

.taipei Domain Consumer Dispute Resolution Policy

Taipei City Government is the Top Level Domain registry operator for .taipei (hereinafter referred to as Registry). The .taipei Domain Consumer Dispute Resolution Policy sets forth the rules concerning consumer dispute settlement guidelines for .taipei Top Level Domain.

All consumer disputes arising from the .taipei registration service between registrant and accredited registrar shall be filed to accredited registrar first. If the registrant is not satisfied with the response or the accredited registrars don't deal with the complaints, registrant can then contact Registry directly.

1. Registrant could submit a complaint in the form of letter, email or phone call.
2. Registrant shall provide his/her basic information, the reason for complaint filing, the request of the complaint, and the contact email or telephone number when submitting a complaint.
3. Registry shall inform the registrant when noticing that requested information is incorrect or incomplete. Registrant shall correct the information in three (3) days upon receiving the notice. If Registry doesn't receive the corrected information in three (3) days, it will treat this as a withdrawal of the complaint. In this case, registrant will need to resubmit the complaint.
4. The complaint date will be the date when Registry receives the complaint if all requested information is correct and completed.
5. The date when registrant correct or complete the missing/incorrect information on the complaint form will be the official complaint date.
6. Registry shall provide a response to the complaint within thirty (30) days in the form of email or letter. The decision will also be provided to the accredited registrar.
7. Registry reserves the right to modify this Registration Policy at any time. The revised Registration Policy will be posted at least thirty (30) calendar days before it becomes effective.