



We are security researchers trying to better understand if and how to notify websites about security issues. We sent your email address a vulnerability notification on February 3rd, 2017, from *notify@notify...*. We are following up in hopes that you can provide valuable feedback through completing this survey. The survey is short and anonymous, and all questions are optional. Thank you!

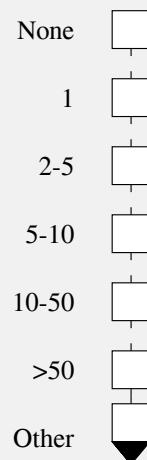
## **Section A: Organization Demographics**

- A1.** Please describe the type of website you operate and/or the organization/business it represents.

**Example responses include: personal site, banking website, corporate website - healthcare, government site.**

.....

- A2.** Approximately how many people are tasked with responding to reported security incidents or security/abuse notifications for this website?



## Other

.....



- A3. Approximately how many people are directly responsible for administrating or maintaining the website?

None   
1   
2-5   
5-10   
10-50   
>50   
Other

Other

## Section B: Questions on Notification Process

- B1. Is it acceptable for security researchers to detect security issues present on your website?

Yes   
No

- B2. Is it acceptable for security researchers to notify you about security issues detected on your website?

Yes   
No

- B3. Would you find security notifications to be useful in the future?

Yes   
No

- B4. How frequently are you notified about security issues?

Never   
Once a month or less   
Once/twice a Week   
Once/twice a Day   
Multiple times a day



**B5.** If someone identifies a security issue on your website, where should they obtain contact information to notify you about the problem? (Select all that work and are acceptable)

- |  |                          |
|--|--------------------------|
| WHOIS technical email contact          | <input type="checkbox"/> |
| WHOIS abuse email contact              | <input type="checkbox"/> |
| WHOIS phone number                     | <input type="checkbox"/> |
| WHOIS mailing address                  | <input type="checkbox"/> |
| email address listed on website        | <input type="checkbox"/> |
| phone number listed on website         | <input type="checkbox"/> |
| web form on website                    | <input type="checkbox"/> |
| social media account listed on website | <input type="checkbox"/> |
| mailing address listed on website      | <input type="checkbox"/> |
| Other                                  | <input type="checkbox"/> |

## Other

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## **Section C: Message Reception**

**C1.** Did you receive our vulnerability notification, sent by us from *notify@notify....* on February 3rd, 2017? The email subject started with "Vulnerability notification for your domain".

- It was originally marked as spam or in the spam folder

Yes

No

**C2. Did you previously open and read the notification email?**

- Yes   
No



### **C3. How would you describe our notification message?**

#### Overall trustworthy notification

## Trustworthy sender

Trustworthy report link

Clear description of the vulnerability in the email

Clear description of the vulnerability in the report

Clear description of the vulnerability impact in the email

Clear description of the vulnerability impact in the report

Clear description of how to fix the vulnerability in the report

Clear description of how to verify the vulnerability in the report

Information provided was correct and reliable

Other

## Other

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**C4.** We detected that your website did not fix the security issue we notified about. What are some reasons why not?

Incorrect information (you were not actually vulnerable)

Did not trust the notification or its information

Did not understand what the vulnerability was

Could not verify the vulnerability

Did not know how to fix the vulnerability

Could not fix the vulnerability (lack of permissions, access, etc.)

Vulnerability was not important enough to fix now

You did take action but must not have completely fixed the problem

Other

## Other

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#### **C5. Why did you choose not to read the notification email?**

Did not notice it



Did not seem to be relevant

1

Did not think it was important

1

Thought it was suspicious (spam/phishing/malware)

1

## Untrustworthy sender

1

Intended to read it but forgot to

1

## Other



## Other

.....

**C6. How could we improve our security notifications in the future, or how would you suggest we perform these notifications?**

• **10.1** *What is the relationship between the number of observations and the number of parameters in a linear regression model?*

**Thank you for providing your feedback!**