is over, all such changes will be binding upon you with respect to any domain name registration dispute, whether the dispute arose before, on or after the effective date of our change. In the event that you object to a change in this Policy, your sole remedy is to cancel your domain name registration with us, provided that you will not be entitled to a refund of any fees you paid to us. The revised Policy will apply to you until you cancel your domain name registration.

Adapted from a document created by The Internet Corporation for Assigned Names and Numbers

Rules for .au Domain Name Dispute Resolution Policy
Policy Adopted: [date]
Implementation Documents Approved: [date]

Note: These rules are an adaptation of the ICANN Rules for Uniform Domain Name Dispute Resolution Policy. See <http://www.icann.org/udrp/udrp-rules-24oct99.htm>

Rules for .au Domain Name Dispute Resolution Policy (the "Rules")
(As Approved by auDA on [date])

Administrative proceedings for the resolution of disputes under the .au Dispute Resolution Policy adopted on [date] are governed by these Rules and also the Supplemental Rules of the Provider administering the proceedings, as posted on its web site.

1. Definitions

In these Rules:

Complainant means the party initiating a complaint concerning a domain-name registration.

auDA refers to .au Domain Administration Limited.

Mutual Jurisdiction means a court jurisdiction at the location of either (a) the principal office of the Registrar (provided the domain-name holder has submitted in its Registration Agreement to that jurisdiction for court adjudication of disputes concerning or arising from the use of the domain name) or (b) the domain-name holder's address as shown for the registration of the domain name in Registrar's Whois database at the time the complaint is submitted to the Provider.

Panel means an administrative panel appointed by a Provider to decide a complaint concerning a domain-name registration.

Panelist means an individual appointed by a Provider to be a member of a Panel.

Party means a Complainant or a Respondent.

Policy means the auDA Domain Name Dispute Resolution Policy that is incorporated by reference and made a part of the Registration Agreement.

Provider means a dispute-resolution service provider approved by auDA. A list of such Providers appears at <URL>.

Registrar means the entity with which the Respondent has registered a domain name that is the subject of a complaint.

Registration Agreement means the agreement between a Registrar and a domain-name holder.

Respondent means the holder of a domain-name registration against which a complaint is initiated.

Reverse Domain Name Hijacking means using the Policy in bad faith to attempt to deprive a registered domain-name holder of a domain name.

Supplemental Rules means the rules adopted by the Provider administering a proceeding to supplement these Rules. Supplemental Rules shall not be inconsistent with the Policy or these Rules and shall cover such topics as fees, word and page limits and guidelines, the means for communicating with the Provider and the Panel, and the form of cover sheets.

2. Communications

(a) When forwarding a complaint to the Respondent, it shall be the Provider's responsibility to employ reasonably available means calculated to achieve actual notice to Respondent. Achieving actual notice, or employing the following measures to do so, shall discharge this responsibility:

(i) sending the complaint to all postal-mail and facsimile addresses (A) shown in the domain name's registration data in Registrar's Whois database for the registered domain-name holder, the technical contact, and the administrative contact and (B) supplied by Registrar to the Provider for the registration's billing contact; and

(ii) sending the complaint in electronic form (including annexes to the extent available in that form) by e-mail to:

(A) the e-mail addresses for those technical, administrative, and billing contacts;

(B) `postmaster@<the contested domain name>`; and

(C) if the domain name (or "www." followed by the domain name) resolves to an active web page (other than a generic page the Provider concludes is maintained by a registrar or ISP for parking domain-names registered by multiple domain-name holders), any e-mail address shown or e-mail links on that web page; and

(iii) sending the complaint to any address the Respondent has notified the Provider it prefers and, to the extent practicable, to all other addresses provided to the Provider by Complainant under [Paragraph 3\(b\)\(v\)](#).

(b) Except as provided in [Paragraph 2\(a\)](#), any written communication to Complainant or Respondent provided for under these Rules shall be made by the preferred means stated by the Complainant or Respondent, respectively (see [Paragraphs 3\(b\)\(iii\)](#) and [5\(b\)\(iii\)](#)), or in the absence of such specification

- (i) by telecopy or facsimile transmission, with a confirmation of transmission; or
 - (ii) by postal or courier service, postage pre-paid and return receipt requested; or
 - (iii) electronically via the Internet, provided a record of its transmission is available.
- (c) Any communication to the Provider or the Panel shall be made by the means and in the manner (including number of copies) stated in the Provider's Supplemental Rules.
- (d) Communications shall be made in the language prescribed in [Paragraph 11](#). E-mail communications should, if practicable, be sent in plaintext.
- (e) Either Party may update its contact details by notifying the Provider and the Registrar.
- (f) Except as otherwise provided in these Rules, or decided by a Panel, all communications provided for under these Rules shall be deemed to have been made:
- (i) if delivered by telecopy or facsimile transmission, on the date shown on the confirmation of transmission; or
 - (ii) if by postal or courier service, on the date marked on the receipt; or
 - (iii) if via the Internet, on the date that the communication was transmitted, provided that the date of transmission is verifiable.
- (g) Except as otherwise provided in these Rules, all time periods calculated under these Rules to begin when a communication is made shall begin to run on the earliest date that the communication is deemed to have been made in accordance with [Paragraph 2\(f\)](#).
- (h) Any communication by
- (i) a Panel to any Party shall be copied to the Provider and to the other Party;
 - (ii) the Provider to any Party shall be copied to the other Party; and
 - (iii) a Party shall be copied to the other Party, the Panel and the Provider, as the case may be.
- (i) It shall be the responsibility of the sender to retain records of the fact and circumstances of sending, which shall be available for inspection by affected parties and for reporting purposes.

(j) In the event a Party sending a communication receives notification of non-delivery of the communication, the Party shall promptly notify the Panel (or, if no Panel is yet appointed, the Provider) of the circumstances of the notification. Further proceedings concerning the communication and any response shall be as directed by the Panel (or the Provider).

3. The Complaint

(a) Any person or entity may initiate an administrative proceeding by submitting a complaint in accordance with the Policy and these Rules to any Provider approved by auDA (Due to capacity constraints or for other reasons, a Provider's ability to accept complaints may be suspended at times. In that event, the Provider shall refuse the submission. The person or entity may submit the complaint to another Provider.)

(b) The complaint shall be submitted in hard copy and (except to the extent not available for annexes) in electronic form and shall:

(i) Request that the complaint be submitted for decision in accordance with the Policy and these Rules;

(ii) Provide the name, postal and e-mail addresses, and the telephone and fax numbers of the Complainant and of any representative authorized to act for the Complainant in the administrative proceeding;

(iii) Specify a preferred method for communications directed to the Complainant in the administrative proceeding (including person to be contacted, medium, and address information) for each of (A) electronic-only material and (B) material including hard copy;

(iv) Designate whether Complainant elects to have the dispute decided by a single-member or a three-member Panel and, in the event Complainant elects a three-member Panel, provide the names and contact details of three candidates to serve as one of the Panelists (these candidates may be drawn from any auDA-approved Provider's list of panelists);

(v) Provide the name of the Respondent (domain-name holder) and all information (including any postal and e-mail addresses and telephone and fax numbers) known to Complainant regarding how to contact Respondent or any representative of Respondent, including contact information based on pre-complaint dealings, in sufficient detail to allow the Provider to send the complaint as described in [Paragraph 2\(a\)](#);

(vi) Specify the domain name(s) that is/are the subject of the complaint;

(vii) Identify the Registrar(s) with whom the domain name(s) is/are registered at the time the complaint is filed;

(viii) Specify the **name(s), [NOTE 1]** trademark(s) or service mark(s) on which the complaint is based and, for each mark, describe the goods or services, if any, with which the mark is used (Complainant may also

separately describe other goods and services with which it intends, at the time the complaint is submitted, to use the mark in the future.);

(ix) Describe, in accordance with the Policy, the grounds on which the complaint is made. (The description should discuss any aspects of the Policy that are applicable. The description shall comply with any word or page limit set forth in the Provider's Supplemental Rules.);

(x) Specify, in accordance with the Policy, the remedies sought;

(xi) Identify any other legal proceedings that have been commenced or terminated in connection with or relating to any of the domain name(s) that are the subject of the complaint;

(xii) State **whether [NOTE 2]** a copy of the complaint, together with the cover sheet as prescribed by the Provider's Supplemental Rules, has been sent or transmitted to the Respondent (domain-name holder), in accordance with [Paragraph 2\(b\)](#);

(xiii) State that Complainant will submit, with respect to any challenges to a decision in the administrative proceeding canceling or transferring the domain name, to the jurisdiction of the courts in at least one specified Mutual Jurisdiction;

(xiv) Conclude with the following statement followed by the signature of the Complainant or its authorized representative:

"Complainant agrees that its claims and remedies concerning the registration of the domain name, the dispute, or the dispute's resolution shall be solely against the domain-name holder and waives all such claims and remedies against (a) the dispute-resolution provider and panelists, except in the case of deliberate wrongdoing, (b) the registrar, (c) the registry administrator, and (d) the au Domain Administration Limited, as well as their directors, officers, employees, and agents."

"Complainant certifies that the information contained in this Complaint is to the best of Complainant's knowledge complete and accurate, that this Complaint is not being presented for any improper purpose, such as to harass, and that the assertions in this Complaint are warranted under these Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument."; and

(xv) Annex any documentary or other evidence, including a copy of the Policy applicable to the domain name(s) in dispute and any **name [NOTE 3]** trademark or service mark registration upon which the complaint relies, together with a schedule indexing such evidence.

(c) The complaint may relate to more than one domain name, provided that the domain names are registered by the same domain-name holder.

4. Notification of Complaint

(a) The Provider shall review the complaint for administrative compliance with the Policy and these Rules and, if in compliance, shall forward the complaint (together with the explanatory cover sheet prescribed by the Provider's Supplemental Rules) to the Respondent, in the manner prescribed by [Paragraph 2\(a\)](#), within three (3) calendar days following receipt of the fees to be paid by the Complainant in accordance with [Paragraph 19](#).

(b) If the Provider finds the complaint to be administratively deficient, it shall promptly notify the Complainant and the Respondent of the nature of the deficiencies identified. The Complainant shall have five (5) calendar days within which to correct any such deficiencies, after which the administrative proceeding will be deemed withdrawn without prejudice to submission of a different complaint by Complainant.

(c) The date of commencement of the administrative proceeding shall be the date on which the Provider completes its responsibilities under [Paragraph 2\(a\)](#) in connection with forwarding the Complaint to the Respondent.

(d) The Provider shall immediately notify the Complainant, the Respondent, the concerned Registrar(s), and auDA of the date of commencement of the administrative proceeding.

5. The Response

(a) **No later than** twenty (20) days **after**[\[NOTE 4\]](#) the date of commencement of the administrative proceeding the Respondent shall submit a response to the Provider.

(b) The response shall be submitted in hard copy and (except to the extent not available for annexes) in electronic form and shall:

(i) Respond specifically to the statements and allegations contained in the complaint and include any and all bases for the Respondent (domain-name holder) to retain registration and use of the disputed domain name (This portion of the response shall comply with any word or page limit set forth in the Provider's Supplemental Rules.);

(ii) Provide the name, postal and e-mail addresses, and the telephone and telefax numbers of the Respondent (domain-name holder) and of any representative authorized to act for the Respondent in the administrative proceeding;

(iii) Specify a preferred method for communications directed to the Respondent in the administrative proceeding (including person to be contacted, medium, and address information) for each of (A) electronic-only material and (B) material including hard copy;

(iv) If Complainant has elected a single-member panel in the Complaint (see [Paragraph 3\(b\)\(iv\)](#)), state whether Respondent elects instead to have the dispute decided by a three-member panel;

(v) If either Complainant or Respondent elects a three-member Panel, provide the names and contact details of three candidates to serve as one of the Panelists (these candidates may be drawn from any auDA-approved Provider's list of panelists);

(vi) Identify any other legal proceedings that have been commenced or terminated in connection with or relating to any of the domain name(s) that are the subject of the complaint;

(vii) State that a copy of the response has been sent or transmitted to the Complainant, in accordance with [Paragraph 2\(b\)](#); and

(viii) Conclude with the following statement followed by the signature of the Respondent or its authorized representative:

"Respondent agrees that its claims and remedies concerning the registration of the domain name, the dispute, or the dispute's resolution shall be solely against the complainant and waives all such claims and remedies against (a) the dispute-resolution provider and panelists, except in the case of deliberate wrongdoing, (b) the registrar, (c) the registry administrator, and (d) the au Domain Administration Limited, as well as their directors, officers, employees, and agents." **[NOTE 5]**

"Respondent certifies that the information contained in this Response is to the best of Respondent's knowledge complete and accurate, that this Response is not being presented for any improper purpose, such as to harass, and that the assertions in this Response are warranted under these Rules and under applicable law, as it now exists or as it may be extended by a good-faith and reasonable argument."; and

(ix) Annex any documentary or other evidence upon which the Respondent relies, together with a schedule indexing such documents.

(c) If Complainant has elected to have the dispute decided by a single-member Panel and Respondent elects a three-member Panel, Respondent shall be required to pay one-half of the applicable fee for a three-member Panel as set forth in the Provider's Supplemental Rules. This payment shall be made together with the submission of the response to the Provider. In the event that the required payment is not made, the dispute shall be decided by a single-member Panel.

(d) At the request of the Respondent, the Provider may, in exceptional cases, extend the period of time for the filing of the response. The period may also be extended by written stipulation between the Parties, provided the stipulation is approved by the Provider.

(e) If a Respondent does not submit a response, in the absence of exceptional circumstances, the Panel shall decide the dispute based upon the complaint.

6. Appointment of the Panel and Timing of Decision

(a) Each Provider shall maintain and publish a publicly available list of panelists and their qualifications.

(b) If neither the Complainant nor the Respondent has elected a three-member Panel ([Paragraphs 3\(b\)\(iv\)](#) and [5\(b\)\(iv\)](#)), the Provider shall appoint, within five (5) calendar days following receipt of the response by the Provider, or the lapse of the time period for the submission thereof, a single Panelist from its list of panelists. The fees for a single-member Panel shall be paid entirely by the Complainant.

(c) If either the Complainant or the Respondent elects to have the dispute decided by a three-member Panel, the Provider shall appoint three Panelists in accordance with the procedures identified in [Paragraph 6\(e\)](#). The fees for a three-member Panel shall be paid in their entirety by the Complainant, except where the election for a three-member Panel was made by the Respondent, in which case the applicable fees shall be shared equally between the Parties.

(d) Unless it has already elected a three-member Panel, the Complainant shall submit to the Provider, within five (5) calendar days of communication of a response in which the Respondent elects a three-member Panel, the names and contact details of three candidates to serve as one of the Panelists. These candidates may be drawn from any auDA-approved Provider's list of panelists.

(e) In the event that either the Complainant or the Respondent elects a three-member Panel, the Provider shall endeavor to appoint one Panelist from the list of candidates provided by each of the Complainant and the Respondent. In the event the Provider is unable within five (5) calendar days to secure the appointment of a Panelist on its customary terms from either Party's list of candidates, the Provider shall make that appointment from its list of panelists. The third Panelist shall be appointed by the Provider from a list of five candidates submitted by the Provider to the Parties, the Provider's selection from among the five being made in a manner that reasonably balances the preferences of both Parties, as they may specify to the Provider within five (5) calendar days of the Provider's submission of the five-candidate list to the Parties.

(f) Once the entire Panel is appointed, the Provider shall notify the Parties of the Panelists appointed and the date by which, absent exceptional circumstances, the Panel shall forward its decision on the complaint to the Provider.

7. Impartiality and Independence

A Panelist shall be impartial and independent and shall have, before accepting appointment, disclosed to the Provider any circumstances giving rise to justifiable doubt as to the Panelist's impartiality or independence. If, at any stage during the administrative proceeding, new circumstances arise that could give rise to justifiable

doubt as to the impartiality or independence of the Panelist, that Panelist shall promptly disclose such circumstances to the Provider. In such event, the Provider shall have the discretion to appoint a substitute Panelist.

8. Communication Between Parties and the Panel

No Party or anyone acting on its behalf may have any unilateral communication with the Panel. All communications between a Party and the Panel or the Provider shall be made to a case administrator appointed by the Provider in the manner prescribed in the Provider's Supplemental Rules.

9. Transmission of the File to the Panel

The Provider shall forward the file to the Panel as soon as the Panelist is appointed in the case of a Panel consisting of a single member, or as soon as the last Panelist is appointed in the case of a three-member Panel.

10. General Powers of the Panel

(a) The Panel shall conduct the administrative proceeding in such manner as it considers appropriate in accordance with the Policy and these Rules.

(b) In all cases, the Panel shall ensure that the Parties are treated with equality and that each Party is given a fair opportunity to present its case.

(c) The Panel shall ensure that the administrative proceeding takes place with due expedition. It may, at the request of a Party or on its own motion, extend, in exceptional cases, a period of time fixed by these Rules or by the Panel.

(d) The Panel shall determine the admissibility, relevance, materiality and weight of the evidence.

(e) A Panel shall decide a request by a Party to consolidate multiple domain name disputes in accordance with the Policy and these Rules.

11. Language of Proceedings

(a) Unless otherwise agreed by the Parties, or specified otherwise in the Registration Agreement, the language of the administrative proceeding shall be the language of the Registration Agreement, subject to the authority of the Panel to determine otherwise, having regard to the circumstances of the administrative proceeding.

(b) The Panel may order that any documents submitted in languages other than the language of the administrative proceeding be accompanied by a translation in whole or in part into the language of the administrative proceeding.

12. Further Statements

In addition to the complaint and the response, the Panel may request or permit, in its sole discretion, further statements or documents from either of the Parties.

13. In-Person Hearings

There shall be no in-person hearings (including hearings by teleconference, videoconference, and web conference), unless the Panel determines, in its sole discretion and as an exceptional matter, that such a hearing is necessary for deciding the complaint.

14. Default

(a) In the event that a Party, in the absence of exceptional circumstances, does not comply with any of the time periods established by these Rules or the Panel, the Panel shall proceed to a decision on the complaint.

(b) If a Party, in the absence of exceptional circumstances, does not comply with any provision of, or requirement under, these Rules or any request from the Panel, the Panel shall draw such inferences therefrom as it considers appropriate.

15. Panel Decisions

(a) A Panel shall decide a complaint on the basis of the statements and documents submitted and in accordance with the Policy, these Rules and any rules and principles of law that it deems applicable.

(b) In the absence of exceptional circumstances, the Panel shall forward its decision on the complaint to the Provider within fourteen (14) days of its appointment pursuant to [Paragraph 6](#).

(c) In the case of a three-member Panel, the Panel's decision shall be made by a majority.

(d) The Panel's decision shall be in writing, provide the reasons on which it is based, indicate the date on which it was rendered and identify the name(s) of the Panelist(s).

(e) Panel decisions and dissenting opinions shall normally comply with the guidelines as to length set forth in the Provider's Supplemental Rules. Any dissenting opinion shall accompany the majority decision. If the Panel concludes that the dispute is not within the scope of [Paragraph 4\(a\)](#) of the Policy, it shall so state. If after considering the submissions the Panel finds that the complaint was brought in bad faith, for example in an attempt at Reverse Domain Name Hijacking or was brought primarily to harass the domain-name holder, the Panel shall declare in its decision that the complaint was brought in bad faith and constitutes an abuse of the administrative proceeding.

16. Communication of Decision to Parties

(a) Within three (3) calendar days after receiving the decision from the Panel, the Provider shall communicate the full text of the decision to each Party, the concerned Registrar(s), and auDA. The concerned Registrar(s) shall immediately communicate to

each Party, the Provider, and auDA the date for the implementation of the decision in accordance with the Policy.

(b) Except if the Panel determines otherwise (see [Paragraph 4\(j\)](#) of the Policy), the Provider shall publish the full decision and the date of its implementation on a publicly accessible web site. In any event, the portion of any decision determining a complaint to have been brought in bad faith (see [Paragraph 15\(e\)](#) of these Rules) shall be published.

17. Settlement or Other Grounds for Termination

(a) If, before the Panel's decision, the Parties agree on a settlement, the Panel shall terminate the administrative proceeding.

(b) If, before the Panel's decision is made, it becomes unnecessary or impossible to continue the administrative proceeding for any reason, the Panel shall terminate the administrative proceeding, unless a Party raises justifiable grounds for objection within a period of time to be determined by the Panel.

18. Effect of Court Proceedings

(a) In the event of any legal proceedings initiated prior to or during an administrative proceeding in respect of a domain-name dispute that is the subject of the complaint, the Panel shall have the discretion to decide whether to suspend or terminate the administrative proceeding, or to proceed to a decision.

(b) In the event that a Party initiates any legal proceedings during the pendency of an administrative proceeding in respect of a domain-name dispute that is the subject of the complaint, it shall promptly notify the Panel and the Provider. See [Paragraph 8](#) above.

19. Fees

(a) The Complainant shall pay to the Provider an initial fixed fee, in accordance with the Provider's Supplemental Rules, within the time and in the amount required. A Respondent electing under [Paragraph 5\(b\)\(iv\)](#) to have the dispute decided by a three-member Panel, rather than the single-member Panel elected by the Complainant, shall pay the Provider one-half the fixed fee for a three-member Panel. See [Paragraph 5\(c\)](#). In all other cases, the Complainant shall bear all of the Provider's fees, except as prescribed under [Paragraph 19\(d\)](#). Upon appointment of the Panel, the Provider shall refund the appropriate portion, if any, of the initial fee to the Complainant, as specified in the Provider's Supplemental Rules.

(b) No action shall be taken by the Provider on a complaint until it has received from Complainant the initial fee in accordance with [Paragraph 19\(a\)](#).

(c) If the Provider has not received the fee within ten (10) calendar days of receiving the complaint, the complaint shall be deemed withdrawn and the administrative proceeding terminated.

(d) In exceptional circumstances, for example in the event an in-person hearing is held, the Provider shall request the Parties for the payment of additional fees, which shall be established in agreement with the Parties and the Panel.

20. Exclusion of Liability

Except in the case of deliberate wrongdoing, neither the Provider nor a Panelist shall be liable to a Party for any act or omission in connection with any administrative proceeding under these Rules.

21. Amendments

The version of these Rules in effect at the time of the submission of the complaint to the Provider shall apply to the administrative proceeding commenced thereby. These Rules may not be amended without the express written approval of auDA.

Adapted from the UDRP of The Internet Corporation for Assigned Names and Numbers.

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