



# CSG COPYRIGHT INFRINGEMENT MANAGEMENT SOLUTION

Automate copyright infringement and quickly resolve complaints

Consumers have access to millions of hours of digital content—but not all are willing to access that content legally. Research shows that there were more than 300 billion visits to piracy websites for music, TV and film, software and publishing last year, up 1.6 percent from 2016.

By illegally downloading or streaming content, some consumers deprive content creators of revenue. In response, content creators expect communication service providers (CSPs) to react to any illegal activity on their networks. With piracy increasing, it becomes more difficult for the CSP to manage all infringement complaints.

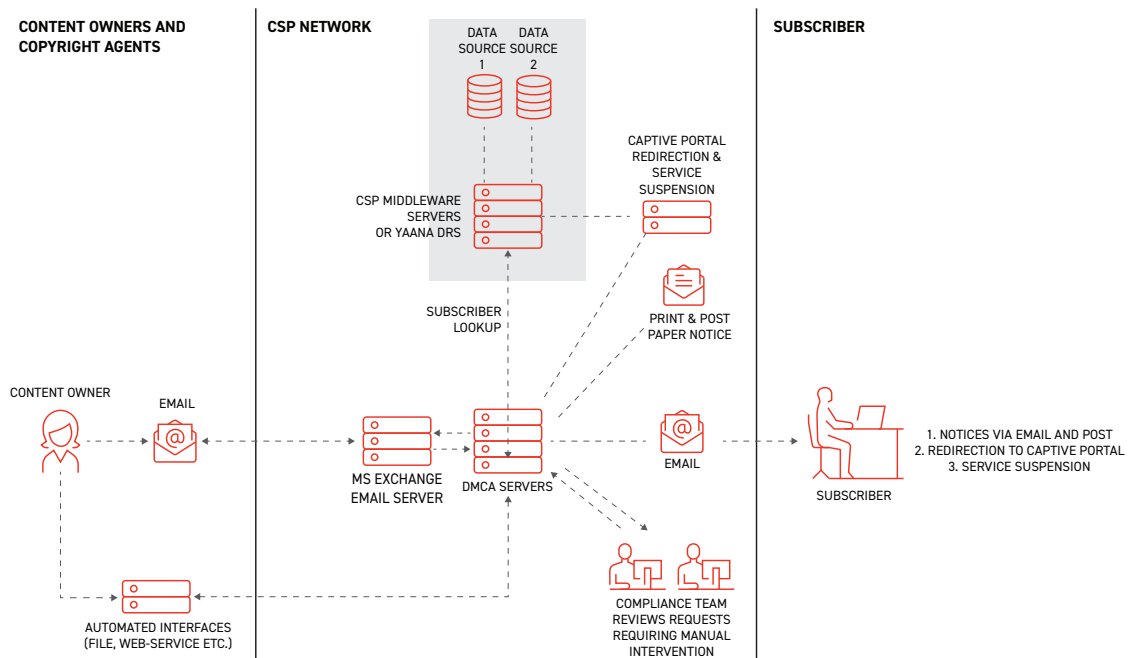
To comply with copyright regulations such as the Digital Millennium Copyright Act (DMCA) and reduce the risk of being held liable for illegal traffic, CSPs are required to establish a system for identifying and informing their subscribers when a copyright owner, such as a movie studio, lodges an infringement complaint relating to their online activities. If not, the copyright owner can sue the CSP.

Respond to and act on copyright violations with CSG Copyright Infringement Management Solution.

## SAFEGUARD YOUR BUSINESS

CSG Copyright Infringement Management Solution, powered by Yaana, automates copyright infringement management, ensuring all complaints are dealt with quickly and accurately. Instead of manually going through server logs to identify fraudulent usage patterns, the solution can receive and send infringement notices to subscribers in near real-time. The CSG Copyright Infringement Management Solution is also auditable, providing a complete history of compliance should copyright owners ever have questions.

The CSG Copyright Infringement Management Solution is powered by Yaana's industry-leading DMCA Infringement Management System, and is one of several Yaana solutions that CSG is authorized to resell. Other Yaana solutions Request Management System (RMS) and Data Retention System (DRS), which help organizations process and access legal compliance requests in a compliant and timely manner.



## BENEFITS OF CSG COPYRIGHT INFRINGEMENT MANAGEMENT SOLUTION

- > Quickly respond to infringement notices
- > Query subscriber data from multiple sources
- > Provide complete audit history to copyright owners
- > Protect user data and privacy
- > Take appropriate action based on frequency, level of escalation and other factors configured into workflows
- > Gain real-time insight into infringement through intuitive dashboards

## ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital

monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at [csgi.com](http://csgi.com) and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

## ABOUT YAANA

Yaana is a leading global provider of Intelligent Compliance Solutions including compliance request management systems, data retention and analytics systems, lawful interception systems and a variety of cybersecurity mediation systems. Yaana solutions offer customers a cost-effective path to address the complexities related to meeting compliance needs in the rapidly evolving information communications and cloud markets worldwide.