

# 1.15 What is...

## Domain Complaints

### How Joker.com handles domain complaints

Complaints about domains can be reported to Joker.com as follows:

- by form via <https://joker.com/goto/abuse>
- by e-mail to [abuse@joker.com](mailto: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, provided an email address has been provided, and you will be given a unique ticket number - please quote this if you have any queries.

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

Decisive for the processing of domain complaints are primarily the legislation in Germany, the terms and conditions of Joker.com and secondarily the guidelines of the respective domain type (country code or global domain).

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