Impact of abuse-c

Bengt Gördén
bɛŋkt dʒərde:n

Resilans

abuse-c

- abuse-c is a service to the end user
- Our customers should have their own abuse contact information
- In case they don't, we are the intermediate abuse-mailbox for them but the goal is to get everyone in the RIPE-db with correct abuse-c

Acceptable use policy

- Our AUP says our customers should answer within 24h upon contact from us

ABUSE POLICY

- SPAM
  - To generate or facilitate unsolicited bulk commercial email
  - To imitate, or impersonate another person or to use his, her or its email address, or to create false accounts for the purpose of sending spam
  - To engage in data mining or harvesting from websites to find email addresses
  - To send unauthorized mail via open third-party servers
  - To send emails to users who have requested to be removed from a mailing list

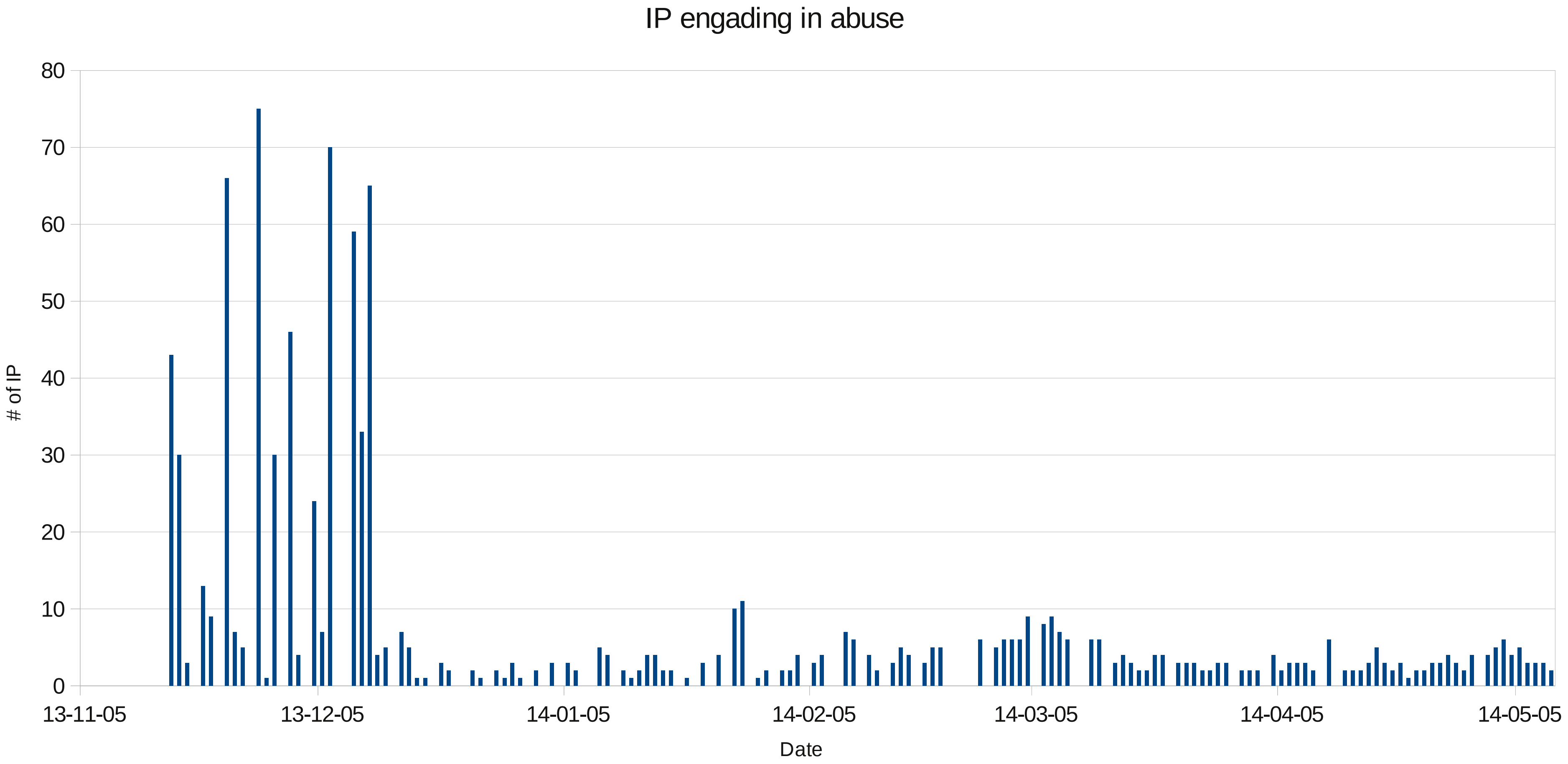
ABUSE POLICY

- Resilans AB further does not accept the following activities related to delegated addresses:
  - To intentionally distribute viruses, worms, Trojan horses, corrupted files, hoaxes, or other items of a destructive or deceptive nature.
  - Attacks such as DDoS or other disruptive activity affecting or preventing others to use services/communications.
  - To be unreachable at your abuse-address, tech-c or admin-c. Replies must be given within 24 hours after the initial contact from us.
  - The customer must comply with Swedish law.

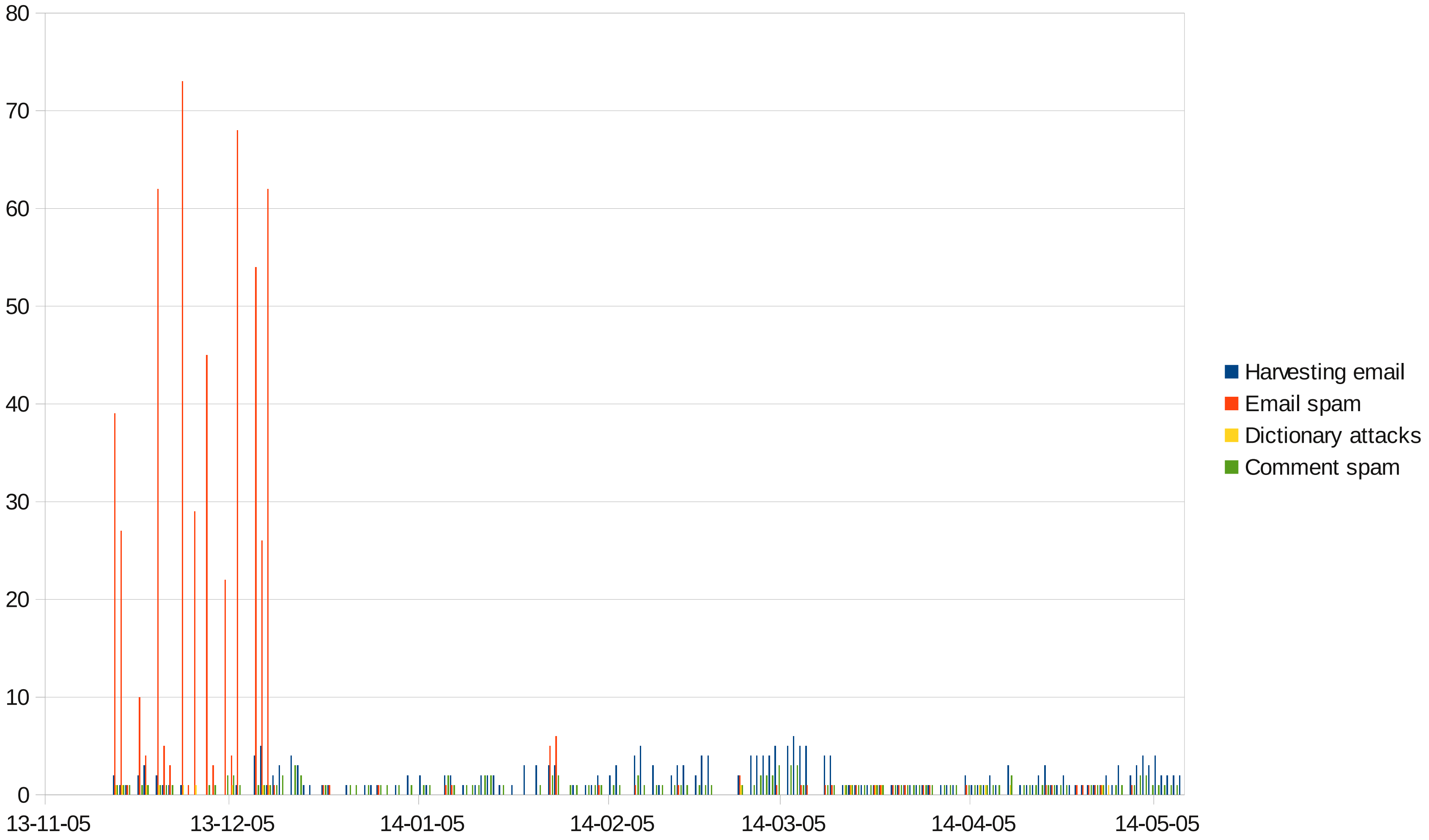
- We started out to implement RIPE-563 in spring 2013
- About one thousands role objects were created
- Created automatic role objects if the customer didn't reply with their own

- In late summer we started to get more and more abuse complaints
- SPAM/Viruses/DDoS/harvesting emails/.....
- Started to gather statistics from different trap-systems to see what's actually going on

Statistics from Honeypot Project



Detailed statistics



- Lot of work to get different organizations on the Internet to use the abuse-c.
  - A **lot** doesn't bother reading the reply to check abuse-c for correct info
  - If they wanted a reply why do they have <no-reply@willnotread.com>
  - A lot of those who automate check for abuse contact info can't do whois with -b
  - Many have cached old abuse-maiboxes info

- Worst offenders in that respect is the representatives of copyright holders
    - They respond when their board of the company gets email
    - They don’t change cached contact info upon request
    - They sure don't know what a LIR is

Blacklists

Blacklists

- If resource holders don't respond to complaints they run the risk of ending up in a blacklist of some sort
- There are myriads of blacklists
  - 203 lists in 117 domains
- Some examples

  blogspambl justspam spamcannibal spamcop spameatingmonkey spamgrouper spamhaus spamlab spamlookup spamrats spam-rbl spamstinks stopspam
- The most well known would be Spamhaus with Spamcop and SORBS in second place

Blacklist from Spamhaus

- XBL / SBL / PBL / DBL / ZEN
  - Exploits Block List
  - Spamhaus Block List
  - Policy Block List
  - Domain Block List
  - ZEN = All inclusive
- Different views of who to block

SBL

- Good service, if run correctly
- To get de-listed you need to send in a request for removal
- This is acted upon manually

A specific Spamhaus block

- Feb 27 2014
- Spamhaus blocked 3 /16 and 3 /19
  - Without warning us
  - Without warning our customers
- A lot of our customers ended up as collateral damage in SBL

What we tried to do

- We've asked to talk to them over the phone
- We invited them to come to us
- We're prepared to visit them
- We did ask to get a feed from them so we can be pro-active
- We've asked them to come to RIPE meetings
- All of the above were turned down or ignored
- We had to wait for them to read their email from us, which they had blocked

Example

- They even copy and pasted wrong prefixes
  - An example: Spamhaus says that these IP-numbers were used to spam

    192.71.8.22

    192.71.8.101

    192.71.8.127

    192.71.8.137

    192.71.8.184
- “Logically” they blocked 194.71.8.0/24

Another block with description

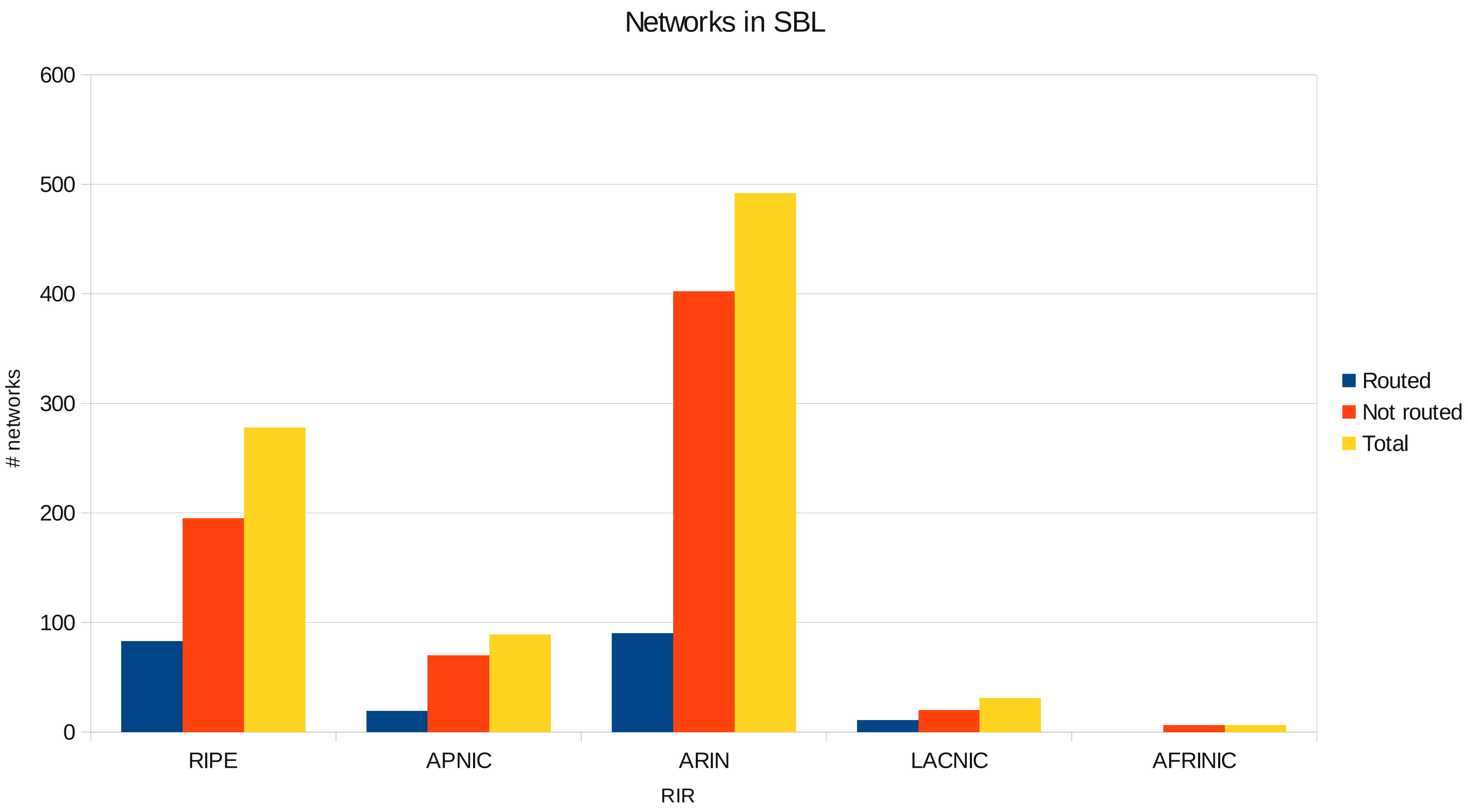
```
Hello resilans.se Abuse Desk,
This is an automated message from the Spamhaus Block List (SBL) database
to advise you that the IP below has been added to sbl.spamhaus.org:

IP/cidr: 194.71.226.0/24
Problem: Dirty block, huge ranges given to spammers
SBL Ref: SBL214437
```

- The City Government of Gothenburg
- 194.71.226.0/24 wasn't even routed
- Was it hijacked?
- Can't find it in any historical BGPdb (BGPlay etc.)

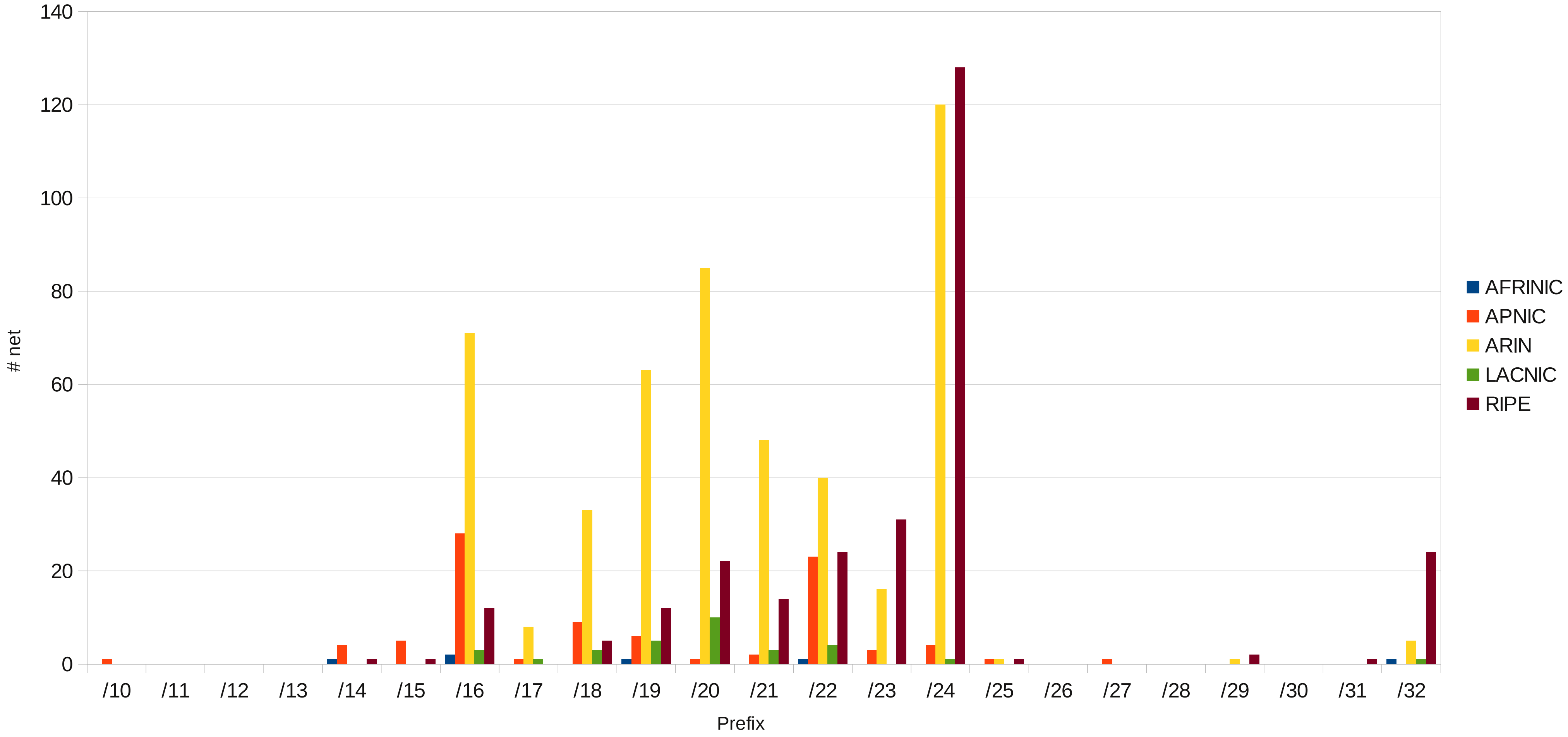
Is everything in SBL correct?

Check it yourself

- http://www.spamhaus.org/sbl/listings/ripe
- http://www.spamhaus.org/sbl/listings/arin
- http://www.spamhaus.org/sbl/listings/apnic
- http://www.spamhaus.org/sbl/listings/lacnic
- http://www.spamhaus.org/sbl/listings/afrinic
- http://www.spamhaus.org/sbl/listings/amazon.com
- http://www.spamhaus.org/sbl/listings/google.com


Networks in SBL
600
500
400
300
200
100
0
# networks
RIPE
APNIC
ARIN
LACNIC
AFRINIC
RIR
Routed
Not routed
Total

Blocked prefixes for RIR



Some been there a while

RIPE

1 2003

1 2006

2 2007

4 2008

32 2009

44 2010

48 2011

47 2012

61 2013

38 2014

ARIN

1 2002

12 2003

3 2004

2 2005

1 2006

2 2007

8 2008

16 2009

91 2010

92 2011

20 2012

116 2013

128 2014

Fight spam with DoS

- But when innocent users gets affected it's a denial of service attack

Incident reports

- We published an incident report 24h later
  - http://www.resilans.se/documents/spamhaus-incident-20140227-en.pdf
- Four days later Spamhaus did the same
  - http://www.spamhaus.org/news/article/710/resilans-incident-report

What to do?

- We need legal certainty
  - Spamhaus tells you “you can sue as all you want, we don't care”
  - If they ***think*** your a spam haven, they don't care what your arguments are

Suggestions

- Arbitration of blocked IP resources
  - Is it possible through RIPE-NCC?
  - Swedish: The National Board for Consumer Disputes
- Make our own blacklist that operates within some European law
- Get the rest of the RIR to adopt similar solution as abuse-c
  - Is it possible?

Questions?