

## # Domain Suspension Guidelines

### ## Section 1.1 – Reasons for Suspension

- Invalid or incomplete WHOIS information
- Non-payment of renewal fees
- Abuse reports (phishing, malware, spam)

### ## Section 1.2 – Notification

- Customers will be notified via email before suspension when possible.
- In cases of abuse, immediate suspension may occur without prior notice.

### ## Section 1.3 – Reactivation Process

1. Update WHOIS details
2. Pay outstanding invoices
3. If abuse-related, escalate to Abuse Team for manual review