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### **Appendix 1 – Survey Instrument**

### To: APNIC Members and Stakeholders

From: John Earls

#### 2007 APNIC MEMBER SURVEY

I look forward to carrying out this survey and hope it will receive a high level of member support. As before, I give you KPMG's and my own personal assurance that the names of any respondents will remain absolutely confidential.

The survey is in four parts, which I ask you to complete separately.

#### **Section one – Assessment of present services**

Give your rating on a scale of 1 to 10, with 1 being strongly disagree and 10 being strongly agree. Please give us your comments – for example, in the section on Training, if it does not meet your needs or it is hard to attend please tell us why. This will greatly help service planning.

If you have any issues that I have not listed, add them at the end in Section 4.

#### Section two – APNIC future resource allocation

In Section 2, we ask you to give us your views on the priorities for APNIC to allocate resources to future services. There is an example given at the beginning of the section which I hope will be helpful.

#### **Section three – Future mini-surveys**

In this section, we ask you to indicate your interest in participation in future surveys on specific topics.

#### Section four – Any other comments or suggestions

I suggest that you first read the whole list through without making any decisions. Consider which you think are most important. Then go through the list and make your ratings. Your further comments will be greatly appreciated either in the individual questions or in this Section. Comments may be in the language of your choice.

The survey can be completed online, using the form at: http://www.apnic.net/survey/2007

If you don't want to use the online form you can also complete the form in Word format and return it by email. Please be assured that responses obtained online will not be retained by APNIC. They will go directly to KPMG.

I appreciate your giving up your time to complete this survey and I believe this will produce very valuable information of considerable benefit to APNIC and your organisation. If you have any queries please feel free to email me.

Please send your completed survey document to jearls@kpmg.com.au If you could do so within the next 10 days I would really appreciate it. Many thanks

John Earls



#### Please email this document to <a href="mailto:jearls@kpmg.com.au">jearls@kpmg.com.au</a> when completed

| Name:  | Email:               |  |  |  |
|--|----------------------|--|--|--|
| Organisation:  |                      |  |  |  |
| (The above information is only to verify that you are a current member and help KPMG to contact you if queries arise. It will not be used in any report or analysis) |                      |  |  |  |
| Your Country/Economy: Your Membership Category:  |                      |  |  |  |
|  | 0-1 1-5 5-10 10+ n/a |  |  |  |

(These additional details will help to highlight issues that exist within certain groupings and will never be available as the collective details of one respondent; your responses will remain securely confidential.)

### SECTION 1. ASSESSMENT OF PRESENT SERVICES

Please respond to each of the statements below, by using a number between 1 and 10.

Ratings Scale: Strongly disagree < 1...2...3...4...5...6...7...8...9...10 > Strongly agree

If you have not used a service or have no view on any issue, please put an "X".

Any comments or explanations you wish to make on each issue can be inserted below each question. We strongly encourage you to give comments as an aid to improving APNIC services.

#### **SERVICES**

| 1         | The overall services provided by APNIC are satisfactory | Rating = |  |
|-----------|---|----------|--|
| Comn      | Comments:   |          |  |
| 2         | The value members get from APNIC justifies the cost     | Rating = |  |
| Comments: |   |          |  |

#### **TRAINING**

| 3         | APNIC training is easy to attend                                      | Rating = |
|-----------|---|----------|
| Comments: |   |          |
| 4         | APNIC training meets my expectations as an APNIC member               | Rating = |
| Comments: |   |          |
| 5         | Information and access to APNIC online eLearning is readily available | Rating = |
| Comments: |   |          |

#### **RESOURCE SERVICES**

| 6         | The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward | Rating = |
|-----------|--|----------|
| Comments: |  |          |
| 7         | APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance | Rating = |

3



Comments:

### **MEMBER SERVICES**

| The APNIC helpdesk provides timely and appropriate responses to inquiries | Rating = |  |
|---|----------|--|
| Comments:   |          |  |
| 9 APNIC's current business hours allow easy contact by members            | Rating = |  |
| Comments:   |          |  |
| 10 Email is an effective and efficient way to contact APNIC               | Rating = |  |
| Comments:   |          |  |
| Phone (PSTN) is an effective and efficient way to contact APNIC           | Rating = |  |
| Comments:   |          |  |
| Phone (VoIP) is an effective and efficient way to contact APNIC           | Rating = |  |
| Comments:   |          |  |
| Online chat is an effective and efficient way to contact APNIC            | Rating = |  |
| Comments:   |          |  |

### **ONLINE SERVICES**

| 14        | MyAPNIC operates at a high level of quality, usability and reliability                        | Rating = |
|-----------|---|----------|
| Comments: |   |          |
| 15        | APNIC whois database operates at a high level of quality, usability and reliability           | Rating = |
| Comr      | ments:  | -        |
| 16        | Reverse DNS services operate at a high level of quality, usability and reliability            | Rating = |
| Comr      | ments:  |          |
| 17        | The Certification Authority operates at a high level of quality, usability and reliability    | Rating = |
| Comr      | ments:  |          |
| 18        | ICONS (http://icons.apnic.net) operates at a high level of quality, usability and reliability | Rating = |
| Comr      | ments:  |          |
| 19        | The APNIC email interface to update the whois database is reliable and easy to use            | Rating = |
| Comments: |   |          |
| 20        | APNIC online forms are generally relevant and easy to use                                     | Rating = |
| Comments: |   |          |



## COMMUNICATION

### **GENERAL COMMUNICATIONS**

| 21        | APNIC makes good use of email and mailing lists to communicate with members                          | Rating = |
|-----------|--|----------|
| Comn      | nents:   |          |
| 22        | APNIC's written communications and announcements are easy to understand                              | Rating = |
| Comn      | nents:   |          |
| 23        | It is important for APNIC to publish a detailed annual report  | Rating = |
| Comn      | nents:   |          |
| 24        | It is important for APNIC to publish statistics and other reports about Internet development and use | Rating = |
| Comments: |  |          |
| 25        | Apster is a good quality publication that contains useful articles and information                   | Rating = |
| Comments: |  |          |

#### **WEB SITE**

| 26        | The APNIC web site is easy to use and navigate   | Rating = |
|-----------|--|----------|
| Comn      | nents:   |          |
| 27        | The APNIC web site makes it easy for me to understand APNIC policies and procedures                              | Rating = |
| Comments: |  |          |
| 28        | The content on the APNIC web site provides useful reference information on a range of Internet addressing topics | Rating = |
| Comments: |  |          |

### **POLICY**

| 29        | APNIC policy documents are easy to access and understand   | Rating = |
|-----------|--|----------|
| Comn      | nents:   |          |
| 30        | The APNIC policy development process is an effective way of developing IP addressing policies in this region | Rating = |
| Comments: |  |          |
| 31        | The APNIC policy development process is fair and easy to understand  | Rating = |
| Comments: |  |          |



### **MEETINGS AND COMMUNITY**

| Technical content is an important part of APNIC Open Policy Meetings   | Rating = |  |
|--|----------|--|
| Comments:  |          |  |
| APNIC Open Policy Meetings are useful for the professional development of me or my staff   | Rating = |  |
| Comments:  |          |  |
| APNIC Open Policy Meetings are affordable and accessible to attend in person   | Rating = |  |
| Comments:  |          |  |
| The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open Policy Meetings more accessible | Rating = |  |
| Comments:  |          |  |
| APNIC should be involved with activities and events of operator groups and ISP associations in the region  | Rating = |  |
| Comments:  |          |  |
| APNIC effectively represents the interests of Asia Pacific network operators in global forums  | Rating = |  |
| Comments:  |          |  |
| APNIC support for internet development throughout the AP region is important   | Rating = |  |
| Comments:  |          |  |
| NIRs provide a valuable service to the internet community  | Rating = |  |
| Comments:  |          |  |
| The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood   | Rating = |  |
| Comments:  |          |  |
|  |          |  |

## TECHNICAL SERVICES

| 41        | APNIC servers and services are well maintained with high availability   | Rating = |  |
|-----------|---|----------|--|
| Comn      | Comments:   |          |  |
| 42        | APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance | Rating = |  |
| Comn      | Comments:   |          |  |
| 43        | The DNS root server coverage in my area (http://www.apnic.net/services/rootserver/) is satisfactory                   | Rating = |  |
| Comments: |   |          |  |



APNIC's involvement with DNS root server operations in the Asia Pacific region is important

Rating =

Comments:

### SECTION 2. APNIC FUTURE RESOURCE ALLOCATION

In this section of the survey, you are asked to imagine that you have a total of 100 points to allocate to **each** area of APNIC, that is, 100 to SERVICES, 100 to COMMUNICATION, and 100 to TECHNICAL.

If you feel there is an important topic not listed, please write it down in the "Other" section – otherwise, do not allocate any points to the "Other" line.

Please allocate your points to indicate the activities you believe should be a major or lesser priority so their relative importance to you is evident. An **example** is provided below.

#### **EXAMPLE**

| 1 | Dogs    | 25  |
|---|---------|-----|
| 2 | Cats    | 25  |
| 3 | Birds   | 40  |
| 4 | Mice    | 0   |
| 5 | Dragons | 10  |
| 6 | Other:  | -   |
|   | TOTAL   | 100 |

#### **SERVICES**

| 1         | Expand training activities in scope, geographical coverage and online options. |     |
|-----------|--|-----|
| 2         | Expand local presence by opening APNIC branches                                |     |
| 3         | Streamline resource requests and allocation processes                          |     |
| 4         | Support ISP education in the Asia Pacific region                               |     |
| 5         | Extend APNIC hours of operation  |     |
| 6         | Other:   |     |
|           | TOTAL  | 100 |
| Comments: |  |     |

#### COMMUNICATION

| 1         | Improve the APNIC web site   |     |
|-----------|--|-----|
| 2         | Provide APNIC materials in a wider range of languages                  |     |
| 3         | Expand external communication and outreach activities                  |     |
| 4         | Increase accessibility of APNIC meetings and policy processes          |     |
| 5         | Represent the needs of the ISP community to governments and regulators |     |
| 6         | Other:   |     |
|           | TOTAL  | 100 |
| Comments: |  |     |



### **TECHNICAL**

| 1         | Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests) |     |
|-----------|--|-----|
| 2         | Develop APIs for automatic data exchange with customers' systems   |     |
| 3         | Develop resource certification to support better routing security  |     |
| 4         | Enhance robustness of APNIC services, through extra POPs and redundancy                                    |     |
| 5         | Deploy more DNS root servers in the Asia Pacific region  |     |
| 6         | Other:   |     |
|           | TOTAL  | 100 |
| Comments: |  |     |

## **SECTION 3. FUTURE MINI-SURVEYS**

Please indicate Yes or No for the following.

I am interested in being involved in a follow-up survey on:

| 1 | Training Needs Analysis | Yes / No |
|---|-------------------------|----------|
| 2 | Web site                | Yes / No |

## **SECTION 4. ANY OTHER COMMENTS / SUGGESTIONS**

Please feel free to add comments or suggestions of any kind relating to APNIC.



### Appendix 2 – All Comments From Respondents as Received

### 1.1 The overall services provided by APNIC are satisfactory

yes . good

Membership Category: Associate Economy: Cambodia

The services are satisfactory in terms of delivery, and the service staff are excellent. The service request process however can be time consuming and requires considerable expertise in areas which folk like myself are not expert. While links to guides and RFCs are provided, again, the level of expertise required to glean and apply the information for what may be a 'once-in-a-blue-moon' task is out of proportion to the time the task should take. It's a little off-putting, and the only reason people persist is because there is no other place to go to get what they want;-)

Membership Category: Non Member Economy: New Zealand

I am new and haven't really used the APNIC services. Do you have any information that I could use or

Membership Category: Medium Economy: New Zealand

During our allocation process Elly was very very helpful. In terms of overall service our numbers were allocated, and that's as far as we have gotten, so maybe we'll have a better answer next year.

Membership Category: Small Economy: New Zealand

As a new customer, the staff has been responsive to our initial requests.

Membership Category: Very Small Economy: United States

Found it difficult to find information about signing up

Membership Category: Non Member Economy: Australia

Some of your chatting supporters is not so good if we need repeat the questions to ask because we do not know some information on APNIC

Membership Category: Very Small Economy: Cambodia

APNIC did our service expiration even if we made the payment in advanced.

Membership Category: Small Economy: Sri Lanka

reverse DNS zonefiles fail too often

Membership Category: Extra Large Economy: Japan

We have very few service requirements, most of which are through emails and are satisfied so far as these constitutes our non critical requirement and can wait for few days.

Membership Category: Small Economy: Nepal

Reaching out to all stakeholders are limited. Participation should be encouraged.

Membership Category: Non Member Economy: India

Response time to questions and problems have been acceptable

Membership Category: Associate Economy: Papua New Guinea

More exposure to Micronesian countries is required from the Organisation!

Membership Category: Non Member Economy: Kiribati



The website is confusing, unclear and very difficult to use. It's also very difficult to understand all the rules that are required to be understood. Contacting support is also difficult as non-english speaking support (english being the second language) causes misunderstandings and confusion. I've also found emails from APNIC support are too abrupt at times and don't seek to resolve problems, only to re-iterate the already misunderstood explanations. In my case, it took me almost 3 years to simply become a non-member because of the red tape misunderstandings of english as described above.

Membership Category: Non Member Economy: Australia

We do not have much expouser from APNIC. (Very little communication between TI & APNIC; only at APRICOT & Request for additional IP addresses)

Membership Category: Very Large Economy: Thailand

Arrangement of a payment plan was painless and simple. Contact with staff has been courteous and quick.

Membership Category: Medium Economy: Australia

### 1.2 The value members get from APNIC justifies the cost

yes - good

Membership Category: Associate Economy: Cambodia

At least one training/workshop fellowship may be provided to each member (medium and above) yearly.

Membership Category: Medium Economy: Bangladesh

I'd like to see changes to the charging structure. In particular, the one off charge for the first IP allocation is not warranted.

Membership Category: Medium Economy: New Zealand

I can't justify because i don't know the detail of cost for each sevices.

Membership Category: Extra Large Economy: Japan

Not a lot of buyer choice in where to get number ranges from, so by default the price must be 'fair' and the value must be exactly right. Having said that I find the cost higher than I would have expected - I would have thought that the smallest useful (ie portable) allocation would have been around US\$1000 as opposed to US\$2500

Membership Category: Small Economy: New Zealand

The Cost of Membership for a very small is too high in context of Indian ISP, reason they are not approaching APNIC for membership, in my opinion if you will reduce the cost the number of membership will be very high this is my assurance

Membership Category: Not Applicable Economy: India

If APNIC provides the cost per activity, then I can answer to this question with more confident

Membership Category: Extra Large Economy: Japan

Nepal is not under developed country and paying the membership fee at par with the developed economies like those of Japan or Korea or Singapore doesnot justify the return for us. AS mentioned our requirements are non-critical and cost comes to be expensive for us here in Nepal.

Membership Category: Small Economy: Nepal

Really need to know what benefits members could get from the organisation! I believe the ORganisation is generally considering all different cultures and races.

Membership Category: Non Member Economy: Kiribati

I find it difficult to understand why costs are so much to provide such a simple service.

Membership Category: Non Member Economy: Australia



Again, more communication would be good.

Membership Category: Very Large Economy: Thailand

The interaction with APNIC has been arranging payment for APNIC registration. Our cost for 4096 IP addresses is \$300 per month. It is quite a bit for a number allocation for which we have already justified we require. I struggle to understand why it costs so much to administer the allocation of addresses. I would prefer to see a system of fees based upon the number of transactions a member has with APNIC.

Membership Category: Medium Economy: Australia

: I do not pay anything to be a member.

Membership Category: Associate Economy: Australia

#### 1.3 APNIC training is easy to attend

But payment attend meeting cost hight

Membership Category: Associate Economy: Cambodia

I work in Reliance Communications , Mumbai . I am of the opinion that the frequency of APNIC trainings in India is less . Among the several APNIC courses APNIC should try an conduct each of them atleast once in India every calendar year.

Membership Category: Large Economy: India

Since we have not attended any training yet, so we are unable to provide detailed comments

Membership Category: Very Small Economy: India

there is no japanese trainings.

Membership Category: Extra Large Economy: Japan

I do not attend an APNIC training up until now. So I have no comments on this.

Membership Category: Large Economy: Japan

APNIC training is exceptional. APNIC has ABSOLUTELY no consideration for notice periods and commercial planning when it comes to lead times. Critical staff in Telco operational environments do not grow on tree's, and as such, require at least 8-12 weeks notice of planned events. Normally it is less than 3-6 weeks for their events being tabled etc..

Membership Category: Non Member Economy: United Kingdom

Since I am the regular attendee of APNIC meetings it's easy to attend

Membership Category: Extra Large Economy: Japan

I have a feeling that APNIC trainings are relatively hard to attend because there is lack of maximum publicity. Decisions are made when information is readily available and a clear concise objective and target groups are specified. This is sometimes lacking in the information we recieve about APNIC trainings. Organisations such as ours need very focussed information so that we can identify right people and get value for money we spend.

Membership Category: Small Economy: Solomon Islands

Not very easy to attend specially the trainings held abroad have huge financial obligation to the company. Hence the trainings should be focused to developing and underdeveloped countries

Membership Category: Small Economy: Nepal

APNIC training areas should be widened in scope and coverage

Membership Category: Non Member Economy: India

APNIC shall try to make the training on-line (sorry if there is but i do not know). It is not easy for small members to attending training together with meetings.

Membership Category: Small Economy: Singapore



Didn't receive any training.

Membership Category: Not Applicable Economy: Pakistan

Two trainings sessions held in our economy and it was easy to attend both

Membership Category: Medium Economy: Pakistan

So far not attended any sort of training conducted by APNIC

Membership Category: Medium Economy: India

Yes, They have training schedule, member can make time to get ready to join the upcoming event.

Membership Category: Small Economy: Bangladesh

Our organisation does not pay for staff to attend training that is interstate or overseas.

Membership Category: Non Member Economy: Australia

I have not yet attended any APNIC training

Membership Category: Large Economy: Australia

There have been only two tainings in our economy. Attended one o these, but I guess it was very easy to

Membership Category: Medium Economy: Pakistan

In countries with large populations, the number of seats in the training programmes have to be increased. For India, multiply the factor by at least 4 of whatever is the current plan.

Membership Category: Small Economy: India

This needs to be in NZ or Australia for our ease of access

Membership Category: Small Economy: New Zealand

I'm in Sydney Australia and meetings/training courses are infrequent in my state.

Membership Category: Non Member Economy: Australia

Not Attended any trainings

Membership Category: Small Economy: India

We have not attend any of APNIC training. The problem is same training as before. We have less time to attend the training and no budget (budget cut).

Membership Category: Very Large Economy: Thailand

I have not recieved much trainings offered by APNIC

Membership Category: Medium Economy: India

Apric training are held in different countries and are not easy to attend

Membership Category: Very Small Economy: India

Could not attend training held overseas due to cost.

Membership Category: Medium Economy: Malaysia

We are just a new member. No idea about the training.

Membership Category: Very Small Economy: Philippines



### 1.4 APNIC training meets my expectations as an APNIC member

Yes -

Membership Category: Associate Economy: Cambodia

I have heard that the quality of training is very good.

Membership Category: Medium Economy: Bangladesh

We hope APNIC can provide some advanced consulting service in internet resource management for large ISPs.

Membership Category: Extra Large Economy: China

Since we have not attended any training yet, so we are unable to provide detailed comments

Membership Category: Very Small Economy: India

I do not attend an APNIC training up until now. So I have no comments on this.

Membership Category: Large Economy: Japan

You offer training?

Membership Category: Small Economy: New Zealand

Trainings content as per the course/subject is ok but what needs to be worked on is on the subject/course itself. Rather than training technical people on how to use APNIC website, trainings should be focussed more on practical hardcore technical stuffs.

Membership Category: Small Economy: Nepal

Currently used resource obtained in APNIC 22 Open Policy Meeting in Taiwan

Membership Category: Associate Economy: Papua New Guinea

The one I attended didn't had a lot of hands on, probably second one did had. So adding more hands on in every training session would be better

Membership Category: Medium Economy: Pakistan

APNIC Training's subject and papers is very relevent to APNIC operation. But the training period is seems very short, like 2 or 3 day is not enough to cover all the chapter.

Membership Category: Small Economy: Bangladesh

Never attended training.

Membership Category: Non Member Economy: Australia

I've had no APNIC training.

Membership Category: Non Member Economy: Australia

### 1.5 Information and access to APNIC online eLearning is readily available

I never login . hope good

Membership Category: Associate Economy: Cambodia

Never tried these, so cannot really give any opinion on it.

Membership Category: Medium Economy: Pakistan

The APNIC web site is very slow from New Caledonia

Membership Category: Medium Economy: New Caledonia

I do not attend an APNIC training up until now. So I have no comments on this.



Membership Category: Large Economy: Japan

You offer eLearning?

Membership Category: Small Economy: New Zealand

As opposed to the above comments, I feel that the online version of trainings are well prepared and more informative. Here people have greater access to information and can take time in deciding which modules to apply and train for.

Membership Category: Small Economy: Solomon Islands

Never used it so far.

Membership Category: Small Economy: Nepal

Have not used it but know of its availability

Membership Category: Associate Economy: Papua New Guinea

Never really used it

Membership Category: Medium Economy: Pakistan

Never used it so cannot comment on it.

Membership Category: Medium Economy: Pakistan

I strongly agree with that!

Membership Category: Non Member Economy: Kiribati

I had no idea APNIC offers online eLearning courses. Are they free or charged would be my next

question.

Membership Category: Non Member Economy: Australia

Still in the stage of learning the site.

Membership Category: Very Small Economy: Philippines

# 1.6 The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward

yes - good respond by apnic officer as 1) annie, 2) anna alway help me.

Membership Category: Associate Economy: Cambodia

Process is OK. But requirement of purchase order for state-owned organisations like us is very difficult to provide.

Membership Category: Medium Economy: Bangladesh

I have few reservations on this issue i.e. One one hand we see assignements are being done just on the basis of future requirements, to even a new telecom operator. On the other an old member has to go through painful efforts of giving current utilization, infrastructure and future requirements. Then again, I have seen companies wasting a lot of IPv4 resource but able to get away with getting large allocations, where as companies making sure proper usage of IPv4 resources are still undergoing the same painful process of making acurate documentation etc but still sometimes being denied or give partial resource compared to their request.

Membership Category: Medium Economy: Pakistan

My comments above are very much oriented towards the ASN resource application.

Membership Category: Non Member Economy: New Zealand

Unless this is something you do on a regular basis, anything to do with APNIC seems unnecessarily complicated. I use the services very rarely, and would like to be able to have someone at APNIC do the



necessary based on questions asked over the phone, rather than having to respond to arcane and obscure jargon on on-line forms.

Membership Category: Very Small Economy: Australia

The documents provided to obtain IPv4 & other resources are very hard to understand for a newbie applicant. Also very hard for non-tech people.

Membership Category: Very Small Economy: Bangladesh

Pricing was clear, and steps for individual steps was clear. How it all fits together and a simply overview / process flow for the steps required to achieve goals is not well explained. For a first timer it was confusing, and I was lucky to have peers with plenty of knowledge to draw on.

Membership Category: Small Economy: New Zealand

Need more help when setting up private/pulic assignment.

Membership Category: Medium Economy: Sri Lanka

I found it a little difficult at the start, but with help from your service department we got through to our goal fairly efficiently.

Membership Category: Non Member Economy: Australia

APNIC needs to continue with its own initiatives, but still steal (learn) material from the higher funded organisation -- that is RIPE. RIPE is still more concise and clear when it comes to the website administration (more bodies) and layout..

Membership Category: Non Member Economy: United Kingdom

My observations (might be incorrect) are that large number resources have been allocated to some new services providers just future services declaration, where as older customers have to provide current infrastructure usage, current customer assignments, future requirement, even then they are not provided the requested number of resources. I think first time should be as much detailed as any other, making relaxation for older customers who are already putting data on APNIC website of approved window size customer assignments.

Membership Category: Medium Economy: Pakistan

I have reservations on requirements, i have seen new entrant service providers getting far more ip block then we old customers, based just on their future network declaration. where as we have to provide report after report splitted into different sections to justify getting new IPs. I think old customers should be given relaxation compered to new customers.

Membership Category: Medium Economy: Pakistan

I've been providing various on-line services for 15 years now and am a guru at many aspects of on-line provision, but APNICs website remains one of the most confusing websites I've ever used.

Membership Category: Non Member Economy: Australia

The process is tedius for getting resources

Membership Category: Very Small Economy: India

First timer will have a confusion on some areas.

Membership Category: Very Small Economy: Philippines

# 1.7 APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance

yes . good

Membership Category: Associate Economy: Cambodia

My last request for IP pool allocation streched to more than 45 days . APNIC should ideally request for inputs with regards to justification right from day one after the online request form has been filled.



Membership Category: Large Economy: India

Your team work fast and are very accommodating – a pleasure to deal with.

Membership Category: Non Member Economy: New Zealand

Elly was very helpful.

Membership Category: Small Economy: New Zealand

As I have been informed as presently I am not a member but wishes to

Membership Category: Not Applicable Economy: India

Response time is not that good, please check my reply for point 8 comments

Membership Category: Medium Economy: Pakistan

pls see my comments in point 8 and 9 regarding in time response.

Membership Category: Medium Economy: Pakistan

Would like to see longer hour of contacting windows. We know the time different between Thailand and Australia. However, it is difficult tom communitact after 3:00pm Thailand time.

Membership Category: Very Large Economy: Thailand

APNIC should allow a procedure to speed up requests for URGENT applications due to unforseen events.

Membership Category: Medium Economy: Australia

It has taken quite a while to sort out adding me as an additional contact for our new IPv6 allocation, had been a good couple weeks since my colleague sent an e-mail about it and it still wasn't responded too but I think we have sorted that now at least.

Membership Category: Small Economy: Australia

Responce is excellent

Membership Category: Very Small Economy: India

Obtaining the ASN and a /20 IP allocation was a very costly process. We were instructed to prove that we required the address space by using it. A chicken and the egg problem. We had to provision clients with IP addresses allocated via an upstream provider to prove that we required the allocation, and then we had to spend 3 months changing customers over to the newly allocated IPs. It meant that we were not able to have portable IP addresses, the upstream provider took advantage of this and were held to ransom by the upstream provider. It would be much better if a provisional allocation could be made for a new ISP to connect and have a temporary portable IP allocation for a time period so the ISP has a chance to prove itself. APNIC should take the time to investigate if a candidates expansion claims have some merit. We were not given the benefit of doubt, even after submitting network designs, current growth and expansion. It appears that APNIC is gear! ed to be bias to it's own favour, not the ISPs.

Membership Category: Medium Economy: Australia

# 1.8 The APNIC helpdesk provides timely and appropriate responses to inquiries

yes very good as Annie / Anna

Membership Category: Associate Economy: Cambodia

Response time is quick.

Membership Category: Medium Economy: Bangladesh

APNIC helpdesk is one of a kind best of best service provided to their customer. I can compare with world class service to APNIC.



Membership Category: Very Small Economy: Bangladesh

Sometimes do not return phone calls

Membership Category: Medium Economy: New Zealand

One day email reply policy does not suit customers as there can be some emergency situations requiring immediate reply, some mechanism to check the severity and reply back the same day should be implemented.

Membership Category: Medium Economy: Pakistan

Response should be within 12 hours, not within 1 business day!

Membership Category: Small Economy: Bangladesh

Reply to emails after one day when analysed with time difference as stated in point 9 actually puts 2 days delay for customers living in different time zones. Like if I send an email to apinc at 8 pm my local time at their end its already past mid night at their end hence they are going to reply one calender date after which would be somewhere around mid night the next time we would then be checking email reply around 8-9 am morning of 2nd day of email.

Membership Category: Medium Economy: Pakistan

Faster SLA's for responses are needed

Membership Category: Medium Economy: Australia

kudos to APNIC for the realtime online chat help. It speeds up the process a lot.

Membership Category: Large Economy: Singapore

Sometimes it takes more than a day for the reply.

Membership Category: Very Small Economy: Philippines

#### 1.9 APNIC's current business hours allow easy contact by members

Due to the time differnce we do get support in the afternoon hours for India

Membership Category: Very Large Economy: India

yes good

Membership Category: Associate Economy: Cambodia

The time difference between India and Australia allows me to take advantage of only three manhours of contact with APNIC staff. But I can manage. Just please do not reduce their business hours!!

Membership Category: Large Economy: India

I beleive, if I am wrong pls ignore this, APNIC office operates as per Aussie standard time. Which is +7 from PK ST, hence if we send an email today at around mid day our time, APNIC office would already be closed for the day. Now I understand we have a policy of one day email replying i.e. email received on say 30/11/06 would be replied on 1/12/06. So, if i sent an email say at around 6:15 PM my time, I would be expecting a reply the next morning, but instead when the email reached APNIC it was already past midnight hence date change. So I would in fact be getting reply after 1 1/2 to 2 days.

Membership Category: Medium Economy: Pakistan

The help desk hours should be extand thus other geographic located people can easily get support

Membership Category: Very Small Economy: Bangladesh

not all APNIC members are in the 'ASEAN/ASIA' region and so for these members, normal Brisbane time is not easy

Membership Category: Associate Economy: United States Minor Outlying Islands



I know from first hand experience that my clients in WESTERN asia towards the Middle Eastern (RIPE-APNIC) boundary have difficulties with timezones. ie: Open at 10am AEST and got until 10pm AEST???

Membership Category: Non Member Economy: United Kingdom

Sometime it doesn't match with us

Membership Category: Small Economy: Bangladesh

Need to consider the time zone

Membership Category: Small Economy: Sri Lanka

Time Difference makes it a bit difficult but waiting is not a problem for one- two days as for us these are non critical service requirements so far.

Membership Category: Small Economy: Nepal

This in connection with point 8, my understanding is that APNIC operates from its office in Australia somewhere, if this is incorrect then my point becomes invalid to some extent. Now we have -8 to -10 UTC time difference with Australia. An email sent by us at around 8 PM local time when reaches APNIC servers its already one Calendar date ahead of us. Now based on APNIC one calendar date wait before reply means, someone from APNIC is going to reply some where around 8 am to 9 am next morning which would be very late in the night at our end. Hence we'll potentially be getting the reply after 2 days.

Membership Category: Medium Economy: Pakistan

24x7 DNS monitoring and operation of APNIC's service (e.g. reverse DNS zone) is necessary for Internet infrastructures .

Membership Category: Small Economy: Japan

As far as I understand APNIC operates from its office somewhere in Australia. We have an 8 - 10 hours time difference with them.

Membership Category: Medium Economy: Pakistan

Help desk timings needs to be changed. Customers from India are not able to reach after 12:00 IST timings.

Membership Category: Small Economy: India

APNIC working hours is based on Australian Standard Time. This is causing restrictions in contact timings from India.

Membership Category: Small Economy: India

A little time difference of 2 to 3 hours.

Membership Category: Very Small Economy: Philippines

#### 1.10 Email is an effective and efficient way to contact APNIC

yes good respond.

Membership Category: Associate Economy: Cambodia

Sometimes need verbal communication

Membership Category: Medium Economy: Bangladesh

It will be great if APNIC can deal general correspondence through web ticket tracking system.

Membership Category: Extra Large Economy: China

Yes it is, it can get even better if we look into the resolving the little problem I have highlighted in point 10.



Membership Category: Medium Economy: Pakistan

APNIC always give their support through Email service.

Membership Category: Very Small Economy: Bangladesh

Chat Service will be much quick than a mail

Membership Category: Medium Economy: Sri Lanka

If chat support and skype can be added, its better. Otherwise, I am satisfied with Email response so far.

Membership Category: Small Economy: Nepal

Not very efficient based on observations given above

Membership Category: Medium Economy: Pakistan

APNIC Email Tracking System is easy way to know the status of corresponded.

Membership Category: Small Economy: Bangladesh

Yes, as long as replies are sent within reasonable time period.

Membership Category: Medium Economy: Pakistan

Yes I strongly agree with that!

Membership Category: Non Member Economy: Kiribati

#### 1.11 Phone (PSTN) is an effective and efficient way to contact APNIC

yes . good

Membership Category: Associate Economy: Cambodia

I think I only tried it once almost 2-3 years back, so don't really remember how effective it was.

Membership Category: Medium Economy: Pakistan

It is much harder to communicate with APNIC by phone, especially with the language communication

problems.

Membership Category: Large Economy: Japan

There should be 24X7 contact provision

Membership Category: Small Economy: Bangladesh

Standard of spoken english within APNIC office is very poor

Membership Category: Medium Economy: New Zealand

Not used so much.

Membership Category: Small Economy: Nepal

I never tried to call APNIC!

Membership Category: Small Economy: Bangladesh

Did not need to contact APNIC via PSTN .... e-mail support and myapnic rocks

Membership Category: Small Economy: India

This would be a cost to my organisation

Membership Category: Very Small Economy: Malaysia

### 1.12 Phone (VoIP) is an effective and efficient way to contact APNIC

yes . never try .

Membership Category: Associate Economy: Cambodia



Never tried it, so cannot really comment on it.

Membership Category: Medium Economy: Pakistan

It is much harder to communicate with APNIC by phone, especially with the language communication

problems.

Membership Category: Large Economy: Japan

Think it might be but not used so far.

Membership Category: Small Economy: Nepal

Try setup the client but was unable to be validated

Membership Category: Associate Economy: Papua New Guinea

I never tried to call APNIC via VoIP Service.

Membership Category: Small Economy: Bangladesh

Never used, do not have this facility.

Membership Category: Non Member Economy: Australia

Did not need to contact APNIC via PSTN .... e-mail support and myapnic rocks

Membership Category: Small Economy: India

#### 1.13 Online chat is an effective and efficient way to contact APNIC

if this service is on, it's quite effective and efficient to contact APNIC but it's not allways on.

Membership Category: Very Large Economy: Vietnam

yes good

Membership Category: Associate Economy: Cambodia

Never tried it, so cannot really comment on it.

Membership Category: Medium Economy: Pakistan

I may try this in future

Membership Category: Non Member Economy: New Zealand

This is a excellent service by APNIC.

Membership Category: Very Small Economy: Bangladesh

i had no idea chat was available

Membership Category: Associate Economy: United States Minor Outlying Islands

Never used this capability -- was unaware. Why was I unaware as an educated constituent?? Because it was probably not laid out clearly on the website... I will make a note.

Membership Category: Non Member Economy: United Kingdom

There should be 24X7 contact provision

Membership Category: Small Economy: Bangladesh

It will be.

Membership Category: Small Economy: Nepal

Never used.

Membership Category: Non Member Economy: Australia

I haven't used this but if they do provide it I would.



Membership Category: Non Member Economy: Australia

Did not need to contact APNIC via PSTN .... e-mail support and myapnic rocks

Membership Category: Small Economy: India

I really appreciate this service. It serve me well.

Membership Category: Very Small Economy: Malaysia

### 1.14 MyAPNIC operates at a high level of quality, usability and reliability

this point make me get trouble. I carry 3-account isp in cambodia but I am very hard submit request myapnic account. (please review this point ...)

Membership Category: Associate Economy: Cambodia

I belong to a large ISP and as such when I require to upload inetnum templates they are of a sufficient large number. Lately when I try to do so I find that the server at APNIC end takes a long time to process those templates 30 min. Also several times I tried switching to a dedicated connection but to no success . The same problem is not present when I attempt to upload fewer number of templates. 2. The bulk download feature in MyAPNIC is limited to only to two heirarchy levels. One of /24 and second /16 or less if the allocation ia less than /16. I would ideally like MyAPNIC to support more options in the download feature so that I am able to download the exact range that I am concerned with.

Economy: India Membership Category: Large

We hope MyAPNIC can provide more rich functions.

Membership Category: Extra Large Economy: China

This might be coming in the upgrades to myapnic, still, I would like that MyAPNIC should have sections to add info about infrastructure and other ISP resources other then Customer assignements in order to give true picture of ISP IPv4 or other resources utilization

Membership Category: Medium Economy: Pakistan

slow as all apnic web site

Membership Category: Medium Economy: New Caledonia

Seems like it may - I have as yet made little use of it, and my use is likely to be infrequent.

Membership Category: Non Member Economy: New Zealand

Not all that usable, as (reasonable enough) knowledge of the technology and jargon is assumed.

Membership Category: Very Small Economy: Australia

MyAPNIC makes life much easier.

Membership Category: Very Small Economy: Bangladesh

should be more user friendly than now

Membership Category: Medium Economy: Sri Lanka

It seems a little slow. It seems a little slow. But I didn't confirm what cause it. It needed more power to my PC?, delay from long-round trip?

Membership Category: Medium Economy: Japan

I think some points might already being addressed in the newer upcoming version, but I think it should have options of adding route information, private route assignments, infrastructure assignments etc Economy: Pakistan

Membership Category: Medium

Though I would like that the following be added: 1. Under Private assignement; infrastructure and dialup pools, so that actual clear picture of IP block utilization be provided both to apnic and users. 2.



Route object creation should be provided with interface 3. If possible local RDB database connectivity or web based configuration option.

Membership Category: Medium Economy: Pakistan

Couldn't find doco on how to use MyAPNIC for managing objects, especially in relation to existing objects in whois DB, e.g. if I already have IPv4 assignments in DB, will registering them in MyAPNIC affect them? Seems like some objects are visible, others not.

Membership Category: Non Member Economy: Australia

## 1.15 APNIC whois database operates at a high level of quality, usability and reliability

after apric get approval ip / asn . whois database not display when searching .

Membership Category: Associate Economy: Cambodia

I have found useability an issue when looking up objects. No such problems with IP addresses. I do note however that you restrict DNSStuff.com, which is sometimes a nuisance when I'm tracing spam sources with a view to implementing netblock filtering

Membership Category: Non Member Economy: New Zealand

I find the online form to update the APNIC whois database to be convoluted and a buggy, my changes are always emailed through to the APNIC help desk, I've never successfully updated something through the form.

Membership Category: Non Member Economy: Australia

Better than ARINs real-timeness.. RIPE still leads -- again due to greater funding I believe..

Membership Category: Non Member Economy: United Kingdom

## 1.16 Reverse DNS services operate at a high level of quality, usability and reliability

yes good

Membership Category: Associate Economy: Cambodia

Same comment as 15. (i.e I find the online form to update the APNIC whois database to be convoluted and a buggy, my changes are always emailed through to the APNIC help desk, I've never successfully updated something through the form.)

Membership Category: Non Member Economy: Australia

APNIC announcement of service failure is poor, and they did not offers 24x7 support...

Membership Category: Small Economy: Japan

We are still waiting, after 6 weeks, for a reverse DNS request to be actioned.

Membership Category: Small Economy: New Zealand

We are going to use it now. But the help desk has done a wonderful job in training our resources and guding them thru right path. Great job....

Membership Category: Very Small Economy: India

# 1.17 The Certification Authority operates at a high level of quality, usability and reliability

pl verify thsi point.

Membership Category: Associate Economy: Cambodia

Once again, knowledge is assumed that occasional users will not have.



Membership Category: Very Small Economy: Australia

Never used.

Membership Category: Non Member Economy: Australia

## 1.18 ICONS (http://icons.apnic.net) operates at a high level of quality, usability and reliability

never log . never use .

Membership Category: Associate Economy: Cambodia

I have an account. But I do not know how to use this service.

Membership Category: Large Economy: Japan

## 1.19 The APNIC email interface to update the whois database is reliable and easy to use

never use this option.

Membership Category: Associate Economy: Cambodia

It is slightly difficult to interpret the error messages. You end up taking help of APNIC staff.

Membership Category: Large Economy: India

This is much easier but need highly skilled tech guy to know what he exactly doing!

Membership Category: Very Small Economy: Bangladesh

have used the search engine and very useful

Membership Category: Associate Economy: Papua New Guinea

I am using this interface for last 7 years. Only problem is the error code is not easy understandable when any error happen to update any object via email.

Membership Category: Small Economy: Bangladesh

I've tried to use this over the past few weeks and have been unsuccessful at doing so.

Membership Category: Non Member Economy: Australia

Difficult to get a hang of it the first time, but once you have a hold of the interface, it is the best and convinient way to whois updates:)

Membership Category: Small Economy: India

I found some compatability issue when sending updates via email. Email was treated diffrently by the program.

Membership Category: Very Small Economy: Malaysia

Email from my Notes client to whois DB doesn't work. I use a Perl program to interact with whois DB.

Membership Category: Non Member Economy: Australia

### 1.20 APNIC online forms are generally relevant and easy to use

yes . if get more experient / but hard for first time apply

Membership Category: Associate Economy: Cambodia



I have seen forms for same type of resource request, or other info etc having some differences in the syntax and even symentic explainations.

Membership Category: Medium Economy: Pakistan

Generally yes, but again, the technical expertise to provide required information can be a challenge for the non-expert, infrequent user.

Membership Category: Non Member Economy: New Zealand

Same comment as 15. (i.e I find the online form to update the APNIC whois database to be convoluted and a buggy, my changes are always emailed through to the APNIC help desk, I've never successfully updated something through the form.)

Membership Category: Non Member Economy: Australia

There seems to be lots of duplicate information needed. IE when applying for reasources the forms need to take into account that there should already be sufficient information lodged within myapnic

Membership Category: Small Economy: New Zealand

see above comments (i.e Not all that usable, as (reasonable enough) knowledge of the technology and jargon is assumed. + Once again, knowledge is assumed that occasional users will not have.)

Membership Category: Very Small Economy: Australia

As stated in point 14. ('Though I would like that the following be added: 1. Under Private assignment; infrastructure and dialup pools, so that actual clear picture of IP block utilization be provided both to apric and users. 2. Route object creation should be provided with interface 3. If possible local RDB database connectivity or web based configuration option.') some new forms are to be added.

Membership Category: Medium Economy: Pakistan

As objects can be allocated in public or private database, it is not very convenience for IP administrator to manage bulky inputs. It is better to have tools to allow administrator to capture more specific IP blocks within a block range for email update with customized written scripts.

Membership Category: Large Economy: Hong Kong

## 1.21 APNIC makes good use of email and mailing lists to communicate with members

yes good

Membership Category: Associate Economy: Cambodia

Lots of 'communication' but not a lot said.

Membership Category: Small Economy: New Zealand

## 1.22 APNIC's written communications and announcements are easy to understand

yes good

Membership Category: Associate Economy: Cambodia

They're well written, but the subject matter can be obscure or of little relevance to me personally.

Membership Category: Non Member Economy: New Zealand

### 1.23 It is important for APNIC to publish a detailed annual report

yes . should be annount . if posible

Membership Category: Associate Economy: Cambodia



Strongly recommended.

Membership Category: Not Applicable Economy: Pakistan

# 1.24 It is important for APNIC to publish statistics and other reports about Internet development and use

if not confidential must publishing allow member know, we are member should known . if confidential should be ok keep .

Membership Category: Associate Economy: Cambodia

## 1.25 Apster is a good quality publication that contains useful articles and information

While nice to know what is going on throughtout the region mode detailed analysis of the local area would be nice to see.

Membership Category: Small Economy: Australia

I haven't looked at it but will consider doing so.

Membership Category: Non Member Economy: New Zealand

Only received twic.

Membership Category: Very Small Economy: Pakistan

What, Apster?? Again, why is this not mainstream to the membership??

Membership Category: Non Member Economy: United Kingdom

Don't know

Membership Category: Not Applicable Economy: Pakistan

The volume should be bigger.

Membership Category: Small Economy: Bangladesh

I do not receive this publication.

Membership Category: Non Member Economy: Australia

I have no idea about this publication. Would be interested to find out more.

Membership Category: Non Member Economy: Australia

We have not been receving this.

Membership Category: Small Economy: India

Sorry.. I don't know what is apster.

Membership Category: Very Small Economy: Malaysia

### 1.26 The APNIC web site is easy to use and navigate

yes good / should be publish trainign or meeting on webside, or sent to member that get apsent meeting

Membership Category: Associate Economy: Cambodia

Sometimes hard to find exactly what you're looking for - wording is based on internal jargon and not based on the goals that are trying to be achieved.

Membership Category: Small Economy: New Zealand



1000% better than ARIN but RIPE is easier. Advise definite re-use of their material (and expenses undertaken) where possible (for free) APNIC. Your's is a great site, but they have more funding and it shows.

Membership Category: Non Member Economy: United Kingdom

We are having problem access APNIC Web. Sometime it is very slow.

Membership Category: Very Large Economy: Thailand

# 1.27 The APNIC web site makes it easy for me to understand APNIC policies and procedures

yes good

Membership Category: Associate Economy: Cambodia

The website as such is very informational and contains good resources. But, it might be only me, I get confussed about so much cross ref to different documents for the same type of resource etc. Though there are different sections for all types of resources, but my suggestion is to give it a second look at if there are some documents missing or miss placed etc they should be brought under individual index pages for each type of resource.

Membership Category: Medium Economy: Pakistan

Some of them are confusing and not enough info or cross ref. is available.

Membership Category: Medium Economy: Pakistan

Some information grouping or presentation is not within the correct logical grouping OR I have been confussed with multiple types of documents with a bit of differing info for the same topics

Membership Category: Medium Economy: Pakistan

As explained in an earlier question, I find it extremely difficult to navigate and understand and on the whole find it confusing and unclear.

Membership Category: Non Member Economy: Australia

Big documentation, takes time for a Begineer but once you spend a day or so to understand, then you are completly quipped to play with it

Membership Category: Small Economy: India

# 1.28 The content on the APNIC web site provides useful reference information on a range of Internet addressing topics

yes good, alway help more

Membership Category: Associate Economy: Cambodia

We hope APNIC can provide more detailed internet resrouce information.

Membership Category: Extra Large Economy: China

But sometimes too many cross ref and/or not having relevant info under the right topic creates confussion

Membership Category: Medium Economy: Pakistan

On the web site APNIC need to provide more information on what all documents needs to be submitted along with the online application.

Membership Category: Small Economy: India



#### 1.29 APNIC policy documents are easy to access and understand

alittle complex

Membership Category: Associate Economy: Cambodia

As stated above in point 27 under 'web site' section.(i.e. The website as such is very informational and contains good resources. But, it might be only me, I get confussed about so much cross ref to different documents for the same type of resource etc. Though there are different sections for all types of resources, but my suggestion is to give it a second look at if there are some documents missing or miss placed etc they should be brought under individual index pages for each type of resource.)

Membership Category: Medium Economy: Pakistan

If the website was better, the score would be higher.

Membership Category: Non Member Economy: Australia

Cost of membersghip for Very Small is very high in relation to Indian culture.

Membership Category: Not Applicable Economy: India

A few documents are not under the right categories or two different versions of documents are present to explain same sort of policy etc.

Membership Category: Medium Economy: Pakistan

A summary should be provided for 'non-tech' users.

Membership Category: Medium Economy: Australia

Have easy access but difficult to understand

Membership Category: Very Small Economy: India

If it is possible, pls translate into other languages. For me, to Japanese.

Membership Category: Medium Economy: Japan

# 1.30 The APNIC policy development process is an effective way of developing IP addressing policies in this region

ys.

Membership Category: Associate Economy: Cambodia

Small members appear to have no say, so the process is not relevant

Membership Category: Small Economy: New Zealand

While the process is straightforward to me, I've little confidence in the chairs of the Policy SIG. Their grasp of the issues and ability to lead the process is somewhat lacking. APNIC needs to find better leaders, somehow.

Membership Category: Very Large Economy: Australia

### 1.31 The APNIC policy development process is fair and easy to understand

yes good

Membership Category: Associate Economy: Cambodia



# 1.32 Technical content is an important part of APNIC Open Policy Meetings

yes it is

Membership Category: Associate Economy: Cambodia

Very, otherwise you'd end up the an ARIN meeting - deadly boring and even fewer people would turn up. Seriously though, when operators don't come to a registry meeting, and the registry meeting is made up of administrators, the policy development process will go so far off the rails as to be useless, and bearing little resemblence to reality. There is already a danger that this is happening in the AP region.

Membership Category: Non Member Economy: Australia

This feedback is based on the training material available in the website.

Membership Category: Medium Economy: India

I couldn't got a chance to attend APNIC open policy meetings.

Membership Category: Small Economy: Bangladesh

Never attended.

Membership Category: Non Member Economy: Australia

# 1.33 APNIC Open Policy Meetings are useful for the professional development of me or my staff

yes, ti is (cost to joint expensive)

Membership Category: Associate Economy: Cambodia

Never attended.

Membership Category: Non Member Economy: Australia

We have not attended any of these meetings. We don't get regular information about these meetings as well.

Membership Category: Small Economy: India

## 1.34 APNIC Open Policy Meetings are affordable and accessible to attend in person

not easy costly.

Membership Category: Associate Economy: Cambodia

must be authorised by management before attendance. In general they are affordable

Membership Category: Associate Economy: Papua New Guinea

Expensive when it is in aboard.

Membership Category: Small Economy: Bangladesh

Tried once for APNIC22 but faced visa issues.

Membership Category: Medium Economy: Pakistan



### 1.35 The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open **Policy Meetings more accessible**

no never joint.

Membership Category: Associate Economy: Cambodia

Distribution to members, who are unable to attend meetings is required.

Membership Category: Very Small Economy: India

Never used.

Membership Category: Non Member Economy: Australia

All news to me. Over the past couple of years, the correspondance I've received from APNIC see to only include in person meetings across states or internationally, and are too costly.

Membership Category: Non Member Economy: Australia

### 1.36 APNIC should be involved with activities and events of operator groups and ISP associations in the region

yes, should come advice when open first time .how manage resource isp. very importance

Membership Category: Associate Economy: Cambodia

what does 'involved' mean?

Membership Category: Associate Economy: United States Minor Outlying Islands

ISP associations run by business minded people, APNIC is a not a place for make money...

Economy: Bangladesh Membership Category: Small

But should make sure its an unbaised and non-marketing oriented activity not trying to promote one or few ISPs only

Membership Category: Medium Economy: Pakistan

The less rules and red tape the better.

Membership Category: Non Member Economy: Australia

### 1.37 APNIC effectively represents the interests of Asia Pacific network operators in global forums

never joint

Membership Category: Associate Economy: Cambodia

As a network operator I don't believe that APNIC knows what my needs and goals are, so how can APNIC possibly hope to represent our interests in global forums?

Membership Category: Small Economy: New Zealand

### 1.38 APNIC support for internet development throughout the AP region is important

No Comments



#### 1.39 NIRs provide a valuable service to the internet community

i know only JPNIC activity.

Membership Category: Extra Large Economy: Japan

NIRs claim they provide a value add. Apart from JPNIC and possibly TWNIC, I really don't see any evidence of that. I interact with ISPs all the time, and most are complaining about their NIR's bureaucracy, lack of clue, under staffing, etc. The only way for APNIC to provide value-add in an NIR region is for APNIC to run a regional office. NIRs should be scrapped.

Membership Category: Non Member Economy: Australia

No NIR in Pakistan.

Membership Category: Medium Economy: Pakistan

# 1.40 The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood

It's really not clear to me what the NRO does. I've never understood what the ASO does. Both seem like more bureaucracy. NRO I thought was a single umbrella org to represent the RIRs on the international stage - but I don't see much evidence of that.

Membership Category: Non Member Economy: Australia

### 1.41 APNIC servers and services are well maintained with high availability

Please refern comment on point no 14 (i.e. I belong to a large ISP and as such when I require to upload inetnum templates they are of a sufficient large number. Lately when I try to do so I find that the server at APNIC end takes a long time to process those templates 30 min . Also several times I tried switching to a dedicated connection but to no success . The same problem is not present when I attempt to upload fewer number of templates. 2. The bulk download feature in MyAPNIC is limited to only to two heirarchy levels . One of /24 and second /16 or less if the allocation ia less than /16 . I would ideally like MyAPNIC to support more options in the download feature so that I am able to download the exact range that I am concerned with.)

Membership Category: Large Economy: India

Your IPV6 connectivity is flakey

Membership Category: Small Economy: New Zealand

# 1.42 APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance

never

Membership Category: Associate Economy: Cambodia

Reliability is so high that i didnt receive any downtime

Membership Category: Not Applicable Economy: Pakistan

I don't remember ever receiving such notifications.

Membership Category: Non Member Economy: Australia

Error messages during maintenance can be more informative.

Membership Category: Medium Economy: Pakistan

did not receive one though.

Membership Category: Very Small Economy: Philippines



# 1.43 The DNS root server coverage in my area (http://www.apnic.net/services/rootserver/) is satisfactory

yes

Membership Category: Associate Economy: Cambodia

I appreciate APNICs efforts to put up a root server in our coverage area. But I would like to express some of my concerns. 1. I beleive this root server project was started back in 2002. When there were not many members for our economy, those who were members were not aware of the projects and possibilities etc. 2. We are not sure how and under what creterion any ISP or network operator was selected to be the host of Root-server. 3. If its not already obligatory on the host network operator to not use this general public resource as a marketing activity to promote their network and services, I strongly recommend putting in this clause and be enforced immediately. 4. I would like to know the procedure of selection of host network. So, that we might be able to apply for second or even third F-root server in our economy.

Membership Category: Medium Economy: Pakistan

We would prefer a root server in the South Island of New Zealand

Membership Category: Small Economy: New Zealand

Asia Pacific has the largest population on earth, and how many ROOT-SERVERS?? its a political minefield as I have to deal with RIPE and ARIN leads all the time. Doesnt change the fact it is disproportionate!! Keep up the pressure APNIC!!

Membership Category: Non Member Economy: United Kingdom

I am not sure when work on deploying mirror F-Root server was started for our region and when was it decided to put in this server at one of the service providers. Either is the criterion for selection of service provider clear.

Membership Category: Medium Economy: Pakistan

No, in Bangladesh we don't have any effective Internet Exchange, so the placement of root server has no usages..

Membership Category: Small Economy: Bangladesh

Not very sure when the activity to put up a F-server in our economy was started. Using what creterion APNIC selected this current provider to put in the server. Why other service providers are not informed or consulted?

Membership Category: Medium Economy: Pakistan

I just want to comment that in Kiritimati, eastern part of Kiribati, Internet Service is quite frustrating!

Membership Category: Non Member Economy: Kiribati

Networks in which the root servers are located in should have good domestic (full open peering and not commercial peering) and regional reachability to be effective.

Membership Category: Medium Economy: Malaysia

# 1.44 APNIC's involvement with DNS root server operations in the Asia Pacific region is important

yes

Membership Category: Associate Economy: Cambodia

This is absolutely CRUCIAL and MUST NOT change moving forward...

Membership Category: Non Member Economy: United Kingdom



Not only in putting up new servers, maintaining old one etc, but also to ensure that these public service applications are not used by someone in marketing about their network and services etc.

Membership Category: Medium Economy: Pakistan

Are delegated Service providers authorized to use this public service as a marketing point?

Membership Category: Medium Economy: Pakistan

#### 2.1 SERVICES

Sorry - I have no opinion on these matters

Membership Category: Very Small Economy: Australia

Regarding Point 2 -- we MUST keep APNIC in Australia or maybe even NZ to reduce costs.. The Asian nations are still infighting about who is the biggest internet player -- which contravenes internet ethos!!

Attributable to particular section 2 of question

Membership Category: Non Member Economy: United Kingdom

Scrap the NIRs and open APNIC branch offices in the current NIR countries. And open an APNIC branch in South Asia.

Membership Category: Non Member Economy: Australia

My Only issue is to reduce the cost of Very Small Catagory Member to enable lot of small ISP join form India

Membership Category: Not Applicable Economy: India

#### 2.2 COMMUNICATION

Sorry - I have no opinion on these matters

Membership Category: Very Small Economy: Australia

I think APNIC communication is already Strong.

Membership Category: Medium Economy: India

In relation to Point 2 -- English is the International language of business as Siemens (German), Phillips (dutch), Toyota (japanese) have madated.. As we all know, BGP is not culturally or politically biased!! Point 2 is a waste of money and resources. If customers do not speak or read english, then we should have grave concerns about capability to undertake Border Router (and AS management) responsibility.. This is not racist in viewpoint – just stating fact. Save the money and spend it on face to face training in local language when and where it is justified.. I would be happy to advise on the Chinese perspective/views having dealt with this whole scenario for over 10 years now.. They love it when a trainer comes to town, and a local tech-heavy steps in to translate (just to be sure)...

Attributable to particular section 2 of question

Membership Category: Non Member Economy: United Kingdom

The website was great when it was new. How many years ago was that?? Hard to find things now, and the SIGs aren't really covered apart from in the archives.

Membership Category: Non Member Economy: Australia

#### 2.3 TECHNICAL

Sorry - I have no opinion on these matters

Membership Category: Very Small Economy: Australia

Point 2 is dangerous.. Too much Automation in relation to what APNIC does day to day, is simply irresponsible.. Your CA iniative was leading the pack, and implemented before RIPE and ARIN etc..Attributable to particular section 2 of question

Membership Category: Non Member Economy: United Kingdom



# 3.1 I am interested in being involved in a follow-up survey on Training Needs Analysis

No comments

### 3.2 I am interested in being involved in a follow-up survey on web site

No comments

### 4.0 Any Other Comments/Suggestions

Please keep up the good work.

Membership Category: Small Economy: India

Thank you very much to apnic officer Anne and Anna alway help me when I need / thank you for apnic team work alway help to .

Membership Category: Associate Economy: Cambodia

Would appreciate if APNIC include Malaysia-Kuala Lumpur in it yearly training calendar. During Open Meeting, do add more session including tutorial in streaming. I am happy that able to 'participate' OM online.

Membership Category: Large Economy: Malaysia

Thanks.

Membership Category: Large Economy: India

IPV6 shall be a basic requirement for mobile phones, could we have a simple procedure to obtain IPV6 allocation.

Membership Category: Small Economy: Hong Kong

For larger category members (medium and above), yearly membership fee may reasonably be increased to facilitate fellowship to attend APNIC meetings.

Membership Category: Medium Economy: Bangladesh

APNIC provides the only all asian forum for us to discuss important policy related issues on the Internet where each country/ISP has access and can voice its say. This is extremely important for us, especially those of us in developing nations. I would like to thank the management and staff of APNIC for keeping our spirit alive and giving us a platform to voice our concerns. There are shortcomings of APNIC, but I feel that they are being addressed and it is changing for the better. I understand the frustation felt by some members of the community that the change is too slow. In this respect we hope that APNIC will be more dynamic in the future.

Membership Category: Small Economy: Bangladesh

A very comprehensive and hopfuly very effective survey.

Membership Category: Medium Economy: Pakistan

Some more number of trainings & contents to be incarporated.

Membership Category: Large Economy: India

Would love to see a suitable training session held in Sydney, perhaps an introduction course to send new technical staff to.

Membership Category: Small Economy: Australia



Anything APNIC can do to make things easier for occasional users will be good. For myself, I'm not technically illiterate, but like most IT generalists, I only know what I need to know for as long as I need to know it. A once-off process to obtain a resource should not require me to have a detailed technical understanding of what I'm asking for, or at least should help me to quickly find only as much knowledge as I need for that task. For example, I should not need to know how to specify BGP Import and Export statements in order to secure an ASN for my employer;-)

Membership Category: Non Member Economy: New Zealand

APNIC processes are, frankly, ancient and representative of a pre-www IT environment. What about using SSL based webforms to do updates?

Membership Category: Non Member Economy: Australia

Make you allocation WWW site easier to use!

Membership Category: Small Economy: Australia

about helpdesk online, could you add Chinese language for consultations?

Membership Category: Associate Economy: China

Sorry to be so negative - this is an unavoidably complicated subject, and as a very occassional user of APNIC services, I have found it difficult to achieve what was required.

Membership Category: Very Small Economy: Australia

APNIC should very open in communcations with ISP communities/Association. There are ill practice being use in Bangladesh.

Membership Category: Medium Economy: Bangladesh

i got to know about <a href="http://icons.apnic.net">http://icons.apnic.net</a> from the survey, thanks.

Membership Category: Small

Economy: Maldives

My biggest concern is where the meetings are held as often for LDN countries there is considerable expense involved if we are to attend.

Membership Category: Small Economy: Samoa

I was surprised when we applied for our allocation that we have to choose between v4 and v6 or pay more for both. I would have thought that to encourage v6 uptake a v6 allocation of the same size would have been made alongside all v4 allocations.

Membership Category: Small Economy: New Zealand

APNIC services are upto the mark and the Technical staff is very cooperative and knowledgeable.

Membership Category: Medium Economy: India

Being quite new to APNIC, i did not even realise that training was offered from APNIC.

Membership Category: Non Member Economy: Australia

Quality survey John, nice work on the final Technical questions particularly in section 2.

Membership Category: Non Member Economy: United Kingdom

Practically most of the ISPs do not maintain communication with APNIC after getting their resource allocation. So APNIC should follow up this and make them aware and guide them to follow the rules and policies when using the resources.

Membership Category: Small Economy: Bangladesh



Widen training locations; create an online form for ipv6 requests; encourage the use of better english in the APNIC region

Membership Category: Medium Economy: New Zealand

If an outcome of this survey is the immediate scrapping of NIRs, it will have done a great service to the AP region. Making the website easier to navigate, and have a functioning search engine would be a close second.

Membership Category: Non Member Economy: Australia

As informed above that India consists of lot of Very Small ISP and for them spending the cost of Membership and to aqquire IP Address & AS Numbers are very high reasoning they are taking very small lot of IP Pool from Big Service Provider and then do nating, if they will become your member if you reduce your cost than nating of IP will not be there.

Membership Category: Not Applicable Economy: India

While training more topics to be covered with proper timing (Duaration Of Days) and sample live configuration on topic. Other immportant is training courses fees is bit high if possible make it reasonble so that many members can avail this facility.

Membership Category: Medium Economy: India

Keep uptodate information on customer quaries so that relavant apnic staff can access. for example, customer contact apnic legal staff member regarding agreement. when apnic reassign another legal officer to handle that request, he should aware what happened earlier.

Membership Category: Small Economy: Sri Lanka

Your online chat is very informative and helps to solve lots of issues

Membership Category: Medium Economy: India

overall, apnic has done a good job in all aspects. I just hope membership fees would be lowered.

Membership Category: Large Economy: Philippines

no comment

Membership Category: Small Economy: Thailand

Please grant/recommend fellowship to attend Tranings & Meetings oversees for those who work for Government Organization as they rarely get chance to attend and explore full functionality of APNIC.

Membership Category: Medium Economy: India

I would suggest that a stand-alone executive summary aimed at senior management be included with the annual report.

Membership Category: Large Economy: Australia

APNIC does a great job, makes my job easy.

Membership Category: Very Large Economy: Australia

APNIC, Keep you job up...

Membership Category: Small Economy: Bangladesh

I sincerely appreciate the efforts put in by APNIC to strengthen the Internet.

Membership Category: Small Economy: India

it is Important to arrange more training prgrammes and more fund should be available for attending conferences, training programmes

Membership Category: Non Member Economy: Bangladesh



make easy to apply certificate MYAPNIC

Membership Category: Very Large Economy: Malaysia

I want to take this opportunity to wish you and your team all the very best for a healthy happy and successful 2007. Thanks for conducting this survey!

Membership Category: Small Economy: Mongolia

Although I am still quite unfamiliar with the entire service scope of APNIC. Will try and re-educate myself by actively visiting the site.

Membership Category: Very Small Economy: Philippines

a. Restructuring web site b. Opening regional office c. Reduction of service fees d. Two Trg per year in each country

Membership Category: Small Economy: Bangladesh

Thank you!

Membership Category: Small Economy: Australia

I would like that APNIC do some survey of each region in Asia like in my case Pakistan and assist in developing low cost ways to extend the Internet connectivity to the rural areas of the community. It can be a joint venture with organistations.

Membership Category: Medium Economy: Pakistan

Thanks for great service, looking forward to doing more business with APNIC in 2007.

Membership Category: Non Member Economy: United States

I would appreciate if APNIC can provide some support on IPv6 addressing management like any tools can help to manage IPv6 type addressing in systematical way.

Membership Category: Large Economy: Hong Kong

1. Website should be more simple and easy to use 2. Develop web interfaces for record updation

Membership Category: Medium Economy: India

Overall I am very impressed with the working and friendly attitude of employees. They deserve all praise.

Membership Category: Very Small Economy: India

The APNIC service is good. Just expensive for our requirements and there is no competitor to keep the prices competitive.

Membership Category: Medium Economy: Australia

Don't have any comments and suggestions this time. You're doing great....

Membership Category: Non Member Economy: Indonesia

Just like to thank APNIC for all the support and assistance offered to Company  $X^*$  for the last 7 years. Happy New Year to you all

Membership Category: Small Economy: Kiribati

I sure hope APNIC will increase their presence in the Philippines. Similar trainings should be more accessible to people who can't afford to go outside the country.

Membership Category: Small Economy: Philippines

<sup>\*</sup>Company name replaced to maintain anonymity of respondent



Information sharing should be the focus of all the future projects.

Membership Category: Small Economy: Pakistan

So far I am satisfied with APNIC services.

Membership Category: Small Economy: Malaysia

APNIC should concentrate on its core business, IP resource allocation. Always keep in mind that all other activities are secondary. Previous surveys have given feedback that the APNIC website is pretty much unusable. Why are we at the stage of yet another survey and it still hasn't been improved? The process for a new member is still way too difficult to comprehend and complete. There is way too much RIR specific jargon that makes it difficult for prospective members to un derstand. There should be a section on the front page of the website that stands out like the proverbial. It would ask the user a series of simple, plain english, easy to understand, non-RIR jargon qsts about what exactly they want, and if they are a member or not already. Based on the responses it would then spit out a numbered list, 1 to n, that they could print out telling them the exact procedure and forms they need to follow for their requirements.

Membership Category: Medium Economy: Australia

I experience problems with the Certification Authority & MyAPNIC

Membership Category: Non Member Economy: Australia

We have only just signed up as non-members. So far, APNIC's facilities seem to be appropriate and rigorous, but they are rather confusing for a newcomer.

Membership Category: Non Member Economy: Australia

Please increase the on site accesibility to Meeting.

Membership Category: Associate Economy: India

Excellent job , Keep it up!!

Membership Category: Medium Economy: India

Pleaese provide APNIC materials in a wider range of languages paticularly Thai language.

Membership Category: Medium Economy: Thailand

it was very very confusing to understand the info that's mentioned on the apnic website while trying to get IP address and ASN. Much more simpler flow chart should be made available to understand the process of getting Ip address and ASN.

Membership Category: Associate Economy: India



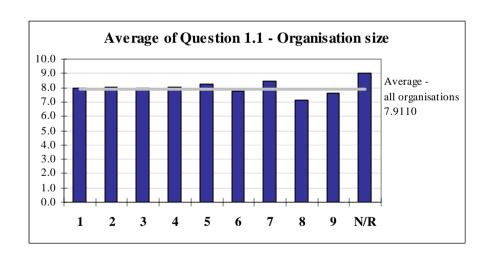
## Appendix 3 – Analysis of Response Data Based on Organisation Size

Note – for ease of analysis the organisation categories per the survey have been allocated the following numerical values

| • | Associate      | = 1 |
|---|----------------|-----|
| • | Very Small     | = 2 |
| • | Small          | = 3 |
| • | Medium         | = 4 |
| • | Large          | =5  |
| • | Very Large     | = 6 |
| • | X-Large        | = 7 |
| • | Non Member     | =8  |
| • | Not Applicable | = 5 |
|   |                |     |

## **Question 1.1:**

The overall services provided by APNIC are satisfactory

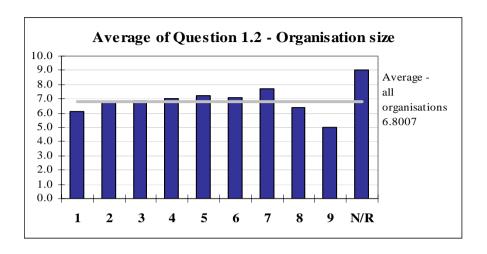


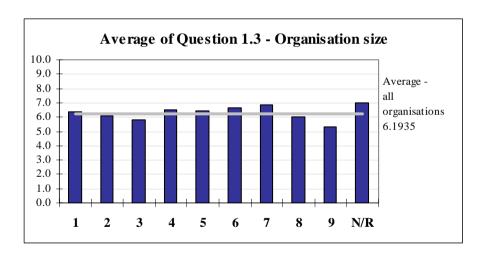


**Question 1.2:** 

The value members get from APNIC justifies the cost.

# **Question 1.3:** APNIC training is easy to attend





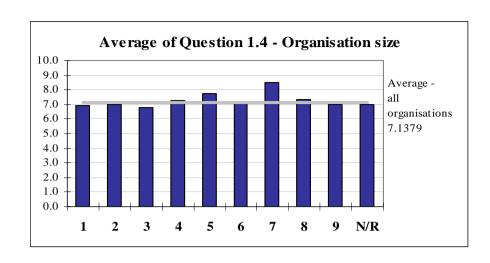


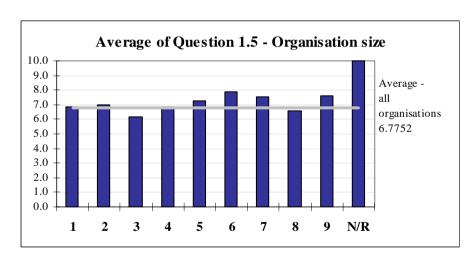
## **Question 1.4:**

APNIC training meets my expectations as an APNIC member.



Information and access to APNIC online eLearning is readily available







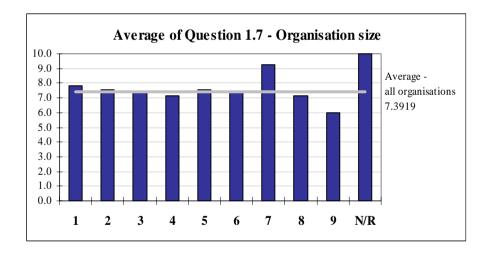
#### **Question 1.6:**

The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward.

#### Average of Question 1.6 - Organisation size 10.0 9.0 Average -8.0 7.0 organisations 6.0 6.8170 5.0 4.0 3.0 2.0 1.0 N/R 2 3 5 7 8 6

#### **Question 1.7:**

APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance.



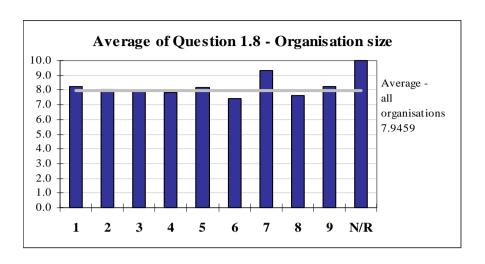


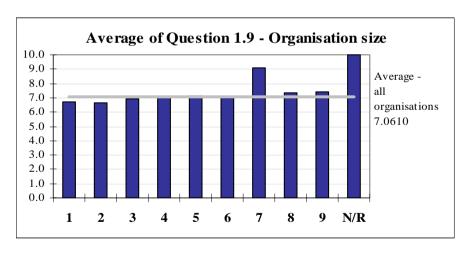
## **Question 1.8:**

The APNIC helpdesk provides timely and appropriate responses to inquiries.

## **Question 1.9:**

APNIC's current business hours allow easy contact by members.





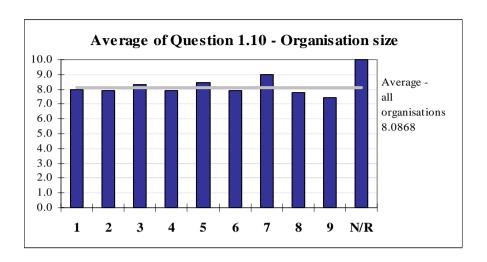


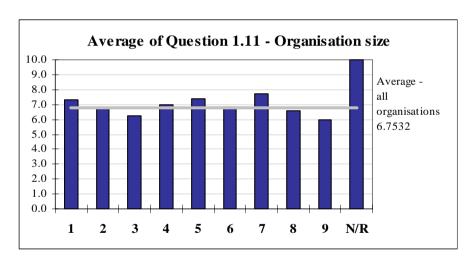
#### **Question 1.10:**

Email is an effective and efficient way to contact APNIC.

## **Question 1.11:**

Phone (PSTN) is an effective and efficient way to contact APNIC.





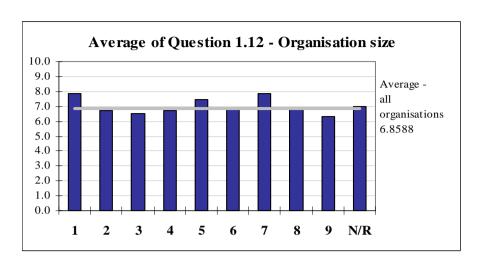


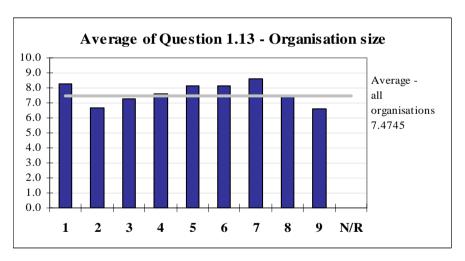
## **Question 1.12:**

Phone (VoIP) is an effective and efficient way to contact APNIC.

## **Question 1.13:**

Online chat is an effective and efficient way to contact APNIC.





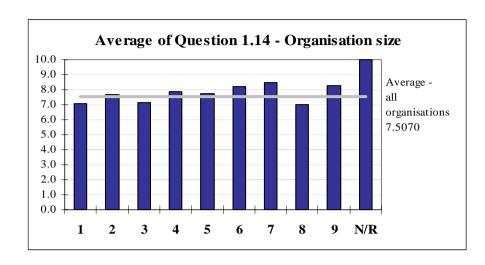


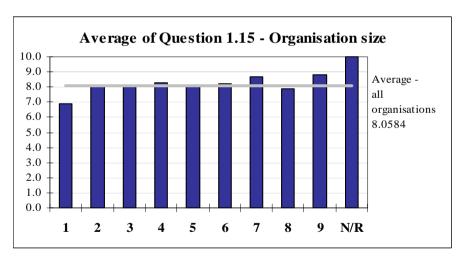
#### **Question 1.14:**

MyAPNIC operates at a high level of quality, usability and reliability.

## **Question 1.15:**

APNIC whois database operates at a high level of quality, usability and reliability.





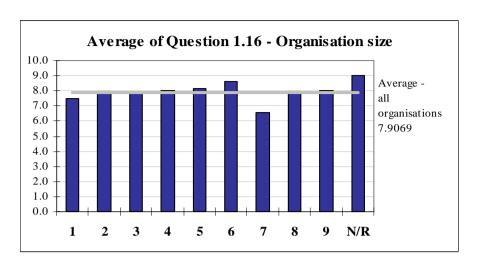


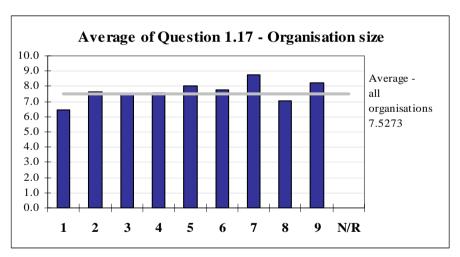
#### **Question 1.16:**

Reverse DNS services operate at a high level of quality, usability and reliability.

## **Question 1.17:**

The Certification Authority operates at a high level of quality, usability and reliability.





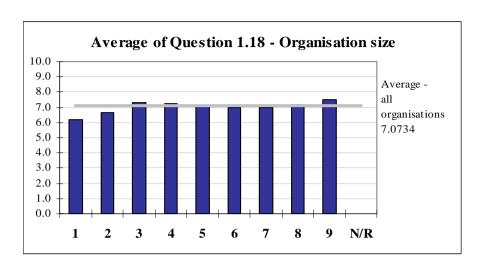


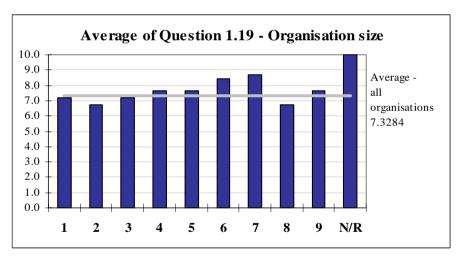
#### **Question 1.18:**

ICONS (http://icons.apnic.net) operates at a high level of quality, usability and reliability.

## **Question 1.19:**

The APNIC email interface to update the whois database is reliable and easy to use.





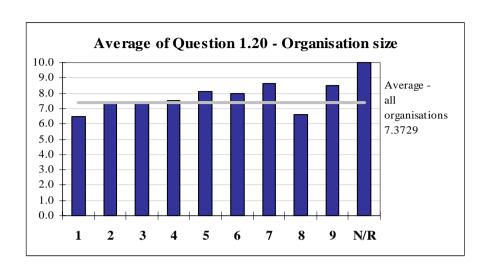


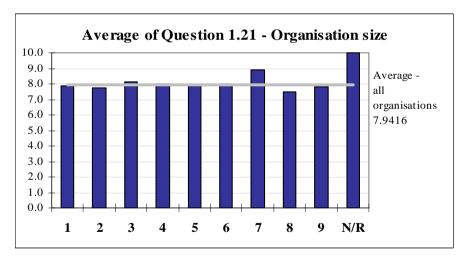
#### **Question 1.20:**

APNIC online forms are generally relevant and easy to use.

## **Question 1.21:**

APNIC makes good use of email and mailing lists to communicate with members.





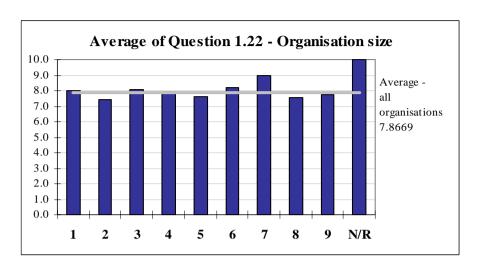


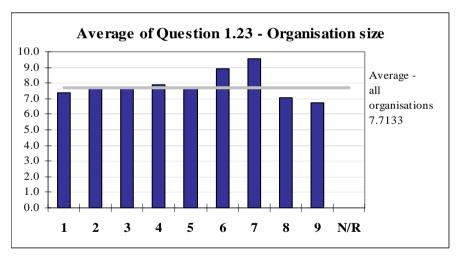
#### **Question 1.22:**

APNIC's written communications and announcements are easy to understand.

## **Question 1.23:**

It is important for APNIC to publish a detailed annual report.





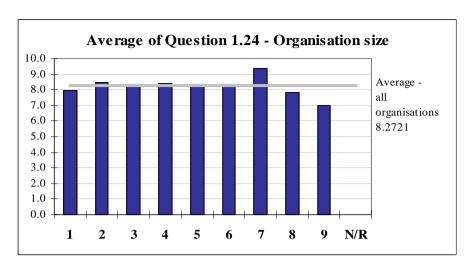


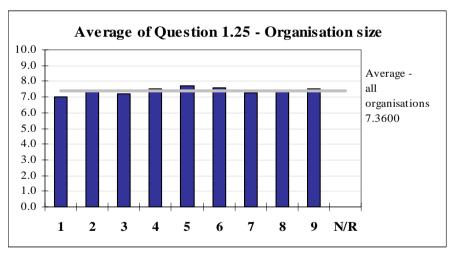
#### **Question 1.24:**

It is important for APNIC to publish statistics and other reports about Internet development and use.

## **Question 1.25:**

Apster is a good quality publication that contains useful articles and information.





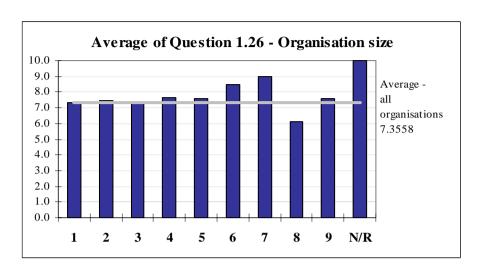


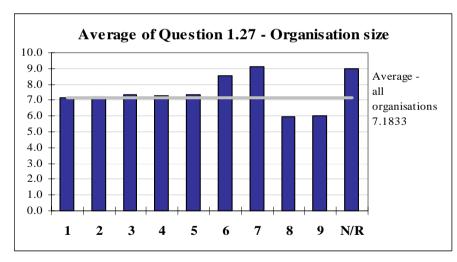
## **Question 1.26:**

The APNIC web site is easy to use and navigate.

#### **Question 1.27:**

The APNIC web site makes it easy for me to understand APNIC policies and procedures.





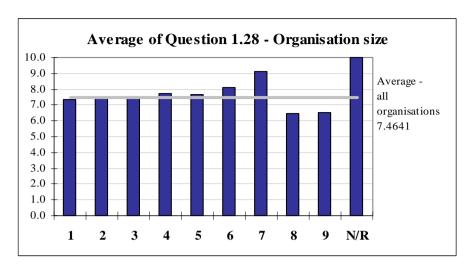


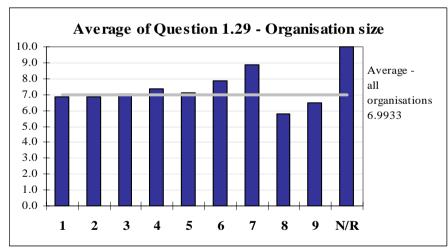
#### **Question 1.28:**

The content on the APNIC web site provides useful reference information on a range of Internet addressing topic.

## Question 1.29:

APNIC policy documents are easy to access and understand.





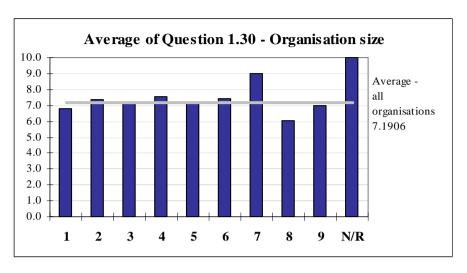


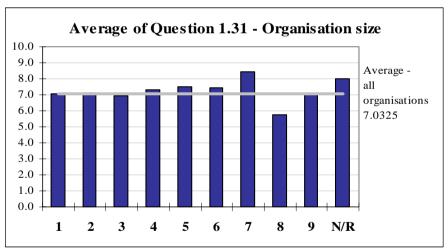
#### Question 1.30:

The APNIC policy development process is an effective way of developing IP addressing policies in this region.

## **Question 1.31:**

The APNIC policy development process is fair and easy.





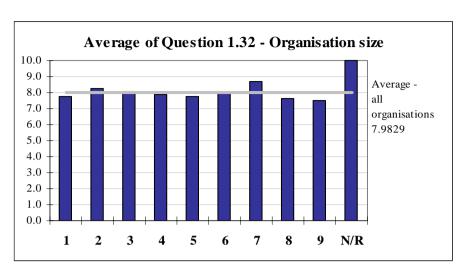


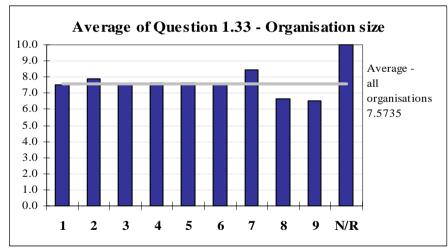
#### **Question 1.32:**

Technical content is an important part of APNIC Open Policy Meetings.

## **Question 1.33:**

APNIC Open Policy Meetings are useful for the professional development of me or my staff.





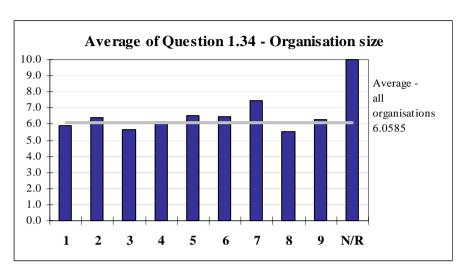


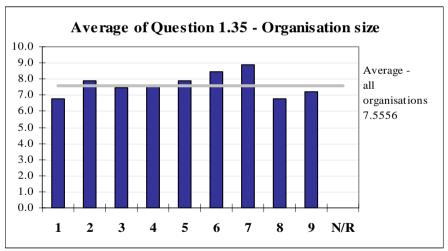
#### **Question 1.34:**

APNIC Open Policy Meetings are affordable and accessible to attend in person

## **Question 1.35:**

The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open Policy Meetings more accessible.





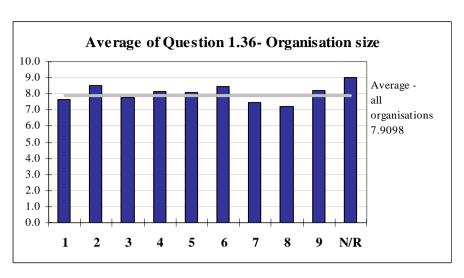


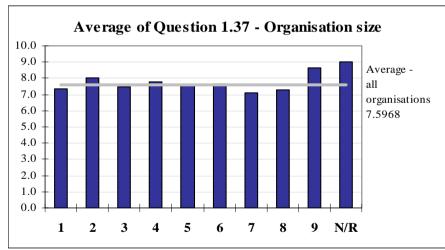
#### Question 1.36:

APNIC should be involved with activities and events of operator groups and ISP associations in the region.

## **Question 1.37:**

APNIC effectively represents the interests of Asia Pacific network operators in global forums.





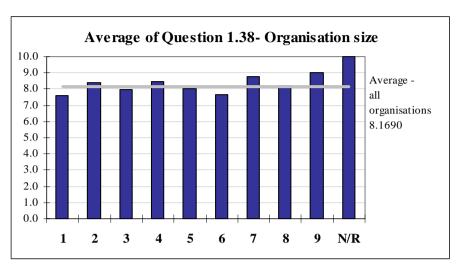


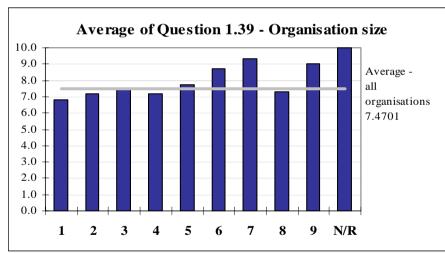
#### **Question 1.38:**

APNIC support for internet development throughout the AP region is important.

## Question 1.39:

NIRs provide a valuable service to the internet community.





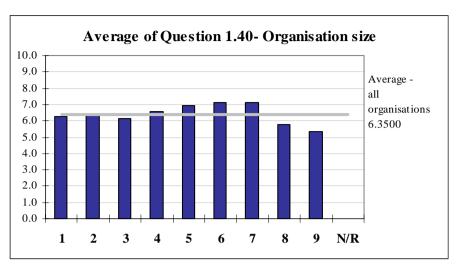


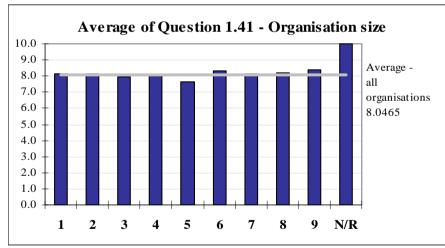
#### **Question 1.40:**

The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood.

## **Question 1.41:**

APNIC servers and services are well maintained with high availability.





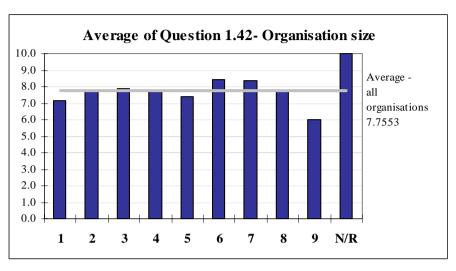


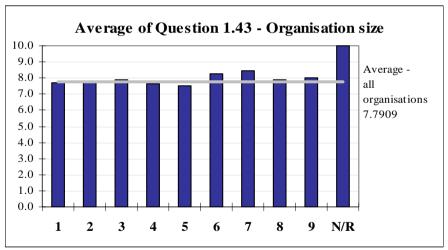
#### **Question 1.42:**

APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance.

## **Question 1.43**

The DNS root server coverage in my area (http://www.apnic.net/services/rootserver/) is satisfactory.





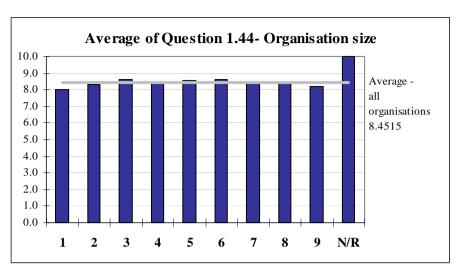


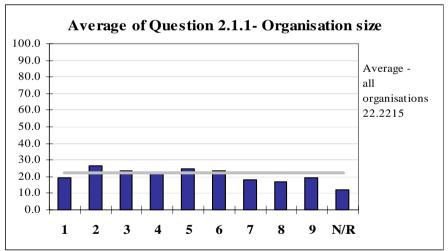
#### **Question 1.44:**

APNIC's involvement with DNS root server operations in the Asia Pacific region is important.

## Question 2.1.1:

Expand training activities in scope, geographical coverage and online options.





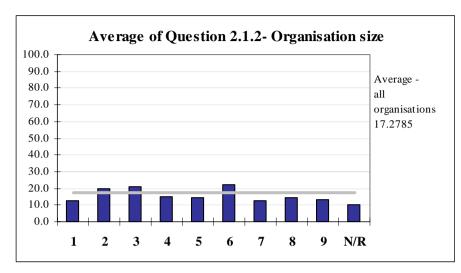


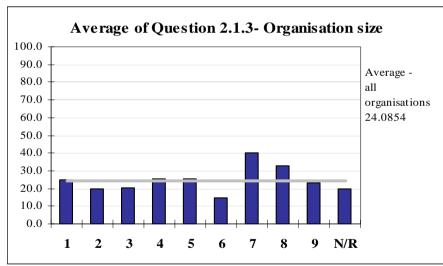
Question 2.1.2:

Expand local presence by opening APNIC branches.

#### Question 2.1.3:

Streamline resource requests and allocation processes.





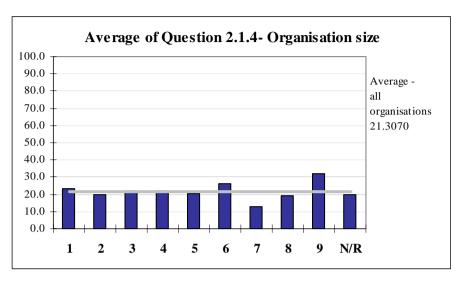


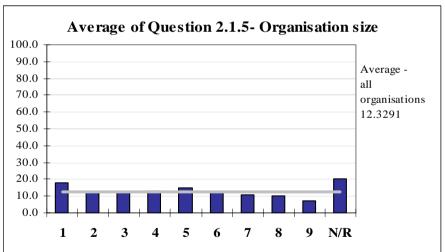
Question 2.1.4:

Support ISP education in the Asia Pacific region.

#### **Question 2.1.5:**

Extend APNIC hours of operation.





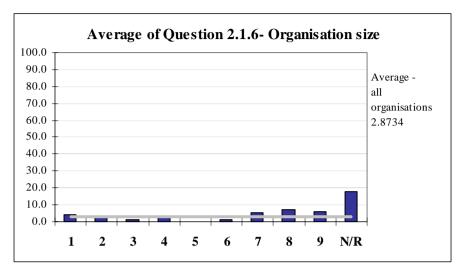


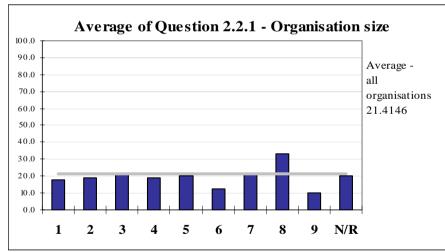
## Question 2.1.6:

Other.

## Question 2.2.1:

Improve the APNIC web site.





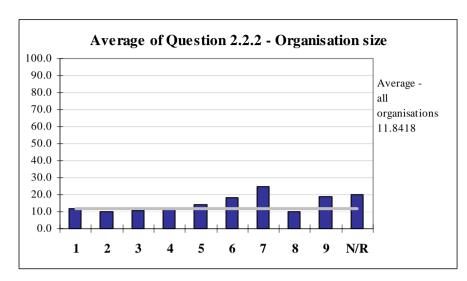


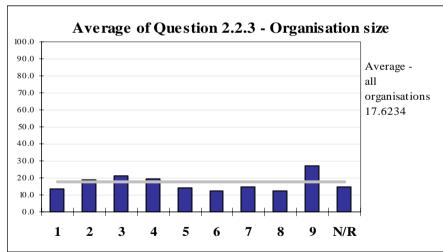
## Question 2.2.2:

Provide APNIC materials in a wider range of languages.

## Question 2.2.3:

Expand external communication and outreach activities.





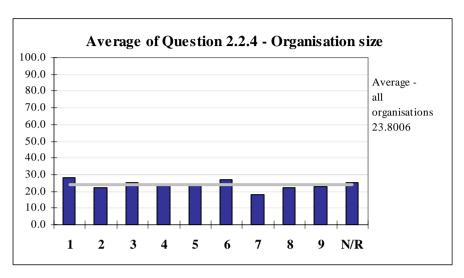


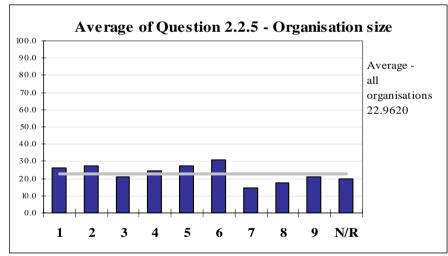
#### Question 2.2.4:

Increase accessibility of APNIC meetings and policy processes.

## Question 2.2.5:

Represent the needs of the ISP community to governments and regulators.





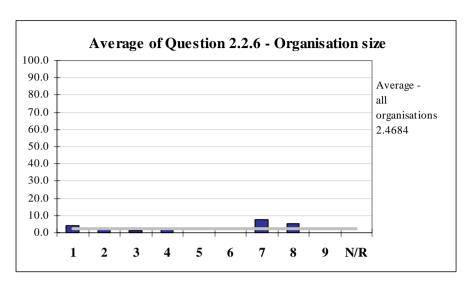


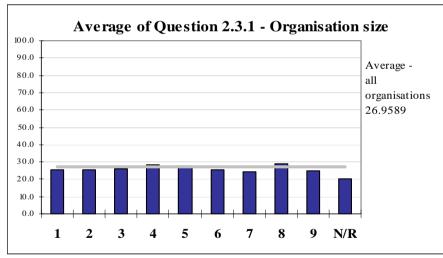
## Question 2.2.6:

Other.

## Question 2.3.1:

Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests).





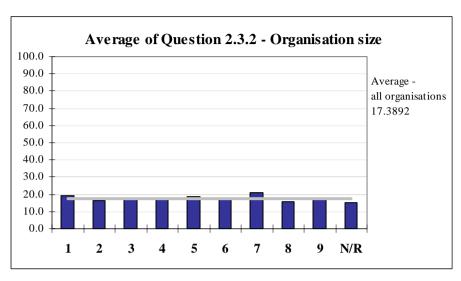


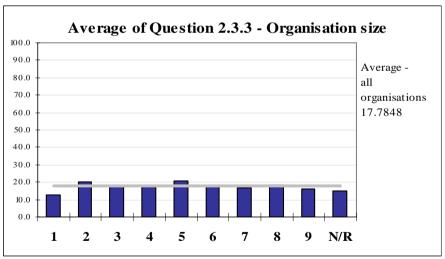
#### Question 2.3.2:

Develop APIs for automatic data exchange with customers' systems.

#### Question 2.3.3:

Develop resource certification to support better routing security.





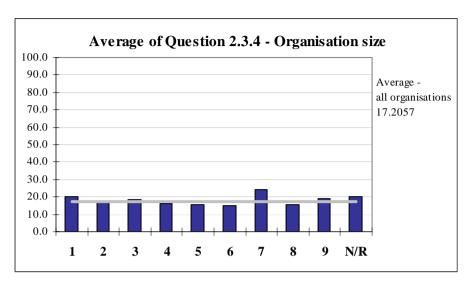


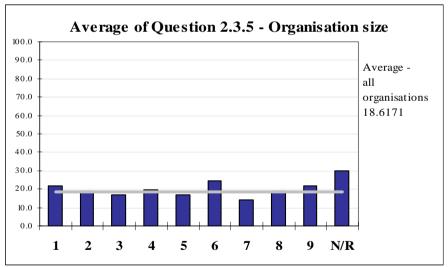
#### Question 2.3.4:

Enhance robustness of APNIC services, through extra POPs and redundancy.

#### Question 2.3.5:

Deploy more DNS root servers in the Asia Pacific region.

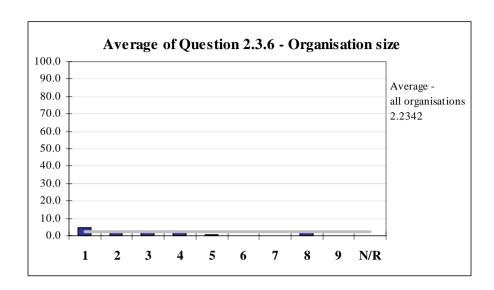






## Question 2.3.6:

Other.

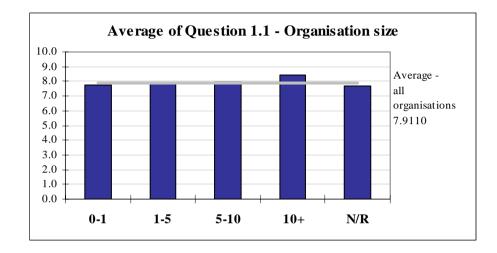




## Appendix 4 – Analysis of Response Data Based on Membership Duration

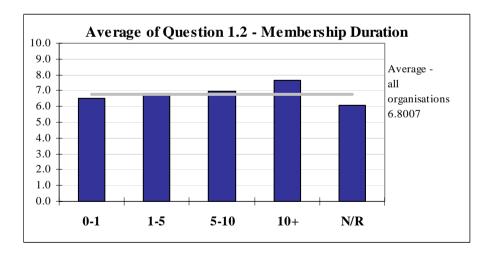
#### **Question 1.1:**

The overall services provided by APNIC are satisfactory



#### **Question 1.2:**

The value members get from APNIC justifies the cost.



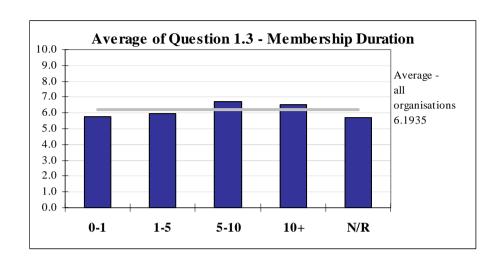


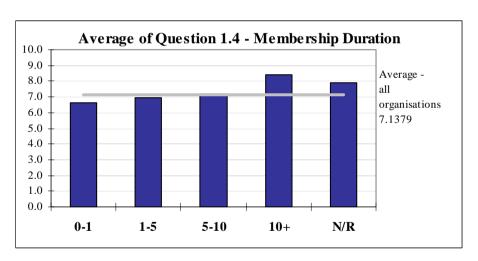
**Question 1.3:** 

APNIC training is easy to attend

## **Question 1.4:**

APNIC training meets my expectations as an APNIC member.





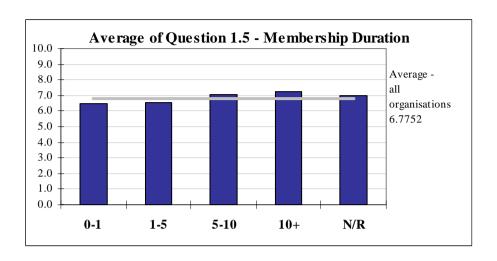


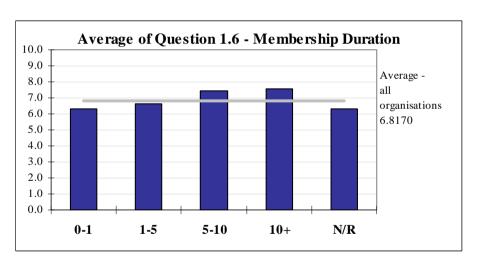
### **Question 1.5:**

Information and access to APNIC online eLearning is readily available

## **Question 1.6:**

The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward.





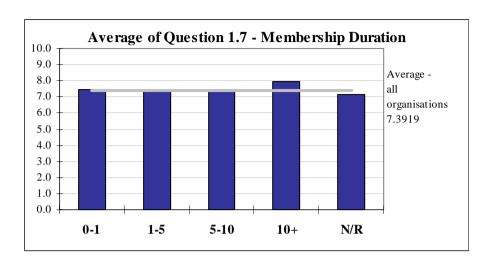


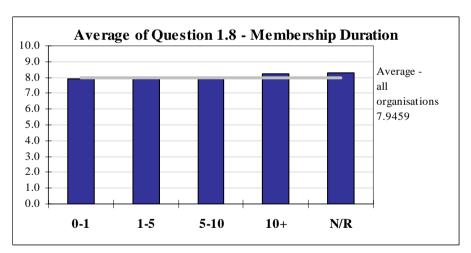
### **Question 1.7:**

APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance.



The APNIC helpdesk provides timely and appropriate responses to inquiries.





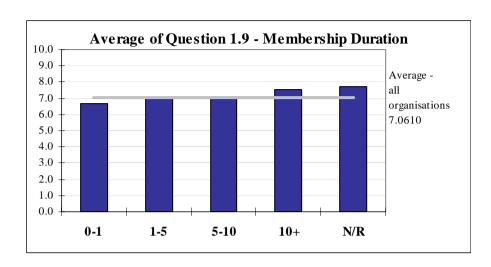


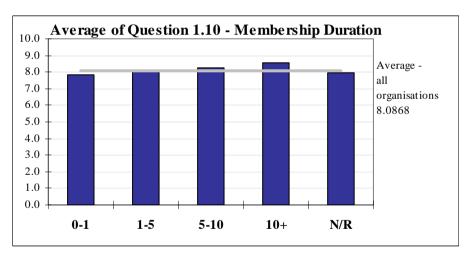
## **Question 1.9:**

APNIC's current business hours allow easy contact by members.

## **Question 1.10:**

Email is an effective and efficient way to contact APNIC.





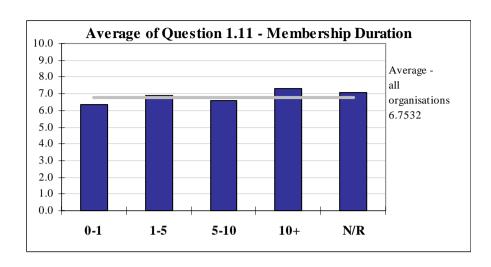


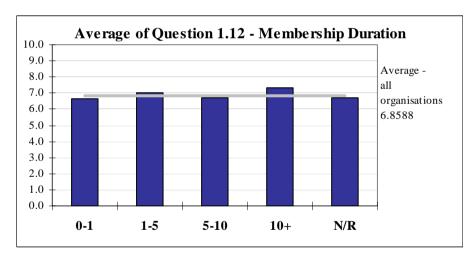
### **Question 1.11:**

Phone (PSTN) is an effective and efficient way to contact APNIC.

## **Question 1.12:**

Phone (VoIP) is an effective and efficient way to contact APNIC.





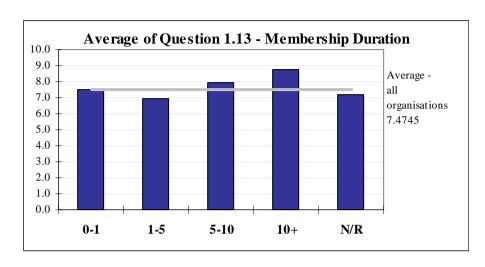


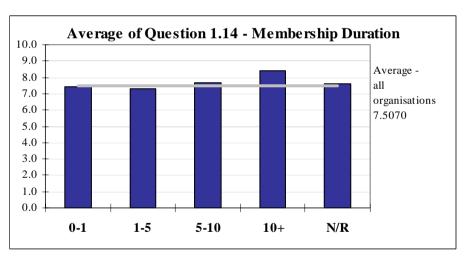
## **Question 1.13:**

Online chat is an effective and efficient way to contact APNIC.

## **Question 1.14:**

MyAPNIC operates at a high level of quality, usability and reliability.





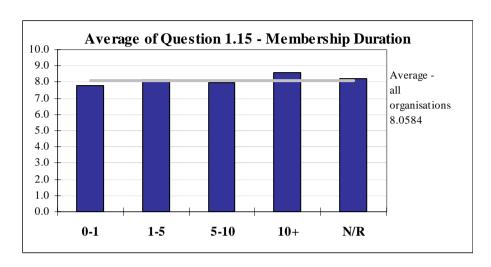


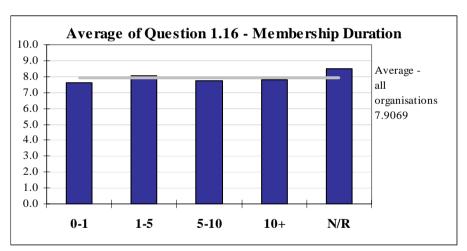
### **Question 1.15:**

APNIC whois database operates at a high level of quality, usability and reliability.

## **Question 1.16:**

Reverse DNS services operate at a high level of quality, usability and reliability.





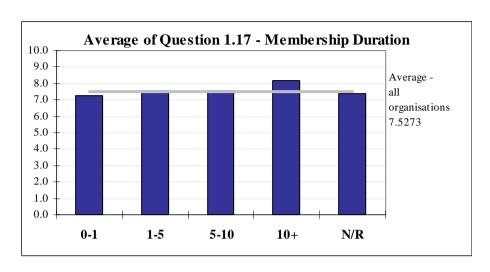


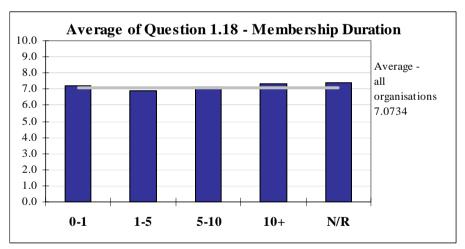
### **Question 1.17:**

The Certification Authority operates at a high level of quality, usability and reliability.

## **Question 1.18:**

ICONS (http://icons.apnic.net) operates at a high level of quality, usability and reliability.

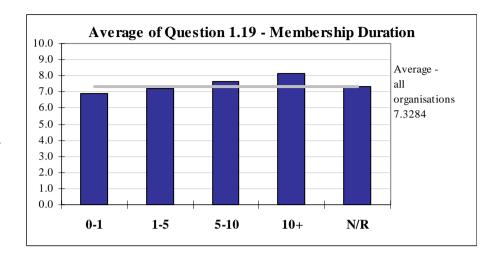






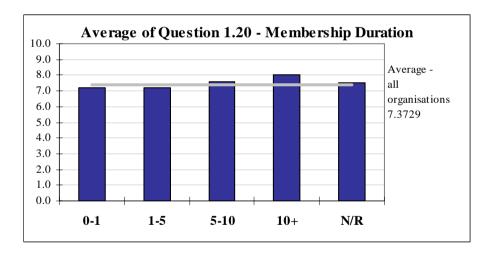
### **Question 1.19:**

The APNIC email interface to update the whois database is reliable and easy to use.



### **Question 1.20:**

APNIC online forms are generally relevant and easy to use.



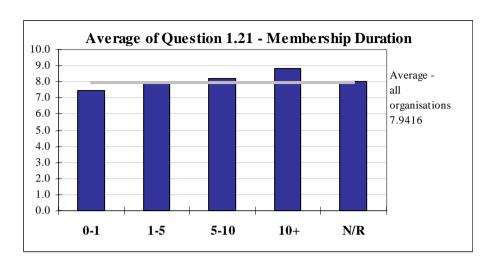


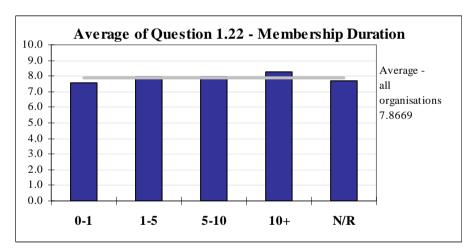
### Question 1.21:

APNIC makes good use of email and mailing lists to communicate with members.

## **Question 1.22:**

APNIC's written communications and announcements are easy to understand.





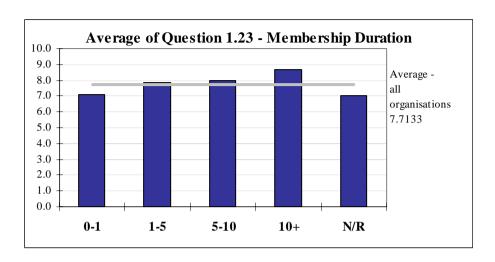


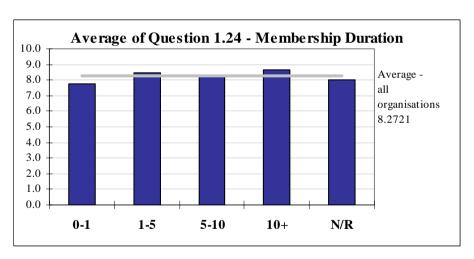
#### **Question 1.23:**

It is important for APNIC to publish a detailed annual report.

## **Question 1.24:**

It is important for APNIC to publish statistics and other reports about Internet development and use.





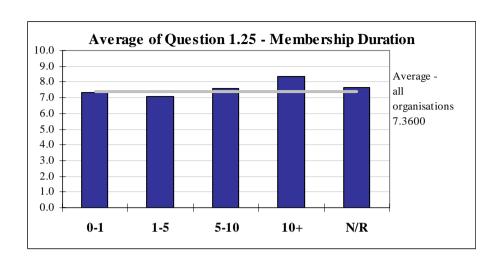


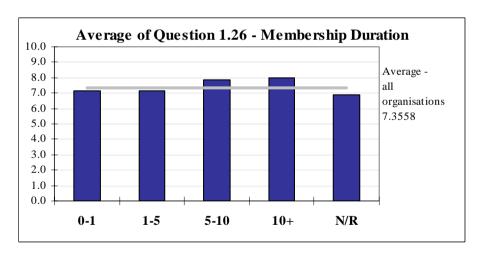
### Question 1.25:

Apster is a good quality publication that contains useful articles and information.

### **Question 1.26:**

The APNIC web site is easy to use and navigate.

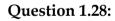




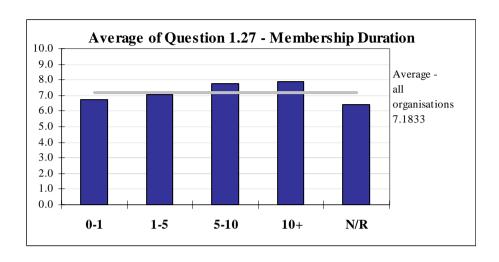


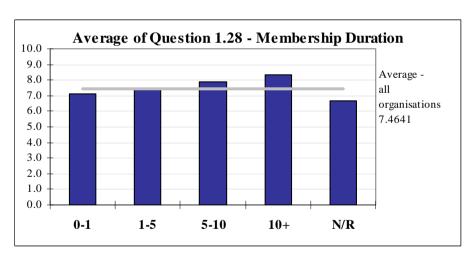
#### **Question 1.27:**

The APNIC web site makes it easy for me to understand APNIC policies and procedures.



The content on the APNIC web site provides useful reference information on a range of Internet addressing topic.

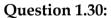




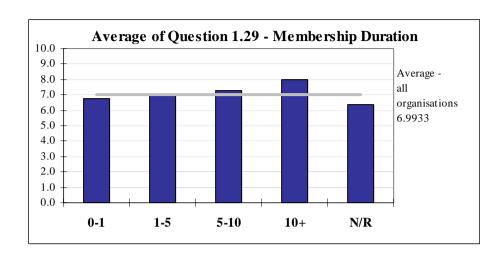


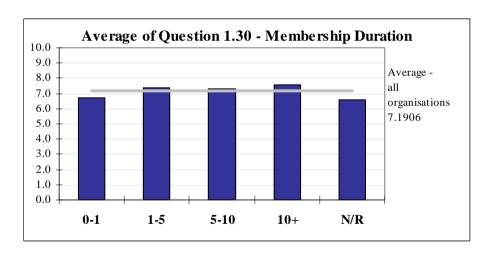
#### Question 1.29:

APNIC policy documents are easy to access and understand.



The APNIC policy development process is an effective way of developing IP addressing policies in this region.

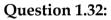




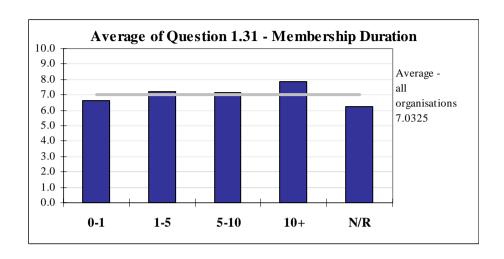


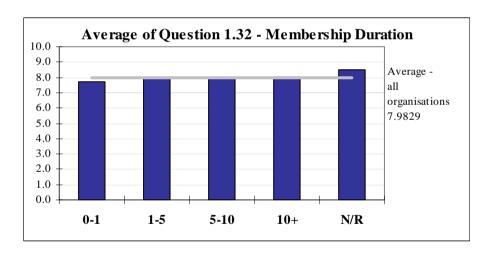
### **Question 1.31:**

The APNIC policy development process is fair and easy.



Technical content is an important part of APNIC Open Policy Meetings.

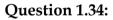




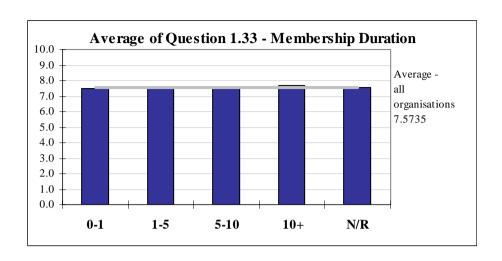


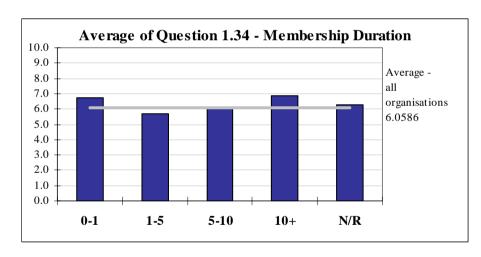
#### **Question 1.33:**

APNIC Open Policy Meetings are useful for the professional development of me or my staff



APNIC Open Policy Meetings are affordable and accessible to attend in person.

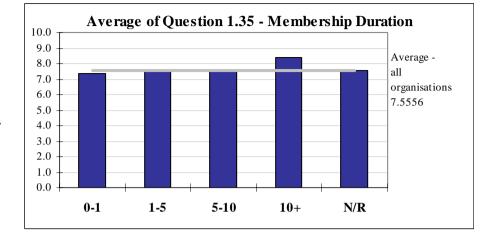






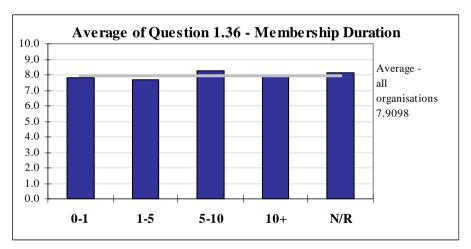
#### **Question 1.35:**

The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open Policy Meetings more accessible.



### **Question 1.36:**

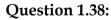
APNIC should be involved with activities and events of operator groups and ISP associations in the region.



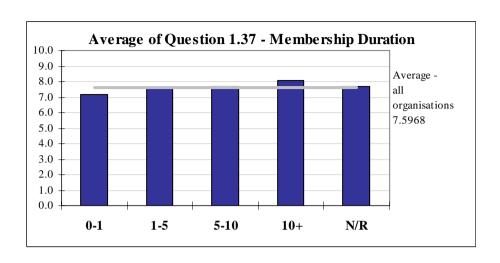


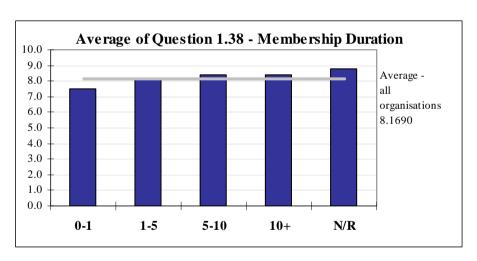
#### **Question 1.37:**

APNIC effectively represents the interests of Asia Pacific network operators in global forums.



APNIC support for internet development throughout the AP region is important.

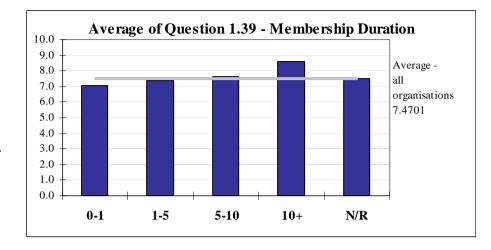






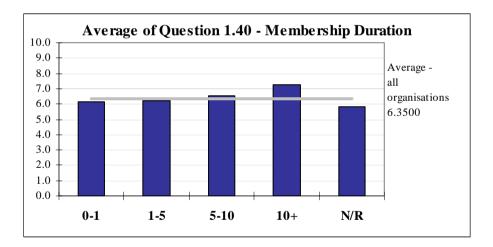
#### Question 1.39:

NIRs provide a valuable service to the internet community.



### **Question 1.40:**

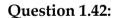
The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood.



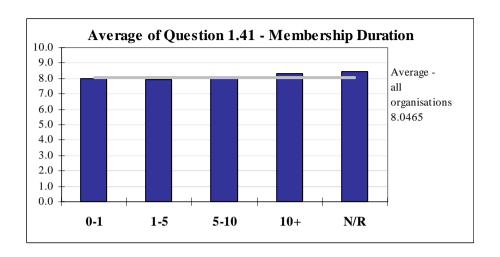


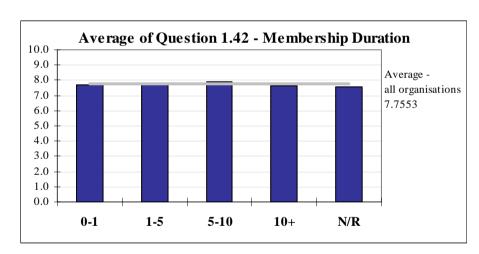
#### **Question 1.41:**

APNIC servers and services are well maintained with high availability.



APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance.





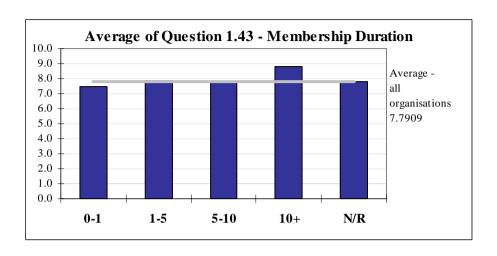


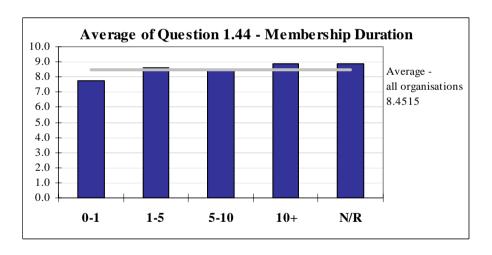
#### **Question 1.43**

The DNS root server coverage in my area (http://www.apnic.net/services/rootserver/) is satisfactory.

## **Question 1.44:**

APNIC's involvement with DNS root server operations in the Asia Pacific region is important.





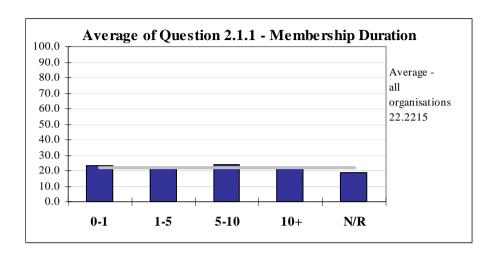


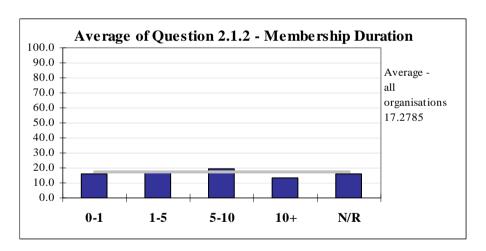
### Question 2.1.1:

Expand training activities in scope, geographical coverage and online options.

## Question 2.1.2:

Expand local presence by opening APNIC branches.





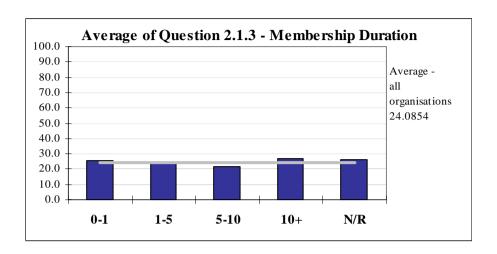


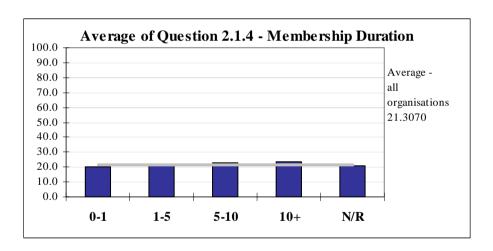
Question 2.1.3:

Streamline resource requests and allocation processes.

### Question 2.1.4:

Support ISP education in the Asia Pacific region.





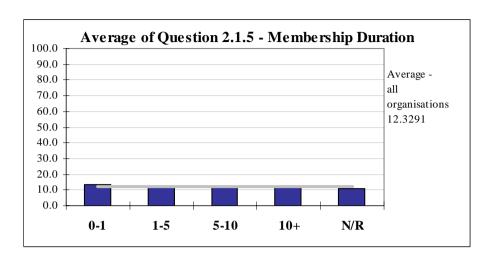


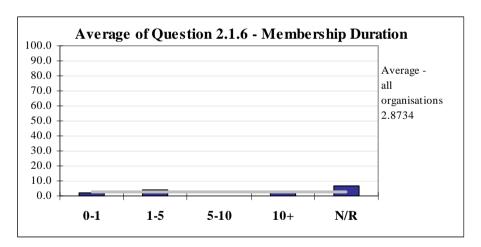
Question 2.1.5:

Extend APNIC hours of operation.

## Question 2.1.6:

Other.





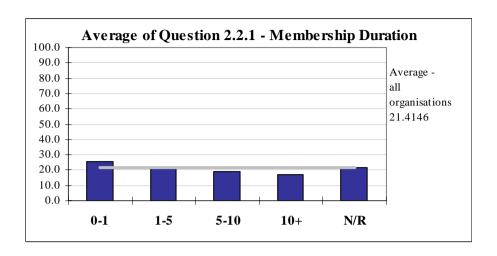


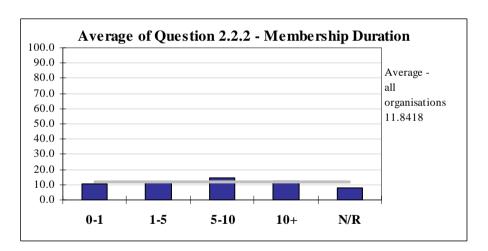
Question 2.2.1:

Improve the APNIC web site.

## Question 2.2.2:

Provide APNIC materials in a wider range of languages.

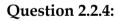




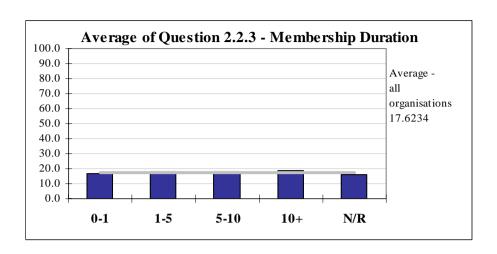


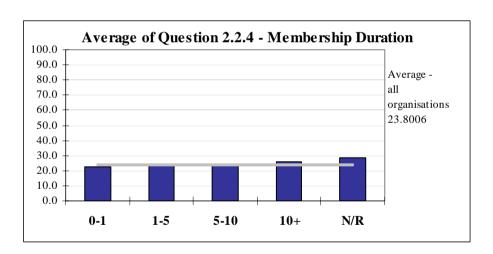
Question 2.2.3:

Expand external communication and outreach activities.



Increase accessibility of APNIC meetings and policy processes.

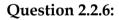




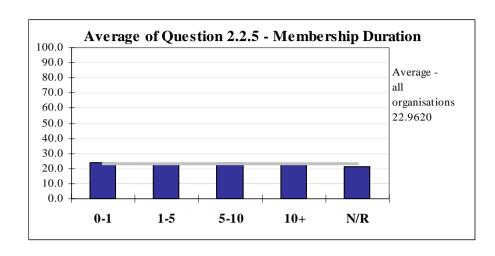


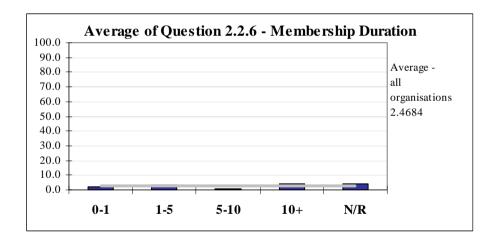
## Question 2.2.5:

Represent the needs of the ISP community to governments and regulators.



Other.





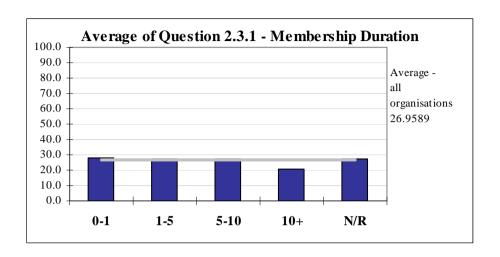


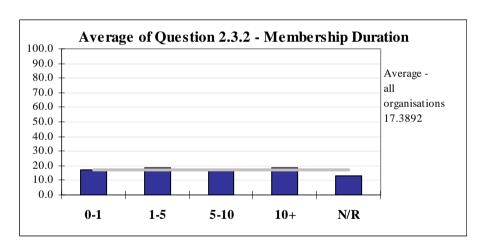
#### Question 2.3.1:

Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests).

## Question 2.3.2:

Develop APIs for automatic data exchange with customers' systems.





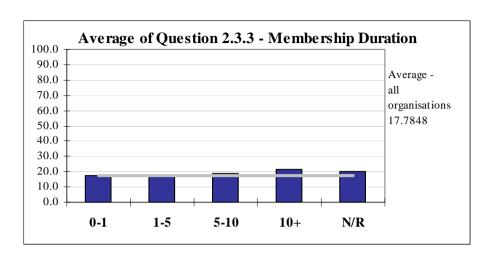


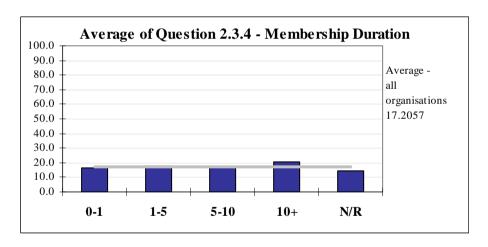
#### Question 2.3.3:

Develop resource certification to support better routing security.

### Question 2.3.4:

Enhance robustness of APNIC services, through extra POPs and redundancy.





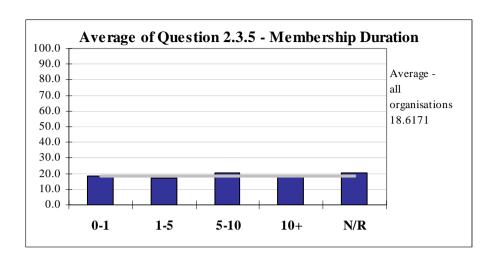


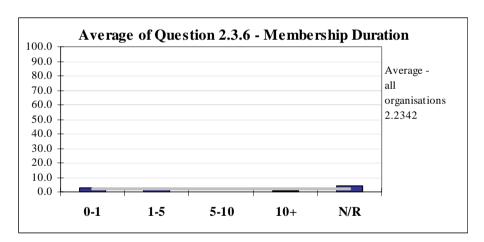
Question 2.3.5:

Deploy more DNS root servers in the Asia Pacific region.

## Question 2.3.6:

Other.

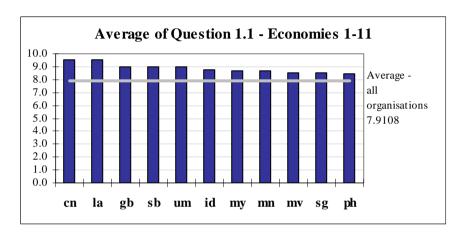


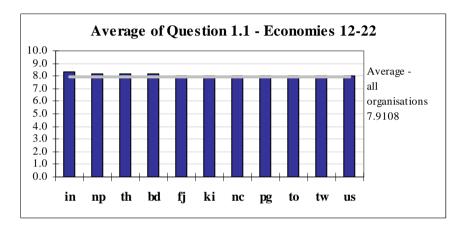


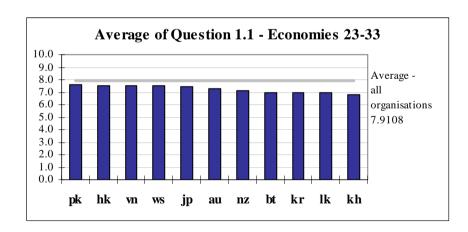


# Appendix 5 – Analysis of Response Data Based on Economy

**Question 1.1:** The overall services provided by APNIC are satisfactory.

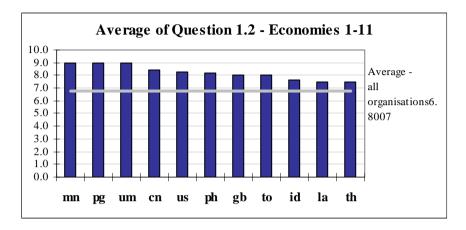


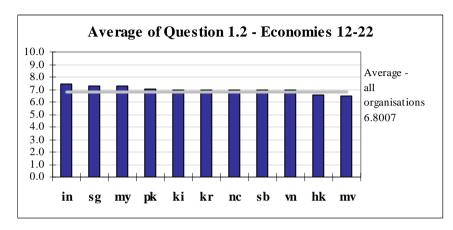


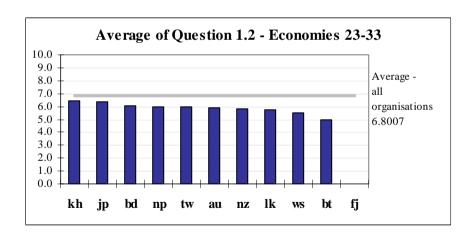




Question 1.2: The value members get from APNIC justifies the cost

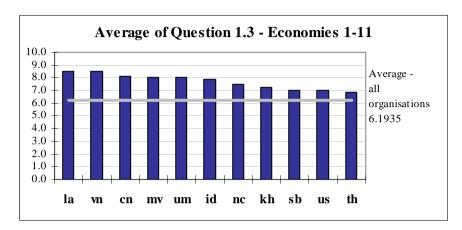


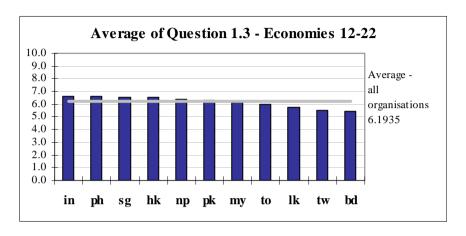


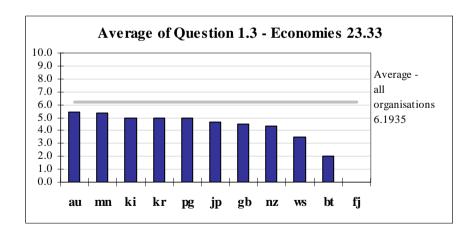




**Question 1.3:** APNIC training is easy to attend.

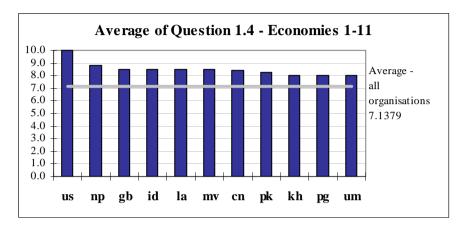


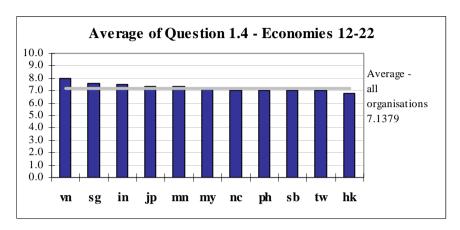


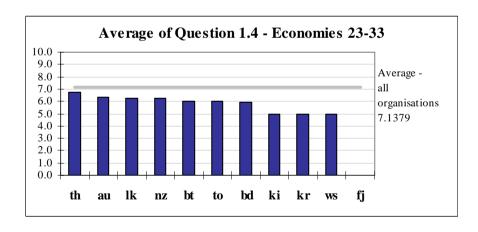




**Question 1.4:** APNIC training meets my expectations as an APNIC member.

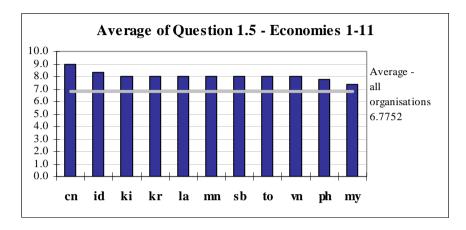


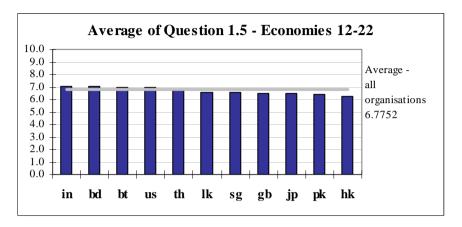


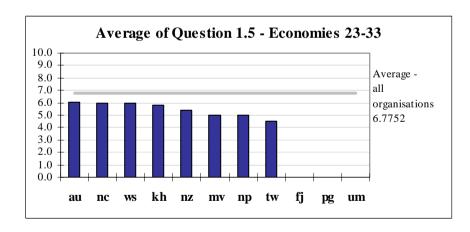




**Question 1.5:** Information and access to APNIC online eLearning is readily available.

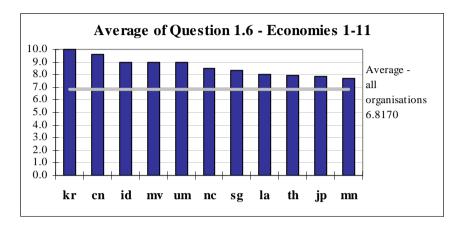


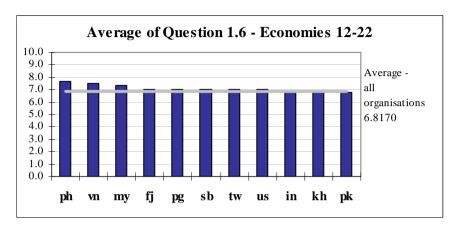


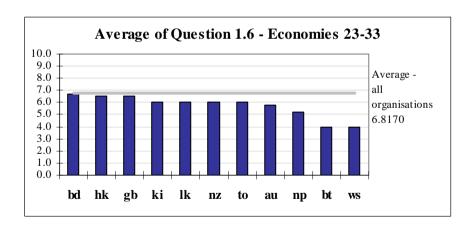




**Question 1.6:** The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward.

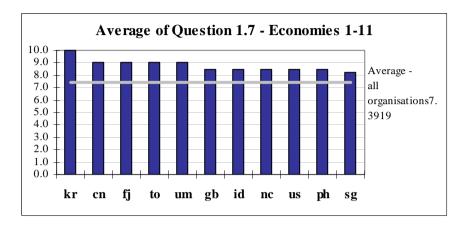


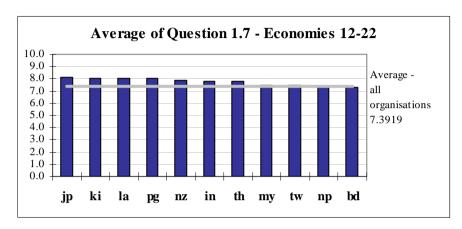


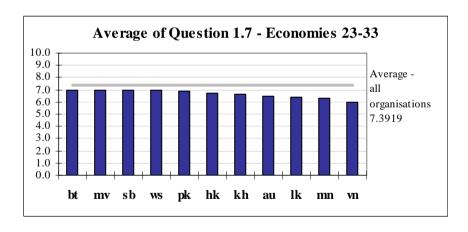




Question 1.7: APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance.

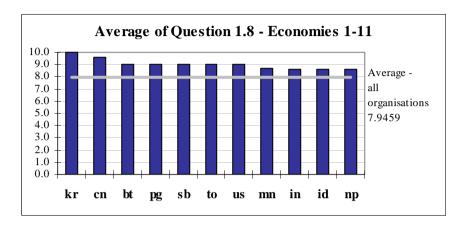


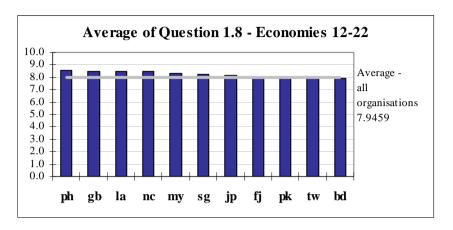


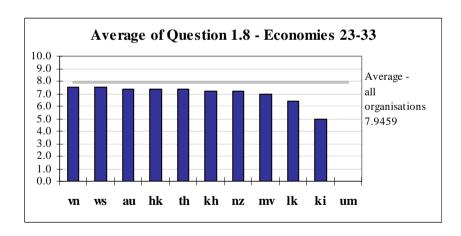




**Question 1.8:** The APNIC helpdesk provides timely and appropriate responses to inquiries.

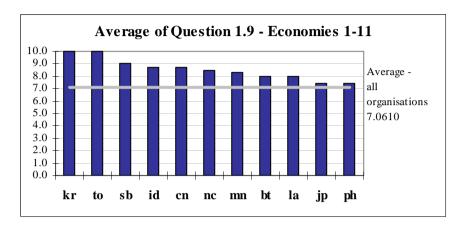


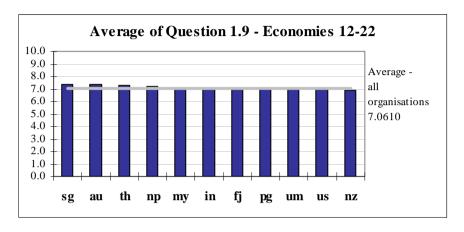


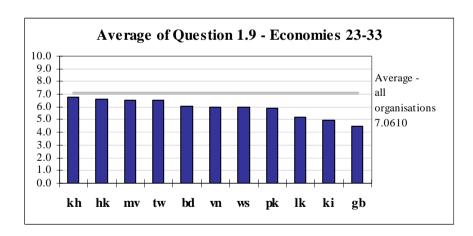




**Question 1.9:** APNIC's current business hours allow easy contact by members.

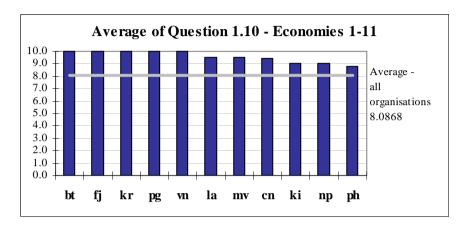


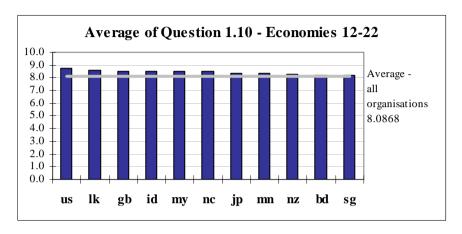


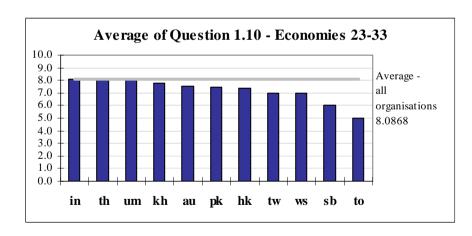




**Question 1.10:** Email is an effective and efficient way to contact APNIC.

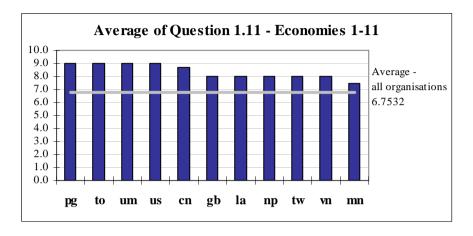


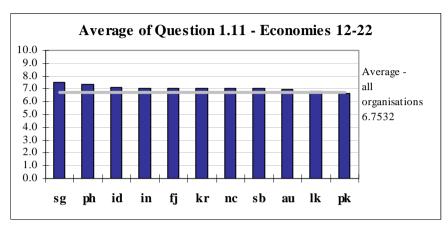


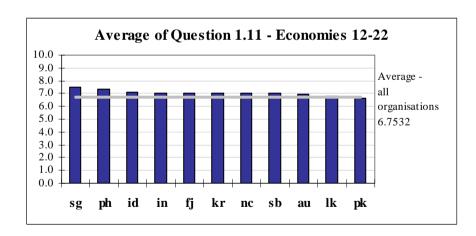




Question 1.11: Phone (PSTN) is an effective and efficient way to contact APNIC.

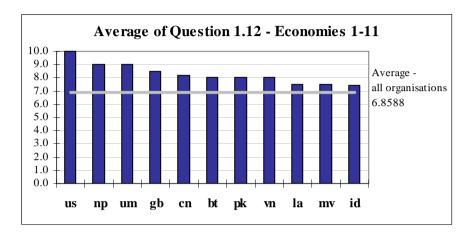


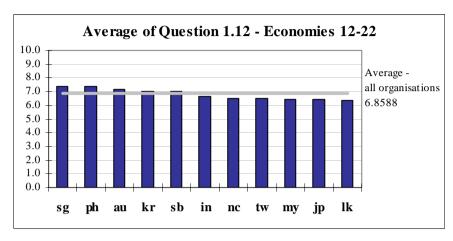


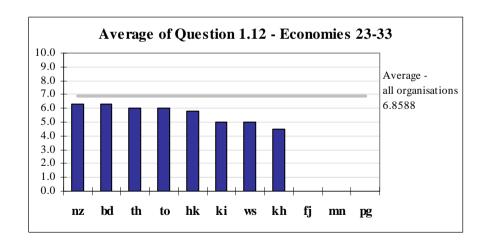




Question 1.12: Phone (VoIP) is an effective and efficient way to contact APNIC.

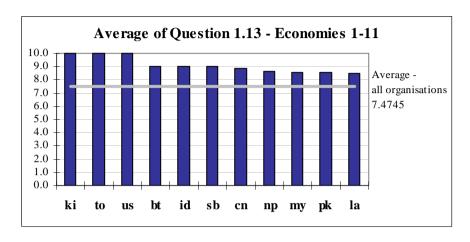


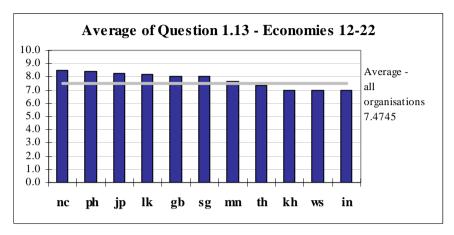


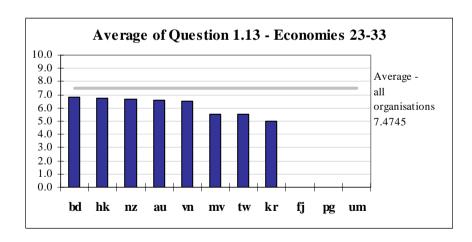




**Question 1.13:** Online chat is an effective and efficient way to contact APNIC.

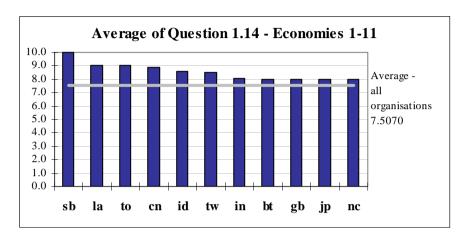


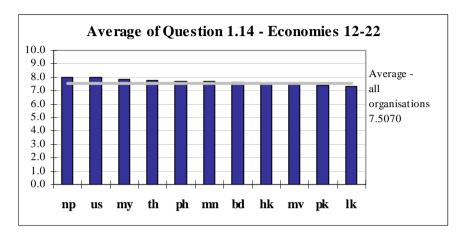


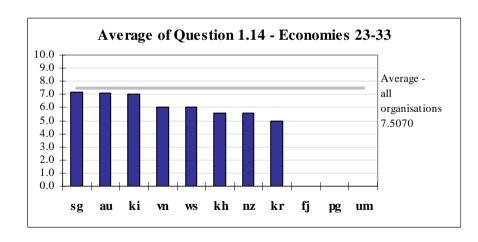




Question 1.14: MyAPNIC operates at a high level of quality, usability and reliability.

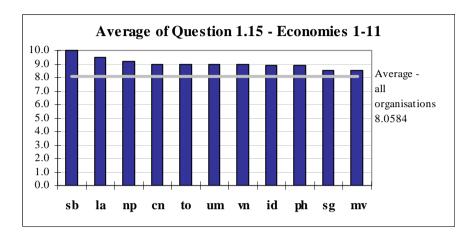


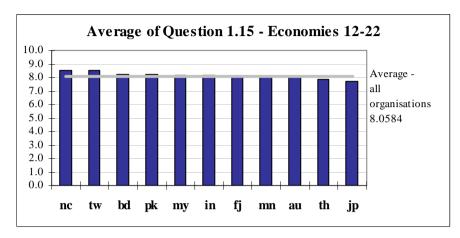


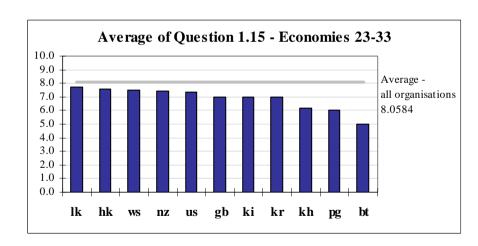




**Question 1.15:** APNIC whois database operates at a high level of quality, usability and reliability.

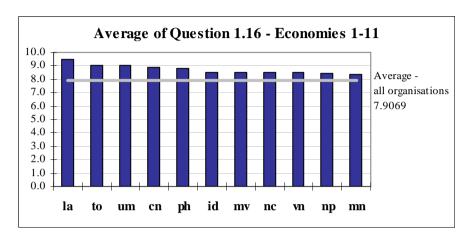


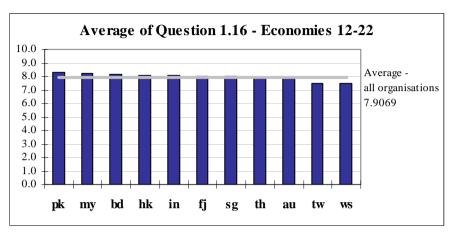


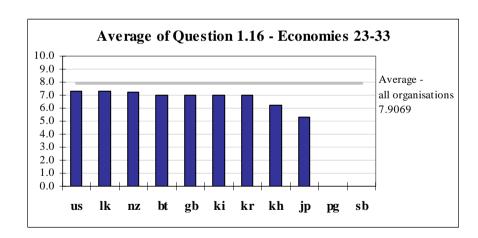




**Question 1.16:** Reverse DNS services operate at a high level of quality, usability and reliability.

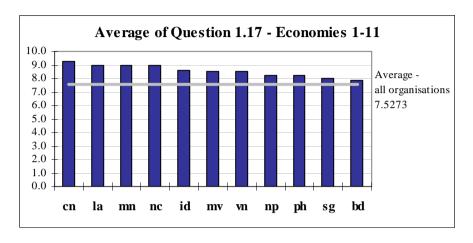


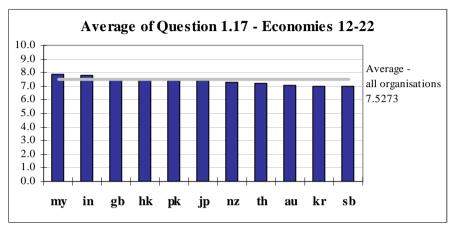


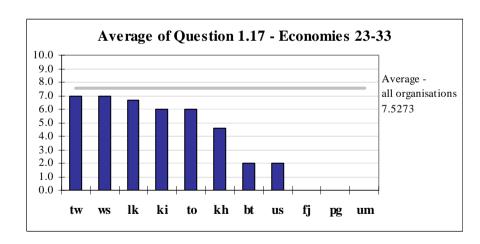




**Question 1.17:** The Certification Authority operates at a high level of quality, usability and reliability.

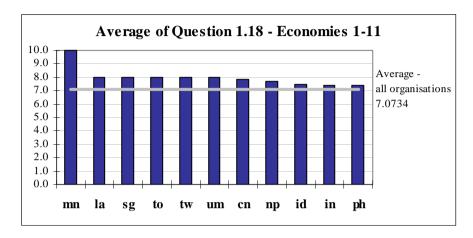


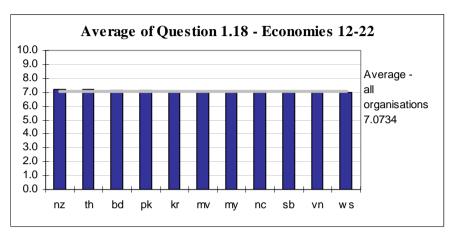


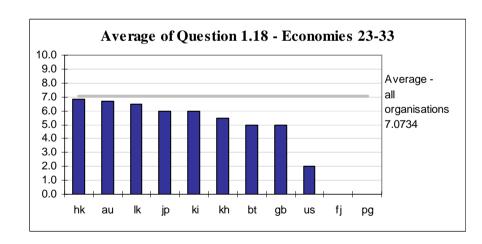




**Question 1.18:** ICONS (http://icons.apnic.net) operates at a high level of quality, usability and reliability.

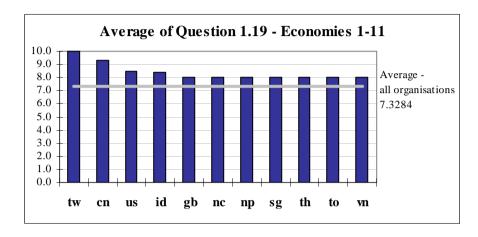


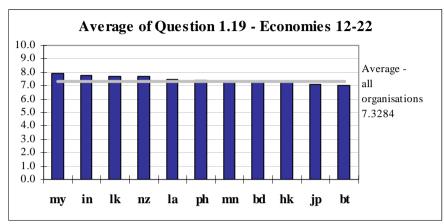


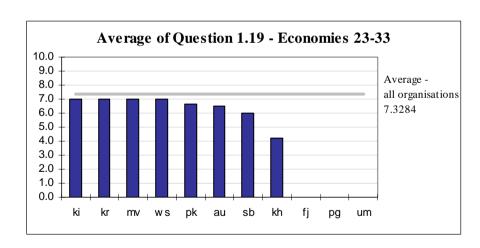




**Question 1.19:** The APNIC email interface to update the whois database is reliable and easy to use.

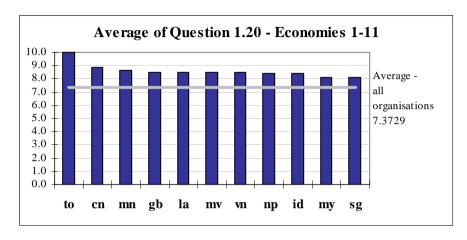


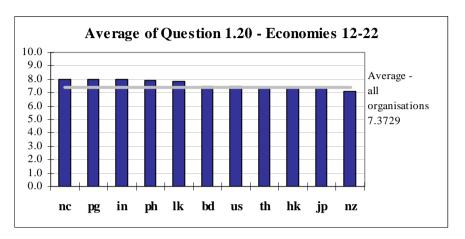


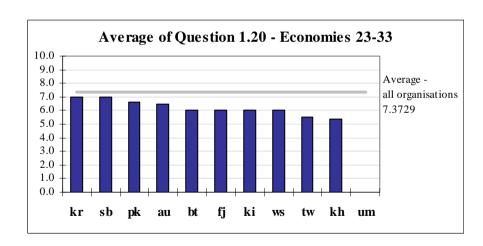




Question 1.20: APNIC online forms are generally relevant and easy to use.

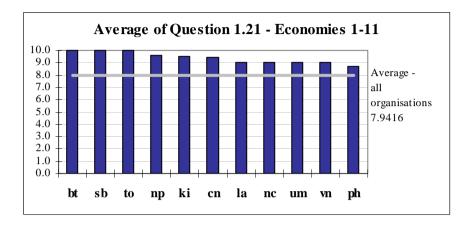


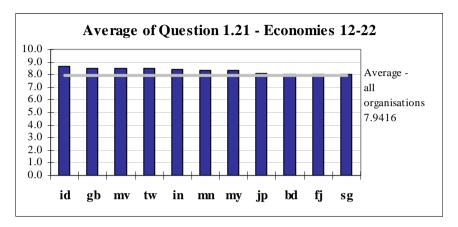


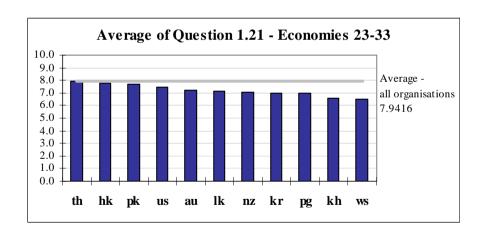




Question 1.21: APNIC makes good use of email and mailing lists to communicate with members.

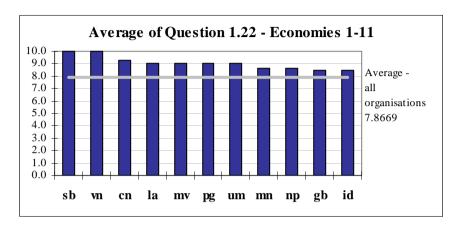


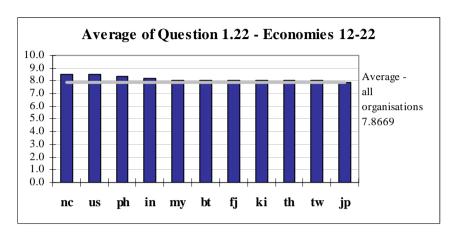


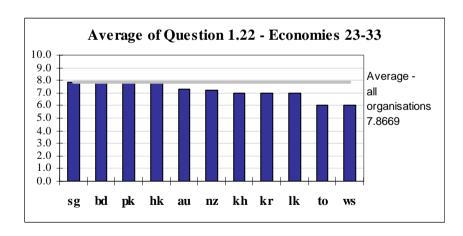




Question 1.22: APNIC's written communications and announcements are easy to understand.

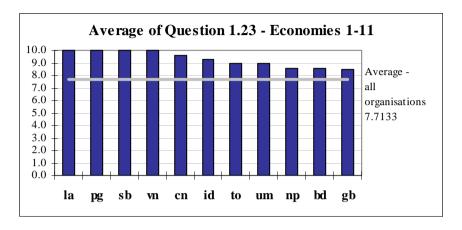


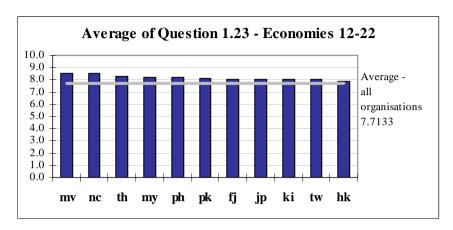


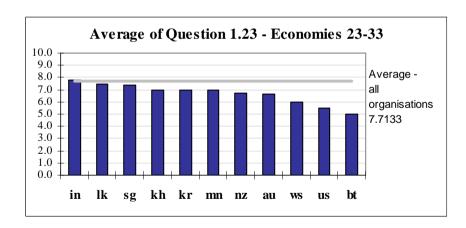




**Question 1.23:** It is important for APNIC to publish a detailed annual report.

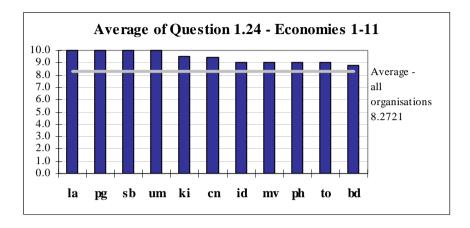


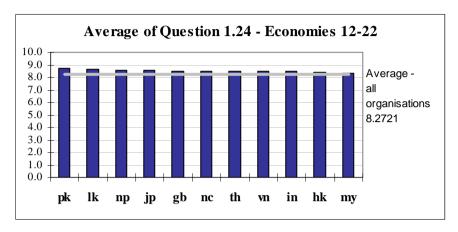


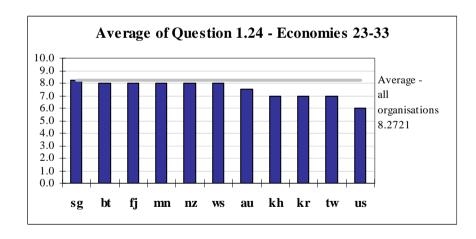




Question 1.24: It is important for APNIC to publish statistics and other reports about Internet development and use.

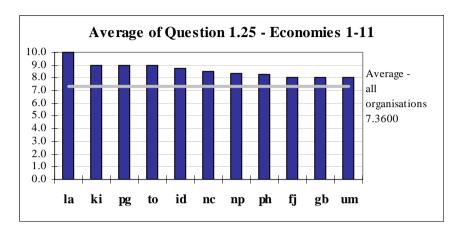


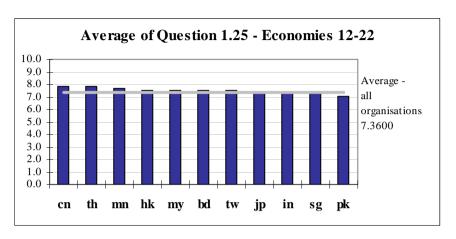


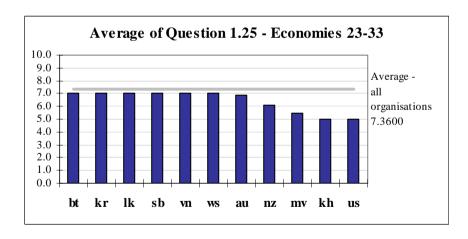




**Question 1.25:** Apster is a good quality publication that contains useful articles and information.

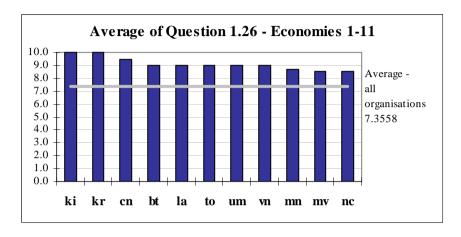


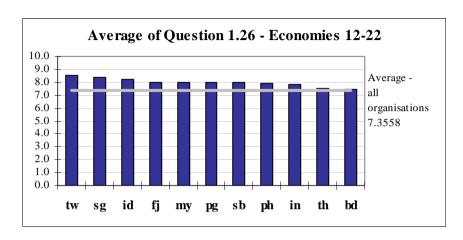


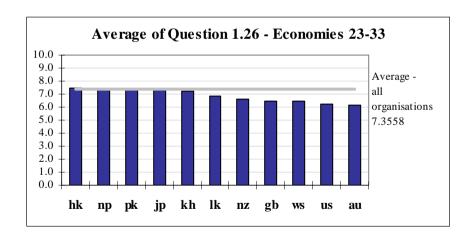




**Question 1.26:** The APNIC web site is easy to use and navigate.

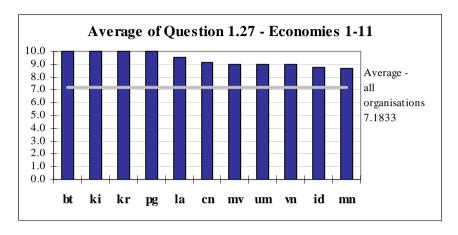


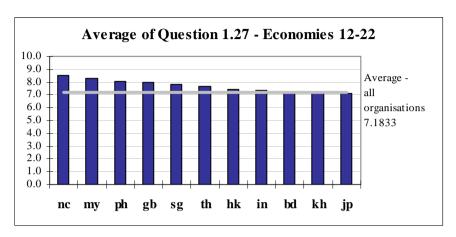


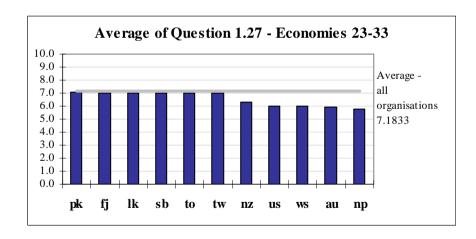




**Question 1.27:** The APNIC web site makes it easy for me to understand APNIC policies and procedures.

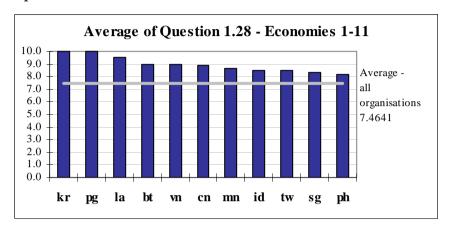


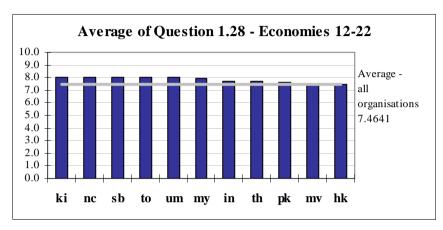


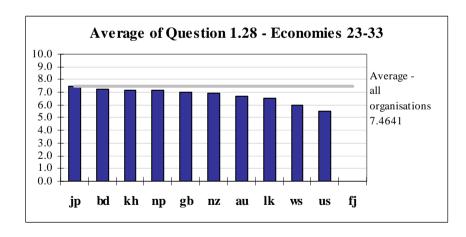




**Question 1.28:** The content on the APNIC web site provides useful reference information on a range of Internet addressing topics.

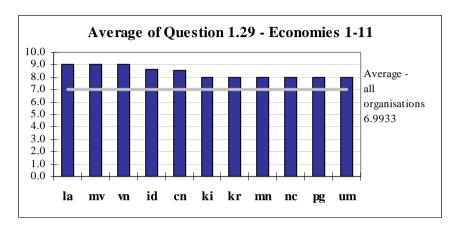


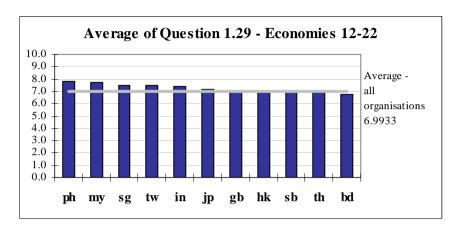


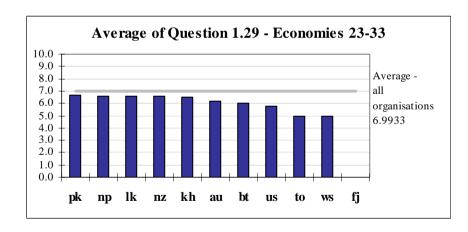




Question 1.29: APNIC policy documents are easy to access and understand.

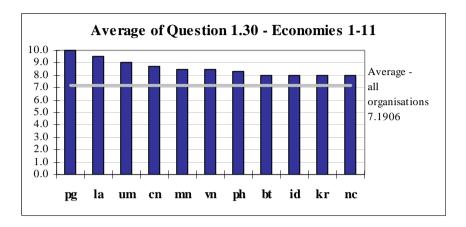


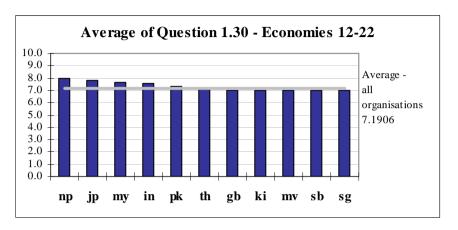


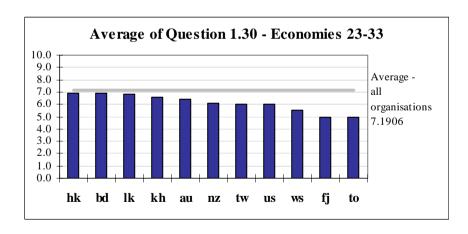




**Question 1.30:** The APNIC policy development process is an effective way of developing IP addressing policies in this region.

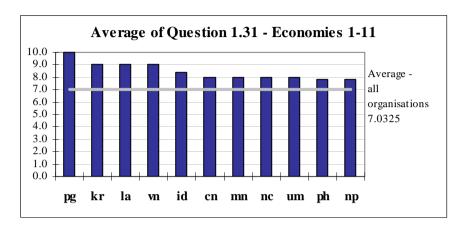


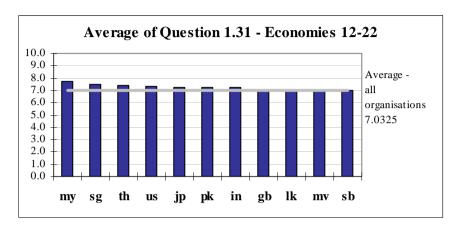


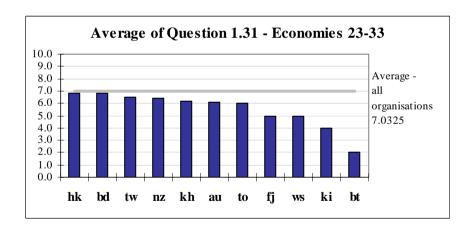




**Question 1.31:** The APNIC policy development process is fair and easy to understand.

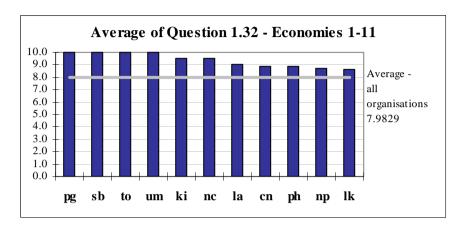


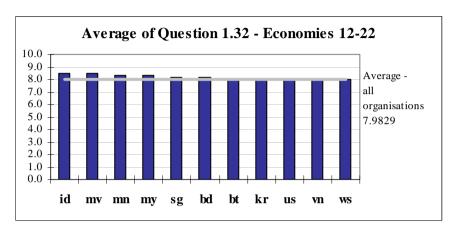


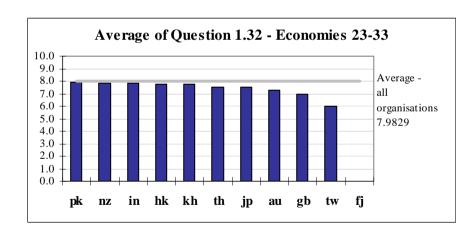




**Question 1.32:** Technical content is an important part of APNIC Open Policy Meetings.

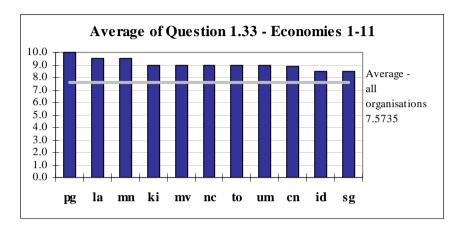


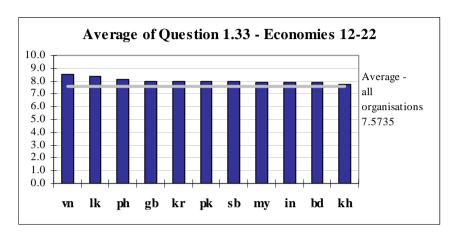


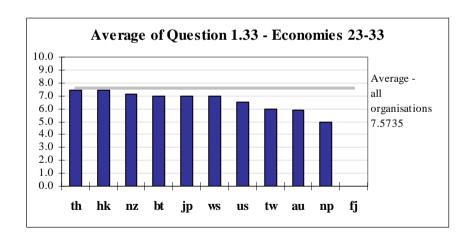




Question 1.33: APNIC Open Policy Meetings are useful for the professional development of me or my staff.

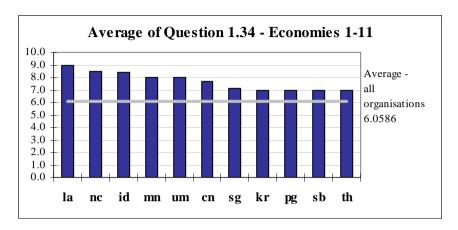


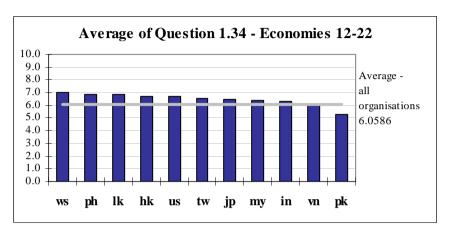


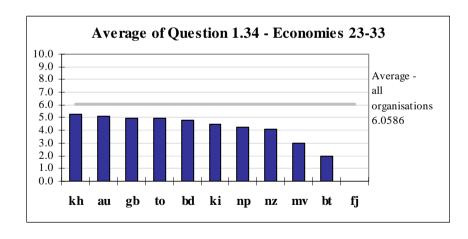




**Question 1.34:** APNIC Open Policy Meetings are affordable and accessible to attend in person.

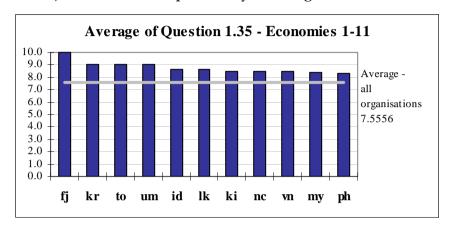


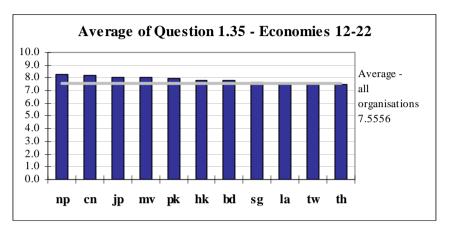


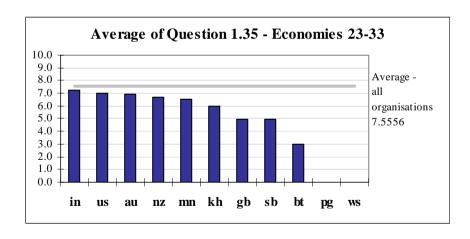




**Question 1.35:** The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open Policy Meetings more accessible.

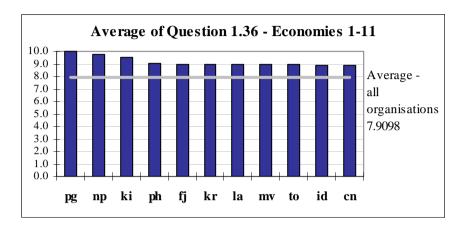


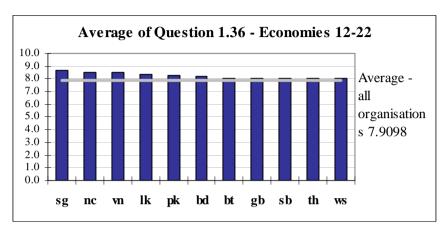


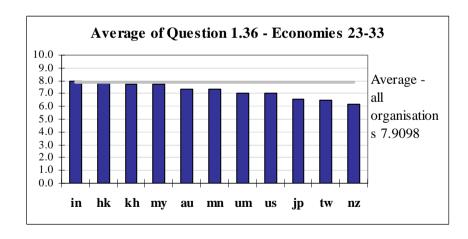




Question 1.36: APNIC should be involved with activities and events of operator groups and ISP associations in the region.

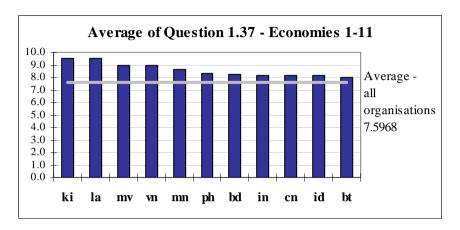


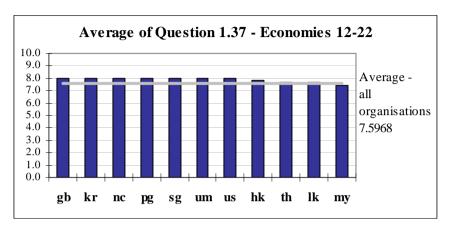


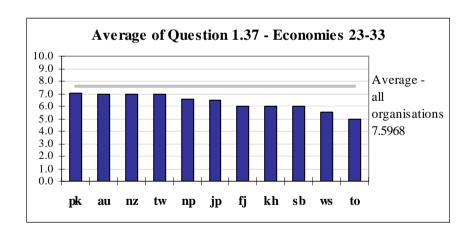




**Question 1.37:** APNIC effectively represents the interests of Asia Pacific network operators in global forums.

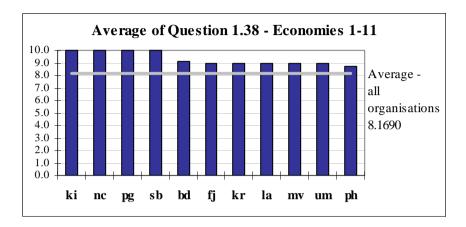


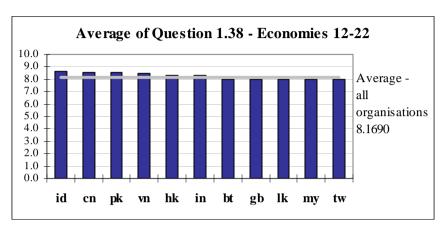


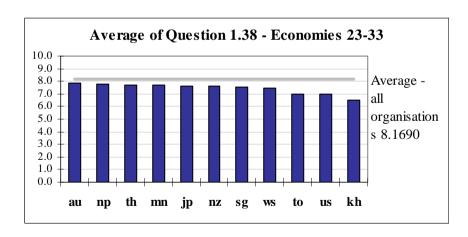




**Question 1.38:** APNIC support for internet development throughout the AP region is important.

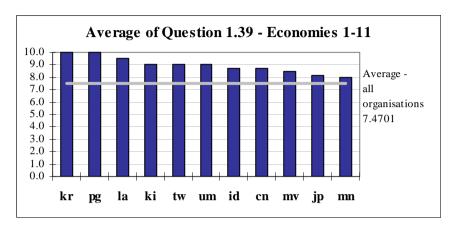


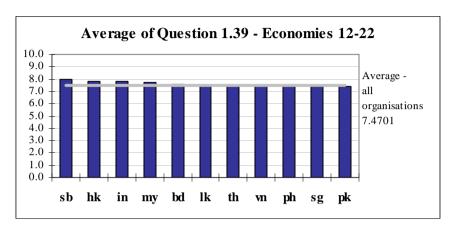


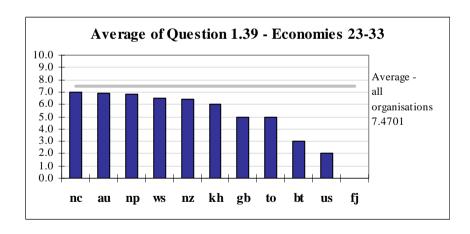




**Question 1.39:** NIRs provide a valuable service to the internet community.

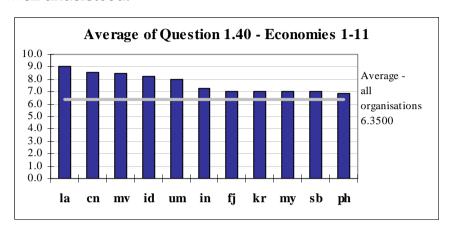


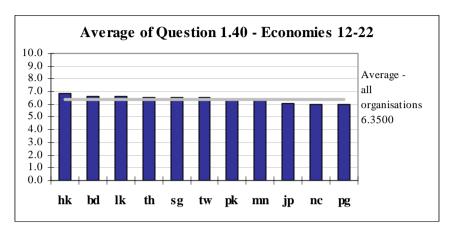


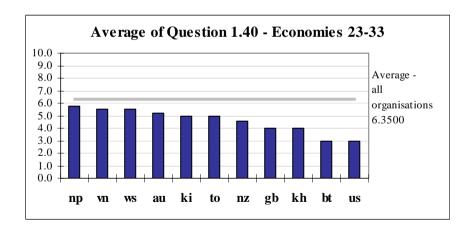




**Question 1.40:** The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood.

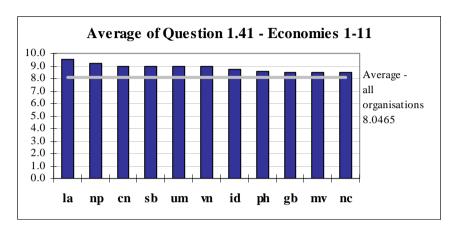


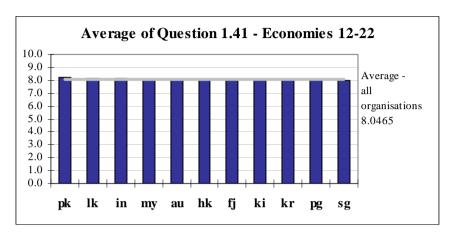


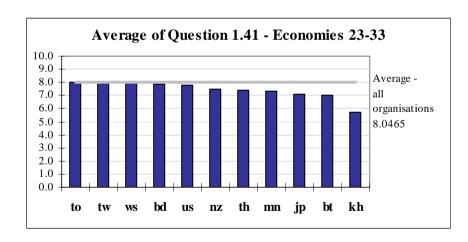




Question 1.41: APNIC servers and services are well maintained with high availability.

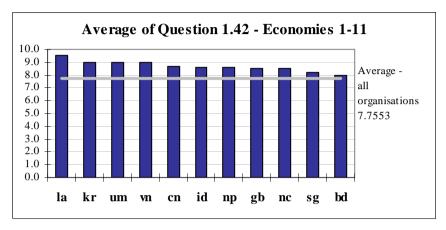


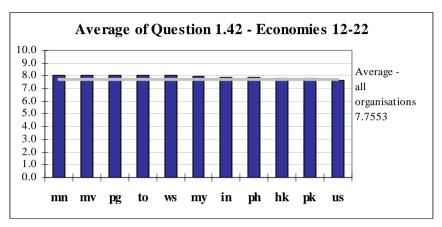


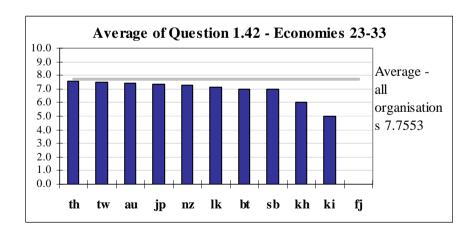




**Question 1.42:** APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance.

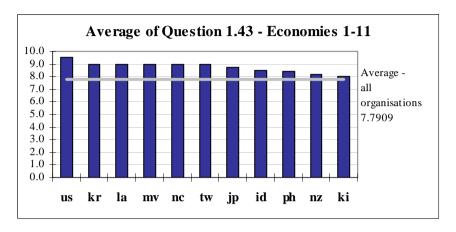


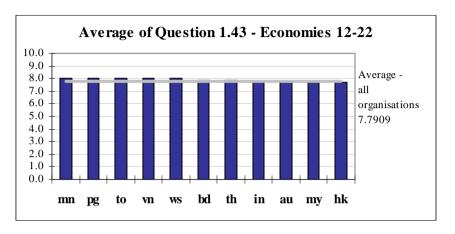


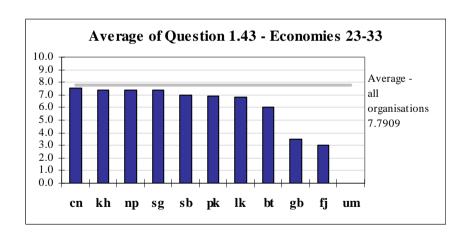




**Question 1.43:** The DNS root server coverage in my area http://www.apnic.net/services/rootserver/) is satisfactory.

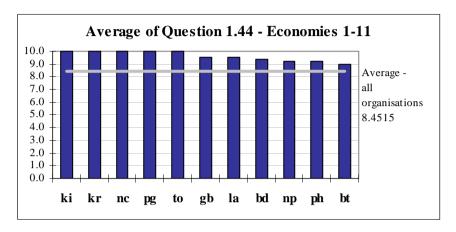


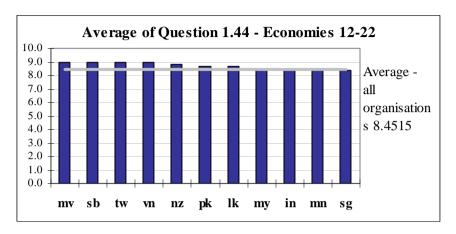


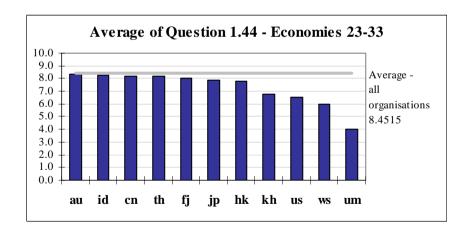




Question 1.44: APNIC's involvement with DNS root server operations in the Asia Pacific region is important.

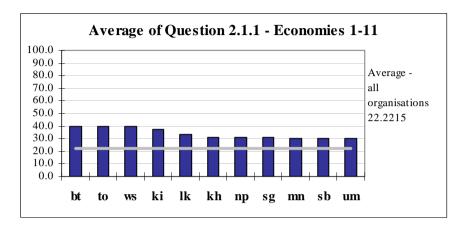


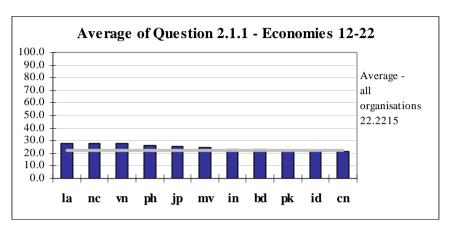


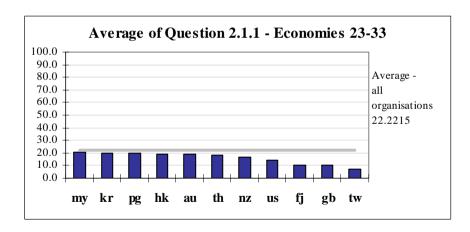




Question 2.1.1: Expand training activities in scope, geographical coverage and online options.

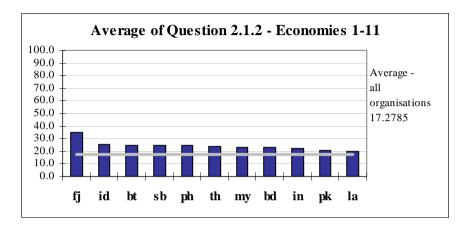


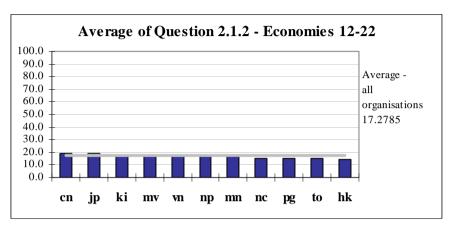


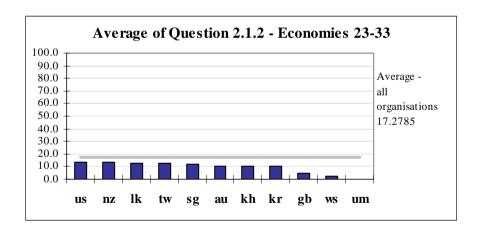




**Question 2.1.2:** Expand local presence by opening APNIC branches.

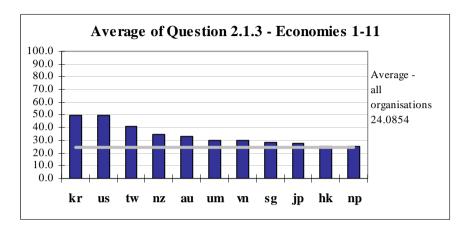


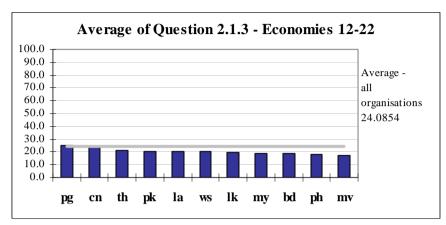


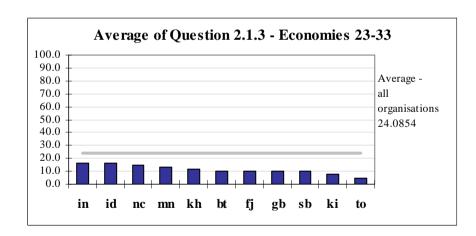




Question 2.1.3: Streamline resource requests and allocation processes.

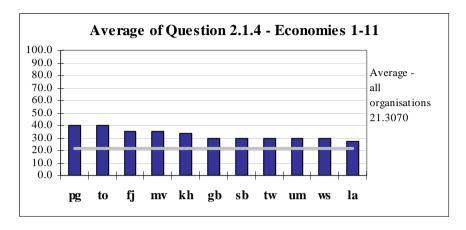


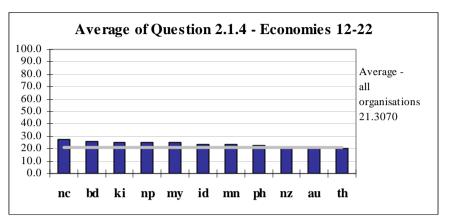


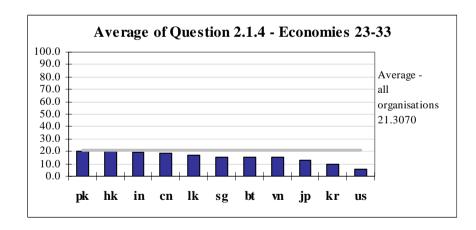




Question 2.1.4: Support ISP education in the Asia Pacific region.

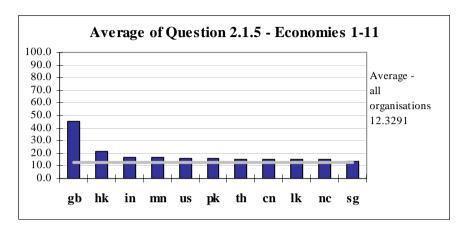


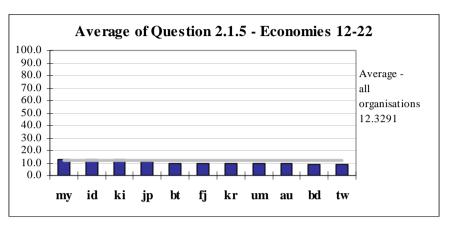


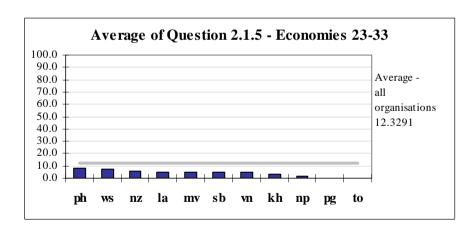




**Question 2.1.5:** Extend APNIC hours of operation.

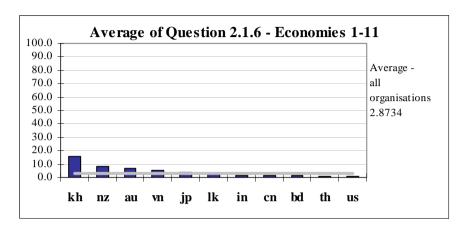


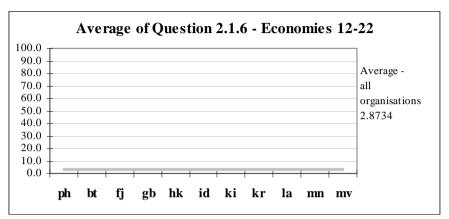


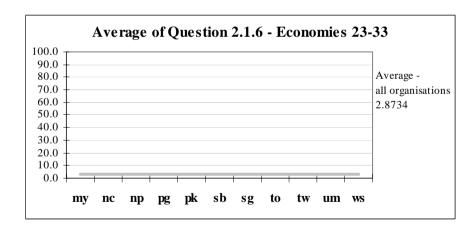




## Question 2.1.6: Other.

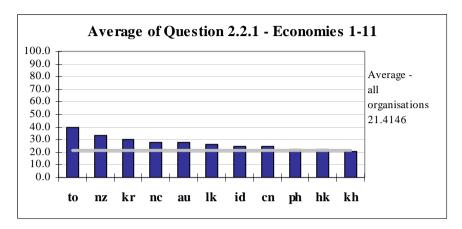


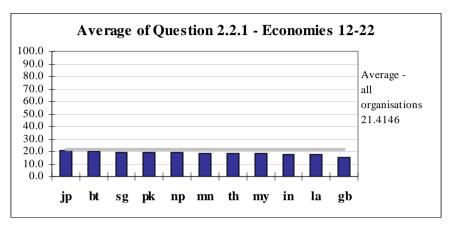


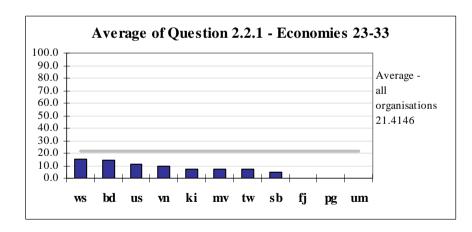




**Question 2.2.1:** Improve the APNIC web site.

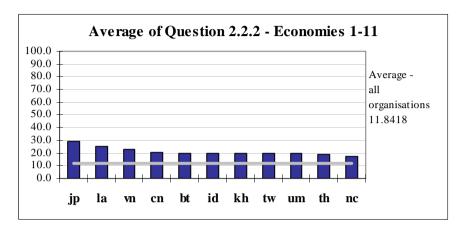


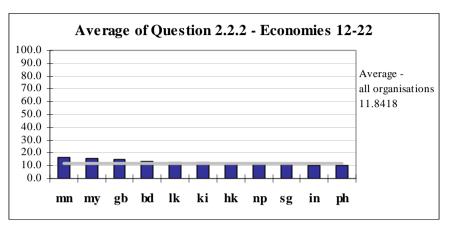


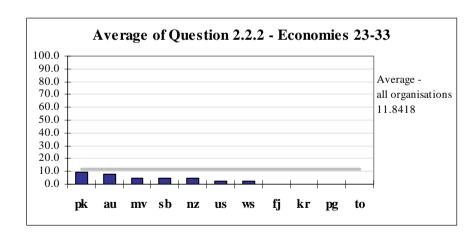




Question 2.2.2: Provide APNIC materials in a wider range of languages.

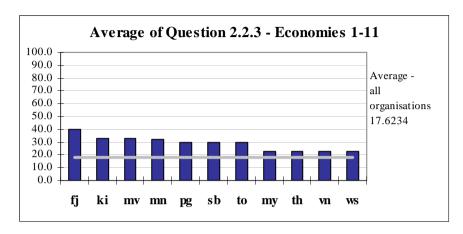


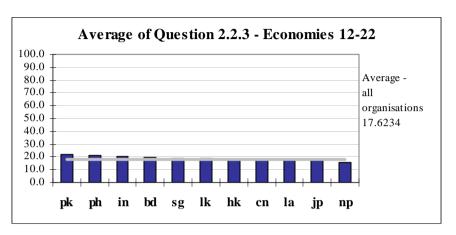


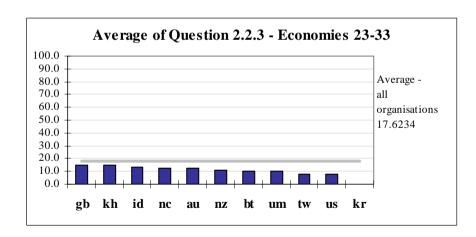




Question 2.2.3: Expand external communication and outreach activities.

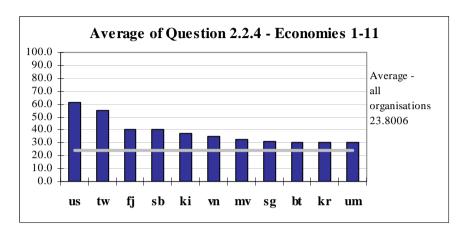


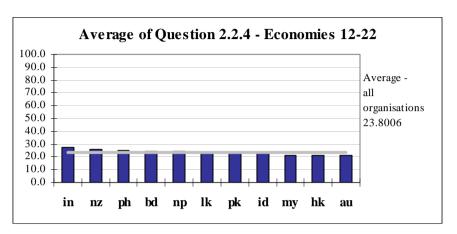


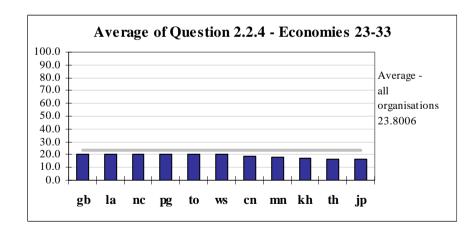




Question 2.2.4: Increase accessibility of APNIC meetings and policy processes.

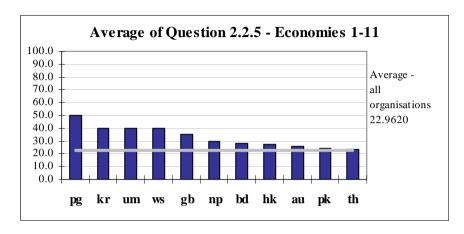


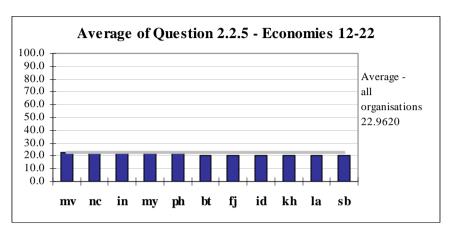


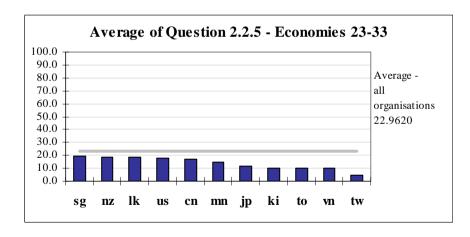




Question 2.2.5: Represent the needs of the ISP community to governments and regulators.

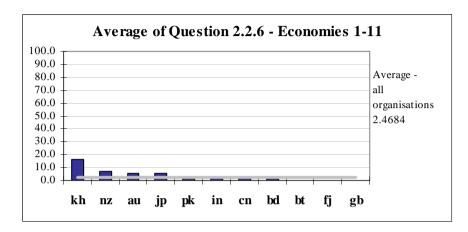


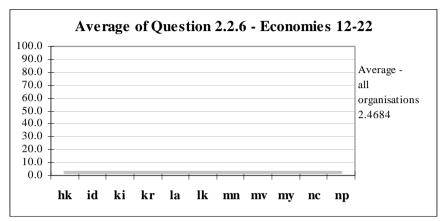


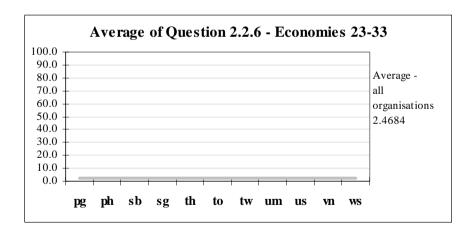




## Question 2.2.6: Other.

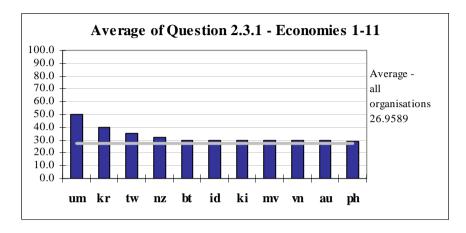


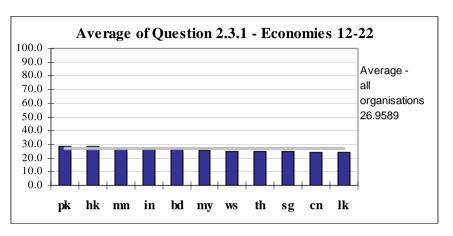


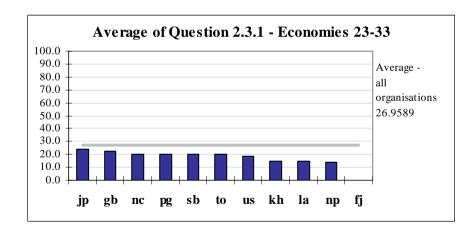




Question 2.3.1: Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests).

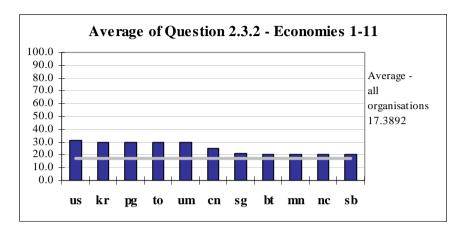


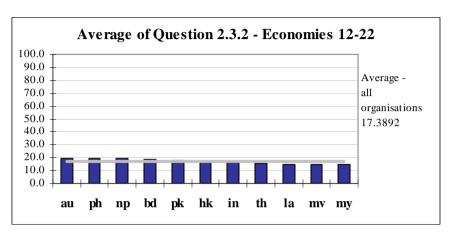


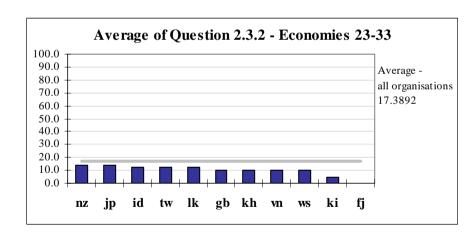




**Question 2.3.2:** Develop APIs for automatic data exchange with customers' systems.

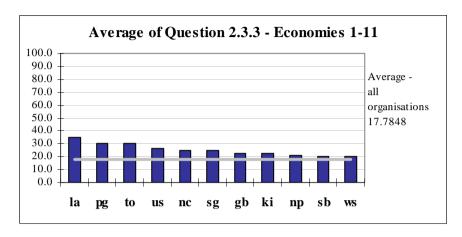


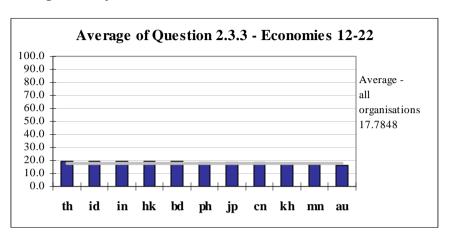


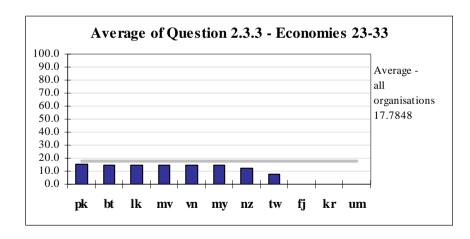




Question 2.3.3: Develop resource certification to support better routing security.

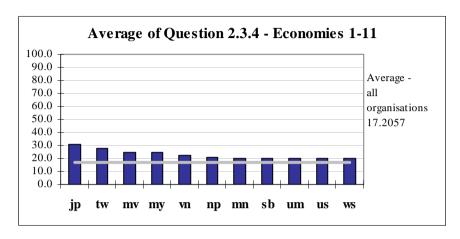


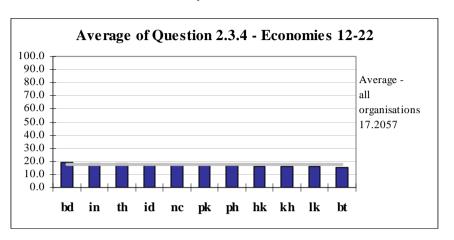


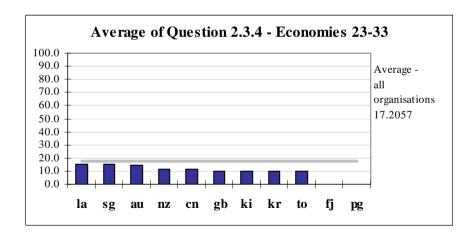




Question 2.3.4: Enhance robustness of APNIC services, through extra POPs and redundancy.

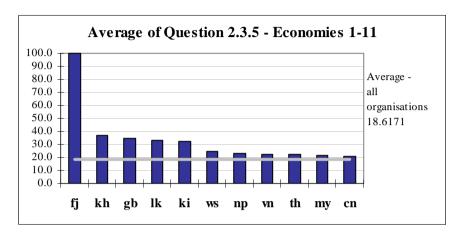


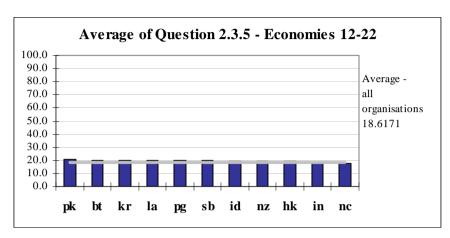


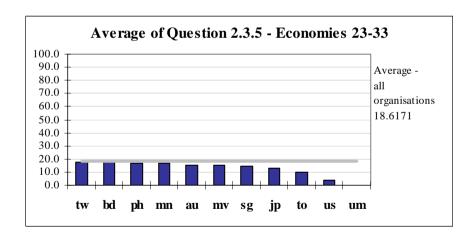




**Question 2.3.5:** Deploy more DNS root servers in the Asia Pacific region.









## Question 2.3.6: Other.

