csirtMEO
Computer Security Incident Response Team of MEO

Mission
csirtMEO's mission is to contribute to the national cybersecurity effort within the scope of the National CSIRT network, specifically in the coordination and handling of responses to security incidents involving the networks under the direct responsibility of MEO, alerts production, with mitigation recommendations associated, and a general promotion of an internet safely culture in Portugal, with particular emphasis on the business sectors.

Community
csirtMEO responds primarily to computer security incidents in the context of networks and services operated by MEO that are reported to us by other national or foreign CSIRT, as well as judicial entities, telecommunications operators or bodies that are dedicated or that provide relevant services in the scope of cybersecurity. Also collaborates in responding to computer security incidents within the national territory and, in particular, with those CSIRT's with which has signed agreements, namely CERT.PT.

Policy
csirtMEO privacy and data protection policy establishes that sensitive information may be passed on third parties, only and exclusively in case of real need and with the express prior authorization of the individual or entity to whom that information relates.

Services

1) Handling of IT security Incidents

Handling of IT security incidents is the main service of csirtMEO.
Computer security incident is any action or set of actions taken against a computer or a computer network, that results, or may result, in loss of confidentiality, integrity or data communication network performance or computer system, namely unauthorized access, modification or deletion of information, interference or denial of service in a computer system.
csirtMEO deals with computer security incidents in the context of MEO's networks and services in Portugal, that is, incidents where the source or target of the attacks is a MEO network or service. For incidents outside this scope, csirtMEO maintains a set of protocols with other entities, which can be activated if necessary.
csirtMEO responds to various types of security incidents, according to the classification defined in the Incident Classification Policy available on the CSIRT National Network.

2) Coordination of Security Incidents

When needed, csirtMEO coordinates the response to incidents between the entities involved. This coordination involves the victims of the attacks and the ISP or other CSIRT involved. Incident coordination includes support in incident analysis, collection and preservation of information about potential victims and communication with these or the respective CSIRT's. The incident coordination service is carried out within the scope of the national CSIRT Network and for incidents within the national territory, in accordance with established protocols.

3) Alert Dissemination

csirtMEO proposes to gather a set of information received from the security monitoring systems of MEO's networks and assess the respective degree of severity. Depending on this, analyzed information may result in a security alert, a recommendation or simple information.

Legal Governance
Portuguese law 46/2018 of August 13th establishes the legal framework for cybersecurity, transposing Directive (EU) 2016/1148 of the European Parliament and of the Council, of July 6th, 2016, regarding measures that ensures a high common level of security for networks and information systems across the European union.

Decree-Law 65/2021 regulates the Legal Framework for cyberspace security and defines the obligations regarding cybersecurity certification.

Contacts:
E-mail: csirt@meo.pt
Phone: +351 215 004 041
Fax: +351 215 015 801
Availability: Todos os dias, 24X7
Secure communication:
csirtMEO PGP Public key is:

- KeyID: F78234B3
- Fingerprint: 7919836CCFE9E298C64D34C5A5F61BB2F78234B3

This key can be found on the usual keyservers on the internet, such as pgpkeys.eu

Safeguard of liability:
Although all precautions are taken in the preparation of the information disclosed either on the internet portal or through the distribution lists, csirtMEO assumes no responsibility for errors or omissions, or damages resulting from the use of this information.