

PROCESS FOR HANDLING ABUSE

WHOIS INACCURACY

How to Submit the complaint

- a> Complainant needs to fill contact us form available at <http://logicboxesnamingservices.com/contact.html>
- 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> Logicboxes Naming Services Ltd 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 <http://logicboxesnamingservices.com/contact.html>
- 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> Logicboxes Naming Services Ltd 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 THE OTHER ABUSE (Phishing/419 scam/Child Pornography)

How to Submit the complaint

- a> Complainant needs to fill contact us form available at <http://logicboxesnamingservices.com/contact.html>
- 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> Logicboxes Naming Services Ltd 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.