

Procedural documentation ccNSO DNS Abuse Community Mailing and Contact List

1. Purpose of the ccNSO DNS Abuse Community Mailing and Contact List

The goal of the ccNSO DNS Abuse Mailing and Contact List is to assist ccTLD Managers to detect and/or mitigate DNS Abuse incidents that may affect their ccTLD and/or the community they serve. The aim of the DASC community list is to further extend the subscribers existing DNS Abuse incident response structures, processes, and tools and not to replace them.

The ccNSO DNS Abuse Community Mailing and Contact List is open to every ccTLD, irrespective of ccNSO membership.

2. The ccNSO DNS Abuse Community Mailing and Contact List

The ccNSO DNS Abuse Community Mailing and Contact List revolves around a standard mailing list, which will be actively used to share and receive DNS Abuse related information, ranging from updates of the information repository maintained by the DNS Abuse Standing Committee (DASC) to information on practices, education and tips and events. Members are regularly able to alert and help each other this way.

The DNS Abuse Community Mailing and Contact List also acts as a contact repository in that subscribers receive an automatically generated email every quarter that contains the DNS Abuse Abuse Mailing and Contact list information (DNS Abuse contact, phone numbers, email addresses as agreed for release under applicable privacy laws) of all subscribed ccTLDs. The contact repository function improves the reachability of the members of the DNS Abuse Community because subscribers will have agreed contact information readily available in their inbox, which typically also works in offline emergency situations.

3. Eligibility to subscription of the email list

The mailing list is open to:

- Appropriate staff as selected by the ccTLD managers, including, for instance, but not limited to executive, operational, legal, policy and technical. Maximum 4 contacts per ccTLD.
- Observers from Regional ccTLD registry organisations, as identified by their manager or board;
- The members of the ccNSO Council, with their individual email addresses;
- The ccNSO Secretariat;
- For the duration of their appointment, ccNSO appointed member(s) to the ICANN Board of Directors with their individual email addresses.

4. Subscription details

Joining the DNS Abuse community list is easy because it's an email list. Simply ask your ccTLD Manager to send an email with the DNS Abuse contact, email addresses, and, if agreed, phone numbers of the contacts of your ccTLD who need to be subscribed to the ccNSO Secretariat. Please use the subscription template. You can also subscribe a role account. However, note this role account has to be maintained by you as a subscriber.

Important: your subscription request email must come from the ccTLD Manger contact address you have currently registered with the ccNSO. If this is not possible, then you must copy this email address in your subscription request email. Otherwise, we cannot subscribe you to the list.

If you are a member, we recommend that you turn off any filtering rules for the DNS Abuse community list address to avoid the monthly emails not reaching you. The subject line of these messages is "[ccNSO DNS Abuse Community Mailing and Contact List]".

Any requests to subscribe or unsubscribe should be directed to the ccNSO Secretariat, who will seek any relevant authorisations required for new subscriptions. By submitting an application, the applicant is required to agree to have its application publicly archived, and agrees that personal data will be processed in accordance with the ICANN Privacy Policy (<https://www.icann.org/privacy/policy>), as well as agrees to abide by the website Terms of Service (<https://www.icann.org/privacy/tos>).

The ccNSO Secretariat will also process unsubscribe-requests, that are authorised by either:

- The subscriber itself
- The primary contact of a ccTLD manager as specified in the ccNSO database

The ccNSO Secretariat will annually verify the list of subscribers, to ensure the subscription list is kept up to date.

5. List Guidelines

- The List is an unmoderated forum for discussing issues relating to the purpose of the list. There is no formal charter at this time. A light-touch administrative policy applies whereby subscribers will be removed if the ccNSO Council believes they seriously breach the harmony of the list.
- The List is not an official communications channel between individuals, ccTLDs, the ccNSO, ICANN, or any of the Committees. It is recommended if you seek comment from the ccNSO or ICANN (including the PTI) on particular issues in an official capacity, you should use the normal, appropriate channels of communication.
- Please do not reproduce material sent to this list. It discourages people from open and frank discussions if their postings are republished outside this closed forum. If you wish to use someone's post or quotes, then seek and receive the author of the post or articles permission before doing so.

- This is intended for use only by those entities listed here - but there is no guarantee of confidentiality.
- The list is not open to the public as per the above eligibility terms, but neither is it guaranteed as a confidential list given that email can be forwarded. It is expected but not guaranteed that members on the list will confine sharing list emails to the membership.

Subscribers are expected to behave in a mature and professional way when they communicate with fellow subscribers to ensure that the list remains inclusive and productive.

The following steps are proposed to resolve incidents of non-professional communication:

- Any concerns regarding the behavior of a subscriber should firstly be raised with that person.
- If the issue is not satisfactorily resolved, a formal complaint should be raised with the Chair of the Council, who will attempt to mediate a resolution. If that is not possible, or if the complaint is sufficiently serious in nature, the Chair of the ccNSO is empowered to restrict the participation of subscriber if in her/his view the continued participation of the subscriber would not be appropriate and/ or would seriously breach the harmony of the list and disrupt achieving the purpose of the list.

Generally, a subscriber should first be warned privately, and then warned publicly before such restriction is put into effect; in extreme circumstances, this restriction may be put in effect immediately. In the event that a subscriber disagrees with an imposed restriction, or the complainant disagrees with a restriction (or the lack of one), or there are other matters regarding the complaint that cannot be resolved satisfactorily, the participant, complainant, or the Chair of the ccNSO may raise the issue with the ccNSO Council or persons designated by Council, who will review the matter and then decide.

The subscriber and complainant shall be informed accordingly.

6. Miscellaneous

Governance

The DNS Abuse community list is fully governed by the ccTLD community through the DASC, which consists of representatives of ccTLDs. The Standing Committee oversees the list's daily operation and the further development of the "global ccTLD community DSN Abuse ecosystem". The ccNSO secretariat provides administrative support.

At times these Terms of Reference may be updated by the DASC. These Terms and any updated version will become effective after informing the ccNSO Council and at the time of publication on the ccNSO Website.

When these terms do not provide guidance or the impact is unreasonable, the DASC will decide, including on a decision to update these terms.

A DIGEST OF CONTACTS SUBSCRIBED TO THE LIST WILL BE DISTRIBUTED QUARTERLY

PROCESS:

How to Join:

Please use the subscription template to subscribe up to 4 from your ccTLD to the mailing list.

Your ccTLD Manager must submit a request for subscription. Email/Name will be validated against the current ccNSO ccTLD manager database.

To self-subscribe, you must use the subscription template with your ccTLD manager in copy.

If you are a member, we recommend that you turn off any filtering rules for the DASC mailing list to avoid monthly emails not reaching you. The subject of these messages is “[dasc-mailing] DASC xxxxx”

Membership update procedure:

The procedure on how to update the xxxx membership updates, such as additional members removal of members and contact information can be found here ([example of TLD OpS](#))

DISCLAIMER:

Terms of Use:

The ccNSO DNS Abuse Mailing and Contact list is used as a contact repository to increase reachability, to alert members to DNS abuse, threats, etc, share information and best practices, and to interact with other members. Entire Terms of Use can be found here ([example TLD Ops](#))

Subscription Template:

REQUEST FOR SUBSCRIPTION

To: <<<MAILING LIST TO BE CREATED

Cc: ccTLD Manager

Subject: Request to join the ccNSO DNS Abuse Mailing and Contact List

Dear ccNSO Secretariat,

I would like to subscribe the people below to the ccNSO DNS Abuse Mailing and Contact List. I hereby confirm that they are responsible for the DNS Abuse assessment and mitigation of my ccTLD, and that I am the ccTLD Manager Contact of my ccTLD or that I am authorized to act on his/her behalf.

Best regards,

== CONTACT INFORMATION ==

Contact Person #1 (primary):

Name: <FirstName1> <LastName1>

Email address: <EmailAddress1>

Mobile phone number: +<country code> <number> (optional)

Contact Person #2 (secondary):

Name: <FirstName2> <LastName2>

Email address: <EmailAddress2>

Mobile phone number: +<country code> <number> (optional)

Contact Person:

Name: <FirstName3> <LastName3>

Email address: <EmailAddress3>

Mobile phone number: +<country code> <number> (optional)

Contact Person:

Name: <FirstName3> <LastName3>

Email address: <EmailAddress3>

Mobile phone number: +<country code> <number> (optional)