

APCERT Contact Arrangements Policy

Background

1. The APCERT Point of Contact (POC) Arrangements were established to provide a framework for sharing information about serious and time critical cyber threats and vulnerabilities and incidents by APCERT members within the APCERT region.
2. In 2020, in recognition of APCERT's increasing size, members agreed to publish contact details on the APCERT website. To reflect this change, the Policy is now referred to as the *APCERT Contact Arrangements Policy*.

Purpose

3. The APCERT contact arrangements are designed to provide contact details for APCERT members who wish to communicate with each other, and for non-APCERT members to make contact about:
 - a) serious and time critical cyber security incidents and/or issues for the purposes of helping to resolve or investigate an incident; and/or
 - b) serious and time-critical cyber security vulnerabilities, knowledge of which is not yet in the public domain; and/or
 - c) serious and time-critical cyber security threats in order to provide early warning to APCERT member constituents.
4. As there are APCERT economies that have more than one (1) Operational Member, each member will provide a detailed description of their constituency. This is to ensure that the correct teams are contacted.

APCERT members undertake to work with:

- a) APCERT Operational Members; and
 - b) APCERT Partners; and
 - c) Non-members contacting them about cyber security incidents/issues.
5. The purpose of the contact arrangement is to provide the ability to make timely contact between economies in the Asia-Pacific region. APCERT Operational Members are required to:
 - a) be available and contactable within a reasonable timeframe;
 - b) provide generic telephone contact numbers, e-mail addresses and PGP keys for the team.
 - c) have backup arrangements in place to support the contact arrangements;
 - d) APCERT teams need to provide English-speaking contacts where possible;
 - e) have escalation procedures in place so that immediate action can be undertaken or be able to gain appropriate authorisation for action with minimal delay.

6. All contact details for each APCERT team will be posted on the APCERT public web site. It is the responsibility of all participating APCERT teams to ensure that details are up to date at all times. This can be done by forwarding an email to the APCERT Secretariat at apcert-sec@apcert.org.
7. Teams will be listed in alphabetical order by economy.

APCERT Liaison Partners, Strategic Partners and Corporate Partners

8. APCERT Liaison Partners, Strategic Partners and Corporate Partners will also be listed using the same format below. Each partnership category will be accessed on a separate page.

APCERT Contact format

Economy:

Team Name:

Host organisation / Ministry:

Team Description: *(i.e National CERT, Government/Non-Government, Sectoral, Not-for-Profit etc)*

Constituency: *(i.e. Government, critical infrastructure, industry, academia, individuals etc)*

APCERT Membership Type: *(i.e. Operational Member, Liaison Partner, Strategic Partner or Corporate Partner)*

Website:

Telephone number:

Email address:

Time zone:

Business hours: