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Requirement	Use of the SafeMail platform
Description	All outgoing e-mail sent from the @kpn.com domain must be handled by the SafeMail platform.
ID	KSP-RE-360
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Use of e-mail addresses
Description	In e-mail communication in the name of KPN the e-mail address must be used under the @kpn.com domain. The platform administrator decides which e-mail address is given to what kind of e-mail communication.
ID	KSP-RE-361
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Use of Domain Keys Identified Mail (DKIM)
Description	All e-mail communication originating from the @kpn.com domain must be signed with a DKIM key.
ID	KSP-RE-363
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Use of Sender Policy Framework (SPF)
Description	All e-mail communication originating from the @kpn.com domain must be send through a SMTP server that is included in the SPF record for @kpn.com.
ID	KSP-RE-364
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Use of Transport Layer Security (TLS) on a Mail eXchanger (MX)
Description	All e-mail communication originating from the @kpn.com domain must be send through a SMTP server that uses TLS on MX.
ID	KSP-RE-365
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Reference in the e-mail body to a URL
Description	<p>All email towards KPN consumers must use URLs in its message body which are build-up from a hostname component which is within the kpn.com DNS zone.</p> <p>A (transparent) re-direct is allowed from a URL within the kpn.com DNS zone towards a page outside this zone.</p> <p>Good examples:</p> <p>www.kpn.com/invoices/</p> <p>mijn.kpn.com/</p> <p>zakelijk.kpn.com/some-particular-campagne/</p> <p>Bad examples:</p> <p>campagnekpn.nl/</p> <p>kpncampagne.nl/</p> <p>facebook.com/kpncampagne/</p> <p>youtu.be/kpn</p>
ID	KSP-RE-366
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Including an URL towards a login page
Description	<p>In e-mail communication from the @kpn.com domain towards customers the body of the e-mail message may never include an URL towards a direct login page.</p> <p>Example:</p> <p>When a customer is asked for an action in the 'Mijn KPN' environment, direct the customer towards kpn.com and explain the customer to login to 'Mijn KPN'.</p>
ID	KSP-RE-367
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	E-mail security
Description	The owner of a service that sends out e-mail in the name of KPN must ensure the service is connected to the SafeMail platform.
ID	KSP-RE-368
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Mobile Mail for MSPs
Description	Managed Service Providers may not receive emails from or containing information pertaining to KPN or her daughter companies on their mobile device(s).
ID	KSP-RE-369
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Use of Secure/Multipurpose Internet Mail Extensions (S/MIME) certificate
Description	In e-mail communication towards customers from the @kpn.com domain the e-mail message must be signed with a S/MIME certificate. The receiver must be able to verify the authenticity and integrity of the message.
ID	KSP-RE-362
Version	1.0
Date	December 11, 2017
Rationale	Securing e-mail

Requirement	Sending e-mail from a domain
Description	KPN branded domains that send e-mail must have implemented a DMARC record and tied to the SPF configuration for this domain.
ID	KSP-RE-696
Version	1.0
Date	April 4, 2018
Rationale	Securing e-mail