

Terrific.com.au Pty Ltd
Complaints Procedure

1. About Terrific.com.au Pty Ltd

Terrific.com.au Pty Ltd ACN 161 321 704 (**Terrific, we, us or our**) provides a domain name registrar services (**Services**). The Services include:

- (a) domain name registration services for a number of gTLD and ccTLD; and (b) any other associated services we may choose to provide from time to time.

2. About this document

2.1 This document sets out the complaints procedure (**Terms**) that apply to parties who seek to oppose, or bring to our attention a concern regarding a domain name registered within Terrific Pty Ltd.

2.2 The complaints procedures information outlined in this document is in line with Terrific's internal processes, and pertains to auDA's following Policy Documentation:

- .au Domain Administration Rules - Licensing (16 Feb 2021)
- au Domain Administration Rules - Registrar (3 Dec 2020)

2.3 To date, the above documentation can be accessed for reference via <https://www.auda.org.au/policies>

3. Requirements of The Person lodging a complaint

3.1 According to item 3.4.1 of the au Domain Administration Rules - Licensing (16 Feb 2021) Policy, The Person must:

- make the complaint to the Registrar of Record;
- ensure that the complaint only relates to the responsibilities or obligations of a Registrant or Registrar under the auDA Rules; and
- make the complaint in the manner or form as required by the relevant Registrar.

4. Obligations of the Registrar as applied to Terrific.com.au Pty Ltd

4.1 According to item 3.4.4 of the au Domain Administration Rules - Licensing (16 Feb 2021) Policy a Registrar has 30 calendar days to resolve the complaint unless the Registrar advises the Person that the complaint cannot be resolved in that period.

4.2 Where the aforementioned item 3.4.4 applies, the Registrar must advise the Person of the new time frame for resolution.

4.3 A Registrar must, as soon as practicable after making a decision about the complaint, provide written notice to the Person, setting out:

- the decision;
- the reasons for that decision; and
- the Person's right of appeal to .au Domain Administration to have the decision reviewed.

4.4 All Registrar Decisions are subject to the review conditions stipulated in item 3.5 of the au Domain Administration Rules - Licensing (16 Feb 2021) Policy.

5. Complaints Process

5.1 All complaints are to be directed, via email, to support@terrific.com.au. Terrific will resolve the complaint within 30 calendar days unless Terrific specifies otherwise in a reply to the Person lodging the complaint.

5.2 Complaints directed towards Terrific should outline any relevant domain registration(s) and any intended outcomes of the complaint

5.3 Any amendments to the initial directed complaint may extend the stipulated period in item 5.1 of this document to 30 calendar days beginning from the date of submitted amendment.

5.4 Complaints lodged via telephone communication or any avenue of enquiry other than email are not subject to formal treatment as a complaint.c