



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

This document outlines the procedure for the receipt, handling, and tracking of abuse reports concerning domain names under NETIM's management and in compliance with the 2013 ICANN Registrar Accreditation Agreement about generic domain names. NETIM also enforces this procedure about any country-code domain names under management.

### How to report an abuse ?

1. Use the online form following this URL:  
<https://www.netim.com/submit-a-complaint.html>

First of all, you will be asked to provide your identity and your email address to proceed with your report. Then you will need to select a complaint topic, fill in the involved domain names and detail as much as possible the purpose of your complaint.

2. Call us on a dedicated line at +33.972307476

We are not doing any abuse report by phone. You will straightly be redirected to the online form. Save yourself some time and go directly to the online form.

3. Send an email to [abuse@netim.net](mailto:abuse@netim.net)

Email is **NOT** a guaranteed delivery method and there are many reasons why your email may never reach us. We would not recommend relying upon emails to submit an abuse report.

When sending an email to the abuse team, you will receive an automatic answer guiding through the different abuse cases and telling you to submit your complaint online. Save yourself some time and go straight to the online form.

### Notes:

- Only online submission of this form with accurate identity details and email address will be considered as compliant with this procedure. Make sure to provide a real and functional email address.
- Please make sure to provide as much detail as possible so that we can investigate your report quickly.
- The number and type of attachments is limited. If a file must be provided, please use plain-text or PDF format wherever possible to ensure all information is readable.
- Submit your reports in English or French only.
- Automated submissions will be deleted without view or response. The online form is designed for people reporting abuses not automated systems.

## **Overall process**

1. We receive an abuse report from a valid, reliable source, and compliant with this procedure, determined as such at our sole discretion.
2. The report will be reviewed by our abuse team and the client account manager in charge. If the reported abuse falls out of our control and/or responsibility, the reporter is notified accordingly.
3. If the report is deemed real and acceptable, the client account manager, and the Reseller if any, will coordinate with the Registered Name Holder (RNH) to begin the corresponding issue resolution process.
4. We will continuously 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 if suspension or termination of the domain registration is needed.
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 information**

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 Client Account Holder (CAH) in copy.

RNH or CAH is expected to send to us all documentation he deems acceptable in order to prove the accuracy of Whois data within 7 days. Whois data includes the domain name holder and all contacts.

2. Failure to respond by the mandated timeframe to our inquiries will lead to a failure of the resolution process.
3. We will study 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. In such case, the domain name is suspended or deleted according to the registry policy and RNH / CAH are notified.

Notes:

Inaccurate information on a domain's Whois records must be updated in a timely manner. As the Registrar, we are responsible for maintaining the Whois for all domains registered through us, ensuring the information provided therein is up-to-date and accurate. We are required, as per our ICANN obligations, to ensure that all claims of inaccuracy are investigated.

### **Resolution process concerning cybersquatting and Trademark infringements**

1. Within 2 business days from the receipt of the claim, we can forward by email your complaint to the Registered Name Holder (RNH) and to the Client Account Holder (CAH) in copy.

1. If you want to contact the RNH, please use the following online form:

<https://www.netim.com/registrator-contact-form.html>

2. If you ask us to share the RNH contact information :

- If these information is publically available, we will send you the current Whois data.
- If these information are not disclosed in Whois database but available through a registry process, we will advise you how to proceed.
- In other cases, if the RNH is subject to the GDPR law ("General Data Protection Regulation"), whose contact information is not disclosed in the Whois database, and not available through a registry process, you will have to send us a formal request. This letter must be sent in writing and be compliant with GDRP law.

Notes:

NETIM, as a Registrar, is only a technical and administrative intermediary between the Registered Name Holder (RNH) and the corresponding Registry. As such, NETIM is not responsible for any trademark infringements caused by domain names under our management and registered by our clients.

In addition, based on a claim, NETIM is not legally competent to carry out any measures such as suspension, deletion, revocation or transfer of ownership.

These actions can only be carried out following a court decision against the RNH or any other dispute resolution procedure concerning domain names such as the ICANN's Uniform Domain-Name Dispute-Resolution Policy (You can read more about that policy often called the "UDPR" and how to submit a claim here: <https://www.icann.org/resources/pages/help/dndr/udrp-en>) or available alternative dispute resolution processes with the corresponding registry.