

Asia Pacific Network Information Centre (APNIC)

APNIC Member and Stakeholder Survey 2011 Report Appendices

February 2011

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Appendix I: Survey Instrument

Introduction				
APNIC Member & Stakeholder Survey 2011				
Thank you for helping us shape the future of APNIC. Your interest in the Survey is much appreciated. APNIC believes that to ensure the end we all seek – an effective, stable and secure Internet - it needs to operate in an open and consultative manner. So besides surveying its Account Holders, APNIC also seeks the views of a wider group called 'Stakeholders'. This covers any interested parties, including governments.				
This survey is in 2 sections:				
 Section A - For APNIC account holders only Section B - For all APNIC stakeholders 				
Please read the instructions prior to each section to clarify the type of response required. Your additional comments are welcomed on any issue.				
Those who respond by 9 November 2010, 24:00 (UTC+10) will be entered for a draw for an Apple iPad. At the end of the survey, there will be another draw where 2 winning respondents will each receive a HTC Wildfire smart phone.				
As in previous APNIC Stakeholder Surveys, I give you my personal assurance that your response will be kept confidential. Only I will have the password access to the link between your identity and your response. Many thanks for your participation.				
Prof. Ang Peng Hwa Director Singapore Internet Research Centre Nanyang Technological University, Singapore				
This survey may take 7 to 12 minutes for Section B and 12-20 minutes for sections A and B.				

Membership category	
Are you an APNIC Account Holder?	
Ves	
◯ N0	

Section A1 - For APNIC account holders only		
A.1. APNIC General Services	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree	
 A.1.1. Overall, the services provided by APNIC are satisfactory. A.1.2. The value Members get from APNIC justifies the cost. A.1.3. APNIC communicates in a way that meets my needs. A.1.4. APNIC should provide support in more languages than it currently supports. Any other comments about APNIC General Services: 	$ \begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\$	
A.1.5. What other services would you like APNIC to	offer?	
A.1.6. What APNIC services should be reduced, modified, or terminated?		

A.2.1. The procedure to obtain IPv4, IPv6 and ASNs is clear and straightforward.	1-Very 10-V/ Strongly 2 3 4 5 6 7 8 9 Stron Disagree Agre
	2.
	biologice Agree
A 2.2 ADMIC resource allocation convices (IDw4, IDw5 and ACMs) are ensuring in	0 00000000 0
A.2.2. APNIC resource allocation services (IPv4, IPv6 and ASNs) are adequate in response time and relevance.	0 00000000 C
A.2.3. <u>The APNIC Helpdesk</u> provides timely and appropriate responses to technical and service enquiries.	0 00000000 0
A.2.4. APNIC should provide 24/7 Helpdesk operation for critical services.	0 00000000 C
A.2.5. APNIC should further extend Helpdesk hours beyond the current 12 hours.	0 00000000 0
A.2.6. MyAPNIC features to support resource request and resource management an adequate.	• 0 000000000
A.2.7. APNIC should provide consultancy services specific to individual Member's needs on a user-pays basis.	0 00000000 0
A.2.8. APNIC should spend more effort informing network operator communities on routability/reachability issues.	0 00000000 C

Section A3 - For APNIC account holders only	
A.3. Billing & Administration Services	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
A.3.1. The APNIC Helpdesk provides timely and appropriate responses for billing and administration enquiries.	0 00000000 0
A.3.2. The APNIC fee structure is reasonable and justified.	0 00000000 0
A.3.3. APNIC fees should be reviewed on a fixed regular schedule.	0 00000000 0
A.3.4. APNIC provides a 50% discount for Least Development Countries. This shoul be further lowered.	• 0 0000000 0
A.3.5. MyAPNIC features to support billing and account administration are adequate.	0 00000000 0
A.3.6. APNIC should allow Members to pay their fees	s in the following cycle. (Check as
many boxes as applicable.):	
Monthly,	
Quarterly,	
Six-monthly,	
Annual.	
Any other comments about Billing & Administration Services:	
×	
¥.	

APNIC Priorities expectations of APNIC's diverse membership sometimes compete in priority. The following a NIC to focus upon. Please RANK them in order of priority.	1 - highest	2	Members 3	have
NIC to focus upon. Please RANK them in order of priority. .4.1. Communication 4.1.1. Expand APNIC Involvement in the support and development of regional operator forun g, NOGs, IPv6 groups etc.). 4.1.2. Represent the needs of the Asia Pacific Internet community (including governments,	1 - highest			have
 4.1.1. Expand APNIC Involvement in the support and development of regional operator forun g, NOGs, IPv6 groups etc.). 4.1.2. Represent the needs of the Asia Pacific Internet community (including governments, 	highest	2	3	
g, NOGs, IPv6 groups etc.). 4.1.2. Represent the needs of the Asia Pacific internet community (including governments,	highest	2	3	
g, NOGs, IPv6 groups etc.). 4.1.2. Represent the needs of the Asia Pacific internet community (including governments,	-	\bigcirc	_	4 -
4.1.2. Represent the needs of the Asia Pacific Internet community (including governments,	0		\cap	
		~	0	
······	0	\odot	\odot	
4.1.3. Expand training activities in scope, geographical coverage, and online options.	0	0	\bigcirc	
4.1.4. Support network engineering education in the Asia Pacific region.	ŏ	ŏ	ŏ	
.4.2. Services				
	1 -	2	3	4 -
4.2.1. Streamline resource requests and allocation processes.	highest	\cap	\cap	
4.2.1. Support IPv6 deployment.	X	ŏ	X	
	8		8	
4.2.3. Enhance the reliability and availability of APNIC services.	8	0	8	
4.2.4. Provide more educational materials regarding APNIC services.	0	Ο	O	
.4.3. Technical				
	1 - highest	2	3	4
4.3.1. Do more research and development activities, such as network monitoring and measuri	0	\bigcirc	\bigcirc	
4.3.2. Publish statistics, analysis, and articles about internet development and use.	ŏ	ŏ	ŏ	
4.3.3. Routing and registry security improvements.	ŏ	000	ŏ	
4.3.4. Investigate new technical services.	ŏ	ŏ	ŏ	
ny other comments about APNIC's priorities:				
-				

Section B1 - For all APNIC stakeholders	
B.1. APNIC Public Services	
B.1.1. Policy Development	
B.1.1.1. The APNIC Policy Development Process is an effective way of developing	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
resource management policy. B.1.1.2. APNIC needs a Policy Development Process that allows policies to change more frequently.	000000000
Any other comments about Policy Development:	
<u>A</u> V	
B.1.2. Information Dissemination	
	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.1.2.1. The content and activities of APNIC Meetings are at a level of importance and interest that I want to attend.	0 0000000 0
B.1.2.2. The remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at APNIC Meetings are easy to use.	0 0000000 0
B.1.2.3. The APNIC website is easy to use.	0 00000000 0
B.1.2.4. The APNIC website helps me understand the activities of APNIC.	0 00000000 0
Any other comments about information Dissemination:	
B.1.2.5. APNIC is constantly looking for ways to imp	rove its website functions. Please
suggest some ways to improve APNIC's website.	
B.1.3. Technical Services	
	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.1.3.1. The APNIC Whois Database operates at a high level of quality, usability and reliability.	0 0000000 0
B.1.3.2. The APNIC Reverse DNS service operates at a high level of quality, usability and reliability.	0 0000000 0
Any other comments about Technical Services:	
A V	

Section B2 - For all APNIC stakeholders
B.2. IPv4 Depietion (click here for background information)
B.2.1. Some Members have urged APNIC to play a role in facilitating IPv4 address transfers. The following is a list of possible roles from the least active to the most active. Please choose one role that you think APNIC should play:
No role
Monitor and report
O Develop policies and guidelines for transfer
C Link buyers and sellers
Approve transfer
Actually buy and sell
Actually buy and sell

Section B3 - For all APNIC stakeholders			
B.3. IPv6 Deployment (click here for background information)			
B.3.1. What is the state of readiness of your organ many boxes as applicable):	nization in IPv6 deployment? (Check as		
My organization has a formal plan for IPv6 deployment.			
My organization has an IPv6 transition budget.			
My organization has staff trained for IPv6 deployment.			
My organization has received an IPv6 allocation/assignment.			
B.3.2. Please suggest some ways APNIC can help	o customer uptake of IPv6.		
	* *		
B.3.3. Please suggest some ways APNIC can help deployment.	overcome the hurdles of IPv6		
B.3.4. What information do you need to make the decision to deploy IPv6 in the next 12- 24 months?			
<u>*</u>			
B.3.5. There have been suggestions that APNIC sh rollout/uptake. If so, the following is a list of possi agree that APNIC should do each of the following. role, put Strongly Disagree.	ble roles. State the extent to which you		
	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree		
Creating awareness	0 00000000 0		
Provide training	0 00000000 0		
Sharing best practice	0 00000000 0		
Other (please specify):			
*			

Section B4 - For all APNIC stakeholders	
B.4. Training, Education and Certification	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.4.1. I am satisfied with the quality of APNIC training.	0 00000000 0
B.4.2. I am satisfied with the cost of APNIC training.	0 00000000 0
B.4.3. APNIC should establish more partnerships to support training and education for organizations in need.	0 00000000 0
B.4.4. APNIC training and education services are helping our staff to enhance their technical capabilities.	0 00000000 0
B.4.5. APNIC should offer courses that lead to an APNIC Certification.	0 00000000 0
B.4.6. Have you accessed APNIC's online training? ◯ Yes ◯ №	
	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.4.7. APNIC eLearning contents are relevant to my organization.	0 00000000 0
B.4.8. I prefer training to be (choose one):	
National	
Regional	
AP wide, e.g. APRICOT.	
Any other comments about Training, Education and Certification:	
×	

ection B5 - For all APNIC stakeholders	
B.5. Internet Governance (<u>click here for background</u>	l information) 1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
 B.S.1. Should governments in the Asia Pacific region be more involved in APNIC? B.S.2. APNIC's current level of engagement with governments in the Asia Pacific region is fine. B.S.3. APNIC should do more to support specific regional internet Governance activities. 	0 00000000 0 0 00000000 0 0 00000000 0
B.5.4. The following are some suggestions from Me APNIC should engage with governments. (Check as	
Train government officials in special sessions on matters that concern APNIC Share best practices.	's core mission.
Encourage more government officials to participate at APNIC's decision-mak	ing meetings.
Any other comments about Internet Governance:	
B.5.5. There are suggestions that a Government-Advisory Committee, similar to ICANN 's, be formed for APNIC. Do you agree?	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
What are your concerns, if any, about government involvement with APNIC?:	
B.5.6. If the Internet Governance Forum (IGF) continues, APNIC should play a more	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
active role. If you agree, suggest some ways that APNIC could be more active in the IGF:	0 0000000000

Section B6 - For all APNIC stakeholders	
B.6. APNIC Representation	1-Very 10-Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.6.1. The APNIC Executive Committee election process is clear and transparent.	0 0000000 0
What changes/improvements would you suggest?:	
<u>-</u>	
	1=Very 10=Very Strongly 2 3 4 5 6 7 8 9 Strongly Disagree Agree
B.6.2. The regional internet community would benefit from more localized suppor	
What form should that take?:	
B.6.3. Where I am, we have a <u>National</u> Internet Registry already.	
Ves No	
B.6.4. We don't have a National Internet Registry and we need one.	
○ Yes ○ No	
If you think there is a need for an NIR, please state what role(s) the NIR should play:	
* *	

Thank You!
Thank you for participating in this survey!

Appendix II: All comments received from participants

A.1. APNIC General Services

Are you an APNIC Account Holder?	Any other comments about APNIC General Services	Location/Econo my
Yes	its comprehensive	QA : Qatar
Yes	Detailed Description about the services should be available and more on Technical Documentation with examples also should be available on the web.	IN : India
Yes	Not many things to be mentioned as General services are statisfactory	AU : Australia
Yes	Perhaps review the communication via email method. The industry as a whole sends out oddles of emails which are largely unread due to time constraints	AU : Australia
Yes	conducting training such as IPv6 training is a great way to propagate the knowledge and provide understanding of how APNIC works.	AU : Australia
Yes	Good There should be more training & some training should only specific to ISP's	IN : India
Yes	Should understand clients needs when we request for Ip allocations. Our previous allocation was denied even we showed IP - IP utilization.	IN : India
Yes	Good overall	AU : Australia
Yes	Staff have always been polite, responsive and helpful.	AU : Australia
Yes	We've had good response from the Help Desk whenever we've called! Keep up the good work.	AU : Australia
Yes	Overall good	IN : India
Yes	Service and support is good	IN : India
Yes	A.1.1 is insufficient. The services I have received from the APNIC staff have been far beyond satisfactory. I have always received prompt, courteous, efficient service from everyone at APNIC, especially Paul W., Wita, Elly and the entire RS staff, Sam, Samantha, Louise, Champika, Sunny	US : United States
Yes	Performance of MyAPNIC Portal is slow. It will be helpful if it improves.	IN : India
Yes	Good job, fulfills its mandate.	SG : Singapore
Yes	some notifications tend to be profuse/verbose. common language or simpler language may be more useful.	IN : India
Yes	User friendly approach and automated allocation with minimum human intervention.	IN : India
Yes	Although we have yet to take these offers up, APNIC staff have been helpful with offers of assistance with regards to contacting various internet entities about removing bogon filter blocks for our recently allocated IP address range.	AU : Australia

Yes	Overall satisfactory, only thing which need a little attention is response time which needs a little improvement.	IN : India
Yes	Overall services are good, as mentioned in above mail APNIC should provided support in more languages.	IN : India
Yes	Seems to be a well run org.	PH : Philippines
Yes	Service is good, however response to email is too slow.	US : United States
Yes	The Good: - very knowledgeable and professional support - fast response - excellent variety of services The minus points are: - clunky MyAPNIC interface at the early stage - many instruction are not easily understandable for new members	KH : Cambodia
Yes	I often have problems with digital certs. Once requested and processed I try to install and it fails. When it fails the cert cannot be accessed again and another application is required for a new cert. Eventually the cert install works but the process does drag on for many many days. It would be good if the cert wasn't removed from being access after the first install to help with failed installs	NZ : New Zealand
Yes	Good team work	IN : India
Yes	Noas it is good overall	ID : Indonesia
Yes	all r good	BD : Bangladesh
Yes	Apnic General service is good	BD : Bangladesh
Yes	Thai or Russian	LA : Lao People's Democratic Republic
Yes	vigilant exercises to implement ipv6 should be done	PK : Pakistan
Yes	In summary the service quality is above good yet there is always aspects to improve.	PK : Pakistan
Yes	Service is good but the cost of the IP is too much.	PH : Philippines
Yes	None	AU : Australia
Yes	Mostly I have been in contact with APNIC helpdesk and resource registration services and I find the persons very helpful and very prompt in responding to my queries.	PK : Pakistan
Yes	We would like to have more trainning sessions done at Sri Lanka	LK : Sri Lanka
Yes	More awareness and local training	PG : Papua New Guinea
Yes	APNIC should be have forum and knowledge base	KH : Cambodia
Yes	APNIC General Services is a big help in providing customer/account holders of necessary information required for maintaining a better network. Keep up the good work!	PH : Philippines
Yes	Find APNIC good to deal with and responsive to my questions and requests for help or other.	AU : Australia
Yes	APNIC should stress on ISP to provide and update their IP allocation Database	PG : Papua New Guinea
Yes	Keep improving your current services	PG : Papua New Guinea
Yes	APNIC can support in Hindi language if possiblle - though English is widely spoken.	IN : India
Yes	APNIC response time is very fast.	HK : Hong Kong
	The response line is very fast.	THE THONG KONG

Yes	Overall service is good but sometime it appears to be way too	BD : Bangladesh
	mechanical and complex. Many jargon or terms are used that can make	
	anyone confused at the first time. Things can be designed in a way that works easily with the general members need.	
Yes	Should conduct more training sessions	IN : India
Yes	THe main language used is English and it is quite adequte for our usage.	IN : India
Yes	May explore to provide 24*7 services.	IN : India
Yes	Need to improve on help desk.	NP : Nepal
Yes	Fantastic.	SG : Singapore
Yes	IP management website had many bugs.	AU : Australia
Yes	APNIC should concentrate IPv4 exhaustion and IPv4/v6 co-existence.	JP : Japan
Yes	re a.1.4 - cannot really comment as only required English so am not sure	NZ : New Zealand
	how many languages APNIC supports	
Yes	Should provide 24/7 support due to time zones	FJ : Fiji
Yes	Does the job, have no complaints	NZ : New Zealand
Yes	Training part is not clear.	IN : India
Yes	General Service is very good and need to be more efficiant	AF : Afghanistan
Yes	it is good. specially time to time service	BD : Bangladesh
Yes	General Service quality is good. People at the APNIC respond quickly	BD : Bangladesh
	and they are very helpful.	0
Yes	pricing should be restructured. 8k address x 2 we will get 64k address.	IN : India
	This heavy bulk discount.Since 5% addresses only are available. We	
	need a discounted prices for the 2nd 8k block instead of applying for	
	64k.	
Yes	Services are good. No comments.	IN : India
Yes	24/7 Support required, which helps us to resolve our issues immedietly	IN : India
Yes	very good	IN : India
Yes	Support center should be 24x7	IN : India
Yes	Ok	IN : India
Yes	We should have respresentative of APNIC in every countrywhome we can talk directly.	IN : India
Yes	Good	IN : India
Yes	All the traing initiatives are getting exhasuted quickly and most of us are	IN : India
	not getting a slot. Appriciate if you increase the fequency or the number	
	of people can subscribe to the course	
Yes	Second opinion request should be incorporated in the myAPNIC Page.	BD : Bangladesh
Yes	IN General, we would like to have more communciation with the	IN : India
	manager responsible for supporting our organization. Also would need	
	various levels of communcition from all the managers in APNIC at	
	various levels to interact with us in various forums. Presently that is not	
Vac	happening.	EC . Et
Yes	Helpdesk email responses are well clarified and on time (i.e. no delay)	EG : Egypt
Yes	Need to extend timings so that availability is 24 * 7	IN : India
Yes	Overall performance and support level has been improved. However I believe that there is soom for more construction in small regional entities	PK : Pakistan
	believe that there is room for more penetration in small regional entities,	
Yes	specially when IPV6 is not very far for implementation. Services are excellent.	ID · Indonesia
		ID : Indonesia
Yes	APNIC Support should respond in queries 24x7. There are lot of companies that operates 24x7 and sometimes requires urgent assistance.	PH : Philippines

Yes	Members training and education should be increase during ipv6 implementation	ID : Indonesia
Yes	I do not even know what are the general services provided by APNIC.	SG : Singapore
Yes	APNIC Web site so slowly.	TH : Thailand
Yes	Customer friendly, take the time to assist members needs	PH : Philippines
Yes	APNIC general services are good services.	KH : Cambodia
Yes	take care technical support for some development country	MN : Mongolia
Yes	I wish more NPOs where run like apnic.	HK : Hong Kong
Yes	Good, however many people seem not to understand APNIC's role.	AU : Australia
Yes	Apnic should made workshops and trainings available to more private sectors that are expanding in terms of technology as more are not aware of such program as it is only known to ISP and few other major	FM : Micronesia, Federated States of
Yes	companies. Excellent Service!	SB : Solomon Islands
Yes	MyAPNIC web site is slow.	HK : Hong Kong
Yes	Great.	PH : Philippines
Yes	Most companies speaks english so I think the basic language support is covered.	HK : Hong Kong
Yes	Comparatively speaking, the mailing list is less active.	CN : China
Yes	send the email about membership-fee in advance	CN : China
Yes	Am happy about the the various services offered though not used much of them. Look forward to use some like the Trainings provided in future	IN : India
Yes	very well structured	IN : India
Yes	The chat service is extremely good one to have basis help requirement.	IN : India
Yes	Website should be more user friendly, sometime it is hard to find out related document	HK : Hong Kong
Yes	The Genral Service is very good and have to be in a Supreb way.	PK : Pakistan
Yes	Create a proactive forum where members can interact and discuss issues actively.	CN : China
Yes	It is more or less satisfactory in every way we have contacted APNIC	PK : Pakistan
Yes	More APNIC Training/meeting/forums should be held in the Pacific Islands especially PNG	PG : Papua New Guinea
Yes	No, we're reasonably happy.	NZ : New Zealand
Yes	I'm happy with the service offered by APNIC	AU : Australia
Yes	keep up the good work	ID : Indonesia
Yes	Overall the service is good. But the whois response time (via website) is too slow.	ID : Indonesia
Yes	The Service Provide by Apnic is Good and responsive.	IN : India
Yes	You need to train more about IP v4 and IP v6	KH : Cambodia
Yes	My needs for the service is very basic. It fulfills my requirements.	AU : Australia
Yes	More interactive with the members on e-learning, news and so on.	KH : Cambodia
Yes	Process/policy to transfer APNIC account between associate companies of member is not appropriate as different countries have different business registration regulations. ie:APNIC does not accept official letter from member agreeing to the transfer but insist on a authorised third party to verify the relationship between. treanferor & transferee	MY : Malaysia

Yes	Warmly and friendly	TH : Thailand
Yes	Some processes could be faster.	NZ : New Zealand
Yes	I would like to see more communication about IPv6 and how the Oceanic Region is preparing for this change over. Also more information on where to get guidance and training on the IPv6 changeover.	AU : Australia
Yes	my experience has been perfect	AU : Australia
Yes	service has been prompt	SG : Singapore
Yes	Stablity for DNS reverse lookup is not problem.	SG : Singapore
Yes	24 Nil response 4AU; 5IN; KR; 2KH; 2JP; 2HK; MN; MY; 2CN; VN	; PK; PH; US

A.1.5 What other services would you like APNIC to offer

Are you an APNIC Account Holder?	What other services would you like APNIC to offer	Location/Econo my
Yes	whosi servers, trainings	QA : Qatar
Yes	Best practices handbook for IP planning and management.	IN : India
Yes	In Depth Trainings on IPV6, DNS with IPV6 and some more	IN : India
Yes	training about their products and how to use and update them	AU : Australia
Yes	For announcement of new IP ranges, we would like to see a database / portal login with new ranges recently announced rather than just getting emails from APNIC. Considering it will will have major impact if the routing will be working properly or not.	AU : Australia
Yes	It should provide training on Migration to IPV6	IN : India
Yes	24 * 7 Live Support, Abuse Contacts	IN : India
Yes	maybe member feedback	AU : Australia
Yes	Security incident support and coordination between parties involved to speed up mitigation process. Especially to fulfill law enforcement investigation needs on IP's involved and or suspected in cyber crime	ID : Indonesia
Yes	to offer whois DB, statics	KR : Korea, Republic of
Yes	Online training options to complement instructor based training.	AU : Australia
Yes	Communication with other APNIC members	IN : India
Yes	Regional training, because some companies cannot pay big amount money to abroad short training.	MN : Mongolia
Yes	APNIC should come out with the plan for conducting training/technical program for members to migrate IPV4 to IPV6 which is very much required	IN : India
Yes	Hosting the root server for .bt and also we are activley encouraging all teh new entrants in teh isp busniess to get their allocations for IPv4 and IPv6. In Bhutan all operators have been allocated resources from APNIC	BT : Bhutan
Yes	More training, on specific, shorter courses.	SG : Singapore
Yes	Identification of global attackes and penality, suspension of membership, cancellation of resources allocated	IN : India
Yes	great Going	IN : India

Yes	a interface or mediator for resolving network issues between member organizations.	IN : India
Yes	satisfied with services provided by APNIC	IN : India
Yes	Apnic needs to help out and educate major ISP's in all countries to ensure total safe networks be built for Global access, Trainings on IPV6 be conducted bimonthly in all Major Cities in APNIC operating areas so that all stake holders understand the global crunch of Ips and built up futuristic Networks on ipv6 platforms.	IN : India
Yes	DNS and professional service for Internet	HK : Hong Kong
Yes	More training for memebers.	AU : Australia
Yes	some responsibilities in mgt of whois are beyond the capabilitites of local officeholders. it would be helpful for apric to look after these on our behalf, even if a small fee had to be charhed to defray costs.	AU : Australia
Yes	Consulting on Internet setup, management etc at reasonable cost.	PG : Papua New Guinea
Yes	More IPv6 documentation / training.	AU : Australia
Yes	unify route registry with RADB	KH : Cambodia
Yes	Need more traning in develop country (Cambodia).	KH : Cambodia
Yes	more training classes in the region	HK : Hong Kong
Yes	The old Internic requires host outside the .com domain to register a handle before it could be used as a primary or secondary name server for a .com domain. The database server-handle has long been discontinued since the opening of registry-registrar system, but several registrars still require host to be registered and having a handle for servers outside the .com domain. It is a no solution situation, if APNIC can facilitate the registering of Host in the old HOST- HANDLE database for non .com servers (.id, .ph, .sg, .in, etc) it would be a good value to the members. If not, maybe APNIC can help in pushing the issue to ICANN so the requirement to have a registered host-handle for servers could be once and for all eliminated and resolved.	ID : Indonesia
Yes	To organize Webinar	MN : Mongolia
Yes	Ideally pusshing the industry to move to IPv6	TH : Thailand
Yes	Education programs too	IN : India
Yes	CoLocation	ID : Indonesia
Yes	APNIC should monitor and regulate guidelines for internet content ratings as well.	IN : India
Yes	as usal	BD : Bangladesh
Yes	Less expense	BD : Bangladesh
Yes	APNIC should take action with the suspected ip's very promptly. Generally it sends the email alerts, but it should take action.	BD : Bangladesh
Yes	Free Training for Networking	BD : Bangladesh
Yes	Information campaign on various fields	PH : Philippines
Yes	About IPv6 guideline	LA : Lao People's Democratic Republic
Yes	Try giving more training for APNIC members in IPV6 in their respective cities	IN : India
Yes	More educational services on new technologies (e.g. IPv6, BGP, OSPFv3 etc)	SG : Singapore

Yes	Trainings and physical meetups.	PK : Pakistan
Yes	More Technical details.	IN : India
Yes	After IPv4, i do not know yet.	PH : Philippines
Yes	More hands on trainings for IPv6 and 4 byte ASN	AU : Australia
Yes	I would like if APNIC helps in someway implementing the DNSSEC as	PK : Pakistan
	its the need of the day now.	1 1 1 1 1 Willottail
Yes	More training of IP addressing especially version 6	PG : Papua New
	0 01 1	Guinea
Yes	APNIC should be free register free for member login page	KH : Cambodia
Yes	Security	KH : Cambodia
Yes	technology developments	MY : Malaysia
Yes	workshop training	MN : Mongolia
Yes	Current services is ok.	PH : Philippines
Yes	Find the range of services fits well. Would see improvement from here	AU : Australia
	key.	
Yes	Lookups on other Registries via Apnic website (ie. ARIN, RIPE etc)	AU : Australia
Yes	More training programs in Sydney	AU : Australia
Yes	IP Version 6 complete training	PG : Papua New
	1 0	Guinea
Yes	it'a enough for us.	JP : Japan
Yes	IPv6 Startup Seminor for ISPs (with online)	JP : Japan
Yes	Nothing, happy with the way things are	PG : Papua New
	o, 117 7 0	Guinea
Yes	IPV6 Implementation training	NP : Nepal
Yes	-ccTLD -Internet Exchange Point -Facilitation of Internet Regulation	NP : Nepal
	for member REGIONs -APNIC should focus the least developed	1
	member countries of Asia-Pacific for their internet	
	regulation, government & Private Stakeholder's bonding in jointly develo	
Yes	Happy with Services it provides	AU : Australia
Yes	1.Need to view Global Routing status 2. Account based	BD : Bangladesh
	Vulnerabilities, Threats, and Attacks information	-
Yes	Security Awareness, Best practise etc	IN : India
Yes	training and consulting	CN : China
Yes	I'm not sure.	BD : Bangladesh
Yes	APNIC should provide incentives for moving to IPV6	IN : India
Yes	Apnic shall address All Interent related registry, resource allocation and	IN : India
	updation of resources online, advertisement and reverse DNS mapping.	
	Shall clearly guide on the objects to be updated - madatory and optional	
Yes	DOS/DDOS mitigation support may be provided.	IN : India
Yes	more on IPv6	IN : India
Yes	more trainings	IN : India
Yes	More trainings and sessions regarding IPv6 deployment. May be with	LK : Sri Lanka
	the support of IPv6 implemented Network teams.	
Yes	Discount services.	SG : Singapore
Yes	No, APNIC has already had many problems to solve(ex. IPv4	JP : Japan
	exhaustion, IPv6/v4 co-existence.)	5 51
Yes	help on apric members to migration to IPv6	NC : New
		Caledonia
Yes	More frequent visits	FJ : Fiji

Yes	More initial training, learning curve is very steep.	NZ : New Zealand
Yes	A yearly summary report of account status would be good	NZ : New Zealand
Yes	Name Server Setting up for Corporate members	IN : India
Yes	Has to offer IP ver6 training and more documentry and user guide	AF : Afghanistan
Yes	I would like to have Routing Information Service	BD : Bangladesh
	<u>u</u>	IN : India
Yes	chat support	
Yes	IMP subject about wide Internet, ISP Routings & Training on BGP with real network	IN : India
Yes	Something to make the regional internet more secure	IN : India
Yes	Support center should be 24x7	IN : India
Yes	Regional specific Public DNS server. Also APNIC should have local country specific office for the faster transaction of fees in the local currency.	IN : India
Yes	Regional focusses events/programa	IN : India
Yes	More information and updates on ipv6 deployments status	AU : Australia
Yes	Technical consultant of Network planning, upgrading.	KH : Cambodia
Yes	More training on IRM in local languages with local experts in different countries	BD : Bangladesh
Yes	Domain and network monitoring and optimization/ consolidation	IN : India
Yes	They are sufficent at this moment	PK : Pakistan
Yes	Online Chat with Helpdesk throughth web site (e.g Magic Jack web site)	EG : Egypt
Yes	control on mail spam referals	IN : India
Yes	Development.	IN : India
Yes	APNIC should extend support in terms of whitelisting of new ip's which are re allocated from other ip sources.	IN : India
Yes	IPv6 implementation guidelines	LK : Sri Lanka
Yes	APNIC should introduce some free network utility like ping, traceroute, DNS lookup, Whois etc.	BD : Bangladesh
Yes	outsourcing	MN : Mongolia
Yes	Domain Registration	PH : Philippines
Yes	DNS health check for APAC region	HK : Hong Kong
Yes	Transit, peering event expand	ID : Indonesia
Yes	More training	PH : Philippines
Yes	Public Route Server (Multiple Locations)	TH : Thailand
Yes	It fulfils its core mandate very well. Anything else is a bonus.	SG : Singapore
Yes	Multi-language web site.	TH : Thailand
Yes	More training (Education Services)	KH : Cambodia
Yes	DNS services, Network and Security Consultancy	PH : Philippines
Yes	DNS Security, Network Management	KH : Cambodia
Yes	onsite technical audit	MN : Mongolia
Yes	internet/network outreach programs where remote population can get	HK : Hong Kong
105	internet access. that is part of apric mission. members can elicit to contribute anonymously to these programs or not.	TIK . Hong Kong
Yes	Generally happy with services provided by APNIC, haven't used all available	AU : Australia
Yes	detailed ipv6 roll out advice and scenarios.	AU : Australia
Yes	probably a web site design for small businesses to be able to run their own site instead of ISP being hosting for them as more are not sure how to host or run such opportunity in their own hands.	FM : Micronesia, Federated States of

Yes	Online training.	SB : Solomon Islands
Yes	video support	CN : China
Yes	Current services are already ok	PH : Philippines
Yes	Routing Register service enhancement. The current mulitple organization/company offer RRDB registration. The DB content is confused.	HK : Hong Kong
Yes	None. Everything meets my expectation.	PH : Philippines
Yes	Sharing global experience on IPv6 allocation.	CN : China
Yes	provide informations about APNIC in different language regularly	CN : China
Yes	Training on uses of My APNIC for new members.	BD : Bangladesh
Yes	Administrator level conferences might be preferable. The administrators of my institution does not understand APNIC yet.	JP : Japan
Yes	IPV6 migration support	IN : India
Yes	Spam protection, online tutorials, online helpdesk	NP : Nepal
Yes	IPv6 subnet calculator which can save file in excel or csv	IN : India
Yes	should start live chat support	PK : Pakistan
Yes	The need to advertise the 1Pv6 and If could send the Request to Customer along with Detials to get it.	PK : Pakistan
Yes	Training and consultation	KH : Cambodia
Yes	Provide fellowships and training courses for Pacific Island countries to help boost capacity in the region.	CN : China
Yes	I strongly suggest to start anti-abuse working group	PK : Pakistan
Yes	APNIC has to conduct more confrences for IPv6 deployment in its region like INDIA.	IN : India
Yes	Provide more support in developing workable ICT policies for developing countries and increase fellowships for pacific Island countries.	PG : Papua New Guinea
Yes	I think for us we use APNIC so infrequently that it would be good to have a "management level" (non-technical) interactions and communications from APNIC.	NZ : New Zealand
Yes	Happy with current level of services offered	AU : Australia
Yes	ip management software	ID : Indonesia
Yes	Can't think of any additional service APNIC could provide	VU : Vanuatu
Yes	Appric Should increase the Timing of their Service which is currently limited 12 hours and they should provide more online training on IPV6 and training related to how to use Appric portal	IN : India
Yes	Update news to all holders and Member about technology or conference	KH : Cambodia
Yes	Provide More training Free of Charge	SG : Singapore
Yes	free for goverment member in APNIC trainning	TH : Thailand
Yes	People with historical ipv4 space, offer to surrender space for ipv6 without changing there non member status	AU : Australia
Yes	I think APNIC shall produce more practical configuration examples on HOW-TO implementing and migrating IPv4 to IPv6 for different brand of IOS (e.g. Cisco, Juniper, H3C) and end-user devices (e.g. Handset, PC, Notebook). It shall be similar to Cisco's web site from which these documents can be easily be searched.	AU : Australia
Yes	Provide more e-learning and necessary in Mother tongue language other	KH : Cambodia

	than English	
Yes	More links to training resources. More links to resources required to migrate to IPV6	AU : Australia
Yes	More training in the Oceania region	FJ : Fiji
Yes	Probably a presence or a roadshow in the Philippines	PH : Philippines
Yes	if you can be a one stop authority and owner for DNS names registration for the APAC region that would make it easier to own and manage services here. if you can allow resellers, partners like exchange networks like TNS to order public IPs for stock exchanges that would make it nice to ensure that public networks sending TCP and multicast data do not have overlapping addresses.	SG : Singapore
Yes	IP address market	SG : Singapore
Yes	Nil responses 7IN; 5AU; JP; 3CN; MY; MM; VN; NP; 2NZ; PK; 2PH; A	AU; BD; SG; KH; US;

A.1.6 What APNIC services should be reduced, modified, or terminated?

Are you an APNIC Account Holder?	What APNIC services should be reduced, modified, or terminated?	Location/Econo my
Yes	Reduced - fee for the IP ranges.	AU : Australia
Yes	On pricing they have to work out	IN : India
Yes	satisfied with services provided by APNIC	IN : India
Yes	Make the apnic resource update database more friendly to the members. Example: Include a example section how to delete the inetnum and modify.	BT : Bhutan
Yes	IPv-6 Appliance	ID : Indonesia
Yes	Price	BD : Bangladesh
Yes	Stop providing IPV4 IP's and intiate mebers to take IPV6	IN : India
Yes	Pricing for IP should be reduced.	PH : Philippines
Yes	Help on understanding different objects and how they fit together	AU : Australia
Yes	It is so good enough	KH : Cambodia
Yes	More survey at the industry level	MY : Malaysia
Yes	Believe none should be terminated.	AU : Australia
Yes	Applying IPv6 address should be reduced.	CN : China
Yes	IP deallocation policy to be introduced to track migration to IPv6	IN : India
Yes	-Training /Workshops (APNIC's training is worth but the participants are always confused what the assembly is for ?)	NP : Nepal
Yes	training course: IRM . Almost all old members have attended IRM. I think it should be reduced.	CN : China
Yes	Happy with Services it provides	AU : Australia
Yes	The crypto certificate access is always tricky for me for some reason - anything that can be done to simplify that process would be appreciated.	AU : Australia
Yes	may allocate IPv6 address to promopt implementation	CN : China
Yes	modified	NP : Nepal
Yes	AS number searching module.	SG : Singapore

Yes	Paths to recommended training schedules to assist in knowledge creation	AU : Australia
Yes	Is there some kind of script that is run when accessing the APNIC	AU : Australia
	webpages? Internet Explorer does not work and times out. I need to use Firefox which warns me of a script present	
Yes	Services are all of expected level. However the emails are abit hokey, eg	NZ : New Zealand
103	they could do with a spruce up	
Yes	APNIC service should more modified the support time	AF : Afghanistan
Yes	currently all serice is okay	BD : Bangladesh
Yes	creating more address block sizes for allotment	IN : India
Yes	Cost of fees to be reduced.	IN : India
Yes	Easier to pay the invoice when its due as messages are misleading	NZ : New Zealand
Yes	overall reduce cost	MY : Malaysia
Yes	APNIC should reduce the yearly cost of ip addresses.	KH : Cambodia
Yes	2nd opinion request for IP address redistribution to the customers	BD : Bangladesh
	should be modified to get it immediately through myAPNIC page.	0
Yes	Communication with stakeholders need to improve, else competion	IN : India
	would phase out the current line of business as well	
Yes	training on IPv6 should be pushed more	IN : India
Yes	Manage Internet Resources should be modified.	IN : India
Yes	Modify the resources, it takes time to change it and its more complicated also.	PH : Philippines
Yes	Database synchronize should be faster than now	LK : Sri Lanka
Yes	APNIC should reduce the amount of time they respond to their clients.	PH : Philippines
Yes	reduced cost	PH : Philippines
Yes	Too many physical member meetings driving up costs and increasing greenhouse gas emissions through dozens of people flying. 1 per year and 1 online.	AU : Australia
Yes	Its ok with the present services.	BD : Bangladesh
Yes	Second opinion that customer have to send for approve ip address assignment should modify to simply form.	TH : Thailand
Yes	old website data.	HK : Hong Kong
Yes	Have not found any services to be unnecessary, but we do not have heavy usage	AU : Australia
Yes	For the time being; I don't see any that needed to me reduced or	FM : Micronesia,
	terminated but probably modified to fit the interest of more trainees like extension of trainings in terms of duration for a given workshop.	Federated States of
Yes	Some old large organisations hold too many IPv4. How APNIC could solve it?	HK : Hong Kong
Yes	All services upto the mark	IN : India
Yes		PK : Pakistan
Yes	should modify the support languages	PK : Pakistan
	should modify the support languages APNIC should reduce the SPAM and Abuse that would effect our network and they have to inform their customer from this.	PK : Pakistan
Yes	APNIC should reduce the SPAM and Abuse that would effect our	
	 APNIC should reduce the SPAM and Abuse that would effect our network and they have to inform their customer from this. Modification should be an option but reduction or termination of any service. I don't think so Internet Capacity Building should be modified to target the technical 	PK : Pakistan
Yes	 APNIC should reduce the SPAM and Abuse that would effect our network and they have to inform their customer from this. Modification should be an option but reduction or termination of any service. I don't think so 	PK : Pakistan PK : Pakistan PG : Papua New

Yes	I think all services are essential	VU : Vanuatu
Yes	Need update or promote IP v6 to IT technology	KH : Cambodia
Yes	IPv6 space to people with historical space. (ie the ones like me who pay 160+gst	AU : Australia
Yes	Since we are new to the APNIC some certain services we are not aware and not really understand about the process. Like the second opinion should terminate.	KH : Cambodia
Yes	Nil response 8AU; 22IN; 3 MN; 1BT; 3 PG; 2 KH; 2 JP; HK; 4 BD; MY; MY; VN; NC; 2 FJ; 2NZ; ID; 3 SG; SB; 4 CN; ; US	; 10 PH; 4 PK ; NP;

A.1.7 How could APNIC improve access to the APNIC helpdesk?

Are you an APNIC Account Holder?	How could APNIC improve access to the APNIC helpdesk?	Location/Economy
Yes	APNIC can add support through Instant Messenger like Gtalk or Skype. So you can have prolonged conversation and is easy to understand the need of the members.	BD : Bangladesh
Yes	need to improve email support	QA : Qatar
Yes	It very accessable does not require modifications.	IN : India
Yes	Chat with helpdesk should be available.	IN : India
Yes	Perhaps improved communication about how the helpdesk is best engaged	AU : Australia
Yes	improve chat services	GR: Greece
Yes	APNIC helpdesk provide good services.	AU : Australia
Yes	24 * 7 & online chatting option should be available	IN : India
Yes	We get very good support from helpdesk and are extremely satisfied	IN : India
Yes	By providing quick support rather than One day replies.	IN : India
Yes	never used after i joined so the helpdesk helped	AU : Australia
Yes	New communication channel may improve APNIC HelpDesk service. With the growth of social media i.e Facebook, micro blogging i.e Twitter and online messaging, it will useful to spreading news and or how APNIC build more interraction with stakeholders	ID : Indonesia
Yes	More proof of identity and security measures during application and support process.	AU : Australia
Yes	Possibly quicker response times, however they are already pretty good now.	AU : Australia
Yes	Local (country level) helpdesk should be available.	IN : India
Yes	If it's possible some video training like step by step. How to become member, payment method, helpdesk etc.	MN : Mongolia
Yes	maybe an video phone service. This service will help APNIC to be immesely appreciated as it will provide the human touch which sometimes gets missed in the present world.	BT : Bhutan
Yes	APNIC's help desk has been so easy to reach and so helpful that I cannot imagine improvement. Just keep doing what you've been doing as well as you've been doing it, please.	US : United States
Yes	Help documents are lengthy and not to the point	IN : India
Yes	with bringing improvement in response time.	IN : India

		~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~
Yes	satisfied with services provided by APNIC	IN : India
Yes	Apnic 24* 7 chat facilities to all its members	IN : India
Yes	They are doing well right now	PG : Papua New
		Guinea
Yes	Faster replies to email	US : United States
Yes	more person to deal with the daily task. It seems the response is not so	CN : China
	quick as it should be.	
Yes	Increase the number of helpdesk support staffs or else increase the	BT : Bhutan
	help desk call numbers	
Yes	Getting feedback from the users	IN : India
Yes	APNIC can immedietly respon to any problem	ID : Indonesia
Yes	Chat/Blog for individual account will be help full in keeping track of	IN : India
	history and also provides ease of access w.r.t time	
Yes	asuasal	BD : Bangladesh
Yes	Help desk sevice is good	BD : Bangladesh
Yes	currently communication with helpdesk mostly via email can we	MY : Malaysia
	create and view ticket status in the myapnic account	2
Yes	alignment to various needs of asia pacific countries	PH : Philippines
Yes	all okay no change	LA : Lao People's
	2 0	Democratic Republic
Yes	Accessibility to helpdesk during saturday and sunday	IN : India
Yes	Helpdesk is fine and gives the require support	IN : India
Yes	Extend helpdesk support to Saturday	IN : India
Yes	More faster and timely.	SG : Singapore
Yes	Increase customer service agents in more languages.	PK : Pakistan
Yes	Helpdesk in each country for easy access.	IN : India
Yes	a better timezone operation other than Australia's.	PH : Philippines
Yes	Provide more online material	AU : Australia
Yes	toll free number	IN : India
Yes	I think by having presence on Skype helpdesk will be more accessible.	PK : Pakistan
Yes	It is so good enough	KH : Cambodia
Yes	24 hours help desk	MY : Malaysia
Yes	Helpdesk should be available on instant messaging, mobile and similar	PH : Philippines
X 7	communication channels.	ATT A 1'
Yes	Phone and email access currently works well.	AU : Australia
Yes	more helpdesk staff	AU : Australia
Yes	I have been using it lately	PG : Papua New
		Guinea
Yes	Could you introduce the telephne call transater service? APNIC	JP : Japan
	introduce the transration sevice company to the member that need the	
	transration, and that member pay the fee of transration.	
Yes	None, currently all are ok	PG : Papua New
		Guinea
Yes	Provide more languages support.	CN : China
Yes	Extend one desk in India to support after office hours of Australia	IN : India
Yes	Providing 24 hours online support	NP : Nepal
Yes	By providing dedicated support units , if possible in local language of	NP : Nepal
	the member countries.	
Yes	I think it is okay now.	CN : China

Yes	Happy with Services it provides	AU : Australia
Yes	It works just fine now.	AU : Australia
Yes	It would be more efficient if APNIC represent local contract country	BD : Bangladesh
	wise	
Yes	24 X 7 support	IN : India
Yes	provide an online IM based service	MM : Myanmar
Yes	may have a local agent, which could provide local services	CN : China
Yes	APNIC helpdesk may have local representatives or volunteers who can be contacted for any service or issue. APNIC can train locals and have their contact available on their website and emails. At the beginning any person seeking any service feels comfortable to talk to some real person in his/her locality. These local volunteers can guide the members based on their needs.	BD : Bangladesh
Yes	By providing the toll free no.	IN : India
Yes	Manual guiding the members in remaining updated on the services as the guidelines are not very informative.	IN : India
Yes	By providing 24*7 access	IN : India
Yes	Not a frequent user, i think it is to the best now	IN : India
Yes	Perhaps APNIC could implement live messenger for the helpdesk services. This will overcome some language issue.	MY : Malaysia
Yes	satisfied	IN : India
Yes	More aggressive support	NP : Nepal
Yes	APNIC can distribute the helpdesk facility in regions. (ex. in India, Sri Lanka, Japanetc.) Then members can directly communicate with the region.	LK : Sri Lanka
Yes	Pretty good especially with the Live Chat is very helpful so you dont have to hang onto a callpost your enquiry & get rapid responsevry good	AU : Australia
Yes	It's enough.	JP : Japan
Yes	actually a good level	NC : New Caledonia
Yes	Should provide 24/7 support due to time zones	FJ : Fiji
Yes	Technical support specially for IPv6 communication setting up which is a new area	IN : India
Yes	24/7 support and feedback	AF : Afghanistan
Yes	i didnt face any problem with helpdesk. always get good feedback from this team. so i cant suggest.	BD : Bangladesh
Yes	I think if there is something like online support desk, then we can communicate with them and get the help instantly.	BD : Bangladesh
Yes	seperate support desk area wise with chat support	IN : India
Yes	Required 24/7	IN : India
Yes	Just fine	IN : India
Yes	I think current structure is fine.	IN : India
Yes	By providing local access numbers	IN : India
Yes	Deploy decentralize region speecific helpdesks	IN : India
Yes	It's good now	IN : India
Yes	APNIC should provide helpdesk service online 24/7.	KH : Cambodia
Yes	By introducing international SMS service	BD : Bangladesh
Yes	Publish esclaltion matrix and support model at regular frequencies to all stakeholders	IN : India

Yes	I feel the access system to helpdesk is fine	PK : Pakistan
Yes	Online Chat throughth web site (e.g Magic Jack web site)	EG : Egypt
Yes	current facility is sufficient	IN : India
Yes	Implementing more helpdesk across Globe.	IN : India
Yes	Extend support by 24 * 7 since in this IT world where word doesnot	IN : India
	even stop for seconds, non working hours of APNIC keeps things on hold.	
Yes	I think online chat is available to provide easy access. However i would	PK : Pakistan
	recommend to make it more case sensitive rather than providing general guidance.	
Yes	via mostly used messenger like yahoo and skype.	PH : Philippines
Yes	Online Availability 24 Hrs	LK : Sri Lanka
Yes	APNIC should think about help desk service time and day. We have holiday as Friday and Saturday but no holiday in Sunday. But when we need to contact for any emergency in Sunday it is quite difficult. How ever other day service is great.	BD : Bangladesh
Yes	24 hours operating	PH : Philippines
Yes	Faster response times would be nice.	AU : Australia
Yes	Responding to member requests in a decent time frame with useful responses, not just pointers at procedures which don't match the request.	AU : Australia
Yes	By responding as quick as possible and resolving issues in time.	PH : Philippines
Yes	online real time chat	HK : Hong Kong
Yes	24h email response	ID : Indonesia
Yes	APNIC can include local language to provide better support.	BD : Bangladesh
Yes	Provide someone real-time chat where someone can assist instead of communications through email.	SG : Singapore
Yes	Sometime Online hekpdesk response slowly.	TH : Thailand
Yes	For now it is quite ok	PH : Philippines
Yes	It should be 24/7 hours support	KH : Cambodia
Yes	Online chat is very beneficial. 24x7 support would be great.	PH : Philippines
Yes	It's very good and customer oriented	KH : Cambodia
Yes	keep it that way.	HK : Hong Kong
Yes	Helpdesk seems pretty efficient from our usage	AU : Australia
Yes	Provide expected reply/resolution times	AU : Australia
Yes	Apnic should conduct more awareness program to be known to more private sectors that are not aware of the purpose of APNIC and its vision statments.	FM : Micronesia, Federated States of
Yes	Make it 24/7.	SB : Solomon Islands
Yes	Access seems pretty good at the moment.	NZ : New Zealand
Yes	Make the authentication process easier - login and password only with a strong policy. No certificates at all. Certificates are a pain!	AU : Australia
Yes	postpone the working time	CN : China
Yes	24/7 operations	PH : Philippines
Yes	Any IDD tollfree hotline (with different languages)?	HK : Hong Kong
Yes	Everything is fine, as far as I experienced.	PH : Philippines
Yes	online real-time help desk	HK : Hong Kong
Yes	adding instant messenger interface, communication message recordable	CN : China

Yes	Improved response times, staff not constantly insisting on email correspondence.	AU : Australia
Yes	APNIC should have 24 hours online helpdesk support.	BD : Bangladesh
Yes	If none-authorized colleague can send the help requests to APNIC with some ways, that will be helpful. Usually, I have to be a gateway for this.	JP : Japan
Yes	worked out good for me	IN : India
Yes	Regional contacts	NP : Nepal
Yes	service should be 24/7	PK : Pakistan
Yes	extend support time (may be 24hr x week day?)	HK : Hong Kong
Yes	By getting 24/7 best support as it is right now	PK : Pakistan
Yes	I see no hard to connect to APNIC helpdesk, I just sometimes wait while other users connect to APNIC helpdesk chat first.	KH : Cambodia
Yes	Add skype to its existing help desk contacts.	CN : China
Yes	Its fine. I never had any issue.	PK : Pakistan
Yes	If it is possible as per logical and appropriate request, APNIC can introduce call back method or option for APNIC account holders.	IN : India
Yes	We have not so much contact with helpdesk but generally it is doing a good job. Perhaps one improvement would be more proactive and should be able to serve other common languages and not just English.	PG : Papua New Guinea
Yes	Past interactions I've had were great, thanks.	NZ : New Zealand
Yes	E-mail and telephone access is best for me, don't really need other access methods.	AU : Australia
Yes	None as current access methods work fine.	NZ : New Zealand
Yes	I think it is OK as it is	AU : Australia
Yes	APNIC already has an excellent helpdesk	VU : Vanuatu
Yes	Using web based and the process can be generated automatically	ID : Indonesia
Yes	BY adding more support Staff since they are not able to devote much time to the Members Query	IN : India
Yes	Create conference, create compitition.	KH : Cambodia
Yes	Immediate/Faster response from Helpdesk upon emailing to them	SG : Singapore
Yes	employ more people	AU : Australia
Yes	Access is very good at the moment.	AU : Australia
Yes	I have had no issues, so currently no need to escalate to helpdesk.	AU : Australia
Yes	Shall improve the respond time on Web Chat. Sometimes it needs to wait long.	AU : Australia
Yes	should have online forum or instant messenger who can give support to members	KH : Cambodia
Yes	doesnt need improving its just fine as it is.	AU : Australia
Yes	APNIC helpdesk is doing a great job and the web access on the APNIC site is also very handy	FJ : Fiji
Yes	Nil response. 2 NZ; IN; 2 KH; 2 HK; 2 MN; MY; 4 IN; AU; CN; ID; U	JS

Are you an APNIC Account Holder?	Any other comments about Resource Distribution and Technical Services:	Location/Economy
Yes	At the time of allocation of resources it is desired to have a basic training session with the account holders for managing the IP resource allocated. Especially using the MyAPNIC portal, object creation etc	IN : India
Yes	the application of new IP range, particularly IPv4 takes too long. myapnic resource management is not very user friendly such as updating maintainer, search object etc a tutorial link would be very nice.	AU : Australia
Yes	not use	IN : India
Yes	good overall	AU : Australia
Yes	Business, services, volumes are growing exponentially into gigantic scale that could be more difficult to handle and to manage by operators. So, speeding the APNIC response will help the industry in this issues	ID : Indonesia
Yes	Should increase the APNIC training to country/city wise depending on the country size and operators.	BT : Bhutan
Yes	While the procedure is not entirely clear (A.2.1), it is very easy to get the help needed and appropriate guidance from the help desk. The live chat feature is fantastic and I have never had problem getting resources taken care of once I resorted to the live chat feature. In fact, the most straight forward process to making the procedure clarity problems less of an issue might be to put live chat behind the "Start Here" button. ;-)	US : United States
Yes	Lowering the minimum fees for allocating the IPV6 resources	IN : India
Yes	Response time which is a critical factor need to be looked in and worked upon. MyApnic needs some improvement in terms of contents and accessibility. Some time it takes ages to locate certain information and ample of time to load.	IN : India
Yes	We have had excellent experiances with our dealings with the resource distribution and technical services.	AU : Australia
Yes	APNIC should also extend effort in informing network operators on rDNS, mail issues, SPAM etc	PG : Papua New Guinea
Yes	Helpdesk may need to provide a more easy way for us to use, some times maybe a more straightfoward way is perfered.	CN : China
Yes	APNIC shouls arrange more training in the ASIA's developing country, like Bangladesh is growing as a digital country. So, it needs more training and awareness about internet using.	BD : Bangladesh
Yes	Beyond first time consultancy APNIC should be consulting the customer after some period to asses it's knowledge and perspective and help him get more better practice examples.	PK : Pakistan
Yes	Technical services should be continuously served and improve based on the current trends in networking.	PH : Philippines
Yes	i have found the help from the helpdesk to be very good, but the procedures and documentation can be a little difficult	AU : Australia
Yes	APNIC should look if the Response time can be further reduced to 2-4 hrs if possible.	IN : India

A.2 Resource Distribution and Technical Services

Yes	After business hours to be suported - can operate from India.	IN : India
Yes	The users/members needs more training and support from APNIC on internet resource management, policy and routing issues.	BD : Bangladesh
Yes	ANPIC shall hand hold the members so that their updation and usage are on par with leaders.	IN : India
Yes	As we are in New Zealand and thus a different time zone extended helpdesk services would be a great advantage.	NZ : New Zealand
Yes	Stick to core function	NZ : New Zealand
Yes	Technical clarifcations on routability /reachability issues should be well dealt speacilly for Dual Stack communication	IN : India
Yes	To provide technical document and guide line for their customer very easy documents.	AF : Afghanistan
Yes	create more regions within apnic	IN : India
Yes	APNIC can further inform members for a better performed routing.	IN : India
Yes	Strongly feel implementation of point 7 and 8. And hope we get positive response.	IN : India
Yes	Resource distribution system should be more interactive and user- friendly	BD : Bangladesh
Yes	SSL certs for myapnic should last beyond one year. Resource procedures are fine the second time around, but understanding them for first-time users is very hard.	AU : Australia
Yes	Helpdesk should have a realtime chat for their customers.	PH : Philippines
Yes	more event	ID : Indonesia
Yes	myapnic tools are unresponsive. some consistency checks could also be added, including less-used area.	HK : Hong Kong
Yes	assisting in disseminating knowledge on ipv6 and best practices.	AU : Australia
Yes	About the above point A.2.7 , I worry APNIC become bias to be a profit making private company , not netural	HK : Hong Kong
Yes	The overall helpdesk availability and response time should improve rather than just the working hour only.	MY : Malaysia
Yes	we couldn't enter the MyAPNICto do things such as change the Liaison because the person who responsible for this matter before has been left out	CN : China
Yes	Specifically with respect to change of contact personnels, we would like to see changes happening as per communication	IN : India
Yes	I suggest to have more guideline on IPV6 subnetting. It is not industrial standarized yet and ISP have difficulties to allocate the correct infrastructure side for each customer service (WAN).	HK : Hong Kong
Yes	Not all of us are high-tech users, so need instructions and communications in non-technical language.	NZ : New Zealand
Yes	Would be good to be able to change all the contacts for my company using our MyAPNIC account (eg. Corporate contact).	AU : Australia
Yes	Train new technology, give more document about IP	KH : Cambodia
Yes	should be more active in the approach to ipv6	AU : Australia
Yes	The MyAPNIC whois object update section is confusing. The Whois manual doesn't explain the system very well.	NZ : New Zealand
Yes	I think there is lacking of introduction of using different kind of OBJECTS (e.g. route-object).	AU : Australia

Yes	should provide more training on resource distribution & management and technical issue related to routing for LDCs.	KH : Cambodia
Yes	Again not sure if i have my head in the sand but more information and support services around IPv6	AU : Australia
Yes	it would be nice if it can influence how peering can be achieved within asia	SG : Singapore
Yes	Nil response: 8 IN; 2 JP; ID; 2BD; AI; 2SG; 2PH; 2KH; FM; SB; PK; HK; USA	

A.3 Billing & Administration Services:

Are you an APNIC Account Holder?	Any other comments about Billing & Administration Services:	Location/Economy
Yes	Should be allowed to be paid in whichever cycle is best preferred by the member.	AU : Australia
Yes	transferring between IP ranges from one company to another, or merging IP ranges under two different companies is quite difficult.	AU : Australia
Yes	If possible, reducing process may help industry to speed up services to end users. APNIC may consider more automation on the administration and billing process	ID : Indonesia
Yes	I've never needed to make an enquiry relevant to A.3.1 so I have no opinion.	US : United States
Yes	(a) consider bills in local currency (b) should not threaten to cut off services for non-payment in extreme circumstances when subscriber is confronted with tax/legal/govt issues and is unable to remit funds	IN : India
Yes	notification for due and overdue needs attention. Notification should go out in timely manner to appropriate account manager.	IN : India
Yes	The rents are too high.	US : United States
Yes	For China Telecom, the internal process for paying the fee is so long, that we often haven't paid the fee in time .I am sorry for that, but unfortunately I could do nothing to improve it. So I think maybe six- month is a good cycle for paying the fee, and give us more time to prepare for the paying.	CN : China
Yes	Some level of discounting may be applied for longer billing cycle.	IN : India
Yes	Fee structure should be reduced	PK : Pakistan
Yes	APNIC can provide Quarterly and Six-monthly option to pay the fees only if requested by the members	IN : India
Yes	Though not very critical would be great if APNIC can accept the fees in local currency terms (e.g. SGD, INR)	SG : Singapore
Yes	Curent schedule of billing is too late to pay the fee befor the limit. I hope APNIC sent the invoice to the member at least two month ago from expired day.	JP : Japan

Yes	Fee structure should be constantly under review The old model is based on the limited IPv4 resource, whereas once IPv6 becomes the norm, this will not be a valid mechanism for determining equitable division of APNIC costs across the members	NZ : New Zealand
Yes	Making contact to each APNIC members before expiring of annual fees.	SG : Singapore
Yes	Abit confusing, we got our bill, paid it then still got an email indicating we hadnt paid, followed up with acounts and within a few hours got another email saying paid !	NZ : New Zealand
Yes	Keen to lower cost for smaller companies and have more differential between small companies and large ones	NZ : New Zealand
Yes	It is very insulting and will be held as a lifetime grudge the financial abuse targeting NON-MEMBERS forcing them into full membership which is not warranted or of any general community benefit except as a financial gain for APNIC.	AU : Australia
Yes	or pay 2 year, 3 years, 5 years options in advance	EG : Egypt
Yes	I like the idea of allowing members to pay fees on a more frequent cycle, I know the annual fees has discouraged some from getting their own resources.	AU : Australia
Yes	Fees for IPv6 addresses are FAR too high. They form a barrier to takeup by smaller entities (home, SMB). They should be no more than \$100pa for a /48.	AU : Australia
Yes	billing is ok	PH : Philippines
Yes	the fees are still logarithmic somehow. the right end should be steeper for large members. some special membship introductory plan could be in place for developing countries/areas. such plan could also further ipv6 adoption at early stage, instead of the small guys being forced to go "mainstream" in v4-only nets.	HK : Hong Kong
Yes	not all ISP's are willing to afford the prize given to major companies and developing companies or countries. Though; I agree to the A.3.4 comments and A.3.6 one to be reduced or extent the time frame for payment in services dealing with what APNIC has provided to the community and the ASIA Pacific.	FM : Micronesia, Federated States of
Yes	More IP block held, higher price should be applied. It can help to save IP addr.	HK : Hong Kong
Yes		
105	In order to send enough moneyï ¹ /4Œplease tell us how much Australian banks will deduct about the membership fees	CN : China
Yes	In order to send enough moneyï ¹ /4Œplease tell us how much Australian banks will deduct about the membership fees No, all good.	NZ : New Zealand
Yes Yes	In order to send enough moneyï ¹ /4Œplease tell us how much Australian banks will deduct about the membership fees No, all good. It largely depends on the requirements of the customer.	NZ : New Zealand AU : Australia
Yes	In order to send enough moneyï ¹ /4Œplease tell us how much Australian banks will deduct about the membership fees No, all good.	NZ : New Zealand
A.4 PNIC Priorities

Are you an APNIC Account Holder?	Any other comments about APNIC's priorities:	Location/Economy
Yes	APNIC live chat is a great tool, but sometime the response is not quick enough. would also like to have an escalation contact for registered members.	AU : Australia
Yes	Awareness and knowledge update are the most important issues to manage properly in this light of speed rapid changes in the information world	ID : Indonesia
Yes	The problem with arranging the questions this way is that it precludes any ability to provide feedback as to priorities between Communication, Services, and Technical areas. For example, I would consider A4.2.2 more important than A4.1.3. I would consider A4.1.4 more important than A4.3.4, etc.	US : United States
Yes	Provide more educational materials regarding APNIC services	AF : Afghanistan
Yes	Do what you do best and keep it simple otherwise it ends up with more cost for members in the long run	NZ : New Zealand
Yes	APNIC should NOT compete in the commercial service provision markets, but should limit its commercial activities to those directly related to the fundamental addressing services it provides.	AU : Australia
Yes	Don't compete with your customers.	AU : Australia
Yes	Provide asia-oriented psychology training to its own staff. Australian people are extrovert. however Asian population, including network operators, are rather introvert. Understanding the cultural background of Asia in general may improve Apnic outreach in Asia.	HK : Hong Kong
Yes	ideally a stats reports done monthly/quarterly on internet usage behaviour, trend patterns, geographic capabilities would help us understand what needs to be handled for the end user (our customer) who uses our public IP	SG : Singapore
Yes	Nil response 2HK; IN; ID; BD; JP; SG; 2PH; FM; SB; CN	

B.1 APNIC Public Services

B.1.1. Policy Development

Are you an APNIC Account Holder?	Any other comments about Policy Development:	Location/Economy
Yes	bit more flexibility would be good.	AU : Australia
Yes	It's particularly important that APNIC is receptive to change particularly with IPv6.	AU : Australia
Yes	Policy development should be effective in taking views of broadbased economies. It should not be like a close user group the way it seems to be operating today.	IN : India

Yes	policies should be kept simple and streamlined. frequent changes to policies sends a message of instability to existing and potential members. only when strongly inadequate should they be reviewed. occasionally. countries don't review their laws frequently. excessive policy making is futile.	HK : Hong Kong
Yes	APNIC should maintain its policies and notify the community within a time frame of policy changes to through surveys for majority decision votes.	FM : Micronesia, Federated States of
Yes	It is extremely slow to advance any policy, with very poor participation despite large audiences. For hot topics some more frequent sessions should be held. The past few sessions have been open to manipulation by the chairs.	SG : Singapore
Yes	if the policy change frequently, members may not be able to follow	KH : Cambodia
Yes	Nil responses 3 IN; 2 BD; SG; 2PH; HK;	
No	Need more penetration in involving general public, more worshops etc	MV : Maldives
No	APNIC doesn't need to change policies more frequently. But I suggest to get more audience involve when creating a policy. With the current set up I cant see APNIC go beyond ISPs and members to gather information. Its limited to group of people.	LK : Sri Lanka
No	I think the primary positive aspect of the APNIC policy dev is (i) can focus locally and (ii) when its not about a local matter it means that the region speaks 'as one' strong voice.	US : United States
No	In my experience the feedback is skewed slightly by the NIRs, which has the potential to make it appear as if all the members of a country have the same opinion.	GB : United Kingdom
No	APNIC policies require lot marketing and awareness among the general public	LK : Sri Lanka
No	Policy Development helps improved a better system that is more flexible	PG : Papua New Guinea
No	if there any need of any policy to develop the development process.	IN : India
No	I would strongly recommend creating awareness on IPv6 Migration in India. especially we don't have a strong IPv6 Forum & Support groups in India. Myself being a IPv6 Evangelist feels theres more work to be done in India.	IN : India
No	Policy should be reviewd & changes should be made more frequently.	PK : Pakistan
No	I think the process is pretty good, all things considered. No doubt there can be lots of improvement too. More frequent changes of policy would be bad. But on the other hand, some policies drag on and on from meeting to meeting. I wonder if the RIPE model of fixed length discussion, last call, etc, with work done on mailing list and supplemented by meetings would be more inclusive, rather than having the meeting be the be-all and end-all of the policy proposed.	AU : Australia
No	As the threat keeps increasing we need to devise very stringent measures to combat and control them	IN : India
No	There are next to no sensible check and balances (and measures) for policy success or failure. Failed policies should them be marked for review by the PDP.	AU : Australia
No	We need change when it can improve the service to the community. Too frequent change may not assure the quality of the service.	CN : China

NoIt needs to take time to get it right; higher frequency could easily lead to poorer decisions about vital issues.NZ : New ZealandNoHard to know if non-account holders are welcome to contribute to policy development.AU : AustraliaNoI do not follow APNIC.VU : VanuatuNoAPNIC policies will effect whole of the Asia pacific region. So the current process is allowing to all concern people to raise their queries.IN : IndiaNoThe policy guide should be circulated to stake members, with changes time to time.ID : IndonesiaNoAPNIC should approach government and ask for Government's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to disseminate policy or information about resource management.JP : JapanNoBig companies(telco) are maybe not good at changing their policies so frequently.JP : Japan			
NoIt needs to take time to get it right; higher frequency could easily lead to poorer decisions about vital issues.NZ : New ZealandNoHard to know if non-account holders are welcome to contribute to policy development.AU : AustraliaNoI do not follow APNIC.VU : VanuatuNoAPNIC policies will effect whole of the Asia pacific region. So the current process is allowing to all concern people to raise their queries.IN : IndiaNoThe policy guide should be circulated to stake members, with changes time to time.ID : IndonesiaNoAPNIC should approach government and ask for Government's policies become guidance for government representative as advisory comittee in regards to do Policy Development Process. So, APNIC's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to disseminate policy or information about resource management.JP : JapanNoBig companies(telco) are maybe not good at changing their policies so frequently.JP : Japan	No	are unique to small island developing states (SIDS) especially those of the Pacific Island states, where technical expertise is limited and due to	FJ : Fiji
to poorer decisions about vital issues.NoHard to know if non-account holders are welcome to contribute to policy development.AU : AustraliaNoI do not follow APNIC.VU : VanuatuNoAPNIC policies will effect whole of the Asia pacific region. So the current process is allowing to all concern people to raise their queries.IN: PakistanNoThe policy guide should be circulated to stake members, with changes time to time.IN: IndiaNoAPNIC should approach government and ask for Government's 	No	The process itself needs to improved to be more accessible.	AU : Australia
policy development.VU : VanuatuNoI do not follow APNIC.VU : VanuatuNoAPNIC policies will effect whole of the Asia pacific region. So the current process is allowing to all concern people to raise their queries.PK : PakistanNoThe policy guide should be circulated to stake members, with changes time to time.IN : IndiaNoAPNIC should approach government and ask for Government's points of view or give space for government representative as advisory comittee in regards to do Policy Development Process. So, APNIC's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to disseminate policy or information about resource management.JP : JapanNoBig companies(telco) are maybe not good at changing their policies so frequently.JP : Japan	No		NZ : New Zealand
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time to time.NoAPNIC should approach government and ask for Government's points of view or give space for government representative as advisory comittee in regards to do Policy Development Process. So, APNIC's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to disseminate policy or information about resource management.JP : JapanNoBig companies(telco) are maybe not good at changing their policies so frequently.JP : Japan	No		PK : Pakistan
 points of view or give space for government representative as advisory comittee in regards to do Policy Development Process. So, APNIC's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to disseminate policy or information about resource management. No Big companies(telco) are maybe not good at changing their policies so JP : Japan frequently. 	No	1 .0	IN : India
frequently.	No	points of view or give space for government representative as advisory comittee in regards to do Policy Development Process. So, APNIC's policies become guidance for government in drafting law, government regulation or minister regulation that related to resource management policy. On the other hand, APNIC can use government as a hand to	ID : Indonesia
No no comment NP : Nepal	No		JP : Japan
	No	no comment	NP : Nepal

B.1.2 Information Dissemination

Are you an APNIC Account Holder?	Any other comments about Information Dissemination:	Location/Economy
Yes	New channel communication: social media, micro blogs, online messaging	ID : Indonesia
Yes	Variation in times for online broadcasts may be helpful. Having a fixed time may clash with other fixed time activies.	AU : Australia
Yes	Should be provide more Video and audio streams for learning on APNIC website to download	KH : Cambodia
Yes	current dissemination practice is ok.	PH : Philippines
Yes	Adequate	IN : India
Yes	After renewal on APNIC website, it is difficult to reach the information what I want. It is reasonable to use previous one.	JP : Japan
Yes	Refined search options on web site	FJ : Fiji
Yes	I found APNIC website hard to understand and not user friendly.	PH : Philippines
Yes	APNIC web site hard to find information, I think content is inorder.	TH : Thailand
Yes	would have attended APNIC in August, has it not clashed with Microsoft TechEd, cannot be in 2 places at once, even if they are across the road from each other!	AU : Australia

Yes	none	IN : India
Yes	The new website is a step backwards.	SG : Singapore
Yes	Remote participation options should consider slow Internet access in	PG : Papua New
	some developing countries and timing	Guinea
Yes	It is a good idea about information dissemination	KH : Cambodia
Yes	e-mailing is the top priority	KH : Cambodia
Yes	Nil responses 2IN; 2BD; SG; 2PH; SB; HK	
No	more / increase activities	MV : Maldives
No	the video and audio is useless cannot open and view.	NP : Nepal
No	maybe it's better if apnic website could support any language. (Indonesia)	ID : Indonesia
No	need to send information regularly by email	NP : Nepal
No	Should have some content that easy to understand and sequence for new coming IT person.	BD : Bangladesh
No	i am new to this site	PG : Papua New Guinea
No	Needs to highlight participating country wise listings / pages.	IN : India
No	The recent changes to the web site have made it harder to find information about APNIC	US : United States
No	The website is getting better Still needs better search tools.	AU : Australia
No	APNIC should use local associations NGO's in various countries for outreach activities and information disemmination	IN : India
No	It is also a good idear for APNIC to participate more in other ICT related meetings in the Pacific Islands e.g. ITU-EC project for ACP member countries of the Pacific	FJ : Fiji
No	Remote participation is a great idea but still needs more work.	NZ : New Zealand
No	is it good that information is regularly posted to various regional network operator lists	AU : Australia
No	The website looks ok.	VU : Vanuatu
No	Please provide information or policy in PDF format.	ID : Indonesia
No	Nil responses HK; TH	

B.1.2.5 Improvement to Website

Are you an	APNIC is constantly looking for ways to improve its website	Location/Economy
APNIC	functions. Please suggest some ways to improve APNIC's	
Account	website.	
Holder?		
Yes	The website is mostly under construction hence searching for required documents becomes tedious.	IN : India
Yes	More interactive	AU : Australia
Yes	video clips of tutorial of how to do things such as - updating objects, maintainer.	AU : Australia
Yes	There should be one help desk document with example for each of the options in web site	IN : India
Yes	my.apnic.net is confusing and difficult to get into it	AU : Australia
Yes	Since mobile communication become the most sophisticated trend within the region, APNIC must consider to release new mobile web services	ID : Indonesia
Yes	Distinct links on homepage for IP address utilization and new request	IN : India
Yes	Users should provide feedback, we had initially provided feedback on MYAPNIC and APNIC had taken into considerations and MYAPNIC now is more user friendly	BT : Bhutan
Yes	Test with Safari	US : United States
Yes	review the menu structure so it is simple and easy to find things.	AU : Australia
Yes	not very intuitive for a nontechnical person	AU : Australia
Yes	Site counter with all economies and youtube guides for essential services offered by APNIC	PG : Papua New Guinea
Yes	Maybe apnic could give us more infos when we meet errors on your website.	CN : China
Yes	It is kind of slow. May need to use more ajax implementation (just a technical suggestion :))	HK : Hong Kong
Yes	APNIC website should have more language.	KH : Cambodia
Yes	Please provide us an online messanger. So we can chat with technical support	ID : Indonesia
Yes	it's better if the "Whois search" is working faster. I think it take a bit long to query record from database.	KH : Cambodia
Yes	Events calendar on the old site was better, on the new site its a bit of a mess to use	FJ : Fiji
Yes	More informational content on front page tree architecture should be introduced	PK : Pakistan
Yes	Just a suggestion, if possible, to list the most frequently accessed pages on front page.	PK : Pakistan
Yes	Should be provide more Video and audio streams for learning on APNIC website to download and more documents to download	KH : Cambodia
Yes	sorry I don't have any idea for imprivement but the current web site is too difficult to reach the contents that I want.	JP : Japan
Yes	Provide more languages support.	CN : China
Yes	Existing is ok	IN : India
Yes	a simple and easy interface with lots of dedicated pages for the specific category of informations	NP : Nepal

Yes	Simplify the certificate process	AU : Australia
Yes	additional management features	PH : Philippines
Yes	Provide instant explanations of the technical terms and jargon	MM : Myanmar
Yes	There can be a member login area developed in the website and through that login members can be offered information, educational materials, or technical support etc.	BD : Bangladesh
Yes	Training sessions should be such that the users are able to participate. Most of the time, the users are deined becasue already they are over booked.	IN : India
Yes	ssl2.0	SG : Singapore
Yes	Assign developers an IP block, give them a set of real world tasks to do and have them take special note of the sites failures and not simply try find ways to work around them like your users have to.	AU : Australia
Yes	The website structure before renewal is much better.	JP : Japan
Yes	Refined search options	FJ : Fiji
Yes	That is useful, please put some training and guide line document on website	AF : Afghanistan
Yes	The website should support multiple language. it should also be a bit light weight so that it can open faster.	BD : Bangladesh
Yes	Should be reviewed with new OS support. i had an issue with Win 7 and certifiacte from your web site.	IN : India
Yes	Easy to navigate	NZ : New Zealand
Yes	Online Chat with Helpdesk 24x7	EG : Egypt
Yes	Improvise visibility	IN : India
Yes	APNIC should provide access to Request Tracker for its member to check the activity of its tickets and if possible integrate RTFM to RT to have knowledge base so that members can have a self service like support.	PH : Philippines
Yes	Improve search function.	TH : Thailand
Yes	Embed a clickable voip support button directly on the website. Like the online chat you can make calls through the website. Some voip providers like VoiceOne Asia offer this type of services called Webtalk.	PH : Philippines
Yes	english is not the main language of asia. add more language pages. non-english sections need not be complete, as long it is advertised as secondary introductions. many developing countries network operators are learning english at the same time they are learning network administration. make them feel part of it. remove old obsolete sections to avoid confusion. there are still a few.	HK : Hong Kong
Yes	APNIC has one of the best web sites / services of its type that we use. Usability, accessibility, and functionality is excellent. Perhaps a "watch" function to alert a user to information or changes that they are interested in upon login or via email would be useful.	AU : Australia
Yes	Probably a Interactive video stream to explain the goals and objectives of APNIC and its vision statments.	FM : Micronesia, Federated States of
Yes	Information in the MyAPNIC side is still a little fragmented. Changing things requires edits in multiple places.	NZ : New Zealand
Yes	It's confusing for a complete "newbie" and hard to find what a "newbie" may need to know	NZ : New Zealand
	Improve by making more dynamic and interactive.	PH : Philippines

Yes	provide services in different language	CN : China
Yes	APNIC should provide web site in Diffrent languages.	BD : Bangladesh
Yes	There is no problem to use .	TW : Taiwan
Yes	do an evaluation of APNIC site. Website Load Speed Focal Points Visual Appeal Website Readability	PK : Pakistan
Yes	some demo flash video to show how to apply resource	HK : Hong Kong
Yes	Provide explained more detail in the content	KH : Cambodia
Yes	Fellowships should be displayed months in advance.	CN : China
Yes	Put up down-loadable videos of meetings/trainings for those that can not attend. Notes and presentations should be put online in compressive files for download.	PG : Papua New Guinea
Yes	More update, and send update to member	KH : Cambodia
Yes	Easy means of searching ie serach engine for a particular topics.	SG : Singapore
Yes	understand the colours that a person with diabetities can see!	AU : Australia
Yes	I have issues with the whois maintenance module - it doen't seem very easy to use and the help manual is not very helpful.	NZ : New Zealand
Yes	more language should develop	KH : Cambodia
Yes	Its Just fine	AU : Australia
Yes	Nil responses 3IN; AU; MN; BD; 2 PH; SG HK	
No	Can the chat support for more languages?	LK : Sri Lanka
No	the website already has very strong functions that helps people to know more about APNIC. i think it will be really great if you can check once again that all the functions are working correctly.	MV : Maldives
No	1. IP location (with owner name) button should be added.	BD : Bangladesh
No	Make it more user friendly.	PK : Pakistan
No	make a mobile version , for smart phones	LK : Sri Lanka
No	all aok	CK : Cook Islands
No	I think the website has not problems, but it too complex to understand, so some training for the user (especially the members) is necessary.	CN : China
No	I think it is already running well. I have no suggestions for improvement.	PW : Palau
No	support bahasa Indonesia	ID : Indonesia
No	it's better if the "Whois search" is working faster. I think it take a bit long to query record from database.	KH : Cambodia
No	Online support for all and more educational material and support that can improve easily himself.	BD : Bangladesh
No	Resources should have easy access and on the first look.	BD : Bangladesh
No	adding more information of the important upcoming activities in the homepage, may be a section to provide links to those activities	NP : Nepal
	Please make the information clear and easy to navigate	ID : Indonesia
	Please make the information clear and easy to navigate chat in web.	ID : Indonesia ID : Indonesia
No No No		
No	chat in web.I have no comments. The current website is well constructed and displayed. However, i would like to see the website page size	ID : Indonesia PG : Papua New

	novices	
No	i am new to this site	PG : Papua New Guinea
No	Needs to be more sophisticated and user friendly	PK : Pakistan
No	Let website visitors see/hear recordings of past training sessions.	MV : Maldives
No	Country wise chapters will do fine	IN : India
No	The link where APNIC meeting is mentioned should have sumarized information about the meeting on the APNIC website rather than redirects & get the information on the workshop / meeting honour website.	PK : Pakistan
No	It would better if I can get important e-mail from APNIC. If I can get any printed news letter/magazine of APNIC would be better for me	BD : Bangladesh
No	if the portal are much more interactive where client can interact life with APNIC reps to raise any question nor doubts about matters relevant from APNIC	MY : Malaysia
No	Might be useful to have mobile based sites for quick referencing on the move.	SG : Singapore
No	I think already good.	KH : Cambodia
No	Add a discussion forum at the website.	HK : Hong Kong
No	to extend tim for live chart support	KH : Cambodia
No	1. promote by NIR (domestic language support by NIR) 2. provided more useful statistic data	TW : Taiwan
No	Add a chinese version.	CN : China
No	good	CN : China
No	Web site should feature multi-language selection	CN : China
No	A lot of the information on the web site is non-core and distracts from the key reasons people will use the web site: 1) whois 2) find out how to get resources 3) find out about policies and policy discussions. While things like Pakistan flood relief are doubtless very worthy, it is easy for everyone to find out about how to contribute without visiting APNIC. Putting that kind of announcement front and centre just make it harder to find out the information I want about APNIC. I would suggest reducing the information on the front page of the web site by cutting everything about the NRO, the ICONS badge and the awards programme. Also, remove all Flash from the web site so that it works properly on a mobile device or an iPad.	US : United States
No	Once links are made, they should remain for ever. Many people link against old presentations etc. If a remodel is done, for goodness sake, put in soft links so that the old structure still works and doesn't result in 404 messages.	AU : Australia
No	suggest the video conferencing facility is integrated in the site itself for better security and exclusivity.	IN : India
No	support more languages like as Vietnamese	VN : Viet Nam
No	muti-language support. Chinese etc.	CN : China
No	Multi-language might be interesting	CN : China
No	Make a Consultative Group and always involve them.	IN : India
No	Most countries in the Pacific lacks access to broadband so options for dial up should be considered	FJ : Fiji
No	put up webinars	AU : Australia
No	more language should be there	CA : Canada

No	The last time I visited (months ago), it was still somewhat challenging to figure out the various categories we might be in (e.g. could we get an assignment? an allocation? portable? somethign else?) There is, I think, a need for a low-precision summary page to help readers make an initial discrimination as to what category they probably are in, allowing them to then go read the full description in more detail.	NZ : New Zealand
No	It may already be in p[lace, sorry if it is, but I really like the ability to get in easier contact with other meeting attendees at APNIC meetings. So possibly introduce some sort of meeting schedular, optional photos of attendees, option to add phone numbers and IM account information for other attendees to view and a search function on teh attendee list.	NL : Netherlands
No	A contect page with definition of each acronyms used and IP related study materials, would help the users with some update, and understandability.	IN : India
No	I'm satisfied with the current website functions.	PH : Philippines
No	i rarely use the site, hence unable to comment	MV : Maldives
No	Nil responses HK; NP; BD; TH; SG; CN; PH	

B.1.3 Technical Services

Are you an APNIC Account Holder?	Any other comments about Technical Services:	Location/Economy
Yes	find its difficult to understand and update.	AU : Australia
Yes	For investigation purpose, many law enforcement agency needs more information in details and helps to build communication and coordination with respective contacts involved. APNIC should provide this helps	ID : Indonesia
Yes	Could make WHOIS a little more usable, and easier to search without knowing all the options. Could significantly improve the way RDNS is setup, found it quite confusing after using ARINs service which was much more simple.	AU : Australia
Yes	Management is very buggy requiring user workarounds and receiving multiple server side errors during standard usage.	AU : Australia
Yes	Fiurther enahnce helping on revsrse DNS technical options.	IN : India
Yes	If there is a mistake in providing data in reverse DNS service it does not provide adequate information to get the problem resolved. APNIC should look into the matter.	BD : Bangladesh
Yes	Errors when requesting updates should be more detailed and explain *why* an update was rejectect	AU : Australia
Yes	I found it hard to setup the reverse DNS. An improvement is needed to on that part.	PH : Philippines
Yes	once IP register in APNIC database then IP addresses should be available in RADb	IN : India
Yes	It has to intoduce few more easy features to update and register.	IN : India

Yes	Nil response HK, IN (3), PH (2), BD, SG, SB	HK : Hong Kong
No	Who is database is not update and maintain by the ISPs. APNIC must find a way to encourage them to keep it updated with correct information. I saw a case where a client assigned a IP subnet and its registerd with apnic with some other information. When informing to that client it goes to a wrong person.	LK : Sri Lanka
No	I have not used the tools - but now that i know they are there I will :-)	US : United States
No	security issue should involve for existing	BD : Bangladesh
No	We have had a issue with Reverse DNS and it took a while to be resolved which is not good.	PG : Papua New Guinea
No	browsing the apnic site can give sometimes a headache, veery slow if you could make lookups and page loads quicker, it'd be great.	MN : Mongolia
No	It is Good resource	PK : Pakistan
No	I am not sure, As I am using this services	BD : Bangladesh
No	APNIC should clear all the old records more efficiently	MY : Malaysia
No	APNIC's whois service should implement an automatic referral for more specifics of blocks allocated to/by an NIR so that users do not have to re-query the NIR's whois database directly.	US : United States
No	APNIC is doing a great job in training in this area	FJ : Fiji
No	You really needed an "Don't know option" to indicate that I haven't seen an issue with it so haven't worried so I just set 5.	NZ : New Zealand
No	The low score here is because it whilst the service itself is fine, the quality of the data returned is - in some case - obviously bogus.	AU : Australia
No	I have never use APNIC whois dataabse	VU : Vanuatu
No	Why is the creation of Person Object being problematic at the moment? APNIC no longer sends email once the Person Object details are filled up.	PH : Philippines
No	APNIC's DNS servers seem to be not so available.	JP : Japan
No	Nil responses HK	

B.2. IPv4 Depletion

Are you an APNIC Account Holder?	Any other comments about IPv4 depletion:	Location/Economy
Yes	APNIC should mediate in transferring of IPv4 resources to maintain integrity of the resource.	IN : India
Yes	APNIC should play play an active role in facilitating migrations to IPv6	AU : Australia
Yes	also approve. This would seem very very important for IPv6 and preventing a black market from developing in IPv4	AU : Australia
Yes	Without certain policies and guidelines it could lead into unappropriate deals within players	ID : Indonesia
Yes	Should encourage the use and deployment of IPv6	BT : Bhutan
Yes	The abandonment of RFC-2050 in the transfer process is unique to APNIC and harmful to the internet in general.	US : United States

Yes	I believe that a key part of APNIC policy in this area should involve ensuring that IPv4 addresses are transferred more on a per-need basis and ensure that addresses are sold at reasonable and affordable rates.	AU : Australia
Yes	transparancy of monies exchanged should be policied into this or apnic should buy and sell.	AU : Australia
Yes	I dont's think transfer is a good way. If some company have to do it, maybe your apnic should take some of IPs back, at a fixed ratio, for other's use. It's very simple to understand , since the sellers got so many IPs, but could no use them up, so they are wrong in their previous request anyway. So apnic should take some of IPs back just for correcting.	CN : China
Yes	APNIC should also explore other possibilities to use un-used portions of IPv4 address space available in other geographies of the world.	IN : India
Yes	transfered address should be reflected accurately in whois db	US : United States
Yes	APNIC should justificate the transfer as a IPv4 allocation from APNIC's pool.	JP : Japan
Yes	Although the intention is that "trading" in IP address space is not desirable, there are costs associated with holding and managing space. Providing a centralised service to link "buyers" and "sellers" will introduce some transparency and standardisation to the process (although there will always be exceptions that's unavoidable).	NZ : New Zealand
Yes	If APNIC has the responsibility to assign new ranges, it would make sense that all major NIC's should purchase back unused IPv4 address space at a price that encourages the hand back. That way if people can get a good price and only deal with NIC, who then can assign and aggregate routing space further, it would have greater benefits. APNIC is already getting fees for IPv4 assignments from members, so you cant argue that you shouldn't pay for legacy space (especially if it allows you to get new membership with a increasing ipv4 allocation).	AU : Australia
Yes	With Development of policies and guidelines for transfer APNIC should Approve transfer	IN : India
Yes	fasten develop on IPv6 guidance.	SG : Singapore
Yes	in a few years, there will be a net war about v4 depletion. Apnic should assert its authority early to mitigate disasters. During wars, only power players control events, and anybody medium and small will pays the price. History has some value to learn from, and apnic need not learn it from scratch. Apnic must levy fees from both buyer and seller, and approve and stamp all such transfers. Apnic not only has rights to do it, it has ethical obligation to control the IP resources, in Asia. Don't become like swiss banks during WW2. neutrality cannot be demanded by those who will benefit from Apnic staying neutral during the war. advance strategic planning to avert or at least minimize the effect to the disasters.	HK : Hong Kong
Yes	Should ensure no profiteering off IPv4!	AU : Australia
Yes	Prevent profiteering and technical issues from people trying to sell /29 allocations	NZ : New Zealand
Yes	Attempt to mitigate the impact of a 'black market'	NZ : New Zealand
Yes	Some companies have had their IP4 Addresses for over 20 years. They should be able to continue to use them as they wish.	US : United States

Yes	That is a horribly loaded question, and there is no "one" thing from that list that can easily be chosen.	SG : Singapore
Yes	There should be a APPROVAL method also.	IN : India
Yes	provide a seamless migration path for IPv4 to IPv6	SG : Singapore
Yes	Nil responses BD; SG; 2PH; SB; IN; HK	01
No	I think even linking buyers and sellers doesn't work even 70%. There should be a policy. I saw apple have 17.0.0.0/8 address space. I m 100% sure even 20% of them haven't been used. So without considering how big the company is there should be a policy to retrieve unused IP spaces.	LK : Sri Lanka
No	APNIC report best practices of country which could successfully transfer IPv4 to IPv6	MN : Mongolia
No	I'll choose APNIC to play a role to endorsed the returning of IPv4 Address that are no longer used by current APNIC member that already have IPv6 Address allocation.	ID : Indonesia
No	APNIC should play a key role in this IPv4 Issue. Without it I see there is not way forward in terms IPv4 guidelines and provisioning	PG : Papua New Guinea
No	DO more awareness among general public	LK : Sri Lanka
No	Develop IPv6 deploying scenarios for all aspects, initiate subscriber to utilize IPv6 now.	BN : Brunei Darussalam
No	A service in this space would be a great upgrade / fee for service model	AU : Australia
No	APNIC shouldn't facilitate transfers. But it shouldn't ignore them either, like ARIN does. Documenting and developing good policies if LIRs want to do transfers is the best way forward.	AU : Australia
No	APNIC should empower its stake holders with the requisite knowledge in implementing the transfer. And should lobby with the respective governments and recommend the trained stake holders to be appointed as authorised implementing agency in that geography.	IN : India
No	IPv4 resources are not owned by APNIC. The right of use associated with allocation is near indelible. It is not APNIC's right to veto or restrict such transfers. APNIC should simply watch and report and update any registry details as appropriate.	AU : Australia
No	We're still a year away from worrying about it. We should be moving to IPv6, so why waste to much time on the old stuff just to shore up a broken building?	NZ : New Zealand
No	Not sure about this question: By "Approve transfer", i don't mean they should do the less active things as well (they're not brokers). And approval should be generally be automatic, unless the transaction raises warning flags, e.g. high volume of transfers to/from a given entity indicating they may be a commodity trader not an actual user. I'd hate to see IPv4 space become a commodity which non-involved parties make unwarranted profit from a public resource.	NZ : New Zealand
No	I think buyers and sellers should be able to come to a price point without notifying the public but be required to report the price (and the transaction) to APNIC in order for it to be 'santioned'. Policies that ought to be developed could include: - no routing announcement for IPv4 space that is sold for N months (indicates that the buyer is really not using it) - something from the buyer to indicate the level of background Internet traffic the address block	AU : Australia

	experiences (this will prevent people off-loading address block which have an unusual traffice profile without informing the buyer)	
No	APNIC should be recovering under-utilised IPV4 address space from legacy allocations (as appropriate).	AU : Australia
No	please consider about free technical training to train government to do transition from IPv4 to IPv6. On the other hand, the policy that can be used as basic justification about importance to move to IPv6. It can help government to regulate the usage of IPv6.	ID : Indonesia
No	I think that the policies about transfer are to surpress the IPv4 trading in silence. Then I feel necessity for the reports.	JP : Japan
No	Nil responses HK	

B.3 IPv6 Deployment

B.3.2 Ways for APNIC to help customer uptake of IPv6

Are you an APNIC Account Holder?	Please suggest some ways APNIC can help customer uptake of IPv6.	Location/Economy
Yes	Allocated Experimental resources ipv6 (non fee)	ID : Indonesia
Yes	Conduct trainings at more frequent intervals for each region and encourage participation for the same.	IN : India
Yes	Further promotion of offerings of assistance.	AU : Australia
Yes	Training IPV6 continuous	ID : Indonesia
Yes	Major website servers should start deploying IPv6 first.	AU : Australia
Yes	Continuining the training program	AU : Australia
Yes	More awareness in the industry	AU : Australia
Yes	standard to deploy and implement for the transition. Typical successful case as how major carrier/isp did the v4 to v6 transition.	AU : Australia
Yes	Provide migration training from IPV4 to IPV6	IN : India
Yes	training, research papers, thought leadership - focus on business benefits of migration to help organisations secure funding - encourage IPv6 use inside an organisation (instead of RFC1918 addresses) to help people ease in to using it publically	AU : Australia
Yes	Get more media coverage, that's the important part.	AU : Australia
Yes	Provide more information about the practicality of IPv6 deployment and materials to assist with developing a plan to deploy IPv6 in an SP environment.	AU : Australia
Yes	awareness	IN : India
Yes	APNIC should circulate a template for deployment work plan for IPV6 where opertaors can then plan the deployment.	BT : Bhutan
Yes	More training	US : United States
Yes	Awareness to end user community so that they become ready to adaptt IPv6	IN : India
Yes	Make additional allocations of IPv6 much cheaper to new members.	SG : Singapore

Yes	training workshop	IN : India
Yes	Kindly post / circulate some guidelines related to IPv6	IN : India
Yes	APNIC has done a great deal to assist in this processes. It was really helpful to have the assistance that was provided.	AU : Australia
Yes	Would appreciate if training sessions are organised in India wherein our Technical people can clearly understand ipv6 fundamentals and ensure the same can be deployed in accordance for futiuristic use as ipv4 addresses are getting over.	IN : India
Yes	Provide training, guideline and case study.	MO : Macao
Yes	better training and knowlage online on how to use ipv6	AU : Australia
Yes	help promote training, certification	PH : Philippines
Yes	Secondment of expert technical support staff with network operators from developing countries	PG : Papua New Guinea
Yes	Offer more documentation on IPv6 Transition.	AU : Australia
Yes	Discount assignments further. Discount v4 as well to orgs who get v6 IPs	US : United States
Yes	provide training on DHCPv6 on ISP to target home users to adopt IPv6. Entreprise don't like IPv6, but home user can take up IPv6 transparently since most OS already support dualstack IP.	KH : Cambodia
Yes	Sorry, my company have no plans for IPv6 yet.	HK : Hong Kong
Yes	should provide more training and support to technical.	KH : Cambodia
Yes	Make it much easier to get v6 address space	TH : Thailand
Yes	educate the network engineer to handle it.	IN : India
Yes	To do more awareness activity avout IPv6.	MY : Malaysia
Yes	Discounting billing of IPv6 address space for sure will grab attention of ISP's, large corporates and should motivate them to migrate/opt for IPv6 only networks.	IN : India
Yes	Encourage the development of IPv6-only reachable services	NZ : New Zealand
Yes	report	BD : Bangladesh
Yes	more exposure on ipv6 applications and benefits	MY : Malaysia
Yes	Provide some workshop and update the information.	MY : Malaysia
Yes	more updates on IPv6, product reviews	PH : Philippines
Yes	Trainings and latest updates on ipv4 Contact every customer personally to deploy ipv6	PK : Pakistan
Yes	Guides to migrate from IPV4 to IPV6, provide some useful documnets regarding the same	IN : India
Yes	Engage and provide training resources in all member geographies	IN : India
Yes	Education and knowledge transfer on actual deployment	SG : Singapore
Yes	more training	PH : Philippines
Yes	Identify and train in all areas affecting IPv6 deployment like DHCP, DNS etc.	AU : Australia
Yes	By creating awareness and explain the requirement of IPv6 on per user basis.	PK : Pakistan
Yes	Need more trainning	LK : Sri Lanka
	Assisting with training and deployment plans.	PG : Papua New
Yes	Assisting with training and deproyment plans.	x
Yes Yes	Provide technical training and technical support to migrate from IPv4 to IPv6	Guinea KH : Cambodia

T 7		
Yes	More training for IPV6 deployment	KH : Cambodia
Yes	stop allocating IPv4 addresses	AU : Australia
Yes	education opportunties	AU : Australia
Yes	training	PG : Papua New
		Guinea
Yes	I think APNIC should not advertise to the consumer, it's a xSP's role.	JP : Japan
Yes	We want to be informed about IPv6 ready status of firmware of	JP : Japan
	routers, os for servers, and so on.	
Yes	Industry Best Practices	IN : India
Yes	Provide more guideline and deployment tactics.	MY : Malaysia
Yes	Reduce IPv6 address.	CN : China
Yes	Discount on IPv6 fees, increase IPv4 fees	IN : India
Yes	Continuous education on IPv6 and provide case studies on how organizations transit from v4 to v6 (what are their though technical	SG : Singapore
X 7	and business thinking process etc.)	
Yes	deploying the network engineers to its member region for actual	NP : Nepal
V.	implementation of the concepts	ATT A . 1'
Yes	training	AU : Australia
Yes	online training	AU : Australia
Yes	At present situation mailing list best but need to encourage the	BD : Bangladesh
N7	customer about IPv6	
Yes	Guide on Migration / Training	IN : India
Yes	provide online training seminars, document guides incl project plans covering the main issues of transition	MM : Myanmar
Yes	provide fund or financial support for member who deployed IPv6.	CN : China
Yes	APNIC should facilitate give technical details for existing IPv6 deployments and give reference techinal details with diagrams for new joinees. Cost implications for IPv6 addresses now and in future (10 year horizon) time frame has to be provided to members.	IN : India
Yes	training	VN : Viet Nam
Yes	With help of ISP should educate the customers understand the benifits of IPv6	IN : India
Yes	Education, help in trouble shooting and brining in the vendor's support for early resolution of IPv6 deployment problems.	IN : India
Yes	More training to be provided.	IN : India
Yes	IPv6 Deployment strategy	IN : India
Yes	Suggestion and instructions for future of IPv6	NP : Nepal
Yes	Organize awareness sessions with IPv6 deployed teams.	LK : Sri Lanka
Yes	Education of IPv6	SG : Singapore
Yes	Do a deal with Cisco to supply cheaper IOS upgrades to versions that support IPv6 :)	AU : Australia
Yes	It is helpful to show some some deployment example.	JP : Japan
Yes	Work with / continue to work with goverments / industry / organisations / etc in the region to grow awareness of v4 runout / v6 deployment, to create end user awareness / interest and demand for ipv6 service.	NZ : New Zealand
Yes	Some specific IPv6 Taining for my company. consulting for IPv6 deployment (Ip addressing)	NC : New Caledonia

Yes	Visit customers and have one on one sessions as well as provide more	FJ : Fiji
	IPv6 transition training	. ,
Yes	Web discussions of IPv6 migration	NZ : New Zealand
Yes	Reduce IPv6 charges. Sep the initial resource allocation fee to \$0.	NZ : New Zealand
Yes	Publish a simple dummies guide to migration/transfer, including a simple set of bullet points	NZ : New Zealand
Yes	Emphasis on dual stack deployment so that IPv6 deployment can be increased. Using only IPV6 ,the purpose will not be fullfilled as present Internet system runs on IPV4	IN : India
Yes	Training about IPv6 for the customer	AF : Afghanistan
Yes	APNIC should train customer about IPV6 and give a framework on migrating to IPV6. They can also provide consultancy service in this case.	BD : Bangladesh
Yes	reduce price for ipv6	IN : India
Yes	Provide few ip ranges for free, to test there network	IN : India
Yes	more training necessary for IPV4 convert to IPV6	BD : Bangladesh
Yes	Proper training material and online help.	IN : India
Yes	more awareness, best utilization, how IPv6 can help to optimize their netowrk, cost differences,	IN : India
Yes	Publish more updates and advice generally	AU : Australia
Yes	Responsibility is with Network contractor	NZ : New Zealand
Yes	Technical training using simulation like a real network.	KH : Cambodia
Yes	Need more foucus on trainings	IN : India
Yes	Giving them an education more than just basics, APNIC should provide intermidiate or advance knowledges and any other best practises those are currently discussed in global technical bodies such as IETF. APNIC must understand that there is a very huge digital divide in this region.	TH : Thailand
Yes	Training nad cost Reduction, and provide technical consultancy for transition	EG : Egypt
Yes	forcing ISPs to deploy IPv6, at least for their internal use. this will help us get comfortable and readiness when it is actually being asked by their customers	IN : India
Yes	Training & Sessions	IN : India
Yes	Need to provide proper training documents & usage policy of IPV6	IN : India
Yes	Education and training.	PH : Philippines
Yes	We don't know whether our currently using equipments can support IPv6. If Apnic can suggest a mechanish to check the IPv6 compactability of important and popular networking devices like routers and server operating systems, the customer can identify which of their systems are IPv6 compactable.	IN : India
Yes	Guidelines to implement IPv6	LK : Sri Lanka
Yes	Endorse IPv6 readiness for network and services/application/content	ID : Indonesia
Yes	Lobby network hardware manufacturers to update older hardware to IPv6.	AU : Australia
Yes	help to training more detail information about IPv6	PH : Philippines
Yes	Lower the fees for addresses. Make PI addresses easier to get. Noone wants PA.	AU : Australia
Yes	I still dont have idea for IPv6 on how to set it up	PH : Philippines
-	a second s	rr

Yes	more training for ipv6 deployment	PH : Philippines
Yes	Require ISP's provide IPv6 services, can't use IPv6 if we can't route it	AU : Australia
	and we are not tunneling	
Yes	Prevent the issue of IPv4 addresses to those providers who are not	AU : Australia
	IPv6 ready	
Yes	Training in many language.	TH : Thailand
Yes	Get IPv6 deployment concerns and provide ways of resolving it	PH : Philippines
Yes	provide the consultancy service	HK : Hong Kong
Yes	Interchange with European countries, more than American countries.	HK : Hong Kong
	Do a Eurasia IPv6 annual summit.	0 0
Yes	Promoting /discounting training and resources to "stragglers" or	AU : Australia
	resistant entities may help	
Yes	best practices	AU : Australia
Yes	Encourage the use of IPv6 and assist in setting up to expedite the	FM : Micronesia,
	deployment of IPv6.	Federated States of
Yes	More training on IPV6 and training/support for its deployment.	SB : Solomon Islands
Yes	It's a duplex problem there needs to be more popular content	NZ : New Zealand
	before it comes worthwhile to deploy; but it's not worthwhlle putting	
	the content where there is no audience. Unless you're Google of	
	course.	
Yes	Cost effective tools for IPv6 migration. IPv6 vendors are having a	PH : Philippines
	field day in jacking up the cost of the solutions that they provide.	
Yes	More practical training which has different level.	HK : Hong Kong
Yes	To provide more IPv6 awareness activity and training for IPv6.	MY : Malaysia
Yes	provide cost benefits in the conversion of address resources from	CN : China
	IPv4 to IPv6	
Yes	Waive the AU\$3.5k fee for new allocations when adding a v6	NZ : New Zealand
	allocation to an existing account with v4 already.	
Yes	We are only limited by internal resourcing constraints	NZ : New Zealand
Yes	Need recommendations and way forward	IN : India
Yes	Provide pratical training.	BD : Bangladesh
Yes	Offering the APNIC discount of upgrading the OS	JP : Japan
Yes	Explain why one would change to IPv6 if they are happy with IP4	US : United States
Yes	promotional programs	IN : India
Yes	Training, share experience from the service providers	IN : India
Yes	APNIC can approach, educate electronics and white good	IN : India
	manufacturers for developing IPv6 ready products.	
Yes	reduce the fee or promotional discount for existing ipv4 holder	HK : Hong Kong
Yes	let the market decide;	HK : Hong Kong
Yes	Provide more training in the region to let users know clearly on the	KH : Cambodia
	IPv6 Technology and deployment	
Yes	we need more training from APNIC for IPv6	PK : Pakistan
Yes	We have to introduce training, lectures and study material upto the	IN : India
	customer gate.	
Yes	More staff training needed for the transition of IPv6	PG : Papua New
		Guinea
Yes	1) Training 2) Create awareness to the top management of IT	MY : Malaysia
	department.	**** * *
Yes	Provide more resources and urge ISPs to migrate to IPv6	VU : Vanuatu

Yes	provide IPv6 tunnel broker	ID : Indonesia
Yes	Promote More IPV6 Implementation In APNIC Region and Promote use of IPV6 in the Internet	IN : India
Yes	I think you develop more about IP v 6 before it start on the market	KH : Cambodia
Yes	More training on using IPv6 deployment	SG : Singapore
Yes	Offer a excchange of ipv4 to ipv6 space to non account holders with hiostorical space without changing there membership level.	AU : Australia
Yes	Push device manufacturers to produce IPv6 supported equipment which is the most weakless part	AU : Australia
Yes	training regarding IPv6 deployment, allocation and assignment	KH : Cambodia
Yes	Provide links (don't even have to generate original content) to resources from reputable vendors etc on migration issues, issues inherent to IPV6, etc	AU : Australia
Yes	Get governments to actively become involved in forcing ISP's to prove they have plans, budgets and timelines in place.	NZ : New Zealand
Yes	Assist with identify a path to changeover, including strategies on training, changeover guidelines and what to expect/prepare for	AU : Australia
Yes	Provide more case studies in terms of real applications	HK : Hong Kong
Yes	provide more training	FJ : Fiji
Yes	provide more information that can help to realte the importance to the higher management of our company in a not too technical aspect including cost and ROI	PH : Philippines
Yes	pls provide evidence on how we can justify the need to use IPv6 in our environment	SG : Singapore
Yes	No now. It will take few more time	BD : Bangladesh
Yes	Nil responses MN; SG; KH; 2PH; HK;	
No	APNIC can help customer by Training them.	BD : Bangladesh
No	more forums and discussions to organizations and private players	MV : Maldives
No	Do the seminars.	LK : Sri Lanka
No	APNIC can arrange a IPv6 transit provider for its new clients who wants to deploy IPv6.	BD : Bangladesh
No	Conduct trainings and more IRME programs in different regions.	PK : Pakistan
No	training programs	LK : Sri Lanka
No	Provide guidelines and best practices for overlay and migration. Can be a platform for sharing experiences and information among the members.	NP : Nepal
No	My organisation doesn't have an assignment (we don't qualify) so there is limited chance to use IPv6 as the ISP's (except for internode) aren't there yet. Anyway we can get a temporary range to setup, test with?	AU : Australia
No	make example flash animation about IP6, and publish it on popular sites such as google, yahoo, MSN, Facebook	MN : Mongolia
No	Keep pushing the urgency and benefits like the IPv6 protocol has great potential to not only relieve IPv4 address space shortage, but to build larger, more efficient networks, and support greater international interoperability. It can allow business innovation and opportunity through just-in-time processes, mobility features and location-based services. Below are some less obvious examples of	AU : Australia
	how IPv6 might assist business:	

No	need to Training	NP : Nepal
No	APNIC should take the requirement from the users who are planning to uptake IPv6 and also provide the appropriate suggestion according to their future health	BD : Bangladesh
No	giving more samples of current and future killers application that need more IP address.	ID : Indonesia
No	APNIC should work with more training center or university for helping customer to learn more about ipv6	ID : Indonesia
No	By nature of explaining the practical aspects. Sometimes it sounds like a task that is so hard to overcome.	US : United States
No	Providing Guidelines	FR : France
No	I think there is already enough services offered.	PW : Palau
No	free workshop on ISP engineer	ID : Indonesia
No	make more plan to deployment it for all users cause there is not much technical guys trained regarding IPv6.	NP : Nepal
No	I would like APNIC to conduce the IPv6 training.	KH : Cambodia
No	APNIC could clarify the need of IPv6 and assist customers to understand and implement IPv6. Workshops for targeting such activities may be useful	NP : Nepal
No	coordinate with government regulating agencies to deploy IPv6	NP : Nepal
No	More training and meeting to the ISP so they aware of IPV4 depletion and need for IPv6 in future .	NP : Nepal
No	give a brief information about advantages of IPv6	ID : Indonesia
No	make FAQ IPv6	ID : Indonesia
No	IPv6 is here to stay and APNIC needs to do more awareness and training on IPv6 in the region. APNIC training we have received are very limited.	PG : Papua New Guinea
No	CIO/CTO level forums to alert that at some point lack of v6 adoption could impact company value.	GB : United Kingdom
No	APNIC should issue some document stating the use and advantages of ipv6 deployment	IN : India
No	PROVIDE MORE TRAINING	CN : China
No	by training to customer, first help them to understand the concept of IPv6.	IN : India
No	By offering consultancy on the transition process.	LK : Sri Lanka
No	Manage organization with IPV6	MY : Malaysia
No	Publish some of your customer's story of successful IPv6 implementation, rule of thumbs, example scenario plans and etc	MN : Mongolia
No	Training for deployment	IN : India
No	Run short courses	PG : Papua New Guinea
No	APNIC should try to increase the contents hosted on IPv6 hosts. If this will increase, the need for IPv6 clients & network will increase.	IN : India
No	Develop IPv6 deploying scenarios for all aspects, initiate subscriber to utilize IPv6 now.	BN : Brunei Darussalam
No	little formality	CN : China
No	need to provide training and IPv6 advantage	IN : India
No	APNIC may hold more development and awareness programs. ISP/Network Providers may have better understanding of dual stack.	PK : Pakistan

No	Create more awareness	MV : Maldives
No	Giving Free webinars on APNIC website, dedicate a whole new section for IPv6 with current deployment trends & compatibility / interoperability, listing out which all vendors are ready for IPv6 Migrations.	IN : India
No	more education/training	ID : Indonesia
No	There should be Workhshops & awareness trainings for the APNIC members	PK : Pakistan
No	APNIC training is more important.	MN : Mongolia
No	APNIC should put all literature related to IPv6 to better understading for all	IN : India
No	To link with unviersities and research organizations around the world, especially in Asia	BD : Bangladesh
No	give more training on IPV6 and info	MY : Malaysia
No	Help the customers understand the advantages of IPv6 and the implications that may happen if they disregard the IPv6.	PH : Philippines
No	More programs and campaigns towards the general public would also be good to make them aware of IPv6 and not merely the ISPs	MY : Malaysia
No	More deployment learning sharing	SG : Singapore
No	Provide documents and guidelines for transitiion from IPv4 to IPv6	SG : Singapore
No	E-Learning, Workshop, and encourage customer to learn and use it.	KH : Cambodia
No	Provide some guidelines for uptaking of IPv6.	HK : Hong Kong
No	talk to ISP first it has to start there	TH : Thailand
No	1. provide more case study how to transfer from IPv4 2. show the transitions costs 3. IPv6 Procurement spec.	TW : Taiwan
No	do more IPv6 training for APNIC customers	CN : China
No	Help clients communicate to end users	AU : Australia
No	propaganda and technique support.	CN : China
No	more training	CN : China
No	Reach a consensus with governments to promote	CN : China
No	Supply information & assistance	AU : Australia
No	Make it harder to get IPv4 addresses. Really, lack of IPv4 availability is IPv6's only selling point.	US : United States
No	sharing best practice	CN : China
No	Training training training - but this is an industry wide problem, which industry, not just APNIC, has to solve.	AU : Australia
No	APNIC can start awareness programs in various countries. They can be public programs in colleges, corporates.	IN : India
No	relase more and more training courses online for customers	CN : China
No	APNIC is a registry, I don't necessarily see it as APNIC's responsibility to help customers deploy IPv6. That is outside of the APNIC mandate.	AU : Australia
No	hold meeting and give solutions	CN : China
No	do technical workshops	IN : India
No	Outreach Initiative to educate of roll out of IPV6,	IN : India
No	I don't see this as APNIC's role	NZ : New Zealand
No	Arrange appropriate training for the member to start thinking about IPv6 in free of cost.	BD : Bangladesh

No	During the transition period, transition and deploy survey report, training course announcement could be provided.	CN : China
No	Wearing my Pacific hat, APNIC has done a lot for the Pacific Island countries in terms of disseminating information about IPV6 but it also helps if frequent follow work is done to make sure countries are continuing to move on with depleting IPV4 and implement IPV6.	FJ : Fiji
No	Information awareness and IT education	PH : Philippines
No	Via E-Learning, and yearly training in customers' country	KH : Cambodia
No	Take a more direct and proactive leadership role	AU : Australia
No	education for smaller holders and less cost	AU : Australia
No	Give the allocations away. It's just stupid that I'm getting free allocations from the US yet I have to pay a stupid amount of money to APNIC to get resources from you! HE.net is going to rule the whole world at the current rate unless you guys get real and stop protecting the big guys and shafting the small operators like us.	NZ : New Zealand
No	Technical trainings should be enhanced	PH : Philippines
No	Just make it available. The market will come around sooner or later.	PH : Philippines
No	Begin to make some network service only available via IPv6	AU : Australia
No	Although we have had people from the Cook Islands attend IPV6 courses and workshops, nothing is being done by our monopoly Teleco.	CK : Cook Islands
No	Offer a discount on membership for actively advertising ipv6	AU : Australia
No	Customer's basically needs thorough understanding what needs to be done on their network to adopt it using IPv6. Continuous education program, seminars, knowledge transfer and training should be conducted by APNIC. Educating customer is the best tool for IPV6 deployment.	PH : Philippines
No	Case study for service provider for IPv6 network	IN : India
No	Should develop policies with Government to force Service providers for IPv6 peering. Organizations may move forward till there are any mandatory policies.	PK : Pakistan
No	Offer prizes :)	NL : Netherlands
No	Provide free or low cost permanent, portable IPV6 allocations to small organisations	AU : Australia
No	free technical training for Indonesian Government about transition to IPv6	ID : Indonesia
No	Allocate IP6 space to current IP4 address holders by default.	AU : Australia
No	Trainings / IPv6 awareness sessions. Check / followup customer on their IPv6 deployment plan.	PH : Philippines
No	Don't understand this.	LK : Sri Lanka
No	Nil responses HK; BD; KH; 2CN	

Are you an APNIC	Please suggest some ways APNIC can help overcome the hurdles of IPv6 deployment.	Location/Economy
Account Holder?		
Yes	Educate the vendors as well as the members on a common platform to resolve difficulties in implementation of IPv6	IN : India
Yes	Training IPV6 continuously to rest world	ID : Indonesia
Yes	Training with access to support	AU : Australia
Yes	Can be doen through the Vendors	AU : Australia
Yes	may be provide case study of how corporate did the v4 to v6 transition.	AU : Australia
Yes	Training	IN : India
Yes	Same as above.	AU : Australia
Yes	IPv6 hardware/software compatibility lists. Design tips. Etc.	AU : Australia
Yes	dual stack (IPv4/IPv6) should be considered	IN : India
Yes	People still believe IPV6 is a myth and is difficult. Need to make them aware and maybe use the candy and steik policy for those operators not willing to deploy.	BT : Bhutan
Yes	Make it easier for larger providers to get larger allocations so that all end sites can easily receive /48s.	US : United States
Yes	Allocate Minimum IPV6 free according to the holding of IPV4 to motivate people to learn and migrate	IN : India
Yes	Documentation related to pre-requisite for IPv6, customer has to take care.	IN : India
Yes	keep doing the great work.	AU : Australia
Yes	Provide technical assistance or support.	MO : Macao
Yes	pushing providers to offer ipv6 to there customers	AU : Australia
Yes	publicity, public speaking, publish realistic scenarios and pricing estimates for various scenarios, if possible actual case studies	PH : Philippines
Yes	Secondment of expert technical support staff with network operators from developing countries	PG : Papua New Guinea
Yes	Offer more documentation on IPv6 Transition.	AU : Australia
Yes	more research on DHCPv6.	KH : Cambodia
Yes	We do hope to get more IPv6 deployment informations from other ISPs,maybe apnic could be a bridge between us.	CN : China
Yes	Sorry, my company have no plans for IPv6 yet.	HK : Hong Kong
Yes	We dream of an IPv6 only IXP. The problem is there is currently no standard protocol to tunnel IPv4 inside IPv6 which includes BGP6 announcing IPv4 inside it's network, and routing IPv4 to IPv4 through an exclusively IPv6 IXP. This includes intense technical meetings with known vendors such as Cisco, Juniper, Extreme, Force-10, Brocade, etc. It would, in my opinion, accelerate the	ID : Indonesia
Ves	deployment of IPv6. Stop allocating IPv4 addresses	TH : Thailand
Yes Yes	Stop allocating IPv4 addresses.	IN : India
Yes	training program for engineers To provide more IPv6 training courses and technical research about v6.	MY : Malaysia

B.3.3 Ways for APNIC to help customer to overcome hurdles of IPv6 deployment

Yes	Hardware vendors providing solutions for interoperability may not be financially feasible for end customers, APNIC may provide some	IN : India
	basic service for interoperability between IPv6 and IPv4 and charge	
	customers some subscription.	
Yes	Assist/encourage the standards bodies to finalise the residential IPv6	NZ : New Zealand
	CPE deployment model (specifically around dynamic address allocation)	
Yes	More trainig is required.	BD : Bangladesh
Yes	suggest to governments to provide ipv6 incentives	MY : Malaysia
Yes	Provide some workshop and update the information.	MY : Malaysia
Yes	more discussion and updates on IPv6	PH : Philippines
Yes	Training and good documents about IPV6 and migration	IN : India
Yes	Work with industry players, regulators and gov to educate the	SG : Singapore
	stakeholders and to push for more faster adoption.	01
Yes	reduce IPv4 cost/membership cost to counter the cost of getting	PH : Philippines
	transit from providers with IPv6 stacks.	
Yes	More training sessions customized for SP and Enterprise sector	AU : Australia
Vee	specifically	DV . Delister
Yes	That can be achieved by providing more training and ways to smoothly migrate to IPv6. Again its different for every user so case	PK : Pakistan
	studies from around the world should be shared.	
Yes	End user application creaters should be more encourage. Because,	LK : Sri Lanka
	Core networks are ready for IPv6 but not end users	
Yes	More awareness and training	PG : Papua New
		Guinea
Yes	benefit of ipv6	MY : Malaysia
Yes	Educating members regarding the benefits of IPv6 through	PH : Philippines
Yes	symposium and similar stuff. provide free training courses on migrating environments from IPv4 to	AU : Australia
105	IPv6 (not charged to members)	no . nustrana
Yes	training	PG : Papua New
	0	Guinea
Yes	APNIC should approach the goverment, like a Minisry of	JP : Japan
	Commnication.	
Yes	Standardize the IPv6 Address allocation Guidelines for VPN &	IN : India
	Internet Customers. Whether WAN IP pool range should be /126 or	
Vaa	/64 or anything else ? Increase IPv6 applications.	CN + China
Yes Yes	11	CN : China IN : India
Yes	Training	
105	Small and Mid enterprises are looking at ISPs to solve their problem	SG · Singapore
	Small and Mid enterprises are looking at ISPs to solve their problem and ISPs are waiting for demand to justify for business case. IMO	SG : Singapore
	and ISPs are waiting for demand to justify for business case. IMO,	SG : Singapore
		SG : Singapore
	and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6	SG : Singapore
	and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6 deployment going.	
Yes	 and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6 deployment going. the IPV6 transition is not a big deal in technical level but the buzz is 	SG : Singapore NP : Nepal
Yes	and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6 deployment going. the IPV6 transition is not a big deal in technical level but the buzz is killing so many heads, so find some really simple ways to prepare the	
	 and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6 deployment going. the IPV6 transition is not a big deal in technical level but the buzz is killing so many heads, so find some really simple ways to prepare the implementation 	NP : Nepal
Yes Yes Yes	and ISPs are waiting for demand to justify for business case. IMO, one way to break the cycle is to engage the regulators of the respective countries. The local authority will have the political/financial muscles and local knowledge to get IPv6 deployment going. the IPV6 transition is not a big deal in technical level but the buzz is killing so many heads, so find some really simple ways to prepare the	

Yes	By providing Awareness and the importance about IPv6 deployment.	BD : Bangladesh
Yes	provide online training seminars, document guides incl project plans	MM : Myanmar
X 7	covering the main issues of transition	TD T T 1'
Yes	APNIC to issue white paper giving both technical details of service	IN : India
	providers who have already migrated to IPv6, who have partially	
Yes	using IPv6 and new service providers who want to start using IPv6. Incentive scheme for Govt to influence the vendors for early support	IN : India
Yes	IPv6 Deployment strategy	IN : India IN : India
Yes	Need to show future on IPv6	NP : Nepal
Yes	To share operational issues.	JP : Japan
Yes	Main thing would be to continue work to create awareness among	NZ : New Zealand
103	end users, to create demand from the customers of ISPs. This	
	demand will reinforce the need to allocate resources to deployment of	
	IPv6 to meet customer expectation.	
Yes	Personal visits, training and case studies on organisations that have	FJ : Fiji
	bee through the transition	5,
Yes	Overview of procedure to upgrade to IPv6.	NZ : New Zealand
Yes	Proper technical & configuration related matters so that IPv6/Ipv4	IN : India
	communication through dual stack could be made	
Yes	Advantage and disadvantage should be clear for customer	AF : Afghanistan
Yes	need more trainningbecause still we are not confident to deploy	BD : Bangladesh
	IPv6	
Yes	APNIC should train customer about IPV6 and give a framework on	BD : Bangladesh
	migrating to IPV6. They can also provide consultancy service in this	
T 7	case.	
Yes	remote education	IN : India
Yes	Through proper training and online help	IN : India
Yes	easy migration of IPv4 to IPv6 and simple guidelines to of	IN : India
V	transformations with negligible downtime of the network systems	N7 N 7 1 1
Yes Yes	Responsibility is with Network contractor	NZ : New Zealand TH : Thailand
res	Warning, giving them (members) adequate information and knowledges	1 H : I nailand
Yes	Training nad cost Reduction, and provide technical consultancy for	EG : Egypt
105	transition	LO. Lgypt
Yes	involving enterprises (end users) who are APNIC non-members in	IN : India
	various forums. So far I've seen mostly service providers participating	
	in such activities.	
Yes		
103	Training & Sessions	IN : India
	Training & Sessions Maximise information being passed on to all ISP via email and	IN : India IN : India
	о́	
Yes	Maximise information being passed on to all ISP via email and	
Yes Yes	Maximise information being passed on to all ISP via email and attachments specifying advantages and use of IPV6.	IN : India
Yes Yes Yes	Maximise information being passed on to all ISP via email and attachments specifying advantages and use of IPV6. Training.	IN : India PH : Philippines
Yes Yes Yes Yes	 Maximise information being passed on to all ISP via email and attachments specifying advantages and use of IPV6. Training. Get help from people who deployed IPv6 Approach internet application/content developer/provider to make their services available for ipv6 platform. Somehow provide encouragement for content providers to make 	IN : India PH : Philippines LK : Sri Lanka
Yes Yes Yes Yes Yes	 Maximise information being passed on to all ISP via email and attachments specifying advantages and use of IPV6. Training. Get help from people who deployed IPv6 Approach internet application/content developer/provider to make their services available for ipv6 platform. Somehow provide encouragement for content providers to make IPv6 services available. 	IN : India PH : Philippines LK : Sri Lanka ID : Indonesia AU : Australia
Yes Yes Yes Yes Yes Yes Yes	 Maximise information being passed on to all ISP via email and attachments specifying advantages and use of IPV6. Training. Get help from people who deployed IPv6 Approach internet application/content developer/provider to make their services available for ipv6 platform. Somehow provide encouragement for content providers to make 	IN : India PH : Philippines LK : Sri Lanka ID : Indonesia

Yes	Suggest network equipment vendors to provide software upgrade for	TH : Thailand
	old equipment. Suggest network equipment vendors to enable IPv6	
	without additional cost.	
Yes	Place harsher membership fees on transit providers that are not IPv4	AU : Australia
	ready	
Yes	Customers didn't have knowledge	TH : Thailand
Yes	Collaboration of ideas from APNIC accounts and IPv6 professionals,	PH : Philippines
	Publish accepted ideas and resolutions on APNIC website	
Yes	Provide more training on IPv6 in the real practices. It would be good	KH : Cambodia
	if you can have the online labs to test IPv6 routing.	
Yes	monitor the usage	PH : Philippines
Yes	provide the case study	HK : Hong Kong
Yes	Strategic planning for the looming net war. (ref previous section	HK : Hong Kong
*7	answer)	
Yes	I fear time and money are some of the largest hurdles. To encourage	AU : Australia
	rapid uptake may require a simple step-by-step plan that can be	
V	adopted for those in doubt	
Yes	CIO/CEO IPv6 advocacy letter, such as ARIN's.	AU : Australia
Yes	deployment scenarios	AU : Australia
Yes	Encourage through support to make companies deploy IPv6 in haste.	FM : Micronesia, Federated States of
Vaa	Describe support in terms of knowledge and support in facilitating	SB : Solomon Islands
Yes	Provide support in terms of knowledge and support in facilitating IPV6 deployment.	SD : Solomon Islands
Yes	Cost effective IPv6 transition plans.	PH : Philippines
Yes	APNIC provide statistic/report about the IPv6 functional testing and	HK : Hong Kong
105	deployment of different product. User is hard to know the maturity of	The Thong Rong
	the product function, even for large brand name.	
Yes	Training for IPv6 is essetial to overcome the first hurdles of IPv6	MY : Malaysia
	deployment.	
Yes	Management Support should be received	HK : Hong Kong
Yes	Provide case study and easy to follow guidelines Offer online test	AU : Australia
	tools for IPv6 deployment	
Yes	With articles on Dos and Donts	IN : India
Yes	Creating awareness, Provide training and influence to share	BD : Bangladesh
	knowledge between members about IPv6.	Ŭ
Yes	Automatiiclly allocate IPv6 addresses to those who have IPv4	US : United States
Yes	promotional programs	IN : India
Yes	APNIC should involve themselves to government orgatisation to	IN : India
	understand the need of IPv6	
Yes	Purely ipv6 apnic website?	HK : Hong Kong
Yes	v4 is a resource problem, so let economic/market solve it;	HK : Hong Kong
Yes	Promote by let network operator make know on IPv6 Service	KH : Cambodia
Yes	Training training and training	PK : Pakistan
Yes	First concentrate on developing countries and their ISP's. ISP's have	IN : India
	to have IPv6 enabled and also they should have very well trained guy	
	to suggest downline customers the use of IPv6 and deployment.	
Yes	Support the IPv6 Transition budget of smaller developing countries	PG : Papua New
		Guinea
Yes	1) Technical knowledge transfer 2) Consultancy services	MY : Malaysia

Yes	Provide more training for IPv6 to service providers	VU : Vanuatu
Yes	Pls help in Getting the Protocol developed for MPLS Transport	IN : India
	Infrastructure readiness for carrying IPV6 Traffic in MPLS Network	
	as today the MPLS LDP is not developed for IPV6 and the ISP has to	
Yes	use a Dual Stack IP Infrastructure.	KH : Cambodia
Yes	Please more update and share to market design and concept on the ease of migrating Ipv4 to Ipv6	
Yes	Educate!	SG : Singapore AU : Australia
Yes	provide training	KH : Cambodia
Yes	Regulation! There's some shocking news about CEO's sticking their	NZ : New Zealand
105	head's in the sand and ignoring the situation!	INZ. INCW Zealand
Yes	Identify dedicated IPv6 training organisations or become a training	AU : Australia
	facility in different levels of the IPv6 transition i.e. IT Manager and	
	Network Engineer	
Yes	In the Pacific, APNIC should play a leading role	FJ : Fiji
Yes	the standards surrounding IPv6 need to stop being revised every three	AU : Australia
	months, noone has the time to make network revisions to	
	accomodate that	
Yes	see above.	AU : Australia
Yes	as per above	NZ : New Zealand
Yes	As above	AU : Australia
Yes	Nil responses MN, IN, 2 PH, SG, NZ, HK	
No	seminer, e-mail, advertisement etc	BD : Bangladesh
No	enforce development projects to cater/implement ipv6 ready	MV : Maldives
	products enfore deadlines for large organizations or members to	
	implement ipv6	
No	Do some more seminars. Not onlu ISPs , find a way to make people	LK : Sri Lanka
	understand the ease and usability of IPv6.	
No	1. Free transit provider should be arranged. 2. More and more	BD : Bangladesh
NT.	training should be arranged on IPv6 deployment.	DIZ D 1
No	Conduct trainings and more IRME programs in different regions.	PK : Pakistan
No No	do some test allocations	LK : Sri Lanka
INO	Provide platform for sharing experiences and best practices. Promote a step-wise, service-wise or network segment-wise (or a combination	NP : Nepal
	of these) deployment since total network cutover is normally not	
	feasible.	
No	details about best practices of other countries which r already using	MN : Mongolia
	IPv6 now.	
No	The technical hurdles to IPv6 deployment are now almost non-	AU : Australia
	existent. The main outstanding challenge is one of education, I think,	
	raising awareness. Network operators need to educate their engineers,	
DT.	educate their network architects.	
No	Simplified presentations that high level managment can understand so that obtaining commitment assign	AU : Australia
No	that obtaining commitment easier	NID · Nicoal
No	Conduct the IPV6 Training regularly Make it easy for govt agencies to apply for and receive IPv6 address	NP : Nepal AU : Australia
110	space allocations	

No	APNIC should firstly request all the stakeholders top management to uptake IPv6 in place of IPv4 and also request them if they require any technical help to the stakeholders technical team APNIC is ready to do so by providing appropriate planning to Uptake.	BD : Bangladesh
No	APNIC should push ISP to role up the dual stack services for customer	ID : Indonesia
No	I think to some extend it will happen automatically - but informational material is of course always helpful. With examples and focus on end-users effects.	US : United States
No	Providing dedicated support to Operators	FR : France
No	I think APNIC should offer advise and suggestions on the website. Or perhaps a blog of customer experiences.	PW : Palau
No	actually, we still enjoy IPv4	ID : Indonesia
No	still not much user known as IPv6 used.	NP : Nepal
No	It would be helpful if people could get some assistance in migrating from IPv4 to v6, since there are instances when has to connect with hostname with both IPv6 and IPv4 adresses .	NP : Nepal
No	awareness/training/workshop on IPv6 is needed to those countries who are lacking behind the IPv6 implementation	NP : Nepal
No	Training and workshop	NP : Nepal
No	Training is the most important part of IPv6 Deployment.	ID : Indonesia
No	show some applications that are IPv6 ready	ID : Indonesia
No	make FAQ IPv6	ID : Indonesia
No	More practical training is needed. APNIC needs to take this on board.	PG : Papua New Guinea
No	provide proper training sessions	IN : India
No	PROVIDE onsite TRAINING	CN : China
No	Hands on training.	IN : India
No	Support by sharing smooth transition best practices. Work with government to push the IPv6 deployments	LK : Sri Lanka
No	as mentioned above, help share experiences among customers	MN : Mongolia
No	APNIC should list System Integrators who can help us to deploy	IN : India
No	published in courier mail to all IT colleges and Training institutes.	PG : Papua New
		Guinea
No	Increase the participation of content providers.	IN : India
No	develop a lot application for IPv6	CN : China
No	IPv6 Lab with professional and guidelines	IN : India
No	creating a new business model that will generate return on investment without waiting for the whole world to be fully IPv6 deployed	PK : Pakistan
No	awareness	MV : Maldives
No	Hiring & appointing country wise Instructors for IPv6 capable of delivering IPv6 Migration & Transitions for Customers / Corporates.	IN : India
No	APNIC should take keen step to deploy IPV6 or atleast give awareness training to address the issues on IPV6 like Security.	PK : Pakistan
No	Technical expertise.	MN : Mongolia
No	More awareness and site examples of the institutions that implement	PH : Philippines
110	IPv6 in their network and what steps they have done.	111.11mppmes
No	If possible APNIC could sponsor major asian football clubs in Asia to reach out to a bigger audience on awareness of IPv6 and its	MY : Malaysia

	advantages	
No	Provide on-site/off-site support	SG : Singapore
No	To show some successful stories/examples on IPv6.	HK : Hong Kong
No	whitepapers, and list of equipment that will work	TH : Thailand
No	education	TW : Taiwan
No	set up an IPv6 backbone network	CN : China
No	propel policy of the government.	CN : China
No	training	CN : China
No	Encouraged to migrate to IPV6 Internet applications on the first	CN : China
No	Supply information & assistance	AU : Australia
No	I don't think it can. The hurdles are associated with business plans, costa and revenues and APNIC doesn't have a significant role in any of those.	US : United States
No	provide training	CN : China
No	I think APNIC has overcome all hurdles remaining. It's up to ISPs and content providers now.	AU : Australia
No	Train its stake holders and recommend the stake holders to statutory bodies as certified implementing partner	IN : India
No	relase more and more training courses online for end users	CN : China
No	We suggest that APNIC strengthen the cooperation with telecommunication operators, in order to have more equipment support IPV6	CN : China
No	make EDMs that could be sent to members and involve them in learning the process.	IN : India
No	Education to associations and implementors, who in turn would educate end users and ISP's on deployment	IN : India
No	I don't see this as APNIC's role	NZ : New Zealand
No	arrange training and inform the member regarding IPv6.	BD : Bangladesh
No	Technical white papers and train the trainer program could be developed.	CN : China
No	Frequent follow up with people concerned, at least with the Pacific Island countries.	FJ : Fiji
No	Upgrades (hardware, software, etc.)	PH : Philippines
No	need customers to have a completed and clear plan to use IPv6	KH : Cambodia
No	Provide more specific documentation and guidance on practical implementation and deployment including help on estimating costs	AU : Australia
No	Get resources to GPL developers who are doing stuff for free in their spare time so they can get software systems ready faster - we all have to eat.	NZ : New Zealand
No	Online and print advertising should be considered	PH : Philippines
No	Messages to our government about the importance of transitioning to IPV6	CK : Cook Islands
No	There should be understanding between network users (telco, private corporation and Internet community) on possible collaboration for model network for IPv6. As such, users can actually feel and experience the deployment ease rather than fearing the activities involve from IPv4 to IPv6. APNIC can be the guide/guru/mediator to have this agreement mutually agreed so that participation of all sectors will be ensured.	PH : Philippines

No	More Traning	IN : India
No	Promote big providers, Google, Youtube, MSN, etc to peer with service providers a IPv6 session.	PK : Pakistan
No	By setting policies and deadlines for carriers to get their services on IPv6	IN : India
No	the deployment of IPv6 should be done through formal regulation from Government. In Indonesia, Ministry of ICT try to regulate all central and local government institutions through Draft of Ministry regulation about Data Center and DRC that stated in one of articles (1) communication data must based on TCP/IP. and (2) Internet networking that will be used in DC and DRC MUST support IPv6.	ID : Indonesia
No	Minimize the cost of IP6 address space for current IP4 holders	AU : Australia
No	Budget is one of the hurdles. APNIC may be consulted by the customer regarding their plan for IPv6 deployment.	PH : Philippines
No	see the answer to B.3.2.	AU : Australia
No	Nil responses from AU, HK, BD, MY, KH, 2CN, PH	

B.3.4 Information required to make the decision to deploy IPv6 in the next 12 to 24 months

Are you an APNIC Account Holder?	What information do you need to make the decision to deploy IPv6 in the next 12-24 months?	Location/Economy
Yes	Need a free allocation for testing purposes, currently get ours from tunnel broker, but want to experiment in bgp leve	ID : Indonesia
Yes	IPv6 compatible protocols, device readiness	IN : India
Yes	Clearer guidelines on limitations and boundaries.	AU : Australia
Yes	what is ipv6, how to understand ipv6, more easier	ID : Indonesia
Yes	white papers detailing the risk of continuing with IPv4 only	AU : Australia
Yes	end date of IPv4 and the handset/mobile and wireless infrastructure ready date	AU : Australia
Yes	hardware requirement and restriction.	AU : Australia
Yes	Our decisions are made from group and we havent heard anything about IPv6 deployment.	WS : Samoa
Yes	Some basic practical advice that will get us started on the process. A commercial imperitive to do so - we haven't really had one as yet.	AU : Australia
Yes	Already deployed!	AU : Australia
Yes	devices readiness.	IN : India
Yes	Bhutan Telecom has deployed IPv6 in the backbone for the last 2 years and presently we have been conducting trainings to our users so that we can roll out IPv6 deployment to the customers. We have set ourself an target that by the year end we should have a minimum of few customers using IPv6 in thier network	BT : Bhutan
Yes	Practical guidelines and best practices for organizations of different sizes.	IN : India

Yes	handful of documentation related to product benifits	IN : India
Yes	Support from open source groups who are stakeholders in core technologies.	AU : Australia
Yes	please kindly provide with all training sessions conducted by APNIC experts in India so that we can have strong technical personnel in our organisation who could help migrate from ipv4 to ipv6	IN : India
Yes	The readiness of existing equipments, applications and the service provider, the effort and resource required, and the potential risk.	MO : Macao
Yes	better training and understanding on how to use it and finding a carrier who can offer it to us as our ucrrent one does not have an ipv6 offering	AU : Australia
Yes	Investment decision	PG : Papua New Guinea
Yes	Offer more documentation on IPv6 Transition.	AU : Australia
Yes	management approval for budget.	KH : Cambodia
Yes	Sorry,my company have no plans for IPv6 yet.	HK : Hong Kong
Yes	can start from early 2011	KH : Cambodia
Yes	solely depends on customer needed.	HK : Hong Kong
Yes	Hardware and Software vendor support	TH : Thailand
Yes	to know more about it	IN : India
Yes	Security issue.	MY : Malaysia
Yes	already deployed. customer on-boarding in progress.	IN : India
Yes	at this stage nil decision has been made to move towards, IPV6	AU : Australia
Yes	CPE vendors to produce working CPE for the mass market	NZ : New Zealand
Yes	Guideline with training	BD : Bangladesh
Yes	Need smooth transaction plan.	BD : Bangladesh
Yes	cost	MY : Malaysia
Yes	kind of IP range and how it been allocated.	MY : Malaysia
Yes	availability of funds	PH : Philippines
Yes	Training and documnets about IPV6 and its deployment in real time enviroinment	IN : India
Yes	Mainly techical issues, support on end devices (e.g. Mobile phones) & network nodes (core nodes)	SG : Singapore
Yes	Advantage and Disadvantage. Device support. Troubleshoot training.	IN : India
Yes	Migration best practice guides.	PH : Philippines
Yes	Impact on all the systems involved and more visibility on migration issues	AU : Australia
Yes	Mostly what are the risks and can these be minimized and overcome. and the second factor is what will be cost for someone to deploy IPv6.	PK : Pakistan
Yes	As an overworked IT person, whatever help can be provided to facilitate the deployment.	AU : Australia
Yes	Hard to get IPv4 from aPNIC	LK : Sri Lanka
Yes	The deployment processes & requirements.	PG : Papua New Guinea
Yes	it is depend on the world needed	KH : Cambodia
Yes	security	MY : Malaysia
Yes	Test documentation and set up to verify compatibility of network	PH : Philippines

	nodes.	
Yes	training	PG : Papua New
		Guinea
Yes	We want to know how the other ISPs got a first step for IPv6.	JP : Japan
Yes	IPv6 Allocation Guidelines	IN : India
Yes	more details on the technical migrations.	MY : Malaysia
Yes	Information about IPv4 exhaustion.	CN : China
Yes	awareness and skill set availability.	IN : India
Yes	IPV6 inter and intra routing architecture	NP : Nepal
Yes	wether we need to do it or continue to use our IPv4 allocation wich	AU : Australia
	suits our needs at the moment	
Yes	IPv6 enable Product information	BD : Bangladesh
Yes	FAQ, Current challange.	IN : India
Yes	dissemination of best practices and suggested scenarios for rollout	PH : Philippines
Yes	provide online training seminars, document guides incl project plans covering the main issues of transition	MM : Myanmar
Yes	as stated in B 3.3	IN : India
Yes	IPv6 readiness for Interent community	IN : India
Yes	More Technical training and case study of deployment	MY : Malaysia
Yes	case studies on IPv6 deployment	IN : India
Yes	We are in process of deploying it.	IN : India
Yes	Doployment of both IPv4 and IPv6 sumultaneuosly and then	NP : Nepal
100	migration4 to 6	ru ruopu
Yes	Whether 6to4 NAT will work for all IPv4 applications ?	LK : Sri Lanka
Yes	training, and practical.	SG : Singapore
Yes	Disaster. Nothing short of will make us pay to upgrade all of our	AU : Australia
	hardware.	
Yes	Already slowly deploying, but lower priority for resources means that	NZ : New Zealand
	deployment stages requiring significant resources are deferred.	
Yes	Training and implementation costs	FJ : Fiji
Yes	just need to get head around the scope and implications	NZ : New Zealand
Yes	Already deployed.	IN : India
Yes	Hurdels in IPV6 deployment, the process and the cost associate with it.	BD : Bangladesh
Yes	information regarding deployment and progress of IPv6 report on monthly basis	IN : India
Yes	Cost, Technical Benefits to our network, downtime in transformation, benefit of transformation from IPv4 to IPv6	IN : India
Yes	Responsibility is with Network contractor and take his advice	NZ : New Zealand
Yes	Technical information and communication between IPV4 and IPV6	KH : Cambodia
Yes	More trainings.	IN : India
Yes	My organizations' personnel needs training for deployment of IPv6	BD : Bangladesh
Yes	my customer inputs. most of things are ready in my setup; but due to lack of demand, it is not being made live.	IN : India
Yes	Training & Sessions	IN : India
Yes	Adequate training & process involved for change to IPV^6	IN : India
Yes	Content	NZ : New Zealand
Yes	Education and training.	PH : Philippines

Yes	1. IPv6 deployment procedure. 2. Important things to consider before migration. 3. How long I can keep IPv4. 4. Possible dependency issue with other systems after the change. 5. What happens if I didn't change from IPv4 to IPv6	IN : India
Yes	Formal plan	LK : Sri Lanka
Yes	Existing application/service/content provider plan for ipv6 implementation.	ID : Indonesia
Yes	provide stastics about current situation	PH : Philippines
Yes	I still dont have idea for IPv6 on how to set it up	PH : Philippines
Yes	We need our transit providers to be IPv6 Ready.	AU : Australia
Yes	In next 12 months: Using in my company. In next 24 months: Using for customer.	TH : Thailand
Yes	Capability of my upstream ISP and internet to fully support IPv6 routing.	PH : Philippines
Yes	I plan to test the IPv6 only since the some of our devices are not compact-able with IPv6.	KH : Cambodia
Yes	case studies of APNIC members who implemented IPV6 in production	PH : Philippines
Yes	When shall the IPv4 no longer support	HK : Hong Kong
Yes	Complete list of TLD ready glue, tested and measured. Let people	HK : Hong Kong
	know where they can launch ipv6 live: the registrars and registries.	
Yes	The level of support for IPv6 outside of our network - routes and	AU : Australia
X 7	redundancies	
Yes	case studies	AU : Australia FM : Micronesia,
Yes	Awareness of results for the dimiishing of IPv4	Federated States of
Yes	It more of a we need an expert to assess our network to see if we are ready to deploy IPV6	SB : Solomon Islands
Yes	Time!	NZ : New Zealand
Yes	Documentation on IPv6 usage and migration in other countries, including the tools that they used to migrate.	PH : Philippines
Yes	Avaliable of the product. Include core network and client equipment. e.g. handset, home router, etc.	HK : Hong Kong
Yes	All about IPv6 resources/awareness (Information, Reference, Benefits, Future of IP, etc).	PH : Philippines
Yes	Security concern.	MY : Malaysia
Yes	That IPv4 is obsolete	HK : Hong Kong
Yes	Depends on whether the urgent needs of network applications	CN : China
Yes	With articles and recommendations	IN : India
Yes	Provide step by step process to implement IPv6 for new members.	BD : Bangladesh
Yes	Traffic status	JP : Japan
Yes	Reasons why and benefits.	US : United States
Yes	cost of migration	IN : India
Yes	we already tested and has few customers.	IN : India
Yes	Killer Application for IPV6	TW : Taiwan
Yes	The number of subscribers growth faster and more requirement on IPv6 Service	KH : Cambodia

Yes	We have very well knowledge of IPv6 deployment but at the threshold we will really appreciate APNIC if they will provide us some more educational and other support to conclude more groups into this era.	IN : India
Yes	We need more Guidelines and training in IPv6 before deployment.	PG : Papua New Guinea
Yes	1) What is the spare of IPv4 we have in this region/world? 2) Who have deployed IPv6?	MY : Malaysia
Yes	Need more resources and training for IPv6	VU : Vanuatu
Yes	IPv4 availability	ID : Indonesia
Yes	How ease to use IPv6. What is the Overall Internet accessbility in using IPv6, ie what is the Percent of the current situation of website accepting IPv6 address protocol.	SG : Singapore
Yes	there all ready. got an allocation from tunnel broker. however this does not allow peering. the closts from apric are unreasonable for a small business. Prefer to hand back a /23 and get ipv6 space	AU : Australia
Yes	the formal plan & it usage and management	KH : Cambodia
Yes	All of it! Information on broad migration strategy, information on likely budget, information on migration issuse specific to our choice of vendor equipment.	AU : Australia
Yes	A budget to do this would be nice & additional staffing resources to get the project moving.	NZ : New Zealand
Yes	How to and what to expect.	AU : Australia
Yes	The readniess of the industry and the trend of the market	HK : Hong Kong
Yes	stable standards and better vendor support for network appliances	AU : Australia
Yes	need to relate to Management the importance and urgency. provide more information in a straightforward basis	PH : Philippines
Yes	a better transition model to make it quicker and more efficient to overcome the hurdle	SG : Singapore
Yes	No information required, we just need support from our vendors which have not yet adopted IPv6.	AU : Australia
Yes	none - we're done - have been in production since 2004	PH : Philippines
Yes	None - it's already underway	AU : Australia
Yes	None we have decided	AU : Australia
Yes	N/A already deployed	AU : Australia
Yes	none at the moment as I am already on IPV6	FJ : Fiji
Yes	Nil responses MN, US, AU, 2SG, 2IN, NC, TH, HK	
No	Training programm	BD : Bangladesh
No	cost and how easy to implement or change over	MV : Maldives
No	Most of router equipments are not supporting the IPV6, Encourage equipment provides to give free updates to support IPV6.	LK : Sri Lanka
No	already have very good knowlege about ipV6	MV : Maldives
No	I need only a IPv6 transit provider for its deployment.	BD : Bangladesh
No	How easy and cost effective it will be to upgrade current whole network infrastructure to support IPv6.	PK : Pakistan
No	customer demand growth for internet access	LK : Sri Lanka
No	My organization has probably has sufficient IPV4 addresses for that	NP : Nepal
	period but I would prefer to have a solid step towards IPV6 deployment to make sure that the services are not affected in the	

	subsequent years.	
No	Nothing I know what I need to do	AU : Australia
No	other countries examples, and problems creating IPv4 to IPv6 transition	MN : Mongolia
No	We are ready and trained at present.	AU : Australia
No	Deployment best practice	NP : Nepal
No	The Australian Govt IPv6b transition strategy and its target dates of 2012 coukld be more publicised.	AU : Australia
No	APNIC's future plan of IPv6 deployment	BD : Bangladesh
No	I think the information is enough	ID : Indonesia
No	Decision has already been made.	PW : Palau
No	the devices could support that. Because the budget is the main reason.	ID : Indonesia
No	equipments used, and how can we deployment it. over all need to train more engineer.	NP : Nepal
No	The hardware and software compatibility for current system to deploy ipv6 though the system is targeted for ipv4 before	NP : Nepal
No	government framework with plan and policies.	NP : Nepal
No	when will network operators run IPv6 completely?	ID : Indonesia
No	make FAQ IPv6	ID : Indonesia
No	I need testimonies of Network Owners/Administrators who have and are using IPv6. This will aid my confidence in implementing mine.	PG : Papua New Guinea
No	success cases of smooth transmission to IPv6 specially on the Residential broadband services	LK : Sri Lanka
No	to train more engineers	MN : Mongolia
No	Work out plan for deployment	IN : India
No	if the ipv4 addressing is almost full.	PG : Papua New Guinea
No	Deployment scenario, e.g what need and what need not to be done.	BN : Brunei Darussalam
No	more application	CN : China
No	guidelines and support in case of any query	IN : India
No	to ensure a viable transition strategy that takes into account transparent interoperability and mature integrated functionalities for deploying advanced applications on both IPv4 and IPv6	PK : Pakistan
No	better understanding of IPv6	MV : Maldives
No	technical and equipment support	ID : Indonesia
No	Workshops / Trainings	PK : Pakistan
No	Deployment of other countries to IPv6.	MN : Mongolia
No	Need to attend more workshop/training to learn more about IPv6 to deply at my organization, to aware them the benefit of IPv6	BD : Bangladesh
No	budget	MY : Malaysia
No	we already do this	AU : Australia
No	What will happen to the network if we disregard the deployment of IPv6?	PH : Philippines
No	I'm quiet prepare personally and individually in terms of knowledge and others	MY : Malaysia
No	Deep analysis of impact factors	SG : Singapore
No	Documentations and steps	SG : Singapore
No	IPv4 allocation, and statistic of IPv6 using all over the world.	KH : Cambodia

No	ISP need to get it.	TH : Thailand
No	we need more training on IPv6 to understand clear before we can migrate.	KH : Cambodia
No	IPv6 readiness or News from other operators or governments	TW : Taiwan
No	application requests	CN : China
No	ip address pool	CN : China
No	Monopoly telecommunications services company has been unable to provide IPV4	CN : China
No	not under my control	AU : Australia
No	We already did it some time ago.	US : United States
No	APNIC final policy about the IPv6	CN : China
No	Money	AU : Australia
No	on the cost implication, the technical knowledge.	IN : India
No	budget and real cost	CN : China
No	I need to konw is there any new devices can use both IPv4 and IPv6?	CN : China
No	nothing at the moment	IN : India
No	Roll out, process of purchase etc.	IN : India
No	perhaps a bit of 'gotchas' documentation.	NZ : New Zealand
No	first and foremost is the training about IPv6 needed to deploy IPv6	BD : Bangladesh
No	I work for ITU but it will be best for APNIC to find out from the	FJ : Fiji
	organisations in each country not yet adopted IPV6 what their implementation plans are or help the countries with developing an IPV6 plan.	
No	IT networking & security information	PH : Philippines
No	the world network technology, and ip equipment.	KH : Cambodia
No	Decision is made - practical information would help -connectivity options, security considerations and best practice, end user deployment.	AU : Australia
No	more on cost and implementation studies	AU : Australia
No	PTR record source code for PHP for making Bind9 records.	NZ : New Zealand
No	Details on best practices and training	PH : Philippines
No	How receptive our government and Telecom is to the change they own the Telecom	CK : Cook Islands
No	The common issue amongst telecom operator right now is the testing of IPv6 and migration path from IPv4 and IPv6. There should be somehow a standard test case that should be developed to assist stakeholders in formulating the proper migration plan. Every vendor has its own say and strategy about IPv6 but it will still boil down to the cost of deployment, maturity/stability of the equipment for IPv6 and application availability to end users. With this in the bucket list, we will be able to move to the decision to deploy it sooner.	
No	DNS configuration .	IN : India
No	Nothing :) Have attend IPv6 workshop & confident to handle issues with IPv6. Network is compatible.	PK : Pakistan
No	I need information about invention of media/tools that can be used to interface IPv4 and IPv6.	ID : Indonesia
No	Budget is the primary concern. Training for the staff is also needed.	PH : Philippines
110		
No	啌行ä, šå¶ä»–å¬å•, çš,,动怕	CN : China

No	we already done that.	CN : China
No	Nil responses US; HK; BD; 2 CN, AU, PH	

B.3.5 Suggestions of Role APNIC Should Play in Facilitating IPv6 Deployment

Are you an APNIC Account Holder?	Other - IPv6 Deployment (please specify):	Location/Economy
Yes	Providing literature on implementation of the same and conducting more training sessions.	IN : India
Yes	I think these three are the key points for APNIC's role.	AU : Australia
Yes	Proactive updates directly to stakeholders especially those who has ongoing IPv6 implementation process	ID : Indonesia
Yes	Absent a better place to comment on B.3.1, the reason my organization has no IPv6 transition budget is because we have completed our transition and are fully dual-stacked throughout our network.	US : United States
Yes	certify HArdware vendors and service providers who provide IPv6 products / services.	IN : India
Yes	Provide public stats on adoption by country	PH : Philippines
Yes	My office is not ready to implement IPV-6	ID : Indonesia
Yes	technical details for networks who have already used IPv6.	IN : India
Yes	I don't understand why there's a question about APNIC not doing everything for IPV6 the same as it does for IPV4. I don't see any 4's in APNIC's name.	AU : Australia
Yes	dummies guide	NZ : New Zealand
Yes	small address pool for free allotment to existing IPv4 customers for them to test and get confidence for deployment of IPv6 concentrate on migration.	IN : India
Yes	provide consultancy services to members	TH : Thailand
Yes	Intermediation between ISP and Content Provider.	ID : Indonesia
Yes	Training should be limited to the use of APNIC services.	AU : Australia
Yes	Watch not to evoque suspicion about v6. ipv6 having being around for a long time and still in its infancy have a lot of (silent) folks being suspicious, as noted by Paul at the HK meeting last year.	HK : Hong Kong
Yes	visit each members to discuss how best they can deploy IPV6	SB : Solomon Islands
Yes	Online electronic copies of the above possible references.	PH : Philippines
Yes	IPv6 deployment will not loose money.	JP : Japan
Yes	Give more document	KH : Cambodia
Yes	Provide Actual practice configuration guide examples (not only share best practice)	AU : Australia
Yes	Disclose the real deployment of IPv6 (where, what is the key driving appication)	TH : Thailand
Yes	Nil responses IN (2), BD, SG, HK	
No	enforce deadlines for the members	MV : Maldives
No	News alerts, Publish Videos tutorials on Youtube, tweet , Basically use social media and make people familiar to IPV6	LK : Sri Lanka
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No	Influence the governments	LK : Sri Lanka
No	More Development and awarenss neess to be incorporated by APNIC for best deployment of IPV6 in ISP/Network Providers Network	PK : Pakistan
No	Hiring Consultants who can help Customers migration to IPv6, by conducting country wise survey & proposals to corporates & work closeby with the Customers who would like to migrate.	IN : India
No	APNIC's role is to allocate the resource.	AU : Australia
No	APNIC does not have a role providing technical training. Technical training should come from vendors and/or organisations that provides qualifications. APNIC cannot do these things and so should cease all direct training and should only support and/or coordinate training provide by others.	US : United States
No	initiate dialog with the respective governments and place the trained stake holders in the authorised implementing team.	IN : India
No	Assist with funding of open source implementations of important IPv6 software such as DHCPv6.	NZ : New Zealand
No	Leadership	AU : Australia
No	Get resources out there to content guys, they're the ones that are going to drive this thing.	NZ : New Zealand
No	cooperation with government	ID : Indonesia
No	Nil	HK : Hong Kong

B.4 Training, Education and Certification

Are you an APNIC Account Holder?	Any other comments about Training, Education and Certification:	Location/Economy
Yes	Increase number of members that can attend online training as these training get filled up very soon. Provide presentation and discussion points covered in these trainings. Increase the frequency of trainings. Provide more information on Certifications.	IN : India
Yes	may be lab practice via elearning and web cast via elearning will be helpful to reach mass quickly for the knowledge APNIC wants to transfer.	AU : Australia
Yes	Love the idea about certification!!	AU : Australia
Yes	Please, reduce the cost for training	ID : Indonesia
Yes	Training can be arranged in leading cities of every nation	IN : India
Yes	APRICOT should be provide more than 10 people to join	KH : Cambodia
Yes	Local	PG : Papua New Guinea
Yes	prior to the training setup, i would like to request to have a need survey of its member countries before finalizing the training contents	NP : Nepal

Yes	If APNIC arrange National wide training that should be more efficient for National Demand as well as reginal	BD : Bangladesh
Yes	Training has to be more wide based. APNIC would have limitations in taking up many sessions. There is need for APNIC to develop local training organizations who multiply training hours to hundred times as of now (As relevant for large geographies like India).	IN : India
Yes	I didn't know apnic had any training.	AU : Australia
Yes	Should have not relevant button for this session as ticking the middle option is currently the most neutral one to choose	NZ : New Zealand
Yes	Online is best	AU : Australia
Yes	APNIC should not compete with commercial training organisations, but should train only in matters that directly relate to APNIc services. Partnerships with commercial organisations are fine.	AU : Australia
Yes	Training and Education should be sent out via Email (video streaming) so that a member that does not have time to attend on time can still have time to watch it.	PH : Philippines
Yes	increase the variety and scope of trainings.	HK : Hong Kong
Yes	the certification would be a good option to build the knowledge base of recipients to further their skills with interest knowing that a result of such training should be recognized through Asia pacific as well as other groups such as RIPE, AFNIC, etc	FM : Micronesia, Federated States of
Yes	Please give more training to you member	KH : Cambodia
Yes	Successful training shall be carried out face to face	AU : Australia
Yes	Good online training	AU : Australia
Yes	Nil responses 2IN, BD, SG, PH, HK	
No	Trainings are brilliant. But should wide spreaded.	LK : Sri Lanka
No	i did not receive certification of my last training that i have attended	MV : Maldives
No	AP wide training gives more scope of sharing information and interacting with a wider group of stakeholders.	NP : Nepal
No	budget restrain	CK : Cook Islands
No	Need more training programs especially in India. I would recommend to add IPv6 Forum Certifications with APNIC. moreover create APNIC's own certifications programs, Appoint Country wise / local training partners or Trainers.	IN : India
No	APNIC should focus on it's role as the allocator of IP Address space and stop providing training. There are training organisations that are much better equipped to provide training.	AU : Australia
No	APNIC has no legitimate role in providing technical training itself. It could have a limited role in assisting members coordinate to access appropriate technical training from vendors or institutions providing technical qualifications. But that role should be very limited.	US : United States
No	APNIC training team need more real world experience. Trainers are just talking heads, get real people with real experience. Using hostmasters and technical team would be a good start. In fact, training team shouldn't have staff apart from manager, trainers drawn from rest of APNIC organisation and outside would be better.	AU : Australia
No	Local = Internal. Train your staff. Let the industry train itself. In the mandate of being a registry, I don't believe offering technical training falls into that.	AU : Australia

No	The information of such training and certification courses should be circulated amongst all and not restricted to members	IN : India
No	and local.	CN : China
No	Who cares? Just make it interactive on line like with the remote participation. I've got 15mbits of HFC, why do I need to leave my desk?	NZ : New Zealand
No	I belong to a regional organisation, and I have an interest in the effects of PNIC training within the Pacific region.	CK : Cook Islands
No	Certification is the last on the list to be APNIC's priority. Instead, focus on the training and education which I think is APNIC's expertise from its involvement in the Internet community. Another thing, there should be inter-government agreement as well as funding to support the roll-out of IPV6 and its adoption. APNIC should be the mover/catalyst in APAC to make this happen including standardization of vendor equipment for IPv6 interoperability.	PH : Philippines
No	free technical training for Government.it might be possible if APNIC make cooperation with government or get government's sponsorship.	ID : Indonesia
No	Nil responses HK	

B.5 Internet Governance

Are you an APNIC Account Holder?	Any other comments about Internet Governance:	Location/Economy
Yes	Internet governance should be kept separate to governments	AU : Australia
Yes	Disagree strongly with allowing any kind of government involvement, there is too many disparity and politics between the widely varying cultures in the AP region	AU : Australia
Yes	APNIC should conduct more activities that could share more perspective to the goverment within the region. So, it could influence into regulation and compliance needed to enhance the industry	ID : Indonesia
Yes	Strongly opposed to Government involvement in APNIC affairs, however, APNIC should engage in advisory role for government's information technology roadmaps	HK : Hong Kong
Yes	Knowledge transfer.	SG : Singapore
Yes	No politics please !!! Internet belongs to everyone	TH : Thailand
Yes	yes, so far govt official participation is negligible	IN : India
Yes	Many business leaders are afraid of government involvment. I am suspicious if that paranoia is justified. Many governments could -learn- from Apnic. They would encourage national budget for v6 deployments, and outreach to remote populations.	HK : Hong Kong
Yes	Have round table discussions with key gov officials on how important APNIC's role is on the internet operations in the Asia Pacific.	PH : Philippines

Yes	Very wary of this. Government involvement could lead to a disaster. I think that the regional governments should be kept appraised and invited to the sessions but we need to show as a collective body that we are operating effectively and that government involvement is not required.	SG : Singapore
Yes	Keee the government out of APNIC but get APNIC into the governments!	NZ : New Zealand
Yes	Nil responses HK, 3IN, BD, SG, NP and PH.	
No	I dont think governments should involved.	LK : Sri Lanka
No	Regular liaison with Government's policy maker.	BD : Bangladesh
No	Government people should be made aware of the matters but not good to use their too bureaucratic heads in technical decision making.	NP : Nepal
No	APNIC also can play a role as partners between government & internet industries. APNIC could facilitate a training for government that talk more on the technical side.	ID : Indonesia
No	Influence through other supportive governments	LK : Sri Lanka
No	create Test beds in partnership with the governments. Maybe design a Asia Pacific IPv6 Backbone. Moreover design & implement IPv6 Multicast Backbone, the current backbone is totally under EU control with Global RP in Reneater, Francewe need one in AP too.	IN : India
No	Not appropriate for APNIC to be involved other than where it relates to the allocation and / or consumption of resources that APNIC has been charged to allocate.	AU : Australia
No	Govts won't come to APNIC, so APNIC needs to go to Govts. I think the hiring of Pablo will fix this problem.	AU : Australia
No	government mess up enough things in my real universe, they need not do the same in the ether.	NZ : New Zealand
No	Work with CS groups, too.	US : United States
No	Govt is just another Internet consumer group. You should do the same for them as anyone else.	NZ : New Zealand
No	Encourage more governments to get out of the way.	AU : Australia
No	Governments lack understanding of how APNIC can assist.	CK : Cook Islands
No	APNIC can encourage each country in Asia Pasific Region to realize local IGF.	ID : Indonesia
No	Government cooperation, yes. Government interference, no.	PH : Philippines
No	Nil responses HK	

B.5.5 Concerns about government involvement with APNIC

Are you an APNIC Account Holder?	What are your concerns, if any, about government involvement with APNIC?:	Location/Economy
Yes	APNIC needs to involve with the government to educate and facilitate to the govt. up to certain extent.	BD : Bangladesh
Yes	Delay in deployment of policies, influencing government's decision on deployment of policies	IN : India

Yes	Concerns about privacy	AU : Australia
Yes	More motivation and perspective for revise and or conduct new regulation, policy and compliance needed	ID : Indonesia
Yes	When APNIC is working fine, why involved Politicians and Bureaucrats, whatver is working fine now will fail.	BT : Bhutan
Yes	Govt (especially India) can mess things up badly if they are allowed any freedom. Involve them but keep them in a non-executive role.	IN : India
Yes	Government incapable of making good representation or decisions. Interested stakeholders still appear to be more able to make less biased good decisions.	AU : Australia
Yes	government is ALWAYS the worst possible way to do things	PH : Philippines
Yes	Complication. More restriction.	HK : Hong Kong
Yes	This will just create more beauracracy	TH : Thailand
Yes	That government interests, particularly in the "securing" (as it's questionable whether they'll have any actual beneficial effect) of the internet, will cross over into APNIC policies.	NZ : New Zealand
Yes	will be helpfull	BD : Bangladesh
les	political vs technical decision	MY : Malaysia
Yes	It would help - to some extent where the Govt can afford to - participation in APNIC by Govt's, but the terms of reference must be clearly defined and agreed upon by all stakeholders	FJ : Fiji
Yes	Delay	PK : Pakistan
Yes	Just that only right persons get involved with APNIC and that policies shouldn't be based on some political basis.	PK : Pakistan
Yes	More red tape. More conflicting requirements. More short term goals & decisions purely for political expediency.	AU : Australia
Yes	the GAC, if formed, should mainly play a role in educating government officials on APNIC core missions, and share best practices.	US : United States
Yes	Strongly opposed to Government involvement in APNIC affairs, however, APNIC should engage in advisory role for government's information technology roadmaps	HK : Hong Kong
Yes	I agree to discuss with goverment staff like a GAC. but the Internet and Internet governance must manage nongaverance.	JP : Japan
Yes	It might get political which IMO wouldn't be in the interest of Internet	SG : Singapore
Yes	I strongly agree, it should be formed at its earliest, so that APNIC will be more benefitted to have its voice heard quickly and easily in the large but still isolated government ICT initiatives.	NP : Nepal
Yes	governments always try to control, the more you engage, the more control they will seek	MM : Myanmar
Yes	Government Advisory Commitee should be with the objective such that Governments are better updated with understanding about internet and its issues. This would help Governments to take more informed decisions. Lack of understanding at Government level may result in policies which are in conflict with smooth and equitable flow of internet.	IN : India
Yes	Focus on IP growing structure at Singapore.	SG : Singapore
Yes	APNIC should remain independent of undue government influence. While government awareness is important, the potential for political	NZ : New Zealand

	meddling needs to be minimised.	
Yes	The tax will be included as higher in the existed cost of IP assignments, this is the problem if APNIc involve with the government in my country.	KH : Cambodia
Yes	No politics please !!! Internet belongs to everyone	TH : Thailand
Yes	Politicization with no real benefit to the stakeholders.	AU : Australia
Yes	Political impact on APNIC dicisions	EG : Egypt
Yes	When Government has a clue, let it have opinions.	AU : Australia
Yes	Attempts at government *control* of apnic.	AU : Australia
Yes	The procedure request IP address might be keep delay for some countries.	KH : Cambodia
Yes	Lack of communication and listening, in both directions. Government make interfering decisions because they stay uninformed, not because they are too involved The comittee of gov-adv is great idea. let Apnic stays on Top of Govs. However ICANN as a model is definitely unsuitable to Asia. copying blindly won't lead anywhere.	HK : Hong Kong
Yes	political interest and national resources used to lobby and direct policy	AU : Australia
Yes	We've been doing fine without too much formal Government involvement. I'd we worried about politicians trying to "control the Internet"	NZ : New Zealand
Yes	Gov is important. My concern is that a lot of key government IT people are very IGNORANT of how the internet works. They just use the international meetings as personal vacation. We need to find a way in getting the "right people" in government to attend.	PH : Philippines
Yes	Stall growth	US : United States
Yes	Cost, bureaucracy, and stifling technology advancement. ITU springs to mind	SG : Singapore
Yes	In our part of the region this won't work. We have seen enough drama in case of Indian NIR	PK : Pakistan
Yes	If more government involvement then more likely to get financially support which currently lacks in most developing countries. Not enough financially support because of not knowing the importance of Internet Governance.	PG : Papua New Guinea
Yes	most Govt people are computer illiterate so they will have no idea what the technical people are talking about	VU : Vanuatu
Yes	Bureaucracy, more unwarranted Policy introduce	SG : Singapore
Yes	I don't think Governments should influence APNIC policy, but APNIC should attemp to enhance Governments understanding of issues.	NZ : New Zealand
Yes	Sometime, it's not in the proper way due to political issues.	TH : Thailand
Yes	Nil responses IN (3), SG, PH, HK.	
No	many times the technical or operational staff and ressources works best across borders, cultural and other differences. including government roles in a way that suggest they have decision making power might stall innovation, coordination, and cooperation among existing members.	US : United States
No	government should have positive respond regarding information technology to users cause if people can not use the technology by	NP : Nepal

	government rule then it has been a negative humanities.	
No	The imminence of IPv6 in the near future warrants for Government- Advisory Committee to be formed for APNIC as it will assist liaisons with different governments in the region.	PG : Papua New Guinea
No	I would sugest APNIC should be independance autonomous organisation	PK : Pakistan
No	Government should not interfere with APNIC as they will be able to manipulate regulations set forth for their own benefits.	MY : Malaysia
No	budget support	TW : Taiwan
No	I am concerned that any GAC would want powers to overrule decisions taken via the current policy development process. Creating a GAC without that ability would not satisfy many governments and giving it that ability would results in APNIC's effective castration as it would lose all legitimacy as an organisation implementing the decisions of its user community.	US : United States
No	Not clear what problem this will solve. If GACs keep Govt happy, that's fine, but it should be AC, not directing APNIC policy or procedures as that has to be driven by membership.	AU : Australia
No	You need to invite and involve governments as a real stakeholder. Waiting for them to come and engage is arrogant and does not facilitate good internet governance.	AU : Australia
No	As techs we make the rules, it's that simple. You make a rule we don't like then we just do stuff our own way anyway. Govt has techs to. The only issue I currently see is that govt are sitting on ip space that they don't need and other consumers want. But again, who cares? It's just forcing us to IPv6 anyway I'm not wasting time arguing with consumers to give back space they're not using properly, I'm just going to tell ppl "move IPv6 and prob goes away".	NZ : New Zealand
No	That APNIC will be trying to assist governments in oppressing their citizens by attempting to define what is, and what is not, legitmate Internet use and traffic	AU : Australia
No	Senator The Honourable Stephen Conroy	AU : Australia
No	Governments should use APNIC as an advisory body - at the same time APNIC need to know what governments need in order to support APNIC objectives in their countries	CK : Cook Islands
No	Government involvement should be based on harmonious socio- economic policy creation as well as Internet Security for IPv6.	PH : Philippines
No	APNIC's policies must consider about readiness of each country to follow and to apply that policies. That is why, APNIC should make government as advisory committee, in regard to get government's points of view and suggestions. On the other hand, APNIC can use government as hands to do policies dissemination to reach out people who don't know about resources management, indeed to increase people's knowledge and skills in ICT field. By using government as advisory committee, it will become one action to encourage government to apply and make regulation in their country that related to resource management.	ID : Indonesia
NT	<u> </u>	NZ : New Zealand
No	as above	INZ . INEW Zealand

Are you an APNIC Account Holder?	If you agree, suggest some ways that APNIC could be more active in the IGF:	Location/Economy
Yes	APNIC should have liason as a vocal point to conduct more closed relationship with respective government	ID : Indonesia
Yes	Take issues relating to Internet in AP and support	BT : Bhutan
Yes	collating and producing best practice experiance. (business process as opposed to rfc)	AU : Australia
Yes	need do more activities	BD : Bangladesh
Yes	Plan APNIC meetings alongside with IGF, participates in workshops arranged in collaboration with IGF	PK : Pakistan
Yes	Strongly opposed to Government involvement in APNIC affairs, however, APNIC should engage in advisory role for government's information technology roadmaps	HK : Hong Kong
Yes	regular monitoring, trainning	BD : Bangladesh
Yes	No politics please !!! Internet belongs to everyone	TH : Thailand
Yes	Be present in any IGF meeting/training/conference and encourge members to attend.	SB : Solomon Islands
Yes	Make sure that "user groups" in a country is also well represented. NOT just the comments given by the country's IT ministry.	PH : Philippines
Yes	Balancing the role of ICANN and IGF as a key ASO member of ICANN	CN : China
Yes	provide more support for members to be actively involved in IGF.	PG : Papua New Guinea
Yes	Introduce Best Practice and Safety Recommendation on security lapse	SG : Singapore
Yes	Nil responses HK, IN (3), PH, SG	
No	Nil responses HK	
No	APNIC can take role equally for all country by conversation with human right and government of mean country.	NP : Nepal
No	Provide papers and advocate safe internet governance and policy development for the Region	PG : Papua New Guinea
No	Shared the best practices, help in making the policies.	PH : Philippines
No	report of statistics and analysis about IPv6	CN : China
No	Keep the activity level up.	AU : Australia
No	Everyone should be talking to everyone. More talk uses more data data use good!	NZ : New Zealand
No	It should lobby and point out that the forum itself should be declared null and void	AU : Australia
No	Training of regional and local groups of internet users - specific training for government officials / decisionmakers - more raising awareness programmes	CK : Cook Islands
No	APNIC should create the structure and policy for the IGF, that is more on the technicalities and not based on political boundaries.	PH : Philippines
No	lead IGF remote Hub is one of good ways.	ID : Indonesia

B.5.6 Ways that APNIC could be more active in IGF

B.6 APNIC Representation

B.6.1 Changes/Improvements required to the APNIC Executive Committee election

Are you an APNIC Account Holder?	What changes/improvements would you suggest?:	Location/Economy
Yes	It seems to run OK at the moment.	AU : Australia
Yes	NIRs voting as a block should be replaced by a process where NIR recipients vote individually. Voting by block size should be abolished in favor of a more egalitarian voting process.	US : United States
Yes	online voting system	BD : Bangladesh
Yes	Time to put in an independent and transparent process	FJ : Fiji
Yes	Provide for 'Economy'/'Sub-Regional' representation; Election oversight Committee; On-line voting only; Limitation on terms.	IN : India
Yes	If possible can this be a point based system, like in addition to public poll there should be some weight age assigned to ones experience and relevant industry contributions.	PK : Pakistan
Yes	Credentials of Execom should be published as well to check credibility.	PH : Philippines
Yes	Already few proposals have been submitted in APNIC30. There is clear cartelization leading to Ec coming only fron very few economies. This is frossly unfair.	IN : India
Yes	Support, Training & Fee Prise	IN : India
Yes	I am satsified with the current process.	IN : India
Yes	More equality of voting between national entities Better representation of Less Developed Nations	NZ : New Zealand
Yes	Online elections	PH : Philippines
Yes	Avoiding a debacle like KL! The scrutineering process obviously needs work, and the voting needs to be fully electronic.	SG : Singapore
Yes	Recently many questions has been raised which should be addressed.	PK : Pakistan
Yes	Involve more developing countries	PG : Papua New Guinea
Yes	Nil responses HK; 4IN; BD; SG;	
No	should be quickly and transparent	NP : Nepal
No	limiting the round terms of EC (e.g. 2 terms) for current EC to be re- elected or giving more support for individual/candidates that never been elected.	ID : Indonesia
No	Broadcast APNIC process & with awarness	MY : Malaysia
No	The election process is a mess of geo-political proxy rigging. Any system that ensures that the largest blocks of members have struggled to even get a seat on the executive cannot be viewed as sound. How about 1 member, 1 vote? Doesn't get any more fair than that. Multiple reuse of a vote via multiple proxy allocation makes the process unfair and ensures a skewed level of representation.	AU : Australia
No	Frankly, APNIC's corporate governance is a mess. The question should not be whether changes should be made but whether changes	US : United States

	 can be made that make things less problematic. The current system entrenches control in the NIRs. But changing the system to give an equal vote to each member would massively disadvantage people in countries without effective competition in the ISP market, like China. APNIC is going to decide whether it values the majority of its members more than the small number of institutions with the majority of address space. The question is whether governance should follow people of resources. That is, whether current market participation should trump the potential influence of new market entrants. 	
No	Implement the Election Review Panel recommendations immediately.	AU : Australia
No	How votes are counted is not clear. That needs to be improved. The votes voters have is never published. The vote structure is bizarre for a membership organisation.	AU : Australia
No	Send out annoucnements in the Internet Governance Caucus	US : United States
No	Regional distribution, limit terms.	AU : Australia
No	It was funny to watch on TV. Seems fairly clear and transparent to me seems to me that the boys who have been doing the work and are liked are getting the jobs no issue with that last thing you want is me in there ;)	NZ : New Zealand
No	more transparency	PH : Philippines
No	Did not even know there was an election for the exec committee	AU : Australia
No	i don't know about that.	IN : India
No	Nil responses HK	

B.6.2 The regional Internet community would benefit from more localized support.

Are you an APNIC Account Holder?	What form should that take?:	Location/Economy
Yes	Sessions (Face-to-face)	AU : Australia
Yes	Perhaps provide more communication in the region - could maybe social media networks be investigated?	AU : Australia
Yes	training and forums	IN : India
Yes	as it is	BD : Bangladesh
Yes	Localised service providers	FJ : Fiji
Yes	Provide for training.	IN : India
Yes	Local representative for APNIC, can be volunteered individuals from APNIC members.	PK : Pakistan
Yes	current NOG is ok, however, should be more responsive and open.	PH : Philippines
Yes	Boots on the ground training from APNIC to build relationships with emerging players	AU : Australia
Yes	One person from each country	IN : India
Yes	Due to environment, local people communication interactive, etc.	SG : Singapore
Yes	Online Forums along with quarterly meetings	AU : Australia
Yes	Local office	NC : New Caledonia
Yes	Local support staff	FJ : Fiji

Yes	Support nation wide.	IN : India
Yes	More languages shall be supported.	CN : China
Yes	Local representative in every country.	PK : Pakistan
Yes	Awareness and localized training/meetings	PG : Papua New
		Guinea
Yes	whitepapers and newsgroups	AU : Australia
Yes	Nil responses IN; SG; HK	
No	APNIC should play a role to accept complaints from NIR community that are not satisfy with their NIR. And also APNIC should re-evaluate the NIR status based on the quality of services.	ID : Indonesia
No	Help desk and on call support must be improved	PG : Papua New Guinea
No	Representatives of Regional Internet users' community, policy research and academics	CN : China
No	Multiple support personnals based in various cities in a country. e.g. persons based at Mumbai, Delhi, Banglore, Pune in India	IN : India
No	Training	SG : Singapore
No	Has APNIC ever considered regional bureaus? Has APNIC ever considered certifying the NIRs that they are actually doing the job they are meant to be doing? Both would make a very big difference to perceptions.	AU : Australia
No	With the expiration of IPv4, does there need to be an RIR anymore?	AU : Australia
No	localized offices	AU : Australia
No	online and telephone faster response	AU : Australia
No	Get us local IPv6 addresses in /48 blocks for free like we can get from HE.net and rDNS set up in a meaningful way that we can use and I'll be happy. Don't care about Ipv4 space.	NZ : New Zealand
No	Organize a local listing of stakeholders	PH : Philippines
No	Pacific Chapter of the Internet Society (PICISOC)	CK : Cook Islands
No	I believe there is already the presence in the local scene for the Internet community. But the major hurdle is the business secrecy of each operator/ISP which is exposing the network architecture/policy. APNIC should regularly conduct symposium to familiarize on the scope/reponsibility of every entity of the Internet.	PH : Philippines
	Nil responses HK	

B.6.4 The need of a NIR and the its role

Are you an APNIC Account Holder?	If you think there is a need for an NIR, please state what role(s) the NIR should play:	Location/Economy
Yes	Simply more support around ongoing management and usage.	AU : Australia
Yes	NIRs should function as a local language interface to APNIC. NIR recipients should have equal standing to APNIC direct recipients in the APNIC policy process and elections. NIRs should not have a block vote role in the APNIC policy process or elections.	US : United States
Yes	check and monitor	BD : Bangladesh

Yes	localised support, a localised version of APNIC services	FJ : Fiji
Yes	for near future	LA : Lao People's
		Democratic Republic
Yes	We need NIR in our Cambodia.	KH : Cambodia
Yes	Looks after All Internet Issues in our Country in terms of Legal issues	PG : Papua New
	and so forth. Conducts Internet ISP Audit for ALl ISPRegulate them	Guinea
Yes	NIR' role is should localization and communication support between	JP : Japan
	APNIC and their members. but I think NIR has their own policy, the	
	policy must devlop a single process and manege by not NIR but APNIC.	
Yes	The distributor of APNIC.	JP : Japan
Yes	Currently NIR is not that active and needs a long way to go. Still under	IN : India
105	construction.	
Yes	NIR could be the national representatives of RIRs like APNIC	NP : Nepal
Yes	it;s depend on the geographical location	BD : Bangladesh
Yes	* National zone * centralize request * helpdesk (local time)	NC : New Caledonia
Yes	Yes to represent Regional IRs	EG : Egypt
Yes	Philippines	PH : Philippines
Yes	Want AUNIC back.	AU : Australia
Yes	NIR should play the role to design the policy to assign the IP address	KH : Cambodia
	resource to operators and enterprise.	
Yes	Coordination and guidance	PH : Philippines
Yes	Free domain registration and proper whois database	NP : Nepal
Yes	Same as APNIC and more at National level.	IN : India
Yes	We are quite satisfied without NIR.	PK : Pakistan
Yes	Transfer and Distribution of IP addresses, Keep record of IP	SG : Singapore
	allocation to prevent abuses in internet world	
Yes	If this question does not refer to domains and only IP addresses then	NZ : New Zealand
**	yes one is needed.	
Yes	Nil responses 2IN; AU; SG; HK.	
No	Allocations Internet resources, management functions at a national	LK : Sri Lanka
	level. Up date communities in national level.	
No	NIR should be a neural organization free from goverment	ID : Indonesia
No	Training, policy development.	PW : Palau
No	management by regional area	ID : Indonesia
No	An Australian NIR would provide a cost effective resource allocation	AU : Australia
	service without the extra overheads that APNIC currently involves	
	itself in. With a focus on resource allocation the travel budget would	
	be dramatically reduced. A smaller team focused on just resource	
	allocation would spend significantly less on its office space. These	
	savings could be passed onto the members hence providing a cost	
	effective service without "the fluff" that the members in general do not want.	
	want.	

No	NIRs should do no more than act as a translation service and local agency for APNIC. NIR members should all be considered as APNIC members and have a direct vote in APNIC corporate governance, without the option for the NIR to control those votes via a proxy. NIRs should not have any local decision making ability. They should do no more than act as local voices for APNIC. All NIRs should be audited by APNIC on an annual basis. The results of those audits (not the details, the results) should be published prominently for public review and comment.	US : United States
No	It's not clear what problem an NIR solves - just another layer of pointless bureaucracy between the ISP and APNIC. If people need "a local contact", an APNIC regional bureau could solve that problem.	AU : Australia
No	NIR should play an independent role as the other existing NIRs accross asia pacific region are doing	IN : India
No	I don't even know/understand what NIR is even after clicking on the link, so it's clearly not needed for me.	NZ : New Zealand
No	There is nothing locally, I believe the nearest NIR would be in Fiji	CK : Cook Islands
No	No need. APNIC is already ok with this set up.	PH : Philippines
No	NIR is needed for increase management of Internet source, IP and domain names	ID : Indonesia
No	Nil responses HK	

Appendix III: Analysis of Response Based on Type of Economy



A.1 APNIC General Service

A.2 Resource Distribution and Technical Services



Mean of Questions A.2 Resource Distribution & Technical Services



Mean of Questions A.3. Billing & Administration Services

A.3 Billing & Administration Services

= Developed Economics = Developing Economics = Deast Developed :

A.3.6 APNIC should allow Members to pay their fees in the following cycle:



A.4 APNIC Priorities

The expectations of APNIC's diverse membership sometimes compete in priority. The following were some suggestions that Members have asked AONIC to focus upon. The suggestions were ranked and reported below.

Note: Only the highest and lowest in ranking are reported here.

A.4.1 Communication

A.4.1.1 Expand APNIC involvement in the support and development of regional operator forums



A.4.1.2 Represent the needs of the Asia Pacific Internet community (including governments, regulators and technical organisations) in Internet Governance





A.4.1.3 Expand training activities in scope, geographical coverage, and online option

A.4.1.4 Support network engineering education in the Asia Pacific region



A.4.2 Services

A.4.2.1 Streamline resource requests and allocation processes



A.4.2.2 Support IPv6 deployment



A.4.2.3 Enhance the reliability and availability of APNIC services



A.4.2.4 Provide more educational materials regarding APNIC services



Developed Economies Developing Economies Least Developed Economies

A.4.3 Technical

A.4.3.1 Do more research & development activities, such as network monitoring and measuring



A.4.3.2 Publish statistics, analysis and articles about internet development & use



A.4.3.3 Routing & registry security improvements



A.4.3.4 Investigate new technical services



B.1 APNIC Public Services

B.1.1 Policy Deployment



Mean of Question B.1.1 Policy Deployment





Mean of Question B.1.2 Information Dissemination

Developed Economies
Developing Economies
Least Developed Economies

B.1.3 Technical Services



Mean of Question B.1.3 Technical Services

B.2 IPv4 Depletion

B.2.1 Some members have urged APNIC to play a role in facilitating IPv4 address transfers. Members think APNIC should play the following role:



B.3 IPv6 Deployment



Percentage B.3.1 State of Readiness of Respondents' Organisations in

B.3.1 The state of readiness of respondents' organisations in IPv6 deployment

Note: The denominator used to calculate the percentage is the total of respondents for each economy participated in this survey

B.3.5 Suggestions of roles that APNIC should play in facilitating IPv6 rollout/uptake



Mean of Question B.3.5 Suggestions of roles that APNIC should play in facilitating IPv6 rollout/uptake

Mean of Question B.4 Training, Education and Certification 8 122 ^{8 529} 7 458 7 915 8 183 7 442 7.885 8.143 8.620 9.014 10 8.6238.944 8.376 8.667 7.681 7.745 7.515 8 6 4 2 0 I am satisfied with I am satisfied with APNIC should APNIC training & APNIC should APNIC eLearning the quality of the cost of APNIC establish more education services offer courses that contents are partnerships to APNIC training training are helping our lead to an APNIC relevant to my support training & staff to enhance Certification organisation their technical education for organisations in capabilities needs Developing Economies Least Developed Economies Developed E conomies

B.4 Training, Education and Certification





Number of Respondent B.4.6 Access to APNIC's online training

Total respondents: 615

B.4.8 Preferred training location

Number of Respondent B.4.8 Preferred Training Location



B.5 Internet Governance



Mean of Question B.5 Internet Governance

B.5.4 Suggestions from members and Stakeholders about how APNIC should engage with governments



Percentage B.5.4 How APNIC should engage with governments





B.6 APNIC Representation

B.6.3 Existence of a National Internet Registry



Number of Respondent B.6.3 Existence of a National Internet

B.6.4 Economies who do not have a National Internet Registry and need one

