

Abuse Policy

Here at Supanames we like to run a clean network and in the unlikely event that you receive abuse from our network or systems we want to know as soon as possible. The scope of this policy covers the following types of Abuse on the internet:

- Spamming
- Hacking Attempts
- IRC Activity
- Phishing
- Web Space Abuse

Supanames are actively working to minimise the amount of Abuse that is generated on our servers however should you come across any such site or receive a high number of spam emails generated from our servers then please email us at abuse@Supanames.co.uk

When reporting abuse please be sure to include as much information as possible regarding the type of abuse and also provide logs (if applicable), URL's for site abuse and email headers for spamming.

Once we have received the notification we will thoroughly investigate the issue, contact our customer and work together to resolve this as quickly as possible.

1) Reporting port scanning, attempted hacking and firewall activity

Where your report is based upon information obtained from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.

If you see any other misuse on your own servers originating from a Supanames IP Address, then please send us the following information:

Your URL, your web server log, shows the IP Address, Time, Date and Time zone of the IP Address logging into your server and any details of the misuse that has taken place.

2) Reporting email / newsgroup misuse (including spam)

We require the full header and content of the Email. The header enables us to trace the journey that an Email has made from the computer it originated from to the computer it was downloaded to. Please see below for instructions on retrieving full mail headers within Microsoft Outlook. If you use another mail client, Please check your providers support documentation for this information.

To retrieve headers in Outlook (with the email not opened in your inbox):

1. Right click on a message and choose "Options"
2. From pop-up box, copy all from "Internet Headers" window
3. Close pop-up box
4. Right click on the message again and choose "Forward"
5. Paste headers into the top of the pop-up email forward window
6. Send abuse@Supanames.co.uk

To retrieve email headers from Outlook Express for Windows:

1. With the mail unopened in your inbox
2. Right click on the mail
3. Choose properties
4. Click on the 'details' tab at the top of the 'pop-up' box
5. Press "message source"
6. Copy the contents of the new window and paste it into your email to abuse@Supanames.co.uk

To retrieve email headers from Outlook Express for Macintosh:

1. With the mail unopened in your inbox
2. Click View
3. Click Source
4. To select all use: command + a
5. To copy use: command + c
6. To paste the header use: command + v
7. Paste the contents into a new email addressed to abuse@Supanames.co.uk

3) Reporting virus activity

If you have received or been infected by a virus, worm or Trojan please note that Supanames are unable to offer any support in their removal. We recommend that you install Anti-Virus software and ensure that it is updated regularly. Please include the following information in your complaint.

Header of the email (if one is available)

content of the email.

The email attachment that was sent to you (if any). The attachment may need to be placed in an archived file (.zip, .rar etc) for our email software to receive it. If you cannot attach the virus, then please send the email and header only.

4) Reporting web space abuse

If you become aware of any web space hosted by Supanames that you feel is in contravention of our Terms and Conditions or Acceptable Use Policy, then please email us with the details.

Please send the following information:

The URL (such as www.Supanames.co.uk), the time and date that you noticed the infringement, any details regarding how you came to view the material and a precise description of why you believe the domain to be in breach.

Supanames reports any illegal activity that requires reporting and provided that activity emanated from our servers, to the Police or any other relevant Authority. Supanames also works with all appropriate independent bodies to ensure that any images of child abuse are removed from our servers and reported as soon as we are made aware, in line with current industry practices.

Please note: by signing up for any of our services you agree to be bound by all Supanames terms and conditions.