



# ABUSE POLICY

## 1. Purpose

This policy defines procedures for detection, reporting and handling of abuse of domains, DNS and related services.

## 2. What constitutes abuse

Abuse includes:

- spam
- phishing
- malware / ransomware
- botnet activity
- impersonation
- copyright violations
- illegal content
- misleading users

## 3. Abuse reporting

Reports are sent to:

[abuse@utrdba.eu](mailto:abuse@utrdba.eu)

Report must include:

- description



- domain
- evidence
- contact

## **4. Handling procedure**

### **4.1 Report intake**

- report logged
- validity checked

### **4.2 Analysis**

- registrant data check
- DNS/hosting check
- risk analysis

## **5. Measures**

Provider may:

- warn registrant
- request correction
- temporarily deactivate domain
- block DNS
- report to authorities

In urgent cases:



- immediate action without notice

## 6. SLA

Abuse type	Response time
Critical	24h
Medium	48h
Low	5 days

## 7. Cooperation

Provider cooperates with:

- CERT
- police
- regulators
- registries

## 8. Responsibility

Registrant:

- responsible for domain use
- must cooperate in resolving abuse
- must ensure the accuracy of data

## 9. False reports



False reports:

- may be rejected
- may be reported

Komenda, 19.3.2026