

24/7 Points of Contact under the Convention on Cybercrime

Extract from the Convention on Cybercrime (Art.35) and its Explanatory Report

Text of the article

Title 3 – 24/7 Network

Article 35 – 24/7 Network

1 Each Party shall designate a point of contact available on a twenty-four hour, seven-day-a-week basis, in order to ensure the provision of immediate assistance for the purpose of investigations or proceedings concerning criminal offences related to computer systems and data, or for the collection of evidence in electronic form of a criminal offence. Such assistance shall include facilitating, or, if permitted by its domestic law and practice, directly carrying out the following measures:

- a the provision of technical advice;
- b the preservation of data pursuant to Articles 29 and 30;
- c the collection of evidence, the provision of legal information, and locating of suspects.

2 a A Party's point of contact shall have the capacity to carry out communications with the point of contact of another Party on an expedited basis.

b If the point of contact designated by a Party is not part of that Party's authority or authorities responsible for international mutual assistance or extradition, the point of contact shall ensure that it is able to co-ordinate with such authority or authorities on an expedited basis.

3 Each Party shall ensure that trained and equipped personnel are available, in order to facilitate the operation of the network.

Extract from the Explanatory Report

Title 3 – 24/7 Network

24/7 Network (Article 35)

298. As has been previously discussed, effective combating of crimes committed by use of computer systems and effective collection of evidence in electronic form requires very rapid response. Moreover, with a few keystrokes, action may be taken in one part of the world that instantly has consequences many thousands of kilometres and many time zones away. For this reason, existing police co-operation and mutual assistance modalities require supplemental channels to address the challenges of the computer age effectively. The channel established in this Article is based upon the experience gained from an already functioning network created under the auspices of the G8 group of nations. Under this Article, each Party has the obligation to designate a point of contact available 24 hours per day, 7 days per week in order to ensure immediate assistance in investigations and proceedings within the scope of this Chapter, in particular as defined under Article 35, paragraph 1, litterae a) – c). It was agreed that establishment of this network is among the most important means provided by this

Convention of ensuring that Parties can respond effectively to the law enforcement challenges posed by computer- or computer-related crime.

299. Each Party's 24/7 point of contact is to either facilitate or directly carry out, inter alia, the providing of technical advice, preservation of data, collection of evidence, giving of legal information, and locating of suspects. The term "legal information" in Paragraph 1 means advice to another Party that is seeking co-operation of any legal prerequisites required for providing informal or formal co-operation.

300. Each Party is at liberty to determine where to locate the point of contact within its law enforcement structure. Some Parties may wish to house the 24/7 contact within its central authority for mutual assistance, some may believe that the best location is with a police unit specialised in fighting computer- or computer-related crime, yet other choices may be appropriate for a particular Party, given its governmental structure and legal system. Since the 24/7 contact is to provide both technical advice for stopping or tracing an attack, as well as such international co-operation duties as locating of suspects, there is no one correct answer, and it is anticipated that the structure of the network will evolve over time. In designating the national point of contact, due consideration should be given to the need to communicate with points of contacts using other languages.

301. Paragraph 2 provides that among the critical tasks to be carried out by the 24/7 contact is the ability to facilitate the rapid execution of those functions it does not carry out directly itself. For example, if a Party's 24/7 contact is part of a police unit, it must have the ability to co-ordinate expeditiously with other relevant components within its government, such as the central authority for international extradition or mutual assistance, in order that appropriate action may be taken at any hour of the day or night. Moreover, paragraph 2 requires each Party's 24/7 contact to have the capacity to carry out communications with other members of the network on an expedited basis.

302. Paragraph 3 requires each point of contact in the network to have proper equipment. Up-to-date telephone, fax and computer equipment will be essential to the smooth operation of the network, and other forms of communication and analytical equipment will need to be part of the system as technology advances. Paragraph 3 also requires that personnel participating as part of a Party's team for the network be properly trained regarding computer- or computer-related crime and how to respond to it effectively.