

## Customer Support Interaction Policy

### 1. General Provisions

This Customer Support Interaction Policy (“Policy”) is designed to ensure that all customer support services provided by Atak Domain, including live chat, phone support, email communication, ticketing systems, social media messages, and all other communication channels, are conducted efficiently, safely, professionally, and consistently.

This policy outlines:

- how customers should communicate with support teams
- how support teams should communicate with customers
- boundaries, security requirements, appropriate/inappropriate behaviors
- actions to be taken in cases of abuse

Any user who utilizes Atak Domain support channels is deemed to have accepted this Policy.

### 2. Purpose and Scope

The purpose of this Policy is to:

1. ensure professional and secure management of customer–support interaction
2. prevent abusive behavior towards employees
3. standardize communication procedures
4. maintain high service quality and resolution times
5. prevent misuse of support services

This Policy applies to all users, including individual customers, company representatives, resellers, and technical personnel.

### 3. Scope of Support Services

Customer support services provided by Atak Domain include:

- guidance on domain registration, transfer, and renewal
- DNS, nameserver, and DNSSEC configuration support
- technical support for hosting, mail hosting, SSL, and server services
- assistance related to billing, payments, and refunds
- guidance on legal notification procedures
- panel and API usage questions
- submitting abuse reports and handling processes

Services not included in standard support are listed in Section 6.

### 4. Rules Customers Must Follow During Support Interactions

#### 4.1 Respectful Communication

Customers must not:

- insult support personnel
- threaten staff
- use offensive, aggressive, humiliating, or derogatory language
- use racist, discriminatory, or hate-based expressions

#### 4.2 Customer Identity Verification

For security reasons, customers must:

- correctly answer account verification questions
- ensure no unauthorized third party attempts to perform actions
- provide accurate identification information

No critical action is performed without verification.

#### 4.3 Providing Accurate Information

Customers must:

- provide truthful information regarding technical issues
- refrain from using fake documents, false statements, or manipulation

#### 4.4 Reasonable Communication Frequency

Support channels must not be overloaded or misused.

Prohibited behaviors include:

- opening multiple support tickets for the same issue
- sending unnecessary follow-up messages every 10–15 minutes
- attempting to pressure or manipulate support processes

### 5. Responsibilities of the Support Team

#### 5.1 Professional Communication

- The support team uses polite, patient, and professional language.
- Technical explanations are simplified where necessary.

#### 5.2 Data Privacy

- Account information is never shared with unauthorized individuals.
- Confidential information is requested only through approved procedures.
- All processes adhere to KVKK and GDPR requirements.

#### 5.3 Solution-Oriented Support

- Support staff will take all reasonable steps to resolve customer issues.
- When needed, the matter is escalated to the appropriate department.

#### 5.4 Accurate Information

- No misleading or incorrect guidance is provided.
- Requests that fall outside the scope of support are clearly communicated.

## 6. Services Not Included in Standard Support

The following requests are not part of Atak Domain's standard support:

- website development, design, coding, or code editing
- server management or security certificate installation on custom servers
- advanced DNS configurations
- recovering mail or website content (Atak Domain is not responsible for deleted data)
- cleaning infected or hacked websites
- configuring third-party services
- legal interpretation or consulting

Such services may be offered as paid professional services.

## 7. Inappropriate Customer Behavior and Consequences

### 7.1 Level 1 – Warning

Examples:

- disrespectful communication
- unnecessary message spam
- providing false information

Action: Customer receives a written warning.

### 7.2 Level 2 – Temporary Restriction from Support Channels

Examples:

- insults
- profanity
- aggressive behavior
- threatening support personnel
- excessive messaging disrupting the system

Actions:

- live chat access may be blocked
- ticket system access may be temporarily disabled

### 7.3 Level 3 – Account Suspension or Termination

Applied in severe cases such as:

- physical threats or extortion
- unlawful requests
- submitting fake documents or forged identity
- fraud attempts
- abuse-related system misuse
- serious violations targeting staff dignity

## 8. Privacy and Retention of Communication Records

Atak Domain may log and store customer support communications for:

- quality control
- legal compliance
- abuse detection
- verification of actions

Phone recordings, live chat transcripts, and support tickets are archived according to retention policies.

### 9. Availability of Support Channels

Support services are provided through:

- ticket system (priority)
- live chat
- email: [support@atakdomain.com](mailto:support@atakdomain.com) / [destek@atakdomain.com](mailto:destek@atakdomain.com)
- phone: +90 262 325 92 22
- abuse reports: [domain@apiname.com](mailto:domain@apiname.com)
- legal requests: [hukuk@atakdomain.com](mailto:hukuk@atakdomain.com)

Working hours are as announced by Atak Domain.

### 10. Policy Updates

Atak Domain may update this Policy at any time in accordance with technical requirements, security needs, and employee safety considerations.

The updated Policy becomes effective as soon as it is published on the official website.