

# topDNS

An initiative by **eco**



## Stockholm Recommendations on DNS Abuse

topDNS, the industry initiative by eco – Association of the Internet Industry to fight DNS abuse, has worked on a set of recommendations to be followed by all types of Internet infrastructure providers – be they hosting companies, email service providers, domain name registries or registrars – in order to allow for efficient and swift action against DNS abuse.

If DNS abuse does not mean anything to you, you are not alone and there is no reason to feel put out. The term DNS abuse is used differently by different parties. However, we prefer to talk about real-life scenarios describing abuse and attacks and discuss who is best placed to take action from there. Please **take a look** at the table we produced to provide an overview on the various types of abuse.

The recommendations were first presented at a topDNS workshop at the Nordic Domain Days in Stockholm in May 2022. They were subsequently refined based on inputs by various stakeholders.

These recommendations provide guidance for those who are not yet actively working to fight and mitigate abuse, but who want to start making a difference now. They also serve as a checklist enabling existing abuse departments to review the areas in which they might be able to improve their work.

The recommendations are intentionally concise – some have even called them “the 10 commandments of combatting DNS Abuse”. They are as follows:

1. Publish an anti-abuse policy covering DNS abuse and contact details for abuse reports.<sup>1</sup>
2. Have staff that are trained to process DNS abuse reports.
3. Try to find out if there are DNS abuse issues with your customers.
4. Be responsive to abuse reports.
5. Pass on reports you cannot handle to a party that is better placed to take action.
6. Explore opportunities for the exchange of intelligence.
7. Use tools. They provide data, insights and guidance.
8. Act swiftly if the issue requires urgency.
9. Let proportionality guide your actions.
10. Be part of the solution, not the problem.

topDNS is building an inventory of measures pertaining to all recommendations that can be taken by companies. Related information can be found on the **topDNS website**.

<sup>1</sup> The DNS Abuse Institute provides a generic abuse policy for registries and registrars <https://dnsabuseinstitute.org/generic-abuse-policy-for-registrars-and-registries/>

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If you have interest in joining the fight or a conversation about it, please contact the topDNS Steering Committee:



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