

IHS TELEKOM, INC.

PROCEDURE FOR RECEIPT, HANDLING, AND TRACKING OF ABUSE REPORTS

This document outlines the procedure for the receipt, handling, and tracking of abuse reports concerning domain names under IHS Telekom, Inc.'s management and in compliance with the 2013 ICANN Registrar Accreditation Agreement about generic domain names.

HOW TO REPORT AN ABUSE?

- **Use the online form following this URL:**
<https://www.ihs.com.tr/kotuye-kullanim-bildir.html>

This is the best way to report abuse. Please provide your identity and your email address to proceed with your report. Then you will need to select a complaint topic, fill in the involved domain names, and detail as much as possible the purpose of your complaint.

- **Call us on a dedicated line at:** +90.8503335450

We cannot receive all reports of abuse by phone. For some subjects, you will be asked to fill the online form. We recommend that you go directly to the online form to save time.

- **Send an email to:** abuse@ihs.com.tr

Please note that email is NOT a guaranteed delivery method and there are many reasons why your email may never reach us. If you do not receive a response to your report within 24 hours, please fill in the online form. We recommend that you go directly to the online form to save time.

Notes:

- Please make sure to provide real and functional contact information so that it can be accepted your abuse report.
- Please make sure to provide as much detail as possible so that we can investigate your report quickly.
- The number and type of attachments are limited. If a file must be provided, please use plain-text or PDF format wherever possible to ensure all information is readable.
- Submit your reports in Turkish or English only.
- Please do not send automated reports.

HOW TO REPORT AN ABUSE BY LAW ENFORCEMENT?

Law enforcement, consumer protection, quasi-governmental, or other similar authorities can submit their abuse reports for illegal activity to the dedicated point of contact below:

- **Phone:** +90.8504665447
- **Email:** hukuk@ihs.com.tr

In both cases, you will be required to state your first name, last name, organization name, and email address so that we can process your request.

Well-founded reports of Illegal Activity will be reviewed within 24 hours by an individual who is empowered by IHS Telekom, Inc. and will take necessary and appropriate actions in response to the report.

OVERALL PROCESS FOR HANDLING ABUSE REPORTS

- The report will be reviewed by our abuse team and the client account manager in charge. If the reported abuse falls out of our control and/or responsibility, the reporter is notified accordingly.
- If the report is deemed real and acceptable, the client account manager, and the Reseller if any, will coordinate with the Registered Name Holder (RNH) to begin the corresponding issue resolution process.
- We will continuously follow up with the RNH to see that the reported issue has been resolved.
- If the resolution is not in place by the mandated timeframe, we will take further action and follow up continuously with the RNH until the resolution is met.
- We will take the necessary action if suspension or termination of the domain registration is needed.
- Once the abuse report has been resolved, we will create an incident report and keep the records of the incident for at least two years, pursuant to section 3.18.3 of the 2013 ICANN RAA.

TRACKING OF REPORT ABUSE

IHS Telekom will track abuse reporting using our centralized ticketing system, will maintain the records related to such reports for two years, and during such period, will provide such records to ICANN upon reasonable notice.