

# General Abuse Contact Policy (Draft-1)

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1.

# The problem being addressed by this proposal

The current policy presents a multitude of shortcomings

# The current policy limitations

- It fails to improve data accuracy in the WHOIS database and compliance for what concerns addressing issues.
- It does not support members actively using the object for declaring abuse contact information.
- It does not decrease the number of abuse emails that are directed to AFRINIC tickets, which means that it is not operationally smooth.
- Section 8.X does not offer a valid method on how to host reports about not working and not specific objects.

# Main concept

It is inefficient to treat the abuse-c separately from the other mandatory contact - admin-c or tech-c.



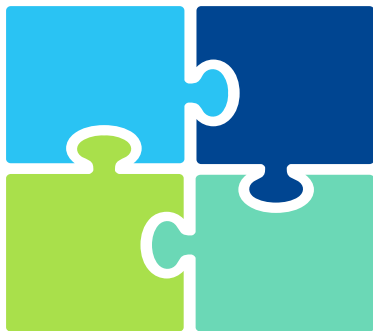


2.

**How this proposal  
addresses the problem?**

# The proposal's objectives

- Removing entirely section 8.X. because it mostly gives AFRINIC a control role that is out of its scope.
- Including abuse-c as part of whois registration by adding it under the section 7.5.1 "Registering contact persons" that already covers the other mandatory contact - admin-c or tech-c



- ➔ This addition will allow the system to return to errors if someone creates an object without the mandatory contact attribute, which means that if something goes wrong (*creating an object without the mandatory contact attribute*) while the members report abuse, the system will return an error to inform the user.
- ➔ If the policy has specific parameter requirements, the system will also report an error if they are not correct.



A photograph of two women with curly hair, wearing black long-sleeved shirts, standing in a server room. They are both looking down at white tablets they are holding. The server room has rows of black server racks with blue and red components. The floor is covered in a patterned carpet. The background shows a hallway with wooden doors and glass partitions. The text "The Policy's Advantages" is overlaid on the left side of the image in a large, white, sans-serif font.

# The Policy's Advantages





AFRINIC clearly needs to implement a new method to detect non-specific objects, for the purpose of decreasing the amount of received abuse emails.



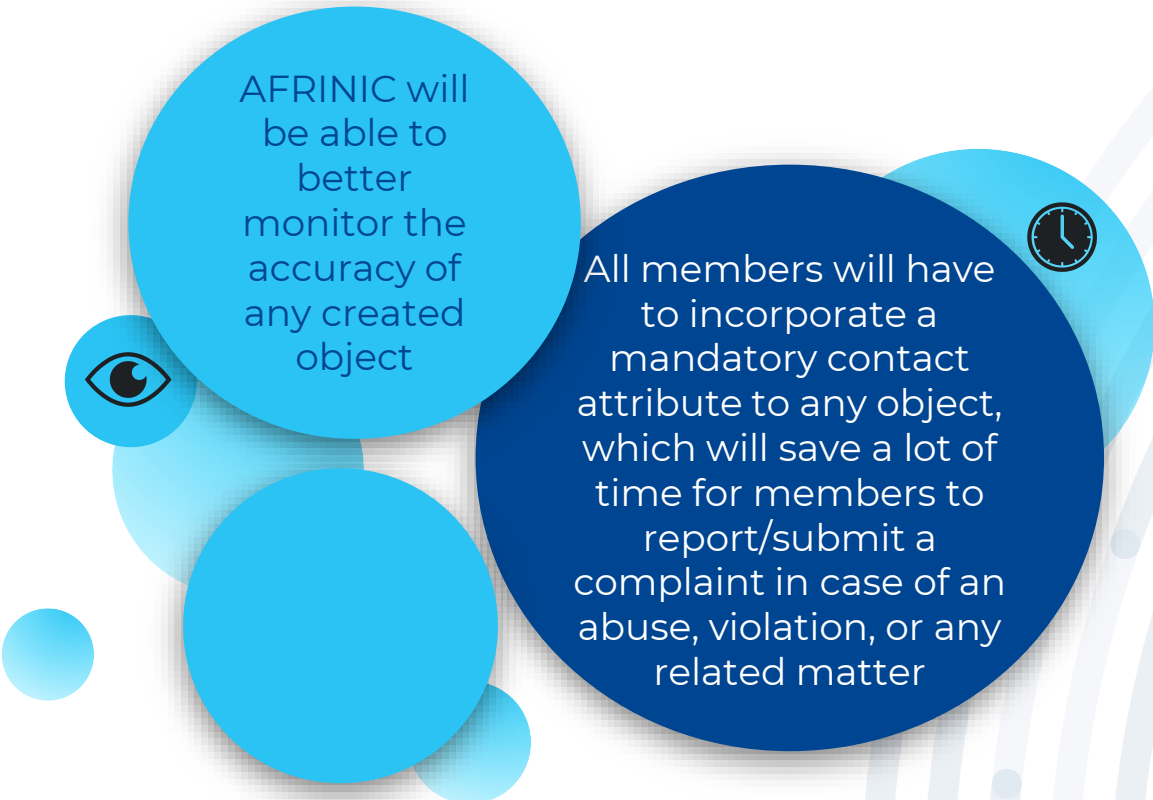
It allows the community to reach the right person and solve the problem easily and rapidly.



From the staff's perspective, this new addition can lessen the workload and ensure an effective task division, so that every appointed contact can provide the best assistance to the community.



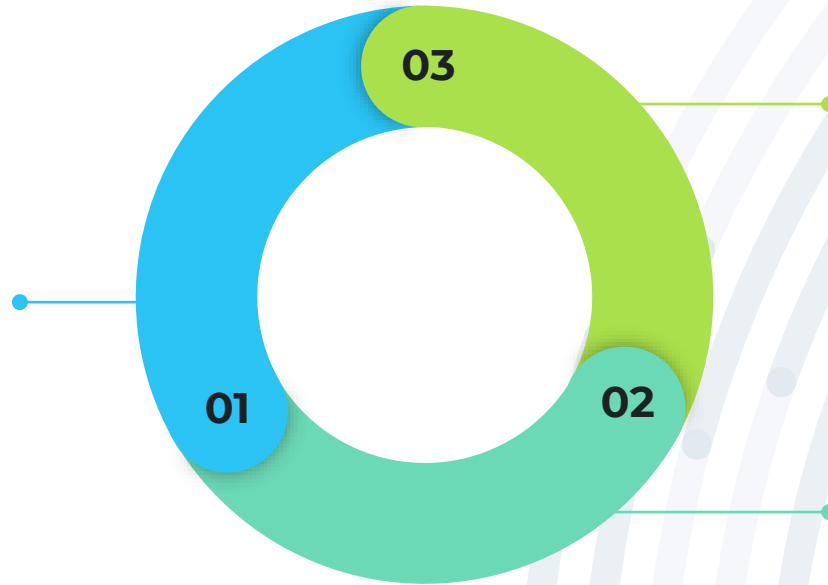
AFRINIC will  
be able to  
better  
monitor the  
accuracy of  
any created  
object



All members will have  
to incorporate a  
mandatory contact  
attribute to any object,  
which will save a lot of  
time for members to  
report/submit a  
complaint in case of an  
abuse, violation, or any  
related matter

# Our process is easy

**The abuse contact("abuse-c") should be a person who can handle abuse issues on the network, and it is for the network to communicate with each other on abuse issues.**



The main goal here, is to provide as much channels as possible available for the community to resolve their issues in the most efficient/up to date way.

An abuse-c, admin-c and tech-c should all be available under the "Registering contact persons" section, to achieve a certain diversification for the entities submitting abuse complaints.

# Thanks!

## Any questions?

You can find the DPP here:

<https://www.afrinic.net/policy/proposals/2020-gen-005-d1#proposal>