

Phishing Survey Results

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Paris, 24th June 2008

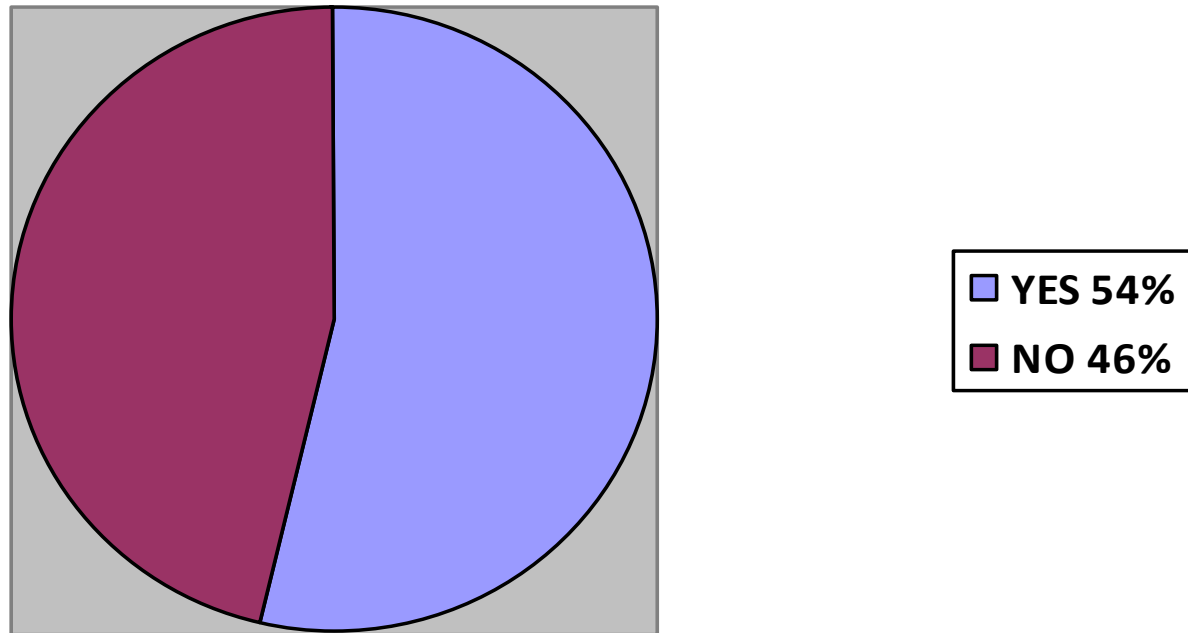
Background

- Survey initiated by ccNSO Council

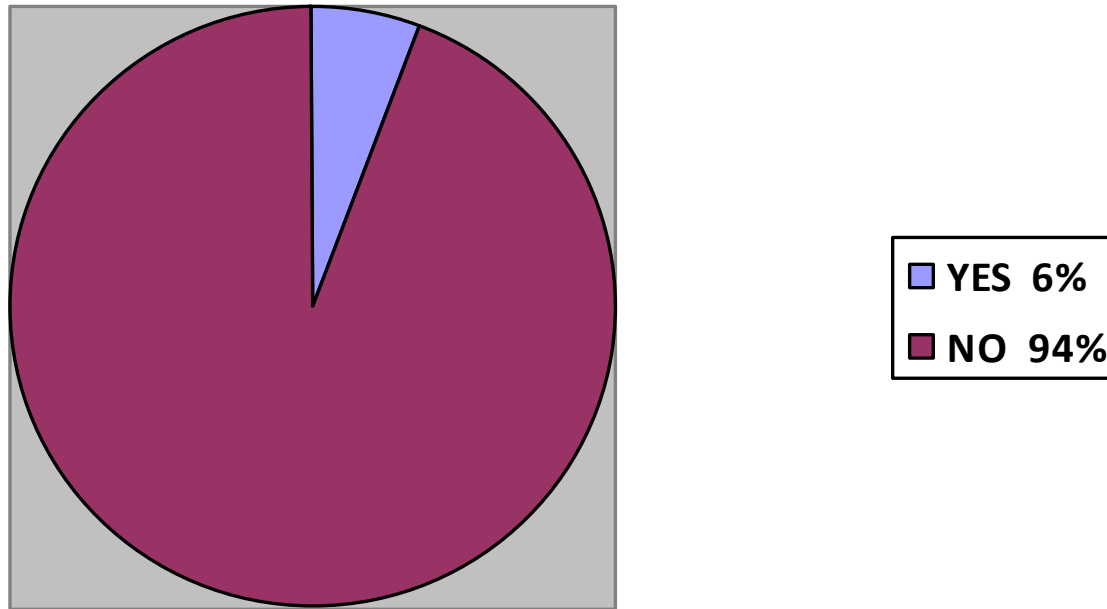
“...suggested that the ccNSO Secretariat launches a survey on the topic to find out what the community knows on the topic and expects from the ccNSO Secretariat.” (Council Meeting minutes 31st October 2007)

- Questions drafted by .mx, .jp, APWG, ccNSO secretariat
- Launched on 25th February 2008
- Question sent to email lists
- 28 replies received

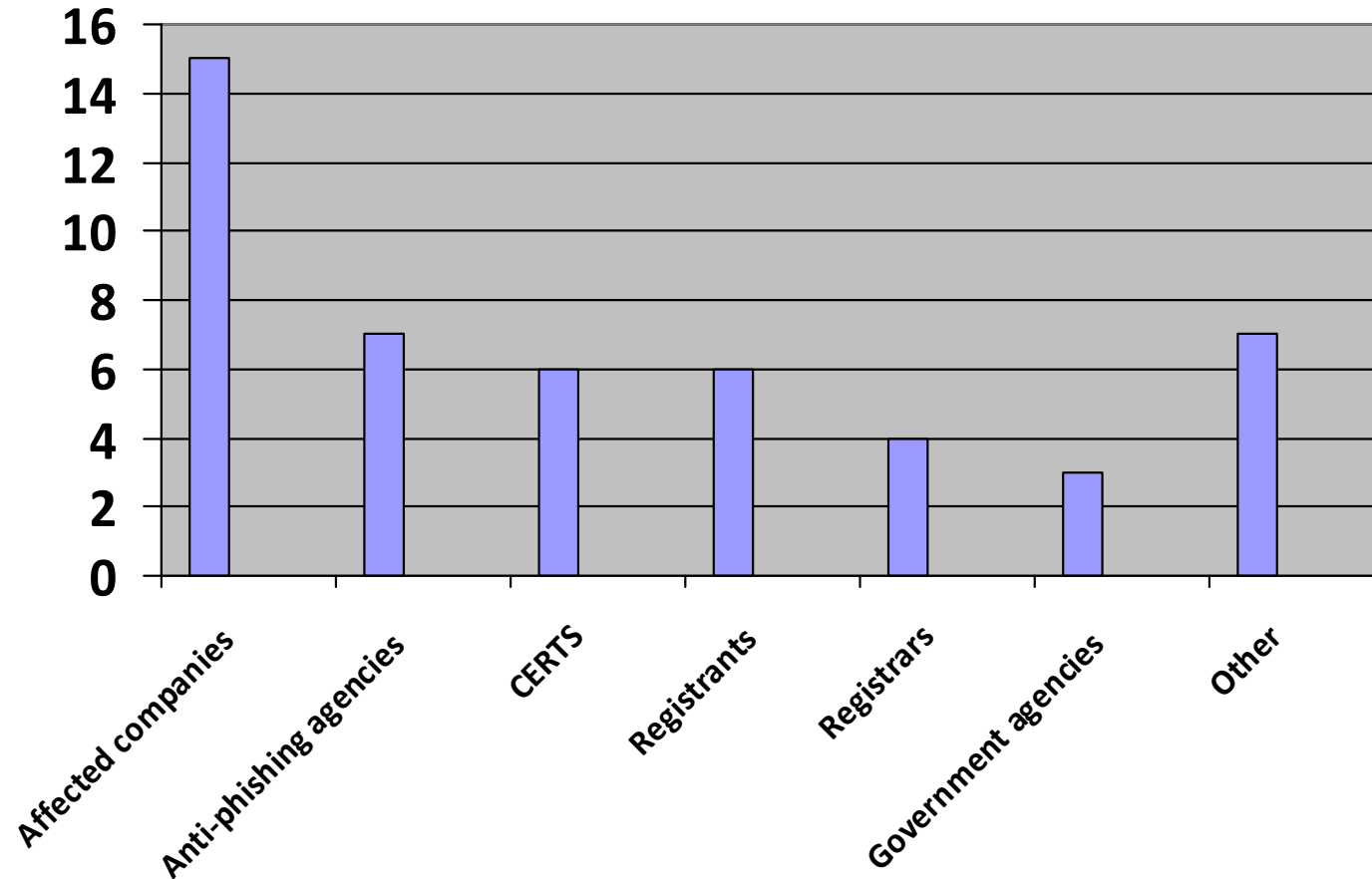
1) Are you aware of any phishing activity using domain names under your ccTLD?



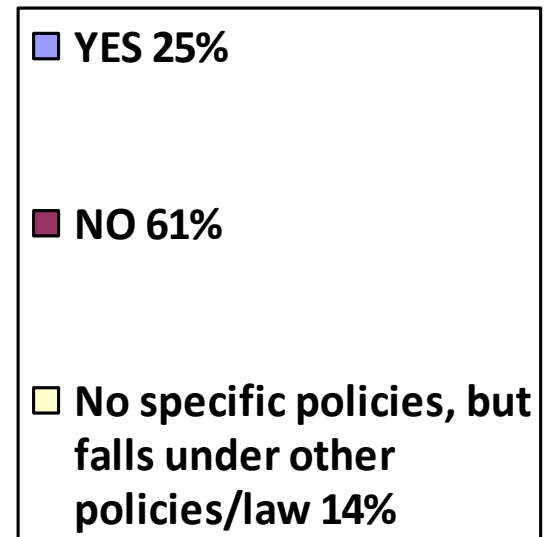
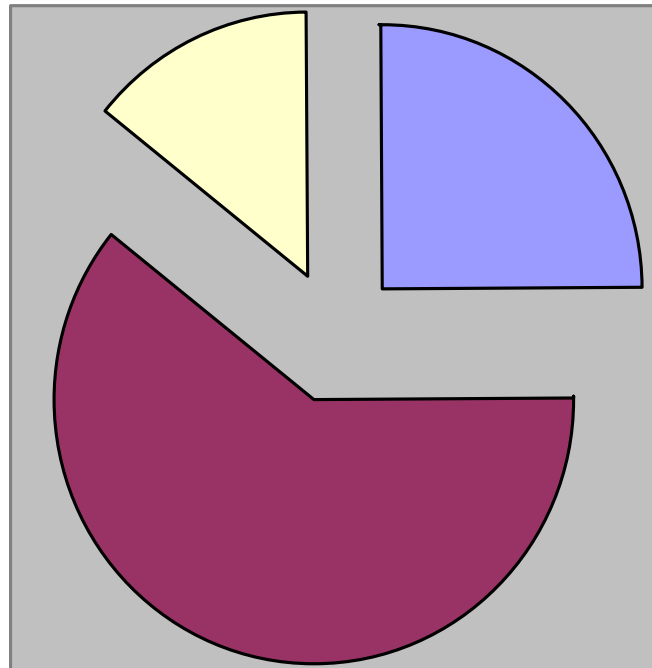
1.1) If YES - Do you consider the phishing activity under your domain large-scale?



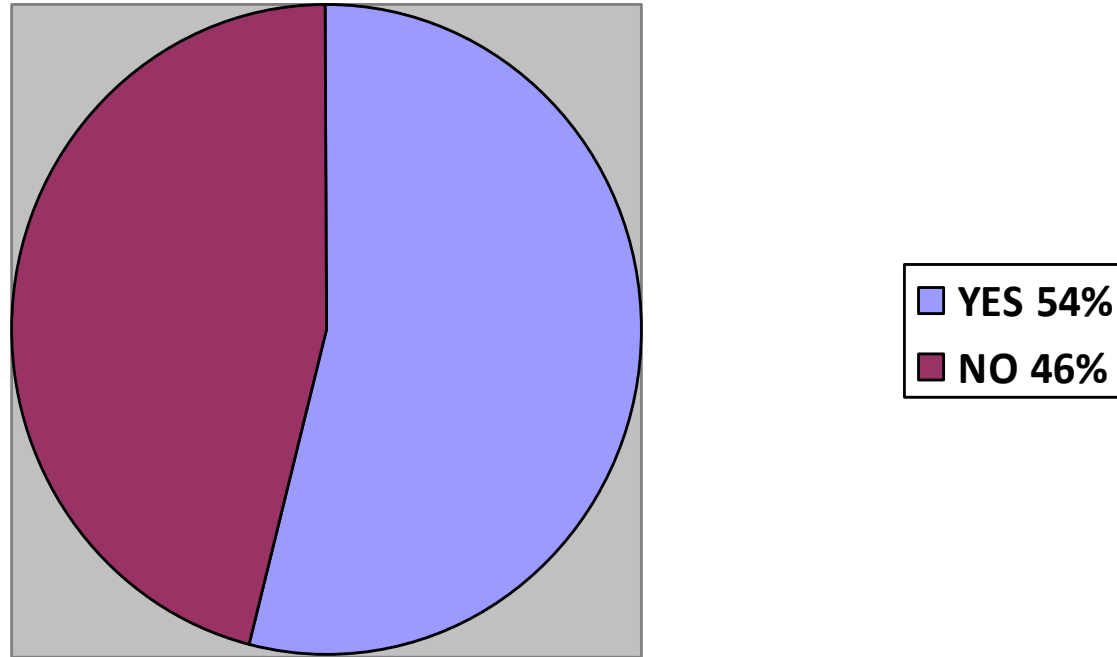
2) Who informs you about a phishing incident?



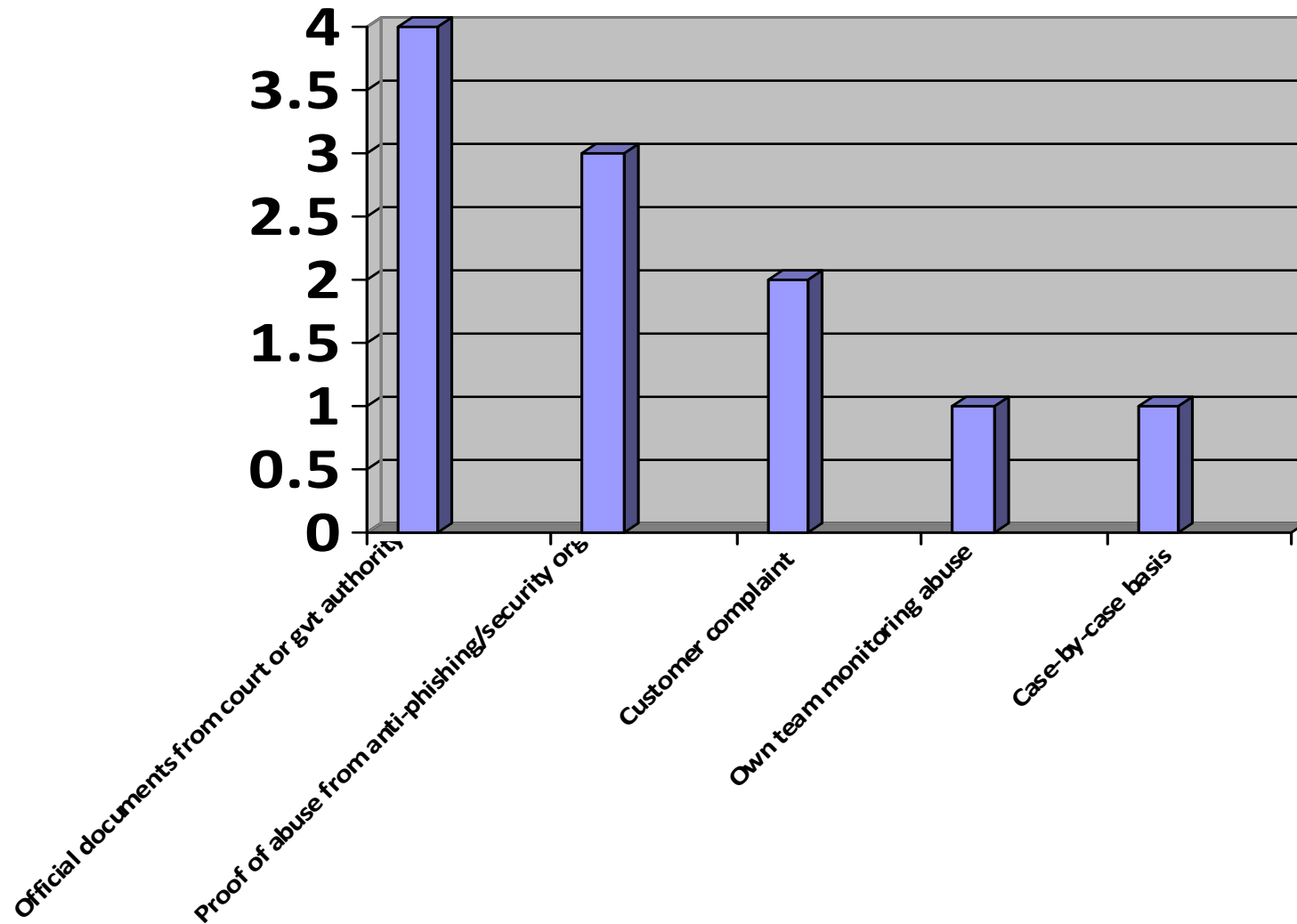
3) Do you have policies in place to suspend domain names used for phishing purposes?



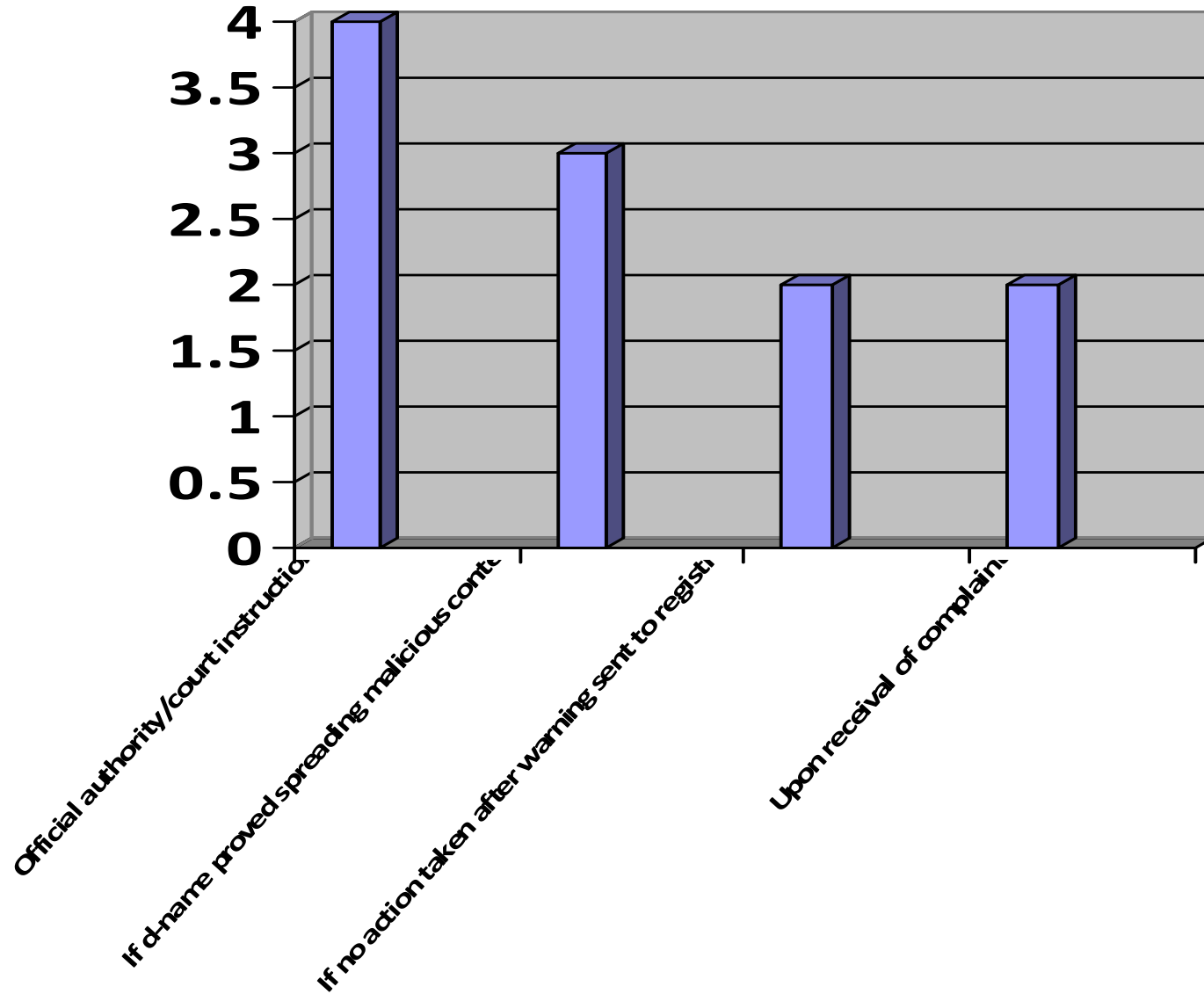
3.1) If YES: Are they published?



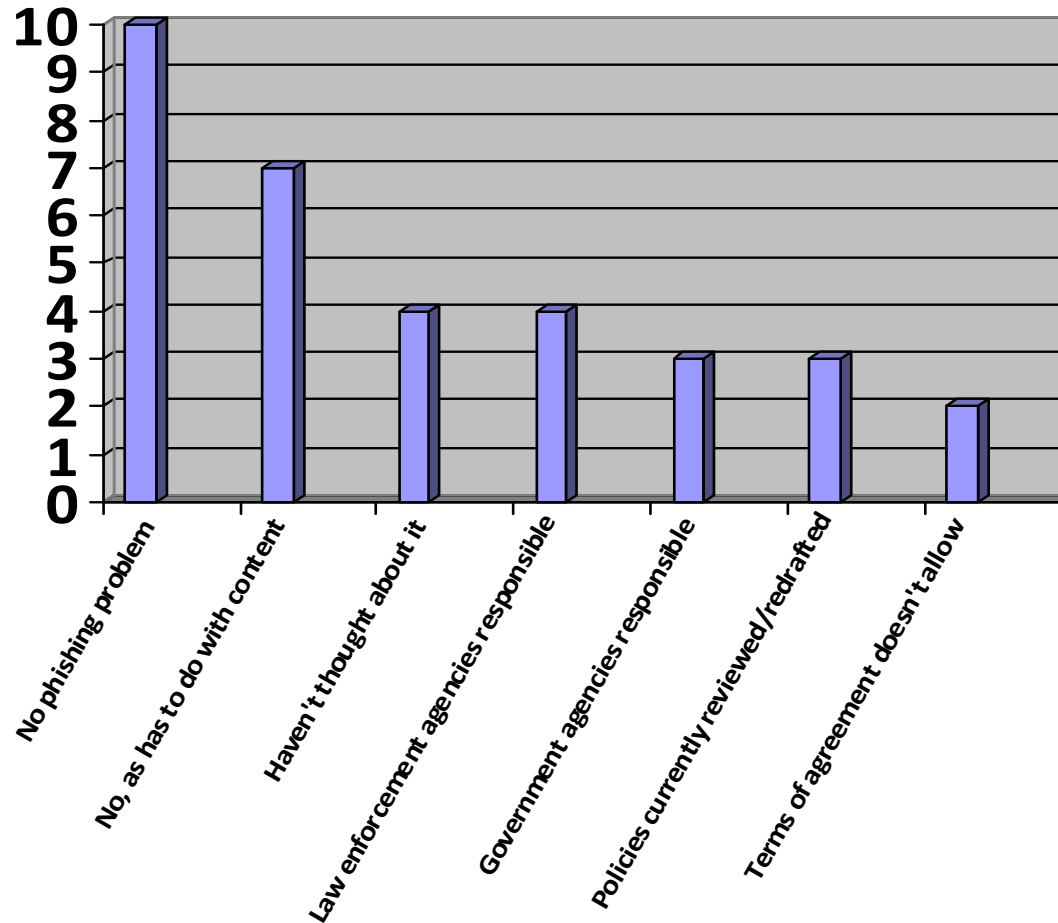
3.2) If you have policies in place: What documentation/proof of abuse is required?



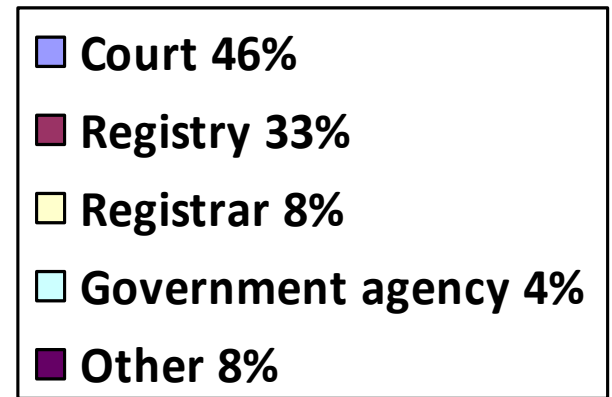
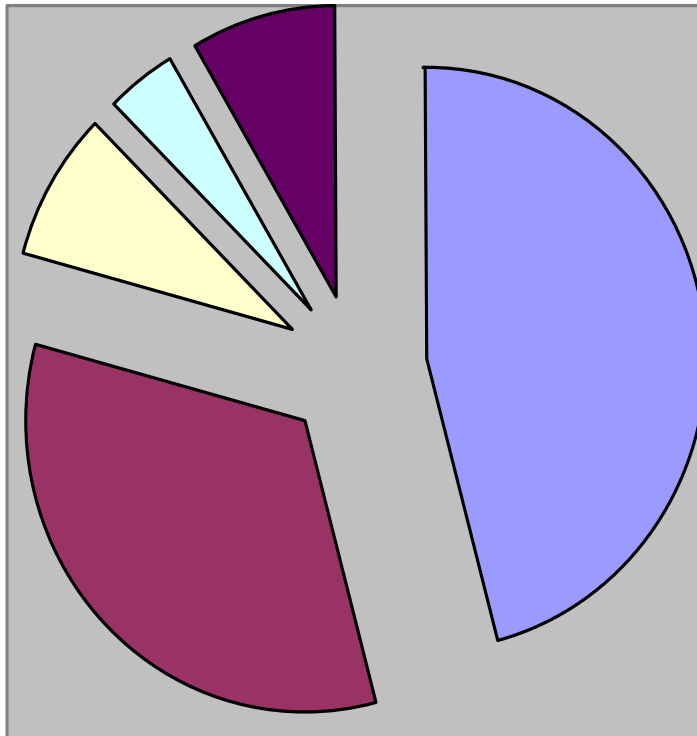
3.3) If you have policies in place: Under what circumstances will your registry suspend a domain name?



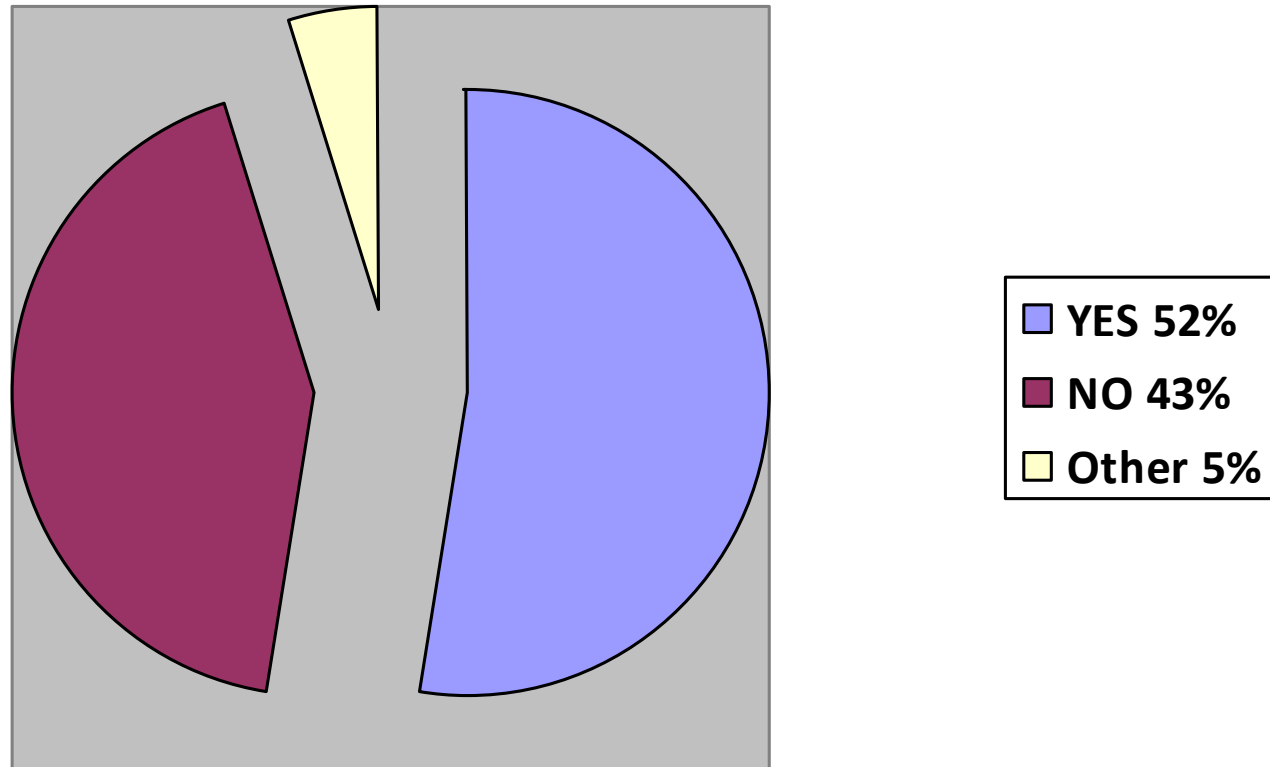
3.4) If you don't have policies in place: Why?



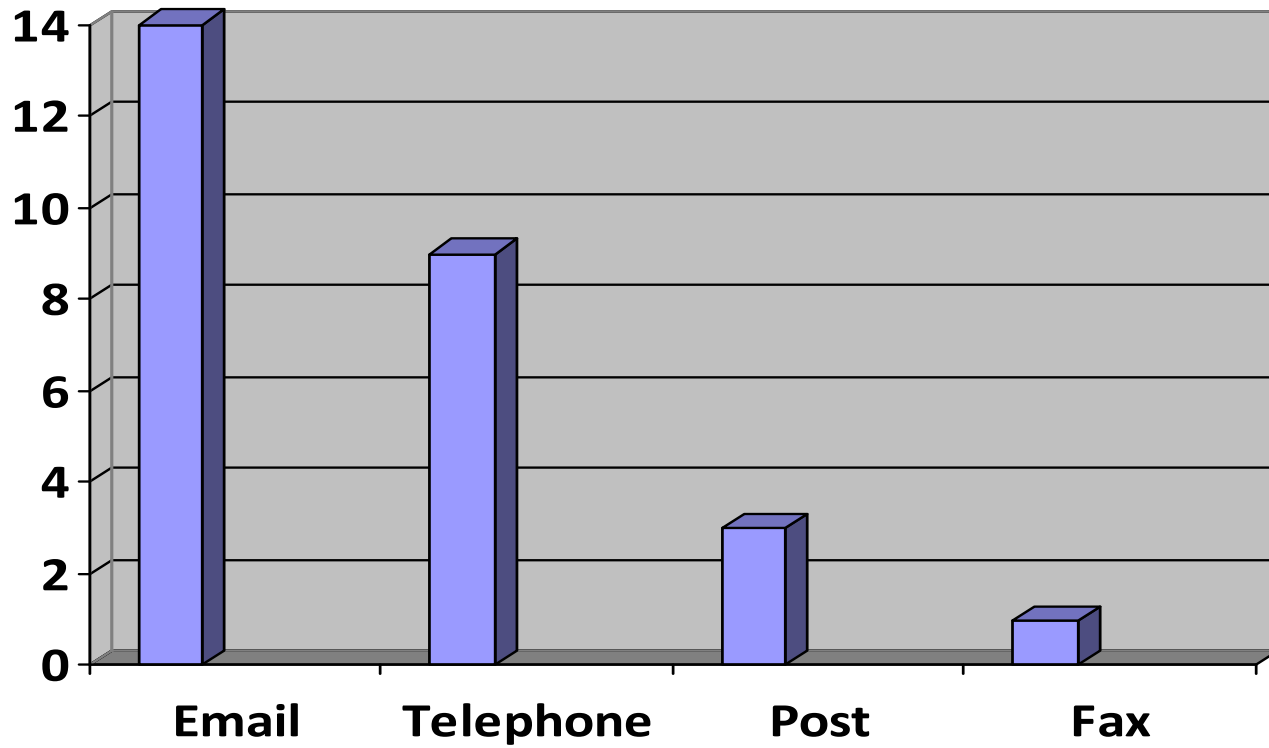
4) Who decides that a domain has been used for phishing?



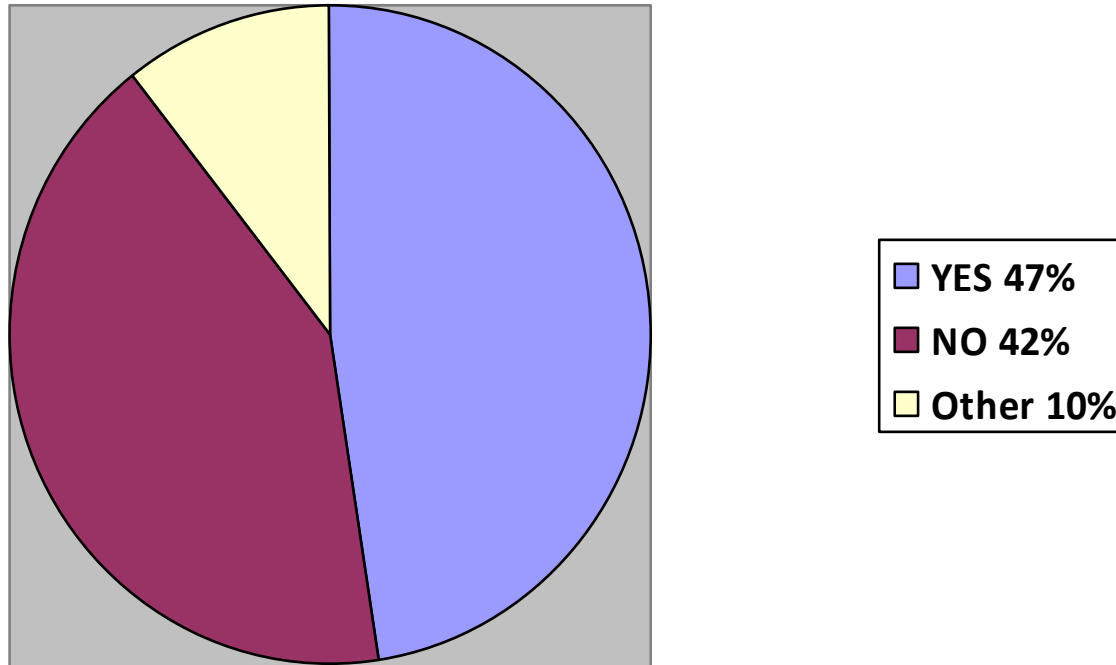
5) Do you notify the registrant of the pending suspension?



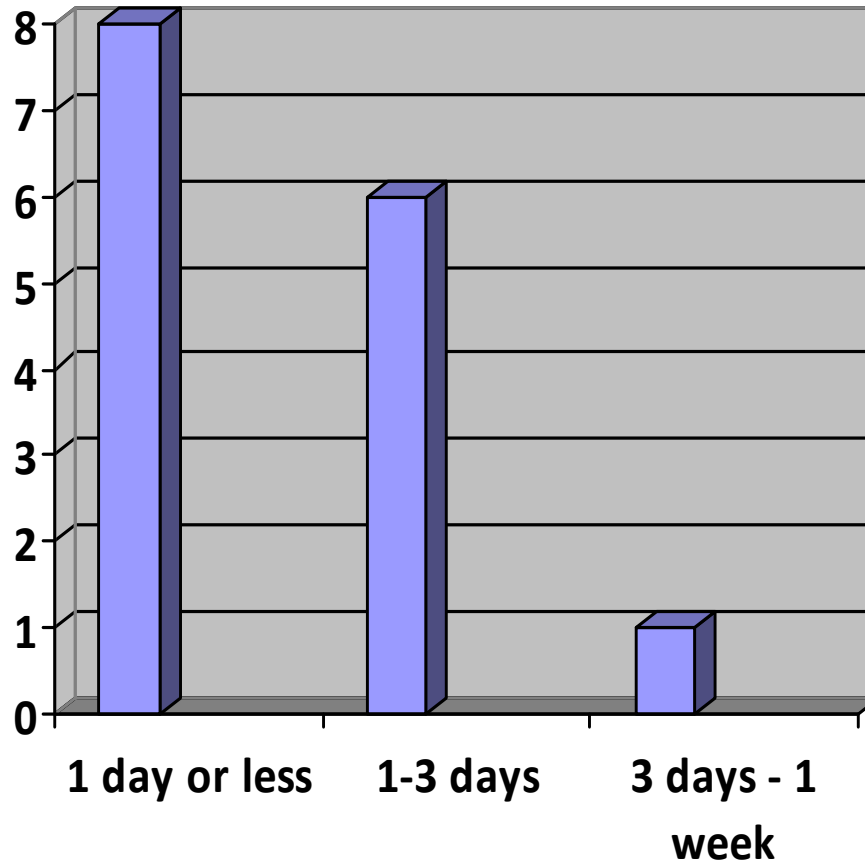
5.1) If YES: How do you notify the registrant?



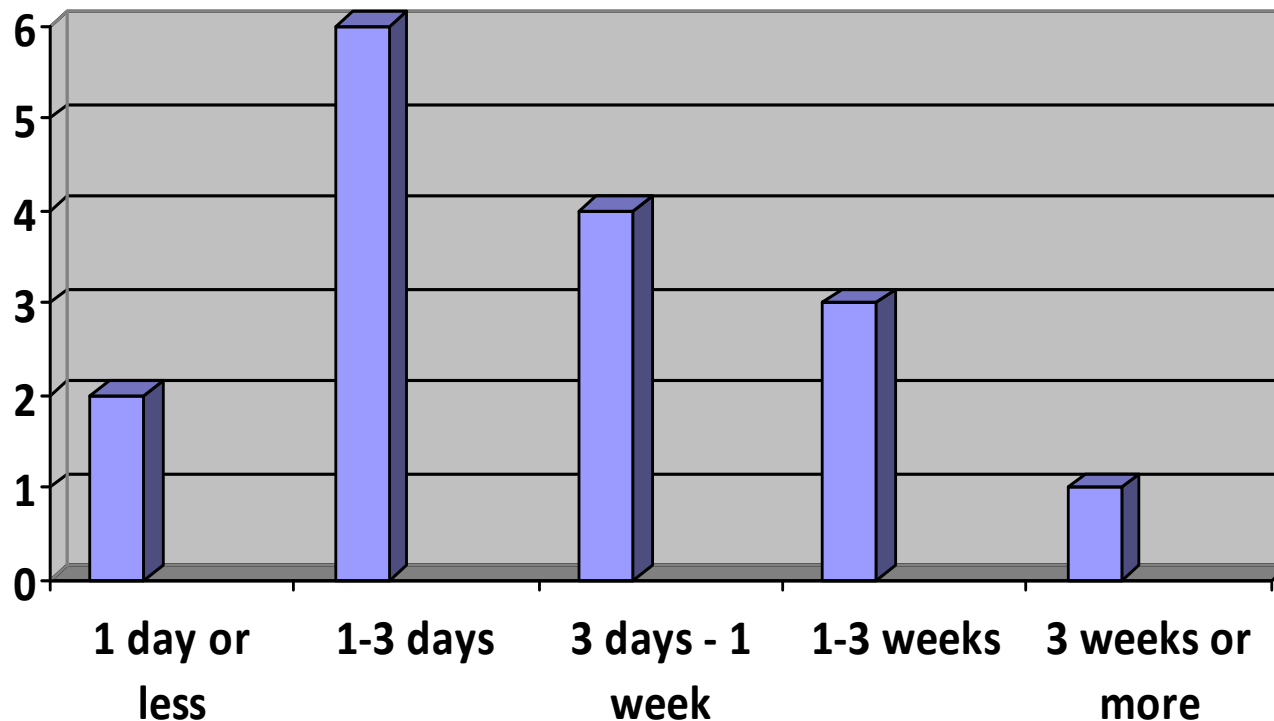
5.2) Do you provide a grace period to resolve the issue?



5.3) How much time does it take, on average, to notify the registrant?



6) How much time does it take from when a complainant starts the procedure, until final elimination/suspension of the domain name?



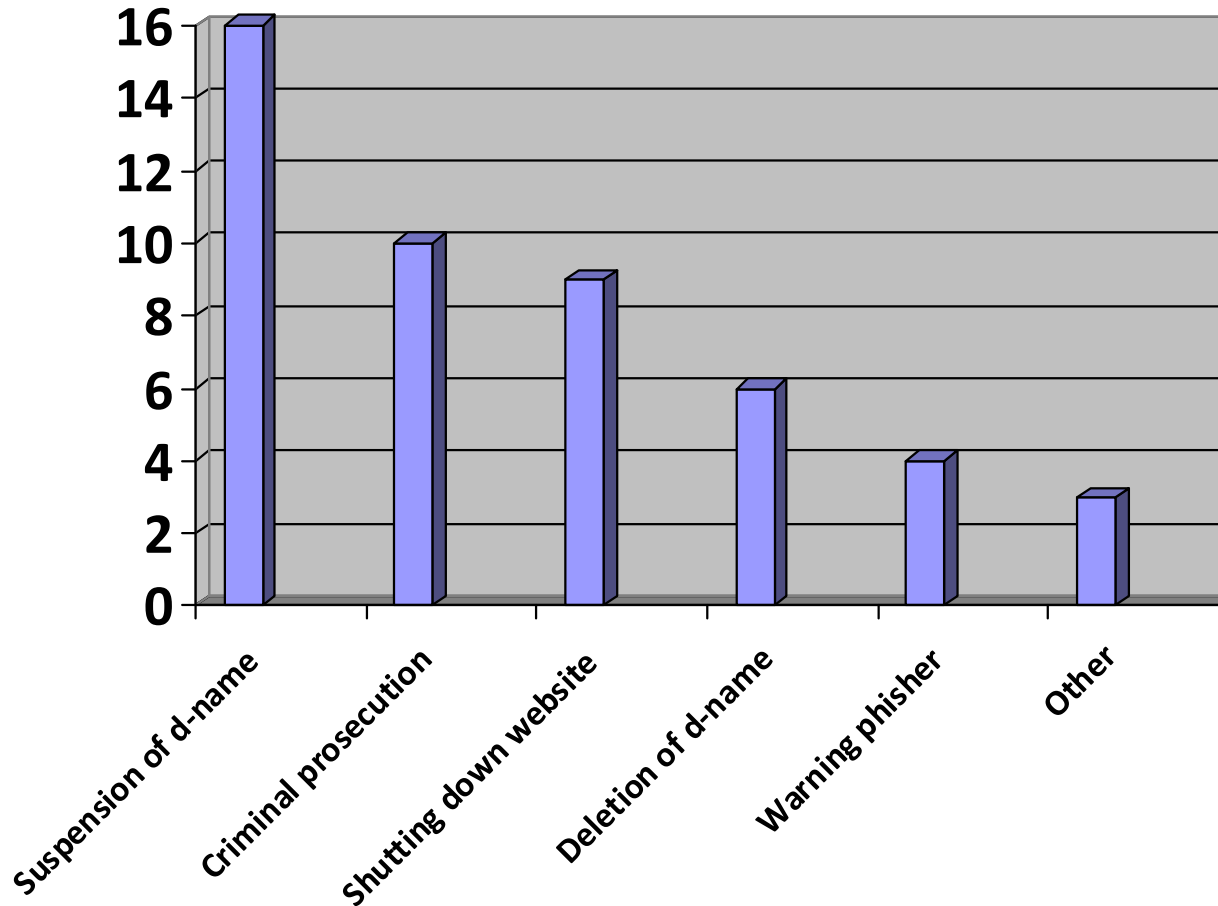
7) Please, describe the full procedure the complainant has to follow when dealing with a phishing domain complaint

- A few had no full procedure developed yet
- “Normal” procedure seems to be:
Complaint received → checked by internal registry team → domain suspended

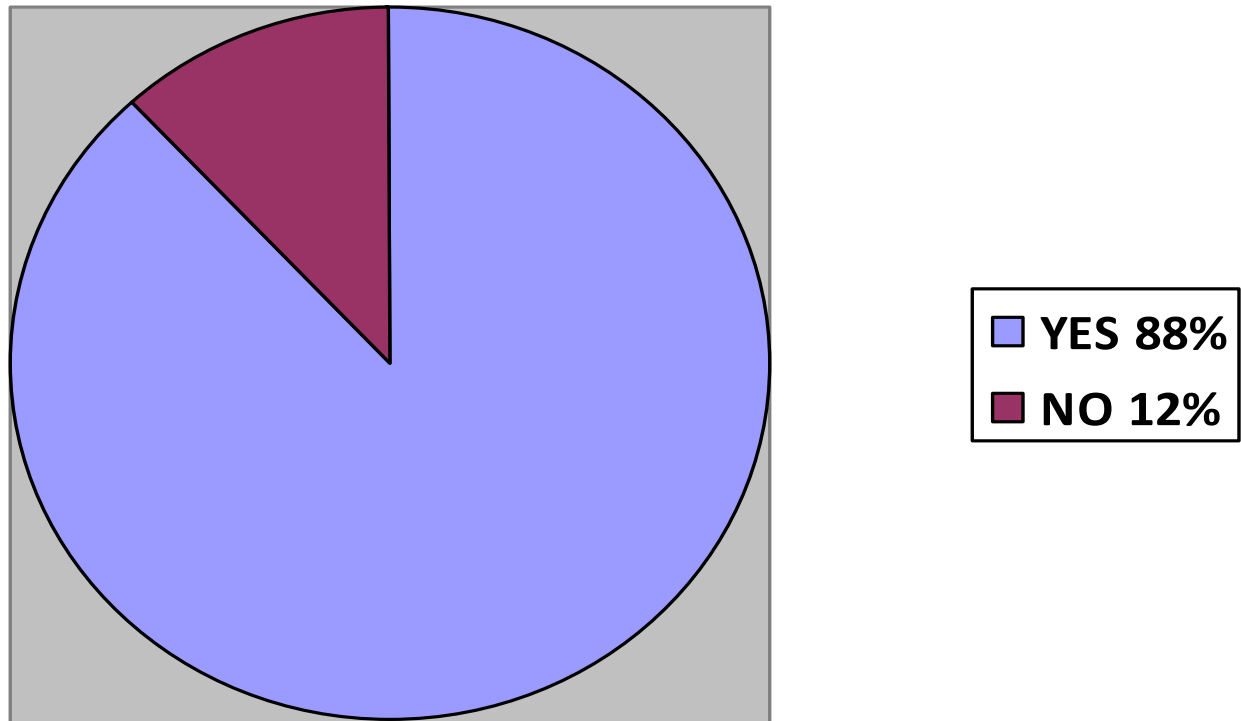
Procedures cont.

- In some cases a warning was sent to registrant/registrar to give a chance to remove the malicious content within time frame
- For some registries any complaint “would do” to take action
- Other registries needed papers/”orders” from an official authority to take action

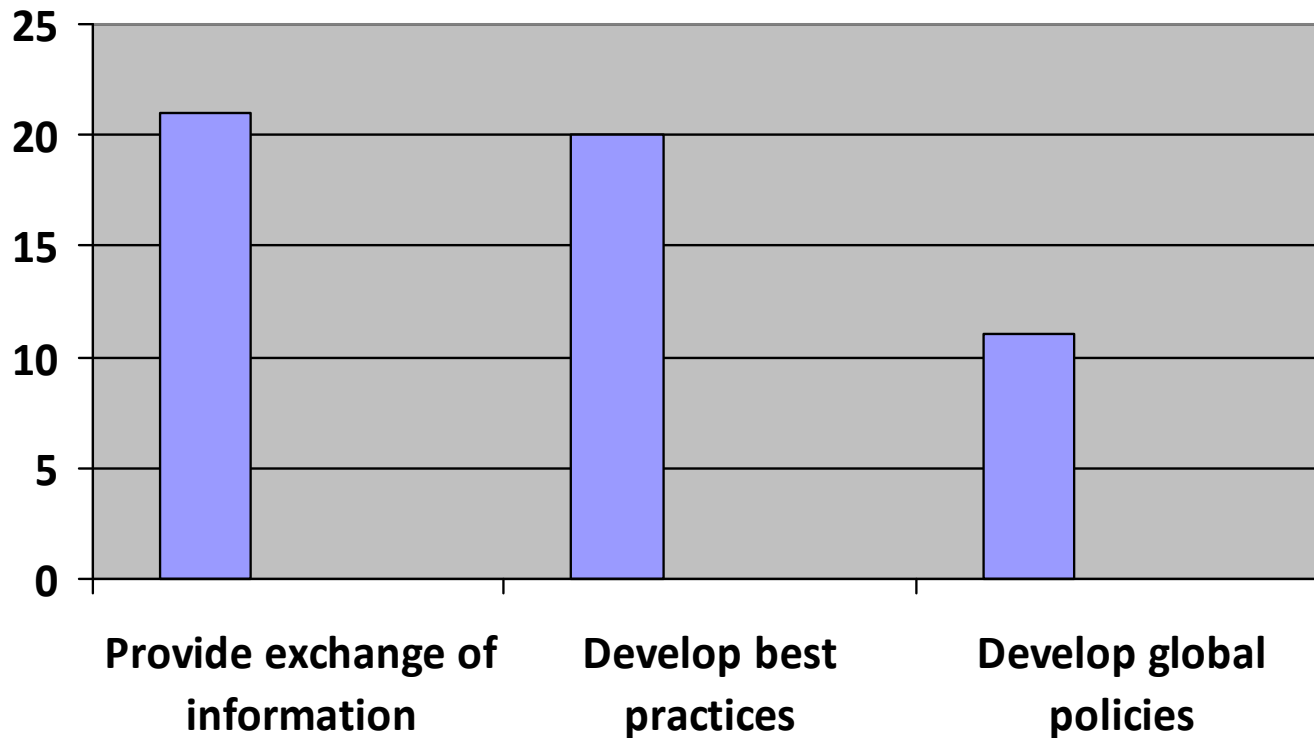
8) What is the most efficient way to solve phishing incidents in your opinion?



9) Would you like the ccNSO to continue to undertake initiatives regarding anti-phishing?



9.1. If YES, which activities should the ccNSO undertake in your view



- Survey results will be available at ccnso.icann.org in July
- Questions/comments:
ccnsosecretariat@icann.org

Thank you!