



ACID Tool Explainer for Registrars

What is ACID Tool?

- ★ The [Abuse Contact Identifier \(ACID\) Tool](#) is a service offered by the Registrar Stakeholder Group to help internet users who need to report online abuse determine where to send these reports.
- ★ ACID Tool provides publicly-available contact information for web hosting, email, and domain registration providers in response to domain-based lookups.

How can registrars use ACID Tool to direct reporters to the right place?



Add ACID Tool to your autoresponder in ticketing systems



Include acidtool.com in online resources and knowledge bases



Train Support representatives to recommend acidtool.com when helping customers

Any internet user can use ACID Tool to look up service providers for any domain name

ACID Tool may be especially useful for:

- ★ Recipients of spam or other unsolicited emails
- ★ Victims of online fraud schemes
- ★ Law enforcement officers investigating crimes
- ★ Rights holders and their representatives investigating infringing content

Example Auto-responder Text:

Are you contacting us about abuse related to website content? If so, the domain registrar is often not the best point of contact. For complaints about content, including copyright infringement, you should contact the site's hosting company, which may be a different company than the domain name provider.

[ACID Tool](#) is a new service that can help you reach out to the abuse contact points at the company where the website content is hosted, so that prompt and appropriate action can be taken. This resource can also help you identify who the email provider for a domain is, for complaints about emails.

What ACID Tool Does and Does Not Provide

ACID Tool does not provide a path to request the disclosure of domain registration data. For information regarding disclosure of domain registration data, requestors must contact the sponsoring registrar directly. [This PDF](#) provides the RrSG's Minimum Required Information for Whois Data Requests.

ACID Tool will provide information about a content delivery network (CDN) if one is used; you can contact the CDN provider for additional information.



Reach out to secretariat@icannregistrars.org for any questions