



Draft Policy ARIN-2021-7

Make Abuse Contact Useful

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History

- Proposal (ARIN-prop-303) - 16 September 2021
 - https://www.arin.net/participate/policy/proposals/2021/ARIN_prop_303_orig/
- Draft Policy - 26 October 2021
 - <https://lists.arin.net/pipermail/arin-ppml/2021-October/069271.html>
- Revised - 17 December 2021
 - <https://lists.arin.net/pipermail/arin-ppml/2021-December/069369.html>

Shepherds: Amy Potter, Alyssa Quinn



Problem Statement

ARIN's process of attaching an abuse contact to resource records is of limited utility.

- The phone number is often an unmanned voicemail that refers the caller to a web page
- The email address is commonly an auto-responder which does the same
- The emails often involve problematic content they can get lost in filters
- Abuse contact mailboxes are often flooded with useless auto-generated reports that no human being is assigned to look through

With responsible network providers, the process for dealing with network abuse instead usually starts with a web page.

- The web page provides instructions and may offer forms for describing the abuse and uploading supporting material of the nature that the service provider needs in order to take action.

It would be helpful for ARIN to support the abuse reporting process they actually use.

Policy Statement

Section 2.12- add “Organizations may provide an optional abuse URL for reporting abuse” to end of paragraph.

Section 4.2.3.7.3.2: add “and may have an optional abuse URL” after “Each private downstream residential reassignment must have accurate upstream Abuse and Technical POCs” so the sentence reads...

“Each private downstream residential reassignment must have accurate upstream Abuse and Technical POCs and may have an optional abuse URL visible on the WHOIS or Distributed Information Service record for that block.”



Policy Statement

Section 6.5.5.3.1: add “and may have an optional abuse URL” after “Each private downstream residential reassignment must have accurate upstream Abuse and Technical POCs” so that the sentence reads

“Each private downstream residential reassignment must have accurate upstream Abuse and Technical POCs and may have an optional abuse URL visible on the WHOIS or Distributed Information Service record for that block.”



Staff and Legal Review (14 March 2022)

Staff Understanding

ARIN-2021-7 would update several sections of the NRPM relating to Abuse Contacts, with the specific allowance and addition of a URL for abuse reporting, rather than solely a contact person.

Staff understands the proposed changes in the Policy Statement to be a straightforward direction for Abuse Contact creators to utilize the existing “Public Comment” section of the contact record.

The Problem Statement and Comments appear to allude to replacing/changing the record itself, which staff understands is no longer the intent of the Draft Policy itself.

Staff notes that the Draft Policy title and comments on alternative implementation may be confusing to some, as the record itself is not being changed by suggested policy text.



Staff and Legal Review (14 March 2022)

Implementable as Written?: Yes

Impact on ARIN Registry Operations and Services:

This change would necessitate instructional text for the public comment field during Point of Contact Record creation workflow.

Legal Review:

No material legal issue.



Staff and Legal Review (14 March 2022)

Implementation Timeframe Estimate: 4 months

Implementation Requirements:

- Minor updates to ARIN Online
- Community outreach upon implementation within ARIN Online
- Staff training
- Updates to public documentation
- Updates to internal procedures and guidelines

Proposal/Draft Policy Text Assessed: <https://lists.arin.net/pipermail/arin-ppml/2021-December/069369.html>



Questions for the Community

- Do you support amending NRPM to specify that Abuse POCs can add an optional abuse URL for reporting abuse?
- If so, would you prefer this to be implemented by:
 - a. Adding a straightforward direction for Abuse Contact creators to utilize the existing “Public Comment” section of the contact record (Staff & Legal Review); or
 - b. Adding an Abuse URL field to the Abuse POC record, which the POC could opt to fill in or leave blank



Discuss!