

## **Dispute Resolution Procedure**

The ICANN Uniform Domain Name Dispute Resolution Policy (<http://www.icann.org/en/help/dndr/rdrp>) applies to every dispute relating to domain names registered with ICANN. All registrants have accepted this when requesting a domain name with a TLD that comes under the jurisdiction of ICANN. This Dispute Resolution Procedure applies in addition to the ICANN policy.

### **Contact**

If the registrant believes that its domain name has been wrongfully transferred or that The Registrar Company B.V. has failed to satisfy its obligations, the registrant can apply to The Registrar Company B.V.:

Support Department  
Jan Campertlaan 2  
3201 AX Spijkenisse  
Zuid Holland, Nederland

Phone: +31 (0)88-7507070

E-mail: [info@theregistrarcompany.com](mailto:info@theregistrarcompany.com)

### **Domainlock**

The domain will be locked in case of an dispute. This means that the domainnameholder contact can't be changed. Also the domain can't be transferred away. When the dispute has been resolved the lock will be removed within 1 businessday.

### **Notification**

The notification of the complaint or dispute must include at least the following:

- The domain name or domain names to which the dispute relates.
- Date on which the problem was identified.
- Full name and address details (including phone number and email address) of the current registrar.
- In the case of a private individual: a copy of the identification document of the domain name holder.
- If the domain is registered in the name of an organisation a signed copy of the Chamber of Commerce extract must be enclosed as well.

If the shareholder of this organisation is another organisation, a copy of the Chamber of Commerce extract for that organisation must also be enclosed. And if the second organisation is owned by another enterprise, this extract should be included as well, etc.

If the enterprise is owned by a private individual, this person's identification document must be enclosed.

- A detailed description of the problem.
- The proposed solution.

The notification should be signed by the domain name holder and sent to the Dispute Contact at The Registrar Company B.V.