.REALESTATE Abuse Prevention and Mitigation

Abusive uses of .REALESTATE domain names, as set forth below, are not allowed.

If you believe that a .REALESTATE domain name is or has been involved in abusive conduct, please contact our Abuse Prevention Manager at <email address> or <written address> with your complaint. Complaints must be submitted in English. Please include the following information:

> .REALESTATE domain name at issue
>
> The nature of the abuse
>
> The date(s) the abuse occurred
>
> Any materials you may have illustrating the abuse (e.g., spam email, screen shot, etc.)
>
> Any authority you may have with regard to the claim (e.g., if you are with law enforcement)
>
> Your contact information

We will endeavor to respond to your complaint within ten business days of filing, and if the complaint comes from law enforcement, we will endeavor to respond within three business days. When we respond, we reserve the right to ask you for additional information regarding your claim and the claimed abuse, and you agree to cooperate with us during our investigation of your claim.

Domain abuse creates security and stability issues for the registry, registrars and registrants, as well as for all users. It is not beneficial for the .REALESTATE domain nor .REALESTATE's users.

"Abuse" or "abusive use" of a .REALESTATE domain name is the wrongful or excessive use of power, position or ability with regard to a .REALESTATE domain, and includes, without limitation, the following:

- **Illegal or fraudulent actions;**
- **Spam:** The use of electronic messaging systems to send unsolicited bulk messages. The term applies to e-mail spam and similar abuses such as instant messaging spam, mobile messaging spam, and the spamming of Web sites and Internet forums. An example, for purposes of illustration, would be the use of email in denial-of-service attacks;
- **Phishing:** The use of counterfeit Web pages that are designed to trick recipients into divulging sensitive data such as usernames, passwords, or financial data;
- **Pharming:** The redirecting of unknowing users to fraudulent sites or services, typically through DNS hijacking or poisoning;
- **Willful distribution of malware:** The dissemination of software designed to infiltrate or damage a computer system without the owner's informed consent. Examples include, without limitation, computer viruses, worms, keyloggers, and trojan horses;
- **Botnet command and control:** Services run on a domain name that are used to control a collection of compromised computers or "zombies," or to direct denial-of-service attacks (DDoS attacks);

- **Distribution of child pornography;** and
- **Illegal Access to Other Computers or Networks:** Illegally accessing computers, accounts, or networks belonging to another party, or attempting to penetrate security measures of another individual's system (often known as "hacking"). Also, any activity that might be used as a precursor to an attempted system penetration (e.g., port scan, stealth scan, or other information gathering activity).

"Abuse" or "abusive use" of a .REALESTATE domain name also includes violation or breach of any policies or rules regarding registration and/or use of .REALESTATE domains as set forth by the National Association of Realtors (NAR).

We reserve the right to deny, cancel or transfer any registration or transaction, or place any domain name(s) on registry lock, hold or similar status, that we deem necessary, in our sole discretion; (1) to protect the integrity and stability of .REALESTATE; (2) to comply with any applicable laws, government rules or requirements, requests of law enforcement, or any dispute resolution process; (3) to avoid any liability, civil or criminal, on our part, as well as our affiliates, subsidiaries, officers, directors, and employees; (4) per the terms of the registration agreement or (5) to correct mistakes made by us or any registrar in connection with a domain name registration. We also reserve the right to place upon registry lock, hold or similar status a domain name during resolution of a complaint.

With regard to any abuse claim made under color or rule of law, statute or code of any jurisdiction, we reserve the right to defer judgment on any such claim to an appropriate tribunal in an appropriate jurisdiction; however, we also reserve the right to lock, suspend, place on hold (or similar status) any domain which is the subject of an abuse claim while the substance of the claim is pending adjudication or otherwise final determination by the appropriate tribunal in the appropriate jurisdiction.