

## RDS-WHOIS2 - Law Enforcement Needs Subgroup

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# Law Enforcement Needs Survey

This survey aims to identify uses of the WHOIS. It seeks to collect evidence on whether WHOIS meets the legitimate needs of law enforcement agencies and to assess the impact of changes in the context of current adaptations to data protection laws.

Please participate in this survey if you are currently using WHOIS in performance of your duties or have used WHOIS in performance of your duties.

This survey was drafted and sent by the RDS-WHOIS2-RT Law Enforcement Needs Subgroup. More information is available [here](#).

Please complete this survey no later than 23:59 UTC on 25 July 2018 (NOW EXTENDED TO 23:59 UTC ON 6 AUGUST 2018) so data may be processed in time for release of the RDS-WHOIS2 draft report and recommendations (if any). We are aware that exact figures may not be always available; where this is not the case, please use your best estimate.

By clicking on submit, you agree that your personal data will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#).

1. Please indicate the country of your duty station:

2. Please indicate your Unit/Department/Organization:

3. By which means do you or your agency look up WHOIS data?

Multiple choices possible

- Third party commercial service, e.g. DomainTools
- ICANN WHOIS lookup portal (<https://whois.icann.org/>)
- The Internet's Network Information Center (InterNIC, <https://www.internic.net/whois.html>)
- Portal provided by Registrar, e.g. Godaddy
- Portal provided by Registry, e.g. Verisign
- Port 43 interface

Other open source tools :

4. What are the issues you identified when using WHOIS data? (if any)

Multiple choices possible

- No issues
- WHOIS data is incomplete (no registrant's email address and telephone number)
- WHOIS data is inaccurate, e.g. deliberately falsified
- Hard to tell whether the WHOIS data is accurate or not
- WHOIS data is protected by Privacy/Proxy service
- Inconsistent lookup results
- No central authority for WHOIS data lookup

5. Do you rely on third-party services provided by private companies in relation to WHOIS, e.g. DomainTools or others?

- Yes
- No

I don't know

6. To what extent do you rely on these external services?

- For all lookups  
 Frequently  
 Occasionally  
 Rarely

7. Which data fields do you rely on most or are most helpful to your investigation(s)?

Choose category - Multiple choices possible

- Registrant  
 Admin  
 Tech  
 Billing  
 Registrar  
 Creation & updated date  
 Name server and other related technical information (such as domain status)

8. Do you use cross-referencing/reverse lookup of WHOIS data fields, e.g. to identify other domains that were registered using the same information?

- Yes  
 No  
 Not available

9. How often is this used?

- Always or close to always  
 Frequently  
 From time to time  
 Rarely  
 Never or close to never

10. Please provide any comment(s) you may have on cross-referencing/reversed look-up.

11. How important is WHOIS for law enforcement activities?

- Very important  
 Important  
 Neutral  
 Not very important  
 Unimportant

12. Are there alternative data sources that you could use or already use to fulfill the same investigative needs?

- Yes  
 No  
 I don't know

13. Which data source(s) do you or could you use alternatively?

14. Have you come across any issues when requesting data behind privacy and proxy services in your use of the WHOIS?

- Yes  
 No  
 I don't know

15. If yes, please specify below

16. In what percentage of lookups (approximately) do you encounter privacy/proxy services?

- 0-10%  
 10-20%  
 20-40%  
 40-60%  
 60-80%  
 80-100%

17. Were you able to obtain data on the registrant?

- Yes  
 No

18. Did cooperation with the privacy/proxy service function well?

- Yes  
 No

19. Was the data obtained in time to allow the investigation to proceed?

- Yes  
 No

20. Do you have experience using gated access systems, e.g. on the basis of credentials assigned to you personally or to your organisation? Which requirements exist for your organisation?

21. Where WHOIS access to the name and address of the registrant is discontinued, how would you conduct your investigations?

- By going to the ISPs  
 By relying on direct cooperation with registrars and registries on the basis of a request form or other individualized request  
 By obtaining a legal instrument and going to the registrars or registries

Other means (Please explain) :

22. Where WHOIS information is not available on a public query basis, how does this usually affect an investigation?

- Other means are pursued  
 The investigation is delayed  
 The investigation is discontinued

Other (please explain) :

23. Please specify if possible:

**The next set of questions asks about your usage of WHOIS prior to May 2018.**

As you may be aware, the WHOIS access policy was changed at the end of May 2018, and a number of data elements that used to be publicly available for lookup are now redacted, in particular information on the registrant and other personal data. For more information on these changes, please see [here](#). The following set of questions seeks your input on your use of the WHOIS prior to these changes.

24. Prior to May 2018, how many WHOIS lookups did you personally make per month?

- <10
- Between 10 and 100
- Between 100 and 1000
- Between 1000 and 10000
- >10000
- None

25. Prior to May 2018, how many lookups did your unit or other units or agencies in your jurisdiction whose use you are aware of make?

- <10
- between 10 and 100
- between 100 and 1000
- between 1000 and 10000
- >10000
- I don't know

26. Prior to May 2018, what was the percentage of WHOIS lookup results, generally speaking, that helped your investigation?

- <10%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%
- I don't know

27. Prior to May 2018, did the WHOIS lookup functionality (anonymous & public access) meet your needs for the purposes of law enforcement investigations?

- Yes
- Partially
- No

28. Prior to May 2018, how did it not meet your needs?

- Inaccurate data
- No data available
-

Other :

29. Please specify in what way the WHOIS did not meet your needs.  
Please specify whether your answer refers to your unit or also includes other units or agencies.

The next set of questions asks about your usage of WHOIS post May 2018.

30. Has your usage of WHOIS changed since May 2018?

- Yes  
 No  
 I don't know

31. How many WHOIS lookups do you personally make per month as of June 2018?

- Same as before/no change  
 <10  
 Between 10 and 100  
 Between 100 and 1000  
 Between 1000 and 10000  
 >10000  
 None

32. How many lookups does your unit or other units or agencies in your jurisdiction whose use you are aware of make as of June 2018?

- Same as before/no change  
 <10  
 between 10 and 100  
 between 100 and 1000  
 between 1000 and 10000  
 >10000  
 I don't know

33. Generally speaking, what is the percentage of WHOIS lookup results that help your investigation?

- Same as before/no change  
 <10%  
 10%  
 20%  
 30%  
 40%  
 50%  
 60%  
 70%  
 80%  
 90%  
 100%  
 I don't know

34. Does the current WHOIS lookup functionality (personal data, e.g. name, email address, phone number, postal address being redacted by some registrars) meet your needs for the purposes of law enforcement investigations?

- Yes  
 Partially  
 No

35. How does it not meet your needs?

- Lack of personal data hinders the attribution of malicious domains  
 Inaccurate data

Other :

36. Please specify in what way the WHOIS does not meet your needs.  
Please specify whether your answer refers to your unit or also includes other units or agencies.

37. Are there any other comments you would like to share with the review team should be aware of?

**Thank you for your input!**