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Title:	Dealing with Non Payment by Registrar		
Date Issued:	4 August		
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*This policy is issued by the New Zealand Domain Name Registry Ltd,
trading as .nz Registry Services.*

Policy and Process for Dealing with Non Payment by Registrar

Statement of Purpose

To set the process for dealing with the non-payment of an invoice by an authorised Registrar.

Rights of NZRS

NZRS has the right to suspend services if NZRS believes that a Registrar is unable or unwilling to pay their invoice. NZRS must make the effort to inform the Registrar of the issues and for the problem to be resolved. If NZRS cannot reach the contact person for the authorised Registrar then NZRS can immediately suspend access without further notice.

Our Usual Charges to You

Our usual charges are for the registration of domain names for registrants for whom you act in the .nz domain name space. We may also charge for technical assistance provided by us additional to the standard level of technical support provided to all registrars. We will tell you before any additional charge is incurred.

Our prices are stated in New Zealand dollars and exclude goods and services tax (GST). We require our invoices to be paid on the 20th of the month following the date on the invoice by direct debit from a bank account which you have control over or, at our discretion, we may authorise payment by another method that may from time to time be provided for in our Registry Service Statement. Any such authorisation must be in writing to be valid. You will ensure that the account has sufficient funds in it to meet your financial obligations to us.

You will make arrangements and execute all documents necessary for all charges payable to us to be paid by direct debit and in particular you will send us a copy of the original direct debit form you sign with your bank.

If you are normally resident outside New Zealand you will open and maintain a bank account at a New Zealand office of a trading bank unless otherwise agreed in writing with us.



Billing

Electronic invoices will be issued in Adobe PDF format by the tenth day of each month for the previous calendar month. This invoice will be sent to the Registrar's designated email address, unless notified otherwise by the Registry Manager.

You agree to pay each invoice by the due date for payment specified in clause 9 of the Connection Agreement, without set off, deduction or counterclaim.

We will base our invoices on records held in the SRS system.

If you believe that an invoice contains a mistake, please contact the Registry Manager at accounts@nzrs.net.nz by the date notified on the invoice, but otherwise at least 5 days before the date of payment and we will investigate the matter. If we agree that we have made a mistake then we will correct the invoice immediately. If we find that there is no mistake and the payment date is due you will pay the outstanding amount immediately.

Payment Schedule Checking for NZRS

NZRS reconciles the payment schedule.

Payments of the invoice amount by the authorised Registrar are marked within the appropriate accounts. The Registrar History is updated.

If there has been no payment, NZRS contacts the authorised Registrar.

Non Payment of our charges

If you do not pay an invoice by the due date for payment, in addition to any other legal rights available to us particularly our right in clause 13 of the .nz Connection Agreement we may:

- charge you interest on the unpaid amount from the due date for payment until you pay it. The interest rate will be the base rate charged to us by our bank on the due date for payment, plus a margin of 5% per annum on this rate;
- stop accepting fee paying transactions from you;
- call up any letter of credit given to us by you;

apply any funds held by us on your behalf towards payment of any sum of money owing by you to us;

charge you any reasonable costs we have to pay in collecting any money you owe us including the cost to us of exercising our legal rights.

General Information

Any queries concerning this Policy and Process should be addressed to the Registry Manager at support@nzrs.net.nz.

