

Validation of "abuse-mailbox"

2019-04 v2

RIPE79

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Summary

- How many abuse contact emails **validated** by the current policy actually are **able** to respond to a real abuse email?
 - Fake emails (random existing email from another organization or person)
 - Mailboxes never read, abuse cases never processed
 - Full mailboxes bouncing emails
 - Non existent employees
 - ...
- Current policy, “Abuse Contact Management in the RIPE Database” does not provide sufficient validation of the actual availability of the abuse-mailbox
 - It is a good starting point, but should be improved
 - Common sense: it must be a **working** mailbox for the designed purpose
- Automated process is fine **if** it works!

Reality Check

- How many out of 93% are working?

Results



Total distinct abuse-mailbox	Automated validation passed	Automated validation failed
77168	71711 (93%)	5457 (7%)

- ~8,000 abuse-mailbox have been updated in 2019

About & Objectives

2.0 Emails sent to "abuse-mailbox"

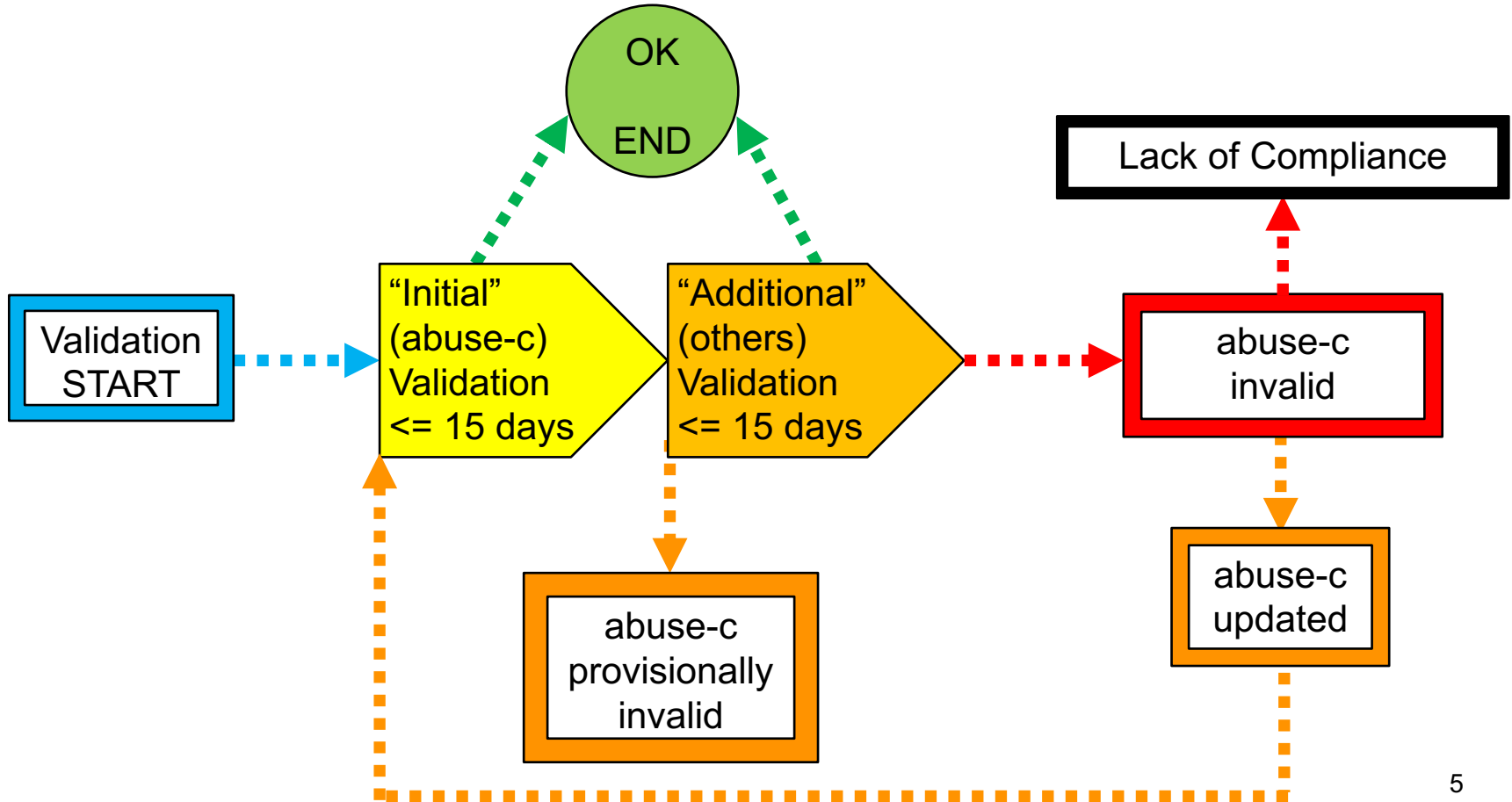
- Require intervention by the recipient
- Must not require the reporter to complete a form
- Must guarantee that abuse reports and related logs, examples, or email headers are received

3.0 Objectives of "abuse-mailbox" validation

The procedure, which will be developed by the RIPE NCC, must meet the following objectives:

- A simple process that guarantees the abuse contact is able to fulfil its intended purpose.
- Confirm that the resource holder understands the procedure and the policy, that they regularly monitor the abuse-mailbox, that measures are taken, and that abuse reports receive a response.
- Initial validation period of no longer than 15 days.
- If validation fails, escalate to other LIR contacts and set a new validation period not to exceed 15 days.

Validation Procedure



Validation & Escalation

4.0 Validation of "abuse-mailbox"

The RIPE NCC will validate compliance with the items above, both when the "abuse-c:" and/or "abuse-mailbox:" attributes are created or updated, as well as periodically, not less than once every six months, and additionally whenever RIPE NCC sees fit.

Lack of compliance will lead to a more exhaustive follow-up, in accordance with the relevant RIPE NCC policies, procedures or contractual requirements.

5.0 Escalation to the RIPE NCC

Fraudulent behaviour (for example, an "abuse-mailbox" that only replies to the RIPE NCC's emails or to messages with a specific subject or content), or failure to comply with the remaining aspects of this policy (incorrect or lack of responses to abuse cases) can be reported to the RIPE NCC for a re-validation as per section 4.0.

Status in Other RIRs

- Already reached consensus in APNIC
 - <https://www.apnic.net/community/policy/proposals/prop-125>
 - Under implementation
 - Phase 1, June 2019 – Associated with parent resources
 - Phase 2, December 2019 – Assignments
- Under discussion in other regions