

PROCESS FOR HANDLING ABUSE

WHOIS INACCURACY

- How to Submit the complaint
 - a) Complainant needs to fill contact us form available at <https://dotserve.website/contact/>
 - b) Select 'Inaccurate Whois' option from the Reason dropdown menu.
 - c) Enter the domain name/website and describe the whois inaccuracy.
 - d) Enter your name and email address on which you wish to receive our reply.
 - e) Click Submit.

- Process to address whois inaccuracy complaint
 - a) DOTSERVE Abuse team will send a mail to the Registrant of the domain name asking them to correct the whois details of their domain name within the 7 days.
 - b) If the Registrant fails to modify the whois details / fails to update the registrar with the sufficient proof to prove that the current / modified whois details are accurate; the domain name will be suspended for whois inaccuracy after the allotted 7 day period gets over.

SPAM

- How to Submit the complaint
 - a) Complainant needs to fill contact us form available at <https://dotserve.website/contact/>
 - b) Select 'Spam Complaint' option from the Reason dropdown menu.
 - c) Enter the domain name and COMPLETE headers & body of the spam mail. Message headers & body are the most important proof of the spam and without it we cannot verify the complaint.
 - d) Enter your name and email address on which you wish to receive our reply.
 - e) Click Submit.

- Process to address spam complaint
 - a) DOTSERVE Abuse team will verify the spam headers/body to determine from where the spam was originated and the Type of spam.

- b) In case of compromised/hacked domain scenario and first promotional spam instance, a warning will be sent to the domain registrant. Subsequent spam complaint will result in suspension of the domain.
- c) In case of deliberate phishing / 419 scam / Malware distribution, the domain name will be suspended directly.

ALL OTHER ABUSE (Phishing/419 scam/Child Pornography)

- How to Submit the complaint
 - a) Complainant needs to fill contact us form available at <https://dotserve.website/contact/>
 - b) Select appropriate reason from the Reason dropdown menu. If your reason is not mentioned in the list then select 'Others' and specify reason.
 - c) Enter the domain name and the detailed complaint. Complaint should include details of abuse along with the evidence to support it.
 - d) Enter your name and email address on which you wish to receive our reply.
 - e) Click Submit.

- Process to address other complaint
 - a) DOTSERVE Abuse team will go through the complaint to determine the type of the abuse.
 - b) In case of compromised/hacked domain, a warning will be sent to the domain registrant. If the registrant fails to remove the unauthorized content, the domain name will be suspended.
 - c) In case of deliberate abuse like phishing / Malware / 419 scam / Child Pornography the domain name will be suspended directly.