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INTERNATIONAL PET ADVISORY COUNCIL (IPAC)  
LISTSERVER NETIQUETTE GUIDELINES (Version 1.3)  
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TABLE OF CONTENTS

1. About IPAC
2. About this document
3. General communication user guidelines
4. Style
5. Irrelevant posts
6. Miscellaneous
7. Recommended free software
8. Glossary
9. Author's Address

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1. ABOUT IPAC  
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The International Pet Advisory Council (IPAC) mailing list is private and by invitation only. It is intended to provide a forum for the pet industry to communicate effectively about issues involving the trade in companion pets and aquatic organisms and plants. This document provides guidelines for using the IPAC list about what is proper to post or send, and how to present yourself. Please save this email for future reference.

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2. ABOUT THIS DOCUMENT  
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Everything appearing in [] below is optional; everything appearing in <> is mandatory; all arguments are case insensitive. The vertical bar ("|") is used as a logical OR operator between the arguments. Brackets should not be included.

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### 3. GENERAL COMMUNICATION USER GUIDELINES

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#### 1. Common sense

“Anything that offends common sense is against the rules”.

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#### 2. Subscribing and unsubscribing

Send subscribe and unsubscribe command messages to the listserver at:

<list@intpac.org>

with

subscribe | unsubscribe

to join or leave the list respectively, in the subject line.

IPAC is an invitation only list – the listserver will not distribute posts from non-registered email addresses; you must inform the Moderator <moderator@intpac.org> of your additional email addresses, identities and those of any staff who may post themselves, or on your behalf.

It is your responsibility to learn how the lists work, and to send the correct mail to the correct place. Save the subscription messages for IPAC - it explains the procedure to unsubscribe. Refer to the subscription message when you want to unsubscribe. Please do not post the unsubscribe message to the group itself.

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#### 3. Posting

Be careful when addressing mail. To send a message to all the people currently subscribed to the list, just send mail to:

<list@intpac.org>

Read the thread before posting replies.

If you discover an error in your post, cancel it as soon as possible. DO NOT attempt to cancel any articles but your own. Contact the Moderator if you don't know how to cancel your post or if some other post, such as a chain letter, needs cancelling. In general, it's not possible to retrieve messages once you have sent them. If you've posted something and don't see it immediately, don't assume it's failed and re-post it.

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#### 4. Carbon copy (cc)

Watch cc's when replying. Don't continue to include people if the messages have become a two-way conversation.

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## 5. The subject line

Mail should have a subject heading which reflects the content of the message and is descriptive. Subject lines should follow the conventions of IPAC. Mark messages as:

[C] for confidential - do not distribute to a wider audience

[S] for sensitive information - distribute with care

[F] for free circulation

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## 6. Forwarding

If your mail system allows you to forward mail, beware the forwarding loop. Be sure you haven't set up forwarding on several hosts so that a message sent to you gets into an endless loop from one computer to the next to the next.

If you are forwarding or re-posting a message you've received, do not change the wording. If the message was a personal message to you and you are re-posting to a group, you should ask permission first. You may shorten the message and quote only relevant parts, but be sure you give proper attribution.

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## 7. Attachments

As a general rule, do not include non-ASCII attachments in messages unless they are MIME attachments. It is the responsibility of the recipient to have an up-to-date copy of the recommended free software.

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## 8. Cost and system resources

Remember that sending and receiving mail takes system resources, bandwidth, disk space, and that time online is charged per minute in some countries (including the UK). Don't send large files to mailing lists when URL's or pointers to ftp-able versions are available. Do not send files over 1Mb.

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## 4. STYLE

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### 1. International

Remember that the recipients are international: the date should follow the European (DD/MM/YY) format; measurements and currency should be specified; be especially careful with sarcasm and colloquialisms.

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### 2. Signatures

In order to ensure that people know who you are, be sure to include a line or two at the end of your message with contact information. Some applications can do this automatically.

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### 3. Write carefully

Check your spelling and grammar before posting; insert a blank line between paragraphs; don't use text styles such as bold, italic or colours; use mixed case, not UPPER CASE; use symbols for emphasis; that *\*is\** what I meant; ensure that your text wraps and finally, eliminate unnecessary original text in replies.

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### 4. Quote sparingly

When replying to a message, include enough original material to be understood but no more. The original material may be enclosed by tags: [`<SNIP>`original material here`</SNIP>`] Edit out all the irrelevant material.

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### 5. Be concise

Messages and articles should be brief and to the point. Don't discuss off-topic issues, and don't post messages solely to point out other people's errors in typing or spelling. These, more than any other behaviour, annoy other participants.

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## 5. IRRELEVANT POSTS

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Avoid sending irrelevant messages to a list, that is, messages that wouldn't be of interest to the majority of the list. Send a private email instead.

### 1. Holidays

Do not use automated delivery receipts, non-delivery notices, and holiday programs when you are unavailable.

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### 2. Me-too posts

Do not generally send "me-too" posts that simply convey your agreement with a message, or had a similar experience, unless requested by the list members.

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### 3. Welcome messages

Welcome messages appear when someone new joins the list. No-one on a mailing list needs to read "Glad to have you on the list!" from everyone.

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### 4. Thank you messages

It is not necessary for the entire list of subscribers to read messages of thanks for information received; send a private message instead.

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### 5. Congratulation messages

Congratulation messages appear after a member of the list has mentioned some milestone or personal triumph.

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6. Chain letters

Chain letters are prohibited; your network privileges will be revoked. Notify the moderator if you receive one.

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7. Spam

Unsolicited advertising, which is completely off-topic is strictly prohibited, and will guarantee your loss of connectivity.

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8. Flames

Be conservative in what you send and liberal in what you receive. Neither post nor respond to incendiary material, even if you are provoked.

If you are caught in an argument with one person, keep the discussion focused on issues, rather than on the personalities involved. Make your responses to each other, instead of continuing to send messages to the list.

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6. MISCELLANEOUS  
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1. Respect the copyright on material that you reproduce.

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2. Do not blame the moderator for the behaviour of the system users.

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3. Assume that individuals speak for themselves, and what they say does not represent their organization (unless stated explicitly).

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4. If you find a personal message has gone to a list or group, send an apology to the person and to the group.

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7. RECOMMENDED FREE SOFTWARE  
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At the time of writing (5<sup>th</sup> March 2001) all of the software recommended by IPAC is free, easy to download or obtain through computer/internet magazine cover disks, and available to everyone on the internet. Installation is generally a double-click and automated through wizards; there is no excuse.

1. Adobe Acrobat Reader 4.0 ([www.adobe.com](http://www.adobe.com))  
Acrobat is freely distributable platform independent software that lets you view and print Adobe Portable Document Format (PDF) files.

[www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

## 2. Winzip Evaluation Version (www.winzip.com)

Winzip is a file compression format. The evaluation version will not expire. It is simply a “cut-down” version of the full paid-for version. Winzip is also available from multiple mirror sites.

<http://www.winzip.com/ddchomea.htm>

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## 8. GLOSSARY

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### Abbreviations

Common newsgroup abbreviations include: BTW - By The Way; FYI - For Your Information; TIA -Thanks In Advance and AFAIK - As Far As I Know.

### Attachment

Binary files which are delivered as part of an email message.

### Bandwidth

Most often used to describe how much data you can send through a connection. Simple email messages are small, while some attachments can overload the bandwidth.

Discussion - see thread

Discussion Forums - see forum

### Emoticon

Punctuation which, viewed sideways-on, is used to indicate an emotional state. For example, :-) is used to represent happiness

### FAQ

Frequently Asked Questions - document that answers the most common questions asked by newcomers.

### Flame

An inflammatory email usually directed against the poster of a message for behaving in an uninformed or irritating manner.

- i. To post a message intended to insult and provoke.
- ii. To speak incessantly and/or rabidly on some relatively uninteresting subject or with a patently ridiculous attitude.
- iii. Either of senses i or ii, directed with hostility at a particular person or people.
- iv. An instance of flaming. When a discussion degenerates into useless controversy.

### Forum

Any discussion group accessible through a dial-up service a mailing list, or a newsgroup. Contrast real-time chat via talk mode or point-to-point personal e-mail.

### Listserver

- i. A mailing list that is filtered by a program.
- ii. The people who receive your email when you send it to such an address.

### Lurking

Sitting on the edge of a newsgroup or mailing list listening to the discussion but not joining in. Good for beginners to understand the content for participating.

### Mailing list

1. An e-mail address that is an alias for many other e-mail addresses. Some mailing lists are simply redirect mail sent to them to the list of recipients. Others are filtered by humans or programs of varying degrees of sophistication; lists filtered by humans are said to be 'moderated'. It is often shortened in context to "list."
2. The people who receive your e-mail when you send it to such an address.

### Moderator

The person who manages moderated mailing lists and newsgroups. The moderator ensures that users stay on-topic.

### Netiquette

Network etiquette; the conventions of politeness when online.

### Newbie

A "newbie" is a beginner (orig. from british public-school and military slang variant 'new boy').

### Newsgroup

Newsgroups (also includes UseNet) – allows you to send e-mail postings to an electronic bulletin board maintained on a server computer. People (using either a special news reader or a browser) look at the listing of postings and read postings that are of interest to them.

### Newsreader

A browser program which enables a user to read messages posted to forums.

### Post

To broadcast a message to an entire forum (distinguished from e-mail in that it is not sent from one person directly to another).

### Signature file

A message or “.sig”, which can be added automatically to the end of your email message or newsgroup postings (usually to identify yourself and/or company). Your sig file takes the place of your business card and you can have more than one to apply in different circumstances.

Smilies - see emoticon.

### Spam

Slang for posting unsolicited, unwanted, advertising email. The practice is frowned upon.

### Thread

Common abbreviation of `topic thread', a more or less continuous chain of messages on a single topic. To `follow a thread' is to read a series of forum messages sharing a common subject or (more correctly) which are connected by reference headers.

### URL

A Uniform Resource Locator is the address of any resource on the internet.

### Usenet

Usenet (from "Users' Network") is a distributed bulletin board system that is probably the largest decentralized information utility in existence.

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**9. AUTHORS ADDRESS**  
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Ornamental Aquatic Trade Association (OATA) Ltd.  
Unit 5, Narrow Wine Street, Trowbridge, Wiltshire BA14 8YY United  
Kingdom

Telephone +44 (0)1225 777177

Fax +44 (0)1225 775523

info@oata.demon.co.uk

www.ornamentalfish.org

www.aquaticsworldwide.org