**SAMPLE 2**

**(Notice and Notice: Letter to the Sender of the Notice)**

[Domain Provider heading]

[Address of sender of notice]

[City, date]

**Your complaint regarding the domain ["domain"]**

Dear Mr. […] / Dear Ms. […]

We are writing in reference to your notification dated […], in which you claim that the ["domain"] is unlawful.

First of all, please note that the customer who registered the domain in question is solely responsible for the lawfulness of the domain registered with us. As a provider of domain services, we administer domains to the extent chosen by our clients and in particular arrange for respective registrations. We have no control over the choice of domains registered with us. Furthermore, we are under no duty to these domains and, given the size of our customer base, we would not be in a position to do this either.

We have forwarded your complaint to the customer responsible for the domain in question and asked the customer to cancel the respective registration or, if the customer does not acknowledge your claims, to contact you directly in order to resolve the matter. This course of action is consistent with the Notice and Notice Procedure specified in the Code of Conduct Domain Names of Swico.

Thus, we consider this matter closed. If the customer responsible for the domain fails to cancel the registration of the domain in question or to provide a plausible reasoning for the lawfulness of the respective registration, we ask you to pursue your claims directly against the responsible customer. In case you do know yet know the customer's identity, you can find it via the publicly accessible Who-is databases (e.g., [www.whois.c](http://www.whois.ch)om) or contact the appropriate law enforcement agencies to this end. Please note that, for data protection reasons, we may not disclose customer data except with the customer's consent or based on an administrative or court order.

Sincerely,

[Signature]

[First name, surname]