

SCHEDULE

Actions to be taken by operator in response to notice
of complaint in order to maintain section 5(2) defence

Response to notice of complaint: poster fails to respond

5.—(1) This paragraph applies where the operator acts in accordance with paragraph 2 in respect of a notice of complaint and the poster fails to respond within the period specified in paragraph 2(1)(b)(i).

(2) Where this paragraph applies the operator must, within 48 hours of the end of that period—

- (a) remove the statement from the locations on the website which were specified in the notice of complaint; and
- (b) send the complainant notice in writing that the statement has been removed from those locations on the website.