Switch

Secure Websites – Safer Internet

Process to remove malicious content on .ch and .li websites

	When / What / Who	Response Time	E-Mail Subject	Status
Step 1 **Notification**	When Switch determines that a .ch/.li website is being misused for phishing or to spread malware. Switch informs the people concerned that the website is being misused and asks them to remove the malicious content from it within one working day. The registrar, the technical contact, the domain holder (unless stated otherwise by the registrar) and the ho- sting provider are notified.	One working day.	[SWITCH #12345678] Misuse of your website baddomain[.]ch	Online
Step 2 **Domain name deactivation**	When there has been no response within one working day of the first notification and the malicious content is still on the website. Switch deactivates the domain name for up to five working days in order to protect Internet users against the dangerous content. Switch removes the domain name from the zone file and noti- fies the people concerned. The registrar, the technical contact, the domain holder and the hosting provider (if known) are notified.	Maximum of five working days allowed by law, after which the domain name is reactivated.	[SWITCH #12345678] Misuse of your website baddomain[.]ch	Offline
Step 3 **Identification request**	When there has been no response within five working days of the deactivation and the malicious content is still on the website. Switch reactivates the domain name as required by law. It also checks the holder's identity so that it can pass the case on to the authorities. The domain holder is requested to provide proof of his or her identity.	10 days to respond to the identification request	[SWITCH #12345678] Misuse of your website baddomain[.]ch	Online
Step 4 **Definitive deletion of domain name**	When there has been no response within 10 days of the identification request and the malicious content is still on the website. Switch deletes the domain name for good. The registrar is notified.			Deleted

When / What / Who		Response Time	E-Mail Subject	Status
Anytime Threat eliminated?	When Switch determines before the domain is deleted for good that the threat to website visitors has been eliminated, either because the malici- ous content has been removed or because the website has been blocked, it informs the people concerned. The process is concluded. Registrar, technical contact, domain holder (if informed about the misuse), hosting provider.		[SWITCH #12345678] Misuse of your website baddomain[.]ch stopped	Online

What has to be done?

The phishing site or drive-by code can be removed at any time before the domain name is deleted for good. Once the code has been removed or the web-site has been deactivated, please click on the link in the e-mail and then on the button marked «Check website again» in the Status Portal. A Switch expert will then check the website again. Switch will inform you about the result.

E-mail sender:
SWITCH saferinternet <saferinternet@switch.ch>

Contact us:

Switch Safer Internet

Email: saferinternet@switch.ch
Web: www.saferinternet.ch

Zurich

Werdstrasse 2
8004 Zurich
switch.ch
info@switch.ch

Lausanne

Werdstrasse 2
1001 Lausanne
switch.ch
info@switch.ch

Linkedin

Website

Newsletter