

# 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.

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Revision #9

Created 3 August 2023 13:57:22 by Admin

Updated 31 August 2023 11:31:39 by Admin