

Abuse Reporting Guide

Introduction

This document provides an overview of the abuse reporting process in general. There are lots of bad things online; this document is intended to only address what is within a registrar's or a registry's capability to review and take action on.

This document is a companion piece to this [Effective DNS Abuse Reports](#) document, and this [Reporting Online Harms flow chart](#).

Steps on How to Report Abuse:

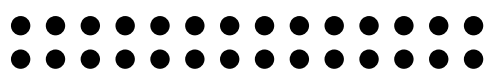
1) Identify the type of abuse you are trying to report

Online harms are best resolved at different Internet infrastructure providers, depending on what type of harm they are. Your first step is to determine what type of harm you wish to report:

- **DNS Abuse:** is phishing, pharming, malware, botnets, or spam when it conveys the others; you can find more information about each type of DNS Abuse [here](#).
- **Website content abuse:** Fraud, scams, fake webshops, issues related to expression, are all types of website content abuse
- **Domain Name IP Disputes:** Issues related to the misuse of trademarks within a domain name

Once you have identified the type of abuse, you can then look for the correct place to report it:





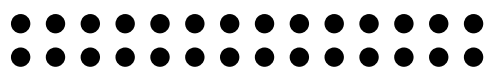
Abuse Reporting Guide

Steps on How to Report Abuse:

2) Identify the best venue for the type of abuse you are trying to report

- For **DNS Abuse**, report the alleged abuse to the sponsoring registrar. Use an authoritative RDAP lookup (formerly whois) service such as lookup.icann.org to find out the sponsoring registrar of a given domain name. Once identified, go to the registrar's website and there will be details on how to submit abuse reports and what evidence is required. Alternatively, you can report using services such as [NetBeacon.org](https://netbeacon.org). A single report is enough to put the domain into our queue although note that we may require additional information, so please use an email address that we can reply to.
- For **website content** or email issues, or **IP disputes concerning content** hosted on the domain, such as copyright issues, or other website content, file a complaint with the hosting/email provider. Identify the hosting and/or email provider by using a service like, RrSG's [Abuse Contact Identifier \(ACID\) Tool](#) (see this helpful [explainer](#) on how to use ACID Tool). Once identified, go to that provider's website and there will be details on how to submit abuse reports.
- For **IP disputes concerning the domain name itself**, neither the registrar nor the registry is able to adjudicate these matters. There are better and more appropriate forums for resolution of these matters; consider filing a complaint under the Uniform Domain Name Dispute Resolution Policy ("[UDRP](#)") or the Uniform Rapid Suspension ("[URS](#)"). For more information on those processes, contact a brand protection provider.





Abuse Reporting Guide

Steps on How to Report Abuse:

Registrars and Registries may also take action to comply with their local laws. For content concerns that do not fall under DNS Abuse, a court order will likely be required before a registrar or registry will take action. In rare cases where abuse is blatantly illegal a registrar will act upon notification if provided with actionable evidence; these include business email compromises (BEC Scams sometimes called CEO Fraud); read more: [RrSG Approaches to BEC Scams](#)).

Child Abuse & Child Sexual Exploitation Material (“CSAM”), DO NOT SEND REPORTS of child abuse or child sexual exploitation material to a registrar or registry. Instead, all complaints about CSAM must be sent to the appropriate national authority, which you can find at [INHOPE](#); otherwise, please contact your local law enforcement to report it.

There are lots of domains that may look dubious but for which there isn't evidence. Without evidence, registrars may not be able to take action.

Further Reading:

- ★ If you are a regular reporter, you may be interested in the [CPH Trusted Notifier Framework](#); note that even if you're not a Trusted Notifier, the quality of your past reports will affect how your future reports are viewed.
- ★ If you don't need to report something but want the previously-public Whois data to contact the registrant directly, we have also created this document: [Minimum Required Information for Whois Data Requests](#)