Responsibilities and Domain Abuse

A summary of main responsibilities, useful tips, and checklists.

- Responsibilities Of Joker.com Customer
- How to Open a Support Ticket: A Checklist
- Reporting Domain Name Abuse

Responsibilities Of Joker.com Customer

As a valued customer, we want to ensure that you have a seamless experience while using and managing your domain. To help you with that, we'd like to outline the key responsibilities expected from our customers:

Secure Login Credentials: When creating your Joker.com account, please choose strong login credentials. Your password should be robust, and make sure the associated email is one you have secure access to.

Activate 2FA for Extra Security: We highly recommend enabling Two-Factor Authentication (2FA) to add an extra layer of security to your account.

Keep Account Credentials Safe: It is your responsibility to safeguard your account credentials and avoid sharing them with any third parties.

Provide Accurate Registrant Data: When registering a domain, ensure that you provide real and valid data about the registrant. Incorrect information could lead to complications or even domain suspension in the future.

Regularly Check Whois Data: It's important to monitor your Whois data regularly and ensure it is accurate and up-to-date.

Timely Domain Renewals: You are responsible for renewing your domain on time or maintaining sufficient funds for auto-renewal.

Avoid Waiting Until the Last Minute: We strongly advise against waiting until the last possible day to renew your domain or restore it from Redemption Grace Period (RGP). Different registries have varying deletion times, and we cannot guarantee the availability of your domain when you believe it can still be restored.

Domain Modifications: Should you need to make any domain modifications such as changing nameservers or configuring DNS zones, the responsibility lies with you. For assistance, please refer to our FAQ section.

Ensure Good Faith Usage: Use your domain in good faith, and avoid engaging in illegal activities or infringing on third-party rights. Failure to comply may lead to domain suspension, in some cases - immediately.

Pay Attention to Notifications: Keep an eye on the notifications sent from Joker.com. They may contain important notices or require specific actions. Failure to respond may result in your domain stop working.

> **Tip**: We strongly advise **not using an email associated with your domain name for login purposes.** If you miss the renewal and your domain stops working, you won't be able to recover your password. Losing your credentials entirely would require moving your domain to a new account and undergoing a verification procedure that takes at least 5 days.

For more detailed information, you can refer to our Terms & Conditions and ICANN resources.

We value your partnership and hope these guidelines will help you make the most of our services. If you have any questions or need assistance, don't hesitate to reach out to our support team.

How to Open a Support Ticket: A Checklist

Before reaching out for support, consider checking our **FAQ**, as you might find a **quick solution** to your issue without waiting for our response.

However, if you encounter difficulties managing your domain name and require our assistance, follow this checklist to expedite the support process:

> **Log In:** If possible, log in to your account before submitting the ticket. This helps us locate your account promptly, allowing us to assist you more efficiently.
>
> **Include Domain Name:** Don't forget to provide the domain name associated with the problem you are experiencing. This information is crucial for us to address the correct issue.
>
> **Choose the Appropriate Topic:** Select the relevant topic or category when submitting your request. This ensures that your ticket goes to the right support department, leading to a quicker resolution.
>
> **Clear Description of the Issue:** Describe the problem you are facing as clearly as possible. Provide detailed information about what you intended to do or achieve, so we can better understand your needs.
>
> **Step-by-Step Actions Taken:** Clearly outline your steps before encountering the issue. This allows our support team to retrace your actions and identify any potential errors or misunderstandings.
>
> **Specify the Moment of Failure:** Describe at which point and at which time you encountered the failure or issue. This timing information helps us pinpoint the problem and find a solution more efficiently.
>
> **Include Order ID and/or Processing ID (if applicable):** If you have an order ID or processing ID related to the problem, please provide it. This helps us access relevant information about your transaction.
>
> **Include Error Message (if applicable):** If an error message appears during the process, include it in your ticket. Error messages provide valuable clues for

troubleshooting.

Provide Screenshots (if possible): If you can capture screenshots of the problem or error, include them in your ticket. Visuals often convey information more effectively and can aid our understanding.

Include All Relevant Details: Provide any other details that may be related to the issue you are facing. The more information we have, the better equipped we are to address your concern accurately.

By following this checklist, you'll help our support team assist you **more effectively and speed up the resolution** process for your domain name management issues.

Reporting Domain Name Abuse

Reporting domain name abuse is important to help maintain a safe and secure online environment. Here are **some cases** in which you should **consider reporting domain name abuse** related to the domains registered at Joker.com:

- **Phishing:** If you come across a domain that appears to be impersonating a legitimate website or organization with the intention of tricking users into providing sensitive information, such as login credentials, credit card details, or personal information
- **Illegal Content:** If the domain hosts or promotes illegal content, such as CSAM, or involved in the distribution of illegal drugs
- **Trademark Infringement:** If a domain is using a brand name or trademark without permission, leading to confusion or deception among consumers.
- **Spam:** When a domain is used for sending unsolicited and bulk emails, often promoting scams or fraudulent activities.
- **Fraud and Scams:** If a domain is engaged in fraudulent activities, including online scams, or fake e-commerce websites.

How to Report Domain Abuse Case: Checklist

Reported abuse cases are serious accusations, and we want to ensure a proper investigation process and swift action from our side. To help us effectively handle abuse reports, **please follow the recommendations below:**

Phishing	• Clearly **describe** the issue you encountered. • Provide us with the **direct URL** to the phishing source. • Include **evidence**, such as references to legitimate websites and screenshots.
Illegal Content	• **Describe** the issue in detail. • Share the **direct URL** to the illegal materials.
Trademark Infringement	• Provide **formal description** of the subject of the dispute. • Provide proof of **trademark registration.** • If you are acting on behalf of the trademark owner, include an **Authorization Letter (LOA/POA).** • Provide **evidence of infringement:** direct URL(s) and/or screenshots • Clearly **specify your request** related to the issue. If you are reporting trademark infringement and wish to **transfer the domain to you**, you'll need to initiate an arbitration process at WIPO. **WIPO's decision** will be binding for us and ensure a quick transfer of the domain in question to you. For copyright infringement and **content-related complaints**, it's also advisable to forward them to the respective hosting provider. **Joker.com** is solely a domain name registrar and **does not have direct or indirect access to website content.** Contacting the **hosting provider** directly will expedite the removal of infringing content.

Spam	• **Describe** the spam issue thoroughly. • Specify the **domain name registered with Joker.com** that is involved in spam-sending. • Attach **a copy of the spam email** and provide **email headers**.
Fraud and Scams	• Clearly **describe** the fraud or scam issue you encountered. • Provide **evidence**, such as references to official webshops and screenshots. > In some cases, if we **found no evidence of obviously illegal activities**, such as phishing or distribution of illegal drugs, or child sexual abuse material (CSAM), we may not have the authority to take immediate action. As a domain registrar, **we cannot determine the legal status** of the domain owner's activities. If you encounter such situations, we strongly advise you to seek **legal assistance** and report the case. Once we receive **an authoritative decision**, we will take the necessary action accordingly.

While we strive to contribute to maintaining a safe online environment, it's important to understand that our jurisdiction as a domain registrar is limited.

How Joker.com Handles Domain Complaints

Complaints about domains can be reported to Joker.com in the following ways:

- by form via https://joker.com/goto/abuse
- by e-mail to **abuse@joker.com**
- by FAX or phone to +4921186767 6449 or +49.21186767447 respectively
- in writing to our address, published at https://joker.com/goto/abuse

Each complaint will be acknowledged upon receipt, and you will be given a unique ticket number - please refer to it if you have any requests.

Each complaint will be **reviewed individually** and we will endeavor to resolve it within 24h. A response is usually given within 3 working days.

The processing of domain complaints hinges primarily on **German legislation** and **Joker.com's Terms and Conditions**. Additionally, the guidelines specific to the respective domain type (country code or global domain) play a secondary role.