



## **Procedure for Receipt, Handling, and Tracking of Abuse Reports**

This procedure document outlines the procedure for the receipt, handling, and tracking of abuse reports concerning domain names under NETIM's management.

### **How to report an abuse ?**

Email us at [abuse@netim.net](mailto:abuse@netim.net)

Call us on a dedicated line at +33.972307476

Use the form on <http://www.netim.com/netim/abuse.php>

### **Overall process**

1. We receive an abuse from a valid, reliable source, determined at our sole discretion.
2. The report of abuse will be reviewed by our service leadership team and the responsible client account manager.
3. The account manager and the Reseller, if any, will coordinate with the Registered Name Holder (RNH) to begin the issue resolution process.
4. We will continue to follow up with the RNH to see that the reported issue has been resolved.
5. If resolution is not in place by the mandated timeframe, we will take further action and follow up continuously with the RNH until resolution is met.
6. We will coordinate with the registry in the event there is a need for suspension or termination of the domain registration.
7. Once the abuse report has been resolved, we will create an incident report and keep the records of the incident for at least two years, pursuant to section 3.18.3 of the 2013 ICANN RAA.

### **Resolution process concerning Whois inaccuracy**

1. Within 2 business days from the receipt of the claim, we start the investigation of the WHOIS data by sending an email to the Registered Name Holder (RNH) and to the Account Holder (AH) in copy.

RNH or AH is expected to send to us all documentation he deems acceptable in order to prove the accuracy of Whois data within 15 days. Whois data includes the domain name holder and all contacts.

2. The domain will be locked for any data updates until the resolution of the case
3. Failure to respond within 15 days to our inquiries will led to a failure of the resolution process
4. We will investigate all documentation received and will decide either:
  - to confirm the legacy of the documentation and the accuracy of the current Whois data. Then we close the resolution process with success

- to confirm the legacy of the documentation and the inaccuracy of the current Whois data. Then we update them and close the resolution process with success
- to fail the resolution process

When we reach a successful resolution process, the domain name is unlocked for update and RNH / AH are notified.

When we reach a failed resolution process, the domain name is suspended or deleted according to the registry policy and RNH / AH are notified.