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Introduction

AKAMAI TECHNOLOGIES (“Akamai”) qualifies as an intermediary service provider under the **Digital Services Act (Regulation (EU) 2022/2065, “DSA”)** specifically for offering caching and hosting services as defined in Art. 3(g) (ii) and (iii) of DSA.

As a caching and hosting provider, Akamai is not required to engage in content moderation at its own initiative, so any moderation activities undertaken are initiated in response to valid notices received in accordance with our terms and conditions. Specifically, as a hosting service provider, Akamai complies with Article 16 of DSA, ensuring that mechanisms are in place for individuals or entities to notify us of specific information they consider to be illegal content.

Upon receiving any valid notices, Akamai acts diligently to assess and, where applicable, take appropriate action.

It is worth noting that requesting Akamai to take down content will not permanently resolve content being delivered from the content publisher’s origin.

In compliance with **Article 15 of the DSA**, we publish this transparency report to provide an overview of our content moderation activities. This report includes:

1. **Orders received from Member State authorities**
2. **Notices submitted by third parties regarding illegal or harmful content.**
3. **Content moderation actions initiated proactively.**
4. **Complaints received and processed through our internal handling system.**
5. **Automated means for content moderation.**

Akamai is committed to fostering a safe and transparent digital environment while ensuring compliance with regulatory obligations and protecting users' rights.

This report consolidates data for the reporting period from **February 17, 2024, to December 31, 2024.**



1. Orders Received from Member States' Authorities

Akamai has received 16 notices from Member States authorities during the reporting period, all of which were orders requesting information.

MEMBER STATE	TOTAL
Czech Republic	2
France	1
Germany	5
Greece	1
Poland	5
Spain	2
TOTAL	16

2. Notices

As a hosting service provider, Akamai has received the following notices through the mechanisms we have in place to allow any individual or entity to notify us of the presence on our service of specific items of information that the individual or entity considers to be illegal content categorized based on the mechanisms provided by Akamai for such notices and as follows;

ABUSE TYPE	Total Number of Cases
Botnet Activity	208
Login Attack	2,912
Malicious Activity	4,970
Child Sexual Abuse Material	43



Copyright Infringement	7,488
Malware	719
Open service (Security Vulnerability Notification)	916
Phishing	2,624
Spam	2,805
Trademark Infringement	561
Other Acceptable Use Policy Violation or Illegal Content	68

The actions taken were on the basis of our terms and conditions, and the median time needed for taking the action was 8 days and 9 hours. Note that for cases of Child Sexual Abuse Material (“CSAM”), the content is restricted **immediately upon knowledge**.

3. Content Moderation Engaged in Akamai’s Own Initiative

Akamai does not engage in content moderation on its own initiative.

4. Internal Handling System

Akamai, as a Content Delivery Network provider (caching), does not engage in content moderation on its own initiative. However, any valid notices received related to Akamai caching services are processed through the **internal handling system**, and actions are taken in accordance with Akamai terms and conditions.

During the reporting period, Akamai has received and processed through the internal handling system a total of 629 cases just in the EU.



5. Automated Means for Content Moderation

Akamai has integrated a third-party tool into the abuse email alias as part of the notice mechanism in place for hosting services.

This tool is intended to help automatically categorize and digest emails received, as well as create and send a ticket to the publisher (Akamai customer) to take action on the notice received. The decision to take down the alleged illegal content is made by the customer, since, as explained earlier, if the content is not taken down at the origin, it may still be available even if Akamai blocks it on its end.

Customers are given the option to respond to contest or not contest the notice within a certain timeframe (depending on the abuse type), as well as allowing an automatic network restriction to be applied if they choose to not respond at all. It is worth noting that this process does not apply to all content categories, such as CSAM, trademarks and certain copyright infringements, as these are always processed manually. Akamai's responsible teams constantly review the inbox manually.

Akamai uses this third-party tool for the purpose of automatically categorizing the notices received and sending them to the correspondent customer to take action.

This report has been prepared by Akamai Technologies on February 28th, 2025



Versions

Version	Date	Name	Notes
1	February 28, 2025	Akamai -DSA Transparency Report-2024	