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## SCENARIO 2: ISP

An organization dedicated to reducing spam tries to get Internet Service providers in an East Asian country to stop the spammers by protecting their mail servers. When this effort is unsuccessful, the anti-spam organizations puts the addresses of these ISPs on its “black list” Many ISPs in the U.S. consult the black list and refuse to accept email from the blacklisted ISPs. This action has two results. First, the amount of spam received by the typical email user in the US drops by 25 percent. Second, tens of thousands of innocent computer users in the East Asian country are unable to send email to friends and business associates in the U.S.

### 1. Did the anti spam org do anything wrong?

Yes they did something wrong because they black listed the East Asian ISPs, which caused the emails of many innocent people to go to spam when they didn't do anything wrong.

### 2. Did the ISPs that refused to accept email from the blacklisted ISPs do anything wrong?

No because they thought that this email was spam and did not know that it could be from people who have valid emails and important information for them.

### 3. Who benefited from the organization's action?

**Americans who use their email benefit from this since the spam received drops by 25 percent.**

**4. Who was hurt by the organization's action?**

**The many people in the Middle East are hurt from this since their email is put into spam when they didn't do anything wrong.**

**5. Could the org have achieved its goals through a better course of action?**

**Yes they could have been more careful of who they are black listing and they could have found a solution around this, which might have helped and allowed the tens of thousands of innocent East Asian computer users to send emails to people in the United States.**

**6. What additional information if any would help you to answer the previous questions?**

**It would have helped to know if the anti spam org had any alternative ways of black listing only specific ISPs instead of blacklisting a large population. Also, it would have helped to know what process the anti spam org went through that actually caused this kind of thing to happen.**