

Complaints and Dispute Resolution Process

1. Purpose and Scope

This policy has been prepared to regulate the management of customer complaints, abuse reports, legal requests, and domain name–related disputes concerning domain registration, hosting, DNS, email, and all other services provided by Atak Domain.

The policy complies with ICANN regulations, applicable legislation, UDRP/URS procedures, and TRABIS (.tr) requirements.

2. Types of Complaints

Atak Domain evaluates all complaints and disputes in the following categories:

Service and Support Complaints

- Domain registration, renewal, and transfer processes
- DNS and nameserver issues
- Hosting, email, and server performance problems
- Billing, renewal, and refund requests

Abuse Reports

- Phishing
- Malware, botnet, harmful software
- Fraud and impersonation
- Copyright and trademark infringement content
- Spam complaints
- WHOIS accuracy complaints

Legal and Official Requests

- Court orders
- Requests from prosecutors and law enforcement agencies
- Information and document requests
- Processes required to be submitted to TRABIS

Domain Ownership and Rights Disputes

- Trademark rights claims
- Ownership conflicts
- UDRP/URS processes
- TRABIS dispute procedures

3. Submission Channels

Complaints and requests can be submitted through the following channels:

Support: destek@atakdomain.com

Abuse Reports: domain@apiname.com

Legal Requests: hukuk@atakdomain.com

Required information in each submission: domain name/URL, type of complaint, description, evidence, and contact details.

4. Receipt of Complaint

Once a submission is received, an acknowledgment is sent to the applicant within 24 hours, and the request is forwarded to the relevant department.

5. Review and Evaluation Process

Technical and Customer Complaints

Requests are reviewed by the technical team, and actions are taken within 24–48 hours. Additional information may be requested from the customer when necessary.

Abuse Reports

Phishing, malware, and other urgent abuse cases are reviewed within 0–24 hours. If required, the domain name may be temporarily suspended or DNS access may be disabled. If evidence is insufficient, additional information may be requested from the complainant.

Legal Requests

Court orders and official authority requests are evaluated immediately. All actions are performed in accordance with KVKK, GDPR, and applicable regulations. Procedures requiring submission to TRABIS are handled in accordance with official requirements.

Domain Ownership Disputes

Atak Domain remains neutral and does not issue rulings between parties. Disputes are resolved through UDRP, URS, TRABIS, or court decisions. Actions on a domain name are taken strictly in line with official decisions.

6. Target Resolution Times

- Technical support: 24–48 hours
- Abuse reports: 0–24 hours
- WHOIS accuracy complaints: 3–5 business days
- Legal requests: 5–10 business days
- Ownership/trademark disputes: Based on the official dispute process timeline

7. Finalization and Notification

Once the review is completed, the result is communicated to the applicant in writing. If the complaint is justified, the required technical or administrative actions are taken. In cases where a complaint is invalid, a written explanation is provided. If additional information is required, the process is paused until the necessary information is supplied.

8. Appeal and Re-Evaluation Process



Applicants who are not satisfied with the result may request re-evaluation through the following stages:

- Customer Support Team
- Relevant Department (Technical, Abuse, Billing)
- Legal Department
- General Management

9. Privacy and Data Protection

All complaints and requests are evaluated in accordance with KVKK and GDPR. Domain owner data is not shared with third parties, except for official authority requests or ICANN-mandated processes.

10. Policy Updates

This policy may be updated due to changes in ICANN rules, TRABIS regulations, or Atak Domain's internal processes. The updated version becomes effective upon publication.