



# 82 | COMMUNITY FORUM



# GAC Discussion on Domain Name System (DNS) Abuse

ICANN 82, Community Forum  
Seattle, WA, United States of America



ICANN Contractual Compliance  
11 March 2025

# Enforcement of DNS Abuse Mitigation Requirements

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On 5 April 2024, ICANN Contractual Compliance (Compliance) began enforcing DNS Abuse mitigation requirements with gTLD registry operators and registrars.

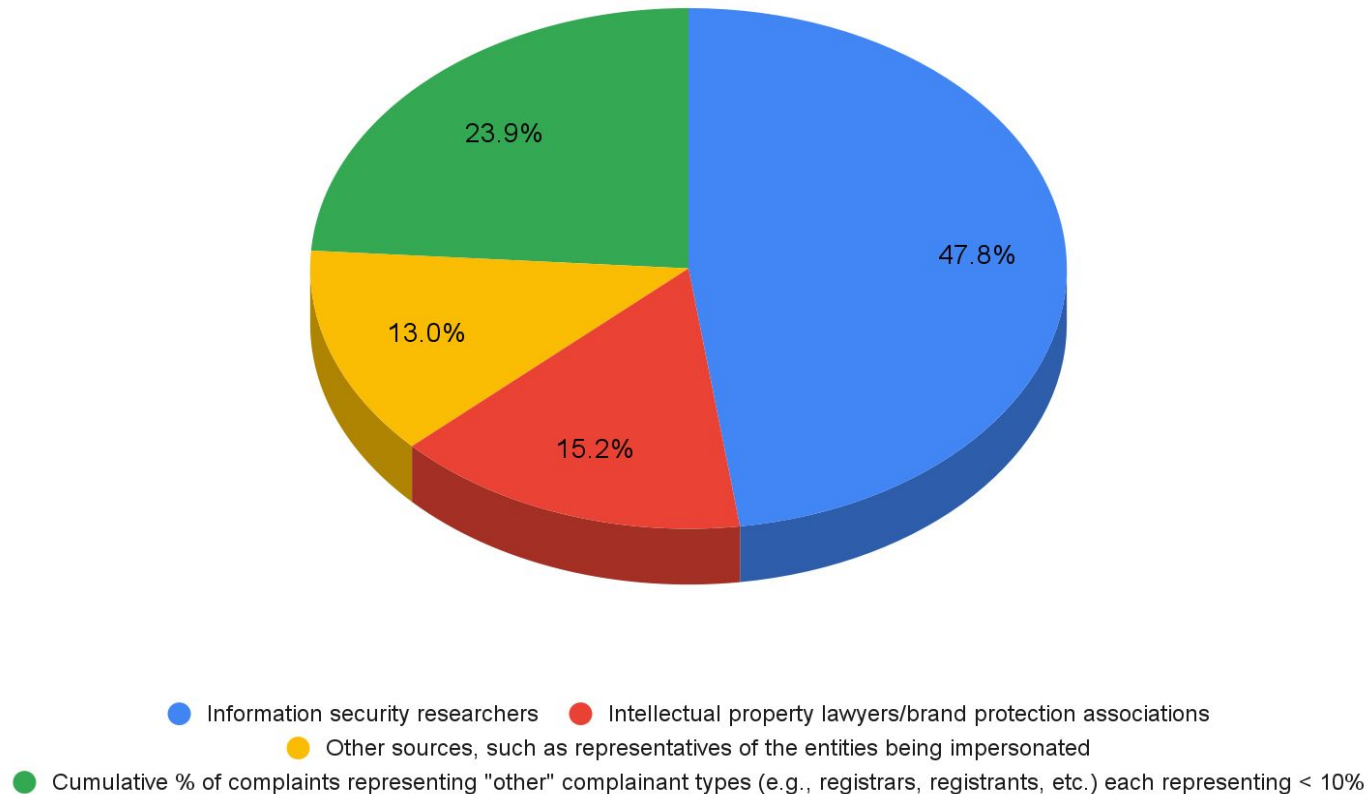
From 5 April 2024 through 5 December 2024, Compliance resolved 204 DNS Abuse-related investigations that resulted in the suspension of over 2,900 malicious domain names and the disabling of over 365 phishing websites.

As of 5 March 2025, Compliance had:

- 46 ongoing DNS Abuse mitigation investigations with over 5,400 malicious domain names already mitigated. Over 89% of the cases involved phishing. *This data is not yet in public reports as the investigations are ongoing.*
- Issued formal Notices of Breach to one [registry operator](#) and two registrars ([here](#) and [here](#)) for failure to comply with DNS Abuse requirements.
  - The deadlines to cure have been extended while the contracted parties, after having mitigated all malicious domain names, continue to implement remedial measures to ensure compliance moving forward.
  - Notices of Breach are issued when the [informal resolution stage](#) of the Compliance process is exhausted without resolution.

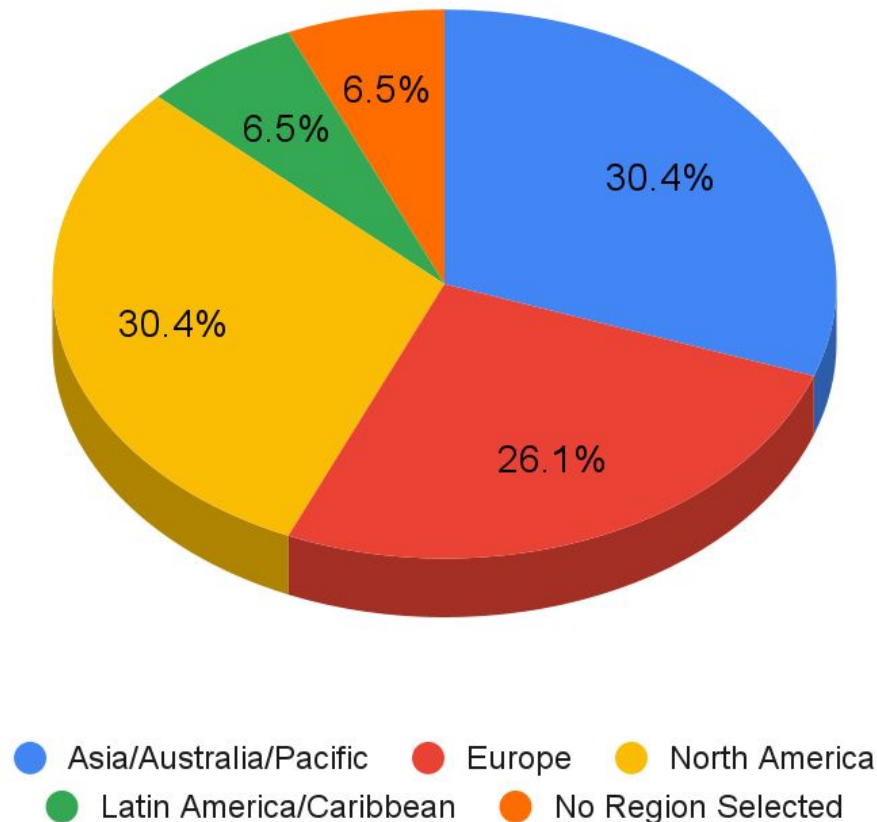
# Enforcement of DNS Abuse Mitigation Requirements

The 46 ongoing DNS Abuse investigations resulted from complaints submitted by:



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The individuals/organizations whose complaints resulted in the 46 ongoing DNS Abuse mitigation investigations indicated they were reporting from:



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- Compliance conducts two audit rounds per year through its [Contractual Compliance Audit Program](#).
  - Each round lasts approximately six months.
  - KPMG assists with the collection and evaluation of data.
  - Detected noncompliance can also result in a Notice of Breach.
  - Following the completion of each round, Compliance publishes a report with key findings and list of auditees.
- On 28 October 2024, Compliance launched an audit on registry operators' compliance with the Registry Agreement, including the DNS Abuse mitigation requirements that took effect on 5 April 2024.
  - Questions are focused on verifying that registry operators understand the requirements and have processes in place to comply.
  - The selection of auditees was based partly on ranking across internal and external reports related to DNS Abuse, but selection alone does not mean non-compliance.
  - All auditees have submitted the required information and documentation.
  - Compliance is reviewing responses, seeking clarifications, and requesting additional information as needed.

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## What is Next?

### Ongoing Enforcement & Reporting

- Continued processing of complaints, ensuring they are addressed within the established process. Regular reporting on enforcement actions.

### Audits & Key Findings

- Ongoing registry audit, with a report to be published upon completion.
- Preparation of a new registrar audit round that will incorporate DNS Abuse mitigation requirements.

### Facilitating Complaint Submissions

- Advancing initiatives to streamline the complaint submission process for, and exchange of information with, external reporters.

### Proactive Investigations & Enforcement

- Designing of an approach to proactively initiate investigations and enforcement actions related to DNS Abuse.

# Questions & Answers



Questions can be sent to  
[compliance@icann.org](mailto:compliance@icann.org)

ICANN Contractual Compliance webforms are available at  
<https://www.icann.org/compliance/complaint>

ICANN Contractual Compliance metrics and reporting are available at  
<https://compliance-reports.icann.org/compliance.html>

Information about ICANN Contractual Compliance Audit program is  
available at  
<https://www.icann.org/resources/pages/audits-2012-02-25-en>