

Procedure for Receiving, Handling, and Tracking of Abuse Reports

This document outlines the procedure for receiving, handling, and tracking of abuse reports related to domain names under the management of METUnic in compliance with the 2013 ICANN Accreditation Agreement.

How to Report Abuse?

1. You can call us at +90-312-9881106.

Abuse reports are not accepted over the phone. You will be directed to send your report via email.

2. You can send an email to abuse@metunic.com.tr.

Please provide all the necessary information in your report to expedite the investigation of your complaint,

- Your full name and contact information
- The domain name causing the abuse report
- Detailed description of the abuse

3. You can report abuse by sending a mail to the address below:

- ODTÜ Geliştirme Vakfı Bilgi Teknolojileri San. ve Tic. A.Ş. Üniversiteler Mahallesi İhsan Doğramacı Bulvarı Gümüş Bloklar No: 29 Çankaya Ankara

Notes:

- Abuse reports are ~~only~~ accepted in accordance with this procedure only if they are submitted with correct identifying information and a real, functional e-mail address.
- Please ensure that you provide as much detail as possible to expedite the review of your report.
- If documents need to be provided, please use the PDF format wherever possible to ensure that all information is clearly legible.
- Please submit your reports in English or Turkish only.
- Automated submissions may be deleted without being viewed or responded to.

Reporting Abuse by Government Authorities:

Law enforcement, consumer protection, quasi-governmental, or other similar authorities can submit their abuse reports of illegal activity to the dedicated point of contact below:

1. Phone: +90-312-9881106

Abuse reports received by phone will be directed to email.

2. Email address: abuse-resmi@metunic.com.tr

In both cases, you may be asked to provide your name, surname, organization name, and email address to process your request.

Well-founded reports of Illegal Activity will be reviewed within 24 hours by an individual who is empowered by METUnic and appropriate actions will be taken based on the report.

Overall Process for Handling Abuse Reports:

1. Reports of abuse, submitted in accordance with this procedure, must originate from a valid and reliable source. Such submissions will be considered at the sole discretion of our organization.
2. The report is reviewed by our abuse team and the responsible customer representative. If the reported abuse is beyond our control and/or responsibility, the notifier will be informed appropriately.
3. If the report is deemed genuine/authentic and acceptable, the client account manager, and if applicable, the Partnership Customer, will coordinate with the Registered Name Holder (RNH) to begin the corresponding issue resolution process.
4. The Registered Name Holder (RNH) may be monitored on an ongoing basis to see that the reported issue has been resolved.
5. If a resolution is not found within the specified time frame, further action will be taken, and the RNH is continually monitored until the resolution is reached.
6. If the domain registration needs to be suspended or terminated, we will act in coordination with the registration authority.
7. Once the abuse report has been resolved, an incident report will be generated in accordance with section 3.18.3 of the 2013 ICANN Registry Operator Agreement and records of the incident will be kept for at least two years.

Handling Process with Inaccurate WHOIS Information

1. Within 2 business days from the receipt of the request, an email will be sent to the Registered Name Holder (RNH) and panel owner and we will start investigating for WHOIS data.

The RNH and panel owner is expected to send us all documents deemed acceptable to prove the accuracy of the WHOIS data within 7 days. WHOIS data includes the domain name holder and all persons.

2. If no response is given to our requests within the given time frame, it may lead to the failure of the resolution process.
3. After reviewing all documents received, a decision is made on one of the following:
 - If the submitted documents confirm the accuracy of WHOIS data, the resolution process can be successfully completed.
 - If the submitted documents do not confirm the accuracy of WHOIS data, the resolution process can be successfully completed after the information is updated.
 - If the resolution process fails, the domain name can be suspended/deleted according to the domain name registration policy and the RNH and panel owner is notified.

Notes:

Any incorrect information in the WHOIS records of a domain name should be updated in a timely manner. As the Registrar, it is our responsibility to maintain WHOIS for all domain names registered through us and to ensure that the information provided therein is current and accurate. Under our ICANN obligations, we are obligated to ensure that all allegations of inaccuracies are investigated.

Handling Process with Cyber Attacks and Trademark Infringement

Within 2 business days from the receipt of the report, the complaint is forwarded to the RNH and the panel owner via e-mail.

If you ask us to share the contact information of the domain owner:

- If this information is publicly available, we will send you the available WHOIS data.
- If this information is not disclosed in the WHOIS database and is only available through the registry, you will be notified how to proceed.
- If the RNH is subject to the GDPR (General Data Protection Regulation), you are required to send us a formal request. It is expected that this request will be in writing and will comply with GDPR.

Notlar:

METUnic, as a Registrar, is only a technical and administrative intermediary between the domain name owner and the registry authority. As such, METUnic is not responsible for trademark infringement caused by domain names under our management and acquired by our customers.

Furthermore, based on a claim, METUnic does not have the authority and responsibility to legally take any action such as suspension, deletion, cancellation or transfer of ownership. These actions may only be taken following a court judgment against the registrant or any other dispute resolution procedure relating to domain names, such as ICANN's Domain Name Dispute Resolution Policy (<https://www.icann.org/resources/pages/help/dndr/udrp-en>), or following alternative dispute resolution processes available to the relevant registration authority.

However, if we have sufficient evidence of phishing, malware, redirection of site traffic to an illegal site or sending spam, we may suspend the relevant domain name.