



Dimension Data IT Use and Abuse

Name: Information Technology Use and Abuse

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Dimension Data's Abuse Department administers the abuse queries and complaints which originate within the Dimension Data network. Violation or breach of the Dimension Data Acceptable Use Policy (AUP) is considered an abusive behavior. The following are various forms of IT abuse:

TYPES OF ABUSE

- **SPAM**

The flooding of the Internet with many copies of the same message, in an attempt to force the message on people who would not otherwise choose to receive it.

- **COPYRIGHT INFRINGEMENT**

The unauthorized use of material in a manner that violates copyright law.

- **HACKING**

The unauthorized use of computer and network resources.

- **OPEN RELAY**

An SMTP server that allows third party relay of email messages. An open relay makes it possible for an unscrupulous sender to route large volumes of email messages.

- **OPEN PROXY**

A proxy server that is configured so that any internet user can use it. Open proxy servers are widely used by spammers due to fact that it hides the spammer's IP Address from recipients.

- **PORT SCAN**

Port scanning software is designed to search a network host for open ports which can be exploited.

- **VIRUS/WORM**

A virus is a program or piece of code loaded onto your computer without your knowledge and runs against your wishes. They can replicate themselves.

A worm spreads from computer to computer but unlike a virus has the capability to travel without any human action.

- **PHISHING**

The fraudulent process of attempting to acquire sensitive information such as usernames, passwords or credit card details by masquerading as a trustworthy entity in electronic communication.

- **BLACKLISTING**

Domains/email addresses/IP Address/IP Ranges are denied access to a service.

- **DOS ATTACK**

A denial-of-service attack that attempts to make a computer resource unavailable to its intended users.

- **DICTIONARY ATTACK**

A method of breaking into a password protected computer or server by systematically entering every word in a dictionary as a password.

- **PROBES**

A probe is an attempt to gain access to a computer and its files through a known or probable weak point in the computer system for the purpose of monitoring or collecting data about network activity.

- **UNSOLICITED BOUNCE**

An unsolicited bounce is an email “bounce message” that is sent to a user whose name was forged into the headers of the email that provoked the bounce. It is also referred to as a misdirected bounce since it is sent to a user who should not have received it.

- **419 SCAM**

A 419 scam is an attempt to steal money from people based on the premise that a person will gain extra money if they advance a small amount.

- **AUTO RESPONDER**

An autoresponder is a computer program that automatically answers email sent to it. Users may consider these as spam.

- **SPAMVERTIZED SITE**

A type of unsolicited e-mail (spam) that specifically advertises a product.

- **FRAUDULENT ACTIVITY**

Fraudulent activity refers to any attempt to unlawfully obtain money, information or resources from unsuspecting users within a network.

LINKS

Dimension Data Policy:

<http://dimensiondata.com/-/media/dimensiondata/pdfs/dimension-data-acceptable-use-policy.pdf>

Electronic Communications and Transactions Act. 2002 (ECT Act)

http://www.acts.co.za/ect_act/

ISPA - <http://www.ispa.org.za/>

DIMENSION DATA ABUSE FAQ

Search through the links below for answers to FAQs in their categories:

QUESTIONS REGARDING SPECIFIC ABUSE TYPES

What is SPAM?

Any unwanted, unsolicited email sent to your email address is considered SPAM. SPAM is the electronic version of junk mail. Spam email may contain but are not limited to commercial advertising, often for dubious products, pornography, information about get-rich-quick-schemes, chain letters and hoax virus alerts.

What is Spamcop?

Spamcop is a free spam reporting service that allows recipients of unsolicited bulk email and unsolicited commercial email to report offenses to the sender's ISP's.

My machine has been hacked, can you assist me?

We can only assist if the hacker is on the Dimension Data network (a Dimension Data client).

My IP has been blacklisted, how do I get this rectified?

If a single IP address has been blacklisted, please follow the links provided at the end of the notification. If a block has been blacklisted, please email abuse.is@dimensiondata.com with the detailed error message.

I think someone is stealing my bandwidth, can Dimension Data abuse help me?

If you do have detailed logs, usernames, timestamps etc we shall do our best to assist. Notice this is a detailed investigation which may take some time to resolve.

How does being blacklisted affect my company?

Being blacklisted is bad for business. Depending on the type of blacklisting it can result in various services being stopped like the blocking of emails.

Do tracker URL's sort out the copyright infringement issue, what is their significance?

Only if you keep logs of your user's activities will you be able to use the URL to find the offending user.

I think my IP address was spoofed; how do I address this?

If you do have detailed logs, usernames, timestamps etc we shall do our best to assist. Notice this is a detailed investigation which may take some time to resolve.

QUESTIONS REGARDING THE DIMENSION DATA ABUSE TEAM

Is there after hours' support?

There is no afterhours support.

Is technical support provided by the Dimension Data Abuse Team?

No, the Abuse Team member may be capable to offer advice but not formal technical assistance.

How can one get into contact with a Dimension Data Abuse team member?

A team member may be contacted via the specific complaint lodged or by mailing Dimension Data Abuse. – abuse.is@dimensiondata.com

Does Dimension Data Abuse monitor my activity?

No

Are there areas where the abuse team cannot assist me?

We are only able to assist with problems originating from the Dimension Data network, anything else we cannot.

QUESTIONS REGARDING ABUSE COMPLAINTS

What is a Technical or Abuse contact?

A technical or abuse contact is a primary technical engineer or administrator who is contacted by Dimension Data to resolve the complaint.

I have received a complaint but am not the correct company contact to resolve the issue. What should I do?

Please contact your Dimension Data Account Manager with the updated information.

What information is required from me to lodge a complaint?

We need comprehensive logs of the abuse complaint, i.e. mail headers, firewall logs, date stamps etc. all in plain text.

What must I do once I receive a complaint from Dimension Data Abuse?

We require you to address, investigate and resolve the complaint as well as provide feedback on the steps taken to prevent the issue from recurring.

How long do I have to resolve a complaint?

It is recommended that a complaint is addressed within 2 working days of receipt.

What are the consequences if I ignore the complaint?

You are in breach of our AUP and therefore we are entitled to suspend your service.

What steps do you take to inform me about the complaint?

We will email the abuse contact for your company.

I've acknowledged the complaint, how do I go about resolving it?

We only notify you of the issue at hand unfortunately we do not offer technical assistance.

I've reported a complaint to abuse, how long will it take to be addressed?

Ticket turnaround is set at 2 working days for new tickets to be addressed.

I want to escalate my complaint, how do I go about doing this?

Please contact your Dimension Data Account manager.

I want all the complaints against me merged into one. Can this be done?

No, each and every abuse complaint that is logged with the Dimension Data Abuse Department receives a unique ticket number for reference by the complainant.

Can I be held responsible for a virus outbreak on my computer/network?

Ensuring the security of one's network (wireless, anti-virus, security patches, etc) is the responsibility of the owner/user.

I do not agree with the wording that I "have" done something illegal. Why not change it to I am "suspected of"?

The complaint has been forwarded in its original state. Dimension Data does not tamper with wording / content.

GENERAL QUESTIONS:

What is defined as abuse?

It is any action that goes against the [Acceptable User Policy](#) of Dimension Data and reside within the Dimension Data network.

Why does Dimension Data have an Acceptable Use Policy and why should I adhere to it?

An Acceptable Use Policy defines the accepted behaviour of users on Dimension Data's network. This allows Dimension Data to maintain the integrity and quality of our services and protect our customers and infrastructure from abuse. Dimension Data also adhere to the law and regulations.

Where can I get the Dimension Data Acceptable Use Policy?

Please click on [Dimension Data AUP](#)

What are the different types of abuse?

Spam, Copyright Infringements, Hacking attempts, Phishing, Virus/Worm attacks, Open Relays, Port Scans, Open Proxies, Blacklisting, 419 Scams, Unsolicited Bounce Dictionary attacks, Open Mail Relay

Are the complainant's contact details readily available?

Yes, except if the complainant explicitly requested to stay anonymous.

When is something considered 'not a Dimension Data Abuse issue'?

An action is considered 'not a Dimension Data Abuse issue' when it occurs outside the Dimension Data network or the IP address does not belong to Dimension Data.

Who or what is ISPA?

The Internet Service Providers' Association or ISPA is a South African Internet industry body. ISPA currently has more than 145 members, comprised of large, medium and small Internet service and access providers in South Africa. All ISPA members are bound by the Association's Code of Conduct. This Code requires all members to meet certain standards in terms of privacy, consumer protection, spam and protection of minors. For more information on ISPA please visit <http://www.ispa.org.za>

What is the process to lodge a Take-down Notice with ISPA?

For more information regarding ISPA Take-down Notices please click on the following link:

<http://www.ispa.org.za/code/takedown-request.shtml>

To post a question not listed on the website, please submit here:

<https://www.dimensiondata.com/en-gb/contact-us>

CONTACT US

Business Hours: Dimension Data Abuse operates Monday to Friday, 8:00am to 5:00pm.

An abuse complaint may be lodged with Dimension Data Abuse by sending an email to abuse.is@dimensiondata.com with the subject and all the relevant details of the complaint inclusive of full headers in the instance of spam and a full log history for security related complaints.

After hours: The Global Service Centre can be contacted on [+27 575 0055](tel:+275750055) to assist.

Who to contact if we are hosting unlawful content

Dimension Data is a member of the Internet Service Providers' Association (ISPA). We have adopted and are bound by ISPA's Code of Conduct.

You may contact ISPA if you believe we have broken the Code or the terms of the Electronic Communications and Transactions Act, or if you want to ask for unlawful content we host to be taken down.

You can find the ISPA Code of Conduct, take-down process and other related information at www.ispa.org.za/code

ISPA contact details

Tel: +27 10 500 1200

Email: takedown@ispa.org.za or complaints@ispa.org.za

PO Box 518
Noordwyk
1687
Midrand

Take down notice information and form: <https://ispa.org.za/tdn/>



The purpose of this document is to provide an understanding of Dimension Data's Acceptable Use Policy. This policy serves to define the accepted behaviour of users on Dimension Data network. This allows Dimension Data to:

- Maintain the integrity and quality of their services
- Protect their customers and infrastructure from abuse

Dimension Data IT Use and Abuse

- Adhere to the current laws and regulations governing organisations and service providers in the countries that they operate in
- Co-exist within the global internet community as a responsible service provider.