



RESOLUTION EXPERTS
Dispute Resolution Services

COMPLAINT TRANSMITTAL COVERSHEET

You are hereby informed that a Complaint has been filed against you with **RESOLUTION EXPERTS** (the **Provider or ResEx**) pursuant to the Uniform Domain Name Dispute Resolution Policy for .tz (the **Policy**) and the Rules for Uniform Domain Name Dispute Resolution Policy for .tz (the **Rules**), and the ResEx Supplemental Rules for Uniform Domain Name Dispute Resolution Policy for .tz (the **Supplemental Rules**) in effect as of January, 1 2016.

The Policy is incorporated by reference into your Registration Agreement with the Registrar(s) of your domain name(s), in accordance with which you are required to submit to a mandatory administrative proceeding in the event that a third party (a **Complainant**) submits a complaint to a dispute resolution service provider, such as ResEx, concerning a domain name that you have registered. Pursuant to Paragraph 4 of the Rules and Paragraph 6 of Supplemental Rules, upon Notification of the Complaint and Commencement of Administrative Proceedings, you will be forwarded an electronic copy of the Complaint (including any annexes) and Written Notice of the dispute in hard copy by post and/or facsimile, where applicable. For these purposes, please advise the Provider as soon as possible of any preferred and functioning email address.

Once the Provider has checked the Complaint to determine that it satisfies the formal requirements of the Policy, the Rules and the Supplemental Rules, it will forward an official copy of the Complaint to you. You will then have 20 calendar days within which to submit a Response to the Complaint in accordance with the Rules and Supplemental Rules to the Center and the Complainant. You may represent yourself or seek the assistance of legal counsel to represent you in the administrative proceeding.

The **Policy** can be found at https://tznictz.or.tz/images/docs/Policy%20-%20DRS%20_Revised-final.pdf

The **Rules** can be found at https://tznictz.or.tz/images/docs/Rules%20-%20DRS_revised-final.pdf

The **Supplemental Rules**, as well as other information concerning the resolution of domain name disputes can be found at www.resolutionexperts.co.tz

A **model Response** can be found at www.resolutionexperts.co.tz

Alternatively, you may contact the Provider to obtain any of the above documents. The Provider can be contacted in Dar es Salaam, Tanzania by telephone at +255 766 074704, or by e-mail at ddrs@resolutionexperts.co.tz.

You are kindly requested to contact the Provider to provide the contact details to which you would like (a) the official version of the Complaint and (b) other communications in the administrative proceeding to be sent.

A copy of this Complaint has also been sent to the Registrar(s) with which the domain name(s) that is/are the subject of the Complaint is/are registered.

By submitting this Complaint to the Provider the Complainant hereby agrees to abide and be bound by the provisions of the Policy, Rules and Supplemental Rules.

COMPLAINT SUBMISSION FORM

(Form No. 1)

I/We _____ request Resolution Experts (ResEx or the Provider) to accept this Complaint Submission (Form No. 1) of a dispute under Uniform Domain Name Dispute Resolution Policy for .TZ (the "Policy") and to submit this dispute for decision in accordance with the Policy and the Rules for Uniform Domain Name Dispute Resolution Policy for .tz (the "Rules");

1.DETAILS OF COMPLAINANT	<i>Name:</i> <i>Contact Person:</i> <i>Physical address:</i> <i>Postal address:</i> <i>Telephone:</i> <i>Fascimile:</i> <i>Email:</i>
2.COMPLAINANTS AUTHORISED REPRESENTATIVE <i>(if any):</i>	<i>Name:</i> <i>Contact Person:</i> <i>Physical address:</i> <i>Postal address:</i> <i>Telephone:</i> <i>Fascimile:</i> <i>Email:</i>
3.DETAILS OF THE RESPONDENT	<i>Name:</i> <i>Contact Person:</i> <i>Physical address:</i> <i>Postal address:</i> <i>Telephone:</i> <i>Fascimile:</i> <i>Email:</i>
4.RESPONDENT'S	<i>Name:</i>

<p>AUTHORIZED REPRESENTATIVE</p>	<p><i>Contact Person:</i></p> <p><i>Physical address:</i></p> <p><i>Postal address:</i></p> <p><i>Telephone:</i></p> <p><i>Fascimile:</i></p> <p><i>Email:</i></p>
<p>5. SPECIFY THE DOMAIN NAME (S) THAT IS (ARE) THE SUBJECT OF THE COMPLAINT <i>(The complaint may relate to more than one domain name, provided that the domain names are registered by the same domain-name holder.)</i></p>	
<p>6.IDENTIFY THE REGISTRAR (S) WITH WHOM THE DOMAIN NAME (S) IS/ARE REGISTERED AT THE TIME THE COMPLAINT IS FILED</p>	
<p>7.DESCRPTION OF DOMAIN UNDER DISPUTE</p>	
<p>8.JURISDICTION OF THE COMPLAINT</p>	
<p>9.HAS THE COPY OF THIS COMPLAINT, ALONG WITH COMPLAINT</p>	<p>YES / NO</p>

<p>APPLICATION FORM BEEN SENT TO THE RESPONDENT?</p>	
<p>10. FACTUAL AND LEGAL GROUNDS OF THE DISPUTE</p>	
<p>11. SPECIFY THE 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 <i>(Annex any documentary or other evidence, including a copy of the Policy applicable to the domain name(s) in dispute and any trademark or service mark registration upon which the complaint relies, together with a schedule indexing such evidence.)</i></p>	

<p>12. GROUNDS ON WHICH, IN ACCORDANCE WITH THE POLICY THE COMPLAINT IS MADE? <i>(Maximum 5.000 words and insofar as the complainant relies on any documents in support of such rights or as evidence of such rights, copies thereof must be attached and each document must be assigned a separate number being Appendix1; Appendix 2; etc. (please attach detail to the back of this form along with appendices.)</i></p>	
<p>13. SPECIFICATIONS, IN ACCORDANCE TO THE POLICY, OF THE RELIEF SOUGHT</p>	
<p>14. HAVE ANY OTHER LEGAL PROCEEDINGS BEEN INITIATED OR TERMINATED RELATED TO ANY DOMAIN NAME THAT IS THE SUBJECT OF THIS DISPUTE?</p> <p><i>If yes, please identify the court or tribunal before which the proceedings have been initiated or terminated, together with the case number (if known) and the nature of such legal proceedings and of the relief sought therein and the terms of any order given or made, should be stated.</i></p>	<p>YES/ NO</p>

<p>15. SUBMISSION OF A COMPLAINT;-</p>	<p>Complainant seeks a panel of</p> <ul style="list-style-type: none"> <input type="checkbox"/> Single- Member Panel <input type="checkbox"/> Three- Member Panel <p>PROVIDE THE NAMES AND CONTACT DETAILS OF THREE CANDIDATES TO SERVE AS ONE OF THE PANELISTS</p> <p>(i) _____</p> <p>(ii) _____</p> <p>(iii) _____</p>
<p>16. PLEASE SELECT A PREFERRED MEANS TO RECEIVE COMMUNICATIONS FROM ResEx <i>(Please note that the parties can change this preferred means of receiving communication at any time by notifying ResEx in writing.</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> By facsimile; <input type="checkbox"/> By registered post; <input type="checkbox"/> By courier; <input type="checkbox"/> By e-mail (sent in plain text.)
<p>PAYMENT OPTIONS</p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Cheque</i> <input type="checkbox"/> <i>Direct Deposit</i> <input type="checkbox"/> <i>SWIFT /TT</i> <p>Account Name: Resolution Experts Co. Ltd Bank: CRDB BANK Plc Acc. No: 0150303287100 (Tshs) / 0250303287100 (USD) SWIFT CODE: CoRUTZTZ</p>

STATEMENT

By attaching your signature to this form, the complainant submits any challenges to a decision in the administrative proceeding canceling or transferring the domain name to the jurisdiction of the High Court of the United Republic of Tanzania.

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) tzNIC as well as (b) the Provider (c) the Registrar if applicable and (d) the panelists (except in the case of deliberate wrongdoing) 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.

Name of the Complainant / Authorized Representatives	
Signature	
Date	

Submission of your application shall be made either:

- i. By electronic email to ddrs@resolutionexperts.co.tz
- ii. By Post to *1st Floor, Arcade House, P. O. Box 648, Dar es Salaam, Tanzania*