

KnujOn March 2016: Internet Limbo

KnujOn Report Concerning Issues of Consumer Trust on the Internet as they apply to the Internet Corporation of Assigned Names and Numbers (ICANN), the ICANN Compliance Function, ICANN Registries, and ICANN Registrars. Any comments or questions should be sent to g_bruen@knujon.com.

Sections

- 1. Introduction**
- 2. Public Face of ICANN**
- 3. Registries and Registrars**
- 4. Conclusion and Recommendations**

Abstract

This document discusses the availability, accessibility and utility of abuse or **fraud complaint resources** for Internet consumers along with related high-level abuse data.

(not reviewed) Section 1 analyzes ICANN's current state and mission.

(not reviewed) Section 2 examines ICANN's website from the perspective of a user as to how its enforcement mechanisms deal with consumers.

Section 3 details how the portions of the Internet under ICANN's management (registries and registrars) rate in terms of abuse.

Section 4 provides some recommendations for improving the situation.

About the author

KnujOn.com, LLC is an independent abuse handler and Internet security research organization based in Boston, Massachusetts. KnujOn **processes abuse data in the form of spam and other security threats** to develop a clear picture of problems facing the Internet

KnujOn We take the Internet's abuse and create solutions - Send your spam to SPAM@KNUJON.NET

1491

Abused Registrars Tracked



More info ↻

17,238

Spammed Networks Analyzed



More info ↻

231,566

Rogue Domainers Identified



More info ↻

119,258

Abused Hosts Recorded



More info ↻

What is KnujOn?

KnujOn.com, LLC is an independent abuse handler and Internet security research organization based in Boston, Massachusetts. KnujOn processes abuse data in the form of spam and other security threats to develop a clear picture of problems facing the Internet. KnujOn builds profiles of online criminal groups, evaluates the quality of Registrars and Internet Service Providers, issues WHOIS challenges, documents policy failures, develops policy initiatives, tests compliance mechanisms, issues reports to law enforcement, and educates the public about complex Internet security issues. We see our role as one of assisting the ordinary Internet user in navigating the dense technical bureaucracy of the global network and augmenting public services in the face of rampant illicit electronic traffic. KnujOn provides abuse processing, user advocacy and common-sense policy development free of charge. However, this comes at a great cost to us. Please consider [sponsoring us](#) or [making a small donation](#).

KnujOn

Report Index for academy updated Fri Feb 12 21:32:51 EST 2016

Knujon has recorded 1 reported abused **.academy** domains in 4 instances

The following domains are recent examples of abuses within academy

[mit.academy](#) -

Report Index for xyz updated Fri Feb 12 21:32:51 EST 2016

Knujon has recorded 12847 reported abused **.xyz** domains in 173007 instances

The following domains are recent examples of abuses within xyz

[cadick.xyz](#) - [healthonlinenewtips.xyz](#) - [erait.xyz](#) - [grenadainstantly.xyz](#) - [oilspowers.xyz](#) - [easydomainsubmit.xyz](#) - [adamantium.xyz](#) - [greatnewlifeinformation.xyz](#) - [rewardonlinenewpoints.xyz](#) - [snakeendbunch.xyz](#) -

For the total 12847 please [contact us](#)

The following registrars have the most abuses within xyz

[NameCheap Inc.:](#) 7022 reported domains

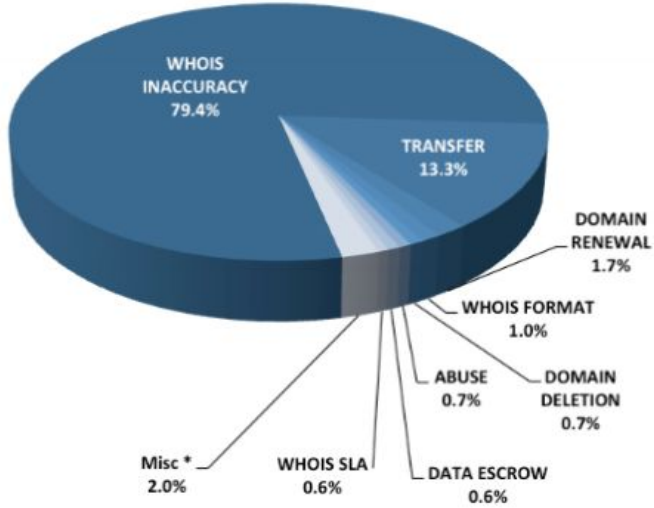
[PDR Ltd. d/b/a PublicDomainRegistry.com:](#) 755 reported domains

[GMO Internet Inc.:](#) 393 reported domains

[eNom Inc.:](#) 144 reported domains

[TLD Registrar Solutions Ltd.:](#) 51 reported domains

scope. However, compliance quarterly reports tell a different story. According to the most recent quarterly report 96.7% of the compliance complaints are for contractual matters⁴⁸ (mostly WHOIS inaccuracy and domain transfer issue). Only 0.7% of the complaints are for “abuse”. (below chart is from compliance report⁴⁹)



Type	Quantity Received	Closed before 1 st Inquiry / Notice
ABUSE	89	56
CEO CERTIFICATION	1	1
CUSTOMER SERVICE	47	38
DATA ESCROW	87	0
DNSSEC, IDN, IPV6	2	2
DOMAIN DELETION	100	89
DOMAIN RENEWAL	228	114
FAILURE TO NOTIFY	5	4
FEES	33	0
PRIVACY/PROXY	14	12
REGISTRAR CONTACT	28	17
REGISTRAR INFO SPEC	17	17
REGISTRAR OTHER	8	0
RESELLER AGREEMENT	3	0
TRANSFER	1801	929
UDRP	58	42
WHOIS FORMAT	141	108
WHOIS INACCURACY	10728	3996
WHOIS SLA	75	71
WHOIS UNAVAILABLE	54	27
Total Complaints Processed		13,519
Total Complaints Closed		12,193
Total Closed before 1st Inquiry / Notice		5,523

2.2.6. Direct Questions for Compliance

At ICANN's 54th meeting this author had the opportunity to engage with the compliance director in a recorded session⁵¹. The questions were intended to define how the issue of Consumer Trust is being engendered within the organization's critical functions.

The first question was not intended to be controversial (on Consumer Trust on ICANN's Website), rather it was meant for ICANN to explain how it *engages* consumers through its website. The exchange that followed was unexpected and disappointing.

Secion 3.1

Only four (4) of the TLDs with high rates of abuse are legacy TLDs and not new gTLDs.

The legacy TLDs with abuse issues are mostly there due to **general volume of registrations**;

these particular TLDs have overall lower percentages of abused domains as compared to the abused new gTLDs.

The general trend is that certain new gTLDs are rapidly replacing exiting registries for spam and abuse

3.1.1. **.download** (Score: 11)

dot Support Limited (Famous Four Media)

2nd Floor Leisure Island Business Centre, Ocean Village, Gibraltar, GX11 1AA

Gibraltar. registry@famousfourmedia.com, +350 21650000

99.84% of the reported spammed .download domains were registered through
Alpnames Limited*

3.1.2. **.work** (Score: 12) †

Top Level Domain Holdings Limited (Minds + Machines Ltd)

Craigmuir Chambers, Road Town Tortola VG 1110, British

Virgin Islands, support@mm-registry.com, +353.14301689

Three registrars sponsor the bulk of reported .work domains:

eNom Inc*: 56.14%

PDR Ltd.*: 24.88%

Instra Corporation Pty Ltd.: 13.98%

List of LTDs related to abuse

- 1) .download
- 2) .work
- 3) .review
- 4) .science
- 5) .link
- 6) .top
- 7) .date
- 8) .faith
- 9) .asia
- 10) .win
- 11) .com**
- 12) .info**
- 13) .biz**
- 14) .xyz
- 15) .net**

Registrar data

Many registrars have manageable situations and are proactive.

The factors for scoring are varied but include the number of abused domains in contrast to the registrar's portfolio, the number of reported instances, and many other data points.

These details were forwarded to each registrar prior to publishing.

3.2.1. Alpnames Limited (Score: 27) †

Alpnames Limited, Suite 3, 2nd floor, Montarik House, 3 Bedlam Court, Gibraltar GX11, 1AA, Gibraltar, +442031379682, db@alpnames.com

Below is a list of the top 100 domains administrators reported for abuse.

admin (Alpnames)	reported domains
fbrightsolutions@gmail.com	1534
baifratdomain@gmail.com	1361
admin@growtune.work	1000

3.2.2. eNom Inc. (Score: 31)

eNom, Inc., 15801 NE 24th ST, Bellevue WA 55436, United States, 425-274-4500, legal@enom.com

Below is a list of the top 95 domains administrators reported for abuse.

admin (eNom)	reported domains
WHOIS@BLUEHOST.COM	7252
GRANT_JAMES2@AOL.COM	2913
SUPPORT@HOSTMONSTER.COM	2794
LARRYFLIN22@GMAIL.COM	2678

Conclusions and recommendation

ICANN is not connecting to consumers, but the abusive parties are connecting to consumers.

The actual access to ICANN's complaint or compliance process is hidden. ICANN's website structure appears designed to avoid accepting complaints from consumers and deflecting any responsibility to external entities.

Recommendation

What ICANN needs to do is:

- 1) Publish an informational PDF for consumers the same way it does for journalists, lawyers and others,
- 2) Create and deploy an obvious and easily navigable visual workflow for guiding Internet users,
- 3) Conduct outreach to global consumer groups as recommended by consumer experts,**
- 4) Dedicate a staff lead within compliance to handle consumer issues,
- 5) Test all their procedures and methods for from the Internet user perspective,**
- 6) Properly link all public information, and
- 7) Collect and report on back Internet user abuse data.