

afnic

Domain names:

**DISPUTE
RESOLUTIONS
MADE EASY**

For the extensions
managed by AFNIC

[www.afnic](http://www.afnic.fr) 

QUESTION

How can
I contact
the holder
of a domain
name?

ANSWER

1 To find the contact details of the holder of the domain name, I can check the Whois database on AFNIC website under the heading

"Products and Services"

The Whois indicates information on the identity of the domain name holder and administrative contact, as well as technical data for the domain name.

2 If the contact details are hidden (restricted publication), I can:

- use the contact form for the administrative contact of the domain name.
- request a personal data disclosure to obtain the identity and contact information of the domain name holder.

The forms are available from the AFNIC website, under the heading

"Dispute resolution"

3 If I do not meet the conditions required to obtain this information, I can go to court and send the court order to AFNIC.

QUESTION

What should I do if the holder's contact details are inaccurate?

ANSWER

Notify AFNIC of the inaccuracies in the information and request a verification of the domain name holder's contact details using the form available from the AFNIC website, under the heading:

"Dispute resolution"

QUESTION

How can
I settle
a dispute
with
the holder
of a domain
name?

ANSWER

1 I can lodge a complaint with the Mediator at the Paris Mediation and Arbitration Centre (CMAP):

www.cmap.fr

2 I can use the dispute resolution procedure set up by AFNIC.

This procedure is used to resolve disputes relating to domain names registered or renewed since 1 July 2011.

It will apply to all domain names, without exception, from 1 July 2012.

For further details, please see the AFNIC website under the heading :

"How to settle a disputes > Dispute settlement system"

3 If I can't meet the conditions laid down by AFNIC allowing me to settle the dispute with the holder of the domain name, I take the matter to the appropriate courts.

QUESTION

How can
I report
a domain
name
that is illegal
or contrary
to public
policy?

ANSWER

Notify AFNIC of the domain name using the form available from AFNIC website, under the heading:

"Dispute resolution"

If necessary, AFNIC will inform the relevant public authorities.

Or, I go directly to the reporting platform of the Ministry of the Interior:

www.internet-signalement.gouv.fr

QUESTION

I have a court order to be enforced. What should I do?

ANSWER

I can notify the decision to AFNIC by bailiff. AFNIC will enforce the decision as quickly as possible.

What if I am confronted with a different situation?

I contact AFNIC :

AFNIC

Legal Affairs and
Registry Policy Department
Immeuble International
2 rue Stephenson
78181 St Quentin en Yvelines Cedex
France

www.afnic 

Tél. : +33(0)1 39 30 83 00

Fax : +33(0)1 39 30 83 01

support@afnic.fr

REFERENCE DOCUMENTS

Naming charter.

Dispute resolution
policy.

Article L.45 et seq.
of the French Electronic
Communications and
Telecommunications
Act, as amended by the
law of 22 March 2011
and its implementing
decree of
1 August 2011.