

Complaint Handling Process regarding Abuse

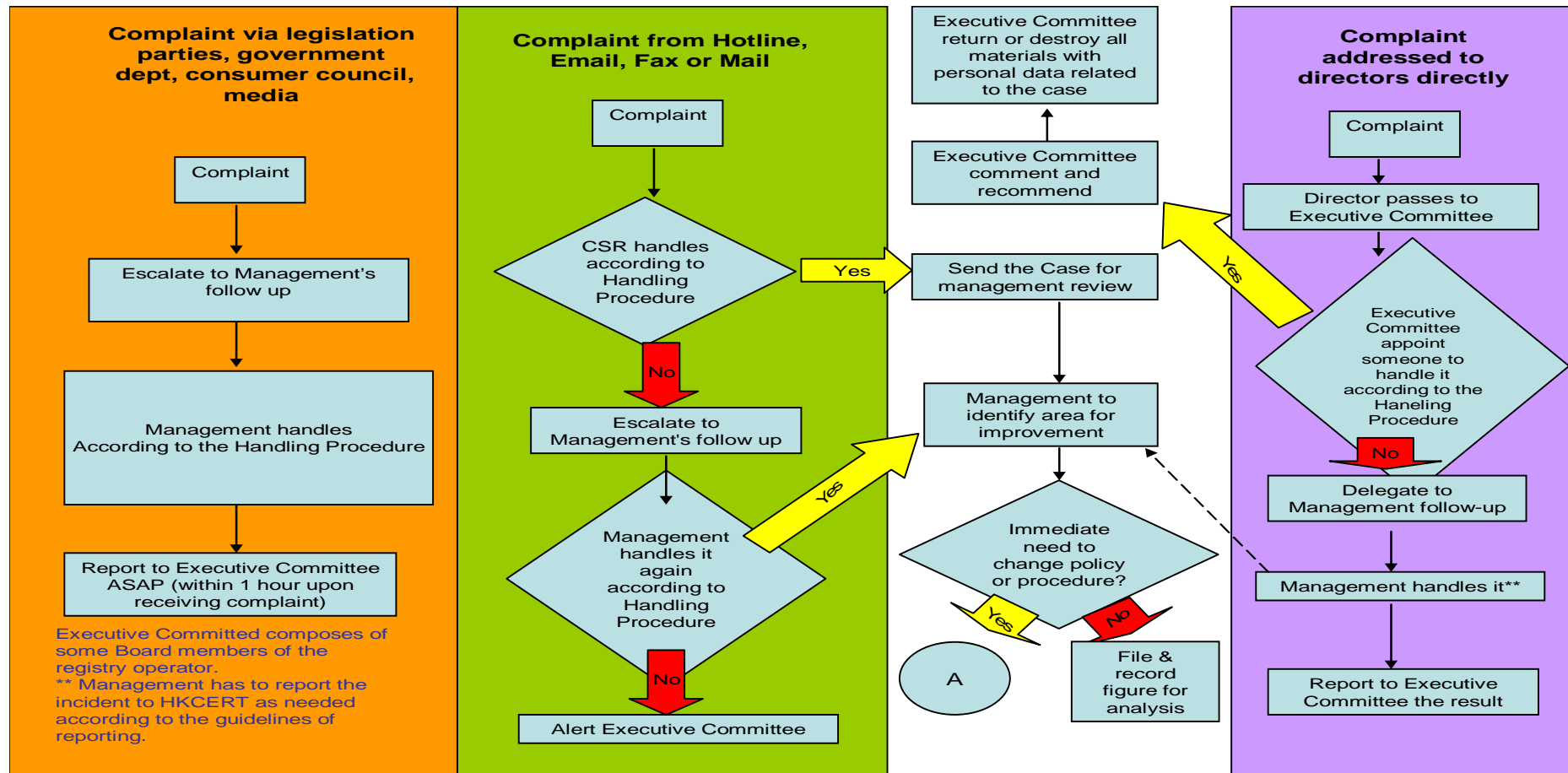
1. In this context, complaints include all customer complaints regarding abuse. This process does not handle disputes related to holding right of domain name registrations. These disputes are handled by the dispute resolution service provider.
2. Though we have already have a dedicated contact point for the abuse, we also handle abuse reported from different channels including but not limited to hotline, letters or emails to our staff, directors on our board, media, and any stakeholder for that matter.
3. When a complaint is escalated to the Board or the Executive Committee of the registry operator, external individual(s) may be invited to take part in the review and to advise on the case in hand. Example of external party we may invite is HKCERT if dealing with the case involving Internet security issue etc.
4. Annex A is the content of the letter the registrar will send to the registrant for immediate suspension / deletion of domain name if the domain name is found to be of malicious use.

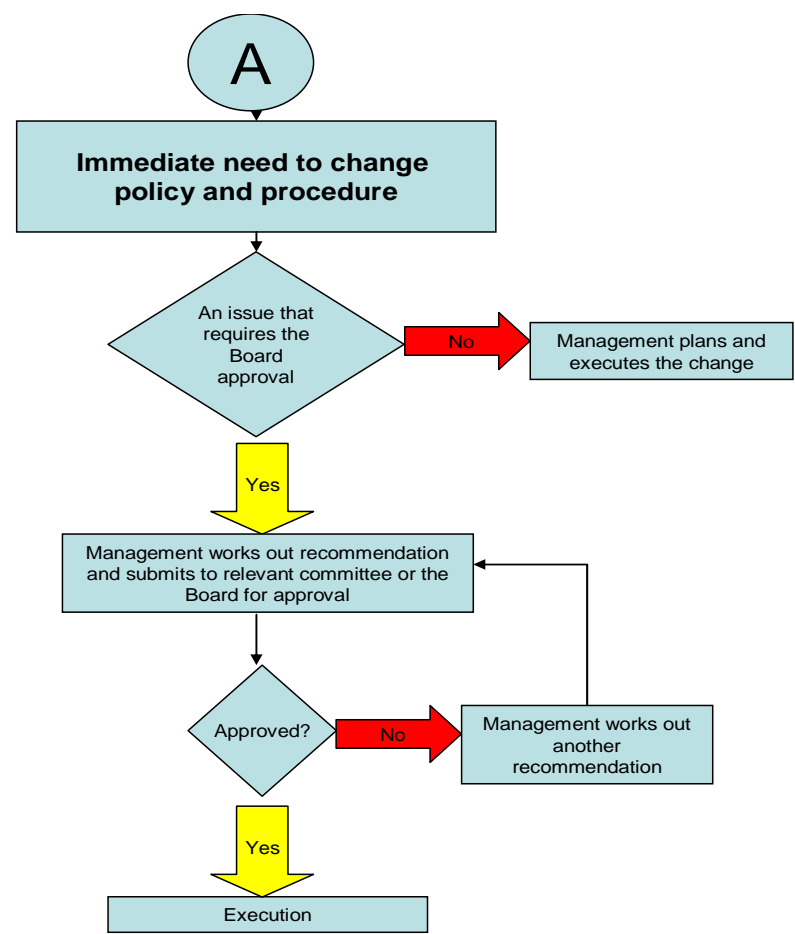
In this document:

‘HKCERT’ is Hong Kong Computer Emergency Response Team Coordination Centre

‘The Handling Procedure’ is when receiving complaint of abuse, liaise with HKCERT or law enforcement agencies (depending on the nature of complaint) and let them confirm the validity of the abuse. If it is confirmed to be valid, registrar shall send notice to the registrant informing the immediate deletion of the domain. Registrar then deletes the domain. Registry operator then removes the orphan glue records. Please note that this procedure shall be checked by >1 staff in different department of the registrar and registry operator to minimize the possibility of taking down a victim domain.

Flow Chart of the Complaint Handling Process





HKIRC

Annex A – the letter of suspension / deletion (to the domain holder)

dd mm yyyy

By Post & email

Name

Email : (email)

Address

Address

Address

(Administrative, Technical, Billing
contacts & reseller)

Our Ref: 12-xxxx

Dear Sir/Madam,

Notification on the cancellation of domain name < domain >

We have received notification from Hong Kong Police involving the use of the domain name < domain > (Domain Name) which has been registered by you through us pursuant to our registration agreement.

In particular, it is alleged that the Domain Name was involved in domain name scam.

HKIRC

Pursuant to clause xxxx(x) of the registration agreement, we have the right to cancel your registration of the Domain Name and to terminate the registration agreement with immediate effect if you use or allow the Domain Name to be used, or you acquiesce to the Domain Name being used, in any manner or for any purpose which is illegal or which otherwise violates any law, ordinance, rule, regulation, order or other legal instrument in force in HKSAR, or if we have reasonable grounds to believe that you have done or are doing so.

We have obtained the legal advice in relation to the allegations described.

In light of this advice, and based on the allegations set out above, we have decided to exercise the right conferred upon us under clause xxxx(x) to cancel your registration of the Domain Name and to terminate the registration agreement with immediate effect. For the avoidance of doubt, this letter constitutes the notice required to be given to you under clause xxxx(x) of the registration agreement.

If you have any concern or would like to raise any objection in relation to this cancellation, you are invited to contact us on (input tel. no.) or by email to (input email address) and provide conclusive proof together with the proof of your legal status. Please also give us consent that we may send all your proofs to law enforcement agencies.

Yours sincerely

Name of the Registrar