

CUSTOMER SERVICE & ABUSE POLICY - DOMANENNAME

Our Standards for Support and Reporting Misuse

Version: 1.0 Effective Date: 18th May 2026 Company: CRISALEO LIMITED

1. CUSTOMER SERVICE COMMITMENT

At Domanenname, we strive to provide exceptional support to all our users.

1.1 Support Channels

- Email: support@domanenname.com \ (Primary\)
- Support Portal: Accessible via your control panel.
- Response Time: We aim to respond to all inquiries within 24 business hours.

1.2 Professional Conduct

We expect our staff to be professional, polite, and helpful. In return, we expect our users to treat our staff with respect. We reserve the right to terminate support or accounts for users who are abusive, threatening, or use offensive language toward our team.

2. ABUSE POLICY

We are committed to maintaining a safe and secure internet environment. We do not tolerate the use of our services for illegal or harmful activities.

2.1 Types of Abuse

Prohibited activities include, but are not limited to:

- Spam: Sending unsolicited bulk emails.
- Phishing: Hosting sites that attempt to steal user credentials or data.
- Malware: Distributing viruses, ransomware, or other malicious software.
- IP Infringement: Hosting content that violates trademarks or copyrights.
- Botnets: Command and control for botnet operations.
- Illegal Content: Hosting or promoting illegal activities.

2.2 Reporting Abuse

If you discover a domain registered through Domanenname that is involved in abuse, please report it to us immediately.

- Abuse Email: abuse@domanenname.com
- Required Information:
 - The domain name in question.
 - The type of abuse \(\e.g., phishing, spam\).
 - Evidence \(\e.g., links, email headers, screenshots\).
 - Your contact information \(\optional but helpful\).

2.3 Our Response to Abuse Reports

1. Acknowledgement: We acknowledge all valid abuse reports within 24 hours.
2. Investigation: Our security team will investigate the report and gather evidence.
3. Action: If abuse is confirmed, we may take action ranging from warning the user to suspending or canceling the domain name.
4. Cooperation: We cooperate fully with law enforcement and industry security groups.

3. COMPLAINTS PROCEDURE

If you are unhappy with our customer service or how an abuse report was handled:

1. Contact support@domanenname.com with the subject "COMPLAINT".
2. A manager will review your case within 3 business days.
3. You will receive a formal written response with our findings and any proposed resolution.

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