Anti-SPAM Activities in Malaysia - Current Situation, Regulatory Environment and Future Developments

ITU Global Symposium for Regulators
8 - 10 December 2004
Geneva, Switzerland

Agenda

1. SPAM in Malaysia: The Current Situation

2. The Malaysian Approach:
   a. Regulatory Environment
   b. International and Regional Cooperation

3. A Call for Action: Future Developments

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SPAM in Malaysia: The Current Situation

According to Malaysia's National ICT Security Emergency Response Center (NISER), the top 10 originating countries of SPAM in Malaysia are:

- USA - 59.09%   Taiwan - 2.09%
- China - 5.56%   UK – 1.66%
- Korea - 4.46%   France – 1.60%
- Canada -3.33%   Germany - 1.30%
- Japan - 2.12%   Local – 3.15%

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The Malaysian Approach

1. Report of public discussion paper published on 18 February 2004

2. Developed multi-prong action-plans to combat SPAM based on:
   a. Self-Regulation
   b. Management by Service Providers
   c. International cooperation
   d. Legislative recourse

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Self-Regulation

1. Awareness/Education - nation-wide awareness program targeting business and consumer end-users

2. Setting up a SPAM portal (www.mcmc.gov.my/mcmc.what_we_do/ins/faq.asp)

3. Promotion of technology-based solutions

4. Development of an IASP sub-code benchmark on SPAM for the Consumer Forum (IASP and Mobile)

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Industry – Regulator Cooperation

The establishment of Information Sharing Forum (ISF):

1. ISPs and relevant stakeholders from private and public bodies

2. Working towards guidelines/ best practices, "whitelist" of IPs and "blacklist" of known spammers and IPs

3. Developing Anti-SPAM Toolkit (Q1 2005) with:
   a) Technical guidelines/ solutions; and
   b) Compendium of best practices.

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Industry – Regulator Cooperation (cont.)

4. Monitoring of International Blocklist Servers (eg. Spamhaus, etc.)

5. Sharing of information, eg. Malaysian IASPs informed about list of local IPs listed by Anti-SPAM Coordination Team of Internet Society of China as sending SPAM.

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Management by Service Providers

1. Enforcement of subscription contract between Service Providers and customers

2. Service Provider's obligations under the Content Code and General Consumer Code

3. Sub-codes:
   - Internet Service Providers on SPAM; and
   - Mobile Operators on SMS SPAM

3. Promotion of technology-based solutions

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Legislative Recourse

1. Malaysia has no specific anti-SPAM legislation

2. Presently relying on Section 233 of the Communications and Multimedia Act 1998 (CMA)

3. But yet to be tested

4. Monitoring developments of anti-SPAM laws in other jurisdictions, eg. "**Opt-In**" and "**Opt-Out**" regimes

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International Cooperation

1. Malaysia feels there is an urgent need for a coordinated approach by the global community – both private and public bodies

2. Information sharing, technical solutions and study of legal provisions of each country

3. Bilateral and regional cooperation a good starting point
   eg. Asean Telecommunication Regulators Council (ATRC) recently established a WG on anti-SPAM activities

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ASEAN Regional Cooperation

1. At recent 10th ATRC Meeting in July 2004, ASEAN regulators agreed to cooperate on anti-SPAM activities

2. In line with the Singapore Declaration – An Action Agenda - adopted at the 3rd ASEAN TELMIN in September 2003, Singapore

3. Ministers called for the acceleration of the development and security of the ASEAN Information Infrastructure

4. Established Working Group on Anti-SPAM Activities (led by Malaysia)

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ASEAN Regional Cooperation (cont.)

1. Areas for cooperation include:

   a. Establishing working level links between members;

   b. Exchange of skills and sharing of:
      - Policies and strategies;
      - Technical expertise;
      - Educational strategies and information; and
      - Knowledge and information about known sources of SPAM

   c. Engaging with other international/ regional fora towards cooperation in fighting SPAM.

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ASEAN Regional Cooperation (cont.)

2. Members believe this will facilitate cooperation between industry and anti-SPAM groups within ASEAN

3. Cooperation to be further strengthened by establishing bilateral arrangements

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3. Future Developments: A Call for Action

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Future Developments

1. Anti-SPAM Toolkit to be made available in Q1 2005
2. Continuing and sustaining awareness and educational programs
3. Promotion of technology solutions and positive use of the Internet
4. Bilateral arrangements with other countries
5. Enforcement - Section 233 of the CMA
6. Continue monitoring need for Anti-SPAM legislation

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Call-for-Action: Industry (ISPs)

1. Minimize/eradicate SPAM received through gateways
2. Offer solutions to users/customers
3. Educate users and customers
4. Ensure that spammers are blocked from using local network infrastructure to SPAM
5. Cooperate with Regulator and other ISPs
6. Promote technical approach to counter SPAM

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Call-For-Action: Consumers and End-users

1. Cultivate responsible use of e-mail addresses
2. Adopt technology solutions - anti-SPAM, anti-spy ware software
3. Exercise rights - lodge complaints to the relevant organizations , eg. MCMC's online complaint reporting on SPAM, IASPs

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Call-For-Action: Companies & Organisations

1. Adopt technology solutions
2. Ensure email policy is in place and adhered to
3. Exercise rights - lodge complaints
4. Educate employees on the usage of corporate or organizational e-mail accounts

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The Regulator's Role

1. Continue to work together with
   a. Industry
   b. Global community - international and regional fora especially other regulators; and
   c. Other relevant organizations and parties

2. Build and sustain awareness and education

3. Act quickly upon complaints received

4. Promote technical solutions

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Thank You

Information and Network Security Department,
antispam-ins@cmc.gov.my
Monitoring & Enforcement Division,
Malaysian Communications and Multimedia Commission,
MALAYSIA
www.mcmc.gov.my

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