

# Researched and compiled by



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# 1. Background

APNIC is a not for profit organisation which has always sought to operate in a manner which aimed to meet the needs of its members. It has an extremely open and bottom up process for adopting changes in its policy. Members meetings are held twice yearly at different AP locations and every effort is made to encourage active discussion and input from members in a very wide range of topics.

As part of this effort APNIC has conducted two previous surveys to encourage members to provide their views on the services they received, to suggest improvements and to offer suggestions as to the future development and direction of the organisation.

In 2001, KPMG conducted a member and stakeholder survey for APNIC which produced 173 responses from 22 economies. Twenty-four of the responses were from outside the AP region and 149 from within the AP region. The three largest economy responses made up more than 50 percent of the total; China (40) Japan (29), Korea (35). A copy of the KPMG report, together with the Executive Council response and related material are available on the APNIC website.

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#### http://www.apnic.net/survey

An initial survey was carried out in 1999. The material from that survey is also available on the APNIC website, at the above address.

In the three years since the previous survey, there has been significant change in the Internet environment - globally, in the Asia Pacific and in individual economies. In addition to technical change, this has involved changes in the "internet economy" and business environment, ICANN (the Internet Corporation for Assigned Names and Numbers) and its related structure, IPv6 growth, WSIS (the World Summit on the Information Society, a major UN conference series, being held between 2002 and 2005) and many other aspects.

These changes not only affect the APNIC membership as a whole, they increase the workload for APNIC staff, by producing new work and adding to the complexity of many individual tasks.

In the light of these changes, the Executive Council decided that it was appropriate to carry out this 2004 Survey.



# 2. Methodology

After discussion with the APNIC Secretariat, the KPMG proposal offered a different methodology as compared to the 2001 survey. The proposed methodology focused on a structured questionnaire, in which respondents were asked to give a rating between 1 and 10 to a series of questions in two sections. Section 1 covered views of existing services and Section 2 addressed respondents' preferences for future service provision priorities. The 2004 methodology is discussed in more detail later but it may be useful to provide some information on the 2001 Survey here.

The 2001 survey covered a series of issues on which views were sought. Respondents discussed the issues, often at length, and gave examples in support of the views which they put forward. A key element of the survey process was that the consultant visited thirteen different locations and conducted meetings with groups of members, stakeholders, government departments and individuals. The main objective of these visits was to explain the process; enable individuals to discuss the issues and share and debate their views. It is noted that a significant majority of the responses came from individuals who had participated in these open workshops.

## 2.1 Initial Survey Drafts

In accordance with the 2004 Survey methodology, a workshop was held with APNIC staff at the commencement of the assignment to discuss the process and invite input. This produced a very constructive response, including developing the first draft of proposed survey questions for each section of the study.

The first draft survey forms and associated documentation was then reviewed by the APNIC Executive Council, and amended in accordance with their advice.

## 2.2 Member Input to the Survey Questions

A key element of the proposed methodology was that the actual survey instrument should reflect, as closely as possible, the issues which members considered to be important.

To ensure this outcome the consultant visited Tokyo, Hong Kong and Delhi and conducted preliminary "focus group" workshops with members in each location. At these meetings, the proposed process was introduced and discussed in detail, and an initial draft survey form was presented and reviewed. Contributors' input was constructive and useful providing the following key outcomes:

- the draft survey form was seen as too long at each meeting. A common view in each case was that each section should not exceed three pages;
- proposed survey questions were divided into "important", "neutral" and "not important";
- between the two sections, a total of twenty-seven questions were deleted. There was almost complete agreement across the different groups as to the categorisation of the questions;
- in some cases changes in the question order was recommended and implemented;
- some deletions were due to overlaps and rephrased as a single question;
- some questions were not well understood and were re-written as suggested by participants.



Participants considered that the questions gave a reasonable coverage of the issues they believed to be important to them and to their member peers. A copy of the final survey document is attached as Appendix A.

It should be noted that during these workshops, no actual survey responses were collected or recorded; the only outcome being the refinement of the survey forms themselves.

The assistance of Maemura Akinori, Toshiyuki Hosaka, Izumi Okutani, Che-Hoo Cheng and Kapil Chawla was invaluable in arranging and facilitating these sessions and meetings.

## 2.3 Confidentiality

As in the previous surveys, KPMG gave an assurance of confidentiality of source of response.

## 2.4 Translation

Respondents were invited to make their comments in the language of their choice. While this option was popular in previous surveys, it was not used by any respondent in the 2004 survey. This was probably due to the fact that the main emphasis of the survey was a numerical rating.

#### 2.5 Announcing and Encouraging Participation

APNIC staff made significant efforts to inform members and stakeholders about the survey and to encourage participation:

- announcements were posted to the APNIC website on several occasions;
- member and community mailing lists were used on four occasions;
- email reminders were sent to registered "corporate contacts" for all APNIC members, and to a complete list of all registered contacts, 3 times in total;
- the survey was mentioned in a range of meetings and presentations e.g. SANOG, APAN, ICANN;
- APNIC regional liaison staff made considerable efforts to inform individual members, governments and others in the Pacific and in South Asia.

## 2.6 Disclaimer

The scope of works under which KPMG has been engaged is one of commissioned research and report preparation. In the course of our research, KPMG has completed primary market research, including conducting workshops and interviews with key APNIC members and stakeholders. KPMG has relied on this information together with information supplied in the responses from participants to complete this assignment.

KPMG does not have any pecuniary interest that could reasonably be regarded as being capable of affecting its ability to provide an unbiased report in relation to the work which has been undertaken. KPMG will receive a professional fee for the preparation of this report.

Please note that, in accordance with our Firm's policy, we are obliged to advise that neither the Firm nor any member nor employee undertakes responsibility in any way whatsoever to any person or organisation in respect of information set out in this Report, including any errors or omissions therein, arising through negligence or otherwise however caused.



# 3. Response Numbers and Sources

The following table details the number of responses for the current (2004) survey by economy, and responses for the 2001 survey for comparison.

ECONOMY	ISO CODE	2004	2001
AFGHANISTAN	af	1	-
AMERICAN SAMOA	as	2	-
AUSTRALIA	au	41	9
BANGLADESH	bd	12	-
BHUTAN	bt	1	_
CAMBODIA	kh	1	1
CANADA	са	_	1
CHINA	cn	3	40
COOK ISLANDS	ck	1	-
FRANCE	fr	_	1
FIJI	fj	1	_
HONG KONG	hk	33	8
INDIA	in	51	14
INDONESIA	id	5	4
JAPAN	јр	21	29
KIRIBATI	ki	1	-
KOREA	kr	-	25
LAO PDR	la	1	-
MALAYSIA	my	10	1
MAURITIUS	mu	1	-
NEPAL	np	4	1
NETHERLANDS	nl	-	2
NEW CALEDONIA	nc	1	-
NEW ZEALAND	nz	7	2
NORWAY	no	-	1
PAKISTAN	pk	11	-
PHILIPPINES	ph	13	2
SINGAPORE	sg	14	2
SRI LANKA	lk	6	2
TAIWAN	tw	1	2
THAILAND	th	_	7
TONGA	to	1	-
UK	gb	_	3
USA	US	_	16
VIETNAM	vn	1	_
TOTAL		245	173

It appears that there were no responses from non-Member stakeholders in the 2004 Survey, although one response was received which indicated that they had just ceased to be a member as the ISP was closing down.



# 4. Response Analysis Guidelines

## 4.1 Number of Responses

The total number of responses was 245 coming from 27 economies. Over twenty responses came from each of India, Australia, Hong Kong and Japan.

However, responses by economy needs to be kept in perspective and related also to the number of members in the particular economy. Some economies only have one member – so any response is 100 percent. Nepal – with 4 responses – has provided responses from more than 50 percent of its members. It is suggested that a reasonable percentage OR a reasonable number should be a factor in any consideration.

## 4.2 Additional Information

Appendix B contains the detailed information for Section 1 and Appendix C contains the detailed information for Section 2. For each question, the following information is provided:

- Mean rating score for each question;
- The number of NULLS for that question i.e. scores left blank. This is included because it was usually accompanied by a comment indicating that the person has not used or has limited experience of the question posed. This is potentially useful information for APNIC secretariat in indicating level of use. However NULLS were not included in calculation of the mean;
- For economies with a response greater than or equal to three, the mean score for each such economy for that particular question is also listed. This threshold aims to protect the anonymity of respondents who are the sole APNIC Member or ISP in their economy.

## 4.3 The Use of Zero (0)

In a very small number of cases, zerothe rating provided by the respondent – although the rating scale was 1 - 10. In this case, the zero was included in the mean calculation.

## 4.4 Comments

Relevant comments are included after the question and are identified by country code but not by individual source (again, in an attempt to protect confidentiality). Comments such as "I have no experience of this issue therefore I have no score" are not presented.

The comments which are in Appendices B and C are presented verbatim as they were received from respondents and have not been amended for typographical errors, punctuation, etc.

## 4.5 Response detail

Given the number of responses, there is a considerable wealth of detail and this is set out in Appendices B and C in the following format.



## Survey Form Section 1 – Assessment of Present Services

1 Are APNIC policy documents easy to understand?						
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
		AU	BD	CN	НК	IN
		ID	JP	MY	NP	NZ
		РК	PH	SG	LK	



# 5. Analysis

#### 5.1 SECTION ONE – ASSESSMENT OF PRESENT SERVICES

The detail is contained in Appendix B with the "All Means" for each question, together with the "Means for Each Economy" for each question where the responses from that economy are equal to or greater than three. Under each question in the Appendix, in addition to the scores, are the comments for that question. Excluded from the comments are "Yes" or "No"; duplicate comments; and comments which indicate that the respondent has no view on that question other than to give the numerical response. Each question is followed by the code for the economy from which it came – but no further information in an aim to protect source anonymity.

#### 5.1.1 **POLICY**

The means for all responses for questions under this heading range between 5.3 and 6.8. The two questions (Q3 and Q4) which address the ease of participation in the policy development process and the speed of policy implementation have means of 5.3 and 5.4. These are the only questions in Section 1 which are below 6.0.

- a) Respondents make a number of suggestions for simplifying presentation; shortening of documents; changing the order to facilitate searches; avoiding language which may cause confusion to people whose native language is not English; and providing more on-line help; and providing a sample document on site for reference.
- b) Applying for resources is seen as simple and quick but could possibly be made more user-friendly.
- c) In regard to the policy development process, the process is seen to be sound but suggestions are made in regard to improving participation through the mailing list and the development of on-line voting tools.
- d) Generally the time taken to develop and deploy policy changes is seen as acceptable, given the size of the region and the pace of expansion.
- e) A suggestion is made that if it were web-based, this would make it faster.
- APNIC is encouraged to do more development in developing economies where the infrastructure is just starting as such efforts would aid the deployment of new services.
- g) Individual economies make suggestions in regard to improving local knowledge in this area e.g. the training of local partners to undertake services on behalf of APNIC in the awareness area.

#### 5.1.2 SERVICES

The means for all responses for questions under this heading range between 6.7 and 7.5.

- a) Members state that they have no problems with their service requirements or that they get their address allocation when requested.
- b) There is a comment that service availability is largely in weekdays and Australian business hours whereas a twenty-four by seven services would be desirable.



- c) There is a positive response to general problem-solving for member issues and the Helpdesk is seen as excellent – "they do have a good system in place with respect to problem tracking and the lady I dealt with via email, Elly Tawhai, was friendly helpful and polite."
- d) The hostmaster services are also seen positively but with a similar request for a 24/7 service.
- e) MyAPNIC is seen as useful but sometimes slow to access. It is suggested that it could be made more user-friendly and better streamlined for object creation.
- f) The on-line forms are seen as relevant but slow to access and requiring more simplification.
- g) A suggestion is made that APNIC should benchmark themselves against the big domain registries in the US like Network Solutions that have excellent web forms and functionality with immediate effect and no human information required to action a form.
- h) Telephone service is generally seen as acceptable with good response time. A suggestion is made that in view of the increasing demand from South Asia origin, it is worth considering a 24/7 Helpdesk to take account of South Asia economies who have a substantial time difference with Brisbane.
- i) A range of suggestions are made to improve the accuracy and usability of database WHOIS services. These include:
  - that the accuracy is not the problem just the usability, as it is hard to find the WHOIS tool and when used, it appears to be restrictive in entities it will actually give data on;
  - improving the redirection of IPs from RIPE and ARIN;
  - giving details in other databases such as RADB;
  - providing the location of the RIR for those AS numbers that are not located in the APNIC region.

#### 5.1.3 TRAINING

The mean for the response for the question under this heading is 7.2.

a) As in the previous surveys, training is viewed very positively. Requests are made for more training, especially in the field of IPv6. On-line training is seen to be of benefit and it is suggested that material could cover seminars and discussions in Powerpoint format.

#### 5.1.4 TECHNOLOGY

The mean for the response for the question under this heading is 7.0.

a) A suggestion is made that direct control by webforms would be easier and one economy would like to see a root server located closer to them.

#### 5.1.5 INFORMATION

The means for all responses for questions under this heading range between 6.3 and 7.3.

a) The APNIC website information is seen as adequate and useful, but a number of suggestions are made for its improvement. These include:



- providing examples from real life scenarios;
- covering major policy regulations, laws made and amended by AP economies;
- the addition of criteria of IPv6 portable assignments to be added to the IPv6 address allocation and assignment policy document;
- focussing on what APNIC does in plain English with links to the main functional areas of what the website can actually be used to do.
- b) While APster appears to meet member needs, there are a number of comments which indicate that some members have never heard of APster.
- c) Mailing lists are seen as effective for specific purposes but the view is expressed that it should be filtered for multiple registrations.

#### 5.1.6 CO-ORDINATION

The means for all responses for questions under this heading range between 6.3 and 7.4.

- a) Some respondents indicate that they have no direct experience of APNIC's relationships with other bodies e.g. the IETF and other RIRs. However, they believe that APNIC should represent their interests where appropriate.
- b) Members believe that APNIC should actively participate in relevant international forums and keep members well informed about their activities and decisions. However, it is proposed that APNIC should take care to be government neutral.
- c) Positive support is given for the RIR establishment of the NRO for global coordinating efforts in resource management. Members state that this is the direction that should be followed.
- d) The NIR structure is seen to play a very important role in regional IP and ASN management processes. It is seen to ensure that resource services are provided in a manner that takes account of local language and culture, therefore allowing better services to entities seeking resources. However, it is also believed that the NIR structure is not well documented on the website and there is scope for improvement.
- e) In regard to the acceptability of the membership fee structure which exists at present, suggestions are made for reduced rates for very small organizations and for developing economies.
- f) It is argued that since the costs of technical services are drastically reducing worldwide, it could be possible to reduce the fees or to add some new value addition services within the current fee.
- g) The suggestion is made that funding should come from large organizations who benefit from APNIC's work in the IP address area, such as Telstra, Microsoft, banks, universities, NASA, the US Dept of Defence, domain registries and especially from national governments of economies in the region. The respondent indicates that this is not necessarily self-interest, but that it would encourage wider membership and participation with this type of model.

#### 5.1.7 OTHER ISSUES

In the Other Issues section, respondents make a range of suggestions or comments which they feel do not fit exactly within particular responses. These are largely constructive and many of them would fit in to one of the preceding categories. However, as they are all single individual suggestions, they are probably best left for the reader of this report to consult in the Appendix.



## 5.2 SECTION TWO – ASSESSMENT OF PRIORITY FOR APNIC TO ALLOCATE RESOURCES IN FUTURE (MAY BE CURRENT OR NEW SERVICES)

The detail of the responses to this Section of the survey is contained in Appendix C. As indicated earlier, this includes the "All Means" for each question, the "Means for Each Economy" where the responses from that economy are equal to or greater than three and the comments for each question (excluding "Yes" or "No"; duplicate comments; comments which indicate that the respondent has no view on that question other than the numerical response.)

#### 5.2.1 **POLICY**

The means for all responses for questions under this heading range between 7.0 and 8.2.

- a) Respondents very actively support the proposition that APNIC should work continuously for policy simplification. It is pointed out, though, that this may tend to limit flexibility and a happy medium should be attempted. Simplicity is seen to mean understandable and this should be the goal.
- b) In regard to developing and improving relationships, the statement is made "I guess this survey shows they believe in continual improvement."

#### 5.2.2 MEETINGS

The means for all responses for questions under this heading range between 6.7 and 7.5.

- a) Very positive support is given for the improvement and development of webcasts. This is seen as being facilitated by the growth of bandwidth for end users very steadily. The comment is made that the ARIN site is seen as more user-friendly.
- b) The development and facilitation of on-line participation is strongly supported by several respondents. However, one points out that there is no substitute for real attendance.
- c) Sub-regional meetings are strongly supported to contain the high cost of travel and the erosion of time. However, it is pointed out that there should not be meetings for the sake of having a meeting – it should only be done where there is a clear purpose.
- d) The majority appear to support meetings held in conjunction with APRICOT as many issues overlap and interweave. There is also the saving in cost. However, one respondent argues that this conjunction is not really necessary since the two bodies are seen by this respondent as fundamentally different.

#### 5.2.3 SERVICES

The means for all responses for questions under this heading range between 5.4 and 8.0. However the low score of 5.4 addresses the question of whether services should be for members only. So a lower score would appear to indicate that others could have access to APNIC services. This view is supported in the comments section in the appendices with suggested caveats such as - members should have priority and there should be differential charging mechanisms for non-members.



- a) APNIC as an information repository for ISPs is very strongly endorsed. However, one person argues that it should not simply be for ISPs but for everyone else as well. The respondent states "Don't think of yourselves restricted to members. Think of yourselves as a library where anyone can walk in the door and browse".
- b) In regard to translation and multi-lingual support, as might be expected, there are two views. Firstly, English is seen as good enough and saves costs but on the other hand, it is pointed out that given the cultural and language diversity which is present in the region, participation and benefit would be increased if individuals could deal with issues in their own language.
- c) There are mixed views on ISO QA accreditation. While some respondents see it as of benefit, there are others who see it as expensive and overrated. The priority is seen to be able to effectively manage internet resources and getting ISO accreditation is not a priority. It will entail costs that can be diverted from improving services.
- d) In regard to APNIC collection and maintenance of internet resource statistics, the predominant view is one of support, as ultimately it will help in ensuring better discussion and better decisions on future policies such as IP address allocation.
- e) The maintenance of internet penetration statistics is seen as useful.
- f) In regard to developing and setting standards for internet statistical activities, the views range from arguing that APNIC should focus on responsible resource management only, to the proposition that APNIC should do what the ITU has been doing for the telecomm sector and start developing and setting standards.
- g) In regard to APNIC services being for members only, the large majority of comments support APNIC service availability for non-members, but it is argued that members should be a priority and consideration could be given to providing a subscription service for non-members.
- h) There is general support for internet related R and D but with a number of provisos: stringent evaluation; serious efforts to obtain funding other than from members; and collaborating with other bodies such as universities to ensure that they bore the cost but that APNIC influenced the direction and potential benefit.
- i) In regard to the question on whether APNIC could become a root server operator, this was seen as of value if resources were available. It was also seen as important that it should be done well, and finally it was seen to be of benefit in speeding up Asian internet operations.
- j) In regard to APNIC actively reclaiming unused address space, there was general support but it was pointed out that the benefit needed to be balanced with the effort and resources allocated to undertaking this task. While steady efforts should be made to bring in unused space back to the public domain for further allocation, it was also pointed out that "we are not running out just yet".
- k) While there was general support for the proposition that APNIC provided proactive support for internet development in the AP region, it was also pointed out that this is also the job of governments. However, it was also seen that APNIC had an interest in the growth of the internet in the AP region.

#### 5.2.4 TRAINING

The means for all responses for questions under this heading range between 6.3 and 8.2. Training issues are viewed very positively and the lowest score comes from Q21 which asks whether APNIC should generate a surplus from training.



- a) There was strong support for more training and the utilization of any sensible method which allowed better levels of participation and lower costs to members.
- b) The evaluation of member need and demand for additional courses was strongly supported. It was pointed out that the need and demand would vary by economy and probably size of organization and that these issues should be taken into account.
- c) There were mixed views on APNIC attempting to generate a surplus from training activities. One point made was that it is impossible to be equitable and profitable at the same time. It was seen as important that the training fee should remain within the reach of disadvantaged organizations and individuals. The question was asked as to how any surplus generation should be used. If there was a generation of a surplus this could/would help in accelerating the creation of on-line training modules, which would be different to just creating a surplus without a specific purpose.
- d) Internet resource management training was an issue which required further investigation before any decision was made.
- e) IX operational training provision by APNIC was supported but with the caveat that APNIC training specialists should work in collaboration with others such as those who provide equipment, and organizations which actually run exchange points.
- f) There was support for the provision of training on internet issues for policy makers – however, this was qualified by suggesting that rather than call it training, it was called participation and consultation as many policy makers are not aware of internet issues.
- g) The establishment of a trust structure to attract funding was supported but the caveat was introduced that APNIC should not pursue the education market unless it is something it can do profitably, efficiently and in a way that is relevant to APNIC member needs.

#### 5.2.5 TECHNOLOGY

The means for all responses for questions under this heading range between 6.6 and 7.6.

- a) Security was seen as a big issue and one where it was considered that APNIC should also provide training.
- b) Bulk data management direct to LIR/ISP internal systems was seen as of benefit in that it would improve the accuracy of resource objects because of faster updating. Improved interfaces were necessary.
- c) There was support for participation in joint WHOIS development which would assist in record searching for ISPs. This was seen as an important part of the information database for troubleshooting and identification.
- d) The email interface for maintaining registry objects was seen as clumsy but workable. The general approach was to support on-line forms development. The latter should be developed, promoted and made easy to access. However, the email interface is a familiar way for some members and it should certainly be maintained for a reasonable period.
- e) There was strong support for APNIC participating in the development of tools and procedures for cleaning up the DNS.



f) Similarly, IPv6 was seen as an area where, in some economies, awareness and adequate information was not sufficient. It was pointed out that this is the technology for the future and APNIC needed to be actively involved in awareness and education.

#### 5.2.6 GOVERNANCE

The mean for the response for the question under this heading is 7.7.

- a) The issue of APNIC providing proactive representation to government and other organizations regionally and globally was strongly supported.
- b) It was argued that APNIC should be a common voice for members in proactive representation. At the same time, APNIC should be seen as co-operating with governments.

#### 5.2.7 MEMBERSHIP

The means for all responses for questions under this heading range between 6.8 and 7.7.

- a) The questions of on-line payment and periodic payment mechanisms were strongly supported by many respondents. However, it was pointed out that some economies may not allow on-line payment and there was a legislative requirement to make the remittance through banking channels. The introduction of on-line payment for the majority would need to take account of these individual economy issues.
- b) The involvement of APNIC in actively developing outreach and communication to members of the AP community was supported by all those who made comments.

#### 5.2.8 FUNDING

The means for all responses for questions under this heading range between 5.0 and 7.2. The low score of 5.0 is in relation to Q36 which asks whether APNIC should increase fees to support new services

- a) In regard to APNIC increasing fees to support new services, there were a range of diverse responses such as:
  - it would depend on how valuable the new services were perceived to be by members;
  - add new services as billable options;
  - the current fee structure was seen as rational and acceptable the fee structure should not be increased for new services which should be supported by funding from other sources.
- b) In regard to seeking funding from other sources to support development activities, this was supported provided it didn't change the independence of APNIC; and that it was done with member approval (an example was given that if APNIC collected statistical data, it could possibly sell it to third party organizations).

#### 5.2.9 OTHER ISSUES

A much smaller number of Other Issues (7) have been advanced by members as compared to the number in Section 1. Each of these comes from single individuals and are best considered by reading the relevant section in the Appendix.



# 6. Observations

Observations from the survey results include:

## 6.1 NIRs

NIRs are a key part of the APNIC structure. However, the response from members in the NIR economies is generally extremely low – especially when compared with the 2001 Survey. This may well be because members in those economies are increasingly served only by their NIR staff, with corresponding lesser APNIC involvement with those individual members. In these circumstances, the relationship between APNIC and NIRs assumes a high level of importance to both sides.

At the same time, members of NIRs are indeed stakeholders in many APNIC activities and responsibilities, and their views are certainly of great importance. The lack of response from these organisations seems to point to a need for APNIC to establish better communications channels with such organisations, but without compromising their relationship with the NIR which provides services to them.

#### 6.2 Range

There are considerable differences for some question means across economies. This reinforces the previous observation regarding NIRs that, in marketing terms, APNIC serves a range of market segments. In developing future services and service delivery strategies this "needs" segmentation is worth considering, along with the necessary channels of communication to support it.

#### 6.3 Members Only Services

It is, perhaps, appropriate to consider the responses to Q13 in Section 2 with some care. A low score may well be expressing the view that non-members should be eligible for APNIC services?

#### 6.4 Members Appear to View APNIC Positively

The responses from members appear to indicate that they have no fundamental concerns and that they a have positive view of APNIC and the services it provides. They offer a range of comments and suggestions for service improvement and new service development which seem worthy of consideration in more detail. In any such consideration APNIC will need to take account of the different views of individual economies and member size.

For Section 1, "Assessment of Present Services" (which had with a total of 29 questions), the means for all responses for each question fall almost entirely between 6.0 and 7.5. Only two are below 6.0 at 5.4 and 5.3.

For Section 2 "Assessment of Priority for APNIC to Allocate Resources in Future" (which had a total of 37 questions), the lowest all mean is for Q36. Since this is the question in regard to increasing fees this lower score could hardly be considered surprising. In Section 2 the means tend to fall between 6.5 and 7.5. Five questions have means of 8.0 or greater. The highest, at 8.4, is in response to Q20 which asks "Should APNIC evaluate member need and demand for additional courses (internet, IPv6, routing)?"

When considering the means for individual economies the range is much greater at both ends of the scale. Care should be taken in making comparisons between



economies. It is possible that these reflect the different circumstances of different economies and lower scores from economies with NIRs may not reflect a more negative view of APNIC. The longer established NIRs in particular will undoubtedly be able to meet their own members' needs with quality services. While economies in an earlier stage of Internet development, especially with limited IPv6 training, knowledge and support will see the provision of such services as critical to their expansion.

The detail for each question for the means and comments is contained in Appendices B and C.



# Appendix A: Survey Forms

## Survey Form Section 1 – Assessment of Present Services

Name:	Email:
Organisation:	

Ratings Scale: Very negative < 1...2...3...4...5...6...7...8...9...10 > Very positive

1	Are APNIC policy documents easy to understand?	Rating =		
Comr	Comments:			
2	Is it easy to apply for resources under current policy?	Rating =		
Comr	nents:			
3	Is it easy to participate in the APNIC policy development process?	Rating =		
Comr	ments:			
4	Is the time taken to develop/deploy policy change in APNIC acceptable?	Rating =		
Comr	ments:			
5	Is the APNIC membership structure satisfactory	Rating =		
Comments:				
6	Is the APNIC participation in regional Infrastructure development adequate?	Rating =		
Comr	nents:			

## POLICY

## SERVICES

7	Does APNIC meet your general service expectations?	Rating =
Comm	ents:	
8	Is APNIC successful in general problem solving for member issues?	Rating =
Comm	ents:	
9	Is the APNIC Helpdesk quality of service meeting your needs?	Rating =
Comm	ents:	
10	Are APNIC hostmaster services adequate in response speed and relevance?	Rating =
Comments:		
11	Is MYAPNIC useful and usable by members?	Rating =



Comments:		
12	Are APNIC online forms relevant and easy to use?	Rating =
Comm	ents:	-
13	Is APNIC telephone service response speed and helpfulness acceptable?	Rating =
Comments:		
14	Is the accuracy and usability of database whois services acceptable?	Rating =
Comments:		

## TRAINING

15	Is the material being provided relevant?	Rating =
Comments:		

## TECHNOLOGY

16 Is root DNS server coordination/support adequate?	Rating =
Comments:	

## INFORMATION

17	Is APNIC website information adequate and useable?	Rating =	
Comr	Comments:		
18	Does APSter meet your needs?	Rating =	
Comments:			
19	Do you think communications via mailing lists is effective?	Rating =	
Comments:			

## COORDINATION

20	Is the APNIC relationship with the IETF satisfactory?	Rating =	
Comn	Comments:		
21	Is the collaboration with other RIRs of a satisfactory standard?	Rating =	
Comn	Comments:		
22	Should APNIC have pro-active involvement with Root server installation in the region?	Rating =	
Comments:			



<b>23</b> Do you support APNIC participation in WSIS and UN processes?	Rating =	
Comments:		
24 Is the NIR structure working well?	Rating =	
Comments:		
25 Is APNIC's relationship with ICANN working?	Rating =	
Comments:		
26 Is the ICANN/NRO relationship a positive step?	Rating =	
Comments:		
27 Should APNIC participate in ITU/WSIS?	Rating =	
Comments:		
28 Do you support APNIC's representation of your needs (to governments, regional and global bodies)?	Rating =	
Comments:		
<b>29</b> Is the present membership fee structure acceptable?	Rating =	
Comments:		

## **OTHER ISSUES**

(Please add any additional issues not covered in the survey here and rate them accordingly)

30?	Rating =
Comments:	
31?	Rating =
Comments:	
<b>32</b> ?	Rating =
Comments:	



# Survey Form Section 2 – Assessment of Priority for APNIC to Allocate Resources in the Future (may be current or new services).

Name:

Email:

Organisation:

Ratings Scale: Very negative < 1...2...3...4...5...6...7...8...9...10 > Very positive

## POLICY

1	Should APNIC continuously work for policy simplification?	Rating =	
Comr	Comments:		
2	Should APNIC do more in the ongoing development and improvement of stakeholder relationships?	Rating =	
Comments:			

## MEETINGS

3 Should APNIC continue development of webcast and improve the standard?	Rating =	
Comments:		
A Should APNIC encourage and facilitate online participation?	Rating =	
Comments:		
5 Should APNIC develop sub-regional APNIC meetings?	Rating =	
Comments:		
6 Should APNIC meetings continue to be held in conjunction with APRICOT?	Rating =	
Comments:		

## SERVICES

7	Should APNIC be acting as an iinformation repository for ISPs?	Rating =	
Comm	Comments:		
8	Should APNIC extend translation and multilingual support?	Rating =	
Comm	Comments:		
9	Should APNIC obtain ISO QA accreditation?	Rating =	
Comments:			



10	Should APNIC collect and maintain internet resource statistics?	Rating =
Comments:		
11	Should APNIC collect and maintain internet penetration statistics?	Rating =
Comm	ents:	
12	Should APNIC be developing and setting standards for internet statistical activities?	Rating =
Comm	ents:	
13	Should APNIC services be for members only?	Rating =
Comm	ents:	·
14	Should APNIC provide support for internet related R & D?	Rating =
Comm	ents:	
15	Should APNIC become a root server operator?	Rating =
Comments:		
16	Should APNIC actively reclaim unused address space?	Rating =
Comments:		
17	Should APNIC provide proactive support for internet development in the AP region?	Rating =
Comments:		

## TRAINING

18	Should APNIC investigate and evaluate methods of CBT and online training delivery?	Rating =	
Comr	Comments:		
19	Should APNIC evaluate feasible and practical tools for remote participation in training?	Rating =	
Comr	nents:		
20	Should APNIC evaluate member need and demand for additional courses (internet, IPv6, routing)?	Rating =	
Comr	nents:		
21	Should APNIC attempt to generate a surplus from training activities?	Rating =	
Comr	nents:		
22	Should APNIC provide Internet Resource management training?	Rating =	
Comments:			
23	Should APNIC provide IX operational training?	Rating =	
Comments:			



24	Should APNIC provide training on internet issues for policy makers?	Rating =
Comn	nents:	
25	Should APNIC establish a trust structure to attract funding for training activities?	Rating =
Comments:		

## TECHNOLOGY

26 Should APNIC be maintaining security issues under continuous review?	Rating =	
Comments:		
27 Should APNIC enable bulk data management direct to LIR/ISP internal systems?	Rating =	
Comments:		
28 Should APNIC actively participate in joint Whois development?	Rating =	
Comments:		
29 Should APNIC be providing root DNS Server and/or other regional infrastructure support?	Rating =	
Comments:		
30 Should APNIC continue to offer an email interface for maintaining registry objects?	Rating =	
Comments:		
31 Should APNIC participate in the development of tools and procedures for 'cleaning up' the DNS?	Rating =	
Comments:		
<b>32</b> Should APNIC provide increased IPv6 education and support?	Rating =	
Comments:		

## GOVERNANCE

<ul><li>Should APNIC be proactively representing your needs to</li><li>Government and other organizations regionally and globally?</li></ul>	Rating =
Comments:	

## MEMBERSHIP

34	Should APNIC introduce online payment and periodic payment mechanisms?	Rating =
Comments:		
35	Should APNIC be actively developing outreach and communication to members and the AP community?	Rating =



## FUNDING

36	Should APNIC increase fees to support new services?	Rating =	
Comn	Comments:		
37	Should APNIC seek funding from other sources to support development activities?	Rating =	
Comments:			

## **OTHER ISSUES**

(Please add any additional issues not covered in the survey here and rate them accordingly)

38	?	Rating =
Comn	nents:	
39	?	Rating =
Comn	nents:	
40	?	Rating =
Comn	nents:	



# Appendix B: Responses to Section 1

This section contains the response for each question in sequence.

Ratings Scale: Very negative < 1...2...3...4...5...6...7...8...9...10 > Very positive

#### Survey Form Section 1 – Assessment of Present Services

Are APNIC policy documents easy to understand?								
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES								
6.8	6	6 AU	BD	CN	НК	IN		
		6.9	7.2	5.3	6.9	6.5		
		ID	JP	MY	NP	NZ		
		6.8	6.8	8.0	8.3	8.0		
		РК	PH	SG	LK			
		7.4	7.0	7.1	4.2			

## POLICY

- a) Could be more simpler & shorter (PPT presentation) (IN)
- b) May include more examples wherever applicable for better understanding. (IN)
- c) Could be more simpler & shorter (IN)
- d) Documents are rather well versed but the arrangement of the documents in the website sometimes makes it difficult to look at issues by searching. Maybe a new system should be employed including knowledge base, more faq, etc. (PH)
- e) In some cases, the policy documents are too lawfully expressed which may cause confusion to the Internet people whose English is not their native language (VN)
- f) myAPNIC interface made it very easy to manage and apply for resources with APNIC. However the policy of providing the text based format for Applying new resources should be re considered. Further more for IXPs and ISPs APNIC should reserve a contagious block while making any assignments, for there future use. (PK)
- g) APNIC may think about to provide more online help. (BD)
- h) Would be easy if filled sample document available on site for reference. (IN)
- i) Yes, they are quite understandable but sometime need to be simplified (FJ)
- j) APNIC Policy documentation is easy to understand (FJ)
- k) appropriate policy documents can be difficult to locate (AU)



2 Is it easy t	o apply for re	sources un	der curren	t policy?		
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES						
6.0	8	AU	BD	CN	НК	IN
		5.7	5.8	5.3	6.3	6.1
		ID	JP	MY	NP	NZ
		6.8	5.6	7.4	7.5	8.3
		РК	PH	SG	LK	
		6.1	7.3	7.5	3.2	

- a) Policy can be revised to make it user-friendly (IN)
- b) Its reasonably simple & quick (IN)
- c) Although its simple & quick but could be made more user friendly (IN)
- d) Assuming that you have complete documentation, the process is fast. (PH)
- e) Need better access to /24 portable spaces for multihoming (AU)
- f) Well managed system and Resource Analysts are very helpful. But APNIC should come with more guide for IPv6 and AS numbers matters. (BD)
- g) Due to lack in clarity what to fill exactly in forms has to resend many times. (IN)
- h) I have not applied for any lately. Last was more than 5 years ago. (FJ)
- i) Whilst we do not regularly participate our past experiences were excellent. (FJ)
- j) I think the process is to complicated (PK)

3 Is it easy t	o participate	in the APNI	C policy d	evelopmen	nt process?	?		
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES						
5.4	25	AU	BD	CN	НК	IN		
		4.8	5.7	6.0	5.2	6.1		
		ID	JP	MY	NP	NZ		
		7.2	5.1	7.4	7.3	8.1		
		PK PH SG LK						
		6.1	6.4	6.7	3.8			

- a) I am unsure of how to go about this. (AU)
- b) Participation through mailing list should be improved (IN)
- c) Though there may be enough information from the website, I feel that the members are not easily made part of the development process. But I think that the current process is good.



Improvement should be made on the accessibility and announcements in the front page of the website or a separate site dedicated in the policy development process. Much as Sourceforge for software programming but a site that employs a group participation with the members on a particular issue will be better. (PH)

- d) If some online-voting tools are developed, entities who are unable to attend face to face discussions in APNIC's meeting can participate more easily in the APNIC policy development process (VN)
- e) I never been to APNIC policy development, looking forward to see policy development at my country at Bangladesh. (BD)

4. Is the time	e taken to dev	elop/deploy	/ policy ch	ange in AF	NIC accep	table?
MEAN OF ALL	NULLS MEANS OF INDIVIDUAL ECONOMIES					
5.3	14	AU	BD	CN	НК	IN
		4.6	5.2	5.3	5.2	6.0
		ID	JP	MY	NP	NZ
		7.4	6.3	7.4	8.5	9.2
		РК	PH	SG	LK	
		7.0	6.9	6.7	5.2	

- a) Unsure of the process and the current length (AU)
- b) Needs to be a lot faster and web based. (AU)
- c) Given the size of the region and pace of expansion here, it is understandable. (NP)
- c) APNIC makes it a priority to get the feedback of the community in a matter before proceeding. (PH)
- d) The time to make the policy come into effect since it is officially approved by EC should be shortened (VN)
- e) Yes, there is enough time given (FJ)
- f) Sufficient time is allowed/provided. (FJ)

5 Is the APN	IIC membersh	hip structur	e satisfact	ory?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
6.8	3	AU	BD	CN	НК	IN
		6.4	6.7	5.7	7.5	6.6
		ID	JP	MY	NP	NZ
		7.4	6.5	7.7	8.8	9.0
		PK	PH	SG	LK	
		7.4	7.5	6.5	4.2	



- a) It's too expensive. (AU)
- c) Can there be thought based on geographical locations for easy identification. (IN)
- c) There are new membership tiers that allows for small members to be part of APNIC. Maybe there should be membership tiers for organizations that would like to be members but not directly involve in resource applications. (PH)
- d) Good structure. (BD)

6 Is the API adequate	NIC participation?	on in regio	nal Infrastr	ucture dev	elopment			
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES								
6.1	5	AU	BD	CN	НК	IN		
		5.6	7.0	5.7	7.0	5.6		
		ID	JP	MY	NP	NZ		
		7.6	5.4	7.0	8.0	8.4		
		РК	PH	SG	LK			
		5.6	7.5	6.5	4.7			

- a) Due to growth of internet in south, SE Asia more resources deployed for infrastructure up gradation. (IN)
- b) Yes. I encourage more development in developing countries where the infrastructure is starting as it will help in the deployment of new services. (PH)
- c) At least for Pakistan, APNIC should arrange frequent awareness sessions by them selves or have some local training partners to do so on the behalf of APNIC. (PK)
- d) I don't see any development activities of APNIC at Bangladesh except some training programs. Request to APNIC to come up with more technical training and financial help to develop services in our country. (BD)
- e) Would be better if there is local office in India (IN)
- f) I think its not so adequate in the Pacific. More training and resources should be poured in. (FJ)
- g) I haven't seen any major role of APNIC at least in Pakistan apart from a speedy 3 days training session. That btw was a very good thing. But I think APNIC should send someone over for week or so to help us in proper infrastructure and Internet resources planning and deployment. (PK)



7 Does AP	NIC meet your	general ser	vice expec	ctations?				
MEAN OF ALL	MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES							
7.0	2	AU	BD	CN	нк	IN		
		6.9	7.3	5.0	7.4	6.7		
		ID	JP	MY	NP	NZ		
		8.0	7.2	7.8	8.8	9.1		
		РК	PH	SG	LK			
		7.2	8.1	7.8	4.8			

## SERVICES

#### **Comments**

- a) Currently services are available in week days and in business hours only. Due to Time difference between India and Australia, We expect 24\*7 services (IN)
- b) Very difficult to deal with. Delays are unacceptable (AU)
- c) I want to see APNIC to more personalize help on IP (4/6), AS related matters. (BD)
- d) Well for us, yes, we do get our address allocation when we requested.. (FJ)
- e) We do not have any problems with service requirements. (FJ)

8 Is APNIC s	successful in	general pro	blem solvi	ing for me	nber issue	s?	
MEAN OF ALL	NULLS	LLS MEANS OF INDIVIDUAL ECONOMIES					
7.3	2	AU	BD	CN	НК	IN	
		7.4	8.7	5.3	7.3	6.4	
		ID	JP	MY	NP	NZ	
		7.6	7.3	8.0	9.3	9.0	
		РК	PH	SG	LK		
		7.7	7.7	7.9	7.2		

- a) In this current world it is rare to receive quality problem solving. It's all about providing any answer quickly, and moving onto the next item. The actual problem is frequently not addressed by the answer. (AU)
- b) Few experiences with this item, yet all experience is positive (HK)
- c) Follow-up to be expedited (IN)
- d) Follow-up to be expedited & if possible personal interaction thru online chat session should also be encouraged. (IN)
- e) Excellent. (BD)
- f) The error message we receive in case of any problem should be more detailed. (IN)



- g) Yes they have very helpful especially the staffs. (FJ)
- h) We find service response from them to be efficient. (FJ)

9 Is the APN	IIC Helpdesk	quality of s	ervice mee	ting your r	needs?	
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES						
7.2	3	AU	BD	CN	НК	IN
		7.4	8.3	5.7	7.5	6.7
		ID	JP	MY	NP	NZ
		7.8	7.3	7.2	9.3	8.9
		РК	PH	SG	LK	
		6.2	8.3	7.9	7.8	

- a) They do have a good system in place with respect to problem tracking and the lady I dealt with via e-mail Elly Tawhai was friendly, helpful and polite. AU)
- b) Its OK. But it is worth considering to appoint a dedicated desk for Indian origin keeping in view the time gap. (IN)
- c) Excellent. (BD)

MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES								
6.9	2	AU	BD	CN	нк	IN		
		6.7	7.0	6.0	7.6	6.4		
		ID	JP	MY	NP	NZ		
		8.2	7.3	7.3	9.0	8.7		
		РК	PH	SG	LK			
		5.8 8.4 7.3 7.8						

- a) Currently services are available in week days and in business hours only. Due to Time difference between India and Australia, We expect 24\*7 services (IN)
- b) Require an online support (IN)
- c) Follow-up to be expedited (IN)
- d) we didn't get any response about some query on apric training at <u>training@apric.net</u> (BD)
- e) Yes except week-ends (IN)
- f) Yes. Follow-up to be expedited (IN)
- g) Overall APNIC response is good but the five working days and 9-5 timings of hostmasters some times results in delaying the resolution of some issues (PK)



- h) Excellent. (BD)
- i) Sometime they are slow, but they been fast lately (FJ)
- j) They need to improve on response times. (FJ)
- k) a faster turn around would be great, but is probably not possible (AU)
- Currently APNIC replies back after 24 hrs, where as someone might require urgent help (PK)

11 Is MYAPN	IC useful and	usable by r	nembers?			
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES						
7.0	13	AU	BD	CN	НК	IN
		7.2	7.7	4.7	7.3	6.4
		ID	JP	MY	NP	NZ
		6.6	6.4	7.0	8.5	8.1
		PK	PH	SG	LK	
		6.2	6.5	8.1	7.2	

- a) Hasn't used it myself, planning to , but what I hear from others its very easy (NP)
- b) too slow to access (CN)
- c) Very difficult to access particularly if you are not a member that pays fees like me. It really should be opened up. That's what successful web sites do. They encourage use rather than put up barriers and controls. Also the arrangement of information in the site is, how should I put this, chaotic. (AU)
- d) Excellent online facility (IN)
- e) It needs to be made more user friendly (IN)
- f) Yes. Needs to be better streamlined for object creations etc (IN)
- g) Digitalbadge to ensure a user/customer is not flexible. (JP)
- h) Yes. Need more user friendly based on the FAQs received by APNIC. Some more practical aspects need to be incorporated. (IN)
- i) I used it one time (for reverse DNS delegation), never got it to work. (ID)
- j) The site is very useful indeed for managing resources. However, I would like that more developments be made there that would allow more functions available currently through email requests be online. It would be good if there will a time when no requests will pass through e-mail and instead be directly interfaced in Myapnic. (PH)
- k) Very effective (PK)
- I) I haven't used it as it's password is with my CEO (PK)



12 Are APNIC online forms relevant and easy to use?								
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
6.8	6	AU	BD	CN	НК	IN		
		7.0	7.7	5.3	6.7	6.7		
		ID	JP	MY	NP	NZ		
		6.6	5.8	7.1	9.3	8.0		
		РК	PH	SG	LK			
		6.8	7.7	8.1	6.2			

- a) Relevant, but not always easy to use. (AU)
- b) too slow to access (CN)
- c) Where they have online forms they are pretty good. The benchmark, in my opinion, to compare yourselves against are the big domain registries in the US like Network Solutions that have excellent web forms and functionality with immediate effect and no human intervention required to action the form by Network Solutions. This is a wonderful experience for users and APNIC should strive for similar. They also list FAQs at the bottom of each form that do tend to anticipate the questions that occur to users as they fill in forms. The trick here is to make explanations such that they are conceptual i.e. they explain things so that one gains a conceptual understanding of why/how it fits and impacts the user. (AU)
- d) Could be more simplified (IN)
- e) Need to increase a number of content which a user/customer change by themselves. (JP)
- f) Yes but could be further simplified. While filing up a form when another forms comes and once fill up the same some time it does not come to the first one and one has to start from the beginning. (IN)
- g) The forms are generally good but due to the policies of some, it gets a little confusing with the fields available. Maybe a basic and advanced mode should be made. (PH)
- h) Excellent resources. You may consider to add more technical and examples. (BD)
- i) Sometime they have been causing headache to me. (FJ)
- j) Experiences from my staff are not good as they find them not easy to use. (FJ)
- k) most of them are (PK)

MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
6.7	26	AU	BD	CN	НК	IN
		7.1	8.0	5.0	6.3	6.6
		ID	JP	MY	NP	NZ
		6.8	6.0	7.8	9.0	8.9
		РК	PH	SG	LK	
		6.4	8.5	7.5	5.8	



- a) I only use email ... and that is excellent (NZ)
- b) Keeping in view the increasing demand from Indian Origin it is worth considering the 24X7 Indian help desk which can also take care of Sri Lanka, Nepal, Bangladesh, Bhutan etc. as time difference in these countries are not very different. (IN)
- c) Being told to fill out a form and email is not a solution (AU)
- d) Acceptable. (BD)
- e) They are quite efficient in responding (FJ)
- f) Response time is excellent. (FJ)

MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
7.5	3	AU	BD	CN	нк	IN
		8.3	8.0	6.0	7.3	6.9
		ID	JP	MY	NP	NZ
		8.4	7.1	8.1	8.5	8.1
		PK	PH	SG	LK	
		8.2	8.3	8.1	7.3	

- a) It is very hard to actually find the WHOIS tool, and when used it seems to be restrictive in entities it will actually give data on. I have used much better WHOIS tools at other sites. Big room for improvement here. Accuracy is not the problem just usability. (AU)
- b) For IP's of RIPE & ARIN it needs to be properly re-directed (IN)
- c) It does not give details listed in other database like RADB. (IN)
- d) For IP's of RIPE & ARIN it needs to be properly re-directed. APNIC should time to time at least once in quarter should ask its members to provide or check their contact details. (IN)
- e) The whois is good but it would be better if there will be a way to allow members to update the database easily. In our case, most Philippine ISPs do not regularly update the database causing errors in data. Maybe, more encouragement with the use of Myapnic for more easy updates including added utilities that will allow for an organization to have a database for IP allocations (in cases such as a point to point connection to a client that doesn't have to be defined in the whois database.) (PH)
- f) uggest location of Regional Internet Registry (RIR) for those AS numbers that are not located in APNIC. (PH)
- g) Yes, 'whois' service has been very helpful (FJ)
- h) But it can be improved as in the time for update is concerned (PK)



15 Is the mat	erial being pro	ovided relev	vant?			
MEAN OF ALL	ALL NULLS MEANS OF INDIVIDUAL ECONOMI					
7.2	17	AU	BD	CN	НК	IN
		7.3	6.2	5.3	7.5	6.8
		ID	JP	MY	NP	NZ
		7.6	6.6	7.9	8.3	8.9
		РК	PH	SG	LK	
		8.0	7.1	7.5	7.2	

## TRAINING

#### Comments

- a) have not been able to afford to attend (AU)
- b) Good training (HK)
- c) Training material should be made online for the benefit of the other users (IN)
- d) Material should cover seminars & discussions in (PPT format) (IN)
- e) Yes. We have sponsored a training even recently and I would like to get more trainings available especially in the field of IPv6. (PH)
- f) It could be more efficient if there are practical tools, for example in Whois and IRR database courses. (VN)
- g) Excellent. (BD)
- h) Hard copies of training material should be send to all members. (IN)
- i) Materials relevant to the course. (FJ)

16 Is root DN	S server coor	dination/su	pport adeo	quate?		
MEAN OF ALL	NULLS	IV	ECONOMIE	S		
7.0	10	AU	BD	CN	НК	IN
		7.2	7.5	6.0	7.4	6.6
		ID	JP	MY	NP	NZ
		8.4	7.0	7.8	6.8	8.7
		РК	PH	SG	LK	
		7.7	7.6	7.1	5.3	

## TECHNOLOGY

- a) Direct control by web forms would be easier (AU)
- b) Maybe Yes, but we do not have any root server located close to us (FJ)



17 Is APNIC	website inform	nation adeq	juate and ι	useable?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
7.3	2	AU	BD	CN	нк	IN
		7.5	7.3	5.0	7.4	6.9
		ID	JP	MY	NP	NZ
		8.2	8.0	7.9	9.3	9.1
		РК	PH	SG	LK	
		8.1	7.7	7.4	6.7	

## INFORMATION

- a) Yes but sometimes confusing as well unless you have had prior experience (AU)
- b) I find it hard to understand what APNIC does from the website. It seems very focussed on its organisational and membership structure, meetings, agendas, membership programs and bureaucratic procedures. The website should be focussed on what APNIC does in plain English, with links to the main functional areas of what the website can be used to actually do. The kind of stuff that is immediately apparent on the website needs to be put aside into a kind of "organisational participation" area so that most of us who don't wish to participate in the running of the organisation can use the site for what we need to do. (AU)
- c) Should have more example taking real life scenario (IN)
- d) Yes. But it should also cover the major policy, regulations, laws made/amended by Asia Pacific Countries. For example Australian Federation Commission has imposed heavy penalty to Spamming. Other Policy & Regulation related matters should also be covered) (IN)
- e) It is a little cluttered. Some items may be difficult to find. Maybe there should be a rearrangement of links. Though I think the current categorization in the website is right. Just the arrangement in those subcategories. (PH)
- f) Information on criteria of IPV6 portable assignments should be added to "IPv6 Address Allocation and Assignment Policy" document. (VN)
- g) Yes it is helpful in informing us regarding the Asia Pacific registry (FJ)

18 Does APS	ter meet your	needs?					
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
6.3	29	AU	BD	CN	нк	IN	
		6.3	7.0	5.7	6.0	6.7	
		ID	JP	MY	NP	NZ	
		7.2	5.0	7.4	8.0	8.3	
		РК	PH	SG	LK		
		7.0	7.5	7.2	5.3		



- a) I have never heard of APster (BT)
- b) Not sure what it is. (AU)
- c) I don't know what APster is. (AU)
- d) no experience (HK)
- e) Most of e-mails are to the point (IN)
- f) I am not aware of what APster is. (PH)
- g) What is Apster? (AU)
- h) not familiar with this (PK)

19 Do you thi	ink communic	ations via ı	mailing list	s is effecti	ve?	
MEAN OF ALL	NULLS MEANS OF INDIVIDUAL ECONOMIES				ES	
6.6	5	AU	BD	CN	НК	IN
		6.9	7.3	5.3	6.0	7.0
		ID	JP	MY	NP	NZ
		8.6	5.3	7.8	9.0	8.1
		РК	PH	SG	LK	
		6.2	8.2	7.1	6.8	

#### Comments

- a) I find they are affective at the time, but going through the achieves sometimes pointless. (AU)
- b) We are not aware of this . Request for addition in mailing lists . (IN)
- c) This survey is the first email in a long time. Need more information (AU)
- d) Should not send multiple copies. Mailing list should be filtered for multiple registrations. (IN)
- e) It is if the time to response is decreased to few hrs rather than full 24 hr (PK)

# COORDINATION

20 Is the APN	IIC relationsh	ip with the	IETF satisf	actory?		
MEAN OF ALL	NULLS MEANS OF INDIVIDUAL ECONOMIES			ES		
7.1	27	AU	BD	CN	НК	IN
		7.0	6.7	4.7	7.5	6.9
		ID	JP	MY	NP	NZ
		7.8	6.7	7.3	9.3	7.5
		РК	PH	SG	LK	
		7.5	7.4	7.4	5.2	



a) APNIC presentation to IETF on website gives "page not displayed" under conference. PPT presentations are good (IN)

MEAN OF ALL	NULLS	IV	MEANS OF INDIVIDUAL ECONOMIES					
6.9	20	AU	BD	CN	нк	IN		
		7.2	6.7	5.3	6.9	6.7		
		ID	JP	MY	NP	NZ		
		7.8	6.6	7.3	7.0	9.1		
		РК	PH	SG	LK			
		7.1	7.5	7.5	5.2			

#### Comments

- a) cannot comment no experience (NZ)
- b) I have no visibility of that. I assume RIR means Registered Internet Registry??? (AU)
- c) Don't know enough to comment (ID)

22 Should AF in the regi	NIC have pro on?	-active invo	olvement w	vith Root s	erver insta	llation
IEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES			S	
7.4	13	AU	BD	CN	НК	IN
		7.5	8.2	5.0	7.4	7.2
		ID	JP	MY	NP	NZ
		7.0	7.2	7.7	9.3	9.0
		РК	PH	SG	LK	
		8.6	8.8	7.9	5.8	

- a) Yes as long as it is pro-active and not reactive. (AU)
- b) In India we don't have root server installation .Need to explore . (IN)
- c) Although APNIC is not directly responsible for root server management. APNIC should participate in creating new root dns services in the region as it provides stability within the area of responsibility. (PH)
- d) Definitely (PK)
- e) Yes I believe so, maybe that should be one of their priority (FJ)



23 Do you su	pport APNIC	participatio	n in WSIS	and UN pr	ocesses?	
MEAN OF ALL	MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES				S	
7.2	12	AU	BD	CN	НК	IN
		8.1	7.2	4.7	6.7	6.8
		ID	JP	MY	NP	NZ
		7.8	7.7	7.1	7.8	9.4
		РК	PH	SG	LK	
		7.8	7.5	7.2	8.2	

- a) cannot comment no experience (NZ)
- b) Definitely support this involvement. (AU)
- c) APNIC should actively participate in such Int'l Forums and keep members informed about their activities, decisions etc. (IN)
- d) Yes. APNIC should be involved as it would give a broader relationship for its members (FJ)

MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES			S	
6.4	23	AU	BD	CN	НК	IN
		6.4	6.7	5.0	6.7	6.1
		ID	JP	MY	NP	NZ
		8.2	4.5	6.8	8.3	8.9
		РК	PH	SG	LK	
		6.6	7.1	6.5	5.3	

- a) I think so but I am only 90% sure that my guess at what NIR stands for is the correct guess. (AU)
- b) NIR structure is not well documented on website (IN)
- c) NIR structure is not well documented on website ; may be improved (IN)
- d) Unknown (AU)
- e) NIR structure plays a very important role in regional IP and ASN management process. It assures resource services could be provided in a manner that takes account of local language and culture, therefore allowing better services to entities demanding resources. (VN)
- f) At present no organization has been appointed as NIR for Pakistan. (PK)
- g) We do not have one in our country so cannot comment, but it should also not be given to any government run institutes as it only creates problem rather than smoothen it out. (PK)



25 Is APNIC's	s relationship	with ICANN	working?	)		
MEAN OF ALL	NULLS	NULLS   MEANS OF INDIVIDUAL ECONOMIES			ES	
7.1	27	AU	BD	CN	НК	IN
		7.9	6.5	5.3	7.1	6.4
		ID	JP	MY	NP	NZ
		7.4	6.7	6.7	8.0	9.1
		РК	PH	SG	LK	
		7.0	6.3	6.4	6.3	

- a) Not very clear, though important (IN)
- b) Don't know enough to comment (ID)
- c) I do not believe that ICANN presently represents the Internet community as a whole but only a small part and points made benefit a few. APNIC and other RIR should lessen their dependence and support for ICANN. (PH)
- d) Yes as far as I can see as they attend ICANN Conference/Workshops (FJ)

26 Is the ICA	NN/NRO relati	onship a po	ositive ste	o?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
6.9	26	AU	BD	CN	НК	IN
		7.9	6.9	5.3	6.5	6.3
		ID	JP	MY	NP	NZ
		7.2	8.1	7.1	6.0	9.1
		РК	PH	SG	LK	
		6.9	6.9	6.5	6.0	

- a) No idea of what is this? (HK)
- b) It is good that the RIR has established a NRO for global coordinating efforts in resource management. This should be the direction followed. But I do not want ICANN to be involved in the process that much including support for resources. (PH)
- c) The understanding b/w both organizations will virtually unify the policies and decisions for the resource of IP address (PK)



27 Should AF	PNIC participa	te in ITU/W	SIS?			
MEAN OF ALL	IV	IEANS OF I	NDIVIDUAL	ECONOMIE	ES	
6.9	17	AU	BD	CN	НК	IN
		7.5	7.9	5.7	7.1	6.3
		ID	JP	MY	NP	NZ
		7.4	8.2	6.9	5.8	8.7
		РК	PH	SG	LK	
		7.6	7.8	6.8	7.7	

- a) Yes, participation should be encouraged across all sectors of the industry regulatory and standards organisations. (AU)
- b) Yes. Asia Pacific participation should be there and APNIC is capable for this. (IN)
- c) Yes it's always good to have representation. (PK)
- d) Yes, to be update on ITU issues as well (FJ)
- e) It would be beneficial for APNIC members (FJ)

	ipport APNIC' nd global bod		ation of yo	our needs (	to governr	nents,
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
7.1	13	AU	BD	CN	НК	IN
		8.4	9.0	5.7	6.7	6.2
		ID	JP	MY	NP	NZ
		7.6	6.3	7.0	8.3	8.1
		РК	PH	SG	LK	
		6.8	8.3	7.2	8.2	

- a) As long as they oppose John Howard, I will support them ;-) (AU)
- b) Very Much (IN)
- c) Care should be taken as much as possible for APNIC to be government neutral. The community in general should be the ones deciding on matters especially policies and not to government alone. (PH)
- d) In the field of IP and ASN, APNIC should be representation of AP region Internet community to global bodies. (VN)
- e) Yes, for the benefit of Internet growth in the region (FJ)



29 Is the pres	sent members	hip fee stru	icture acce	eptable?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
6.3	12	AU	BD	CN	НК	IN
		5.6	4.5	5.7	7.3	6.1
		ID	JP	MY	NP	NZ
		7.0	5.4	7.1	6.5	7.9
		РК	PH	SG	LK	
		6.3	7.1	6.9	5.3	

- a) still difficult for small organisations to participate (AU)
- b) No. The funding should come from big stakeholder organisations like Telstra, Microsoft, Banks, Universities, NASA, US Dept of Defense, Domain Registries (e.g. Melbourne IT) and especially directly from National Governments of countries in the region. The membership fee for small players should be minimal e.g.something like \$25.00 per annum – heavily subsidised by the other funding sources. This is not really self-interest on my part, I think it would just encourage wider membership and participation with this model. (AU)
- c) Can be revised/reduced (IN)
- d) For developing countries it should be reduced. There might be separate slab for developed and developing countries based on their per capita income & Internet penetration. (IN)
- e) No idea of how much need to pay at this moment (HK)
- f) if it could be lower, it will be affordable to all small ISPs (KI)
- g) Since the cost of technical services are drastically reducing worldwide, it is suggested to reduce the fees by 50% of the existing fee or add some new value addition services. (PK)
- h) Please membership fee should be less for less developed countries like Bangladesh. (BD)

# **OTHER ISSUES**

## 01 ...? All contact with APNIC is friendly and efficient.... that's a 10 (NZ)

All contact with APNIC is friendly and efficient.... that's a 10 (NZ)

#### OI2 Comment below

I have never been able to attend any APNIC conferences or training sessions. Even though there has been high relevance for myself, it has been impossible (financially) for me to attend. (AU)

OI 3

#### ...?APNIC should force members to attend member meetings (IN)

#### 014 Comment below



For a very small organisation, it is near impossible to take advantage of many of the conferences and workshops offered. These events seem to never come to Melbourne, let alone Perth, Hobart, Adelaide, etc. It seems that organisations based in these 'remote' locations virtually subsidise those based in Brisbane or Pacific Is. (AU)

## OI5 Should smaller regional workshops be held in all capital cities? (AU)

I have never been able to attend any APNIC conferences or training sessions. Even though there has been high relevance for myself, it has been impossible (financially) for me to attend. (AU)

## Ol6 Should the fee structure be based on head office locality? (AU)

For a very small organisation, it is near impossible to take advantage of many of the conferences and workshops offered. These events seem to never come to Melbourne, let alone Perth, Hobart, Adelaide, etc. It seems that organisations based in these 'remote' locations virtually subsidise those based in Brisbane or Pacific Is. (AU)

OI 7	MyApnic's SSL key file's are annoying can they have SSL and
	login/passwords? (AU)

- MyApnic needs a global update button for reverse dns updating with in the allocated /20 space. (Au)
- The second opinion request system should be integrated better in MyApnic for easier usage. (AU)
- OI 10 APNIC Process for getting new IPs should be simplified and should be filled on line . (IN)
- OI11 APNIC should do frequent audit of the Internet resources to find out the utilization of the IP resources . (IN)
- OI 12 Hostmaster Response (IN)

Would appreciate if we have a online support either on chat system or Helpdesk (IN)

0113 IP address updating in APNIC whois database (IN)

Whois database can be made reviewed and made user-friendly (IN)

#### OI14 Training on how to use APNIC Resources? (IN)

I suggest APNIC should have more training on utilising the APNIC resources for the new/existing customers. Also the importance of keeping them updated. (IN)



## OI 15 Comment below

APNIC should provide more technical support and aids in IP address resources applications, and prepare more samples works or models in the web for reference. (HK)

## OI 16 Comment below

APNIC should participate on Regional basis...There hasn't been any major event in S.Asia (IN)

# Ol 17 Should APNIC get involved in promoting a regional Internet Exchange Point? (NP)

Though it seems a diversion for APNIC, it is a very just cause to increase QoS of Internet in the region. (NP)

OI 18 Require Training on Ipv6 Deployment and Management (IN)

OI 19 Reverse DNS Zone delegation for less than Class 'C" (IN)

## 0120 ...? Does the website have enough functionality in MYAPNIC (AU)

A lot more could be done with forms to stop the email process (AU)

## 0122 IP for non ISP (ID)

## 0123 MyAPNIC to cover resource request like IP address and DNS as well (FJ)



# Appendix C: Responses to Section 2

# Survey Form Section 2 – Assessment of Priority for APNIC to Allocate Resources in the Future (may be current or new services).

1 Should AF	NIC continuo	ously work f	or policy s	implificati	on?		
MEAN OF ALL	NULLS MEANS OF INDIVIDUAL ECONOMIES						
8.2	3	AU	BD	CN	НК	IN	
		8.6	9.0	5.7	7.4	8.6	
		ID	JP	MY	NP	NZ	
		8.8	8.1	7.8	9.0	8.1	
		РК	PH	SG	LK		
		8.2	9.1	7.7	8.2		

# POLICY

## Comments

- a) Although simplification is a good way to avoid bureaucracy and red tape, it also limits flexibility. A happy medium may not be possible but should be attempted. (AU)
- b) I am a huge advocate of simplification. Complexity is usually unnecessary and is always less efficient and worse for the community. (AU)
- c) It is quite confusing at times when there are too many cases for a particular resource. Simplification is better. (PH)
- d) Active policies need to assure the most sufficient resources management (VN)
- e) simplicity means understandable (KI)
- f) Yes, as some policies are quite complex to understand (FJ)

# MEETINGS

	NIC do more er relationshi	•	oing develo	opment and	d improver	nent of	
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
7.0	9	AU	BD	CN	НК	IN	
		6.6	8.9	5.7	7.2	7.4	
		ID	JP	MY	NP	NZ	
		7.6	6.2	9.0	9.0	8.1	
		РК	PH	SG	LK		
		7.8	8.2	7.6	8.2		

#### Comments

a) I guess this survey shows they believe in continual improvement. (AU)



- b) Conduct more training programs in India (IN)
- c) more commitment > support (KI)

3 standard?	PNIC continue	-			•	
7.4	8	AU	BD	CN	НК	IN
		7.4	9.0	5.7	6.7	8.0
		ID	JP	MY	NP	NZ
		9.0	4.1	7.7	9.0	8.4
		РК	PH	SG	LK	
		8.1	8.9	8.0	8.2	

- a) Yes, it will become big. Bandwidth is growing for end users all the time. (AU)
- b) Yes. I find arin site more user friendly (IN)
- c) Definitely it should be more user friendly (IN)
- d) The use of webcast will allow better participation among members. This should be regularly done. (PH)
- e) Web cast reaches more audience which eventually helps in providing awareness in terms of internet resource management (PK)

4 Should AF	PNIC encoura	ge and facil	itate onlin	e participa	tion?	
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
7.5	7	AU	BD	CN	НК	IN
		7.9	9.6	5.7	5.7	7.8
		ID	JP	MY	NP	NZ
		8.6	4.2	7.2	9.5	8.0
		РК	PH	SG	LK	
		8.4	9.2	8.1	8.3	

- a) webcast is generally poor second to real attendance (AU)
- b) Yes, many of us now do things online as our first choice of operation e.g. banking, buying shares, shopping, research. This will grow and grow for many years to come. (AU)
- c) Yes. It provide an opportunity for Members to interact with APNIC of their issues, queries and other important matters. It helps in developing sense participation between Members & APNIC (IN)
- d) Online participation should be the obvious mean for an Internet body! (NP)



- e) Same as the previous. [The use of webcast will allow better participation among members. This should be regularly done.] (PH)
- f) if possible for those who could not attend (KI)

5 Should A	PNIC develop	sub-region	al APNIC n	neetings?				
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
7.5	6	AU	BD	CN	НК	IN		
		7.6	9.3	4.7	6.9	7.8		
		ID	JP	MY	NP	NZ		
		8.8	4.1	7.1	9.0	8.9		
		РК	PH	SG	LK			
		8.4	9.0	8.0	8.3			

- a) there should be regional groups in all Australian capital cities as a minimum. (AU)
- b) Sure, as long as there is a purpose. (AU)
- c) Should conduct meeting in sub regions frequently (IN)
- d) No idea. It depends on the target audience when for APNIC sub meetings. (HK)
- e) Will help expand the coverage and encourage more exchange of ideas (NP)
- f) Yes in Cities where we can travel and attend (IN)
- g) Due to the high expense in joining a meeting. Sub-regional groups may be formed in a country bases then forwarded in a region (like South East Asia, East Asia, etc.) then ultimately to the entire community. (PH)
- h) APNIC should provide more training courses in a sub-regional extent. However, the concentration on two annual regional APNIC meetings will make them become great regional conferences on technology and policy. (VN)
- i) some Pacific countries do not know APNIC (KI)
- j) Maybe a good idea to start with (FJ)

6 Should A APRICOT	PNIC meetings	s continue t	o be held i	in conjunc	tion with				
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES							
6.7	17	AU	BD	CN	НК	IN			
		6.5	5.0	4.7	5.7	7.8			
		ID	JP	MY	NP	NZ			
		7.6	7.9	9.1	8.5	8.0			
		РК	PH	SG	LK				
		8.1	9.0	7.9	8.3				



- a) For better understanding of operational technologies devise appropriate policies IN)
- b) It is worth trying to separate these two meetings in two difference places & time (IN)
- c) No idea of APRICOT. (HK)
- d) Not necessarily since the two bodies fundamentally different. (NP)
- e) Due to the high expense in the meeting, joining with APRICOT allows for better monetary value when joining the meeting. It also increases the participation of members. (PH)
- f) who is apricot? (AU)
- g) hope to join APRICOT fellowship someday for free. (PH)
- h) Support APRICOT and other activities of Asia Pacific region is a way to support Internet Development in the AP region. (VN)
- i) Yes, which makes it easy for travelling to one destination (FJ)

7 Should A	PNIC be acting	y as an info	rmation re	pository fo	or ISPs?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
8.0	7	AU	BD	CN	НК	IN	
		8.4	8.6	5.3	7.4	8.2	
		ID	JP	MY	NP	NZ	
		8.2	7.8	8.7	8.5	7.2	
		РК	PH	SG	LK		
		8.2	8.8	8.1	8.3		

# SERVICES

- Absolutely but for everyone one else too. Don't think of yourselves as a club restricted to members. Think of yourselves as a library where anyone can walk in the door and browse. (AU)
- b) Yes. Centralized information to reduce the confusion. (HK)
- c) It provides a central and comprehensive information to which everyone could turn ultimately (NP)
- d) This is not on a priority list but it is quite good to have information on ISPs operating in each country for better network coordination in cases of problems. (PH)
- e) whois is a great tool to track down isp's (AU)
- f) But with proper security measures must be taken to access this database. (IN)
- g) But this process should also be partially given to ISPs, so they get to know how to maintain these repository systems.(PK)



8 Should AF	PNIC extend tr	anslation a	nd multilir	ngual supp	ort?		
MEAN OF ALL	NULLS	S MEANS OF INDIVIDUAL ECONOMIES					
6.7	8	AU	BD	CN	НК	IN	
		6.1	7.0	7.3	7.1	7.0	
		ID	JP	MY	NP	NZ	
		6.4	8.7	8.4	9.0	7.3	
		РК	PH	SG	LK		
		6.2	9.4	7.8	5.2		

- a) as an English speaker, I am selfishly blasé on this point (AU)
- b) I speak English so not really a concern for me. But in the deeper reaches of Cambodia, it would help them I'm sure. (AU)
- c) Its an welcome step. It will be an Value Added Services from APNIC (IN)
- d) Of course. It is important for Asia. (HK)
- e) Given the cultural diversity present in the region. (NP)
- f) English is good Enough (IN)
- g) Since APNIC is representative of the Asia-Pacific area, the ideal scenario would be all languages be translated in the native tongue as it will ease the burden of misinformation. (PH)
- h) English is acceptable. (IN)
- i) Yes, for our non-English speaking members (FJ)

9 Should AF	NIC obtain IS	O QA accre	editation?				
MEAN OF ALL	NULLS	LLS MEANS OF INDIVIDUAL ECONOMIES					
6.6	13	AU	BD	CN	нк	IN	
		6.5	7.1	5.3	5.6	7.8	
		ID	JP	MY	NP	NZ	
		5.8	5.6	8.1	8.8	5.7	
		РК	PH	SG	LK		
		6.8	8.2	7.2	5.8		

- a) trade off against cost that sort of thing can be an exercise in spending big for small returns (AU)
- b) No. It's overrated and in fact, for the 5 organisations that I worked in where they introduced ISO 9000, it made the places worse in terms of actually being able to get your job done without a lot of unnecessary procedures and paperwork. In all cases. Ask what the benefit



is of this certification is. You can improve immensely without the constraints of a certification regime. Common sense is far superior. (AU)

- c) Very much if not done till now (IN)
- d) It will be a feather in the cap. (NP)
- e) The priority is to be able to effectively manage Internet resource and getting ISO accreditation is not a priority. It will entail costs that can be diverted to improving services such as in Myapnic or improvements in website. (PH)
- f) Quality of APNIC's services is admired by APNIC's member and entities that use those services. A certification is good. However it will take time and money. (VN)
- g) May be time is right for it now to qualify for international standard (FJ)
- h) I don't see the point in ISO accreditation for APNIC. (AU)

10 Should AF	NIC collect a	nd maintair	n internet r	esource st	atistics?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
7.6	7	AU	BD	CN	НК	IN	
		6.6	7.1	7.3	7.7	8.4	
		ID	JP	MY	NP	NZ	
		8.0	8.1	9.2	8.8	6.4	
		РК	PH	SG	LK		
		8.1	8.8	7.5	8.7		

- a) Not really much point. It's going to grow a real lot for many years, we know that. The stats could be of some interest but not much value. (AU)
- b) This will help the ISP's to get the information online (IN)
- c) Yes. It will be very useful for APNIC as well as its Members. (IN)
- d) Will help make policies, maintain a picture of current scenario and make arrangements for the future. (NP)
- e) By maintaining statistics, it will allow for better decision in future policies such as IP address allocation. (PH)
- f) The collection mechanism from IXPs and ISPs should be easy and at least in /24 Format (PK)
- g) Yes, its quite important for data collection (FJ)



11 Should AF	PNIC collect a	nd maintair	n internet p	enetration	statistics	?	
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
8.0	6	AU	BD	CN	НК	IN	
		7.5	8.0	7.0	7.7	8.8	
		ID	JP	MY	NP	NZ	
		8.0	4.2	8.2	9.0	6.3	
		РК	PH	SG	LK		
		8.2	9.0	8.2	8.7		

- a) this kind of information is useful, and should be made freely available to all members. (AU)
- b) No. It will penetrate everywhere, more and more, as consumers in each nation are able to afford computers. (AU)
- c) APNIC should maintain internet penetration of all Asia Pacific Region and update it on quarterly or half yearly basis. (IN)
- d) Especially useful in training and promotion projects. (NP)
- e) Same as the previous. [By maintaining statistics, it will allow for better decision in future policies such as IP address allocation.] (PH)
- f) May be Yes, to gauge the growth of service in the region (FJ)

12 Should AF activities?	NIC be devel	oping and s	setting sta	ndards for	internet st	atistical			
MEAN OF ALL	NULLS	LS MEANS OF INDIVIDUAL ECONOMIES							
7.3	9	AU	BD	CN	НК	IN			
		6.1	9.2	7.3	7.7	8.0			
		ID	JP	MY	NP	NZ			
		7.2	7.9	7.8	9.0	7.1			
		РК	PH	SG	LK				
		8.8	8.8	7.9	7.2				

- a) Leave that to the statisticians. (AU)
- b) I think APNIC should do what ITU has been doing for telecom sector. It should start developing & setting standard of various internet statistical activities. (IN)
- c) This will allow information to be easily exchange with other members of the community for better information analysis. (PH)
- d) APNIC should focus on responsible resources management only (VN)



13 Should APNIC services be for members only?								
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
5.4	5	AU	BD	CN	НК	IN		
		4.5	5.3	6.0	5.6	6.0		
		ID	JP	MY	NP	NZ		
		5.4	4.1	5.1	5.0	4.3		
		РК	PH	SG	LK			
		5.2	6.1	6.8	7.2			

- a) whois information should be made available to all (NP)
- b) There can be some for exclusive members only. (SG)
- c) Members as well as 'customers' ie non-member users of resources allocated by APNIC (AU)
- d) No. Remember the library. Google does not restrict itself to members. It just works and everyone uses it. Microsoft online Technical Info does not require you to log in. (AU)
- e) More premium services should be members-only, yet APNIC should maintain minimal service to community. (HK)
- f) Informational and Educational kind of services can be made available for non-members also. (IN)
- g) No. There is no hard to take views/opinion from non-members as well which might be useful for improving the activities and functioning of APNIC. There are lot of independent consultants who has been associated with many reputed organization can contribute through these survey without even become a member of APNIC. (IN)
- h) It should allow public to access it as Internet is open technology in public. (HK)
- i) Should think of providing qualified services to non-members as well. (NP)
- j) I am not sure if this means that non-member services, such as AS, would become member services. If so then change the 10. Otherwise a 1 since ISPs assign address space to downstream providers, not the APNIC. If membership only is to work, then a global policy change would be required for AS allocation. Currently APNIC regional ISPs like us only connected to Western Tier 1 ISPs. IP address assignment is handle by these up stream ISPs, but AS assignment is handled by APNIC. (AS)
- k) No, but there should be a prioritization for members. (PH)
- I) apnic is a global tool for all internet providers (AU)
- m) Organisations demand IP and ASN from APNIC should be APNIC's member, thus helping better manage resources and better participate in the policy development processes (VN)
- n) should also be a point of contact for personal users (KI)
- o) The primary service should be available for all but APNIC should include some value added services for members only, for example case studies on internet recourse management etc (PK)
- p) Yes, since they subscribe for it. (FJ)



14 Should A	PNIC provide s	support for	internet re	lated R & I	D?	
MEAN OF ALL	NULLS	N	IEANS OF I	NDIVIDUAL	ECONOMIE	S
6.8	2	AU	BD	CN	НК	IN
		5.4	8.0	6.3	6.5	8.4
		ID	JP	MY	NP	NZ
		8.0	4.3	7.7	7.5	7.0
		РК	PH	SG	LK	
		7.1	8.5	7.8	9.0	

- a) yes as long as the process of evaluation is stringent need to avoid small organisations subsidising R&D of large organisational members. (AU)
- b) Yes they should co-operate, but that does not mean they should provide any funding. Leave that to the universities and venture capitalists. (AU)
- c) But it shouldn't be drawing too much APNIC's resources. (HK)
- d) Its a worth considering idea as it would help developing countries to update themselves and deploying the latest technology in their countries / operations. (IN)
- e) There are many others for that. (NP)
- f) APNIC should support and get involved with different R&D groups as new technologies may be used that will require delegation and resource management in the future. (PH)
- g) Strongly agree with the idea (FJ)

15 Should AF	PNIC become	a root serve	er operato	r?			
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES					
6.6	3	AU	BD	CN	НК	IN	
		6.0	8.9	4.0	5.7	8.2	
		ID	JP	MY	NP	NZ	
		6.4	3.2	7.1	7.5	3.0	
		РК	PH	SG	LK		
		8.0	8.4	8.0	8.3		

- a) only if there is some cost benefit (AU)
- b) I don't see why not. As long as it is done well. (AU)
- c) Yes. That will speed up Asia operations (IN)
- d) Would be very useful, especially in the case of establishment of a regional Internet access point. (NP)
- e) Recommended but not necessary. (PH)



- f) resources should be focused on current services offered (AU)
- g) Yes maybe if resources are available (FJ)

16 Should AF	NIC actively	reclaim unu	ised addre	ss space?		
MEAN OF ALL	NULLS	IV	IEANS OF I	NDIVIDUAL	ECONOMIE	S
6.6	2	AU	BD	CN	НК	IN
		6.8	7.0	7.3	6.2	6.8
		ID	JP	MY	NP	NZ
		6.6	6.4	7.0	8.3	8.9
		РК	PH	SG	LK	
		7.6	7.9	7.0	9.0	

- a) I haven't updated the apnic database, does that mean my address space is unused ? I am planning to update the database soon however ;) (NP)
- b) Quite complicated and impactful process. (SG)
- c) only if it becomes necessary due to demand (AU)
- d) Probably but it should be reclaimed only if the owner of that resource can not be contacted or has an excessive and unrealistic surplus of unused resource. Taking away class C networks from small players that want to retain them should not be done. (AU)
- e) If it is to be reclaimed from the LIRs like ISPs then APNIC should not. However if number of IPs are more with LIRs which have not been utilized for long time then APNIC can followup and suggest to give back extra IPs. (IN)
- f) depend on member annual fee, if they are not paying this fee, then should contact them, if they are not answering, warning should give to them, untill they give a statement that figure their reason. (ID)
- g) Worth consideration (IN)
- h) No. As I know they already go through a very tight control and assess when they apply the IP address. (HK)
- i) To conserve the limited resources. (NP)
- j) Yes. Unused space should be brought back to the public domain for further allocation. By reclaiming, it is with the goal of effective Internet resource management. (PH)
- k) resources should not be wasted, but we are not running out just yet (AU)
- I) manage resources wisely (KI)
- m) A threshold should be defined (with the understanding of members), for example if an organization is not using a resource for 5 years or so , APNIC should re claim it (PK)
- n) Should be monitored continusely but reclaim should be case to case basis. (IN)
- o) Strongly agree, as some are sitting with /16 which they hardly use (FJ)



17 Should A AP regior	PNIC provide   n?	proactive s	upport for	internet de	velopment	t in the		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
7.7	7	AU	BD	CN	НК	IN		
		7.1	9.3	6.3	7.3	8.6		
		ID	JP	MY	NP	NZ		
		6.8	8.1	7.1	8.5	8.7		
		РК	PH	SG	LK			
		7.0	8.4	8.2	8.8			

- a) That is the job of governments. An organisation like APNIC should only become involved when the relevant government is incapable ie third world (AU)
- b) Yes. Look now at the beast they invented in the early 70s. Would that not want to have been a child of Australia or Thailand and not the US? (AU)
- c) Depend to member supporting. If one member from one country does not interesting or need not it, so APNIC should not push them to develop their Internet. If APNIC considering to develop Internet in AP region, but the countries members still could not support it, I think we better find another good ways. (ID)
- d) We have to catch up America and Europe. (NP)
- e) Same as in 14. [APNIC should support and get involved with different R&D groups as new technologies may be used that will require delegation and resource management in the future.] (PH)
- f) Yes, as the growth of Internet is here in the AP region (FJ)

18 Should AF training de	PNIC investiga elivery?	ate and eval	uate meth	ods of CB	Γ and onlin	ie		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
7.3	7	AU	BD	CN	НК	IN		
		6.5	8.5	6.0	7.3	8.2		
		ID	JP	MY	NP	NZ		
		8.0	3.8	7.8	8.0	8.4		
		РК	PH	SG	LK			
		8.8	9.2	8.1	7.2			

# TRAINING

- a) online training systems are generally a very poor mechanism for training. (AU)
- b) Not really the core focus for APNIC. Other players will do it better and faster. (AU)
- c) Yes. This will make seminars & training material will be more relevant. (IN)



- d) To keep the system up-to-date and optomized. (NP)
- e) By giving new methods especially in online learning, organizations will be able to train staff to handle resource management without having to wait for a yearly training. (PH)
- f) on-line training is appropriate for islanders (KI)

	PNIC evaluate ion in training		d practica	I tools for I	remote		
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES							
7.3	6	AU	BD	CN	НК	IN	
		6.5	8.6	5.0	7.1	8.4	
		ID	JP	MY	NP	NZ	
		8.6	3.7	7.7	7.0	8.3	
		РК	PH	SG	LK		
		8.4	9.1	8.3	6.8		

a) Same as previous. [By giving new methods especially in online learning, organizations will be able to train staff to handle resource management without having to wait for a yearly training.] (PH)

	APNIC evaluate ;, IPv6, routing)?		ed and de	mand for a	dditional o	courses			
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES							
8.3	6	AU	BD	CN	НК	IN			
		9.1	8.6	6.0	7.4	8.4			
		ID	JP	MY	NP	NZ			
		8.2	7.0	7.7	9.0	8.3			
		РК	PH	SG	LK				
		8.6	9.0	8.2	8.7				

- a) as long as these courses are accessible to all potential participants (AU)
- b) Yes, ok, there could be revenue to be made here. (AU)
- c) Yes. Courses on new tech should be held in all regions (India) (IN)
- d) Yes. Information and Education on new technologies as emerge will always be helpful. (IN)
- e) Yes. Focus courses on new tech should be held in all Indian Region such as IPv6, Routing. Are very relevant for Indian point of view. (IN)
- f) Yes. Some of the training is repetitive and I believe that those common trainings be placed in the website for online learning and the actual training be devoted to more advanced topics such as IPv6, routing, and DNS workshops. (PH)



- g) Ipv6 training definitely needed, plus correct routing techniques (AU)
- h) each country must have specific needs (KI)
- i) Depends on current requirement (FJ)

21 Should AF	NIC attempt t	o generate	a surplus	from traini	ng activitie	es?	
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
6.3	10	AU	BD	CN	НК	IN	
		5.7	7.2	7.3	6.3	6.8	
		ID	JP	MY	NP	NZ	
		6.8	4.7	7.8	8.0	7.0	
		РК	PH	SG	LK		
		6.0	8.0	7.2	6.2		

- a) it is impossible to be equitable and profitable at the same time. (AU)
- b) had better fee-free (CN)
- c) Yes, don't run them at a loss if you can run them at a profit. (AU)
- d) Training activities should be self-supported, yet the training fee should be kept to minimal. (HK)
- e) If required but too expensive courses could decrease participation (IN)
- f) APNIC can generate surplus provided the participant in the training, for e.g. any corporate should also have some benefit out of it. It should not be that fees of training is high and out of that APNIC is generating surplus. (IN)
- g) No harm in trying the options without putting extra burden on participants as it might decrease participation (IN)
- h) Should first show how would that surplus be used. (NP)
- i) Generating surplus will help in the creation of online training modules. (PH)
- j) APNIC should be a NON PROFIT organization (KI)
- k) The training fee should be in reach of organizations and individuals. (PK)

MEAN OF ALL	NULLS	N	MEANS OF INDIVIDUAL ECONOMIES				
7.9	3	AU	BD	CN	НК	IN	
		7.5	9.0	7.3	6.8	9.4	
		ID	JP	MY	NP	NZ	
		8.8	6.6	7.3	9.5	8.5	
		РК	PH	SG	LK		
		6.8	9.0	8.1	8.2		



- a) had better fee-free (CN)
- b) No, they should just have policy on this that is clear, and gently enforceable. (AU)
- c) Yes. It will be useful for using the available resources more efficiently and may improve overall availability of Internet resources. (IN)
- d) Yes. It will be definitely helpful in Indian Region. (IN)
- e) Many people still are not so aware about these things. (NP)
- f) evaluate member need (AS)
- g) Yes, as this is the primary objective of APNIC. (PH)
- h) We need these kind of training in our country (KI)

23 Should AF	NIC provide l	X operatior	nal training	l?		
MEAN OF ALL	NULLS	IV	IEANS OF I	NDIVIDUAL	ECONOMI	ES
6.7	2	AU	BD	CN	НК	IN
		5.6	8.9	7.7	6.9	7.6
		ID	JP	MY	NP	NZ
		8.6	3.1	8.6	9.8	7.7
		РК	PH	SG	LK	
		6.2	8.7	8.2	8.8	

- a) had better fee-free (CN)
- b) Yes. It will increased overall awareness in the region (IN)
- c) evaluate member need (AS)
- d) This is optional but highly recommended. (PH)
- e) It will be more efficient if APNIC's training specialists work in collaboration with others from corporate provide IX facilities and organisations which run IX. (VN)

24 Should AP	NIC provide tr	aining on in	ternet issue	es for polic	y makers?		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES					
8.2	3	AU	BD	CN	НК	IN	
		8.8	8.9	6.0	7.4	8.6	
		ID	JP	MY	NP	NZ	
		9.0	6.2	8.7	9.8	8.6	
		РК	PH	SG	LK		
		9.6	8.4	8.1	7.8		



- a) had better fee-free (CN)
- b) I would not say "training" but participation and consultation yes. (AU)
- c) Yes. It should be periodic at least twice in a year and should invite top policy & regulation makers besides the concerned service providers & consultants/participants. (IN)
- d) In many cases, they may be more serious about what APNIC says rather than what their own people say. (NP)
- e) This is optional but highly recommended. (PH)
- f) most policy makers are not aware of the internet issues (KI)

25 Should AF activities?	NIC establish	a trust stru	ucture to a	ttract fund	ling for trai	ining		
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES						
7.3	9	AU	BD	CN	НК	IN		
		7.3	8.3	6.0	6.9	7.6		
		ID	JP	MY	NP	NZ		
		8.8	3.4	7.2	9.0	9.0		
		РК	PH	SG	LK			
		9.2	8.2	8.1	7.7			

#### Comments

- a) Perhaps, but I am still not convinced that APNIC should be pursuing the education market unless it is something it can do profitably and efficiently. I don't think it's aligned with APNIC as it is currently. (AU)
- b) Yes. This will make the seminar/training cheaper (IN)
- c) Yes. This will make the seminar/training economical and have wide spread. (IN)
- d) Think of this if funds are a problem. (NP)
- e) Trainings are important and by getting more funding, training can be subsidized in countries that are poor. (PH)

# TECHNOLOGY

26 Should AF	PNIC be maint	aining secu	urity issues	s under co	ntinuous re	eview?		
MEAN OF ALL	NULLS	IV	MEANS OF INDIVIDUAL ECONOMIES					
7.6	4	AU	BD	CN	НК	IN		
		7.8	8.9	6.0	7.4	7.6		
		ID	JP	MY	NP	NZ		
		6.2	4.6	7.6	9.3	8.7		
		РК	PH	SG	LK			
		8.1	9.1	8.1	8.2			



- a) Security is a big issue and developments in this area are encouraged. Cisco, Microsoft etc will do most of this for you. (AU)
- b) They are the most critical ones. (NP)
- c) a must and should also provide training too (KI)

27 Should AF systems?	PNIC enable b	ulk data ma	inagement	direct to L	.IR/ISP inte	ernal		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
6.6	15	AU	BD	CN	НК	IN		
		6.8	8.3	6.0	5.8	7.2		
		ID	JP	MY	NP	NZ		
		5.4	4.8	7.7	9.0	6.4		
		РК	PH	SG	LK			
		7.9	8.7	8.2	6.0			

#### Comments

- a) Doesn't sound like a good idea to me. (AU)
- b) Worth consideration (IN)
- c) This is recommended as it will improve the accuracy of resource objects because of faster updating. A distributed approach of mirroring may be done where an LIR/ISP will have their own whois server and updates objects to APNIC whois database securely. (PH)
- d) should be managed by apnic, but better interfaces given (AU)

MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
6.7	7	AU	BD	CN	нк	IN
		8.4	9.2	6.0	6.9	7.8
		ID	JP	MY	NP	NZ
		7.6	4.7	7.2	8.8	8.9
		РК	PH	SG	LK	
		7.8	9.2	7.8	8.2	

- a) This is definitely APNIC territory. Go for it. (AU)
- b) As this forms part of information database for troubleshooting and identification. (PH)
- c) Yes, to assist in record search for ISPs (FJ)



	PNIC be provident to the provident of th		NS Server	and/or oth	er regiona		
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES							
7.0	6	AU	BD	CN	НК	IN	
		6.8	9.0	5.3	6.5	7.8	
		ID	JP	MY	NP	NZ	
		8.2	4.7	7.1	8.3	8.0	
		РК	PH	SG	LK		
		7.8	8.8	8.0	8.7		

a) only if there is some cost benefit (AU)

30 Should AF objects?	NIC continue	to offer an	email inte	rface for m	aintaining	registry		
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES								
6.8	2	AU	BD	CN	НК	IN		
		6.5	8.6	8.0	6.4	7.6		
		ID	JP	MY	NP	NZ		
		8.4	4.1	7.7	9.5	8.7		
		РК	PH	SG	LK			
		5.0	8.9	7.9	7.3			

- a) because it is fast. (CN)
- c) it is a clumsy and cumbersome interface, and should only be maintained if there are significant legacy systems depending on it. (AU)
- c) It's a bit clumsy but it works. Online forms are better and you should move towards that but keep e-mail until such time as you have good forms to replace e-mail. (AU)
- d) The e-mail interface will eventually be done for bulk updates. More improvements should be made in Myapnic. (PH)
- e) So far email interface is a familiar way for members to work with APNIC's whois database, therefore it should be maintained for a certain period in APNIC's new registry system. (VN)
- f) Email Interface is not secure to maintain the registry objects as the password is being communicated through email. All facilities should be provided via secure web interface like myAPNIC (PK)
- g) But online interface should be promoted and made easy to access. (IN)



	PNIC participa up' the DNS?	te in the de	velopment	t of tools a	nd proced	ures for			
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES							
7.4	5	AU	BD	CN	НК	IN			
		8.1	9.5	6.3	6.6	7.6			
		ID	JP	MY	NP	NZ			
		8.0	4.2	7.1	9.5	8.9			
		РК	PH	SG	LK				
		8.8	8.8	8.0	8.0				

- a) Yes, sounds like a core APNIC area. (AU)
- b) But of course APNIC need agreement with IANA :-). (ID)
- c) Could be a big saver and performance booster for so many. (NP)
- d) Yes, strongly agree (FJ)

MEAN OF ALL	NULLS 3	MEANS OF INDIVIDUAL ECONOMIES					
7.6		AU	BD	CN	НК	IN	
		7.9	9.5	6.7	7.2	7.8	
		ID	JP	MY	NP	NZ	
		9.0	8.1	7.8	8.5	8.3	
		PK	PH	SG	LK		
		8.7	8.8	7.8	8.3		

- a) Yes I think increased awareness of IPv6 would be beneficial. (AU)
- b) Yes. Strongly recommended. An organization like APNIC must pro-actively participate and encourage this activities in specially in South East Asian countries where awareness and adequate information are not sufficient (IN)
- c) This is the technology for the future. (NP)
- d) Yes, we still lack this in the region (FJ)



# GOVERNANCE

	PNIC be proac organizations				o Governn	nent		
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES						
7.7	4	AU	BD	CN	НК	IN		
		8.4	8.2	6.3	7.2	7.6		
		ID	JP	MY	NP	NZ		
		6.8	5.3	8.2	8.8	7.9		
		РК	PH	SG	LK			
		7.2	8.0	7.5	7.8			

#### Comments

- a) Yes you are a lobby group. Effect change by lobbying. There is nothing wrong with that. (AU)
- b) Yes (TRAI & ISPAI) (IN)
- c) APNIC should be proactively representing our needs to government and other organisations regionally and globally for developing a healthy relationship with the members. (IN)
- d) in some case, APNIC have to be careful cooperate with government. In order APNIC did not say as the interventing to the government :-). (ID)
- e) Yes (Regionally with Department of Telecom (DoT), Department of Information Technology (DIT), Telecom regulatory Authority of Indian (TRAI) & Internet Service Providers Association of India ISPAI) (IN)
- f) Same as number 28. [As this forms part of information database for troubleshooting and identification.] (PH)
- g) Yes along with the organization, APNIC should play a significant role in this regard (PK)
- h) Yes, to have a common voice (FJ)

34 Should Al mechanis	NIC introduc ms?	e online pay	yment and	periodic p	ayment			
MEAN OF ALL NULLS MEANS OF INDIVIDUAL ECONOMIES								
7.7	13	AU	BD	CN	НК	IN		
		7.9	9.3	6.0	6.9	8.4		
		ID	JP	MY	NP	NZ		
		7.4	4.9	7.8	7.3	8.1		
		РК	PH	SG	LK			
		8.1	8.7	7.7	7.3			

# MEMBERSHIP



- a) online payment is a good idea. periodic no more often than quarterly and NO discounts for annual payment (AU)
- b) That sounds like the way things are heading. (AU)
- c) Online payment would help APNIC and its members a lot more by saving their valuable time and other prospects and similarly periodic payment would be more helpful for the members and the new customers. (IN)
- d) recently mechanism is good (ID)
- e) This is an immediate need. Multi-year payment would nice. (AS)
- f) This will allow for faster payment processing of members. (PH)
- g) Online payment is not allowed in Pakistan as we need to make the remittances through banking channels. One time annual payment is okay. (PK)
- h) Yes, to improve payment services (FJ)

	PNIC be active and the AP co	•	ng outread	ch and con	nmunicatio	on to		
MEAN OF ALL	NULLS	NULLS MEANS OF INDIVIDUAL ECONOMIES						
6.8	12	AU	BD	CN	НК	IN		
		5.8	8.5	6.0	7.0	7.6		
		ID	JP	MY	NP	NZ		
		7.6	5.8	7.0	8.0	8.7		
		РК	PH	SG	LK			
		7.8	9.1	8.1	7.2			

#### Comments

- a) Communication and sharing of information should be a mission for APNIC. (AU)
- b) APNIC should be actively developing outreach and communication to members and the AP community to enhance better Internet prospects. (IN)
- c) I would love that APNIC be engaged in community efforts to help especially the disadvantaged ones. (PH)

# FUNDING

36 Should AF	PNIC increase	fees to sup	oport new s	services?			
MEAN OF ALL	NULLS	JLLS MEANS OF INDIVIDUAL ECONOMIES					
5.0	7	AU	BD	CN	НК	IN	
		4.8	6.2	4.3	4.8	5.4	
		ID	JP	MY	NP	NZ	
		6.6	2.1	8.0	3.5	6.4	
		РК	PH	SG	LK		
		5.5	3.8	3.7	3.2		



- a) Depends on increase. (SG)
- b) APNIC should introduce and support new services to reduce fees!!!!! That is a much higher ideal don't you think? (AU)
- c) Depending on how valuable new services are to members (HK)
- d) Depending on the services availed by users. (IN)
- e) I think most of members prefer a cheap fee (ID)
- No. Rather look for alternate funding may be through sponsorship from Seminar, Workshop, Training Program etc. As increase in Fee might affect the membership base of APNIC which is also important to have true representations from SA region. (IN)
- g) add new services as billable options (AS)
- h) Fees should be evaluated depending on the services offered. Maybe additional value added service may be charged for services not directly covered by basic membership. (PH)
- APNIC's present membership fee structure is rational and acceptable. Fee structure should not be increased for new services. New services should be supported by funding from other sources. The funding may come from just APNIC's members. However it should be in a optional manner, not obligations (VN)
- Since the technical fee is drastically reducing worldwide, the fee should not be increased to support new services. The value addition should be provided in existing membership fee structure (PK)
- k) only if required in order to supply new services (AU)

37 Should AF activities?	PNIC seek fun	ding from c	other sourc	es to supp	oort develo	pment
MEAN OF ALL	NULLS	MEANS OF INDIVIDUAL ECONOMIES				
7.2	11	AU	BD	CN	НК	IN
		7.6	8.5	7.0	6.7	7.2
		ID	JP	MY	NP	NZ
		8.8	5.2	7.0	7.5	7.6
		PK	PH	SG	LK	
		8.7	8.2	7.5	7.3	

- a) for example sale of collected statistical data collected to third party organisations. AU)
- b) Yes, I think currently APNIC is a not for profit entity so at this point funding from all sources should be sought. (AU)
- c) yet concerns that APNIC should maintain it's independence (HK)
- d) as far as not change the independence of APNIC. (ID)
- e) With member approval (AS)



# **OTHER ISSUES**

When apnic allocate new ip space they should do it in the same range previous space was in, especially if they are reclaiming space all the time their should be something in these classes.

We have 203.82.1XX.X our new allocate was in 203.201.X our customers complained about change. (AU)

#### Prodigy is willing to host servers and service webcast, video streaming from our data centers if apnic wishes to take on training and education to the Australian community. (AU)

## 013 Comment below

Wish APNIC can provide more support in IP address resources applications and develop more worked examples for reference. (HK)

# OI4 Comment below

It would be preferable to have some flexibility in allotting IP addresses to ISP's. For e.g. If there is a request put for 64 stacks of additional IP addresses then for immediate requirement 16 should be allotted to the concern ISP and then the further investigation with relative questionnaire should be follows. This will fulfil the immediate need of ISP. And further detail of customer base and projection statistic can be put with reasonable time. (IN)

# APNIC should also give due attention to Internet Security issues. And may include this subject on their training program / workshop etc. (IN)

Specially related to new law/legislation being introduced by any country as it will help other countries to introduce the same in their respective counties (IN)

#### APNIC should give more preference/ focus on Spam.& lpv6 Issues. Specially should keep abreast to their members about new law/ legislation/ court's judgement of various countries (IN)

As these are very important and relevant for Internet fraternity's point of view. (IN)

## 017 ...? Should APNIC only provide AS and IP space to ISP's (AU)

Businesses do not need this. It should be provided by an Internet Provider (AU)