

WHOIS Inaccuracy

How to Submit the complaint:

The Complainant should email the following address:

abuse@thekirbygroup.co.uk

The domain name should be detailed/listed and describe the whois inaccuracy.

All communications regarding this matter will be conducted electronically via email.

Process to address whois inaccuracy complaint

The Abuse team will send a mail to the Registrant of the domain name asking them to correct the whois details of their domain name within the 7 days.

If the Registrant fails to modify the whois details / fails to update the registrar with the sufficient proof to prove that the current / modified whois details are accurate; the domain name will be suspended for whois inaccuracy after the allotted 7 day period gets over.

SPAM

How to Submit the complaint:

The Complainant should email the following address:

spam@thekirbygroup.co.uk

The email should contain the following Paragraph headings:

SPAM ORIGINATING DOMAIN NAME: “please enter the Domain”

EMAIL MESSAGE HEADERS: * “please enter/copy & past the headers”

EMAIL MESSAGE BODY: “please enter/copy & past the email body”

YOUR DETAILS: “please enter your details”

FULL NAME: “please enter your full name”

EMAIL ADDRESS: “please enter your email address”

*Message headers & body are the most important proof of the spam and without it we are unable to verify the complaint.

Process to address whois inaccuracy complaint

The Abuse team will verify the spam headers/body to determine from where the spam was originated and the Type of spam.

In case of compromised/hacked domain scenario and first promotional spam instance, a warning will be sent to the domain registrant.

Subsequent spam complaint will result in suspension of the domain.

In case of deliberate phishing / 419 scam / Malware distribution, the domain name will be suspended directly.

ALL THE OTHER ABUSE (Phishing / 419 scam / Child Pornography)

How to Submit the complaint:

The Complainant should email the following address: report-abuse@thekirbygroup.co.uk

The email should contain the following Paragraph headings:

DOMAIN NAME: “please enter the Domain”

YOUR COMPLAINT: “please enter/copy & past the headers”

FULL NAME: “please enter your full name”

YOUR DETAILS: “please enter your details”

EMAIL ADDRESS: “please enter your email address”

Drag and drop the attachment/file in question into the email to support your Complaint.

Process to address whois inaccuracy complaint

The Abuse team will go through the complaint to determine the type of the abuse.

In case of compromised/hacked domain, a warning will be sent to the domain registrant. If the registrant fails to remove the unauthorized content, the domain name will be suspended.

In case of deliberate abuse like phishing / Malware / 419 scam / Child Pornography the domain name will be suspended directly