

Services Update

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Premier Support Plan Update





Premier Support Plan (PSP)

- Provided automatically to Registration Services Plan (RSP) customers who are size category 2XL or larger.
- Premier Support Plan now available as an optional service to all RSP customers for \$5,000 USD annually
- Several customers have already opted to join the Premier Support Plan since launch on 8 August 2022



PSP Service Offerings

- Dedicated Account Analyst
- Priority Service
- Direct Technical Services

*Liaison (RPKI, IRR, DNSSEC
and other technical services)*

- 24/7 On-Call Support
*(service-impacting events such
as RPKI, IRR, DNSSEC)*
- PSP Customer Focus Group
- Waived Transfer Request Fees
for Source

Two-Factor Authentication Update





2FA

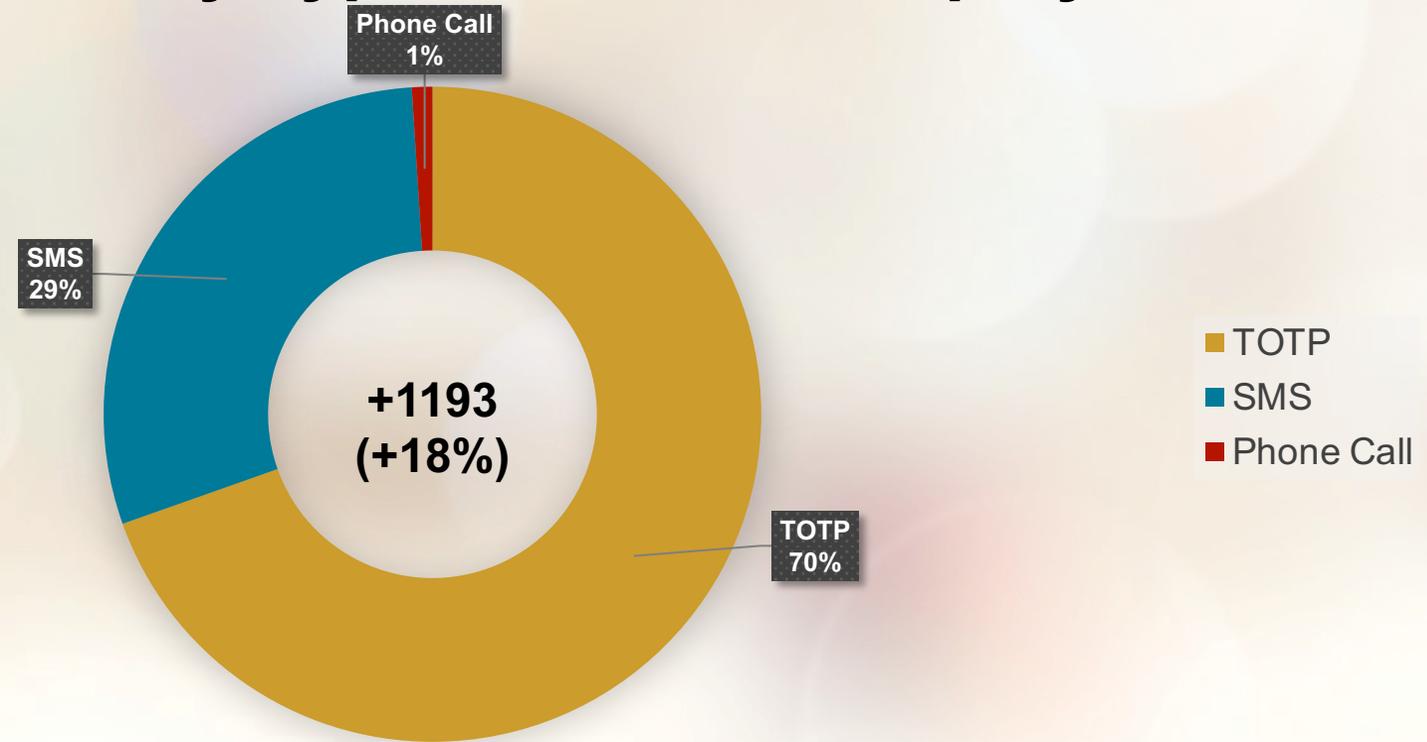
- Held consultation May through June 2022
- **NEW:** Voice and SMS are active as of 25 August
 - TOTP continues to be active and available
 - FIDO2 in development – Dec 2022
- 2FA will be made mandatory on 1 February 2023
 - 90-day announcement coming out Nov 1



2FA Adoption

- Pre-SMS Deployment: 6,618 2FA users
- Today: 7,811 2FA users*

2FA Enrollment by Type Since SMS Deployment



* 8/25 thru 10/13

Registration Services Agreement Changes





RSA Changes

- Recent RSA changes updated one section of the RSA that has been the subject of notable community feedback over the years
- Removes significant representations from Section 7 and renames the section previously titled “No Property Rights” to “Acknowledged Rights To Included Number Resources.”



RSA Changes

This change to the RSA does not impact, nor does it alter, ARIN's position that Internet Number Resources are not freely-held property

- Internet Number Resources constitute a bundle of contractual rights that are created upon issuance of an Internet Number Resource from the registry to a registrant.
- The original “No Property Rights” section was created at a time when this clear statement was necessary. Since then, the RSA has undergone multiple updates, including the addition of the specified rights granted to a Holder as detailed in Section 2 of the RSA titled “Conditions of Service.”

Routing Security Update





Changes to TAL Use Requirements

- On 29 September 2022, the Relying Party Agreement was modified to remove the prohibition on public distribution of the ARIN Trust Anchor Locator (TAL)
- ARIN encourages all Relying Party (Validator) software developers to include ARIN TAL in new releases
- RPKI participants with existing validators should add ARIN TAL



Routing Security RPKI

RPKI growth in 2022

(1 January – 30 September)

- RPKI Orgs using RPKI services: **+29.1%** (2,334-3,014) **+52.4%** in 2021
 - 2,965 Hosted, 49 Delegated
- ROA count - **+35.6%** (41,648-56,459) **+137.2%** in 2021
- RPKI Valid Prefix-Origin Pairs (/24s equivalents)
 - 1.64M (**26.68%** of 6.06M) - 1.96M (**30.44%** of 6.45M)
 - 419.4M – 503M IPs (**+19.9%**)

Learn RPKI with ARIN

RPKI 101 and 201 Webinars were held in September and are available for viewing

www.arin.net/training



Routing Security Features

Automatic re-roll of RPKI objects (ROA) *in development Q4 2022*

- Eliminate impact of untimely expiration
- Awaiting 2FA enforcement

Tighter integration for IRR/RPKI *1st half of 2023*

- ROA generation --> Create IRR route object
- ROA expiry/deletion --> Delete IRR route object

Routing Security Dashboard *(FUTURE)*

- Direct path to RPKI services
- Improved visibility into resource certification status

Training and Surveys



Online Training Available

On-demand training on *your* schedule

- Enhance Your Routing Security Using ARIN's Hosted RPKI
- Delegated, Hybrid and the API: Beyond the basics of RPKI at ARIN
- IPv6 Address Planning Basics
- Getting to Know IRR-Online at ARIN
- Using ARIN's RESTful API for IRR
- Policy Development Process

<https://www.arin.net/webinars>



Services Prioritization Survey

Routing security enhancements, technical debt reductions and 2FA enforcement rated highest across categories

TOPIC	TOTAL SCORE
Resource Public Key Infrastructure (RPKI)	96
Internet Routing Registry (IRR)	84
RPKI/IRR Integrations	84
Reducing technical debt for ARIN's services infrastructure	84
Improvements to allow continuous software deployment	77
Enforce Two-factor Authentication (2FA) on ARIN customer accounts	77



Customer Satisfaction Survey

- ARIN's 4th Customer Satisfaction Survey is planned for **Q2 2023**
- Survey Objectives Include:
 - Determine members' expectations and needs from ARIN
 - Assess current satisfaction with ARIN's services and operations
 - Identify and prioritize areas for improvement
 - Assess current perceptions of ARIN and identify opportunities to better engage the Internet community
 - Understand how ARIN's current performance compares to that indicated by previous surveys completed in 2014, 2017 and 2020

Any Questions



Thank You