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## Annual Report 2013

# 15 YEARS



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## Sprechen Sie Deutsch?

Mehr Information über die Stopline,  
österreichische Meldestelle gegen Kin-  
derpornografie und Nationalsozialismus  
im Internet, finden Sie hier:

[www.stopline.at](http://www.stopline.at)



## Legal information:

**Editor:** Stopline c/o ISPA  
Internet Service Providers Austria  
1090 Vienna, Währingerstraße 3/18  
**e-mail:** [office@stopline.at](mailto:office@stopline.at)  
**Web:** [www.stopline.at](http://www.stopline.at)

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## Preface

Dear readers,

In 2013, Stopline, the Austrian Report Centre against Child Pornography and National Socialism on the Internet, celebrated its 15th anniversary - and, at the same time, the year with the most reports since its inception: We received more reports in 2013 than in any other year before. More than 6,000 instances of apparently illegal content were reported to us by mindful Internet users.

Is it the years-long educational work by Stopline and its partners that is now yielding fruit? Is it the extensive news coverage that leads more and more people to become active against child pornography? Is it maybe the sensitivity towards National Socialist offences? Or is it Stopline's new look and feel that helps us to reach more people? Presumably, it's a bit of everything - in the end, however, there is no objective explanation for why the number of reports has sky-rocketed.

But one thing is certain: With their tireless campaigning, Stopline and its national and international partners contribute daily to the quick removal of child pornography and National Socialist content from the web. Over the years, we have mastered many challenges and learned to keep up with new technologies, the criminals' continuously improved infrastructure and their ever-changing methods.

Especially when dealing with the topic of child pornography, it is essential to meet the new challenges that go hand in hand with societal change: Minors are increasingly careless when it comes to their private sphere and the protection of their privacy; they willingly share all kinds of images on social networks. While this may seem to be all fun and games at first, it can end up constituting a criminal offence - and phenomena like "sexting" blur the roles between victims and perpetrators more and more. Here, too, Stopline works together with a number of experts to find appropriate solutions for these problems. Within the framework of INHOPE, we share our knowledge with other hotlines, and we often serve as a model for Internet hotlines against child pornography that are in the process of being founded.

At this point, I usually thank all the partners, supporters and sponsors of Stopline that have been with us for years and contribute greatly to our work. This time, however, I want to give special thanks to our employees of many years standing. Day in and day out, they are confronted with images that are far from pleasant. They have to look where others look away. That, however, is the only way we can continue to battle successfully and maybe prevent future criminal acts, as well. Do your part and report online content to Stopline if it appears to be illegal. Thank you.

Dr. Barbara Schloßbauer

Project manager and chairwoman of Stopline's advisory board



## Stopline at a glance

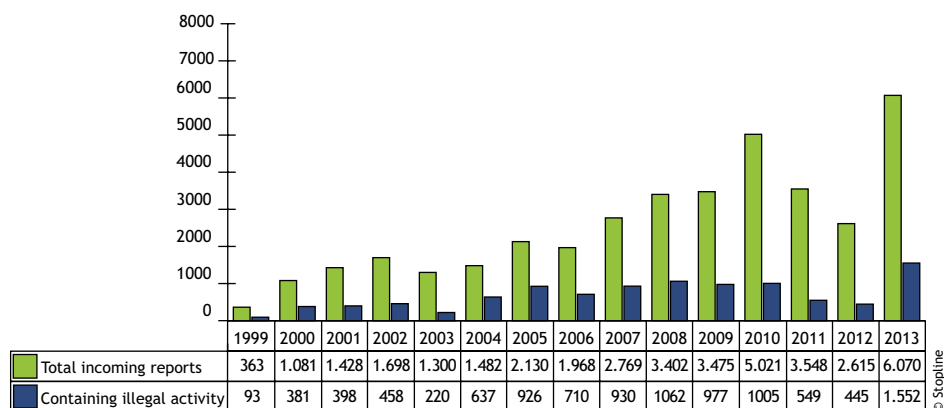
Stopline is the online contact point for people who come across child pornography or National Socialist content on the Internet. Stopline's main goal is to remove such illegal content from the Internet, especially online publications from Austria.

Stopline was founded in 1998 as a result of a voluntary agreement between the Austrian internet service providers (ISPs). The industry was eager to take a stand after child pornography had been found on the server of an Austrian ISP, published by one of its customers.

Stopline is operated by the ISPA, the Austrian Association of Internet Service Providers, and has been authorized and recognized by public authorities since its inception. It cooperates closely with the hotlines of the Federal Ministry of the Interior and with Austrian internet service providers. In order to successfully combat illegal content on the Internet worldwide, Stopline is part of the International Association of Internet Hotlines (INHOPE).

In the more than 15 years since its inception, Stopline has processed more than 38,000 reports. Almost 30% of those reports concerned material that was in fact illegal and most of which was hosted on servers abroad. Not least because of Stopline's efficiency and the prompt responses of Austrian internet providers, Austria is not an attractive location from which to distribute illegal material.

## Incoming Reports 1999 - 2013



## How Stopleveline Works



Stopleveline employees do not look for illegal content themselves; instead, they work exclusively with incoming reports. These reports come from mindful Internet users as well as partner hotlines within the international INHOPE network.

### What can be reported?

Stopleveline processes reports on:

- **Child pornography**, as defined in § 207a of the Austrian Penal Code (StGB)\*;
- **National Socialism**, as defined in the laws banning National Socialist activities, symbols and regalia (Verbotsgesetz, Abzeichengesetz, etc.)\*.

Reports include content found online in:

- Websites
- Newsgroups
- E-groups
- File sharing services
- FTP servers
- Social networks

### How can a report be made?

Illegal online content can be reported - anonymously if desired - in the following ways:

- By filling out an online form at [www.stopleveline.at](http://www.stopleveline.at).
- By sending an e-mail to [meldung@stopleveline.at](mailto:meldung@stopleveline.at).

### Legal or illegal?

Depending on whether a report is related to child pornography or National Socialism, the staff members of Stopleveline will apply the relevant legal criteria.

### How does Stopleveline pursue illegal content?

Further steps depend on the internet service provider's (ISP) country of origin.

#### Illegal content in Austria:

If the content is distributed through an Austrian ISP, Stopleveline forwards the information to the police and contacts the ISP. The ISP is asked to remove the content from the web so that it cannot be accessed any more.

Stopleveline itself does not delete or censor allegedly illegal content. Instead, Stopleveline gives recommendations to the providers regarding their further course of action. It is up to the provider itself to decide how to respond. In Austria, however, providers are well aware of their responsibility so that illegal content is promptly removed from the web.

#### International illegal content:

If the illegal content is stored on a foreign server, Stopleveline forwards the information to the Austrian police as well as to its international partners. Within the INHOPE network, more than 45 partner hotlines around the world fight against illegal content on the web.

#### IMPORTANT:

Please do not actively search for illegal material and do not send any pictures to Stopleveline! This alone may constitute an illegal act. For Stopleveline, describing the source of the suspicious material as accurately as possible is all that is needed to process the report.

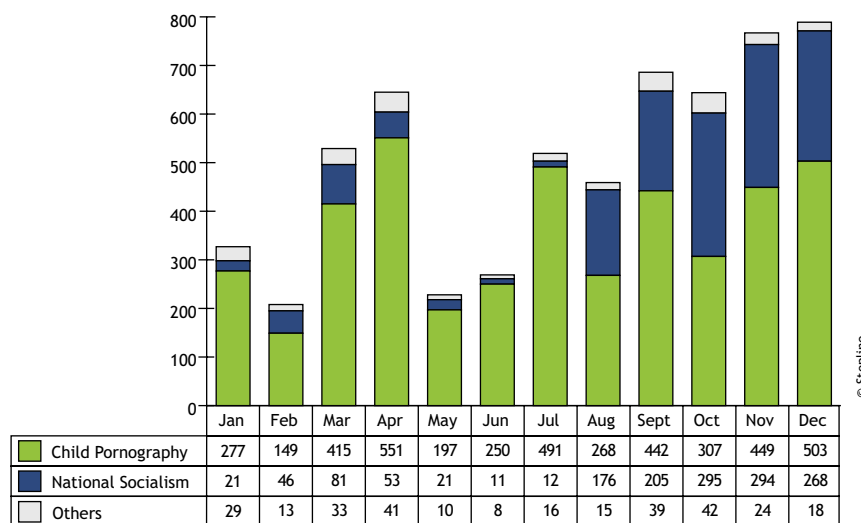
\* The full text of these laws can be accessed in German at [www.ris.bka.gv.at](http://www.ris.bka.gv.at).

## The year 2013 in numbers

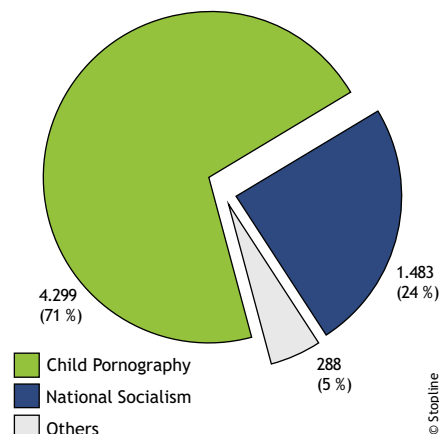
In 2013, the number of reports to Stopline rose dramatically to 6,070, which makes it the year with the most reports since Stopline's inception in 1998. The percentage of reported content that was actually classified as illegal has also risen significantly to 26 percent, from 17 percent in 2012. Only three of the 1,552 materials classified as illegal were hosted in Austria - all three pertaining to child pornography - and all of them were promptly removed from the Internet owing to the swift intervention of the respective host providers. Thus, Internet users were no longer able to access the images.

The high number of reports, however, does not necessarily indicate a larger amount of illegal content on the web. It is also the comprehensive news coverage in the media as well as the educational work done by Stopline and various other Austrian organizations (such as Saferinternet.at) regarding the safe use of the Internet that raises public awareness about illegal content and thus leads to more reports.

### Incoming reports in 2013 - categorization by reporting user

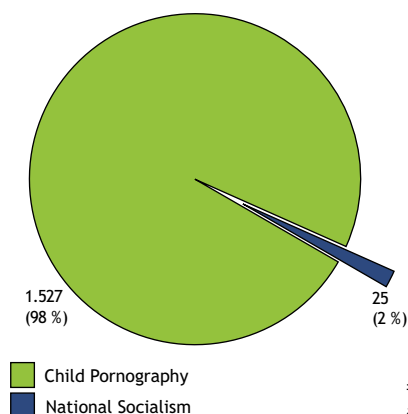
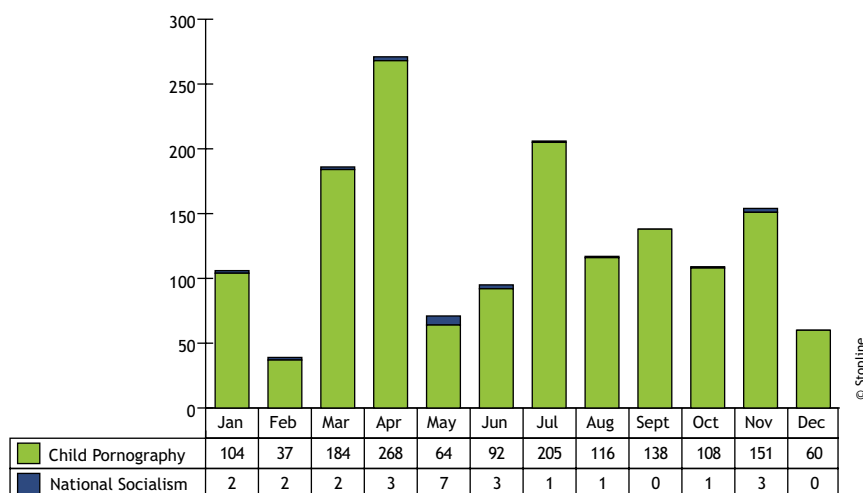


On average, close to 500 reports were made to Stopline each month. The majority of those reports (4,299, or 71 percent) concerned child pornography. Close to 1,500 reports concerned National Socialist content. In the remaining cases („other“), users reported content outside of Stopline's area of work. There is no general rationale behind the fluctuations from month to month. However, it shows that increased media coverage of child pornography, amongst other things, leads to a higher number of incoming reports.





## Content identified as illegal in 2013 - categorization by Stopline

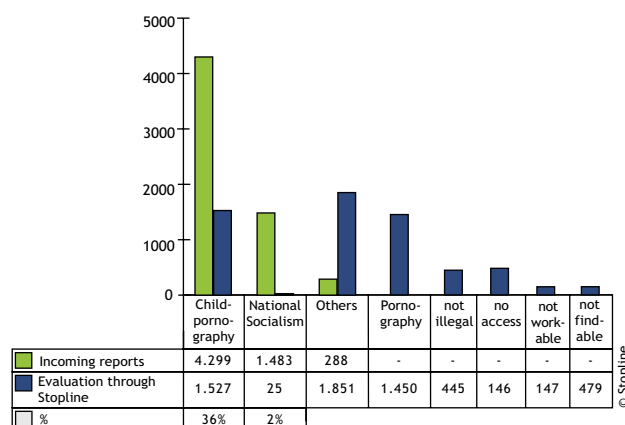


In 2013, 1,552 reports, or 26 percent of the 6,070 incoming reports, were classified as illegal by Stopline (compared to 17% in 2012). While the percentage of reported child pornography that was classified as illegal rose to 36 percent of reports in 2013 (as compared to 20 percent in 2012), only 2 percent of the reported National Socialist content was classified as illegal this year (compared to 7 percent in 2012).

Of the 1,552 instances of reported illegal content, 1,527 instances (or 98 percent) concerned child pornographic images. 25 reports, or two percent, related to National Socialism.

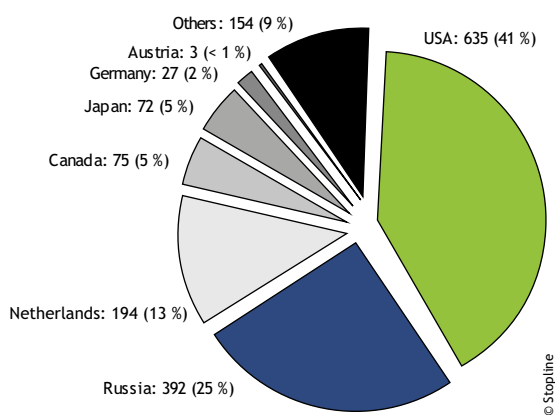
## Categorization of all reported content in 2013

Almost three quarters of reported content was classified as not being in violation of Austrian law. First and foremost, there are reports concerning legal pornography with obviously adult participants, followed by depictions of minors or National Socialist topics that Stopline investigated and categorized as „not illegal“. In other cases, however, content can simply not be found or processed, or lies outside the scope of Stopline's work („Other“).



## International cooperation regarding illegal content in 2013

Almost all illegal content that is reported to Stopline is hosted on servers abroad; in all of 2013, only three cases were hosted in Austria. This goes to show how vital international cooperation is when it comes to removing illegal content from the Internet. Through the international network of hotlines, INHOPE, hotlines can cooperate quickly, efficiently and without red tape. One of Stopline's most important activities, therefore, is to immediately notify the partner hotlines in the country involved.

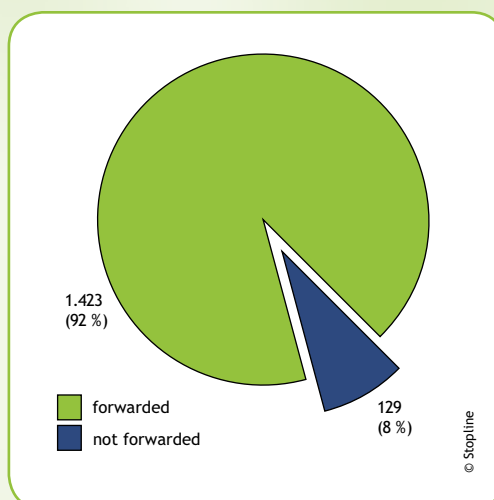


## The most common countries of origin 2013

Illegal content is hosted primarily where un-bureaucratic and cheap infrastructure (server, webspace, connectivity) is easily available. As a consequence, the top three countries were the USA (41 percent), Russia (25 percent) and the Netherlands (13 percent). In three percent of cases, it was technologically impossible to determine the country of origin. Austria is not an attractive location for hosting such content (only three cases in 2013).

## Notification of INHOPE partner hotlines 2013

Stopline forwards all content that has been identified as illegal to the Austrian police. Just as important is the prompt notification of the respective INHOPE partner hotline. With the exception of the Ukraine, hotlines exist in all countries of origin that Stopline received frequent reports for in 2013. Therefore, Stopline could directly notify a competent hotline in 92 percent of cases hosted abroad.



Details: [www.inhope.org](http://www.inhope.org) and [www.inhopefoundation.org](http://www.inhopefoundation.org) as well as on page 12 and 14.



## 2013 - The most important figures at a glance

Stopline's incoming reports 2013 / of these, classified as illegal material - by content:

	Number	Containing illegal activity	
		Number	Percentage
Child pornography	4.299	1.527	36 %
National Socialism	1.483	25	2 %
Other	288	0	0 %
Total incoming reports	6.070	1.552	26 %

Stopline's incoming reports 2013 / of these, classified as illegal material - by online source:

	Number	Containing illegal activity	
		Number	Percentage
World Wide Web	5.858	1.508	26 %
TOR Network	61	24	39 %
Panels	41	18	44 %
Other	110	2	2 %
Total incoming reports	6.070	1.552	26 %

The most common countries of origin in 2013:

	Number	Percentage
USA	635	41 %
Russia	392	25 %
Netherlands	194	13 %
Canada	75	5 %
Japan	72	5 %
Germany	27	2 %
Great Britain	26	2 %
Ukraine	26	2 %
Others	51	3 %
Not determined	54	3 %

Content that Stopline identified as illegal in 2013 was forwarded to:

	Number	Percentage
Police (BK and BVT)	1.476	95 %
Austrian ISPs	3	0,2 %
INHOPE partner hotlines	1.423	92 %

\* All numbers commercial rounded.

## Stopline's public face in 2013

### Stopline's advisory board members

*Daniela Drobna, ISPA*  
*Ewald Ebner, Federal Criminal Agency*  
*Sibylle Geißler, Protection of the Constitution*  
*Harald Gremel, Federal Criminal Agency*  
*Thomas Grünewald, Ministry of Justice*  
*Bernhard Jungwirth, Saferinternet.at*  
*Michael Pilz, Lawyer*  
*Christian Reiser, Security expert*  
*Robert Schischka, nic.at*  
*Barbara Schloßbauer, Stopline*  
*Gabriele Schmölzer, University Graz*  
*Maximilian Schubert, ISPA*  
*Wolfgang Schwabl, Telekom Austria*



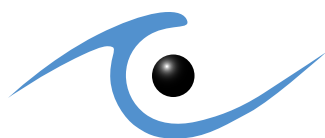
### Stopline's advisory board meetings

Stopline's advisory board serves to counsel and advise Stopline on its work. At regular meetings, experts from the Austrian executive branch, the Internet industry and business are able to exchange ideas in a non-bureaucratic manner.

Their know-how helps Stopline to work even more effectively, to utilize synergies with partners and to build a strong network against illegal content on the Internet. The Stopline advisory board promotes the cooperation of these different organizations and the exchange of knowledge.

### Participation in groups of experts

Stopline's team contributes its expertise to several committees and specialized groups that deal with child pornography and National Socialism. For example, Stopline is a member of working groups in the Federal Ministry of Family and Youth and serves on the advisory council of Saferinternet.at. In November, Stopline also participated in the "INHOPE - Europol - Law Enforcement Cooperation Day" in The Hague.



Meldpunt Kinderporno  
op Internet

### Internal training at Stopline

When it comes to combating illegal content, it is absolutely essential to be up to date with the latest technical and legal developments. Stopline staff are therefore continuously furthering their education. In 2013, seminars and training events about such topics as TOR anonymity networks, data protection, and social media were on the agenda. Cooperation with the Austrian Computer Emergency Response Team has been most helpful to Stopline here. Partner hotlines are also frequently a source of important lessons for our daily work. For that reason, a Stopline analyst visited the Dutch hotline "Meldpunt-Kinderporno" in June of 2013.

### Stopleveline press conference

On April 16, 2013, Barbara Schloßbauer, project manager of Stopleveline, and Maximilian Schubert, general secretary of the ISPA, gave a press conference to announce the results of Stopleveline's work in 2012. A wide variety of media reported on this event (see page 13).



### Stopleveline's public face

On numerous occasions, Stopleveline gave presentations about its work - at ISPA events, at universities, or at colleges of higher education (Fachhochschulen). For example, Stopleveline was represented at the "Digital Methods Tagung" (November 7-9, 2013) and, on December 11, 2013, at the event "talk:about" at the Juridicum Vienna. Over the course of the year, Stopleveline and the ISPA sent out thousands of folders to interested members of the public - among them schools, disseminators of information, universities, parents' associations, youth information centres, and partners. Of course, Stopleveline is also present in publications such as the annual report of the ISPA, ZARA's racism report, Saferinternet.at's guides, and ISPA's news section - not to mention the websites of many internet providers who are regularly urged to promote Stopleveline in mailings from the ISPA.



### Stopleveline's information and news service

As part of the news service on its website, Stopleveline continuously summarizes current media coverage of topics related to child pornography, National Socialism, and Safer Internet. In 2013, more than 400 reports were published online to offer the best possible service to our interested readers.



### Safer Internet Day 2013

In 2013, Stopleveline once again supported the international Safer Internet Day.

More information can be found at <http://www.saferinternet.at/saferinternetday/sid-2013/>.

Information about international activities can be found at [www.saferinternetday.org](http://www.saferinternetday.org)



## Stopline's activities in the INHOPE network (International Association of Internet Hotlines)



Since INHOPE's inception in 1999, Stopline has been a member of this international association of Internet hotlines against child pornography (see page 14). At INHOPE, Stopline regularly participates in international meetings and training events. This exchange of experience is especially important to enable the joint tracking of illegal content across borders. At INHOPE meetings, topics such as new legal and technical developments are discussed, and trends and statistics are compared between the respective countries.



### Stopline's assessment by INHOPE

In 2013, INHOPE created an assessment programme for hotlines. Its goal is to assess the quality of a hotline and to ensure that it conforms to the membership criteria of INHOPE. Stopline's results were impressive: At Stopline's audit, INHOPE noted no criticism at all and attested to Stopline's flawless operation, which is up to date on all the requirements a modern hotline must fulfil.



### Stopline as a mentor for INHOPE members

Within the INHOPE network, Stopline is one of the longest-running hotlines. Therefore, Stopline often serves as an example for other hotlines - especially those that are just being founded.



### Stopline at INHOPE training events

INHOPE organizes educational and training events for hotline employees on a myriad of topics. Besides visiting the Dutch hotline to learn about their mode of operation on-site, in 2013, a Stopline staff member took part in a training event about Facebook in Dublin, among others.



## Media coverage of Stopline in 2013

In 2013 Stopline's activity was frequently covered in the media. Here is a digest:



Origin:  
 news.at, 16.4.2013  
 Tiroler Tageszeitung, 16.4.2013  
 Die Presse, 17.4.2013  
 medianet, 26.4.2013  
 e-media, 3.5.2013  
 derStandard.at, 7.6.2013  
 orf.at, 15.11.2013  
 diePresse.com, 22.12.2013

A complete list of all media reports about Stopline can be found at [www.stopline.at/presseclippings](http://www.stopline.at/presseclippings)

## Stopline - national and international Cooperation

### Safer Internet Centre Austria

Together with Saferinternet.at and Rat auf Draht, Stopline forms the „Austrian Safer Internet Centre“. As the Austrian partner in the Safer Internet Network of the EU, Insafe, it contributes to comprehensive awareness raising about safe Internet use.

#### Saferinternet.at

[www.saferinternet.at](http://www.saferinternet.at)



**Saferinternet.at**  
Das Internet sicher nutzen!

#### Rat auf Draht

[www.rataufdraht.at](http://www.rataufdraht.at)



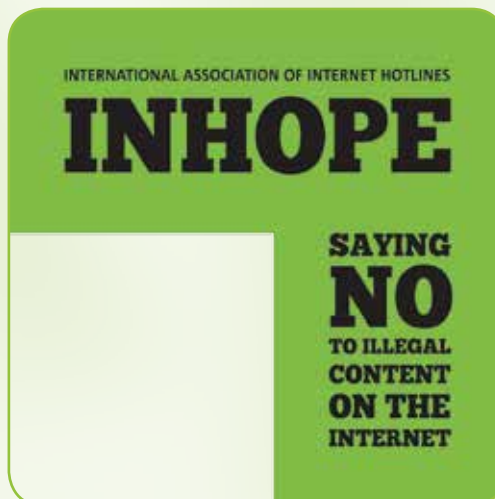
### INHOPE - International Association of Internet Hotlines

An Internet without borders requires cooperation without borders when it comes to combating illegal content. That is a lesson the first Internet hotlines at the end of the 1990s had to learn very quickly. Therefore, in 1999, eight European hotlines - amongst them, Stopline - joined forces in international cooperation to start taking action against child pornography together.

At the end of 2013, INHOPE had 46 member organizations in 40 countries worldwide. Recently, the INHOPE Foundation was launched - an organization to support new hotlines in the making, especially in emerging and developing nations. The Foundation currently has three members.

[www.inhope.org](http://www.inhope.org)

[www.inhopefoundation.org](http://www.inhopefoundation.org)





## Cooperation with the Austrian police

For many years, Stopline has been cooperating with the relevant departments of the Austrian police in the Ministry of the Interior.



### Hotline for National Socialist offences

This hotline of the Austrian executive forces is located at the Federal Agency for State Protection and Counter Terrorism (BVT). Whenever Stopline's experts identify a report as pertaining to National Socialist offenses, the BVT is activated.



### Hotline for child pornography on the Internet

The Federal Office of Criminal Investigation (BK) operates the police hotline for child pornography and child sex tourism. Stopline informs this authority whenever a report has actually led to the identification of child pornographic material on the Internet.

## Facilitator and Supporter of Stopline

### ISPA

The Austrian association of Internet Service Providers, ISPA, is the umbrella organisation of the Austrian Internet industry.

[www.ispa.at](http://www.ispa.at)



### nic.at GmbH

nic.at is the registry for domains under .at, .co.at and .or.at. Since its inception, Stopline has been supported by nic.at.

[www.nic.at](http://www.nic.at)



### EU - Safer Internet Programm

Besides the hotlines, the Safer Internet Programm focuses on the education and training of parents, educators and children. International cooperation is meant to be an integral part of all its activities. Within the framework of this programme, Stopline receives financial support from the EU.



The project is co-funded by the European Union.  
<http://ec.europa.eu/saferinternet>

<http://ec.europa.eu/saferinternet>

**We need your help -  
for a safe Internet**



Report online content if you believe that it may violate the law.

Order the Stopline brochure free of charge.

Link from your website to [www.stopline.at](http://www.stopline.at).

Publish Stopline's logo.

**office@stopline.at**  
**www.stopline.at**

Please don't hesitate to contact us with  
further questions and suggestions at  
[office@stopline.at](mailto:office@stopline.at).

The project is co-funded by the European Union.  
<http://ec.europa.eu/saferinternet>

