

A Registry Operators Perspective

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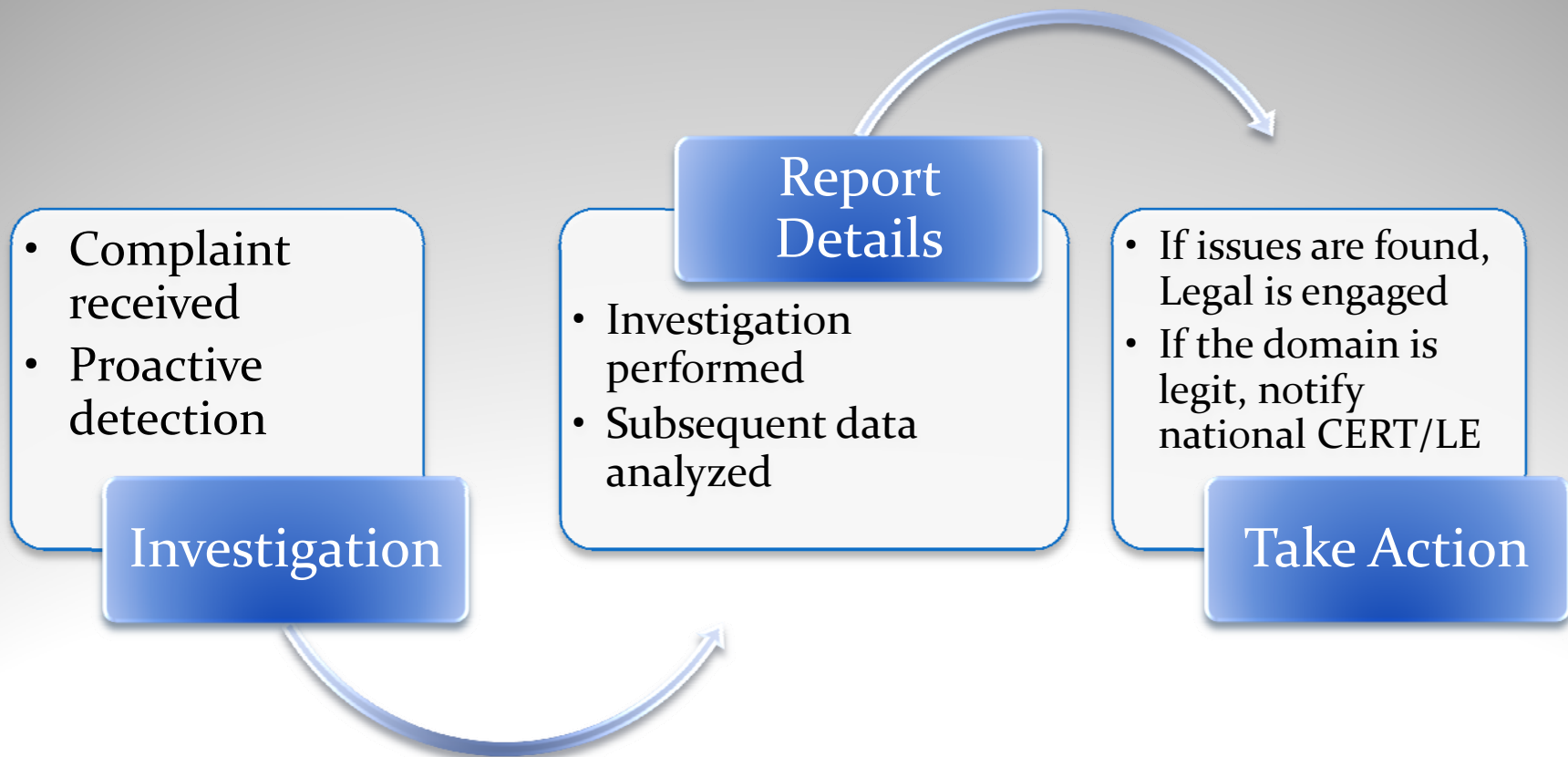
NeuStar's Anti-Abuse Program Timeline

- 2006
 - Conducted legal and technical feasibility review
 - Added extra provisions to .BIZ restrictions doc.
 - Began reactive program to verify complaints of phishing, pharming, malware, bot-nets through in house experts.
 - Became first gTLD registry to “take down” domain names.
- 2007
 - Began proactive program to find malicious domains
 - Reached out to Law Enforcement organizations
 - Began to share takedown data with other registries, security groups, law enforcement, educational institutions.
- 2008
 - Created groups to tackle takedown issues
 - Joined industry associations
- 2009
 - Play various critical roles in Conficker

Why Did NeuStar Get Involved in 2006?

- Feedback / avoid “dangerous domain” blacklist
- Internal desire to stop abuse of NeuStar infrastructure.
 - We did not want to give malicious parties the ability to organize their attacks
- Technical and legal expertise was available
 - Legal expertise required to formulate contractual obligations and discover and mitigate liability issues
 - Technical expertise required to perform verification and validation of complaints and proactively investigate domains

The Investigative Process



“Take Action”

- Once verified, we send report to Registrar sponsoring registration.
- Report contains a subset of investigation results
- Gives Registrars 12 hours to take down the name
- If no response, or if Registrar does not comply, we take the name out of the zone (Note Delete)
- Large majority of take down performed by Registrar within time
- Thousands of names taken down in .biz in past 3 years
 - No complaints, No legal actions.

Important Pieces of the Puzzle

- Industry participation a critical factor
 - Security forums
 - Security conventions
 - Security groups (private/public)
- Integration of law enforcement into processes
 - Collaborative effort to share/verify data
 - Verification of Child Porn done by LE
 - Results of our investigative process shared with LE
 - Do not want to hinder current investigations
 - Still need to continue these efforts (lots of work to be done still)