

Self-Certification for Question 221

The Applicant, Hangzhou E-Commerce Research Institute will, no later than delegation of the Top Level Domain (TLD), establish a dedicated abuse point of contact responsible for addressing matters requiring expedited attention and providing a timely response to abuse complaints concerning any name registered in the TLD.

The Applicant, Hangzhou E-Commerce Research Institute will, no later than delegation of the TLD, establish, publish, and provide to ICANN the location of a mechanism for members of the public to submit reports of abuse in accordance with the current obligations of the Base RA and any Consensus Policies.

The Applicant, Hangzhou E-Commerce Research Institute has developed proposed measures for removal of orphan glue records for names removed from the zone when provided with evidence in written form that the glue is present in connection with malicious conduct.

The Applicant, Hangzhou E-Commerce Research Institute will have at time of delegation, established policies for handling complaints regarding abuse. Such policies are to be maintained and posted publicly so that anyone can review the policies via the Internet and any other means deemed appropriate by us. Our policies at a minimum should contain appropriate confirmation of the receipt of the abuse report, the

process of review of the report, and actions that will be taken if we confirms the report is legitimate.

The Applicant, Hangzhou E-Commerce Research Institute understands that DNS Abuse is Phishing, Malware, Botnets, Pharming and Spam (when used to deliver other forms of DNS Abuse). We understand and are prepared to contribute to the mitigation or disruption of DNS Abuse in domains in the TLD zone.

The Applicant, Hangzhou E-Commerce Research Institute's abuse response capabilities are resourced appropriately to ensure a timely and adequate investigation and response to reports of DNS Abuse. This includes capabilities to receive and evaluate evidence of DNS Abuse in reports, and to take action to stop or disrupt the DNS Abuse.

The Applicant, Hangzhou E-Commerce Research Institute is prepared to conduct periodic scans of its zone to identify if domains are being used to perpetrate DNS Abuse, and to maintain statistical reports of the scans, the findings, and actions taken.

Director-General: Lingzhi Du

CFO: huinan Ma

Date: April 30, 2026