



support@linode.com

Fri 1/31/2020 3:02 PM

You >



Support Ticket 13304252 Linode 'ybop-prod (linode14376974)' has been updated by jackley:

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Hello Gary,

My apologies if the tone of our prior communication did not convey our sympathy to your position. As in the prior instances of our interactions regarding Ms. Prause, we were merely advising you of the existence of Ms. Prause's possible claims against your website, and to confirm that you had not published Ms. Prause's home address or telephone number.

To this end, Linode has invested considerable resources in doing our due diligence in the instant matter (as was the case with Ms. Prause's previous issues). We take all abuse claims seriously, though as advocates of all our customers, do our best to discourage frivolous reports.

At this time, Ms. Prause has provided us with no actionable requests, so Linode will not be taking any action. Linode is legally required to forward claims regarding content to our customers, but in doing so, we should have also advised you as to Linode's behind the scenes efforts.

Could you please provide any correspondence that led to your message to me?

We are reviewing your request for correspondence on this matter and will provide an update early next week. Please let us know if you have any questions.

Thank you,

• Jim