<DNS Abuse>

An Individual User Education Campaign

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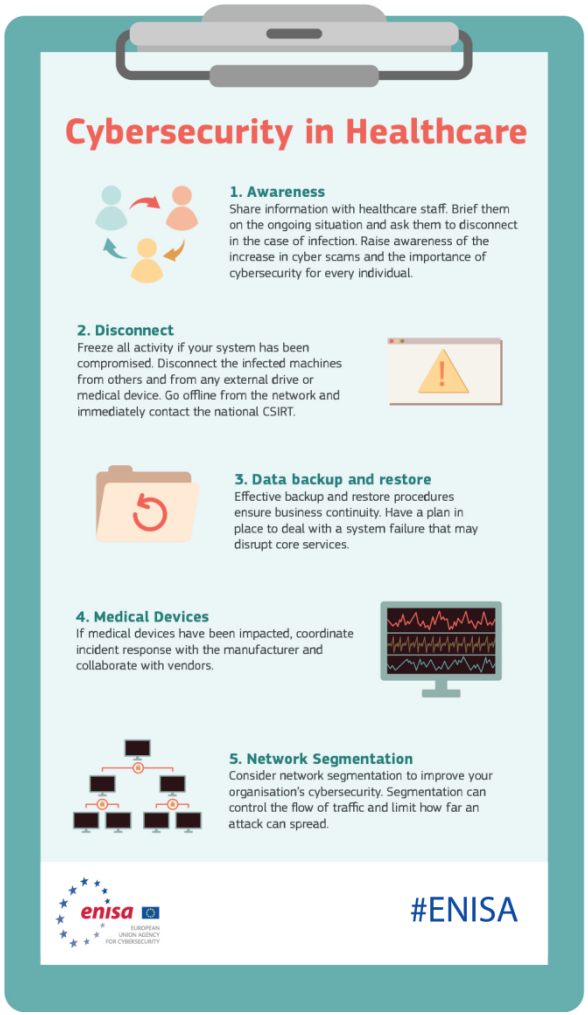

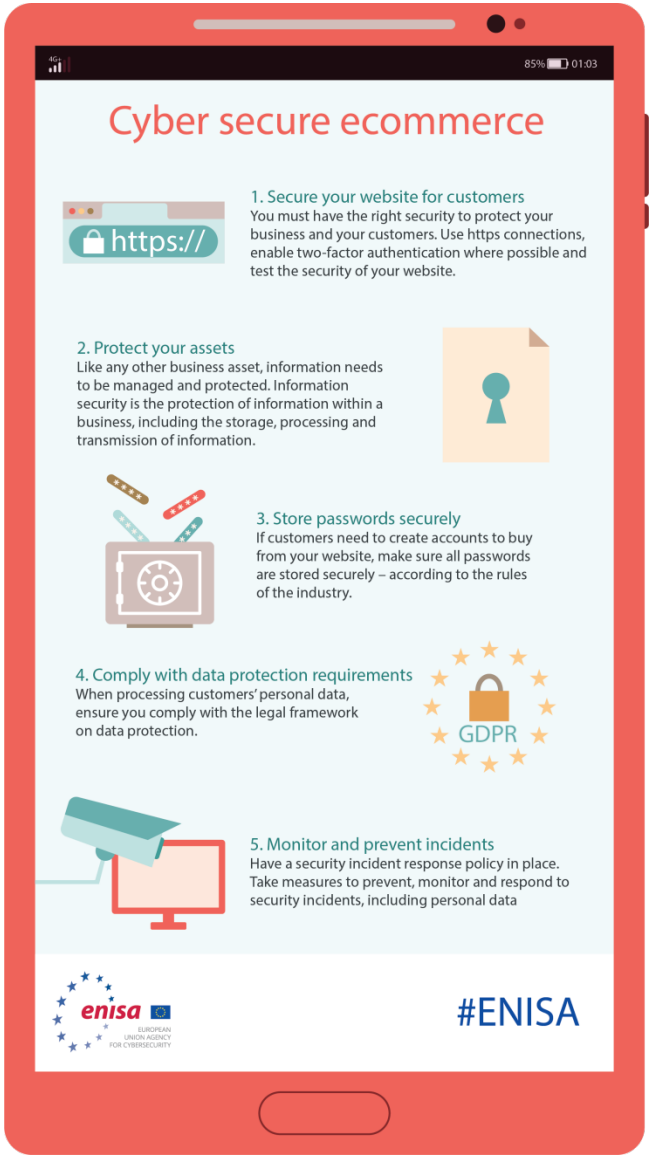

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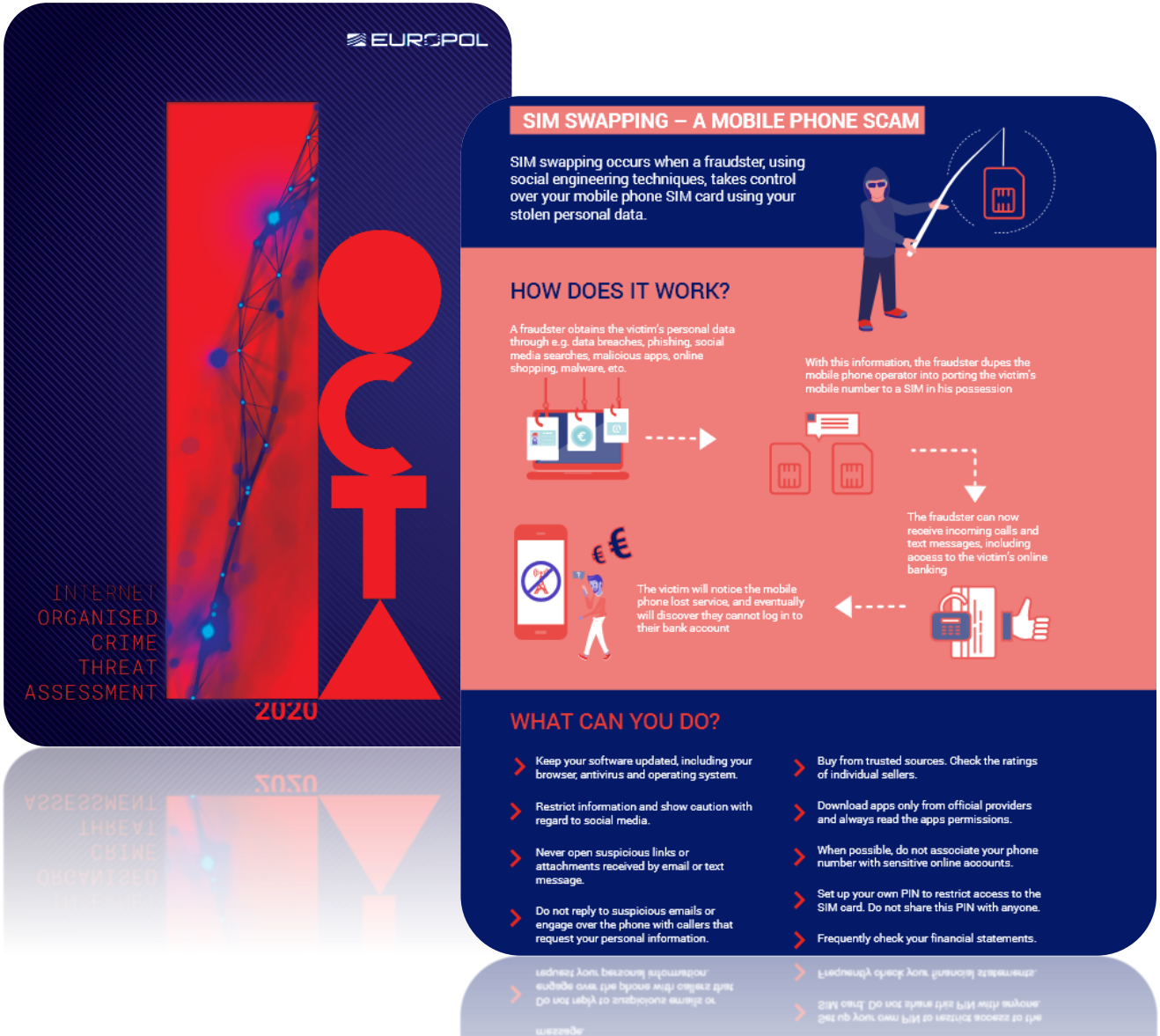

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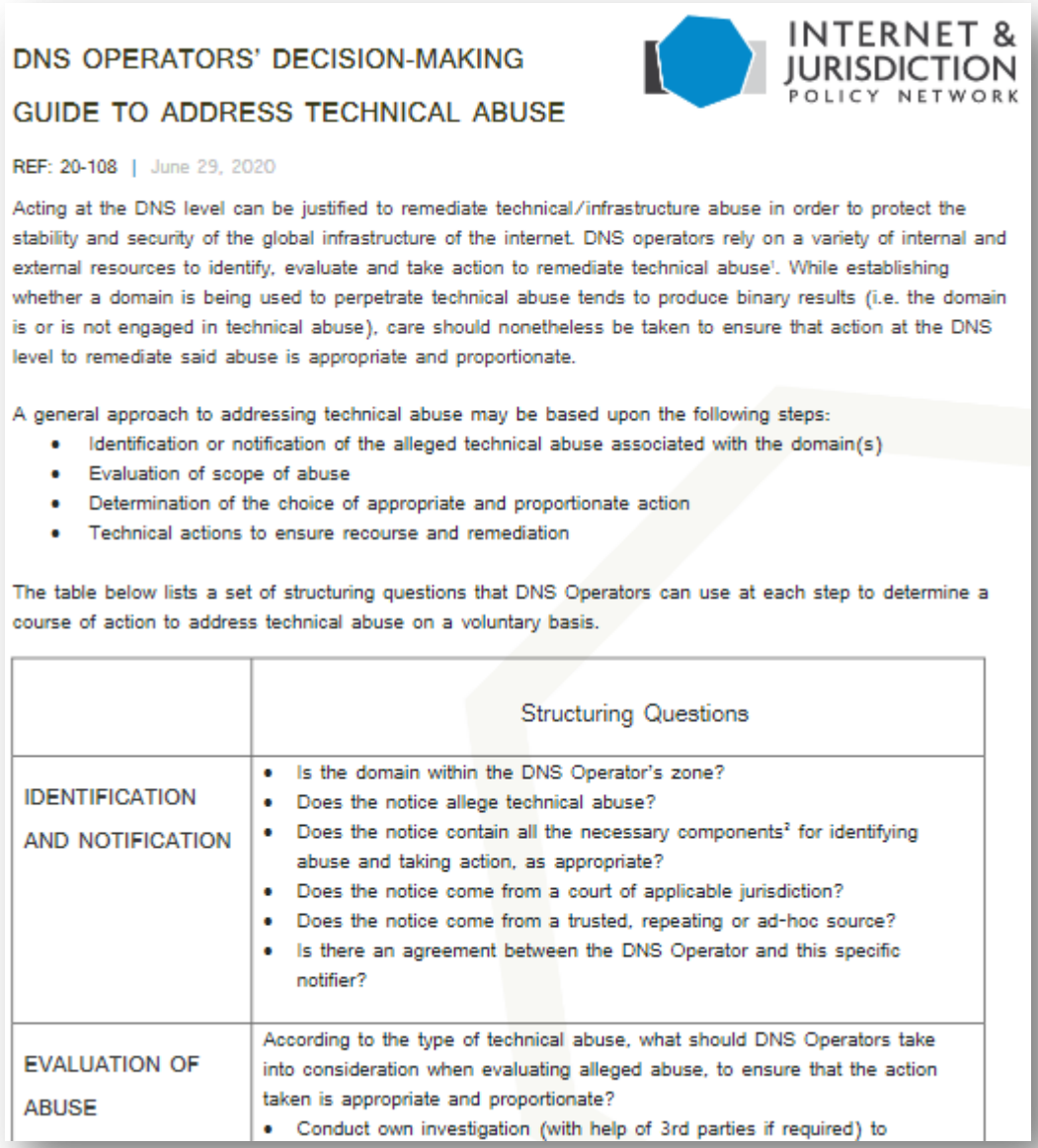

DNS OPERATORS' DECISION-MAKING GUIDE TO ADDRESS TECHNICAL ABUSE

INTERNET & JURISDICTION POLICY NETWORK

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Acting at the DNS level can be justified to remediate technical/infrastructure abuse in order to protect the stability and security of the global infrastructure of the internet. DNS operators rely on a variety of internal and external resources to identify, evaluate and take action to remediate technical abuse[1]. While establishing whether a domain is being used to perpetrate technical abuse tends to produce binary results (i.e. the domain is or is not engaged in technical abuse), care should nonetheless be taken to ensure that action at the DNS level to remediate said abuse is appropriate and proportionate.

A general approach to addressing technical abuse may be based upon the following steps:

- Identification or notification of the alleged technical abuse associated with the domain(s)
- Evaluation of scope of abuse
- Determination of the choice of appropriate and proportionate action
- Technical actions to ensure recourse and remediation

The table below lists a set of structuring questions that DNS Operators can use at each step to determine a course of action to address technical abuse on a voluntary basis.

	Structuring Questions
IDENTIFICATION AND NOTIFICATION	• Is the domain within the DNS Operator's zone? • Does the notice allege technical abuse? • Does the notice contain all the necessary components[2] for identifying abuse and taking action, as appropriate? • Does the notice come from a court of applicable jurisdiction? • Does the notice come from a trusted, repeating or ad-hoc source? • Is there an agreement between the DNS Operator and this specific notifier?
EVALUATION OF ABUSE	According to the type of technical abuse, what should DNS Operators take into consideration when evaluating alleged abuse, to ensure that the action taken is appropriate and proportionate? • Conduct own investigation (with help of 3rd parties if required) to

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