

# Invalid Contact Report Management

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# Overview

- How APNIC processes invalid whois contacts
- Limitations and frustrations
- Trends and observations



# Reporting invalid whois contacts

```
person:      Vivek Nigam
nic-hdl:     VN61-AP
e-mail:      vivek@apnic.net
address:     6 Cordelia Street
address:     South Brisbane 4101
phone:       +61 7 3858 3180
fax-no:      +61 7 3858 3180
country:     AU
changed:     zen@apnic.net 20130910
changed:     hm-changed@apnic.net 20130916
mnt-by:      MAINT-AU-VIVEK
changed:     hm-changed@apnic.net 20150211
changed:     hm-changed@apnic.net 20150225
source:      APNIC
```

Report invalid contact

```
irt:         IRT-APNIC-IS-AP
address:     South Brisbane, Australia
e-mail:      helpdesk@apnic.net
abuse-mailbox: helpdesk@apnic.net
admin-c:     AIC1-AP
tech-c:      AIC1-AP
auth:        # Filtered
remarks:     APNIC Infrastructure Services
mnt-by:      MAINT-APNIC-IS-AP
changed:     hm-changed@apnic.net 20110704
source:      APNIC
```

Report invalid contact



# Reporting invalid whois contacts

## Report invalid contact in the APNIC Whois Database

### Internet number resource with invalid contact details \*

202.125.96.11 - 202.125.96.20

Example: 203.1.1.34

### What details are invalid \*

- Phone: +61 7 3858 3180
- Address: 6 Cordelia Street, South Brisbane 4101
- Fax: +61 7 3858 3180
- Email: vivek@apnic.net

### Remarks

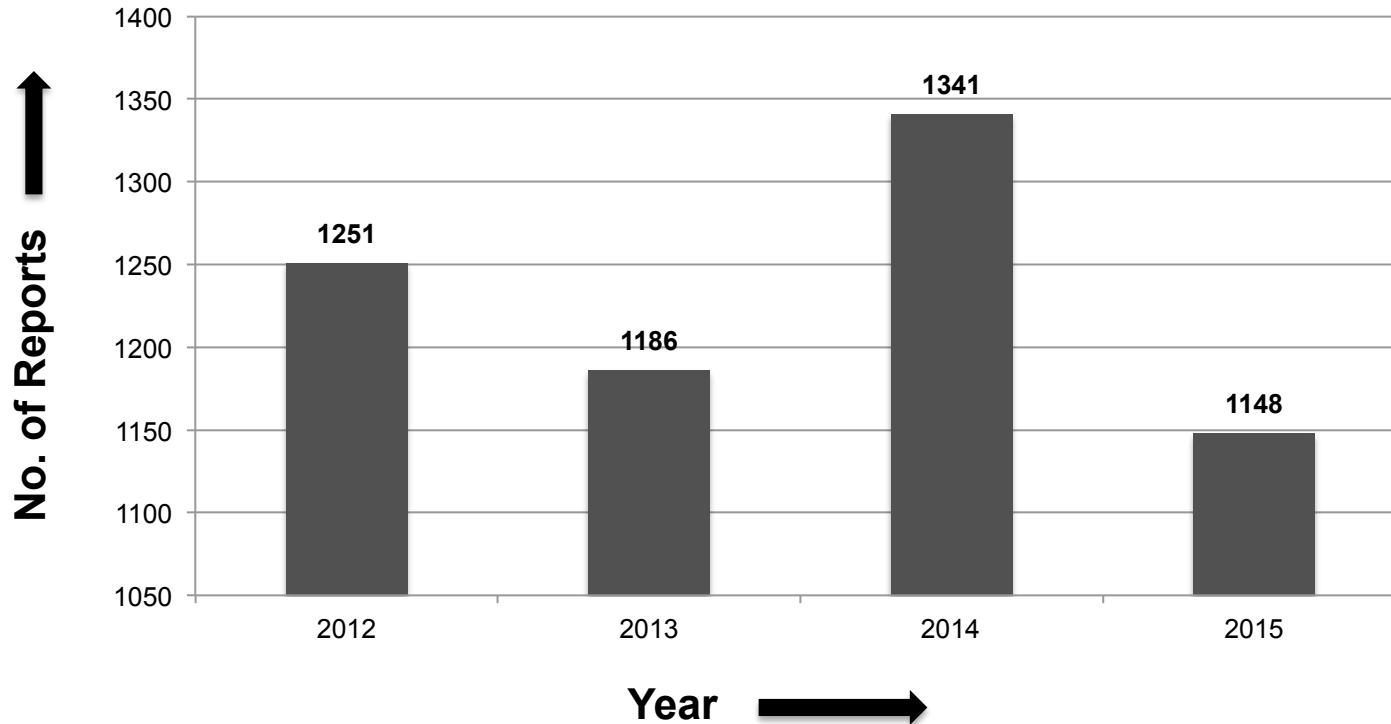
If the email address is invalid please paste the bounce or error message you received.

Submit

Reset



# Number of invalid contacts reported



# Types of invalid contacts

- E-mail address not working

Bounced email,  
mailbox full

- Phone number is invalid

Disconnected,  
call rings out

- Address is incorrect

Bogus address

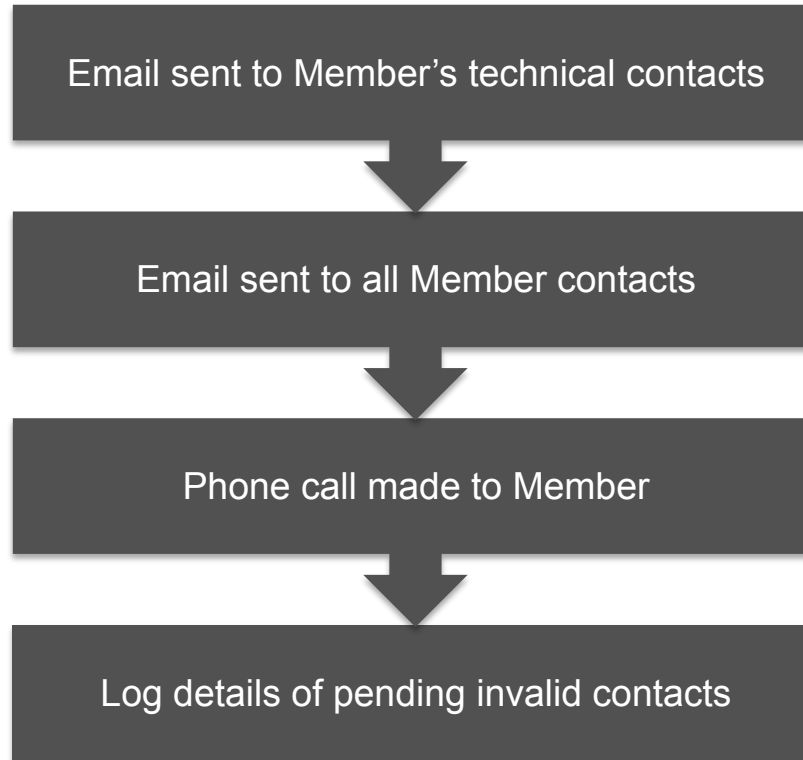
- Non-responsive whois contacts \*



# How do we process invalid contacts?



# Processing invalid contacts





# Processing invalid contacts



# How do we processes non-responsive contacts?



# Processing non-responsive contacts

- Apply a best-effort approach
- Suggest using legal authorities
- Approach relevant CERTs
- Voice concern through APNIC PDP process



# Processing non-responsive contacts

- No legal authority to enforce standards of behavior
- No policy allowing us to take further actions

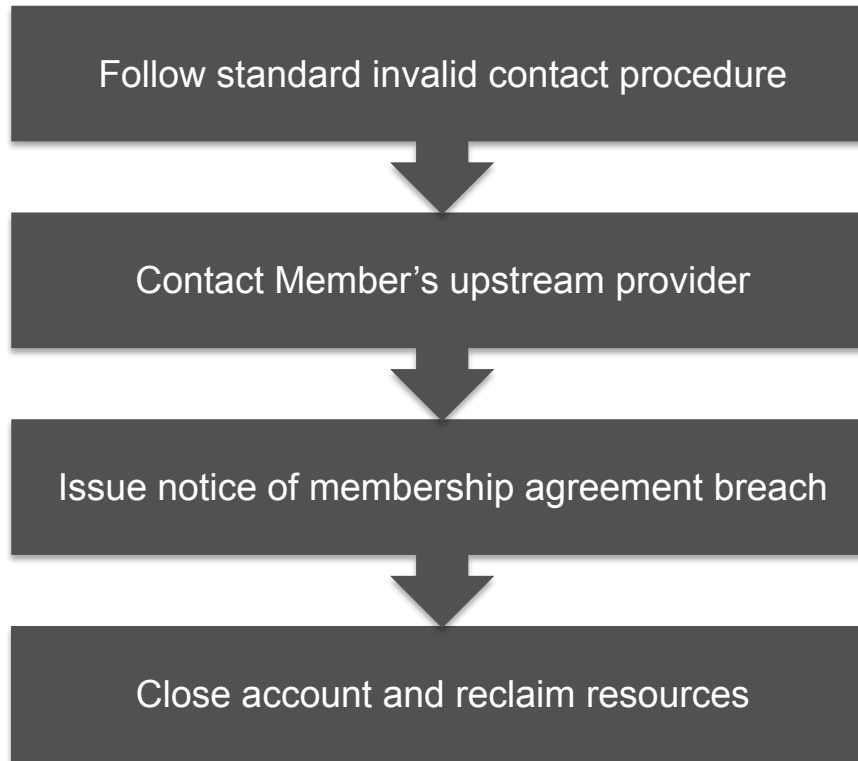


# Trends and observations

- New Members get maximum of a /21 delegation
- Network abuse complaints start immediately
- Whois contact details reported as invalid
- Five cases reported last year



# Trends and observations



# Feedback or Suggestions?

