



Procedure for Receipt, Handling, and Tracking of Abuse Reports

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This procedure document outlines the procedure for the receipt, handling, and tracking of abuse reports

1. CSC's abuse email address or phone number receives report of abuse from a valid, reliable source, determined at CSC's discretion.
2. The report of abuse will be reviewed by our service leadership team and the responsible client account manager.
3. The account manager and Client Service Partner will coordinate with the registered name holder to begin the issue resolution process.
4. CSC will continue to follow up with the registered name holder to see that the reported issue has been resolved.
5. If resolution is not in place by the mandated timeframe, CSC will take further action and follow up continuously with the registered name holder until resolution is met.
6. CSC will coordinate with the registry in the event there is a need for suspension or termination of the domain registration.
7. Once the abuse report has been resolved, CSC will create an incident report and keep the records of the incident for at least two years, pursuant to section 3.18.3 of the 2013 ICANN RAA.