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| [in response to Stephanie's request to explain the purpose] This survey aims to identify current 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 note that this survey may be repeated in a few weeks to assess differences in accessibility of WHOIS information as registries and registrars implement new policies.  [*Q1 deleted in response to feedback from Lili and Stephanie pointing out that it was pointless because whoever doesn't use it regularly should not answer the rest of the questions*] |
| |  | | --- | | 2. By which means do you or your agency look up WHOIS data? | | Multiple choices possible | | |  |  | | --- | --- | | Third party commercial service, e.g. DomainTools | Third party commercial service, e.g. DomainTools | | ICANN WHOIS lookup portal (https://whois.icann.org/) | ICANN WHOIS lookup portal (https://whois.icann.org/) | | The Internet's Network Information Center (InterNIC, https://www.internic.net/whois.html) | The Internet's Network Information Center (InterNIC, https://www.internic.net/whois.html) | | Portal provided by Registrar, e.g. Godaddy | Portal provided by Registrar, e.g. Godaddy | | Portal provided by Registry, e.g. Verisign | Portal provided by Registry, e.g. Verisign | | Port 43 interface | Port 43 interface | | Other open source tools | Other open source toolsOther open source tools : | | |
| |  | | --- | | 3. How many WHOIS lookups do you personally make per month? | | |  |  | | --- | --- | | >10 | >10 | | between 10 and 100 | between 10 and 100 | | between 100 and 1000 | between 100 and 1000 | | between 1000 and 10000 | between 1000 and 10000 | | >10000 | >10000 | | None | None | | |
| |  | | --- | | 4. How many lookups does your unit or other units or agencies in your jurisdiction whose use you are aware of make? | | |  |  | | --- | --- | | >10 | >10 | | between 10 and 100 | between 10 and 100 | | between 100 and 1000 | between 100 and 1000 | | between 1000 and 10000 | between 1000 and 10000 | | >10000 | >10000 | | I don't know | I don't know | | |
| |  | | --- | | 5. Generally speaking, what is the percentage of whois lookup results that help your investigation? | | |  |  | | --- | --- | | >10% | >10% | | 10% | 10% | | 20% | 20% | | 30% | 30% | | 40% | 40% | | 50% | 50% | | 60% | 60% | | 70% | 70% | | 80% | 80% | | 90% | 90% | | 100% | 100% | | I don't know | I don't know | | |
| |  | | --- | | 6. What are the issues you have identified when using WHOIS data? | | Multiple choices possible | | |  |  | | --- | --- | | WHOIS data is incomplete (no registrant's email address and telephone number) | WHOIS data is incomplete (no registrant's email address and telephone number) | | WHOIS data is inaccurate, e.g. deliberately falsified | WHOIS data is inaccurate, e.g. deliberately falsified | | Hard to tell whether the WHOIS data is accurate or not | Hard to tell whether the WHOIS data is accurate or not | | WHOIS data is protected by Privacy/Proxy service | WHOIS data is protected by Privacy/Proxy service | | Inconsistent lookup results | Inconsistent lookup results | | No central authority for WHOIS data lookup | No central authority for WHOIS data lookup | | |
| |  | | --- | | 7. Do you rely on third-party services provided by private companies in relation to WHOIS, e.g. DomainTools or others? | | |  |  | | --- | --- | | Yes | Yes | | No | No | | I don't know | I don't know | | |
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| |  | | --- | | 9. Does the current WHOIS lookup functionality (anonymous & public access) meet your needs for the purposes of law enforcement investigations? | | |  |  | | --- | --- | | Yes | Yes | | Partially | Partially | | No | No | | |
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| |  | | --- | | 12. Which data fields do you rely on most or are most helpful to your investigation(s)? | | Choose category - Multiple choices possible | | |  |  | | --- | --- | | Registrant | Registrant | | Admin | Admin | | Tech | Tech | | Billing | Billing | | Registrar | Registrar | | Creation & updated date | Creation & updated date | | Name server and other technical information | Name server and other technical information | | |
| |  | | --- | | 13. 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 | Yes | | No | No | | Not available | Not available | | |
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| |  | | --- | | 15. How important is WHOIS for law enforcement activities? | | |  |  | | --- | --- | | Very important | Very important | | Important | Important | | Neutral | Neutral | | Not very important | Not very important | | Unimportant | Unimportant | | |
| |  | | --- | | 16. Are there alternative data sources that you could use or already use to fulfill the same investigative needs? | | |  |  | | --- | --- | | Yes | Yes | | No | No | | I don't know | I don't know | | |
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| |  | | --- | | 18. Have you come across privacy and proxy services in your use of the WHOIS? | | |  |  | | --- | --- | | Yes | Yes | | No | No | | I don't know | I don't know | | |
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| |  | | --- | | 23. 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? | | 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? | |
| |  | | --- | | 24. Are there any other relevant issues that the review team should be aware of? Please provide details. | | 25. If WHOIS access to the name and address of the registrant was 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 individualised request * By obtaining a legal instrument and going to the registrars or registries * Other means (please explain) | |

26. What kinds of investigations do you conduct, and for which ones is WHOIS data the most critical or least critical (scale of one to five)

* Criminal activitiy
* Cybercrime activity such as phishing, malware distribution etc.
* Intellectual property violation

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

Other means are pursued (please specify)

The investigation is delayed

The investigation is discontinued

Other (please specify)

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