



POINT DE CONTACT.NET

# FRENCH HOTLINE – POINT DE CONTACT

[www.pointdecontact.net](http://www.pointdecontact.net)

## Project Global Action on Cybercrime (GLACY)

International Conference

## Assessing the threat of cybercrime

Bandaranaike Memorial International Conference Hall  
Colombo, Sri Lanka, 26 – 27 March 2015

Funded  
by the European Union  
and the Council of Europe



EUROPEAN UNION

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

Implemented  
by the Council of Europe



POINTDECONTACT.NET

## Launch of the French online reporting tool Pointdecontact.net

Established in **1998** by the French Internet Service Providers Association to help fight against **child pornography** and **racism** on the Internet;

**Funded by the European Commission** since **2000** under successive “Safer Internet” programs;

**From 2004**, a legal obligation for ISPs **to provide an online form enabling Internet users to report illegal content, and to forward such content to competent authorities**;

In parallel, signature by AFA members of a « **Charter against odious content** »;

Part of the “**French Safer Internet Centre**” since **2009**, **supported by the EC** and consisting of an awareness program (**Internet Sans Crainte**) and a “helpline” for young people (**Net Ecoute**).

CLICK, REPORT!

### Point de Contact field of competence:

- Child sexual abuse material
- Incitement to racial hatred
- Offensive content accessible to children
- Praise of war crimes or crimes against humanity
- Crimes and offences against people
- Incitement to terrorism or bomb-making
- Provocation to suicide

### How to reach us?

- **Online reporting form** on the [www.pointdecontact.net](http://www.pointdecontact.net) website
- **Mobile-friendly interface**
- **Software application** that all internet users can install on their computer





# Screenshots of our different reporting form

POINT DE CONTACT.NET

## Website

**CLICK, REPORT!**

**NEWS**  
12.03.15  
La troisième Newsletter de l'AFA est disponible!  
More news >

**INITIATIVES**  
**LE "SEXTING":**  
LES BONNES RÉFLEXES EN 3 MOTS-CLÉS  
**RÉFLEXES**  
Pour éviter tout  
usage préjudiciable à  
des fins de cyber-  
harcèlement  
\* SEXING, TEXTOPORNIE  
More initiatives >

**1 Nature of the offence**

- ☐ Child sexual abuse images or representations
- ☐ Child grooming activities
- ☐ Pornographic, violent or undignified content accessible to minors
- ☐ Incitement to violence, discrimination or hatred
- ☐ Incitement to crimes and offences against persons
- ☐ Incitement to terrorism or bomb-making
- ☐ Praise of war crimes or contesting of crimes against humanity
- ☐ Incitement to suicide

**2 Technological format**

Where did you encounter the offence? \*

- Select -

Web address (URL) :

http://

Description of the offence:

**3 Optional information**

Age

Gender ☐ Male ☐ Female

Country - None -

Do you wish to be informed of the outcome of your report?

E-mail


**SUBMIT**


## Mobile Website



Together, let's remain attentive to content on the Internet!

 **Child pornography**

 **Incitement to suicide**

 **Incitement to violence, discrimination or hatred**

 **Incitement to terrorism and bomb-making**

 **Shocking content accessible to minors**

 **Praise of crimes against humanity**

**CLICK, REPORT!**

 **LEGAL NOTICES** **T&C** 

## Software (for computer)



**Encountered incident**

Reported incident type

Where was the content located?

http://

**Description of the incident:**

Insert a summary, a comment or the actual text you wish to submit...

**Clic, report !**

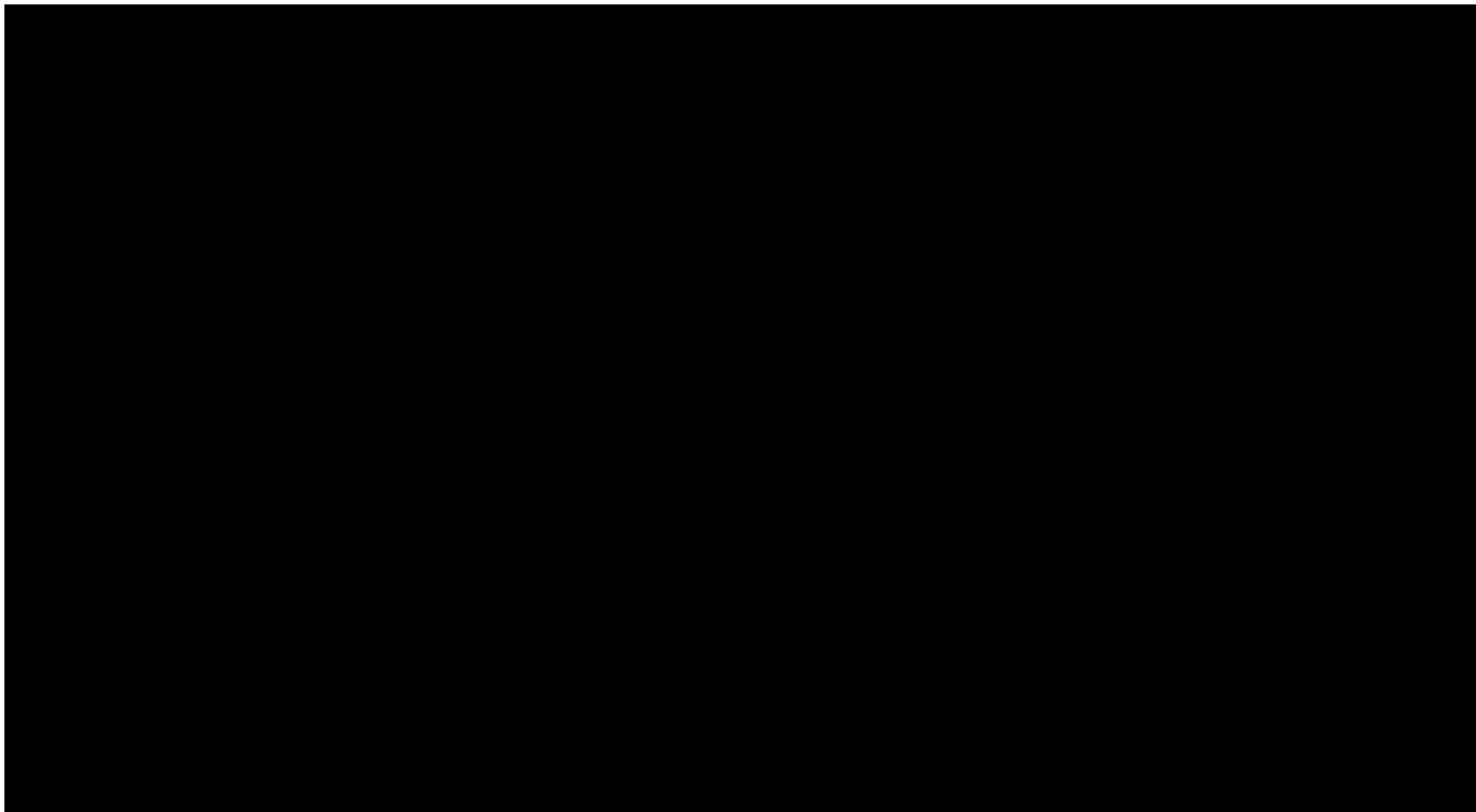
   





POINTDECONTACT.NET

## POINT DE CONTACT VIDEO – REPORTING ILLEGAL CONTENT





POINTDECONTACT.NET

## Point de Contact daily activities

When received, reports are assessed and content traced in order to locate its source:

### For content hosted in France:



- Report is forwarded to the relevant French ISP, and simultaneously to the French Law Enforcement Agency (Central Office against Cybercrime, OCLCTIC);
- Time span for take down is usually quite short (a couple of hours).

### For content hosted abroad:



- In case of URLs leading to Child Sexual Abuse Images, the report is transmitted to the relevant INHOPE (*International Association of Internet Hotlines*) hotline, through the INHOPE URL Database;
- In all cases, reports are transmitted to the French LEA, which then forwards them to INTERPOL.

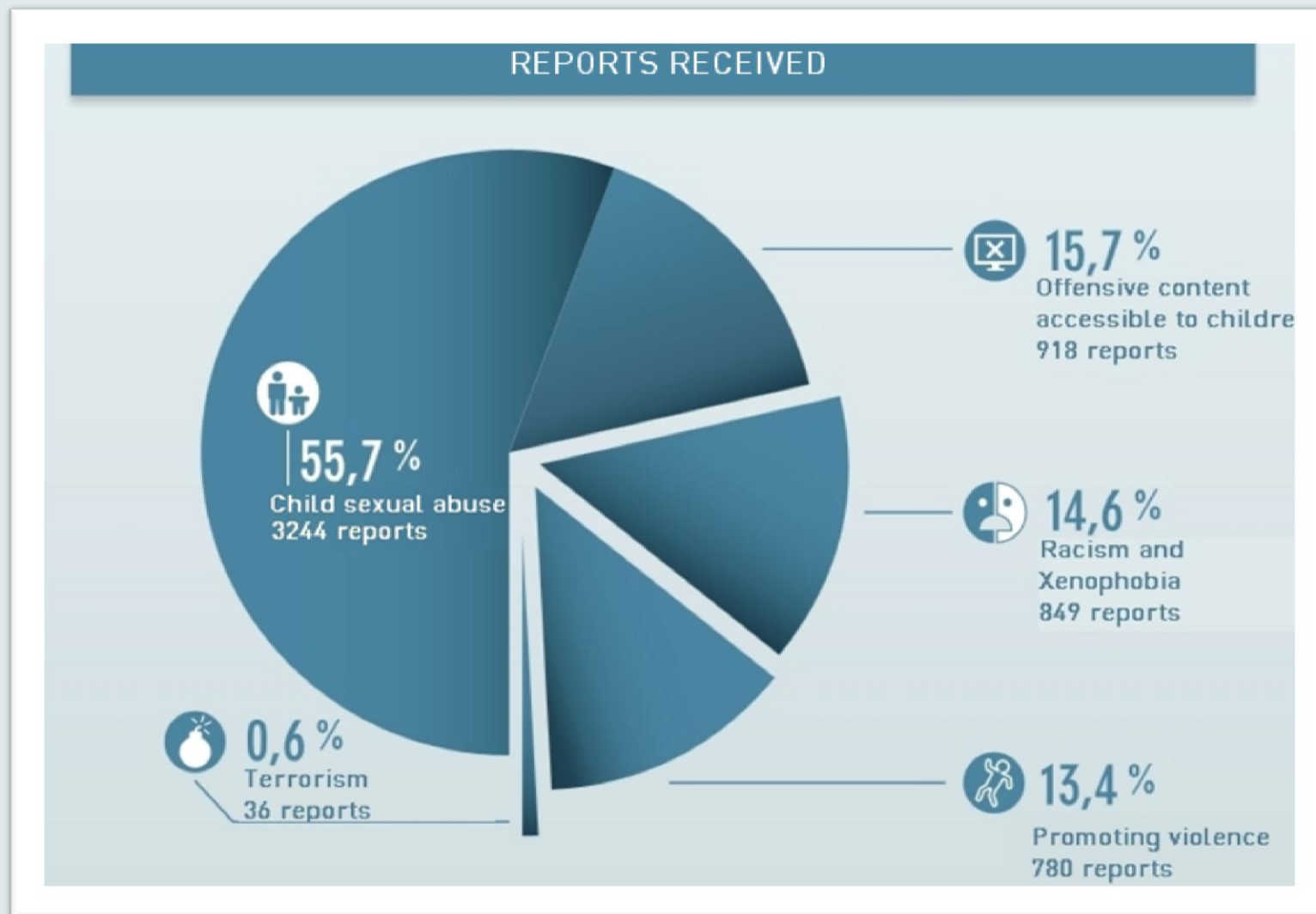
*Reporters are always informed of the content assessment and the actions taken by the hotliners if they indicate their email address in the reporting form.*



POINTDECONTACT.NET

## Point de Contact hotline statistics - 2014

**5827** reports received

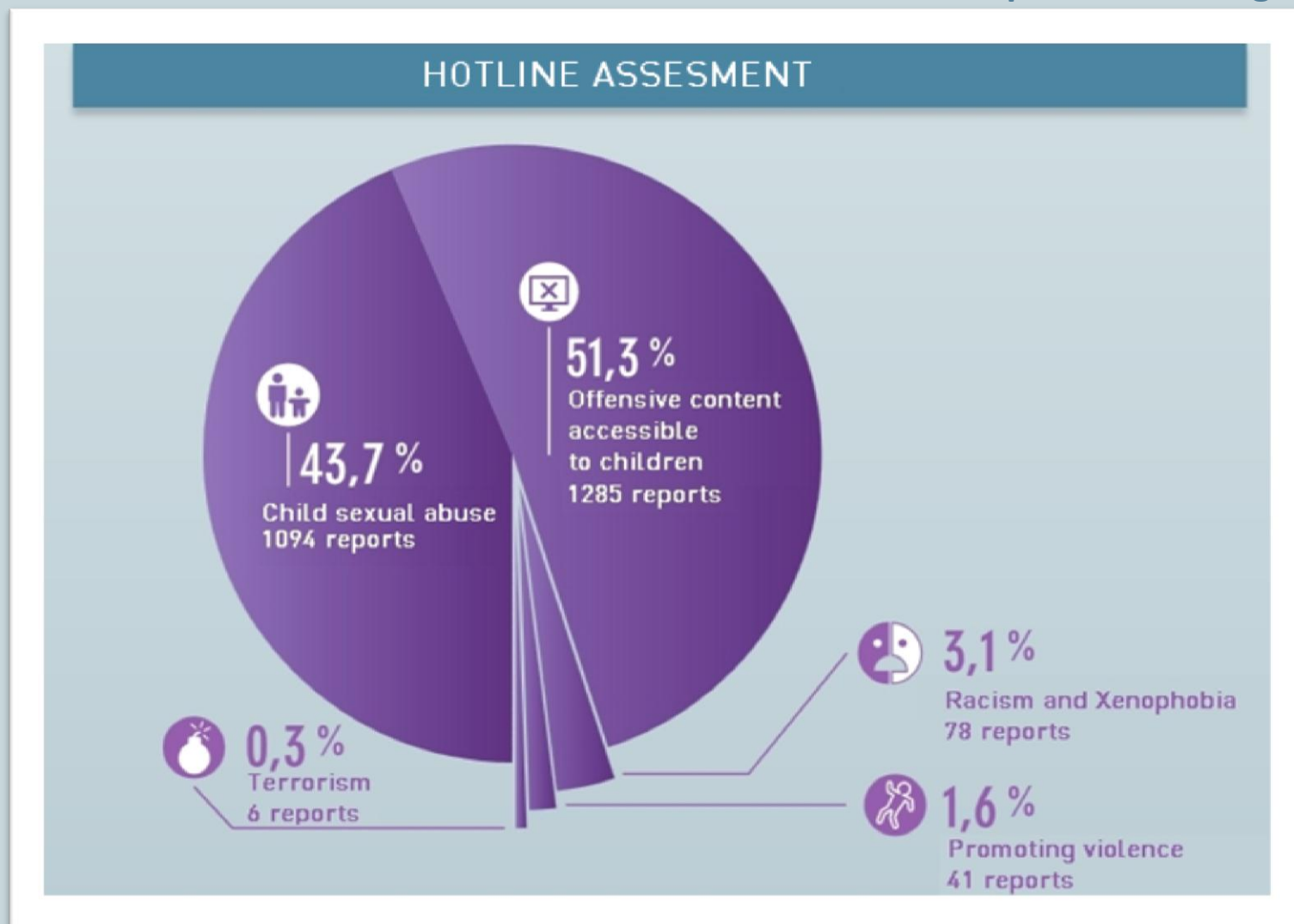




POINTDECONTACT.NET

## Point de Contact hotline statistics - 2014

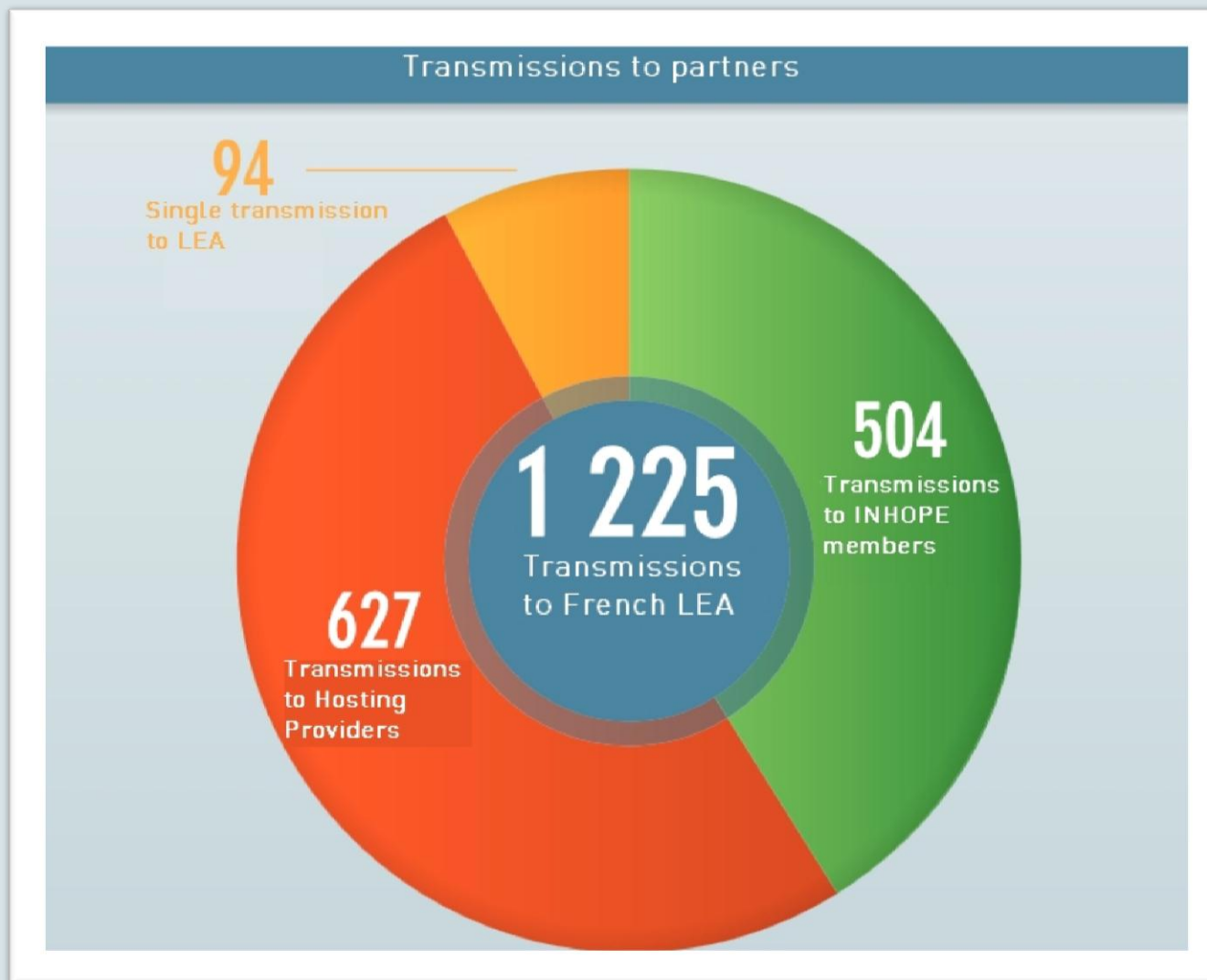
2504 qualified as illegal





POINTDECONTACT.NET

## Point de Contact hotline statistics - 2014





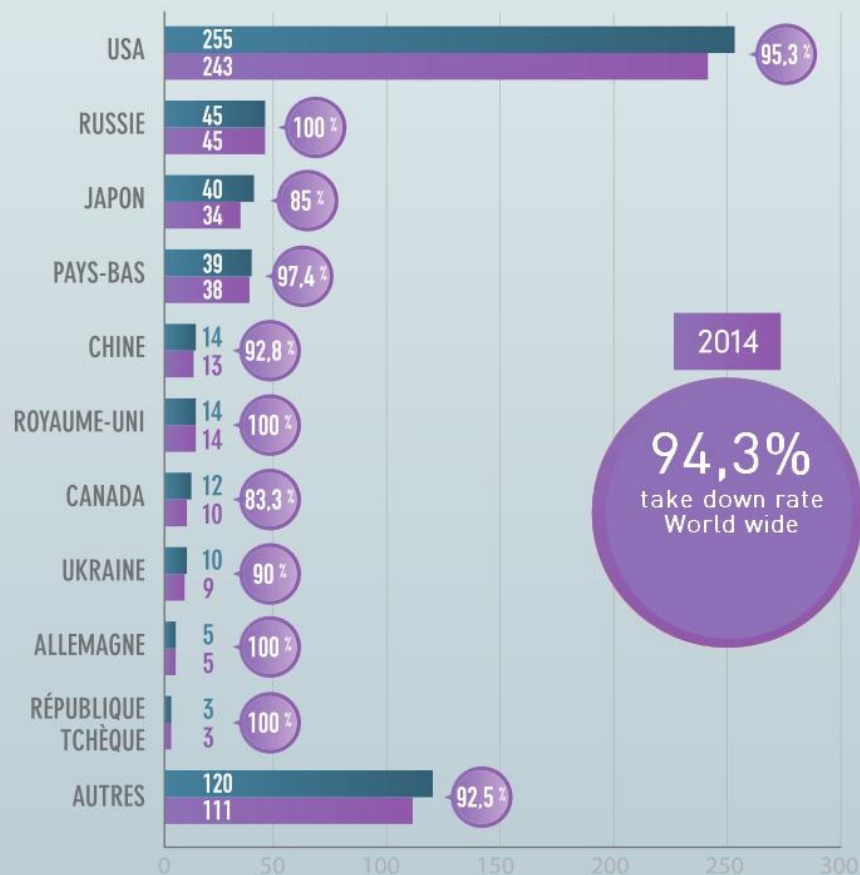


# Point de Contact hotline statistics - 2014

POINTDECONTACT.NET

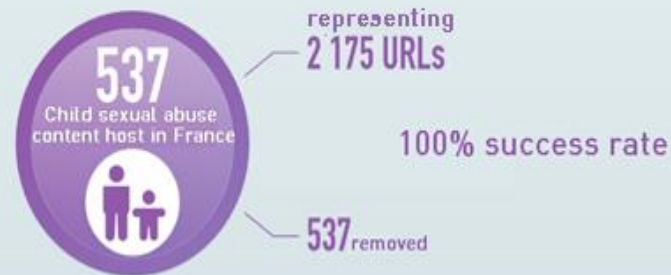
## International

### Notice and take down - Child sexual abuse

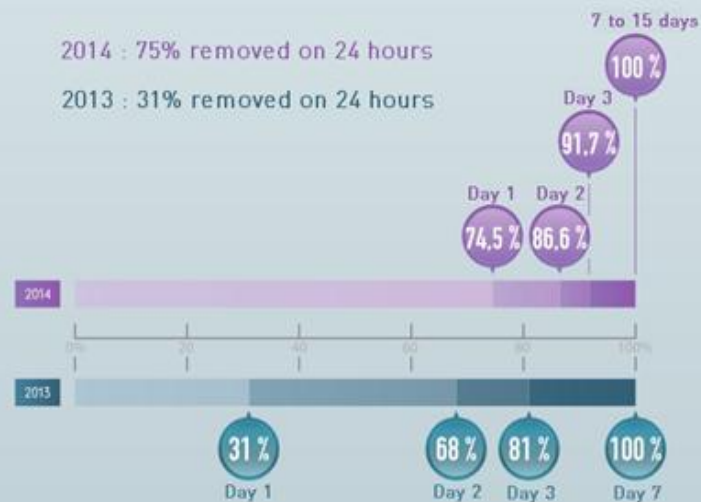


## France

### Child sexual abuse material reported to French hosting providers and removed



### Child sexual abuse - Removal time after notice to ISP



# What data can we operate with the Point de Contact Backoffice (1)

Home > Modify

Reporter information

Date :	Email :
2015-03-23 16:45:06	qaoustin@afa-france.com 10
Internet Service :	Report Source :
web	WEB

Suspicion :

Provocation au suicide

Description :

Here you can write comments

Received from other hotline :

No

URL

☐ http://www.test\_presentation\_glacy

Actions :

Update Matching

Information about

http://www.test\_presentation\_glacy

IP :	Country :
	Not found
TLD :	Hosting Provider :
Not Found	
Lang Fr :	Disclaimer :
Undefined	Undefined

YouGetSignal
ripe.net
Update

Operator conclusion

Url Status :

☐ Valid
☐ Not Found
☐ Not Accessible

Duplicate :

No

Illegal :

No

Hotline determination :

<input type="radio"/> Child Pornography	<input type="radio"/> Adult Porn Accessible to Child
<input type="radio"/> Child Erotica	<input type="radio"/> Adult Pornography
<input type="radio"/> Child Nudism	<input type="radio"/> Extrem Adult Content
<input type="radio"/> Child Grooming Activities	<input type="radio"/> Racism and Xenophobia
<input type="radio"/> Child Trafficking	<input type="radio"/> Promoting Violence Against an Individual
<input type="radio"/> Child Sex Tourism	<input type="radio"/> Incitement to Violence Against Woman
<input type="radio"/> Incitement to Suicide	<input type="radio"/> Terrorism
<input type="radio"/> Other Content or Not Illegal	<input type="radio"/> Outside Hotline Remit

Clear

Actions taken

<input type="checkbox"/> Report to law Enforcement	
<input type="checkbox"/> Report to ISP/Host Provider	
<input type="checkbox"/> Forward to Inhope Hotlines	NC.
<input type="checkbox"/> Transmission to Other Competent Authorities / Bodies	
<input checked="" type="checkbox"/> Follow Up Actions/Response to Reporter	

Email

Template :

Select

To :

qaoustin@afa-france.co

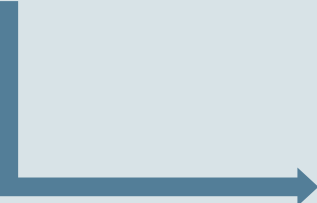
Subject :

Send

Save Report

## What data can we operate with the Point de Contact Backoffice (2)

▼ Signalement	▼ Reporter Information	▼ URL	▼ Information About	▼ Action Taken	▼ Email	▼ Operator Conclusion
<input type="checkbox"/> Tracking number	<input type="checkbox"/> Nature Infraction	<input type="checkbox"/> URL	<input type="checkbox"/> TLD	<input type="checkbox"/> Police	<input type="checkbox"/> Mail subject	<input type="checkbox"/> URL Status
<input type="checkbox"/> Date	<input type="checkbox"/> Nature Infraction Number	<input type="checkbox"/> Pays de l'URL	<input type="checkbox"/> Hosting Provider	<input type="checkbox"/> Hotline	<input type="checkbox"/> Mail body	<input type="checkbox"/> Illegal
<input type="checkbox"/> Duree	<input type="checkbox"/> Support			<input type="checkbox"/> ISP HostProvider		<input type="checkbox"/> Duplicate
	<input type="checkbox"/> Description			<input type="checkbox"/> Other authorities		<input type="checkbox"/> Police closed
	<input type="checkbox"/> Age			<input type="checkbox"/> Mail		<input type="checkbox"/> Infraction
	<input type="checkbox"/> Sexe					<input type="checkbox"/> Observation
	<input type="checkbox"/> Pays					
	<input type="checkbox"/> Langue					
	<input type="checkbox"/> Source					
	<input type="checkbox"/> External					
	<input type="checkbox"/> Nbre signalement					
	<input type="checkbox"/> IP					



Extracting to .xls file  
(crossing data)



POINT DE CONTACT.NET

# Thank you

Quentin Aoustin – Legal adviser – +33 1 44 54 86 54

[gaoustin@afa-france.com](mailto:gaoustin@afa-france.com)

AFA – 5 rue de Charonne – 75011 PARIS

Phone number : +33 1 44 54 86 60

Fax: + 33 1 44 54 86 50