

## **Domain Name Complaints & Disputes Policy**

If you believe that Internet Services Group Limited or one of our customers has breached one of more of our policies, or if you have a concern regarding our services please contact us by sending an email to

[support@domains4less.co.nz](mailto:support@domains4less.co.nz)

### **.nz Domain Name Disputes**

When an individual or organisation registers a .nz domain name, they agree to the stated .NZ Terms and Conditions. If you believe a .nz domain name registered with Internet Services Group Limited does not comply with these terms or you have a dispute with a nameholder we recommend you take the following steps:

1. If you are a Internet Services Group Limited customer please notify us of the dispute for advice on your options.
2. Contact the domain registrant to negotiate a resolution.
3. Seek independent legal advice.
4. Lodge a formal complaint with The Domain Name Commission's Dispute Resolution Service (<http://dnc.org.nz/complaint>). Their informal mediation service is free of charge however fees do apply for obtaining an 'expert determination'.

Neither Internet Services Group Limited nor the Domain Name Commissioner can get involved in disputes regarding who the true Registrant of a domain name should be, but we will take action as directed either by the Courts or by an Expert Determination given under the Dispute Resolution Service.

### **gTLD Disputes**

The Uniform Domain Name Dispute Resolution Policy (UDRP) implemented by ICANN applies to all gTLDs.

<https://www.icann.org/resources/pages/policy-2012-02-25-en>