



APNIC Presentation

2026 Member Survey Results

Prepared by Survey Matters

September 2026



Agenda.



WHAT WE HEARD

Four key things the 2026 APNIC Survey tells us.

- 01 APNIC continues to receive strong ratings for service quality, value and interaction.
- 02 Members identify APNIC with the registration and allocation of IP addresses and AS numbers, as well as the technical, community and governance activities that support the operation of the registry.
- 03 Infrastructure deployment, technical capability and practical information receive particularly high ratings of value.
- 04 Future priorities are spread across several connected areas rather than concentrated on one activity.

The overall picture is strong current performance, alongside broad expectations for APNIC's future role.

METHODOLOGY

A survey designed around future direction

The 2026 survey retained core measures while placing greater emphasis on strategic priorities



Quantitative Only



Fieldwork



Usable responses

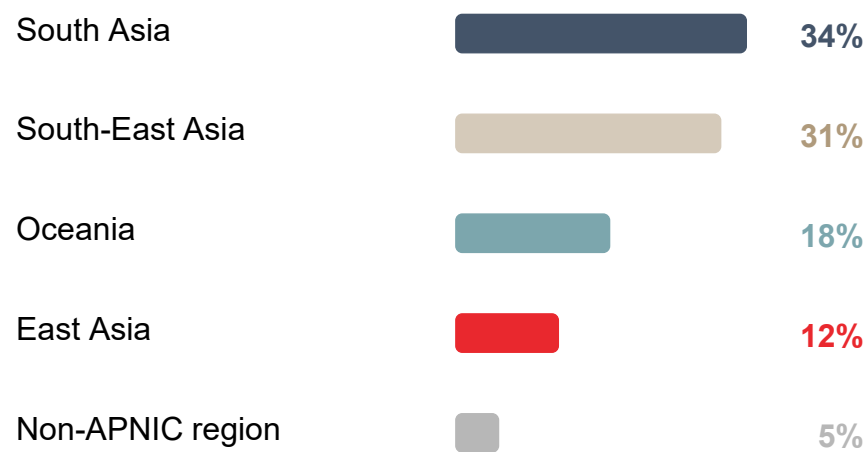
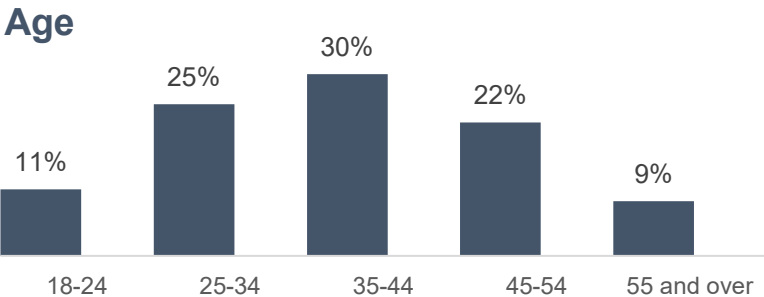
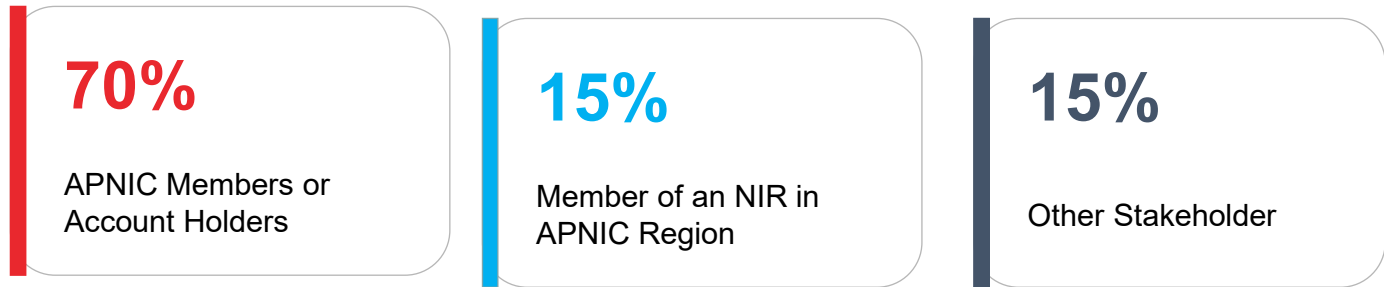
The survey was conducted independently and responses are confidential.

OBJECTIVES

- Continue to track APNIC key performance indicators of value, quality trust and endorsement
- Identify activities Members and Stakeholders most associate with APNIC
- Determine the value of activities aside from registry services to organizations and the broader Internet community
- Measure engagement and satisfaction with APNIC governance
- Understand the strategic priorities Members and Stakeholders want a focus on

Who responded

The sample spans member types, sub-regions and different levels of Internet development



Primary Role	%
Network Operations Engineer / Manager	24%
C-Suite	17%
Network Planning Engineer / Manager	14%
IT Support	9%
Manager	9%
Academic / Researcher	7%
Other	21%

Important context:
Australia and New Zealand account for about 70% of the Oceania sample.

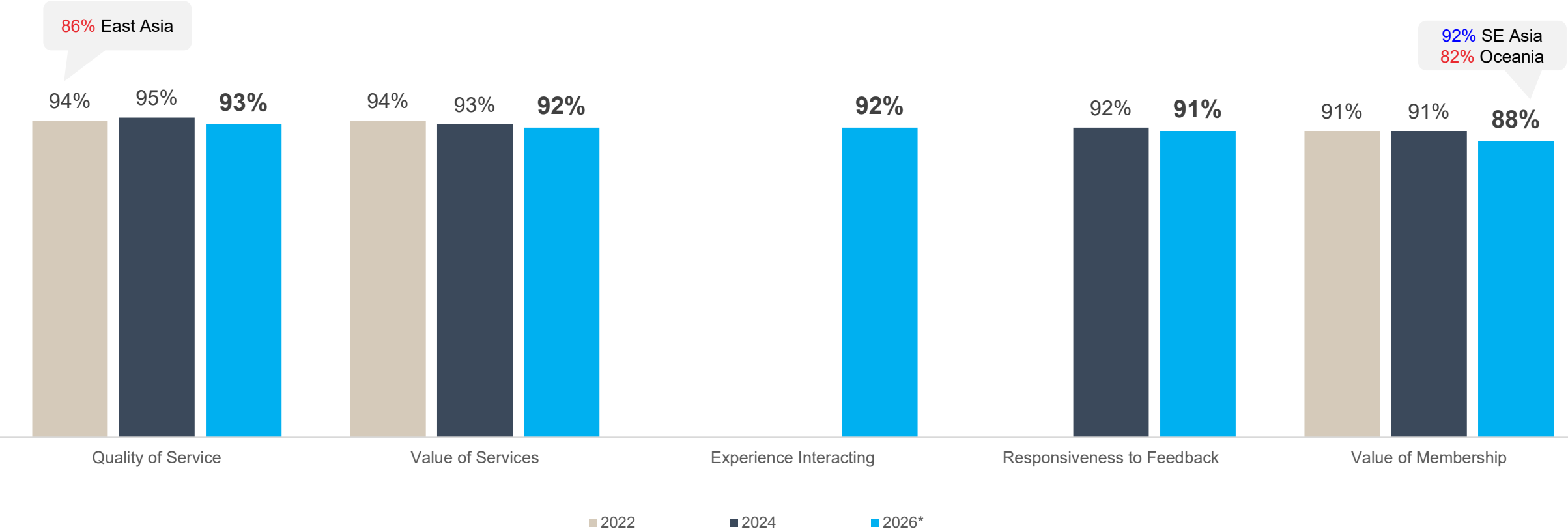
Key Performance Indicators.



KEY PERFORMANCE INDICATORS

Service ratings remain consistently high

APNIC continues to achieve consistently high ratings across all core service measures, with more than nine in ten respondents providing positive ratings for service quality, value, experience and responsiveness.



KEY PERFORMANCE INDICATORS

APNIC enjoys a strong reputation

APNIC continues to be regarded as a respected, trusted and transparent organization that makes a positive contribution to the Internet community

91%

APNIC Is respected in the internet community

93% in 2022 and 94% in 2024

91%

APNIC makes a positive contribution to Internet development

New measure

85%

APNIC is responsive to changing community needs

87% in both 2022 and 2024

84%

APNIC is sufficiently open and transparent

89% in 2022 and 88% in 2026

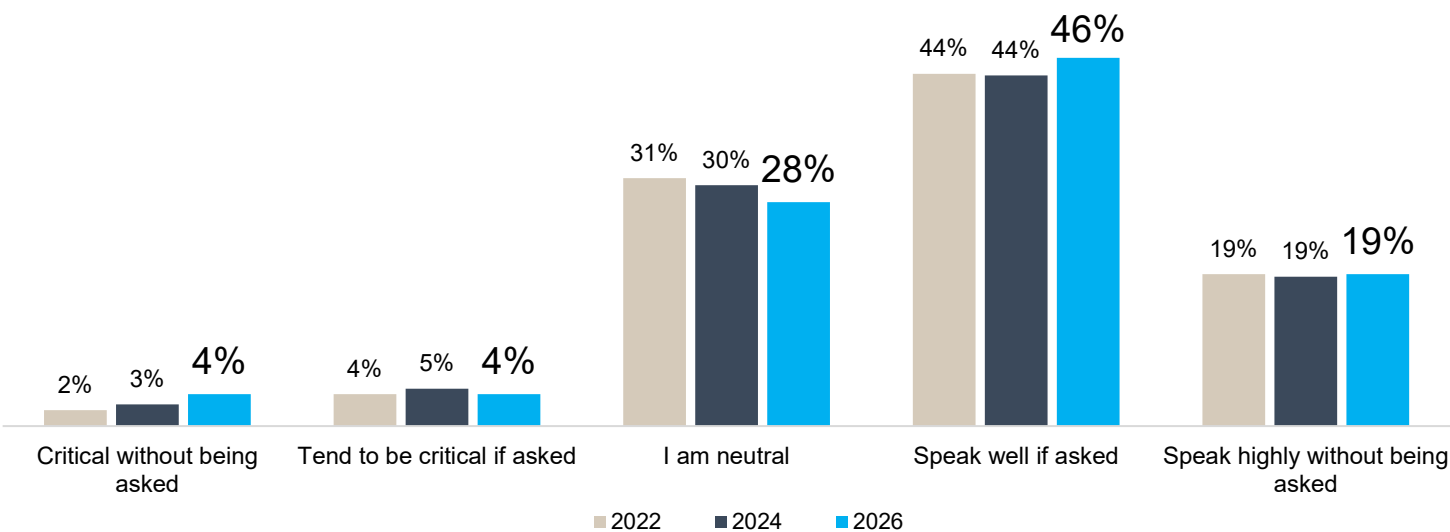
KEY PERFORMANCE INDICATORS

Endorsement remains strong

Almost two thirds of respondents speak well or highly of APNIC, while 28% said they are neutral.



65%
of respondents speak well or highly of APNIC to others.



% Speak well or highly

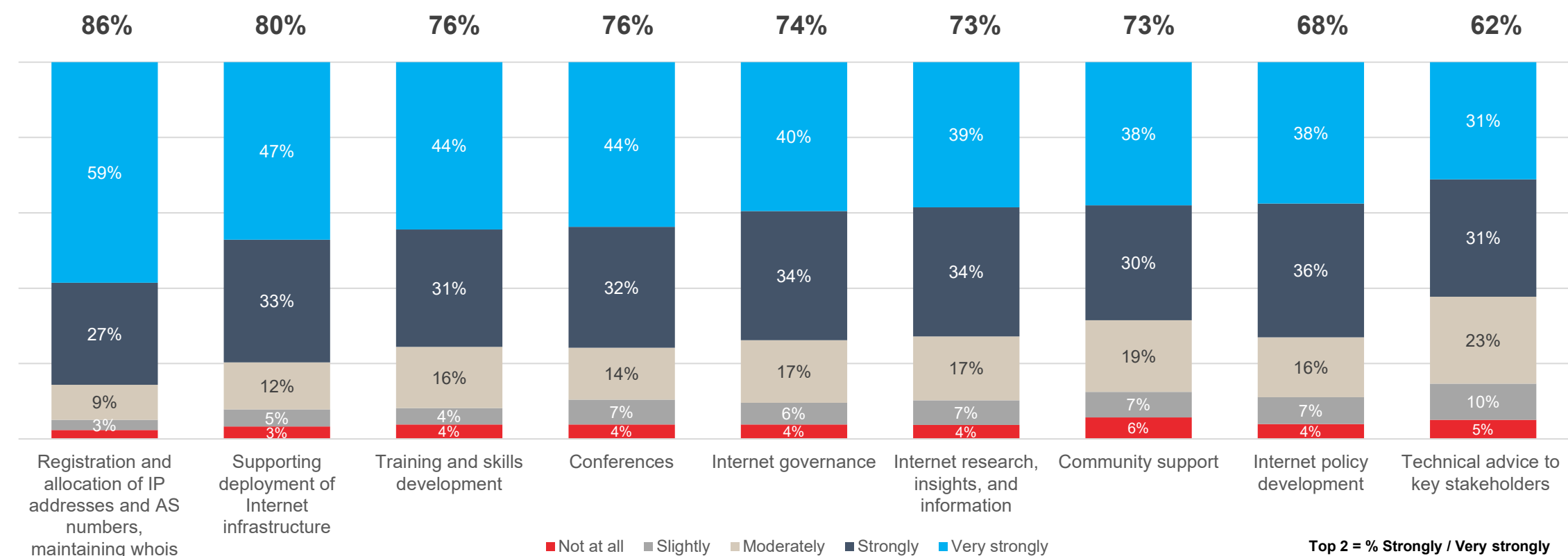
Members	Stakeholders	East Asia	Oceania	SE Asia	South Asia	LDEs	Other
67%	61%	60%	64%	62%	71%	63%	67%

Q13. Which of these phrases best describes the way you speak about APNIC to others?

Perceptions of APNIC's Role, and Activities of Value.

APNIC is identified with its full registry role

Members identify APNIC with the registration and allocation of IP addresses and AS numbers, as well as the technical, development and governance activities that support the operation of the registry



Infrastructure and technical training provide the most value

Respondents were asked to rate the value of APNIC activities from two perspectives – value to themselves and value to the broader community.

Top 2 = % High Value / Essential

Value of Activities to Organizations	
85%	Supporting deployment of Internet infrastructure
84%	Technical training and skills development
79%	Conferences and events
79%	Research, measurement and Internet data
78%	Opportunities for networking with other community Members
78%	Support for NOGs and technical community groups

Value of Activities to the APNIC Internet Community	
86%	Supporting deployment of Internet infrastructure
84%	Technical training and skills development
84%	Research, measurement and Internet data
83%	A voice in global Internet governance
81%	Improving government and others understanding of Internet-related challenges
81%	Conferences and events

Q16. How valuable are the following APNIC activities to you or your organization? Base n=1176 Don't Know responses excluded

Q18. Now, thinking about the following activities, how valuable are they to the APNIC community in the region? Base n=1,176. Don't Know responses excluded.

INFORMATION & RESEARCH PRIORITIES

Practical network and security information most important data

Most respondents have a clear preference for practical operational information that directly supports the management and security of their Internet infrastructure. Lower priorities were knowledge sharing platforms and tools and dashboards.



72%

Prioritize networking
information, research and
insights

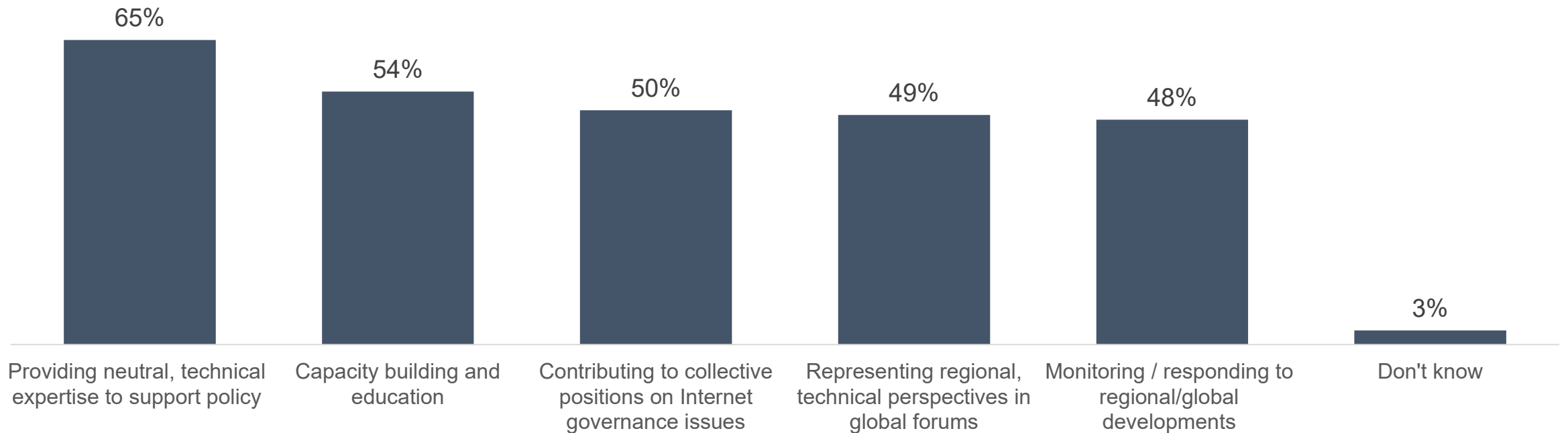
67%

Prioritize security
information, research and
insights

EXTERNAL ENGAGEMENT PRIORITIES

Neutral technical expertise the leading external engagement priority

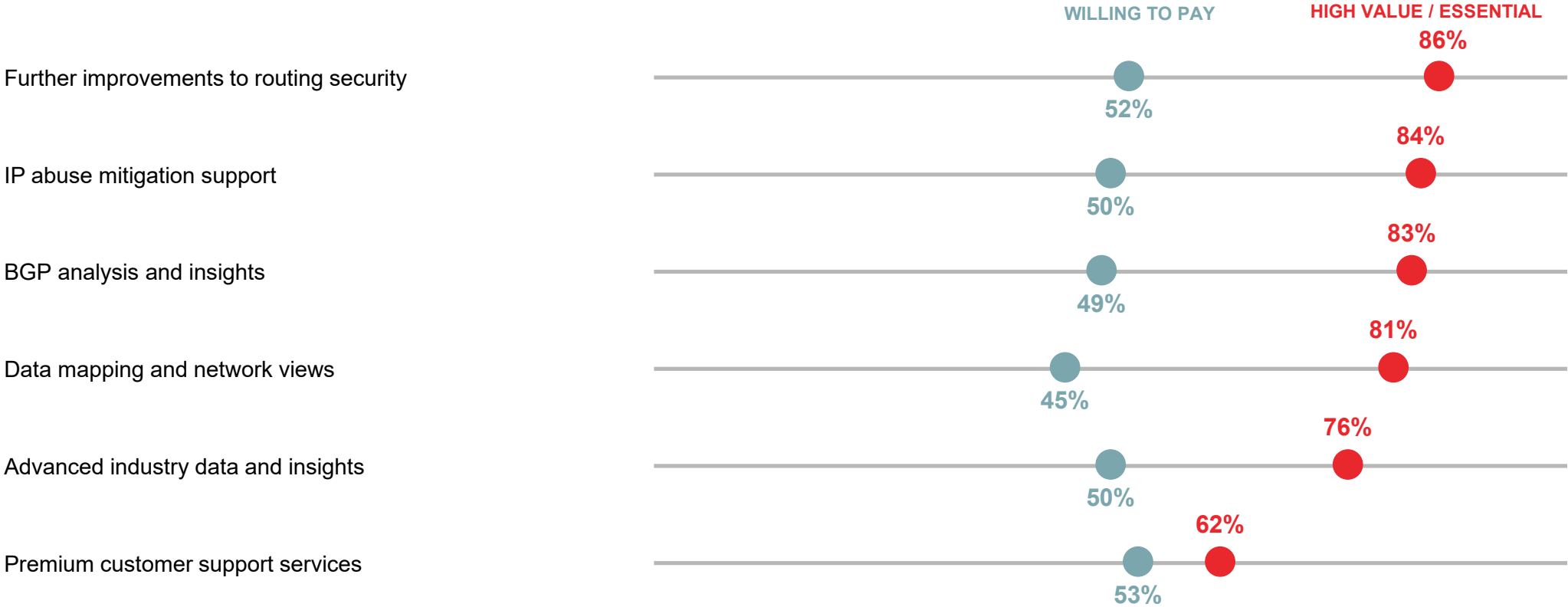
APNIC is expected to play a trusted technical role to support Internet policy and governance, with few differences across members in different locations, except for a stronger emphasis on capacity building in South Asia and among LDEs



POTENTIAL NEW SERVICES

Potential new services rated high on value, less willingness to pay

While respondents expressed strong interest in most proposed new services, willingness to pay an additional fee for them was more measured.



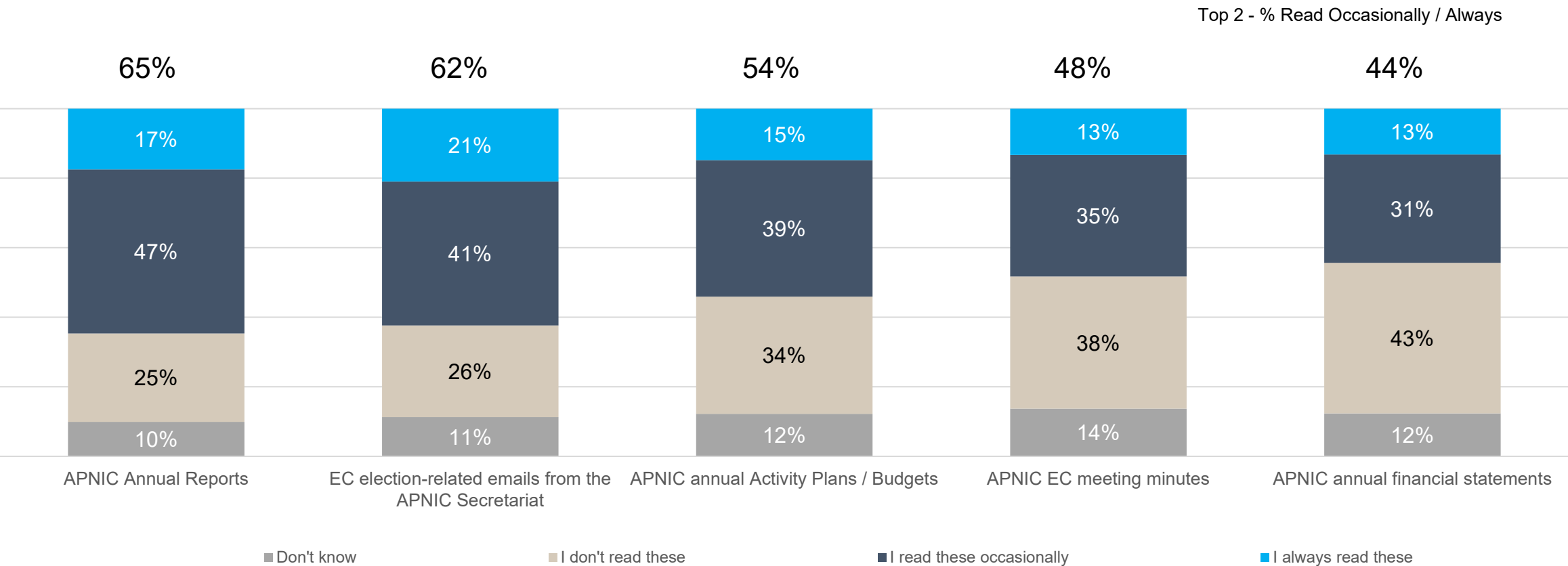
Premium support ranks lowest on perceived value but highest on willingness to pay within the conditional follow-up.

Governance.



Governance information is mostly read on an occasional basis

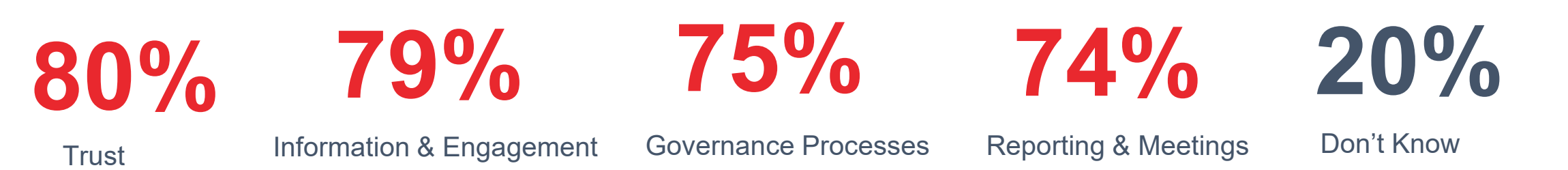
Most APNIC Members read governance information at least occasionally, although regular readership is concentrated in a relatively small group.



GOVERNANCE

Governance ratings positive among those able to provide a view

Across all measures, respondents provided largely positive ratings of APNIC's governance practices and few negative ratings. However, visibility and engagement present some opportunities with a large proportion providing 'don't know' ratings.



	Average Governance Score	Trust	Information & Engagement	Governance Processes	Reporting & Meetings	Average 'Don't Know' Score
Total	77%	80%	79%	75%	74%	20%
East Asia	76%	79%	81%	73%	69%	26%
Oceania	62%	69%	67%	56%	55%	35%
South East Asia	81%	82%	83%	81%	79%	13%
South Asia	82%	84%	83%	80%	80%	14%
LDE	82%	85%	82%	78%	81%	12%
Other economies	75%	77%	78%	73%	70%	24%

Strategic Priorities.



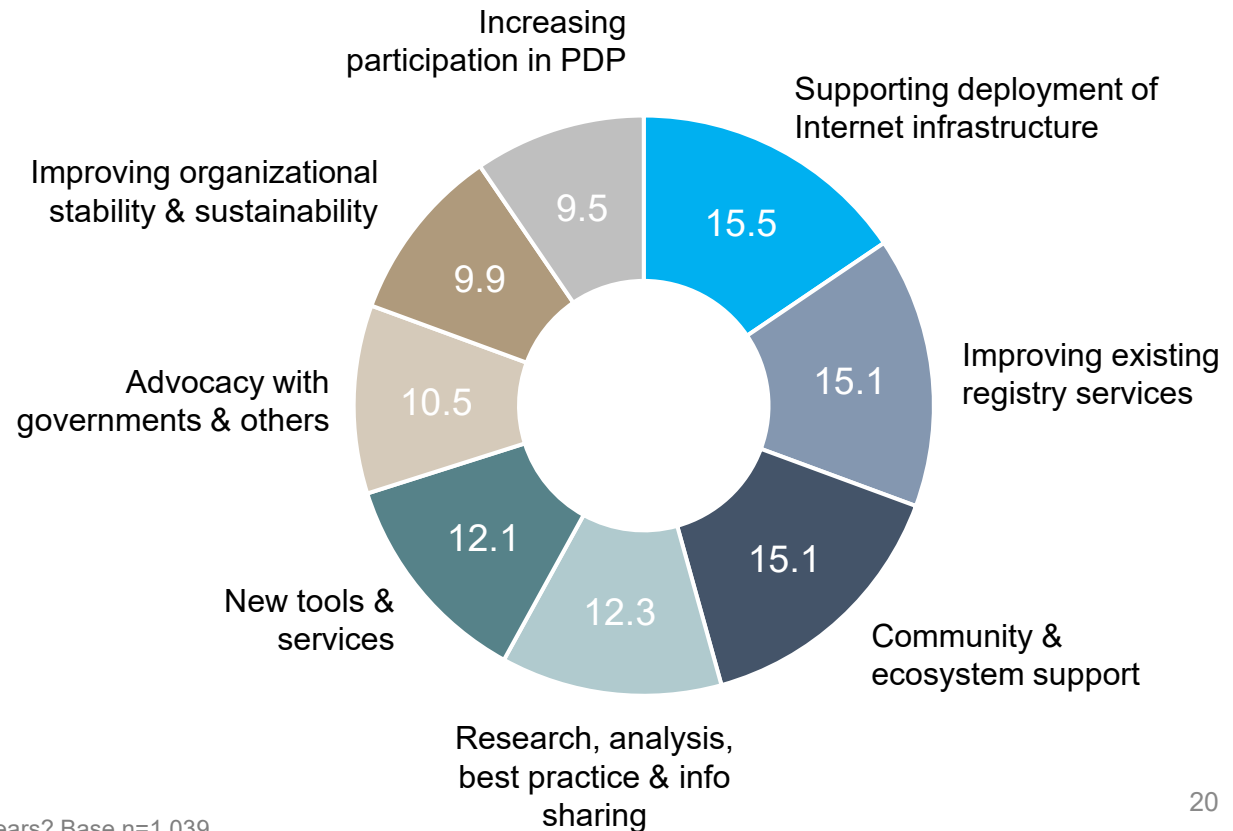
STRATEGIC PRIORITIES

Strategic priority points are spread across all eight activities

To understand where APNIC should focus its strategy over the next three to five years, respondents were asked to prioritize APNIC's activities by allocating a fixed number of points out of 100 across eight key areas.

Respondents place value across all the connected activities required to operate an effective Regional Internet Registry:

- Registry effectiveness depends on more than registry services alone
- Research, tools and information support effective operation
- Policy, external engagement and organizational sustainability complete the picture



“APNIC is doing valuable work for the region. I would suggest more focus on practical operator training, emerging technologies (IPv6, RPKI, automation), improved documentation, and stronger regional engagement through multilingual and interactive knowledge-sharing platforms to better support the diverse Asia-Pacific community.”

APNIC Member, South Asia



Q31. Finally, if you have any other comments on APNIC's services, activities or governance, or any suggestions or ideas for the APNIC EC to consider, please provide them here: n=353 comments

Questions?

