**Draft Policy Name**: General Abuse Contact

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### 1. Summary of the problem being addressed by this proposal

The current policy 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. Most importantly, it does not decrease the number of abuse emails that are directed to AFRINIC tickets, which means that it is not operationally smooth.

The Section 8.X does not offer a valid method on how to host reports about not working and not specific objects.

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

### 2. Summary of how this proposal addresses the problem

The proposal removes entirely section 8.X. because it mostly gives AFRINIC a control role that is out of its scope.

The proposal aims to include 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 an 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.

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| **Current** | **Proposed** |
| **7.5.1 Registering contact persons**Administrative and technical contact persons must be registered for each ASN assigned. The registered administrative contact ('admin-c') is the person responsible for the ASN and should generally be someone who is physically located at the site of the AS.The technical contact ('tech-c') need not be physically located at the site of the AS but must be a person who is responsible for the day-to-day operation of that AS. | **7.5.1 Registering contact persons**Administrative and technical contact persons must be registered for each ASN assigned. The registered administrative contact ('admin-c') is the person responsible for the ASN and should generally be someone who is physically located at the site of the AS.The technical contact ('tech-c') need not be physically located at the site of the AS but must be a person who is responsible for the day-to-day operation of that AS.The abuse contact("abuse-c") should be a person who can handle abuse issues on the network, and it is for network to communicate each other on abuse issues. |
| **8.1 Introduction**This policy specifies a dedicated object that shall be used as the preferred place to publish abuse public contact information within the AFRINIC service region.The mentioned object can be referenced in the inetnum, inet6num and aut-num objects in the AFRINIC whois database. It provides a more accurate and efficient way for abuse reports to reach the correct network contact  | REMOVE Section 8 entirely ↓ |
| **8.2 Policy details:**To make available a new or use an already existing whois database object that implements the following properties:1. A unique reference by inetnum, inet6num and aut-num
2. Contains 2 email attributes:

1.* 1. "e-mail:" for personal communication
	2. "abuse-mailbox:" for automatic report handling

The object should be accessible through the whois protocol. AFRINIC to publish a [Best Practice Paper](https://www.afrinic.net/community/policy-development/policy-support-guides/765-abuse-policy-bcp) that encourages all members actively to use the object for publishing abuse contact information. |  |
| **8.3 Advantages and disadvantages of the policy**8.3.1 Advantages1. Networks will be able to supply their own, direct contact information for abuse departments.
2. Abuse complaints will not be sent to the "wrong" contact any more.
3. This permits greater administrative and operational flexibility, and faster abuse handling will be possible.

**8.3.2 Disadvantages**This object, like all other existing objects, will face the data accuracy problem. This policy aims to address the issue of a missing place for abuse contact information and will not improve data accuracy in the whois database. Nevertheless, it is suggested to AFRINIC to offer a way to receive reports about not working or not accurate objects. |  |