**DT-M Draft Escalation Steps v.1**

Individual Registry Issue

1. TLD registry operator escalates a service problem to the IANA directly.
2. If resolution is unsatisfactory, operator:
   1. Reports to CSC (for record only, not action)
   2. Escalates to Ombudsman
3. Ombudsman reports results to operator and CSC.
4. If ombudsman fails to resolve problem:
   1. CSC requests written response from IANA Functions Manager (IFM).
   2. CSC attempts to facilitate resolution.
5. If CSC facilitation fails, CSC involves a mediator.
6. If mediation fails, CSC decides whether a systemic failure is involved.
7. TLD registry operator may initiate an Independent Appeals Panel on its own. (?)

Systemic or Critical Failure

The CSC is empowered to determine a significant failure of the IFM either due to the outcome of periodic audits or the CSC’s evaluation of a rising number of TLD registry operator complaints.

1. CSC reports significant failure to IFM and requests response in 30 (?) days.
2. If CSC judges the IFM response to be inadequate, the CSC directs remedial action in s specified period of time.
3. CSC confirms completion of remedial action.
4. If remediation is unsatisfactory, CSC involves a mediator.
5. If mediation fails, a binding Independent Appeals Panel is initiated.