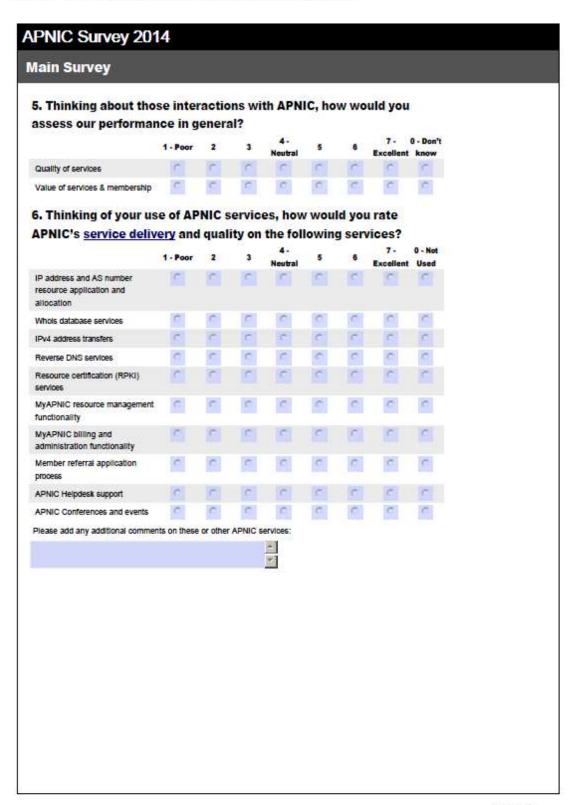
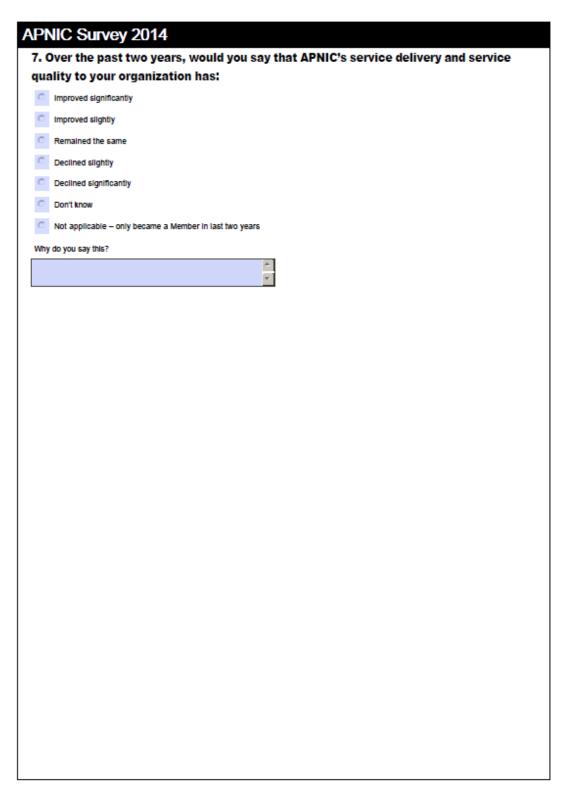
APNIC Survey 2014

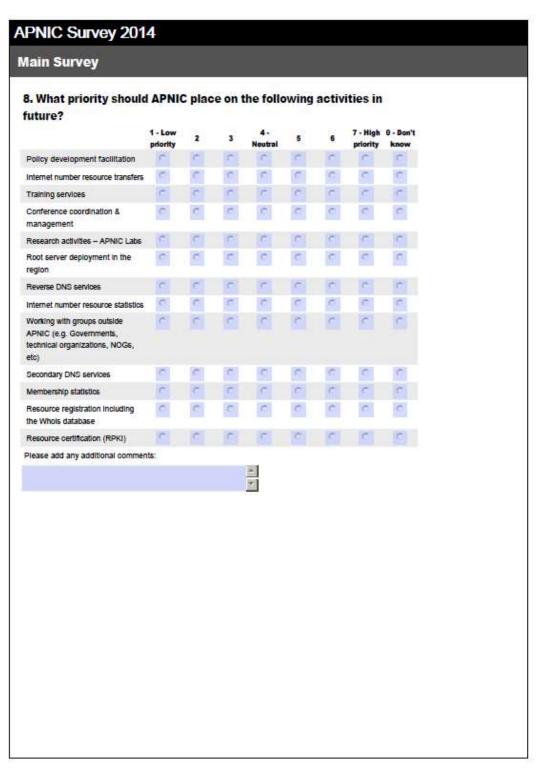
Appendix I: Survey Instrument

APNIC Survey 2014 Welcome Welcome to APNIC's 2014 Survey. The survey is run every two years to capture the views of Members and those who use APNIC services. It helps the APNIC EC and Secretariat to understand the needs and wishes of our community and the results are used to help make decisions on future priorities and service offerings. The APNIC EC values your feedback and the time you are taking to provide it to us. The survey should take around 15-20 minutes for Account Holders, and much less for those who don't have an account with APNIC. However, if you need to take a break during the survey you can come back to the page later and your progress will be saved (your browser must have cookies enabled for this functionality to work correctly). Following the valuable community input received from the recent focus group sessions, the APNIC EC has placed a high degree of importance on questions around APNIC services and priorities. The APNIC EC has again contracted the Singapore Internet Research Center (SIRC) to conduct the analysis of the data and produce the survey report. The anonymity of survey respondents will be maintained by SIRC, and absolutely no identifying information will be made available to the APNIC EC or Secretariat staff. The survey is anonymous. However, if you would like to enter the competitions to have a chance of winning a prize, you'll need to enter your contact details at the end of the survey. The survey prizes will be drawn randomly by SIRC, and identifying details will be used for no other purpose. 1. In which economy are you personally located? 2. What type of organization do you work for? Internet Service Provider University / Educational Institution Professional services organization Telecommunications organization Financial services & insurance Retaller / wholesaler organization C Technology hardware / software Other commercial organization Manufacturer Non-profit / charity organization Mining, Energy and Utilities C IT services / development / consultancy provider organization Arts, entertainment & recreation I* or AP* organization, including RIRs organization Government department / government Health & pharmaceutical organization organization Other, please state: 3. What is your relationship with APNIC? APNIC Account Holder Other

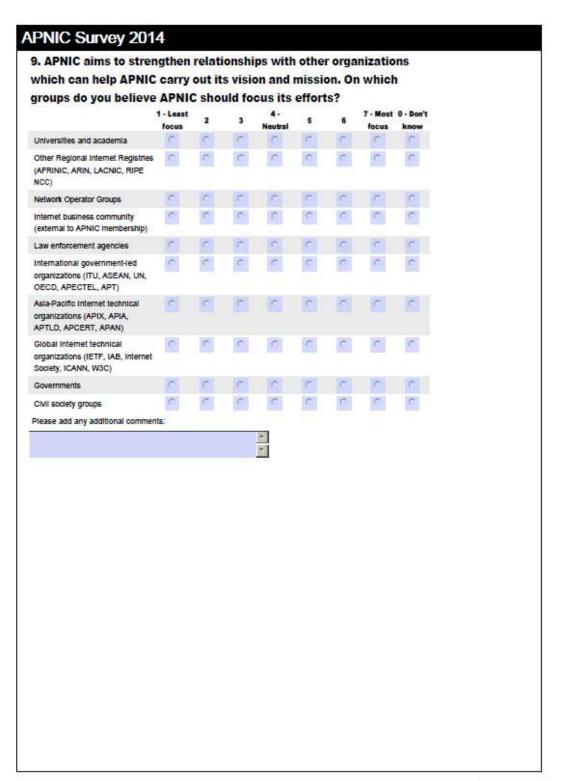
APNIC Survey 2014	
Main Survey	
4. How many times have you used an APNIC service or interacted with APNIC in the past two years?	
None	
1-5 times	
6-10 times	
11+ times	
On't know	



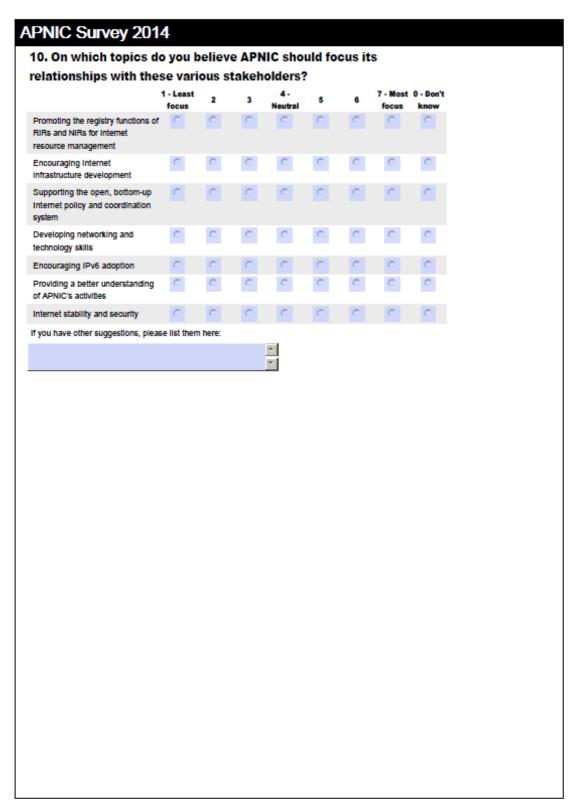




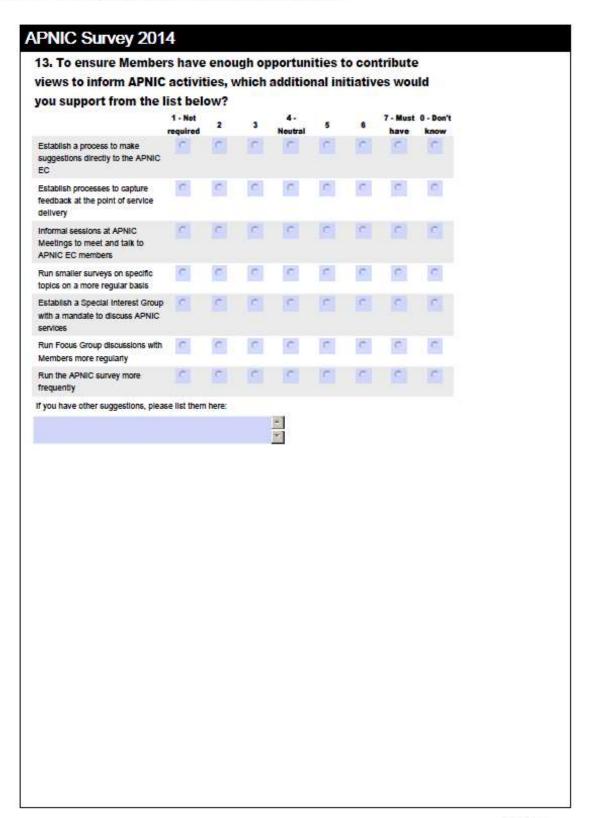
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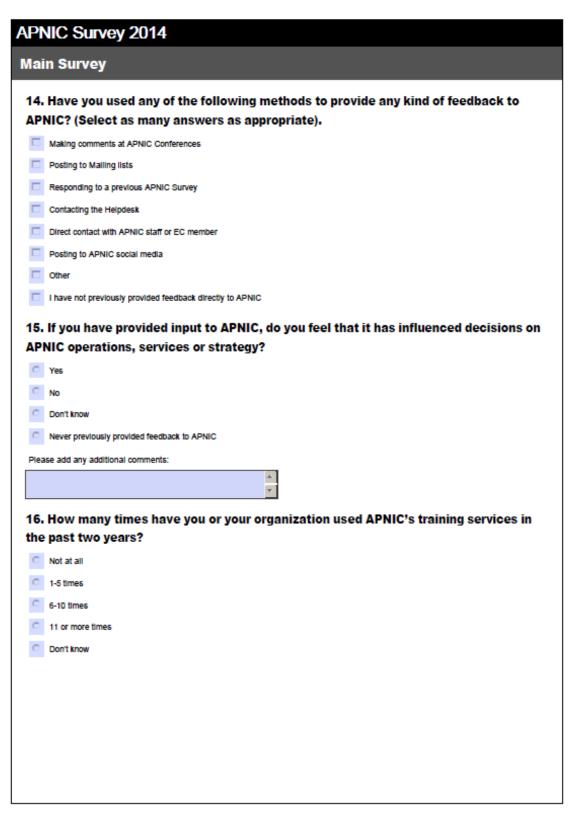


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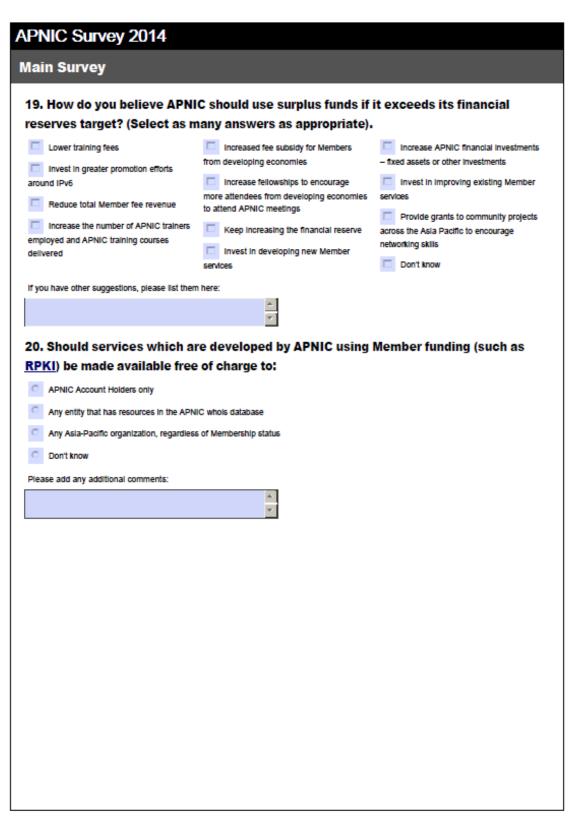


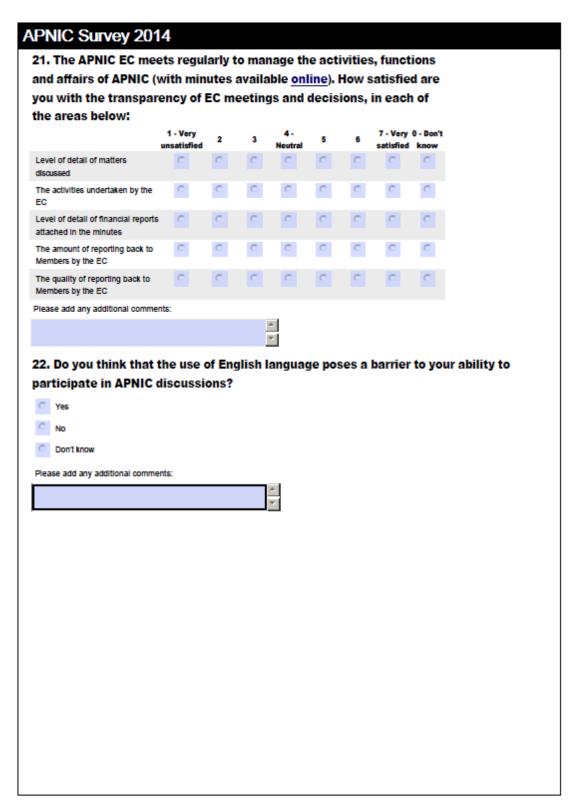
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Secretariat's reportin					itent	OI LII	e AFNIC	•	
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Membership statistics	0	9	0	5	0	0	-	C	
Membership services and development	C	0	5	C	5	0	6		
Fraining	0	0	0	1	C	0	-	C	
Regional infrastructure development / support	C	0	0	C	C	9	0		
Financial information, expenditure and investments	C	C	C	0	C	C	0	C	
APNIC Conferences	C	C	0	0	C	10	6		
Human resources	0	C	0	0	C	C	0	C	
Pv6 development	C	[2]	9	C	5	9	(0)	0	
tesearch activities - APNIC Labs	0	C	0	C	C	0	C	O	
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SIF Asia support	C	0	0	[0]	0	(*)	(0)		
NRO / Inter-RIR activity	0	C	C	0	C	c	6	C	
lease add any additional comme	ents:		_						
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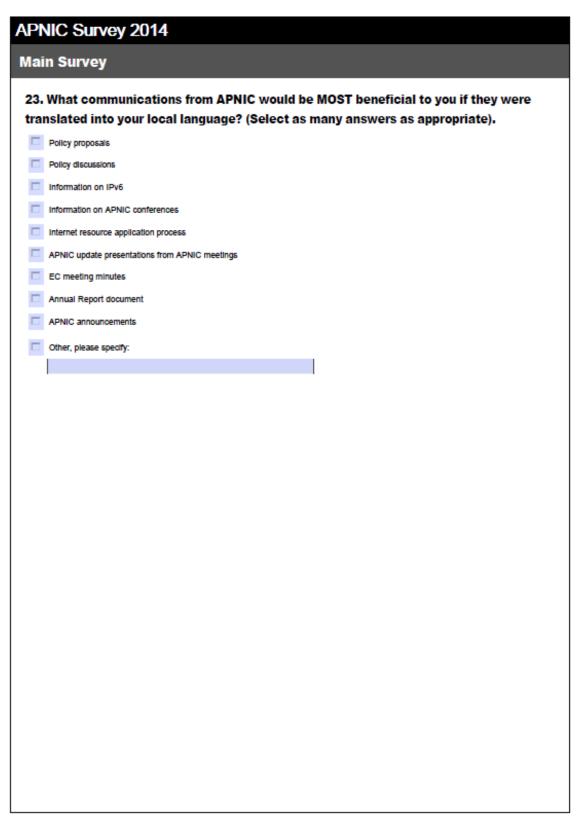




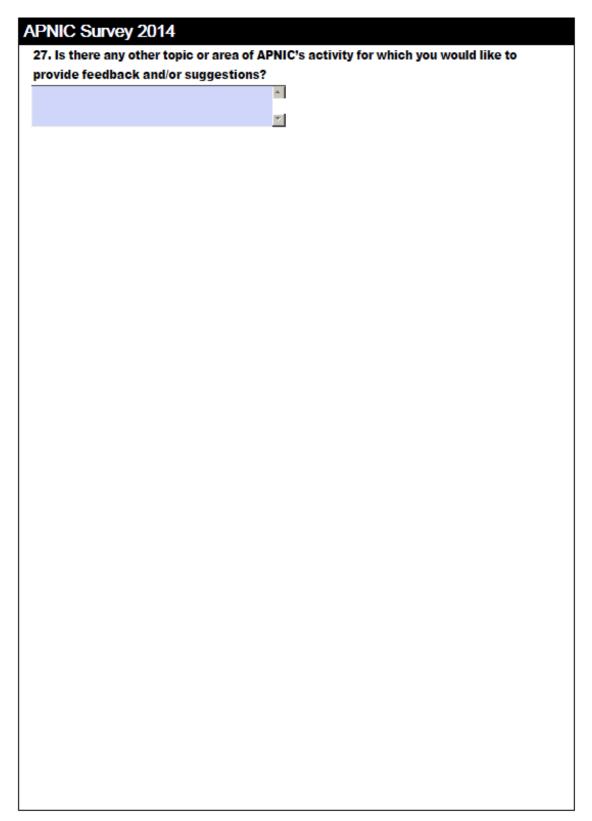
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Delivery of face-to-face training C C C C C C C C C C C C C C C C C C C
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Delivery of online training courses Value for money Please add any additional comments on APNIC training services: 8. How would you assess APNIC's Policy Development Process for leveloping Internet Number Resource management policy? 1 - Poor 2 3 4 - 5 6 7 - 0 - Not Excellent Used Ease of understanding C C C C C C C C C C C C C C C C C C C
Value for money Please add any additional comments on APNIC training services: 8. How would you assess APNIC's Policy Development Process for leveloping Internet Number Resource management policy? 1 - Poor 2 3 4 5 6 7 0 Not Excellent Used Ease of understanding C C C C C C C C C C C C C C C C C C C
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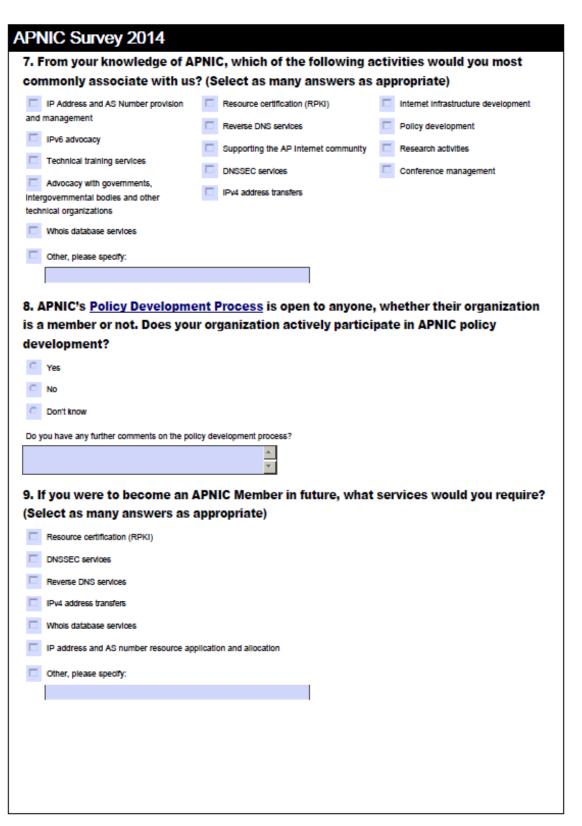




lain Survey								
24. The roles and res	onsibili	ties c	of the	APNIC	EC ar	e set	out her	e,
low satisfied are you	that the	APN	IIC EC	is fulfi	lling i	ts rol	es and	
esponsibilities in the	followin	g are	eas?		Superior in			
	1 - Very	2	3	4 - Neutral	5	6	7 - Very	201 12 800 m
in acting on behalf of the Members?			C		C	C		E
in managing the activities, functions and affairs of APNIC?	C	C	C	C	C	C	C	0
n facilitating and implementing the decision of Members?	[0]	0	0		0			S
n providing direction for APNIC's policies and strategy?	C	C	C	C	C	C	0	C
n establishing the basis of APNIC's budgets, and more generally, in managing the Inancial affairs of APNIC?	C		6	C		C	C	C
Please add any additional comme	nts							
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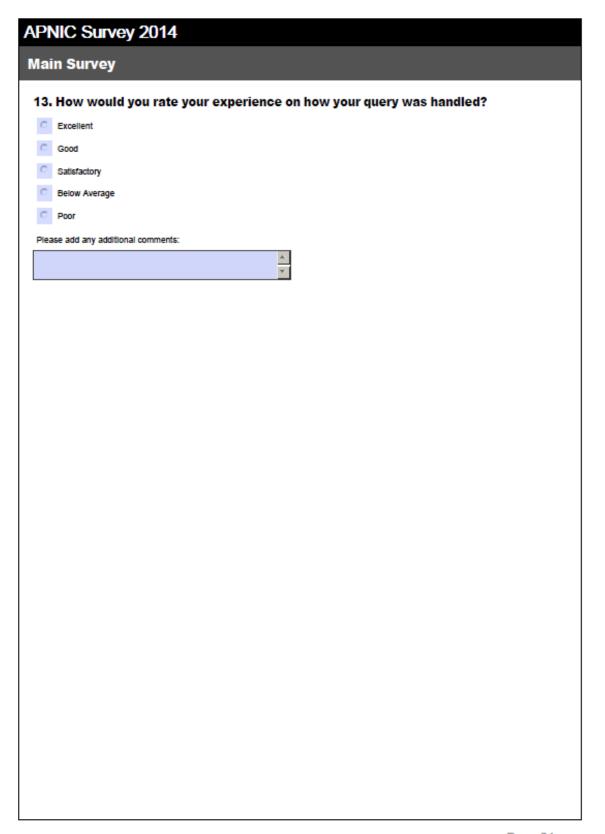
ieneral Stakeholder	Surv	/ey							
4. Thinking of your inte	ractio	ns wi	ith AP	NIC, ho	w wo	uld y	ou rate	the	
following services?									
1	- Poor	2	3	4 - Neutral	5	6	7 - Excellent	0 - Not Used	
APNIC Conferences	0	C	-	0	C	0	100		
APNIC training	C.	C	0	C	C	c	C	0	
APNIC policy development process	6	5		C		r	-		
APNIC public information services	0	0	-	0	5	G	0	0	
Advisory/liaison with APNIC	-	10		C	1	0	6	0	
Please add any additional comments	on your	experien	ice with A	APNIC:					
				*					
				77.00					
5. APNIC provides a <u>rar</u>	nge of	infor	matio	n servi	ces, i	nclud	ing who	is, to	
the general public. How	wou	ld you	asse	ess APN	IIC's	publi	c inform	ation	
resources and services	?								
81	- Poor	2	3	4 - Neutral	5	6	7 - Excellent	0 - Not	
Whols service	6	0	r	C	1	0	EXCERNI	in i	
Reverse DNS service	0	0	0	c	C	C	c	0	
Statistical information on Internet addressing	C	6	10	C	C	C	C	0	
APNIC Website	0	0	0	C	C	C	C	C	
Research reports	C	0	0	C	([6]	(0)	C	
General explanatory information on internet addressing related	C	C	-	О	•	C	C		
issues What additional information services	nould AT	AUC area	dele udale	de concession de	fed up	A 117			
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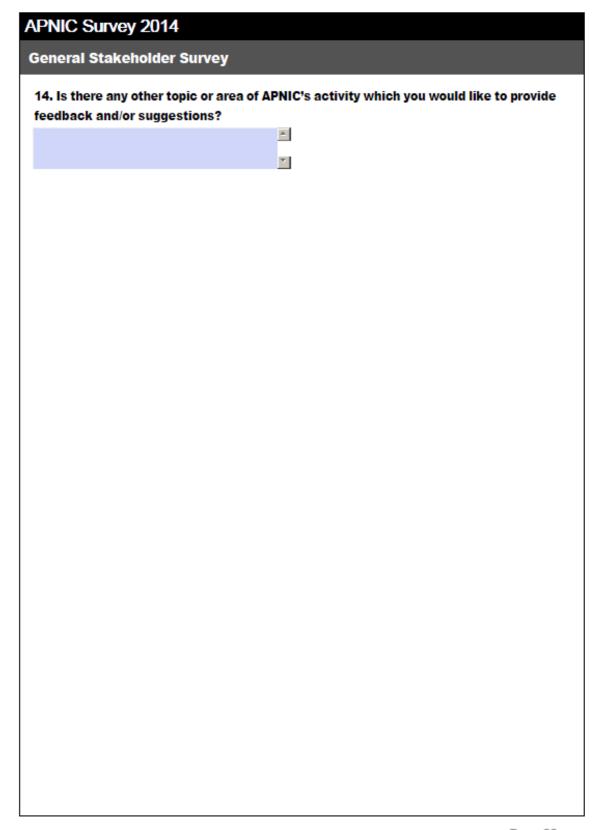


0. APNIC aims to buil	d posit	tive w	orkin	g relati	onshi	ps wit	th	
rganizations and gro	ups ou	tside	of AP	NIC for	the b	enefi	t of	
Members and to help A	APNIC	execu	ite or	its <u>visi</u>	on ar	d mis	sion. O	n
vhich groups do you b	elieve	APN	C she	ould foo	us its	exte	rnal	
elations efforts?								
	1 - Least focus	2	3	4 - Neutral	5	6	7 - Most	0 - Don't
international government-led organizations (ITU, ASEAN, UN, DECD, APECTEL, APT)	E	[0]	C	S		C	C	S
Law enforcement agencies	0	C)	C	(0)	-	o		0
Network Operator Groups	0	101	6	160		6		6
Asia-Pacific Internet technical organizations (APIX, APIA, APTLD, APCERT, APAN)	C	0	c	O	c	c	c	0
Governments	0	ci	C	(0)	10	C		6
Other Regional Internet Registries	0	0	c	6	0	0	-	C
Universities and academia	ic	0	0	[6]	100	20		C
Civil society groups	C	C	C	(0)	-	q	0	0
Global internet technical		100					1500	
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PNIC Surve			Ale mant to a		
12. Have you c	ontacted APNIC (with a query in	i the past two y	/ears?	
C No					





APNIC Survey 2014 Win a Prize One more step before you submit the survey: If you wish to enter the competition to have a chance at winning either a Samsung Galaxy TabPRO* or Apple iPad Mini*, please provide your name and email address below. This contact information will only be used for the competition and is not used for any other purposes. * Full prize details: Competition winners will be offered a choice of either: Samsung Galaxy TabPRO 10.1, 16GB, 4G OR Apple iPad Mini Retina 4G, 16GB To enter the competition, please provide your name and email address: Email Address:

APNIC Survey 2014

Second chance to win!

Encourage others to take the APNIC Survey using Twitter, Facebook or Weibo. Simply tweet or post the message below to your followers and you will automatically be entered in a second competition to win the same prize.

Twitter or Facebook message:

I've just completed the 2014 #apnicsurvey – visit survey.apnic.net to provide your thoughts. You could win a prize!

Weibo message:

我刚完成2014年#apnic问卷#, 若您也完成此问卷 http://survey.apnic.net, 您就有机会赢得一份奖品!

* Full prize details:

Competition winners will be offered a choice of either:

- 1. Samsung Galaxy TabPRO 10.1, 16GB, 4G OR
- 2. Apple iPad Mini Retina 4G, 16GB