prop-125: Implementation Update

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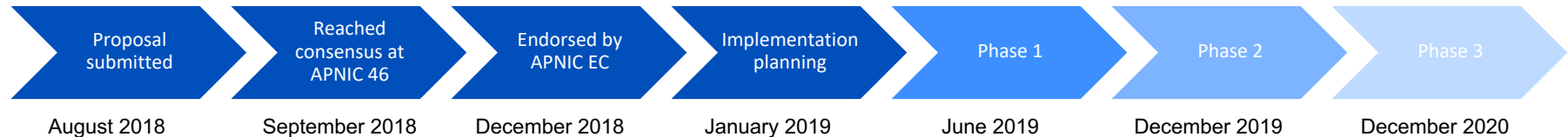
ONLINE
8 – 10 September 2020

Agenda

- Implementation status

- Feedback from members

- Secretariat recommendations

- Summary

- Questions or comments

prop-125: Validation of "abuse-mailbox" and other IRT emails

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Status

Proposal submitted	Reached consensus at APNIC 46	Endorsed by APNIC EC	Implementation planning	Phase 1	Phase 2	Phase 3
August 2018	September 2018	December 2018	January 2019	June 2019	December 2019	December 2020

Implementation status

Phase One - Completed

- Included validation of IRTs associated with parent resource records

- Created new escalation mailbox (escalation-abuse@apnic.net)

Phase Two - Completed

- Included IRTs associated with customer assignments

- Resolved issues encountered during phase one

Phase Three – Ongoing

- Improved UI/UX and resolved Software issues reported from members

- Added 'abuse-c' attribute to Whois records

- MyAPNIC restriction to be reinstated soon

Previous discussions

APRICOT 2019 – Daejeon, South Korea

- Shared implementation plan during Policy SIG

APRICOT 2020 - Melbourne, Australia

- Implementation update and statistics shared during Policy SIG

- Member feedback about software bugs, UI/UX issues and frustrations

- Policy SIG Chairs advised to wait until software bugs are resolved and then report back to community for discussion

Some stats

As of the last 6 months

- 5716 members requested to validate emails

- 6762 email validation requests issued

- 5978 email validation requests confirmed

- 88.4% validation rate

Issues resolved

- Software bugs

    – Errors with updating IRT email addresses

    – Whois remarks not being updated

    – Validation status not updating in MyAPNIC

- UI/UX improvements in MyAPNIC validation page

Feedback from members

Software vendor:

"I am concerned about clicking links sent to verify my IRT. Hopefully, there is a better way."

Is this email for validate IRT contact? Any evidence that your email is from APNIC? As I receive many spam mail and hacker mail, so it is hard for me to trust and click on any links without knowing it is real or fake account.

Internet Service Provider:

"Is this email for validate IRT contact? Any evidence that your email is from APNIC? As I receive many spam mail and hacker mail, so it is hard for me to trust and click on any links without knowing it is real or fake account."

Feedback from members

Banking/Financial

"These emails are pretty problematic – they have a link to click on and it asks to validate an email address. These are very suspect in an email. I had to look at the email header to verify it did indeed come from APNIC.

University/CERT

"This type of automated testing is an abuse of our abuse address, is mindless robotic punishment of client organizations without regard to the impact upon those organizations and without any consideration of the realities of email deliverability or the pressures on abuse or other addresses of an organization from spam and other email threats.

I would suggest you cease this automated testing."

Secretariat recommendations

- Members are still reporting negative feedback about the overall process – many raising security concerns about clicking on email links

- Investigate using other methods of validation, instead of links in emails

- Change validation cycle to annually, instead of 6 months

- Consider deprecating the 'email' attribute in IRT objects and using only 'abuse-mailbox'. Members will then only be required to validate one email address

Summary

- Work with community to amend proposal to address concerns raised by members

- Simplifying the process and reducing the frequency of validation should help alleviate some of the pain points

- We need to find the balance between ease of validation and achieving policy goal of ensuring accurate and contactable network abuse contacts

Questions or comments?

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