

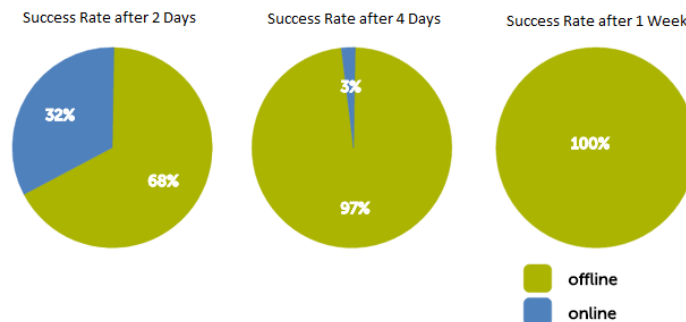
eco Internet Complaints Hotline

Statistics

Q1/2016

Continually Fast Reaction Times in the Fight against Child Sexual Abuse Material*

In the first quarter of 2016, the eco Complaints Office processed 323 justified reports of Child Sexual Abuse Material in the Web. A total of 4.22 days elapsed on average between the report being received by the eco Complaints Office, and the confirmation that the content was no longer accessible. Around 62% of this content was hosted in Germany and was no longer available after on average 1.67 days (including weekends and public holidays) from the receipt of the report by the eco Complaints Office.



Source: eco Complaints Office, Germany, Child Sexual Abuse Material, First Quarter of 2016

As of 4 April 2016, content hosted abroad was no longer accessible 8.61 days after submission to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

* Following the [terminology recommendations](#) of INTERPOL and the INHOPE association, we will from now on use the term “child sexual abuse material”, often abbreviated as CSAM, rather than the term “child pornography.”

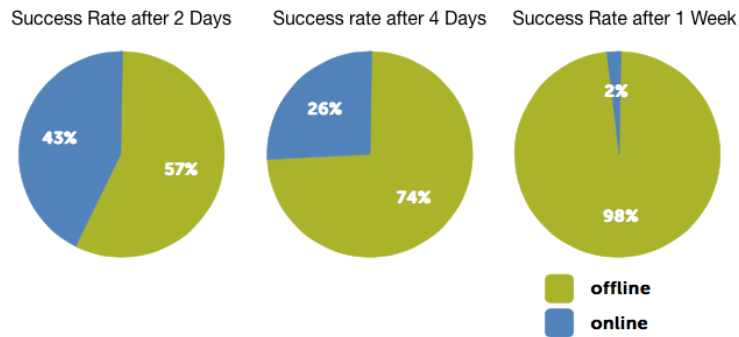
Q4/2015

Fight Against Child Pornography: Fast Takedown nationally and internationally

In the fourth quarter of 2015 the eco Complaints Office processed 179 justified reports of child-pornographic content in the Web, of which 49 URLs were hosted in Germany. A total of 4.15 days elapsed on average between the report being received by the eco Complaints Office, and the confirmation that the content was no longer accessible.

Around 49% of the online child-pornographic content was hosted in Germany. This was no longer available after on average 2.7 days from the receipt of the report by the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times. This is noticeable in the longer takedown times in the fourth quarter of 2015, as are the days that the eco office was closed between Christmas and the New Year.

Also gratifying is the large proportion of content which was no longer accessible 4 days after the complaint being submitted to the eco Complaints Office:



Source: eco Complaints office, Germany, Child Pornography, Fourth Quarter of 2015

Content hosted abroad was, on average, no longer accessible 5.7 days after submission to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times. The confirmation of takedown was also delayed here, due to the days that the eco office was closed over the holidays.

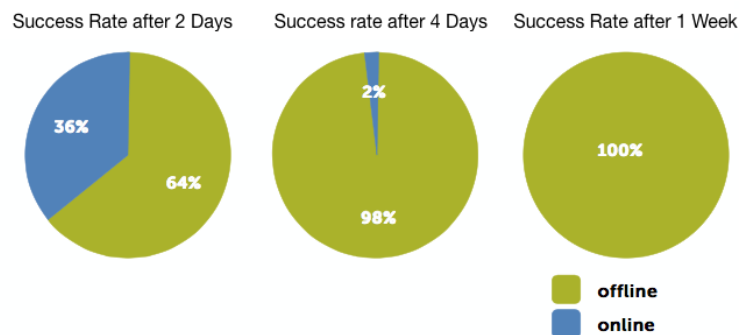
Q3/2015

Fight Against Child Pornography: Fast Takedown nationally and internationally

In the second quarter of 2015 the eco Complaints Office processed 223 justified reports of child-pornographic content in the Web, of which 49 URLs were hosted in Germany. A total of 3.52 days elapsed on average between the report being received by the eco Complaints Office, and the confirmation that the content was no longer accessible.

Content hosted in Germany was no longer available after an average of 2.08 days from the receipt of the report by the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

Also gratifying is the large proportion of content which was no longer accessible 4 days after the complaint being submitted to the eco Complaints Office:



Source: eco Complaints office, Germany, Child Pornography, Third Quarter of 2015

Due to technical issues, the average takedown time of content hosted abroad increased in comparison to the previous quarter. Content hosted abroad was no longer accessible 8.74 days after submission to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

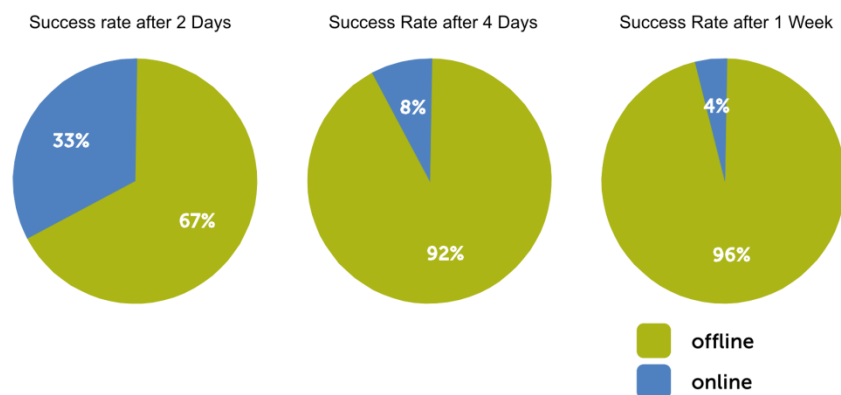
Q2/2015

Fight Against Child Pornography: Fast Takedown nationally and internationally

In the second quarter of 2015, the eco Complaints Office processed 400 justified reports of child-pornographic content in the Web. This is an increase of around 80% compared to the previous quarter. Despite the significant increase, which still do not represent a trend, the takedown times remain consistently short. An average of 3.37 days elapsed between the report being received by the eco Complaints Office, and the confirmation that the content was no longer accessible.

Almost 69% of the online child-pornographic content was hosted in Germany. This was no longer available after on average 1.73 days from the receipt of the report by the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

The quick takedown times are mirrored in the percentage of content which was no longer accessible 4 days after the complaint being submitted to the eco Complaints Office:



Source: eco Complaints Office, Germany, Child Pornography, Second Quarter of 2015

The remaining 2 URLs hosted in Germany were offline shortly after the expiry of the 1-week time limit.

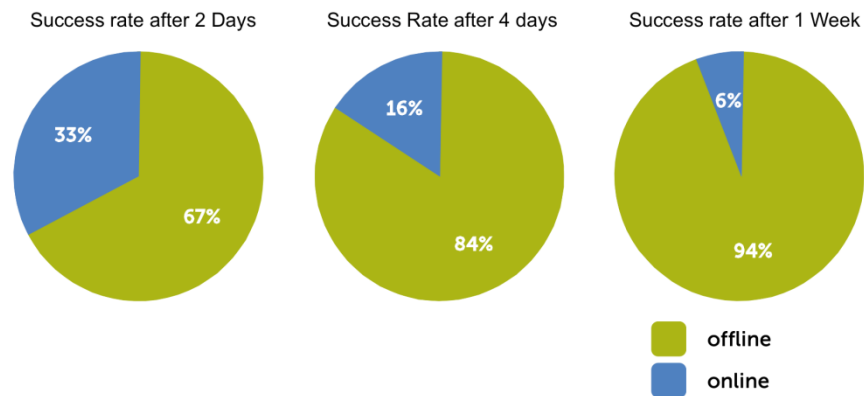
Content hosted abroad was, as in the previous quarter, no longer accessible 3.93 days after submission to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

Q1/2015

Fight Against Child Pornography: Fast Takedown nationally and internationally

In the first quarter of 2015, the eco Internet Complaints Office received 160 justified complaints of child-pornographic content on the Internet, of which 116 URLs were hosted in Germany. In comparison to the previous quarters, slightly longer takedown times were identified, which were caused by isolated anomalies. In total, there was an average duration of 2.83 days between the receipt of the complaint by the eco Complaints Hotline and the confirmation that the content was no longer online.

On average, content hosted in Germany was no longer available 2.41 after the submission of the report to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.



Source: eco Complaints Office, Germany, Child Pornography, First Quarter of 2015

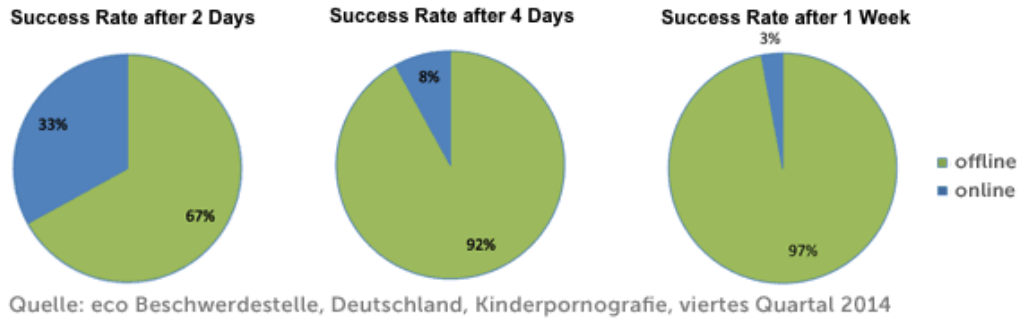
Content hosted abroad was offline on average 3.93 days from the report being made to the eco Complaints Office; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times.

Q4/2014

Fight against Child Pornography: Fast deletion rates nationally and internationally

In the fourth quarter of 2014 the eco Complaints Hotline processed 242 justified reports of child-pornographic content on the web, of which 214 URLs were hosted in Germany. In comparison to the previous quarter, shorter times were achieved. In total, it took an average of 2.41 days from the complaint being submitted to the eco Internet Complaints Hotline until it could be confirmed that the content was no longer accessible.

On average, content hosted in Germany was no longer available within 2.29 from the report being made to the eco Complaints Hotline; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times. The deletion time is therefore one day shorter than the time ascertained.



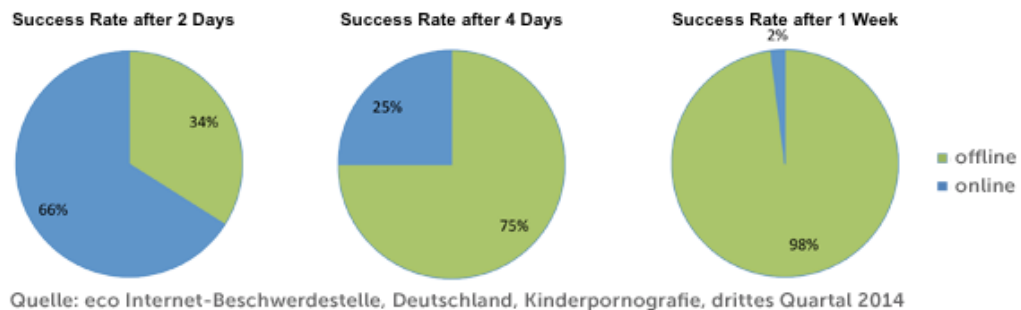
The deletion times for content hosted abroad were also reduced in the fourth quarter of 2014: On average, the reported content was no longer accessible after 3.3 days.

Q3/2014

Fight against Child Pornography: Constant deletion rates

In the third quarter of 2014 the eco Internet Complaints Hotline processed 293 justified reports of child-pornographic content on the web, of which 89 URLs were hosted in Germany. In comparison to the previous quarter, constant deletion times were ascertained. eco assesses this as positive, in particular against the backdrop of the fact that since August 2014 eco has been testing a new database for the exchange of reports with other complaints hotlines; especially in the beginning, the database test had a marked impact on the length of processing time.

On average, content hosted in Germany was no longer accessible after 3.29 days from the submission of the report to the eco Complaints Hotline. The ascertained deletion times therefore reduced by almost one day. One cause for the change could be the fact that the Easter holiday in the last quarter resulted in delays in the processing of 30% of cases; weekends and public holidays are not factored out of the statistical analysis or the calculation of average times..

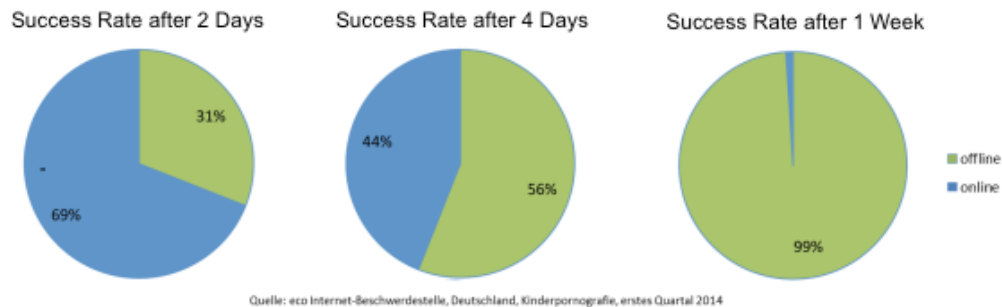


The deletion rates for content hosted abroad lengthened in the 3rd quarter of 2014 by a half-day; on average, the reported content was no longer accessible after 6.92 days.

Q2/2014

Fight Against Child Pornography: Stable Take-Down Times in Germany

In the second quarter of 2014 the eco Internet Complaints Hotline processes 254 justified reports of child-pornographic content in the WWW. In comparison to the previous quarter, slightly longer take-down times were recorded. On average, content hosted in German was no longer available 4.21 days receipt of the report by the eco Internet Complaints Hotline. One reason for this, in 30% of the delayed cases, is the delay in processing complaints caused by the Easter public holidays. Weekends and public holidays are not omitted in the statistical calculation of average times.



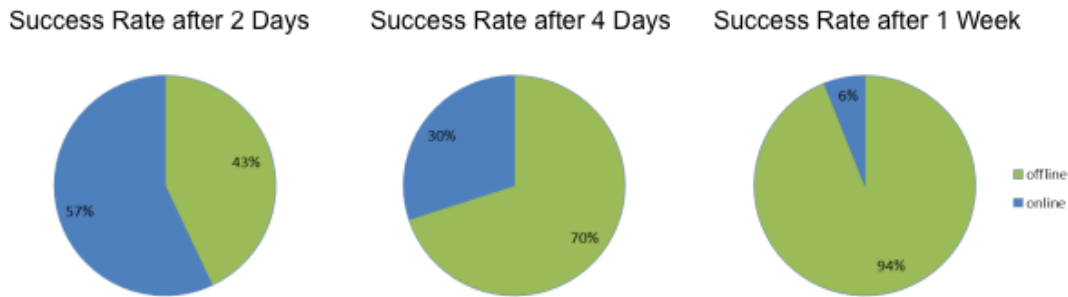
In one case, the informing of the host provider was delayed as a result of a Content Delivery Network. With the consequence that in this case the take-down of the child-pornographic content could not be ascertained within one week.

The reduced take-down time for content hosted abroad is pleasing. These were no longer accessible after on average 6.56 days. In addition, in the second quarter of 2014, all cases hosted abroad were no longer accessible after 2 weeks.

Q1/2014

Fight against Child Pornography: Faster Take-Down Times in Germany

In the first quarter of 2014, the eco Internet Complaints Hotline processed 160 justified reports of child-pornographic content in the WWW. With regard to previous take-down times, the figures are again developing positively, now close to the times from 2012. On average, content hosted in Germany was no longer available within 3.45 days of the report being received by the eco Internet Complaints Hotline. This resulted from the fact that more reports of child-pornographic content are received towards the end of the week or on the weekend; weekends and public holidays are not removed from the calculation of average times.



Quelle: eco Internet-Beschwerdestelle, Deutschland, Kinderpornografie, erstes Quartal 2014

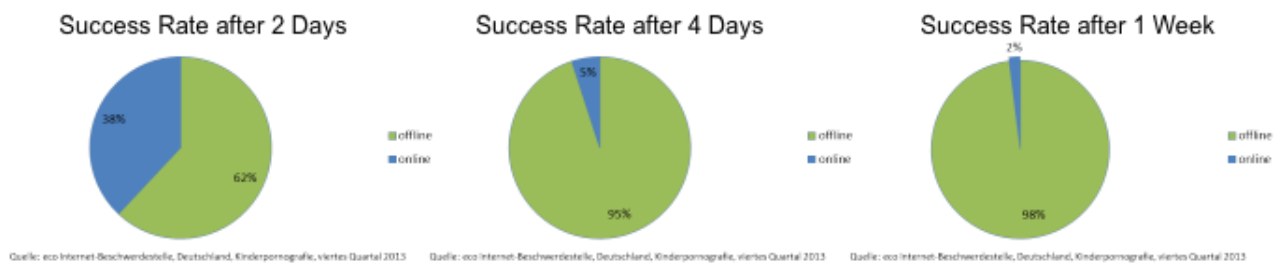
Two cases were reported during the Christmas period and the subsequent eco company holiday. This meant that the reports were first processed in early January, which led to a corresponding delay in the take-down of the child-pornographic content.

Cases hosted abroad took on average 9.1 days to be taken offline. Despite the longer average take-down time in the first quarter of 2014, there was a higher deletion rate after 15 days: This reached 92%.

Q4/2013

The Fight Against Child Pornography: Even Faster Take-downs Abroad

In the fourth quarter of 2013, the eco Internet Complaints Hotline processed 122 justified reports of child pornographic content. The take-down times of the content hosted in Germany show satisfying similarities to the figures for 2012. On average, the content was no longer available within 2 days of the complaint reaching the eco Internet Complaint Hotline.



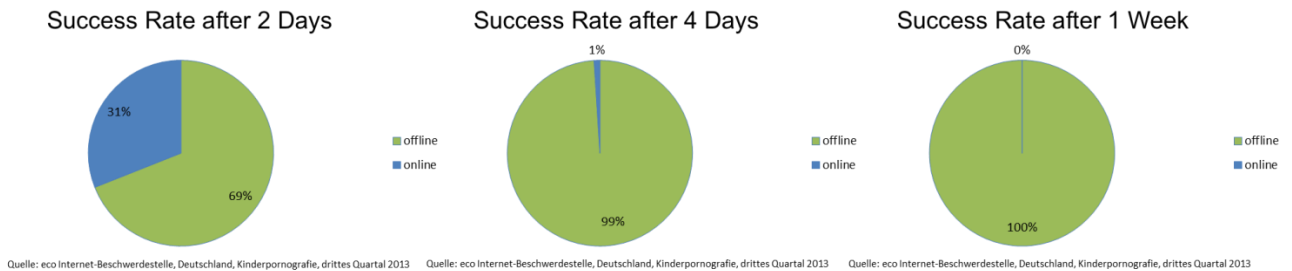
In one case it was not possible to establish whether the child pornographic content had been taken down within one week, as a result of the Christmas holidays and subsequent company vacation days.

In the cases involving content hosted abroad, content was no longer retrievable after on average 5.19 days. The short availability times are also reflected in the constantly high-percentage take-down rates in the first eight and first 15 days respectively: In the fourth quarter of 2013, 87 percent of the sites were offline after eight days, and 90 percent after 15 days.

Q3/2013

The Fight Against Child Pornography: Even Faster Take-downs in Germany

In the third quarter of 2013, the eco Internet Complaints Hotline processed 215 justified complaints of child pornographic content. The take-down times of the content hosted in Germany show satisfying similarities to the figures for 2012. On average, the content was no longer available 2.13 days after the complaint reached the eco Internet Complaint Hotline.

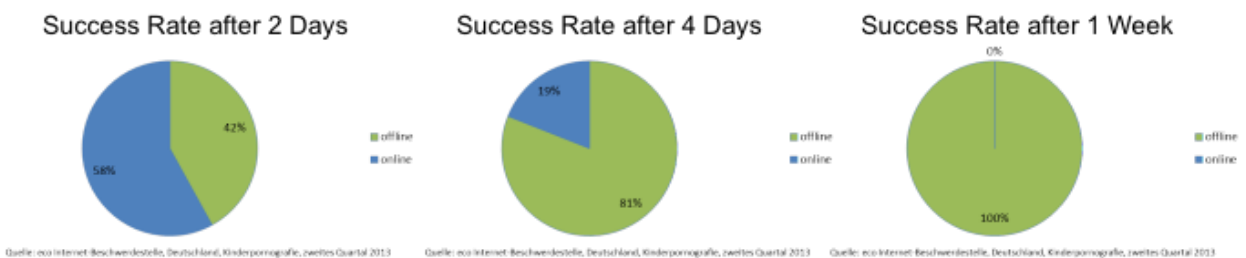


In the cases involving content hosted abroad, content was no longer retrievable after on average 7.4 days. Despite the longer average take-down time in comparison with the second quarter, a constantly high-percentage of take-down rates could be determined in the first eight and first 15 days respectively: In the third quarter of the current year, 84 percent of the sites were offline after eight days (Q2: 91 percent), and 94 percent after 15 days (Q2: 97 percent).

Q2/2013

Constant Speed of Reaction in the Fight against Child Pornography

In the second quarter of 2013, 366 justified reports of child pornographic content were received by the eco Internet Complaints Hotline. On average, the content was no longer available within 5.07 days of the complaint reaching the eco Internet Complaint Hotline.



As in the first quarter of 2013, the illegal content hosted in Germany was no longer available within one week at the latest. On average, it took 2.66 days from receiving the complaint to the content being taken offline.

For those cases hosted abroad, a faster take-down rate was ascertained: In the second quarter of the current year, 91 percent of the sites were offline after eight days (Q1: 69 percent), and 97 percent after 15 days (Q1: 94 percent). On average, the content was no longer available within 5.91 days.

Q1/2013

Fight against Child Pornography: High Efficiency Despite Rising Number of Cases

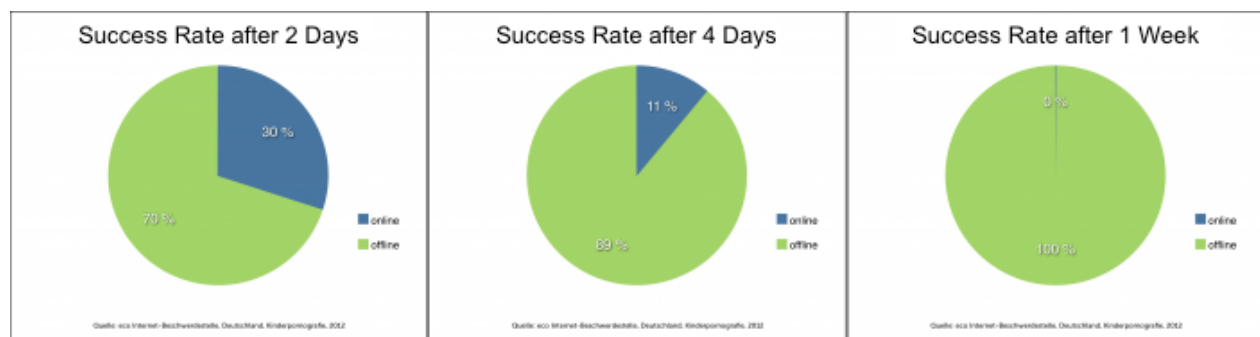
Internet users are reporting even more cases of child pornographic images on the Internet: 711 complaints were made in the first quarter of 2013 to the eco Internet Complaints Hotline. With this, the number of justified complaints is almost as high as for the entire year 2012. According to the Leader of the Complaints Hotline, Alexandra Koch-Skiba, however, this does not necessarily mean that the problem is growing as a whole: "Such peaks in the report numbers occur every so often."

Despite the rise in complaints, the reaction time has largely been maintained: Like the average time for 2012, four days after the complaint 91 percent of the sites hosted in Germany had been taken offline, and after a week, not a single one of the illegal images was still available. On average, it took two and a half days between receiving the complaint and the take-down. "We want to get these results up even higher", commented Koch-Skiba. "At the normal load of incoming complaints, we achieve an average of less than two days. We set this as our goal even for the peak phases."

For the cases hosted abroad, the level of the previous year has also been maintained. In the first quarter of the current year, 69 percent of the sites were offline after eight days (2012: 72 percent), and 94 percent after 15 days (2012: 85 percent). "We are also achieving a very constant level now in the international fight against child pornography", said Koch-Skiba.

Q1/2012 to Q4/2012

The Fight against Child Pornography 2012: Lower Number of Cases, Constant Tempo



Fewer complaints about child pornography: In 2012 the total number of reports sank by a third in comparison to the previous year. After 1,070 cases in 2011, in 2012 the eco Internet Complaints Hotline was active around 750 times ensuring the removal of child pornographic images from the Net. This does not, however, suggest a corresponding decrease in the number of crimes being committed: Other Complaints Hotlines have reported and increase in complaints for 2012.

The decrease observed at the eco Internet Complaints Hotline is evenly distributed between in-land and foreign cases: The number of cases hosted in Germany dropped from 415 to 245, and those from abroad from 655 to 475.

The fast reaction time with which the content disappears from the Internet after the complaint is received by eco has remained largely constant: the average for content hosted world-wide is 5.96 days, and for those hosted in Germany, a remarkable 1.84 days – including public holidays and weekends.

The international cooperation of the Complaints Hotlines in the network INHOPE runs extremely efficiently. It has been shown that the work is most effective when the Complaints Hotlines are able to get into direct contact with the provider. It is the goal of the eco Internet Complaints Hotline to establish Notice&Takedown as the INHOPE standard.

Please Note:

Since 01.01.2012, the eco Internet Complaints Hotline has changed the analysis of the reaction time in two ways:

1. The analysis is no longer based on the URL, but rather on cases – one case can involve more than one URL.
2. The time for the beginning of the measurement of reaction time has been brought forward. The reaction time is now measured from the receipt of the complaint, and no longer from the time of forwarding the information to the host provider or INHOPE partner hotline.

The statistics for the year 2012 are as a result not directly comparable to those of the previous years. The reason for the change was an agreement between the Complaints Hotlines of the German Safer Internet Center.

Q2/2011 to Q4/2011



The Internet Complaints Hotline statistics for the year 2011 show a satisfying trend in the fight against child pornographic content: The good results of rapid removal from the previous year have been duplicated, and even exceeded in some quarters.

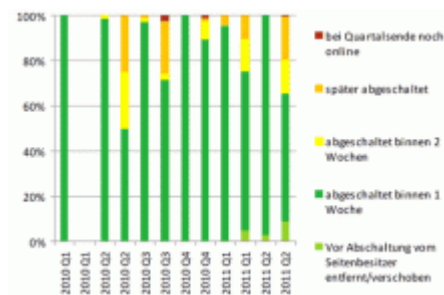
97 percent of the content hosted in Germany was taken down within one week or was removed by the operator themselves. For the second, third and fourth quarters, this figure was in fact 100 percent. Over the whole year, 88 percent of the content could be taken offline on the day after the report was made, and the success rate was at 94 percent after 48 hours.

The Internet Complaints Hotlines also work very effectively internationally. In the second half of 2011, more sites were shut down within a week than in the second quarter. In the fourth quarter, all sites were successfully taken offline, with 87 percent within five working days of the complaint.

Most reported sites from abroad were hosted on Russian servers. This country is an especially good example for the successful international cooperation in the fight against child pornography: All cases in the fourth quarter of 2011 could be removed within one day, up from 92 percent in the previous quarter. Within the EU it is also clear that the cooperation is working well: Here, the majority of cases reported were hosted in the Netherlands. Despite the international communication pathways, comprising several stations, the providers there are now taking down 90 percent of the sites within a week.

Regardless of the further optimized reaction times, eco is continuing to work towards improving the cooperation with foreign hotlines in order to increase the speed of take-down in every country.

Q1/2010 to Q2/2011



Reaction Times Improved – A Big Success for the eco Internet Complaints Hotline

A particularly important task for the eco Internet Complaints Hotline is to remove sites with child pornographic content from the Net as quickly as possible. The figures for this from the second quarter of 2011 have recently become available. These figures were evaluated and are shown together with the figures for 2010, separated into German and foreign servers.

After a markedly high number of complaints at the beginning of 2011, there was a decrease in the second quarter of 2011. With regard to the German cases, 64 of the total number of 68 sites reported could be taken offline within one day. In addition, the Internet Complaints Hotline has been very successful abroad. The majority of reported foreign sites in the second quarter of 2011 (58 percent) were hosted on servers in Russia, and 99 percent of them were offline within two working days. In other countries, successful cooperation was apparent. In the first quarter of 2011, all cases in the Ukraine were removed within one working day.

On those sites labelled “removed/moved by the site owner before being taken offline”, the operators attempted to make the content available online over another server. But this content could also be taken down through the work of the Internet Complaints Hotline. With regard to the total number of foreign sites in 2011, numbers in only the low two-digit range took more than two weeks to be taken off the Net after the complaint was made. eco is continuing to work towards improving the cooperation with in particular Asian countries, in order to increase the speed of take-down there also.