ACMA collaborates with Korean agency on E-security

Delegates from the Korean Information Security Agency (KISA) visited ACMA on 25 November 2008 to discuss current strategies to combat spam. Mr Aaron Won-Ki Chung and Ms Eun-Ju Pak met with the E-security and Do Not Call Register Section and the Anti-Spam Team to exchange information on anti-spam and e-security activities.

The visit strengthened the long-standing relationship the organisations enjoy as the two founding members of the Seoul–Melbourne Memorandum of Understanding on Cooperation in Countering Spam (the MoU). Created in 2003 from recognition by ACMA and KISA that spam was a global threat requiring cooperation between international regulators, the MoU expanded in 2005 and currently has signatories from 13 organisations across 10 economies. Further

including the Australian Internet Security Initiative (AISI), the SpamMATTERS reporting tool, and the current leading issues in Australia's fight against spam. ACMA also presented on the Do Not Call Register to the KISA delegates.

Kayne Naughton, Senior Technical IT Officer of the E-security and Do Not Call Register Section gave the AISI presentation to KISA. This initiative aims to lower the number of botnet drone computers ('bots' or 'zombies') in Australia. Kayne

and Do Not Call Register Section, presented on the SpamMATTERS reporting tool. ACMA developed the tool and uses it to enforce the *Spam Act 2003* and to assist national and international authorities, including providing reports to members of the Seoul–Melbourne MoU. SpamMATTERS is an application for reporting spam that can be downloaded from the ACMA website and added to the Microsoft Outlook or Outlook Express email programs. The tool enables forensic analysis of the spam that has been reported using it. A version of the tool is also available via Telstra Bigpond's webmail service. It allows email users to report a spam message to ACMA and delete it in a single click of a button. The effectiveness of the tool is in capturing spam that has bypassed anti-spam filters, and aggregating these spam reports into specific spam campaigns for targeted action. Since its launch in May 2006, over 316,000 users have registered and reported over 45 million spam emails.

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signatories to the group are pending as anti-spam legislation is established throughout the Asia–Pacific region.

The MoU encourages collaboration on strategies for minimising spam that originates from, passes through or is being sent to the countries or regions of each member. As founding signatories, KISA and the ACMA are major participants in MoU activities, including:
- policies and strategies for establishing and enforcing anti-spam regulatory frameworks
- technical and educational solutions to spam
- the exchange of intelligence gathered by members
- industry collaboration.

Through the visit to Australia, KISA learned more about ACMA's various spam-countering strategies,

explained that once compromised, a computer can become 'zombie-fied', meaning it can be controlled remotely from anywhere in the world to send out spam or steal personal information and log-in credentials. The AISI operates with the voluntary cooperation of Australian Internet Service Providers (ISPs) to notify customers (mostly residential broadband users) that their machine has been compromised, and advises them on how it can be fixed. It is estimated that well over 90 per cent of the Australian ISP customer base is covered by the AISI.

Kayne also reported that due to the success of the AISI, the International Telecommunications Union wishes to adopt the model for their Botnet Mitigation Toolkit.

Bruce Matthews, Manager of the E-security

Julia Cornwell McKean, Manager of the Anti-Spam Team gave an overview of the work undertaken by the team and the types of spam problems that are current in Australia. She also explained that in Australia unsolicited SMS/MMS as well as junk emails are considered spam.

Julia said the team was receiving over 400 complaints per month, the majority of which were complaints relating to lack of consent (i.e., the recipients of the messages had not given their consent to receive them). The team's largest task at the moment is conducting investigations into premium mobile services.

In addition to ACMA's anti-spam activities, the KISA delegates were also keen to learn more about the operation of the Do Not Call Register.

KISA DELEGATES MS EUN-JU PAK AND MR AARON WON-KI CHUNG MEET WITH MEMBERS OF THE CONVERGING SERVICES BRANCH: GRANT SYMONS, BRUCE MATTHEWS, LEE BEYER AND CLYDE SAMPSON.

Bruce Matthews explained that the register was established in May 2007 in response to increasing concerns about the number of unsolicited telemarketing calls. The register is essentially an electronic database of the residential and mobile telephone numbers of Australians who have chosen to opt out of receiving most telemarketing calls. Any business that calls these listed numbers may be in breach of the *Do Not Call Register Act 2006* and face penalties. To avoid breaching the Act, telemarketers can check or 'wash' their calling lists against the register, and Bruce explained the process telemarketers must undertake in this washing to ensure they do not breach telemarketing legislation.

Since its creation in May 2007, 2.66 million people have registered. Currently only Australian home and mobile telephone numbers may be registered, provided that number is used exclusively or primarily for private or domestic purposes and is not used exclusively for faxes. The Australian Government, however, is currently reviewing the operation of the register and considering, among other things, whether the register should be opened to businesses who do not wish to receive telemarketing calls. Bruce explained ACMA's role in ensuring compliance with and enforcing the legislation, and how it deals with breaches.

For their part, the delegates from KISA briefed

ACMA on a new anti-spam strategy they are developing, entitled the Asia–Pacific Real-Time Blocking List (APRBL). The APRBL will enable participating organisations to identify and block known sources of spam, as well as to receive information on international and national spam trends and emerging spam campaigns. Mechanisms have also been developed for authorities to dynamically add data to the APRBL that identify internet addresses sending spam. KISA anticipates that the early adopters of the APRBL will be the major economies in the Asia–Pacific region.

Further information on the activities of the MoU can be found at **<www.sm-mou.org/>**.