

### **Abuse point of contact and procedures for handling abuse complaints**

FAGE has established an abuse point of contact to help facilitate the review, evaluation and resolution of abuse complaints in a timely manner. If you believe your rights have been violated or infringed by registration or use of a .FAGE domain name, the abuse contact can be reached by e-mailing [ngtld-abuse@cscinfo.com](mailto:ngtld-abuse@cscinfo.com). For tracking purposes, FAGE will utilize a ticketing system with which all complaints will be tracked internally. The reporter will be provided with the ticket reference identifier for potential follow-up.

### **Domain Name Anti-Abuse Policy**

Misuse or abusive use of .FAGE domain names will not be tolerated. Misuse of a domain name is the use of the domain name for any purpose other than in connection with FAGE's business or commercial purposes. Abusive use of a domain name is an illegal, disruptive, malicious, or fraudulent action and includes, without limitation, the following:

- The use of electronic messaging systems to send unsolicited bulk messages.
- Phishing, or any attempt to acquire sensitive information such as usernames, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication.
- Redirecting of unknowing users to fraudulent sites or services.
- Willful distribution of malware or dissemination of software designed to infiltrate or damage a computer system without the owner's informed consent. Examples include, without limitation, computer viruses, worms, key loggers, and Trojan horses.
- DNS hijacking or poisoning.
- Use of malicious fast-flux techniques to disguise the location of Web sites or other Internet services, or to avoid detection and mitigation efforts, or to host illegal activities.
- Botnet command and control, including services run on a domain name that are used to control a collection of compromised computers or "zombies," or to denial-of-service attacks.
- Distribution of child pornography or any images of abuse.
- Illegal access of computers or networks.

FAGE reserves the right to deny, cancel or transfer any registration or transaction, or place any domain name(s) on registry lock, hold or similar status, that it deems necessary, in its discretion; (1) to protect the integrity and stability of the registry; (2) to comply with any applicable laws, government rules or requirements, requests of law enforcement, or any dispute resolution process; (3) to avoid any liability, civil or criminal, on the part of FAGE, as well as its affiliates, subsidiaries, officers, directors, and employees; (4) per the terms of the registration agreement or (5) to correct mistakes made by FAGE or any Registrar in connection with a domain name registration. FAGE also reserves the right to place upon registry lock, hold or similar status a domain name during resolution of a dispute.