



Domain Information and Abuse Policy



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1 Introduction/Scope

This document is intended to provide information to our customers about our domain product. This document should be read in addition to our Terms and Conditions and our Acceptable Use Policy. The Terms and Conditions and Acceptable Use Policy will take precedence in the event of conflict between the Terms and Conditions and Acceptable Use Policy, and this document.

2 Customer Service Level Commitments

We aim to respond to customer contact, including complaints, within 1 Working Day. At busy periods this can increase but it should never exceed 5 Working Days.

You can contact us using the details provided on the Contact Page of our website here:

<https://business.kcom.com/get-in-touch/> or by emailing domains@kcom.com.

Please report all abuse by emailing us at abuse@kcom.co.uk.

3 Complaints and Appeals

If you'd like to make a comment or complaint about any aspect of the service you receive from us, please get in touch using the contact details below.

By email: compliments.complaints@kcom.com

By phone: 0345 122 4222

In writing:

KCOM

Melbourne House

Brandy Carr Road

Wrenthorpe

Wakefield

WF2 0UG

4 Pricing

Pricing information is provided in our Price Lists, available on the Legal pages of our Website.



5 Abuse Policy

By using a domain or hosting service provided by KCOM you agree to comply with the Terms and Conditions and Acceptable Use Policy listed on the Legal page of our Website. Please ensure you are familiar with these documents.

We take the enforcement of the Terms and Conditions seriously, and we thoroughly investigate and, where appropriate, report all complaints of abuse to relevant parties including the police.

If you encounter something you think might constitute abuse which you believe has come from our network or systems, please read through the information in this section carefully as it explains how you can report it to us.

Please note that complaints are tracked by our team for the purposes of improving anti-abuse processes and threat mitigation.

You agree not to use this product in connection with:

Spam: Do not send or promote unsolicited bulk messages, whether bulk marketing or otherwise.

Malware: Do not intentionally transmit viruses, worms, defects, Trojan horses, malware, or any other content that may harm user devices, apps, servers, or personal data.

Phishing and identity theft: Do not capture people's information under misleading or fraudulent pretenses, such as gaining login credentials or credit card information through fake web pages. Do not use stolen credentials or financial instruments to register domain names.

Pharming and DNS hacking: Do not redirect DNS traffic from the intended website destination to a fake site through the use of DNS hijacking or interference.

Fast-flux techniques: Do not intentionally use fast-flux techniques to avoid detection in order to conduct illegal activities on domain names.

Botnet control and command practices: Do not use a network of poisoned or compromised computers to inflict harm on valid computer services. This includes using this coordinated network to launch denial-of-service (DDos) attacks.

Hacking: Do not illegally penetrate computers, accounts, networks or security defenses of KCOM, any other KCOM product, or those of any KCOM customers or partners. This includes any attempt that serves as a precursor to an attempted system hack.

Child sexual abuse imagery: We have a zero tolerance policy towards content that exploits children. Do not publish or distribute child sexual abuse imagery.

Unqualified applicants: You must meet registration eligibility requirements in order to register a domain.

Illegal content: Do not host the distribution or publication of any information that is in violation of any applicable laws or regulations.



5.1 What is Abuse?

This policy covers the following types of abuse on the internet:

Spam
Hacking and attempted hacking
Phishing
Web space abuse

We work to minimise the amount of abuse that is generated on our servers. You can help us by reporting any abuse which you believe has come from the KCOM Network or Servers.

Please report all abuse by emailing us at abuse@kcom.co.uk. Please include as much information as you can about the type of abuse you've encountered. Please also provide log files (if applicable), URLs for site abuse and email headers for spamming.

Once you've contacted us, we'll investigate the issue thoroughly, contact any relevant customers and work to resolve the issue as quickly as possible.

5.2 Reporting port scanning, attempted hacking and firewall activity

If your report is based on information from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.

If you see any other misuse on your own servers originating from a KCOM IP address, please send us the following information:

- Your URL
- Your web server log

Please ensure the log shows the IP address, time, date and time zone of the IP address logging into your server, and any details of the misuse that has taken place.

5.3 Reporting email / newsgroup misuse (including spam)

Please send us the full header and content of the relevant email(s) or message(s). The header enables us to trace the journey that a message has made from the computer it originated from to the computer it was downloaded to.

5.4 Reporting virus activity

If you have received or been infected by a virus, worm or Trojan please note that we are cannot offer any support to help rectify your systems. We recommend you install anti-virus software and ensure that it is updated regularly.

When reporting virus activity, please send the following information to abuse@kcom.com:

- The header of the email (if one is available)
- The content of the email



5.5 Reporting web space abuse

If you become aware of any web space hosted by KCOM that you feel is in contravention of any of our Terms and Conditions, then please email abuse@kcom.com with the details.

Please send the following information:

- The URL (such as www.kcom.co.uk)
- The time and date that you noticed the infringement
- Details of how you came to view the material
- A precise description of why you believe the material to be in breach

In line with industry practices, we report illegal activity to the police or to any other relevant authorities. We work closely with the Internet Watch foundation to ensure access to material containing child abuse content is blocked and removed.

For further information please see <http://www.iwf.org.uk/>



6 3rd Party Information

6.1 .com, .org, .net, .info, .biz and .eu

The registry's terms for the registration of the Service are available at:

http://opensrs.com/wp-content/uploads/Tucows_ExhibitA.html

The registry's policy governing the process of dispute resolution is available at:

<http://www.icann.org/resources/pages/policy-2012-02-25-en>

6.2 .co.uk, .ltd.uk, .org.uk and .plc.uk

The registry's terms for the registration of the Service are available at:

<http://media.nominet.uk/wp-content/uploads/2020/04/Terms-and-Conditions-of-Domain-Name-Registration-24-04-2020-v1.pdf>

The registry's policy governing the process of dispute resolution is available at:

<http://media.nominet.uk/wp-content/uploads/2017/10/17150434/final-proposed-DRS-policy.pdf>

The registry's process for dispute resolution is available at:

<http://www.nominet.uk/domain-support/uk-domain-disputes/>

The registry's rules of registration are available at:

<http://media.nominet.uk/wp-content/uploads/2018/05/22141819/dotUK-Rules-of-Registration.pdf>

6.3 .gov.uk and .ac.uk

The registry's terms for the registration of the Service are available at:

<http://community.jisc.ac.uk/library/janet-policies/terms-provision-janet-service>

Please pay particular attention to the following sections:

Eligibility Guidelines

.gov.uk: <http://www.gov.uk/apply-for-and-manage-a-gov-uk-domain-name>

.ac.uk: <http://community.jisc.ac.uk/library/janet-services-documentation/eligibility-policy>

Procedure

.gov.uk: <http://community.jisc.ac.uk/library/janet-services-documentation/register-govuk>

.ac.uk: <http://community.jisc.ac.uk/library/janet-services-documentation/register-acuk>

Appeals

.gov.uk: <http://community.jisc.ac.uk/library/janet-services-documentation/appeals-0>

.ac.uk: <http://community.jisc.ac.uk/library/janet-services-documentation/appeals>

Data Protection

<http://community.jisc.ac.uk/library/janet-services-documentation/data-protection>



6.4 .uk.com, .uk.net, .eu.com, .gb.com and .gb.net

The registry's terms for the registration of the Service are available at:

<http://centralnicregistry.com/support/policies/terms>

The registry's policy governing the process of dispute resolution is available at:

<http://centralnicregistry.com/support/policies/dispute/policy>

The registry's rules governing the dispute process are available at:

<http://centralnicregistry.com/support/policies/dispute/rules>