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An integrated approach to compliance and complaints

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ccTLD News Session

.au Domain Administration Ltd

.auDA

We are auDA – the administrator of the .au ccTLD in Australia.

- 3,282,640 domains under management (as of end of Feb 2021)
- 606,316 new registrations in 2020 compared to 505,276 new registrations in 2019 – an increase of 20%
- On average our monthly registrations are 50,526
- We were established in June 1997 and we currently have 30 staff

Compliance and complaint handling are vital due to strict .au registration requirements

Eligibility rules

- Require an Australian presence
- Must meet requirements for the namespace

Allocation rules

- Set out what domain names a person can register

Compliance activities ensure compliance with the rules

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

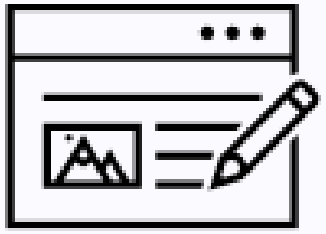
auDA commissioned an independent review of its complaint handling that raised some fundamental questions:

- 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.

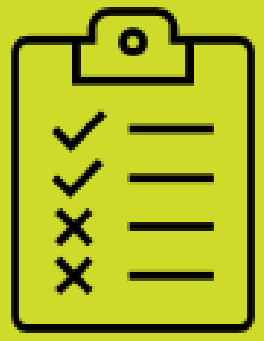
What does good complaint handling look like?

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.

QUESTIONS?

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