

Trust and Safety in the DNS: Protecting Vulnerable Communities in Myanmar's Internet Space



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- **Focus on digital literacy and women's empowerment in Myanmar's evolving Internet landscape.**
- **The topic reflects ICANN's mission to ensure a secure, stable, and inclusive Internet for all users.**
- **In Myanmar, rapid Internet expansion has been accompanied by rising online risks, particularly for women and young people, highlighting the urgent need for stronger trust and safety mechanisms.**

Problem Statement

- Myanmar's Internet users face growing online scams, fake job ads, and harmful content.
- These challenges erode public trust in the Internet, trust that ICANN views as essential to a unified global network.
- DNS abuse (e.g., malicious domain names used for phishing, scams, or impersonation) is a key enabler of these harms.

Key Data:

- Internet users: 24.1 million (44% of population) (DataReportal, 2024)
- Women are 29% less likely than men to own a mobile phone (GSMA, 2023)
- Online scam reports have increased sharply since 2021 (Interpol ASEAN Cybercrime Report, 2024)



ICANN's Role



ICANN safeguards the Domain Name System (DNS), the backbone of Internet trust.

The DNS Abuse Mitigation Framework and DAAR (Domain Abuse Activity Reporting) system help reduce domain misuse globally.

ICANN's coordination of Internet identifiers supports global stability, but also provides tools that can protect local communities when properly localized.

Myanmar Case Study

- Fake Job Ads: Young job seekers are lured by fraudulent websites and recruited into cross-border scam networks. (Interpol, 2024)
- Phishing Attacks: Women entrepreneurs receive fake payment or delivery links impersonating real companies.
- Low Digital Literacy: Many users cannot recognize fake domains or unsafe URLs.
- Internet Shutdowns: Disruptions push people to unsafe VPNs and unverified mirror sites, heightening exposure to DNS abuse.



Recommendations



Concept Model



Concept: **YouthScamShield**

A Youth-Led Initiative for DNS Trust & Safety in Myanmar

Vision: Build awareness, capacity, and reporting networks to reduce DNS-based scams.

Proposed Activities:

1. Online safety workshops for youth and women.
2. Social media campaigns on identifying phishing domains.
3. Partnerships with NGOs to link community reports to ICANN abuse channels.

Connection to ICANN: advancing trust, security, and inclusive participation in the Internet ecosystem.

Recommendations

- Strengthen collaboration between ICANN, local NGOs, and civil society to raise awareness of DNS abuse.
- Invest in digital literacy programs targeting women and youth to reduce vulnerability to scams.
- Localize DNS abuse reporting and support multilingual community outreach.
- Include voices from fragile contexts like Myanmar in ICANN's multi-stakeholder discussions and policymaking.

Conclusion

- A secure and trusted Internet cannot exist if vulnerable communities are left behind.
- ICANN's global mission must connect with local realities from the global DNS infrastructure to the lives of users in Myanmar.
- Together, we can make the Internet open, interoperable, safe, and empowering for everyone, everywhere.

“Trust is not technical, it's human. Protecting it begins with inclusion.”



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Thank You

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