



**Emirates Integrated Telecommunications Company PJSC (du)**

**Domain Name Registration - Complaints Handling Policy**

**1. Complaints to the aeDA**

The .aeDA can only handle complaints with respect to Registrars and Resellers related to matters relating to the allocation and management of a Domain Name in the .ae ccTLD. Such complaints may relate to the registration, renewal or transfer of a Domain Name to another Registrar or the transfer of a Domain Name License to another Registrant. The complaints may also relate to possible breaches of any .aeDA Policy.

The .aeDA will only start investigating your complaint if you are not satisfied with the response received from us in relation to such complaint. Please remember to keep all documents related to your complaint and any responses received from us. Please refer to the aeDA Complaints Handling Policy (available on [www.aeda.ae](http://www.aeda.ae)) for any further details as to how to lodge complaints with the aeDA.

**2. Complaints to du**

In the first instance, all complaints should be made directly to us. If the complaint concerns a Domain Name, word or phrase which is on the Reserved Names List, or meets the criteria set out in the Reserved Names Policy, we will immediately report the complaint to the .aeDA. If the complaint concerns the Eligibility of you or another Registrant or Applicant, then we will follow the process as outlined below; and if the complaint relates the actions of our Reseller, then our own internal complaints process will take effect.

**3. Eligibility Requirements**

The rules governing the Eligibility Requirements for the .ae Domain are set out in the Domain Name Eligibility Policy. The rules governing the Reserved Names List are described in the Reserved Names Policy. Please read the relevant Policy before lodging a complaint.

If you believe that a Registrant no longer exists or is no longer Eligible to hold their Domain Name Licence, that you should lodge a complaint with us, if we are the Registrar of Record for the relevant Domain Name (as disclosed on the WhoIs Database). When we receive such complaint, we will confirm the Eligibility of such Registrant as contained in the Registry Database. If the details of its Eligibility as contained in the Registry Database are current, we are not required to take any further action. If the Registrant's Eligibility details as contained in the Registry Database are not up-to-date, or if the Registrant no longer exists, we must proceed in accordance with the following procedure:

**4. Updating Eligibility Details**

Where the individual or entity that holds the Domain Name Licence is still in existence, but their details of Eligibility as contained in the Registry Database are not current, we must contact the Registrant to request that it updates its Eligibility details within 14 calendar days. We will use reasonable commercial endeavours to contact the Registrant. A Registrant may update its details of its Eligibility as contained in the Registry Database either by resurrecting the original basis for its Domain Name Registration, or by providing new identification details. The Registrant need not use the same details of its Eligibility as contained in the Registry Database Requirements it originally used to support their Domain Name Registration. If the Registrant updates details of its Eligibility within the 14 day period, will enter the new information in the Registry Database as a correction to Registrant Data. If, however, the Registrant does not update the details of its Eligibility within the 14 day period, or does not respond to our request, we will delete the Domain Name.

While the Domain Name is pending Deletion, the Registrant may contact us to update its Eligibility details. We must request the Registry to remove the Domain Name from pending Deletion, and enter the new information in the Registry Database as a correction to Registrant Data. If the Registrant does not update details of its Eligibility while the Domain Name is pending Deletion, then the Domain Name will be Deleted from the Registry Database. It will become available for Registration on a 'first come, first served' basis. The Domain Name will not be transferred to or reserved for the complainant. If the complainant wants to license the Domain Name, it must apply for it using the normal Application process.



#### **5. Cancelling a Domain Name License**

Where the entity that held the Domain Name Licence no longer exists, we must give notice to the Registrant Contact listed in the Registry Database that the Domain Name Licence is cancelled and the Domain Name will be deleted in 30 calendar days. We will use reasonable commercial endeavours to give notice. In the case where the Registrant was an individual and that individual is deceased, the Domain Name Licence passes to the deceased's estate. We are not required to take any action unless and until contacted by the executor of the estate. We must Delete the Domain Name at the end of the 30 day period. The Domain Name will enter "pending delete" status after which it will be immediately dropped from the Registry.

It is not possible for a non-existent Registrant to update Domain Name Eligibility details, or transfer the Domain Name Licence to a third party. Therefore, the Domain Name must be deleted even if it is currently being used by another entity or individual. The only exception to this rule is that if there is documentary evidence that, prior to its demise, the Registrant agreed to transfer the Domain Name Licence to the entity or individual currently using the Domain Name; and the transfer meets the requirements outlined in the .aeDA's Transfers Change of Registrant Policy. In such situation, we must process the transfer of the Domain Name Licence in accordance with .aeDA's Transfers Change of Registrant Policy.