



**To: APNIC Members and Stakeholders**  
**From: John Earls, KPMG**  
**Re: 2004 Member and Stakeholder Survey**

Dear Friends,

As you may know, I have been commissioned by the APNIC Executive Council and Director General to undertake this activity over the coming months, prior to APNIC-18 meeting in Fiji.

I look forward to carrying out this survey and hope it will receive a high level of support. As before, I give you KPMG's and my own personal assurance that the names of all respondents will remain absolutely confidential. Contact details are requested only for purposes of verification.

The survey is in two sections, which I ask you to complete separately. In each section, please answer each question by giving a rating between 1 to 10, with 1 being very negative and 10 being very positive.

If you wish to make a comment, please do so freely, in the language of your choice. Also, if you wish to raise any issues that are not listed in either section, please add them at the end.

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

In Section One, you are asked to consider current APNIC services and activities, and to provide your feedback on each one. These ratings will provide the APNIC EC and Secretariat with important feedback on the quality of current services and areas needing improvement.

#### **SECTION TWO – ASSESSMENT OF PRIORITIES FOR RESOURCE ALLOCATION**

Section Two concerns both existing services and new services which may be considered in future. In this section you are encouraged to consider the priority of these services to you, your organisation, or the Asia Pacific Internet in general. Your ratings in this section will give important guidance to the Director General and Secretariat about the priority of specific activities, for use in future planning.

In this section I suggest that you first read all questions, without making any decisions. Consider which items you think are most important, then go through the list and make your ratings.

I believe that this survey will produce critical information of considerable benefit to APNIC and your organization, and I thank you for your time. If you have any queries please feel free to email me.

Please send your completed survey to: [jearls@kpmg.com.au](mailto:jearls@kpmg.com.au)

If you could do so within the next week I would appreciate it very much.

With best regards,

**John Earls,**  
**KPMG**