Registrar Abuse Contacts

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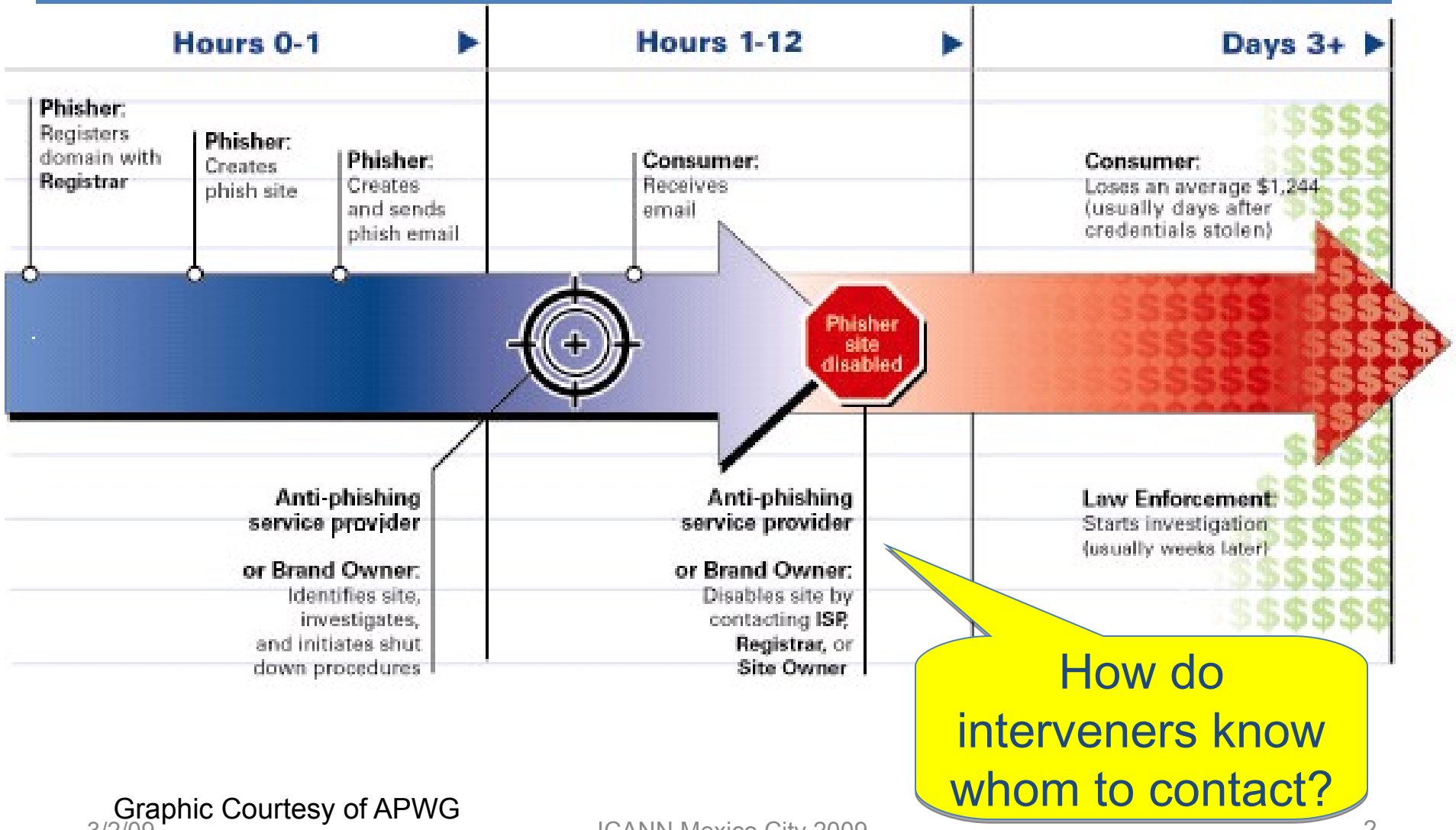
Typical Phishing Domain Takedown (Applies to most malicious domains)



Graphic Courtesy of APWG

Sponsoring Registrar

- Interveners, LEAs, others *identify* the sponsoring registrar from Whois
- Issues:
  - Where do I find contact information for the sponsoring registrar?
  - Does the contact information I find lead me to someone who can handle abuse claims?

Sources for Registrar Contacts

- Visit the registrar's web site
- Visit ICANN's published list of registrar contacts, http://www.internic.net/regist.html
- Ask a colleague, ask a mail list, …
- Issue

Each failure to locate a registrar abuse point of contact extends the duration of an attack

Can you help me?

- Registrars publish information for many PoCs
  - Registrars publish contact information voluntarily
- Certain published PoCs
  - contain inaccurate or incomplete information
  - are not available 24 x 7
  - are unable to handle abuse or criminal complaints
  - are unable to escalate complaints
- Issue revisited
  - Each successive failure to locate a registrar *abuse* point of contact extends the duration of an attack

Can we do better?

- Ideal response times for phishing attacks are measured in hours
- Delays introduced while attempting to contact a registrar *or* finding the right PoC in the registrar are often measured in hours
- Can we reduce the delay?

Recommendations

- Each registrar should provide an abuse point of contact
  - Contacted party should be effective and responsive
  - Contacted party should provide complainants with a well-defined, auditable way to track abuse complaints
- Registrars should publish abuse contact information
  - List prominently on registrar web site
  - List prominently on ICANN web site
- Abuse contact information should be
  - Consistent with other registration contact records
  - Available in machine-readable format
  - Periodically checked for accuracy by ICANN