

# **RACSA's Anti-Spam Ruling**

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## What is RACSA

- Started in 1921 offering radio-telegraphic services to Banana Companies
- Acquired by ICE – Costa Rica's telecommunications monopoly – in 1964
- Began providing Internet services in 1993
- About 100 k subscribers and 1 M users
- Costa Rica's population 4.2 M (2003)



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## Background

- In 2001 Costa Rica was among the top 5 Spam producing countries (5 – 7 %)
- The Costa Rican domain (co.cr) was listed in all black-lists
- ISPs blocked anything that came from Costa Rica
- The country, as a whole, was digitally isolated.
- On March 14, 2002, our first Ruling on Spam activity was published



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## Legality

- RACSA, as a Government owned Company, and as a Telecommunications provider is in capacity of establishing the technical operational rules that will apply to its customers.
- If these customers don't abide to the ruling they will stop receiving the service.



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## What is not Spam

- Wanted email is that message in which a previous commercial relationship exists between the sender and the receiver.
- The receiver must have explicitly given the approval to receive the messages (opt-in).
- The sender is obliged to maintain a database of his clients that will have the possibility of opting-out of the list whenever they want.



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# Opt-out

- Each message must have the opt-out possibility at the end of the message.
- Opt-out compliance is applied immediately.
- Further messages will be considered Spam and the penalties of the ruling will be applied.



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# Spam

- Unsolicited bulk email is not allowed.
- The ruling applies to unsolicited email as well as to the Costa Rican sites, in RACSA's domain, that are promoted in the Spam publicity.



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# Feedback

- From customers receiving Spam - complaints
- From international organisms such as:
  - Spamhaus
  - SPEWS
  - SpamCop
  - Others
- ISPs
- International Carriers
- Interpol
- Protocol analyzers

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## Actions taken - Spammers

- Spammers are advised to stop all spamming activity immediately (2 hours to comply)
- After this time the Internet account will be blocked
- If there is a second offense the account will be permanently cancelled and the spammer will not be able to open a new one (of any type) in, at least, three months.



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## Actions taken – virus & open relay

- Even though there is good will to help people understand that it is their duty to keep a secure system, RACSA gives two hours to solve (or clean) the system before blocking it.
- The account will be unblocked with a simple telephone call.
- Further incidents will generate an immediate blockage with a longer reconnection time.

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## Actions taken – prepaid cards & 900

- RACSA will contact the telephone number generating the connection and advise them to stop the spamming activity.
- If it continues then the telephone number will be put in quarantine and no type of Internet connectivity will be provided through it.



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# Results – SPEWS black list

Dirección <http://www.spews.org/html/S1078.html>



Vínculos

```
racsa.co.cr
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```
|-----
0, 196.40.1.0 - 196.40.1.255, Spammers at racsa.co.cr (removed)
0, 196.40.3.0 - 196.40.3.255, Spammers at racsa.co.cr (removed)
0, 196.40.7.0 - 196.40.7.255, Spammers at racsa.co.cr (removed)
0, 196.40.11.0 - 196.40.11.255, Spammers at racsa.co.cr (removed)
2, 196.40.15.0 - 196.40.19.255, cyberspacereality.net / Spammers at racsa.co.cr
0, 196.40.27.0 - 196.40.27.255, Spammers at racsa.co.cr (ice.co.cr)
0, 196.40.30.0 - 196.40.32.255, Spammers at racsa.co.cr (removed)
0, 196.40.33.0 - 196.40.33.255, Spammers at racsa.co.cr (removed)
0, 196.40.34.0 - 196.40.39.255, Spammers at racsa.co.cr (removed)
0, 196.40.40.0 - 196.40.45.255, Spammers at racsa.co.cr (removed)
0, 196.40.46.0 - 196.40.46.255, ns2.centralamericahosting.com / ns1.etmarketing.co
0, 196.40.47.0 - 196.40.49.255, Spammers at racsa.co.cr (removed)
0, 196.40.50.0 - 196.40.50.255, Spammers at racsa.co.cr (removed)
0, 196.40.51.0 - 196.40.51.255, Spammers at racsa.co.cr (removed)
0, 196.40.52.0 - 196.40.55.255, Spammers at racsa.co.cr (removed)
0, 196.40.56.0 - 196.40.56.255, Spammers at racsa.co.cr (removed)
0, 196.40.57.0 - 196.40.58.255, Spammers at racsa.co.cr (removed)
0, 196.40.64.0 - 196.40.67.255, cyberspacereality.net / Spammers at racsa.co.cr
0, 196.40.70.0 - 196.40.79.255, Spammers at racsa.co.cr (never listed)
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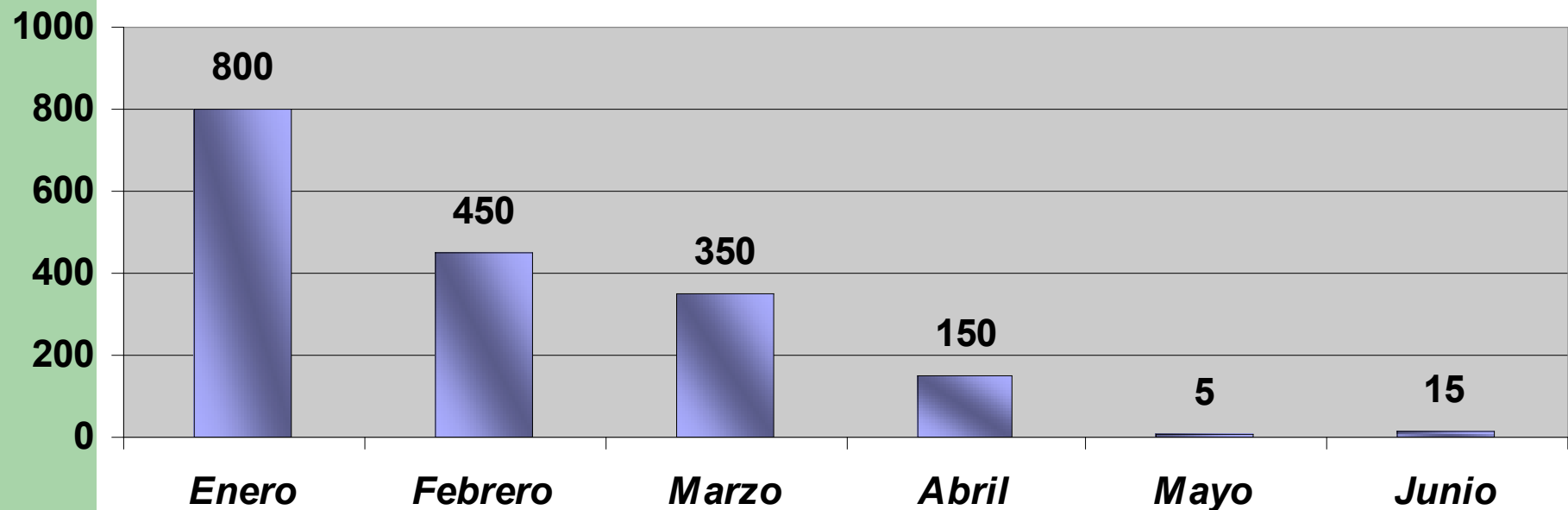
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# Results - Daily complaints

Average daily reports  
Periodo Enero - Junio 2002





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## Put to the test

- RACSA has been sued several times by Spammers
  - 2 times at the Constitutional Court
    - Ruled in favor of RACSA's procedures
  - 3 times at the Inhabitants Defendant (Ombudsman)
    - Pronounced in favor of RACSA's actions



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# Conclusions

- ISPs should be accountable for the activity of their customers
- ISPs should stop all outgoing Spam as soon as it is detected
- Known Spammers and their companies should be barred from subscribing new Internet and email accounts of any sort