Consultation and Premier Support Update

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Consultation Update

Consultation Activity

Consultation	Opened	Closed	Responses	Response
ACSP Consultation 2021.1: *Future of ARIN's Unauthenticated IRR*	8 February	8 March	11	➔ ARIN will be extending the availability of our non-authenticated IRR for an additional six months with final retirement set for 31 March 2022. ➔ We will continue direct outreach to customers who have records in ARIN's non-authenticated IRR to inform them of their options and provide necessary assistance. ➔ Engineering will be reporting on the specific implementation change.
ACSP Consultation 2021.2: *Password Security for ARIN Online Accounts*	16 February	16 March	37	➔ ARIN will change its password practices to better align with NIST SP800-63b authentication security guidelines. ➔ Proposed passwords will be checked against a list that contains values known to be compromised. ➔ A rate-limiting mechanism will be included that effectively limits the number of failed authentication attempts. ➔ Future improvements include adding functionality to allow organizations to require two-factor authentication (2FA).
ACSP Consultation 2021.3: *Consultation on ARIN Fees*	9 April	10 May	Pending	Open

Premier Support Plan (PSP) Update

Premier Support Plan Implementation

1

Dedicated Account Analyst

Assigned a dedicated account analyst who is available to directly assist with any complex questions or scenarios where escalation may be required.

2

Priority Ticket Handling

Tickets associated with these accounts will receive priority handling when requested.

3

Direct Technical Services Liaison

A technical resource will be available during ARIN business hours for assistance with RPKI, IRR, DNSSEC, and other technical services.

4

24/7 On-Call Support

While ARIN already monitors and maintains its services 24 x 7 x 365, Premier Support Plan customers gain access to on-call resources outside of normal ARIN business hours in the event of a service-impacting event related to the use of ARIN's RPKI, IRR, or DNSSEC services.

5

Premier Services Customer Focus Group

Eligible customers will be invited to join quarterly focus group sessions where they will meet with ARIN executive management to discuss ARIN services

6

Waived Transfer Fees

Transaction fees will be waived on any Internet number resource transfer.

Premier Support Plan Timeline

➔ Phase 1 planning began in late 2020 and is on track for a May 3 implementation
➔ Phase 2 planning activities for expanding to additional organizations will occur mid to late 2021

Late 2020	Early 2021	Mid to late 2021	2022
Concept and Initial Planning	**Phase 1 Development and Implementation**	**Phase 2 Planning**	**Phase 2 Implementation**
Requirements and operational support models defined	May 3 implementation	Define Requirements for Phase 2 to expand beyond the 2XL and above customers	Expand offering to additional organizations
Resources identified and aligned	Phase 1 will initially service RSP size 2XL and above customers	Requirements, tools and process support assessments	
	Updated people, process and tools to support	Availability pricing and needs assessment	

Premier Support Plan Timeline

Late 2020

Concept and Initial Planning

Requirements and operational support models defined

Resources identified and aligned

Phase 1 Development and Implementation

May 3 implementation

Phase 1 will initially service RSP size 2XL and above customers

Updated people, process and tools to support

Early 2021

Premier Support
Plan Timeline Continued

Mid-Late 2021

Phase 2 Planning

Define Requirements to expand beyond the 2XL and above customers

Requirements, tools and process support assessments

Availability pricing and needs assessment

Phase 2 Implementation

Expand offering to additional organizations

2022

Thanks!

Any
Questions?