# RIPE NCC Survey 2013

## Appendix 3: Full Statistics and Responses to Open Questions

# Q1 Please choose your country

Answered: 3,631   Skipped: 2

| Answer Choices | Responses | |
|---|---|---|
| Afghanistan | 0.03% | 1 |
| Åland Islands | 0.06% | 2 |
| Albania | 0.52% | 19 |
| Algeria | 0.03% | 1 |
| American Samoa | 0% | 0 |
| Andorra | 0.08% | 3 |
| Angola | 0% | 0 |
| Anguilla | 0% | 0 |
| Antarctica | 0% | 0 |
| Antigua and Barbuda | 0% | 0 |
| Argentina | 0.06% | 2 |
| Armenia | 0.22% | 8 |
| Aruba | 0% | 0 |
| Australia | 0.25% | 9 |
| Austria | 2.09% | 76 |
| Azerbaijan | 0.14% | 5 |
| Bahamas | 0% | 0 |
| Bahrain | 0.22% | 8 |
| Bangladesh | 0.08% | 3 |
| Barbados | 0% | 0 |
| Belarus | 0.25% | 9 |
| Belgium | 1.51% | 55 |
| Belize | 0% | 0 |
| Benin | 0% | 0 |
| Bermuda | 0.03% | 1 |
| Bhutan | 0.03% | 1 |
| Bolivia, Plurinational State of | 0% | 0 |
| Bonaire, Sint Eustatius and Saba | 0% | 0 |
| Bosnia and Herzegovina | 0.41% | 15 |
| Botswana | 0% | 0 |
| Bouvet Island | 0% | 0 |
| Brazil | 0.08% | 3 |
| British Indian Ocean Territory | 0% | 0 |
| Brunei Darussalam | 0% | 0 |
| Bulgaria | 1.05% | 38 |
| Burkina Faso | 0% | 0 |
| Burundi | 0% | 0 |

| | | |
|---|---|---|
| **Cambodia** | 0% | 0 |
| **Cameroon** | 0% | 0 |
| **Canada** | 0.33% | 12 |
| **Cape Verde** | 0% | 0 |
| **Cayman Islands** | 0% | 0 |
| **Central African Republic** | 0% | 0 |
| **Chad** | 0% | 0 |
| **Chile** | 0.06% | 2 |
| **China** | 0.11% | 4 |
| **Christmas Island** | 0% | 0 |
| **Cocos (Keeling) Islands** | 0% | 0 |
| **Colombia** | 0.03% | 1 |
| **Comoros** | 0% | 0 |
| **Congo** | 0% | 0 |
| **Congo, the Democratic Republic of the** | 0% | 0 |
| **Cook Islands** | 0% | 0 |
| **Costa Rica** | 0% | 0 |
| **Côte d'Ivoire** | 0% | 0 |
| **Croatia** | 0.63% | 23 |
| **Cuba** | 0% | 0 |
| **Curaçao** | 0% | 0 |
| **Cyprus** | 0.19% | 7 |
| **Czech Republic** | 2.64% | 96 |
| **Denmark** | 1.96% | 71 |
| **Djibouti** | 0% | 0 |
| **Dominica** | 0% | 0 |
| **Dominican Republic** | 0% | 0 |
| **Ecuador** | 0.03% | 1 |
| **Egypt** | 0.11% | 4 |
| **El Salvador** | 0% | 0 |
| **Equatorial Guinea** | 0% | 0 |
| **Eritrea** | 0% | 0 |
| **Estonia** | 0.47% | 17 |
| **Ethiopia** | 0% | 0 |
| **Falkland Islands (Malvinas)** | 0% | 0 |
| **Faroe Islands** | 0.06% | 2 |
| **Fiji** | 0.03% | 1 |
| **Finland** | 1.98% | 72 |
| **France** | 3.97% | 144 |
| **French Guiana** | 0.03% | 1 |
| **French Polynesia** | 0% | 0 |

| | | |
|---|---|---|
| **French Southern Territories** | 0% | 0 |
| **Gabon** | 0% | 0 |
| **Gambia** | 0% | 0 |
| **Georgia** | 0.30% | 11 |
| **Germany** | 8.84% | 321 |
| **Ghana** | 0% | 0 |
| **Gibraltar** | 0.14% | 5 |
| **Greece** | 1.87% | 68 |
| **Greenland** | 0.11% | 4 |
| **Grenada** | 0% | 0 |
| **Guadeloupe** | 0% | 0 |
| **Guam** | 0% | 0 |
| **Guatemala** | 0% | 0 |
| **Guernsey** | 0.06% | 2 |
| **Guinea** | 0% | 0 |
| **Guinea-Bissau** | 0% | 0 |
| **Guyana** | 0% | 0 |
| **Haiti** | 0% | 0 |
| **Heard Island and McDonald Islands** | 0% | 0 |
| **Holy See (Vatican City State)** | 0.06% | 2 |
| **Honduras** | 0% | 0 |
| **Hong Kong** | 0.06% | 2 |
| **Hungary** | 1.13% | 41 |
| **Iceland** | 0.33% | 12 |
| **India** | 0.19% | 7 |
| **Indonesia** | 0% | 0 |
| **Iran, Islamic Republic of** | 1.57% | 57 |
| **Iraq** | 0.52% | 19 |
| **Ireland** | 1.68% | 61 |
| **Isle of Man** | 0.08% | 3 |
| **Israel** | 0.44% | 16 |
| **Italy** | 5.07% | 184 |
| **Jamaica** | 0% | 0 |
| **Japan** | 0.08% | 3 |
| **Jersey** | 0.11% | 4 |
| **Jordan** | 0.39% | 14 |
| **Kazakhstan** | 0.33% | 12 |
| **Kenya** | 0.03% | 1 |
| **Kiribati** | 0% | 0 |
| **Korea, Democratic People's Republic of** | 0% | 0 |
| **Korea, Republic of** | 0% | 0 |

| | | |
|---|---|---|
| Kuwait | 0.30% | 11 |
| Kyrgyzstan | 0.11% | 4 |
| Lao People's Democratic Republic | 0% | 0 |
| Latvia | 0.52% | 19 |
| Lebanon | 0.39% | 14 |
| Lesotho | 0% | 0 |
| Liberia | 0% | 0 |
| Libya | 0.03% | 1 |
| Liechtenstein | 0.11% | 4 |
| Lithuania | 0.50% | 18 |
| Luxembourg | 0.39% | 14 |
| Macao | 0% | 0 |
| Macedonia, The Former Yugoslav Republic of | 0.96% | 35 |
| Madagascar | 0% | 0 |
| Malawi | 0% | 0 |
| Malaysia | 0.06% | 2 |
| Maldives | 0% | 0 |
| Mali | 0% | 0 |
| Malta | 0.17% | 6 |
| Marshall Islands | 0% | 0 |
| Martinique | 0% | 0 |
| Mauritania | 0% | 0 |
| Mauritius | 0% | 0 |
| Mayotte | 0% | 0 |
| Mexico | 0.03% | 1 |
| Micronesia, Federated States of | 0% | 0 |
| Moldova, Republic of | 0.22% | 8 |
| Monaco | 0% | 0 |
| Mongolia | 0% | 0 |
| Montenegro | 0.14% | 5 |
| Montserrat | 0% | 0 |
| Morocco | 0.03% | 1 |
| Mozambique | 0% | 0 |
| Myanmar | 0% | 0 |
| Namibia | 0.03% | 1 |
| Nauru | 0% | 0 |
| Nepal | 0.03% | 1 |
| Netherlands | 5.76% | 209 |
| New Caledonia | 0% | 0 |
| New Zealand | 0.03% | 1 |
| Nicaragua | 0% | 0 |

| | | |
|---|---|---|
| **Niger** | **0%** | 0 |
| **Nigeria** | **0.06%** | 2 |
| **Niue** | **0%** | 0 |
| **Norfolk Island** | **0%** | 0 |
| **Northern Mariana Islands** | **0%** | 0 |
| **Norway** | **2.07%** | 75 |
| **Oman** | **0.11%** | 4 |
| **Pakistan** | **0.11%** | 4 |
| **Palau** | **0%** | 0 |
| **Palestine, State of** | **0.33%** | 12 |
| **Panama** | **0.03%** | 1 |
| **Papua New Guinea** | **0%** | 0 |
| **Paraguay** | **0%** | 0 |
| **Peru** | **0.03%** | 1 |
| **Philippines** | **0%** | 0 |
| **Pitcairn** | **0%** | 0 |
| **Poland** | **3.25%** | 118 |
| **Portugal** | **0.88%** | 32 |
| **Puerto Rico** | **0%** | 0 |
| **Qatar** | **0.08%** | 3 |
| **Réunion** | **0.03%** | 1 |
| **Romania** | **0.85%** | 31 |
| **Russian Federation** | **11.04%** | 401 |
| **Rwanda** | **0%** | 0 |
| **Saint Barthélemy** | **0%** | 0 |
| **Saint Helena, Ascension and Tristan da Cunha** | **0%** | 0 |
| **Saint Kitts and Nevis** | **0%** | 0 |
| **Saint Lucia** | **0%** | 0 |
| **Saint Martin (French part)** | **0%** | 0 |
| **Saint Pierre and Miquelon** | **0%** | 0 |
| **Saint Vincent and the Grenadines** | **0%** | 0 |
| **Samoa** | **0%** | 0 |
| **San Marino** | **0.08%** | 3 |
| **Sao Tome and Principe** | **0%** | 0 |
| **Saudi Arabia** | **0.69%** | 25 |
| **Senegal** | **0%** | 0 |
| **Serbia** | **0.94%** | 34 |
| **Seychelles** | **0%** | 0 |
| **Sierra Leone** | **0%** | 0 |
| **Singapore** | **0.03%** | 1 |
| **Sint Maarten (Dutch part)** | **0%** | 0 |

| | | |
|---|---|---|
| **Slovakia** | **0.83%** | 30 |
| **Slovenia** | **0.91%** | 33 |
| **Solomon Islands** | **0%** | 0 |
| **Somalia** | **0%** | 0 |
| **South Africa** | **0.06%** | 2 |
| **South Georgia and the South Sandwich Islands** | **0%** | 0 |
| **South Sudan** | **0%** | 0 |
| Spain | **4.21%** | 153 |
| Sri Lanka | **0%** | 0 |
| **Sudan** | **0%** | 0 |
| **Suriname** | **0%** | 0 |
| **Svalbard and Jan Mayen** | **0.03%** | 1 |
| **Swaziland** | **0.03%** | 1 |
| Sweden | **3.66%** | 133 |
| Switzerland | **3.08%** | 112 |
| **Syrian Arab Republic** | **0.19%** | 7 |
| **Taiwan, Province of China** | **0%** | 0 |
| **Tajikistan** | **0.03%** | 1 |
| **Tanzania, United Republic of** | **0.06%** | 2 |
| **Thailand** | **0%** | 0 |
| **Timor-Leste** | **0%** | 0 |
| **Togo** | **0%** | 0 |
| **Tokelau** | **0%** | 0 |
| **Tonga** | **0%** | 0 |
| **Trinidad and Tobago** | **0%** | 0 |
| **Tunisia** | **0.03%** | 1 |
| **Turkey** | **1.32%** | 48 |
| **Turkmenistan** | **0%** | 0 |
| **Turks and Caicos Islands** | **0%** | 0 |
| **Tuvalu** | **0%** | 0 |
| **Uganda** | **0%** | 0 |
| **Ukraine** | **1.38%** | 50 |
| **United Arab Emirates** | **0.55%** | 20 |
| **United Kingdom** | **7.79%** | 283 |
| **United States** | **2.26%** | 82 |
| **United States Minor Outlying Islands** | **0%** | 0 |
| **Uruguay** | **0.03%** | 1 |
| **Uzbekistan** | **0.03%** | 1 |
| **Vanuatu** | **0%** | 0 |
| **Venezuela, Bolivarian Republic of** | **0%** | 0 |
| **Viet Nam** | **0%** | 0 |

| | | |
|---|---|---|
| **Virgin Islands, British** | **0%** | 0 |
| **Virgin Islands, U.S.** | **0%** | 0 |
| **Wallis and Futuna** | **0%** | 0 |
| **Western Sahara** | **0%** | 0 |
| **Yemen** | **0.03%** | 1 |
| **Zambia** | **0%** | 0 |
| **Zimbabwe** | **0%** | 0 |
| Total | | 3,631 |

## Q2 Did you participate in the RIPE NCC Survey 2011?

Answered: 3,569   Skipped: 64
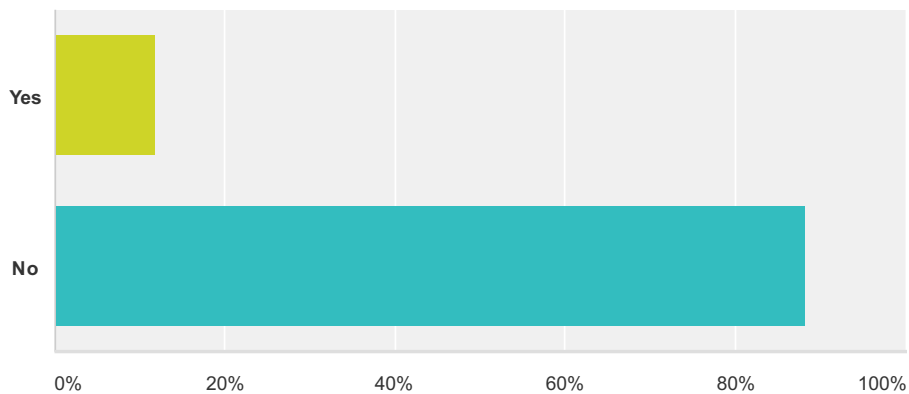


| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **11.91%** | 425 |
| **No** | **88.09%** | 3,144 |
| Total | | 3,569 |

## Q3 Are you a RIPE NCC member?

Answered: 3,631    Skipped: 2
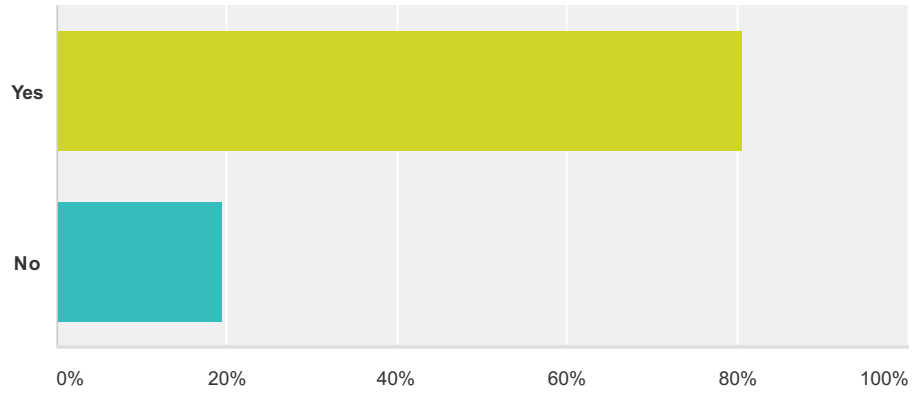
| Answer Choices | Responses | |
|---|---|---|
| Yes | 80.39% | 2,919 |
| No | 19.61% | 712 |
| Total | | 3,631 |

## Q4 How long have you been a RIPE NCC member?

Answered: 2,896    Skipped: 737
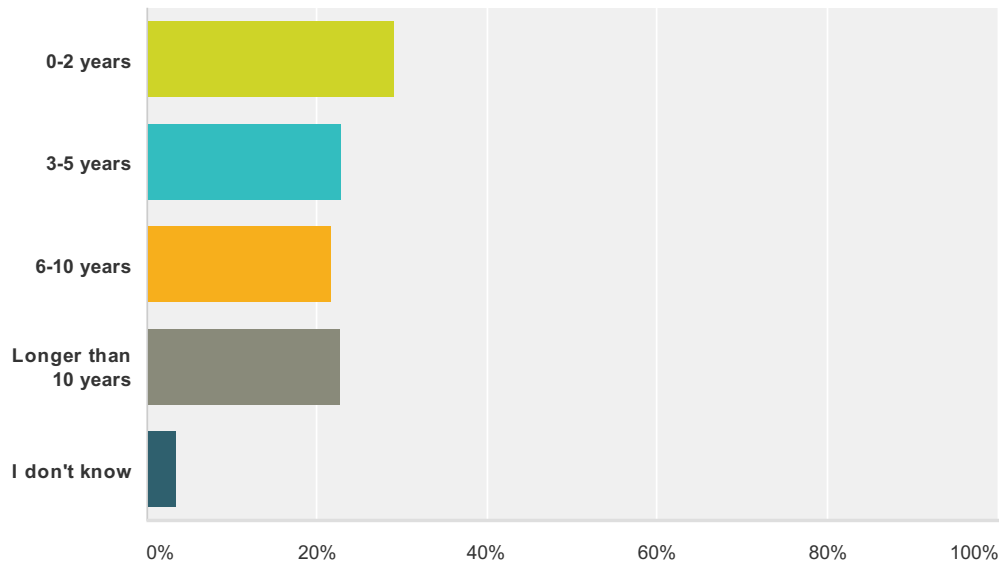


| Answer Choices | Responses | |
|---|---|---|
| 0-2 years | 29.07% | 842 |
| 3-5 years | 22.89% | 663 |
| 6-10 years | 21.82% | 632 |
| Longer than 10 years | 22.76% | 659 |
| I don't know | 3.45% | 100 |
| Total | | 2,896 |

## Q5 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 791   Skipped: 2,842
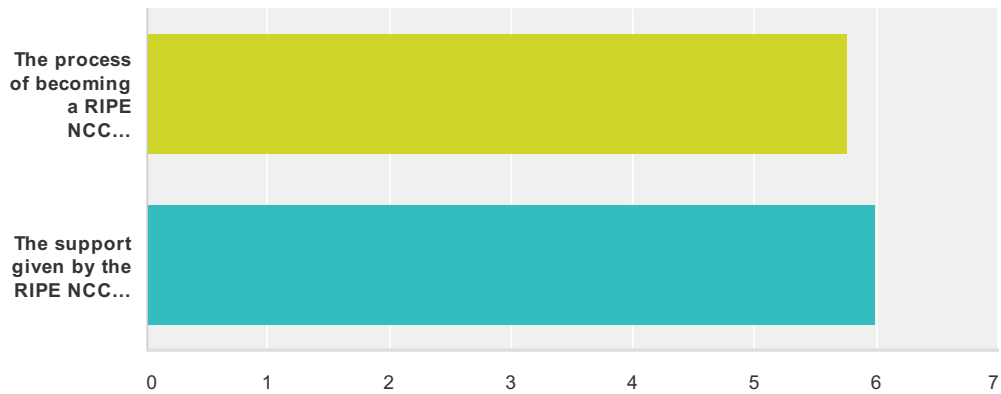


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The process of becoming a RIPE NCC member** | **0.38%** 3 | **1.14%** 9 | **3.16%** 25 | **7.33%** 58 | **20.23%** 160 | **35.78%** 283 | **27.56%** 218 | **4.42%** 35 | 791 | 5.76 |
| **The support given by the RIPE NCC when going through the process of becoming a RIPE NCC member** | **0.51%** 4 | **0.90%** 7 | **2.69%** 21 | **4.99%** 39 | **14.60%** 114 | **33.16%** 259 | **36.62%** 286 | **6.53%** 51 | 781 | 5.98 |

## Q6 How would you rate your overall experience in dealing with the RIPE NCC in the past two years?

**Answered: 1,903   Skipped: 1,730**
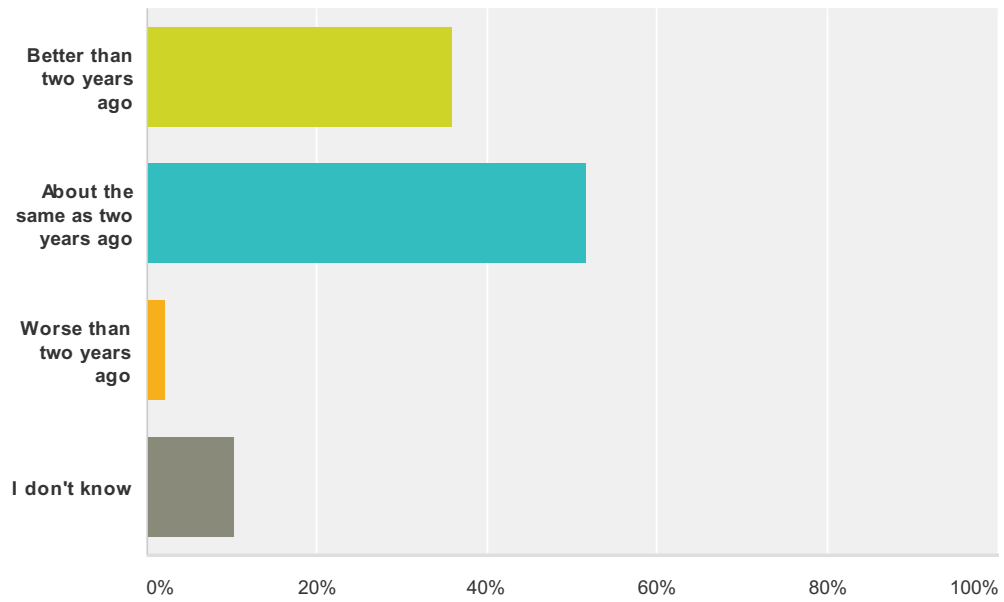


| Answer Choices | Responses | |
|---|---|---|
| Better than two years ago | 35.89% | 683 |
| About the same as two years ago | 51.60% | 982 |
| Worse than two years ago | 2.26% | 43 |
| I don't know | 10.25% | 195 |
| Total | | 1,903 |

## Q7 Please rate your overall satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,730    Skipped: 903
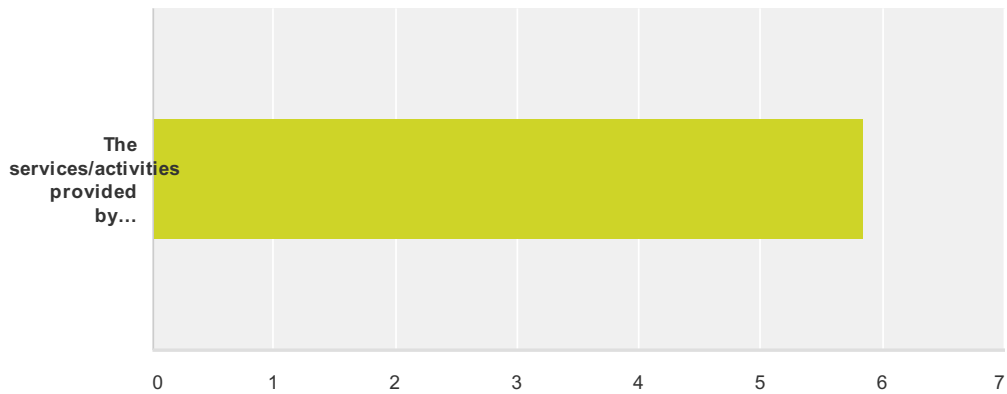


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The services/activities provided by the RIPE NCC** | **0.37%** 10 | **0.77%** 21 | **1.58%** 43 | **5.09%** 139 | **18.61%** 508 | **48.86%** 1,334 | **22.64%** 618 | **2.09%** 57 | 2,730 | 5.84 |

## Q8 Please rate your awareness level for the following services from 1 to 7, with 1 being Lowest and 7 being Highest.
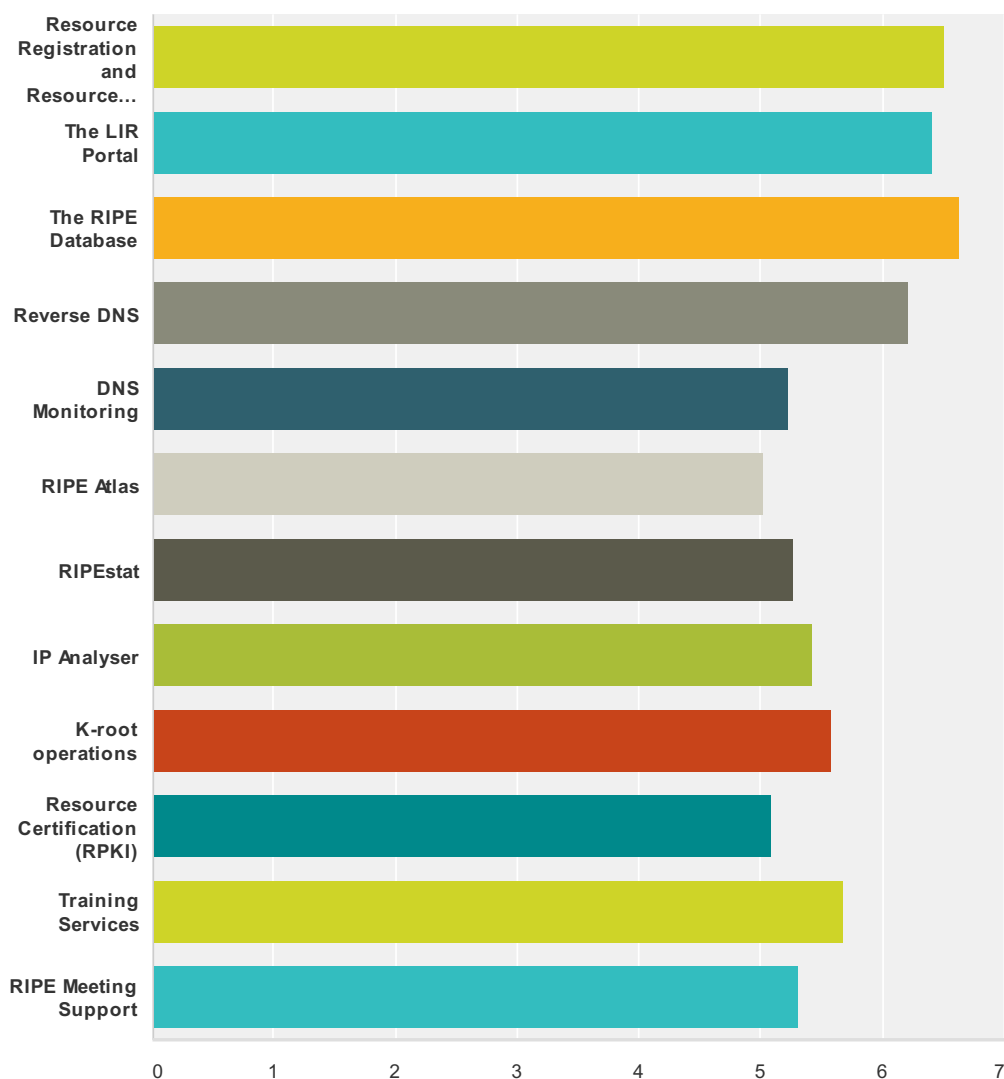
Answered: 2,219   Skipped: 1,414
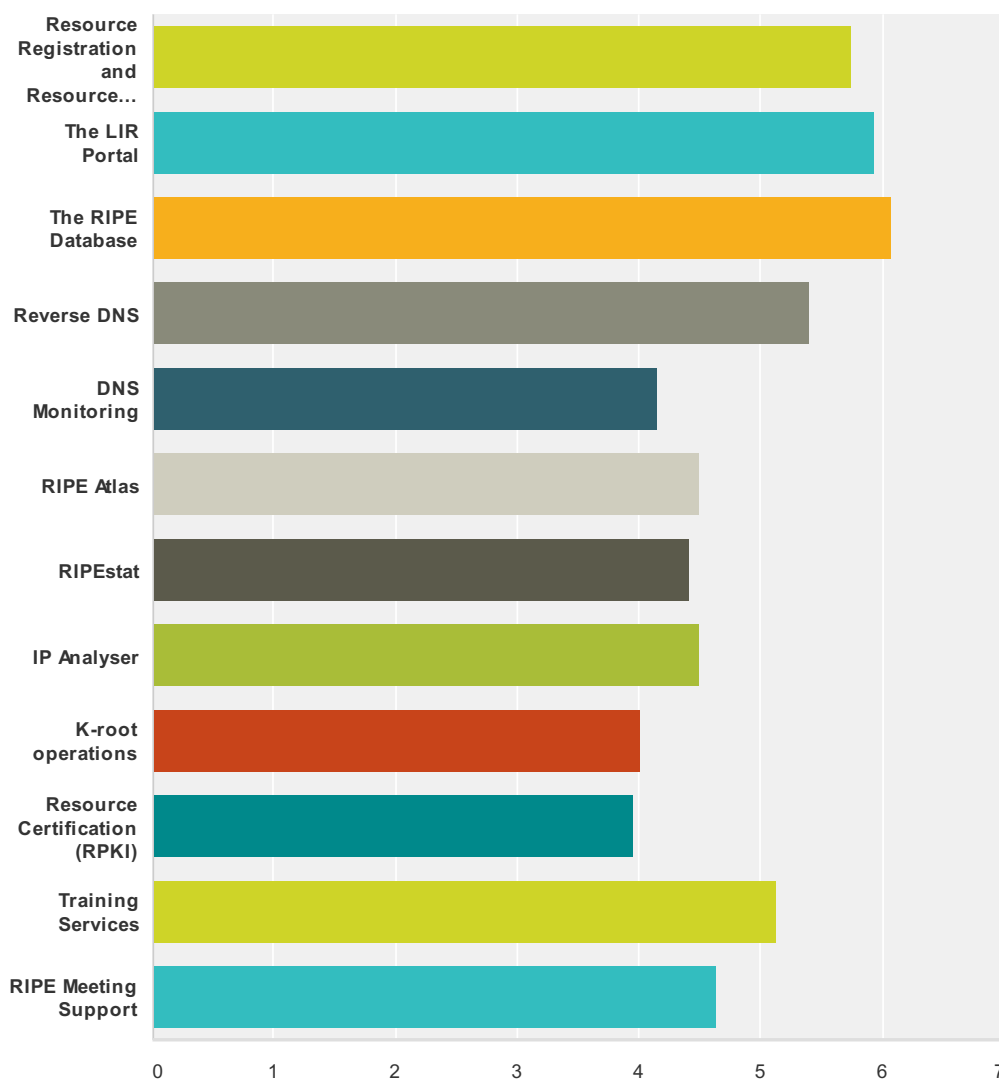


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Registration and Resource Requests** | **1.27%** 28 | **1.73%** 38 | **3.55%** 78 | **9.33%** 205 | **19.21%** 422 | **29.18%** 641 | **35.73%** 785 | 2,197 | 5.74 |
| **The LIR Portal** | **1.00%** 22 | **0.86%** 19 | **2.54%** 56 | **7.34%** 162 | **16.49%** 364 | **31.67%** 699 | **40.10%** 885 | 2,207 | 5.93 |
| **The RIPE Database** | **0.54%** 12 | **0.63%** 14 | **1.72%** 38 | **5.76%** 127 | **15.32%** 338 | **31.46%** 694 | **44.56%** 983 | 2,206 | 6.07 |
| **Reverse DNS** | **3.19%** 70 | **3.28%** 72 | **6.10%** 134 | **11.71%** 257 | **18.31%** 402 | **28.43%** 624 | **28.97%** 636 | 2,195 | 5.40 |
| **DNS Monitoring** | **11.90%** 259 | **10.29%** 224 | **13.05%** 284 | **18.93%** 412 | **18.70%** 407 | **16.54%** 360 | **10.61%** 231 | 2,177 | 4.14 |
| **RIPE Atlas** | **11.28%** 247 | **9.32%** 204 | **9.77%** 214 | **14.43%** 316 | **16.67%** 365 | **20.18%** 442 | **18.36%** 402 | 2,190 | 4.50 |
| **RIPEstat** | **11.98%** 262 | **9.19%** 201 | **10.29%** 225 | **14.81%** 324 | **18.29%** 400 | **18.98%** 415 | **16.46%** 360 | 2,187 | 4.41 |
| **IP Analyser** | **10.39%** 227 | **9.16%** 200 | **10.94%** 239 | **13.97%** 305 | **17.99%** 393 | **21.38%** 467 | **16.16%** 353 | 2,184 | 4.49 |
| **K-root operations** | **17.77%** 386 | **11.74%** 255 | **10.87%** 236 | **15.24%** 331 | **14.87%** 323 | **15.52%** 337 | **14.00%** 304 | 2,172 | 4.00 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **15.20%**<br>330 | **13.04%**<br>283 | **12.94%**<br>281 | **15.94%**<br>346 | **17.13%**<br>372 | **14.88%**<br>323 | **10.87%**<br>236 | 2,171 | 3.95 |
| **Training Services** | **5.20%**<br>114 | **4.56%**<br>100 | **7.75%**<br>170 | **13.95%**<br>306 | **17.69%**<br>388 | **25.13%**<br>551 | **25.72%**<br>564 | 2,193 | 5.13 |
| **RIPE Meeting Support** | **9.81%**<br>214 | **7.47%**<br>163 | **10.22%**<br>223 | **14.89%**<br>325 | **17.14%**<br>374 | **20.35%**<br>444 | **20.12%**<br>439 | 2,182 | 4.64 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **15.20%**<br>330 | **13.04%**<br>283 | **12.94%**<br>281 | **15.94%**<br>346 | **17.13%**<br>372 | **14.88%**<br>323 | **10.87%**<br>236 | 2,171 | 3.95 |
| **Training Services** | **5.20%**<br>114 | **4.56%**<br>100 | **7.75%**<br>170 | **13.95%**<br>306 | **17.69%**<br>388 | **25.13%**<br>551 | **25.72%**<br>564 | 2,193 | 5.13 |
| **RIPE Meeting Support** | **9.81%**<br>214 | **7.47%**<br>163 | **10.22%**<br>223 | **14.89%**<br>325 | **17.14%**<br>374 | **20.35%**<br>444 | **20.12%**<br>439 | 2,182 | 4.64 |

## Q9 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,198   Skipped: 1,435
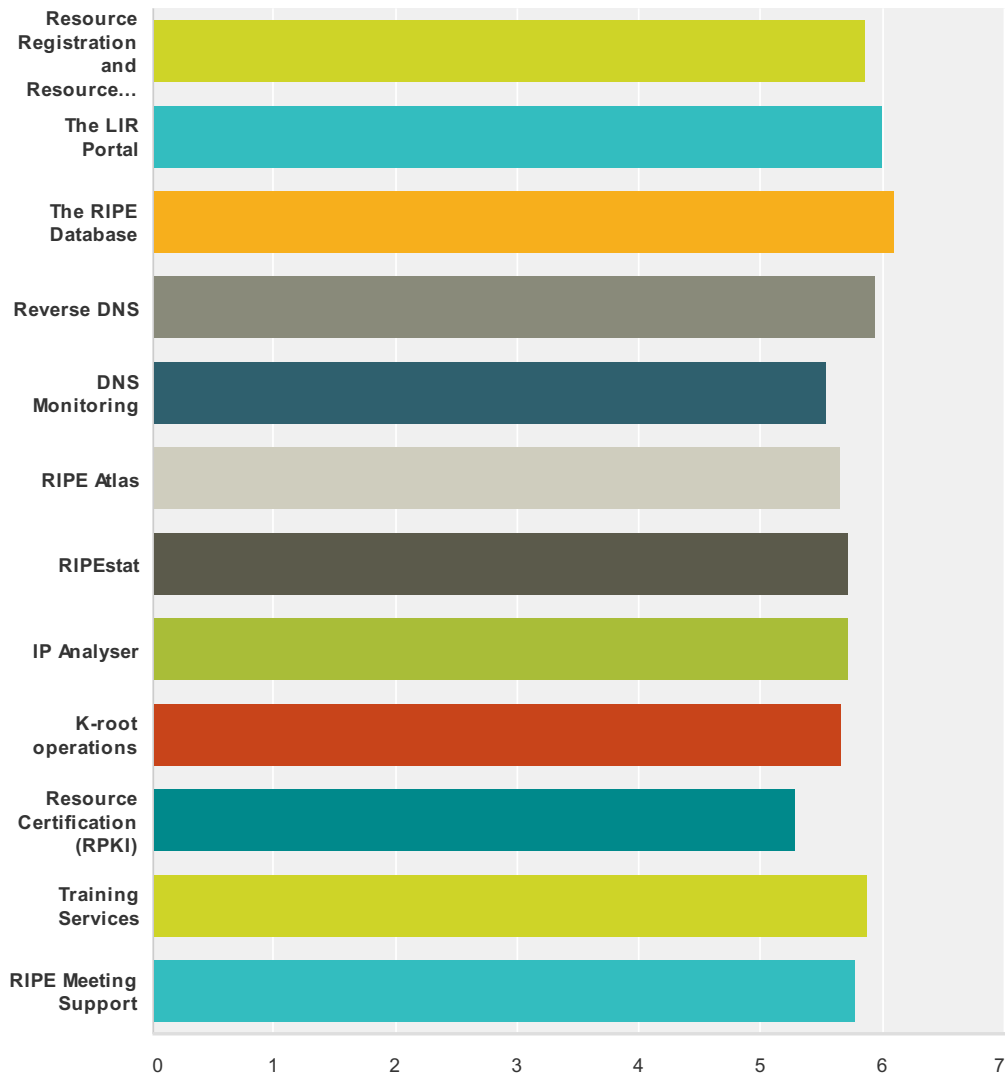


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **Resource Registration and Resource Requests** | 0.69% 15 | 1.24% 27 | 2.48% 54 | 6.69% 146 | 15.77% 344 | 33.98% 741 | 32.23% 703 | 6.92% 151 | 2,181 | 5.86 |
| **The LIR Portal** | 0.46% 10 | 0.69% 15 | 2.19% 48 | 5.80% 127 | 13.76% 301 | 36.11% 790 | 36.33% 795 | 4.66% 102 | 2,188 | 5.99 |
| **The RIPE Database** | 0.41% 9 | 0.55% 12 | 2.12% 46 | 4.29% 93 | 12.86% 279 | 35.62% 773 | 40.88% 887 | 3.27% 71 | 2,170 | 6.09 |
| **Reverse DNS** | 0.42% 9 | 0.56% 12 | 2.04% 44 | 5.70% 123 | 13.48% 291 | 30.26% 653 | 30.17% 651 | 17.38% 375 | 2,158 | 5.94 |
| **DNS Monitoring** | 0.70% 15 | 0.84% 18 | 2.19% 47 | 6.98% 150 | 11.58% 249 | 17.63% 379 | 13.58% 292 | 46.51% 1,000 | 2,150 | 5.53 |
| **RIPE Atlas** | 0.88% 19 | 1.11% 24 | 2.74% 59 | 6.64% 143 | 12.54% 270 | 21.23% 457 | 19.97% 430 | 34.88% 751 | 2,153 | 5.65 |
| **RIPEstat** | 0.74% 16 | 1.02% 22 | 2.42% 52 | 6.84% 147 | 11.40% 245 | 21.58% 464 | 21.02% 452 | 34.98% 752 | 2,150 | 5.71 |
| **IP Analyser** | 0.97% 21 | 0.93% 20 | 2.79% 60 | 5.94% 128 | 12.02% 259 | 21.87% 471 | 21.45% 462 | 34.03% 733 | 2,154 | 5.71 |
| **K-root operations** | 0.84% 18 | 0.56% 12 | 2.89% 62 | 6.71% 144 | 8.95% 192 | 16.36% 351 | 18.87% 405 | 44.83% 962 | 2,146 | 5.66 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **1.31%** 28 | **1.82%** 39 | **3.13%** 67 | **7.51%** 161 | **10.17%** 218 | **15.63%** 335 | **11.48%** 246 | **48.95%** 1,049 | 2,143 | 5.28 |
| **Training Services** | **0.42%** 9 | **0.83%** 18 | **2.50%** 54 | **5.66%** 122 | **11.46%** 247 | **23.42%** 505 | **26.67%** 575 | **29.04%** 626 | 2,156 | 5.87 |
| **RIPE Meeting Support** | **0.61%** 13 | **0.98%** 21 | **1.86%** 40 | **6.34%** 136 | **9.46%** 203 | **18.46%** 396 | **21.21%** 455 | **41.07%** 881 | 2,145 | 5.77 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **1.31%** 28 | **1.82%** 39 | **3.13%** 67 | **7.51%** 161 | **10.17%** 218 | **15.63%** 335 | **11.48%** 246 | **48.95%** 1,049 | 2,143 | 5.28 |
| **Training Services** | **0.42%** 9 | **0.83%** 18 | **2.50%** 54 | **5.66%** 122 | **11.46%** 247 | **23.42%** 505 | **26.67%** 575 | **29.04%** 626 | 2,156 | 5.87 |
| **RIPE Meeting Support** | **0.61%** 13 | **0.98%** 21 | **1.86%** 40 | **6.34%** 136 | **9.46%** 203 | **18.46%** 396 | **21.21%** 455 | **41.07%** 881 | 2,145 | 5.77 |

## Q10 Please rate the importance level of the following services and activities from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,201    Skipped: 1,432



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **Resource Registration and Resource Requests** | **0.55%** 12 | **0.37%** 8 | **0.74%** 16 | **2.90%** 63 | **6.16%** 134 | **19.07%** 415 | **66.04%** 1,437 | **4.18%** 91 | 2,176 | 6.50 |
| **The LIR Portal** | **0.55%** 12 | **0.14%** 3 | **1.05%** 23 | **2.79%** 61 | **8.36%** 183 | **23.49%** 514 | **60.28%** 1,319 | **3.34%** 73 | 2,188 | 6.41 |
| **The RIPE Database** | **0.23%** 5 | **0.23%** 5 | **0.59%** 13 | **1.65%** 36 | **4.57%** 100 | **17.34%** 379 | **72.42%** 1,583 | **2.97%** 65 | 2,186 | 6.63 |
| **Reverse DNS** | **0.60%** 13 | **0.69%** 15 | **1.25%** 27 | **5.18%** 112 | **11.23%** 243 | **22.64%** 490 | **48.75%** 1,055 | **9.66%** 209 | 2,164 | 6.20 |
| **DNS Monitoring** | **2.14%** 46 | **2.93%** 63 | **4.00%** 86 | **12.10%** 260 | **19.60%** 421 | **19.23%** 413 | **17.69%** 380 | **22.30%** 479 | 2,148 | 5.22 |
| **RIPE Atlas** | **2.59%** 56 | **3.23%** 70 | **5.03%** 109 | **14.46%** 313 | **19.45%** 421 | **18.15%** 393 | **14.04%** 304 | **23.05%** 499 | 2,165 | 5.02 |
| **RIPEstat** | **1.81%** 39 | **2.13%** 46 | **5.09%** 110 | **12.13%** 262 | **17.08%** 369 | **20.79%** 449 | **17.87%** 386 | **23.10%** 499 | 2,160 | 5.27 |
| **IP Analyser** | **1.57%** 34 | **2.27%** 49 | **3.84%** 83 | **10.79%** 233 | **15.98%** 345 | **23.76%** 513 | **20.43%** 441 | **21.35%** 461 | 2,159 | 5.42 |
| **K-root operations** | **1.72%** 37 | **2.00%** 43 | **3.16%** 68 | **9.20%** 198 | **12.35%** 266 | **15.42%** 332 | **27.03%** 582 | **29.12%** 627 | 2,153 | 5.58 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **3.02%** 65 | **2.69%** 58 | **4.69%** 101 | **12.12%** 261 | **14.90%** 321 | **17.46%** 376 | **15.27%** 329 | **29.85%** 643 | 2,154 | 5.09 |
| **Training Services** | **1.52%** 33 | **1.94%** 42 | **3.50%** 76 | **8.94%** 194 | **15.44%** 335 | **23.13%** 502 | **31.24%** 678 | **14.29%** 310 | 2,170 | 5.67 |
| **RIPE Meeting Support** | **2.31%** 50 | **3.00%** 65 | **4.11%** 89 | **11.14%** 241 | **14.93%** 323 | **19.96%** 432 | **20.66%** 447 | **23.89%** 517 | 2,164 | 5.31 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Resource Certification (RPKI)** | **3.02%** 65 | **2.69%** 58 | **4.69%** 101 | **12.12%** 261 | **14.90%** 321 | **17.46%** 376 | **15.27%** 329 | **29.85%** 643 | 2,154 | 5.09 |
| **Training Services** | **1.52%** 33 | **1.94%** 42 | **3.50%** 76 | **8.94%** 194 | **15.44%** 335 | **23.13%** 502 | **31.24%** 678 | **14.29%** 310 | 2,170 | 5.67 |
| **RIPE Meeting Support** | **2.31%** 50 | **3.00%** 65 | **4.11%** 89 | **11.14%** 241 | **14.93%** 323 | **19.96%** 432 | **20.66%** 447 | **23.89%** 517 | 2,164 | 5.31 |

## Q11 Do you have any other comments about the RIPE NCC's services?

Answered: 2,202   Skipped: 1,431
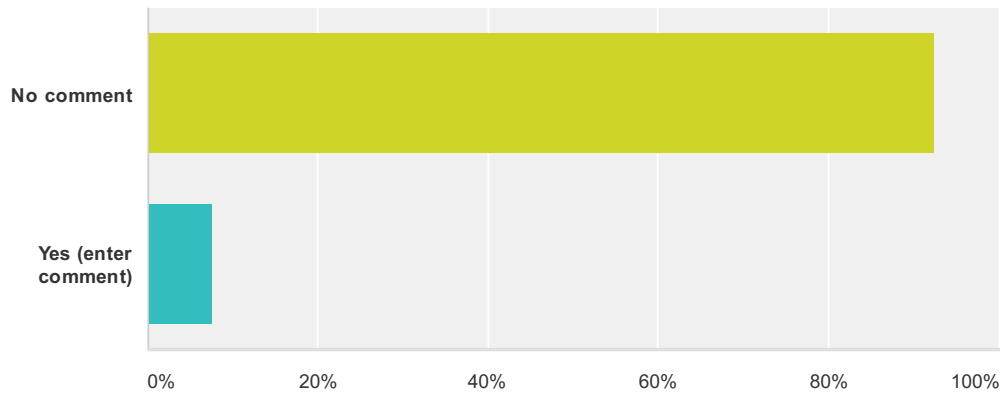


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **92.37%** | 2,034 |
| **Yes (enter comment)** | **7.63%** | 168 |
| Total | | 2,202 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | Keep up the good work! I didn't like that there was no option to select ipv4 address range from certifiable block. I'm sometimes struling to find the most recent Ripe documents, as they are lost in huge number of revisions, simple link to most recent revision in document store would be nice. | 6/23/2013 10:37 PM |
| 2 | YES | 6/23/2013 8:10 PM |
| 3 | YES ZOOM | 6/23/2013 7:37 PM |
| 4 | Want more Humanity level of your web site. I'm as owner of my bussines not understand a lot of information on your site ( HOW TO?? about registration). We need to ask another company to do smth with registration. The service for that just be easy! Excuse me for my bad english =) | 6/23/2013 4:02 AM |
| 5 | I feel that the complexity of the lookup and object tools is too constrictive, making my interaction very inefficient. | 6/21/2013 2:16 AM |
| 6 | We need more training courses in Spain | 6/20/2013 8:58 PM |
| 7 | I find dealing with RIPE a bit too bureaucratic. | 6/20/2013 7:26 PM |
| 8 | Not easy to use. | 6/20/2013 6:51 PM |
| 9 | A really good support team. They help you in all you need in a very short time. | 6/20/2013 6:13 PM |
| 10 | IPv4 resources requests are met with arrogance?? and repeated requests for financial information …invoices etc…with no understanding of what the LIR is requiring. | 6/19/2013 12:42 AM |
| 11 | Ripe's staff is very professional | 6/18/2013 11:36 PM |
| 12 | The RIPE Portal is the worst ever!!! It takes up to 30 sec!!!! to be ready to search IP ranges I am also not happy with the helpdesk because I do not get short help without a ticket! | 6/18/2013 9:13 PM |
| 13 | Your desire for continual service improvent for members and wider Internet community is very much appreciated. | 6/18/2013 7:52 AM |
| 14 | Your website is not very user-friendly or intuitive. I consider myself knowledgeable about the various types of objects and the RIPE database schema, but something as simple as adding an abuse contact apparently requires creating and associating various different objects, with varying different authorization requirements. That is stupid: it should just ask me what our abuse email address is, and add it. I run into similar problems when attempting to update our organizational and address block records to remove a former employee's contact info. (The biggest problem there is that your authentication/authorization model is impossible to figure out.) | 6/18/2013 3:45 AM |
| 15 | Jest GUT :D | 6/17/2013 11:32 PM |
| 16 | yes about the tickets, I can't see the contents of the tickets through my portal. I have to search on my email to know the contents and i feel its good idea… If i can see the contents of tickets through portal that would be great. | 6/17/2013 7:59 PM |

| 17 | NCC mind set and processes for maintaining software and dealing with errors are missing operational requirements of users for reliable critical operation. Comments received recently several hours after reporting a functional/protocol error (providing precise diagnostics of bad protocol element) of the routing registry query processing included: - software changes are not announced in advance (and in fact were not documented at all) because they happen so frequently - the status page displays "no known issue"/green because (a) network is working, the server is up, and responding to queries and (b) nobody else has reported the problem | 6/17/2013 10:37 AM |
|---|---|---|
| 18 | if possible to give members a free or discounts offers to attend your ceminars or workshops examples: hotels - flights. | 6/16/2013 11:39 PM |
| 19 | I always have to translate your emails to topmanagers in Hungary. They don't speak any language other than Hungarian. Would it be possible to communicate with RIPE in Hungarian language? | 6/15/2013 9:13 PM |
| 20 | Very well done, please continue 8-) | 6/14/2013 6:45 PM |
| 21 | Dear Ripe , we really need more ip4 resources , our customer request us about IP4 space , in Middle eastern , IP6 can not be routed trow the data communication companies , and we should use IP4 , and there is no way ! but for example , we are LIR for about 4 years , but have only /20 and /21 ! what can we do ?! | 6/14/2013 7:03 AM |
| 22 | A tiny detail, but when querying the RIPE database via the web form, hitting enter after entering a search term RESETS the form instead of SUBMITTING it. This is probably fixed by a simple HTML change, and it's pretty annoying. :-) | 6/13/2013 9:21 PM |
| 23 | Wish we could still click a button and be emailed the asused output. | 6/13/2013 6:05 PM |
| 24 | Sometimes it takes several days to get e-mail support, it would be better to get help within 24 hours at least. | 6/13/2013 2:40 PM |
| 25 | It would be benficial for NCC members to have acces to a SHORT description of the services. Normally description tend to be too lengthy and clients end up using what they need only. | 6/13/2013 6:50 AM |
| 26 | RPKI is really not a good idea. | 6/13/2013 6:05 AM |
| 27 | Some more user friendly how to guides would be welcome, as sometimes they are not always obvious | 6/13/2013 5:27 AM |
| 28 | There have been issues with the 2007-01 policy and cutting off end users. To impose terms on these people where their records are out of date and threaten to remove existing resources could be better thought out. RIPE is not making friends by employing this policy although that is probably because it's a terrible one to have implemented at this stage. Probably can't win. | 6/13/2013 3:12 AM |
| 29 | your support is excellent. the LIR portal was great addition, if you can add more services such as updating the database directly from the portal that would be excellent. Or a feature to show all the objects we created as Maintainer or Organization. | 6/13/2013 1:02 AM |
| 30 | It would be handy to deal with the same individual when dealing with a query. | 6/13/2013 12:25 AM |
| 31 | Why is it allowed to sell unused IP addresses? We have seen pricing up to 15 € per IP (!) in the LIR Transfer Portal (on LIR portal). This is rediculous. Why should Weesly Webhosting or Terratransit Germany be allowed to sell nets, they received illegal and offending RIPE policies? I do not understand why RIPE is not doing anything against that. | 6/13/2013 12:21 AM |
| 32 | We are waiting a proper IPv4 address transition procedure (buying, selling). It is very interesting for our region. | 6/12/2013 11:35 PM |
| 33 | thanks for your work! ;) | 6/12/2013 8:56 PM |
| 34 | There are a lot of services and I would like to have more time to know each of them. Are there any summary document? | 6/12/2013 8:51 PM |
| 35 | Generally does the job expected. No problems | 6/12/2013 8:16 PM |
| 36 | Sometimes RIPE NCC could be a bit more flexible. | 6/12/2013 7:37 PM |
| 37 | Overall, I have been extremely happy with the service I have experienced from RIPE. Any queries or issues I have requested or come up against have been dealt with in an efficient and professional manner. Thank you! | 6/12/2013 7:32 PM |
| 38 | Please hold in Iran more trainings | 6/12/2013 6:45 PM |
| 39 | You are doing great job :-) | 6/12/2013 6:27 PM |
| 40 | It is a bureaucratic nightmare. | 6/12/2013 5:52 PM |
| 41 | I think it could be usefull to integrate webdatabase and LIR portal, so there was no need to enter separate password to log in to database. | 6/12/2013 4:41 PM |
| 42 | Put in other languages | 6/12/2013 4:39 PM |
| 43 | The website available in Spanish could | 6/12/2013 4:38 PM |
| 44 | It is great to have a test database that I can use for testing purposes! | 6/12/2013 3:51 PM |
| 45 | A perfectly legal organization, With dedication and compassion and an organization with strict policies | 6/12/2013 3:01 PM |
| 46 | we demand to have training course for ripe database in iran because it's very difficult to get permissions to go to another country. | 6/12/2013 2:16 PM |
| 47 | I would like to see some more tutorials on how to make objects in the database, it is a bit confusing for those of us who only touch it once every year or so | 6/12/2013 12:33 PM |

| 48 | They Are difficult to use when not used often | 6/12/2013 7:44 AM |
|----|-----------------------------------------------|-------------------|
| 49 | Support response times must be better. One response per day is very slow. | 6/12/2013 7:41 AM |
| 50 | Please you UTF-8 when using e-mail. Your current system doesn't support special characters from some other countries. | 6/12/2013 7:03 AM |
| 51 | Sometimes it feels very bureaucratic. | 6/12/2013 6:19 AM |
| 52 | I find the LIR portal extremely complex and hard to navigate. Coming over from ARIN it was a lot easier to learn their portal than the RIPE portal. | 6/12/2013 5:20 AM |
| 53 | Ripe's workers' professional attitude towards LIRs | 6/12/2013 4:49 AM |
| 54 | I like it. | 6/12/2013 4:35 AM |
| 55 | You do a great Job; thank you for your Support the last year! | 6/12/2013 4:20 AM |
| 56 | 1. You have to give penalties for people who register for trainings and never show up because they take the places of people who want to come. 2. You have to give some kind of priority to people who come from a long distance for a training and they have to travel, book a hotel etc. | 6/12/2013 4:03 AM |
| 57 | callback large unused ipv4 allocations | 6/12/2013 3:44 AM |
| 58 | Please test browser support better on the websites, especially modern versions of Internet Explorer (IE10 in particular, but also IE9, haven't tested IE8 or lower) have problems. You may contact me (bas@2at.nl) if you're interested in specifics. | 6/12/2013 3:29 AM |
| 59 | There is no support in other languages | 6/12/2013 3:09 AM |
| 60 | More proactive outreach to network operators would be very good. Also more guidance on commercialisation of IPv4 space would be of help. | 6/12/2013 2:44 AM |
| 61 | Unfortunately my English isn't enough to understand all RIPE documents quick and well. And as I know it's a ploblem for many LIR's contacts in Kyrgyzstan. It'll be much better if the most important documents and messages will be translated to Russian. | 6/12/2013 2:22 AM |
| 62 | We do try to go for IP V6 we trained for it , do some experiments, try to convert people but there is no momentum how could we altogether create it?? Additional training, shared experience etc??? Is the role of ripe NCC | 6/12/2013 2:11 AM |
| 63 | A word to let you know that the highest difficulty I had during registration process and from day to day is related to the vocabulary used. For example determining what was a route object and how to fill it and if it was mandatory or not was something difficult for which I asked some friends around. This is mainly a lack of knowledge on my side but was something I wanted you are aware of. Thank you all at Ripe, the team is really helpful by the way! | 6/12/2013 1:38 AM |
| 64 | Our team has requested IPv6 ranges from all the RIRs and RIPE has been one of the easier ones to work with, from what I've heard. | 6/12/2013 1:31 AM |
| 65 | Ripe does not support us with any training and i think ripe must make fellowship program for there meeting | 6/12/2013 1:26 AM |
| 66 | Good servises quality, but not always everything is clean for non english speaking peaple. | 6/12/2013 1:20 AM |
| 67 | Your documentation is cruel and many procedures far to complicated. You should make handling RIPE db much easier instead of wasting LIR time with meetings and training cources. | 6/12/2013 12:55 AM |
| 68 | Good that RIPE NCC facilitates the exchange of IPv4 address ranges. | 6/12/2013 12:54 AM |
| 69 | I don't know how to reset my user account: userid, password. | 6/12/2013 12:39 AM |
| 70 | I really like the way RIPE NCC is. | 6/12/2013 12:32 AM |
| 71 | RIPE staff provided very good support when my organization registered the first time as a Direct User and this year as a Member. | 6/12/2013 12:15 AM |
| 72 | The IPv4 distribution is unfair, some earlier joined LIR have thousands of unused IPv4s, but for new LIRs there is no IPv4 remained. there should be a procedure to take back unused IPv4 and reassign them. | 6/11/2013 11:42 PM |
| 73 | Your "ip analysts" have varied insanely in competence, and have usually given me the most headaches with their (sometimes overly) ridiculous byrocratic attitude and obvious lack of experience. Sometimes our requests were/are dealt swiftly with professionalism, sometimes I got an byrocraut who saw fit to teach me how to do CIDR (which was hilarious considering I'm a network engineer and been using VLSM techiques for years.. :D talk about communications breakdown there.. but anyway.) Other than the critisism to random analysts, If I ever had a whois-db related question to ask, I've always got friendly replies rather quick even if I sometime seem to come through as a incompetent jerk myself, so thank you for your patience with me! | 6/11/2013 11:00 PM |
| 74 | Please, could it be possible that RIPE put the trainings online (videos), and keep them there - RIPE has some of the basic training videos available... But not the interesting ones (Local Internet Registry Training Course, IPv6 Training Course, Routing Security Training Course, RIPE Database Training Course). It would be really nice in order to be followed by the people who can't attend to them... I don't understand why it is not already done. | 6/11/2013 11:00 PM |
| 75 | RPKI is a bad idea | 6/11/2013 10:18 PM |
| 76 | Great and more than Perfect | 6/11/2013 9:31 PM |
| 77 | Please, add ipv6 analysing tool like ipv4. | 6/11/2013 9:15 PM |

| 78 | I think RIPE sends too many emails regarding physical meetings, although they do not arrive even close to my location. | 6/11/2013 9:11 PM |
|---|---|---|
| 79 | Good, they just need to be more closer to the customers | 6/11/2013 9:05 PM |
| 80 | My company is a member and I have attended a training course but I am not generally involved with RIPE. | 6/11/2013 8:27 PM |
| 81 | I found the RIPE a customer-oriented Organ. Thanx. | 6/9/2013 2:20 PM |
| 82 | When RPKI will be available for PI IPv4 customers ? | 6/7/2013 8:49 PM |
| 83 | Good services and databases. | 6/7/2013 4:37 PM |
| 84 | i hope will be the possibility to see next RIPE NCC Survey in any European Country | 6/7/2013 9:22 AM |
| 85 | would like to attend a meeting one day. | 6/6/2013 7:59 PM |
| 86 | I attended a training course in Leeds UK a few months ago and it was an informal and highly enjoyable class - I wanted to say thank you the RIPE NCC for your efforts in training and supporting us all. | 6/6/2013 7:30 PM |
| 87 | Hello, I suggest you that you should publish more example about ripe database management something like videos and articles. Thank You. Kind Regards Cenk Ali Mete | 6/6/2013 5:48 PM |
| 88 | Imrpove the atlas project | 6/6/2013 5:36 PM |
| 89 | Keep up the good work. More progress is nerder on the Resource certification projects - both policy and Thon implementation | 6/6/2013 3:40 PM |
| 90 | Language localization is useful | 6/6/2013 2:31 PM |
| 91 | Very complex | 6/6/2013 2:06 PM |
| 92 | Some of the information are still hard to find, some of the instructions lack a few details that would make working with tools a little bit easier. Now it's sometimes (at least for us) try and learn. | 6/6/2013 5:07 AM |
| 93 | recently i was searching howto create password for webupdates to use and i cannot find any clue with simple ask and answer question to find with google; i found gettings started quide which helped my kolegue; | 6/6/2013 3:27 AM |
| 94 | Thanks! | 6/6/2013 12:39 AM |
| 95 | I'll be glad to see ipv6 support in ip analyser | 6/6/2013 12:38 AM |
| 96 | Ipv4 inter and intra rir transfer should be implemented | 6/6/2013 12:36 AM |
| 97 | the web/online interfaces are much easier than in previous years but somehow the complexity swamps small users like me who only dip in every now and again to e.g. play with net nums | 6/6/2013 12:30 AM |
| 98 | I really happy that RIPE have a very responsible and technically strong team. | 6/5/2013 10:27 PM |
| 99 | I wonder if the service provision would be stable taking into account so called "police order" for some registrations and emerging market for IPv4 resources. | 6/5/2013 8:46 PM |
| 100 | You should have more training in company registration papers from different countries or at least have people in regions that you can take help of. | 6/5/2013 7:58 PM |
| 101 | Last site (www.ripe.net) design is very thoughtful, slow. | 6/5/2013 5:31 PM |
| 102 | Can't wait to help deploy more Atlas probes. | 6/5/2013 4:36 AM |
| 103 | It would be nice to have all database management resources organized under a single login rather than scattered throughout different URLs | 6/5/2013 3:56 AM |
| 104 | working with ripe ncc is ok, but sometimes i learn about important changes in ripe politics and services only on ripe meetings, and do not see it on the site. the new interface of the LIR portal is handy for work. | 6/5/2013 12:06 AM |
| 105 | We need IPv4 | 6/4/2013 11:49 PM |
| 106 | мy тно (complicated) | 6/4/2013 11:35 PM |
| 107 | You are doing a great job, Thank you! | 6/4/2013 4:29 PM |
| 108 | More step by step diagrams "how-tos" | 6/4/2013 6:53 AM |
| 109 | I'm eager to see RIPE NCC focus on the core mission of resource management to LIR's in the region. RIPE NCC seems to have taken a broader scope for reserach etc.. which doesn't seem to bring a huge level of benefit to normal members. | 6/4/2013 12:37 AM |
| 110 | RIPE has been a background task fro the last few years and only really looked at for allocations etc, the last RIPE meeting i attended and realised that there is much more than just IPs | 6/4/2013 12:34 AM |
| 111 | increasing webinars and E-learning | 6/3/2013 6:09 PM |
| 112 | Very good in general | 6/3/2013 3:54 PM |
| 113 | IPv4 Allocation has not been fair in many cases. We have registries without real need for public IPv4 but they have received many. No solution in RIPE for audit. | 6/3/2013 3:45 PM |

| 114 | I found the support team to be extremely kind and helpful and had a two hour telephone call during which time we discussed all manner of things. The only suggestion I could make is that I found some of the written documentation to be complete but a little disparate (for example, information which the IPRA will be looking for was detailed in 'IPv4 Evaluation Procedures' and not in the IPv4 First request documents etc). This was not a problem but left me feeling that I should read through everything before doing anything, which I did :) Andrew Lemin | 5/31/2013 11:58 PM |
|---|---|---|
| 115 | make search the default behaviour in database search when hitting enter instead of reset. https://apps.db.ripe.net/search/ | 5/31/2013 7:07 PM |
| 116 | RIPE Atlas is a very useful tool, but it would be helpful to ease the use and configuration of custom measurements (i.e. allow to configure template measurments, load and save them, and start a stopped measurement again) | 5/31/2013 6:24 PM |
| 117 | The current draft of "RIPE NCC Services to Legacy Internet Resource Holders" should be finalized as soon as possible | 5/31/2013 5:20 PM |
| 118 | geoloc is not really working, maybe better to remove it | 5/31/2013 8:54 AM |
| 119 | Please ease out the IP V6 addresses allocation process | 5/31/2013 2:07 AM |
| 120 | We do lack an understanding that not everything is company-based. We use adresses allocated to a trademark - and finding or creating a company to hold those is .... difficult. Apart from this we see RIPE as welcomming and highly professional. | 5/30/2013 7:49 PM |
| 121 | the registration of a resource and the database search can be easier, both became more complicated than in the past | 5/30/2013 7:19 PM |
| 122 | Organizations have a tendency to grow bigger and bigger. RIPE NCC should resist that temptation. | 5/30/2013 7:19 PM |
| 123 | I believe that like any other organization, there should always be a maintained drive to improve services and I would hope that RIPE NCC evaluates the services and then takes action on improvement. | 5/30/2013 4:07 PM |
| 124 | Listing service need to improved: official pernament/tempeorary transfers & payments. | 5/30/2013 3:48 PM |
| 125 | The RIPE Training Courses are specially good. The RIPE Atlas is an amazing project. | 5/30/2013 6:00 AM |
| 126 | The RIPE NCC does not have active, transparent, independent and responsible team for LIR audits. | 5/30/2013 3:45 AM |
| 127 | LIR portal is slow | 5/30/2013 3:12 AM |
| 128 | Would like to see a coherent story about what the RIPE NCC is trying to be and how the whole palette service relates to that | 5/30/2013 2:40 AM |
| 129 | The Lirportal is slow as hell always, the configuration of Atlas probes is complicated (and i say that as *engineer*, that means something...).. | 5/30/2013 2:30 AM |
| 130 | Training is excellent however i wish you had archived videos of sessions available to all ripe members | 5/30/2013 1:40 AM |
| 131 | Focus on the core services. Let the members propose your activities, rather than invent them yourselves. I also miss your Internet Governance work in the survey (so far). That is important and good! | 5/30/2013 1:10 AM |
| 132 | Some information was quite difficult to find in docs | 5/30/2013 1:05 AM |
| 133 | We should be able to re-schedule webinars - if at the latest minute one cannot make it, we lose the chance to re-schedule and eventually need to drop out. | 5/30/2013 1:04 AM |
| 134 | great support and help when signing up to become a RIPE member. keep up the good work. | 5/30/2013 1:04 AM |
| 135 | Sometimes I don't understand what ripe wants from me when entering a new database stuff. Yesterday it needs a role account from me but first I must create another object to bind that object so that i can bind and form a role object to add an abuse contact> What? took 20 minutes to figure out. | 5/30/2013 12:54 AM |
| 136 | The RIPE NCC Analysts are incredibly helpful and always incredibly professional, but in this day and age, I do find it a real disadvantage that I'm unable to telephone to speak to an Analyst, or engage in a live chat session. For some of my queries, I really think that this would have reduced the time to achieve resolution of an issue, or answer a query that I have had. | 5/30/2013 12:51 AM |
| 137 | Continue this good job ;) | 5/29/2013 9:59 PM |
| 138 | Your Support And Services Realy Perfect :) | 5/29/2013 9:54 PM |
| 139 | Keep up the good work | 5/29/2013 7:55 PM |
| 140 | WEB: make more "login seamlessly" between different areas. | 5/29/2013 7:54 PM |
| 141 | Training services are really good. I would like to see more on how RIPE will help LIRs that are in badly need of IPv4 assignments and maybe lead the inter RIR transfer in terms of polocies. | 5/29/2013 7:29 PM |
| 142 | I pride myself in being a RIPE NCC Member. Guess that says a lot :) | 5/29/2013 7:27 PM |
| 143 | I like they ) | 5/28/2013 5:06 PM |
| 144 | RIPE NCC activity perfectly follows the community needs. | 5/28/2013 3:24 PM |
| 145 | Need to improve the system of training and technical support. | 5/28/2013 12:17 AM |
| 146 | Overall, we are very pleased with the provided treatment and services | 5/27/2013 8:56 PM |

| 147 | I'd like to see some formal time, beyond the breaks, set aside to meet with other companies present at the meetings. | 5/24/2013 11:57 PM |
|-----|-----|-----|
| 148 | The introduction of new services. eliminated the need for search and retrieval of information in disparate sources. Now, most of the information presented in a clear manner in a trusted location. | 5/24/2013 3:26 PM |
| 149 | I would appreciate to have more training/info regarding IPv6 | 5/24/2013 10:00 AM |
| 150 | We miss the accurate clock provided by discontinued TTM service. | 5/23/2013 10:36 PM |
| 151 | Keep us informed at all stages of the decision making process | 5/23/2013 5:43 AM |
| 152 | To much side projects, I view RIPE as the EMEA region RIR to hand out IP addresses and maintain an up to date database. RIPE should be doing absolutely - nothing - else. | 5/23/2013 2:00 AM |
| 153 | I'm glad that we have access to them. | 5/22/2013 12:21 AM |
| 154 | All good | 5/21/2013 11:28 PM |
| 155 | Keep up the good work | 5/21/2013 10:34 PM |
| 156 | We are getting more legalist and bureaucratic year after year... | 5/21/2013 8:08 PM |
| 157 | RIPE NCC should be purely a registry with no additional costly features. It should be paired back in size and function as IPv4 activity dies down. IPv6 allocations and 32bit ASN applications can pretty much be handed out automatically and therefore require far fewer staff to oversee, reducing the NCC's costs. | 5/21/2013 6:39 PM |
| 158 | The database is pretty bad for ERX resources. The RIPE portal is the worth portal we have ever seen, according to navigation (lots of duplicates and different navigation bar positions), design (inconsistent and far too colorful) and functionality (a missing feature is for example to list and export all own objects). Lots of time and money is used for pretty useless activities. | 5/21/2013 6:14 PM |
| 159 | Very helpful and eager to help. Last week on RIPE66 I updated a lot of whois and got tickets processed. | 5/21/2013 5:43 PM |
| 160 | RIPE has come a long way since I was last involved personally n 1998, excellent work and a very relevant organisation. | 5/21/2013 5:38 PM |
| 161 | need inter rir transfers. It should have been done in the same timeframe as apnic | 5/21/2013 5:29 PM |
| 162 | I would like to see more NCC staff at RIPE meetings. I would like the community to be consulted before new lab projects such as Atlas starts. | 5/21/2013 5:26 PM |
| 163 | All RIPE NCC Services (that I'm already aware of) are provided extremely professionally and very well! | 5/21/2013 2:26 AM |
| 164 | A meeting and or messaging tool for the RIPE meetings would be good. | 5/19/2013 9:02 AM |
| 165 | While the NCC perform many services excellently, the reason for perceived degradation in service is down to communication issues and some incorrect decisions being made in regards to RPKI and legacy resourced holders. | 5/18/2013 11:34 PM |
| 166 | RIPE Regional Meetings are important and satisfying. | 5/17/2013 9:35 PM |
| 167 | Attended RIPE66, enjoyed the living hell out of it! | 5/17/2013 9:14 PM |
| 168 | The signing up process to be a LIR was a bit confusing due to registration in the united states for a business being so different than registration in Europe. | 5/17/2013 9:12 PM |

## Q12 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,151   Skipped: 1,482
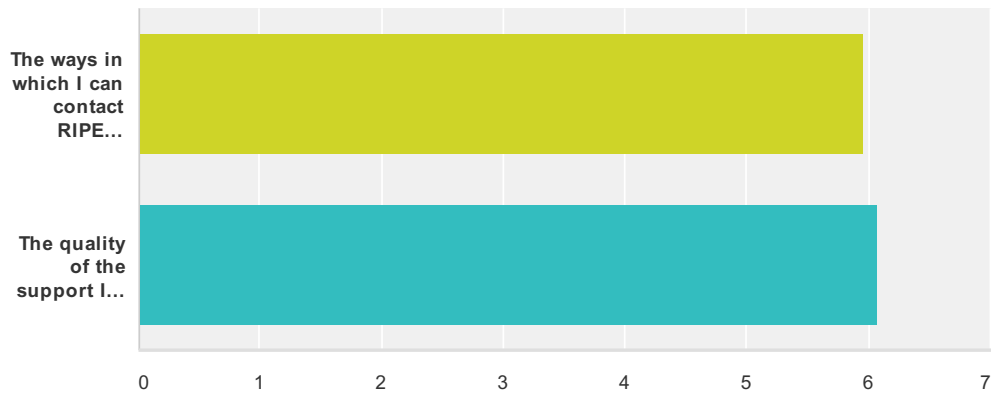


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The ways in which I can contact RIPE NCC Customer Services** | **0.33%** 7 | **0.70%** 15 | **1.86%** 40 | **6.15%** 132 | **14.91%** 320 | **37.14%** 797 | **33.69%** 723 | **5.22%** 112 | 2,146 | 5.96 |
| **The quality of the support I receive from RIPE NCC Customer Services** | **0.42%** 9 | **0.56%** 12 | **1.03%** 22 | **4.59%** 98 | **12.51%** 267 | **36.63%** 782 | **35.93%** 767 | **8.34%** 178 | 2,135 | 6.07 |

## Q13 Do you have any other comments about customer services at the RIPE NCC?

Answered: 2,116    Skipped: 1,517
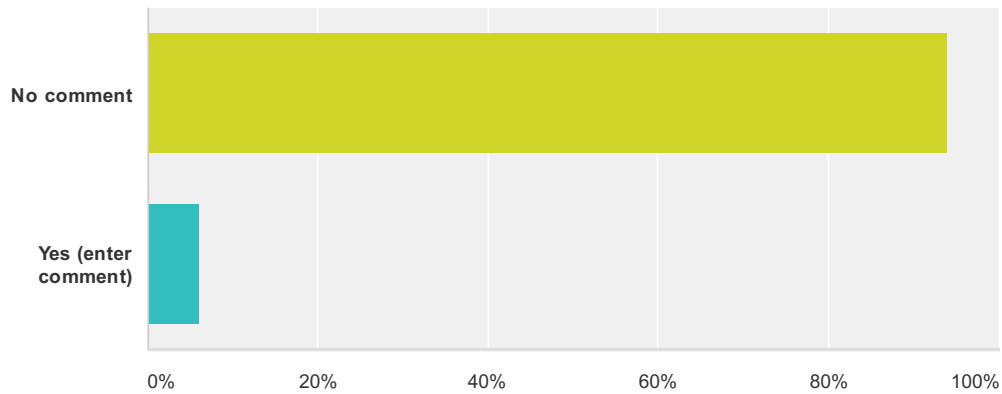


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **93.90%** | 1,987 |
| **Yes (enter comment)** | **6.10%** | 129 |
| Total | | 2,116 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:11 PM |
| 2 | YES ZOOM | 6/23/2013 7:39 PM |
| 3 | Very good peoples | 6/23/2013 4:03 AM |
| 4 | I think it's improved a lot over the years and the contact is much more personal, friendly and constructive. | 6/21/2013 8:25 PM |
| 5 | At the end of last year and beginning of this year I had to call and email with the RIPE support team and they were always GREAT to work with. They really took the time to explain what was going on and what was needed of me. | 6/21/2013 3:49 AM |
| 6 | Awesome team! | 6/20/2013 6:13 PM |
| 7 | A projected lack of interest in what an LIR is trying to do or achieve , especially if the the issue deviates from the percieved script. | 6/19/2013 12:44 AM |
| 8 | your answers per mail to questions are in most cases not sufficient and a call must start to clarify | 6/18/2013 9:15 PM |
| 9 | Its one of the best, and there is a personal touch too which is nice | 6/18/2013 7:53 AM |
| 10 | response time is bit slow | 6/17/2013 8:00 PM |
| 11 | satisfaction levels in 11. based on recent handling of database software bug report | 6/17/2013 10:37 AM |
| 12 | we need online chat support | 6/14/2013 9:30 PM |
| 13 | we need , phone support and i suggest you to have branches in all over the world ! | 6/14/2013 7:04 AM |
| 14 | Thanks for friendly and helpful support in the past. | 6/13/2013 7:56 PM |
| 15 | I love to be able to contact RIPE NCC by normal plain email and not having to use some weird web forms. | 6/13/2013 5:16 PM |
| 16 | Sometimes it takes too long to get help via e-mail, it would be great to get help wtihin 24 hours at least. | 6/13/2013 2:42 PM |
| 17 | I´m glad about the excellent Billing Support Team | 6/13/2013 8:41 AM |
| 18 | They're very good. It would be helpful to speak to staff although the ticketing system (which is being replaced?) works well. | 6/13/2013 3:13 AM |
| 19 | It usually is very slow. | 6/13/2013 12:32 AM |
| 20 | Sometimes crazy when asking for IP addresses | 6/13/2013 12:22 AM |
| 21 | more interaction and real time communication is needed | 6/13/2013 12:19 AM |
| 22 | Sometimes, some questions may be resolved via phone call but we are still obliged to create a ticket. Maybe it requires reconsideration. | 6/12/2013 11:37 PM |
| 23 | No much recent experiences. | 6/12/2013 10:52 PM |

| 24 | The communication and support level from RIPE NCC are excellent with very fast response time. | 6/12/2013 9:15 PM |
| 25 | One of the best things about RIPE NCC is that it is fully capable of handling original documents written in Polish - no need for us to translate them | 6/12/2013 8:29 PM |
| 26 | Phone support rarely resolves issues - often referred to email. | 6/12/2013 8:11 PM |
| 27 | Long response time due to time differences | 6/12/2013 8:07 PM |
| 28 | Again, very impressed with the customer service at RIPE. The one area I would say could be imporved is to make the Instant Chat feature more prominent on the web page as a few times I've struggled to find it. Maybe have a link on the main homepage? | 6/12/2013 7:48 PM |
| 29 | It needs to open a local office by RIPE in IRAN | 6/12/2013 6:51 PM |
| 30 | Reaction time could be better but I have not had contact for a year | 6/12/2013 5:49 PM |
| 31 | Complicated to make changes | 6/12/2013 5:46 PM |
| 32 | Chatsupport would be nice. Directly on website or thru lirportal. | 6/12/2013 4:24 PM |
| 33 | Sometimes without answers | 6/12/2013 4:05 PM |
| 34 | My view is rather tainted by a recent incident where RIPE started changing the database behind my back for what I still believe is not a valid reason (mentioning our BRAND name as well as our legal name in the object registration), there were barely explanations, nor points to policy etc... knowing it was like this for 4 years already before I made a small modification makes me feel that this is all very arbitrary | 6/12/2013 3:21 PM |
| 35 | I liked the prompt replies | 6/12/2013 2:14 PM |
| 36 | when ever I have asked for help, I have gotten very good advice and pointers, keep up the good work. | 6/12/2013 12:34 PM |
| 37 | provide more flexible ways to contact support provide support with country local langue | 6/12/2013 8:10 AM |
| 38 | Ready made reply for simple precise question, | 6/12/2013 5:35 AM |
| 39 | It'll be nice if we could see the ticket contents via portal and we could update it | 6/12/2013 5:31 AM |
| 40 | Always very nice attitude of the people from RIPE. | 6/12/2013 4:41 AM |
| 41 | I may suggest to hightlight into the web site and extend the functionalities of the chat support | 6/12/2013 3:53 AM |
| 42 | Some time too long wait for answer | 6/12/2013 2:59 AM |
| 43 | I have never contacted Customer Services | 6/12/2013 2:52 AM |
| 44 | I really appreciate the ticketing system and the real knowledge of the women and men from the ripe. Keep up the good work. | 6/12/2013 1:40 AM |
| 45 | Every time I contact support i was fully satisfied. | 6/12/2013 1:22 AM |
| 46 | The Customer Services people are polite, very kind and skilled. I always been happy to relate with them. | 6/12/2013 12:34 AM |
| 47 | Not fair.... For example : A small LIR --> pays the same as a bigger one But if a small LIR whants IP addresses ...they receive a few...and this is since 3 years ago....not fair at all.. | 6/12/2013 12:32 AM |
| 48 | Customer Services were very helpful when my organization registered as a Direct User and later as a Member. | 6/12/2013 12:16 AM |
| 49 | some time they contact us by phone and we are not available but we don't have their phone numbers to call back. | 6/11/2013 11:44 PM |
| 50 | It would interesting to be able contacting customer via mobile phone for long discussion tickets. | 6/11/2013 11:38 PM |
| 51 | Not always easy to find guides/support online | 6/11/2013 11:37 PM |
| 52 | often to bureaucratic | 6/11/2013 11:06 PM |
| 53 | Further access to telephone-support for LIRs on policy-questions as well as ongoing ressource-requests. | 6/11/2013 10:51 PM |
| 54 | I can nott contact the support directly | 6/11/2013 10:22 PM |
| 55 | It willbe good to be able to see the ticket contents via portal | 6/11/2013 9:50 PM |
| 56 | Many Thanks | 6/11/2013 9:15 PM |
| 57 | A direct phone number would be nice. | 6/11/2013 9:13 PM |
| 58 | Very helpful. | 6/11/2013 9:12 PM |
| 59 | Just want to add that support given by customer service is perfect for my organisation. | 6/11/2013 9:07 PM |
| 60 | Never had to use them, which cant be bad! | 6/11/2013 9:02 PM |
| 61 | In spanish, Lack technical support for novice | 6/11/2013 8:21 PM |
| 62 | I sometimes would like to use the phone... | 6/9/2013 9:58 PM |
| 63 | Communications such these, must be spread on Internet | 6/7/2013 9:24 AM |
| 64 | If I call, I get to hear, that I need to send an email. That's not why I called. | 6/6/2013 7:53 PM |

| 65 | You guys always respond quickly and accurately to my requests | 6/6/2013 7:31 PM |
|---|---|---|
| 66 | Have not contacted Customer services during the las year You should measure this on the transaction level (afternoon race requests to c.s.) | 6/6/2013 3:42 PM |
| 67 | I think it is helpful to offer Support in different languages as german, French and spain | 6/6/2013 3:06 AM |
| 68 | Sometimes ist Wolf be easier using the phone | 6/6/2013 2:26 AM |
| 69 | Same ticket/question is taken for several people which can be sometimes desperate as i can repeat many things several times because they do not read whole ticket to see before answers. | 6/6/2013 1:32 AM |
| 70 | We need more support for Russian language. | 6/6/2013 12:48 AM |
| 71 | greetings to Ms. Marisol. :) | 6/6/2013 12:42 AM |
| 72 | Thanks for friendly and compentent service ! | 6/6/2013 12:40 AM |
| 73 | The limited contact has always been excellent. | 6/6/2013 12:31 AM |
| 74 | It seems to me you should have miltilingual support - not only staff but official customer service. | 6/5/2013 8:35 PM |
| 75 | everything is perfect, thank you! A+++++ | 6/5/2013 12:13 AM |
| 76 | lost access | 6/4/2013 11:37 PM |
| 77 | Sometimes staff are too quick to make judgements about things without seeing both sides of a problem or issue. That's frustrating and difficult to work with at times. Being much more open minded until presented with all the evidence would be a better approach. | 6/4/2013 8:00 PM |
| 78 | E-Mail response times are way too high (< 24h) | 6/4/2013 6:46 PM |
| 79 | Big thanks to Kjell Leknes for clarifications | 6/4/2013 6:55 AM |
| 80 | Lack of instant telephone support is disappointing and needs addressing. | 6/4/2013 12:39 AM |
| 81 | The previous LIR portal was better | 6/3/2013 6:11 PM |
| 82 | I found them to be brilliant! | 5/31/2013 11:58 PM |
| 83 | I have no need to contact them, but I think it will be fine. | 5/31/2013 11:38 PM |
| 84 | Not needed to use it yet. | 5/31/2013 7:57 PM |
| 85 | there should be 24hrs support, or LIVE CHAT Support | 5/31/2013 2:11 AM |
| 86 | See general comments | 5/30/2013 7:50 PM |
| 87 | Sometimes they can be a bit blunt, but overall I am very pleased with the level of detail that they always pay attention to. | 5/30/2013 7:19 PM |
| 88 | In my opinion, RIPE NCC should move their primary communication channel from E-Mail to LIR Portal. | 5/30/2013 7:08 PM |
| 89 | we need online tech support in chat or phone number to make a call | 5/30/2013 6:19 PM |
| 90 | Always had excellent service from RIPE | 5/30/2013 6:11 PM |
| 91 | I believe that instead just pointing to a section in the portal or a document when a question is asked there should be a direct answer to the question. | 5/30/2013 4:09 PM |
| 92 | it will be helpfull if there were online ticketing system | 5/30/2013 4:08 PM |
| 93 | I was recenty using live RIPE chat /question about Ripe database) and i got reply and answer in a minute, I was impresed with that service | 5/30/2013 3:58 PM |
| 94 | Sometimes i received to my tickets same replies like copy/paste =) | 5/30/2013 3:49 PM |
| 95 | fastest answers sometimes | 5/30/2013 6:08 AM |
| 96 | Wish all companies had the same level op support! | 5/30/2013 4:34 AM |
| 97 | long time to respond | 5/30/2013 3:13 AM |
| 98 | That's great | 5/30/2013 1:28 AM |
| 99 | I've never found a way of viewing the full history of tickets ie. comments online in the LIR portal so I have to constantly rely on email archives. | 5/30/2013 1:06 AM |
| 100 | is there a ripe wiki? wiki will be good. | 5/30/2013 12:55 AM |
| 101 | Always professional, but I have had instances where in a long email exchange, that sometimes the answers I receive are not actually relevant to the questions that I have asked. Maybe this is my fault for not understanding processes terribly well! | 5/30/2013 12:52 AM |
| 102 | Fair and very professional | 5/29/2013 7:30 PM |
| 103 | Everybody i've ever had contact with was nice and helpful. That's how it should be. Model example. | 5/29/2013 7:28 PM |
| 104 | On signing up it was clear that when contacting via phone number the representative was very eager to get us off the phone and to write an email response. The majority of users prefer emai | 5/29/2013 7:27 PM |
| 105 | Thanks, just great job! | 5/29/2013 7:19 PM |

| 106 | Backing me up wheres Russian Post failing completely - PRICELESS. | 5/28/2013 1:01 AM |
|---|---|---|
| 107 | Improve feedback. | 5/28/2013 12:19 AM |
| 108 | Live chat is a great way of getting answers to simple, short questions. Worthwhile addition to your service portfolio. | 5/27/2013 8:57 PM |
| 109 | response times are too long | 5/24/2013 10:23 PM |
| 110 | I use these services rarely. So would like to have a Step by Step e explanation to do it right. | 5/24/2013 4:17 PM |
| 111 | Would be better to have replies a bit faster. Also, would be nice to have more stright web-based ticket system instead of email-only support. | 5/24/2013 10:02 AM |
| 112 | they see to be very effecient when i have problems to be solve | 5/23/2013 5:44 AM |
| 113 | staff have always been very helpful | 5/22/2013 10:05 PM |
| 114 | sometimes a telephone call would be really helpful | 5/22/2013 9:54 PM |
| 115 | Very excellent support really appreciated | 5/21/2013 9:33 PM |
| 116 | Everyone is very nice and eager to help, I had situations where I needed swift action to be taken and I was very pleased with the response time. However, sometimes some details I need to send more than once, even if they were already in the first e-mail, this usually delays the resolution of the issue for 24+ hours. What I respectfully advise is a more thorough assessment of the information contained in the e-mails. | 5/21/2013 9:06 PM |
| 117 | Can occasionally be inconsistent - even contradicting the RIPE NCC charters. | 5/21/2013 6:40 PM |
| 118 | Responses are far too slow. | 5/21/2013 6:15 PM |
| 119 | Good | 5/21/2013 5:34 PM |
| 120 | When ever I felt the need to call, I was always pushed back to the web site. | 5/21/2013 5:32 PM |
| 121 | - Sometimes very slow response times - A different person for each request: why can't we have *one* person who is our main contact? | 5/21/2013 5:27 PM |
| 122 | As previous - utterly professional and extremely helpful. | 5/21/2013 2:27 AM |
| 123 | Always been served in reasonable time. | 5/20/2013 5:50 PM |
| 124 | All persons in Customer-Service are outstanding friendly and willing to help1 | 5/19/2013 6:55 AM |
| 125 | At times the differences between the laws of individual countries are not appreciated. | 5/18/2013 2:40 AM |
| 126 | Telephone call is sometimes the faster and suitable way, but the operator always asks to write email. | 5/18/2013 2:11 AM |
| 127 | Seems strange to me as a new lir that it wasn't obvious how to contact ripe to get the status of the registration request. Got some bot answer that i wasn't allowed to mail to new-lir (or the hostmaster?) email. | 5/17/2013 10:10 PM |
| 128 | The quality of advice i got from registration process staff was extraordinary. | 5/17/2013 9:22 PM |
| 129 | Never contacted it yet | 5/17/2013 9:15 PM |

## Q14 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,148   Skipped: 1,485
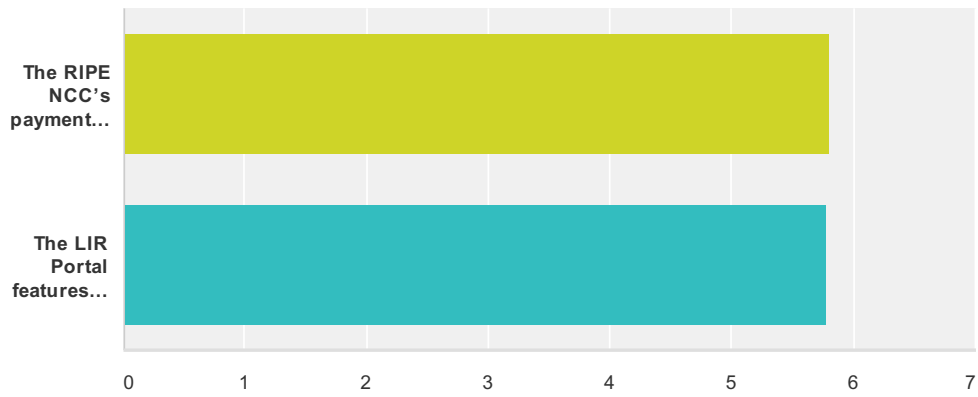


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The RIPE NCC's payment options and administration services | 0.56% 12 | 0.65% 14 | 1.54% 33 | 7.41% 159 | 16.55% 355 | 31.61% 678 | 24.99% 536 | 16.69% 358 | 2,145 | 5.80 |
| The LIR Portal features that support payment and administration | 0.38% 8 | 0.61% 13 | 1.41% 30 | 7.81% 166 | 16.09% 342 | 27.44% 583 | 22.73% 483 | 23.53% 500 | 2,125 | 5.77 |

## Q15 Do you have any other comments about the RIPE NCC's membership administration services?

Answered: 2,099   Skipped: 1,534
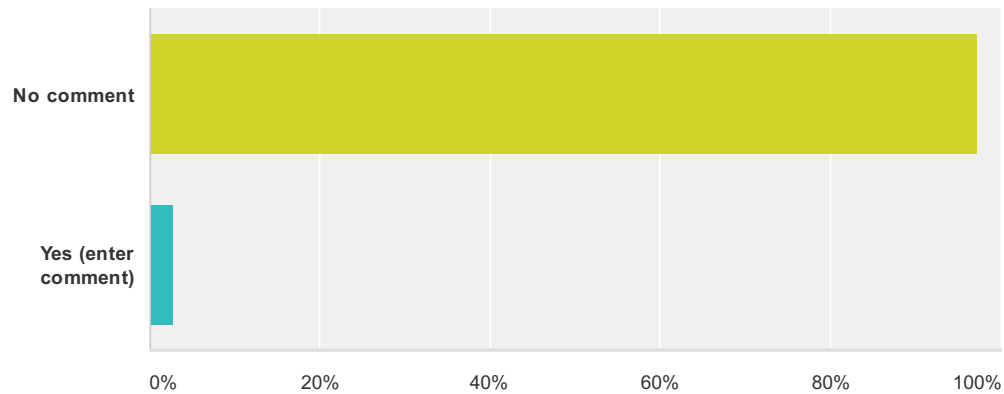


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **97.09%** | 2,038 |
| **Yes (enter comment)** | **2.91%** | 61 |
| Total | | 2,099 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | I'm technical contact and therefore I do not deal with payment/administration services | 6/24/2013 4:06 PM |
| 2 | YES | 6/23/2013 8:11 PM |
| 3 | YES | 6/23/2013 7:39 PM |
| 4 | It would be great to have possibility of changing agreement in accordance with local legislation | 6/20/2013 8:17 PM |
| 5 | membership services and essentially all customer services are outside my focus - different department handling this on our side | 6/17/2013 10:37 AM |
| 6 | i think it's better if you can add more options for payment for countries which have been affected banking and financial sanctions such as Iran. | 6/15/2013 3:24 PM |
| 7 | http://imgflip.com/i/1z09r | 6/14/2013 11:04 PM |
| 8 | It is out of my scope of work. | 6/14/2013 9:40 PM |
| 9 | I am not an accountant. | 6/13/2013 4:49 PM |
| 10 | I've faced a biiling issue this year, that could't be resolved by RIPE staff. | 6/13/2013 11:39 AM |
| 11 | Invoice delays | 6/13/2013 6:16 AM |
| 12 | There is a mismatch between RIPE and my company over the term of payment. Basically, my company has a longer period between receiving the invoice and paying out then RIPE expected. Each year we invovled in email exchange to resolve the issue. | 6/13/2013 2:31 AM |
| 13 | Why do the big providers don't pay much more and the small ones less? This makes no sense for Internet democracy. They use the services more than the small ones! | 6/13/2013 12:22 AM |
| 14 | When joining RIPE we had some problems initially with the way we are VAT registered under a Group VAT registration. I understand this was mainly due to the slightly unusual nature with regards to our specific membership requirements (we are a company that is in the process of divestment from our parent company (RBS Group) so although our VAT number is shared with RBS Group we need to be registered with RIPE in our own right). We did manage to overcome the hurdle by providing full disclsure of the Group VAT certificate which showed our limited company name under the same reg number. I think part of the problem is that RIPE are only able to reference the VIES site to validate registration details. However, the VIES site does not take into account UK Group VAT Registration which is the type we have. | 6/12/2013 7:48 PM |
| 15 | We pay on due date but still get a reminder | 6/12/2013 7:44 PM |
| 16 | It would be a good thing to have the invoice in electronic format or email. | 6/12/2013 7:14 PM |
| 17 | due to customes issues and authorisations, our payment takes more time than you expect. we must have the payment request earlier than you send or give us more time (additional 2 months) for payment. | 6/12/2013 6:06 PM |
| 18 | Cannot change billing scheme in lir portal. Also membership fees are still not very transparant. | 6/12/2013 4:44 PM |

| 19 | Usually I receive paper invoice too late | 6/12/2013 4:42 PM |
|----|------------------------------------------|-------------------|
| 20 | I liked the way Ripe handle the contract signing, they have send us the contract in a professsional way | 6/12/2013 2:14 PM |
| 21 | although we had paid our membership fee, but generally it is difficult for Iranian company | 6/12/2013 3:05 AM |
| 22 | Again I have never used this facilities | 6/12/2013 2:52 AM |
| 23 | other payment methods | 6/12/2013 1:39 AM |
| 24 | This was handled by another team member, who reported that it was easy to work with our finance team on procurement and payment. | 6/12/2013 1:34 AM |
| 25 | payment via Credit Card would be good | 6/12/2013 1:25 AM |
| 26 | Payment is not very clean to small russian companies so we have to pay from credit card. | 6/12/2013 1:22 AM |
| 27 | Lower the payment, consolidate all services like webupdates etc.. In thr LIR portal | 6/12/2013 12:08 AM |
| 28 | I don't process payments | 6/11/2013 11:45 PM |
| 29 | Paying with cash transfer would be helpful | 6/11/2013 11:10 PM |
| 30 | Prices are high for small startups | 6/11/2013 9:50 PM |
| 31 | need to do it yearly and in one shot | 6/11/2013 9:06 PM |
| 32 | No one likes to pay money for anything right :-) But at least the RIPE NCC is good value for money | 6/6/2013 7:31 PM |
| 33 | happy for reduction | 6/6/2013 4:21 PM |
| 34 | How can I see online our payments and account balance? | 6/6/2013 4:03 PM |
| 35 | when we first became ripe ncc member we heard that payment should be less in every year, it didn't; for polish ISP ~2000Euro per year is to much; i know many little ISP, which can affort such amount of money, and cannot became LIR with own ASN; so market for those companys is more closed, because they didn't have multihoming BGP with many peers; and those companys depends on one service provider, and often they bough more expensive bandwith | 6/6/2013 3:32 AM |
| 36 | More information about AW at LIR portal. | 6/6/2013 2:13 AM |
| 37 | The process to confirm LIR payments (wire) is taling a lot of time , now we have only the email option for this process, and I see that after sending our payment document, we don't get back the answer before 1 month | 6/5/2013 4:20 PM |
| 38 | It is good idea to implement some local intermediates, as payment abroad from ex-USSR countries is quite difficult and in some cases even impossible (for some goverment companies, for example).. | 6/5/2013 2:36 AM |
| 39 | in Russian Federation when paying for LIR banks request original contract for every invoice in print. it would be handy, if ripe ncc could open an account in a russian bank. | 6/5/2013 12:13 AM |
| 40 | i entered NA as i dont normally have any dealing with he billing side, but have not had any complaints from our accounts dept. | 6/4/2013 12:35 AM |
| 41 | no problems | 5/31/2013 11:38 PM |
| 42 | Handled by my company, not me | 5/31/2013 7:57 PM |
| 43 | It would be good if they contacted more people at the LIR if there is a payment problem, and perhaps simply telephone us, rather than relying on one or two people seeing an email. | 5/31/2013 7:32 PM |
| 44 | Price is not equal to service | 5/30/2013 7:31 PM |
| 45 | i suggest to view notification or link on the lir portal for the details of the bills and payments | 5/30/2013 6:29 PM |
| 46 | In the LIR portal it's impossible to enter a phone/fax number with spaces when editing the organisation object. (At least the last time I tried it.) | 5/30/2013 6:37 AM |
| 47 | Like the automated solution via email link however i was unable to use it when i had a late payment to sort out | 5/30/2013 1:41 AM |
| 48 | Good receipts for payment transactions are vital in Sweden. You provide decent receipts. Please don't remove them! | 5/30/2013 1:12 AM |
| 49 | No really my business… | 5/30/2013 12:52 AM |
| 50 | I like the new e-billing! | 5/29/2013 7:28 PM |
| 51 | having more payment options is always good. how about bitcoins/paypal support ? | 5/28/2013 1:01 AM |
| 52 | Improve feedback. | 5/28/2013 12:19 AM |
| 53 | it works fine | 5/23/2013 5:44 AM |
| 54 | RIPE is far to expensive. | 5/23/2013 2:01 AM |
| 55 | Membership fees are vastly too high. RIPE NCC should remove unnecessary services and become purely a registry. | 5/21/2013 6:43 PM |
| 56 | An option for a monthly payment with no additional cost would be great. | 5/21/2013 5:45 PM |

| 57 | Provide more details of what's included in the payment (i.e. PIs) | 5/21/2013 5:27 AM |
| 58 | I have picked 4 here as I must remain neutral as this is a non-technical area that I'm unfamiliar with personally. | 5/21/2013 2:27 AM |
| 59 | Fee payment options do not account for the excessive red-tape some of us have to deal with in our own companies. | 5/18/2013 2:40 AM |
| 60 | Never used the LIR portal yet | 5/17/2013 9:15 PM |
| 61 | *So* much better than ARIN! | 5/17/2013 9:11 PM |

## Q16 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,113 Skipped: 1,520
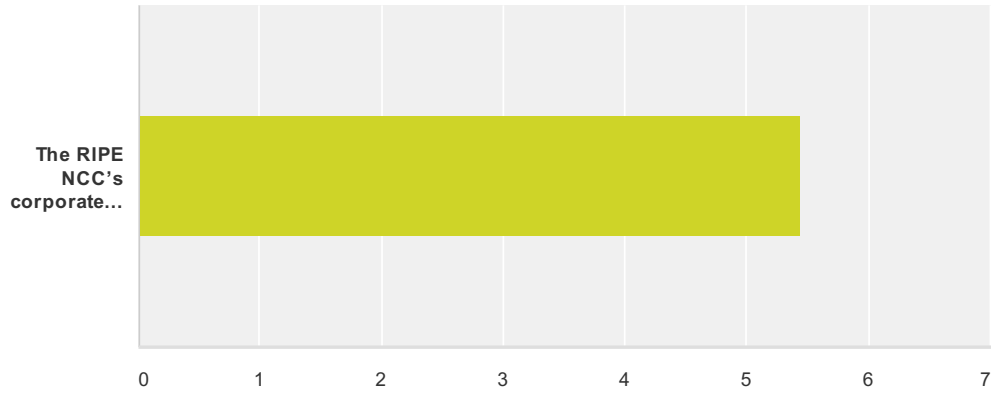


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The RIPE NCC's corporate governance structure | 0.33% 7 | 0.71% 15 | 1.94% 41 | 8.57% 181 | 19.50% 412 | 21.91% 463 | 11.12% 235 | 35.92% 759 | 2,113 | 5.44 |

## Q17 Are there any changes you would like to see made to the RIPE NCC's corporate governance structure?

Answered: 2,032   Skipped: 1,601
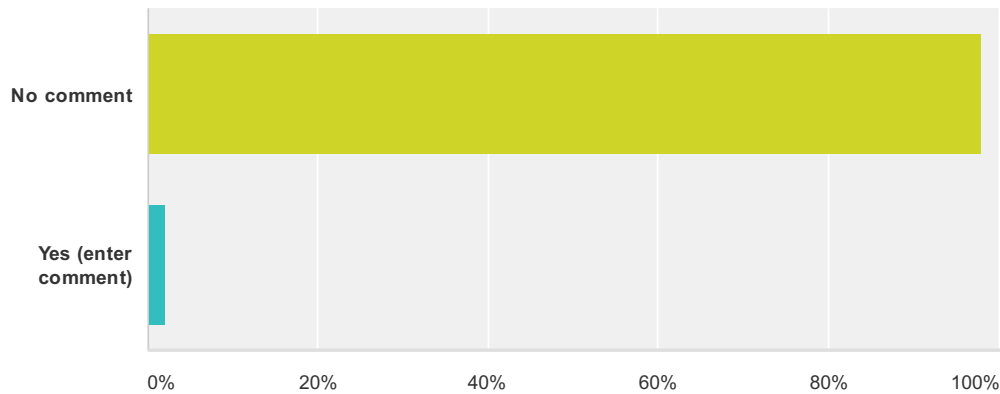


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **97.88%** | 1,989 |
| **Yes (enter comment)** | **2.12%** | 43 |
| Total | | 2,032 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:12 PM |
| 2 | YES | 6/23/2013 7:40 PM |
| 3 | Sorry, I don't know/follow this to give an answer. | 6/21/2013 8:26 PM |
| 4 | More resources to located in the Middle East. | 6/20/2013 2:27 PM |
| 5 | no idea wrt structure; however actual operations are less transparent than is needed to maintain trust with members and community (e.g. better avoiding misunderstanding and conspiracy theories). The Executive Board needs to put more emphasis on this, and exercise more scrutiny on NCC communication, procedures, documents, and operations in this regard comment on 18.: I usually attend General Meetings non-voting - but advise the voting representative of our LIRs | 6/17/2013 10:38 AM |
| 6 | It is out of my scope of work. | 6/14/2013 9:40 PM |
| 7 | Maybe it's just me not having time to read through all, but the gov. structure isn't that transparent to me as I'd like it. | 6/14/2013 6:49 PM |
| 8 | i suggest you to employ personnels in all language to help better to costumers . | 6/14/2013 7:06 AM |
| 9 | kind of an executive summary would be nice to receive and once a year a paper-summary-report would be nice to get. | 6/13/2013 12:38 AM |
| 10 | Didn't understand how they helped me | 6/12/2013 3:37 AM |
| 11 | I'm not aware about it. | 6/12/2013 2:06 AM |
| 12 | make it easier, there is always way how to simplify things | 6/11/2013 11:48 PM |
| 13 | Move RIPE to a country with better laws, lower taxes and lower costs to decrease costs. | 6/11/2013 9:53 PM |
| 14 | Corporate Governance is very intransparent. | 6/11/2013 8:19 PM |
| 15 | As only the big LIR vote, now extra small LIR has to pay to same fee as big company… | 6/7/2013 8:51 PM |
| 16 | Sorry for the 4 rating but my ignorance of governance forces my choice | 6/6/2013 7:33 PM |
| 17 | less bureaucracy | 6/6/2013 12:54 AM |
| 18 | More info should be provided to in newsletter and onlin conferences | 6/6/2013 12:38 AM |
| 19 | For the past years there seems to be some deficit in persons for whom we vote on GMs. I don't like this. | 6/5/2013 8:51 PM |
| 20 | Membership should be far more expensive for large corporations. | 6/5/2013 6:36 AM |
| 21 | Do not change it. | 6/4/2013 12:39 AM |
| 22 | too much to write it here | 5/31/2013 8:56 AM |

| 23 | Due to community criticism, my impression is that the RIPE NCC has become much more insular in recent years, and by the time the community is consulted on anything, it has already spent a long time being thought about. This is unfortunately inevitable, but it may also be stifling innovation coming from within the company. I would welcome a return to a more open and dynamic RIPE NCC. | 5/30/2013 8:35 PM |
|----|------------------------------------------------------------|------------------|
| 24 | Since RIPE-588, the level increased. I hope, it will also work with future situations. | 5/30/2013 7:10 PM |
| 25 | This year was my first one following the election and meeting online. I found it quite difficult to follow and understand. In order to really understand what is happening I needed to invest several hours reading and informing myself. I did not even understand the procedure of vote. | 5/30/2013 6:04 AM |
| 26 | membership representation mechanisms have improved but it is still clear some members are more equal than others. | 5/30/2013 3:36 AM |
| 27 | Overall clearer and simplified policies | 5/29/2013 9:39 PM |
| 28 | This is getting a bit political ;) | 5/29/2013 7:29 PM |
| 29 | More interaction and information to membners needed | 5/29/2013 5:34 PM |
| 30 | its 6 because rule#1 "no government is perfect". | 5/28/2013 1:02 AM |
| 31 | Improving the system of cooperation within the organization. | 5/28/2013 12:22 AM |
| 32 | The RIPE NCC could use some paring down of staff. Not everything that you are doing should necessarily be funded and staffed, but I don't see that RIPE regularly consults with the community before launching into new projects and new areas. | 5/25/2013 12:01 AM |
| 33 | I want to see an monthly report about the activities and ongoing things | 5/24/2013 4:18 PM |
| 34 | perhaps a bigger board of directors | 5/23/2013 5:44 AM |
| 35 | Crusted structure, goo old boys playing together! | 5/22/2013 6:22 AM |
| 36 | I would like for it to be more clear to me where RIPEs money is spent and why. I never found the budget etc trying to remotely participate to RIPE66 meeting. | 5/21/2013 8:15 PM |
| 37 | Flatness. Participation. | 5/21/2013 8:09 PM |
| 38 | Not familiar, really. | 5/21/2013 7:39 PM |
| 39 | To many beurocrats. | 5/21/2013 6:02 PM |
| 40 | I think that RIPE should be located to a country that is the most TAX & Cost efficient place to be. | 5/21/2013 5:35 PM |
| 41 | Reduce number of consecutive terms allowed for a Executive Board Member. Deny mixing Executive Board membership with any other (inc. community) function. | 5/20/2013 7:04 AM |
| 42 | We need to make it more transparent. | 5/17/2013 9:37 PM |
| 43 | There have been several occasions where views of the membership are not engaged earlier enough in the process | 5/17/2013 9:09 PM |

## Q18 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

**Answered: 2,083   Skipped: 1,550**
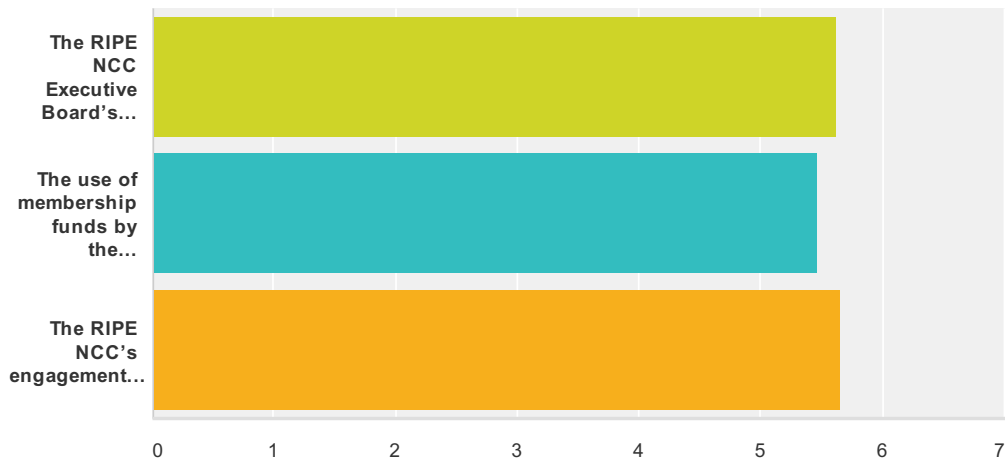


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE NCC Executive Board's leadership of the RIPE NCC** | 0.29% 6 | 0.38% 8 | 1.11% 23 | 7.79% 162 | 16.39% 341 | 24.04% 500 | 13.89% 289 | 36.11% 751 | 2,080 | 5.62 |
| **The use of membership funds by the RIPE NCC** | 0.68% 14 | 0.97% 20 | 2.32% 48 | 7.92% 164 | 17.91% 371 | 24.32% 504 | 12.26% 254 | 33.64% 697 | 2,072 | 5.46 |
| **The RIPE NCC's engagement with the membership on important issues** | 0.43% 9 | 1.11% 23 | 2.22% 46 | 7.83% 162 | 15.18% 314 | 28.71% 594 | 17.50% 362 | 27.02% 559 | 2,069 | 5.64 |

## Q19 Do you vote on General Meeting resolutions and/or in RIPE NCC Executive Board elections?

**Answered: 2,113    Skipped: 1,520**
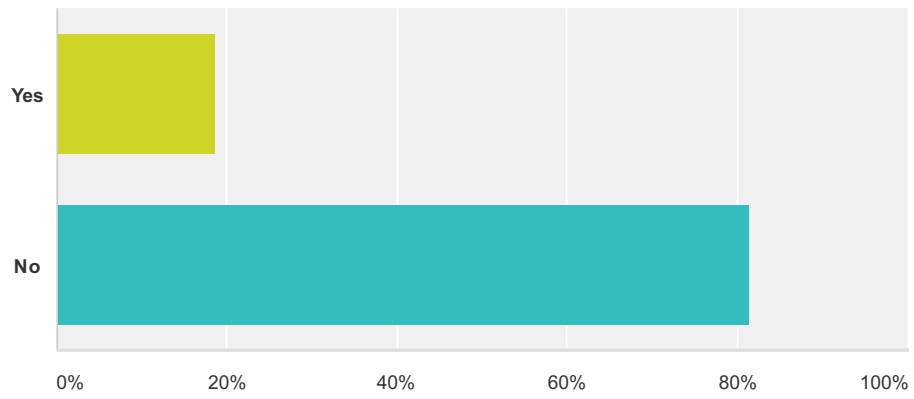
| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **18.79%** | 397 |
| **No** | **81.21%** | 1,716 |
| Total | | 2,113 |

## Q20 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 377    Skipped: 3,256



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The RIPE NCC General Meeting voting procedures | 1.06%<br>4 | 0.53%<br>2 | 2.39%<br>9 | 7.16%<br>27 | 22.02%<br>83 | 35.28%<br>133 | 27.85%<br>105 | 3.71%<br>14 | 377 | 5.76 |

## Q21 How would you improve the RIPE NCC General Meeting voting procedures? [Choose as many as appropriate]

Answered: 313    Skipped: 3,320
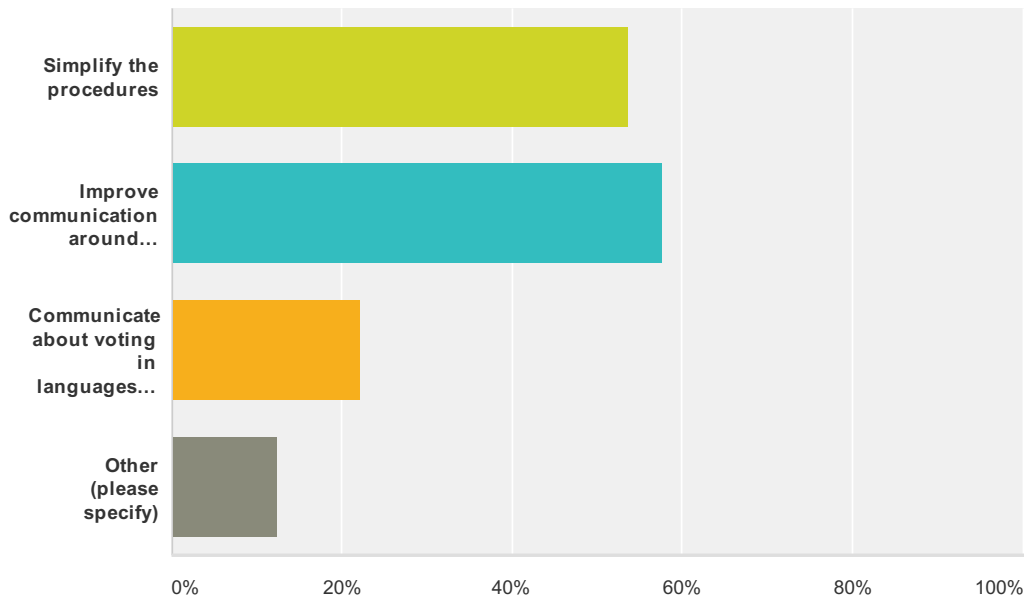


| Answer Choices | Responses | |
|---|---|---|
| **Simplify the procedures** | **53.67%** | 168 |
| **Improve communication around voting** | **57.51%** | 180 |
| **Communicate about voting in languages other than English** | **22.04%** | 69 |
| **Other (please specify)** | **12.46%** | 39 |
| Total Respondents: 313 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:13 PM |
| 2 | YES | 6/23/2013 7:43 PM |
| 3 | Satisfied | 6/20/2013 6:43 PM |
| 4 | For me it is ok. | 6/13/2013 6:52 PM |
| 5 | Information on the subjects standing for election are not readily available, nor are details on the resolutions. | 6/13/2013 3:16 AM |
| 6 | Provide better online voting | 6/13/2013 12:24 AM |
| 7 | If there are multiple options, there should be thought about the order of the options. A different order could make a different result, so there should be at least a good explanation for the choice of the order. | 6/12/2013 8:40 PM |
| 8 | No changes needed | 6/12/2013 8:18 PM |
| 9 | We need much more info about the candidates for the board. It seems to me that I have to know the candidates personally to be able to make the right choice. | 6/12/2013 7:00 PM |
| 10 | current procedure is fine | 6/12/2013 6:02 AM |
| 11 | I would NOT alter the procedure in any way. I mostly cannot attend the votings IRL so I am very happy with the online voting procedure as it stands. | 6/12/2013 2:15 AM |
| 12 | local meetings for voting | 6/12/2013 1:02 AM |
| 13 | Finish on time for the social ;-) | 6/11/2013 11:47 PM |
| 14 | it's ok... there will always be crabs complaining about everything. | 6/11/2013 10:20 PM |
| 15 | extend the voting period | 6/11/2013 10:16 PM |
| 16 | less communication on voting/default member voting procedure. When you attend the meetings, messages on electronic voting can be overwhelming when you allready know you're going to vote at the meeting. | 6/6/2013 5:08 PM |

| 17 | The "voting pool" is not enough IMHO. Last GM we vote for 2 people from 3! And the third person did not even show himself on the meeting! People we vote for should be known (with enough background info) way before the voting itself or members have to decide last miniute. It does not improve the overall quality of members' decision. | 6/5/2013 8:57 PM |
|----|----|----|
| 18 | all is good! | 6/5/2013 2:37 AM |
| 19 | Vote counting procedure performed in front of everybody. | 6/5/2013 12:15 AM |
| 20 | More voting options (e.g. preference order) | 5/31/2013 7:28 PM |
| 21 | There are times when it appears even the Executive Board aren't sure of the voting procedures. A little bit more rehearsal ahead of a GM might be useful. I'd also like to see it made clear to members some time before the meeting (rather than just in the governance documents) that if they would like to make a resolution, these are the steps to follow… | 5/30/2013 8:38 PM |
| 22 | There are occasional failures related voting registration. | 5/30/2013 1:21 AM |
| 23 | Not satisfied with the electronic voting system. Members really engaged with the RIPE-NCC should make an effort to vote physically. | 5/29/2013 5:36 PM |
| 24 | Not to ask copy of ID if it is already sent. Every year I have confirmed that my ID copy is already sent by email which just takes my and RIPE NCC time. The voting questions are hard to understand for non-english speakers. I would add some more words to make it more clear for people who don't speaks professional legal language ;-) | 5/29/2013 6:28 AM |
| 25 | Keep it going | 5/24/2013 4:19 PM |
| 26 | seems fine with me | 5/23/2013 5:45 AM |
| 27 | At the last meeting in Dublin the voting worked perfect so no changes needed, | 5/22/2013 4:56 PM |
| 28 | Allow pre-voting | 5/22/2013 4:55 PM |
| 29 | Please find the December archive for http://www.ripe.net/ripe/mail/archives/members-discuss/ .. I lost mine ;) | 5/22/2013 12:24 AM |
| 30 | nothing to improve | 5/21/2013 11:47 PM |
| 31 | The current system heavily favours the reelection of "old guard" board members. Regardless of whether or not they do a good job, that will surely stifle innovation at RIPE in the long run. | 5/21/2013 6:44 PM |
| 32 | I think, that RIPE NCC puts more effort in politics, elections and voting, than in its services. Members money would be better invested in programming the database and the portal in a consistent way, then holding all these expensive meetings. Meetings should be reduced, there should be less employees be involved in managing and holding meetings and more employees in support and programming departments. | 5/21/2013 6:19 PM |
| 33 | Add material related to voting into voting script | 5/21/2013 6:17 PM |
| 34 | Better online presence and voting methods/procedures. | 5/21/2013 6:03 PM |
| 35 | Perfect as is! | 5/21/2013 2:28 AM |
| 36 | Provide more voting options on the subject being voted on. | 5/19/2013 11:29 PM |
| 37 | explain prstv voting mechanism every time. Serge used to do this at euro-ix. It is explained at GMs, but could be explained better. | 5/18/2013 4:45 AM |
| 38 | Make procedure more transparent and secure | 5/17/2013 9:37 PM |
| 39 | Improve the online voting security. | 5/17/2013 9:17 PM |

## Q22 Why do you not vote on RIPE NCC General Meeting resolutions or in RIPE NCC Executive Board elections? [Choose as many as appropriate]

Answered: 1,680   Skipped: 1,953
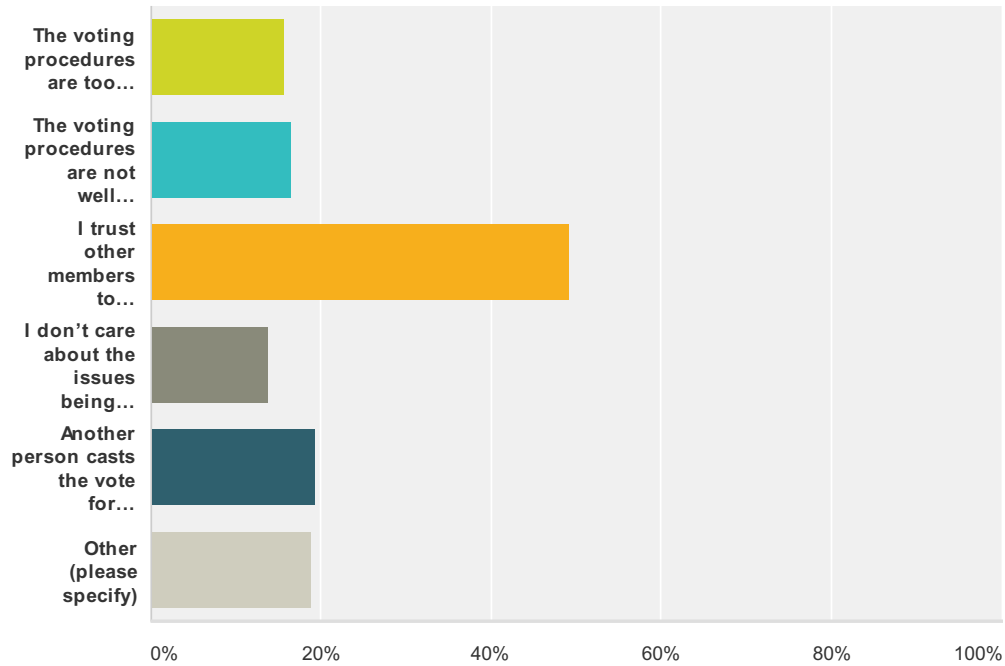


| Answer Choices | Responses | |
|---|---|---|
| **The voting procedures are too difficult** | **15.77%** | 265 |
| **The voting procedures are not well communicated** | **16.61%** | 279 |
| **I trust other members to vote in the right way** | **49.23%** | 827 |
| **I don't care about the issues being voted upon** | **13.87%** | 233 |
| **Another person casts the vote for my organisation** | **19.35%** | 325 |
| **Other (please specify)** | **18.93%** | 318 |
| Total Respondents: 1,680 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | RENAM is not participate to RIPE NCC Executive Board | 6/24/2013 7:57 PM |
| 2 | I've never been to any meetings. | 6/22/2013 12:09 AM |
| 3 | Voter apathy, sorry - I'll vote next time, I promise. | 6/21/2013 8:27 PM |
| 4 | Lack of time to follow all Ripe subject | 6/21/2013 5:40 PM |
| 5 | I don't have time to make myself aware of the issues. | 6/21/2013 2:26 AM |
| 6 | we are member of RIPR since April 2013 | 6/21/2013 12:48 AM |
| 7 | I don't have time | 6/20/2013 11:11 PM |
| 8 | no time to keep myself informed in this regard. | 6/20/2013 10:18 PM |
| 9 | if voting is important, do it at 14:00, not at 17:00. I wouldn't know if my colleagues would've voted or not, and it really doesn't interest me that much. | 6/20/2013 9:22 PM |
| 10 | Really because I need more information to understand how RIPE works. | 6/20/2013 9:01 PM |
| 11 | I'm a RIPE NCC member since 2 months ago | 6/20/2013 8:40 PM |
| 12 | Our company became the RIPE NCC member in 2013. | 6/20/2013 8:32 PM |
| 13 | not enough free time | 6/20/2013 7:59 PM |

| 14 | I feel that there is no point, my voice is too small. | 6/20/2013 7:27 PM |
|----|------|------|
| 15 | Not enough time to do this | 6/20/2013 7:16 PM |
| 16 | No time | 6/20/2013 7:10 PM |
| 17 | I am new to this Process and to this Role | 6/20/2013 7:00 PM |
| 18 | Lack of time | 6/20/2013 6:48 PM |
| 19 | during the vote I was not a member of the RIPE | 6/20/2013 6:26 PM |
| 20 | I don't think I have a vote | 6/20/2013 6:16 PM |
| 21 | I have not taken the time to get involved in what the resolutions and various Board members stand for. As I am not informed, I do not feel comfortable in voting. | 6/20/2013 6:15 PM |
| 22 | I just joined Ripe NCC so no votes was made | 6/20/2013 6:14 PM |
| 23 | I'm did not vote because I haven't enought information about candidates. | 6/20/2013 5:22 AM |
| 24 | We read the emails and chose to participate in case of need. Thanks. | 6/20/2013 4:12 AM |
| 25 | I don´t know anything about the persons and their attitudes. So it´s difficult do elect someone. | 6/19/2013 6:50 PM |
| 26 | We're currently too new to the RIPE/ISP scene, so for now, it seems fair to let more experienced members vote... | 6/18/2013 11:21 PM |
| 27 | I didnt take the time | 6/18/2013 6:49 PM |
| 28 | New to the proccess as just its the first time since the start of membership, may consider in the future. | 6/18/2013 7:56 AM |
| 29 | Never felt the need to vote | 6/18/2013 2:11 AM |
| 30 | haven't had enough time yet since we became a member to find out how the process works | 6/17/2013 11:57 PM |
| 31 | Fresh member | 6/17/2013 11:33 PM |
| 32 | Fairly new to the community ;-) | 6/17/2013 10:24 PM |
| 33 | lack of time to be able to do it correctly | 6/17/2013 10:05 PM |
| 34 | things with ripe just works as we have a bunch of other task beside internet access there is no focus upon | 6/17/2013 10:01 PM |
| 35 | was not aware of this much more at that moment | 6/17/2013 8:01 PM |
| 36 | i can not vote for unknown members for me. | 6/16/2013 11:47 PM |
| 37 | I've unfortunately not the time to get sufficiently versed in the issues the meeting concern and therefore haven't vote. | 6/16/2013 8:45 AM |
| 38 | i can't participate in the GM, because I can't travel out of my country. | 6/15/2013 3:35 PM |
| 39 | I didn't vote yet or i i am not in touch on going RIPE activities. | 6/14/2013 9:41 PM |
| 40 | I don't know English well for delve into the nuances required to vote. | 6/14/2013 5:06 PM |
| 41 | Too busy at work | 6/14/2013 12:49 AM |
| 42 | time pressures - I intended to but missed the deadline | 6/13/2013 11:46 PM |
| 43 | I was not present at that time at work | 6/13/2013 7:00 PM |
| 44 | I would have to spend considerable time to get up to speed on everything that's going on at RIPE to be able to vote in sensible manner. In practice I don't take the time to do this. I guess I do care about the service RIPE is providing, but not as much in how they do it… | 6/13/2013 6:08 PM |
| 45 | too busy… | 6/13/2013 6:08 PM |
| 46 | have not been looking into the issues involved enough to be able to communicate an opinion | 6/13/2013 5:42 PM |
| 47 | Not enough knowledge on the electable persons | 6/13/2013 5:25 PM |
| 48 | Actualy I never sought information on how to vote. | 6/13/2013 5:18 PM |
| 49 | couldn't understand how to do it | 6/13/2013 4:45 PM |
| 50 | no time to find out what we are voting on and how to vote | 6/13/2013 3:37 PM |
| 51 | Process looked to time consuming for me and i´m a rather busy Person | 6/13/2013 8:42 AM |
| 52 | I couldn't get the proxy form authorized in time to vote. | 6/13/2013 8:13 AM |
| 53 | So far we've never noticed any drawbacks of not voting and on the other hand we do not know the people to be elected. | 6/13/2013 7:09 AM |
| 54 | I do not think I ever had the opportunity. Maybe it is because we are quite new as members (only a few weeks) | 6/13/2013 6:53 AM |
| 55 | Unknown with the people to vote for. | 6/13/2013 6:43 AM |
| 56 | unable to give the documets needed for the voting | 6/13/2013 4:19 AM |

| 57 | No time | 6/13/2013 2:11 AM |
| 58 | I always forget! | 6/13/2013 1:45 AM |
| 59 | I don't know candidates so I don't have a way to judge and select the best candidate. | 6/13/2013 1:44 AM |
| 60 | I have too many tasks in my job. | 6/13/2013 1:27 AM |
| 61 | flooded with work | 6/13/2013 1:20 AM |
| 62 | I dont really have an opinion, and have never been to a RIPE meeting. If I had, I might consider it | 6/13/2013 12:48 AM |
| 63 | we're a small company and time is the main-issue, a short presentation and voting-arguments for one and the other side would probably help. | 6/13/2013 12:39 AM |
| 64 | not enought time ! | 6/13/2013 12:39 AM |
| 65 | We are a small LIR so we don't have the time to really get to know all the details every time there is something to vote about. So we usually prefer not to vote because our opinion is not very qualified. | 6/13/2013 12:35 AM |
| 66 | I'm new RIPE NCC member. My company got LIR status recently | 6/13/2013 12:30 AM |
| 67 | I've been member for 10 days | 6/13/2013 12:21 AM |
| 68 | the lack of knowledge of the candidates | 6/13/2013 12:18 AM |
| 69 | I don't feel I understand many of the issues well enough to contribute | 6/13/2013 12:17 AM |
| 70 | Didn't really know enough about what was being voted on :( | 6/13/2013 12:17 AM |
| 71 | Small organisation so we haven't been much active due to time restrictions but we wish to become more active in the future. | 6/13/2013 12:14 AM |
| 72 | Last vote, I hadn't got the opportunity. But will certainly be involved next time | 6/12/2013 11:38 PM |
| 73 | new member, not aware yet… | 6/12/2013 9:06 PM |
| 74 | I don't have enough time to keep track on GM and Executive Board issues so I don't interfere with better informed members' decision. For now it seems to be the right approach for our company | 6/12/2013 8:33 PM |
| 75 | Not sure what I'm voting for. | 6/12/2013 8:22 PM |
| 76 | New member | 6/12/2013 8:12 PM |
| 77 | You request a copy of my passport. that is a no-go | 6/12/2013 7:56 PM |
| 78 | Did not study voting procedure, so do not know how to vote and when. Must have a look on it in the future. | 6/12/2013 7:53 PM |
| 79 | I've only just joined RIPE and I was not aware I have a right to vote. | 6/12/2013 7:50 PM |
| 80 | i think i dont have enough knollage to cast a vote on the subjects | 6/12/2013 7:38 PM |
| 81 | Not involved enough to be able to give proper or fair opinion | 6/12/2013 7:30 PM |
| 82 | I did not have a time to carry out the whole registration procedure and voting at the appointed time. | 6/12/2013 7:25 PM |
| 83 | I'm not confident enough to participate on resolutions and I don't have information about candidates to the board. | 6/12/2013 7:17 PM |
| 84 | Lack of time to explore the issues being voted in depth. | 6/12/2013 7:07 PM |
| 85 | i dont have/get enough time (from my employer) to make a educated vote | 6/12/2013 6:39 PM |
| 86 | i have limited time for that | 6/12/2013 6:07 PM |
| 87 | I only just recently became a RIPE NCC member | 6/12/2013 6:03 PM |
| 88 | I don't vote but support all resolutions I take a part in working groups | 6/12/2013 5:32 PM |
| 89 | I didn't knew the candidates so well, so I wasn't able to decide. I think, to vote is not to guess | 6/12/2013 5:20 PM |
| 90 | Maybe in the future. I should learn RIPE better. | 6/12/2013 5:07 PM |
| 91 | I was not Ripe NCC member. | 6/12/2013 5:03 PM |
| 92 | unfortunately not enough time to consider, understand and make myself an opinion on all matters discussed by RIPE. so I must trust larger organisation with dedicated people to make the right choices… | 6/12/2013 5:01 PM |
| 93 | lack of time | 6/12/2013 4:53 PM |
| 94 | Too new to RIPE | 6/12/2013 4:50 PM |
| 95 | Didn't have time to find out how to vote | 6/12/2013 4:45 PM |
| 96 | know to little of the process… | 6/12/2013 4:35 PM |
| 97 | I dont fully understand what the votings do and what it affects. | 6/12/2013 4:26 PM |
| 98 | didnt have time | 6/12/2013 4:12 PM |
| 99 | I am a new RIPE member and i have not come to that point yet but i will | 6/12/2013 3:54 PM |

| 100 | Not enough insight on issues | 6/12/2013 3:44 PM |
|-----|------------------------------|-------------------|
| 101 | not enough time to get informed about the voting issues | 6/12/2013 3:24 PM |
| 102 | I haven't heard | 6/12/2013 2:53 PM |
| 103 | we are a new member, and not yet getting into these details | 6/12/2013 2:16 PM |
| 104 | Usually just forget to read up and vote | 6/12/2013 10:35 AM |
| 105 | just missed it the last times | 6/12/2013 9:13 AM |
| 106 | we didnt have change to join. | 6/12/2013 7:43 AM |
| 107 | Time.... the lack of free time, too much work at my place. | 6/12/2013 7:07 AM |
| 108 | did never take the time to check how to do | 6/12/2013 6:48 AM |
| 109 | i don't want to copy and send my passport or identety card to an unknown destination | 6/12/2013 6:48 AM |
| 110 | I still do not fully understand the structure of the organization, so I can not make the conscious choice. | 6/12/2013 6:21 AM |
| 111 | Dont have enough time to understand pros and cons of options available, or people to vote | 6/12/2013 6:06 AM |
| 112 | lack of time resources to set myself properly into the issues beeing voted on. | 6/12/2013 5:40 AM |
| 113 | I never looked in to it. | 6/12/2013 5:21 AM |
| 114 | No time | 6/12/2013 4:45 AM |
| 115 | We didn't have preference among the candidates. | 6/12/2013 4:39 AM |
| 116 | had no change to vote yet. | 6/12/2013 4:23 AM |
| 117 | I do not know the people who are asking for our votes. They are totally uknown. | 6/12/2013 4:07 AM |
| 118 | Lack of time to familiarise myself with the issues | 6/12/2013 3:58 AM |
| 119 | I'm new to RIPE and I have no information about potential executive board's persons. So I don't know who vote for. | 6/12/2013 3:55 AM |
| 120 | From my level of using RIPE services I dont really know persons that are voted for and cant make clean decision. | 6/12/2013 3:54 AM |
| 121 | Not enough information about what the votes are about. | 6/12/2013 3:11 AM |
| 122 | I didn't know the candidates | 6/12/2013 3:07 AM |
| 123 | no time | 6/12/2013 2:59 AM |
| 124 | Just something I've never looked into deeply enough to understand the issues being debated | 6/12/2013 2:36 AM |
| 125 | I think I've not enough experience to vote. | 6/12/2013 2:26 AM |
| 126 | As small operator we do not have enough time to follow all the issues and some of them are not enough down to earth for us | 6/12/2013 2:13 AM |
| 127 | I don't have the time to get to know the procedures and what it's all about to make an informed choice, hence I refrain from voting. Often I think information from RIPE is too detailed ("information overflow") and I often miss a short introduction which gives the important details so I won't have to read a lot of stuff to understand what it's about. | 6/12/2013 2:05 AM |
| 128 | Lack of time | 6/12/2013 1:53 AM |
| 129 | I'm new to all of this and am not sure a vote occured since I registered. I'll definitely try to vote if it happens in a near future. | 6/12/2013 1:42 AM |
| 130 | I did not go | 6/12/2013 1:40 AM |
| 131 | It's another person inside FCCN. | 6/12/2013 1:24 AM |
| 132 | Sorry, but have no time for this, and have no clean russian instruction. | 6/12/2013 1:23 AM |
| 133 | I think it would take too much time to get involved, hence I trust the others to vote most optimally. | 6/12/2013 12:58 AM |
| 134 | Due to other commitments, I did not get the opportunity to vote | 6/12/2013 12:53 AM |
| 135 | Could not attend GM and did not receive evoting registration email. Probably because we were only a member for about five months. | 6/12/2013 12:47 AM |
| 136 | I don't find the time doing so on the dates advertised | 6/12/2013 12:44 AM |
| 137 | I dont have time to get/read information to make an informed decision. | 6/12/2013 12:30 AM |
| 138 | N/A | 6/12/2013 12:28 AM |
| 139 | Havent allocated time to get to know about this. | 6/12/2013 12:20 AM |
| 140 | Did not have time to study the resolutions and was not able to attend the RIPE meeting. | 6/12/2013 12:17 AM |
| 141 | I don't know why, maybe I don't have time, sorry | 6/12/2013 12:10 AM |

| 142 | Didn't know about that | 6/12/2013 12:02 AM |
|-----|---|---|
| 143 | I am a new member. | 6/11/2013 11:56 PM |
| 144 | simply too busy to go over full info and do not want to give a blind vote | 6/11/2013 11:49 PM |
| 145 | i have little information about the executive board members so i can not take the right decision | 6/11/2013 11:48 PM |
| 146 | Making copies of id cards is illegal under german law. | 6/11/2013 11:47 PM |
| 147 | As a new LIR (only three months) we are not yet familiar with the organizational system of RIPE. That's why this year we have not been involved in the processes. | 6/11/2013 11:46 PM |
| 148 | I don't inform myself enough about candidate | 6/11/2013 11:45 PM |
| 149 | i did not have enough of an opinion to vote either way | 6/11/2013 11:45 PM |
| 150 | Usually too busy to fully follow up | 6/11/2013 11:44 PM |
| 151 | Insufficient time. | 6/11/2013 11:41 PM |
| 152 | i don't have the time to inform myself properly before i would vote. | 6/11/2013 11:39 PM |
| 153 | I was not yet aware of the ability to vote. | 6/11/2013 11:22 PM |
| 154 | I am not that much informed about the decisions and topics handled there. | 6/11/2013 11:19 PM |
| 155 | did not know that | 6/11/2013 11:12 PM |
| 156 | I don't have time to follow your internal affairs, I have a network to run. Thus I don't vote on things I know anything about. | 6/11/2013 11:03 PM |
| 157 | I don't know the candidates and their proposals. | 6/11/2013 11:01 PM |
| 158 | no interest | 6/11/2013 10:47 PM |
| 159 | Another person has casted the vote for my org over last two years | 6/11/2013 10:46 PM |
| 160 | I did not I could vote to anything | 6/11/2013 10:43 PM |
| 161 | - I am member for not long enough - I will certainly vote next time | 6/11/2013 10:27 PM |
| 162 | I am not uware of the voting as i am using the servcie only | 6/11/2013 10:25 PM |
| 163 | Just joined so need more time to get involved. | 6/11/2013 10:24 PM |
| 164 | I don't have time to inform me about RIPE discussion and managment so I don't vote. | 6/11/2013 10:22 PM |
| 165 | I am not sending you my passport information. I would definitely vote otherwise. | 6/11/2013 10:19 PM |
| 166 | We are small and have not enough resources to analyze some of the matters and vote based on that. | 6/12/2013 10:13 PM |
| 167 | busy working, I missed the deadline | 6/11/2013 10:12 PM |
| 168 | We are LIR for 2 months now | 6/11/2013 10:08 PM |
| 169 | I forgot about it at th time of voting | 6/11/2013 10:06 PM |
| 170 | I do not find the time to dig into the issues to be able to vote correctly | 6/11/2013 10:01 PM |
| 171 | I do not know any of the candidates | 6/11/2013 9:52 PM |
| 172 | no time to dig into Ripe discussions and or follow high level Internet dicussions ( our teams are 2nd and 3rd line support and work ticket based , we can't book time for ripe on 'internal activities' | 6/11/2013 9:46 PM |
| 173 | With above points there is usually not enough time to familiarize with the topics at hand | 6/11/2013 9:45 PM |
| 174 | new member, don't have info about Executive Board elections | 6/11/2013 9:36 PM |
| 175 | I don't have enough information on how to and what to choose. | 6/11/2013 9:20 PM |
| 176 | I new member, and I have not had time for it. | 6/11/2013 9:18 PM |
| 177 | Only just joined, didn't know any of the candidates, didn't have time to get informed, too busy doing various administratrive things. | 6/11/2013 9:14 PM |
| 178 | If voting depends on physically attending a meeting, then the distance is the issue. | 6/11/2013 9:14 PM |
| 179 | Not yet experienced (new member) / unaware of it. | 6/11/2013 9:07 PM |
| 180 | Wasn't in this company and was not involved in RIPE database | 6/11/2013 8:54 PM |
| 181 | no time to vote and for information | 6/11/2013 8:49 PM |
| 182 | I didn't know I could | 6/11/2013 8:45 PM |
| 183 | I haven't had time to properly research and understand the topics being voted on. An ill-informed vote would be inapproriate | 6/11/2013 8:34 PM |
| 184 | Too many other issues in my job leave not enough time to study the items which are subject of the votes. | 6/11/2013 6:27 PM |

| 185 | I wasnt Organised and I didnt think I was going to Attend ... So the Dead Line Had Passed by the time I was aware I could Vote | 6/10/2013 9:30 PM |
|-----|------|------|
| 186 | Can not distinguish between personality or goals of individuals. | 6/10/2013 8:00 PM |
| 187 | I was choosen only a few weeks to be in charge of the RIPE process for my company | 6/10/2013 6:52 PM |
| 188 | Lack of time | 6/8/2013 3:26 AM |
| 189 | just forgot to... | 6/7/2013 8:52 PM |
| 190 | lack of time. i will come to it. | 6/7/2013 6:08 PM |
| 191 | Hard to know more information about a candidate. | 6/7/2013 4:59 PM |
| 192 | Not time for it | 6/7/2013 1:49 PM |
| 193 | ever was communicated to me | 6/7/2013 9:26 AM |
| 194 | new membership | 6/7/2013 4:02 AM |
| 195 | not enought information to make qualified decision for voting and time to dig them up | 6/6/2013 11:58 PM |
| 196 | Too young member to be familiar with al the aspects | 6/6/2013 9:46 PM |
| 197 | I dont know enough about the issues | 6/6/2013 7:00 PM |
| 198 | Unfortunately, due to my activities, I have not had the opportunity to inquire about the participants. | 6/6/2013 6:42 PM |
| 199 | i have no idea about our corporate view on RIPE, just my own. I dont think our company has any view anyway. | 6/6/2013 6:34 PM |
| 200 | I didn't know the cadidates | 6/6/2013 5:17 PM |
| 201 | Don't have any information about persons to vote for. | 6/6/2013 4:23 PM |
| 202 | Time constraints | 6/6/2013 3:23 PM |
| 203 | because I have a language difficulties | 6/6/2013 2:46 PM |
| 204 | did't participate | 6/6/2013 2:06 PM |
| 205 | There is always something more urgent to do.. I guess that it also could be that I'm too lazy for it. | 6/6/2013 5:34 AM |
| 206 | Health issues. Since we are a member only about 7-8 months we had to wait for the registration to vote electronicaly almost to the last moment and the registration window was the same as the medical problems I was having and the colleagues weren't up to date with all the issues. | 6/6/2013 5:12 AM |
| 207 | i'm only one person in my company which use ripe and manage bgp and other core equipment, and I don't have any time to do this, and follow this topics; | 6/6/2013 3:34 AM |
| 208 | English is no my first language so it is difficult to follow voting. | 6/6/2013 1:34 AM |
| 209 | new in RIPE NCC | 6/6/2013 12:59 AM |
| 210 | don't know the context well, and the background of people involved | 6/6/2013 12:50 AM |
| 211 | I'm a new member and am not fully aware of the issues | 6/6/2013 12:49 AM |
| 212 | Lack of time | 6/6/2013 12:46 AM |
| 213 | I'm not familar enough with the candidates and their goals to make sure my vote is not a lottery game. | 6/6/2013 12:42 AM |
| 214 | limited engagement to date , lack of my own awareness of the opportunity to vote | 6/6/2013 12:33 AM |
| 215 | I have never voted on RIPE | 6/5/2013 10:46 PM |
| 216 | Rarely find the time to do the required admin to vote. Other voting mechanisms where I do vote such as LINX are much slicker. | 6/5/2013 7:51 PM |
| 217 | I don't meet the persons who are elected | 6/5/2013 5:39 PM |
| 218 | I did not have enough time and knowledge for making a ponderate decision | 6/5/2013 5:24 PM |
| 219 | I tried to vote electronically and it turned out to be imposible | 6/5/2013 6:37 AM |
| 220 | Don't have time | 6/5/2013 12:24 AM |
| 221 | I have not free time for learn discuss on foreing language to me. | 6/5/2013 12:02 AM |
| 222 | Просто лень ибо нах оно надо? | 6/4/2013 11:37 PM |
| 223 | I was not able to vote, perhaps because of some technical difficulties. | 6/4/2013 7:47 PM |
| 224 | I've just registered as a member. Still not sure about many things at RIPE. | 6/4/2013 6:58 AM |
| 225 | The issues are often of little/no relevance to my organisation and it's operations. | 6/4/2013 2:01 AM |
| 226 | This moment we are not heavily engaged with RIPE related operations and we didn't have a clear view of the issues been voted. We do care though about ipv4 address space depletion and we consider RIPE's management board decisions very important for our business. | 6/4/2013 12:37 AM |

| 227 | Fairly new to the whole process outside of IPv4 services i have not yet had enough experience to be comfortable voting. | 6/4/2013 12:36 AM |
|---|---|---|
| 228 | I did not have the time | 6/3/2013 10:09 PM |
| 229 | Don't have the time to build up enough expertise to be able to vote intelligently | 6/3/2013 4:19 PM |
| 230 | I don't feel knowledgable enough about the issues, who supports them, and what ultimate impact they would have on the RIPE community. | 6/2/2013 4:16 PM |
| 231 | Needing to engage more | 6/1/2013 10:57 PM |
| 232 | I do not know which person to vote | 5/31/2013 11:41 PM |
| 233 | Most often iI'm either not sjufficiently knowledgable on the task at hand or miss the time to follow up discussions. | 5/31/2013 10:23 PM |
| 234 | forgot it :( | 5/31/2013 7:39 PM |
| 235 | I don't want to send my personal passport details to a 3rd party. | 5/31/2013 7:33 PM |
| 236 | I didn;t know of any election... to short time of the membership | 5/31/2013 5:22 PM |
| 237 | my membership does not allow, till after 6months of membership period | 5/31/2013 2:13 AM |
| 238 | Missed the vote | 5/31/2013 12:03 AM |
| 239 | Voting for someone I don't know makes not much sense to me. Instead, I trust, that other who knows the people they vote for. | 5/30/2013 11:33 PM |
| 240 | Lack of time to get familiar with the issues being voted | 5/30/2013 10:16 PM |
| 241 | unfortunately, laziness. | 5/30/2013 9:39 PM |
| 242 | I'd rather not send photo copies of my ID over the net. | 5/30/2013 7:21 PM |
| 243 | Sorry, I had no time | 5/30/2013 6:22 PM |
| 244 | Time constrains, not being able to be well informed. | 5/30/2013 6:02 PM |
| 245 | Just overbooked and don't take time for that | 5/30/2013 6:01 PM |
| 246 | As a new member it is somewhat difficult to understand the issues at hand. The main reason though is time constraints. It is hard for a small ISP as ours to take the time to read in on the agenda, form an opinion and cast a vote. Physical presence at the GM is largly based on the cost so the next meeting in Athens, Greece is a no go for us. I could have ticket the first two options (The voting procedures are too difficult and The voting procedures are not well communicated) but that would not be fair as I have not put any effort into understanding the,. | 5/30/2013 5:56 PM |
| 247 | Involvment with RIPE NCC in our organasation is low. This has been changing for the better in the last 12 months. I expect more involvment in the future. | 5/30/2013 4:35 PM |
| 248 | non availability due to residing country holyday | 5/30/2013 4:14 PM |
| 249 | We have only recently become a RIPE NCC Member and currently not sure who will be voting on behalf of our organization | 5/30/2013 4:13 PM |
| 250 | I voted in the previous election but I missed the time to vote in the latest electioin | 5/30/2013 4:08 PM |
| 251 | unavailable during voting period | 5/30/2013 3:43 PM |
| 252 | As an extra small member we do not have enough experiences in global issues. | 5/30/2013 3:38 PM |
| 253 | I didn't have possibility to vote during the voting period. | 5/30/2013 12:22 PM |
| 254 | Lack of time to pay attention and make up my mind about the issues being voted upon. | 5/30/2013 6:40 AM |
| 255 | I did not understand the voting procedure. I was shortly informed in time, about the voting procedure and the schedule to do it. | 5/30/2013 6:05 AM |
| 256 | The general meeting does not always take place in a suitable country and at a suitable time for us. | 5/30/2013 2:50 AM |
| 257 | I'm not always clear on the consequences of voting one way or another. | 5/30/2013 2:24 AM |
| 258 | depends on time (voting procedure is clear and well communicated) | 5/30/2013 2:03 AM |
| 259 | I have not had the time to review the candidates. and so put my trust in those that do | 5/30/2013 1:43 AM |
| 260 | I am too young in RIPE NCC business to be able to be fully aware of the impact of the vote. | 5/30/2013 1:34 AM |
| 261 | I have just joined and a little too busy setting up IP space to read the information emails. | 5/30/2013 1:32 AM |
| 262 | I'm recent member | 5/30/2013 1:25 AM |
| 263 | I'm not aware of an election being held while I've been a member. | 5/30/2013 1:11 AM |
| 264 | I'am new member and had no chance to vote yet | 5/30/2013 1:07 AM |
| 265 | only just become a member | 5/30/2013 1:05 AM |
| 266 | Member for a short, will vote when this will be available. | 5/30/2013 1:03 AM |

| 267 | We are new and did not know who or what to vote for. We will try to be more active in the future. | 5/30/2013 1:01 AM |
|---|---|---|
| 268 | Didn't take time to read and think about the issues voted upon (shame on me) | 5/30/2013 12:58 AM |
| 269 | I did try to enlist for voting online. But I can not. I am busy please make it more simple. Whay not access it directly form my LIR PORTAL PAGE? | 5/30/2013 12:56 AM |
| 270 | Lack of time due to very high workload | 5/30/2013 12:51 AM |
| 271 | I don't have the time to get really involved in the discusses issues. So, I prefer not to vote regarding a subject I don't fully comprehend. | 5/29/2013 11:19 PM |
| 272 | time mismatch | 5/29/2013 10:49 PM |
| 273 | My LIR hasn't been a member for long enough. | 5/29/2013 10:22 PM |
| 274 | i dint notice it | 5/29/2013 10:01 PM |
| 275 | i dont have information about gerneal meeting | 5/29/2013 9:58 PM |
| 276 | I have missed it, but will try to find the time next time around. | 5/29/2013 8:09 PM |
| 277 | I am not able to participate as much as I can so I don't know persons personally what is mandatory for me to vote somebody | 5/29/2013 7:43 PM |
| 278 | I am not allays sure of the best way to vote | 5/29/2013 7:35 PM |
| 279 | We are a 2 person company and have more than enough stuff to take care of. I trust our community to vote correctly. | 5/29/2013 7:30 PM |
| 280 | Havent been very involved in the RIPE issues the last year | 5/29/2013 7:25 PM |
| 281 | there is no motivation :( | 5/27/2013 10:13 PM |
| 282 | Manly becouse I don't take the time to get in-depth information on the current voting subjects. | 5/27/2013 8:25 PM |
| 283 | I'm not familiar with this by now | 5/24/2013 6:43 PM |
| 284 | Not e ough free time to get in depth. | 5/24/2013 7:00 AM |
| 285 | It is just to complicated to get a proper indication of the people who can be voted on and their intentions. Most of the intentions advocated during the election period aren't achieved by previous candidates. | 5/23/2013 2:03 AM |
| 286 | no time to be involved | 5/23/2013 1:50 AM |
| 287 | I am not sure I can vote on behalf of my organization | 5/23/2013 1:21 AM |
| 288 | New member not up to speed with the issues so did not vote for the moment. | 5/22/2013 6:02 PM |
| 289 | who are you ??? Does every person plan to do something different/better? | 5/22/2013 5:25 PM |
| 290 | Acrtually we don't know the persons who are elected from. So we trust it is a good proposal. | 5/22/2013 5:04 PM |
| 291 | Verification process is a pain and requires personal documentation | 5/21/2013 11:30 PM |
| 292 | candidate/new LIR not allowed to vote.. | 5/21/2013 10:36 PM |
| 293 | I did not register to vote online because I participated at ripe66. Unfortunately I had some health issues that caused me not to get in time at the GM, and it was too late to complete registration. | 5/21/2013 9:08 PM |
| 294 | I wasn't aware about what was being voted on. | 5/21/2013 8:15 PM |
| 295 | I don't know the candidates | 5/21/2013 7:42 PM |
| 296 | Did not have time to get into the issues well enough to be sure that my vote would be correct | 5/21/2013 7:19 PM |
| 297 | There is no time. It is very occupied with operation | 5/21/2013 7:11 PM |
| 298 | I feel my vote is not appreciated | 5/21/2013 6:51 PM |
| 299 | I am relatively new to the World of RIPE and not always entirely sure of what is being voted for. | 5/21/2013 6:36 PM |
| 300 | Too short window for voting. | 5/21/2013 6:12 PM |
| 301 | No time for the meeting | 5/21/2013 6:00 PM |
| 302 | I was a bit late on the registration process at BigPulse and the process never succeed so we couldn't vote. The BigPulse app itself seems buggy and/or not well translated. | 5/21/2013 5:46 PM |
| 303 | Haven't followed discussions enough, current community seems to make good votes. | 5/21/2013 5:44 PM |
| 304 | We have not been members for so long and Im not very familier with the process. | 5/21/2013 5:41 PM |
| 305 | never find the time | 5/21/2013 5:30 PM |
| 306 | To new to fully understand the issues. | 5/21/2013 5:28 PM |
| 307 | Don't understand the issues (pros and cons) well enough to make an informed decision. Don't have enough time to become informed about each issue. | 5/21/2013 5:28 PM |
| 308 | Just forget to vote :( | 5/21/2013 5:13 PM |

| 309 | it was my first GM/RIPE Meeting | 5/21/2013 2:13 AM |
| 310 | I could not be attending the GM | 5/20/2013 7:00 PM |
| 311 | I am a ripe member since 02/2013 will vote on next general meetings. | 5/18/2013 8:43 AM |
| 312 | Haven't gotten an invite yet. It's not clear to me who are eligible to be part of the voting and who's not. A new LIR apparently has no right to vote for the first 6months (or something like that), found this after mailing and asking if the link to register for voting had disappeared since i had gotten lots of reminders to register, but i wasn't allowed to be part of it since we're too new. | 5/17/2013 10:15 PM |
| 313 | We just became members of RIPE NCC and i was not yet familiar with the concept and procedures of voting. | 5/17/2013 9:25 PM |
| 314 | Since we just became an LIR we were unable to vote this time. | 5/17/2013 9:13 PM |
| 315 | It was my first meeting and I did not feel in position to take the vote | 5/17/2013 9:13 PM |
| 316 | Generally happy with the way things are working. | 5/17/2013 9:12 PM |
| 317 | I had to work…. =( | 5/17/2013 9:12 PM |
| 318 | new member, did not feel like it.. | 5/17/2013 9:11 PM |

## Q23 Do you have any other comments about the RIPE NCC's corporate governance?

Answered: 2,073   Skipped: 1,560
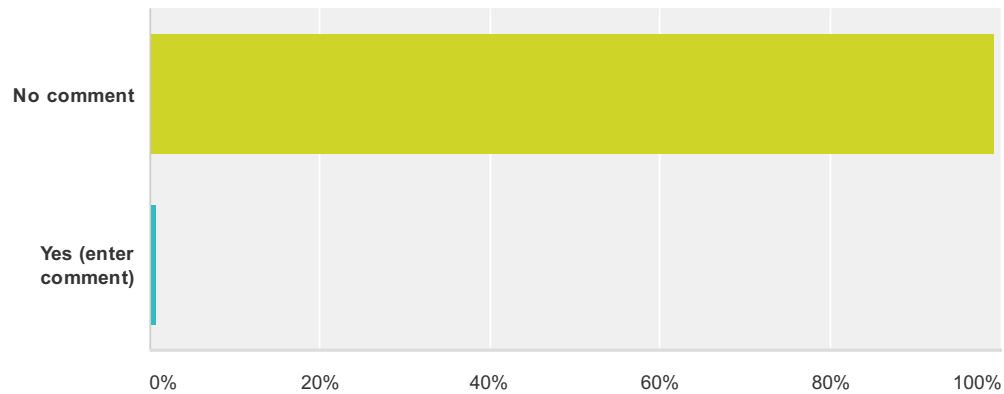


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **99.04%** | 2,053 |
| **Yes (enter comment)** | **0.96%** | 20 |
| Total | | 2,073 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:13 PM |
| 2 | YES | 6/23/2013 7:43 PM |
| 3 | There is a lot of hot air | 6/20/2013 7:27 PM |
| 4 | actual operations are less transparent than is needed to maintain trust with members and community (e.g. better avoiding misunderstanding and conspiracy theories). The Executive Board needs to put more emphasis on this, and exercise more scrutiny on NCC communication, procedures, documents, and operations in this regard - at least until serious improvements have been achieved | 6/17/2013 10:41 AM |
| 5 | I am not fully aware of this. Again, informations tends to be too much and might need to be summarized or presented using different ways. | 6/13/2013 6:53 AM |
| 6 | In my opinion, NCC Board work transparently so I haven't got any comments | 6/13/2013 1:30 AM |
| 7 | I'll start voting. | 6/12/2013 6:29 PM |
| 8 | You have to communicate the profile and the achievements of the people who are asking for our votes. | 6/12/2013 4:07 AM |
| 9 | no communicated to new members or too complicated, | 6/11/2013 9:08 PM |
| 10 | More info should be provided | 6/6/2013 12:39 AM |
| 11 | Not only income budget should be approved, but expense budget as well | 6/5/2013 6:38 AM |
| 12 | Although I could not vote, the Current Board Members seem to be nice and hard working people. | 5/30/2013 6:07 AM |
| 13 | More details required | 5/30/2013 3:14 AM |
| 14 | Couldn't really comment, as I have not yet gained sufficient insight to bild an informed opinion :-) | 5/30/2013 1:28 AM |
| 15 | Comment about election of Board members. Some effort should be made to try to find candidates for Board election well in advance. To select somebody by the Board as additionnal candidate who is not present during the General meeting is very frustrating. | 5/29/2013 5:38 PM |
| 16 | I wanted more transparency in the process | 5/24/2013 4:20 PM |
| 17 | The governance still shows quite a lot influence of those large scale ISPs that simply force their opinion on the rest of the ecosystem. Have a look at the charging scheme. It used to be that the 'big boys' would have to pay more, at least resembling their income from being RIPE members. Not any more. They are now forcing the majority of the costs on those that have the least influence | 5/22/2013 6:26 AM |
| 18 | Stop wasting money in all these meeting, meetings can be held online instead of traveling all over the world. This would reduce the membership costs a lot. | 5/21/2013 6:20 PM |
| 19 | The NCC should be very careful about money since it is like tax money. The NCC should never spend more money than necessary to fulfil its core tasks such as registration services. | 5/21/2013 5:32 PM |

| 20 | The board were not truthful about the 3 Iranian LIRs issue, and told bold lies to the community at the GM in Dublin. This was a shameful display, several LIRs discussed this afterwards, and there should be big repercussions from this - not only for the incorrect way the Iranian LIRs were treated (2 closed), but for LYNIG to the community. This was pretty disgraceful. | 5/19/2013 11:33 PM |
|---|---|---|

## Q24 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,028   Skipped: 1,605
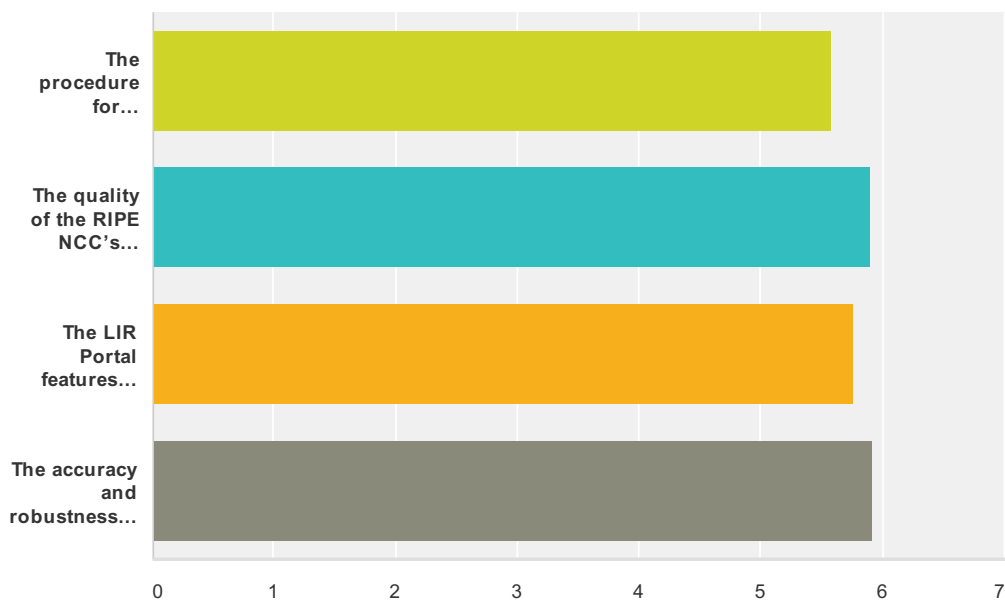


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The procedure for obtaining Internet number resources (IPv4, IPv6 and ASNs) from the RIPE NCC** | **1.38%** 28 | **2.02%** 41 | **4.78%** 97 | **7.35%** 149 | **20.66%** 419 | **36.00%** 730 | **24.01%** 487 | **3.80%** 77 | 2,028 | 5.58 |
| **The quality of the RIPE NCC's responses to registration enquiries** | **0.40%** 8 | **1.19%** 24 | **2.18%** 44 | **5.93%** 120 | **15.97%** 323 | **38.03%** 769 | **32.00%** 647 | **4.30%** 87 | 2,022 | 5.90 |
| **The LIR Portal features that support resource requests and resource management** | **0.45%** 9 | **1.78%** 36 | **2.87%** 58 | **6.29%** 127 | **18.13%** 366 | **37.89%** 765 | **26.55%** 536 | **6.04%** 122 | 2,019 | 5.76 |
| **The accuracy and robustness of the registrations in the RIPE Database** | **0.30%** 6 | **0.79%** 16 | **2.53%** 51 | **6.69%** 135 | **15.76%** 318 | **37.07%** 748 | **32.90%** 664 | **3.96%** 80 | 2,018 | 5.91 |

## Q25 Do you have any other comments to make on registration services and resource distribution?

Answered: 2,011   Skipped: 1,622
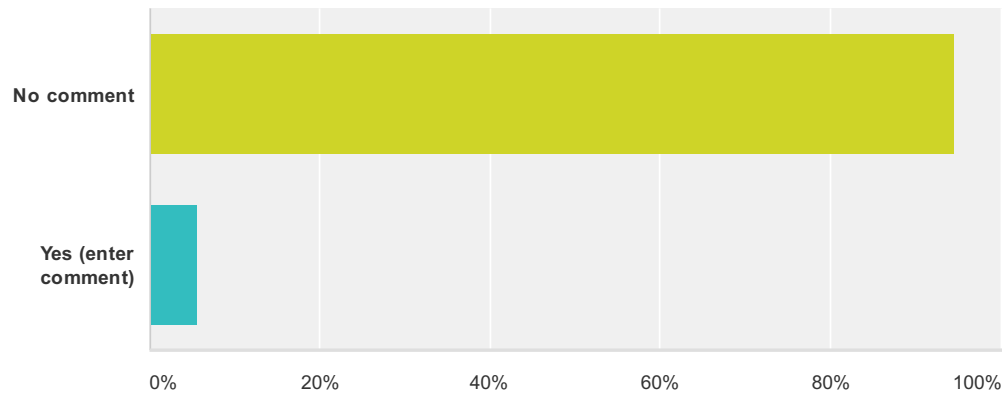


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **94.38%** | 1,898 |
| **Yes (enter comment)** | **5.62%** | 113 |
| Total | | 2,011 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:14 PM |
| 2 | DiGi | 6/23/2013 7:45 PM |
| 3 | be easy | 6/23/2013 4:09 AM |
| 4 | I would like to see much details of my assigment in my LIR portal | 6/22/2013 8:08 PM |
| 5 | Some of the terminology is confusing, but your team is very helpful when we need to call or email for additional clarification. | 6/21/2013 3:52 AM |
| 6 | Please do Audit to big ISPs to see how they use IP4 addresses and if there are possibility to assign unusable subnets to small ISPs. | 6/20/2013 7:31 PM |
| 7 | Some ISPs filter the BGP based on AS-SET objects, so it is based on the route/route6 objects, then it should be implemented an internal check so a route object could not have more than one origin, and that origin should be the one the LIR (or the customer with a sponsoring LIR) has. | 6/20/2013 7:27 PM |
| 8 | occurrence of assigning IP numbers and ASN could be simpler. | 6/20/2013 6:28 PM |
| 9 | Haven't obtained resources for years so cannot score those. Don't see how would I know if the database is accurate and robust. | 6/20/2013 6:19 PM |
| 10 | see previous comments | 6/19/2013 12:48 AM |
| 11 | there we some initial confusion but was resolved eventually. | 6/18/2013 7:57 AM |
| 12 | communication regarding legacy (and some early assignments such as via "registries of last resort") has been overly coercive; ongoing activeties to get more resources covered by contractual relations still seem to be too much tuned this way | 6/17/2013 10:41 AM |
| 13 | I think the "one per day" response where a bad idea, specially in the final months of the second last /8s. "complicated" requests (that would require some explanations back and forth) where instead submitted using false information that where very likely just to slip through on the first or second email to get the resources faster and don't have to wait like a week or so to get my 7-8 replies if i had submitted the proper information. | 6/16/2013 8:56 AM |
| 14 | if changes in the rules occure (e.g. overlapping assignments are not allowed on RIPE DB), make sure that's clearly pro-actively communicated. | 6/14/2013 10:19 PM |
| 15 | Marked, what i have been envolved in. | 6/14/2013 9:43 PM |
| 16 | you should trust your LIR for registeration and requests , when we submit a new assignmet , we really know what we need and what we are doing , but you ask us , many questions and the procedure long too . just trust to us , as your partner ! | 6/14/2013 7:12 AM |

| 17 | I understand that RIPE NCC must be strict and apply some control on how to distribute ressources. But somehow those procedures seem to rigid for some situations and on the other hand it is easy to fake some statements and RIPE NCC does not check after the ressources have been distributed. So I fear there is some ammount of abuse of this system. | 6/13/2013 5:21 PM |
|---|---|---|
| 18 | sometimes it can be very hard to make a case for a new allocation and sometimes it is quite easy. I find that there is a big difference in which analyst is assigned to my request. It should not really be that way in my opinion. | 6/13/2013 3:38 PM |
| 19 | We need second IPv6 zone (two AS) but procedures do not allow | 6/13/2013 1:35 AM |
| 20 | IPv4 PI-space should be re-opened as this hinders startups nowadays. | 6/13/2013 12:40 AM |
| 21 | I wish we were able to obtain more IPv4 resources. The structure of editing the database is very convoluted and poorly structured. For example, the Changed By field entry is not very intuitive and several mandatory fields such as Abuse are not mandatory on the input form | 6/13/2013 12:30 AM |
| 22 | Develop a program to find and claim back unused IPv4 Space | 6/13/2013 12:18 AM |
| 23 | Clearer details on how to request allocations and assignements. Before I was a member, I was struggling to understand how to request assignements etc. The help pages are good but they point to the test-based request forms which are not very clear. Also, when downloading the text based form, the text is truncated and not spaced out as it appears on the web page. I had to go through the text from my copy/paste and insert spaces and carriage returns to format the text in an easy to view way. | 6/12/2013 7:54 PM |
| 24 | Regarding support tickets, It would be good when some questions from customers (when more than one is asked) would not be skipped or ignored or generalized. | 6/12/2013 7:32 PM |
| 25 | Policies are changed all the time, documents sent are too long to be read, and documents should include an abstract of the important changes in the policies. | 6/12/2013 7:26 PM |
| 26 | It's not easy enough. | 6/12/2013 5:58 PM |
| 27 | It should be easier for LIR to assign and reassign small address ranges for their customers. | 6/12/2013 5:45 PM |
| 28 | Process of the registration is very tiring. It can be inprove by using IP prefixes along with IP address lists, so one can chose how to enter IP addresses. | 6/12/2013 4:51 PM |
| 29 | We should facilitate the procedure for obtaining the IP from Ripe | 6/12/2013 4:19 PM |
| 30 | Procedure of obtaining IP resources was very long and painfull, especially in part, where we had to prove, that we need more resources. I can understand, that day by day IPv4 resources are lower, but in my opinion responsible LIR should request only as much as he need. | 6/12/2013 4:12 PM |
| 31 | The "do it on yourself and find out of yourself" if sometimes quite infuriating. Your training videos help, but do not help all the way. Much guesswork from my side atleast. | 6/12/2013 3:11 PM |
| 32 | the database is so complecated, it took us a time to undestand it | 6/12/2013 2:18 PM |
| 33 | quite a few of the RIPE database registrations for netblocks (especially in the eastern european countries) have outdated/incomplete data - our automagic abuse e-mailer often sees no abuse-mailbox specified or the addresses are no longer operational | 6/12/2013 7:40 AM |
| 34 | The old members never obey the rules. Only the new small members are under survailalnce | 6/12/2013 7:10 AM |
| 35 | dear RIPE - forget about FAX!! - had hard Time on LIR Registartion based on non existing FAX Number. | 6/12/2013 6:50 AM |
| 36 | Need a special policy of address space allocation for the younger members of the organization. | 6/12/2013 6:24 AM |
| 37 | It's odd that when you want IPv4 space, you have to become a LIR. I am sure you must have seen the amount of LIR members grow last 2-3 years. This is a weird and wrong system IMHO. | 6/12/2013 5:43 AM |
| 38 | Better (or better findable) examples and best practices about creating records. | 6/12/2013 3:33 AM |
| 39 | Name change is a painful change to get update in the RIPE database | 6/12/2013 3:14 AM |
| 40 | may be it is not related to RIPE NCC itself, but to policies. allocation of IPv4 is was not fare between developing countries and developed countries | 6/12/2013 3:10 AM |
| 41 | I think that LIR portal (RIPE) more convenient and useful than for example LIR portal ARIN. but it is a a little difficult. | 6/12/2013 2:52 AM |
| 42 | LIR portal is a bit chaotic. It's better than it was, but webupdates, for instance, should be integrated into the portal so everything is in one place. | 6/12/2013 2:09 AM |
| 43 | As mentionned earlier the first contact with the ripe db is something hard I think. I've found the portal and documentations really helpful if you at ripe can go further in wizards development that will definitely help :) Thanks! | 6/12/2013 1:45 AM |
| 44 | Have problem only once, when one from RIPE NCC support confused number of resources we want to request. We need /22 and request them, but he think that /22 is 4096 ips (/20), so we have some problem with communicating. | 6/12/2013 1:29 AM |
| 45 | RIPE NCC is always very helpful and courteous, which I appreciate. | 6/12/2013 1:01 AM |
| 46 | Quicker responses or automation of them is needed | 6/12/2013 12:12 AM |
| 47 | There are Internet peers who still are not able to support BGP peering with ASN4. This shows a lack of communication regarding backward compatibility and ASN4 best practices (esp. wrt to BGP communities). | 6/12/2013 12:06 AM |

| 48 | I already wrote a comment about ip-analysts a few pages back :( so check it out back there! | 6/11/2013 11:06 PM |
|----|----|----|
| 49 | Geo location seems to be something that is there but forgotten | 6/11/2013 11:05 PM |
| 50 | accuracy is better than in most other registries, still lots of room to improve! Please make the abuse-c contacts downloadable for offline use! | 6/11/2013 10:21 PM |
| 51 | Some documentation is very outdated. | 6/11/2013 9:15 PM |
| 52 | I still dont use the LIR portal | 6/9/2013 10:09 PM |
| 53 | Protect DDBB against e-mail address harvesting | 6/7/2013 1:32 AM |
| 54 | In complete contradication to statements made in 19-20 I have to say that I wished for a /21 not a /22 from the /8...maybe I should vote next time | 6/6/2013 7:35 PM |
| 55 | Database Quality should be i,proved trough Resource certification | 6/6/2013 3:45 PM |
| 56 | When registering inetnum thru webupdates, after registration it show wrong inetnum size. | 6/6/2013 3:25 PM |
| 57 | As new providers, we have been neglected and are stuck with very few addresses compared to other providers in the region. | 6/6/2013 8:24 AM |
| 58 | Slightly roundabout site structure; needs some effort to get used to. | 6/6/2013 4:24 AM |
| 59 | ipv4 should be also available for compannies which need it; after ipv4 exhaustion rule from ripe ipv4 addressess are often sold outside ripe for huge amount of money; it should be free as they say :) | 6/6/2013 3:37 AM |
| 60 | Apply the same rules to everyone. We needed more IP Addresses and when we applied we had to change loads of stuff in the ripe database to be able to get more IP Addresses. Other companies are not doing this and we felt it was un-necessary to make these changes! We have always done things the same way in the database as originally instructed to do so about 6 years ago! | 6/6/2013 1:02 AM |
| 61 | Make process more easier | 6/6/2013 12:42 AM |
| 62 | we need a wizard for occasional users to do standard things. allocate v6/v4 etc. The oracle workflow icons are a simple way to help people understand processes and procedures. | 6/6/2013 12:34 AM |
| 63 | Level of transparancy offered by the RIPE staff in a otherwise bureaucratic process was very high. | 6/6/2013 12:33 AM |
| 64 | "obtaining IPv4 resources" seems obsoleted in the survey. :) | 6/5/2013 9:03 PM |
| 65 | The reality of the world is that IPv4 is very scarce and IPv6 is not widely deployed in end user networks. I agree we need to remedy this situation and move to the new protocol stack but in the meantime I would like to see the RIPE NCC become less restrictive with transfers. As a member organisation the policies in place can be quite restrictive which consequently can harm the members business. | 6/5/2013 8:03 PM |
| 66 | Registration paper requirements from already identified End Users is annoying. | 6/5/2013 6:47 PM |
| 67 | sometimes it's difficult to obtain resources (PI and PA addresses, not IPv6) from ripe ncc, many questions are asked. it would be better to make the procedure less difficult and make for example a form that a member have to fill before asking for resources. | 6/5/2013 12:25 AM |
| 68 | The web frontend is sometimes buggy (wrong session key, wrong indented etc.). The "whois -B" is rock-solid and working very well. | 6/4/2013 6:56 PM |
| 69 | Resource distribution is unfair for newly created businesses. We need to ensure fairness and business rationality been applied to each resource allocation. | 6/4/2013 12:44 AM |
| 70 | The IPv4 allocation has not been fair in many cases. Many registries have received huge subnets without the real need. No mechanism to audit in RIPE side. | 6/3/2013 3:48 PM |
| 71 | When learning I found the process a little confusing and complex (which is understandable), and it was only the videos in the end which clarified what we had to do to perform registrations. The written documentation did not make it clear how to use the RIPE database for the first time. | 6/1/2013 12:04 AM |
| 72 | I have got help during registration | 5/31/2013 11:44 PM |
| 73 | I have no reason to give the 'accuracy and robustness' less than 7 - except there _may_ be possible improvements | 5/31/2013 4:21 PM |
| 74 | we should have LIVE/CHAT Support either through SKYPE or other LIVE support Tools | 5/31/2013 2:17 AM |
| 75 | I hope, Legacy space will be completely documentated in the RIPE DB. | 5/30/2013 7:13 PM |
| 76 | Sometimes a bit bureaucratic, but that is hard to be avoided. | 5/30/2013 7:13 PM |
| 77 | Way to difficult to obtain IPv4 address space (documentation requirements and legal documents faxing back and forth) and registration procedures for maintaining customer allocations in Ripe DB are way too unclear and missing registrations results in (always) allowed allocations being reclaimed by Ripe administrators. And the time needed for atomized registrations in Ripe DB is way too high for a small hosting business servicing <4k IP addresses. | 5/30/2013 6:10 PM |
| 78 | The LIR Portal features that support resource requests and resource management: Are you thinking about the wizards? They could be more simple but are satisfactory. If other featuers: N/A. | 5/30/2013 6:00 PM |
| 79 | Here there should be some clarification on certain items in certain requests (filters) when requesting the ASN. | 5/30/2013 4:16 PM |
| 80 | Filling request blanks takes too long. =) | 5/30/2013 3:54 PM |

| 81 | FAX is an old technologie, but requiered… | 5/30/2013 3:49 PM |
| 82 | It would be nice to NOT be always asked about old assignments that were actually approved by RIPE before directly when requesting new IP space (now irrelevant due last /8, but still) | 5/30/2013 2:36 AM |
| 83 | One comment, selling IPv4 by LIR's that don't need them is, speaking politely, wrong. | 5/30/2013 1:54 AM |
| 84 | I would like a tool to be able to show the usage of IPv6 like how IPv4 is already done. | 5/30/2013 1:34 AM |
| 85 | Can you improve documentation on the email/key api? | 5/30/2013 1:32 AM |
| 86 | Actually too late for comments. | 5/30/2013 1:25 AM |
| 87 | The LIR portal needs simplified and rely less on RIPE DB terminology. | 5/30/2013 1:19 AM |
| 88 | meaning and hierarchy of objects is difficult to understand for new members | 5/30/2013 1:08 AM |
| 89 | the form for new LIRs bugged on me and created multiple objects that I did not have permission to delete again. The bug is triggered by entering a MNT that already exists. Instead of telling that you need to choose a different MNT it will do a halfway create and then give you a meaningless error message. | 5/30/2013 1:07 AM |
| 90 | Take ipv4 from big old companies who are still holding them and give it back to members like me | 5/30/2013 12:57 AM |
| 91 | dont forget the big messy LIRs when developing tools | 5/30/2013 12:51 AM |
| 92 | Leave IPv4 alone, it's the past. The NCC is acting as IPv4 police, and no one wants that. | 5/30/2013 12:50 AM |
| 93 | my expereience is prior to IPv4 address depletion. | 5/30/2013 12:50 AM |
| 94 | LIR portal function to Edit Organization Objects in the RIPE database should allow to edit ALL fields, even if some field changes may trigger manual approval internally. | 5/29/2013 8:27 PM |
| 95 | There should be more strict policy for database data accuracy. | 5/28/2013 1:33 AM |
| 96 | Its not my first LIR and i have long-standing story of relationships with RIPE. What I see now days is excellent customer support. Albeit i would really love tighter email/portal integration (i.e. I want to see my email interactions history inside the LIR portal. I mean LITEARALLY all of it). | 5/28/2013 1:05 AM |
| 97 | Necessary to improve the system of processing requests. | 5/28/2013 12:40 AM |
| 98 | My RIPE Registry ID was deleted, with virtually no notice, because it was not attached to anything in the RIPE database. I found this thinking to be flawed and believe the clean-out procedure to be a mistake. Yet my complaints fell on deaf ears. As such, now I need to push policies through other colleagues. | 5/25/2013 12:05 AM |
| 99 | the service is too stiff | 5/24/2013 10:31 PM |
| 100 | Registration is slightly bureaucratic and applying different policies is not always straightforward. Thumbs up for "No need" proposal. | 5/23/2013 10:36 PM |
| 101 | "The quality of the RIPE NCC's responses to registration enquiries" - these are far to subjective questions. Yes - I am satisfied with the responses, however they are often responses that shouldn't be need to be send in the first place. | 5/23/2013 2:04 AM |
| 102 | IP Analyser for IPv6? | 5/21/2013 11:31 PM |
| 103 | Dealing with RIPE's automated systems are far too confusing for newbies. | 5/21/2013 7:40 PM |
| 104 | too short session term, sometimes online request must be retyped | 5/21/2013 6:21 PM |
| 105 | The returned PI space should be put back to redistribute i.e. for PI assignments. | 5/21/2013 6:17 PM |
| 106 | I would like so see more people from registration services at RIPE meetings. | 5/21/2013 5:34 PM |
| 107 | Registration services seems to be a badly managed department. Every LIR says the consistency in responses per request/ticket all depends on the IPRA that receives the request/ticket. To think the same request will have a different outcome depending on the lottery on which IPRA you get simply isn't good enough. | 5/19/2013 11:42 PM |
| 108 | I would like to see tools to ensure that on orgs database records are as complete as possible, especially for orgs with few technical resources actively engaged in network management. | 5/18/2013 2:45 AM |
| 109 | I prefer not to use web forms for registration, please keep the old good text requests. | 5/18/2013 2:13 AM |
| 110 | it could be a little bit better described on the lir-portal how a request actually works, "how the flow goes", and how you judge on the different facts i enter when asking for an ip-range. | 5/17/2013 10:20 PM |
| 111 | Another person in my company bears the LIR activity | 5/17/2013 9:18 PM |
| 112 | God-damn ERX historical allocations… | 5/17/2013 9:16 PM |
| 113 | The website is a little bit confusing organizationally to find improtant documents. | 5/17/2013 9:14 PM |

## Q26 What role or roles do you think the RIPE NCC should play in IPv4 address transfers?

Answered: 2,023   Skipped: 1,610
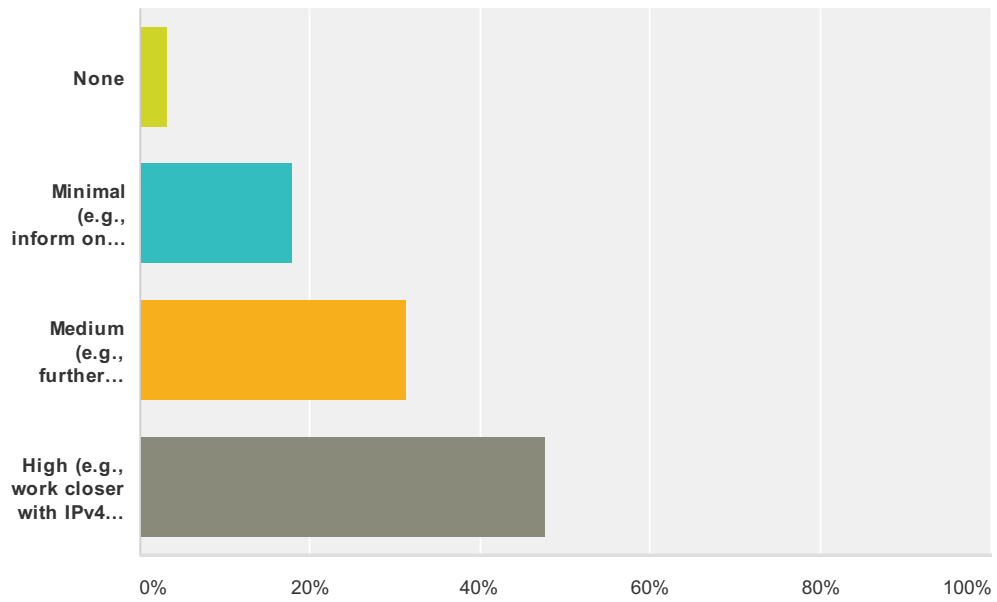


| Answer Choices | Responses | |
|---|---|---|
| None | 3.21% | 65 |
| Minimal (e.g., inform on procedures, check policies, update registry) | 17.84% | 361 |
| Medium (e.g., further develop IPv4 Listing Service, educate members and community) | 31.44% | 636 |
| High (e.g., work closer with IPv4 brokers, monitor and report on all transfer activity, ensure transfers accurately registered) | 47.50% | 961 |
| Total | | 2,023 |

## Q27 Do you have any other comments about IPv4 address transfers?

Answered: 2,007    Skipped: 1,626
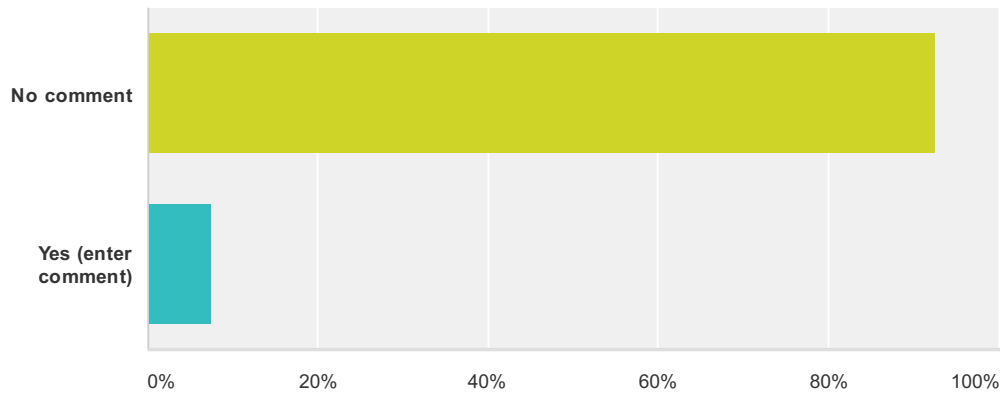


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **92.53%** | 1,857 |
| **Yes (enter comment)** | **7.47%** | 150 |
| Total | | 2,007 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | I would expect RIPE NCC to assist its members more in terms of facilitating the IPv4 transfer from other regions more quicker. Ensuring its members are not facing difficulties. | 6/24/2013 4:27 PM |
| 2 | YES | 6/23/2013 8:14 PM |
| 3 | DiGi | 6/23/2013 7:45 PM |
| 4 | I would like to see RIPE NCC full support in inter-RIR IPv4 transfer | 6/22/2013 8:08 PM |
| 5 | About the 21. question, we will request it, probably, on july | 6/21/2013 12:51 AM |
| 6 | IPv4 Transfers shuld be made by RIPE! For Free of charge. This Situation now is not acceptable for small LIR's and ISPs... IPv4 should be free forever! If some should become Money for IPv4 Adresses that should be only RIPE. No BROKERS or something like this... | 6/20/2013 7:31 PM |
| 7 | There are a LOT of unused resources out there and RIPE should facilitate their efficient use. | 6/20/2013 7:29 PM |
| 8 | I wish this wasn't needed... | 6/20/2013 7:13 PM |
| 9 | Inter-RIR Transfers is needed | 6/20/2013 6:24 PM |
| 10 | allow transfer of IPv4 blocks between different RIRs. | 6/20/2013 2:31 PM |
| 11 | It's works pretty fine! We use it few times! | 6/20/2013 5:23 AM |
| 12 | we have contacted some of the IPv4 broker listed in RIPE website but they informed that they are not IPv4 broker | 6/19/2013 9:45 PM |
| 13 | it seems to be impossible to ask for a small allocation, the information required and the graphing requests to show usage are timeconsuming . You ask for graphs but do not give examples of what scripting to be used. | 6/19/2013 12:48 AM |
| 14 | support dealing with IPv4 resources | 6/18/2013 9:18 PM |
| 15 | I think it should be easier to transfer PI spaces also, I've many customers that would love to have a PI network and are willing to pay for it. | 6/16/2013 8:56 AM |
| 16 | with this new feature , many peoples , do IP business in all over the RIPE areas ! you make a new business ! and a worst business , you earlier said , IP resources is like oxygen and not own by any one , but now , because of requirement , we but ip more than 5$ per IP for transfer ! if you servery better on any LIR resources , some LIR dont , miss use of the IP resources , and some of them like us , is in bad situations ! | 6/14/2013 7:12 AM |
| 17 | needs based evaluation to transfers should be abandoned, allowing more liquidity to the market | 6/14/2013 3:10 AM |
| 18 | Force some organisations holding /8 to release them !!! (Mercedes benz : two /8 It's crazy and unfair !) | 6/14/2013 2:22 AM |
| 19 | i'm scared to death about what i'll do now i cant get any more ipv4 addresses | 6/13/2013 6:08 PM |
| 20 | IPv4 Space is not something that sould be dealt with for money, it's not an investment. Those ressources should be obtained by those needing them an freed by those not needing them. | 6/13/2013 5:21 PM |
| 21 | I think you need to look for solutions to the unused large blocks of IPv4 | 6/13/2013 4:56 PM |

| 22 | I am on princip against it, but since it will happen the most important task are to keep the database up2date. | 6/13/2013 6:07 AM |
| 23 | They should be monitored by RIPE | 6/13/2013 5:29 AM |
| 24 | Network holes must be prevented. | 6/13/2013 3:20 AM |
| 25 | LIR´s who didn´t Need there IP-addresses should return it. the costs for ip-address-transfers are very high... | 6/13/2013 12:43 AM |
| 26 | a guide "how to" would be fine. | 6/13/2013 12:40 AM |
| 27 | The market for transfers could easily become like commodity trading, where firms are encouraged to speculate or grab more addresses, fueling demand and creating a distorted shortage and increased prices. This needs far greater regulation to prevent IPv4s becoming a traded commodity. Perhaps further incentives to adopt IPv6 can be tied in to the transfer process? | 6/13/2013 12:30 AM |
| 28 | I do not understand, why IP Addresses should be paid on the transfer market. This was completely forbidden some years ago. | 6/13/2013 12:25 AM |
| 29 | IPv4 should NOT become a GOLD market issue. Thus RIPE has be be involved. The resources should not be considered as private property of the holders that do not use them on their main purpose. Such resources are subject to return and reissue to those who really need them. | 6/12/2013 11:41 PM |
| 30 | Free address become business. | 6/12/2013 11:20 PM |
| 31 | Not really sure what it is. | 6/12/2013 8:23 PM |
| 32 | Some infrastructures around the world are not yet updated to handle IPv6, Ripe should not close the option of using IPv4 till the infrastructures are ready. | 6/12/2013 7:26 PM |
| 33 | Whilst reporting on transfers isn't that important in my opinion, pro-actively ensuring accurate registration of resources that have been transfers is very important. | 6/12/2013 7:10 PM |
| 34 | It is a disaster today. | 6/12/2013 6:34 PM |
| 35 | The transfer need to be at no charge, but only on per needs basis | 6/12/2013 6:15 PM |
| 36 | Support the process actively. Roll back allocation usage rules a bit. | 6/12/2013 5:54 PM |
| 37 | accurate resource registration and trustworthy should be primary goal | 6/12/2013 4:57 PM |
| 38 | Here is where you should put in most effort... | 6/12/2013 4:36 PM |
| 39 | In my opinion it's high risk of issues on "black IPv4 market". There should be high control over it. | 6/12/2013 4:12 PM |
| 40 | ipv4 brokers, has it come to that ? Either you are the authoroty or you are not, please decide. | 6/12/2013 3:11 PM |
| 41 | we are TIC (telecommunication infrastructure company) in Iran and we have many customers in our networks(2 networks included cisco AS=12880 and huawei AS=48159) and now , our networks could n't to go to IPV6 addressing , yet.then we demand to find ways about IPv4 address transfers. | 6/12/2013 2:40 PM |
| 42 | we only have a small C block of addresses, but still we keep getting requests from other parties who would like to buy part of our block. we only have the ip we need. how to avoid this contact? | 6/12/2013 12:36 PM |
| 43 | IPv4 Transfers should be forbidden to get IPv6 finally running.. | 6/12/2013 9:15 AM |
| 44 | arrange the transfer of subnet an control this market to prevent making black market | 6/12/2013 8:13 AM |
| 45 | New rules are not fair.New members like us cannot get more than 22. Old lirs have to many . Also people selling their ip addresses with money ( they dont pay for get from you), there is a market for that. | 6/12/2013 7:45 AM |
| 46 | If a seller agrees with the buyer, Ripe should not mess with the deal or delay or get in the way ruining the deal. | 6/12/2013 7:10 AM |
| 47 | Greater communication as to what's possible and what's acceptable in transferring IPv4 blocks. | 6/12/2013 3:59 AM |
| 48 | It should be easier to buy and sell IPv4 resources. It should be required to name a price for each listing in the listing service, and a standard agreement which could be used for the transfer. | 6/12/2013 2:33 AM |
| 49 | I am highly suspicious of IPv4 address transfers and fully expect the same mess as with evry GTLD landrush. RIPE-NCC should keep a close watch and put strict requirements in place to prevent large-scale address-space brokering. | 6/12/2013 2:19 AM |
| 50 | RIPE NCC Should issue simple guidelines for this and provide a clear view on the process limits because one day the shortage will really be there. | 6/12/2013 2:15 AM |
| 51 | I think it's a questionable policy that address space, which is a limited resource, can be transferred directly between members. While it might be more difficult to make fair policies for it, I think a better solution would be for RIPE to handle the requests, so that those who need it the most get the space. It's like a black market now, with these IP brokers. | 6/12/2013 2:09 AM |
| 52 | RIPE NCC role in this is of course always a tricky balance - but in a perfect world it would be nice if RIPE NCC could take on the role of making sure everything is done "fair" and by-the-book. | 6/12/2013 1:47 AM |
| 53 | organisations which does not use an IPv4 block should not be allowed to sell it. They should be forced to give adresses back to global pool | 6/12/2013 1:45 AM |
| 54 | What I mean concerning High role ripe should be in transfers is that we should definitely make so that IPv4 does not become a business in itself. It should not become like the stock market... | 6/12/2013 1:45 AM |

| 55 | Don't know how it is in other world, but in russia it will be very corruption, if some organisation will be ipv4 broker | 6/12/2013 1:29 AM |
|----|---|---|
| 56 | Don't let the price for IPv4 resources increase in a harmful manner | 6/12/2013 1:14 AM |
| 57 | Good that RIPE NCC facilitates this. | 6/12/2013 1:01 AM |
| 58 | Forbid them and make sure you get unused space back without anybody getting money | 6/12/2013 1:00 AM |
| 59 | Not legal in my opinnion..for example…you've asked me to provide to you a lot of details..facts…billing invoices…servers..monitors…etc…and others just transfer the addresses between them…not fair at all ! | 6/12/2013 12:34 AM |
| 60 | RIPE NCC should monitor IPv4 usages and take back unused IPv4s from related LIRs | 6/11/2013 11:48 PM |
| 61 | From my point of view IPv4 transfers are always a matter of potential issue for organisation (due to potential filtering on a range, etc…) so if the amount of transfert become high it would be helpful to have a list of transfers to be able to identify issue related to transfer quicker | 6/11/2013 10:56 PM |
| 62 | The inter-region transfer proposal should be brought to light to the entire RIPE community and voted upon. I am in favor of it, and might even send you my a copy of my passport to vote on it… though I'd prefer to NOT send you my passport imagery. | 6/11/2013 10:23 PM |
| 63 | Find a practical solution to get v4-networks back to RIPE which are not in use by the LIR. A lot of LIR are hoarding networks because they fear they do not get resources if they return their unused space. | 6/11/2013 10:03 PM |
| 64 | Take back big B blocks from corporates who do not use them at all. | 6/11/2013 9:52 PM |
| 65 | unused IP blocks should be recovered after 12 months if a member does not document properly ( after a writtten warning ) | 6/11/2013 9:50 PM |
| 66 | From personal experienca at multiple ISPs I know for fact, that there is a lot of potential for freeing up IPv4 space - act upon that, execute longstanding guidelines (transition, renumbering, etc …) | 6/11/2013 9:46 PM |
| 67 | Ideally, prevent it being a profit making centre for organisations to avoid prolonging IPv4 dependance | 6/11/2013 9:03 PM |
| 68 | Create much more momentum with regard to freeing unreachable /8s all around the world. | 6/11/2013 8:21 PM |
| 69 | I think it would be important that we dont have transfers going to people who want to Sit on IPv4 "Real Estate"… the Transfers should go to from one LIR to another LIR… and that the Brokers in between do not ammase such an amount of IPv4 space that they effectively dictate the market Rates for IPv4 Tranfers… IE a Broker shouldnt Own the IPs and any stage …. The Broker can book IPs Form the gving Lir and Advertise the availability of those IPS… Once A buyer is found… the Broker … issues their Fees to one or both parties… and the Transaction takes place effectively between the two LIRs… It could become very dangerous if a few big players were allowed to dominate the market … | 6/10/2013 9:36 PM |
| 70 | Please let the whole process be done at RIPE. We received already several spam-emails from companys wanting to buy IPv4-addresses | 6/10/2013 6:05 PM |
| 71 | Punishment for Microsoft and Nortel Networks. 660.000 IP's of a community in the hand of microsoft, for a value of 11 Millions dollars per IP on IPv4. those are property of a community | 6/7/2013 9:30 AM |
| 72 | would be helpful to estimate the time when IPv4 really runs out. Maybe measered by the increasing value of IPv4 addresses? | 6/7/2013 1:32 AM |
| 73 | I wish they were free :-) | 6/6/2013 7:35 PM |
| 74 | Don't make this a "market". | 6/6/2013 5:57 PM |
| 75 | Make the process easier so it will not end up in a black market situation. | 6/6/2013 5:20 PM |
| 76 | Lirs must return unused IPV4 space, not sell! | 6/6/2013 3:25 PM |
| 77 | The big owners of many completely unused /8s, will also make money from ips they have kept for no use whatsoever for some 20 years, while service providers in developing countries, struggle with limited address space, cpu resources to nat ipv4 and v6 and crippled service to the customer because of these reasons. | 6/6/2013 8:24 AM |
| 78 | It might not be my concern, but I'm kinda worried about what these transfers will do to a global routing table, which is already huge as it is.. | 6/6/2013 5:37 AM |
| 79 | address space ipv4 /8 should be taken from huge companies, they don't need it; | 6/6/2013 3:37 AM |
| 80 | People who have pooled IPV4 addresses and are now manking money from selling them should be forced to give them back to the RIPE NCC. We are being approached by various companies who want to rent, lease or buy IPV4 address space from us. We are not interested in letting our IP Addresses go anywhere apart from on our network for our customers. Some of the big ISP's out there have far too many IPV4 addresses and too many of them are not in use or are not needed. | 6/6/2013 1:02 AM |
| 81 | We are out and of ip and there are companies holding ips. Ripe should revoke them. Control l black market as some companies asking euro 30 per ip | 6/6/2013 12:42 AM |
| 82 | While this is almost "mission impossible", but saving the "need-based" policy is the only way of serving as the registry in the future. As far as money will go to the scene it will be almost inevitably goes to governments. | 6/5/2013 9:03 PM |
| 83 | I think that the run out fairly policy should be completely reversed to 24 months. For those networks not IPv6 compliant yet they are spending too much time and money looking for IPv4 addresses which could be spent on deploying IPv6 networks and services. Sometimes an objective view is better than a subjective view. | 6/5/2013 8:03 PM |

| 84 | Just update registry | 6/5/2013 6:39 AM |
|---|---|---|
| 85 | i think that ripe ncc should monitor IPv4 transfers very closely, because there are already black markets of IPv4. | 6/5/2013 12:25 AM |
| 86 | Don't allow them, by doing so it will only slow down IPv6 takeup.. | 6/3/2013 11:27 PM |
| 87 | RIPE should ensure that transfers are documented/registered properly, but RIPE should NOT interfere in the market for transfers (e.g. by insisting that transfer parties must "prove" need) | 6/3/2013 4:21 PM |
| 88 | I believe the RIPE NCC should very closely monitor transfers to ensure quality of data is guaranteed. | 6/1/2013 12:04 AM |
| 89 | Perhaps some clearing mechanism could be made. If some gets a previously misused range, this will most likely be blackholed thus reducing the reachability | 5/31/2013 4:21 PM |
| 90 | RIPE should announce all IPv4 transfers. and any LIR member which needs more IPv4 should be listed as well. | 5/31/2013 2:17 AM |
| 91 | Prevent resellers from buying ipv4 address spaces and resell at high ptice | 5/31/2013 12:04 AM |
| 92 | Perhaps, RIPE could publish information about regular pricing for IPv4 addresses | 5/30/2013 11:35 PM |
| 93 | As has been repeatedly said elsewhere, high-quality registration information is key. | 5/30/2013 8:39 PM |
| 94 | Working closely with brokers can reduce speculation about high prices that some companies pay, and also can reflect accurately the transfers. | 5/30/2013 7:21 PM |
| 95 | Please move to IPv6 :) | 5/30/2013 7:13 PM |
| 96 | trying to control the transfer of IPV4 and founding rules for it to prevent black market | 5/30/2013 6:36 PM |
| 97 | need to improved: monitor and report on all transfer & payment activity | 5/30/2013 3:54 PM |
| 98 | Who has large ip blocks and don't use it, they should return ip blocks to RIPE NCC! | 5/30/2013 4:28 AM |
| 99 | it is happening, so better be present where the action is taking place. Looking to the other side is not going to make the transfers to stop happening and the absence of an adequate framework is going to hurt all parties | 5/30/2013 3:39 AM |
| 100 | As there is a high risk involved with purchasing IPs on the 3rd party marked (i.e. legacy ranges or PA assignments) a RIPE internal service (a extended edition of the lirportal listing feature) would be nice to have. | 5/30/2013 2:36 AM |
| 101 | This should be an impoortant topic for RIPE. | 5/30/2013 2:04 AM |
| 102 | I realise that ripe would not like to get involved but i would like there to be a specific flat fee for transfers with priority given to those who have little ipv4 space i.e. start up isps | 5/30/2013 1:44 AM |
| 103 | As there is no more "ipv4" drop all requirements for justification etc (rather than reverting to earlier methods) | 5/30/2013 1:36 AM |
| 104 | Hasn't that become something of a shady business? It's a pity in the first place that it has become a business matter… | 5/30/2013 1:32 AM |
| 105 | Extreme attention to abuse. | 5/30/2013 1:25 AM |
| 106 | Until IPv6 is widely adopted we need to prevent IPv4 transforming into a commercial marketplace. With more financial resources larger organizations will stifle IPv6 uptake by simply acquiring additional IPv4 space when needed, which in turn will raise the barrier for smaller companies and groups as resources become scarce. | 5/30/2013 1:19 AM |
| 107 | As a new ISP we will soon need to buy additional IPv4 resources. Therefore it is important for us that an effective system is in place. | 5/30/2013 1:07 AM |
| 108 | In order to avoid issues with transfers, I believe that RIPE should be highly involved with the activity. Left to it's own devices, I believe that database details would be left un-updated, and the process would be hijacked by less than honest people and speculators. | 5/30/2013 1:00 AM |
| 109 | RIPE should be open to IPv4 address transfers. | 5/30/2013 12:50 AM |
| 110 | Speed up the Inter RIR policy completion | 5/29/2013 9:03 PM |
| 111 | Number one important issue is to ensure transfers are registered, and that the routing (RPKI etc) is stable and robust. Policies like how/why the transfer happened, who received the resources, membership status etc are all secondary issues. | 5/29/2013 7:32 PM |
| 112 | IPv4 is probably not going away for many years to come, so i think this is important | 5/29/2013 7:31 PM |
| 113 | you created a black market and this is unacceptable. | 5/29/2013 7:30 PM |
| 114 | IPv4 are critical Internet resources and public resources. The RIPE-NCC should resist to the temptation to favorize the development of a secondary market where the benefits are yet to be proven. | 5/29/2013 5:41 PM |
| 115 | I think that the role of RIPE NNC transfers IPv4 addresses should be more controls and oversight. | 5/28/2013 12:40 AM |
| 116 | We would not want RIPE NCC to be highly involved on the IPv4 address transfer procedures. However, we think some damage control should be enforced over brokers, who do not necessarily care for the Internet or its community. | 5/27/2013 9:00 PM |
| 117 | They will happen - the least RIPE NCC interferes, the better for documentation/database. | 5/27/2013 5:48 PM |

| 118 | I got a lot of Spam of so called Adress Consultancies which use my Adress out of the RIPE DB i guess | 5/24/2013 6:44 PM |
|-----|-----|-----|
| 119 | Not an issue for us | 5/23/2013 10:36 PM |
| 120 | please this much easier to allow transfers | 5/23/2013 5:46 AM |
| 121 | Stay out of it, just make sure the databases are up to date. | 5/23/2013 2:04 AM |
| 122 | Please do not interfere with the market, just do the databases. | 5/23/2013 1:10 AM |
| 123 | As a new ISP lack of IPV4 addresses will soon impact our business and impede growth. It would be helpful when the time comes if the transfer system was simple, regulated and fair. RIPE is in the best position to deliver this outcome. | 5/22/2013 6:05 PM |
| 124 | It is really advisable to take care what members and non members are doing with IPv4 resources. We are leaving it - yes - but it is good to study this process. Maybe it will be useful when migrating from IPv6 onwards? Who knows how long IPv6 will last? I am aware of the zillions of ip addresses available, but who knows… | 5/22/2013 5:07 PM |
| 125 | I think IPv4 address transfers should be more flexible than now. Due to the IPv4 depletion (last /8) some ISPs (we) are facing severe problems to allow all our customer to have an IPv4, regardless of the investment done to deploy IPv6. I think inter-regional transfers should be also allowed. | 5/22/2013 4:47 PM |
| 126 | RIPE should play a very active role in recovering those large unused portions of IPv4 space that now sit at agencies like the US government etc. | 5/22/2013 6:28 AM |
| 127 | I do not necessarily see that RIPE should in any way restrict IPv4 address transfers between LIRs, but I would like to see RIPE be able to document it with high accuracy. And of course, RIPE should advocate address aggregation when at all feasible ;-) | 5/22/2013 12:26 AM |
| 128 | I think it is potentially dangerous grounds that needs close monitoring. | 5/22/2013 12:07 AM |
| 129 | There should be more information about transfer, both with regards to policy and procedures. There should also be more talks and discussions around the topic. Today, it seems like this topic is something the community to not want to talk about. | 5/21/2013 11:32 PM |
| 130 | Please offer a Service for: "RIPE accredited Broker" | 5/21/2013 11:13 PM |
| 131 | I want RIPE to continue being a book keeper when it comes to IPv4 address transfers to make sure the database is correct, but should stop checking for justification. If someone paid money for space, they're by definition justified to use the space. | 5/21/2013 10:40 PM |
| 132 | Making it possible to extend the use of IPv4 will just hinder deployment of IPv6. Getting v6 out there is the priority. | 5/21/2013 9:26 PM |
| 133 | RIPE NCC should play a key role in IPv4 transfers, should support the brokers and the users which need these resources. | 5/21/2013 9:12 PM |
| 134 | The policy should have justification removed. If a buyer is willing to pay the current market price this is justification enough. | 5/21/2013 6:28 PM |
| 135 | I believe unused IPv4 addresses should be returned to RIPE and not used as a means of making money for brokers. Their monetry value should be zero. They should be totally under the control of RIPE. | 5/21/2013 6:24 PM |
| 136 | IP resource should not be available for brokers, RIPE NCC should revoke IP resources, that are not used and give them to members, that will use them. | 5/21/2013 6:23 PM |
| 137 | Along the transfer-service I would like to see a stronger take on ERX registrations and to take back unused and unjustified large assignments back to the "normal" pool where no brokers are involved. | 5/21/2013 6:04 PM |
| 138 | This is going to be very important to companies and users so RIPE should be very involved to ensure that the transfer goes well. | 5/21/2013 5:47 PM |
| 139 | Why is a tranfser between two subsidiaries of the same parent company as complicated as a transfer between to unrelated companies? An "internal" transfer should be pro forma, not require months and months of emails and justification! | 5/21/2013 5:31 PM |
| 140 | inter rir transfers are needed and should have been approved together with apnic | 5/21/2013 5:31 PM |
| 141 | Announcing changes to the no-networks- | 5/21/2013 5:23 PM |
| 142 | If nobody watches over the transfers it might be a mess. | 5/20/2013 5:53 PM |
| 143 | IP Address transfers are going to happen, with or without the RIPE NCC. The NCC should do it's best to support correct registration of transfers, and perhaps to help the LIRs with policy/procedures, but not to influence the transfers themselves. Also where the NCC sees an area of improvement required in the policy to ease transfers, they should suggest options to the community. | 5/19/2013 11:42 PM |
| 144 | I believe transfers are a reality of the modern age and, when directed to by the community, the NCC should get involved and ensure the accuracy of the database. | 5/18/2013 11:37 PM |
| 145 | The RIRs can help take a lead to facilitate transfers (eg: the listing service) and 'give their blessing' to an inter-LIR transfer with approval. Address space moved this way will, I believe, seem more 'legitimate' to the industry. However, it is important that the RIRs are not seen to stand in the way of market forces clearly at work, as that could be construed as an artificial barrier to smaller LIRs/entities who cannot obtain IPv4 addresses. | 5/18/2013 5:33 PM |

| 146 | The transfer of a community resources for personal gain should be effectively prohibited as far as possible. I would like the RIPE NCC to make it financially less attractive for these transfers to take place (perhaps by a percentage transfer fee, or similar administrative charge.) | 5/18/2013 2:45 AM |
|-----|---|---|
| 147 | Info about transfers taking place would be nice. It could be anonymous, but it would be nice if there was info on how much was payed for the ip's (if any), how many ip's were transferred, and optionally a reason for the transfer. This would be helpful so people have real facts when discussing transfers at meetings. | 5/17/2013 10:20 PM |
| 148 | The NCC should look more into the intention of transfers being done... ERX registrations that have been paid for are not registrations, but in fact a transfer and should be more transparent. | 5/17/2013 9:19 PM |
| 149 | Please don't become like APNIC and continue to have a heavier hand in registrations. | 5/17/2013 9:14 PM |
| 150 | basicly i dont like this market, if ipv4 is available for transfer, it should be taken back to the pool for real assignment equal between members | 5/17/2013 9:13 PM |

## Q28 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

**Answered: 1,923    Skipped: 1,710**
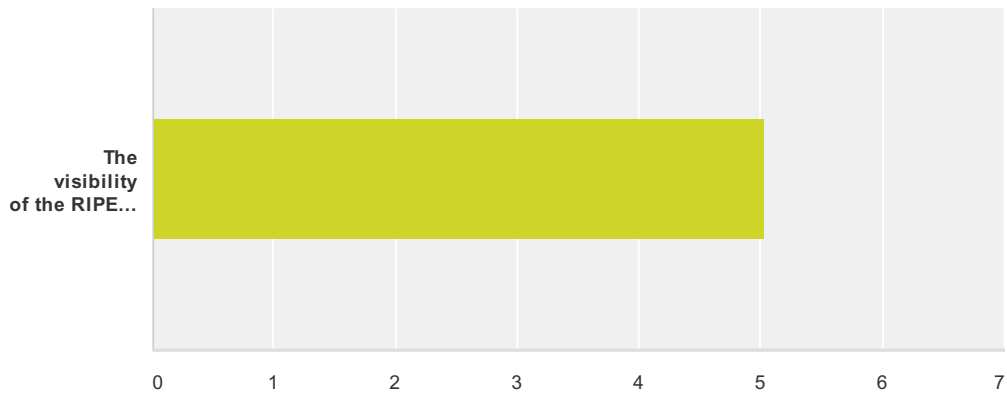


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The visibility of the RIPE NCC's Internet governance and external relations work | 0.99%<br>19 | 2.55%<br>49 | 5.67%<br>109 | 13.73%<br>264 | 22.20%<br>427 | 21.42%<br>412 | 8.74%<br>168 | 24.70%<br>475 | 1,923 | 5.03 |

## Q29 Please rate the importance level of the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 1,898   Skipped: 1,735
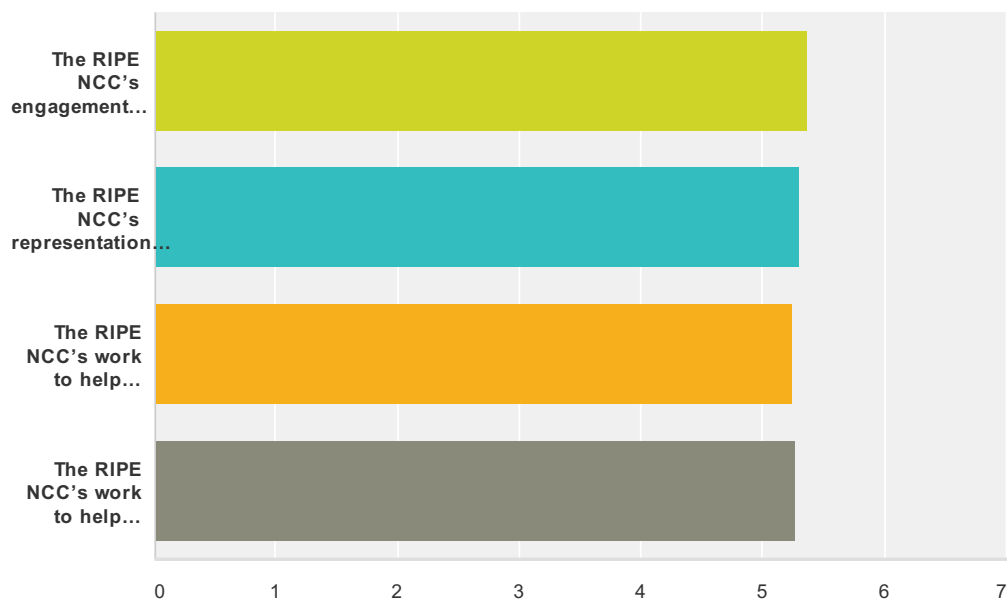


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE NCC's engagement with governments in its service region** | **1.48%** 28 | **2.37%** 45 | **3.27%** 62 | **10.70%** 203 | **17.71%** 336 | **24.30%** 461 | **17.24%** 327 | **22.93%** 435 | 1,897 | 5.37 |
| **The RIPE NCC's representation of your interests to governments** | **1.74%** 33 | **2.91%** 55 | **3.59%** 68 | **10.83%** 205 | **17.64%** 334 | **21.82%** 413 | **17.54%** 332 | **23.93%** 453 | 1,893 | 5.30 |
| **The RIPE NCC's work to help local Internet communities to engage with governments** | **1.90%** 36 | **2.65%** 50 | **4.29%** 81 | **11.90%** 225 | **17.14%** 324 | **21.96%** 415 | **16.19%** 306 | **23.97%** 453 | 1,890 | 5.24 |
| **The RIPE NCC's work to help local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations** | **2.22%** 42 | **2.91%** 55 | **4.81%** 91 | **10.63%** 201 | **16.08%** 304 | **22.16%** 419 | **17.66%** 334 | **23.53%** 445 | 1,891 | 5.26 |

## Q30 The following are suggestions about how the RIPE NCC should engage with governments. What should the RIPE NCC allocate resources to? [Choose as many as appropriate]

**Answered: 1,802    Skipped: 1,831**
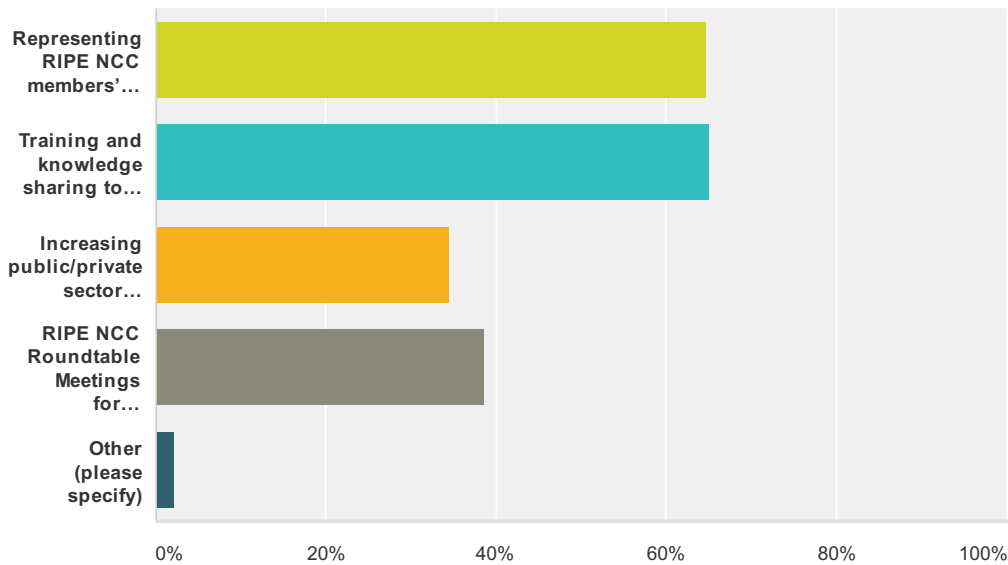


| Answer Choices | Responses | |
|---|---|---|
| **Representing RIPE NCC members' interests to governments** | **64.59%** | 1,164 |
| **Training and knowledge sharing to promote better public policy** | **65.09%** | 1,173 |
| **Increasing public/private sector cooperation activities** | **34.52%** | 622 |
| **RIPE NCC Roundtable Meetings for governments and related bodies** | **38.57%** | 695 |
| **Other (please specify)** | **2.39%** | 43 |
| Total Respondents: 1,802 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:16 PM |
| 2 | YES | 6/23/2013 7:48 PM |
| 3 | increase the internet literacy in governmental bodies and promote net neutrality. encourage policies on fair peering policys and work against unfair use of market monopolies in this regard. | 6/20/2013 11:18 PM |
| 4 | Great to see RIPE NCC at NOG's like SwiNOG, DENOG, etc. | 6/17/2013 7:45 PM |
| 5 | be careful about representing "members' interests" if these are not clearly identified and agreed | 6/17/2013 10:41 AM |
| 6 | not just representation to country governments, but also to European Union | 6/14/2013 10:24 PM |
| 7 | RIPE doesn't represent ISP and operators. RIPE helps distribute IP addresses only. | 6/14/2013 6:16 PM |
| 8 | this issues is Bold in IRAN , i think ! | 6/14/2013 7:21 AM |
| 9 | No Comments | 6/12/2013 9:53 PM |
| 10 | Creating a more user friendly database site. (More wizzard style) | 6/12/2013 6:00 PM |
| 11 | A country manager, or an office, in any Europe countries. | 6/12/2013 5:10 PM |
| 12 | Come on guys, geekfactor 5k, this is a closed community run by geeks for geeks. | 6/12/2013 3:16 PM |
| 13 | help ISP and hosts who have been targeted by attackers (often they do not know). help inform how to battle attacks, and help ISP cooperate by blocking attackers as high as possible in the upstream network. | 6/12/2013 12:40 PM |
| 14 | no comment | 6/12/2013 8:15 AM |
| 15 | Bring internet services to all areas that RIPE represents and work that everyone has a decent ipv4 and ipv6 internet coeection. | 6/12/2013 5:23 AM |

| 16 | Stay as it is. | 6/12/2013 4:44 AM |
|----|----|----|
| 17 | and much more. help implement ipv6 worldwide | 6/12/2013 3:42 AM |
| 18 | Internet should be more free (as in freedom) for enduser and no Goverment should have influence on it. | 6/12/2013 1:37 AM |
| 19 | no aktivity towards governments (its a local matter only) | 6/11/2013 11:54 PM |
| 20 | Engage actively in and push for net neutrality | 6/11/2013 8:34 PM |
| 21 | Meeting with hackers; and with newbies to explain how to use internet (The Net of Networks). | 6/7/2013 9:40 AM |
| 22 | Just tell to governments to keep of their hands off from the Internet. | 6/4/2013 12:46 AM |
| 23 | any meeting with Government Agencies, Local LIR should be advised to attend. The idea is to be aware of what is happening in Internet Registry. | 5/31/2013 2:22 AM |
| 24 | The NCC should note that it is not the only body involved in this engagement process and play a role in doing its best to ensure that all the relevant parties are involved in any specific government engagement. | 5/30/2013 8:43 PM |
| 25 | Compiling surveys how different countries in the service region handle handle different issues (whoisdb privacy, abuse handling, LEA requirements/procedures, …). | 5/30/2013 7:44 PM |
| 26 | Promoting the lassiez-faire approach that western governments have taken towards the net in the past. Connecting equipment to the net does not make it collective property. It would also be nice if RIPE NCC could work towards ending the harebrained idea that public service companies have some special claim on the network and can charge everyone who connects to it a yearly fee (c.f. Swedish Radiotjänst's fees for PCs etc). | 5/30/2013 7:31 PM |
| 27 | have a broader view, not just the tight circle of usual parties. the RIPE NCC service region is big and diverse. there is a bit too much of a party-for-the-boys atmosphere around some of the activities | 5/30/2013 3:44 AM |
| 28 | RIPE as a membership organisation should represent the organization torwrds the goverment. But it should not represent other topics (LI, …) | 5/30/2013 2:09 AM |
| 29 | try to convince governments to aide in the IPV6 rollout | 5/30/2013 1:47 AM |
| 30 | Representing Internet industry interests. (I interpret the above to mean represent individual members' interests, which is a bad idea.) | 5/30/2013 1:19 AM |
| 31 | don`t run around governance | 5/29/2013 11:09 PM |
| 32 | The RIPE NCC is the core of our european internet so to speak.. RIPE NCC should engage political parties/govts AND campaign AGAINST things like SOPA and CISPA | 5/29/2013 7:45 PM |
| 33 | Write more white-papers on statements that help RIPE members talk with their own governments. Support indirectly local IG processes. | 5/29/2013 7:34 PM |
| 34 | Comment : I desagree that RIPE-NCC member's interest should be represented by the RIPE-NCC. Members should defend their interest by themselves and have a better knowledge of the national context. RIPE-NCC should represent their own interests and defend the mutistaheholders model. | 5/29/2013 5:52 PM |
| 35 | I voted low on this chapter, but probably its not because of RIPE, but because of Russian Federation. On other hand Dmitry Bourkov does amazing backscene work with russian government. I dont think it should be widely publicesed, but some internal presentations probably would do… | 5/28/2013 1:10 AM |
| 36 | Create intergovernmental working groups as intermediaries. | 5/28/2013 12:52 AM |
| 37 | Put more pressures on governments about recovering unused IPV4 space as well as pushing IPV6. | 5/22/2013 6:31 AM |
| 38 | We need to do something. I've seen no evidence of RIPE working with the UK government; and the government appears utterly clueless about RIPE related issues, so far as I can tell. | 5/21/2013 7:43 PM |
| 39 | RIPE NCC should NOT be involved in politics at all. All resources should be dedicated to members and the services instead. | 5/21/2013 6:29 PM |
| 40 | All of the above should be done to engage with governments. | 5/21/2013 5:59 PM |
| 41 | Promote the net-neutrality to governments and related bodies. | 5/21/2013 5:53 PM |
| 42 | Since ripe is an open community, it would be very good if they could be my (our) voice to the governments. Most of the stuff that comes through RIPE is reaonable since it is followed by a lot of people, compared to how the governments works (closed discussions and such) If RIPE could raise a voice for us in the EU and other similar places i would be very happy. This, on the other hand, is very close to lobbying which doesn't really fit what RIPE's core-purpose is, but i think it's a really good place to do it since the "social infrastructure", meetings and everything is already in place. | 5/17/2013 10:34 PM |
| 43 | More activites for non-EU goverments | 5/17/2013 9:40 PM |

## Q31 Please choose the regional outreach forums and groups that the RIPE NCC should be actively involved with [Choose as many as appropriate]

Answered: 1,590   Skipped: 2,043
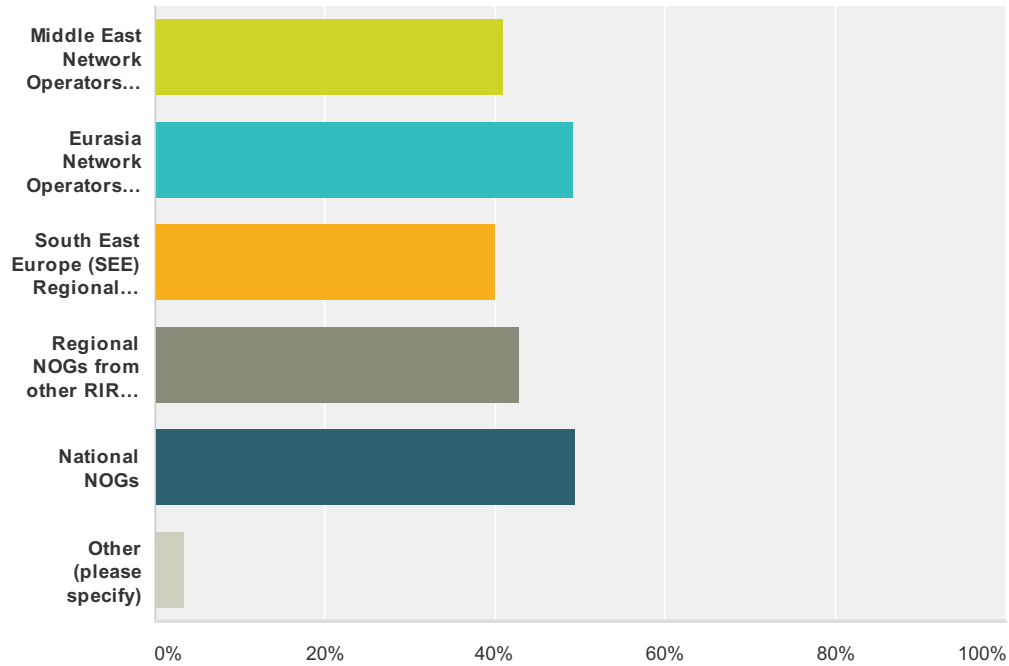


| Answer Choices | Responses | |
|---|---|---|
| **Middle East Network Operators Group (MENOG)** | **40.88%** | 650 |
| **Eurasia Network Operators Group (ENOG)** | **49.25%** | 783 |
| **South East Europe (SEE) Regional Meetings** | **39.87%** | 634 |
| **Regional NOGs from other RIR regions, e.g. NANOG, Apricot** | **42.83%** | 681 |
| **National NOGs** | **49.37%** | 785 |
| **Other (please specify)** | **3.46%** | 55 |
| Total Respondents: 1,590 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:16 PM |
| 2 | YES | 6/23/2013 7:48 PM |
| 3 | main internet exchanges | 6/20/2013 11:18 PM |
| 4 | UA-IX, www.ua-ix.net | 6/20/2013 8:36 PM |
| 5 | current level and distribution of activeties looks OK; adding significant presence (several persons for multiple days) to more forums and groups however could easily overstretch staff | 6/17/2013 10:41 AM |
| 6 | ? | 6/15/2013 1:30 AM |
| 7 | None of these. It rising costs of RIPE. | 6/14/2013 6:16 PM |
| 8 | I have not opinion | 6/14/2013 5:17 PM |
| 9 | Regulatory of all Country | 6/14/2013 7:21 AM |
| 10 | no opinion on this | 6/13/2013 5:45 PM |
| 11 | Ripe should be involved with as many Groups possible | 6/13/2013 8:45 AM |
| 12 | EuroISPA in Europe and ISPA in Austria | 6/13/2013 12:43 AM |
| 13 | TRNOG( of turkey ) | 6/13/2013 12:22 AM |

| 14 | Sorry , I don't know | 6/13/2013 12:21 AM |
|---|---|---|
| 15 | do not know | 6/12/2013 11:08 PM |
| 16 | sorry , i dont know | 6/12/2013 7:42 PM |
| 17 | All. The ripe shout involve with all developments | 6/12/2013 6:00 PM |
| 18 | I am not knowledgable enough in this issue | 6/12/2013 5:40 PM |
| 19 | What does that even mean ? | 6/12/2013 3:16 PM |
| 20 | don't know | 6/12/2013 6:53 AM |
| 21 | SWINOG (http://www.swinog.ch) | 6/12/2013 2:02 AM |
| 22 | all of them | 6/12/2013 12:52 AM |
| 23 | UKNOFF Local Exchange Metings ... if There is some Educational / Knowledge Sharing Discussions at them ( ie not Purely Commercial) | 6/10/2013 9:42 PM |
| 24 | Italy | 6/7/2013 9:40 AM |
| 25 | N/A | 6/6/2013 3:51 PM |
| 26 | The Nordic Network Operators Group | 6/6/2013 3:49 PM |
| 27 | ? | 6/6/2013 2:26 AM |
| 28 | Those within its region. | 6/5/2013 8:06 PM |
| 29 | Local peering forums | 6/5/2013 12:42 AM |
| 30 | SwiNOG for example. Was nice to see someone from RIPE there - good job! | 6/4/2013 6:58 PM |
| 31 | I cannot answer | 6/4/2013 1:51 AM |
| 32 | Maybe Terena conference and other academic style meetings? | 6/2/2013 3:06 PM |
| 33 | Small regional forums and conferences. | 5/31/2013 7:59 PM |
| 34 | already had been at PLNOG | 5/31/2013 5:24 PM |
| 35 | All - if active means mainly to read meeting briefs and suggesting items for the NOGs. And of course (as now) be open to give presentations. I don't think RIPE should try to manage the NOGs | 5/31/2013 4:27 PM |
| 36 | Local LIR's may be advised to have meeting with RIPE NCC team whenever possible, or after 4/6months in their local country . | 5/31/2013 2:22 AM |
| 37 | CEE Region | 5/30/2013 11:21 PM |
| 38 | I think it should be the other way around. | 5/30/2013 5:31 AM |
| 39 | unknown | 5/30/2013 1:47 AM |
| 40 | None | 5/30/2013 1:37 AM |
| 41 | Western Europe, obviously | 5/30/2013 1:28 AM |
| 42 | Non-global ripe region meetings can be supported indirectly . | 5/29/2013 7:34 PM |
| 43 | In the first place - the slope at the national level and developing countries. | 5/28/2013 12:52 AM |
| 44 | NLNOG Ring participants, European Internet Exchanges members | 5/24/2013 7:29 AM |
| 45 | None, that is what ripe meetings are for. | 5/23/2013 2:06 AM |
| 46 | North America, where all the really important decisions are made. Do not think that we can change anything without influencing those dinosaurs in the US. | 5/22/2013 6:31 AM |
| 47 | In every outreach, as much as RIPE has a chance to teach, they have a chance to learn and bing something good home to the RIPE Region. Although, one should remember to leave time for the RIPE people to do some actual work in Europe ;-) | 5/22/2013 12:29 AM |
| 48 | Less meetings, the RIPE NCC is no politic organization. There are other organizations members could use, if they like to be involved in politics (like the ECO in Germany ). | 5/21/2013 6:29 PM |
| 49 | Stay within "europe" and neighboring areas. | 5/21/2013 6:06 PM |
| 50 | All of the above. | 5/21/2013 5:59 PM |
| 51 | all . The internet is a global resource | 5/21/2013 5:34 PM |
| 52 | I haven't ticked National NOGs as while the NCC should attempt to present to these groups on occasion, there is an acknowledged limit to their resources and diminishing returns kick in. | 5/18/2013 11:41 PM |
| 53 | Clearly resources are limited, but I think that the current outreach works well. | 5/18/2013 5:37 PM |
| 54 | I have no opinion on this. | 5/17/2013 10:34 PM |
| 55 | EURO-IX | 5/17/2013 9:14 PM |

## Q32 What should be the extent of the RIPE NCC's work with government? [Choose One]

Answered: 1,860    Skipped: 1,773
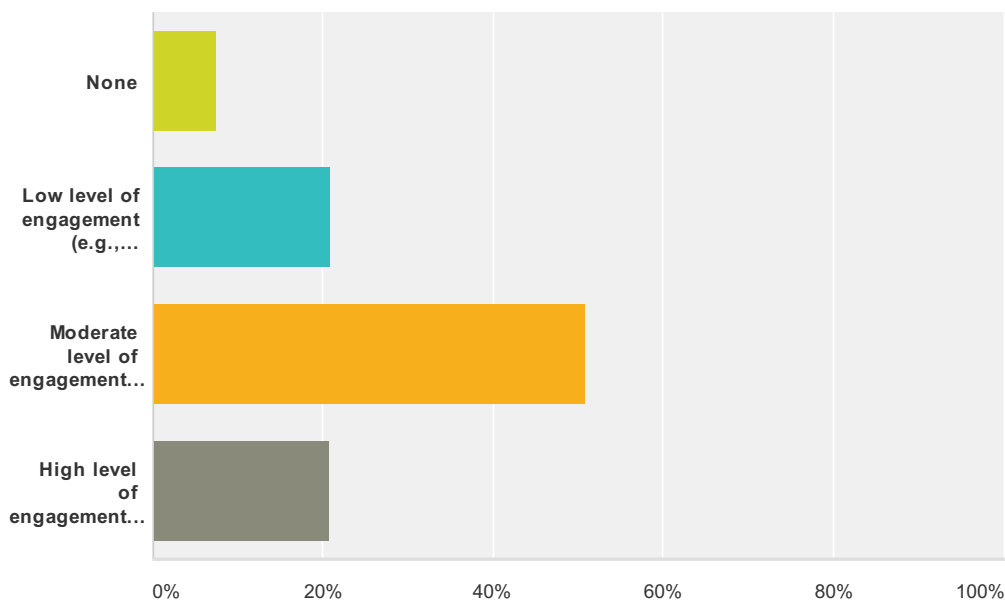


| Answer Choices | Responses | |
|---|---|---|
| None | **7.58%** | 141 |
| Low level of engagement (e.g., provide information and cooperate when necessary) | **20.91%** | 389 |
| Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC membership to government) | **50.75%** | 944 |
| High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE community and the RIPE NCC membership) | **20.75%** | 386 |
| Total | | 1,860 |

## Q33 What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)? [Choose One]

Answered: 1,868   Skipped: 1,765
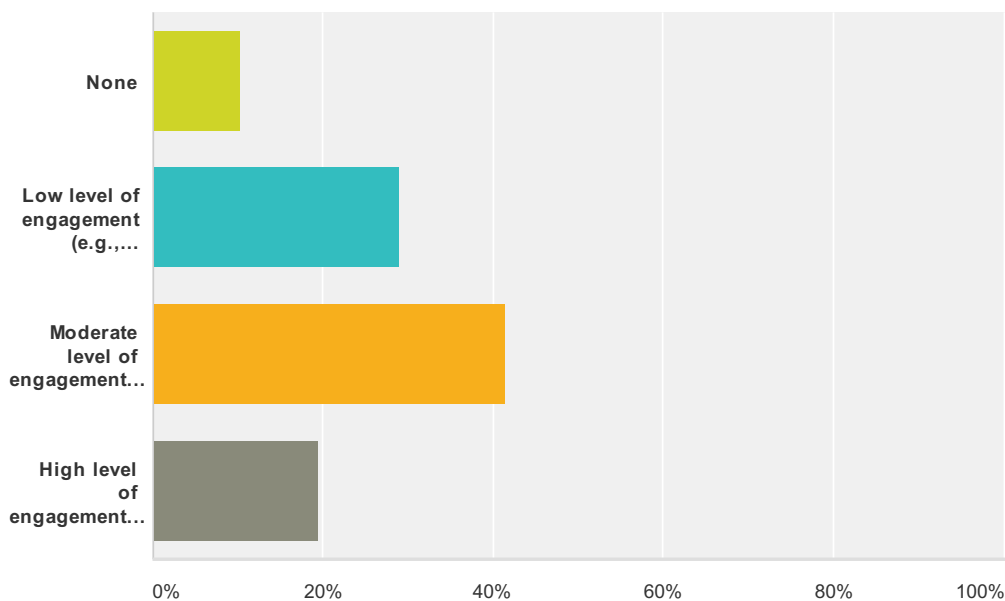


| Answer Choices | Responses | |
|---|---|---|
| None | **10.22%** | 191 |
| Low level of engagement (e.g., provide information and cooperate when necessary) | **28.96%** | 541 |
| Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs) | **41.27%** | 771 |
| High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and the RIPE NCC membership) | **19.54%** | 365 |
| Total | | 1,868 |

## Q34 Do you have any other comments about external relations and Internet governance?

**Answered: 1,855   Skipped: 1,778**
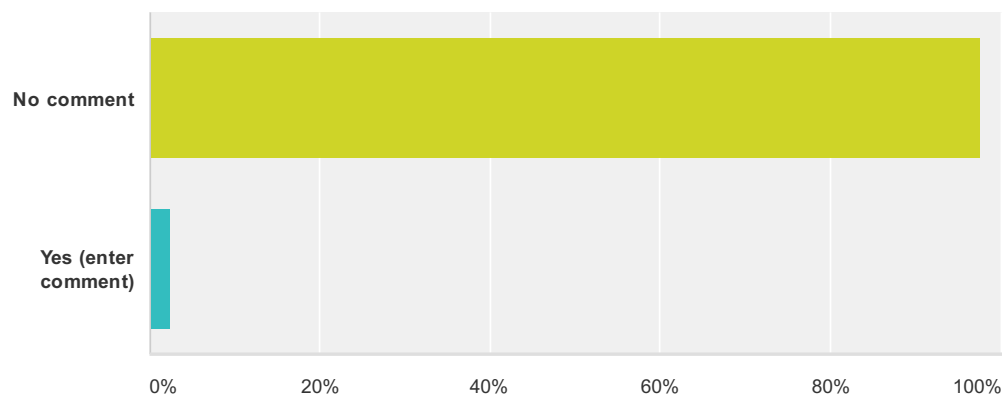


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **97.47%** | 1,808 |
| **Yes (enter comment)** | **2.53%** | 47 |
| Total | | 1,855 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:16 PM |
| 2 | YES | 6/23/2013 7:48 PM |
| 3 | engage in marketing effords to spread the information awareness. | 6/20/2013 11:18 PM |
| 4 | have stronger communication and relations with governments and LEAs and facilitate building relationships between governments and RIPE community | 6/20/2013 2:37 PM |
| 5 | for both 30. and 31. the ranking and structure of the two last answer options is in conflict with my view: I support high level of engagement of NCC to encourage and support interaction with the RIR system, tools and membership including arranging and attending meetings; however some restraint in representing the "views of the membership" has to be exercised unless clearly identified For activeties such as the roundtables more visibility to members and RIPE community is desirable: in advance indicate specific current questions for the agenda + summary report of attendance and topics discussed Looks to me 30.+31. are redundant with 46.+47. (at least I don't see any difference except that 46. is mandatory to answer) | 6/17/2013 10:41 AM |
| 6 | some law , can not be implant in some country for security and nationality reasons , this limitations are almost in Iran and some country like us in ME | 6/14/2013 7:21 AM |
| 7 | question 29: Moderate - it should represent the view of the RIPE NCC members to government, membership is of no interest to governments. | 6/13/2013 12:43 AM |
| 8 | It is hard to imagine how RIPE can be engaged in Government stuff. But it may certainly be very useful and important for LIRs | 6/12/2013 11:43 PM |
| 9 | I would like my votes on the RIPE engagement with LEAs & others to be understood not as much as a vote for more support for regulation and surveillance but as a vote for a louder voice of (constructive) criticism on these matters. | 6/12/2013 8:54 PM |
| 10 | I think that RIPE should step back from interference with regional organisations outside of its service area, though be ready to provide assistance and advice if requested. Representation of current internet governance against ITU is very important. | 6/12/2013 7:13 PM |
| 11 | No coorporation to maintain a free internet. | 6/12/2013 6:00 PM |
| 12 | you have to do lobby work at EU and national level | 6/12/2013 5:26 PM |
| 13 | need to work with American, Asia-pacific, and other orgs to better the blobal network, not only europe, we need better routing, better resource alotment, and better security on a global scale. | 6/12/2013 12:40 PM |
| 14 | provide a general insight to govt on how important is a free internet | 6/12/2013 2:17 AM |

| 15 | Moderation is key when dealing with governments, especially in the light of the recent PRISM scandal. The governments should be actively engaged with, as proper communication and mutual understanding between them and the RIPE NCC community is vital for the stability and the sustained development of the Internet services. However, we should not forget as well that the governments often have their own agenda, which might not be in the members' best interest. Another important point is the tendency for some countries, mostly in South and South-Eastern Europe, to have high levels of government corruption. When dealing with such governments, even more caution is warranted. Overall, the more corrupt a country is, the lower should be the level of (direct) engagement. | 6/12/2013 1:14 AM |
|---|---|---|
| 16 | The more people that understand the roll of RIPE NCC the better | 6/12/2013 12:57 AM |
| 17 | I think that the most important thing is to cooperate withouth being forced by the governments : information wants to be free . :) | 6/12/2013 12:41 AM |
| 18 | I'm afraid our local government is not even aware (almost) of the ripe ncc :/ | 6/11/2013 11:59 PM |
| 19 | The LEA's should have technically advance staff that should not require much information from RIPE other than providing information as needed. However, if they do require training in the use of RIPE tools, it should be provided. | 6/11/2013 11:41 PM |
| 20 | Should act as an agent of positive change for the principles of a free and open internet | 6/11/2013 9:04 PM |
| 21 | I find it crucial to generate a opposite pole to the restrictions governments and law enforcement agencies are pushing for and strongly promote a open and free internet with as little barriers as possible | 6/11/2013 8:34 PM |
| 22 | I think Training in what is feasible / Possible... and ensuring that Data Retention Policies are Correctly Targeted... as opposed to always defaulting to ISPs should Log Everything | 6/10/2013 9:42 PM |
| 23 | we don't need governments, goverments have not any interest to respect citizens, we can defend ourself, governments are the enemy of citizens | 6/7/2013 9:40 AM |
| 24 | The police in every country should know how to find out what IP Address is being used by what person. If countries have problems with terrorists or other malicious people then the police should be able to get the information of who used the IP Address and when to be able to prosecute them properly. Also hosting of illegal content should be policed by agencie in each country and the details passed to the police. After all everything that is connecte to the internet has a public IP Address and therefore it is fully traceable! | 6/6/2013 1:07 AM |
| 25 | Law of the land where ip used should be honor | 6/6/2013 12:44 AM |
| 26 | Internet governance is such an important area, but not that visible to many. I really fear what the ITU could produce in this area, and support the work that the IAB are doing. I think the Internet community needs to work strongly together in this area and speak with a unified voice. | 5/31/2013 8:07 PM |
| 27 | Don't let the ITU turn the net into a phone line. | 5/30/2013 7:31 PM |
| 28 | I think the RIPE NCC has been doing a pretty good job in keeping lunatics at ITU et al in check. | 5/30/2013 6:46 AM |
| 29 | train government staff should not be part of the "high level of engagement", it should be down with the basics, what is referred to as low level of engagement. | 5/30/2013 3:44 AM |
| 30 | RIPE as a membership organisation should represent the organization torwrds the goverment. But it should not represent other topics (LI, ...) LEA relations belongs to each Company | 5/30/2013 2:09 AM |
| 31 | RIPE should fulfill its legal obligations to LEAs, but not much more. | 5/30/2013 12:53 AM |
| 32 | don`t run around governance | 5/29/2013 11:09 PM |
| 33 | I think the RIPE NCC could do more to not only inform the community about what they are doing, but also act as a coordinator for governance issues in the larger community. They could also do more to make sure that they represent their community, by more actively seeking input in various Internet governance issues. There is some times a little bit too much reporting on all the great things the RIPE NCC does, and not much of a dialogue. | 5/29/2013 9:05 PM |
| 34 | Educating some of the agencies mentioned in this section will help the Internet as a whole. So they don't even attempt to push thru laws that aren't technically feasible. | 5/29/2013 8:32 PM |
| 35 | The RIPE-NCC should engaged on the Internet Governance debate when and only when it is related to the issue of the governane models (defend the Multistakegolders model), and related to the RIPE-NCC mission (registry function = registration of resources, allocation of resources). On different issues like - the tricky issue of netneutrality, the economic models, the RIPE-NCC should stay neutral. | 5/29/2013 5:52 PM |
| 36 | Government should work well with goverment. I think many of RIPE procedures should be adopted as a legal acts by governments. I.e. IP address assignment should have legal power and RIPE assignment procedures should be recognized as a legal act... | 5/28/2013 1:10 AM |
| 37 | It is necessary to avoid possibility of pressure of the state (law-enforcement) structures on solutions of RIPE NNC (especially in the countries with poorly developed institute of civil law. Not excepting China and Russia). | 5/28/2013 12:52 AM |
| 38 | Regarding question 29, we would like to see higher level of engagement, NEVER encouraging governments to engage in *membership*, however. | 5/27/2013 9:10 PM |
| 39 | keep close to LEAS but not make too much friends with them | 5/23/2013 5:47 AM |
| 40 | Push IPv6 | 5/22/2013 6:31 AM |
| 41 | Concerns regarding territorial differences from a legal perspective | 5/21/2013 11:35 PM |

| 42 | RIPE NCC must be the voice of the community to maintain and sustain the bottom up governance of the Internet, not only in the RIPE region, but also together with other RIR on a global scale. | 5/21/2013 6:32 PM |
|----|---|---|
| 43 | Stop them all together, there is no RFC describing that the RIPE NCC has to waste money in politics. I cant remember that the community gave the RIPE NCC the order to do so. | 5/21/2013 6:29 PM |
| 44 | RIPE must represent memberships views and ensure that external bodies i.e. law enforcement agencies understand and take members needs and concern seriously. | 5/21/2013 5:59 PM |
| 45 | This is a vital area for the RIPE NCC and RIPE community as the Internet becomes more and more embedded into every day life. | 5/18/2013 11:41 PM |
| 46 | In saying 'high' to the above two answers, I'm trying to convey that the RIRs are in a unique position to encourage policy development and assist law enforcement within a self-regulation model. If the RIRs do not engage this way, we risk having things imposed on us from outside. | 5/18/2013 5:37 PM |
| 47 | RIPE Knows what they/we do best, the governments, LEA's and others doesn't know about RIPE/us and what we can do, so i think that unfortunately it's needed to educate them and "push" information to them so they know that we exist, and that we have existed for a long time, and that what we do actually works really well. | 5/17/2013 10:34 PM |

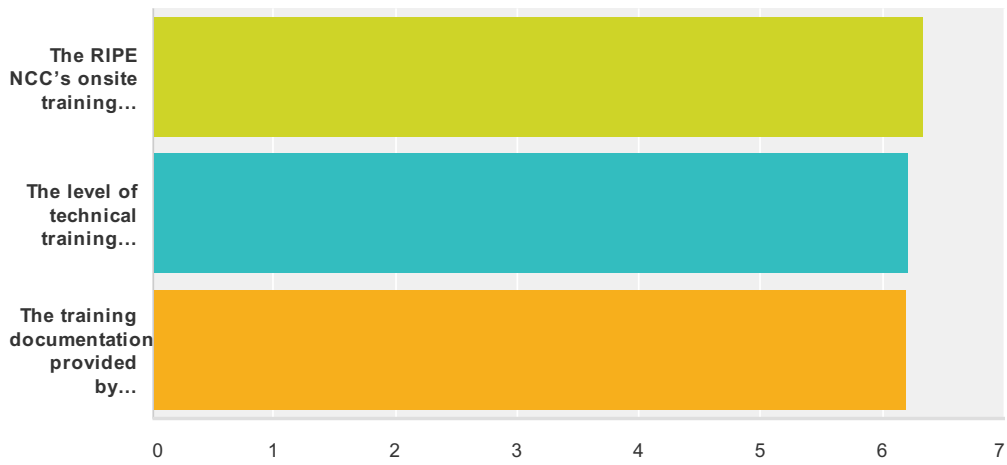## Q35 Have you attended a RIPE NCC onsite training course?

**Answered: 1,916  Skipped: 1,717**
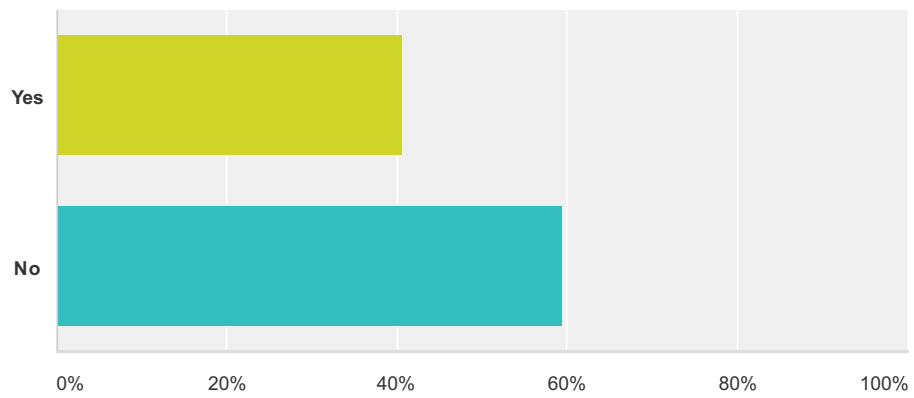


| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **40.61%** | 778 |
| **No** | **59.39%** | 1,138 |
| Total | | 1,916 |

## Q36 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 782    Skipped: 2,851



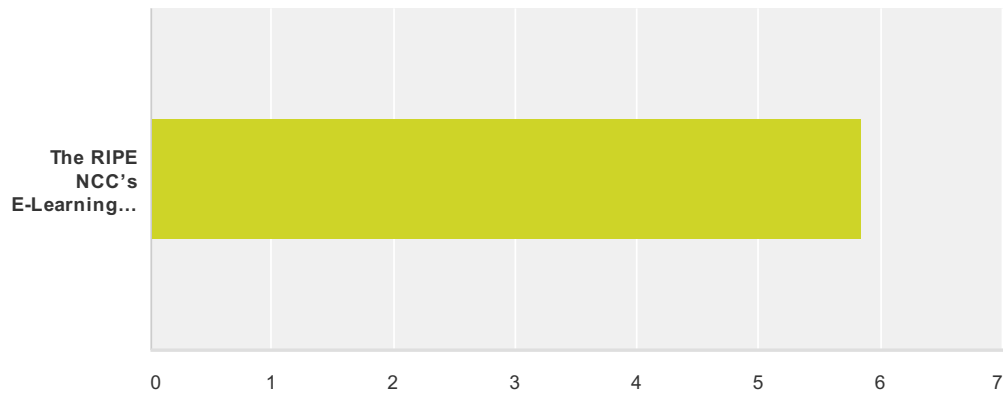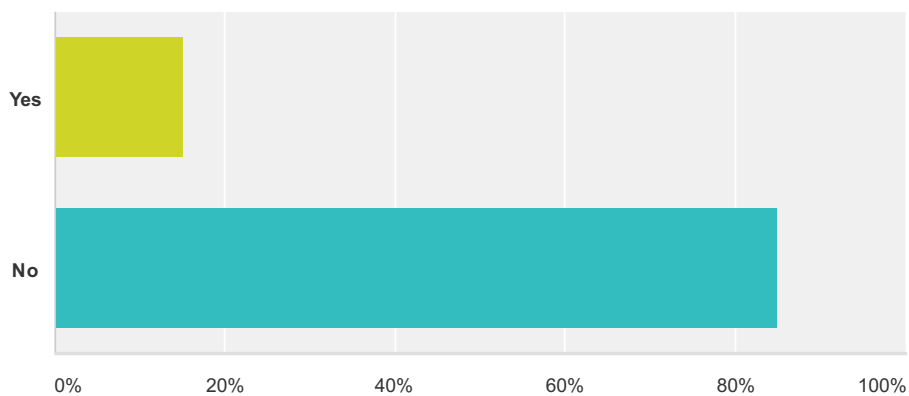| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE NCC's onsite training courses** | 0.26%<br>2 | 0.13%<br>1 | 0.90%<br>7 | 1.79%<br>14 | 8.71%<br>68 | 37.90%<br>296 | 48.78%<br>381 | 1.54%<br>12 | 781 | 6.33 |
| **The level of technical training provided by the RIPE NCC** | 0.26%<br>2 | 0.38%<br>3 | 1.28%<br>10 | 3.20%<br>25 | 12.28%<br>96 | 35.55%<br>278 | 46.29%<br>362 | 0.77%<br>6 | 782 | 6.21 |
| **The training documentation provided by the RIPE NCC** | 0.26%<br>2 | 0.38%<br>3 | 1.66%<br>13 | 2.94%<br>23 | 12.93%<br>101 | 35.98%<br>281 | 45.33%<br>354 | 0.51%<br>4 | 781 | 6.19 |

## Q37 Have you used the RIPE NCC's E-Learning Centre?

**Answered: 1,912   Skipped: 1,721**
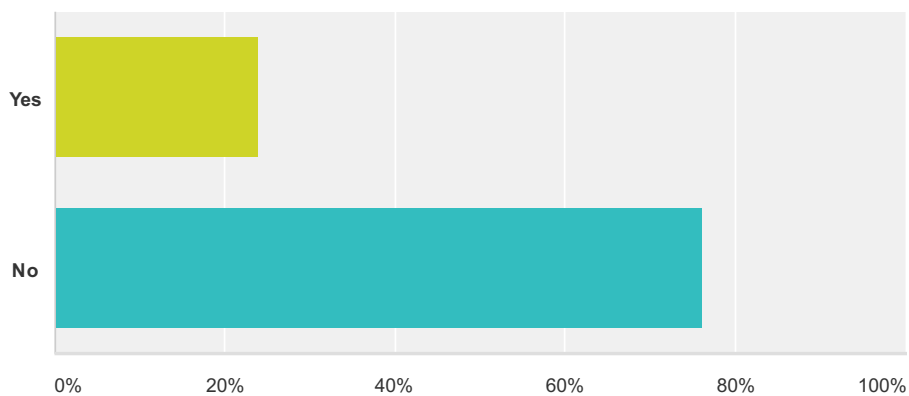


| Answer Choices | Responses | |
| --- | --- | --- |
| **Yes** | **23.95%** | 458 |
| **No** | **76.05%** | 1,454 |
| Total | | 1,912 |

## Q38 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 467   Skipped: 3,166



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The RIPE NCC's E-Learning Centre | 0.43%<br>2 | 0.64%<br>3 | 2.14%<br>10 | 5.57%<br>26 | 23.34%<br>109 | 37.47%<br>175 | 29.34%<br>137 | 1.07%<br>5 | 467 | 5.84 |

## Q39 Have you attended any of the RIPE NCC's webinars?

**Answered: 1,910   Skipped: 1,723**



| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **15.13%** | 289 |
| **No** | **84.87%** | 1,621 |
| Total | | 1,910 |

## Q40 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

**Answered: 288   Skipped: 3,345**



| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE NCC's webinars** | 1.04% 3 | 1.04% 3 | 1.39% 4 | 4.51% 13 | 19.10% 55 | 42.71% 123 | 28.13% 81 | 2.08% 6 | 288 | 5.86 |

## Q41 Are there other content areas the RIPE NCC should provide training in?

Answered: 1,853   Skipped: 1,780
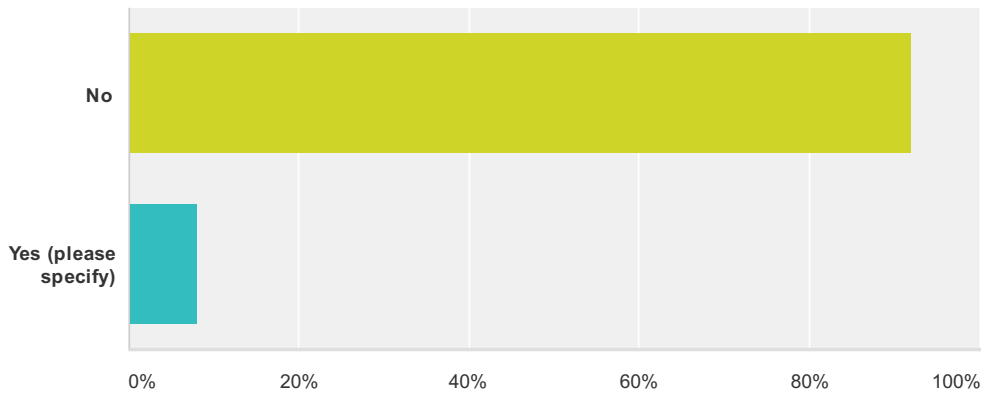


| Answer Choices | Responses | |
|---|---|---|
| **No** | **91.80%** | 1,701 |
| **Yes (please specify)** | **8.20%** | 152 |
| Total | | 1,853 |

| # | Yes (please specify) | Date |
|---|---|---|
| 1 | Maybe something like routing BCPs (filtering bogons etc) | 6/24/2013 5:23 PM |
| 2 | YES | 6/23/2013 8:18 PM |
| 3 | YES | 6/23/2013 7:53 PM |
| 4 | Fraud and security | 6/21/2013 5:45 PM |
| 5 | Training is probably the wrong word for it: Somehow linking interpretations of certain RIPE documents (e.g. based on some discussion during meetings or on the ML) to the documents itself would be of help rather than users starting to find (trying to find) it on their own or bothering RIPE about it. | 6/20/2013 11:26 PM |
| 6 | Russia, Suberia region. | 6/20/2013 6:53 PM |
| 7 | ip assignment | 6/20/2013 6:26 PM |
| 8 | Holding free workshops in different countries. | 6/20/2013 6:18 PM |
| 9 | building better, more efficient and robust networks. More specialized trainings about migrating to IPv6. | 6/20/2013 2:40 PM |
| 10 | IPv6 | 6/20/2013 5:26 AM |
| 11 | IPv6 online | 6/18/2013 11:41 PM |
| 12 | Kyrgyzstan, Osh city and Bishkek city again | 6/18/2013 7:20 PM |
| 13 | network security | 6/18/2013 4:39 PM |
| 14 | Fouse on Internet Fraud prevention, and unsuitable content limitation, address security concerns. | 6/18/2013 8:10 AM |
| 15 | Basic BGP training. | 6/16/2013 9:04 AM |
| 16 | Arrange more training and awareness sessions on IPv6 and its help corporate sector to deploy it. | 6/14/2013 9:47 PM |
| 17 | Integration of routers with RIR | 6/13/2013 11:59 PM |
| 18 | More IPv6 training | 6/13/2013 8:05 PM |
| 19 | IPv6 security | 6/13/2013 5:29 PM |
| 20 | IPv6 SECURE | 6/13/2013 5:29 PM |
| 21 | RIPE database usage | 6/13/2013 4:55 PM |
| 22 | DNSSEC Practical Implementation | 6/13/2013 11:48 AM |
| 23 | IPv4 to IPv6 migration and IPv6 implementation | 6/13/2013 7:22 AM |
| 24 | Internet routing | 6/13/2013 2:40 AM |
| 25 | DNSSEC, more on IPv6 and BGP | 6/13/2013 1:56 AM |

| 26 | MRTG to collect IP usage graphs | 6/13/2013 1:51 AM |
|----|----|----|
| 27 | Assigning PI space and PA space from LIR, the roles of each object and what it can be used for. | 6/13/2013 1:50 AM |
| 28 | ipv6 | 6/13/2013 1:41 AM |
| 29 | Practical help and training in the adoption of IPv6. (Course attended was mostly just background on the characteristics of IPv6) | 6/13/2013 12:33 AM |
| 30 | security best practices, and best practices of behaviour in internet as a service provider. | 6/13/2013 12:28 AM |
| 31 | bgp routing and policies | 6/13/2013 12:23 AM |
| 32 | More detailed training on IPv6. More materials. Maybe involve vendors or integrators. Propose best practices with samples of configuration and so on | 6/12/2013 11:49 PM |
| 33 | How the internet works, security, stability, significance, current threads, such as DDoS, the need for BCP38 and future risks, | 6/12/2013 10:58 PM |
| 34 | Global networks security | 6/12/2013 8:33 PM |
| 35 | Setting rDNS/Integration | 6/12/2013 8:14 PM |
| 36 | I would like to see more training in London. Also of the webinars, I would like to see them include more detail on the advanced features. | 6/12/2013 7:58 PM |
| 37 | RPKI and RLPS best practices on routing etc for members. | 6/12/2013 7:48 PM |
| 38 | Better IPv6 understanding, DNSSEC global standards. | 6/12/2013 7:33 PM |
| 39 | Internet Security | 6/12/2013 7:22 PM |
| 40 | More trainings in Centre Europe (Poland) | 6/12/2013 5:26 PM |
| 41 | IPv6 asignment | 6/12/2013 4:59 PM |
| 42 | Secure BGP and network borders | 6/12/2013 4:31 PM |
| 43 | MPLS IPV6 | 6/12/2013 4:24 PM |
| 44 | security training regarding IPv4/IPv6 | 6/12/2013 4:07 PM |
| 45 | routing | 6/12/2013 2:42 PM |
| 46 | database setup, and security training | 6/12/2013 12:42 PM |
| 47 | ipv6 | 6/12/2013 8:16 AM |
| 48 | Ipv6 | 6/12/2013 7:51 AM |
| 49 | BGP in depth IPv6 practical deployment scenarios | 6/12/2013 6:13 AM |
| 50 | security | 6/12/2013 5:27 AM |
| 51 | Commercial aspects of IPv4 | 6/12/2013 2:48 AM |
| 52 | more in depth training on reverse dns and routing security | 6/12/2013 2:44 AM |
| 53 | RPKI? DNSSEC (module 3)? | 6/12/2013 2:33 AM |
| 54 | A small presentation for customer on V4 shortage and V6 transition (PPT or prezi) | 6/12/2013 2:19 AM |
| 55 | IPv6 deployment - spread as much knowledge about IPv4 to IPv6 transition as possible, even for non-RIPE members. | 6/12/2013 2:13 AM |
| 56 | Security | 6/12/2013 2:10 AM |
| 57 | Ip´s & email deliverability | 6/12/2013 1:16 AM |
| 58 | IP literacy | 6/12/2013 1:13 AM |
| 59 | more about routing | 6/12/2013 1:07 AM |
| 60 | network security | 6/12/2013 12:47 AM |
| 61 | More training on security topics | 6/12/2013 12:27 AM |
| 62 | youtube channel | 6/12/2013 12:02 AM |
| 63 | IPv6 detail Internet routing | 6/11/2013 11:57 PM |
| 64 | Secure DNS | 6/11/2013 11:56 PM |
| 65 | Dunno which atm :) | 6/11/2013 11:42 PM |
| 66 | DNS. | 6/11/2013 10:39 PM |
| 67 | ISP best practices. | 6/11/2013 10:27 PM |
| 68 | a real world implementation of IPv6. I followed the IPV6 course but that was way too high level. New that Telenet and Belgacom finally offer ipv6 peering in Belgium, perhaps ask them for a ipv6 implementation demo. Show people why IPv6 should be setup , even when there's 'no need' for IPv6 cend user addresses. | 6/11/2013 10:00 PM |

| 69 | BGP4 | 6/11/2013 9:55 PM |
| 70 | IPv4 to IPv6 migration | 6/11/2013 9:16 PM |
| 71 | new members, with no solide IT know-how | 6/11/2013 9:12 PM |
| 72 | government | 6/11/2013 9:11 PM |
| 73 | Best Practices ... BGP .. Route Filtering Filtering for BCP 38...etc .etc.... | 6/10/2013 11:57 PM |
| 74 | ? ? ? | 6/9/2013 10:24 PM |
| 75 | Laws about using Internet resources worldwide. | 6/7/2013 5:26 PM |
| 76 | Palestine | 6/7/2013 5:03 PM |
| 77 | RIPE | 6/7/2013 9:44 AM |
| 78 | more detailed information on 4-to-6 migration strategies or also real experiences. Tech implications Hidden costs | 6/7/2013 1:38 AM |
| 79 | dealing with regulators/law enforcement | 6/6/2013 8:04 PM |
| 80 | Maybe an ISP 'best practice' course concentrating on technical deployment of v4/v6 services | 6/6/2013 7:38 PM |
| 81 | For example, in Poland | 6/6/2013 2:22 AM |
| 82 | BGP and tracking of IP Address use on networks. | 6/6/2013 1:09 AM |
| 83 | Legal report, legal intercept, etc. | 6/6/2013 12:44 AM |
| 84 | Anti-spam? Mitigating some attacks? Using RIPE Atlas data? | 6/5/2013 9:22 PM |
| 85 | IPv6 | 6/5/2013 9:00 PM |
| 86 | Thecnical course about, DNS, IPv4, IPv6, migrations, etc.. | 6/5/2013 5:44 PM |
| 87 | help and FAQs | 6/5/2013 3:53 PM |
| 88 | Browbeating everyone to use IPv6. | 6/5/2013 4:48 AM |
| 89 | Resourse transfers | 6/5/2013 2:42 AM |
| 90 | etc | 6/5/2013 12:44 AM |
| 91 | working with IPv6 | 6/5/2013 12:36 AM |
| 92 | generic technical best practices | 6/5/2013 12:24 AM |
| 93 | Security | 6/4/2013 11:25 PM |
| 94 | Using other RIPE tools like RIS, Atlas, DNSMonitor ... | 6/4/2013 10:27 PM |
| 95 | DNSSEC | 6/4/2013 7:00 PM |
| 96 | More on IPv6, including something like "IPv6 for managers", to help argue for budget to implement IPv6 | 6/3/2013 4:28 PM |
| 97 | BGP best practices and examples of possible issues and remedial actions etc. | 6/1/2013 12:20 AM |
| 98 | BGP | 5/31/2013 9:12 PM |
| 99 | Technical courses (BGP, peering, MPLS, ...) | 5/31/2013 7:40 PM |
| 100 | LIR sponsoring and other LIR stuff | 5/31/2013 5:26 PM |
| 101 | IT Governance | 5/31/2013 3:00 AM |
| 102 | Legal and law questions specific to different countries | 5/31/2013 12:09 AM |
| 103 | RPKI | 5/30/2013 7:29 PM |
| 104 | Which policies are relevant for specific areas (ISP, SMB, Enterprises, ...). | 5/30/2013 7:18 PM |
| 105 | e-learning course for each RIPE NCC Service | 5/30/2013 6:46 PM |
| 106 | IPv6 | 5/30/2013 5:44 PM |
| 107 | DNSSEC, Bind, | 5/30/2013 4:23 PM |
| 108 | IP V6 | 5/30/2013 4:19 PM |
| 109 | transition from ipv4 to ipv6 | 5/30/2013 3:52 PM |
| 110 | BGP. IPv6 Deployment and Security. | 5/30/2013 6:14 AM |
| 111 | RIPE NCC should only engage with training directly related to its activities never entering in competition with parties providing training on Internet technologies. | 5/30/2013 3:46 AM |
| 112 | DNSSEC | 5/30/2013 3:17 AM |
| 113 | RIPE NCC needs to provide more training and awareness of IPv6. Not just in relation to IPv6 resources in the RIPE DB but basic introductions of IPv6 networks etc. | 5/30/2013 1:26 AM |

| 114 | RIPE database, object hierarchy | 5/30/2013 1:12 AM |
| 115 | BGP if possible. | 5/30/2013 1:09 AM |
| 116 | more ipv6 please. I attend 2 courses still ipv6 is not clear why ipv6 why ? | 5/30/2013 1:00 AM |
| 117 | DNSSEC | 5/30/2013 12:55 AM |
| 118 | Security DDoS mitigation, | 5/30/2013 12:52 AM |
| 119 | DNS, DNSSEC, | 5/29/2013 8:05 PM |
| 120 | ipv6 in depths… | 5/29/2013 8:05 PM |
| 121 | Transition mecanisms from IPv4 to IPv6 | 5/29/2013 8:01 PM |
| 122 | How to use Ripe's monitoring, statistics for every day work. | 5/28/2013 9:52 PM |
| 123 | Policy development process Best practices for operators, LIRs, managers | 5/28/2013 9:35 PM |
| 124 | More in depth IPv6 and DNS training. | 5/28/2013 1:38 AM |
| 125 | Atlas usage | 5/28/2013 1:12 AM |
| 126 | comprehensively ))) | 5/28/2013 1:04 AM |
| 127 | Provide training material for universities so graduates have some clue how the industry actually works | 5/27/2013 5:51 PM |
| 128 | Show the tools and explain how to use them. | 5/26/2013 8:48 AM |
| 129 | IPv6 | 5/24/2013 10:07 AM |
| 130 | Policy development process and how to involve in it | 5/24/2013 1:05 AM |
| 131 | Informing networks about the importance of accurate and up to date IRR information. | 5/23/2013 2:09 AM |
| 132 | BGP best practises and routing practises | 5/22/2013 5:12 PM |
| 133 | A follow up 2-3 years after the first LIR course. | 5/22/2013 5:05 PM |
| 134 | IRAN | 5/22/2013 3:52 PM |
| 135 | BGP | 5/22/2013 2:55 AM |
| 136 | more detail from BCP might be a nice idea to generate more awareness | 5/21/2013 11:40 PM |
| 137 | Yes, I feel RIPE NCC are perfectly placed to provide a range of training courses. | 5/21/2013 7:36 PM |
| 138 | router security tips for end users and ISP's (e.g. secure/best practice BGP template) | 5/21/2013 6:30 PM |
| 139 | Security aspects of Internet routing | 5/21/2013 6:28 PM |
| 140 | Internet Governance | 5/21/2013 6:00 PM |
| 141 | The obvious IPV6 topic which of course RIPE is already committed to promoting. | 5/21/2013 5:43 PM |
| 142 | Maybe some technical best practices. | 5/21/2013 5:41 PM |
| 143 | more general IPv6 courses (not just how to do IPv6 in the RIPE database), including "management-level" courses to convince management to move to IPv6 | 5/21/2013 5:34 PM |
| 144 | BGP best practices | 5/21/2013 5:24 PM |
| 145 | best practices from operators | 5/21/2013 5:33 AM |
| 146 | labs, stat, bgplay, etc | 5/21/2013 2:37 AM |
| 147 | Suggestions on how large scale organizations (e.g. umbrella structure organizations where a parent company has several subsidaries/affiliates) should strucure their IP Address management. | 5/19/2013 11:47 PM |
| 148 | DNS/DNSSEC trainings are missing | 5/18/2013 2:16 AM |
| 149 | Security, best practices. | 5/17/2013 9:41 PM |
| 150 | More on the RLPS | 5/17/2013 9:19 PM |
| 151 | RPKI | 5/17/2013 9:15 PM |
| 152 | More general IP related training for beginners, or "educating educators" | 5/17/2013 9:13 PM |

## Q42 Should the RIPE NCC invest in developing its remote training options (E-learning Centre, webinars, online tutorials, etc.)?

Answered: 1,887   Skipped: 1,746
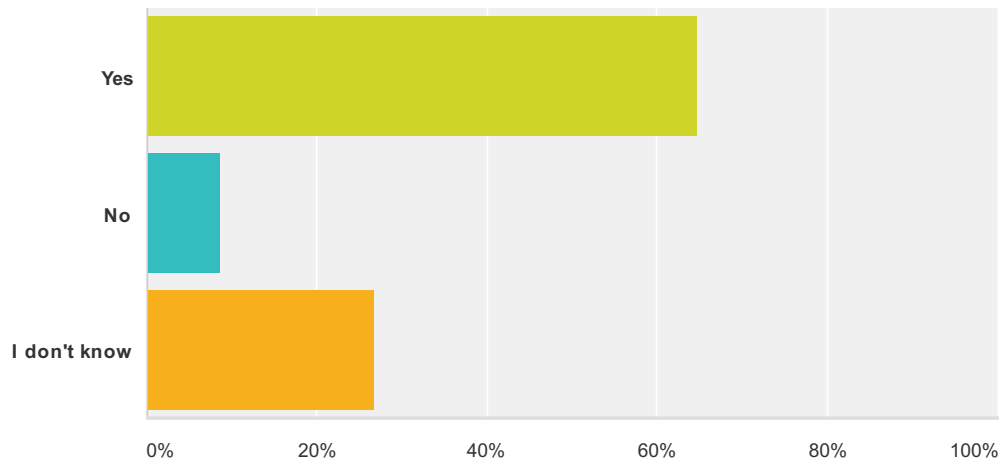


| Answer Choices | Responses | |
| --- | --- | --- |
| **Yes** | **64.55%** | 1,218 |
| **No** | **8.69%** | 164 |
| **I don't know** | **26.76%** | 505 |
| Total | | 1,887 |

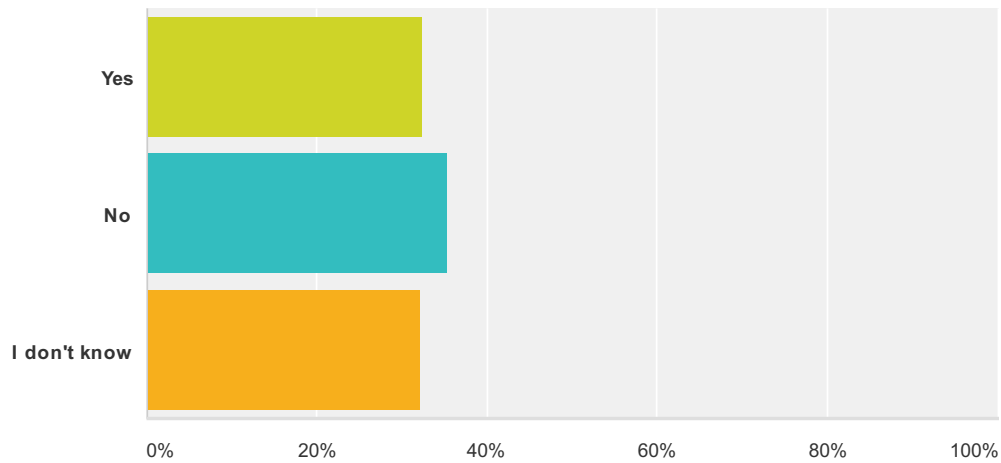| # | Additional comment | Date |
| --- | --- | --- |
| 1 | YES | 6/23/2013 8:18 PM |
| 2 | YES | 6/23/2013 7:53 PM |
| 3 | in Moscow Area pls))) i give U my big office | 6/23/2013 4:18 AM |
| 4 | I have not looked at the e-learning services provided by RIPE but I will ensure that I do that soon. | 6/20/2013 7:43 PM |
| 5 | In some limited way. | 6/20/2013 6:18 PM |
| 6 | Please provide all training material in standart formats (no more flash). | 6/16/2013 1:24 AM |
| 7 | Remote training is good idea but I can not assess the situation now. | 6/14/2013 5:31 PM |
| 8 | No time, but it's useful | 6/14/2013 2:24 AM |
| 9 | Havent used the Services due to my tough schedule yet. | 6/13/2013 8:49 AM |
| 10 | depends on the money the small ISPs have to pay for | 6/13/2013 12:29 AM |
| 11 | important to identify key areas/new developments rather than just blindly update everything. | 6/12/2013 10:12 PM |
| 12 | On line tutorials whith subtitles in english | 6/12/2013 9:21 PM |
| 13 | Not really about training but it would be nice to have more up-to-date information in FAQs | 6/12/2013 8:48 PM |
| 14 | Our organisation would benefit from an increased level of knowledge. This situation is probably more related to internal issue rather than Ripe issues. | 6/12/2013 8:36 PM |
| 15 | Yes, but on site trainings are still good as peoples can meet and known each other. | 6/12/2013 8:04 PM |
| 16 | I think it becomes handy when people have less time to travel to an on-site course. | 6/12/2013 6:36 PM |
| 17 | One of the primary role of the RIPE NCC should be to inform the internet community in the region - no matter in what way. | 6/12/2013 5:26 PM |
| 18 | specific tutorials for doing specific things in database or on network | 6/12/2013 12:42 PM |
| 19 | As my native language is French, I'd like to find French ressources | 6/12/2013 5:43 AM |
| 20 | online tutorials | 6/12/2013 4:47 AM |
| 21 | create simple diagrams of most common operations that members perform on the portal or web page | 6/12/2013 3:55 AM |

| 22 | please create a multilanguage interface | 6/12/2013 2:57 AM |
|---|---|---|
| 23 | I think on site training is always better | 6/12/2013 2:44 AM |
| 24 | I find it great today but every services is getting better every year and as long Ripe NCC is following trends and new possibility its great. | 6/12/2013 2:29 AM |
| 25 | For online tutorial | 6/12/2013 2:19 AM |
| 26 | Actually, remote training should perhaps be considered the _primary_ option. It might be worth to develop (or use a ready-made) complete online training platform, including instruments for communication between the students (and the trainers), not much unlike the online courses provided by organizations like Coursera. While the webinars could provide somewhat similar experience, they generally lack the systematic educational approach. | 6/12/2013 1:43 AM |
| 27 | Make things so easy that no training is needed anymore, provide tutorials for usual tasks with RIPE | 6/12/2013 1:25 AM |
| 28 | An E-learning guide would be handy, something like a tree with all trainings and how they depend on one another. | 6/12/2013 1:10 AM |
| 29 | could be, but I never used the E-Learning Center | 6/11/2013 10:31 PM |
| 30 | Better quality webinars (Sound, video etc.) | 6/11/2013 9:48 PM |
| 31 | I'm not a regular use, just been testing | 6/9/2013 10:24 PM |
| 32 | we prefer face to face training | 6/6/2013 8:04 PM |
| 33 | You guys are good at this stuff and should do what you do best right. | 6/6/2013 7:38 PM |
| 34 | beter tuturiolas which are needed when when we want | 6/6/2013 3:55 AM |
| 35 | It seems enough. | 6/6/2013 1:38 AM |
| 36 | If there's ny use of them, then yes | 6/6/2013 12:45 AM |
| 37 | I think the 'community' part of RIPE's message is stronger when not teaching online. But reaching larger numbers is also important. | 6/6/2013 12:44 AM |
| 38 | Onsite meetings in my country (france) are rare. Remote training may be an option? | 6/6/2013 12:36 AM |
| 39 | Yes if they are actually used. Otherwise no | 6/5/2013 6:42 AM |
| 40 | onsite trainings are important. they should be key to improve engagement between NCC and membership. | 6/5/2013 12:24 AM |
| 41 | Knowledge base where members can participate and suggest new topics | 6/4/2013 7:00 PM |
| 42 | but some effort should be maintained | 6/3/2013 11:56 PM |
| 43 | Maybe publish video for download - offline learning… | 5/31/2013 8:02 PM |
| 44 | But like I get information (repeatedly) about voting for the RIPE meetings, I could get more information on E-learning. I never heard about it. | 5/31/2013 4:37 PM |
| 45 | I have seen recorded version of Webinars, The sound quality is not good. Even the Video itself is not so proffessional. | 5/31/2013 2:29 AM |
| 46 | Since I don't know the current offerings, I can't judge. | 5/30/2013 11:41 PM |
| 47 | For me personally I prefer on-site training | 5/30/2013 8:23 PM |
| 48 | I have just took a look and find the quite useful. | 5/30/2013 6:14 AM |
| 49 | Maybe get into tablet applications | 5/30/2013 1:27 AM |
| 50 | Focus on unscheduled remote training, please. | 5/29/2013 8:36 PM |
| 51 | Not as substitute of onsite training. | 5/29/2013 8:05 PM |
| 52 | We got through everything since 2005 by reading specs or technical descriptions. If companies/entities choose to hire non-tech staff to administrate their RIPE NCC stuff, they simply should not. Same with firewalls.. If you have someone who wants to click your firewall, he is probably not qualified to secure systems.. | 5/29/2013 7:48 PM |
| 53 | Any training RIPE NCC does should be recorded and put online so they turn into online training. | 5/29/2013 7:37 PM |
| 54 | Please prepare courses in Russian. | 5/28/2013 9:35 PM |
| 55 | Use toolsets created by 3rd party. They do it most effectively (coursera?) | 5/28/2013 1:12 AM |
| 56 | Yes, in the first place - E-learning Centre, webinars, online tutorials. | 5/28/2013 1:04 AM |
| 57 | Information on these resources is readily available. Email newsletters and Twitter feeds provide a great way of staying up to date. That should be enough, if you ask us | 5/27/2013 9:16 PM |
| 58 | It would be nice, if the training documents would be available in several languages (e.g. german). | 5/27/2013 5:28 PM |
| 59 | provide training in other languages than English | 5/24/2013 1:05 AM |
| 60 | E-learning doesn't work, only training in person does. | 5/23/2013 2:09 AM |

| 61 | Haven't tried what is there yet. So that is kinda hard to answer … | 5/22/2013 12:17 AM |
|---|---|---|
| 62 | It's sometimes very challenging and prohibitive to release staff from the office; being able to release them to a training room in the building is sometimes more beneficial | 5/21/2013 11:40 PM |
| 63 | RIPE's training can be difficult to get to due to the broad diversity of the regions it covers. Whilst this is often in bigger cities, it is still not always possible to attend. | 5/21/2013 6:45 PM |
| 64 | Please stop training courses all over the world and enhance online training cources. Remember, this is the 21th century … | 5/21/2013 6:33 PM |
| 65 | We need to reach the folk who are unable to attend meetings, etc. | 5/17/2013 9:15 PM |

## Q43 Should the RIPE NCC train external parties to be trainers in RIPE NCC-related areas?

Answered: 1,882   Skipped: 1,751



| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **32.41%** | 610 |
| **No** | **35.33%** | 665 |
| **I don't know** | **32.25%** | 607 |
| Total | | 1,882 |

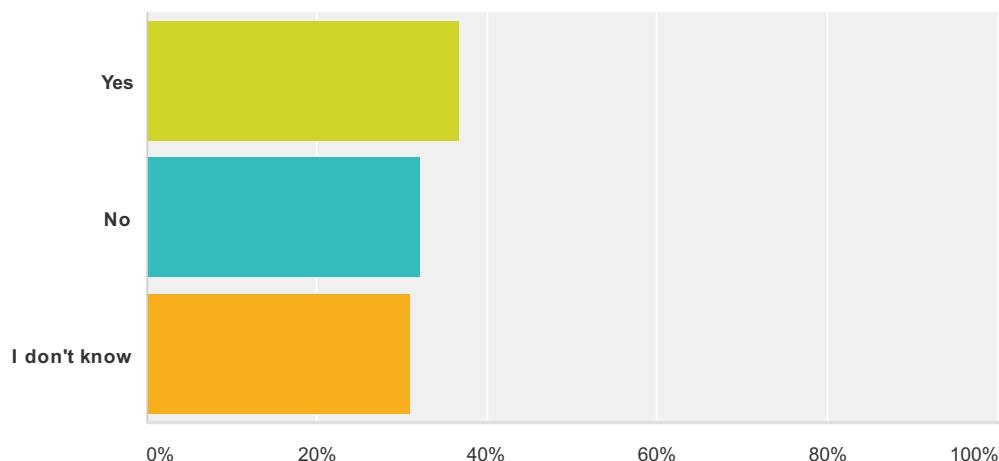| # | Additional comment | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:18 PM |
| 2 | YES | 6/23/2013 7:53 PM |
| 3 | !!!! | 6/23/2013 4:18 AM |
| 4 | I think the answer to this would depend on why RIPE would want to. If the reason is to be able to offer more local courses then I agree that external parties should be able to offer the courses. | 6/20/2013 7:43 PM |
| 5 | senior engineers of famous telecom operators who successfully implemented subject of training course in practice | 6/20/2013 6:29 PM |
| 6 | But they should not exploit this for maximising their profits. | 6/18/2013 8:10 AM |
| 7 | "train the trainers" looks like a good idea; encouraging use of NCC's training material + potentially cooperation on developement also. check 3rd parties related training and officially recognize some form of "approved" | 6/17/2013 10:41 AM |
| 8 | Again, in Hungary, lots of people don't understand and speak English, but operate ISP-s…. | 6/15/2013 9:21 PM |
| 9 | It should train LIR members to be trainers | 6/13/2013 4:55 PM |
| 10 | Why not. If it´s good for the Training effect | 6/13/2013 8:49 AM |
| 11 | if external parties are trained this should be a non-profit operation, eg local isp-associations could help there. in Austria: ISPA | 6/13/2013 12:46 AM |
| 12 | but only if some areas are identified where there is clear demand for this. | 6/12/2013 10:12 PM |
| 13 | It would be interesting to have local hands on advice. | 6/12/2013 8:36 PM |
| 14 | Being able to do this would provide greater availability of the chronically over-subscribed training courses, whilst possibly lowering quality and control over course content. | 6/12/2013 7:19 PM |
| 15 | I would be happy to help. | 6/12/2013 6:01 AM |
| 16 | If this is cost effective, yes. | 6/12/2013 2:36 AM |
| 17 | Probably not in western europe, maybe in less developed countries… | 6/12/2013 2:06 AM |
| 18 | There's quite a bad experience with the Cisco Academy trainings, where it's not unusual to see (at least in some parts of Europe) instructors, who themselves lack basic (or, rather, have wrong) knowledge in computer networks. This must not happen with RIPE. Also, if the emphasis is put on online training, the need for external parties might substantially decrease. | 6/12/2013 1:43 AM |

| 19 | Maybe it could be useful to set a tour of RIPE trainers to local LIR's , on request. | 6/12/2013 12:43 AM |
|----|-----|-----|
| 20 | it's too simple | 6/12/2013 12:27 AM |
| 21 | Yes, I think it would be useful to have mentors/experts in each country as a first point of contact before requiring to contact RIPE. | 6/12/2013 12:04 AM |
| 22 | I wouldn't be comfortable with it turning into a commercial venture with a premium being paid for training. | 6/11/2013 11:55 PM |
| 23 | I think it is much better to put the training, webinars videos online... Try to follow the examples of edx.org or coursera.org (just as an example) | 6/11/2013 11:18 PM |
| 24 | good idea | 6/11/2013 10:25 PM |
| 25 | I would be happy to participate in any pilot program | 6/10/2013 11:57 PM |
| 26 | is there any need for that | 6/9/2013 10:24 PM |
| 27 | only if they have something of value to add | 6/6/2013 8:04 PM |
| 28 | This is a bad idea - keep the training with your team | 6/6/2013 7:38 PM |
| 29 | Yes. External trainers should use multiple languages (like Polish). | 6/6/2013 2:22 AM |
| 30 | Hard to monitor the quality. | 6/6/2013 1:38 AM |
| 31 | Only if if it improves coverage without sacrificing quality | 6/6/2013 12:51 AM |
| 32 | could be gopd to provide in local languages | 6/5/2013 6:28 PM |
| 33 | That would be nice. Like certifications for network eqipment companies. | 6/4/2013 10:45 PM |
| 34 | certifications suggested | 6/4/2013 7:06 AM |
| 35 | Training for non members should recover any costs incurred | 6/4/2013 1:39 AM |
| 36 | but as a commeercial service | 6/3/2013 11:56 PM |
| 37 | Yes, if RIPE can ensure that the external parties are *good* trainers and that the content of the courses is approved by RIPE | 6/3/2013 4:28 PM |
| 38 | More on-line content, esp videos | 6/1/2013 12:20 AM |
| 39 | It may be a good offer for education-companies | 5/31/2013 4:37 PM |
| 40 | If possible yes. There some good Trainers in this world try to reach them. | 5/31/2013 2:29 AM |
| 41 | I wouldn't like to see something like an "Officially accredited trainer/consultant in RIPE matters" to emerge. Also, the interaction between NCC and RIPE members should continue to be as direct as it is now. | 5/30/2013 7:58 PM |
| 42 | it is better training to be directly under supervision of RIPE to meet desired quality | 5/30/2013 4:19 PM |
| 43 | the advantage for having RIPE NCC employee as trainer that it is easier to contact RIPE NCC in a more informal way | 5/30/2013 5:34 AM |
| 44 | Depending on a hard screening process obviously. | 5/30/2013 2:42 AM |
| 45 | I would need a breakdown of the costs involved to assess this properly. I do not have any fundamental objection to external trainers. | 5/30/2013 2:40 AM |
| 46 | I guess better keep it short and maintain full control | 5/30/2013 1:27 AM |
| 47 | In relation to raising awareness of topics like IPv6, make sure of the LIR community to help drive IPv6 adoption. | 5/30/2013 1:26 AM |
| 48 | Ukraine, Russian Federation in particular | 5/29/2013 10:35 PM |
| 49 | Better if RIPE NCC help local trainers than compete with them (they might be commercial small companies that RIPE NCC should not compete with). | 5/29/2013 7:37 PM |
| 50 | Please train local specialists who are authoritative people for local community | 5/28/2013 9:52 PM |
| 51 | Train local specialists, who are authoritative persons for local technical community. | 5/28/2013 9:35 PM |
| 52 | law enforcement, government. | 5/28/2013 1:12 AM |
| 53 | Yes. Development of the system of training contributes to the development of the industry. | 5/28/2013 1:04 AM |
| 54 | Train trainers that can explain RIPE cources in local language | 5/24/2013 1:05 AM |
| 55 | Trainers for hire obviously have different interests then the RIPE NCC. | 5/23/2013 2:09 AM |
| 56 | if and only if external parties can help distribute good information | 5/23/2013 12:49 AM |
| 57 | I think all RIPE NCC training should be done by RIPE NCC staff, not non-RIPE.. | 5/22/2013 12:38 AM |
| 58 | If there is a clear/tangible benefit and quality/quantity does not suffer | 5/21/2013 11:40 PM |
| 59 | It could be a good option to have third parties keep the training courses, this will ensure a larger amount of courses. However interacting directly with the RIPE NCC trainers has it's upsides. Experience counts and it gives it a more "personal" touch. | 5/21/2013 9:23 PM |

| 60 | See answer to question 40 - this would allow more regional training to be offered which may be of us to smaller providers to help build communities. | 5/21/2013 6:45 PM |
| 61 | Dont waste members money on external trainers. | 5/21/2013 6:33 PM |
| 62 | Yes, if you can find high-quality external trainers | 5/21/2013 5:34 PM |
| 63 | I think what makes training work presently is that the facilitators are all NCC staff. | 5/21/2013 2:37 AM |
| 64 | yes, but do not abandon your own training programmes (let there be competition based on who does it best not only cheapest) and should probably be based on demand | 5/21/2013 2:18 AM |
| 65 | Part of the quality of the training stems from the fact that it is NCC staff delivering it. This is, I know, expensive - but the results are worth it. | 5/18/2013 5:41 PM |
| 66 | I would not like to see RIPE NCC related trainsing being offered solely by commercial training mills. | 5/18/2013 2:48 AM |

## Q44 Should the RIPE NCC give more preference to training in developing countries than in developed countries?

**Answered: 1,870    Skipped: 1,763**



| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **36.74%** | 687 |
| **No** | **32.25%** | 603 |
| **I don't know** | **31.02%** | 580 |
| Total | | 1,870 |

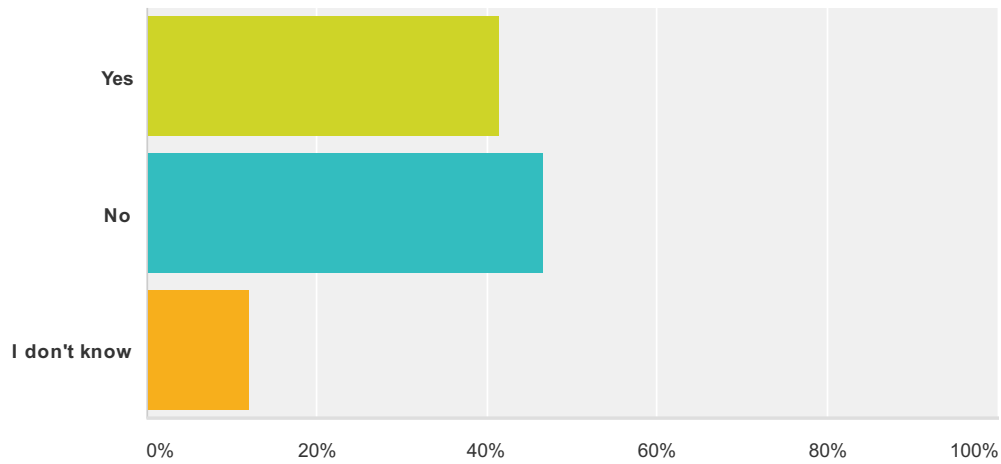| # | Additional comment | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:18 PM |
| 2 | YES | 6/23/2013 7:53 PM |
| 3 | In Spain please | 6/20/2013 9:12 PM |
| 4 | There will always be a requirement for training in both developing and developed countries. | 6/20/2013 7:43 PM |
| 5 | equal priority for both | 6/17/2013 10:33 PM |
| 6 | make sure that developing countries are supported (potentially supporting out of region actively) in general distribute according to membership and growth of membership | 6/17/2013 10:41 AM |
| 7 | Again, train in local language. | 6/15/2013 9:21 PM |
| 8 | same preference | 6/13/2013 6:52 PM |
| 9 | They should give equal importance | 6/13/2013 4:55 PM |
| 10 | Training in developing countries is an important factor - yes. But the Focus should not be higher than in developed countries. I would say a Preference of 70/30 or 60/40 (Developed/Developing Countries) would be fine. | 6/13/2013 8:49 AM |
| 11 | But developing countries should be trained as well | 6/13/2013 12:50 AM |
| 12 | it really depends on the from and content of the training, if it is simple database- or dns-database-work there should be no preference. if it were specific to the country, maybe increased training would help, but it seems unlikely to me. | 6/13/2013 12:46 AM |
| 13 | It should treat them equally | 6/13/2013 12:28 AM |
| 14 | If we look at IPv6 is there a real difference between developed and developing. For both it is an open important ussue. | 6/12/2013 11:49 PM |
| 15 | You would NOT want to have incompetent people manage internet resources for big operators | 6/12/2013 8:48 PM |
| 16 | Whilst I wouldn't say there should be a preference, developing countries should have greater availability compared to more developed countries. | 6/12/2013 7:19 PM |
| 17 | definitely yes - in order to compensate a differences | 6/12/2013 5:26 PM |
| 18 | I think RIPE NCC should offer training where it is wanted or needed and where the community is ready for it. | 6/12/2013 2:33 AM |

| 19 | well ripe could/can know where has issues with knowledge of members , and if there are trainings can be concentrated on that areas. | 6/12/2013 2:16 AM |
|----|----|----|
| 20 | Only if the developing countries request it... | 6/12/2013 2:06 AM |
| 21 | What are developing countries? | 6/12/2013 1:48 AM |
| 22 | Surprisingly (or perhaps not, considering the trends), the level in the developed countries might be lower than in, at least some, developing countries. Having said that, however, it's also a fact that in many developing countries (especially in academic or other non-profit organizations) it's very difficult to justify spending the already limited budgets for training that is abroad and in generally expensive places. Again, this is a strong point for more emphasis on the online training (provided that is also becomes more involved and interactive). | 6/12/2013 1:43 AM |
| 23 | Only if there's need for training, and the number of questions to NCC and the difficulty level would point out that need. | 6/12/2013 1:10 AM |
| 24 | I consider this very important since I live in Albania and would really benefit from this. | 6/12/2013 12:06 AM |
| 25 | But only in areas where the training is beneficial to the country in question. Giving preference for the sake of preference helps no-one. | 6/11/2013 11:55 PM |
| 26 | I think it is much better to put the training, webinars videos online... Try to follow the examples of edx.org or coursera.org (just as an example) | 6/11/2013 11:18 PM |
| 27 | Per haps ... not more preference but more Focus.. .for onsite training... it is easier for western European ... NCC Members to Travel then their less well of Counterparts... Training could be made more local for the Developing countries /// perhaps based on NCC Membership numbers... Local Politics shoul | 6/10/2013 11:57 PM |
| 28 | Why? We all pay the same fees I believe | 6/6/2013 7:38 PM |
| 29 | Some "developing countries" e.g. are showing more IPv6 activities than "developed countries". Let it depend on requirements. | 6/6/2013 12:49 AM |
| 30 | Developing countries, within the RIPE NCC's service region. | 6/5/2013 12:24 AM |
| 31 | plenty of newbies in developed countries too. Don't they deserve decent training too? | 6/4/2013 12:36 AM |
| 32 | Should be equal | 6/1/2013 12:20 AM |
| 33 | If it makes sense (practically) | 5/31/2013 4:37 PM |
| 34 | All countries should be treated the same. | 5/31/2013 2:29 AM |
| 35 | Yes, to offer them a boost in terms of expertise required to catch up with the developed countries. | 5/30/2013 7:25 PM |
| 36 | It should be equal | 5/30/2013 4:43 PM |
| 37 | training should be same | 5/30/2013 3:52 PM |
| 38 | Is it needed? | 5/30/2013 5:34 AM |
| 39 | Fact is most of the RIPE members are First or Second world countries, while support for the developing countries is important the main userbase is developed and should get the main attention as well. | 5/30/2013 2:42 AM |
| 40 | There shouldn't be any preference in training | 5/30/2013 1:27 AM |
| 41 | It should offer training where there is demand for it. | 5/30/2013 12:55 AM |
| 42 | I don't see the RIPE NCC's role as one that should provide technical trainings. There is definitely a need for this, particularly in developing countries, but the RIPE NCC shouldn't take on this task. One might consider the RIPE NCC supporting other organisations in their work, but they should not compete with other training companies in this task. | 5/29/2013 9:10 PM |
| 43 | Equally | 5/29/2013 8:05 PM |
| 44 | Training should happen where needed. | 5/29/2013 7:37 PM |
| 45 | do not segregate. | 5/28/2013 1:12 AM |
| 46 | Yes, I agree. This should be given special importance. | 5/28/2013 1:04 AM |
| 47 | Provided the training yields good results in these areas, we would strongly recommend this measure. That is, keeping in mind new LIRs in "developed" countries do need training too. | 5/27/2013 9:16 PM |
| 48 | Equal preference preferred | 5/23/2013 10:39 PM |
| 49 | I can't really say either, I feel the RIPE NCC should give training where training is needed, regardless of the countries developing status. | 5/22/2013 12:38 AM |
| 50 | Should be the same level in all countries. | 5/21/2013 6:47 PM |
| 51 | Geographically spreading the course locations is fine & RIPE NCC already does so. Also evaluating year to year changes of LIRs within respective countries - deviations from average (little/many) can serve as a factor for choosing the course destinations. I suspect, RIPE NCC already does a similar sort of evaluation. | 5/21/2013 6:22 PM |
| 52 | Keep it equal. | 5/21/2013 6:07 PM |
| 53 | What's "developing country" in the RIPE NCC area ? | 5/21/2013 5:54 PM |

| 54 | I think the same levels of training should be afforded to all where possible. | 5/21/2013 2:37 AM |
| 55 | Should probably be based on demand. | 5/21/2013 2:18 AM |
| 56 | Training should be demand-based | 5/19/2013 1:35 AM |
| 57 | This is a qualified 'Yes' because new LIRs & engineers are constantly appearing even in "developed" countries. | 5/18/2013 11:44 PM |

## Q45 Should the RIPE NCC invest in converting training courses and documentation into languages other than English?

Answered: 1,880   Skipped: 1,753



| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **41.28%** | 776 |
| **No** | **46.54%** | 875 |
| **I don't know** | **12.18%** | 229 |
| Total | | 1,880 |

| # | Additional comment | Date |
|---|---|---|
| 1 | yes is necessary | 6/24/2013 8:08 PM |
| 2 | YES | 6/23/2013 8:18 PM |
| 3 | YES | 6/23/2013 7:53 PM |
| 4 | why not, but I understand that the English one is the best to training | 6/20/2013 9:12 PM |
| 5 | This is a difficult one but I think that the NCC should definitely translate the documentation into other languages. I don't know whether training courses should be held in other languages. | 6/20/2013 7:43 PM |
| 6 | In French | 6/20/2013 7:21 PM |
| 7 | It is essencial to transmit the knowledge inside the company. | 6/20/2013 7:13 PM |
| 8 | Russian | 6/20/2013 6:41 PM |
| 9 | Only in case of 100% guarantee of conversion quality. | 6/20/2013 6:29 PM |
| 10 | German | 6/18/2013 6:59 PM |
| 11 | Not necessary all | 6/18/2013 5:40 PM |
| 12 | english is technical language of choice, delegate translation to national offices if possible | 6/17/2013 10:33 PM |
| 13 | rather support local activeties than significantly invest | 6/17/2013 10:41 AM |
| 14 | it would be very nice if you can invest in converting training courses and documentation into other languages such as Farsi . | 6/15/2013 4:06 PM |
| 15 | But I would like to see them on Russian language. :) | 6/14/2013 5:31 PM |
| 16 | Persion is very important 4 country is in persian | 6/14/2013 8:30 AM |
| 17 | French ? | 6/14/2013 2:24 AM |
| 18 | for sure this is very important | 6/13/2013 6:40 PM |
| 19 | Catalan | 6/13/2013 5:29 PM |
| 20 | Or English or Catalan | 6/13/2013 5:29 PM |
| 21 | Can always be usefull. | 6/13/2013 5:24 PM |

| 22 | Some things will be "lost in translatin" | 6/13/2013 4:55 PM |
| 23 | russian | 6/13/2013 4:05 PM |
| 24 | German of course :) Spanish, Dutch and maybe French .. Those would be the most important ones. | 6/13/2013 8:49 AM |
| 25 | English is perfectly OK for us. | 6/13/2013 7:22 AM |
| 26 | Sometimes could be usefull | 6/13/2013 1:56 AM |
| 27 | next action would be registration in own language which will break accessibility for all other members | 6/13/2013 1:26 AM |
| 28 | on the other side the interfaces might then also need translation, so probably english is the way to go for the time being. | 6/13/2013 12:46 AM |
| 29 | Internet is 90% english. | 6/13/2013 12:22 AM |
| 30 | People should think of how to level up with english language. 99% of all the documentations is done on english and it evolves all the time. If we try to translate it to different languages we may not be always supplied with accurate version of the information. | 6/12/2013 11:49 PM |
| 31 | case-by-case analysis on benefits would be needed, situation may be different in different countries/language areas. | 6/12/2013 10:12 PM |
| 32 | Very good option | 6/12/2013 9:21 PM |
| 33 | If you cant understand english you are in deep trouble in the Internetcommunity anyhow ... | 6/12/2013 7:45 PM |
| 34 | of course! | 6/12/2013 6:46 PM |
| 35 | Persian for Iranian people | 6/12/2013 6:14 PM |
| 36 | maybe with subtitle | 6/12/2013 5:34 PM |
| 37 | English is sufficient | 6/12/2013 5:26 PM |
| 38 | Yes, Yes, Yes! | 6/12/2013 5:12 PM |
| 39 | ESPAÑOL | 6/12/2013 4:57 PM |
| 40 | SPAIN | 6/12/2013 4:50 PM |
| 41 | Spanish | 6/12/2013 4:11 PM |
| 42 | I think language is the main barrier. Translations would really help in spreading the basic knowledge about "how RIPE works" | 6/12/2013 7:15 AM |
| 43 | To me, documentation written in English is perfectly OK, but taking a training course in English would be difficult (listening comprehension not too good) | 6/12/2013 6:26 AM |
| 44 | French ?... | 6/12/2013 5:43 AM |
| 45 | maybe - if there is demand (&funding), why not? | 6/12/2013 4:51 AM |
| 46 | english is sufficient | 6/12/2013 3:44 AM |
| 47 | All comunication should be in english to not make any mistaek in translate | 6/12/2013 3:06 AM |
| 48 | 100% | 6/12/2013 2:57 AM |
| 49 | English is the language of the internet. Google Translate will do the job at no cost at all. | 6/12/2013 2:33 AM |
| 50 | Especially eastern Europe countries struggle with English, so documentation in their native tongue would be important to facilitate IPv6. | 6/12/2013 2:13 AM |
| 51 | At least in some countries (my experience is with Bulgaria), there's actually a problem with the proper translation of different networking-related terms and definitions, where different authors (not to mention the laymen) prefer different translations (or not to translate at all), sometimes with rather confusing results. Hence, it might be even worth to consider cooperation with the local academic institutions in order to develop a consistent glossary. This might be seen as a first step in the conversion process. | 6/12/2013 1:43 AM |
| 52 | Yes,the only one reason i don't want participate in RIPE NCC activities - is no information in russian language of your documentation on services | 6/12/2013 1:39 AM |
| 53 | I think French and German would be a good option. | 6/12/2013 1:25 AM |
| 54 | Collaboration with local entities to make that. | 6/12/2013 1:13 AM |
| 55 | but please, choose trainer with a good english pronunciation :-) | 6/12/2013 12:47 AM |
| 56 | Not everyone speaks English, and a requirement that you learn English before benefiting from training can only prevent non English speakers from learning. | 6/11/2013 11:55 PM |
| 57 | Spanish, French, German | 6/11/2013 11:10 PM |
| 58 | Internet = English | 6/11/2013 10:00 PM |
| 59 | Useless, English is the language the internet relies upon. | 6/11/2013 9:49 PM |
| 60 | I'm expect supporting official UN languages. ;) | 6/11/2013 9:24 PM |

| 61 | Most people using the RIPE database have a good knowledge of English | 6/11/2013 8:54 PM |
|---|---|---|
| 62 | Russian | 6/7/2013 7:03 PM |
| 63 | IF RIPE NCC begins to translate to a language. It should translate ALL the languages of which are spoken in its region. OTHERWISE there would be discrimination! So in my opion, RIPE NCC have one FORMAL language and it is ENGLISH and it should stay this. (as you can see, my english is not perfect though) | 6/7/2013 5:26 PM |
| 64 | Spanish French German | 6/6/2013 7:15 PM |
| 65 | Polish :) | 6/6/2013 6:29 PM |
| 66 | Maybe into Russian language! | 6/6/2013 4:20 AM |
| 67 | It will be kind if documentation would be in polish. | 6/6/2013 2:22 AM |
| 68 | Yes, but a very complicated task, perhaps most used languages ?? Spanish, French, German ?? | 6/6/2013 1:40 AM |
| 69 | We want a Greece Version | 6/6/2013 12:35 AM |
| 70 | Yes, it is obligatory! | 6/5/2013 10:22 PM |
| 71 | There are a lot of enthusiasts which can be hired for this task almost for nothing. | 6/5/2013 9:22 PM |
| 72 | Russian | 6/5/2013 7:13 PM |
| 73 | it would simplify the process of familiarization and learning opportunities RIPE NCC | 6/5/2013 3:59 PM |
| 74 | in Russian | 6/5/2013 3:53 PM |
| 75 | Focus first on languages than are used as a common 2nd language for several countries. Afterwards, focus on languages where the degree of proeficiency in english is generically low. | 6/5/2013 12:24 AM |
| 76 | Russian | 6/4/2013 11:59 PM |
| 77 | Russian lang please. | 6/4/2013 11:40 PM |
| 78 | would be nice | 6/4/2013 7:06 AM |
| 79 | Yes, but only if the translators have a strong technical/networking background. Otherwise the translated materials are worthless. | 6/3/2013 4:28 PM |
| 80 | At least the basic knowledge could well be tranlated and written in a 'RIPE for Dummies' - style | 5/31/2013 4:37 PM |
| 81 | swedish | 5/30/2013 9:58 PM |
| 82 | Italian for first | 5/30/2013 7:44 PM |
| 83 | Russian langauge | 5/30/2013 6:43 PM |
| 84 | French ? | 5/30/2013 6:38 PM |
| 85 | In my view english as a default language for technology workers should be the goal of everyone in the IT community. | 5/30/2013 4:43 PM |
| 86 | as all tools and environment are in english so such effort just create overhead without a lot of gain | 5/30/2013 4:19 PM |
| 87 | it would be nice if courses and documentation will be ia russian language | 5/30/2013 1:13 PM |
| 88 | Except maybe danish ;-) Just kidding | 5/30/2013 6:25 AM |
| 89 | polish | 5/30/2013 6:14 AM |
| 90 | I don't mind that the trainings are in English but feel that they should be available in at least French, German, Spanish and one or more Central European languages. Perhaps a collaboration with the European Commission can be helpful here. | 5/30/2013 12:57 AM |
| 91 | We are in Europe, it would be nice to be able to talk in my native language (Greek). | 5/30/2013 12:53 AM |
| 92 | Not because of me, but I met countless technical people with limited English skills that would struggle to find their way along the RIPE Portals and Database. | 5/29/2013 8:36 PM |
| 93 | personally I do not have problems being trained in english | 5/29/2013 8:05 PM |
| 94 | NO!!! This would be an absolute waste of resources! | 5/29/2013 7:48 PM |
| 95 | …and/or offer others to do so. | 5/29/2013 7:37 PM |
| 96 | Needed Turkish, but there are no Turkish documentation on this. | 5/29/2013 7:32 PM |
| 97 | Trainslate courses material and summary of main RIPE documents (policy, billing schema) | 5/28/2013 9:52 PM |
| 98 | Translate training courses documentation and summary of main RIPE documents | 5/28/2013 9:35 PM |
| 99 | Although the international working language is English, at the regional level is very important to learning the national language - this will contribute to the growth and development of technology. | 5/28/2013 1:04 AM |
| 100 | One of the members of this LIR thinks the community could take care of this - the one that would collaborate. We, as a group, have no opinion. | 5/27/2013 9:16 PM |
| 101 | Absolutely not! It is 2013, everyone should be mastering English at a professional level or you will have a short career in this industry. | 5/23/2013 2:09 AM |

| 102 | Possibly the major European Languages (i.e. French/German/Spanish) | 5/23/2013 1:26 AM |
| --- | --- | --- |
| 103 | I like that we have just one language as the official language and when we talk to each other across borders we do nut suddenly have to convert $item from $language1 to $language2 to make sure we're talking about the same thing. It's difficult enough with just one language, I dread where we could go with more languages. That being said, it might pay off to have a RIPE NCC trainer that speaks the local language ;-) | 5/22/2013 12:38 AM |
| 104 | I think this would be useful especially for staff who do not have a solid grasp on English; | 5/21/2013 11:40 PM |
| 105 | basic information about ripe, ripe DB, policies in german please | 5/21/2013 11:17 PM |
| 106 | I suppose it could help, but nowadays everyone speaks english, the wg and all communication with the RIPE NCC is made in English. The community is also using English. Maybe just the strictly operational trainings could have some use in other languages. | 5/21/2013 9:23 PM |
| 107 | Probably. | 5/21/2013 7:36 PM |
| 108 | If it helps in developing countries, could be a good idea. | 5/21/2013 6:47 PM |
| 109 | as an English speaker I've no idea what the demand would be for this so I can't comment. | 5/21/2013 2:37 AM |
| 110 | maybe in Russia | 5/19/2013 10:54 PM |
| 111 | Maybe in russia | 5/19/2013 10:16 PM |
| 112 | This language set should be limited, however. Russian & Arabic may be sufficient. | 5/18/2013 11:44 PM |
| 113 | Being a native English speaker, I cannot comment on this. Everyone else speaks much better English than I do any other language :-) | 5/18/2013 5:41 PM |

## Q46 Do you have any other comments about Training Services?

Answered: 1,876   Skipped: 1,757
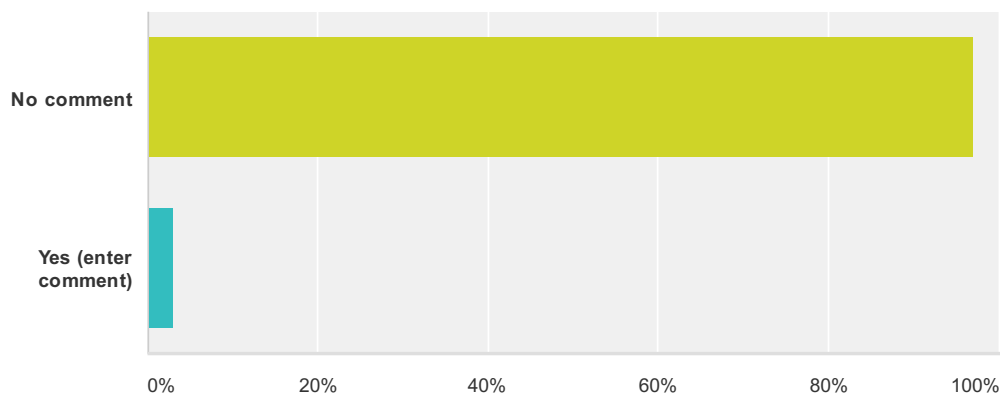


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **96.91%** | 1,818 |
| **Yes (enter comment)** | **3.09%** | 58 |
| Total | | 1,876 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:18 PM |
| 2 | YES | 6/23/2013 7:53 PM |
| 3 | more flexible training with more technical coverage the better | 6/18/2013 8:10 AM |
| 4 | what are the activeties to validate NCC Training material? publish (or if already published make it more visible)! | 6/17/2013 10:41 AM |
| 5 | They should be more frequent | 6/13/2013 4:55 PM |
| 6 | RIPE NCC should invest in converting training courses and documentation into Russian language. | 6/13/2013 3:22 PM |
| 7 | They are very good, just wish more where int he UK :-) | 6/13/2013 5:31 AM |
| 8 | security and DDoS are big issues we see, there should be help and training provided. maybe local country CERTs could help? | 6/13/2013 12:46 AM |
| 9 | Especially Kurdish | 6/13/2013 12:23 AM |
| 10 | More samples! more information! more case studies. As a reference: RAD Data Communications they hold once a year a CIS training in Russia where they bring all their developers and engineers along with the equipment and hold 3 days of labs and case studies. Very good approach. | 6/12/2013 11:49 PM |
| 11 | Overall I'm quite happy with the training apart form I'd like to go on a course in London for advanced features. | 6/12/2013 7:58 PM |
| 12 | Please hold in Iran more local trainings | 6/12/2013 7:33 PM |
| 13 | Well for me, documentation on web is clear enough. | 6/12/2013 6:46 PM |
| 14 | more training in Israel | 6/12/2013 6:11 PM |
| 15 | Only been to one training course and I thought it was great | 6/12/2013 5:16 PM |
| 16 | To latest policies should be dedicated more time | 6/12/2013 5:02 PM |
| 17 | Videos are great, if you already know how a db works, if no.. well, hells bells, I had to look up a lot of entries in the db before I understood some of the consepts, that mean that you have missed some basic stuff for newbs like me.. (and i've been a network engineer for 20 years) | 6/12/2013 3:19 PM |
| 18 | make it available, easy to find, and easy to read/play from any platform. | 6/12/2013 12:42 PM |
| 19 | You should invest in providing more explanation 'in context' within the tooling, especially about 'normal usage'. | 6/12/2013 7:27 AM |
| 20 | keep on with the good work! | 6/12/2013 6:56 AM |
| 21 | Remote training options are good in times where travel budgets are constrained. | 6/12/2013 4:01 AM |

| 22 | First of all, I haven't attended any course for the last 3 years, so take my opinion carefully Before I used to attend them on almost yearly basis, just for getting in touch with the LIRs and get updates on new policies and developments. Having said that, I suggest to give them a more technical approach: most of the audience is technical, or at least it should be. | 6/12/2013 2:11 AM |
|----|----|----|
| 23 | Less spaming, ask members if they want this spam | 6/12/2013 2:08 AM |
| 24 | I think it is much better to put the training, webinars videos online... Try to follow the examples of edx.org or coursera.org (just as an example) | 6/11/2013 11:18 PM |
| 25 | I think each country should have local company providing LIR's related trainnig. | 6/11/2013 10:24 PM |
| 26 | I realized that many ISP, operators, providers have a little knowledge on LIR databases, They request the Allocation and close the portal and never come to it again . I am working here in Palestine to increase the awareness for the and the benefits behind it. | 6/11/2013 9:41 PM |
| 27 | Being located in the centre of Amsterdam doesn't exactly make it very reachable to those who do not live around the corner, or cheap to park. | 6/11/2013 9:22 PM |
| 28 | free for all new members for the first 2 years | 6/11/2013 9:12 PM |
| 29 | Because we have not many interaction for the LIR Portal it wasn't for me necessary to go to a trainig course. | 6/11/2013 8:55 PM |
| 30 | keep up the good work | 6/9/2013 10:24 PM |
| 31 | It must be more... | 6/6/2013 5:52 PM |
| 32 | every year training in Greece | 6/6/2013 5:44 PM |
| 33 | RIPE members normally should have the expertise to use the services and tools provided. just the manuals would be enough. | 6/6/2013 8:28 AM |
| 34 | All is good | 6/6/2013 12:45 AM |
| 35 | They were great. Thankyou to all. | 6/6/2013 12:40 AM |
| 36 | More IPv6 training Session in greece. | 6/6/2013 12:35 AM |
| 37 | It's a key service for overall NCC success. | 6/5/2013 12:24 AM |
| 38 | I attended a webinar and it was difficult to get into and the terminology used was prohibitive | 6/4/2013 12:54 AM |
| 39 | Please add more detailed online training courses and webinars. Most of them are too "introductory" and only include material that you could find yourself by reading RIPE's website. | 6/3/2013 4:28 PM |
| 40 | Sometimes the quality of training is low and mostly proper for new comers. There should be training for advanced service provider guys. | 6/3/2013 3:53 PM |
| 41 | I need more information about Training Courses | 5/31/2013 8:06 PM |
| 42 | ripe can make Questionnaire to check the needs of clients and make training for their needs | 5/30/2013 6:44 PM |
| 43 | the training recorded persentations, seminars ,, etc to be available for download. once I tried to access to a recorded one it was in the form of streaming that I had problem to play it smoothly cause of Internet quality issues | 5/30/2013 4:19 PM |
| 44 | The onsite trainers are really professional and good teachers. | 5/30/2013 6:14 AM |
| 45 | The NCC provides too much training. That can be accomplished by commercial companies on the market, and the NCC is tilting the market. | 5/30/2013 1:22 AM |
| 46 | More ipv6 ipv6 is the future so why not more ipv6? | 5/30/2013 1:00 AM |
| 47 | I think some simple, educational videos on YouTube would be useful. E-learning and shorter, more interactive online sessions and seminars is definitely the way to go. | 5/29/2013 9:10 PM |
| 48 | engage trainers in the local communities, and have them teach the material in their native language to their peers | 5/29/2013 8:01 PM |
| 49 | Will be nice if TS were collect success and unsuccess stories | 5/28/2013 5:19 PM |
| 50 | Be improved and develop! And we will help... ;-) | 5/28/2013 1:04 AM |
| 51 | Need more russian docs | 5/28/2013 12:40 AM |
| 52 | Increase capacity of the online coruses . | 5/22/2013 3:52 PM |
| 53 | As much as everybody loves web-forms, javascript syntax check, jquery popup boxes and other wonderfull shiny things. Please, never forget the command line tools ;-) | 5/22/2013 12:38 AM |
| 54 | You are awesome. :-) | 5/21/2013 9:23 PM |
| 55 | they are great | 5/21/2013 7:55 PM |
| 56 | The NCC should be careful about training. First there is something wrong if you have to take a lot of training in order to use RIPE tools. Secondly the NCC might compete with existing commercial traing wich would be wrong. | 5/21/2013 5:41 PM |
| 57 | Keep up the good work! | 5/21/2013 2:37 AM |

| 58 | The courses can be longer than is entirely necessary, or could contain more material in the available time. | 5/18/2013 2:48 AM |

## Q47 Which of the following areas are of interest to you? [Choose as many as appropriate]

Answered: 2,291   Skipped: 1,342
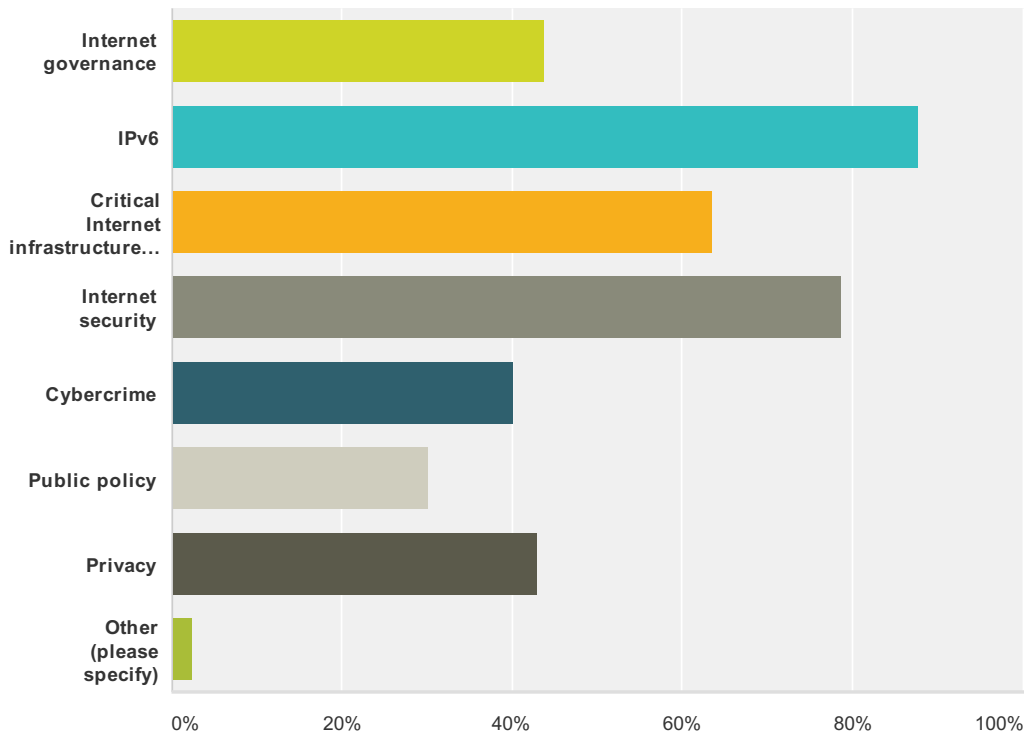


| Answer Choices | Responses | |
|---|---|---|
| Internet governance | 43.78% | 1,003 |
| IPv6 | 87.60% | 2,007 |
| Critical Internet infrastructure protection | 63.51% | 1,455 |
| Internet security | 78.70% | 1,803 |
| Cybercrime | 40.24% | 922 |
| Public policy | 30.16% | 691 |
| Privacy | 42.95% | 984 |
| Other (please specify) | 2.40% | 55 |
| Total Respondents: 2,291 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES ZOOM | 6/23/2013 7:58 PM |
| 3 | Inter AS relations and AS graph | 6/23/2013 7:56 PM |
| 4 | instruments HOW to Do | 6/23/2013 4:24 AM |
| 5 | IPv4 address exhaustion/transfers/brokering | 6/21/2013 8:39 PM |
| 6 | net neutrality, peering and cooperation | 6/20/2013 11:23 PM |
| 7 | Internet Network gateway | 6/20/2013 7:44 AM |
| 8 | General and global Internet trends both on operational and providers' and user's perspective | 6/19/2013 11:12 PM |
| 9 | Infrastructure | 6/19/2013 6:36 PM |
| 10 | DNSSEC, routing security | 6/18/2013 11:15 PM |
| 11 | IDN, routing, data centers, internet exchanges, Internet technologies, smart devices and applications | 6/18/2013 8:07 PM |

| 12 | e-services, DNS, domain names, cloud computing | 6/18/2013 4:45 PM |
|----|----|----|
| 13 | It isn't role of RIPE | 6/14/2013 6:25 PM |
| 14 | IPv4 | 6/13/2013 9:16 PM |
| 15 | Internet-Access-Options (dark-fiber,..) for non-incumbent-providers | 6/13/2013 1:10 AM |
| 16 | IPv4 address brokerage | 6/12/2013 11:40 PM |
| 17 | DNS, DNSSEC | 6/12/2013 11:01 PM |
| 18 | transfer | 6/12/2013 5:42 PM |
| 19 | Public IP´s | 6/12/2013 4:53 PM |
| 20 | ENUM | 6/12/2013 4:33 PM |
| 21 | global network routing | 6/12/2013 12:45 PM |
| 22 | ENUM | 6/12/2013 3:05 AM |
| 23 | Routing in general! | 6/12/2013 2:38 AM |
| 24 | delivery | 6/12/2013 1:19 AM |
| 25 | IP | 6/12/2013 12:30 AM |
| 26 | SWIPE, Geo-localization | 6/11/2013 10:11 PM |
| 27 | Net neutrality | 6/11/2013 8:37 PM |
| 28 | Human Rights, extraterritorial jurisdiction | 6/11/2013 9:31 AM |
| 29 | IPv4 transfer | 6/8/2013 12:28 PM |
| 30 | hacker culture | 6/7/2013 9:54 AM |
| 31 | BGP and Routing | 6/6/2013 1:13 AM |
| 32 | VoIP Security | 6/5/2013 10:26 PM |
| 33 | Predictability in traffic flow, quality managements and measurements | 6/5/2013 9:41 PM |
| 34 | Routing | 6/4/2013 11:51 PM |
| 35 | DNS IT and security | 6/4/2013 8:45 AM |
| 36 | new gTLDs | 6/4/2013 3:44 AM |
| 37 | New technologies in service provider networks, Business of internet | 6/3/2013 3:56 PM |
| 38 | DNS | 6/2/2013 3:27 AM |
| 39 | colaboration | 5/31/2013 3:17 AM |
| 40 | Internet measurements | 5/30/2013 8:33 PM |
| 41 | DNS | 5/30/2013 5:14 PM |
| 42 | CyberCrime is the biggest one of Importance | 5/30/2013 4:30 PM |
| 43 | EIX workgroup, Euro-IX update, Peering | 5/29/2013 9:14 PM |
| 44 | Internet Exchange | 5/29/2013 8:40 PM |
| 45 | First of all, a comprehensive data protection and information security. | 5/28/2013 1:21 AM |
| 46 | DNSSEC | 5/24/2013 1:50 AM |
| 47 | blocking of Internet resources | 5/23/2013 3:12 AM |
| 48 | Anti-spam | 5/23/2013 12:40 AM |
| 49 | R&D | 5/21/2013 11:44 PM |
| 50 | DNS | 5/21/2013 11:21 PM |
| 51 | abuse handling and revocation of resources used for abuse | 5/21/2013 6:38 PM |
| 52 | DNS | 5/21/2013 6:08 PM |
| 53 | net neutrality | 5/21/2013 5:59 PM |
| 54 | Education , Measurements | 5/18/2013 5:45 AM |
| 55 | Collaboration/Cooperation | 5/17/2013 9:10 PM |

## Q48 What benefits do you see from engaging with the RIPE NCC?

Answered: 2,169    Skipped: 1,464
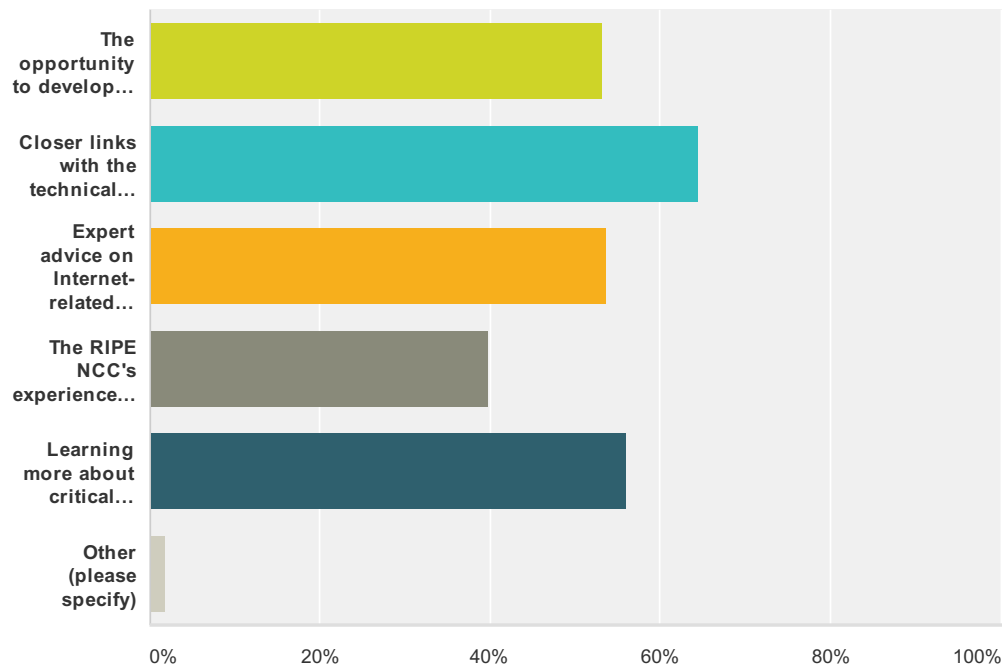


| Answer Choices | Responses | |
|---|---|---|
| The opportunity to develop to monitor Internet developments | 53.30% | 1,156 |
| Closer links with the technical community | 64.41% | 1,397 |
| Expert advice on Internet-related matters | 53.67% | 1,164 |
| The RIPE NCC's experience with Internet governance | 39.74% | 862 |
| Learning more about critical Internet resources | 55.92% | 1,213 |
| Other (please specify) | 1.80% | 39 |
| Total Respondents: 2,169 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | Provide public IP addresses for ISP(Yemen Net) | 6/20/2013 7:44 AM |
| 4 | Training | 6/18/2013 11:15 PM |
| 5 | capacity building, training, technical reports | 6/18/2013 8:07 PM |
| 6 | none of these | 6/14/2013 6:25 PM |
| 7 | Obtain IP Address as a LIR | 6/14/2013 4:33 PM |
| 8 | help in complicated issues | 6/12/2013 5:42 PM |
| 9 | Other then getting my ip ranges… none | 6/12/2013 3:24 PM |
| 10 | IP space ;) | 6/12/2013 10:42 AM |
| 11 | unnecessary costs | 6/12/2013 3:39 AM |
| 12 | Infotmation exchange | 6/12/2013 3:11 AM |
| 13 | IP | 6/12/2013 12:30 AM |
| 14 | exchanging thoughts and experiences with collegues | 6/11/2013 11:37 PM |
| 15 | generally learning more | 6/11/2013 11:32 PM |
| 16 | Being part of the decision process of RIPE with more knowledge than when I was not RIPE NCC Member | 6/11/2013 10:34 PM |

| 17 | Taking part in the policy making | 6/11/2013 8:37 PM |
|----|----------------------------------|-------------------|
| 18 | the need to be clear to the people which use internet | 6/7/2013 9:54 AM |
| 19 | international connection. | 6/6/2013 2:34 AM |
| 20 | Solving company's need in most efficient way. | 6/5/2013 9:41 PM |
| 21 | Obtaining resources and lookup facilities. | 6/5/2013 8:10 PM |
| 22 | to get and manage secure IP numbers | 5/31/2013 11:57 PM |
| 23 | Getting updates from the community | 5/31/2013 11:53 PM |
| 24 | Engaging with the RIPE NCC for resource distributing and the policy surrounding it… | 5/30/2013 8:50 PM |
| 25 | monitoring the near-monopoly and opaque organisation that is the RIPE-NCC | 5/30/2013 8:37 PM |
| 26 | sales opportunities | 5/30/2013 7:39 PM |
| 27 | the database | 5/30/2013 5:41 AM |
| 28 | access to tools like ATLAS | 5/30/2013 3:15 AM |
| 29 | *PROVIDING* opinions and advice to the NCC! :-) All of the above alternatives specify info going _from_ the NCC _to_ "me". Why not the other way around? | 5/30/2013 1:28 AM |
| 30 | To assume full responsibilty as a RIPE-NCC member | 5/29/2013 6:27 PM |
| 31 | You can not control the growth of the Internet - requires monitoring of participants that implement this process. | 5/28/2013 1:21 AM |
| 32 | social networking | 5/28/2013 1:16 AM |
| 33 | Tools to internet related information etc. | 5/23/2013 3:29 PM |
| 34 | Dealing with abused/misused network resources | 5/23/2013 12:40 AM |
| 35 | Requirement for our business operating in UK | 5/21/2013 11:44 PM |
| 36 | None | 5/21/2013 6:56 PM |
| 37 | Only way to get IP/ASN registrations. | 5/21/2013 6:09 PM |
| 38 | getting good contacts | 5/19/2013 7:07 AM |
| 39 | Maintiaining Prof. network | 5/17/2013 9:10 PM |

## Q49 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.
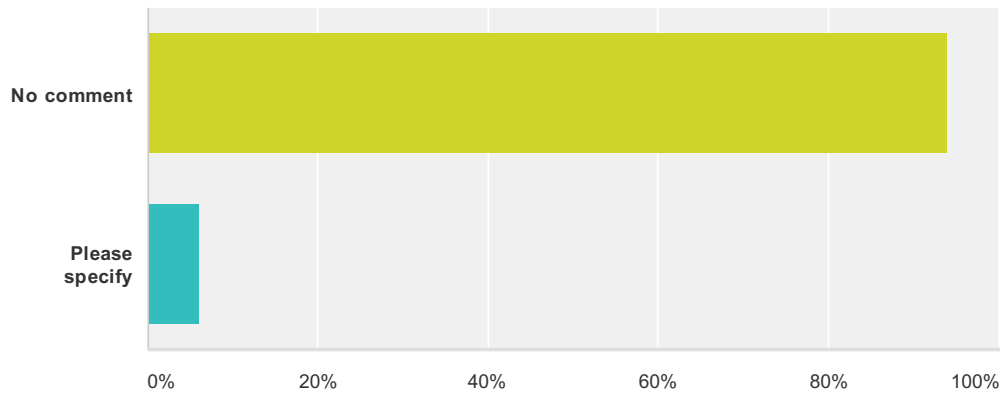
Answered: 2,269    Skipped: 1,364
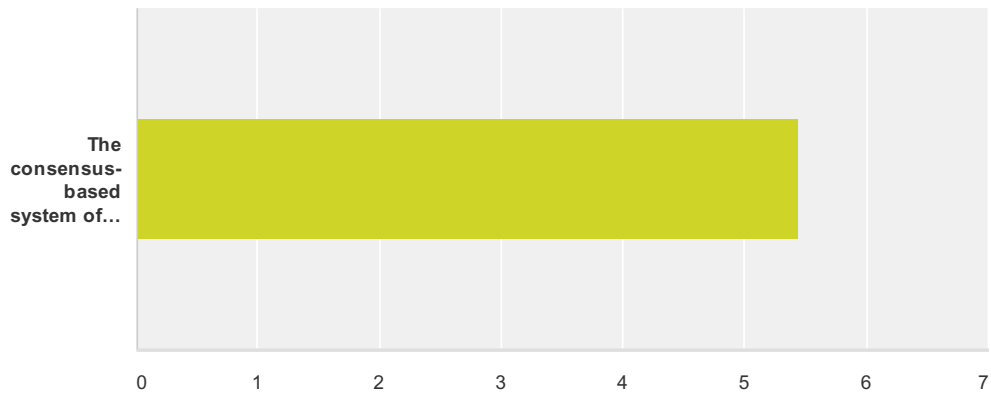


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| The consensus-based system of decision-making that exists in the Internet industry | 0.75% 17 | 1.32% 30 | 2.82% 64 | 10.93% 248 | 25.56% 580 | 27.94% 634 | 16.75% 380 | 13.93% 316 | 2,269 | 5.44 |

## Q50 What can the RIPE NCC do to improve interaction with your sector?

Answered: 2,272   Skipped: 1,361



| Answer Choices | Responses | |
|---|---|---|
| No comment | 93.84% | 2,132 |
| Please specify | 6.16% | 140 |
| Total | | 2,272 |

| # | Please specify | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | Have a closer relation with universities | 6/23/2013 7:56 PM |
| 4 | make personal in country were working | 6/23/2013 4:24 AM |
| 5 | Collaborate further with civil society and governments from the Arab region to raise awareness about Internet Governance issues relevant to the region from the technical and policy perspective. | 6/22/2013 1:51 AM |
| 6 | Provide more education and expert opinions. | 6/21/2013 7:47 PM |
| 7 | Make it easier for LIR members to learn how to register customers in the who is database. | 6/20/2013 11:52 PM |
| 8 | do more courses around the world, and in Spain of course | 6/20/2013 9:17 PM |
| 9 | Continue to support regional initiatives, such as MENOG and ENOG | 6/20/2013 7:21 PM |
| 10 | I think many exists | 6/20/2013 6:41 PM |
| 11 | more focus on the Middle East region. | 6/20/2013 2:51 PM |
| 12 | We can provide information about abuse aware IP subnets. | 6/20/2013 5:30 AM |
| 13 | local presence the the Arab markets. | 6/19/2013 6:36 PM |
| 14 | participate in meetings, issue position statements and work plans and information to meet needs | 6/19/2013 7:57 AM |
| 15 | Do you have a working group for ISP's | 6/19/2013 12:55 AM |
| 16 | Boost RIPE engagement and local presence | 6/18/2013 11:15 PM |
| 17 | More involvement with the universities, publishing key content in Arabic(or at least executive summary). More training and awarness sessions. | 6/18/2013 8:07 PM |
| 18 | Please visit our country more often with your cources | 6/18/2013 7:28 PM |
| 19 | Outreach governments and large ISPs to explain more how they can be part of the decision-making process | 6/18/2013 4:45 PM |
| 20 | Produce advisory and consultancy serives | 6/18/2013 8:14 AM |
| 21 | more Arabized maybe? | 6/18/2013 4:19 AM |
| 22 | to set up a joint committee with the representatives of regulators organs and government for the decision of problem questions of further development the Internet | 6/18/2013 2:23 AM |
| 23 | widen IPv6 security coverage | 6/17/2013 6:32 PM |
| 24 | Translate the non-technical/non-policy parts of the website (in french). | 6/16/2013 1:29 AM |
| 25 | holding meetings | 6/15/2013 4:20 PM |

| 26 | giving internet incentives for those who are not capable to attend. | 6/15/2013 12:43 AM |
|----|----|----|
| 27 | Develop a program similar to the "Erasmus" of the academic community. Enabling employees of companies that are NCC members to visit and work for a limited time with NCC staff. | 6/13/2013 9:59 PM |
| 28 | Technical level of the communications may be ok. But public messages and comunications have to be very CLEAR and very simple to impact on both levels, technical and managenmet, responsibles. Also a clear exposition of the main lines of development works is needed simplest messages and publTo get more interest | 6/13/2013 8:28 PM |
| 29 | Use russian language | 6/13/2013 12:03 PM |
| 30 | I´m not quite sure. I think the RIPE does alot in our sector already. | 6/13/2013 8:53 AM |
| 31 | More training related to the Internet Governance eco-system, as well as funding opportunities to attend the global IGF, SSIGs, and other IG related events. | 6/13/2013 3:33 AM |
| 32 | attend local (country) meetings and conferences | 6/13/2013 1:49 AM |
| 33 | local training | 6/13/2013 12:46 AM |
| 34 | Speaking in national languages | 6/13/2013 12:44 AM |
| 35 | Better IPv6 policy | 6/13/2013 12:29 AM |
| 36 | more communication with local organisation | 6/13/2013 12:26 AM |
| 37 | More meetings, more trainings | 6/12/2013 11:55 PM |
| 38 | Drop needs tests for transfers. | 6/12/2013 11:40 PM |
| 39 | Engage (more) in dialogue with ISOC (chapters) | 6/12/2013 11:01 PM |
| 40 | more PIv4 for small ISP | 6/12/2013 8:24 PM |
| 41 | Conferences | 6/12/2013 7:00 PM |
| 42 | Use the training courses to interact with them. | 6/12/2013 6:09 PM |
| 43 | build greater awareness among consumers | 6/12/2013 5:42 PM |
| 44 | importance of Disaster recovery sites and managed data centers. | 6/12/2013 5:09 PM |
| 45 | Webinars | 6/12/2013 4:44 PM |
| 46 | Do more meetings and get their attention to interact more with tools that are in their benefit, especially security ones. | 6/12/2013 4:28 PM |
| 47 | Talk sans geek. Many of the discussions and mail loops are really just high level geek talk. | 6/12/2013 3:24 PM |
| 48 | local workshops | 6/12/2013 2:46 PM |
| 49 | training | 6/12/2013 8:22 AM |
| 50 | Create more awareness in Media/Broadcasting world on IP networks in general. | 6/12/2013 6:36 AM |
| 51 | More frequent talks with EU Institutions | 6/12/2013 6:19 AM |
| 52 | maibe more mettings | 6/12/2013 3:47 AM |
| 53 | Acquire more IPv4 addresses from other ncc's. | 6/12/2013 3:39 AM |
| 54 | Information exchange for health and social care - CIIP focus | 6/12/2013 3:11 AM |
| 55 | Make work with RIPE-DB user friendly to avoid costs and time spent for training | 6/12/2013 1:28 AM |
| 56 | Alloweing small ISP achiveing their first /24 for creating BGP :) | 6/12/2013 12:30 AM |
| 57 | Have local or regional presence or atleasts annual visits. | 6/12/2013 12:06 AM |
| 58 | ipv4_to_ipv6 tunnel for tests | 6/11/2013 11:47 PM |
| 59 | Easier technical language in text, more instructions with quides or tutorials. | 6/11/2013 11:23 PM |
| 60 | By putting training, webinars videos online RIPE would get more RIPE members involved | 6/11/2013 11:20 PM |
| 61 | I think Ripe should organize more conferences and more online training. | 6/11/2013 10:43 PM |
| 62 | make abuse-c info downloadable for offline use! | 6/11/2013 10:28 PM |
| 63 | integrate in LIR portal as similar social network to get/share experiences from other NCC members. | 6/11/2013 10:07 PM |
| 64 | Each Country Should have team (team should be from the same country) and RIPE should Provide extensive training for the team, so they can help and provide support to others (Providers, Operators etc.. and they will be the direct physical connection between RIPE and the provider in that country. | 6/11/2013 9:49 PM |
| 65 | more training courses , | 6/11/2013 9:13 PM |
| 66 | Nothing that APNIC already does | 6/11/2013 9:31 AM |
| 67 | RIPE NCC communciates well | 6/8/2013 12:28 PM |

| 68 | Collaboration and discussing issues that are of significance to the internet. | 6/8/2013 8:05 AM |
| 69 | More frequent training courses in the Urals (Russia). | 6/7/2013 7:13 PM |
| 70 | RIPE should have a better collaboration with APNIC and its members via a quarterly webinar between APNIC members and RIPE members | 6/7/2013 3:41 PM |
| 71 | Less efforts in trying to self important, more efforts in trying to facilitate the ("a") true multistakeholder policy process | 6/7/2013 2:39 PM |
| 72 | to do Meetings with hackers | 6/7/2013 9:54 AM |
| 73 | It would be usefull, if ther would be some special RIPE NCC meetings for european universities. | 6/7/2013 12:42 AM |
| 74 | Reduce the price! | 6/6/2013 4:10 PM |
| 75 | payment should be cheaper more companies would be involved | 6/6/2013 3:59 AM |
| 76 | promotional and encouragement to individual around the globe. | 6/6/2013 2:34 AM |
| 77 | AS coming from an IXP, close co-op between RIPE NCC and Euro-IX would be nice. | 6/5/2013 11:36 PM |
| 78 | I do not understand what sector do you mean? | 6/5/2013 9:41 PM |
| 79 | To be more involved | 6/5/2013 8:48 PM |
| 80 | Try to simplify the RIPE Database and make it user friendly, for example creation, editing, modifying etc. of objects in the database | 6/5/2013 5:18 PM |
| 81 | We need to see IPv6 deployed universally very soon. Whether this is a combination of incentives, education, or down right pressure, it needs to happen, and RIPE is in a good position to move this forward. | 6/5/2013 12:43 PM |
| 82 | I found it hard to navigate online voting at ARIN during elections. Also feel that voting mechanism could be abused. | 6/5/2013 5:21 AM |
| 83 | Not sure… | 6/5/2013 5:00 AM |
| 84 | Not just using English. | 6/5/2013 2:42 AM |
| 85 | have more documentation translated in languages other than English | 6/5/2013 12:47 AM |
| 86 | Increase presence at Research & Education events. | 6/5/2013 12:36 AM |
| 87 | Clearify administrative procedures concerned with address allocation. | 6/4/2013 11:51 PM |
| 88 | Clear policies that are enforced across the board. Not having policies that favor larger players. | 6/4/2013 8:32 PM |
| 89 | That the organization can let free participation in the meetings and sessions carried out by | 6/4/2013 4:30 PM |
| 90 | Agreements and alliances with LACNIC for making tech knowledge transfer in Internet related issues. | 6/4/2013 8:45 AM |
| 91 | Develop a collaborative start-up task. | 6/4/2013 7:07 AM |
| 92 | educate governmental and pseudo-gov't operations about the internet, what is possible and what isn't, and what the unintended consequences are of meddling when they produce regulations and guidance which are unfit for purpose. | 6/4/2013 2:14 AM |
| 93 | Please just register resources and don't seek for any other oportunities you can do. | 6/4/2013 12:50 AM |
| 94 | have more interaction with CEPOL in training and education in cybercrime areas | 6/3/2013 8:16 PM |
| 95 | training | 6/3/2013 6:29 PM |
| 96 | Need to persuade our application developers on the importance of IPv6 support | 5/31/2013 8:57 PM |
| 97 | Invite more people from ISPs/telecoms/etc | 5/31/2013 8:09 PM |
| 98 | Faster responses to e-mail questions. | 5/31/2013 8:03 PM |
| 99 | Surveys like this one, national meetings | 5/31/2013 7:47 PM |
| 100 | more information, seminars, training | 5/31/2013 6:28 PM |
| 101 | As I'm an NREN, I could see RIPE offering courses for the universities (directly targeting the students) | 5/31/2013 4:45 PM |
| 102 | - Be more present (at universities particularly) - Encourage initiatives - Finance small project on which at least 4 entities from different countries will partner. | 5/31/2013 2:46 AM |
| 103 | More support to WISPs | 5/30/2013 10:11 PM |
| 104 | RIPE can conduct workshops on industry best practices | 5/30/2013 9:18 PM |
| 105 | It's difficult to reach know-how-level for interacting with others at decision-making or similiar discussions. | 5/30/2013 7:25 PM |
| 106 | Held more meetings in MENA area | 5/30/2013 7:08 PM |
| 107 | training | 5/30/2013 7:08 PM |
| 108 | RIPE NCC should be sector neutral. | 5/30/2013 6:17 AM |
| 109 | Simple whois rules. What details are required and what are optional. How about changes etc? | 5/30/2013 5:11 AM |

| 110 | Offer its LIR courses to the public, as long as they pay a fee - use this to full unfilled courses. | 5/30/2013 5:08 AM |
|-----|-----|-----|
| 111 | i think will be good if RIPE NNC provide monthly reports about important sections of internet(internet security, IPV6, Internet sharing resources etc.) | 5/30/2013 3:43 AM |
| 112 | we are a small organisation and becoming ripe member is very expensive. We dont need the member-options that allow managing many resources or managing distributing resources to our customers. A cheaper option that allows access to more monitoring-tools and training regarding managing our resources would be helpfull. see question #12 | 5/30/2013 3:15 AM |
| 113 | Partner with suppliers of network infrastructure to utilise their account management relationships to engage on the right subjects at the right time. | 5/30/2013 2:52 AM |
| 114 | more training | 5/30/2013 1:32 AM |
| 115 | my country falls under APNIC area of service. | 5/30/2013 1:28 AM |
| 116 | I don;t know | 5/30/2013 1:02 AM |
| 117 | Actively engage in a dialogue with NRENs as they are some of the oldest and foremost network operators in the area | 5/30/2013 12:59 AM |
| 118 | There really isn't any presence of RIPE in the ARIN territory. | 5/30/2013 12:00 AM |
| 119 | Have an open and active discussion forum, instead of a pretty portal for one way communication. | 5/29/2013 9:34 PM |
| 120 | Bit off-topic, but as sponsors to RIPE meetings, a full year-ahead calendar of RIPE (regional) meetings would be advantageous for planning purposes -often we need to be aware of event locations and dates >9 months ahead. | 5/29/2013 9:14 PM |
| 121 | Yes better engagement with ISPs and Telecom operators | 5/29/2013 6:27 PM |
| 122 | Conduct local working groups (workshops), share experience of other countries. | 5/28/2013 9:57 PM |
| 123 | Create intergovernmental working groups and the development of training centers. | 5/28/2013 1:21 AM |
| 124 | invitation for conferences | 5/27/2013 4:55 PM |
| 125 | Fight cybercrime and spam more seriously. The others just do better it seems: LACNIC, ARIN, APNIC... | 5/25/2013 5:46 AM |
| 126 | unite local community to implement new technologies. | 5/24/2013 1:09 AM |
| 127 | More specific training about route objects or BGP. | 5/24/2013 12:50 AM |
| 128 | Maintain and further improve the cooperation WG and the government roundtable | 5/23/2013 7:25 PM |
| 129 | to negotiate with governmental agencies | 5/23/2013 3:12 AM |
| 130 | Lower fees, make it easier to requested resources ie. less paperwork and procedures and provide tools to make it trivial to keep RIPE database information up to date. | 5/23/2013 2:13 AM |
| 131 | Currently RIPE NCC appears to actively NOT care about Internet abuse issues, apparently finding it (at best) to be an inconvenience. It is little wonder, therefore, that we see more abuse and more allocations that should not have been made in the RIPE NCC area of responsibility than any of the other RIRs. | 5/23/2013 12:40 AM |
| 132 | Push move towards IPv6 when many will try to sit it out | 5/22/2013 6:36 AM |
| 133 | invite individual users and/or staff members (not just liaison persons) of internet industry to participate in meetings. | 5/22/2013 12:55 AM |
| 134 | I feel they do enough | 5/21/2013 7:39 PM |
| 135 | Technical stuff about cdn and other media distribution technologies. | 5/21/2013 6:26 PM |
| 136 | While NRENs were directly responsible for the initial setup of the NCC relations have degraded recently. While no special treatment is expected, better relations and an understanding of the difference between NRENs & commercial operators needs to be fostered. This will require work on both sides, although I do believe the right steps are finally being taken. | 5/18/2013 11:51 PM |
| 137 | Motivating wider engagement by engaging non-members proactively | 5/18/2013 11:09 PM |
| 138 | keep calm and carry on talking to bijal | 5/18/2013 6:50 AM |
| 139 | Acknowledge the overlap between hackers community (and privacy and digital freedoms and rights activists) and operators community; and acknowledge the overlap between free-software community and operators community | 5/18/2013 5:45 AM |
| 140 | Perhaps provide some pointers on how peering agreements work, and some info on what to think about when peering? (or, a pointer to something like NANOG's best practices, or a pointer to something like "Best Current Operational Practices – Efforts from the Internet Society" that jan zorz talked about. | 5/17/2013 10:50 PM |

## Q51 What should be the extent of the RIPE NCC's work with government?

Answered: 2,333   Skipped: 1,300
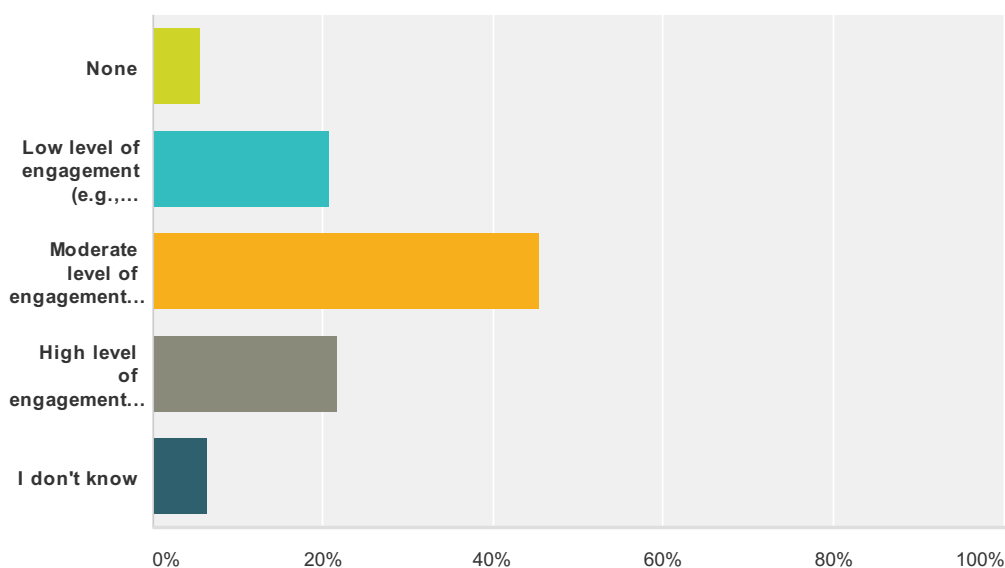


| Answer Choices | Responses | |
|---|---|---|
| None | 5.62% | 131 |
| Low level of engagement (e.g., provide information and cooperate when necessary) | 20.70% | 483 |
| Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC membership to government) | 45.39% | 1,059 |
| High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE community and the RIPE NCC membership) | 21.73% | 507 |
| I don't know | 6.56% | 153 |
| Total | | 2,333 |

## Q52 What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)?

Answered: 2,284   Skipped: 1,349
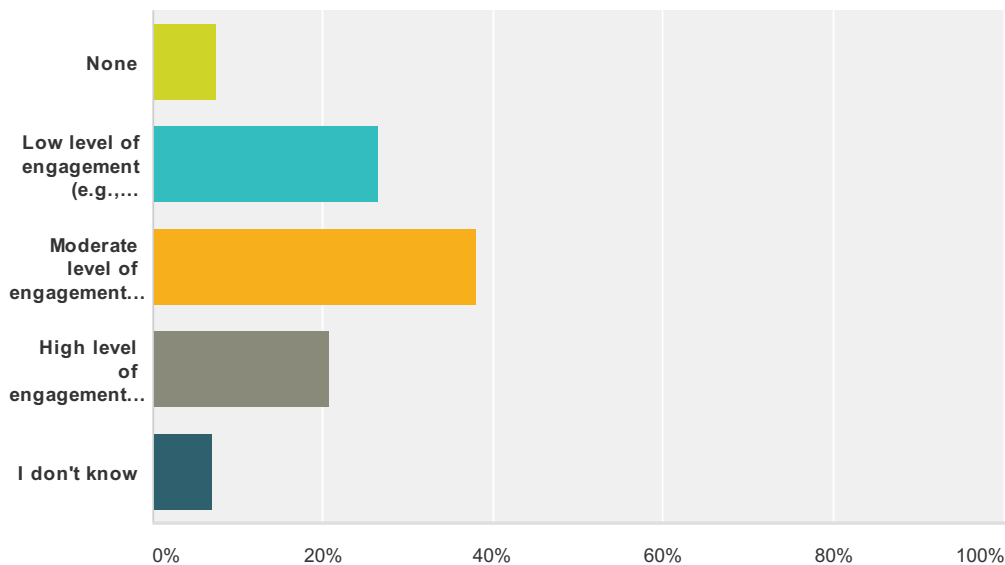


| Answer Choices | Responses | |
|---|---|---|
| None | **7.57%** | 173 |
| Low level of engagement (e.g., provide information and cooperate when necessary) | **26.58%** | 607 |
| Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs) | **38.00%** | 868 |
| High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and the RIPE NCC membership) | **20.67%** | 472 |
| I don't know | **7.18%** | 164 |
| Total | | 2,284 |

## Q53 What can the RIPE NCC do to improve outreach to government and regulators in your country? [Choose as many as appropriate]

**Answered: 2,160   Skipped: 1,473**
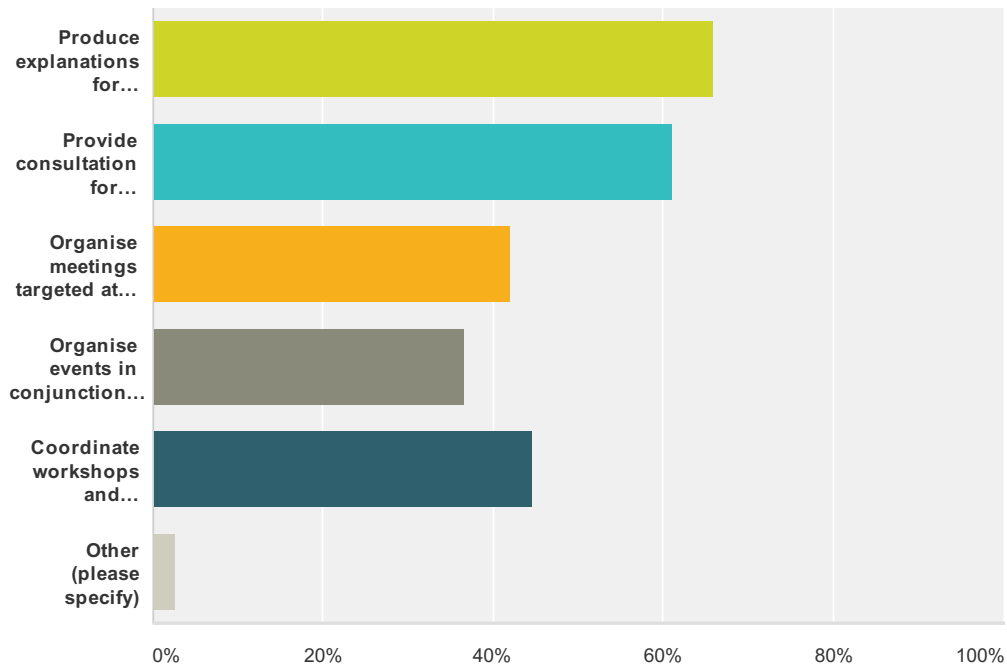


| Answer Choices | Responses | |
|---|---|---|
| **Produce explanations for non-technical policymakers** | **65.88%** | 1,423 |
| **Provide consultation for technical issues being discussed in public policy forums** | **61.06%** | 1,319 |
| **Organise meetings targeted at governments** | **42.04%** | 908 |
| **Organise events in conjunction with governments** | **36.53%** | 789 |
| **Coordinate workshops and informational sessions at Internet governance events** | **44.54%** | 962 |
| **Other (please specify)** | **2.73%** | 59 |
| Total Respondents: 2,160 | | |

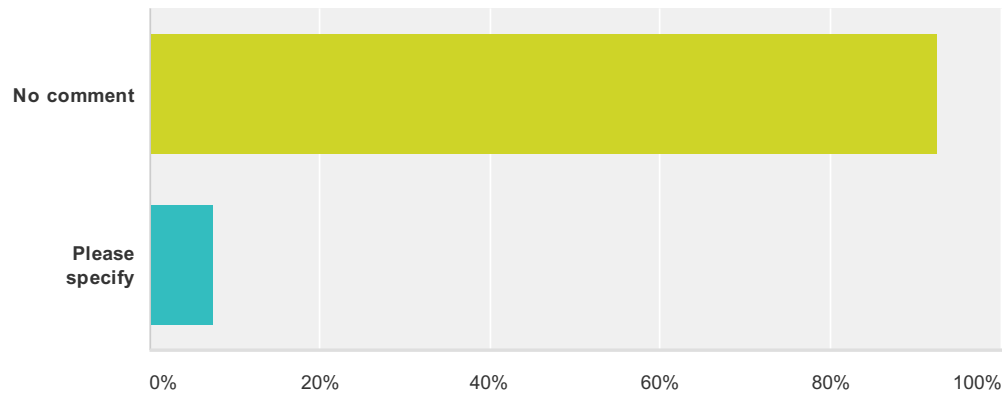| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | All possible ways. | 6/18/2013 4:45 PM |
| 4 | Arabic/local content from RIPE | 6/18/2013 4:19 AM |
| 5 | to set up a joint committee with the representatives of regulators organs and government for the decision of problem questions of further development the Internet | 6/18/2013 2:23 AM |
| 6 | RIPE doesn't represent us. | 6/14/2013 6:25 PM |
| 7 | Nothing, since current our government internet policy is "block, prohibit and deny". | 6/13/2013 11:51 PM |
| 8 | Consultations to solve main impacts on critical users. Help to clean the internet services and vulnerabilities: DDOS, Spam, and others. The question would be: What can the IP authorities to help to solve the news problems? | 6/13/2013 8:28 PM |
| 9 | organize workshops | 6/13/2013 5:06 PM |
| 10 | Send representatives to government Workshops and seminars | 6/13/2013 8:53 AM |

| 11 | question 46 is redundant to Q29 and again the view of the RIPE NCC members should be representented, not the membership. Q47 should also represent member views not membership. and RIPE should virtually always coordinate with EuroISPA in Europe and if relevant to countries try to coordinate with local ISPs and their representative bodies (eg ISPA in Austria) as locals usually know more about the policy there. | 6/13/2013 1:10 AM |
|---|---|---|
| 12 | This is not care for RIPE NCC | 6/13/2013 12:44 AM |
| 13 | Limit communication with all governments to the greatest possible extent. | 6/12/2013 11:40 PM |
| 14 | main channel should be multinational forums | 6/12/2013 10:19 PM |
| 15 | Public easily accessible technical documentation and best-practices on implementing IPv6, in Sweden most relevant to municipalities and other regional governments. | 6/12/2013 8:06 PM |
| 16 | None keep the internet free of regulations | 6/12/2013 6:09 PM |
| 17 | do nothing | 6/12/2013 6:02 PM |
| 18 | End Users | 6/12/2013 5:42 PM |
| 19 | The real greate benefits can be reached if non-technical policymakers are learned what IP(v6) is about. Translation of technical stuf is translated into "Jip en Janneke" language. Like Laura Chappel (Wireshark) can entertain people about IP-packets. | 6/12/2013 4:24 PM |
| 20 | I do not know | 6/12/2013 3:24 PM |
| 21 | nothing really | 6/12/2013 3:39 AM |
| 22 | the government and regulators are relying on local isp`s to work with. | 6/12/2013 2:27 AM |
| 23 | none, the government in our country makes us enough trouble already | 6/11/2013 11:59 PM |
| 24 | It would be awesome to see RIPE do a network security seminar with CERT-FI and FICORA (finnish communications regulatory authority). In Finland we have the least amount cybercrime incidents in the world (or atleast so we're being told by various metrics), and that's because of the general good level of network security & coordination with CERT-FI. I'd love to see RIPE do a little push towards in security themed things with different CERTs, I'm sure you'd have a viewpoint to share. | 6/11/2013 11:37 PM |
| 25 | Representing RIPE NCC members' interests to governments | 6/11/2013 11:20 PM |
| 26 | They should participate in local and national consultations | 6/11/2013 9:31 AM |
| 27 | Work with Organisations such as EURISPA and ISPAI to help steer governments towards attainable goals regarding security etc. | 6/11/2013 12:01 AM |
| 28 | consultation with technical, non-technical, meetings in conjuctions with governments, without opportunity to speak or vote by governments | 6/7/2013 9:54 AM |
| 29 | Each Government should also have to pay for any training require and it should not come out of the RIPE NCC's money that members pay. | 6/6/2013 1:13 AM |
| 30 | N/A outside the RIPE region | 6/5/2013 10:01 AM |
| 31 | Anything you can think of! | 6/4/2013 12:59 AM |
| 32 | RIPE NCC shouldn't be doing this. THey should support local NOG/ existing structures where requested. | 6/4/2013 12:44 AM |
| 33 | RIPE NCC should also specify which their needs toward public sector in order to create a framework of 2 way communication and understanding | 6/3/2013 8:16 PM |
| 34 | RIPE can help counter the (bad) advice that politicians get from their existing advisors who are either non-technical or have vested interests (or both) | 5/31/2013 8:57 PM |
| 35 | Q46 and Q47 seem to be repeats of earlier questions. | 5/31/2013 7:39 PM |
| 36 | I believe this will be a very difficult area as many policy-makers think they know the internet when they can use a browser - and there are so many organisations who wants to influence them. | 5/31/2013 4:45 PM |
| 37 | It is key that whatever the RIPE NCC does in the UK is done with the co-operation of other bodies, as liaison is already well established. | 5/30/2013 8:50 PM |
| 38 | provide platform for governments and LEAs to interact with experts directly, i.e. RIPE community, not the RIPE NCC. | 5/30/2013 8:37 PM |
| 39 | dont know | 5/30/2013 7:08 PM |
| 40 | none | 5/30/2013 7:02 PM |
| 41 | in general try to get a more pro-active role regarding internet-related law-making (or make your activities more visible). It feels as if RIPE is very reactive regarding these matters | 5/30/2013 3:15 AM |
| 42 | Attempt to educate regulators to avoid unnecessary internet regulation | 5/30/2013 2:41 AM |
| 43 | This is not the funtion of RIPE (>40 countries) | 5/30/2013 2:13 AM |
| 44 | help with ipv6 rollout | 5/30/2013 1:50 AM |
| 45 | Represent the members'/community's interests. | 5/30/2013 1:47 AM |
| 46 | my country falls under APNIC | 5/30/2013 1:28 AM |

| 47 | Publish relevant documents to the public | 5/30/2013 1:06 AM |
| 48 | Coordinate with ISOC on public policy matters | 5/29/2013 10:49 PM |
| 49 | Hard to say, if governments for Netherlands and Iran are put on a same level then I would prefer no outreach at all. Same as for questions 8 and 9. | 5/29/2013 9:14 PM |
| 50 | I think RIPE NCC should engage when cross-border events happens. Not national events. As a rule of thumb. But support (with papers, material etc) national events. | 5/29/2013 7:39 PM |
| 51 | The creation of independent intergovernmental working groups and committees. | 5/28/2013 1:21 AM |
| 52 | provide training courses for gov & law.enf. | 5/28/2013 1:16 AM |
| 53 | Participate in workshops and informational sessions at Internet governance events | 5/23/2013 10:52 PM |
| 54 | Nothing, it is not RIPE's job to reach out to governments and regulators. | 5/23/2013 2:13 AM |
| 55 | Provide working/functional resource ownership information at scale | 5/23/2013 12:40 AM |
| 56 | None, again. RIPE NCC work should be concentrated on resources, not on politics. | 5/21/2013 6:38 PM |
| 57 | Bring the pain to uneducated descision makers that tries to regulate or impose on the "internet". | 5/21/2013 6:09 PM |
| 58 | Lobbying at the EU-level (Commission, Parliament, …) to promote net-neutrality as a fundamental right. | 5/21/2013 5:59 PM |
| 59 | As much as possible, scream to them that we exist, have existed since before they knew what internet was, that what we do work and that we (compared to them) usually know what we're doing! | 5/17/2013 10:50 PM |

## Q54 What other groups, forums or organisations should the RIPE NCC be actively collaborating with?

**Answered: 2,252  Skipped: 1,381**



| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **92.41%** | 2,081 |
| **Please specify** | **7.59%** | 171 |
| Total | | 2,252 |

| # | Please specify | Date |
|---|---|---|
| 1 | Digital rights NGOs like EDRi or NERDY Legislators like MEPs | 6/24/2013 10:34 PM |
| 2 | AreaNetworking | 6/24/2013 8:36 PM |
| 3 | YES | 6/23/2013 8:22 PM |
| 4 | YES | 6/23/2013 7:58 PM |
| 5 | Academia, Universities, Research communities | 6/23/2013 7:56 PM |
| 6 | MENOG | 6/23/2013 4:56 PM |
| 7 | More engaged in discussions and consultations with all categories of users (young, old, rural areas etc) | 6/21/2013 7:47 PM |
| 8 | i3forum, GSMA | 6/21/2013 5:49 PM |
| 9 | Merit | 6/21/2013 4:43 AM |
| 10 | High schools in developing countries. | 6/21/2013 2:41 AM |
| 11 | Ietf , isoc | 6/21/2013 2:27 AM |
| 12 | opposition parties and different ISP and/or consumer related forums (e.g. www.ispa.at and www.vibe.at) | 6/20/2013 11:23 PM |
| 13 | UKSPA | 6/20/2013 7:33 PM |
| 14 | CENTR - European country code TLD organisation. centr.org | 6/20/2013 7:01 PM |
| 15 | NGO's. | 6/20/2013 6:59 PM |
| 16 | National Domain Registers! exp. rnids.rs | 6/20/2013 6:55 PM |
| 17 | ISOC, IETF | 6/20/2013 6:21 PM |
| 18 | Governments by working with IT and Telecom. Ministry and Telecommunications Regulatory Authority. | 6/20/2013 7:44 AM |
| 19 | http://www.spamhaus.org http://qrator.net/ - they provide service for found and mitigating problems related with bad routing (which result to ddos amplification)radar.qrator.net . | 6/20/2013 5:30 AM |
| 20 | RIPE should participate in many regional IT & Telecom events and get in contact with the universities. | 6/19/2013 6:36 PM |
| 21 | Private Sector | 6/19/2013 7:57 AM |
| 22 | Governments, IGF, ICANN, ITU | 6/18/2013 11:41 PM |
| 23 | ISOC Chapters, IGF | 6/18/2013 11:15 PM |
| 24 | ISOC, EFF | 6/18/2013 9:10 PM |
| 25 | Universities, technical NGOs (such as computer society) | 6/18/2013 8:07 PM |

| 26 | ISOC Chapters - Regional IGFs - Telecom Forums | 6/18/2013 7:36 PM |
|----|---|---|
| 27 | Large ISP and Telecom providers | 6/18/2013 4:45 PM |
| 28 | KITS, KFAS, CAIT are possible entities in Kuwait kits.org.kw kfas.org cait.gov.kw | 6/18/2013 4:19 AM |
| 29 | to set up a joint committee with the representatives of regulators organs and government for the decision of problem questions of further development the Internet | 6/18/2013 2:23 AM |
| 30 | ITU | 6/18/2013 12:19 AM |
| 31 | local network admin groups | 6/17/2013 11:45 PM |
| 32 | NGOs and private consultants | 6/17/2013 6:32 PM |
| 33 | Many of the internet issues should be dealt in the EU, not on national level. | 6/16/2013 9:11 AM |
| 34 | Cable TV operator communities. They are the largest ISP organizations and speak only Hungarian, even don't have any idea about who is RIPE and what it does, and what is this whole IP address depletion and ipv6 problem. | 6/15/2013 9:28 PM |
| 35 | other organization who are not active in internet aspect. | 6/15/2013 12:43 AM |
| 36 | RIPE doesn't represent us. | 6/14/2013 6:25 PM |
| 37 | national regulatory of each country | 6/14/2013 8:32 AM |
| 38 | ISPs | 6/13/2013 10:00 PM |
| 39 | European commision, ENISA, CERT, | 6/13/2013 8:28 PM |
| 40 | MENOG | 6/13/2013 7:51 PM |
| 41 | The other RIR. Get some kind of unification in the RIR Databases. Example: Abuse Contact Finder API | 6/13/2013 5:29 PM |
| 42 | Bilgisayar Mühendisler Odası - Computer Engineers Society | 6/13/2013 5:06 PM |
| 43 | Regional Commonwealth in the field of communications http://www.en.rcc.org.ru/ | 6/13/2013 12:03 PM |
| 44 | Law Enforcement Authorities, smaller ISPs as well as bigger ISPs. | 6/13/2013 8:53 AM |
| 45 | The other I*Star organizations (ICANN, ISOC, IETF… etc) | 6/13/2013 3:33 AM |
| 46 | satallite operators | 6/13/2013 3:02 AM |
| 47 | See the previous answer | 6/13/2013 2:03 AM |
| 48 | ICANN | 6/13/2013 1:18 AM |
| 49 | IEEE would sure be interested in some informal contacts. | 6/13/2013 1:10 AM |
| 50 | International and regional organizations and specialized government bodies. | 6/12/2013 10:42 PM |
| 51 | IETF, CENTR, ICANN | 6/12/2013 10:19 PM |
| 52 | EFF, CCC | 6/12/2013 8:59 PM |
| 53 | I would suspect the W3C ;) | 6/12/2013 8:57 PM |
| 54 | ISOC | 6/12/2013 8:38 PM |
| 55 | Media, specifically to teach them the difference between breaking the law and supplying public IP to users. Usually with copyright issues. Also to inform decision makers and media how IANA/RIPE etc works, ie that there IS a governing structure in place already. | 6/12/2013 7:56 PM |
| 56 | Academic | 6/12/2013 7:48 PM |
| 57 | nanog | 6/12/2013 6:12 PM |
| 58 | High and middle school | 6/12/2013 5:39 PM |
| 59 | Telco, TRA, GSM operators, Big Cable Providers… | 6/12/2013 4:28 PM |
| 60 | organisations in Africa as a fast growing area. | 6/12/2013 4:24 PM |
| 61 | pita | 6/12/2013 8:22 AM |
| 62 | Cyber Security Organisations, Education | 6/12/2013 3:11 AM |
| 63 | TERENA GEANT NRENum.net | 6/12/2013 3:05 AM |
| 64 | National IT forums and groups. | 6/12/2013 2:16 AM |
| 65 | The National Research and Education Networks, e.g. SURFnet, SWITCH, DFN, CESNET, etc. | 6/12/2013 1:52 AM |
| 66 | ICANN | 6/12/2013 1:37 AM |
| 67 | ISOC, TERENA, NRENs | 6/12/2013 1:17 AM |
| 68 | EEC | 6/12/2013 12:46 AM |
| 69 | Internet Security organisations like the ICTTF | 6/12/2013 12:07 AM |

| 70 | NGOs, eg. "Save the Children" who are controlling the censorship of the internet in Denmark. | 6/12/2013 12:05 AM |
| 71 | Scientologists. Nah, just kidding. :D | 6/11/2013 11:37 PM |
| 72 | ipv6 forum | 6/11/2013 11:19 PM |
| 73 | IEEE, Internet Society, EFF | 6/11/2013 11:19 PM |
| 74 | CIX. | 6/11/2013 10:43 PM |
| 75 | I think Ripe is already collaborating with the real ISPs out there but the public and governmental agencies should be more involved. | 6/11/2013 10:43 PM |
| 76 | maybe La Quadrature du Net or EDRi, in Europe, about Net Neutrality principle and related issues. | 6/11/2013 10:34 PM |
| 77 | FIRST.org for internet security Terena TF-CSIRT for internet security | 6/11/2013 10:28 PM |
| 78 | NIC.CZ, NIX.CZ | 6/11/2013 10:23 PM |
| 79 | integration with Other non public networks, like ENX or local networks like Catalonia Anella cientifica (Universities and schools) or Anella Industrial (B2B for RD) | 6/11/2013 10:07 PM |
| 80 | Banks | 6/11/2013 9:39 PM |
| 81 | Nothing Political! only other technical parties such as RIRs, LIRs, IANA | 6/11/2013 9:31 PM |
| 82 | http://www.ripn.net/ in Russia | 6/11/2013 9:27 PM |
| 83 | ITU, Commenwealth through CTO, UNODC | 6/11/2013 9:31 AM |
| 84 | IETF | 6/11/2013 9:20 AM |
| 85 | ISPAI Internet Service Provider Association of Ireland EuroISPA UKNOFF | 6/11/2013 12:01 AM |
| 86 | MAAWG | 6/10/2013 5:00 PM |
| 87 | ISOC ICANN IETF ITU SAMENA Council ETNO | 6/8/2013 8:05 AM |
| 88 | Private sector | 6/7/2013 4:30 PM |
| 89 | APNIC | 6/7/2013 3:41 PM |
| 90 | ARIN; RIR.......... | 6/7/2013 9:54 AM |
| 91 | CWI, SIG | 6/7/2013 5:43 AM |
| 92 | global enterprises, automotive industry | 6/7/2013 4:14 AM |
| 93 | European Community, regulators en privacy organisations | 6/6/2013 9:19 PM |
| 94 | Universities | 6/6/2013 9:17 PM |
| 95 | IGF, ICANN | 6/6/2013 8:06 PM |
| 96 | Terena, Enisa | 6/6/2013 5:18 PM |
| 97 | Both the government parastatals and non government organizations. | 6/6/2013 2:34 AM |
| 98 | IETF, ISOC, Euro-IX, ENISA?, BEREC? | 6/5/2013 11:36 PM |
| 99 | NREN (NIIFI) | 6/5/2013 10:58 PM |
| 100 | In Russia - with Ministry of communications | 6/5/2013 9:41 PM |
| 101 | ITU etc instancies that feel they need to limit the internet, and show them its not the way to go, like you already do | 6/5/2013 6:32 PM |
| 102 | R&E community | 6/5/2013 5:00 AM |
| 103 | IXes. | 6/5/2013 4:50 AM |
| 104 | ARIN | 6/5/2013 3:57 AM |
| 105 | Terena, Euro-IX | 6/5/2013 12:36 AM |
| 106 | I think an Internet Exchanges and some big groups of ISP per region. | 6/4/2013 11:51 PM |
| 107 | LACNIC, LACTLD, APWG, FIRST, ISOC, IETF (LAC). | 6/4/2013 8:45 AM |
| 108 | ICANN, NOGs | 6/4/2013 5:05 AM |
| 109 | ETSI ICANN | 6/4/2013 2:14 AM |
| 110 | None. | 6/4/2013 1:18 AM |
| 111 | Google Microsoft IBM Cisco etc… | 6/4/2013 12:59 AM |
| 112 | digital forensic groups | 6/3/2013 8:16 PM |
| 113 | ISOC, IPv6 forum , … | 6/3/2013 6:29 PM |
| 114 | The other RIRs, to align the rules/policies between RIRs better. As it stands today, international companies such as ours have to figure out five very different sets of policies (bureaucracies) | 6/3/2013 4:32 PM |

| 115 | Broadband Forum, LTE Communities | 6/3/2013 3:56 PM |
|---|---|---|
| 116 | eco.de | 6/1/2013 4:03 AM |
| 117 | regional operator forums (like UKNOF in the UK) | 5/31/2013 8:57 PM |
| 118 | IAB/IETF And carefully working with the ITU | 5/31/2013 8:15 PM |
| 119 | Any kind of public internet-related event. At least it should be known, that RIPE can participate in some way | 5/31/2013 4:45 PM |
| 120 | DKnog ;) | 5/31/2013 4:09 PM |
| 121 | Universities. There is large potential for students and teachers to contribute. | 5/31/2013 2:46 AM |
| 122 | UAE's Education Sector either via Ankabut or directly. | 5/30/2013 11:26 PM |
| 123 | local-based organisations, because they have links into governments or local industry. | 5/30/2013 7:25 PM |
| 124 | The RIPE NCC does an excellent job in chosing its collaboration areas. | 5/30/2013 4:28 PM |
| 125 | Local and Regional NOG. | 5/30/2013 6:17 AM |
| 126 | The EU / EMEA based NGO's that promote the growth of the internet in the RIPE Region. | 5/30/2013 5:08 AM |
| 127 | I think RIPE NNC will actively collaborate with law organisations against cyber-crimes. | 5/30/2013 3:43 AM |
| 128 | Network infrastructure suppliers (Cisco, Juniper etc.) | 5/30/2013 2:52 AM |
| 129 | ARIN, Apnic, etc | 5/30/2013 2:41 AM |
| 130 | anybody supporting non-discriminatory and open-standards based networks | 5/30/2013 1:47 AM |
| 131 | ISOC | 5/30/2013 1:40 AM |
| 132 | Schools/universitys | 5/30/2013 1:37 AM |
| 133 | Regional Development Funds ie government trade bodies to promote awareness around critical resources. | 5/30/2013 1:29 AM |
| 134 | APNIC | 5/30/2013 1:28 AM |
| 135 | Other RIRs (NRO), ICANN, IETF/IAB. | 5/30/2013 1:28 AM |
| 136 | EFF, IETF, ISOC, NRO (which you are obviously collaborating with already) | 5/30/2013 1:00 AM |
| 137 | ISOC, other RIRs | 5/29/2013 10:49 PM |
| 138 | NANOG | 5/29/2013 10:21 PM |
| 139 | Organisations like SURFnet, and more | 5/29/2013 10:14 PM |
| 140 | Security Industry Companies | 5/29/2013 9:34 PM |
| 141 | ICANN, ICANN/ISPCP, ETNO, GSMA, … | 5/29/2013 6:27 PM |
| 142 | businesses | 5/28/2013 6:41 PM |
| 143 | APNIC - ARIN - Others | 5/28/2013 5:34 PM |
| 144 | ICANN, ISOC, ISOC chapters | 5/28/2013 5:05 PM |
| 145 | Institutes and universities. | 5/28/2013 1:21 AM |
| 146 | Academic Network Operators, technical communities as Swiss IPv6 Council and similar | 5/26/2013 12:27 AM |
| 147 | http://cros.nag.ru/ CROS Global meeting of the Russia ISPs | 5/24/2013 4:09 AM |
| 148 | Local service providers groups or forums | 5/23/2013 3:29 PM |
| 149 | Ассоциация пользователей интернета (АПИ) / The Association of Internet users http://freerunet.ru/ Пиратская партия России (ППР) / Pirate Party of Russia http://pirate-party.ru/ | 5/23/2013 3:12 AM |
| 150 | The media get everything wrong, they could use some education. | 5/23/2013 2:19 AM |
| 151 | ARIN, APNIC, AFRINIC | 5/23/2013 1:47 AM |
| 152 | Internet privacy organizations, broadcasters | 5/23/2013 12:49 AM |
| 153 | MAAWG (www.maawg.org) is the leading forum for combatting messaging, malware and mobile abuse -- RIPE NCC should be there, particularly since one of MAAWG's three meetings a year is always in the RIPE NCC region. | 5/23/2013 12:40 AM |
| 154 | goverment | 5/22/2013 9:30 PM |
| 155 | Czech telecommunication bureaus (www.ctu.cz), ministerstvo prumyslu a obchodu www.mpo.cz, narodni bezpecnostni urad www.nbu.cz | 5/22/2013 5:15 PM |
| 156 | ESNOG | 5/22/2013 4:26 AM |
| 157 | Inter-country organisations, examples would be EU, Interpol, ITU .. I'm sure there are plenty more that would make sense ;-) | 5/22/2013 12:50 AM |
| 158 | ICANN, IGF, local Domain Registries (eg DENIC eg www.denic.de) | 5/21/2013 11:21 PM |

| 159 | RIGF | 5/21/2013 7:54 PM |
|-----|------|-------------------|
| 160 | CSIRTs, CERTs | 5/21/2013 7:02 PM |
| 161 | none. | 5/21/2013 6:38 PM |
| 162 | NOGs, IGF, other RIRs (keep the collaboration) | 5/21/2013 6:31 PM |
| 163 | RNIDS, CCTLDS | 5/21/2013 6:22 PM |
| 164 | The Internet Watch Foundation where appropriate. | 5/21/2013 5:48 PM |
| 165 | The other regional registries. How about all registries implementing the SAME policies worldwide, so we don't have to work through five different bureaucracies to be able to perform our own corporate work? | 5/21/2013 5:37 PM |
| 166 | Local IPv6 working groups/task forces | 5/21/2013 6:11 AM |
| 167 | Privacy / Whistleblowers / Child Protection NGO's | 5/21/2013 2:23 AM |
| 168 | Scientific & engineering research community -academia Research funding agencies | 5/18/2013 11:09 PM |
| 169 | Digital rights groups, freedom of information groups, privacy groups, hackers, activists; students of technical studies, media, sociology | 5/18/2013 5:45 AM |
| 170 | EuroISPA | 5/17/2013 9:12 PM |
| 171 | IETF, ISOC, other RIRs, and ICANN. also NewNOG and other NOG organizers. | 5/17/2013 9:11 PM |

## Q55 In which of the following areas should the RIPE NCC provide training courses to non-RIPE NCC members? [Choose as many as appropriate]

Answered: 2,240    Skipped: 1,393
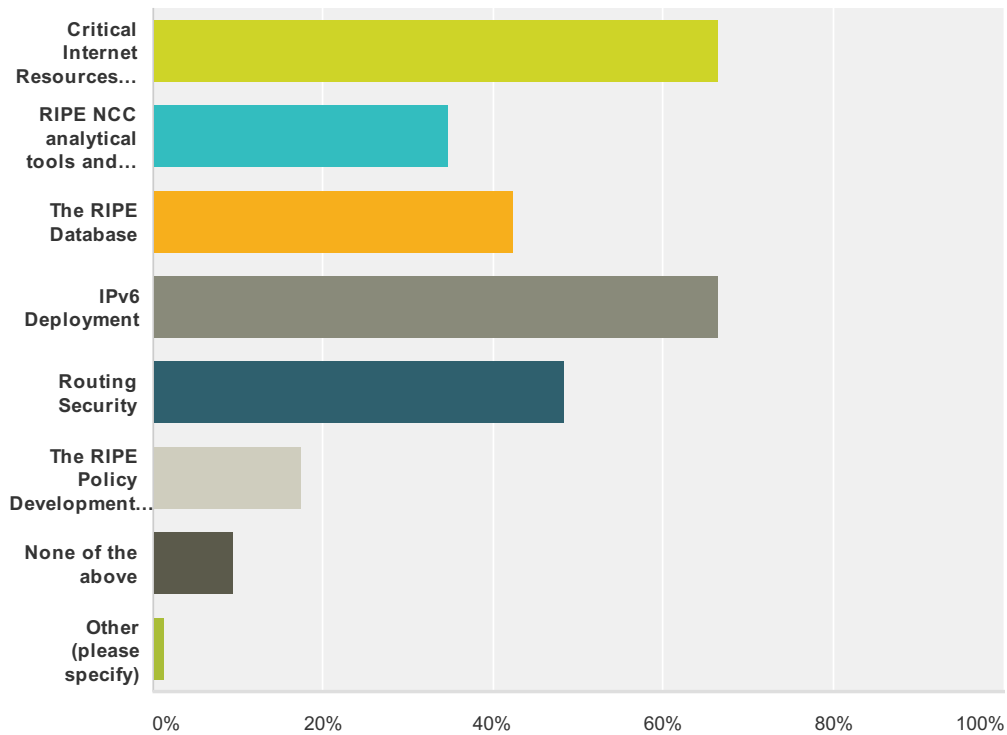


| Answer Choices | Responses | |
|---|---|---|
| Critical Internet Resources Management (IPv4, IPv6, AS Numbers) | 66.52% | 1,490 |
| RIPE NCC analytical tools and measurement services | 34.73% | 778 |
| The RIPE Database | 42.41% | 950 |
| IPv6 Deployment | 66.52% | 1,490 |
| Routing Security | 48.48% | 1,086 |
| The RIPE Policy Development Process (PDP) | 17.59% | 394 |
| None of the above | 9.46% | 212 |
| Other (please specify) | 1.56% | 35 |
| Total Respondents: 2,240 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | Basic internet structure, architecture, functions, evolution, threats, weaknesses for profane users. Simple materials in a simple language would be highly appreciated by all groups of users. | 6/21/2013 7:47 PM |
| 4 | Internet Governance | 6/19/2013 6:36 PM |
| 5 | cybersecurity, privacy, open data | 6/18/2013 11:15 PM |
| 6 | DNS, DNSsec, Basic Routing and networking, Anycast services. | 6/18/2013 4:45 PM |
| 7 | security | 6/17/2013 11:45 PM |
| 8 | Critical Internet Resources Management is the most important Thing. People Need to learn how to use the small rest of IPv4 Adresses without wasting them | 6/13/2013 8:53 AM |
| 9 | E-lerning | 6/13/2013 12:54 AM |

| 10 | transfer, policy, | 6/12/2013 5:42 PM |
|----|------------------|-------------------|
| 11 | depends on what we understand by "non-ripe ncc members". if by that you mean general public who needs the info will get it. if by that you mean other RIR members, than all of the above. | 6/12/2013 2:27 AM |
| 12 | IPv6 is definitely the most important thing to talk about and teach these days. | 6/12/2013 2:16 AM |
| 13 | Net neutrality | 6/12/2013 12:05 AM |
| 14 | BGP aggregation | 6/11/2013 11:28 PM |
| 15 | Cyber Crime | 6/11/2013 7:10 PM |
| 16 | Collaboration with law enforcement to address security concerns | 6/11/2013 9:31 AM |
| 17 | BGP and Routing | 6/6/2013 1:13 AM |
| 18 | cybersecurity and ciberdefense | 6/4/2013 8:45 AM |
| 19 | All courses should be available to non-RIPE NCC members, but at a price | 6/3/2013 4:32 PM |
| 20 | Policies | 5/30/2013 7:25 PM |
| 21 | Regular, recurring sessions for starting networks, to advise on the benefits of LIR status and the impact on their business further down the line. We see many enquiries for our data centers, from 'reseller' hosters etc. using their provider's IP space who all of a sudden realize they need to migrate in order to build out their own network. Many of them do not know about RIPE. It seems equally spread from enquiries troughout Europe. | 5/29/2013 9:14 PM |
| 22 | Internet Exchange | 5/29/2013 8:40 PM |
| 23 | protection of the free internet | 5/29/2013 8:29 PM |
| 24 | I do not see the value of providing training courses to non-members | 5/29/2013 6:27 PM |
| 25 | Basics. | 5/28/2013 1:21 AM |
| 26 | Fighting spam and cybercrime | 5/25/2013 5:46 AM |
| 27 | Some introductory courses might be handy but RIPE NCC should watch jt to compete with their members | 5/23/2013 6:20 PM |
| 28 | IRR data, specifically in the regions where this is highly unreliable or simply non existent. | 5/23/2013 2:13 AM |
| 29 | They should only provide training to members or LEA. | 5/22/2013 5:14 PM |
| 30 | I could see how all of these could be a possible way for RIPE-NCC to generate an income providing these and I'd welcome that, but providing them to non-RIPE NCC members on the same terms as they do to RIPE-NCC members I could find might be a drain on RIPE NCCs resources that could be detremental to the availability of RIPE-NCCs resources for RIPE-NCCs members.. Hope that makes sense :-) | 5/22/2013 12:50 AM |
| 31 | RIPE NCC should not provide training for non-members. | 5/21/2013 7:39 PM |
| 32 | abuse handling | 5/21/2013 6:38 PM |
| 33 | It totally depends on the cost, and the interest from third-parties. | 5/17/2013 10:50 PM |
| 34 | Internet architecture for policy makers | 5/17/2013 9:33 PM |
| 35 | policy, in particular, is a COMMUNITY thing, not a member thing. | 5/17/2013 9:11 PM |

## Q56 Do you have any other comments on RIPE NCC Training?

Answered: 2,251   Skipped: 1,382
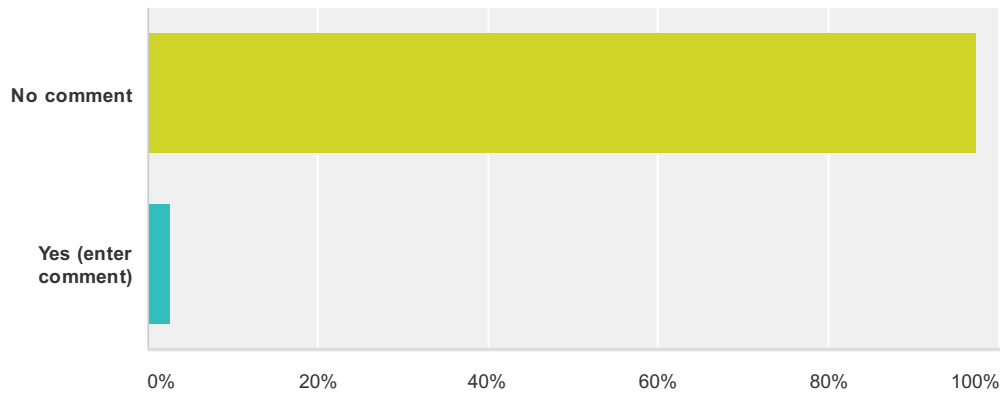


| Answer Choices | Responses | |
|---|---|---|
| No comment | 97.29% | 2,190 |
| Yes (enter comment) | 2.71% | 61 |
| Total | | 2,251 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | Being more affordable/accessible to students and individuals | 6/23/2013 7:56 PM |
| 4 | To be frequent. | 6/21/2013 7:47 PM |
| 5 | There should be detailed instructions on how to register downstream providers as in a complete step by step instruction as well as why it is needed. | 6/20/2013 11:52 PM |
| 6 | More training, please | 6/20/2013 9:17 PM |
| 7 | All trainings were really great! Congrats! | 6/20/2013 6:55 PM |
| 8 | Usefull. Shoul be organized regularly. | 6/20/2013 6:17 PM |
| 9 | Conducted at Different locations in the region | 6/19/2013 7:57 AM |
| 10 | Organizing train the trainer sessions and providing support to the locally managed training sessuions might provide a better return on investment and help in the development of local expertise and capacity. | 6/18/2013 11:15 PM |
| 11 | Training should be held in local language. | 6/15/2013 9:28 PM |
| 12 | We needn't so much training. | 6/14/2013 6:25 PM |
| 13 | It would be nice if the theory would be accompanied with some associated real time work. | 6/13/2013 9:59 PM |
| 14 | to define several certificaction levels of qualification | 6/13/2013 8:28 PM |
| 15 | provider-level-security for all kind of systems. | 6/13/2013 1:10 AM |
| 16 | more in istanbul | 6/13/2013 12:26 AM |
| 17 | More case studies | 6/12/2013 11:55 PM |
| 18 | Training for non-mermbers only if clear need is identified case-by-case. | 6/12/2013 10:19 PM |
| 19 | Cover all bases, make it sans geek | 6/12/2013 3:24 PM |
| 20 | we have many colleages that work in this section (designing section) and need to train and we demand to register more than 2 persons from each LIR for trainning course. | 6/12/2013 3:01 PM |
| 21 | make it as available as possible, and maybe push email lists on new and important trainings | 6/12/2013 12:45 PM |
| 22 | ipv6 training | 6/12/2013 8:22 AM |
| 23 | It's not required. People who have no knowledge should not work as IT network admins. | 6/12/2013 3:39 AM |
| 24 | PPT for university Prof | 6/12/2013 3:11 AM |
| 25 | want Russian language. | 6/12/2013 1:46 AM |

| 26 | We need more training events in Greece. | 6/11/2013 11:31 PM |
|---|---|---|
| 27 | By putting training, webinars videos online RIPE would get more RIPE members involved | 6/11/2013 11:20 PM |
| 28 | It's good and useful | 6/11/2013 10:38 PM |
| 29 | Trainers should be from all cultures and nationalities and have the ability to give training using the country mother language | 6/11/2013 9:49 PM |
| 30 | If your tools and processes are so difficult that they need training, you have a failure on your hands. | 6/7/2013 2:39 PM |
| 31 | Have not tried it. | 6/7/2013 2:13 AM |
| 32 | every year in our country | 6/6/2013 6:20 PM |
| 33 | should enhance the work to reach the parties really interested in that trainings. | 6/5/2013 10:26 PM |
| 34 | there should be more information about working with IPv6 for non-ripe ncc members, because in my opinion the development of this area is very slow, and many ISPs are afraid of using IPv6. | 6/5/2013 12:47 AM |
| 35 | Offering courses to non-RIPE NCC members can be positive, especially if we think about governments/regulators. | 6/5/2013 12:36 AM |
| 36 | The training sessions are free not only to the government sector, but also include people who have an interest in these topics | 6/4/2013 4:30 PM |
| 37 | I haven't received any RIPE NCC training and would be interested to know about it | 6/4/2013 12:59 AM |
| 38 | When I attended RIPE database training it seemed to be making excuses for a poor UI. Would save everyone a lot of time to make the UI better. | 6/4/2013 12:37 AM |
| 39 | we organised together the IPv4 - IPv6 course. it has been a brilliant experience | 6/3/2013 8:16 PM |
| 40 | not only in englisch | 5/31/2013 11:57 PM |
| 41 | webinars are the way of the future. minimize training, focus on making training unnecessary by making the tools simpler to use. There is too much complexity without a need for it. | 5/30/2013 8:37 PM |
| 42 | online training sessions should be expanded to more than 20 people at a time | 5/30/2013 3:57 PM |
| 43 | Please add russian language | 5/30/2013 1:25 PM |
| 44 | Question 50: courses must be paid for by non RIPE NCC members. Awareness on the topics should be actively raised by RIPE NCC | 5/30/2013 5:41 AM |
| 45 | I think this training are enough good and will be good if they increase number of practical questions | 5/30/2013 3:43 AM |
| 46 | The trainer should speak a simple english language without difficult terminology. | 5/30/2013 1:32 AM |
| 47 | Publish the trainning videos online ( youtube etc.) | 5/30/2013 1:28 AM |
| 48 | more ipv6 | 5/30/2013 1:02 AM |
| 49 | The development of a feedback system - determination of the effective improvement approaches and ways of learning. | 5/28/2013 1:21 AM |
| 50 | See 12 | 5/23/2013 6:20 PM |
| 51 | To the greatest extent possible, make your training materials available online, including video taping your training sessions for those who cannot attend in person. | 5/23/2013 12:40 AM |
| 52 | please develope elearning materials | 5/21/2013 8:04 PM |
| 53 | It is usually very good. | 5/21/2013 7:39 PM |
| 54 | RIPE NCC should create training to educate members in abuse handling. | 5/21/2013 6:38 PM |
| 55 | There was no training in Armenia so far. I propose more trainings in developing countries. | 5/21/2013 5:55 PM |
| 56 | No more than necessary. And not to non members at all. | 5/21/2013 5:45 PM |
| 57 | It is beneficial. | 5/21/2013 5:30 PM |
| 58 | RIPE NCC can provide training courses to non-members to collect funds. | 5/20/2013 6:03 PM |
| 59 | While as much training as possible should be given to non-members/governments/LEAs, this is again within the constraints of the NCC's budget & the training department's personnel. | 5/18/2013 11:51 PM |
| 60 | Training seems unduly constrained by the principle of non-competition with ripe members. There is surely enough demand for training, for NCC to develop a full range of needed materials, to be delivered within reasonable guidelines. | 5/17/2013 9:33 PM |
| 61 | I would love to see more of it open to non-members. example: legacy space holders who don't currently otherwise need membership. | 5/17/2013 9:11 PM |

## Q57 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,275   Skipped: 1,358
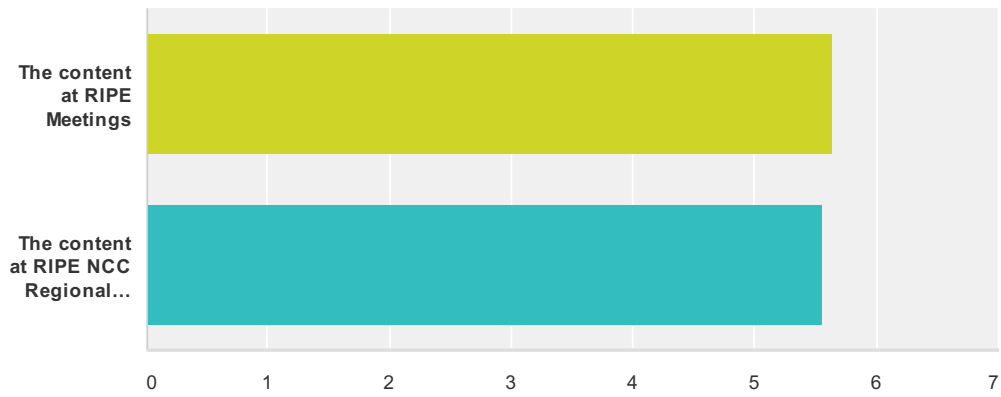


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The content at RIPE Meetings** | 0.26% 6 | 0.31% 7 | 1.59% 36 | 6.17% 140 | 12.43% 282 | 20.14% 457 | 12.21% 277 | 46.89% 1,064 | 2,269 | 5.63 |
| **The content at RIPE NCC Regional Meetings and NOGs** | 0.18% 4 | 0.49% 11 | 1.38% 31 | 5.75% 129 | 10.39% 233 | 14.98% 336 | 9.72% 218 | 57.11% 1,281 | 2,243 | 5.55 |

## Q58 Please choose the regional outreach forums and groups that the RIPE NCC should be actively involved with. [Choose as many as appropriate]

Answered: 1,955   Skipped: 1,678
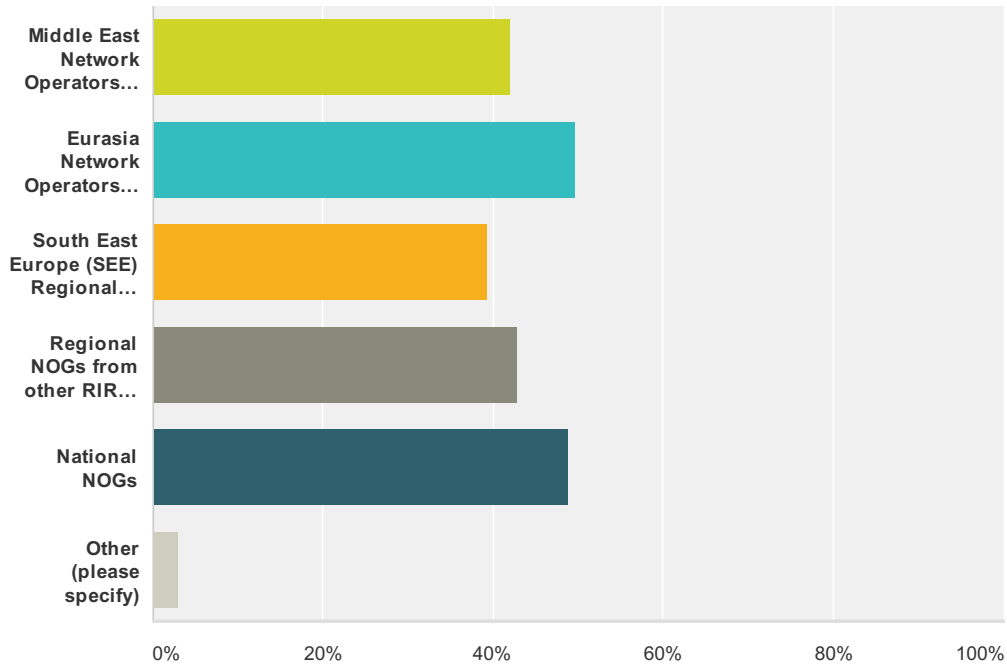


| Answer Choices | Responses | |
|---|---|---|
| **Middle East Network Operators Group (MENOG)** | **41.94%** | 820 |
| **Eurasia Network Operators Group (ENOG)** | **49.67%** | 971 |
| **South East Europe (SEE) Regional Meetings** | **39.28%** | 768 |
| **Regional NOGs from other RIR regions, e.g. NANOG, Apricot** | **42.76%** | 836 |
| **National NOGs** | **48.70%** | 952 |
| **Other (please specify)** | **3.02%** | 59 |
| Total Respondents: 1,955 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | IGFs and EuroDIG/ICANN meetings | 6/21/2013 7:47 PM |
| 4 | internet exchanges | 6/20/2013 11:23 PM |
| 5 | UA-IX, www.ua-ix.net | 6/20/2013 8:41 PM |
| 6 | All stakeholders | 6/19/2013 6:36 PM |
| 7 | none | 6/17/2013 5:05 AM |
| 8 | double question | 6/14/2013 10:28 PM |
| 9 | None of these | 6/14/2013 6:25 PM |
| 10 | no opinion on this | 6/13/2013 5:49 PM |
| 11 | PLNOG | 6/13/2013 7:43 AM |
| 12 | NONE | 6/13/2013 5:33 AM |
| 13 | EuroISPA (yet again this is a redundant question) | 6/13/2013 1:10 AM |
| 14 | This is not care for RIPE NCC or I have not undestood the question right | 6/13/2013 12:44 AM |

| 15 | DENOG | 6/13/2013 12:31 AM |
|----|-------|--------------------|
| 16 | Continue involvement in the Arab IGF, especially considering the key role in its success. | 6/12/2013 10:42 PM |
| 17 | Monitor all for important changes to the worldwide networks | 6/12/2013 6:09 PM |
| 18 | N/A | 6/12/2013 3:24 PM |
| 19 | pita | 6/12/2013 8:22 AM |
| 20 | don't know | 6/12/2013 7:02 AM |
| 21 | None. | 6/12/2013 3:39 AM |
| 22 | SWINOG (http://www.swinog.ch) | 6/12/2013 2:08 AM |
| 23 | all of them | 6/12/2013 12:57 AM |
| 24 | SANOG | 6/11/2013 7:10 PM |
| 25 | IXP's | 6/8/2013 7:32 AM |
| 26 | FRNOG in France | 6/7/2013 8:51 PM |
| 27 | http://www.sanog.org/ | 6/7/2013 3:41 PM |
| 28 | Stick with policy forums. | 6/7/2013 2:39 PM |
| 29 | Italy | 6/7/2013 9:54 AM |
| 30 | N/A | 6/6/2013 4:10 PM |
| 31 | Th Nordic Network Operators Forum | 6/6/2013 3:54 PM |
| 32 | Get involved if there is a reason for it, with as many as is seen practical and important. | 6/5/2013 11:36 PM |
| 33 | TR-NOG | 6/5/2013 10:26 PM |
| 34 | Local peering forums | 6/5/2013 12:46 AM |
| 35 | SwiNOG, as specified before | 6/4/2013 7:03 PM |
| 36 | LACNIC, LACTLD. | 6/4/2013 8:45 AM |
| 37 | I cannot answer | 6/4/2013 2:00 AM |
| 38 | As I said earlier, academic style meetings like the Terena conference, etc. | 6/2/2013 3:09 PM |
| 39 | small regional meetings | 5/31/2013 8:03 PM |
| 40 | Repeat of earlier question? | 5/31/2013 7:39 PM |
| 41 | All - in the sense that they shall all know RIPE is available and willing to assist/participate | 5/31/2013 4:45 PM |
| 42 | CEE region | 5/30/2013 11:31 PM |
| 43 | none of the above, apart from monetary support and the occasional statistics presentation. | 5/30/2013 8:37 PM |
| 44 | don't know | 5/30/2013 8:06 PM |
| 45 | no comments | 5/30/2013 7:51 PM |
| 46 | As stated before: it should be the other way around. | 5/30/2013 5:41 AM |
| 47 | unknown | 5/30/2013 1:50 AM |
| 48 | DENOG | 5/29/2013 11:28 PM |
| 49 | specifically Spain (faltering) esNOG meetings. Jaoa Damas and Juan Pedro Cerezo (BT) lead these and need support. | 5/29/2013 9:14 PM |
| 50 | I don't know | 5/28/2013 3:43 PM |
| 51 | First of all - developing countries and countries with poorly developed institution of civil rights. | 5/28/2013 1:21 AM |
| 52 | NANOG is particularly important… | 5/23/2013 12:40 AM |
| 53 | none | 5/21/2013 6:38 PM |
| 54 | ITALY ! | 5/21/2013 5:53 PM |
| 55 | as many as possible | 5/21/2013 5:39 PM |
| 56 | AfriNIC/AfNOG | 5/19/2013 5:48 AM |
| 57 | National associations of ISPs National IXP members meetings | 5/18/2013 5:45 AM |
| 58 | I don't fully know what they do and who're involved in them. | 5/17/2013 10:50 PM |
| 59 | EURO-IX | 5/17/2013 9:18 PM |

## Q59 Do you have any other comments about the RIPE NCC or its outreach and external relations?

Answered: 2,257   Skipped: 1,376
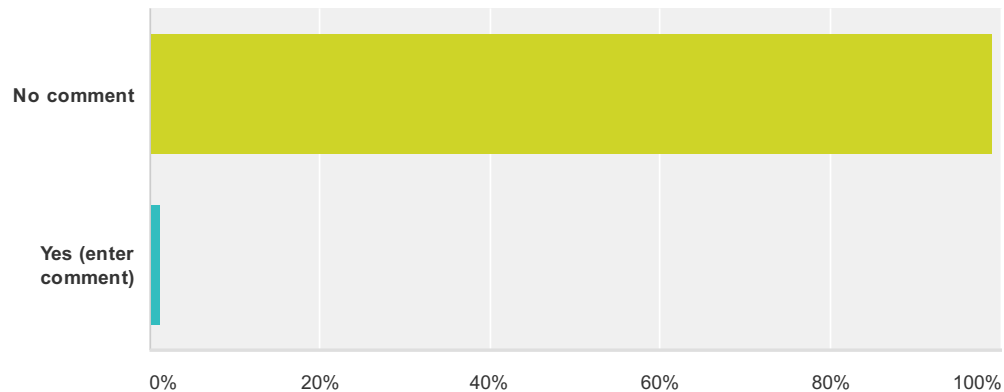


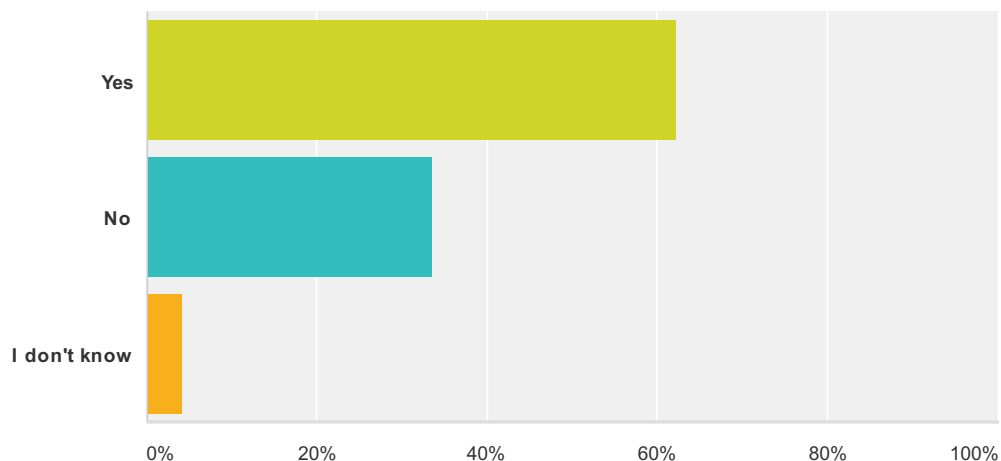| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **98.80%** | 2,230 |
| **Yes (enter comment)** | **1.20%** | 27 |
| Total | | 2,257 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:22 PM |
| 2 | YES | 6/23/2013 7:58 PM |
| 3 | It have to corporate with Yemen ISP (YemenNet) to provide a good internet service by providing more IP addresses IPv4 to appropriate with increasing internet customers. I Thank you about fill this survey | 6/20/2013 7:44 AM |
| 4 | need to send more more communications and press releases | 6/19/2013 6:36 PM |
| 5 | Significantly increase presence in recent months/years. Some additional awareness campaigns may be warranted | 6/18/2013 11:41 PM |
| 6 | I would like to learn more about RIPE NCC engagement strategy for the coming three to five years in the Middle East and more specifically Lebanon. | 6/18/2013 11:15 PM |
| 7 | RIPE team are doing good job helping us conduct training sessions in Saudi Arabia, mainly on IPv6 and LIR. Additional training areas will be a good thing to have. | 6/18/2013 8:07 PM |
| 8 | 54, 53.,46., 47. seem redundant to earlier question (low 30's) - see there | 6/17/2013 10:42 AM |
| 9 | To make the Tools on LIR easier to use | 6/13/2013 10:00 PM |
| 10 | They seem pretty active | 6/11/2013 9:31 AM |
| 11 | RIPE Atlas probe program is quite impressive, it should be improved more | 6/7/2013 3:41 PM |
| 12 | We appreciate that RIPE shares information and provides resources to everyone, not just RIPE members. I have been listening carefully as RIPE has reached IPv4 exhaustion. | 6/5/2013 12:43 PM |
| 13 | Best wishes and good luck! :) | 6/4/2013 11:51 PM |
| 14 | I need to design training courses in IP6 note I am not a member of the Iraqi Ministry of Communications and interested in the subject IP6 | 6/4/2013 4:30 PM |
| 15 | RIPE NCC always strikes me as an administrative organisation representing a technical community. However, it tries to present itself as a technical organisation. Facilitate to let the experts talk, don't try to be experts without having the actual experience to back it up. | 5/30/2013 8:37 PM |
| 16 | I think the RIPE NCC has been doing a pretty good job keeping lunatics at ITU et al in check. | 5/30/2013 6:54 AM |
| 17 | Pretty awesome job you guys are doing :) | 5/29/2013 9:14 PM |

| 18 | Explanation on my response to 54. Comment on RIPE-Meeting The RIPE meeting is now 2 meetings in 1. A "NOG" meeting in the first part with operational or research information sharing, and it is vaguely related to the RIPE-NCC mission, and the second part with to RIPE WGs, policy discussions,Internet Governance issue and operations of teh RIPE-NCC. The first part is now taking a larger and larger proportion and attract different people and profiles than the second one. More and more people interested by the second part do not come to the meeting because the first part is not in their mission. I suggest to cut in 2 : - a NOG meeting (fund by sponsors), and a RIPE meeting fund by the RIPE-NCC) and clearly make a difference between the 2. | 5/29/2013 6:27 PM |
| --- | --- | --- |
| 19 | Improvement and development of the portal ripe.net | 5/28/2013 1:21 AM |
| 20 | Why do you repeat these questions? | 5/23/2013 10:52 PM |
| 21 | Ideally the outreach should stimulate that regional groups become part of the mainstream policy making | 5/23/2013 6:20 PM |
| 22 | To much money is spend on this outreach, stop it and use the funds to lower member fees. | 5/23/2013 2:13 AM |
| 23 | RIPE NCC should only communicate with other registries to created standarized services. | 5/21/2013 6:38 PM |
| 24 | REGIONAl MEETING IN MILAN ! | 5/21/2013 5:53 PM |
| 25 | For a large & sophisticated organisation it has a surprisingly low profile outside members | 5/18/2013 11:09 PM |
| 26 | I think that the RIPE NCC do an excellent job in this area. | 5/18/2013 5:44 PM |
| 27 | I would like to see training team empowered to deliver any training content developed by NCC. it seems that external relations are undertaking training-like activities, without an integrated approach. | 5/17/2013 9:33 PM |

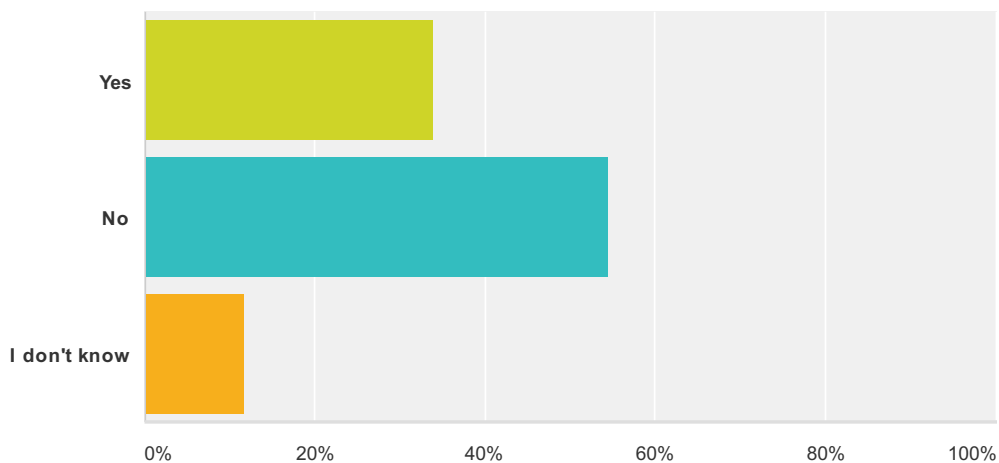## Q60 Does your organisation have a formal plan for IPv6 deployment?

**Answered: 2,264    Skipped: 1,369**

| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **62.19%** | 1,408 |
| **No** | **33.57%** | 760 |
| **I don't know** | **4.24%** | 96 |
| Total | | 2,264 |

## Q61 Does your organisation have an IPv6 transition budget?

**Answered: 2,261    Skipped: 1,372**



| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **33.92%** | 767 |
| **No** | **54.36%** | 1,229 |
| **I don't know** | **11.72%** | 265 |
| Total | | 2,261 |

## Q62 Does your organisation have staff trained for IPv6 deployment?

Answered: 2,266   Skipped: 1,367
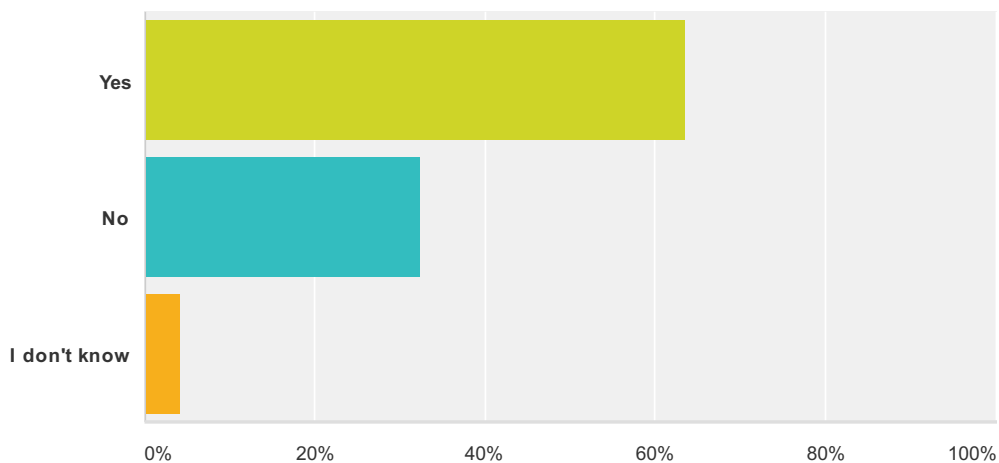
| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **63.42%** | 1,437 |
| **No** | **32.30%** | 732 |
| **I don't know** | **4.28%** | 97 |
| Total | | 2,266 |

## Q63 In your opinion, what prevents organisations from deploying IPv6? [Choose as many as appropriate]

Answered: 2,231   Skipped: 1,402
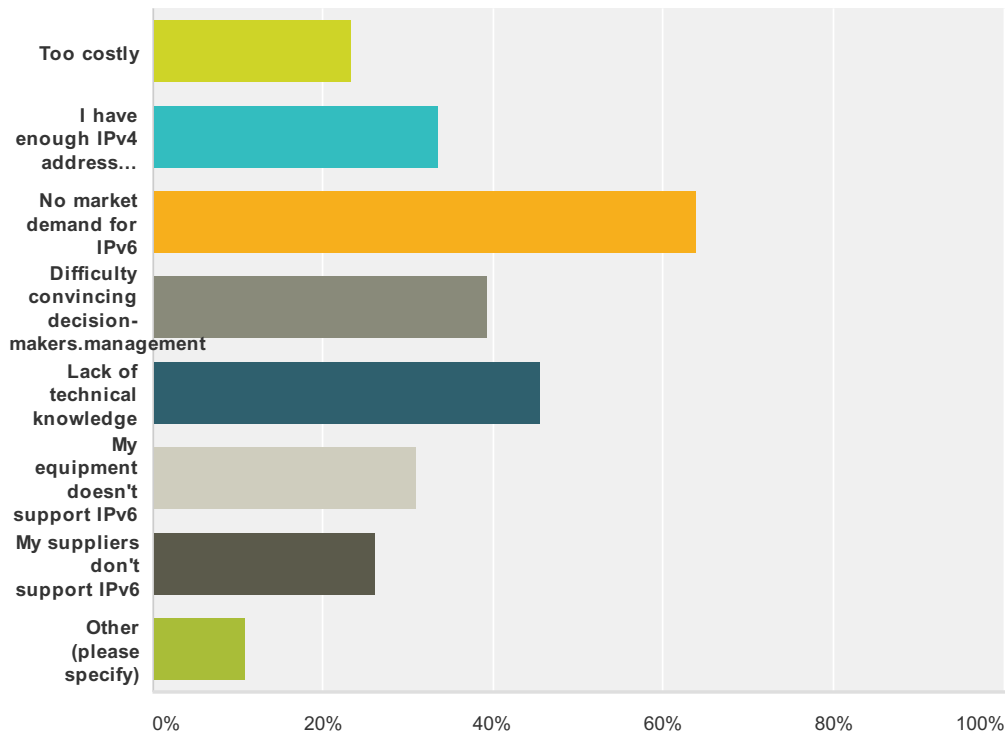


| Answer Choices | Responses | |
|---|---|---|
| **Too costly** | **23.40%** | 522 |
| **I have enough IPv4 address space** | **33.53%** | 748 |
| **No market demand for IPv6** | **63.78%** | 1,423 |
| **Difficulty convincing decision-makers.management** | **39.40%** | 879 |
| **Lack of technical knowledge** | **45.54%** | 1,016 |
| **My equipment doesn't support IPv6** | **30.97%** | 691 |
| **My suppliers don't support IPv6** | **26.13%** | 583 |
| **Other (please specify)** | **10.94%** | 244 |
| Total Respondents: 2,231 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:24 PM |
| 2 | YES | 6/23/2013 8:01 PM |
| 3 | Flaws and difficulties of transition mechanisms | 6/23/2013 7:58 PM |
| 4 | Our customers (access ISPs in the developing world) only want IPv4 | 6/21/2013 8:41 PM |
| 5 | Not applicable. | 6/21/2013 7:50 PM |
| 6 | If more content providers allowed ipv6 only, it would force adoption. | 6/21/2013 4:46 AM |
| 7 | laziness | 6/21/2013 2:45 AM |
| 8 | broken protocol with no transition plan. | 6/21/2013 1:09 AM |
| 9 | We deployed IPv6, excluding some of areas like device management. | 6/21/2013 12:56 AM |
| 10 | Often IPv6 support still lacks behind IPv4 support in function (e.g. proxy gateways, firewalls and alike, even though vendors put the IPv6 sticker on). | 6/20/2013 11:31 PM |

| 11 | Our Telecom organization TCI does not support ipv6 | 6/20/2013 9:33 PM |
|---|---|---|
| 12 | As an ISP, we are have 2 main problems with IPv6. The first problem is that there isn't that much consumer demand for IPv6 yet so management are unwilling to invest the development time to get the IPv6 rollout completed, there are always higher priority projects that take precedence. The second is that we are still struggling to source cheaper consumer routers that have stable support for IPv6. Expensive routers with stable IPv6 are easy to source, however very few customers are prepared to pay for them. | 6/20/2013 7:57 PM |
| 13 | End user equipment doesn't support IPv6 | 6/20/2013 7:30 PM |
| 14 | There is not a real need for end-users nowadays. | 6/20/2013 7:18 PM |
| 15 | No big experience in dealing with security issues in IPv6. | 6/20/2013 7:07 PM |
| 16 | .rs domain problems, not on IPv6 national domain of Serbia | 6/20/2013 6:57 PM |
| 17 | Market will grow in the future | 6/20/2013 6:49 PM |
| 18 | Most of the End Users equipment doesn't support IPv6 | 6/20/2013 6:43 PM |
| 19 | Make specific training for decision-makers manager | 6/20/2013 6:40 PM |
| 20 | Some equipment does not support it, both ours and customers'. | 6/20/2013 6:23 PM |
| 21 | uncertainty about the impact of migration process. Resistance to change. | 6/20/2013 2:54 PM |
| 22 | some Internet customers don't understand IPsv4 and other customers will find a difficult using with IPv6. All customers will change ADSL modems (Residential customer) and routers (Business customers) via upgrade firmware (software only) to support IPv6 or buy a new ADSL modems or Routers. | 6/20/2013 8:17 AM |
| 23 | We already deployed IPv6 stack for our infrastructure and provide it for all our customers :) | 6/20/2013 5:33 AM |
| 24 | no advantages | 6/19/2013 6:49 PM |
| 25 | lazyness | 6/19/2013 5:22 PM |
| 26 | In Greenland we only have a single national ISP and currently they do not offer IPv6 connectivity, making it immensely hard to leverage the full potential of IPv6 in multisite deployments | 6/18/2013 11:35 PM |
| 27 | The internet hub in Lebanon is managed by OGERO a government entity and OGERO does not seem to be interested in the deployment of IPv6. So all IPv6 connections out of Lebanon are via tunnels which is not sustainable. | 6/18/2013 11:23 PM |
| 28 | You. | 6/18/2013 10:07 PM |
| 29 | it is too complicated to deploy IPv6 because it conjugated with huge risk for uor business | 6/18/2013 7:32 PM |
| 30 | No time | 6/18/2013 7:05 PM |
| 31 | lack of awareness Low IPv6 content | 6/18/2013 4:49 PM |
| 32 | improve coordination | 6/18/2013 2:35 AM |
| 33 | no time | 6/17/2013 10:09 PM |
| 34 | We don't feel customers are ready to use IPv6, the Internet is on IPv4, so IPv4 is required, this way it have to be (?) IPv6 with IPv4 and the solution for this connection have to be chosen | 6/14/2013 8:13 PM |
| 35 | Some our equipment doesn't support IPv6. We have started a partial deployment of IPv6 networks where this is possible now. | 6/14/2013 5:51 PM |
| 36 | Big companies don't fully support ipv6. For example yahoo (can't send email from ipv6 address). And many others. Until they work with it users won't need ipv6. In our company broadband users can have ipv6 Internet absolutely free (only ipv6 access), but nobody use it. | 6/14/2013 3:14 AM |
| 37 | - RIPE have to explain better the reasons to move on and the risk if not migration is done. - RIPE has to contact with a responsible of the main companies of each country in Europe, to achieve critical mass and start moving towards IPv6. | 6/13/2013 8:36 PM |
| 38 | Gap between actual security solutions and IPv6 end to end connectivity. Additional security problems. | 6/13/2013 7:21 PM |
| 39 | Quite a few ISP's are running IPv6 (as are we), but it isn't really a business driver at this point. | 6/13/2013 6:16 PM |
| 40 | IPv6 security | 6/13/2013 5:39 PM |
| 41 | Uuuhm, that some new freak technology that nobody will ever want to use :-( | 6/13/2013 5:31 PM |
| 42 | Our customers dont want to have IPv6 adresses. People tend to use things they can remember when they see it. IPv6 Adresses cant be remembered well. Thus there is alot of Aversion against IPv6 from our customers. Also the technical issues caused bei Routing Traffic from IPv4 into IPv6 enviroments and vice versa are a bad influence. IPv6 is not sexy :-o | 6/13/2013 8:57 AM |
| 43 | My organization has deployed and provides services with IPv6 | 6/13/2013 8:26 AM |
| 44 | No real demand from our customers and infrastructure compliance | 6/13/2013 7:39 AM |
| 45 | Not supported by local main provider | 6/13/2013 5:24 AM |
| 46 | No priority | 6/13/2013 2:46 AM |

| 47 | Vendors are looking for solutions to continue to live as long as possible ipv4 rather than better implement ipv6 | 6/13/2013 2:09 AM |
|---|---|---|
| 48 | Lack of technical knowledge and hardware on the customer's side. | 6/13/2013 1:31 AM |
| 49 | hardware-support for IPv6 is small on the CPE-side and also some switch and router manufacturers are still slow in adopting IPv6 in pair to IPv4 (features, speed, capacity) | 6/13/2013 1:13 AM |
| 50 | No available time given the low level of need in our market. | 6/13/2013 1:04 AM |
| 51 | the most of our customers don't know if or why they need IPv6, at least today as everything they need is still working fine with IPv4. The conclusion is that they don't get a budget to implement it on the internal network to the desktop because they don't have enough reasons. | 6/13/2013 1:03 AM |
| 52 | Enough other things to do | 6/13/2013 1:00 AM |
| 53 | readability of routes and IP-addresses | 6/13/2013 12:52 AM |
| 54 | ignoring | 6/13/2013 12:47 AM |
| 55 | Time, mostly.. | 6/13/2013 12:33 AM |
| 56 | Lack of Time | 6/13/2013 12:33 AM |
| 57 | TIME !! | 6/13/2013 12:31 AM |
| 58 | too much time for do it and no enough resources | 6/13/2013 12:25 AM |
| 59 | we send email. IPV$ is the only way for us right now | 6/13/2013 12:09 AM |
| 60 | Performance issues on equipment running IPv6 | 6/13/2013 12:01 AM |
| 61 | momentum of a trillion dollar network | 6/12/2013 11:42 PM |
| 62 | I already have IPv6 deployed | 6/12/2013 11:26 PM |
| 63 | No use, since all main access-providers don't provide IPv6 access.. | 6/12/2013 10:30 PM |
| 64 | The number of native IPv6 web services is too small. There are many v4-v6 translation mechanismes and organisations rather use them than deploying native IPv6 in their networks. | 6/12/2013 9:40 PM |
| 65 | takes much more time than thought | 6/12/2013 8:52 PM |
| 66 | Lack of urgency in taking up IPv6. I'm sure this will change very shortly when IPv4 runs out. | 6/12/2013 8:03 PM |
| 67 | minor number of destination services provide IPv6 connectivity. Also, lack of support or technical requirements with Internet upstream providers | 6/12/2013 7:44 PM |
| 68 | There is not much offer of services and applications over IPv6 | 6/12/2013 7:36 PM |
| 69 | Telefonica is not engaged in deploying IPv6. | 6/12/2013 7:28 PM |
| 70 | Lack of time compared with other infrastructure projects | 6/12/2013 7:25 PM |
| 71 | No time | 6/12/2013 7:01 PM |
| 72 | Not all sites support IPv6 which shrinks the Internet… | 6/12/2013 6:57 PM |
| 73 | My provider does not route IPv6. | 6/12/2013 6:22 PM |
| 74 | My general opinion is that IPv6 is technicaly bad solution and I do not like it at all. It is not good enough, unfriendly, complicated, unsecure, undeveloped, reserved etc, etc. And so many urged, inrush, persuaged, forced by USA. It is not smelling god, you know what I mean. | 6/12/2013 6:18 PM |
| 75 | No motivation | 6/12/2013 6:12 PM |
| 76 | I don't known | 6/12/2013 5:15 PM |
| 77 | There are no resources available to handle the implementation of ipv6 | 6/12/2013 5:05 PM |
| 78 | Costumer premises don't support IPv6. | 6/12/2013 4:47 PM |
| 79 | time | 6/12/2013 4:35 PM |
| 80 | Customers lack of IPv6 support in their equipment | 6/12/2013 4:12 PM |
| 81 | ISPs must start, once they support it, we can follow | 6/12/2013 12:47 PM |
| 82 | We have an IPv6 space, we have set up some bgp sessions with upstreams, our core and beyond-core supports v6 BUT we don't connect customers on v6 <--- way too much problems like "why site aaa.pl does not work?" The problem is that small content providers do not support v6 yet! | 6/12/2013 7:28 AM |
| 83 | A lot of custom software (e.g. network management system, traffic control software, etc.) is written, debugged and works with IPv4. Enabling IPv6 requires to revisit every piece of software, which is costly and involves a risk of introducing instability and security holes. I understand the potential of IPv6 and slowly push the network towards IPv6 support, but this work is going slowly in background. No formal plan, no rigid schedule, using spare time of the staff. | 6/12/2013 7:00 AM |
| 84 | The other participants are not in a hurry to deploy IPv6, yet they have no problem with the IPv4 address space. | 6/12/2013 6:52 AM |

| 85 | unusable dhcpv6 | 6/12/2013 4:39 AM |
|---|---|---|
| 86 | It's simply another internet where most content is missing. | 6/12/2013 3:44 AM |
| 87 | Customers in Spain doesnt have IPv6 ie DSL lines etc. | 6/12/2013 3:04 AM |
| 88 | Most people - even web developers - are largely unaware of IPv4 and utterly clueless about IPv6. Or netmasks or prefixes. | 6/12/2013 2:44 AM |
| 89 | Difficulty in 'porting' the methods used in V4 to V6 and maintain productivity, as well as some CPE not supporting V6 | 6/12/2013 2:24 AM |
| 90 | Customer broadband has no IPv6 support | 6/12/2013 2:07 AM |
| 91 | we are currently deploying IPv6 :) | 6/12/2013 1:55 AM |
| 92 | low ipv6 coverage in russia | 6/12/2013 1:48 AM |
| 93 | Limited human resources and many new projects we're working on prevent us for working more activelly on ipv6 migration | 6/12/2013 1:43 AM |
| 94 | not user friendly original IPv6 design | 6/12/2013 1:40 AM |
| 95 | No clear advantage of migrating towards IPv6: what problem does it solve? | 6/12/2013 1:22 AM |
| 96 | IPv6 is already deployed | 6/12/2013 1:06 AM |
| 97 | depending on the company all of the obove | 6/12/2013 12:59 AM |
| 98 | Time in the day. | 6/12/2013 12:50 AM |
| 99 | People inertia to changes. | 6/12/2013 12:47 AM |
| 100 | Too risky | 6/12/2013 12:46 AM |
| 101 | Fear of breaking things, issues with some services (e.g. mail server protection), no incentive (no killer app) to counterbalance all the small negatives. | 6/12/2013 12:28 AM |
| 102 | In our case, all ISPs proivde their internet connection through only one governmental company and this company has not implemented IPv6 in its network. | 6/12/2013 12:09 AM |
| 103 | Where companies and providers have sufficient v4 address space there is nothing in the v6 world to motivate a move to v6. If there were desirable services available on v6 that were not available on v4 it would start to tip the balance towards making a move to v6 desirable rather than a chore. | 6/12/2013 12:08 AM |
| 104 | simply don't care, unaware of the problems | 6/12/2013 12:05 AM |
| 105 | not enough content is accesable in ipv6 | 6/12/2013 12:00 AM |
| 106 | not standard (widely deployed solution yet) (ds-lite 6to4 etc) | 6/11/2013 11:59 PM |
| 107 | I actually visited Amsterdam couple years back and participated your IPv6 deployment seminar in your HQ. Beautiful city you have there and cool offices right by the canal :) ..oh and those sweet, sweet coffeeshops.. anyway, as I got back, I pretty much deployed IPv6 singlehandidly on our network during the next few months, and as an ISP we have no problem with IPv6. Our customers, on the other hand.. Their IT departments lack knowledge, budget and motivation to do anything IPv6 related. We are ok, our customers aren't. There have been few cases where their network gear vendor has dropped the ball Big Time(tm) etc.. I don't think IPv6 deployments are a bottleneck/problem at the ISP level, it's pretty much up to the customers to implement it on their networks. If a company is working on a non-techical field and doesn't have in-house knowledge for all things networking, it's suprisingly hard to convince them to even test IPv6 in their networks. | 6/11/2013 11:51 PM |
| 108 | There are still hard-and software vendors (especially companies from the US) which don't provide IPv6 support for there hard-and software | 6/11/2013 11:18 PM |
| 109 | - NAT (and now Carrier-Grade NAT) will prevent IPv6 - no demand for IPv6 since there is not much Self-Hosting or demand for publicly-routable IPs. | 6/11/2013 10:36 PM |
| 110 | not a pressing issue | 6/11/2013 10:30 PM |
| 111 | way too many services on the internet don't understand v6 yet | 6/11/2013 10:29 PM |
| 112 | Services, hardware platforms not ready for IPv6, like Microsoft DHCP server | 6/11/2013 10:13 PM |
| 113 | We are already dual stacked, so this question and previous questions are non-sensical. | 6/11/2013 10:12 PM |
| 114 | only recently our Internet peers offer IPV6 | 6/11/2013 10:06 PM |
| 115 | No real application, therefore no need, dual-stack operation Internet-wide cumbersome and trouble-prone | 6/11/2013 9:53 PM |
| 116 | In Russia most ISP not support IPv6 for end customers. | 6/11/2013 9:29 PM |
| 117 | Not enough time. | 6/11/2013 9:22 PM |
| 118 | Customers equipment doesn't support IPv6 | 6/11/2013 9:12 PM |
| 119 | Products from important firewall vendors (e.g. Checkpoint, Cisco) doesn't support every IPv6 feature. Lack of security. | 6/11/2013 9:00 PM |

| 120 | Lack of vision for the chances IPv6 presents vs. the short sighted decision making culture present in our current corporate structures based on quarterly reports. | 6/11/2013 8:45 PM |
|---|---|---|
| 121 | Too many other things are driven with higher priority, Low priority because "everything still works". | 6/11/2013 6:52 PM |
| 122 | I think as IPv4 depletion is at RIR level only which doesn't truly represent the IPv4 state of depletion infact it's just providing benefits to the ones who have legacy IP space and they are making huge money out of it, RIRs should focus on retrieving the un-used IP space and redistribute it, also IPv6 push can only come from big players from which only Google and Facebook have taken steps, even Microsoft is not on IPv6 so why should other companies go ahead and deploy it when there are no resources over IPv6 so for the time being IPv6 is just kind of a buzz word and though it'll be required ultimately it's not the prime necessity of companies at the moment | 6/11/2013 6:11 PM |
| 123 | 6 to 4 NAT / Transition Technologies not supported by my vendor... My Vendor supports Dual Stack and Native IPV6 however giving my end clientsfrom IPV6 to IPV4 addresses ( ie 99% of internet) my vendor has not impemented NAT 6 to 4 to allow a smooth Transition | 6/11/2013 12:09 AM |
| 124 | Abuse-related challenges for SMTP | 6/10/2013 5:01 PM |
| 125 | Problems with the support of a transitional mechanism IPv4 - IPv6 by magistral equipment. Billing system doesn't support IPv6. | 6/7/2013 7:21 PM |
| 126 | Application not ready | 6/7/2013 7:21 PM |
| 127 | IPv6 is not backward compatible. Fail. | 6/7/2013 2:41 PM |
| 128 | too time-consuming process | 6/7/2013 12:50 AM |
| 129 | Time to implement - we have v6 netblock, but plenty of v4 and so no pressure to move v6 up the 'to-do' list. | 6/7/2013 12:06 AM |
| 130 | lack of time | 6/6/2013 5:20 PM |
| 131 | No ROI. | 6/6/2013 5:20 PM |
| 132 | Lik of management awareness | 6/6/2013 3:56 PM |
| 133 | Scared of IPV6 through lack of knowledge and understanding | 6/6/2013 1:16 AM |
| 134 | its cheaper to buy more ipv4 then to invest in ipv6. (c) the big players. | 6/6/2013 1:15 AM |
| 135 | Not a priority (i.e. lack of time) | 6/6/2013 12:55 AM |
| 136 | The internet contents are ALL in ipv4 | 6/6/2013 12:53 AM |
| 137 | most suppliers/vendors claim to support IPv6, but infrastructure changes needed are costly : not all feature are supported or compatible. | 6/6/2013 12:51 AM |
| 138 | Poor ipv6 support at access providers | 6/6/2013 12:50 AM |
| 139 | we have already deployed ipv6 | 6/6/2013 12:48 AM |
| 140 | lack of parity between IPv6 / IPv4 features sets in equipment and software | 6/6/2013 12:45 AM |
| 141 | We need a lot of work from vendors and standards making bodies to enable IPv6 truly. Think about GSM data-roaming as an example! | 6/5/2013 11:39 PM |
| 142 | waiting for more mature Best Practices in real life. | 6/5/2013 10:29 PM |
| 143 | As ISP company we seek comparable (to IPv4) security, wide service-supporting base and developed knowledge base, nothing of which we have at the moment. | 6/5/2013 10:03 PM |
| 144 | - Still new to many people - The fact that people are frighten with the IPv6 address:-) - Lack of IPv6 training course (my case) | 6/5/2013 5:28 PM |
| 145 | ipv6 address plan the complexity of the development | 6/5/2013 3:49 PM |
| 146 | So many small business IT staff don't know much about it, are afraid of the big scary addresses, and are used to dealing with NAT. Few ISPs in our region are even providing IPv6, and until things completely fall apart, most decision makers won't allocate any money towards it. | 6/5/2013 12:49 PM |
| 147 | My clients don't support IPv6 | 6/5/2013 8:12 AM |
| 148 | Acknowledging the need, support from the top, Designation of a IPv6 Project Lead (champion/owner of IPv6 deployment). | 6/5/2013 5:27 AM |
| 149 | Lack of understanding. They have the technical knowledge in most cases, they just do not realize it. Everyone should have IPv6 deployed by now. | 6/5/2013 5:04 AM |
| 150 | Mentality of it being a second class citizen, or a whizbang feature, rather than a critical infrastructure element. ie: If something's broken, we'll fix IRC before we'll fix anything IPv6. | 6/5/2013 4:52 AM |
| 151 | The majority of customer equipment does not support ipv6 and therefore it only serves a purpose for the core of my network at this point. | 6/5/2013 4:19 AM |
| 152 | We are a .edu with many high priority projects competing for staff resources. Unfortunately, as far as management can tell, the need for immediate IPv6 deployment doesn't exist, so resources are allocated elsewhere with the assumption that we'll roll out IPv6 later. | 6/5/2013 4:14 AM |
| 153 | Access layer equipment not IPv6 ready yet | 6/5/2013 3:58 AM |

| | | |
|---|---|---|
| 154 | fully deployed already | 6/4/2013 8:33 PM |
| 155 | The regional ISPs providing cable and DSL services are having trouble with the CPEs and therefore IPv6 deployment is delayed. Our backbone and our datacenter services are ready, but the end user is not. | 6/4/2013 7:07 PM |
| 156 | NATs! :-( | 6/4/2013 4:44 PM |
| 157 | Lack of customer interest so far. | 6/4/2013 7:18 AM |
| 158 | While there's plenty of IPv6 knowledge within the engineers of the company, these engineers are not allowed to "squander" resources in getting the company IPv6 ready: thus spending time in administrating servers and systems and testing. The job of deploying IPv6 is the job of the systems administrator, which is out-sourced and completely lacks IPv6 knowledge. There are two solutions to that problem: change the company that provides the system administration services (not going to happen, due to the longstanding friendship between the two companies, and due to the geographically close location of the sysadmin company, located on the floor beneath our company), or pay the acquisition of knowledge of the sysadmin (hourly rate - as it seems that training doesn't fit that company's business model) plus the price of a quite unstable network (as the general understanding of networks and systems of that person has to be questioned). This makes IPv6 extremely expensive for our company. The result is, that our company will be one of the last companies ever to switch to IPv6, no doubt. Hope you enjoy the story. | 6/4/2013 2:22 AM |
| 159 | Equipment of my customers doesn't support IPv6 | 6/4/2013 1:17 AM |
| 160 | Inability to interconnect with larger providers via IPv6 | 6/4/2013 12:54 AM |
| 161 | Not enough ISPs in our regions supporting, as a hosting provider we are too reliant on this. | 6/4/2013 12:42 AM |
| 162 | Traditionally dealing with managed networks uses RFC1918. | 6/4/2013 12:39 AM |
| 163 | The netowners don´t support IPv6 | 6/3/2013 4:19 PM |
| 164 | loss of knowledge. | 6/1/2013 3:31 PM |
| 165 | ISP are/will be targeted with enormous increase in end-user support | 5/31/2013 10:36 PM |
| 166 | We have already deployed IPv6 | 5/31/2013 8:10 PM |
| 167 | Lasy admins & not urgent transition. Should be goverment enforced. | 5/31/2013 6:05 PM |
| 168 | Handing out IPv6-addresses is standard procedure and it's readily available in the backbone | 5/31/2013 4:46 PM |
| 169 | No regulatory meassures have been introduced. | 5/31/2013 2:51 AM |
| 170 | nothing should, and if looked at right, nothing does, apart from perception. | 5/30/2013 8:38 PM |
| 171 | Too busy with other projects that the decision makers give higher priority to. | 5/30/2013 7:20 PM |
| 172 | We are a company serving customer needs, and no customers are present on IPv6. Therefore no actual need for IPv6 yet. | 5/30/2013 6:21 PM |
| 173 | Too much projects to manage. IPV6 migration stands currently with a low priority | 5/30/2013 6:12 PM |
| 174 | no immediate perceived need. cost without short term benefit | 5/30/2013 3:50 AM |
| 175 | Non-prepared users | 5/30/2013 3:05 AM |
| 176 | Lack of difinative proof that market share is being lost due to a lack of IPv6 availability. And, any clear indication of when market share will be impacted in the future. | 5/30/2013 3:03 AM |
| 177 | No time. A lot of other projects. | 5/30/2013 2:18 AM |
| 178 | Lack of management interest in IPv6 or knowledge of its benefits, RIRs should approach organization and should ask them to have a test bed at least so people can learn and readiness project could be started. | 5/30/2013 2:07 AM |
| 179 | Not enough web resources working in IPv6. | 5/30/2013 2:00 AM |
| 180 | Answers do not relate to my organisation, but may in my opinion prevent organisations in general from deploying IPv6. | 5/30/2013 1:53 AM |
| 181 | Answers are based on other people i come into contact with. carriers in UK are being slow in there rollout only small isps are doing it imediatly due to limited resources but are losing business to those with abundent ipv4 resources | 5/30/2013 1:52 AM |
| 182 | Also, the main one is lack of content using native IPv6 | 5/30/2013 1:46 AM |
| 183 | Heritage (past engagements) | 5/30/2013 1:35 AM |
| 184 | … but we DO have IPv6 deployed. | 5/30/2013 1:32 AM |
| 185 | contractors/consultants don't support ipv6 | 5/30/2013 1:07 AM |
| 186 | We have fully deployed IPv6 | 5/30/2013 1:00 AM |
| 187 | Customers do not ask for it. | 5/30/2013 12:58 AM |
| 188 | Urgency is low | 5/30/2013 12:57 AM |
| 189 | In Russian Federation, there are also problem with SORM (Law Enforcement) for ipv6. Currently, most of the SORM vendors don`t support ipv6, and is upgrade to costly for network operators. | 5/29/2013 11:25 PM |
| 190 | Most suppliers have basic IPv6 support, but not on the same level as IPv4. | 5/29/2013 10:51 PM |

| 191 | Lack of longterm planning Lack of knowledge Perceived cost barriers Lack of immediate threat Current IP needs are covered | 5/29/2013 9:14 PM |
| 192 | RIPE is recommending dual stacking of both IPv4 & IPv6 but there is no more IPv4 IPs left to do this. | 5/29/2013 9:09 PM |
| 193 | 6to4 translation, customer devices lacking support of IPv6 | 5/29/2013 8:43 PM |
| 194 | no exclusive IPv6 content | 5/29/2013 7:49 PM |
| 195 | 1) It's difficult to force our clients use IPv6. Ideally, we should deploy ipv6 without any changes from customers point of view 2) Actual security issues and security "black hole" (issues in near future) | 5/29/2013 7:46 PM |
| 196 | Vendors don't agree on large scale (domestic broadband access) implementations - ie. router/BRAS vendors implementations don't allign with Access Node (DSLAM, switches) implementations. Particularly in terms of security. | 5/29/2013 7:26 PM |
| 197 | The only real incentive to deploy IPv6 is IPv4 exhaustion. The fact that the ARIN pool is not depleted doesn't help. | 5/29/2013 6:27 PM |
| 198 | Backoffice (provisioning, monitoring etc) does not support IPv6 | 5/29/2013 6:37 AM |
| 199 | Low awareness and distrust of the health protocol IPv6. | 5/28/2013 1:26 AM |
| 200 | Equipment does support IPv6, its just the level of maturity and performance what concerns us. | 5/27/2013 9:21 PM |
| 201 | IPv6 sucks. We won't be adopting it until we absolutely have to. | 5/25/2013 5:05 PM |
| 202 | IPv6 Lacks a killer app. | 5/25/2013 12:11 AM |
| 203 | We did it already. | 5/24/2013 11:06 PM |
| 204 | Internet Provider for home users (ISP) in most don't support IPv6. We as hosters are ready to provide IPv6 but it has no sense since major of home users have IPv4 only connection. | 5/24/2013 10:11 AM |
| 205 | Lack of staff resources at customer organizations, missing (or poorly implemented) features in network equipment. No market driver for v6. | 5/23/2013 10:59 PM |
| 206 | There is no need to move into ivp6. | 5/23/2013 3:32 PM |
| 207 | IT outsourcing partners don't support it. | 5/23/2013 12:51 AM |
| 208 | IPv6 to IPv4 translation gateways (such as IVI) still really aren't production-ready, so if all a user has is IPv6 connectivity, how are they to get to IPv4-only services, eh? And if users are dual stack, they don't really need IPv6, because everything accessible via IPv6 is also accessible via IPv4. | 5/23/2013 12:45 AM |
| 209 | already deployed | 5/22/2013 10:35 PM |
| 210 | The fear that other people are not ready (eg 3rd parties, partners etc) | 5/22/2013 10:18 PM |
| 211 | Low count of IPv6-enabled resources in the Internet. | 5/22/2013 8:01 PM |
| 212 | We already have IPv6 implemented. Hence no (more) budget to do so, and no (new) formal plan. | 5/22/2013 6:43 PM |
| 213 | Cost to much for broadband end users to change the equipment to new IPv6 approved equipment. Therefor no SP will start with IPv6 to broadband customers before it is necessary. | 5/22/2013 5:18 PM |
| 214 | billing, shaping | 5/22/2013 5:15 PM |
| 215 | it says organsations, not my organisation - some of the answers doesn't meet the req of the question ... | 5/22/2013 12:29 AM |
| 216 | Lawful Intercept issue by Government | 5/21/2013 11:48 PM |
| 217 | Some equipment does not fully support IPv6 | 5/21/2013 11:46 PM |
| 218 | My Staff doesn t support IPv6 | 5/21/2013 11:23 PM |
| 219 | Everything is done to make IPv4 live longer | 5/21/2013 9:34 PM |
| 220 | Lack of time | 5/21/2013 9:33 PM |
| 221 | Some just prefer not to invest in making their networks IPv6 ready. | 5/21/2013 9:28 PM |
| 222 | My organization deloyed IPv6 | 5/21/2013 7:56 PM |
| 223 | some content doesn't support IPv6 | 5/21/2013 7:55 PM |
| 224 | Lack of time | 5/21/2013 7:24 PM |
| 225 | Not yet perfectly standarized. | 5/21/2013 6:40 PM |
| 226 | time | 5/21/2013 6:18 PM |
| 227 | We're already fully IPv6 enabled. | 5/21/2013 6:11 PM |
| 228 | not all equipments supports IPv6, mine and upstream's. | 5/21/2013 6:05 PM |
| 229 | My customers internal networks are so heavily embroiled in IPV4 making transition difficult. | 5/21/2013 5:52 PM |
| 230 | Cpe support is lacking. many services are difficult to provide between ipv6 and ipv4. | 5/21/2013 5:42 PM |
| 231 | n/a | 5/21/2013 6:49 AM |

| 232 | not enough SUPPLY on IPv6 enabled sites for general public [content not always the same as on IPv4] | 5/21/2013 2:27 AM |
| 233 | It's the whole package that isn't yet working. (Meaning no time to invest in recearhc, customers not interested yet, old cpe equipment don't support and so on) | 5/20/2013 6:06 PM |
| 234 | I see a lot of security fear/uncertainty, and a perceived need for NAT. More education, outreach, and support could help. | 5/19/2013 5:51 AM |
| 235 | v6 deployed on the core & access networks since 2003, but clients haven't seen massive reason to deploy yet due to budget & time constraints. | 5/18/2013 11:53 PM |
| 236 | Lack of conviction that IPv6 is e optimum approach | 5/18/2013 11:20 PM |
| 237 | This has changed over the past few years - technical argument seems to have been overtaken by financial/resource argument. | 5/18/2013 5:47 PM |
| 238 | No direct benefit. (Even if you don't have enough IPv4 addresses, deploying IPv6 doesn't solve the problems you have.) | 5/18/2013 7:59 AM |
| 239 | ipv6 doesn't solve problems which people and organisations feel are relevant to them. There is no addressing crisis for many people right now, therefore these people will not expend the time and effort required to deploy the protocol. | 5/18/2013 6:50 AM |
| 240 | Short-term thinking | 5/18/2013 5:47 AM |
| 241 | Catch 22 situation. No ISP support, so no need for content support, and vice-versa. | 5/18/2013 2:52 AM |
| 242 | IPv4 works, why change ? :) | 5/18/2013 12:56 AM |
| 243 | I believe the illusion of "no market demand" makes it a catch-22. but we're slowly getting there. | 5/17/2013 10:58 PM |
| 244 | Misconceptions. | 5/17/2013 9:15 PM |

## Q64 Can you suggest some ways the RIPE NCC can help you with the take-up of IPv6.

Answered: 2,224   Skipped: 1,409
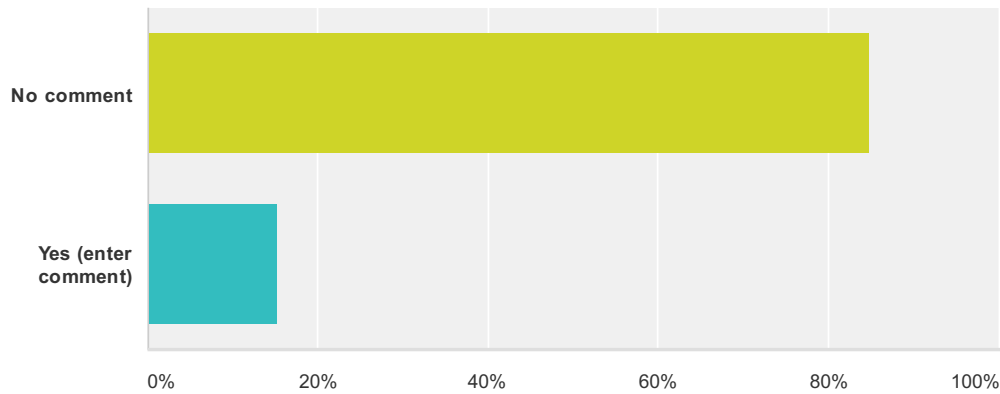


| Answer Choices | Responses | |
|---|---|---|
| No comment | 84.67% | 1,883 |
| Yes (enter comment) | 15.33% | 341 |
| Total | | 2,224 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:24 PM |
| 2 | YES | 6/23/2013 8:01 PM |
| 3 | easy registration on ipv6 without payment… )) the people eat that…mmm..like) | 6/23/2013 4:35 AM |
| 4 | motivate the business market and the content providers | 6/22/2013 8:17 PM |
| 5 | Highlight the advantages of using IPV6 and how it positively impacts all aspects of Internet use. | 6/22/2013 1:53 AM |
| 6 | lower requirement for PI address space | 6/21/2013 11:47 PM |
| 7 | Awareness and education. | 6/21/2013 7:50 PM |
| 8 | Full guideline for the deployment at technical but also at business level | 6/21/2013 5:51 PM |
| 9 | Try convincing decision makers at both private and public sector. | 6/21/2013 2:45 AM |
| 10 | Show business cases and good and bad examples. Its all about business at the decision maker level. | 6/21/2013 2:30 AM |
| 11 | Reduced subscription for ipv6 compatible members? | 6/21/2013 1:37 AM |
| 12 | By improving collaboration with other ISPs or Operators involved in gthe deployment of IPv6 specially in the mobile market | 6/21/2013 1:18 AM |
| 13 | Training on that | 6/20/2013 9:18 PM |
| 14 | Offer for free for a period of 12 or 24 months | 6/20/2013 7:48 PM |
| 15 | Training and knowledge transfer | 6/20/2013 7:36 PM |
| 16 | Convince the TIER 1 ISPs to start deploying IPV6 to their end-users | 6/20/2013 7:33 PM |
| 17 | more technical assistance | 6/20/2013 7:27 PM |
| 18 | Create easy to digest IPv6 transition guides | 6/20/2013 7:05 PM |
| 19 | Web discussions about IPv6 deployment in the operators networks. | 6/20/2013 6:58 PM |
| 20 | education | 6/20/2013 6:53 PM |
| 21 | Possibilities to get cheap ipv6 ranges to test | 6/20/2013 6:49 PM |
| 22 | IPv6 training, DHCPd configurations, IPv6 leasings | 6/20/2013 6:43 PM |
| 23 | Comprehensive materials needed. | 6/20/2013 6:26 PM |
| 24 | demonstrate success stories to encourage. | 6/20/2013 2:54 PM |
| 25 | I suggest you give us planning or Roadmap for take-up of IPv6 as a practical planning in order to we will do that for a short time for deploying IPv6 | 6/20/2013 8:17 AM |

| 26 | Create sites in many languages about expirience of migrating to IP6 stack and know issues with it (hardware problems, software problems) and enabling relationship with projects like IPv6 ready. | 6/20/2013 5:33 AM |
|----|----|----|
| 27 | raise the awareness | 6/19/2013 8:37 AM |
| 28 | Raise Awareness, addressing policy and strategy issues, technical support, training | 6/19/2013 8:06 AM |
| 29 | Encourage CPE suppliers to supply IPv6 units with PROPER IPv6 Firewalls that can be understood | 6/19/2013 12:57 AM |
| 30 | Not sure what say RIPE has in these matters, but mandatory IPv6 support from national ISP might be a start… | 6/18/2013 11:35 PM |
| 31 | Lobbying with the Lebanese Ministry of Telecom to convince them to deploy IPv6 and provide addiyional IPv6 training. | 6/18/2013 11:23 PM |
| 32 | Stop the endless debate and nitpicking over every bit and comma in IPv6 address space requests. | 6/18/2013 10:07 PM |
| 33 | more awareness for senior management, and local training fro engineers | 6/18/2013 8:09 PM |
| 34 | More additional trainings with overview best practice in Europe | 6/18/2013 7:32 PM |
| 35 | Large content providers should be IPv6 ready More awareness to the end users | 6/18/2013 4:49 PM |
| 36 | set-up knowledge and skill transfer between would be implimenters and those alreay migrated | 6/18/2013 8:19 AM |
| 37 | more awareness at end user level too | 6/18/2013 4:20 AM |
| 38 | Collaboration with regulators and government | 6/18/2013 2:35 AM |
| 39 | more training for IPV6 | 6/17/2013 8:09 PM |
| 40 | I don't really see it as a problem for RIPE that we have not made the transition to IPv6. its an internal issue with the company and we need to plan and allocate budget for the task. | 6/17/2013 6:30 PM |
| 41 | I think that this is not a task of RIPE. The market is the agent that have to take-up the ipv6. | 6/17/2013 4:15 PM |
| 42 | Better inform the general public of the benefits of IPv6 vs. CGNAT and create some demand. | 6/16/2013 9:22 AM |
| 43 | The RIPE NCC could raise awareness on market distortion created by IPv4 exhaustion. | 6/16/2013 1:37 AM |
| 44 | Force CPE equipment producers and goverments, to make IPv6 a mandatory feature in every devices that are sold in the shops. | 6/15/2013 9:31 PM |
| 45 | financial aspect | 6/15/2013 12:50 AM |
| 46 | Global ESP do not support IPv6 for emailing. RIPE, ARIN and other registry should work on the promotion of ipv6. | 6/14/2013 9:52 PM |
| 47 | find a way to make it simple and cheap to change customers form IPv4 to IPv6 without changing usability of service | 6/14/2013 8:13 PM |
| 48 | interact with iran communication company to brief them , benefit of IP6 usage ! | 6/14/2013 8:35 AM |
| 49 | IPv6 training courses, but very technical ones, BGP, Routings etc. | 6/14/2013 12:32 AM |
| 50 | Demos , presentations and trainnig | 6/13/2013 10:02 PM |
| 51 | 1. information. 2. information, 3. information, | 6/13/2013 8:36 PM |
| 52 | Recommend to all organization to go with the cheapest IPv6 transition and try to increase the IPv6 demand in the market. | 6/13/2013 7:54 PM |
| 53 | suggestion for network plane for Broadband, WiFi Networks … etc. just as an Ex. to explain more how we can go from IPv4 to IPv6 plane and networking issues | 6/13/2013 6:53 PM |
| 54 | baseball bats and knives I can use on managers | 6/13/2013 6:15 PM |
| 55 | more training for technical staff, more online tutorials and better documentation on how to deploy and operate IPv6 | 6/13/2013 6:03 PM |
| 56 | Training | 6/13/2013 5:07 PM |
| 57 | Training for implementation IPv6 | 6/13/2013 5:05 PM |
| 58 | give lessons of best practices | 6/13/2013 4:10 PM |
| 59 | Real transiotions stories with technical explanations what, how and why to do. Book would be great also. | 6/13/2013 2:53 PM |
| 60 | Help making IPv6 more easy to use and to deploy. Think of concepts to make IPv6 human readable so People can remember their IP Adress | 6/13/2013 8:57 AM |
| 61 | Because the limitation in the end is money, a business case analysis of how much money an organization can loose (or stop making) by not being prepared will catch the eye of decision makers. | 6/13/2013 8:26 AM |
| 62 | It is good to have e "Vendor-specific" materials on possible migration paths - both for the Core and End-Subscribers. | 6/13/2013 7:28 AM |
| 63 | RIPE should try to meet with Senior Management of large ISP's to assist technical staff with convincing senior management that action is required. | 6/13/2013 5:35 AM |
| 64 | More press. It's the only way anyone will take any notice. | 6/13/2013 3:29 AM |

| 65 | free training for tech personal and assistance on deployment | 6/13/2013 3:06 AM |
| 66 | by forcing the manufactures to support ipv6 | 6/13/2013 3:04 AM |
| 67 | Activly Push vendor to support all common ipv6 feautures for example ipv6 dhcp-v6-pd for branch routers | 6/13/2013 2:19 AM |
| 68 | Help, info on how to convince customer or management about the importance of IPv6. | 6/13/2013 2:15 AM |
| 69 | RIPE should be give architectures reference or technical best practices, make workgroups in which compare ideas about architectures, solutions and it should try to explain RFCs to members. | 6/13/2013 2:09 AM |
| 70 | More tech documentation and howto guides | 6/13/2013 1:55 AM |
| 71 | We have IPv6 deployed | 6/13/2013 1:52 AM |
| 72 | make PI-requests for V4 possible again and force IPv6 to be deployed too if ressources are given to endusers. IPv6 should be deployed dual-stack within 12 months. | 6/13/2013 1:13 AM |
| 73 | see my answer on point 57. Maybe you have some reasons to have it implemented today and if you don't do it today what could happen in the future (when?). | 6/13/2013 1:03 AM |
| 74 | I don't expect for such assistance. Delay in IPv6 deployment causing by internal reson. There are not enough work time is destined to make this work. | 6/13/2013 12:57 AM |
| 75 | not to assign more ipv4 | 6/13/2013 12:51 AM |
| 76 | local training | 6/13/2013 12:47 AM |
| 77 | Develop a network design guid, best praxis guide | 6/13/2013 12:33 AM |
| 78 | Impose the IPV6 take-up :) | 6/13/2013 12:22 AM |
| 79 | more migration training | 6/13/2013 12:21 AM |
| 80 | More training involving Vendors | 6/12/2013 11:59 PM |
| 81 | Focus on creating more 'sense of urgency' | 6/12/2013 11:03 PM |
| 82 | Some year (e.g. 2018, 2019...) have to be chosen for ending of use v4 space. This period of couple of years could be enough for organisations to make preparations for completly deploying IPv6 on network and service levels. There are many v4-v6 translation mechanisms and deploying native IPv6 goes slowly. | 6/12/2013 9:40 PM |
| 83 | The way we can changed ours IPV4 to IPv6 | 6/12/2013 9:30 PM |
| 84 | Educate, educate, educate... | 6/12/2013 8:54 PM |
| 85 | Help with IPv6 reverse-lookup DNS | 6/12/2013 8:50 PM |
| 86 | Negotiate with the Backbone service providers whom linked to the international Gateway to update their infrastructure to deploy IPv6 | 6/12/2013 8:41 PM |
| 87 | Easily accessible documentation on deployment | 6/12/2013 8:10 PM |
| 88 | Provide training on how to migrate from IPv4 to IPv6. | 6/12/2013 8:03 PM |
| 89 | Slides with showcases in different business areas where transition to IPv6 was necessary, ie good examples of "Why should we migrate? Things work as they are now." | 6/12/2013 7:59 PM |
| 90 | Local traning to members and infrastracture companies | 6/12/2013 7:57 PM |
| 91 | webinars and web-education | 6/12/2013 7:49 PM |
| 92 | Put pressure on Internet Providers to support and push IPv6 peering, connectivity and interconnections. | 6/12/2013 7:44 PM |
| 93 | More directly trainings, IPv6 on-line tools (e.g. subnetting) | 6/12/2013 7:40 PM |
| 94 | ban all porn sites to ipv6 :-) | 6/12/2013 7:19 PM |
| 95 | Incentive to increase usage of IPv6. | 6/12/2013 6:59 PM |
| 96 | specialized training | 6/12/2013 6:48 PM |
| 97 | Do not push it up at all. Leave it alone. Think about different solution. Make a new one, IPv8. | 6/12/2013 6:18 PM |
| 98 | Don't give any more ipv4's out. And take back all unused ip's with 30 days. If they are not used. | 6/12/2013 6:12 PM |
| 99 | Provide best practice scenarios for deploying IPv6 | 6/12/2013 6:09 PM |
| 100 | tranings | 6/12/2013 6:09 PM |
| 101 | highlight the economic benefits / savings | 6/12/2013 5:42 PM |
| 102 | online training and howtos | 6/12/2013 5:39 PM |
| 103 | Make it easier to get IPv6 addresses assigned | 6/12/2013 5:30 PM |
| 104 | Our internet registar RNIDS should be first to convert to IPv6. | 6/12/2013 5:27 PM |
| 105 | provide scenarios and implementation details for a Data center environment. | 6/12/2013 5:13 PM |
| 106 | More webinars or e-learning | 6/12/2013 5:11 PM |

| 107 | more awareness to non-technichal decision makers | 6/12/2013 4:46 PM |
|---|---|---|
| 108 | Get more training on IPv6 Deployment. | 6/12/2013 4:35 PM |
| 109 | workshops for non technical policy makers and separate workshops for technicians. | 6/12/2013 4:27 PM |
| 110 | You should put pressure on governments to finance the transfer to IPv6, just like they did with transfer from analog to digital braodcasting | 6/12/2013 4:23 PM |
| 111 | More training is required | 6/12/2013 4:17 PM |
| 112 | Further promotion of its importance and work for enlighten people that it is not so difficult to do if you do it the right way | 6/12/2013 4:12 PM |
| 113 | push this agenda, we all need to do this sooner or later. | 6/12/2013 12:47 PM |
| 114 | IPv6 Training | 6/12/2013 10:28 AM |
| 115 | No transfers on ipv4 | 6/12/2013 9:22 AM |
| 116 | Spread the word, or raise ipv4 prices | 6/12/2013 7:36 AM |
| 117 | Encourage content providers to support v6 natively. | 6/12/2013 7:28 AM |
| 118 | publish tutorials & deployment scenarios, best current practices. Maybe a wiki ar a forum with gurus answering people's questions. E.g. are people really using stateless address assignment and how? Do people use DHCPv6 and if yes, how they solve the problem of rogue DHCPv6 servers? What they do with IP-address based policy control lists in the view of the vast amount of IPv6 addresses? | 6/12/2013 7:00 AM |
| 119 | Provide non-technical management-ready information about IPv6 and the need for it to refer to in internal documentation. | 6/12/2013 6:36 AM |
| 120 | training | 6/12/2013 6:21 AM |
| 121 | Online training | 6/12/2013 6:00 AM |
| 122 | we completly rolled out IPv6.... | 6/12/2013 5:37 AM |
| 123 | closely monitor big ISP with /8 who wasted resources while the small ISP have to struggle with very limited resources that can impact in their business. small ISP cannot be the first and only to move to ipv6 | 6/12/2013 5:14 AM |
| 124 | Take a formal stance on inter-regional routing. We are obtaining IPv6 space from all 5 RIRs 'just in case' and it's costly and time consuming, but we can't take the risk of not having that space and ISPs not routing from another region. | 6/12/2013 4:45 AM |
| 125 | Training and Workshops | 6/12/2013 4:35 AM |
| 126 | Support in how to optimize ipv4 to ipv6 transaction and how to guides to create server's and servces labs for testing purpouses. | 6/12/2013 4:05 AM |
| 127 | push for ipv6 deployments and provide better training courses | 6/12/2013 2:48 AM |
| 128 | training, webinars | 6/12/2013 2:47 AM |
| 129 | Develop strategies and best practices for v4 / v6 interoperability for ISP's | 6/12/2013 2:47 AM |
| 130 | training and workshops | 6/12/2013 2:45 AM |
| 131 | RIPE NCC should reach out to local governments and urge them to mandate IPv6 compatibility and availability of their online services across-the-board like SURFnet and the U.S. Government have done. Corporations will probably follow suit or lose customers. | 6/12/2013 2:44 AM |
| 132 | AS said before, provide a coutdown counter to the exhaustion on V4 space ... TUtorials to help clients Tables comparing V4 services and V6 services | 6/12/2013 2:24 AM |
| 133 | Stop distributing legacy IPv4 addresses :-) | 6/12/2013 2:13 AM |
| 134 | Work with hardware vendors (especially CPEs) to support IPv6 | 6/12/2013 2:13 AM |
| 135 | Entry level tecnical documentation | 6/12/2013 2:11 AM |
| 136 | Engage with local isp's to get ipv6 deployment started at customer connections at home or office | 6/12/2013 2:07 AM |
| 137 | Take away the IPv4 allocations? Just kidding. ;) In one particular case of mine, it turned out to be impossible to convince the management that the IPv6 DNS must operate correctly. Nobody cares that it doesn't work simply because very few people use it at all. Sadly, some end users went as far as to undeploy IPv6 in their network, because of this issue. The moral of the story is perhaps that until there's true demand for IPv6, not much can be done. Still, though, it does help to keep the level of awareness -- but without going to any extremes, as otherwise people get initially overexcited, and when the "Mayan prophecy" doesn't get fulfilled, they begin to think that it will not be fulfilled ever. :) | 6/12/2013 2:03 AM |
| 138 | maybe give some advice on how to subnet IPv6 allocations: best practices would be appreciated. | 6/12/2013 1:55 AM |
| 139 | no way you can help, we will do it anyway | 6/12/2013 1:48 AM |
| 140 | Auto-assign IPv4 space owners IPv6 space | 6/12/2013 1:37 AM |
| 141 | Convince big End-User ISPs to support it in a dual-stack way | 6/12/2013 1:30 AM |

| 142 | Every enterprise could recognize itself in one (or more) of a series of IPv6 use cases. Creating that set of use cases could be the eye-opener. | 6/12/2013 1:22 AM |
|---|---|---|
| 143 | more training courses | 6/12/2013 1:14 AM |
| 144 | make a logo ipv6 aproved by ripe for manufacters | 6/12/2013 1:11 AM |
| 145 | Make it mandatory by government for ISPs to supply IPv6 | 6/12/2013 1:05 AM |
| 146 | encourage ISPs to embrace IPv6 | 6/12/2013 1:04 AM |
| 147 | Get backbones ready by having them to peer in IPv6 (with whomsoever they are doing in IPv4) | 6/12/2013 12:48 AM |
| 148 | Share more technical knowledge on IPv6 | 6/12/2013 12:35 AM |
| 149 | Information and education | 6/12/2013 12:27 AM |
| 150 | Training | 6/12/2013 12:22 AM |
| 151 | Influence the largest providers of DSL and cable customers to implement IPv6 dual stacking as soon as possible. Without any end customers having IPv6 available, IPv4 will still be necessary even if the pool is completely exhausted. | 6/12/2013 12:16 AM |
| 152 | Training courses with simulation or real life situations. | 6/12/2013 12:11 AM |
| 153 | More up to us to get the expertise in IPv6 | 6/12/2013 12:09 AM |
| 154 | Provide services only available on v6. It's probably not enough to convince anyone to change, but if enough companies followed suit it might make a difference and make v6 a more attractive proposition. imo RIPE should lead by example here. | 6/12/2013 12:08 AM |
| 155 | Make more attractive to use IPv6 than IPv4. For example, web sites with better performance. | 6/12/2013 12:01 AM |
| 156 | Give some additional features in DNS v6 system. Do not offer them in DNS v4 | 6/11/2013 11:55 PM |
| 157 | free tunnel from ipv4 to ipv6 to test | 6/11/2013 11:49 PM |
| 158 | Specific Traininfg in Greece | 6/11/2013 11:40 PM |
| 159 | More training events for IPv6 | 6/11/2013 11:32 PM |
| 160 | By putting the training videos online | 6/11/2013 11:22 PM |
| 161 | Use it. Everytime, everywhere. Do offer services on IPv6 before offering them via IPv4. | 6/11/2013 11:21 PM |
| 162 | knoledge ressources | 6/11/2013 11:21 PM |
| 163 | More Workshop for ISP | 6/11/2013 11:08 PM |
| 164 | More traning | 6/11/2013 10:59 PM |
| 165 | Training courses of ipv6 | 6/11/2013 10:09 PM |
| 166 | real word implementation demo's with peers who can offer ipv6. Make users aware of ipv6 security risks, highly underestimated currently. | 6/11/2013 10:06 PM |
| 167 | no idea :-/ | 6/11/2013 10:05 PM |
| 168 | Ask tax authoratives to make deductions from taxes on investments done to this change | 6/11/2013 9:59 PM |
| 169 | Extended training on IPv6, to ease the transition | 6/11/2013 9:53 PM |
| 170 | Online Simple Video Trainings | 6/11/2013 9:51 PM |
| 171 | more training in the System Administration realm. | 6/11/2013 9:33 PM |
| 172 | Provide terse IPv6 plans (from transitions to using the IPv6 address space). | 6/11/2013 9:22 PM |
| 173 | online tips and tricks on what steps to take to start with IPv6. | 6/11/2013 9:18 PM |
| 174 | provide extensive training courses & plans on how to deploy IPv6 | 6/11/2013 9:15 PM |
| 175 | work globally to control the resale of IPv4 addressing | 6/11/2013 9:07 PM |
| 176 | Helping Goverments and Standardizing Commitees. | 6/11/2013 9:00 PM |
| 177 | Keep the momentum up and argue strongly against weak stop-gap measures like carrier grade NAT. | 6/11/2013 8:45 PM |
| 178 | Convert all the regional web-servers in dual-stack. Or even start only with IPv6. | 6/11/2013 7:12 PM |
| 179 | Dedicated and targeted awareness that moves away from the technical community to decision makers, policy makers, and executives | 6/11/2013 9:36 AM |
| 180 | need to push to manufacturers | 6/11/2013 1:39 AM |
| 181 | Transition Technologies Key to ... getting people in gear to Move people across | 6/11/2013 12:09 AM |
| 182 | Comprehensive list of software and their extend of IPv6-readiness and/or plans to do so (could be community driven documentation). The possibility to select the components that we use in our organisation and get an overview e.g. in the LIR-portal for that sublist when we want to check the current status. | 6/10/2013 8:33 PM |
| 183 | Trainings to employees, awareness raising | 6/9/2013 3:37 PM |

| 184 | make it easy to get addresses and support IPv6 education. provide ipv4 addresses for dual stack when needed. | 6/8/2013 12:31 PM |
|---|---|---|
| 185 | We have already deployed a full ipv6 architecture but not with our v6 subnet because our network provider won't do that. | 6/7/2013 8:55 PM |
| 186 | Any wi-max operator's case study who has deployed ipv6 in network so that I can convince my management to swap BTS hardware with ipv6 enabled hardware, core equipment Cisco is already ipv6 enabled only access equipment is the problem and incurs a cost for swapping it | 6/7/2013 3:48 PM |
| 187 | Invite italy to use IPv6 | 6/7/2013 9:57 AM |
| 188 | lighthouse projects in key industries | 6/7/2013 4:18 AM |
| 189 | lessons learned from real 4-to-6 experiences | 6/7/2013 1:43 AM |
| 190 | pay it | 6/7/2013 12:21 AM |
| 191 | Train the local staff and explain the benefits of IPv6 | 6/6/2013 10:43 PM |
| 192 | sensitize the isps to the transition from IPv4 to IPv6 could stimulate companies to find market solutions to deliver services in ipv6. at present the customers prefer to deliver their services to the whole world ipv4 rather than be pioneers. they don't care much | 6/6/2013 7:12 PM |
| 193 | Reduce the price. | 6/6/2013 4:17 PM |
| 194 | tools to manage ipv6 address space such as ipplan | 6/6/2013 4:01 AM |
| 195 | Helping private sector and individuals. | 6/6/2013 2:39 AM |
| 196 | Simple eLearning and videos about IPV6 and how it works. This could be done in simple snippets from your IPV6 training course. You could also offer some online exams to sit and the online learning has been done to test if people understand what they have just watched. | 6/6/2013 1:16 AM |
| 197 | Sbsidize ipv6 deployment (free on site v6 traiinings, membership discount if v6 prefix announced, free hardware..) | 6/6/2013 12:54 AM |
| 198 | Training about solutions for the deployment and convergence of both. | 6/6/2013 12:53 AM |
| 199 | Put free porn on an IPv6 only web site, that would do it. | 6/6/2013 12:53 AM |
| 200 | More promotional material. Providing more information such as measurements and statistics. | 6/6/2013 12:45 AM |
| 201 | help me understanding the value to moving to IPv6 | 6/6/2013 12:37 AM |
| 202 | Keep on monitoring development. Provide best practices if possible (for networks, for users, for operators, others). | 6/5/2013 11:39 PM |
| 203 | Examples of successful deployments of IPv6 with great details. | 6/5/2013 10:03 PM |
| 204 | deployment examples | 6/5/2013 9:05 PM |
| 205 | - Our company deploy IPv6, i.e. core devices support the address and it is activated, but there is the lack of the know how on the end customers' side. Suggestions: - Training courses - ISPs encouraging end users | 6/5/2013 5:28 PM |
| 206 | Forzing organisations to move towards IPv6 | 6/5/2013 4:52 PM |
| 207 | Set a sunset date for IPv4, where the IPv4 registry will no longer be maintained. Set policies that restrict services unless IPv6 has been deployed at an organization, ie. ISPs must have it deployed to their end users, end users must be advertising it to their peers. This can be phased in, but corporate managers need deadlines, and the sky has to fall before it will happen. Let's make it happen. | 6/5/2013 12:49 PM |
| 208 | Keep IPv6 in the news, World Launch articles helped us get IPv6 on the roadmap. | 6/5/2013 5:27 AM |
| 209 | Not really, we are a forerunner in the area of IPv6 deployment as users since 1997. We are completely dual stack here at Virginia Tech and try to maintain parity between IPv6 and legacy IP networks in all network areas possible. | 6/5/2013 5:04 AM |
| 210 | Encourage the consumer product vendors to better support IPv6. | 6/5/2013 4:52 AM |
| 211 | push soho manufacturers to better support ipv6. | 6/5/2013 4:19 AM |
| 212 | more information from existing transitions | 6/5/2013 4:08 AM |
| 213 | Involve more the content providers, hosters, etc. | 6/5/2013 2:49 AM |
| 214 | More talks and workshops | 6/5/2013 2:44 AM |
| 215 | writing more about using IPv6, more examples of the configuration of the equipment and other examples of working with IPv6 | 6/5/2013 12:53 AM |
| 216 | Talk directly to the membership. Show success cases. Show IPv6 is already flowing through networks. | 6/5/2013 12:40 AM |
| 217 | We have no problems with IPv6 and as an ISP we offer our clients IPv6 transit or addresses, but percent of this type of clients is too low. | 6/4/2013 11:55 PM |
| 218 | Insist on developing less menacing protocols along with the mainstream community. IPv6 is just too complicated to implement properly. An AS32 extension to IPv4 address could be viable alternative. No need to change everything else along with the address space. | 6/4/2013 11:33 PM |

| 219 | Suggest that government tax returns will cost more if submitted over IPv4. | 6/4/2013 9:43 PM |
| 220 | Drive adoption in eyeball networks / consumer-grade equipment vendors. No demand for IPv6 while eyeballs can't use it consistently! | 6/4/2013 8:11 PM |
| 221 | We are already fully v6 ready, but RIPE could assist others by putting pressure on broadband CPE manufacturers to improve their v6 support - this is (in the UK at least) the single biggest factor holding back v6 deployment - lack of suitable broadband CPE. | 6/4/2013 7:57 PM |
| 222 | Release burndown-charts of IPv4 and show people how important a move to IPv6 is. | 6/4/2013 7:07 PM |
| 223 | I develop myself technically in IP6 to develop the work of the ministries of sequential courses in your organization | 6/4/2013 4:39 PM |
| 224 | knowledge transfer, tech equipment. | 6/4/2013 8:46 AM |
| 225 | We've already fully deployed IPv6, so no. | 6/4/2013 3:30 AM |
| 226 | To motivate RIPE members (benefits) to deploy IPv6 | 6/4/2013 3:02 AM |
| 227 | statistics demonstrating IPv6 uptake in other world regions leaving the UK marginalised. | 6/4/2013 2:15 AM |
| 228 | more training material | 6/4/2013 1:44 AM |
| 229 | Make any IPv6 resources/tutorials available to non-members, if any, more obvious on the web portal | 6/4/2013 1:08 AM |
| 230 | This is not something that I think the responsibility of the RIPE NCC. Market economics will handle this. | 6/4/2013 12:45 AM |
| 231 | Push ISPs into supporting V6, how this may be possible i have no idea | 6/4/2013 12:42 AM |
| 232 | Add to the message so it's not just "address space is running out" because it's not really for RFC1918. Instead make a more compelling version. | 6/4/2013 12:39 AM |
| 233 | send us some free routers! | 6/4/2013 12:38 AM |
| 234 | training, Consultant | 6/3/2013 6:34 PM |
| 235 | - training for managers - detailed training for technical staff - more visibility for IPv6 at conferences (not just RIPE conferences -- at more general conferences such as BitCom, Troopers, ... | 6/3/2013 4:33 PM |
| 236 | Make the use of IPv4 so expensive and painful, that IPv6 will be seen as the easier and cheaper path to success. | 5/31/2013 11:54 PM |
| 237 | on-line training on IPv6 aimed at tech support staff so they can be more comfortable with the idea that the network will be running IPv6 and they will be able to troubleshoot still. | 5/31/2013 9:00 PM |
| 238 | Help with business justification. Work with governments to require IPv6 deployment plans from certain key sectors (ISPs, governmental bodies, banking). | 5/31/2013 8:20 PM |
| 239 | Explain how much money it costs to deploy IPv6 | 5/31/2013 8:10 PM |
| 240 | Convince incumbent operators of the need to deploy IPv6 to their customers. | 5/31/2013 7:59 PM |
| 241 | - Basic configuration examples - Easy to get IPv6 space | 5/31/2013 6:29 PM |
| 242 | We already deployed IPv6 :-) | 5/31/2013 6:20 AM |
| 243 | Please assist us in obtaining IP V6 addresses and migration plan | 5/31/2013 3:06 AM |
| 244 | Push for regulatorry measures with EU governments. | 5/31/2013 2:51 AM |
| 245 | Just cooperate with Vendors of Internet BOX/Routers/Switches/PC/VSAT Modems to start deploying IP v6 ready equipments. Failure to do so, the ISP will not be able to move quickly into that. Even the Policy of allocating IPv6 before allocating IPv4 will not help if devices/equipment are not capable. | 5/31/2013 2:36 AM |
| 246 | Regional training for the educational sector. | 5/30/2013 11:28 PM |
| 247 | RIPE should force content owners to enable IPV6 service on all their network. | 5/30/2013 10:13 PM |
| 248 | RIPE should no longer have anything to do with IPv4, forcing a shift to "IPv6 or nothing" | 5/30/2013 10:00 PM |
| 249 | Taining, tell governments about ipv6 | 5/30/2013 9:24 PM |
| 250 | Conduct technical trainings and lab set up to advocate IPv6 | 5/30/2013 9:20 PM |
| 251 | the IPv6 training that RIPE is organising will help a lot of LIR to understand the basic principles. However there are still vendors that have issues with IPv6, and maybe would be good to engage vendors in this IPv6 training path, to get them to explain their IPv6 readiness. | 5/30/2013 7:31 PM |
| 252 | hold training and consultation sessions | 5/30/2013 7:10 PM |
| 253 | more training | 5/30/2013 7:10 PM |
| 254 | Training, technical information, proposal of standards migration strategies/scenarios | 5/30/2013 6:12 PM |
| 255 | Be there to answer important questions and provide clearer guidance. | 5/30/2013 4:32 PM |
| 256 | more online documentation e-learning materials | 5/30/2013 4:31 PM |
| 257 | Encourage content creators to use ipv6 so that there becomes a need for end users and company's to make the switch. | 5/30/2013 12:15 AM |

| 258 | A three day course about IPv6 design and deployment. For example in IX or BGP. | 5/30/2013 6:18 AM |
|---|---|---|
| 259 | emphasive not only the ipv4 address space exhaustion but also the other enhancements in ipv6. | 5/30/2013 5:46 AM |
| 260 | Yes, offer free courses and or seminars to major businesses. Show the benefits and reasoning. You need to add a bit of FUD to make them wake up! | 5/30/2013 5:18 AM |
| 261 | Will be good that RIPE NNC anons at least about that IPv4 era is over and try to contact directly with big backbone providers directly and give them consultants and advises about IPv6 | 5/30/2013 3:48 AM |
| 262 | it would be cool if non-ripe-ncc-members could get ipv6-ready-stars to, to create more of a 'competition' feeling at upper management. It gives a visibile way of reward a company for putting effort in ipv6 deployment | 5/30/2013 3:22 AM |
| 263 | Please work closer with network equipment vendors supplying them with real case studies and difficulties, thus encouraging them fixing bugs! | 5/30/2013 3:10 AM |
| 264 | Provide a clear view of IPv6 only 'islands', including numbers of these affectected and their locations. | 5/30/2013 3:03 AM |
| 265 | make the operator bound to have at least test bed, and make the member bound to send one person on the annual meeting (members in your area every RIRs should do this as telecom operators do not take interest in RIRs meeting and they even don't know about benefits. | 5/30/2013 2:07 AM |
| 266 | The RIPE NCC can help us with some courses about IPv6 | 5/30/2013 1:34 AM |
| 267 | Convincing governments that IPv6 is the only way to maintain competition and net neutrality, so that governments require it when procuring services, and to that their competition agencies can help bringing IPv6 forward. | 5/30/2013 1:32 AM |
| 268 | Prevent IPv4 from transforming into a marketplace for large organizations through policy. | 5/30/2013 1:31 AM |
| 269 | The actual policy to enforce the V6 implementation for the new LIR before asking for V4 space it's a good start. | 5/30/2013 1:12 AM |
| 270 | The process of acquiring an IPv6 allocation is a huge obstacle for big, multinational companies. | 5/30/2013 1:05 AM |
| 271 | more training , more REAL LIFE EXAMPLES. such as a wiki. Let's say a wiki with cisco configuration etc | 5/30/2013 1:03 AM |
| 272 | More onsite IPv6 training courses please! | 5/30/2013 1:00 AM |
| 273 | provide guidelines on how to require IPv6 support from *all* vendors, not just networking equipment vendors | 5/29/2013 10:50 PM |
| 274 | Papers, docs and workshops on IPv6 | 5/29/2013 9:35 PM |
| 275 | Stop with assigment of IPv4 addresses. Either don't assign unused blocks and don't give out blocks again after they come available again. | 5/29/2013 8:55 PM |
| 276 | i still not checked - so probably i'm knocking on open doors - but if we would have a 6to4 translator, than i can give customers IPv6 addresses, and they can reach v4 and v6 services. Even if their internal network is v4 only | 5/29/2013 8:43 PM |
| 277 | inexpensive ways to provide best-practices. | 5/29/2013 8:32 PM |
| 278 | keep applying pressure to vendors to decently implement ipv6 | 5/29/2013 8:08 PM |
| 279 | Get the internet providers to finally do something | 5/29/2013 7:56 PM |
| 280 | We don't need help :) | 5/29/2013 7:52 PM |
| 281 | Explain the IPv6 business case, why IPv6 is benefitial for everyone with an Internet presence. | 5/29/2013 7:49 PM |
| 282 | Success stories on ISP :) | 5/29/2013 7:46 PM |
| 283 | Why is there not a "no" to this question? RIPE NCC can not help me as we already run IPv6 and IPv4 on everything, and because of that no special budget is allocated (question 54 is weird). | 5/29/2013 7:42 PM |
| 284 | IPv6 handling e-training on RIPE NCC website should be great | 5/29/2013 7:30 PM |
| 285 | Help ISPs with the process. | 5/29/2013 7:28 PM |
| 286 | Document/highlight issues and missing standards in context of TR177 and similar "standarization". | 5/29/2013 7:26 PM |
| 287 | Resist to the very bad idea to abandon the need base principle in IPv4 management. If we do so - those who have the money will have the feeling they can have other options than deploying v6 - it would be inconsistent with the defense of the private multistakeholders model the RIPE-NCC is based on. IF THERE IS NO IPv4 Policy competion authorities, anf Government will fill this absence and intergovernemental organizations will be more than happy to consolidate this new structure including in v6 context... I am aware that this is a policy discussion, but the result could put the overall model and the RIPE-NCC at risk. | 5/29/2013 6:27 PM |
| 288 | Lobby governments to require IPv6 in all IT related tenders. | 5/29/2013 6:37 AM |
| 289 | Prepare how to, best practice for non-technical specialist, for government agencies | 5/28/2013 10:04 PM |
| 290 | Keep the discussion fresh to raise awareness. | 5/28/2013 9:49 PM |
| 291 | May be you can provide more information about why it's so important. My bosses have a lack of awareness in this field. | 5/28/2013 9:45 PM |
| 292 | Engage government | 5/28/2013 9:41 PM |

| 293 | Success stories of others | 5/28/2013 5:33 PM |
|-----|---------------------------|-------------------|
| 294 | Help organize educational outreach for the Bulgarian government, companies. | 5/28/2013 5:07 PM |
| 295 | Develop feedback and e-learning system. | 5/28/2013 1:26 AM |
| 296 | no more IPv4 allocations, strict rules for old IPv4 allocations. | 5/27/2013 10:39 PM |
| 297 | Maybe some presentation/brochure targeted specifically at non-technical, decision-makers, discussing the issue in detail. | 5/27/2013 9:21 PM |
| 298 | Force a end of life of all IPv4 within 5 years | 5/27/2013 8:44 PM |
| 299 | Maybe a prime when an old hardware/service is upgraded to work in IPv6 and forfeit for new hardware/service without IPv6 when there is already a previous support. | 5/26/2013 9:04 AM |
| 300 | Merchandising stuff, giving IPv6 an image of "wow, I need that too". | 5/26/2013 12:37 AM |
| 301 | Simpleton whitepapers on why we should transition to IPv6 | 5/25/2013 1:07 AM |
| 302 | Force ISP in some way | 5/24/2013 10:11 AM |
| 303 | Probably if all IPS's will give IPv6 transit for free. RIPE NCC can ask the BIGest ISPs for do this. | 5/24/2013 4:12 AM |
| 304 | Organize IPv6 only days, weeks, events and services. | 5/24/2013 1:11 AM |
| 305 | Financial incentives for members with IPv6 deployments. Training on IPv6 concepts and best practices. | 5/23/2013 9:41 PM |
| 306 | More how-to articles with step-by-step instuctions. | 5/23/2013 7:48 PM |
| 307 | Subsidise members that have large or complete IPv6 deployments through fee discounts. | 5/23/2013 2:16 AM |
| 308 | Provide sledgehammers and pitch forks to network engineers and produce educational material for executives and decision-makers | 5/23/2013 12:51 AM |
| 309 | Work on better IPv4-IPv6 gateway software (e.g., IVI isn't really production ready -- heck, it isn't even available as a patch against current kernels!) | 5/23/2013 12:45 AM |
| 310 | Information about how, for example, I can send email from an IPv6 to addressees on IPv4 | 5/22/2013 10:18 PM |
| 311 | Mass public information | 5/22/2013 5:37 PM |
| 312 | individual consultation | 5/22/2013 5:16 PM |
| 313 | Training | 5/22/2013 5:00 PM |
| 314 | Push awareness that *not* moving to IPv6 is more costly than doing so in the long run. | 5/22/2013 6:38 AM |
| 315 | Stop facilitating IPv4 transfers. | 5/22/2013 4:28 AM |
| 316 | Remove IPv4 from the intenet ;-) On a more realistic note, I think the take-up of IPv6 will happen, but everybody that isn't ready for it needs help getting prepared. And there are still plenty of companies out there that needs to be informed that they need help.. | 5/22/2013 12:53 AM |
| 317 | Push suppliers implement IPv6 in their equipment. | 5/21/2013 11:32 PM |
| 318 | we are fully IPv6 operational no help needed | 5/21/2013 11:23 PM |
| 319 | Training understanding of use of IP6, or providing materials that go below LIR routing, and down to userspace, so we can use them to educate our customers as well. | 5/21/2013 7:52 PM |
| 320 | Until there is a market demand organisations that do not need it will not bother with it. People who have deployed it seem shocked by this, I am amazed they are.....we deployed IPv6 over 10 years ago and still have little to no traffic. We have refreshed our network a number of times since then also. | 5/21/2013 7:42 PM |
| 321 | Arguments for the decision makers to give IPv6 deployment and application development priority. | 5/21/2013 6:54 PM |
| 322 | Keep expanding existing resources (ipv6 act now & transition mechanisms e-learning information) | 5/21/2013 6:42 PM |
| 323 | best practice deployment scenarios. what is important when doing a migration (what areas require special attention) | 5/21/2013 6:37 PM |
| 324 | Publicise the fact that IPv4 resources are running out. | 5/21/2013 6:36 PM |
| 325 | Don't spend money or time on it, it's there - it's up to the individual companies (NSP/ISP/Content) to enable it. | 5/21/2013 6:11 PM |
| 326 | close IPV$ allocation | 5/21/2013 5:55 PM |
| 327 | I think I would like to see publicised examples of companies that have made the transition fully. | 5/21/2013 5:52 PM |
| 328 | We already run IPv6 and it is in everything we do, no need for transition, already running | 5/21/2013 5:52 PM |
| 329 | we need to help make the genreal public aware of ipv6. | 5/21/2013 5:42 PM |
| 330 | Seminars/Training to convince management. | 5/21/2013 5:40 PM |
| 331 | "push" content providers to enable ipv6 | 5/21/2013 5:36 AM |
| 332 | We are already dual stacked but little or no demand for IPv6 from our customers as yet. | 5/21/2013 3:10 AM |
| 333 | Keep up the ongoing work, do not stop engaging content providers on their awareness of it | 5/21/2013 2:27 AM |

| 334 | Provide more technical training/support for IPv6, networking and equipment/device/software wise. This is missing in the community, and badly needed! | 5/20/2013 12:01 AM |
|-----|----|----|
| 335 | Education, education, education. | 5/18/2013 11:53 PM |
| 336 | To be honest, after Nigel's experience in the UK with uk6x, I'd say it is safer to promote and campaign at the current level rather than try and become involved in things that could fail (due to no fault of the RIPE NCC). | 5/18/2013 5:47 PM |
| 337 | already fully deployed | 5/18/2013 6:50 AM |
| 338 | Work directly with major ISP/Content providers in each country to create a high-profile pilot program that the general public are aware of. | 5/18/2013 2:52 AM |
| 339 | Improving control over complying policies | 5/17/2013 9:44 PM |
| 340 | Revoke all IPv4 Assignments on 31.12.2013 ;-) SCNR | 5/17/2013 9:16 PM |
| 341 | Lobby government to adopt IPv6 for themselves and contracts they award | 5/17/2013 9:13 PM |

## Q65 Please rate the following from 1 to 7, 1 being Strongly disagree and 7 being Strongly agree.

Answered: 2,258   Skipped: 1,375
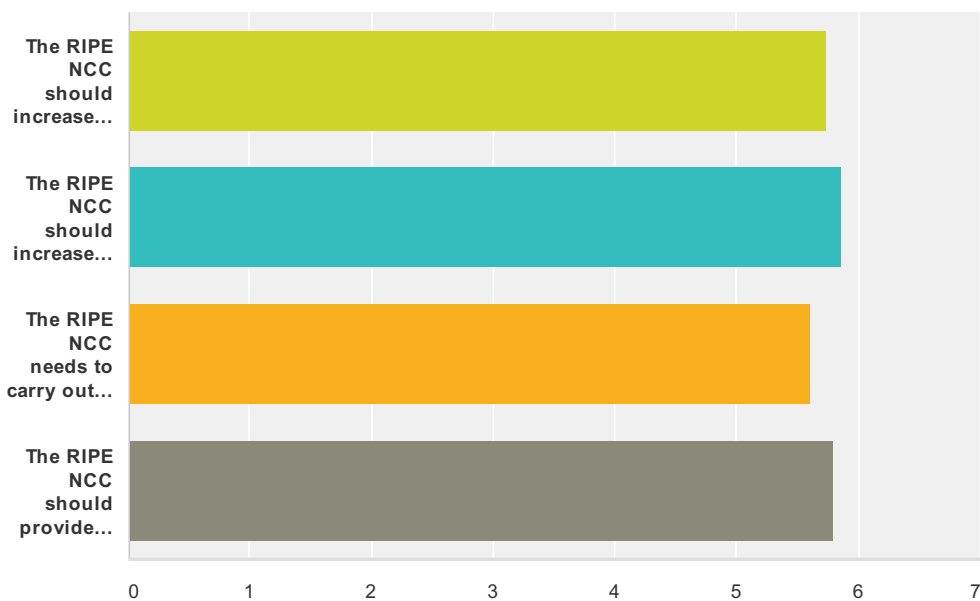


|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE NCC should increase efforts to raise awareness among governments and regulators about IPv6** | **1.69%** 38 | **2.04%** 46 | **2.98%** 67 | **9.60%** 216 | **16.84%** 379 | **25.91%** 583 | **36.22%** 815 | **4.71%** 106 | 2,250 | 5.73 |
| **The RIPE NCC should increase efforts to raise awareness at the corporate level about IPv6** | **1.33%** 30 | **1.24%** 28 | **2.53%** 57 | **7.86%** 177 | **17.55%** 395 | **26.43%** 595 | **39.09%** 880 | **3.95%** 89 | 2,251 | 5.86 |
| **The RIPE NCC needs to carry out more coordination and collaboration with local Internet communities to help facilitate IPv6 uptake** | **1.74%** 39 | **1.60%** 36 | **3.88%** 87 | **11.54%** 259 | **18.14%** 407 | **27.23%** 611 | **30.88%** 693 | **4.99%** 112 | 2,244 | 5.61 |
| **The RIPE NCC should provide practical, hands-on training to help with the uptake of IPv6 where needed** | **1.43%** 32 | **1.66%** 37 | **3.85%** 86 | **9.09%** 203 | **15.23%** 340 | **25.57%** 571 | **38.83%** 867 | **4.34%** 97 | 2,233 | 5.79 |

## Q66 Do you have any other comments to make on IPv6 deployment?

Answered: 2,248   Skipped: 1,385
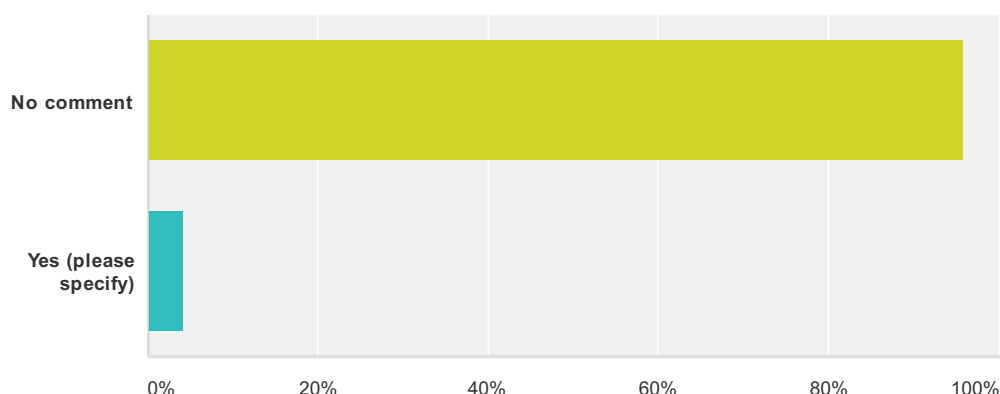


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **95.73%** | 2,152 |
| **Yes (please specify)** | **4.27%** | 96 |
| Total | | 2,248 |

| # | Yes (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:24 PM |
| 2 | YES DiGi | 6/23/2013 8:01 PM |
| 3 | Deployment should be forced onto the users and training should be the responsibility of the carriers, not the RIR's in regards to IPv6. | 6/21/2013 4:46 AM |
| 4 | Collaboration with CPE device manufacturers, especially for SMB and SOHO market. There is a gap with IPv6 handling between ISP network devices and CPE devices. | 6/21/2013 12:56 AM |
| 5 | I believe that the root of the problem is still the lack of demand for IPv6. | 6/20/2013 7:57 PM |
| 6 | We have deployed IPv6, but still not for all services. | 6/20/2013 7:07 PM |
| 7 | Providing IPv6 for Humanitarian Organization (e.g. UN system). This can be a very good advertisement! | 6/20/2013 6:26 PM |
| 8 | IPv6now.org should be provided in locally translated versions if needed to all service region member states to help members facilitate for local uptake of IPv6 in their areas. | 6/20/2013 6:23 PM |
| 9 | build and encourage others to build knowledge base around about IPv6 that can be shared with everyone | 6/20/2013 2:54 PM |
| 10 | We want more coordinating and cooperating in Internet development and training courses for technical staff in Internet services (Routing,security and ...etc). | 6/20/2013 8:17 AM |
| 11 | This is mostly impacted by the cost implications of transitioning to IPv6. | 6/18/2013 11:43 PM |
| 12 | Provide train the trainer sessions on IPv6 to build a local core team of trainers/implementers. | 6/18/2013 11:23 PM |
| 13 | create regional resource pools to aid in better migration | 6/18/2013 8:19 AM |
| 14 | RIPE should help develop and promote standards that would enable multi-homed multi-site enterprises use IPv6. Without NPTv6 or similar it is just plain impossible to implement IPv6 in global enterprise network. | 6/17/2013 5:11 AM |
| 15 | just about country limitation | 6/14/2013 8:35 AM |
| 16 | EU goverments should mandate IPv6 support on tenders. | 6/13/2013 7:33 PM |
| 17 | There are more security warnings in IPv6 production network, some staff blocking deploy afraid of this security issues | 6/13/2013 5:39 PM |
| 18 | several CPE supports, we have a lab | 6/13/2013 12:27 AM |
| 19 | Make software developers aware that apps should be ipv6 ready. | 6/12/2013 7:19 PM |
| 20 | There is no interest in large coorporations to switch to IPv6, they have more than enough IPv4 to be able to handle their needs for a long time. | 6/12/2013 6:59 PM |
| 21 | Throw it away. | 6/12/2013 6:18 PM |
| 22 | push this agenda, and include as much practical information as possible. | 6/12/2013 12:47 PM |

| 23 | Hmm some tutorials / lab / HOWTO regarding: a) v6 deployment on most common hardware (Cisco, Juniper) b) examples how to create for example 6 node ospf v3 network based on ipv6 c) some tools for managing ipv6 space (v4 was easy to remember) | 6/12/2013 7:28 AM |
|---|---|---|
| 24 | Our adoption has been even more painful than we feared. Vendor support is inconsistent and they are not willing to invest in a robust solution until more customers demand IPv6, but it is so difficult to deploy that most are putting it off until they have no other choice. Evaluation is trial and error, as there is no standard for the definition of 'support IPv6'. And even when you get some sort of infrastructure hobbled together, application support is a whole other topic. | 6/12/2013 4:45 AM |
| 25 | It's not up to RIPE to educate and/or force users to adopt IPv6. RIPE should just maintain the database and _LOWER_ costs for LIRs. | 6/12/2013 3:44 AM |
| 26 | you should force IPv6 deployment | 6/12/2013 3:02 AM |
| 27 | technical training | 6/12/2013 2:45 AM |
| 28 | Engage national ISPs and forums/groups to take action. Make the snow ball roll. Talk to app developers, service providers etc to create a demand for IPv6. For instance, imagine if a service like Facebook was only available over IPv6... Now, this won't be the case for Facebook, obviously - FB was just an example. But imagine a new service like a game or something, only being available on IPv6. People would go crazy for v6 access. Perhaps RIPE could fund or otherwise facilitate such development? | 6/12/2013 2:19 AM |
| 29 | I'm not sure that RIPE plays the most important role here. Companies have to realize for themselves that there is no midterm alternative to IPv6 | 6/12/2013 2:13 AM |
| 30 | I don't think the lack of adoption of IPv6 is a technical problem, but comes more to convincing the management. | 6/12/2013 1:22 AM |
| 31 | We are already fully IPv6 enabled, thank you! | 6/12/2013 12:28 AM |
| 32 | RIPE NCC should force government companies and SPs to implement IPv6 in their networks | 6/12/2013 12:09 AM |
| 33 | We have alredy completed the transition to a dual stack network a couple of years ago. | 6/12/2013 12:05 AM |
| 34 | More IPv6 awareness is needed! | 6/11/2013 11:35 PM |
| 35 | Do it. | 6/11/2013 11:21 PM |
| 36 | We have received an IPv6 assignment | 6/11/2013 10:40 PM |
| 37 | We are AS20965 and have been IPv6 native since 2002. In places IPv6 is used because it is there. In places IPv6 will only be used if and when it becomes necessary. | 6/11/2013 10:16 PM |
| 38 | I am doing what I can to get countries in my region to transition to IPv6. Before I left my previous job at Telecom, I made sure that I had written to the Executives, brought in APNIC and CISCO expert consultant Philip Smith to address Executives and video taped the question and answer time, attended an APNIC training at Bussan that was conducted by 6Deploy and came back aggressively pushing for proper planning and planned transitions, I hear that they are in the process of implementing transition. Things don't just magically happen, there needs to be enough critical mass to push for things in the region. | 6/11/2013 9:36 AM |
| 39 | Working with Third Party Trainers to Satisfy the Practical Training Requirements | 6/11/2013 12:09 AM |
| 40 | I think RIPE NCC's biggest job is the registry and the rest is a supporting role | 6/8/2013 12:31 PM |
| 41 | it is necessary to set an end date of ipv4 to push the mass deployment. This date could be in 5/7 years, for example, allowing time for everyone to prepare for the migration. The dual stack is not a solution, we are implementing and this complicates architectures. It is therefore very quickly abandon the ipv4. We see already ipv4 as an option on our infrastructure and our customers, machinery ipv6 only use a NAT64 and everything goes well. | 6/7/2013 8:55 PM |
| 42 | More and more works should be done by RIPE NCC to make sure that people understand the importance of IPv6 deployment… | 6/7/2013 5:35 PM |
| 43 | Motorola wi-max broadband networks deployed worlwide are struggling with ipv6 deployment as access network doesnot support ipv6 and operators are not interested in swapping this equipment | 6/7/2013 3:48 PM |
| 44 | the same comment as above | 6/6/2013 10:43 PM |
| 45 | Measure TLD v6 availability and second-level-domains availability | 6/6/2013 3:56 PM |
| 46 | One of the strongest problems is in the big providers of ADSL etc. services - they tend not to provide it's customers with IPv6 assignments and thus these customers (homes) have no access to IPv6 resources. And these customers don't have the knowledge to use IPv6 over IPv4. | 6/6/2013 5:31 AM |
| 47 | When there is a lot of ready-to-go services, equipment, knowledge - the IPv6 will improve without any help. 10 years of developments and we do not have such friendly environment. | 6/5/2013 10:03 PM |
| 48 | When considering where to spend budget I would think it would be better spent here that attending meetings in North America and Asia. | 6/5/2013 8:13 PM |
| 49 | Members need to be aware that IPv6 is no longer optional, and I think that we need to set clear goals for transition, with dates, expectations, and consequences for not meeting them. This is a passive way to make the cost of not deploying IPv6 more expensive than the cost of doing it, so that the money managers will get on side. | 6/5/2013 12:49 PM |
| 50 | Involve the R&E community. Many of us are versed in IPv6 deployment and configuration. Increased collaboration and communication could help spur IPv6 deployment along in some cases. | 6/5/2013 5:04 AM |

| 51 | Keywords: increase efforts. | 6/5/2013 12:40 AM |
|---|---|---|
| 52 | Simplicity and cost. This is two major things wich RIPE can make for improving interest in IPv6 addresses. | 6/4/2013 11:55 PM |
| 53 | IPv6 is a too cumbersome a solution to be implemented fast. Many decades may pass before it starts working even a bit at the global level. | 6/4/2013 11:33 PM |
| 54 | It is not up to RIPE NCC to provide hands-on labs. There are a lot of commercial course providers doing that already. I see RIPE NCC as the organization behind it all - in a more political way. | 6/4/2013 7:07 PM |
| 55 | I need to help Anizh in the development of my experiences through my invitation to participate Fi in Ajtkaat and organized sessions with thanks | 6/4/2013 4:39 PM |
| 56 | Come on world - sort it out! | 6/4/2013 1:01 AM |
| 57 | IPv6 deployment can't be driven by RIPE NCC or other organisations, only the market can. | 6/4/2013 12:52 AM |
| 58 | There's no need for constant review of how to deploy the networks - as long as the customer's end of the chain and the support issue's are irgnored each time. | 5/31/2013 10:36 PM |
| 59 | Would love some help convincing our upper management that they need to start soon. | 5/31/2013 8:20 PM |
| 60 | Better awernes with listed available network. | 5/31/2013 6:05 PM |
| 61 | Strategy Plan and Action plan | 5/31/2013 3:06 AM |
| 62 | Even it is a better technical solution, it's ISO/OSI vs. TCP/IP (in deployment sense). It has to be pushed to the regulatory, so providers should start implementing and releasing IPv4. Business sector should stay unafected as much as possible. | 5/31/2013 2:51 AM |
| 63 | It is not only about ipv6 that goverments and regulators should educated. | 5/30/2013 5:46 AM |
| 64 | arguments why ipv6 should be implemented are still presented in a very technicall way. But most engineers can understand what those arguments are and dont need the constant reinforcements. A more commercial approach (business case?) is needed to convince higher managment on why it is good for business to implement ipv6. The way my managment sees it at the moment (and i cant prove them wrong) is that our customers dont ask actively for ipv6. we dont experience any issues in rollout of our produkts since all our customers have good ipv4 availability. Therefor, from a business perspective, it is cheaper to wait so ipv6 becomes more common and with that, cheaper to implement | 5/30/2013 3:22 AM |
| 65 | I think that the RIPE NCC should focus in other questions as there are people already making training sessions for IPv6. | 5/30/2013 3:21 AM |
| 66 | The focus always seem to focus on growth being stifled by a lack of IPv4 addresses. Our concern is more based on a loss of current market share due to IPv6 only networks being deployed... forecasts and predictions for this need to be communicated more effectively. | 5/30/2013 3:03 AM |
| 67 | We already have full IPv6 support, so some of these questions make no sense for us but i can't skip them. | 5/30/2013 2:45 AM |
| 68 | Every member should be bound to have a test bed for IPv6 / IPv6 advertised after taking it from RIRs). The E learning for IPv6 should have been arranged regularly so no body have excuse for technical knowledge /skills required. incentive should be given to person for arranging free training in their community (IPv6 advance training for trainer) | 5/30/2013 2:07 AM |
| 69 | Error in survey: Much of the above takes off from the prejudice that I don't have IPv6 deployed. I do. | 5/30/2013 1:32 AM |
| 70 | Alle the big providers do too little to make it happen | 5/29/2013 7:56 PM |
| 71 | It's not the RIPE NCCs job to explain Network Protocols to clients/members. RFCs are there. | 5/29/2013 7:52 PM |
| 72 | Train the trainers. RIPE NCC can't train everyone, but can assure that there are enough trainers around to train in IPv6 and advocate. | 5/29/2013 7:28 PM |
| 73 | Promote IPv6 with ipv6-only games, portals. Involve services providers for deployment ipv6 | 5/28/2013 10:04 PM |
| 74 | Get some feedback from ISOC chapters in Europe on the problems in their countries. | 5/28/2013 5:07 PM |
| 75 | Slowly but surely ))) | 5/28/2013 1:26 AM |
| 76 | Enforce IPv6 deployment with governments and big Telco providers. Not a single one of the official websites of Switzerland, Germany, Austria, Liechtenstein, Spain, France or Italy is IPv6-enabled. The situation with major Telcos is only slightly better. | 5/26/2013 12:37 AM |
| 77 | More should be done to push ipv6 developpment. | 5/23/2013 7:09 PM |
| 78 | The "where needed" argument above is a bit of a cop-out. Who/What decides that? | 5/23/2013 6:23 PM |
| 79 | You have a lot of IPv4 space that has been allocated to spammers and other abusers that should be audited and reclaimed and repurposed for legitimate uses. That would allow you to make the IPv6 transition less urgent... | 5/23/2013 12:45 AM |
| 80 | While the RIPE NCC is one of the organizations more actively involved in pushing IPv6 deployment, we still are much too rooted in existing schemes to actively push a sensible change. | 5/22/2013 6:38 AM |
| 81 | As long as the majority of domestic users doesn't have access to IPv6, the transition to IPv6 is only going to change slowly. So focus should be on convincing the large ISPs to provide IPv6 service to their customers. This is where most addresses are used, and once there is user demand for IPv6 content, the content providers (those that doesn't already do IPv6) will follow. | 5/22/2013 2:00 AM |

| 82 | security and encryption | 5/22/2013 12:57 AM |
| 83 | Vendor updates to existing equipment rather than re-purchase would assist greatly | 5/21/2013 11:46 PM |
| 84 | I have depoloyed IPv6 (dual stack) in our organisation and it was fairly easy. Let everyone know it needent cost huge amounts. | 5/21/2013 6:36 PM |
| 85 | Like above, stop obsessing about it, it's not news. | 5/21/2013 6:11 PM |
| 86 | Many people still does not understand problem of NAT, and still think that NAT can help to suffer. Many vendors especially CPE does not support IPv6. Many people scare of IPv6. Also still many network engineers has no enough knowledge about IPv6. | 5/21/2013 5:58 PM |
| 87 | CLOSE IPV4 ALLOCATION | 5/21/2013 5:55 PM |
| 88 | This year, OK to talk a lot about IPv6. Next year, dont bother - those that haven't listened will not listen to sense, use resources elsewhere. | 5/21/2013 5:52 PM |
| 89 | Also: put pressure on equipment manufacturers to support IPv6 *at the same level of functionality* as they support IPv4 (feature parity, hardware acceleration, etc). It's hard (impossible) to get budget to move to IPv6 when IPv6 is slower and less functional than IPv4. | 5/21/2013 5:40 PM |
| 90 | IPv6 is presented as a gait accompli. Wider consultation (outside the members) may present viable alternatives, or disseminate the constraints within Which IPv6 is deployed. | 5/18/2013 11:20 PM |
| 91 | It is a depressingly similar place to where we were in 2011 - however, being down to the last /8 seems to have kicked some LIRs into at least thinking about it! | 5/18/2013 5:47 PM |
| 92 | I think we are long past the awareness raising stage. Repeating the tactics we've always used doesn't seem to work. It's only worth continuing if we find some more effective method. | 5/18/2013 7:59 AM |
| 93 | the only thing which will encourage general deployment is an address space availability crisis. | 5/18/2013 6:50 AM |
| 94 | IPv6 RIPEness | 5/18/2013 5:47 AM |
| 95 | An idea is to force organizations to get an IPv6 range to be able to keep their current IPv4 one, and the next step could be to force all organizations to announce at least a part of their assigned ip-range to the global routing table, to keep their current assignment. Unless they have a really good reason not to. After that we'll see what the next catch is. | 5/17/2013 10:58 PM |
| 96 | as soon as IPv4 address space is openly sold and easily and securely transferred, then IPv6 uptake will increase. the focus should be on commercializing IPv4. | 5/17/2013 9:12 PM |

## Q67 Which of the following RIPE NCC analytical tools have you used?

Answered: 2,257    Skipped: 1,376
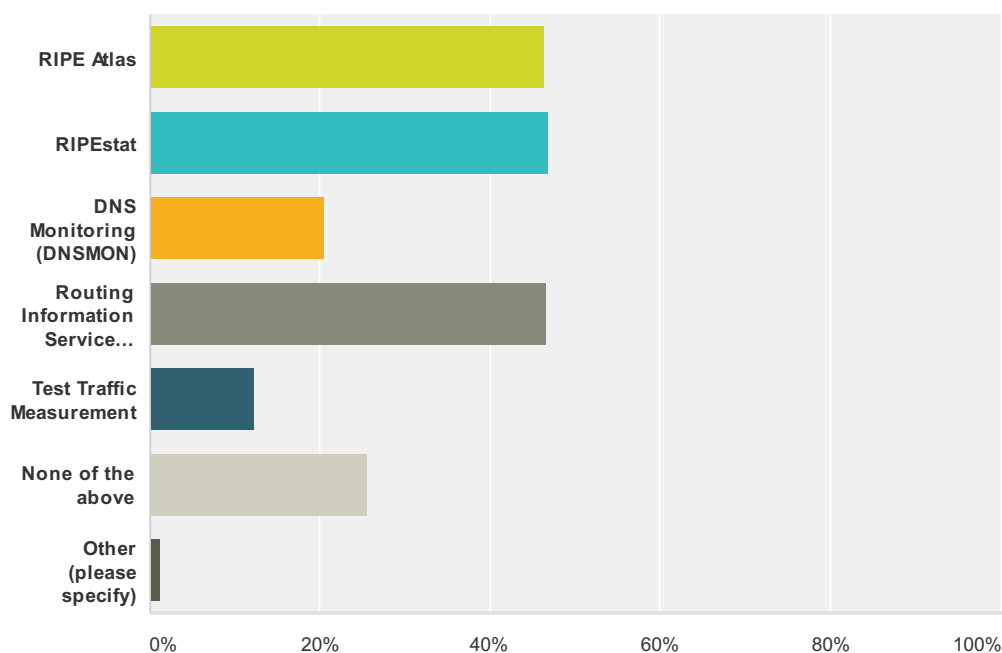


| Answer Choices | Responses | |
|---|---|---|
| **RIPE Atlas** | **46.30%** | 1,045 |
| **RIPEstat** | **46.74%** | 1,055 |
| **DNS Monitoring (DNSMON)** | **20.51%** | 463 |
| **Routing Information Service (RIS)** | **46.61%** | 1,052 |
| **Test Traffic Measurement** | **12.36%** | 279 |
| **None of the above** | **25.56%** | 577 |
| **Other (please specify)** | **1.28%** | 29 |
| Total Respondents: 2,257 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:27 PM |
| 2 | YES | 6/23/2013 8:04 PM |
| 3 | Not applicable | 6/21/2013 7:51 PM |
| 4 | Our ndt server: ndt.xtec.cat | 6/20/2013 9:23 PM |
| 5 | BGP peering service | 6/14/2013 5:28 PM |
| 6 | the iphone app. | 6/14/2013 12:34 AM |
| 7 | RIPE Database | 6/13/2013 11:44 PM |
| 8 | Who know them? Besides engineers doing very well, RIPE need communicators who express and communicate in the right way to the persons in charge of making desitions with no time to decipher complicated messages. | 6/13/2013 8:48 PM |
| 9 | bgplay | 6/13/2013 5:09 PM |
| 10 | lookingglass :) | 6/13/2013 1:16 AM |
| 11 | BGPlay | 6/12/2013 10:31 PM |
| 12 | BGPVIZ | 6/12/2013 5:14 PM |
| 13 | RIPE database, LIR Portal | 6/12/2013 12:33 AM |
| 14 | IP Range | 6/11/2013 9:43 PM |

| 15 | Code to measure IPv6 client capabilities in Google Analytics | 6/5/2013 12:51 PM |
|----|---|---|
| 16 | But it's not very correct | 5/31/2013 5:59 PM |
| 17 | I do believe some of my staff has used some of the tools | 5/31/2013 4:48 PM |
| 18 | (Atlas is on my list to start using.) | 5/30/2013 1:35 AM |
| 19 | I don't understand the purpose of RIPE Atlas | 5/30/2013 1:01 AM |
| 20 | whois database only for identification | 5/30/2013 12:41 AM |
| 21 | None (we're not a network) but am always interested in updates around specifically Atlas and RIS. | 5/29/2013 9:18 PM |
| 22 | IP database | 5/29/2013 8:56 PM |
| 23 | RIPE labs | 5/29/2013 7:52 PM |
| 24 | The internal mechanisms of the organization. | 5/28/2013 1:32 AM |
| 25 | IP Analyser | 5/22/2013 12:34 AM |
| 26 | There are not needed at for daily work. | 5/21/2013 6:42 PM |
| 27 | Havn't taken much interest | 5/21/2013 6:38 PM |
| 28 | just joined RIPE Atlas program, planning to deploy a probe | 5/21/2013 2:30 AM |
| 29 | IPv6 RIPEness | 5/18/2013 5:49 AM |

## Q68 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,202   Skipped: 1,431
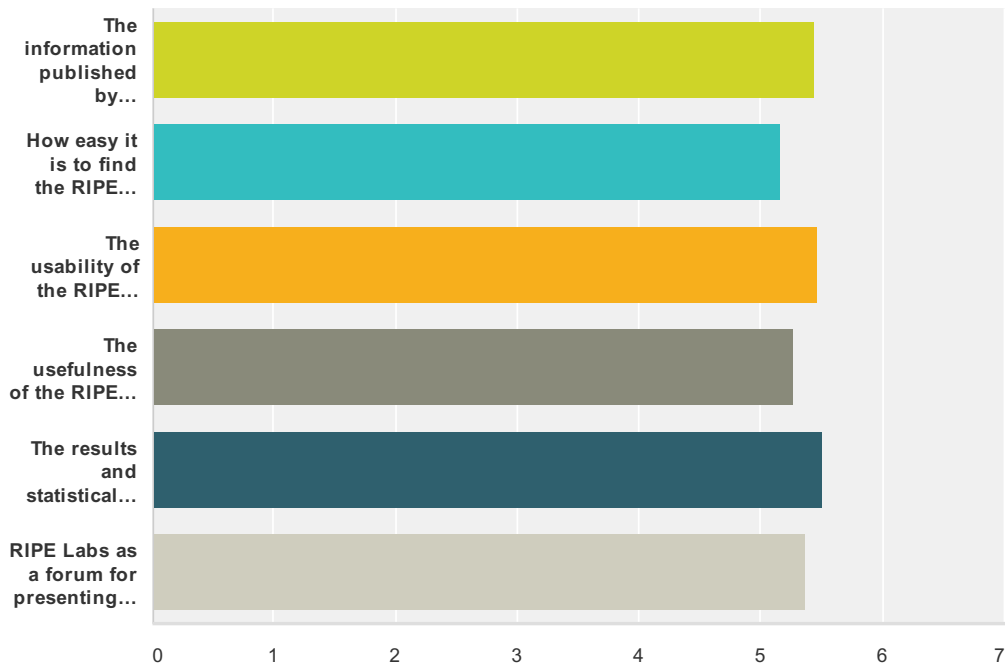


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The information published by the RIPE NCC about its measurement tools and statistics services** | 0.96%<br>21 | 1.78%<br>39 | 3.19%<br>70 | 9.88%<br>217 | 18.98%<br>417 | 29.31%<br>644 | 15.57%<br>342 | 20.35%<br>447 | 2,197 | 5.44 |
| **How easy it is to find the RIPE NCC's measurement tools and statistics services** | 1.14%<br>25 | 3.14%<br>69 | 6.20%<br>136 | 12.94%<br>284 | 21.29%<br>467 | 24.29%<br>533 | 13.63%<br>299 | 17.37%<br>381 | 2,194 | 5.15 |
| **The usability of the RIPE NCC's measurement tools and statistics services** | 0.73%<br>16 | 1.33%<br>29 | 3.16%<br>69 | 8.60%<br>188 | 20.36%<br>445 | 29.09%<br>636 | 14.27%<br>312 | 22.46%<br>491 | 2,186 | 5.46 |
| **The usefulness of the RIPE NCC's measurement tools and statistics services for my day-to-day work** | 1.28%<br>28 | 2.56%<br>56 | 4.29%<br>94 | 11.15%<br>244 | 18.18%<br>398 | 23.57%<br>516 | 14.89%<br>326 | 24.07%<br>527 | 2,189 | 5.27 |
| **The results and statistical analyses presented by the RIPE NCC** | 0.50%<br>11 | 1.24%<br>27 | 2.98%<br>65 | 9.07%<br>198 | 19.20%<br>419 | 26.26%<br>573 | 16.27%<br>355 | 24.47%<br>534 | 2,182 | 5.50 |
| **RIPE Labs as a forum for presenting developments regarding the RIPE NCC's measurement tools and statistics services** | 0.74%<br>16 | 1.20%<br>26 | 3.68%<br>80 | 8.61%<br>187 | 15.33%<br>333 | 20.58%<br>447 | 12.48%<br>271 | 37.38%<br>812 | 2,172 | 5.37 |

## Q69 How could the RIPE NCC make its measurement tools and statistics services more useful for your daily operations?

Answered: 2,188   Skipped: 1,445
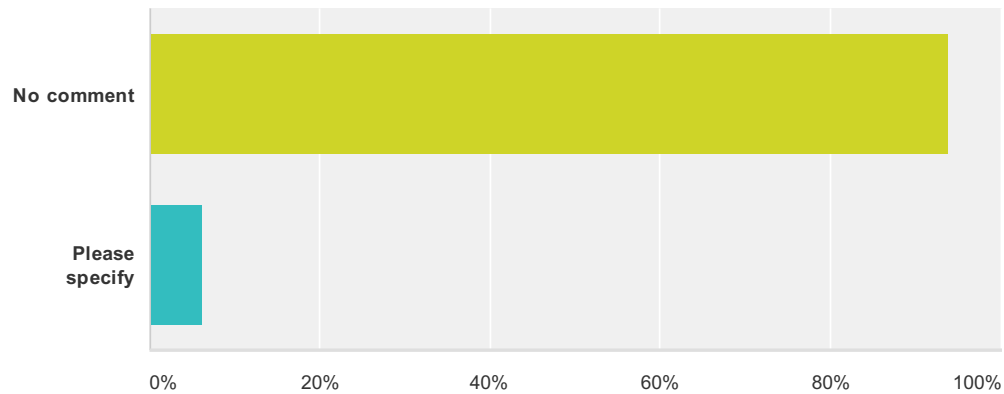


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **93.69%** | 2,050 |
| **Please specify** | **6.31%** | 138 |
| Total | | 2,188 |

| # | Please specify | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:27 PM |
| 2 | YES | 6/23/2013 8:04 PM |
| 3 | More structured website. For example project pages are not well-organised and sometimes difficult to find the raw data. | 6/23/2013 8:03 PM |
| 4 | to develop desktop version | 6/23/2013 4:38 AM |
| 5 | We don't really have a need | 6/21/2013 8:42 PM |
| 6 | I find them often hard to find. | 6/21/2013 2:31 AM |
| 7 | make them less nerdy and more user-friendly | 6/20/2013 8:17 PM |
| 8 | conduct workshops during NOGs and Regional Meetings with the interested parties about how to use it with real examples. | 6/20/2013 2:57 PM |
| 9 | i did not know them until now. i will take a look at them. | 6/19/2013 5:24 PM |
| 10 | Information dissemination, and training | 6/19/2013 8:10 AM |
| 11 | Improve performance. | 6/18/2013 10:08 PM |
| 12 | Provide demo for free for limited time Reduce the prices | 6/18/2013 4:53 PM |
| 13 | Make a portal, which isn't too slow to load up in a browser. Which gives easier access to all the available tools (whether beta, or production). | 6/17/2013 8:38 PM |
| 14 | by giving training for it. | 6/17/2013 12:06 AM |
| 15 | Send introduction email about each tool after a month so people can find time and learn about it. | 6/14/2013 9:54 PM |
| 16 | if ripe use make a service like peeringdb.com , we will use better | 6/14/2013 5:28 PM |
| 17 | Make it easier to use | 6/13/2013 10:03 PM |
| 18 | Cooperate with ISPs to place measurement servers in more member networks. | 6/13/2013 9:44 PM |
| 19 | Be close to the users. | 6/13/2013 8:48 PM |
| 20 | Send notifications and advertisements to members on how these tools will ease your operation. | 6/13/2013 7:58 PM |
| 21 | Explain more what they are good for. | 6/13/2013 5:32 PM |
| 22 | publish usefull cases | 6/13/2013 4:13 PM |
| 23 | Use russian language | 6/13/2013 12:07 PM |

| 24 | Unfortunately your scale goes from 1 to 7, I could easily give you a 10 because you are solving the problem of distributed monitoring for us! | 6/13/2013 8:31 AM |
|----|------|------|
| 25 | Maybe translate them to other languages and become multi-lingual. | 6/13/2013 3:36 AM |
| 26 | specifically for RIPEstat it would be great to be able to find out why eg. our AS48943 is not seen in russia at all... we suspect some defect there, but we can't see any details for those RIS there. | 6/13/2013 1:16 AM |
| 27 | advertise them | 6/13/2013 12:33 AM |
| 28 | we need to know better them before use it | 6/13/2013 12:27 AM |
| 29 | Make it easier to use and find. | 6/12/2013 11:43 PM |
| 30 | tools should have both web based interface and access to raw data | 6/12/2013 10:32 PM |
| 31 | Publish some examples on the cases in which tools can be helpful. They are good and can provide much data but there is too little written about when and how to apply them to the best effect. | 6/12/2013 8:58 PM |
| 32 | Update their portal with a friendly user tools rather than the current tools | 6/12/2013 8:44 PM |
| 33 | Unify in one interface or navigation structure (maybe via portal) | 6/12/2013 4:59 PM |
| 34 | Put it all on one page, and giving a small description and how to on each one. | 6/12/2013 4:37 PM |
| 35 | Simplify webpage (to many options/links, and it is very easy go get lost) | 6/12/2013 3:51 PM |
| 36 | needs more awareness about it | 6/12/2013 2:55 PM |
| 37 | make me aware of them, I did not know half the tools up there. | 6/12/2013 12:49 PM |
| 38 | Ym, more awareness what they actually do? For example i don't even know some of them. | 6/12/2013 7:31 AM |
| 39 | provide visual tools on current routing | 6/12/2013 6:25 AM |
| 40 | onsite training to techs | 6/12/2013 5:33 AM |
| 41 | There was no real need for them yet | 6/12/2013 4:11 AM |
| 42 | Ripe atlas tweet upon "failure" | 6/12/2013 3:13 AM |
| 43 | Allow RIPE ATLA probes to | 6/12/2013 2:18 AM |
| 44 | Don't make them so slow. | 6/12/2013 1:55 AM |
| 45 | make it localisation in russian language | 6/12/2013 1:50 AM |
| 46 | API/Open Source | 6/12/2013 1:42 AM |
| 47 | I know there's a set of tools available, but unclear to me is how they could help me to support me in my work. The other question is how to bring this under my attention without overwhelming me with (too much) information? | 6/12/2013 1:27 AM |
| 48 | give them more visibility | 6/12/2013 12:35 AM |
| 49 | To anyone coming to these tools for the first time there is no clear information on exactly where to find the tools, what their purpose is, and what the benefits are to using them. | 6/12/2013 12:11 AM |
| 50 | avoid situations like the TTM/Atlast switch and have the monitoring system integrate with the LIR structure with as little as financial impact as possible. | 6/12/2013 12:08 AM |
| 51 | open source them. in the case of RIPE Atlas, that already happened. | 6/11/2013 11:30 PM |
| 52 | publish and empower | 6/11/2013 11:25 PM |
| 53 | They are clearly underexposed... | 6/11/2013 10:37 PM |
| 54 | just continue the good work | 6/11/2013 10:30 PM |
| 55 | Regroup access under one unified web page | 6/11/2013 9:56 PM |
| 56 | Mention them in conferences and special tutorials in NOGs meeting | 6/11/2013 9:53 PM |
| 57 | Awareness: perhaps an overview of all tools. | 6/11/2013 9:24 PM |
| 58 | Try and get more sensor nodes for RIS further away from the core RIPE infrastructure | 6/11/2013 8:47 PM |
| 59 | Alerting via Email in case of problems with BGP | 6/10/2013 6:25 PM |
| 60 | I don't know about these tools. Maybe send out information emails on tools periodically. | 6/8/2013 12:38 PM |
| 61 | A presentation like bgp.he.net in clean html form will be more confortable. | 6/7/2013 8:57 PM |
| 62 | Currently I'm in the learning phase. So Any comment related to this subject might not be true. | 6/7/2013 5:36 PM |
| 63 | Until now, I didn't realise that RIPE provided measurement tools & stats services! | 6/7/2013 12:11 AM |
| 64 | propbaly through training and raising the awarness and the need of these tools | 6/6/2013 10:45 PM |
| 65 | Introduce them. | 6/6/2013 6:23 PM |
| 66 | We have good tools and funny visualizations! But how to use the tools and data? Who knows? | 6/5/2013 10:07 PM |

| 67 | I haven't looked at the website recently but the last time I looked it was hard to know the whole portfolio of tools available, so some reorganization that might list all the tools and what the do, but maybe this has already been done. | 6/5/2013 10:03 AM |
| 68 | I had to select '1' for all because I have never heard of these resources. Maybe I should have selected 'n/a'. | 6/5/2013 5:29 AM |
| 69 | More publicity about their availability. | 6/5/2013 5:07 AM |
| 70 | Send me more probes - I haven't gotten my first one yet! I can deploy them in many places. | 6/5/2013 4:54 AM |
| 71 | Make them more easily accessible from the main page. | 6/5/2013 4:15 AM |
| 72 | you need to envolve these services | 6/5/2013 3:41 AM |
| 73 | explaining how to work with these services and promoting them at regional meetings | 6/5/2013 12:59 AM |
| 74 | The tools are pretty useful, maybe some android/ios applications. | 6/4/2013 11:59 PM |
| 75 | More immediately obvious on the website for users who only need to access them infrequently (e.g. for diagnostics etc.) | 6/4/2013 7:59 PM |
| 76 | A quick introduction to all tools and what they are for. It's interesting to see RIPE Atlas and RIS, but do we really need 2 different tools? I ping using RIPE Atlas and do the background check using RIS. Could as well be one web service for it all, right? | 6/4/2013 7:09 PM |
| 77 | I would like a history of BGP announcements all over the world | 6/4/2013 12:59 AM |
| 78 | Download tools | 6/4/2013 12:55 AM |
| 79 | A tool for monitoring IP spam list in huge blocks. (such as IP Explainer but more advanced) | 6/3/2013 3:59 PM |
| 80 | look into creating tools based on the Atlas project that help small operators monitor their networks from a global perspective | 6/2/2013 3:14 PM |
| 81 | To be more easy to find and to have doc explain the benefit of each tools if possible. | 6/1/2013 3:36 PM |
| 82 | my day job is persuading non-technical managers to pursue the (technically) best strategic direction so any high level statistics that can help. For example, how busy are the IXPs? Where does traffic flow between countries? How popular is IPv6 in each country? | 5/31/2013 9:02 PM |
| 83 | API | 5/31/2013 8:25 PM |
| 84 | Simplify user interface | 5/31/2013 8:11 PM |
| 85 | Easier to find. Email reminders of what is available. | 5/31/2013 7:42 PM |
| 86 | Help to identify the location of networking issues (regional/national/international). | 5/30/2013 11:30 PM |
| 87 | Not interested in any of the extraneous rubbish, RIPE shoudl concentrate on its sole useful function of maintaing the DB of IP address allocations and drop everything else. | 5/30/2013 10:02 PM |
| 88 | Where the "satisfaction level" above is low, it is because the rate information is published is at times too much. Spamming lists every time someone posts on RIPE Labs is unwelcome. | 5/30/2013 8:55 PM |
| 89 | include in the portal, allow non-LIR portal accounts and create smartphone apps to easily and quickly access all relevant data. | 5/30/2013 8:40 PM |
| 90 | More RIPE ATLAS documentation! | 5/30/2013 8:37 PM |
| 91 | making them more easy to use | 5/30/2013 8:03 PM |
| 92 | Make separate portal with links on each tool | 5/30/2013 7:21 PM |
| 93 | provide details and online training materials | 5/30/2013 4:35 PM |
| 94 | Make tools at russian language | 5/30/2013 1:30 PM |
| 95 | Well…. I have already given some ideas on the ATLAS mailing list. | 5/30/2013 6:21 AM |
| 96 | I don't use it daily but more as additional info for new (or in) projects. | 5/30/2013 5:51 AM |
| 97 | The comments on the ripestats is one general comments form. While it seems that the comments where placed on a specific entry. This is kind of confusing. | 5/30/2013 5:20 AM |
| 98 | database | 5/30/2013 4:41 AM |
| 99 | may be videos, learning materials etc. | 5/30/2013 3:51 AM |
| 100 | Ripe 'shares' a lot of posts from 'Mirjam Kuehne' on its facebook-feed. It would be good to have this available outside of facebook, since facebook does not always show everything your want in your timeline | 5/30/2013 3:25 AM |
| 101 | Making an easier way to find the statistcs. Having more RIS nodes. | 5/30/2013 3:22 AM |
| 102 | other then querying the db i dont use them | 5/30/2013 1:53 AM |
| 103 | I'm not sure it should. I don't see it as a core service. This can be provided by someone else. | 5/30/2013 1:35 AM |
| 104 | develop API along with the webpresentation of the results. For big LIR's webpages and widget presented data are not usefull | 5/30/2013 1:00 AM |

| 105 | begin testing for IPv6-only compliance in your IPv6 tests - dual stack masks problems | 5/29/2013 10:51 PM |
|---|---|---|
| 106 | None; we have our own tools. | 5/29/2013 9:16 PM |
| 107 | Making easier to integrate this measurements with in-company monitoring tools | 5/29/2013 8:13 PM |
| 108 | RIPEstat is awesome. | 5/29/2013 7:36 PM |
| 109 | There is a difference between measurement tools and statistic services. I am convinced that statistics provided on IPv4 resource management are needed and in the scope of the RIPE-NCC mission, I am less convinced with measurment tools. | 5/29/2013 6:27 PM |
| 110 | List all tools in one place | 5/29/2013 6:39 AM |
| 111 | Show how to use them, conduct workshops and involve people in some big funny project (no technical, but cool :-) | 5/28/2013 10:07 PM |
| 112 | With RIPE Atlas I can monitor my home and work Internet connection. I can show statistics to my ISP and to my boss. | 5/28/2013 9:47 PM |
| 113 | Need to sit together to advise what tools could be useful for ISPs | 5/28/2013 5:34 PM |
| 114 | Development opportunities RIPE Labs. | 5/28/2013 1:32 AM |
| 115 | maybe some wiki functionality for lists of looking glasses, comments & etc | 5/27/2013 10:43 PM |
| 116 | List all websites on an IP (preferably close to real-time). Such a useful tool against cybercrime and spamming it would be. | 5/25/2013 6:02 AM |
| 117 | The rearrange of ripestat, bgpviz, atlas, RIS, etc has been confusing. Navigation of the website has been confusing. It almost seems as through several products provided the same information but were "competing silos" | 5/24/2013 11:08 PM |
| 118 | RIPE Atlas probes should produce results quickly | 5/24/2013 7:39 AM |
| 119 | Develop tool further and integrate alerts, APIs and other features to tools. | 5/23/2013 3:36 PM |
| 120 | Not, I/most networks do not need those tools at all to run their networks and simply have no effect at all on daily operations. The only thing we need is more complete IRR data from networks that currently do not have that in order. You could make tools to trivialise the documentation of that for them. | 5/23/2013 2:18 AM |
| 121 | make ripe atlas manageable by group of people | 5/23/2013 12:53 AM |
| 122 | More ATLAS probe availability/wider deployment to networks, including more rural areas/end-users | 5/23/2013 12:52 AM |
| 123 | A global answer with one reporting error notice if exist! (emai/sms?) | 5/22/2013 6:24 PM |
| 124 | I don't think you could - the points where I would need that require you to be on the network and beyond Atlas that is kinda out of scope and such ;-) | 5/22/2013 12:34 AM |
| 125 | More reliable | 5/21/2013 11:47 PM |
| 126 | The tools are still a bit hard to find on the website. Further integration is needed. | 5/21/2013 9:35 PM |
| 127 | Awareness. I have no idea what most of the above do. I am sure they are awesome, but without explaining what use case I might have for some of these tools, I'll never use them (or find them) | 5/21/2013 7:53 PM |
| 128 | The newly revamped RIPEStats and tools seem like a good start, continual development and improvement in this area. | 5/21/2013 7:44 PM |
| 129 | Atlas tools are a bit confused in the presentation on the web site. | 5/21/2013 6:57 PM |
| 130 | They are not needed for daily work. Stop the development. | 5/21/2013 6:42 PM |
| 131 | Cleaner and more structured 'website' with direct links to all of the useful tools. | 5/21/2013 6:13 PM |
| 132 | Please consult the community before starting new playgrounds. | 5/21/2013 5:51 PM |
| 133 | More IPv6 monitoring/reporting!!! With as much detail as possible. Please!! | 5/20/2013 12:09 AM |
| 134 | Give less focus on "research" view when developing tools and (especially) frontends | 5/18/2013 7:46 PM |
| 135 | howto documents and code snippets in various scripting languages | 5/18/2013 6:50 AM |
| 136 | By releasing as many of them as free software, and cooperating with free and open software communities on making the tools together. | 5/18/2013 5:49 AM |
| 137 | raise awareness about them within the community/corporates | 5/17/2013 9:18 PM |
| 138 | add more charting functions to the "my measurements" part of atlas. | 5/17/2013 9:13 PM |

## Q70 Which of the following subject areas on RIPE Labs are of interest to you? [Choose as many as appropriate]

Answered: 2,206   Skipped: 1,427
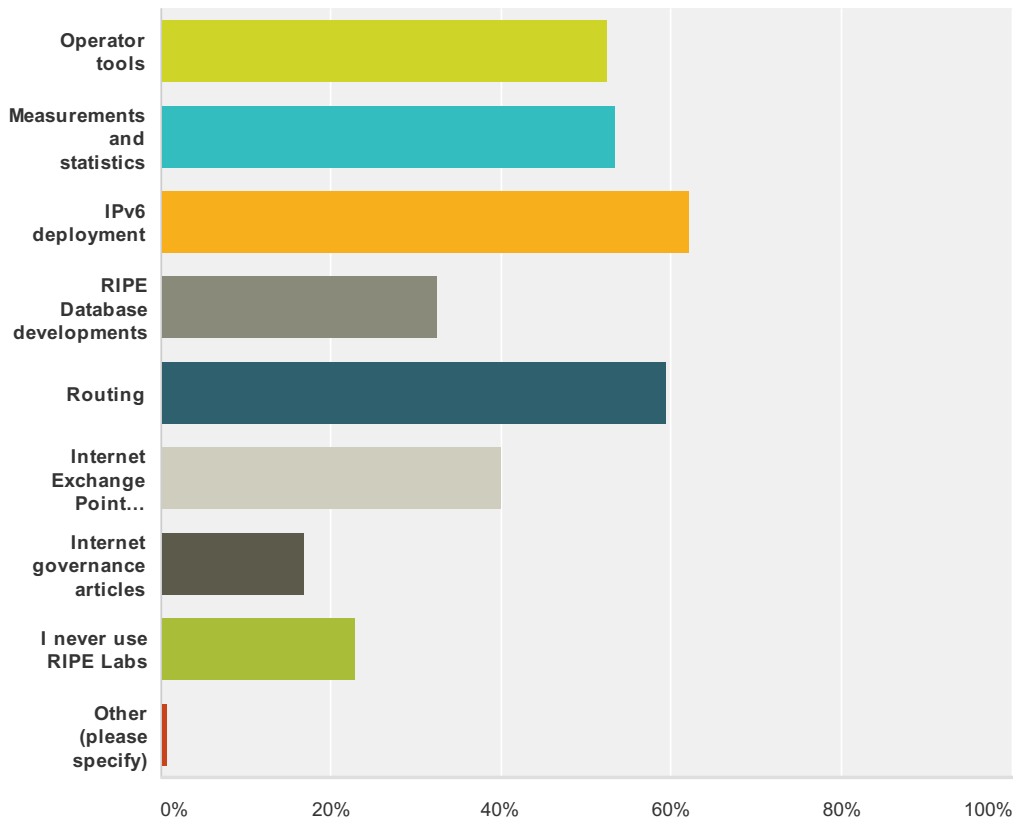


| Answer Choices | Responses | |
|---|---|---|
| Operator tools | 52.49% | 1,158 |
| Measurements and statistics | 53.40% | 1,178 |
| IPv6 deployment | 61.97% | 1,367 |
| RIPE Database developments | 32.59% | 719 |
| Routing | 59.34% | 1,309 |
| Internet Exchange Point statistics | 39.98% | 882 |
| Internet governance articles | 16.95% | 374 |
| I never use RIPE Labs | 22.98% | 507 |
| Other (please specify) | 0.86% | 19 |
| Total Respondents: 2,206 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:27 PM |
| 2 | YES | 6/23/2013 8:04 PM |
| 3 | Not applicable. | 6/21/2013 7:51 PM |
| 4 | I seldom use RIPE Labs | 6/20/2013 7:27 PM |
| 5 | i never used it before (did not know it) but i will take a look | 6/19/2013 5:24 PM |
| 6 | DNS tools | 6/18/2013 4:53 PM |
| 7 | does RIPE Labs actually have topical organization as listed above? I certainly would prefer that RIPE database gets current and complete official documentation over occassional articles on RIPE labs | 6/17/2013 10:44 AM |

| 8 | I never heard of RIPE labs, but now I know, so i'm going to look into it for sure! | 6/12/2013 4:35 PM |
|---|---|---|
| 9 | until now never used RIPE | 6/11/2013 11:35 PM |
| 10 | I havent Used Because I was not aware... but I will look into it if Stat.ripe.net and atlas.ripe.net are anything to go by.. | 6/11/2013 12:12 AM |
| 11 | will use RIPE Labs from now | 6/6/2013 4:49 PM |
| 12 | RIPE Labs? | 5/31/2013 10:37 PM |
| 13 | But now that I know about it, maybe I will! | 5/31/2013 8:25 PM |
| 14 | Opportunity to exchange information with colleagues. | 5/28/2013 1:32 AM |
| 15 | I rarely use Labs | 5/23/2013 11:02 PM |
| 16 | I hardly ever use RIPE LABS | 5/23/2013 6:25 PM |
| 17 | They don't interest me personally but I am sure they are of interest to backbone providers etc. | 5/21/2013 6:38 PM |
| 18 | (due to timing constraints) | 5/21/2013 2:30 AM |
| 19 | IPv6 RIPEness | 5/18/2013 5:49 AM |

## Q71 Do you have any other comments or suggestions about RIPE Labs?

Answered: 2,197   Skipped: 1,436
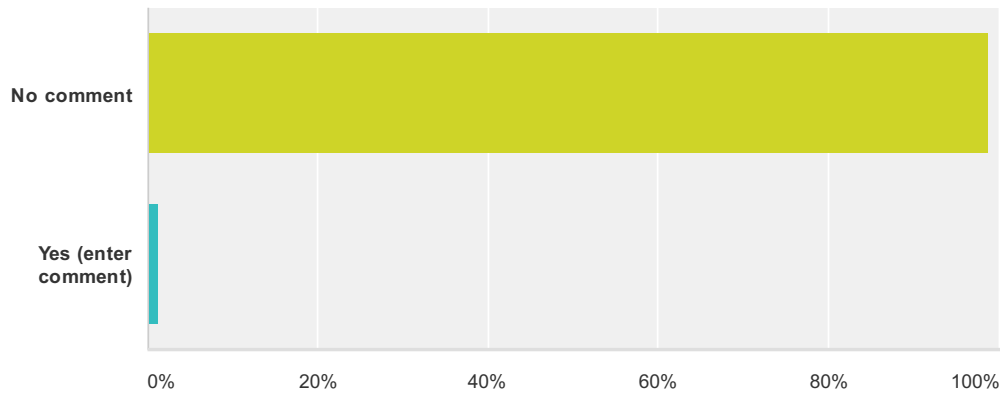


| Answer Choices | Responses | |
|---|---|---|
| No comment | 98.63% | 2,167 |
| Yes (enter comment) | 1.37% | 30 |
| Total | | 2,197 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:27 PM |
| 2 | YES | 6/23/2013 8:04 PM |
| 3 | better visibility :) | 6/19/2013 5:24 PM |
| 4 | how to use it? | 6/17/2013 12:06 AM |
| 5 | i want to be a partaker in the RIPE programmes and events for more knowledge and skills. | 6/15/2013 12:54 AM |
| 6 | I don't say about "Operator tools" because I don't probe it. I'll try it now possible. | 6/14/2013 5:57 PM |
| 7 | Do you know the problems we have? Do you think RIPE can do something to help to fix them? Answering these questions you have a half of the work done. | 6/13/2013 8:48 PM |
| 8 | Keep up the pace of good and frequent work. | 6/13/2013 8:31 AM |
| 9 | I should probably look up more information on it - I know it exists, but have never really had the time to look into it :( | 6/13/2013 12:24 AM |
| 10 | Very rarely have time to use RIPE Labs | 6/12/2013 7:26 PM |
| 11 | More IPv6 and routing BGP | 6/12/2013 6:25 AM |
| 12 | So many tools, which ones should I use? What am I looking for? | 6/12/2013 1:27 AM |
| 13 | I really already use such tools on RIPE. I will have a look, ...if i find them there | 6/11/2013 11:25 PM |
| 14 | i wasn't aware of RIPE labs | 6/11/2013 9:19 PM |
| 15 | the same comment as above | 6/6/2013 10:45 PM |
| 16 | hands on configurations | 6/6/2013 6:22 PM |
| 17 | Raise awareness. | 6/5/2013 12:41 AM |
| 18 | Tools to measure IP Spam list | 6/3/2013 3:59 PM |
| 19 | I would like to see more academic research projects published on labs, this could be a great way for the projects to get more recognition outside of their normal circles | 6/2/2013 3:14 PM |
| 20 | Make it in more languages. | 5/31/2013 8:03 PM |
| 21 | To date, I've only used the whois database. I wasn't aware there were additional tools available. | 5/30/2013 11:30 PM |
| 22 | Make Geographical trace route available | 5/30/2013 2:09 AM |
| 23 | I'm not sure RIPE Labs is a good idea. I don't see it as part of the core services. This can be provided by someone else. | 5/30/2013 1:35 AM |
| 24 | Keep up the good work! | 5/30/2013 1:01 AM |

| 25 | Hire more people :) | 5/29/2013 9:37 PM |
| 26 | Creating a multilingual interface. | 5/28/2013 1:32 AM |
| 27 | Why do we have RIPE Labs? I cannot find any reason. | 5/21/2013 5:51 PM |
| 28 | I absolutely love the ripe Labs tools and facilities. | 5/21/2013 3:10 AM |
| 29 | More IPv6 monitoring/reporting!!! With as much detail as possible. Please!! | 5/20/2013 12:09 AM |
| 30 | Full Unicode support in ALL web based apps. | 5/19/2013 5:20 AM |

## Q72 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,212   Skipped: 1,421
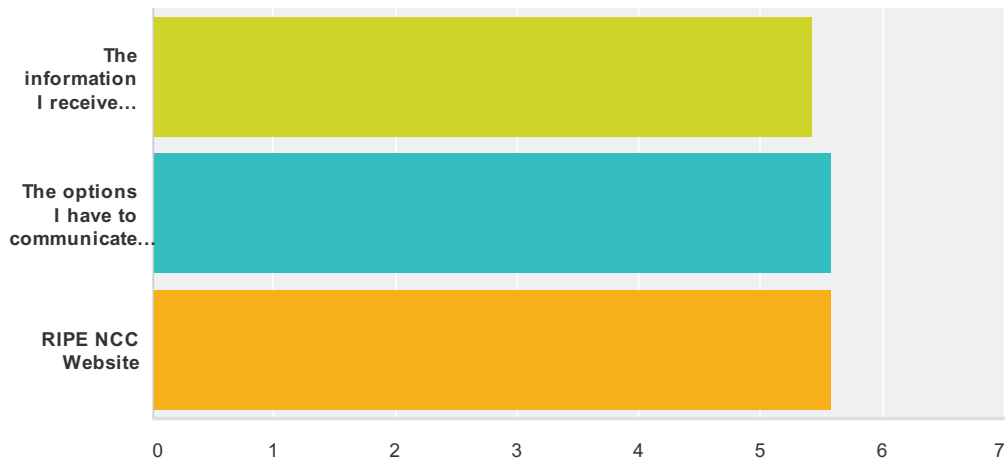


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The information I receive about the RIPE NCC's activities and developments** | 0.81% 18 | 1.99% 44 | 4.84% 107 | 10.14% 224 | 24.58% 543 | 32.78% 724 | 17.52% 387 | 7.33% 162 | 2,209 | 5.42 |
| **The options I have to communicate with the RIPE NCC** | 0.64% 14 | 1.59% 35 | 3.64% 80 | 9.60% 211 | 20.88% 459 | 33.44% 735 | 21.34% 469 | 8.87% 195 | 2,198 | 5.57 |
| **RIPE NCC Website** | 0.93% 20 | 1.49% 32 | 4.34% 93 | 8.50% 182 | 21.99% 471 | 36.74% 787 | 22.27% 477 | 3.73% 80 | 2,142 | 5.58 |

## Q73 Which of the following methods that the RIPE NCC currently provides do you use to receive information? [Choose as many as appropriate]

Answered: 2,178   Skipped: 1,455
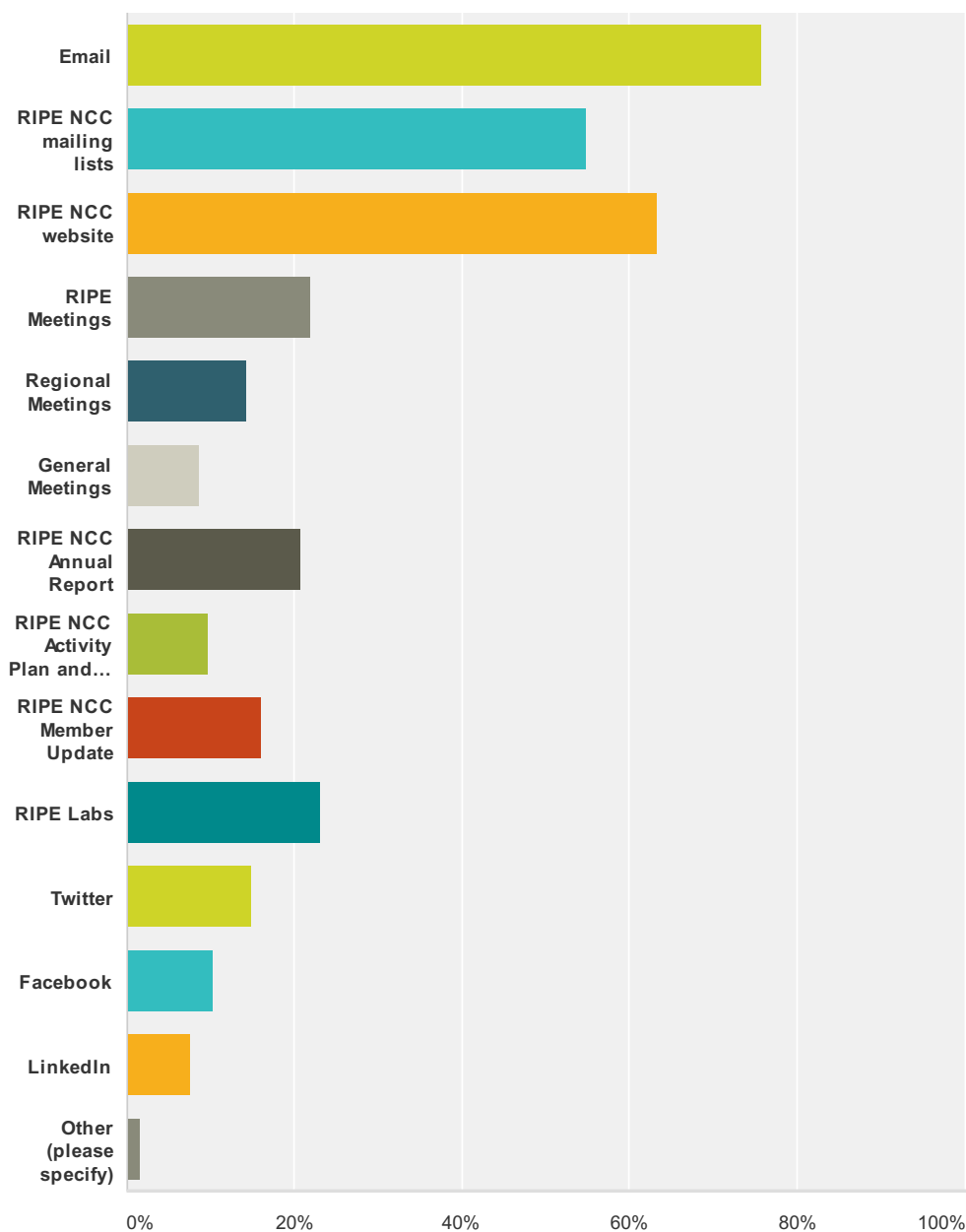


| Answer Choices | Responses | |
|---|---|---|
| Email | **75.62%** | 1,647 |
| RIPE NCC mailing lists | **54.82%** | 1,194 |
| RIPE NCC website | **63.18%** | 1,376 |
| RIPE Meetings | **21.99%** | 479 |
| Regional Meetings | **14.28%** | 311 |
| General Meetings | **8.68%** | 189 |
| RIPE NCC Annual Report | **20.75%** | 452 |
| RIPE NCC Activity Plan and Budget | **9.78%** | 213 |
| RIPE NCC Member Update | **16.16%** | 352 |

# RIPE NCC SURVEY 2013

| RIPE Labs | **23.19%** | 505 |
|---|---|---|
| Twitter | **14.97%** | 326 |
| Facebook | **10.38%** | 226 |
| LinkedIn | **7.76%** | 169 |
| Other (please specify) | **1.61%** | 35 |

Total Respondents: 2,178

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:28 PM |
| 2 | YES | 6/23/2013 8:06 PM |
| 3 | Not applicable. | 6/21/2013 7:53 PM |
| 4 | IRC | 6/20/2013 10:23 PM |
| 5 | IRC with employees | 6/20/2013 9:37 PM |
| 6 | I receive Email about (2 to 4 messages only). I hope to receive messages via my Email (khaled_hezam@yemen.net.ye) and khaled.hezam@gmail.com. | 6/20/2013 8:58 AM |
| 7 | google plus | 6/14/2013 5:31 PM |
| 8 | irc | 6/13/2013 6:13 AM |
| 9 | Know more, but this only profitable | 6/13/2013 12:59 AM |
| 10 | Trainings | 6/12/2013 7:38 PM |
| 11 | rss feeds of ripe labs | 6/12/2013 6:57 PM |
| 12 | trainings, webinars | 6/12/2013 5:57 PM |
| 13 | whois.ripe.net | 6/12/2013 7:13 AM |
| 14 | other mailing-lists, but usually information is already in the RIPE mailing lists | 6/12/2013 12:57 AM |
| 15 | IRC | 6/11/2013 11:24 PM |
| 16 | Industry websites | 6/11/2013 9:04 PM |
| 17 | IRC with people | 6/7/2013 6:17 PM |
| 18 | Twitter would be really nice! :) | 6/7/2013 5:39 PM |
| 19 | Diaspora; GNUSocial; Identica; LibreFM; Filmaster | 6/7/2013 10:07 AM |
| 20 | forwards from contacts within NREN | 6/6/2013 5:23 PM |
| 21 | Task Forces | 6/5/2013 10:09 PM |
| 22 | IRC with your staff :) | 6/5/2013 4:54 AM |
| 23 | NANOG | 6/4/2013 12:54 AM |
| 24 | Word of mouth and updates at UKNOF. Most of the time I haven't got a clue what RIPE is for apart from IP address allocation. | 6/4/2013 12:44 AM |
| 25 | MENOG | 6/1/2013 3:39 PM |
| 26 | other mailing lists, but usually information is distributed on several lists | 5/30/2013 3:00 PM |
| 27 | no social media crap! brings no benfit | 5/30/2013 2:16 AM |
| 28 | talking to ripe employees at conferences | 5/30/2013 1:10 AM |
| 29 | talking to persons | 5/30/2013 1:01 AM |
| 30 | NANOG/IETF | 5/29/2013 10:52 PM |
| 31 | Private chat.))) | 5/28/2013 1:37 AM |
| 32 | nanog mailing list… | 5/23/2013 2:16 AM |
| 33 | IRC | 5/22/2013 1:07 AM |
| 34 | Talking to staff | 5/21/2013 7:53 PM |
| 35 | Live, directly from RIPE NCC staff, in person. | 5/18/2013 5:52 AM |

## Q74 How could the RIPE NCC improve its communications with RIPE NCC members and all other interested parties?

Answered: 2,160   Skipped: 1,473
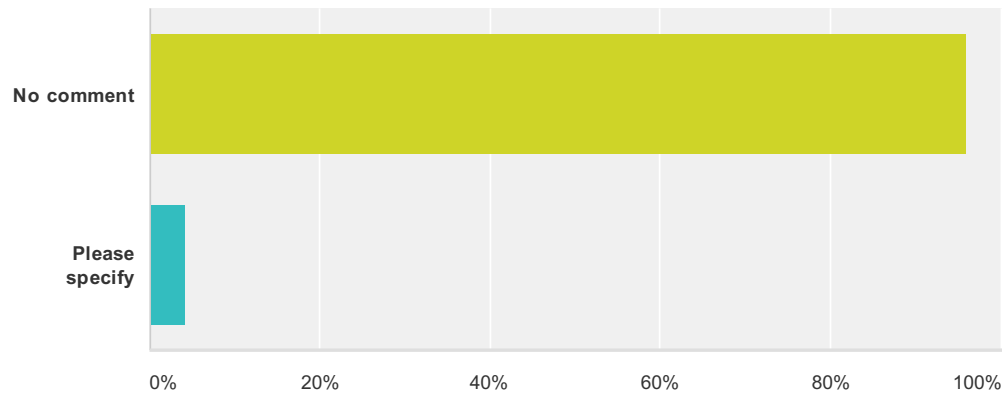


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **95.79%** | 2,069 |
| **Please specify** | **4.21%** | 91 |
| Total | | 2,160 |

| # | Please specify | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:28 PM |
| 2 | Maybe a friendly forum | 6/23/2013 8:06 PM |
| 3 | YES | 6/23/2013 8:06 PM |
| 4 | International events. | 6/21/2013 7:53 PM |
| 5 | using skype conversations with the managers | 6/20/2013 8:52 PM |
| 6 | increase the number of supported languages | 6/20/2013 6:41 PM |
| 7 | Set up a regional Communications unit | 6/19/2013 6:44 PM |
| 8 | working group | 6/19/2013 9:02 AM |
| 9 | I am not a RIPE NCC member so I don't know if I can join RIPE NCC mailing list? | 6/18/2013 11:32 PM |
| 10 | make a meetings | 6/18/2013 7:38 PM |
| 11 | social networks (Twitter, Facebook, LinkedIn) | 6/18/2013 4:44 PM |
| 12 | more localized content | 6/18/2013 4:22 AM |
| 13 | Communicate in local language. | 6/15/2013 9:35 PM |
| 14 | by giving opportunity to participate in some of the events and programmes. | 6/15/2013 12:57 AM |
| 15 | announcement via email. | 6/14/2013 9:56 PM |
| 16 | every lir have a direct contact person as their Council | 6/14/2013 5:31 PM |
| 17 | Meeting like enog. | 6/14/2013 3:17 AM |
| 18 | the important thing is not the method | 6/13/2013 8:51 PM |
| 19 | use russian language | 6/13/2013 12:08 PM |
| 20 | RIPE sends TOO much emails which influences the rate of recognition in a negative way. | 6/13/2013 8:59 AM |
| 21 | Produce less? | 6/13/2013 3:35 AM |
| 22 | By using more languages other than English | 6/13/2013 12:55 AM |
| 23 | Improve the RIPE NCC web site (the central one). Now it is quite complicated and to reach to the information you need takes too much time and too much effort to find it. The previous non-flash looking web-site of RIPE NCC was faaar better... | 6/12/2013 9:05 PM |
| 24 | Keep things publically available via http/https/ftp and mailinglists. I for onel rely heavily on the info made public on the internet since I've never had the opportunity to participate in any meetings unfortunately. | 6/12/2013 8:12 PM |

| 25 | more information via email | 6/12/2013 7:38 PM |
|----|----------------------------|-------------------|
| 26 | regular reminders about current communications options and status | 6/12/2013 7:08 PM |
| 27 | communication is sufficient | 6/12/2013 5:57 PM |
| 28 | SMS | 6/12/2013 4:38 PM |
| 29 | Conference calls | 6/12/2013 4:26 PM |
| 30 | I think RIPE should give more information about possible ways of getting closer to RIPE activities. I didn't even know that RIPE is on linkedin or facebook. | 6/12/2013 4:25 PM |
| 31 | more emails, ivites to facebook/linked in groups/pages | 6/12/2013 12:50 PM |
| 32 | use local language easy words | 6/12/2013 8:28 AM |
| 33 | You could try sending something like mail only with headlines. One or two sentences about some topic and "if you want to read more -> link" | 6/12/2013 7:35 AM |
| 34 | Try to reduce mailing list noise. E.g. "RIPE office will be closed on..." and "the server will be under maintenance on..." aren't useful for us. We never visit or call the office, and we will know the server is under maintenance if it (or a substituted replacement server) says so upon connection attempt. | 6/12/2013 7:13 AM |
| 35 | It is fine already. | 6/12/2013 5:07 AM |
| 36 | Try to individualize the communication materials to the job role, responsibilities and interests of any member. | 6/12/2013 1:32 AM |
| 37 | social networks, contact phones | 6/12/2013 12:21 AM |
| 38 | filter out linkedin spam from members subscribed to the group and ban | 6/12/2013 12:09 AM |
| 39 | More document (video, audio and presentations) in Italian language | 6/11/2013 11:59 PM |
| 40 | Formal IRC account | 6/11/2013 11:24 PM |
| 41 | you are already doing fine | 6/11/2013 10:31 PM |
| 42 | biannual magazine in paper.. | 6/11/2013 10:12 PM |
| 43 | Use the existing methods in a uniform way (same content on all media) | 6/11/2013 9:55 PM |
| 44 | at least by e-mails | 6/11/2013 9:44 PM |
| 45 | Performance of the website could be increased. | 6/11/2013 7:28 PM |
| 46 | Maybe, RIPE NCC opens local offices in the countries and use local staff. | 6/7/2013 5:39 PM |
| 47 | via Facebook | 6/7/2013 3:52 PM |
| 48 | Blogs; Forums; Mailing Lists; Websites; CVS; SVN; FTP...... | 6/7/2013 10:07 AM |
| 49 | Better mailings. Less formal. | 6/6/2013 6:29 PM |
| 50 | Introduce the different options | 6/6/2013 6:24 PM |
| 51 | It seems very expensive, but would be cool if RIPE NCC could provide services in all official EU languages and possibly some unofficial ones as well. | 6/6/2013 5:55 AM |
| 52 | Please stop starting every email with "[Apologies for duplicate emails] " Just do NOT send duplicate emails!!! | 6/6/2013 12:37 AM |
| 53 | I am ARIN customer but very interested in your offerings. | 6/5/2013 5:31 AM |
| 54 | Links from various other networking entities and resources. | 6/5/2013 5:10 AM |
| 55 | more regional meetings | 6/5/2013 1:02 AM |
| 56 | google + | 6/5/2013 12:08 AM |
| 57 | Skype | 6/5/2013 12:01 AM |
| 58 | Providing aggregated RSS feeds | 6/4/2013 7:11 PM |
| 59 | Explain what you do simply and keep your remit simple. | 6/4/2013 12:44 AM |
| 60 | More newsletter required. Periodic magazines can help. | 6/3/2013 4:04 PM |
| 61 | While I think your use of Social Media is very good, I think that the RIPE NCC should use the feedback they receive from these SM tools to actually base future decisions on. | 6/2/2013 3:17 PM |
| 62 | Make it simple! | 6/1/2013 1:37 PM |
| 63 | Make it in native language of each country... | 5/31/2013 8:05 PM |
| 64 | information in the local language | 5/30/2013 10:07 PM |
| 65 | Please don't waste time on closed-group channels ("social media", e.g. facebook) or high-noise channels ("twitter"). | 5/30/2013 8:34 PM |
| 66 | Move primary communication channel to LIR Portal instead e-mail. | 5/30/2013 7:32 PM |

| 67 | use local language for each country | 5/30/2013 7:21 PM |
|----|----|----|
| 68 | The web page is really complicated and the documentation, for example to understand the basic creation of objects, or the RPSL language is not really clear. It takes time because the examples are not clear and because it is not easy to find a right document. | 5/30/2013 6:24 AM |
| 69 | Maybe some discussion at the mailing list should be moderated in any way, in order to avoid the subscribers from considering them as Spam, specially if the topics are not interesting for a high percentage of the members. | 5/30/2013 3:26 AM |
| 70 | Improve the website structure to clarify the relevance of the content. It's a mess. | 5/30/2013 3:15 AM |
| 71 | Website (and portal) needs overhauled and simplified. | 5/30/2013 1:35 AM |
| 72 | Use email more often | 5/30/2013 1:26 AM |
| 73 | a wiki please | 5/30/2013 1:04 AM |
| 74 | email newsletter with activities in summary? *not sure if this is already out there* | 5/29/2013 9:21 PM |
| 75 | would love to read your information on G+ | 5/29/2013 8:38 PM |
| 76 | Make the website working. | 5/29/2013 7:44 PM |
| 77 | Add summary in Russian | 5/28/2013 10:14 PM |
| 78 | The organization of educational groups (including - in the "on-line"). | 5/28/2013 1:37 AM |
| 79 | More RIPE NCC staff at RIPE Meetings | 5/27/2013 5:56 PM |
| 80 | More social media activities. | 5/23/2013 3:40 PM |
| 81 | Less email… | 5/22/2013 6:25 PM |
| 82 | RSS Feed? | 5/21/2013 11:49 PM |
| 83 | Reach out more. If there's a facebook group or twitter stream, send email once in a while saying it's there. Encourage people to get connected to RIPE. | 5/21/2013 7:54 PM |
| 84 | email and website is enough, do not extent to other communication methods | 5/21/2013 6:44 PM |
| 85 | irc | 5/21/2013 6:12 PM |
| 86 | MORE MEETINGS | 5/21/2013 5:57 PM |
| 87 | I.e. If the NCC wants to start a new project, they should ask the members if it is OK to spend the amount of … Euros in order to achieve certain goals. Now it is just a short yes/no to the budget at GM. | 5/21/2013 5:55 PM |
| 88 | Google Plus page | 5/19/2013 5:20 AM |
| 89 | Despite the growth of virtual communications platforms, they are most effective whee founded on genuine relationships formed face to face | 5/18/2013 11:27 PM |
| 90 | informal blogging / informal mailing list updates from ripe ncc staff is very useful. | 5/18/2013 6:50 AM |
| 91 | By making the LIR portal more useful & interactive, and integrated in all of the above (it is not even mentioned!?!?) | 5/18/2013 5:52 AM |

## Q75 Should the RIPE NCC invest member funds in communicating in languages other than English?

Answered: 2,172   Skipped: 1,461
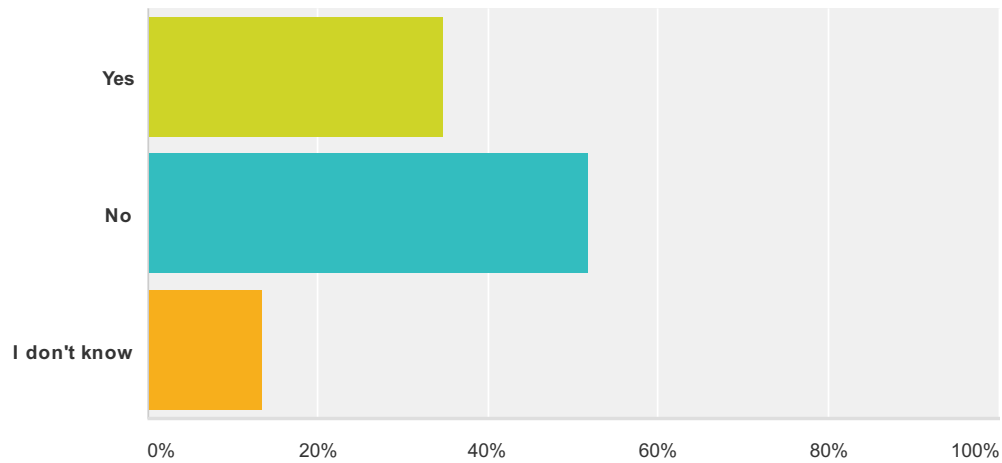


| Answer Choices | Responses | |
|---|---|---|
| **Yes** | **34.67%** | 753 |
| **No** | **51.80%** | 1,125 |
| **I don't know** | **13.54%** | 294 |
| Total | | 2,172 |

| # | Additional comment | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:28 PM |
| 2 | YES | 6/23/2013 8:06 PM |
| 3 | Russian ))) | 6/23/2013 4:44 AM |
| 4 | Who the does not speak english? | 6/21/2013 2:33 AM |
| 5 | I believe that translating documentation into members native languages would help them to understand policies and procedures better. | 6/20/2013 8:01 PM |
| 6 | Very important point for me. | 6/20/2013 7:29 PM |
| 7 | Russian is so very popular language :) | 6/20/2013 5:35 AM |
| 8 | Especially the Arabic as it is one of the 6 official languages used in the United Nations. | 6/19/2013 6:44 PM |
| 9 | english is technical language of choice, do not waste resources on translations. | 6/19/2013 5:30 PM |
| 10 | Might be beneficial to communicate with government officials? | 6/18/2013 11:32 PM |
| 11 | German! | 6/18/2013 9:28 PM |
| 12 | Arabic | 6/18/2013 7:53 PM |
| 13 | Arabic | 6/18/2013 4:55 PM |
| 14 | definitely! | 6/18/2013 4:22 AM |
| 15 | Romanian | 6/16/2013 8:18 PM |
| 16 | But I would not mind a Russian language. | 6/14/2013 6:00 PM |
| 17 | Spanish | 6/14/2013 12:57 AM |
| 18 | definitely yes | 6/13/2013 5:57 PM |
| 19 | Russian | 6/13/2013 4:54 PM |
| 20 | russian | 6/13/2013 4:12 PM |
| 21 | Would be great to have a local language Team yes. | 6/13/2013 8:59 AM |
| 22 | As a non-native English speaker, breaking the barrier of language can help get the message across a broader audience. | 6/13/2013 8:35 AM |

| 23 | It would be important to gauge the interest in such an action before beginning to do so, making an informed decision based on findings | 6/13/2013 3:59 AM |
|----|----|----|
| 24 | but the investment should be targeted plain-translations are no use if the recipients are not there. | 6/13/2013 1:18 AM |
| 25 | It would be nice, of course, to be able to communicate in own languate, but English 'll do. | 6/12/2013 9:47 PM |
| 26 | Training in other languages: yes. Other activities in other languages: no. | 6/12/2013 8:55 PM |
| 27 | While it might seem like a good idea to spread information in different languages, my experience is that after a while the information will deteriorate because of the tower-of-babylon effect. Information becomes fragmented and the effort to see the big picture and find useful information will increase. An increased workload isn't something we want, right? | 6/12/2013 8:12 PM |
| 28 | spanish | 6/12/2013 6:50 PM |
| 29 | EX-YU languages | 6/12/2013 5:30 PM |
| 30 | ESPAÑOL | 6/12/2013 5:10 PM |
| 31 | SPAIN | 6/12/2013 4:53 PM |
| 32 | for regions like Africa and Asia speaking their own language will lower thresholds to bringing people and organisations together | 6/12/2013 4:38 PM |
| 33 | Spanish | 6/12/2013 4:18 PM |
| 34 | Not in written communication. Maybe in spoken training courses. | 6/12/2013 7:13 AM |
| 35 | For me english is ok | 6/12/2013 4:59 AM |
| 36 | I may suggest that RIPE could translate some detailed FAQ to simplify undertanding to new members | 6/12/2013 4:11 AM |
| 37 | Yes, but not on operations, just on "persuading". | 6/12/2013 3:14 AM |
| 38 | Arabic Language | 6/12/2013 3:06 AM |
| 39 | 100% | 6/12/2013 3:05 AM |
| 40 | For general public information not for communication between specialists | 6/12/2013 2:27 AM |
| 41 | How would you determine funding for any other language? | 6/12/2013 1:32 AM |
| 42 | German | 6/12/2013 1:13 AM |
| 43 | English is the established international Internet language, and it should remain so. There is no justification in introducing more international languages; if anybody deals with IT they must know English anyway. | 6/12/2013 1:10 AM |
| 44 | There is no need, English is a universal language and all of interested people know it for sure (I'm from Poland) | 6/12/2013 12:40 AM |
| 45 | As an option for members, not multilingual in all communications. | 6/12/2013 12:14 AM |
| 46 | but only according the materials, the direct communication is better in english only | 6/12/2013 12:05 AM |
| 47 | German | 6/11/2013 11:31 PM |
| 48 | German | 6/11/2013 9:48 PM |
| 49 | official UN languages please | 6/11/2013 9:34 PM |
| 50 | Since English is the universal language in IT, that does not make sense. The only exception being communications with governments and general lobbying activities where it is crucial to be understood by as many people as possible | 6/11/2013 8:50 PM |
| 51 | I speak English... So I would Imagine it would be useful for other people who speak other languages natively | 6/11/2013 12:14 AM |
| 52 | Russian | 6/7/2013 7:26 PM |
| 53 | IF it uses other than English, RIPE NCC should use ALL Languages of which are currently spoken in its region. But, if RIPE NCC opens local offices in every country in its region, then it should be easy to make better communication! | 6/7/2013 5:39 PM |
| 54 | yes but which languages yes a which not.... | 6/6/2013 1:47 AM |
| 55 | Depends on what the cost is. | 6/6/2013 12:54 AM |
| 56 | Always good to have a local language speaking ppl... but hard to choose which one to prefer ? | 6/6/2013 12:35 AM |
| 57 | for those who need | 6/5/2013 6:35 PM |
| 58 | Turkish | 6/5/2013 6:29 PM |
| 59 | If RIPE opens the door to use other languages, every country will want to use its, so better to use just one. | 6/5/2013 4:55 PM |
| 60 | in Russian | 6/5/2013 4:13 PM |
| 61 | If there is a need which there probably is bit it might not be large... but just providing lots of languages isn't always helpful. Certainly having translation services available for phone interactions is always helpful when there is a language barrier that must be crossed. | 6/5/2013 10:05 AM |

| 62 | Only when communicating with governments. | 6/5/2013 8:17 AM |
|---|---|---|
| 63 | Fix communications in the USA first. | 6/5/2013 5:10 AM |
| 64 | I belive that you should provide communications in alternate languages. However it should be your responsibility, not the member's, to fund this | 6/5/2013 4:22 AM |
| 65 | English is official language, and that's OK. | 6/5/2013 12:01 AM |
| 66 | Russian lang.. | 6/4/2013 11:47 PM |
| 67 | A question that should be put to the non-English speaking membership I suspect. | 6/4/2013 8:00 PM |
| 68 | In theory, it would be nice but the large number of languages in the RIPE NCC service region and the small number of speakers for each language means that this could end up as a money pit. I think it makes sense to make all key corporate and policy documents available in the UN languages from the RIPE NCC service region but going beyond that is likely to incur significantly greater costs than the potential returns, especially as automatic translation tools are now quite good and freely available. | 6/4/2013 5:16 AM |
| 69 | a small number of core languages - english, french, spanish, russian? | 6/4/2013 2:18 AM |
| 70 | For primary languages in the region | 6/4/2013 1:22 AM |
| 71 | I can see a lot of Government team lead not attending the RIPE meeting cause of the language problem for them. | 6/1/2013 3:39 PM |
| 72 | I'm biased because I'm in the UK. Please pay attention to replies from non-English natives :-) | 5/31/2013 9:04 PM |
| 73 | As stated earlier, I think it is important to provide trainings in languages other than English. However, I don't think it is necessary to provide other languages in any other form of communication. In other words: Training and workshop sessions should be available to the members in their native language, while the other stuff (website, annual report, and so on) must not necessarily be available in other languages. Providing trainings to members in their native language increases the motivation in attending training sessions. I think some members won't attend the training sessions because they cannot speak their native language within the session. Which is bad, since this results in having some members with more and some members with less know how. | 5/31/2013 5:52 PM |
| 74 | French ? | 5/30/2013 6:43 PM |
| 75 | It could be useful to provide carefully chosen, high-level information papers in different languages, esp. in internet governance topics and in regions with a cultural bias against English. I would not commit a lot of resources to this. | 5/30/2013 4:38 PM |
| 76 | English seems to de the de-facto language of the internet, after 1 and 0, so i don't see a reason to support other languages. | 5/30/2013 12:17 PM |
| 77 | Because in this realm everyone works in English - due to vendors such as Cisco etc... | 5/30/2013 5:29 AM |
| 78 | If members speak other langauages it's only fair to communicate in their native tongue. | 5/30/2013 3:15 AM |
| 79 | necessarily Russian | 5/30/2013 3:09 AM |
| 80 | If one language is added all others want theirs as well, keep it simple and stupid - so english only. | 5/30/2013 2:48 AM |
| 81 | This is a difficult one. More languages would mean better reach into areas which may currently be "underserved", and with too little info flowing (due to language barriers), mutual understanding btw parties across the barriers leads to misunderstandings and badwill. OTOH, investing in more language is quite possibly expensive. How to judge the cost/benefit equation? | 5/30/2013 1:39 AM |
| 82 | Italian Please | 5/30/2013 1:31 AM |
| 83 | bad yes/know: depends on which language and for what purpose | 5/30/2013 1:26 AM |
| 84 | It can be useful just for first engagement. You need to know english to work in this area. | 5/30/2013 1:16 AM |
| 85 | Having worked at the RIPE NCC I ran into difficulty with members who did not fully comprehend English as apposed to their own language. | 5/30/2013 12:04 AM |
| 86 | If yes, then the RIPE NCC needs to think carefully about how to use those funds more effectively. Translations are very costly and time consuming so you need to make sure it's done in a targeted manner. (Translating all Annual Reports is not a good use for example. You also want to avoid translating too many living documents that will need regular updating.) It could be useful to translate some very key fact sheets (on IPv4/IPv6 for example). Having staff that can speak other languages is useful when doing outreach or presenting in various forums. | 5/29/2013 9:33 PM |
| 87 | If RIPE NCC start, then there is no end to the requests. Instead translation should happen when on need basis. | 5/29/2013 7:44 PM |
| 88 | As for Russia, everybody of cool specialists can communicate with each other in English. | 5/28/2013 9:49 PM |
| 89 | Yes. Development of a multilingual interface and translation of materials into local languages (with the involvment of state). | 5/28/2013 1:37 AM |
| 90 | Russian | 5/28/2013 12:48 AM |
| 91 | English is better for all ISP's | 5/24/2013 4:15 AM |

| 92 | No, the technical community has a sufficient knowledge of Englsih. The exception could be in special circumstances where there is substantial evidence that communication in another language would provide a dramatically better success rate, or where it is obvious that communication in English would not work. | 5/23/2013 7:31 PM |
|---|---|---|
| 93 | I don't know but talking to people, their seem to be a need to for some. | 5/23/2013 6:27 PM |
| 94 | Enlish is enough. | 5/23/2013 3:40 PM |
| 95 | Russian | 5/23/2013 3:23 AM |
| 96 | Absolutely not, see previous comment about English being the de facto language in this industry. We all benefit from keeping it that way. | 5/23/2013 2:21 AM |
| 97 | Support documents in the so-called "UN Language" set. | 5/23/2013 12:49 AM |
| 98 | We are an international community. If people cannot agree on one language to communicate, we are only spending money unnecessarily. No, English is *not* my mother tongue, but I have accepted the fact that it is *the* language for international communication and acted accordingly. | 5/22/2013 6:42 AM |
| 99 | Only think I would gain from RIPE NCC using other languages than english (and the occational dutch slipup) would be for me to have to learn technical talk in a different language when talking to someone that prefers to not use english, plenty of examples in the european region of those countries. I do not really want them encouraged ;-) | 5/22/2013 1:07 AM |
| 100 | With Hungarian users would be better in communication. | 5/21/2013 11:51 PM |
| 101 | I am sure it would benefit some members | 5/21/2013 11:49 PM |
| 102 | german please | 5/21/2013 11:27 PM |
| 103 | That would be great but should not a be a top priority | 5/21/2013 9:38 PM |
| 104 | There are too many languages in the region, so treating them even somewhat equally is very expensive. | 5/21/2013 9:38 PM |
| 105 | It's important to RIPE NCC to be represented in different countries such as NL, for example opening a very small office in Russia or other regional centers where NCC need to closely cooperate with local community. | 5/21/2013 8:01 PM |
| 106 | There are too many languages to communicate besides English :) | 5/21/2013 8:00 PM |
| 107 | Only if very specifically targeted, and with clearly defined scope and impact. | 5/21/2013 7:53 PM |
| 108 | ITALIAN | 5/21/2013 5:57 PM |
| 109 | While the core language should be English, it's possible languages such as Russian & Arabic may be very worth the investment. | 5/18/2013 11:58 PM |
| 110 | I am not a member but am English speaker. It would be inappropriate for me to answer. | 5/18/2013 11:27 PM |
| 111 | If there is a demand - as already stated, I can't comment as a native English speaker here. | 5/18/2013 5:49 PM |
| 112 | My country has a dual-language policy. This just doubles the cost, and is unnecessary as all citizens speak English. In the RIPE community, having multiple languages would either mean hugely increased cost, or reduced ability to engage if (for example) some communication was in English, some in Dutch and some in Arabic. | 5/18/2013 2:56 AM |
| 113 | this is up to members really! | 5/17/2013 9:39 PM |

## Q76 Do you have suggestions to improve the RIPE NCC website?

Answered: 2,162   Skipped: 1,471
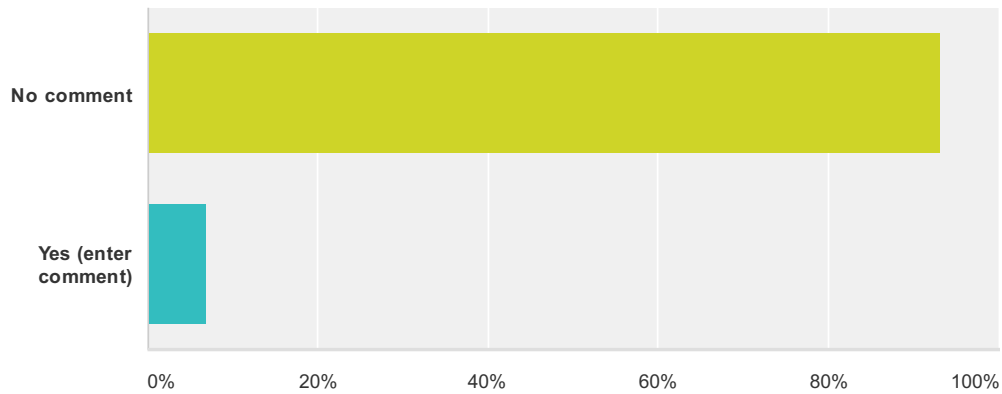


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **93.11%** | 2,013 |
| **Yes (enter comment)** | **6.89%** | 149 |
| Total | | 2,162 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:28 PM |
| 2 | More structured project section. | 6/23/2013 8:06 PM |
| 3 | YES | 6/23/2013 8:06 PM |
| 4 | it wel be easy for the first look, for the new member, and after registration give the tool to the member in their cabinet. all in one | 6/23/2013 4:44 AM |
| 5 | Better facility of use of tools. | 6/21/2013 4:50 AM |
| 6 | Creating a learning link to completely understand the objects. What they are and why they are used. | 6/20/2013 11:59 PM |
| 7 | sometimes, it is hard to find the right link, e.g. to quickly access the database update web site. | 6/20/2013 11:26 PM |
| 8 | less letters and more interactive videos, for videos | 6/20/2013 9:23 PM |
| 9 | make it friendlier and less nerdy | 6/20/2013 8:18 PM |
| 10 | I think that the usability of the website could be better. Make a study of the usability of the site. | 6/20/2013 7:29 PM |
| 11 | Make it responsive please :) it is very hard to use on field if no laptop or pc is present | 6/20/2013 6:59 PM |
| 12 | other languages than english please | 6/20/2013 6:58 PM |
| 13 | better design/organisation/presentation would be nice | 6/19/2013 5:30 PM |
| 14 | Make it faster. | 6/18/2013 10:09 PM |
| 15 | make it faster!!!!!!!!!!! | 6/18/2013 9:28 PM |
| 16 | multilingual support | 6/18/2013 4:22 AM |
| 17 | provide official, current, and complete documentation of RIPE database make sure that service status page actually indicates problems when they get reported and include advance notice of all planned software changes (of crititical services) publish list of all software version changes with time of becoming effective in production (for critical services) for all documents make sure that they include version and time stamp information + if relevant who reviewed/released/decided about the document | 6/17/2013 10:45 AM |
| 18 | Please stop using flash. | 6/16/2013 1:40 AM |
| 19 | Change the design. Make it clean. Make it easy to find information. | 6/16/2013 12:10 AM |
| 20 | Make it responsive and translated. | 6/15/2013 9:35 PM |
| 21 | better user friendly | 6/14/2013 5:31 PM |
| 22 | to introduce national languages especially to rules and decisions in law issues | 6/13/2013 6:37 PM |
| 23 | Enable support Russian language | 6/13/2013 5:46 PM |

| 24 | Make it multilingual. | 6/13/2013 3:37 AM |
|----|------------------------|-------------------|
| 25 | It was better before being upgraded. Also, using multiple user addresses in the LIR portal locks you out if you've used one recently. | 6/13/2013 3:32 AM |
| 26 | It has always been a nightmare to use - I can never find anything, improve navigation! | 6/13/2013 1:54 AM |
| 27 | It would be great if the RIPE Database search field were more prominent. I sometimes search the website, when I want to search the RIPE Database | 6/13/2013 1:07 AM |
| 28 | sometimes the Website is very slow… | 6/13/2013 12:55 AM |
| 29 | Overview should be better | 6/13/2013 12:36 AM |
| 30 | simplification. pass it on to a UX designer for a few hours. | 6/13/2013 12:11 AM |
| 31 | Easier to find my way around. | 6/12/2013 11:45 PM |
| 32 | Make it a bit simpler. Currently it is running some scripts, which makes website slow. | 6/12/2013 9:47 PM |
| 33 | Gather all database tools within one interface in lir portal | 6/12/2013 9:28 PM |
| 34 | Yes, make it simpler and lighter. Remove the flash content esp. for the RIPE RIS project and other tools like this one, that are needed in day-to-day business. These areas are practical areas, oriented towards the network operator(s), and so they have to be easy-to-find and easy to read and use. The current usability is much worse than the usability of older web-site 3-4 years ago. | 6/12/2013 9:05 PM |
| 35 | ability to read into tickets on the LIR-Portal | 6/12/2013 9:03 PM |
| 36 | I don't know how this can be done but search engine needs to be improved. | 6/12/2013 9:01 PM |
| 37 | Divided Ripe database into regions so it will be easier to be reviewed | 6/12/2013 8:46 PM |
| 38 | Make the instant Chat feature more prominent | 6/12/2013 8:07 PM |
| 39 | The users new to RIPE NCC website (most frequently new LIR RIPE contacts) are overwhelmed by the amount of information. The clear path: what to see at the beginning and where to start would be helpful - just as it is provided in an orderly manner at RIPE trainings. | 6/12/2013 7:30 PM |
| 40 | First, make it simple, then keep it simple. | 6/12/2013 5:46 PM |
| 41 | Make it easier for new RIPE NCC members to find their way to find what they are looking for. Maybe a short introduction page on where to find what. | 6/12/2013 4:17 PM |
| 42 | Simplify, do not cram everything into one portal | 6/12/2013 3:51 PM |
| 43 | I find it very cluttered and hard to navigate | 6/12/2013 3:37 PM |
| 44 | it is hard to find anything there… better search engine and or better more clear structure. | 6/12/2013 12:50 PM |
| 45 | to be more friendly and easily to get the info | 6/12/2013 8:28 AM |
| 46 | Please pay more attention to browser compatibilty. Especially later versions of IE have problems (IE9, IE10). | 6/12/2013 8:21 AM |
| 47 | invest time in simplifying user interface. some information & tools is difficult to find. | 6/12/2013 5:59 AM |
| 48 | Better mobile support | 6/12/2013 3:25 AM |
| 49 | Too many | 6/12/2013 3:14 AM |
| 50 | support multiple languages like http://europa.eu/ | 6/12/2013 3:05 AM |
| 51 | usability | 6/12/2013 2:51 AM |
| 52 | It's a bit chaotic… But I have no real suggestions for improvements. | 6/12/2013 2:22 AM |
| 53 | make it more modern and interactive, there are a lot of new technologies to make your site more interesting | 6/12/2013 1:52 AM |
| 54 | Usability should be improved. Especially with mention on unexperiencing users (not a system administrators) | 6/12/2013 1:41 AM |
| 55 | I can never remember where to find the member list :-) | 6/12/2013 12:21 AM |
| 56 | italian translation | 6/12/2013 12:02 AM |
| 57 | The Database research could be a little faster | 6/11/2013 11:44 PM |
| 58 | Do it all over again. | 6/11/2013 11:33 PM |
| 59 | List of members should be listed on the start page | 6/11/2013 11:32 PM |
| 60 | make the labs a little bit more visible? | 6/11/2013 10:38 PM |
| 61 | Unified page by topic | 6/11/2013 9:58 PM |
| 62 | more bandwidth | 6/11/2013 9:40 PM |
| 63 | Some informations are hard to find and understand. E.g. in the Database registration process or information about the fields. | 6/11/2013 9:02 PM |
| 64 | Less dead links | 6/11/2013 8:50 PM |

| 65 | make it faster. | 6/11/2013 7:28 PM |
|----|----|----|
| 66 | translate to other lang | 6/11/2013 1:43 AM |
| 67 | Make it easier to note that to update Ripe database you must use your person object rather than your RIPE LIR Account details this can be confusing | 6/11/2013 12:14 AM |
| 68 | It is really hard to find information. The policy manual especially on IPv4 is hard to follow. I think part of the problem is non-native English speakers have written parts of the website. I don't mean to offend but it doesn't flow in English like it might in other languages and comes across as cobbled. | 6/8/2013 12:42 PM |
| 69 | A more clean web site, a rest api for get stats / ripe database. | 6/7/2013 8:58 PM |
| 70 | Could be more clear on the different sections, from a navigation POV | 6/7/2013 6:17 PM |
| 71 | strting to trasnate in other languages | 6/7/2013 10:07 AM |
| 72 | better search engine | 6/7/2013 4:22 AM |
| 73 | Make default button for RIPE Database Query "Search" and not "Reset" unless there is some security reason for this - quite annoying for me. When I just entered a new object for the search, I want to apply reset on it for sure. Logical. | 6/7/2013 12:40 AM |
| 74 | Tools are too scattered around. One proper page for all tools would be nice. | 6/6/2013 10:38 PM |
| 75 | correct few display issues (firefox and internet explorer) Not so easy to find precise information | 6/6/2013 7:12 PM |
| 76 | Less clutter | 6/6/2013 6:29 PM |
| 77 | Better search-function, and more links/shortcuts on the front-page. | 6/6/2013 5:56 PM |
| 78 | Implement rss feed for new and changed pages | 6/6/2013 4:00 PM |
| 79 | Some of the sections are still hard to find and some of them have more then one link from menu targeting them. | 6/6/2013 5:35 AM |
| 80 | Make a decent user experience for mobile/tablets. | 6/6/2013 5:06 AM |
| 81 | Make it less scrambled please! | 6/6/2013 4:31 AM |
| 82 | simpler to use "task" "process" based wizards to tackle typical things that smaller users do on an infrequent basis | 6/6/2013 12:41 AM |
| 83 | Maybe an article about the structure of the site. | 6/5/2013 10:09 PM |
| 84 | The information is huge therefore I would appreciate a more convenient sitemap. | 6/5/2013 7:34 PM |
| 85 | The way information are organized in the website is too complicated. | 6/5/2013 4:39 PM |
| 86 | It would be good to have some parts in other languages such as Spanish | 6/5/2013 2:49 AM |
| 87 | Easier (e.g. more visible) access to the RIPE tools. | 6/4/2013 8:00 PM |
| 88 | Make it simple, pay a UX engineer to do so. - What am I looking for? - Direct access to tools - Better search | 6/4/2013 7:11 PM |
| 89 | I am completely confused by the site's current structure. The current failure should be flushed away and replaced with something that is properly designed and not just tipped onto the webserver like a packet of crisps going into a bowl. The new structure needs to help people doing key things easily: - get resources - find information about specific resources - participate in setting policy Separating current content from archive content would be a good start. | 6/4/2013 5:16 AM |
| 90 | Everithing is OK. | 6/4/2013 3:07 AM |
| 91 | the language needs to be main simpler to understand and navigate | 6/4/2013 1:01 AM |
| 92 | Improve navigation and search function. | 6/1/2013 1:37 PM |
| 93 | far to much scripted stuff; back-buttons, open-in-new-x etc not working or not wirking in useful way | 5/31/2013 10:39 PM |
| 94 | Simplify it please! | 5/31/2013 8:13 PM |
| 95 | It's harder to use the website than years ago. I tend to spend longer than I should trying to find the link to log in to the LIR Portal rather than read about it. | 5/31/2013 7:44 PM |
| 96 | it was very simple and light before now i am seeing it very complex and hard to find stuffs | 5/31/2013 6:46 PM |
| 97 | From my point of view, it is too complicated to navigate. I often spend some time trying to find a particular information on the web page. | 5/31/2013 5:52 PM |
| 98 | Actually I do think the website has improved. I just didn't know, as I always found the website difficult to navigate in, so I've preferred not to use it | 5/31/2013 4:51 PM |
| 99 | translated into Swedish | 5/30/2013 10:07 PM |
| 100 | Navigation can be difficult, some relatively important information is often a number of pages away from the front page. | 5/30/2013 8:57 PM |
| 101 | The web-pages currently require wide browser windows. On a smaller (or half) screen, they can be a hassle to use. If possible, please keep the pages simple and even lynxable. | 5/30/2013 8:34 PM |

| 102 | website is coming little confused at the first view, moreover is not every time easy to find and use website tools | 5/30/2013 8:05 PM |
|---|---|---|
| 103 | multilanguage | 5/30/2013 7:21 PM |
| 104 | Make if easier to find ftp://ftp.ripe.net/ripe/stats/membership/alloclist.txt, update alloclist.txt regularly. | 5/30/2013 6:58 PM |
| 105 | Do not make frequent changes as this lowers the usability :) | 5/30/2013 6:25 PM |
| 106 | It seems the webpages regularly open an HTTP connection to the NCC webserver and send some kind of hello message. That's pretty annoying. | 5/30/2013 7:00 AM |
| 107 | Make a survey where people navigates through the web finding links or something specific, you will realize that the navigation is not user friendly. | 5/30/2013 6:24 AM |
| 108 | please do not change )) | 5/30/2013 3:53 AM |
| 109 | The website is huge, and quite complicated/ it took me some time to find LIR Portal log-in for the first time. I would suggest restructuring, usability analysis against key goal elements to bring to the first plan and highlight for users. | 5/30/2013 3:33 AM |
| 110 | It should be easier to find things on it. | 5/30/2013 3:26 AM |
| 111 | it is not alway clear what parts of the website require a login, wether you are loged-in or not and what parts of the site you can and cannot enter with your password | 5/30/2013 3:26 AM |
| 112 | Simplfy the structure and simplify the content - remove acronyms where possible, avoid terms that mean little outside the RIPE world and call a spade a spade... not a RIPEspade. | 5/30/2013 3:15 AM |
| 113 | I always have to dig extremely to find a link to the webupdates and last week i searched 20min for the new org startup form - The website is mostly EXTREMELY complicated for any task except the Lirportal which is well structured in general. | 5/30/2013 2:48 AM |
| 114 | More searchable to find needed technical or informational articles | 5/30/2013 2:41 AM |
| 115 | make it simpler | 5/30/2013 1:54 AM |
| 116 | Make RIPE (not RIPE NCC) be the front page. :-) | 5/30/2013 1:39 AM |
| 117 | Don't be afraid of white space and typography when displaying technical information. It's way we still use monospaced fonts. | 5/30/2013 1:35 AM |
| 118 | A little more UX study will make the experience better. | 5/30/2013 1:16 AM |
| 119 | How about a mobile friendly website? | 5/30/2013 1:02 AM |
| 120 | Less clutter. Separation is good and trying to guide the user is good, but it's sometimes hard to find information just because it's not sorted the way the RIPE NCC thinks it should be. The Contact page is quite frustrating as you need to step through the process of categorising your question before you get anywhere. I just wanted to find out the postal address! It took me forever to find the "about the RIPE NCC" page which I knew was there somewhere. Having to go through LIR Services (https://www.ripe.net/lir-services/ncc) was not particularly logical. The amount of different elements, buttons, colours, links, information etc is quite overwhelming on each page. On https://www.ripe.net/lir-services/ncc there is: - a top menu bar - Another sub-menu bar - a Sub-sub menu bar - Quick links - A title (About the RIPE NCC) - Grey buttons with blue text - Orange buttons - 10 different boxes with different titles and links - A busy background image While the intention probably is for all these different elements to help guide the user, it just confuses them. I have been using the RIPE website for over a decade and still find it incredibly difficult to find what I want. I would really recommend the RIPE NCC to do some very basic usability testing of their website. RIPE meetings could be a good place to start, but also with users who are not familiar with RIPE or the RIPE NCC. | 5/29/2013 9:33 PM |
| 121 | As said before, make more seamlessly login to different areas | 5/29/2013 8:15 PM |
| 122 | hard to find stuff | 5/29/2013 8:10 PM |
| 123 | Please make the database search display the results in a larger canvas so it does not split lines, it makes it bad to read sometimes. | 5/29/2013 8:07 PM |
| 124 | do not make so many changes | 5/29/2013 7:51 PM |
| 125 | Just fix it. It is impossible to find things. | 5/29/2013 7:44 PM |
| 126 | I do not have any exact idea in my mind right now but too often it takes too much time to find a right location of some policy or tool | 5/29/2013 6:41 AM |
| 127 | Yeah, replace "search at the site" textarea to "search in the RIPE DB" | 5/28/2013 6:04 PM |
| 128 | Multilingual interface. | 5/28/2013 1:37 AM |
| 129 | make a good use of UX expert. UI is overloaded | 5/28/2013 1:21 AM |
| 130 | - More tools to help against spam and cybercrime. - The RIPE database should be kept up to date more seriously and there should always be per client a working abuse email or abuse url. - Reports about spam and phishing should not be transmitted to offenders, for privacy reasons | 5/25/2013 6:06 AM |
| 131 | Once you log in to your LIR account from some page like Atlas, the browser should return to the page where you started instead of just showing the LIR portal "profile page" after login. | 5/23/2013 11:06 PM |
| 132 | better navigation, i get very often lost! | 5/23/2013 5:52 AM |

| 133 | Go to https every where. Eliminate use of cookies and active scripting. | 5/23/2013 12:49 AM |
|-----|------------------------------------------------------------------------|--------------------|
| 134 | For some reason it is slow in my environment. | 5/22/2013 8:06 PM |
| 135 | I have only one comment. Please make your website avaiable to Windows 7. | 5/22/2013 5:21 PM |
| 136 | Mobile Apps | 5/21/2013 10:45 PM |
| 137 | Further integration of systems is needed. | 5/21/2013 9:38 PM |
| 138 | the site is too slow. | 5/21/2013 8:10 PM |
| 139 | don't change it! | 5/21/2013 8:08 PM |
| 140 | It's really useful and convenient | 5/21/2013 8:00 PM |
| 141 | Make it easier to find things. | 5/21/2013 7:15 PM |
| 142 | I wrote a couple of emails and comments after the last redesign. Simply read them and reprogram the whole site. | 5/21/2013 6:44 PM |
| 143 | use cookies, not referrURL | 5/21/2013 6:12 PM |
| 144 | Needs a total revamp, new structure and layout to make it easier to use/more logical. And remove legacy no longer valid info. | 5/20/2013 12:11 AM |
| 145 | Full Unicode support in ALL web based apps. | 5/19/2013 5:20 AM |
| 146 | While I am generally a fan of the recent redesign, the database search box should probably be bigger and even more obvious than it currently is. | 5/18/2013 11:58 PM |
| 147 | RIPE NCC should redesign its website: a lot of menus and links disorient users | 5/18/2013 2:22 AM |
| 148 | Search .. replace the bloody search on the site to a usefull one.. in order to find anything relevant, Google does a far better job on the RIPE site than the in-site search does. | 5/17/2013 9:40 PM |
| 149 | better search please! | 5/17/2013 9:39 PM |

## Q77 Do you have any other comments about RIPE NCC communications?

Answered: 2,160   Skipped: 1,473
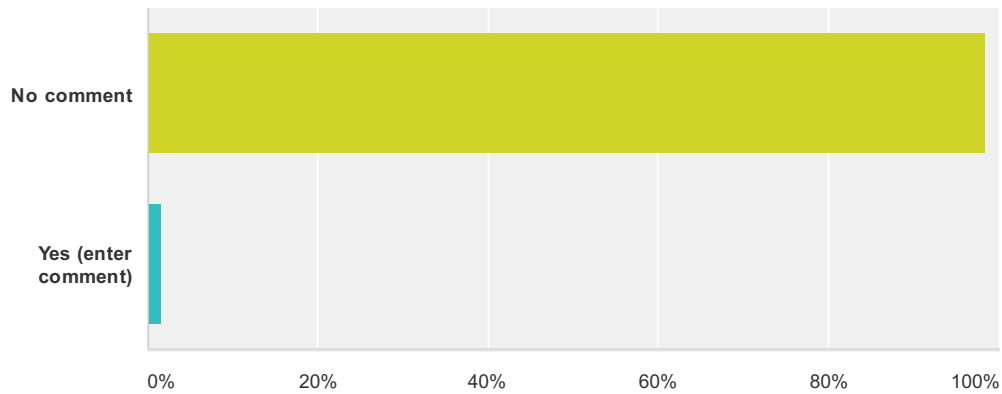


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **98.38%** | 2,125 |
| **Yes (enter comment)** | **1.62%** | 35 |
| Total | | 2,160 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:28 PM |
| 2 | YES | 6/23/2013 8:06 PM |
| 3 | Regional Communications Manager is a must. | 6/19/2013 6:44 PM |
| 4 | working group communications | 6/19/2013 9:02 AM |
| 5 | I don't receive much info from RIPE NCC | 6/18/2013 11:32 PM |
| 6 | review and update (+ publish) the process for handling software/operation problem reports | 6/17/2013 10:45 AM |
| 7 | I don't like Facebook =:-) | 6/14/2013 12:35 AM |
| 8 | Maybe it would be good to "promote" the Services like measurement Tools ,... in a monthly Newsletter? | 6/12/2013 1:57 AM |
| 9 | I think it's correctly targeted at its audience. | 6/12/2013 12:50 AM |
| 10 | I think you do an incredible job. | 6/11/2013 10:18 PM |
| 11 | rss link | 6/11/2013 9:58 PM |
| 12 | Meeting in Israel | 6/11/2013 9:36 PM |
| 13 | ticket system makes it hard to stay in touch with a certain employee | 6/11/2013 9:22 PM |
| 14 | I would like to use the phone sometimes | 6/9/2013 10:41 PM |
| 15 | Maybe a BBS? | 6/6/2013 7:42 PM |
| 16 | Good work! | 6/5/2013 11:41 PM |
| 17 | - Very satisfied with the email communication still now. Reaction time is very fast! | 6/5/2013 5:33 PM |
| 18 | I think sharing this wit hARIN may be very helpful to ARIN members. | 6/5/2013 5:31 AM |
| 19 | Its too official, no joke, no laugh:D | 6/5/2013 12:01 AM |
| 20 | Thanks and appreciate your effort, | 6/1/2013 3:39 PM |
| 21 | Faster answers. | 6/1/2013 1:37 PM |
| 22 | sometimes to much mails | 6/1/2013 12:03 AM |
| 23 | shorter reply time to emails | 5/30/2013 10:07 PM |
| 24 | Becha and the entire ATLAS team are doing better than great! | 5/30/2013 8:34 PM |
| 25 | Fewer emails - more content in each one. | 5/30/2013 3:15 AM |
| 26 | Fewer questions in this survey, drill down so 50% remains. | 5/30/2013 1:42 AM |

| 27 | How to invite RIPE speakers to our events? | 5/28/2013 10:14 PM |
|----|---|---|
| 28 | A better system of communication (chat). | 5/28/2013 1:37 AM |
| 29 | Nice to have some RIPE people participating actively to mail discussions. | 5/23/2013 3:40 PM |
| 30 | they communicate very well | 5/23/2013 5:52 AM |
| 31 | There are currently to many options to receive communications, it is very easy to miss out on certain of them. Please reduce the number of communication channels. | 5/23/2013 2:21 AM |
| 32 | Can email subject lines reflect importance - e.g info, temp serrvice outage, policy change, must know, rule change... | 5/21/2013 6:42 PM |
| 33 | Could there be some engagement with Google+ ? | 5/21/2013 2:32 AM |
| 34 | The NCC should not be afraid to communicate with its members, but it should also not take initial criticism as a reason to stop everything or not communicate. The community needs to calm down in it's reactions on occasion, but more communication in general can only be a good thing. | 5/18/2013 11:58 PM |
| 35 | Open regional offices. | 5/17/2013 9:46 PM |

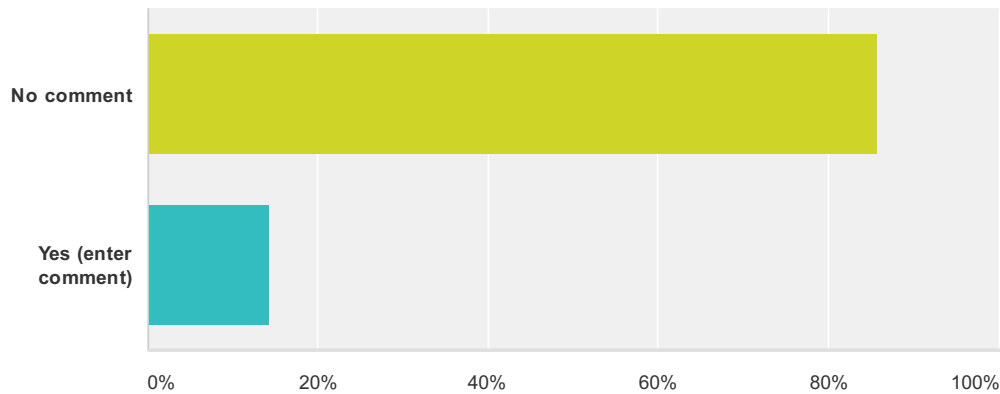## Q78 Have you physically attended a RIPE Meeting in the past three years?

**Answered: 2,208    Skipped: 1,425**
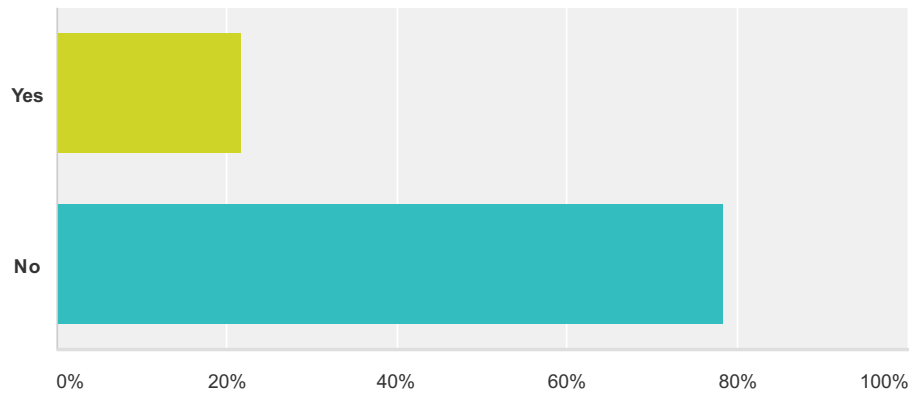
| Answer Choices | Responses | |
|---|---|---|
| Yes | **21.78%** | 481 |
| No | **78.22%** | 1,727 |
| Total | | 2,208 |

## Q79 Do you have suggestions for how the RIPE NCC can improve the RIPE Meeting experience?

Answered: 477   Skipped: 3,156



| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **85.74%** | 409 |
| **Yes (enter comment)** | **14.26%** | 68 |
| Total | | 477 |

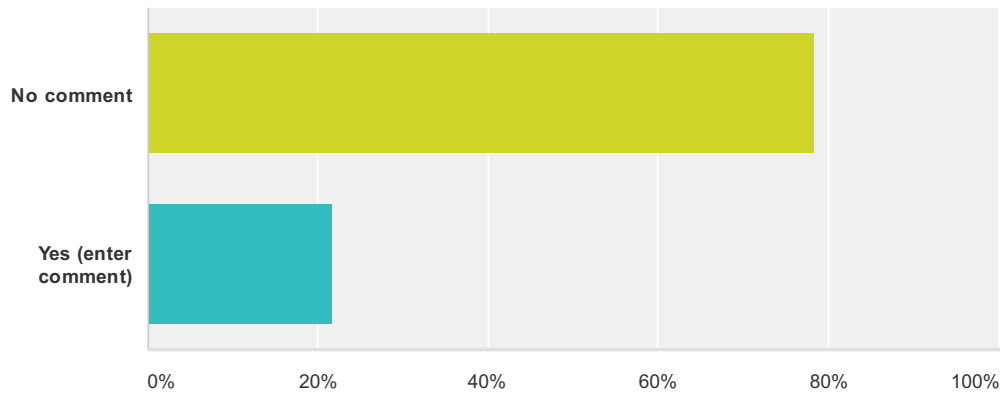| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:29 PM |
| 2 | Improve networking! | 6/20/2013 7:00 PM |
| 3 | joint planning and conduct of | 6/19/2013 9:05 AM |
| 4 | specialized programming instead of a broad programme | 6/17/2013 11:34 PM |
| 5 | It would be nice to have more hands on real time experience. | 6/13/2013 10:11 PM |
| 6 | Hold meetings not only in English | 6/13/2013 3:46 PM |
| 7 | It seems the attendance of RIPE staff can be more balanced. There is a big group of meet & greet, communication, but few operators and researchers to share experience with. | 6/13/2013 8:36 AM |
| 8 | analize more net schenarios | 6/13/2013 6:45 AM |
| 9 | Have more meetings in London, they get booked up too fast! | 6/13/2013 1:55 AM |
| 10 | More vendors and case studies. Technical activities. | 6/13/2013 12:01 AM |
| 11 | Yes, WLAN-Channels should not overlap :-) (Only use channel 1, 6 and 11 at the same time, reduce transmission power at this high amount of devices to ensure a interference-free connection...) | 6/12/2013 9:01 PM |
| 12 | Mayb have a newcomers presentation roundtable more formal where all newcomers present themself to each other. | 6/12/2013 7:52 PM |
| 13 | Add more options for attendees to communcate with each other | 6/12/2013 1:43 AM |
| 14 | less days . 2 or 3 day meeting | 6/12/2013 1:23 AM |
| 15 | Less Success Story but more how to do that with technical informations! | 6/11/2013 11:12 PM |
| 16 | many many small LIRs / ISPs can not attend. Remote attendance almost never happens. There is no easy solution to this. But nevertheless I see it as important problem for having a balanced representation of the many small LIRs. | 6/11/2013 10:32 PM |
| 17 | More hands on, less talking | 6/11/2013 9:59 PM |
| 18 | Perhaps... They could Coinside ...with a NOG meeting of some sort .. before or after... It can be hard to choose between IPV6 and Abuse vs EIX / Routing... It may be better not to have technical discussions clash and only have administrative / policy sessions run concurrently with Tehnical sessions per haps Ripe needs to be slightly longer.... | 6/11/2013 12:17 AM |
| 19 | Encourage more sessions for members to interact with one another. More workshops where members lead small groups amongst themselves on topics. | 6/8/2013 12:43 PM |
| 20 | less very technical presentation and more "oriented RIPE-NCC" subjects | 6/6/2013 7:13 PM |

| 21 | Everything is perfect! | 6/6/2013 5:00 PM |
|----|------------------------|------------------|
| 22 | Policy needs more dedicated time and space The Tech presentations Are excellen - but policy must have a dedicated slot - enough time - and better preparation | 6/6/2013 4:01 PM |
| 23 | Don't drink till dropping all days. | 6/6/2013 5:06 AM |
| 24 | One day shorter | 6/6/2013 12:57 AM |
| 25 | Sometimes it is difficult to attend to all interesting presentations. I prefer to be more specific in time of the presentations and collaborate more on the presentations' gist in announces. | 6/5/2013 10:11 PM |
| 26 | Meeting locations close to central Europe. | 6/5/2013 6:56 PM |
| 27 | organise ripe meetings more often | 6/5/2013 1:03 AM |
| 28 | Decrease a meeting fee | 6/4/2013 3:11 AM |
| 29 | Very expensive to attend. Also please do it more often in mainland Europe where the most people live and not in locations like Athens or Dublin or Lisbon or even Dubai. | 6/4/2013 12:56 AM |
| 30 | RIPE could also specify which needs they have toward governments and law enforcement in general | 6/3/2013 8:20 PM |
| 31 | More advanced and state-of-the-art topics required | 6/3/2013 4:05 PM |
| 32 | Hands on training | 6/1/2013 3:40 PM |
| 33 | I would like more training sessions. Just Monday morning did not seem like enough. | 6/1/2013 12:33 AM |
| 34 | More evening events as without a BOF or Social it can be difficult to socialise. | 5/31/2013 9:05 PM |
| 35 | Invite more speakers from ISPs, telecoms and governments and invite less consulters and vendors | 5/31/2013 8:14 PM |
| 36 | More technical focused training and info, possibly interactive (attendees using their own laptops). | 5/31/2013 8:06 PM |
| 37 | It's happening, a better operator oriented informational part. The policy discussions can be a side-track. | 5/30/2013 8:42 PM |
| 38 | I would like to see an option to OPT-OUT of being listed as atendee on the meeting website - I, and many others, REALLY hate this listings. | 5/30/2013 2:49 AM |
| 39 | The meetings have undergone much change during the 20 years that I have attended them, but they still have the right atmosphere. One thing that would be useful is better "quiet areas" where one can conduct side meetings (simply an area with tables and chairs), as the IETF tries to provide, but that's a "luxury detail". The meetings are good. Cudos to your meeting staff! | 5/30/2013 1:42 AM |
| 40 | three meetings per year instead of only two, but four days only | 5/30/2013 1:27 AM |
| 41 | A similar 'Peering BOF' track, maybe some meeting time slots (in parallel to other sessions) with a functioning meeting planner tool. Often time is wasted looking to hook up with the right persons. | 5/29/2013 9:22 PM |
| 42 | proximity to my country | 5/29/2013 8:42 PM |
| 43 | refreshments - drinks also!!! during not only breaks... and not be cleared away .... as happens past several meetings :-( | 5/29/2013 8:11 PM |
| 44 | A final agenda (that does not move around wg blocks) at least a month ahead. | 5/29/2013 7:42 PM |
| 45 | See previous comment: Comment on RIPE-Meeting The RIPE meeting is now 2 meetings in 1. A "NOG" meeting in the first part with operational or research information sharing, and it is vaguely related to the RIPE-NCC mission, and the second part with to RIPE WGs, policy discussions,Internet Governance issue and operations of teh RIPE-NCC. The first part is now taking a larger and larger proportion and attract different people and profiles than the second one. More and more people interested by the second part do not come to the meeting because the first part is not in their mission. I suggest to cut in 2 : - a NOG meeting (fund by sponsors), and a RIPE meeting fund by the RIPE-NCC) and clearly make a difference between the 2. | 5/29/2013 6:27 PM |
| 46 | Everything is great. Carry on! | 5/28/2013 9:50 PM |
| 47 | Establishment of working groups (sections) and the discussion of the problems. | 5/28/2013 1:39 AM |
| 48 | More RIPE NCC staff members at RIPE meetings | 5/27/2013 5:56 PM |
| 49 | Ipv6 is relevant, maybe less speakers and more discussion | 5/25/2013 6:17 AM |
| 50 | Time beyond the breaks set aside to meet with other members and organizations attending the RIPE meetings. | 5/25/2013 12:14 AM |
| 51 | Use more accessible and enjoyable locations to visit. Athens and Warsaw are on nobody's list of top locations to visit. Please look at the locations chosen by european/global peering forums and follow their lead. | 5/23/2013 2:23 AM |
| 52 | keep up the excellent work! | 5/22/2013 10:52 PM |
| 53 | cool evening partyes | 5/22/2013 9:38 PM |
| 54 | meetingtool.net - please provide facilities to preschedule meetings with others like at GPF or EPF. The crowd is just too big to find the right people to talk. | 5/21/2013 8:09 PM |
| 55 | Stop holding these meetings all over the world, have them online with video/audio feed and chat features. | 5/21/2013 6:46 PM |

| 56 | Send more staff. Especially from registration services. It makes so much difference to get a face and talk to people in person, as opposed to sending 'anonymous' e-mails. | 5/21/2013 5:57 PM |
|----|---|---|
| 57 | Convert all uploaded slide decks to PDF. Keynote files are only accessible to people who own Macs, and being slightly vision-impaired I prefer to download the slides to my own laptop rather than following the big screen. | 5/21/2013 5:27 PM |
| 58 | Allow presentations that don't direct relationship with actual RIPE services. | 5/21/2013 5:40 AM |
| 59 | RIPE66 was my first ever RIPE meeting. I thoroughly enjoyed the week and thought it was one of the most beneficial things I've done for BT Ireland in many years. | 5/21/2013 3:24 AM |
| 60 | Some of it's staff could be more professional and not treat the meetings like a holiday. Social drinks and mixing with the community is a good thing, but some of the partying behaviour shows very poor character, especially as it's the LIR's money that fund these events. | 5/20/2013 12:16 AM |
| 61 | A meeting or messaging tool would be useful. | 5/19/2013 9:16 AM |
| 62 | Very minor one. Put a QR-Code on the batch, forwarding to the linkedin/xing-profile or the with the buiness-card infos … | 5/19/2013 7:14 AM |
| 63 | RIPE66 was my first RIPE meeting, and seemed very well done - good content, venue, structure - keep it up! | 5/19/2013 5:54 AM |
| 64 | - make sure that there is sponsored good quality coffee. I am totally not kidding about this. the queue is a great place to meet people, and anyways hotel coffee everywhere is gross - do what you can to support the program committee - a detailed city guide like what was produced for the dublin meeting - is awesome, and worked well with the wednesday night where there was no formalised social. | 5/18/2013 6:50 AM |
| 65 | Yes! By bringing in more students, and subsidizing their tickets; by bringing in more local participants; by subsidizing the tickets for speakers. | 5/18/2013 5:53 AM |
| 66 | *So* much better than ARIN and NANOG. Keep it up! | 5/18/2013 3:27 AM |
| 67 | Fewer days and 3 instead of 2 meetings per year. | 5/17/2013 9:21 PM |
| 68 | Provide someone other than Rob Blokzijl to deal with administrivia. The man does not grok consensus process, and that has gotten the NCC into trouble before. | 5/17/2013 9:15 PM |

## Q80 Is there anything that would encourage you to attend a RIPE Meeting?

Answered: 1,712   Skipped: 1,921



| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **78.27%** | 1,340 |
| **Yes (enter comment)** | **21.73%** | 372 |
| Total | | 1,712 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | university sponsorships | 6/24/2013 7:39 PM |
| 2 | I would, I just have to convince my boss… | 6/24/2013 5:31 PM |
| 3 | Being affordable and more technical/scientific content rather than marketing stuff. | 6/23/2013 8:07 PM |
| 4 | by showing the value of the RIPE meeting for our Managment | 6/22/2013 8:21 PM |
| 5 | I would like to get more familiar with IP management industry | 6/22/2013 1:58 AM |
| 6 | continuous learning and experience exchange. | 6/21/2013 3:43 AM |
| 7 | If it is in the near of were I live or if my employer finally gets the usefulness of attending the meetings. | 6/21/2013 2:34 AM |
| 8 | Meeting in Krakow, Poland | 6/21/2013 12:20 AM |
| 9 | Location close to CZ | 6/20/2013 11:29 PM |
| 10 | extend the vouchers we've received upon registration to attend one meeting for free. | 6/20/2013 11:27 PM |
| 11 | evidence for the benefits of further cooperation from attending meetings | 6/20/2013 8:54 PM |
| 12 | being in the UK | 6/20/2013 8:18 PM |
| 13 | distance | 6/20/2013 8:11 PM |
| 14 | More technical trainings.Especially DNS related.also availability of OpenDNSSEC and FRED trainings. | 6/20/2013 7:24 PM |
| 15 | Nearby spacing of the meeting. | 6/20/2013 7:02 PM |
| 16 | 1) Inviting one member a year through a RIPE lottory! 2) Holding meetings in different countries (Even those that dose not have RIPE centre) | 6/20/2013 6:43 PM |
| 17 | I hope to send invitation to me for attending meeting. | 6/20/2013 9:05 AM |
| 18 | Very interesting technical reports about other then IP technologys. | 6/20/2013 5:36 AM |
| 19 | A venue somewhere in Western Europe | 6/19/2013 1:00 AM |
| 20 | Practical information and sessions with direct relevance to existing issues. | 6/18/2013 11:45 PM |
| 21 | Funding the travel and hotel costs are increasigly impossible to secure via local granters in Lebanon. | 6/18/2013 11:37 PM |
| 22 | Cost free, in Amsterdam, interesting subjects presented. | 6/18/2013 10:10 PM |
| 23 | Adding non-technical sessions to especially when it comes to public policy issues in the MENA Region | 6/18/2013 7:54 PM |
| 24 | Near location and good timing | 6/18/2013 4:56 PM |
| 25 | I'll be attending the Athens meeting. | 6/18/2013 3:55 AM |
| 26 | meet different people from different place | 6/17/2013 8:12 PM |

| 27 | organize in each member countries and public awareness of the same probably through twitter or posting on RIPE site | 6/17/2013 6:40 PM |
|----|----|----|
| 28 | how to use it? | 6/17/2013 12:10 AM |
| 29 | A less expensive attending fee / stay cost. | 6/16/2013 1:44 AM |
| 30 | Location (closeness) of the meeting. | 6/15/2013 10:57 PM |
| 31 | giving opportunity to attend with help of RIPE to gain knowledge,ideals,skill and understanding of RIPE events and programmes. | 6/15/2013 1:01 AM |
| 32 | budget from my employer | 6/14/2013 10:32 PM |
| 33 | a formal invitation with enough time to fschedule it. | 6/14/2013 9:56 PM |
| 34 | Do not need anything, it's just some of the difficulties. Sometimes it's financial problems, sometimes problems with time. | 6/14/2013 6:03 PM |
| 35 | have parallels meeting in countries | 6/14/2013 5:34 PM |
| 36 | We want to use IP-adresses, ASNs,... and not change the internet world. | 6/14/2013 5:07 PM |
| 37 | In my opinion, Mobile Operators don't have the traditional ISP culture so that they can understand the benefits of attending that kind of meetings. | 6/14/2013 4:44 PM |
| 38 | If it will be in our country | 6/14/2013 3:18 AM |
| 39 | send aggressiv mails that I have to come. | 6/14/2013 12:36 AM |
| 40 | IPv6 Presentations | 6/13/2013 10:04 PM |
| 41 | more national meeting location | 6/13/2013 9:34 PM |
| 42 | When i feel it is close to me a would attend any meeting | 6/13/2013 8:53 PM |
| 43 | Make a special offer package for the flight and accommodation. | 6/13/2013 8:01 PM |
| 44 | to take place near my place | 6/13/2013 7:38 PM |
| 45 | It's probably nice but it takes to much time. | 6/13/2013 6:41 PM |
| 46 | It would be more for fun and inspriation than directly applicable of beneficial for my day to day job. | 6/13/2013 6:22 PM |
| 47 | support from my boss, additional man power so that work gets done when i'm afk | 6/13/2013 6:17 PM |
| 48 | less distance from where i live/work | 6/13/2013 5:52 PM |
| 49 | Budget | 6/13/2013 5:39 PM |
| 50 | Hold one localy. | 6/13/2013 5:34 PM |
| 51 | I have been at ENOG5. | 6/13/2013 4:16 PM |
| 52 | foundation paid travel and meeting | 6/13/2013 9:13 AM |
| 53 | I tend to visit Meetings in my language (german) alot more often. Maybe i´m somewhat shy - i dont know. I think the RIPE Topics are tough stuff already so i wouldnt understand too much if its all in english. Maybe i would attend Meetings if RIPE Meetings offer Workshops in my language as well and i can meet People from my business sector. | 6/13/2013 9:02 AM |
| 54 | free tickets | 6/13/2013 7:48 AM |
| 55 | More free time ;-) | 6/13/2013 6:52 AM |
| 56 | If it was in the UK | 6/13/2013 5:37 AM |
| 57 | Arranging the meetings in near relationship with big IT companies like Google to let members have better vision of internet services. | 6/13/2013 5:30 AM |
| 58 | Funding opportunities and fellowships. | 6/13/2013 3:37 AM |
| 59 | Our company does attend, I just haven't myself for family reasons. | 6/13/2013 3:33 AM |
| 60 | to see and understand real benefit to attend , some may think is lost time | 6/13/2013 3:09 AM |
| 61 | to make it in dubai | 6/13/2013 3:06 AM |
| 62 | By showing ow much impact you RIPE has in society. | 6/13/2013 2:28 AM |
| 63 | less workload, yet ripe ncc cannot resolve this | 6/13/2013 2:23 AM |
| 64 | discount on airplane travels :) | 6/13/2013 2:13 AM |
| 65 | being a small business I'd need the option to simply be there when I'm there and if possible the meeting should be in Europe. | 6/13/2013 1:18 AM |
| 66 | inform me when it's in Zurich the next time ;) | 6/13/2013 1:17 AM |
| 67 | If it were near my location | 6/13/2013 1:07 AM |
| 68 | A better English for me | 6/13/2013 1:00 AM |

| 69 | It's just a matter of available time and scheduling | 6/13/2013 12:55 AM |
|---|---|---|
| 70 | closeness | 6/13/2013 12:50 AM |
| 71 | If the meeting were local. Currently the travel costs are not justifiable. | 6/13/2013 12:44 AM |
| 72 | Proximity | 6/13/2013 12:37 AM |
| 73 | Convincing info from ripe to my manager that shows why i need to go :) | 6/13/2013 12:36 AM |
| 74 | subject of interest | 6/13/2013 12:31 AM |
| 75 | free access and italy meeting | 6/13/2013 12:28 AM |
| 76 | Only having the free time to do so (so not a RIPE issue!) | 6/13/2013 12:25 AM |
| 77 | it can be hard to free up an entire week in one's schedule | 6/12/2013 11:40 PM |
| 78 | my employeer | 6/12/2013 10:04 PM |
| 79 | I was not informed if there is a meeting in Saudi Arabia | 6/12/2013 10:01 PM |
| 80 | I'm encouraged enough but the management of my company isn't convinced that participating in RIPE Meeting is useful for us. | 6/12/2013 9:04 PM |
| 81 | If our need will require that | 6/12/2013 8:59 PM |
| 82 | Sharing the cost of travel with me | 6/12/2013 8:47 PM |
| 83 | A better understanding of what benefit I would gain out of attending such a meeting. | 6/12/2013 8:42 PM |
| 84 | Meeting in my country | 6/12/2013 8:24 PM |
| 85 | Sponsorships for students and non-profits that are interested in attending but lack the economical resources(one can participate remotely, but it's not the same thing) | 6/12/2013 8:19 PM |
| 86 | A live webcast | 6/12/2013 8:15 PM |
| 87 | Free food ;) | 6/12/2013 8:08 PM |
| 88 | Travel facilities | 6/12/2013 8:06 PM |
| 89 | If it gave some pluses to LIR or its management or if allowed you to meet with support stuff | 6/12/2013 7:49 PM |
| 90 | Being easier to get to | 6/12/2013 7:27 PM |
| 91 | more time from employer | 6/12/2013 6:58 PM |
| 92 | Sponsorship | 6/12/2013 6:24 PM |
| 93 | having it in my region | 6/12/2013 6:20 PM |
| 94 | if it will occure in my country (Israel) | 6/12/2013 6:17 PM |
| 95 | Ripe Meeting fee is to high for me | 6/12/2013 6:05 PM |
| 96 | Make it happen in Luxembourg :). | 6/12/2013 5:46 PM |
| 97 | price? total budget for attending a ripe meeting is quite high for our small company. | 6/12/2013 5:44 PM |
| 98 | If the meeting is in Bahrain. | 6/12/2013 5:22 PM |
| 99 | Not only in Rome or Milan. | 6/12/2013 5:17 PM |
| 100 | If it would be in belgium | 6/12/2013 5:15 PM |
| 101 | more info what it is in for me | 6/12/2013 4:50 PM |
| 102 | organising RIPE meetings in Belgium/Netherlands/Luxemburg/Germany | 6/12/2013 4:47 PM |
| 103 | persuade my managers that it is important | 6/12/2013 4:43 PM |
| 104 | fellowship | 6/12/2013 4:38 PM |
| 105 | More time and approval from management | 6/12/2013 4:27 PM |
| 106 | Closer distance. | 6/12/2013 4:26 PM |
| 107 | I am new to RIPE but will attend in the future. News and an update on policies and how the iPv6 process are going is always interesting. | 6/12/2013 4:18 PM |
| 108 | Closer to my location (timeconsuming to travel) | 6/12/2013 3:52 PM |
| 109 | if I got time and budget from my company | 6/12/2013 12:51 PM |
| 110 | More time ;) | 6/12/2013 10:45 AM |
| 111 | free accommodation and tickets | 6/12/2013 8:29 AM |
| 112 | Yes if it was closer to my place - in Poland. Then sure i would go. | 6/12/2013 7:36 AM |
| 113 | budget and time ;-) | 6/12/2013 7:08 AM |

| 114 | held the meeting in Israel | 6/12/2013 7:03 AM |
|-----|---------------------------|-------------------|
| 115 | pay me the travel | 6/12/2013 6:27 AM |
| 116 | Ipv6 Training | 6/12/2013 6:07 AM |
| 117 | If I was given an opportunity to deliver a presentation | 6/12/2013 6:01 AM |
| 118 | First, many things to do and so little time. Second, not enough english fluency to follow a long live meeting. | 6/12/2013 5:56 AM |
| 119 | instant travel. AKA: Teleportation | 6/12/2013 5:51 AM |
| 120 | in NL | 6/12/2013 5:35 AM |
| 121 | 48 hours in a day ;-) | 6/12/2013 5:00 AM |
| 122 | Better mix of technical vs non-technical content. | 6/12/2013 4:06 AM |
| 123 | help with the transport and arange a discount for the hotels | 6/12/2013 3:51 AM |
| 124 | If it could be in my country... | 6/12/2013 3:05 AM |
| 125 | More collateral to present to management to show why it is a good idea for staff to attend RIPE meetings | 6/12/2013 2:49 AM |
| 126 | If only I had more time at hand at work... It is rediculous that in all these years living in Amsterdam, I only attended two meetings... | 6/12/2013 2:48 AM |
| 127 | If it was so close I would not have any excuses. I believe tech level is too high for me | 6/12/2013 2:28 AM |
| 128 | Basically, you should make something to encourage my boss to send me to some RIPE meeting. Basically, from bussiness perspective there are few reasons to attend, and having a high level technician attending a meeting abroad for some days is something that every company I worked for try to avoid for all means :-) | 6/12/2013 2:21 AM |
| 129 | Meetings in Denmark | 6/12/2013 2:21 AM |
| 130 | Proximity | 6/12/2013 2:17 AM |
| 131 | Videos fro previous RIPE meeting to check if it makes sence at all. | 6/12/2013 2:14 AM |
| 132 | Entry level sessions | 6/12/2013 2:13 AM |
| 133 | we are an non profit organisation we can't offert it | 6/12/2013 2:13 AM |
| 134 | Going to anything that costs is always a bothersome affair with management | 6/12/2013 2:05 AM |
| 135 | Near from the place I live and I work :) | 6/12/2013 1:58 AM |
| 136 | I will attend if it will cost nothing for me (no transport and accomodation bills) or it will be in my country | 6/12/2013 1:54 AM |
| 137 | If there is one in my neighbourhood | 6/12/2013 1:41 AM |
| 138 | Don't know why I missed the RIPE program, but my colleague had a very good time with all technical workshops. If I would have known I would have joined! | 6/12/2013 1:34 AM |
| 139 | New contacts | 6/12/2013 1:30 AM |
| 140 | have the meeting closer to my location | 6/12/2013 1:13 AM |
| 141 | An eighth, ninth and tenth day in each week! :) | 6/12/2013 1:06 AM |
| 142 | near home location | 6/12/2013 1:03 AM |
| 143 | free accomodation | 6/12/2013 1:01 AM |
| 144 | It is not a problem with the content but with financial support for participation to such events. | 6/12/2013 12:58 AM |
| 145 | If it is organised locally. | 6/12/2013 12:43 AM |
| 146 | Free tickets, free accomodation | 6/12/2013 12:41 AM |
| 147 | Price level (or free vouchers for non-participating members over the last X years, or X vouchers per Y years.) | 6/12/2013 12:40 AM |
| 148 | more detailed facts | 6/12/2013 12:39 AM |
| 149 | meetings held in places closer to my location | 6/12/2013 12:37 AM |
| 150 | train people in security problems | 6/12/2013 12:31 AM |
| 151 | Meeting subjects, and reducing traveling costs | 6/12/2013 12:23 AM |
| 152 | More hours in the working day :) | 6/12/2013 12:15 AM |
| 153 | Possibility to grow technically and professionaly. | 6/12/2013 12:14 AM |
| 154 | I do plan to attend one, just need it to fall on a date that suits. | 6/12/2013 12:11 AM |
| 155 | Local one | 6/12/2013 12:10 AM |
| 156 | meeting in my country | 6/12/2013 12:06 AM |
| 157 | I will attend a RIPE Meeting if it be online | 6/12/2013 12:04 AM |

| 158 | My boss seeing the necessity to attend. | 6/11/2013 11:42 PM |
|-----|------------------------------------------|---------------------|
| 159 | Language in Greek | 6/11/2013 11:41 PM |
| 160 | issues with travel budget, not an issue with the nature of RIPE meetings. | 6/11/2013 11:40 PM |
| 161 | before a IPv6 implementation project startup at my company | 6/11/2013 11:29 PM |
| 162 | be sure that it would be intyeresting for the clients. I really want to atke more time to participate and learn more | 6/11/2013 11:28 PM |
| 163 | Bigger budget… | 6/11/2013 11:12 PM |
| 164 | More technical content | 6/11/2013 11:08 PM |
| 165 | geographic closeness (not requiring a hotel) | 6/11/2013 10:33 PM |
| 166 | no attendance fee | 6/11/2013 10:22 PM |
| 167 | Distance :-D | 6/11/2013 10:19 PM |
| 168 | Current Networking Progress and future roadmap | 6/11/2013 10:16 PM |
| 169 | Being closer to my location | 6/11/2013 10:10 PM |
| 170 | authorization by our manager :-) | 6/11/2013 10:09 PM |
| 171 | Physical location | 6/11/2013 10:01 PM |
| 172 | Cutting down travel expenses - i.e. more RIPE Meetings in different locations so everybody finds one that is close by. | 6/11/2013 9:56 PM |
| 173 | Yes many things , share experience , knowledge, socializing , meeting guys in the field | 6/11/2013 9:55 PM |
| 174 | A Meeting in my country | 6/11/2013 9:49 PM |
| 175 | providing tickets maybe | 6/11/2013 9:41 PM |
| 176 | organize a meeting in my country | 6/11/2013 9:37 PM |
| 177 | One that's easy to reach and doesn't cost me an arm & a leg to pay the parking fee. | 6/11/2013 9:31 PM |
| 178 | A local (in my country) meeting. | 6/11/2013 9:28 PM |
| 179 | maybe an interessting speaker | 6/11/2013 9:21 PM |
| 180 | location | 6/11/2013 9:18 PM |
| 181 | Future protocols. IPv6 development. | 6/11/2013 9:03 PM |
| 182 | Invitation :) | 6/11/2013 9:01 PM |
| 183 | Do it outside of netherlands | 6/11/2013 8:51 PM |
| 184 | If it were held closer to my work place. | 6/11/2013 8:51 PM |
| 185 | the meetings which have technical contents. | 6/11/2013 8:50 PM |
| 186 | Real Life workshops like APNIC. | 6/11/2013 7:15 PM |
| 187 | Would love to attend if it's funded | 6/11/2013 6:13 PM |
| 188 | Fellowships | 6/11/2013 9:26 AM |
| 189 | RIPE active involvement in anti-abuse efforts | 6/10/2013 5:03 PM |
| 190 | To understand IPV6 deployment with sharing knowledge with the expert community | 6/9/2013 3:55 PM |
| 191 | An amenable boss. | 6/8/2013 7:36 AM |
| 192 | i(ll try next one | 6/7/2013 9:05 PM |
| 193 | That the meeting is taking place nearby (Paris), I don't want to make travel for meeting. | 6/7/2013 8:59 PM |
| 194 | IN some countries, the companies, schools, governmental entities have some difficulties to send it's employees to a meeting. Find a solution to this, then I'm sure, most of the members can easily attend a RIPE meeting! | 6/7/2013 5:42 PM |
| 195 | Case studies and RIPE analytical data | 6/7/2013 3:53 PM |
| 196 | In Cyber security and Privacy | 6/7/2013 2:43 PM |
| 197 | hackers meetings | 6/7/2013 10:08 AM |
| 198 | Be more local. | 6/7/2013 6:12 AM |
| 199 | If the company I work for will send I would love to go. | 6/7/2013 2:19 AM |
| 200 | more time on my job :) | 6/7/2013 1:47 AM |
| 201 | the location of the Ripe meeting | 6/6/2013 11:26 PM |
| 202 | luck of budget for traveling and accommodation | 6/6/2013 10:46 PM |

| 203 | we did not attend any meeting and so our free admittance has lapsed. We'd like to be able to use this. | 6/6/2013 8:09 PM |
|---|---|---|
| 204 | If there were technical briefings or indeed if I knew what they involved at all :-) | 6/6/2013 7:43 PM |
| 205 | Make it mandatory. | 6/6/2013 6:29 PM |
| 206 | Our company have no budget to let their emploees attent RIPE meetings. | 6/6/2013 4:00 PM |
| 207 | Meeting near Lithuania. | 6/6/2013 3:33 PM |
| 208 | Meeting in Poland. | 6/6/2013 6:55 AM |
| 209 | Proximity ;) | 6/6/2013 5:35 AM |
| 210 | in my country athens greece | 6/6/2013 4:41 AM |
| 211 | If its in my country | 6/6/2013 4:23 AM |
| 212 | dont have money to attend | 6/6/2013 4:04 AM |
| 213 | A meeting in Paris would encourage me to attend it ;) | 6/6/2013 3:26 AM |
| 214 | The planining and programms organized by RIPE | 6/6/2013 2:47 AM |
| 215 | Technical Deep dives into ISP related topics | 6/6/2013 2:37 AM |
| 216 | Regional | 6/6/2013 1:43 AM |
| 217 | Meetings in the UK (Birmingham) | 6/6/2013 1:18 AM |
| 218 | would like to attend but company has no money to send me. | 6/6/2013 1:06 AM |
| 219 | Having more time …. | 6/6/2013 12:58 AM |
| 220 | Nearby and cost effective. So far the cost has been prohibitive. | 6/6/2013 12:57 AM |
| 221 | Distance to my living area. | 6/6/2013 12:55 AM |
| 222 | More technical presentations, not too operator-centric: it would help justify the costs to my management. | 6/6/2013 12:54 AM |
| 223 | Closer to my country | 6/6/2013 12:48 AM |
| 224 | Topics does not really touch my work currently. But have being at many many meetings before. | 6/5/2013 11:42 PM |
| 225 | I wanted to attend as a speaker but it was not the right time for my availability. | 6/5/2013 10:37 PM |
| 226 | Everyone can receive full information about RIPE Meeting without physical attendance - so I'd encourage to attend only if you switch off webcameras and close all mailing lists :) | 6/5/2013 8:56 PM |
| 227 | One in my area. | 6/5/2013 8:16 PM |
| 228 | - the vicinity of the meetings and if time permits | 6/5/2013 5:34 PM |
| 229 | Since I'm out of region, I'm not expecting to go, but if someone paid for the flight and accommodation, I would be there in a heartbeat! | 6/5/2013 12:52 PM |
| 230 | If I had budget available, and it was appropriate for me to attend the meeting I would. | 6/5/2013 10:06 AM |
| 231 | Combine with training/other event during same time period. | 6/5/2013 8:18 AM |
| 232 | I would atend ARIN meetings if near my location or the confidence that I would gain useful informaiton/training. | 6/5/2013 5:32 AM |
| 233 | The budget is tight for travel expenses. Make the events less expensive, (sponsorship?), so that travel can be justified. Summits are better than conferences. Add birds-of-a-feather type sessions and round table discussions to facilitate "outside the meeting" collaborations and interactions. An invitation. | 6/5/2013 5:15 AM |
| 234 | paid expenses | 6/5/2013 4:10 AM |
| 235 | I'll attend a RIPE meeting if it will take place in my country | 6/5/2013 3:44 AM |
| 236 | Some financial support | 6/5/2013 2:52 AM |
| 237 | No. What prevents me to attend it more often is budget and work prioritization. But i usually follow it remotely. Remote capabilities during meetings are important for me. You might want to provide also remote access to regional meetings. | 6/5/2013 12:46 AM |
| 238 | No, I just don't have lucky time to attend previous local Ripe meeting. | 6/5/2013 12:09 AM |
| 239 | Yes Perform it in Moscow :) | 6/4/2013 11:31 PM |
| 240 | Just a question of time -- every time when RIPE meeting is scheduled, I have another schedule :-( | 6/4/2013 11:30 PM |
| 241 | One being held locally (i.e. in the UK). | 6/4/2013 8:00 PM |
| 242 | If my boss would pay for the trip and see the importance of me attending a RIPE meeting. | 6/4/2013 7:11 PM |
| 243 | Free invitation to participate | 6/4/2013 4:44 PM |
| 244 | Cybersecurity topics. | 6/4/2013 8:48 AM |
| 245 | closer location | 6/4/2013 7:16 AM |

| 246 | Of course, I am interested to be practically involved in RIPE Cause. | 6/4/2013 7:12 AM |
| 247 | It being in the UK and minimal costs. | 6/4/2013 1:24 AM |
| 248 | Relevant content and shorteer meetings (5 days is a long time) | 6/4/2013 1:01 AM |
| 249 | reduce the ticket fee. | 6/4/2013 1:01 AM |
| 250 | Understanding what the benefits are from attending. | 6/4/2013 12:44 AM |
| 251 | Just haven't had the time to go, and have not really heard enough about it to make it a compelling enough reason to go. | 6/4/2013 12:40 AM |
| 252 | Must be local (Munich, Germany), because my management won't approve budget to travel to a RIPE meeting | 6/3/2013 4:35 PM |
| 253 | If it is close and have interesting topics | 6/3/2013 4:27 PM |
| 254 | perhaps if there was one in my country. | 6/2/2013 4:27 PM |
| 255 | Geographical availability, closeness to my location | 5/31/2013 9:39 PM |
| 256 | Having enough time! | 5/31/2013 8:30 PM |
| 257 | More in the UK, cheaper, more relevant topics. | 5/31/2013 7:45 PM |
| 258 | My staff likes to attend those meetings - and I've personally refrained from going there as there's no reason to deplete the working group at home completely. To go to RIPE meetings is some kind of treat to the devoted employees. | 5/31/2013 4:53 PM |
| 259 | free entry | 5/31/2013 9:04 AM |
| 260 | More technical sessions would help me to justify to my management to be at a meeting. | 5/31/2013 6:24 AM |
| 261 | Financial support | 5/31/2013 5:44 AM |
| 262 | I'd like to attend a RIPE Meeting, but the fee is the main prolem. (It's too high.) | 5/31/2013 4:17 AM |
| 263 | Making the RIPE Meeting happen in Moscow or Saint-Petersburg | 5/31/2013 12:20 AM |
| 264 | one to one invitation | 5/30/2013 10:24 PM |
| 265 | Regional Language meetings | 5/30/2013 10:16 PM |
| 266 | Cost involved in coming to places where RIPE is held | 5/30/2013 9:26 PM |
| 267 | Lower price for non-members | 5/30/2013 8:56 PM |
| 268 | Location proximity. | 5/30/2013 8:43 PM |
| 269 | The meetings are great. Alas, local obligations too often prevail. | 5/30/2013 8:38 PM |
| 270 | travel/accomodation paid, official request to my company to partecipate | 5/30/2013 8:07 PM |
| 271 | Once I get some more time on my hands, after I build my own team of engineers, I should be able to :) | 5/30/2013 7:35 PM |
| 272 | It is in Switzerland :) | 5/30/2013 7:32 PM |
| 273 | useful training free accommodation and tickets | 5/30/2013 7:23 PM |
| 274 | having it in middle east and held a useful seminars about IPV6, and other evolving stuff related to internet and telecom industry | 5/30/2013 7:14 PM |
| 275 | costs and time are always a problem. Streaming of events would be good. | 5/30/2013 6:30 PM |
| 276 | If the meeting would be closer to my home/working address :) | 5/30/2013 6:26 PM |
| 277 | Cost is the main issue for us so if the meeting was held close to us than maybe. | 5/30/2013 6:14 PM |
| 278 | arrange regional meetings | 5/30/2013 4:37 PM |
| 279 | Meetings held closer to my location | 5/30/2013 4:03 PM |
| 280 | Fellowship or finical support. | 5/30/2013 3:43 PM |
| 281 | Only if it is in my own country, belgium. | 5/30/2013 12:18 PM |
| 282 | Someone paying the expenses | 5/30/2013 9:39 AM |
| 283 | Have a meeting in scotland | 5/30/2013 8:54 AM |
| 284 | If the venue would be nearby (south-west Germany). | 5/30/2013 7:01 AM |
| 285 | Cheaper fees or a specially interesting technical meeting. I work on a small company and they do not care about the policies but about the transfer of knowledge from other companies. That means that, if the general meetings will include interesting technical conferences my company will pay for us to go. | 5/30/2013 6:26 AM |
| 286 | venue in my city/country | 5/30/2013 6:16 AM |
| 287 | Free Tickets for Members, Regional Meetings | 5/30/2013 6:03 AM |
| 288 | Boss lets me go and the company gets an LIR | 5/30/2013 5:31 AM |

| 289 | more information to what to expect? I never been to a meeting. | 5/30/2013 5:22 AM |
|---|---|---|
| 290 | Travelling and accomodation cost covered within ticket. | 5/30/2013 3:44 AM |
| 291 | If it happened closer to my physical location. | 5/30/2013 3:35 AM |
| 292 | Funding. The trips expenses and the fee are a stopper. | 5/30/2013 3:27 AM |
| 293 | my employers support | 5/30/2013 3:26 AM |
| 294 | Five days is too much to leave a job: I think 3 days might be enough. | 5/30/2013 3:13 AM |
| 295 | Make a meeting in suitable countries (the best in the middle Europe) and at a suitable time | 5/30/2013 3:11 AM |
| 296 | more locations in UK and weekends/evenings | 5/30/2013 1:41 AM |
| 297 | Location - Few to none meetings or events are done in EU/Malta | 5/30/2013 1:34 AM |
| 298 | Since financing the trip and stay is always a problem some kind of scholarships for people in the country which are not working with members but could use the meeting for education. | 5/30/2013 1:20 AM |
| 299 | Frankly it costs much to attend such courses, if anything is covered (such as plane tickets or lodging( it'll be great | 5/30/2013 1:14 AM |
| 300 | just being nearby when they happen and/or combined with back to back of other conferences (DNS-OARC, ICANN) | 5/30/2013 1:11 AM |
| 301 | Member for a short time | 5/30/2013 1:09 AM |
| 302 | let's say give /22 of ipv4 each lir that attend :) | 5/30/2013 1:05 AM |
| 303 | Less costly. | 5/30/2013 1:04 AM |
| 304 | Not seeing the waste of money on the yearly budget. I refuse to add 400EUR to the wastage. | 5/30/2013 1:04 AM |
| 305 | A meeting in Zurich | 5/30/2013 1:02 AM |
| 306 | If it is done in my own country. | 5/30/2013 12:57 AM |
| 307 | Locality (budget is tight) | 5/30/2013 12:57 AM |
| 308 | To have a meeting within US or remote VC participation. | 5/30/2013 12:51 AM |
| 309 | If the cost for US persons were not so high I think more of us would be encouraged to make the trip across the pond. | 5/30/2013 12:06 AM |
| 310 | economical situation in my country :( | 5/29/2013 11:42 PM |
| 311 | Make it less expensive... It's difficult to convince the management... | 5/29/2013 11:28 PM |
| 312 | Freebies | 5/29/2013 11:11 PM |
| 313 | High percentage of technical presentations | 5/29/2013 10:25 PM |
| 314 | Arrange one nearby | 5/29/2013 9:49 PM |
| 315 | A lower entry fee... | 5/29/2013 9:39 PM |
| 316 | If it will be held Locally | 5/29/2013 9:11 PM |
| 317 | pro | 5/29/2013 8:42 PM |
| 318 | A local one. | 5/29/2013 8:38 PM |
| 319 | get to know the benefits. | 5/29/2013 8:38 PM |
| 320 | Short distance to conference location | 5/29/2013 8:18 PM |
| 321 | I would attend if they were held in a location that was easy to travel to. | 5/29/2013 8:16 PM |
| 322 | visa to Europe | 5/29/2013 8:06 PM |
| 323 | More event dates in Paris | 5/29/2013 7:32 PM |
| 324 | Make it more attractive to the management. Right now they often take it as just an additional cost | 5/29/2013 6:43 AM |
| 325 | Hold meeting in every countries in course. I usually listen to meeting web casting | 5/28/2013 10:17 PM |
| 326 | If I could convince management! | 5/28/2013 9:43 PM |
| 327 | Local one here in Sweden. | 5/28/2013 6:31 PM |
| 328 | Proximity to where I live | 5/28/2013 6:40 AM |
| 329 | Never happened in my country | 5/28/2013 1:46 AM |
| 330 | Make it a free service for members (once every couple of years, like every 3 year). | 5/27/2013 8:49 PM |
| 331 | Meeting in a nearby location | 5/26/2013 12:41 AM |
| 332 | Lol, being paid for it of course | 5/25/2013 6:07 AM |

| 333 | For small operators, like my own business, cost is the major thing. Not the cost of the tickets, but the cost of coming back from a week away — and having to catch up on the "real work". Where is the RIPE Time Machine service? ;-) | 5/24/2013 11:10 PM |
|---|---|---|
| 334 | I would attend meeting that is held closely and if at that time I had time to attend it. | 5/24/2013 7:41 AM |
| 335 | nearest location | 5/24/2013 1:41 AM |
| 336 | 1) host meetings in a Easterm European county 2) visa support (provide official invitation for Embassy) 3) announce the date and venue of the meeting in advance | 5/24/2013 1:19 AM |
| 337 | Cheap flights and hotels which are outside of RIPE scope. | 5/23/2013 7:58 PM |
| 338 | Low price. Presence in France. | 5/23/2013 7:12 PM |
| 339 | Better agenda and presentations | 5/23/2013 3:40 PM |
| 340 | Knowledge of local meeting locations. | 5/23/2013 3:59 AM |
| 341 | If it was convenient for my travel arrangements. | 5/23/2013 3:40 AM |
| 342 | being in orlando? :) | 5/23/2013 2:17 AM |
| 343 | Probably sponsored activities. | 5/23/2013 1:52 AM |
| 344 | more time … :( | 5/23/2013 12:54 AM |
| 345 | It's all a matter of timing and location. Do your best to deconflict with other meetings, pick good locations, and publish your plans early. Best would be to host a meeting immediately before or immediately after a MAAWG european meeting date, in the same city or venue as MAAWG. | 5/23/2013 12:51 AM |
| 346 | Choose Madrid | 5/22/2013 9:30 PM |
| 347 | Meeting is close to Czech Rep. reachable by car. | 5/22/2013 5:19 PM |
| 348 | A RIPE Meeting at a location close to, where we operate | 5/22/2013 2:06 AM |
| 349 | Locality/Cost | 5/21/2013 11:49 PM |
| 350 | Interesting technical workshops | 5/21/2013 11:34 PM |
| 351 | a meeting in Berlin / germany | 5/21/2013 11:27 PM |
| 352 | I would need help justifying the expense and time. I can't do this right now. | 5/21/2013 10:47 PM |
| 353 | RIPE Meeting could be near my area ;-) | 5/21/2013 9:38 PM |
| 354 | Company provided funding | 5/21/2013 9:13 PM |
| 355 | there are many useful information to get . | 5/21/2013 8:12 PM |
| 356 | Sometimes it's hard to get entry permission(Schengen visa) for attend a RIPE Meeting. It must have been great that RIPE NCC provide help to get it. | 5/21/2013 8:06 PM |
| 357 | Price, Location (why not to place RIPE Meeting in East Europe?), Fellowhip programme | 5/21/2013 8:03 PM |
| 358 | Give me a reason to understand what they are for, and in a place I'm able to reach. Right now, for me RIPE is a confusing thing. Having been laughed at for not understanding things in a training class (by other students, I stress); it feels as though I'm on the outside looking in. There's not enough outreach to people who aren't already longstanding RIPE aficionados, and there's a lot to understand! | 5/21/2013 7:57 PM |
| 359 | Reduce the costs, make them shorter. Spending EUR400 and taking a week away from work is not feasible. | 5/21/2013 7:06 PM |
| 360 | I follow up the RIPE meetings remotely whenever possible. Time collisions with my other work and family activities typically prevent me from taking part in person. | 5/21/2013 7:02 PM |
| 361 | Location not too far from our. | 5/21/2013 6:33 PM |
| 362 | My company policy should favour more interaction, not a lot RIPE can do about it. | 5/21/2013 6:30 PM |
| 363 | My company cut cost, co RIPE Meeting in Poland will be the one, that I will be attending. | 5/21/2013 6:28 PM |
| 364 | RIPE Meeting in Paris. | 5/21/2013 6:21 PM |
| 365 | local meetings near to where i live | 5/21/2013 5:57 PM |
| 366 | IPV6 Deployemnt Examples | 5/21/2013 5:56 PM |
| 367 | only if it was held locally (for me, in southern Germany), because I won't get budget for travel. | 5/21/2013 5:42 PM |
| 368 | have one in France | 5/21/2013 5:25 PM |
| 369 | If it took place in my country | 5/21/2013 6:21 AM |
| 370 | I've attentd Meetings remotely, but only once on site. It's our company's policy that has made the participation at times problematic. | 5/20/2013 6:11 PM |
| 371 | making the barely passable remote participation options worse. | 5/17/2013 9:40 PM |
| 372 | I plan to attend Ripe67 in Athens. | 5/17/2013 9:34 PM |

## Q81 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,178   Skipped: 1,455
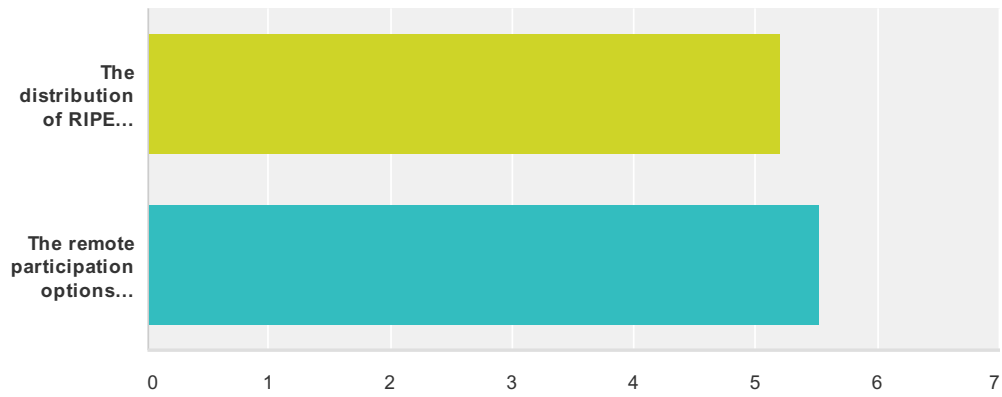


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The distribution of RIPE Meeting locations around the RIPE NCC service region** | **1.47%** 32 | **2.58%** 56 | **4.69%** 102 | **12.29%** 267 | **18.78%** 408 | **21.21%** 461 | **14.45%** 314 | **24.53%** 533 | 2,173 | 5.20 |
| **The remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at RIPE Meetings** | **0.79%** 17 | **1.62%** 35 | **3.23%** 70 | **8.32%** 180 | **14.56%** 315 | **22.60%** 489 | **18.25%** 395 | **30.64%** 663 | 2,164 | 5.52 |

## Q82 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,136   Skipped: 1,497
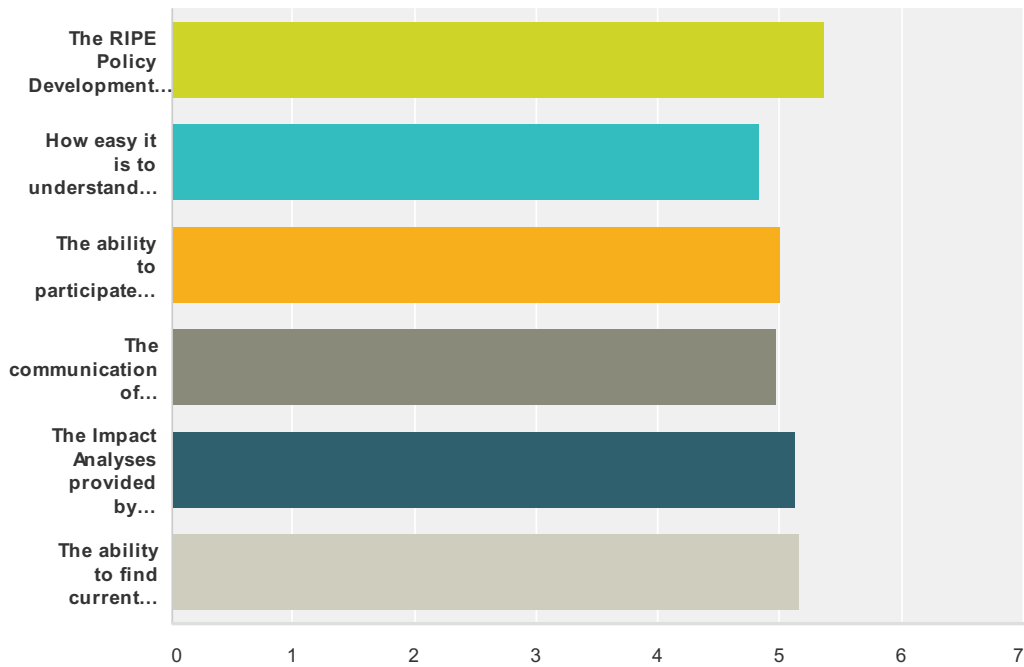


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **The RIPE Policy Development Process (PDP) as a way of developing Internet number resource management policy** | 0.37% 8 | 1.17% 25 | 3.28% 70 | 7.31% 156 | 18.65% 398 | 22.96% 490 | 9.33% 199 | 36.93% 788 | 2,134 | 5.36 |
| **How easy it is to understand the PDP** | 0.94% 20 | 2.87% 61 | 5.69% 121 | 13.58% 289 | 19.08% 406 | 14.33% 305 | 6.30% 134 | 37.22% 792 | 2,128 | 4.83 |
| **The ability to participate in the PDP** | 0.85% 18 | 2.45% 52 | 5.42% 115 | 10.47% 222 | 16.60% 352 | 15.42% 327 | 8.25% 175 | 40.55% 860 | 2,121 | 5.00 |
| **The communication of developments at all stages of the PDP** | 0.85% 18 | 2.26% 48 | 5.17% 110 | 11.05% 235 | 16.64% 354 | 15.98% 340 | 6.96% 148 | 41.09% 874 | 2,127 | 4.97 |
| **The Impact Analyses provided by the RIPE NCC** | 0.52% 11 | 1.70% 36 | 3.97% 84 | 9.97% 211 | 16.06% 340 | 17.19% 364 | 7.42% 157 | 43.17% 914 | 2,117 | 5.12 |
| **The ability to find current policy documents on the RIPE NCC website** | 0.80% 17 | 2.60% 55 | 4.91% 104 | 11.39% 241 | 17.01% 360 | 20.09% 425 | 11.34% 240 | 31.85% 674 | 2,116 | 5.15 |

## Q83 Should the PDP use media forms other than mailing lists to develop policy?

Answered: 2,075   Skipped: 1,558
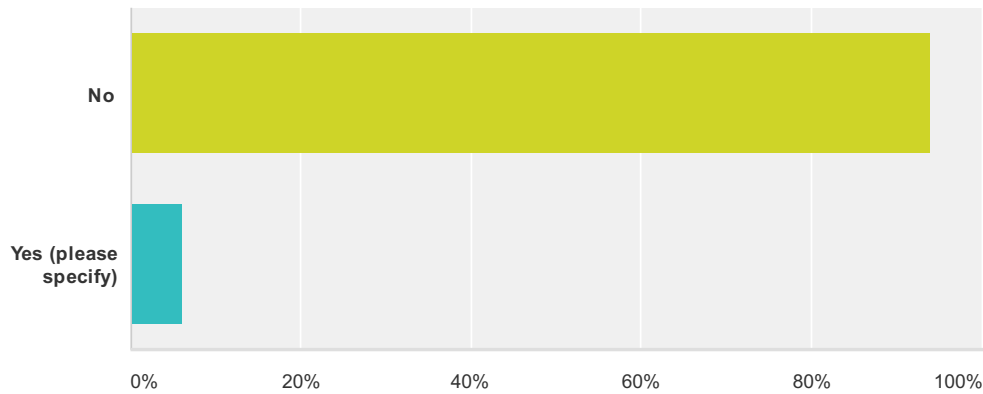


| Answer Choices | Responses | |
|---|---|---|
| **No** | **93.88%** | 1,948 |
| **Yes (please specify)** | **6.12%** | 127 |
| Total | | 2,075 |

| # | Yes (please specify) | Date |
|---|---|---|
| 1 | Forums | 6/24/2013 4:21 PM |
| 2 | YES | 6/23/2013 8:30 PM |
| 3 | I dont know | 6/21/2013 1:25 AM |
| 4 | I believe that mailing lists are currently the best way to develop policy, however this may not always be the case so I believe that RIPE and its members should be open to using new tools. | 6/20/2013 8:04 PM |
| 5 | Web based collaboration tools. | 6/20/2013 7:08 PM |
| 6 | A more modern forum interface. | 6/19/2013 11:19 PM |
| 7 | participating in TV dedicated programs | 6/19/2013 6:46 PM |
| 8 | regional worshops | 6/19/2013 3:39 PM |
| 9 | Regular contact representatives of regulators and governments | 6/19/2013 9:15 AM |
| 10 | Use other media forms | 6/19/2013 8:22 AM |
| 11 | meetings | 6/18/2013 11:46 PM |
| 12 | include twitter | 6/17/2013 6:41 PM |
| 13 | i dont have idea. | 6/17/2013 12:12 AM |
| 14 | Some version control system to follow documents versions (like a wiki) would greatly reduce the time spend to understand the proposed policies. | 6/16/2013 1:47 AM |
| 15 | Mailing lists are fine for discussion and vetting of ideas, but decisions should be made via (RIPE NCC Account authenticated) online votes; I'd suggest one vote per LIR for democratic purposes. | 6/13/2013 9:47 PM |
| 16 | email | 6/13/2013 5:14 PM |
| 17 | Mailing lists are quite good for that | 6/13/2013 9:03 AM |
| 18 | Interactions on Social Media such as Facebook, Twitter and YouTube could be highly beneficial to developing policy | 6/13/2013 4:01 AM |
| 19 | through webinars and explanation | 6/13/2013 3:07 AM |
| 20 | get some meetings up with a RIPE-rep to come to the country and discuss with members, this seems more efficient to me. | 6/13/2013 1:21 AM |
| 21 | web-based | 6/13/2013 12:36 AM |
| 22 | I think social media would be best fit these days… | 6/12/2013 9:52 PM |
| 23 | dont know. doodle? ;-) | 6/12/2013 9:04 PM |

| 24 | RIPE NCC website | 6/12/2013 6:57 PM |
|----|------------------|-------------------|
| 25 | . | 6/12/2013 5:07 PM |
| 26 | perhaps it is an ideau to open an online referendum for selective subjects opened for 2 days ? In a format like this survey? | 6/12/2013 5:00 PM |
| 27 | Maybe a online portal that is accessible for members only | 6/12/2013 4:20 PM |
| 28 | n/a | 6/12/2013 3:29 PM |
| 29 | online forum | 6/12/2013 8:22 AM |
| 30 | via lirportal, polls, forums for members | 6/12/2013 8:19 AM |
| 31 | maybe a wiki? | 6/12/2013 7:18 AM |
| 32 | digest on website to allow beginners to get quickly into the subject without necessarily reading the whole mailing list | 6/12/2013 6:28 AM |
| 33 | Blog or a login site where I can easy search, find and participate. | 6/12/2013 6:12 AM |
| 34 | find one | 6/12/2013 3:53 AM |
| 35 | presentation | 6/12/2013 2:53 AM |
| 36 | It might be interesting to explore more "modern", social-networking type of communication, but the mailing lists, while "bland" and not "fancy", are a simple and efficient enough tool that has proven itself over a lot more years than the more modern tools have ever existed. | 6/12/2013 2:12 AM |
| 37 | don't know... | 6/12/2013 1:37 AM |
| 38 | User some public forum | 6/12/2013 1:35 AM |
| 39 | wiki | 6/12/2013 1:15 AM |
| 40 | maybe some kind of "forum like" would be better | 6/12/2013 12:44 AM |
| 41 | mb tracing system | 6/12/2013 12:06 AM |
| 42 | Web-based discussion (perhaps with authenticated postings through RIPE NCC Access) | 6/11/2013 11:10 PM |
| 43 | web portal | 6/11/2013 10:53 PM |
| 44 | maybe some forum for newer users | 6/11/2013 10:43 PM |
| 45 | twitter account ? | 6/11/2013 10:11 PM |
| 46 | rss link, dedicated web site | 6/11/2013 10:01 PM |
| 47 | video | 6/11/2013 9:42 PM |
| 48 | website, forum, social networks | 6/10/2013 7:36 PM |
| 49 | Forums, and collecting ideas from twitter and facebook | 6/7/2013 5:43 PM |
| 50 | A Google wave kind of interactive tool as mailing lists look too much boring with text only | 6/7/2013 3:55 PM |
| 51 | IRC = Internet Relay Chat; RFC 1459(assigned January 1993); RFC 2810; RFC 2811; RFC 2812; RFC 2813 supports to irssi, kvirc, pidgin, xchat | 6/7/2013 10:11 AM |
| 52 | web based | 6/6/2013 8:10 PM |
| 53 | Well I dont even know what this is so certainly something is wrong with the distribution mechanism | 6/6/2013 7:44 PM |
| 54 | . | 6/6/2013 7:19 PM |
| 55 | Site ballot | 6/6/2013 6:30 PM |
| 56 | website and/or forum | 6/6/2013 4:25 AM |
| 57 | TV/RADIO/POST MAILING. | 6/6/2013 2:52 AM |
| 58 | Social media | 6/6/2013 1:51 AM |
| 59 | For important policies, you may use post mail to members (at least). But then: how to define "important ?"... kinda hard :) | 6/6/2013 12:38 AM |
| 60 | RIPE Meetings | 6/5/2013 10:18 PM |
| 61 | A clear voting scheme. Web based? | 6/5/2013 8:17 PM |
| 62 | Link from ripe.net to discussions related to specific policy. | 6/5/2013 6:59 PM |
| 63 | Mailing lists are hard to follow, while it would be great of some other forum was as open existed, I have not found one that leads to as open communication. Having a place to just post comments on a policy but not having them go the the mailing list might be a good way for some people to provide feedback. | 6/5/2013 10:08 AM |
| 64 | Not sure. | 6/5/2013 5:16 AM |
| 65 | flash animations for example | 6/5/2013 3:45 AM |

| 66 | webinars | 6/5/2013 12:19 AM |
| 67 | web based collaboration | 6/4/2013 8:35 PM |
| 68 | Concise summary of discussions in regular updates on RIPE website without the need to trawl through many mailing list threads. | 6/4/2013 8:02 PM |
| 69 | Internet is changing; please use social tools. | 6/4/2013 8:49 AM |
| 70 | wiki? | 6/4/2013 2:19 AM |
| 71 | Forum based | 6/4/2013 12:48 AM |
| 72 | Mailing lists are terrible for summarising. Entire comment threads must be read. | 6/4/2013 12:45 AM |
| 73 | All emails from the list should also be on RIPE's website, so that people who aren't on the list can follow the discussion after the fact | 6/3/2013 4:37 PM |
| 74 | I believe that they should also use some form of social media, at least in the early discussion phases. This could increase the interest in the policy proposal which would bring more people into the discussion at the later phase. | 6/2/2013 3:20 PM |
| 75 | mailings lists are just fine, in times many processes are open in parallel 'ticketed' subject line, seperate list per proposal or alike could ease following up discussions. | 5/31/2013 10:49 PM |
| 76 | Web-based chats/forums | 5/31/2013 8:48 PM |
| 77 | Forums, voting system | 5/31/2013 8:15 PM |
| 78 | Online surveys | 5/31/2013 8:08 PM |
| 79 | websites forums maybe some regional meetings | 5/31/2013 5:41 PM |
| 80 | Some intuitive system, for people who are new and returing to the PDP. | 5/31/2013 2:55 AM |
| 81 | Kama Server ( Vesna ;-) ) | 5/30/2013 7:37 PM |
| 82 | Forum? RSS Feed? | 5/30/2013 7:34 PM |
| 83 | I think they should create virtual meeting rooms that contain the issues and can be discussed on a 24x7 basis | 5/30/2013 4:40 PM |
| 84 | What about doing it like this survey? I do not think that much people is reading ALL the emails. I get around 1 per day, and before the meeting was practically spaming my account, because of the several replies or just acknowledges of people. | 5/30/2013 6:30 AM |
| 85 | Specific forms in portal or website | 5/30/2013 2:44 AM |
| 86 | email | 5/30/2013 1:55 AM |
| 87 | Sessions at the RIPE meetings, but it already does. | 5/30/2013 1:45 AM |
| 88 | no opinion (which was a missing option to this Q) | 5/30/2013 1:12 AM |
| 89 | facebook | 5/29/2013 11:55 PM |
| 90 | RIPE should at least evaluate other forms of collaboration | 5/29/2013 10:53 PM |
| 91 | Not to develop perhaps but to communicate and announce. Twitter and other social media could be used for this. | 5/29/2013 9:40 PM |
| 92 | Maybe a groupware/collaboration tool? | 5/29/2013 8:17 PM |
| 93 | Increase link between mail and web (with status). | 5/29/2013 7:46 PM |
| 94 | public comment rounds announced on the website | 5/29/2013 6:30 PM |
| 95 | Small video clips to explain main ideas in more easy form | 5/28/2013 10:19 PM |
| 96 | For policy is not so important. | 5/28/2013 1:46 AM |
| 97 | Some colaboration based website | 5/27/2013 5:57 PM |
| 98 | A Forum is better than mailing lists. | 5/27/2013 5:44 PM |
| 99 | I think a forum is a better place for this (we can still follow a thread by mail if we want) | 5/26/2013 9:14 AM |
| 100 | A dedicated website, of course | 5/25/2013 6:08 AM |
| 101 | video presentation or webinars for main ideas of policy documents | 5/24/2013 1:22 AM |
| 102 | Web surveys to gain more participation in support/no support phase. | 5/23/2013 11:13 PM |
| 103 | The social media could be used too. | 5/23/2013 8:01 PM |
| 104 | Sometimes f2f meetings can help to speed up the process; maybe try "webinars" for helping discussion moving; real decisions should of course be via mail lists | 5/23/2013 6:35 PM |
| 105 | Workspaces/web pages | 5/23/2013 3:43 PM |
| 106 | polls and forums for active debate | 5/23/2013 4:01 AM |

| 107 | may be something like wiki or bugtracker. | 5/22/2013 8:09 PM |
|-----|-------------------------------------------|-------------------|
| 108 | Blog? | 5/22/2013 8:07 PM |
| 109 | Web forum / mailing list archive | 5/22/2013 6:46 PM |
| 110 | When a strong opinion is found on the mailing list, communicate with non mailing list members. | 5/22/2013 5:21 PM |
| 111 | Blog posts. | 5/22/2013 6:44 AM |
| 112 | Board / Wiki / Blog | 5/22/2013 12:26 AM |
| 113 | would be useful in some instances | 5/21/2013 11:51 PM |
| 114 | ? | 5/21/2013 7:48 PM |
| 115 | Please, consider usefulness of providing versioning tool (tracking changes) as means of supporting the PDP process. | 5/21/2013 7:08 PM |
| 116 | Online forum. | 5/21/2013 6:47 PM |
| 117 | webcastings | 5/21/2013 5:52 PM |
| 118 | History of the entire discussion on the website, layed out in a way that makes it possible to follow the multiple lines of discussion. | 5/21/2013 5:44 PM |
| 119 | forum based discussions on the ripe portal might offer more structured view of the whole discussion process. | 5/21/2013 5:33 PM |
| 120 | online collaboration/voting | 5/21/2013 5:41 AM |
| 121 | News servers system, probably. | 5/21/2013 2:35 AM |
| 122 | Not sure what media, but it must be done with caution to ensure the discussion is not fragmented. | 5/18/2013 8:03 AM |
| 123 | Yes, interactive forum, integrated with mailing lists; LIR Portal; workshops & meetings, that give inout to the mailing lists. | 5/18/2013 5:58 AM |
| 124 | git/svn and unified diff | 5/18/2013 2:21 AM |
| 125 | Social networking | 5/17/2013 9:48 PM |
| 126 | Yes, Website - but not Facebook etc., own Website like the LIR portal - PDP portal? Tracking the process is very hard via mailinglists | 5/17/2013 9:21 PM |
| 127 | web site documenting current state of proposals. | 5/17/2013 9:16 PM |

## Q84 Do you have any other comments about the RIPE Policy Development Process?

Answered: 2,117   Skipped: 1,516
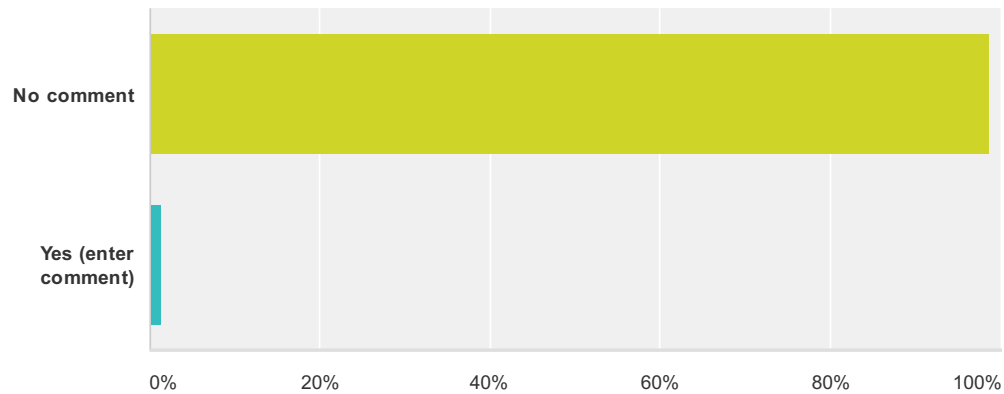


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **98.54%** | 2,086 |
| **Yes (enter comment)** | **1.46%** | 31 |
| Total | | 2,117 |

| # | Yes (enter comment) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:30 PM |
| 2 | The Middle East countries are quite new to that process and would require a separate forum to fast track them into the process. | 6/18/2013 11:41 PM |
| 3 | Your exclusive reliance on authors to make suggested changes to draft policies (or not) creates a point of failure and delay in your PDP. | 6/18/2013 3:57 AM |
| 4 | Faster and easier update cycles for the proposal text (with clearer version identification) would be an improvement over the current practice of accumulating lots of discussion that is supposed to be reflected in the next version. An independant study of the PDP should be commissioned to compare with other consensus based processes (such as IETF, other RIRs, and some other fields); check for efficiency, strengths and weaknesses, failures; identify and explain potential alternatives and modifications of existing process that might offer general improvements or address identified problems. | 6/17/2013 10:45 AM |
| 5 | use voting | 6/12/2013 4:39 PM |
| 6 | most small LIRs don't even know about it. | 6/11/2013 10:33 PM |
| 7 | i have no idea what this means | 6/11/2013 9:23 PM |
| 8 | One still has the feeling that a couple of pushy bullies get their will way to often. | 6/11/2013 8:52 PM |
| 9 | It would be good if members could be polled when they don't comment on policy. | 6/8/2013 12:45 PM |
| 10 | Often hard to find on the RIPE website | 6/6/2013 5:57 PM |
| 11 | Rather long, but maybe it is necessary to make it so. | 6/5/2013 10:18 PM |
| 12 | No but a comment about the distribution of RIPE meetings. Keep them in major cities with good communications and acceptable lodging cost. For us to fly to dubai to attend a meeting is not that easily managed. Check that there are direct flights to the meeting location from many locations (not just from Amsterdam, you guys have direct flights to the entire world) | 6/5/2013 8:23 AM |
| 13 | Just wanted to say my selections above are based on interaction with ARIN. | 6/5/2013 5:34 AM |
| 14 | I think its starting to get a little old and dated, I see that less and less people are getting involved, or less and less people care about the policies being discussed. | 6/2/2013 3:20 PM |
| 15 | Have not really been involved in PDP at all yet. | 6/1/2013 12:34 AM |
| 16 | It is a bit too complicated … | 5/30/2013 1:45 AM |
| 17 | The PDP in its current form suffers from capture. | 5/30/2013 1:28 AM |
| 18 | The way consensus is declared is far from ideal | 5/29/2013 6:30 PM |
| 19 | Mandatory in-depth discussion. | 5/28/2013 1:46 AM |

| 20 | It seems to be dominated by a small, vocal, group; And no, I don;t have a suggestion how to add less vocal people to the process and promising gifts as a incentives etc. would be a real bad idea (in case you are going to ask that). | 5/23/2013 6:35 PM |
|----|----|----|
| 21 | RIPE NCC staff should avoid foot dragging and resistance to dealing with Internet resource abuse issues. The community wants you to deal with the problem of spammers and other abusers. | 5/23/2013 12:53 AM |
| 22 | If you are not subscribed to those mailing lists, you simply lose everything. That cannot be in the interest of the community. | 5/22/2013 6:44 AM |
| 23 | A dream arena for those who like to engage in fruitless discussions... | 5/21/2013 11:15 PM |
| 24 | If multiple media forms are used than all information should be replicated in each media form. | 5/21/2013 7:54 PM |
| 25 | Sometimes it seems that policies are made by only a select few people who have lots and lots of time to write emails. How do those of us who can't spend hours and hours get our voices heard? | 5/21/2013 5:44 PM |
| 26 | The PDP is flawed in places, but I believe it is a system that works and I would be wary of tinkering with it further to attempt to reach perfection. | 5/18/2013 11:59 PM |
| 27 | could do with some work to make it more accessible for new participants. acknowledgements at each stage of the process can make progress difficult. | 5/18/2013 6:50 AM |
| 28 | It is very hard for newcomers to take part -- there is a barrier of jargon used, level of knowledge to make a meaningful comment and what is worse - the feeling of "old boys network" where everyone knows each other, so newbies are not welcome nor encouraged (we've heard that already, this is how we were always doing it, make yorur research first before you make a suggestion....). Diversity is lacking, and the opportunity for creativity & innovation & faster progress & better outcomes is missed. | 5/18/2013 5:58 AM |
| 29 | not very happy with the way the NCC exec overrode it and continue with the RPI stuff. | 5/17/2013 9:42 PM |
| 30 | informal authority and in-person interaction doesn't scale well and is not accessible. working group chair creation/selection is driven by subtle authority and not very transparent. | 5/17/2013 9:16 PM |
| 31 | I dont' fully grok it. it is not as clear to me as ARIN's process. | 5/17/2013 9:16 PM |

## Q85 Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

Answered: 2,151   Skipped: 1,482
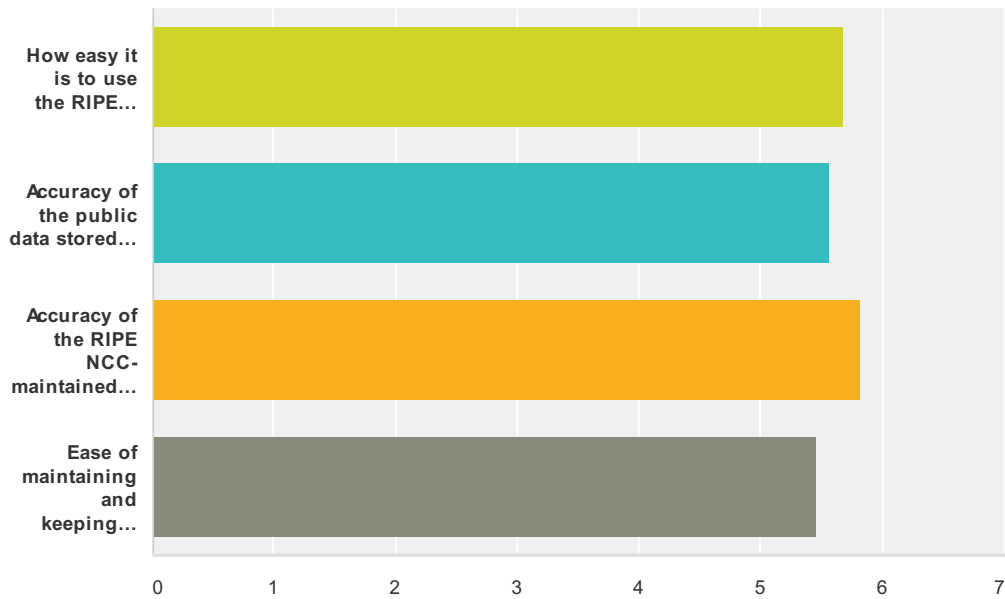


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | Total | Average Rating |
|---|---|---|---|---|---|---|---|---|---|---|
| **How easy it is to use the RIPE Database for operational purposes** | 0.93% 20 | 2.19% 47 | 4% 86 | 7.49% 161 | 19.35% 416 | 32.51% 699 | 28.93% 622 | 4.60% 99 | 2,150 | 5.68 |
| **Accuracy of the public data stored in the RIPE Database** | 0.42% 9 | 1.21% 26 | 4.16% 89 | 10.00% 214 | 21.67% 464 | 33.63% 720 | 20.88% 447 | 8.03% 172 | 2,141 | 5.56 |
| **Accuracy of the RIPE NCC-maintained registry information stored in the RIPE Database** | 0.42% 9 | 0.80% 17 | 2.48% 53 | 6.36% 136 | 17.50% 374 | 36.64% 783 | 26.77% 572 | 9.03% 193 | 2,137 | 5.82 |
| **Ease of maintaining and keeping data up-to-date in the RIPE Database** | 1.22% 26 | 2.71% 58 | 4.96% 106 | 10.10% 216 | 21.13% 452 | 30.62% 655 | 22.25% 476 | 7.01% 150 | 2,139 | 5.45 |

## Q86 Are there additional developments you would like to see made to the RIPE Database?

Answered: 2,126   Skipped: 1,507
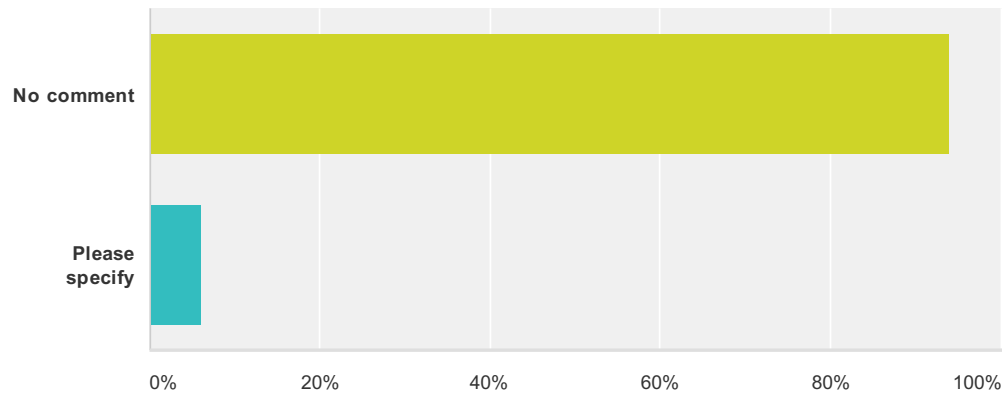


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **93.93%** | 1,997 |
| **Please specify** | **6.07%** | 129 |
| Total | | 2,126 |

| # | Please specify | Date |
|---|---|---|
| 1 | enable possibility to search with name or AS number | 6/24/2013 8:25 PM |
| 2 | Inside LIR portal there should be the minimum objects and their required fields as a reminder | 6/24/2013 4:23 PM |
| 3 | YES | 6/23/2013 8:31 PM |
| 4 | i dont know yet))) | 6/23/2013 4:47 AM |
| 5 | Ability to modify more than one object at once. | 6/21/2013 6:36 PM |
| 6 | Please assimilate some of the utility of the ARIN interface. Please remove redundant features from the RIPE interface. | 6/21/2013 5:10 AM |
| 7 | Search functions seem limited - through the website at least it was not possible/straightforward. | 6/21/2013 1:40 AM |
| 8 | The possibility to update Database on a large scale to be able to change the content of a field in many objects at the same time by scripts | 6/21/2013 1:29 AM |
| 9 | Easier registration. | 6/21/2013 12:02 AM |
| 10 | performing multiple operations via the ripe database web interface (add/remove/delete/modify) is a little difficult because one hast to jump backwards and re-search a given term quite often. also, it would be better to have an option to start in the "one edit box for all options" mode, e.g. by using cookies. | 6/20/2013 11:29 PM |
| 11 | It is difficult for new people to have a look and understand, a lot of step for everything | 6/20/2013 9:28 PM |
| 12 | Nowadays, users like me shouldn't notice that there is a database behind requests or updates spite We have technichal knowledge. I think that all should be transparent spite behind all process there is the same database. In 2013 We are still queryng the database using parameters like We were using a shell? | 6/20/2013 7:35 PM |
| 13 | For an organisation it should be Possible to read teh whole content of old tickets | 6/20/2013 7:26 PM |
| 14 | linking objects, finding unlinked and outdatd objects. Find relations between objects. | 6/20/2013 7:25 PM |
| 15 | some LIRs do not maintain up-to-date or accurate records. .e.g. do not put info of networks assigned with static IP addresses which takes longer time to communicate with the concerned network during an incident or technical issue. | 6/20/2013 3:02 PM |
| 16 | way to get a "dump" of all our referenced objects, modify it offline and submit it back to facilitate bulk modifications | 6/19/2013 5:34 PM |
| 17 | Suffice it to say that being forced to deal with corporate entity name changes and acquisitions with ex-admins having left the premisses on an almost annual basis is an absolute recurring pain. | 6/18/2013 10:12 PM |
| 18 | Make it way easier to make updates to records without being a DBA. | 6/18/2013 3:58 AM |
| 19 | official, current, and complete documentation improve operational practice by advance notification of upcoming planned software version changes (and improved handling and reporting of software problems) | 6/17/2013 10:48 AM |

| 20 | It could use another round of clean up I guess :-) | 6/16/2013 7:27 PM |
|----|----|----|
| 21 | The availability to only show some information to relevant parties, i.e other RIPE members. For example I don't like end customers calling my whois phone. | 6/16/2013 9:35 AM |
| 22 | Its not so easy for new comer to make changes. | 6/14/2013 9:59 PM |
| 23 | If you just press enter on the database search form they make always a reset instead a search. | 6/14/2013 12:38 AM |
| 24 | More user friendly (GUI). | 6/13/2013 10:15 PM |
| 25 | Find ways to kee data more up to date, especialy in respect of abuse contacts that _must_ be valid and reachable. | 6/13/2013 5:36 PM |
| 26 | makee it easier to edit and understand | 6/13/2013 5:15 PM |
| 27 | it should be possible to update one's own inetnum-object | 6/13/2013 1:22 AM |
| 28 | I am attending a course on Monday. then I will be better versed to have an opinion | 6/13/2013 12:12 AM |
| 29 | Wow, this survey is really long... :-( | 6/12/2013 11:07 PM |
| 30 | One GUI/graph to show all relation with mnt object/organization | 6/12/2013 9:31 PM |
| 31 | Mandatory update requests for IP-ranges so that contact information is kept current and up to date. | 6/12/2013 8:15 PM |
| 32 | Multi objects update in one shot. Clone object/fields from other objects. | 6/12/2013 7:49 PM |
| 33 | Make it more wizzard driven. ajax interface or something? With help tips. | 6/12/2013 6:16 PM |
| 34 | better gui/ not so "ajaxy" gui | 6/12/2013 5:47 PM |
| 35 | more graphical search results. Extended search | 6/12/2013 4:53 PM |
| 36 | Keep the RIPE TEST database and provide us that dont use the live database so frequent with training material on a e-learning page if it does not exist today | 6/12/2013 4:22 PM |
| 37 | Full management via WEB interface in addition to text/email | 6/12/2013 3:48 PM |
| 38 | Please try to make it more user freindly | 6/12/2013 3:00 PM |
| 39 | more spesific tutorials (to do this, go here) | 6/12/2013 12:53 PM |
| 40 | Better browser support for later IE versions. More (or better accessible) examples about usage of properties and normal usage / best practices. Also inline information for not-so-clear use of properties like the 'AS-INFRA' comment. | 6/12/2013 8:23 AM |
| 41 | geolocation of IP/AS resources, improved web updates | 6/12/2013 8:20 AM |
| 42 | Our company has a different trade name (handelsnaam in Dutch). We would like to use this in the RIPE database. | 6/12/2013 6:38 AM |
| 43 | More warning of overlaps. | 6/12/2013 4:07 AM |
| 44 | Much of the information in the database is not true or false companies do not care that they can sometimes correct contact is simply not possible in the case of abuse | 6/12/2013 3:16 AM |
| 45 | Some vendors of IP to country mapping do not use the database info. Thus providing inacurate data to their clients. The consequence for our clients is difficult or no access to sites thought they comply with the rules | 6/12/2013 2:31 AM |
| 46 | Easier webupdates. | 6/12/2013 2:24 AM |
| 47 | reduce the amount of types/roles/handles | 6/12/2013 1:36 AM |
| 48 | An additional entry for a public pingable adress for testing purposes for each inetnum | 6/12/2013 1:35 AM |
| 49 | Some information in RIPE database may be be outdated, but this is not RIPE's fault. | 6/12/2013 12:59 AM |
| 50 | Better user management and not only a password (or key) for single maintainer | 6/12/2013 12:04 AM |
| 51 | to use RIPE software/application to make the registration through this tool. | 6/11/2013 11:39 PM |
| 52 | Geo location seems to be forgotten | 6/11/2013 11:28 PM |
| 53 | better error message when submitting changes via PGP signed mails. | 6/11/2013 10:37 PM |
| 54 | Keep it open to everyone and with specific agreements in place on a case-by-case basis, allow it to be used for high-volume access or make the data available in another manner for high-volume access. | 6/11/2013 10:33 PM |
| 55 | RESTful API | 6/11/2013 10:15 PM |
| 56 | keep up the good work with webupdates , I prefer this tool to update our objects. | 6/11/2013 10:13 PM |
| 57 | GUI more user friendly and more online help by topic | 6/11/2013 10:02 PM |
| 58 | more wizards | 6/11/2013 8:56 PM |
| 59 | Make modification of objects more straight forward from the web interface, provide better administrative support if things go wrong | 6/11/2013 8:54 PM |

| 60 | When you need to change the RIPE-database not very frequent (say once a year), it's very annoying on _how_ to do this. Could this not be easier by just editing forms at the LIR-portal (we have now an internal cheat-sheet, with many users/passwords) | 6/10/2013 6:32 PM |
|----|----|----|
| 61 | Coordinate with ARIN & others for common formats | 6/10/2013 5:04 PM |
| 62 | a page on lir portal where we can find/browse all our RIPE objects (route, domain, org....) | 6/7/2013 9:07 PM |
| 63 | The RIPE database is a great source of information anyone under reconnaissance should be afraid of. | 6/6/2013 7:45 PM |
| 64 | Make it easier to update and maintain somehow | 6/6/2013 6:23 PM |
| 65 | Easier procedures for updates | 6/6/2013 5:58 PM |
| 66 | It would be great to be able to synchronize our data from our management servers directly and not to have doing manual updates of the RIPE Database | 6/6/2013 5:38 AM |
| 67 | Keep is simple and straightforward! | 6/5/2013 5:37 PM |
| 68 | Interface is quite slow | 6/5/2013 12:03 AM |
| 69 | An SQL-based access could be nice. | 6/4/2013 11:35 PM |
| 70 | Concerning the Web RIPE Database: Sometimes, queries open in a new window, sometimes they don't. Sometimes, the session is invalid all of a sudden and sometimes links are not valid any longer. | 6/4/2013 7:14 PM |
| 71 | very difficult to use and amend / edit etc... | 6/4/2013 1:02 AM |
| 72 | API To update database | 6/4/2013 12:58 AM |
| 73 | Better user interface | 6/4/2013 12:46 AM |
| 74 | It's very difficult to update legacy entries in the database -- a very arduous process to gain access to the entries to be able to update them. | 6/3/2013 4:38 PM |
| 75 | Full web editing in LIR portal | 6/2/2013 3:34 AM |
| 76 | update notification with DB. | 6/1/2013 3:42 PM |
| 77 | far to much fancy scripted stuff on the website; at least optionnaly the old plain http frontend of the database should be made available | 5/31/2013 10:50 PM |
| 78 | Ability to use PGP or PKI to update objects via website. Website updates only allow passwords which I thought were discouraged. | 5/31/2013 7:47 PM |
| 79 | Please support german characters. We have had a lot of times the problem, that Database entrys with the characters ü, ö, ä and ß couldnt be deleted when not needed any more. | 5/31/2013 7:03 PM |
| 80 | As I can never remember the formats for adding information to the database, I would like some web-based tool to create all the relevant objects. And it should be able to gather known information (people, organisations, networks, routing objects - anything else in there?) | 5/31/2013 4:57 PM |
| 81 | please please please please coordinate with the other RIRs and make it possible to have one whois db to search for IP addresses acros all regions. | 5/30/2013 8:45 PM |
| 82 | Latest change from me needed 4 attempts and a google search to get the Role object Name syntax correct (were using a / in the name) and the syntax of the "changed" attribute needed tweaking also. There is no example help text in the object editor in web updates, and my memory doesn't always serve me the correct syntax. I only have moderate autistic skills. | 5/30/2013 6:53 PM |
| 83 | The search is rather confusing at times. If you search for an organization (for example our own as we do when we need to update anything) there is not way to get to other registered items (IP-address space, Reverse DNS etc). You need to know exactly what object you need to change to be able to find it and, as a small ISP doing updates maybe every 6-12 months, this can sometimes be a frustrating and long task. I would have presumed that when I find an organization, there is listings of persons, roles, address spaces, and other information connected to that organization collected and shown in a simple way. | 5/30/2013 6:20 PM |
| 84 | about accuracy of the database: the stuff in there I know of is accurate but I don't know what I don't know | 5/30/2013 5:58 AM |
| 85 | Something like templates. So you can create quicker objects in the database. With maybe predefined fields, which are mostly used with the same info. | 5/30/2013 5:25 AM |
| 86 | Better explanation or usability of tools provided for maintaining ripe database entries on LIR portal | 5/30/2013 3:38 AM |
| 87 | The accuracy is not RIPE NCC's fault, but theere are lots of outdated information, specially when it comes to the people information (maybe those who changed their jobs). So, maybe it could be good to check the information from time to time or to find a way to update it easily. | 5/30/2013 3:29 AM |
| 88 | Please keep it as up-to-date as possible! | 5/30/2013 3:15 AM |
| 89 | An option to autogenerate route/route6 objects would be nice. | 5/30/2013 2:51 AM |
| 90 | Ripe database should exactly show what is really in ripe real database that is currently in use. old information and textual information should not violate real information. entrance of textual information should be prohibited and data entry should be done using information from which belongs to whom enters it. | 5/30/2013 2:46 AM |
| 91 | It is a bit too rigid. It's difficult to reflect the real world in it, because of the extremely black-and-white chessboard rules for what one can put in it. | 5/30/2013 1:47 AM |

| 92 | webgui to replace various db/mail bots. Esp for those who only need to change something once every 5 years. | 5/30/2013 1:14 AM |
|---|---|---|
| 93 | some items are related to each other. its hard to understand create a role for an object which is binded to a person to add abuse contact? what? | 5/30/2013 1:07 AM |
| 94 | I think the interface to the DB really needs to be made more user friendly. At the moment it works for those who understand RPSL, but the average user shouldn't have to understand different authentication mechanisms, different objects or attributes. They should be able to interact with the db through a user-friendly interface without understanding at all how the db works. The idea that you should train all LIRs in RPSL and how to use the db, instead of simply making it easy to use the db is all wrong. | 5/29/2013 9:44 PM |
| 95 | collaborate with peeringdb.com -not sure how or what specifically, but anything that can link up these databases would be welcome. | 5/29/2013 9:24 PM |
| 96 | The LIR portal function to modify the ORG objects needs to allow editing of more fields. (Make the sensitive fields trigger manual approval in the background or something.) | 5/29/2013 8:46 PM |
| 97 | support for the RPLS via keyword https://github.com/job/draft-snijders-rpsl-via | 5/29/2013 8:14 PM |
| 98 | New whois system with controlled way of access. -access by LIRs -Access by LEAs, etc | 5/29/2013 6:32 PM |
| 99 | Reminder policy | 5/28/2013 10:21 PM |
| 100 | concrete definition... | 5/28/2013 1:48 AM |
| 101 | Show an help of what is missing/should be done if the update/creation fail. | 5/26/2013 9:18 AM |
| 102 | Abuse email or abuse url mandatory per ISP and always there. | 5/25/2013 6:10 AM |
| 103 | I welcome the big improvements to the RIPE DB update process over the last couple of years. | 5/24/2013 11:11 PM |
| 104 | Would be nice to have full integration of LIR portal and Database. In this case we could update and manage our resources directly without needs to remember netnums and eliminate extra search and checks. | 5/24/2013 10:15 AM |
| 105 | it should be possible to force remove object that is referenced in the database. such removal should remove reference to object in question assuming that all objects remaining in the database are still valid (ie. removal does not leave object without mandatory field). | 5/24/2013 7:46 AM |
| 106 | Yearly reminder to update contact information | 5/24/2013 1:23 AM |
| 107 | More flexible update tools. | 5/23/2013 3:45 PM |
| 108 | Please provide tools to make it easier to keep IRR data up to date for members. Make sure syncing to/from RADB works at all cost. | 5/23/2013 2:25 AM |
| 109 | broader access for non-ripe users | 5/23/2013 2:17 AM |
| 110 | Allow for bulk access/access at scale without arbitrary limitations, redactions, rate-limits, etc. | 5/23/2013 12:54 AM |
| 111 | Integrate webupdates with the LIR portal | 5/22/2013 9:31 PM |
| 112 | add ability to use more inverse lookup keys when querying RIPE Database. (for example 'netname' key) | 5/22/2013 8:17 PM |
| 113 | Make the interface / update process (also) completely web-based. | 5/22/2013 6:47 PM |
| 114 | A tool to provide IPv4/ipv6 filters based on RIPE Database objects | 5/22/2013 5:05 PM |
| 115 | timeout can be frustrating but it is understood why it is there; perhaps an option could be extended through the LIR Portal whereby webupdates timeout is increased if accessed through an authenticated LIR session? | 5/21/2013 11:52 PM |
| 116 | the ability to export a sort of topology how objects are connected to each other. | 5/21/2013 10:50 PM |
| 117 | The accuracy does not depend solely on RIPE NCC's work, the information is not always accurate because members don't keep it so. | 5/21/2013 9:35 PM |
| 118 | We manage, but I always break into a sweat when using the database, vaguely worried I'll break everything! | 5/21/2013 7:58 PM |
| 119 | Among others PI space (improving) and "Legacy" space challenge the RIPE DB accuracy. | 5/21/2013 7:11 PM |
| 120 | Get ERX right ... | 5/21/2013 6:48 PM |
| 121 | Add country flag mandatory for aut-num. | 5/21/2013 6:22 PM |
| 122 | I would like to have the possibility to easily (i.e. graphically) view/list relations in both directions between objects. | 5/21/2013 6:02 PM |
| 123 | A single contact person at RIPE who will help up update our entries as needed. | 5/21/2013 5:45 PM |
| 124 | collect simple (+/-) feedback on accuracy of entries | 5/21/2013 5:42 AM |
| 125 | Make searches easier. Please! | 5/20/2013 12:20 AM |
| 126 | standardisation on utf8 | 5/18/2013 6:50 AM |
| 127 | Integration with the LIR Portal!!!! It's a shame that members still have to get *outside* of the LIR Portal to maintain RIPE Database information, their own information, about their own resources! Possible solution -- get rid of DB-WG ;-) It's past it's use date, and not relevant any more! Merge it with policy wg, and with ipv6-wg.... and with routing ;-) | 5/18/2013 6:00 AM |

| 128 | better more flexible rate limiting, please don't block my tor exit relays forever just because you receive some abuse! | 5/17/2013 9:43 PM |
| 129 | easier to update, especially from website | 5/17/2013 9:27 PM |

## Q87 What are the main network or information security concerns in your region/industry? [Choose as many as appropriate]

Answered: 2,124   Skipped: 1,509
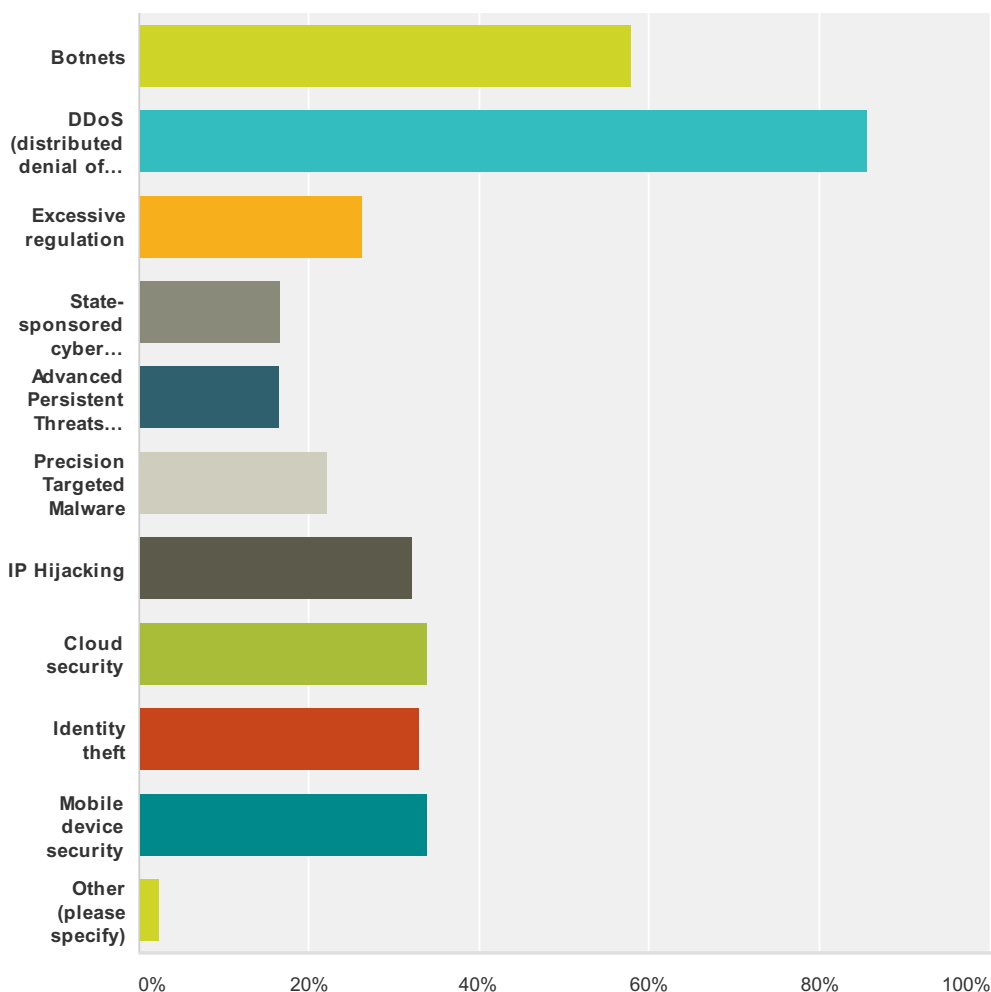


| Answer Choices | Responses | |
|---|---|---|
| **Botnets** | **57.86%** | 1,229 |
| **DDoS (distributed denial of service) attacks** | **85.50%** | 1,816 |
| **Excessive regulation** | **26.27%** | 558 |
| **State-sponsored cyber attacks** | **16.81%** | 357 |
| **Advanced Persistent Threats (APT)** | **16.53%** | 351 |
| **Precision Targeted Malware** | **22.18%** | 471 |
| **IP Hijacking** | **32.20%** | 684 |
| **Cloud security** | **33.95%** | 721 |
| **Identity theft** | **32.91%** | 699 |
| **Mobile device security** | **33.90%** | 720 |
| **Other (please specify)** | **2.45%** | 52 |
| Total Respondents: 2,124 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | Regional CERT | 6/24/2013 8:29 PM |

| 2 | YES | 6/23/2013 8:33 PM |
|---|-----|-------------------|
| 3 | China attack | 6/23/2013 4:51 AM |
| 4 | AS number hijacking | 6/21/2013 12:24 AM |
| 5 | SPAM | 6/20/2013 11:30 PM |
| 6 | hacking of rpd and ftp | 6/20/2013 9:28 PM |
| 7 | SPAM | 6/20/2013 7:38 PM |
| 8 | What is the security for Internet Gateway service? | 6/20/2013 9:31 AM |
| 9 | no comment | 6/19/2013 6:56 PM |
| 10 | Privacy issues, child protection, access to adult content by children | 6/19/2013 3:44 PM |
| 11 | Extortion of money by screen-lockers. | 6/14/2013 2:25 AM |
| 12 | Any other thar can be used against the citizens and their legal activities | 6/13/2013 8:58 PM |
| 13 | spam mail | 6/13/2013 5:16 PM |
| 14 | phishing | 6/13/2013 2:15 AM |
| 15 | in Austria in fact we would need more regulation to be able to deliver services... because this way without any real regulation the incumbent uses its power to the maximum extent to crash alternative network providers. | 6/13/2013 1:24 AM |
| 16 | Hacking into our systems | 6/12/2013 11:08 PM |
| 17 | spam | 6/12/2013 9:06 PM |
| 18 | malware on our servers, and us not knowing about it. | 6/12/2013 12:55 PM |
| 19 | na | 6/12/2013 8:32 AM |
| 20 | MedDev Security | 6/12/2013 3:18 AM |
| 21 | i don't know | 6/11/2013 11:39 PM |
| 22 | State-sponsored monitoring/logging of own citizens and citizens of other countries | 6/11/2013 11:13 PM |
| 23 | phishing sites | 6/11/2013 9:33 PM |
| 24 | Inter ISP Collaboration... Early warning systems... | 6/11/2013 12:20 AM |
| 25 | Spam | 6/10/2013 5:05 PM |
| 26 | over-regulation by ARIN. Needs justification needs to go. No pun intended. | 6/8/2013 12:49 PM |
| 27 | television, newspapers | 6/7/2013 10:15 AM |
| 28 | Low security awareness of general public | 6/6/2013 5:40 AM |
| 29 | Uncertainties about quality of Internet communications. | 6/5/2013 10:21 PM |
| 30 | Government mandated access to customer traffic - this violates our moral principles, and causes great difficulty and expense! | 6/5/2013 12:55 PM |
| 31 | Data theft. | 6/5/2013 5:19 AM |
| 32 | Bad user passwords and an inability to effect policy change | 6/5/2013 4:56 AM |
| 33 | Social Engineering | 5/30/2013 10:18 PM |
| 34 | dont know | 5/30/2013 8:59 PM |
| 35 | IP tracking by govrment | 5/30/2013 8:05 AM |
| 36 | as a VoIP provider, we are mostly worried by DDoS attacks disabling our services. Secondly, the (brute force) hacking of sip-credentials and hacking of our customers VoIP equipement. | 5/30/2013 3:36 AM |
| 37 | Annoying local police mainly. | 5/30/2013 2:52 AM |
| 38 | Website/PHP malware | 5/30/2013 1:46 AM |
| 39 | base OS security | 5/30/2013 1:14 AM |
| 40 | n/a | 5/29/2013 11:07 PM |
| 41 | N/A | 5/29/2013 9:26 PM |
| 42 | Telephony fraud, SIP attacks | 5/29/2013 7:32 PM |
| 43 | Untargetted malware. | 5/29/2013 1:24 AM |
| 44 | Security problems of confidentiality. | 5/28/2013 1:52 AM |
| 45 | Spam, phishing for credit card numbers | 5/25/2013 6:11 AM |

| 46 | Self-appointed internet vigilantes like Spamhaus - they are not answerable to anyone. I'm talking about legal activities here, not "Cyberbunker"-type activities here! | 5/23/2013 3:47 AM |
|---|---|---|
| 47 | blocking internt resources by the government out of court | 5/23/2013 3:28 AM |
| 48 | Privacy - or did you mean this with cloud security? | 5/23/2013 2:27 AM |
| 49 | Intellectual property theft | 5/21/2013 10:52 PM |
| 50 | DDOS DDOS DDOS DDOS DDOS is beyond everything else. | 5/21/2013 8:14 PM |
| 51 | Centralization of "security" into (r)PKI, creating new attack vectors and additional single points of failure, and creating one more opportunity for "excessive regulation". (thank you for putting that on the list!) | 5/18/2013 6:04 AM |
| 52 | suppression of freedom by parties claiming to deal with all of the above! | 5/17/2013 9:47 PM |

## Q88 Which of the following actions should the RIPE NCC take to help with Internet security concerns? [Choose as many as appropriate]

Answered: 2,005  Skipped: 1,628
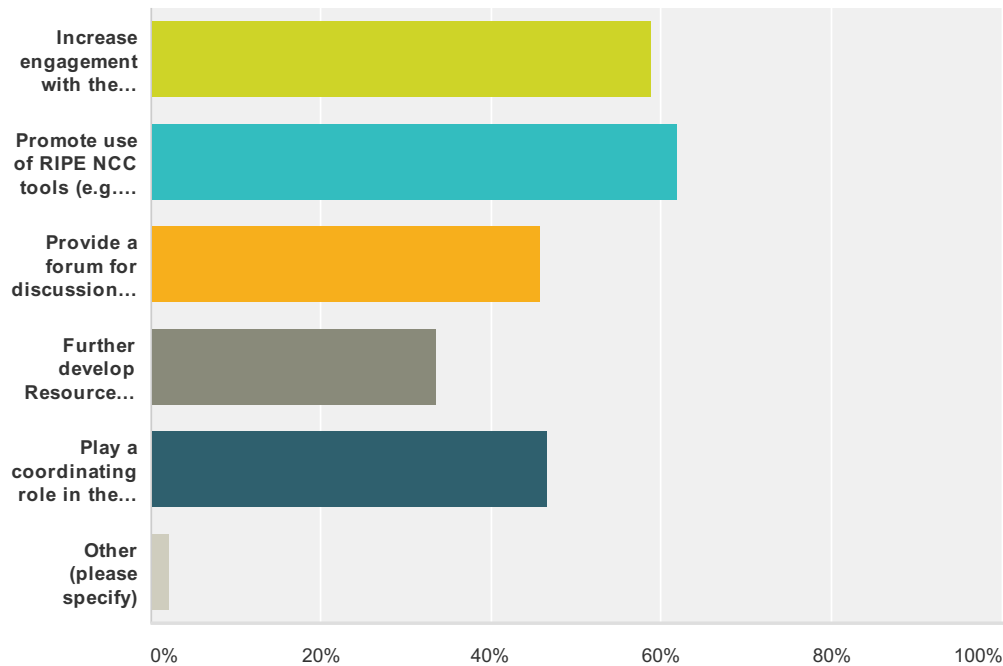


| Answer Choices | Responses | |
|---|---|---|
| Increase engagement with the Internet security industry | 58.80% | 1,179 |
| Promote use of RIPE NCC tools (e.g. RIPEstat) to the Internet security industry | 61.75% | 1,238 |
| Provide a forum for discussion of Internet security issues at RIPE NCC events (e.g. Regional Meetings, Roundtable Meetings) | 45.74% | 917 |
| Further develop Resource Certification (RPKI) | 33.62% | 674 |
| Play a coordinating role in the case of a large-scale network security incident (CERT/CSIRT) | 46.48% | 932 |
| Other (please specify) | 2.29% | 46 |
| Total Respondents: 2,005 | | |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:33 PM |
| 2 | It doesn't need to be RIPE itself acting as CERT/CSIRT, but it is one of the few orgs, everyone connected to the internet has directly or indirectly contact with (to some extend). | 6/20/2013 11:38 PM |
| 3 | good resources about security are scarce, it may be a good idea to have "good practices" documented | 6/19/2013 5:39 PM |
| 4 | awareness, developing simple content in local languages | 6/19/2013 3:44 PM |
| 5 | Provide training | 6/18/2013 11:44 PM |
| 6 | priority in developing RPKI support should be on completing CA support for ALL kinds of RESOURCES (various address classes, AS) with well identified resource holders (beyond members!) and all profiles of certificate managing operators (including delegated CAs and parties that hold so many resources that managing all resources within a single web page is not appropriate). Requirements also include providing a test environment (NOT requiring credentials for real resources) that allows training of resource holders and (CA) administrators to gain full proficiency to start real operation | 6/17/2013 11:10 AM |
| 7 | None of these | 6/14/2013 6:34 PM |
| 8 | Any other that come help us as soon as it appears on the net | 6/13/2013 8:58 PM |
| 9 | no opinion on this | 6/13/2013 5:54 PM |
| 10 | no idea | 6/12/2013 3:31 PM |

| 11 | large scale attacks and also APT need global cooperation to track down source of attacks, and stop them upstream. this need your help | 6/12/2013 12:55 PM |
|----|----|----|
| 12 | na | 6/12/2013 8:32 AM |
| 13 | do nothing | 6/12/2013 5:11 AM |
| 14 | Actively help pursue origins of attackers. | 6/12/2013 3:52 AM |
| 15 | make IPv6 transition much faster | 6/12/2013 3:10 AM |
| 16 | Provide training on how to avoid DDOS etc.. | 6/12/2013 2:32 AM |
| 17 | I already commented on CERT related things few pages back, please read there (it was on the page about RIPE interacting with govermental actors).. | 6/11/2013 11:58 PM |
| 18 | RPKI initiative is great but it is of not much use if networks don't adopt these tools for BGP filtering etc. There should be more push from the RIR level to get networks to start using this tool | 6/7/2013 2:55 PM |
| 19 | co-operate with CERT's when required. | 6/5/2013 11:45 PM |
| 20 | Security Focused Conferences | 6/5/2013 10:40 PM |
| 21 | Deny resource usage for abusers. Too many people make too much money with others abuse knowingly (hosters, carriers,..) | 6/5/2013 6:51 AM |
| 22 | Provide regional (ripe-level) mechanisms for incident tracking/listing, so members could report incidents | 6/4/2013 11:02 PM |
| 23 | Not hte remit of RIPE NCC to try and handle this. | 6/4/2013 12:49 AM |
| 24 | Keep educating ISPs on best practices e.g. BCP38 | 5/31/2013 9:07 PM |
| 25 | Make sure the CERTs knows about RIPE (I'm pretty sure DKCERT doesn't consider RIPE a ressource) | 5/31/2013 4:59 PM |
| 26 | None | 5/30/2013 10:04 PM |
| 27 | There are already CSIRT co-ordination bodies, there is no need for the NCC to step into that arena. | 5/30/2013 9:00 PM |
| 28 | dont know | 5/30/2013 8:59 PM |
| 29 | Play as enforcement point to take actions in case of large scale network security incident | 5/30/2013 7:19 PM |
| 30 | During interactions with security actors (LEAs, CSIRTS, industry) promote not only RIPE NCC tools, but also promote a culture of reasonable privacy. | 5/30/2013 4:43 PM |
| 31 | abuse information in the registry is far from accurate. Some kind of (somehow enforced?) policy regarding abuse could be helpfull to maintain not only a accurate abuse-contact but also make sure every ISP responds adequately to abusive originating in his or her network | 5/30/2013 3:36 AM |
| 32 | be focused on RIPE relevant stuff (e.g. none other fancy stuff) | 5/30/2013 2:19 AM |
| 33 | Increase engagement with ISPs to encourage them to use existing best current practice. | 5/30/2013 1:49 AM |
| 34 | support research and testing of critical internet infrastructure security (e.g. BGP protocol fuzzing, DNS Open resolver reduction, etc) | 5/29/2013 10:55 PM |
| 35 | The establishment of working groups and international intergovernmental commissions with the function of the regulator. | 5/28/2013 1:52 AM |
| 36 | While RIPE NCC probably has a role in security incidents (information in the database) it really should make clear that it is not running "The net work" and has only a supportive role towards the members running their network and to the community in general | 5/23/2013 6:39 PM |
| 37 | Engage to use best prectises. | 5/23/2013 3:46 PM |
| 38 | Engage with MAAWG and the APWG | 5/23/2013 12:55 AM |
| 39 | none - not your mandate | 5/22/2013 5:06 PM |
| 40 | RIPE NCC is not a CERT, it could play a role in establishing CERTs where needed. | 5/21/2013 7:57 PM |
| 41 | None. This is not something RIPE NCC should do | 5/21/2013 7:09 PM |
| 42 | RIPE NCC should rate members according to abuse reports and finally revoke resources from abusive members. | 5/21/2013 6:50 PM |
| 43 | not sure if this is an area that the NCC should get too involved in. too far away from ripe ncc's core competencies | 5/18/2013 6:51 AM |
| 44 | remove itself from further developing RPKI! Or , put some money into developing decentralized security mechanisms; study the failures in CA/ SSL industry and learn from them (Diginotar example). | 5/18/2013 6:04 AM |
| 45 | drop RPKI as it *will* be used by the likes of BREIN in their experimental litigation against the internet. Even if the current NCC legal advice thinks otherwise. | 5/17/2013 9:47 PM |
| 46 | actively inform the Geolocation DB companies to keep their databases up to date, especially with returned resources from Russia to Netherlands or transfers, causing all sort of issues to the users of the resource. | 5/17/2013 9:43 PM |

## Q89 Are there any areas or issues not covered by this survey that you would like to comment on?

Answered: 2,155   Skipped: 1,478
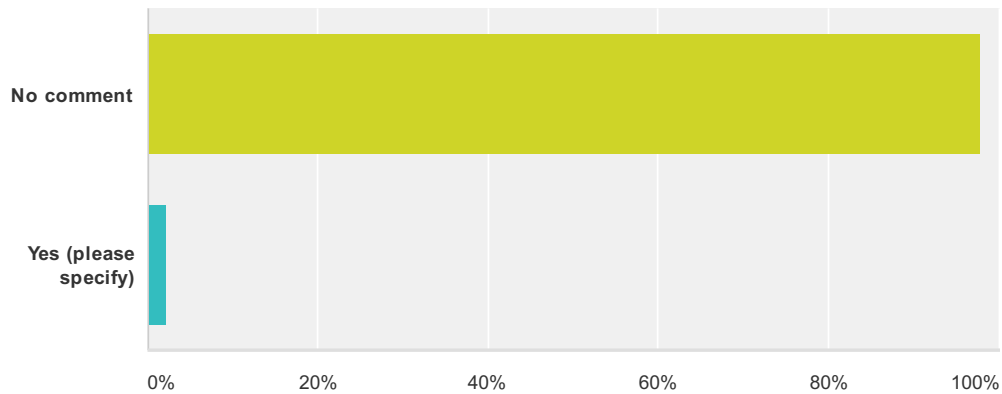


| Answer Choices | Responses | |
|---|---|---|
| **No comment** | **97.63%** | 2,104 |
| **Yes (please specify)** | **2.37%** | 51 |
| Total | | 2,155 |

| # | Yes (please specify) | Date |
|---|---|---|
| 1 | YES | 6/23/2013 8:33 PM |
| 2 | it is more than full survey ....i'm tired)))) | 6/23/2013 4:53 AM |
| 3 | Further questions on the efficiency of the RIPE meetings, how they are organized, how they are carried out, leaders selection ect would be further helpful. There are non-members of RIPE NCC who are still stakeholders regarding RIPE NCC services due to their attendance of RIPE meetings and being simply part of the RIPE community. | 6/19/2013 11:23 PM |
| 4 | In this survey some themes / questions are asked more than one time. Why? It´s terrible!! | 6/19/2013 7:13 PM |
| 5 | cooperation RIPE NCC with representatives of regulators and governments | 6/19/2013 9:20 AM |
| 6 | about the ticket system | 6/17/2013 8:15 PM |
| 7 | probably yes - but for now running out of time wrt to the survey itself: I was a bit surprised to see it run on what appears a RIPE NCC server and with an http: URL instead of https: it also would have been nice to have the introduction page offer a way to receive a log of all the answers of the submitted questionaire; to allow me following up my comments it took me extra effort to explicitly save all 28+ pages | 6/17/2013 11:21 AM |
| 8 | possibly | 6/13/2013 8:59 PM |
| 9 | The survey itself was really long... | 6/13/2013 7:52 PM |
| 10 | Forensic analysis of the great or spectacular cyber attacks | 6/13/2013 6:55 PM |
| 11 | More engagement in the Internet Governance ecosystem at-large, and more focus on CIR; mainly DNS, DNSSec, and IDNs. | 6/13/2013 3:40 AM |
| 12 | For a small organisation such as ours, RIPE NCC produces too much information - even this survey has too many questions. Sorry, but time is tight ...? | 6/13/2013 3:39 AM |
| 13 | the satallite operator sector, distributing the services in many countries | 6/13/2013 3:08 AM |
| 14 | It would be nice to be able to have a downloadable version or some kind of off-line version since I for one would like to ponder somewhat on some of the questions whilst not being glued to an online-questionaire. :-) | 6/12/2013 8:19 PM |
| 15 | This survey is to long. Short surveys per subject would be nicer. | 6/12/2013 7:31 PM |
| 16 | Possibility to take urged actions against security issues attackers, malware and network attackers, through RIPE NCC help / support and other RIRs. | 6/12/2013 6:53 PM |
| 17 | Too long survey | 6/12/2013 5:02 PM |
| 18 | Yes, the survey itself is too extensive. | 6/12/2013 8:25 AM |
| 19 | Shorten the survey to 20 question maximum. | 6/12/2013 6:02 AM |
| 20 | Sorry, too much questions at this survey! | 6/12/2013 4:15 AM |

| 21 | Price tag for your service is way to high. Around 60EUR per database insert is as crazy as is hight of yearly fee for LIRs. | 6/12/2013 3:54 AM |
|----|----|----|
| 22 | You do a good job ! The remarks there are only improvements. Another financial point : We are already a LIR and plan to set up a local IX as a non profit org, Could we have the limited ressources for this IX for free (1 as an small subset of IPs) considering we already pay for our LIR block ? | 6/12/2013 2:34 AM |
| 23 | Make IP Analyser available for IPv6 (I guess it was there already sometime back) Make RPKI available for non-member allocated PI resources... | 6/12/2013 2:18 AM |
| 24 | IPv4... it's still very very important, and current RIPE NCC polices are big problem for little ISP like me, cause I cannot estabilish BGP session because of lack of IPv4. | 6/12/2013 12:48 AM |
| 25 | I think this questionaire is way to time consuming, and i wont participate next time. | 6/11/2013 11:07 PM |
| 26 | All the "substructures" are a confusing if you don't use RIPE a lot (LIR RIPE-NCC, RIPE-database, ATLAS), etc. Put it all under one website for the LIR's | 6/10/2013 6:34 PM |
| 27 | RIPE NCC's leadership in policy is exemplary. It's way of all members voting is the best organization globally. Best run RIR in the world. | 6/8/2013 12:51 PM |
| 28 | This survey is too long. I answered thoroughly on the first questions and only casually on the last | 6/6/2013 7:12 PM |
| 29 | Fees and them being unfair in my opinion... why someone who has a /19 should pay the same as someone who has several /16s??? | 6/6/2013 8:43 AM |
| 30 | The survey is concise but very long and risks losing the members attention and thus not giving an accurate representation. Maybe split the survey into a few and send more frequently than 2 years. | 6/5/2013 8:20 PM |
| 31 | Generally, the RIPE NCC has grown to a position where it is handling a lot more than the simple registry of services. Many of the questions in this survey seemed at either continuing with the current or expanding further the remit of the RIPE NCC with teh assumption this is what people want from the organisation. | 6/4/2013 12:50 AM |
| 32 | Which RIR member you are ? (APNIC,LACNIC,AFRINIC,ARIN) are you technical/corporate contact against your membership account ? | 5/30/2013 3:48 PM |
| 33 | Being an engineer myself I've occasionally looked at the NCC career page and found the salaries to be quite low. I think the NCC should pay more competitive wages so as to be able to attract and retain talent. Member fees should be raised accordingly if necessary, I think they're quite low as well. | 5/30/2013 7:09 AM |
| 34 | The survey is very long. After a while i lost interest. So i put the survey aside and returend a few hours later. So maybe keep it a little bit lighter. | 5/30/2013 5:27 AM |
| 35 | Maybe the RIPE database could be ready to accept non-standard characters, like accents, special letters (ñ, ç, ...), etc. | 5/30/2013 3:31 AM |
| 36 | survey was to long, please reduce it next time | 5/30/2013 2:19 AM |
| 37 | Please decrease the amount of questions. | 5/30/2013 1:45 AM |
| 38 | I consider reasonable offer business-plans for the introduction of new technologies (including - for the transition to the protocol IPv6). | 5/28/2013 1:54 AM |
| 39 | 1/ To me, despite having attended a large number of RIPE meetings over the years, the meeting still seems quite cold and unwelcoming at times. Imagine if you were a newcomer. Based on the last meeting, I would probably never want to come back. 2/ After several bad RIPE dinners, the recent exceptions being Malta and Vienna, I have become increasingly dissatisfied with the fee of 70 Euro being charged. If the fee were reduced back to 50 Euro or less, I would have far less to complain about. Either, A/ Ensure that the event is truly worth 70 (or 50) Euro, or B/ Allow someone to sponsor the mostly mediocre dinners of late so that we don't feel like we are getting ripped off half of the time. | 5/25/2013 12:25 AM |
| 40 | Too many questions. Took over an hour to answer them briefly | 5/23/2013 11:20 PM |
| 41 | Their are no doubt a lot of issues not covered; I will comment on that when I feel fir (but not now) | 5/23/2013 6:41 PM |
| 42 | Internet law: international practice and the blocking of Internet resources | 5/23/2013 3:29 AM |
| 43 | Multicast should be given a similar level of priority as IPv6 in terms of RIPE support for adoption. | 5/23/2013 12:55 AM |
| 44 | This survey is way too long... | 5/22/2013 9:32 PM |
| 45 | DDOS using DNSSEC / DNS as a rising topic (but allready a few years old) | 5/21/2013 11:30 PM |
| 46 | The questions are targeted around satisfaction. Even though RIPE NCC does perform a service at a satisfying level it does not necessarily mean that the RIPE NCC should perform the service. In a future survey please add questions like "The RIPE NCC is in a unique position to perform this service" 1-7 , "The service is important to the community" 1-7, "I'd be willing to pay for this service" 1-7 etc etc. | 5/21/2013 8:01 PM |
| 47 | Why did this survey ask some of the same questions multiple times? | 5/21/2013 7:59 PM |
| 48 | BGP4 | 5/21/2013 5:59 PM |
| 49 | A couple of questions seem to have been asked twice. | 5/21/2013 5:30 PM |
| 50 | For a non-member the number and use of acronyms is dizzying | 5/18/2013 11:30 PM |
| 51 | So much better than ARIN / NANOG! Thanks! | 5/18/2013 3:30 AM |

# RIPE NCC SURVEY 2013

## Q90 Organisation Type

Answered: 2,167   Skipped: 1,466
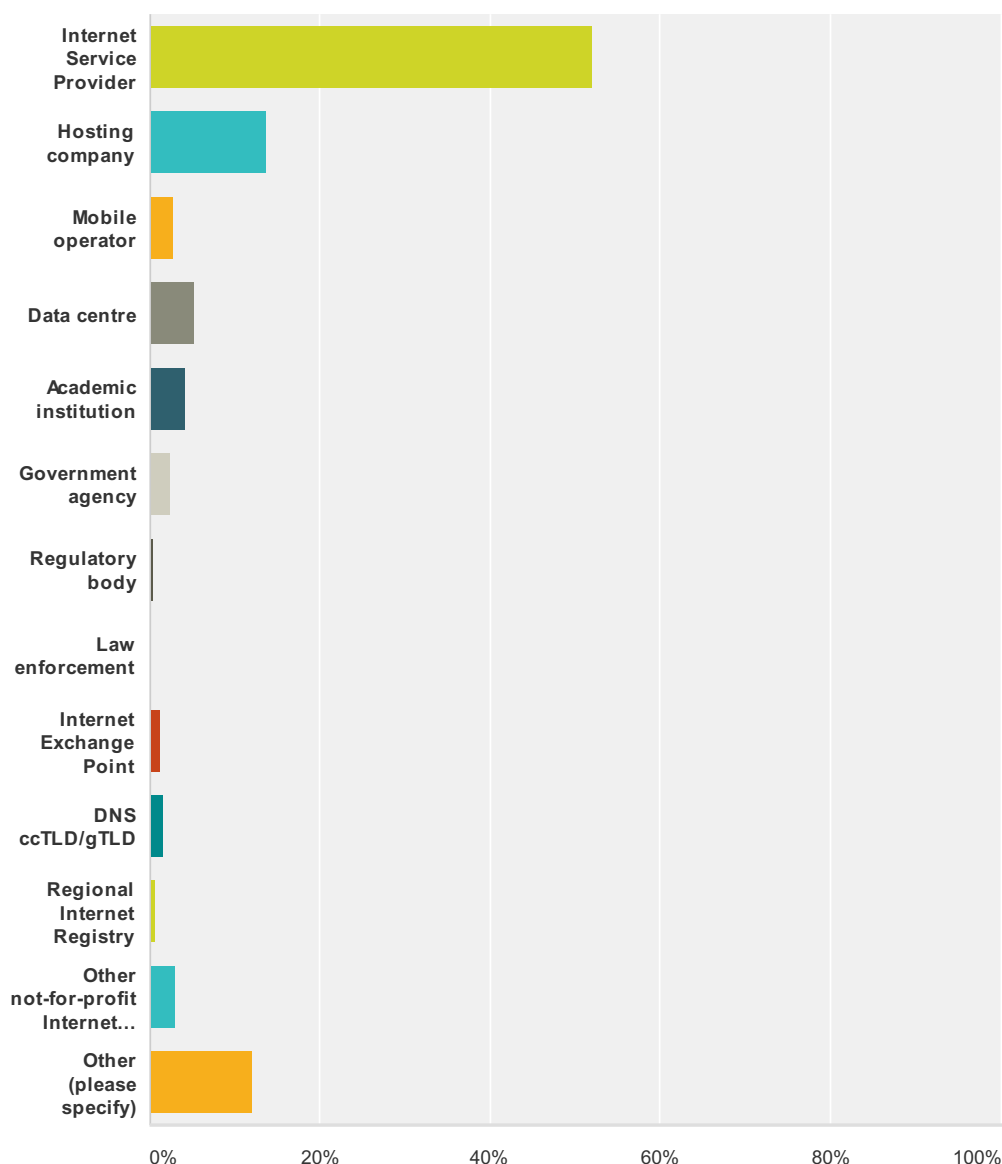


| Answer Choices | Responses | |
|---|---|---|
| **Internet Service Provider** | **51.92%** | 1,125 |
| **Hosting company** | **13.66%** | 296 |
| **Mobile operator** | **2.81%** | 61 |
| **Data centre** | **5.21%** | 113 |
| **Academic institution** | **4.25%** | 92 |
| **Government agency** | **2.54%** | 55 |
| **Regulatory body** | **0.46%** | 10 |
| **Law enforcement** | **0.14%** | 3 |
| **Internet Exchange Point** | **1.38%** | 30 |
| **DNS ccTLD/gTLD** | **1.66%** | 36 |
| **Regional Internet Registry** | **0.60%** | 13 |
| **Other not-for-profit Internet company** | **3.18%** | 69 |
| **Other (please specify)** | **12.18%** | 264 |

# RIPE NCC SURVEY 2013

| Total | | 2,167 |
|---|---|---|

| # | Other (please specify) | Date |
|---|---|---|
| 1 | Self-employed artisan with online shop & some time casual tech support/sysadmin for local businesses. | 6/24/2013 9:18 PM |
| 2 | Managed Security Service Provider | 6/24/2013 4:25 PM |
| 3 | YES ZOOM | 6/23/2013 8:39 PM |
| 4 | local government (municipality) | 6/21/2013 6:01 PM |
| 5 | Telecommunications operator | 6/21/2013 5:04 PM |
| 6 | Govenmnet agency, Data centre, DNS and ISP | 6/20/2013 11:27 PM |
| 7 | ISP _AND_ Hosting company _AND_ data centre | 6/20/2013 9:44 PM |
| 8 | Email Service Provider (ESP) | 6/20/2013 7:39 PM |
| 9 | Not for profit Internet Service provider for government | 6/20/2013 7:32 PM |
| 10 | Humanitarian (UN) | 6/20/2013 6:48 PM |
| 11 | Financial | 6/20/2013 6:48 PM |
| 12 | ICT Integrator | 6/20/2013 6:38 PM |
| 13 | Internet Service Provider Government agency | 6/20/2013 6:37 PM |
| 14 | Telephone/Web/Video conferencing | 6/20/2013 6:32 PM |
| 15 | ISP, Hosting company, Data center operator and Internet Exchange Point sponsor | 6/20/2013 6:27 PM |
| 16 | By government : Public Telecommunication Corporation: Many of departments where one of them Internet department (YemenNet ISP). | 6/20/2013 9:44 AM |
| 17 | Publishing house, Business Development, market analysis, Marketing, Communications, Public Relations and event organizer | 6/19/2013 6:51 PM |
| 18 | Consultancy | 6/19/2013 8:30 AM |
| 19 | ISOC Chapter | 6/18/2013 11:47 PM |
| 20 | Electricity Transmission System Operator | 6/18/2013 9:48 PM |
| 21 | IT company | 6/18/2013 9:31 PM |
| 22 | IT company | 6/18/2013 7:08 PM |
| 23 | CDN | 6/18/2013 4:00 AM |
| 24 | , | 6/17/2013 7:18 PM |
| 25 | telecommunication company (ICT) | 6/17/2013 6:46 PM |
| 26 | finantial company | 6/17/2013 4:19 PM |
| 27 | globally operating corporate enterprise | 6/17/2013 5:21 AM |
| 28 | aviation/travel industry | 6/15/2013 1:16 AM |
| 29 | Isp &hoster& registrar | 6/14/2013 10:26 PM |
| 30 | Email Marketing Company | 6/14/2013 10:01 PM |
| 31 | VOD platform | 6/14/2013 6:59 PM |
| 32 | consultancy group | 6/14/2013 3:24 AM |
| 33 | Travel agency | 6/14/2013 1:00 AM |
| 34 | Media | 6/14/2013 12:17 AM |
| 35 | ISP & Registrars & Hosting companies | 6/13/2013 10:22 PM |
| 36 | Financial | 6/13/2013 10:08 PM |
| 37 | national research & education network (NREN) | 6/13/2013 7:53 PM |
| 38 | Statistical analysis | 6/13/2013 7:52 PM |
| 39 | Organisation Type Internet Service Provider, Academic institution, Hosting company | 6/13/2013 6:30 PM |
| 40 | Private held company | 6/13/2013 6:03 PM |
| 41 | we are mainly a consulting company helping all sorts of customer with their networks and VMWare installations. We are a hosting company in a way that we have a set of hosted services, such as a hosted web and mailsecurity solution and hosted IP Telephony. | 6/13/2013 3:47 PM |
| 42 | operating system developer | 6/13/2013 9:16 AM |

| 43 | Security company | 6/13/2013 7:46 AM |
|----|------------------|-------------------|
| 44 | Utility company | 6/13/2013 4:09 AM |
| 45 | Other | 6/13/2013 4:03 AM |
| 46 | Telco | 6/13/2013 3:31 AM |
| 47 | capacity provider | 6/13/2013 1:55 AM |
| 48 | System integrator, data centre, hosting, local ISP | 6/13/2013 1:06 AM |
| 49 | Finance | 6/13/2013 12:39 AM |
| 50 | Digital Media Company | 6/13/2013 12:14 AM |
| 51 | IPv4 address brokerage | 6/12/2013 11:47 PM |
| 52 | NREN (National Reserach & Education Network) | 6/12/2013 10:44 PM |
| 53 | We are the Internet Service Provider, Data Centre and Point of Sale Network | 6/12/2013 10:05 PM |
| 54 | Hobyist | 6/12/2013 9:56 PM |
| 55 | ISP with Data Centers. | 6/12/2013 9:10 PM |
| 56 | transport - sea ports | 6/12/2013 8:41 PM |
| 57 | Retail, food, pharmacy, logistics (Swedens largest, ICA AB) | 6/12/2013 8:21 PM |
| 58 | Central IT company for etex-group (building material company) | 6/12/2013 8:06 PM |
| 59 | Industrial | 6/12/2013 7:24 PM |
| 60 | Media | 6/12/2013 7:07 PM |
| 61 | Network and Service Provider | 6/12/2013 6:57 PM |
| 62 | A security Company for businesses. | 6/12/2013 6:18 PM |
| 63 | Insurance | 6/12/2013 6:16 PM |
| 64 | both ISP and Academic institution | 6/12/2013 6:14 PM |
| 65 | LIR and telecommunications carrier | 6/12/2013 6:11 PM |
| 66 | LIR | 6/12/2013 6:11 PM |
| 67 | Telecommunication | 6/12/2013 5:19 PM |
| 68 | Banking | 6/12/2013 5:18 PM |
| 69 | Automotive industry | 6/12/2013 5:15 PM |
| 70 | services provider | 6/12/2013 5:12 PM |
| 71 | SaaS provider | 6/12/2013 5:10 PM |
| 72 | insurance company | 6/12/2013 5:06 PM |
| 73 | British Telcom | 6/12/2013 4:48 PM |
| 74 | VOIP Provider | 6/12/2013 4:40 PM |
| 75 | ISP, Data Center, Hosting, DNS | 6/12/2013 4:16 PM |
| 76 | Company | 6/12/2013 3:48 PM |
| 77 | IP Telephony Service Provider | 6/12/2013 3:40 PM |
| 78 | Software as a Service, Hosting, and integration | 6/12/2013 12:56 PM |
| 79 | Developers | 6/12/2013 11:08 AM |
| 80 | media | 6/12/2013 7:15 AM |
| 81 | communication | 6/12/2013 7:07 AM |
| 82 | outsorcing of network administration | 6/12/2013 4:58 AM |
| 83 | Enterprise | 6/12/2013 4:57 AM |
| 84 | ISP, Datacentre, & .im ccTLD | 6/12/2013 3:36 AM |
| 85 | search company (Yandex) | 6/12/2013 3:22 AM |
| 86 | Internet Service Provider, Data Center | 6/12/2013 3:18 AM |
| 87 | VoIP global carrier | 6/12/2013 2:34 AM |
| 88 | E-commerce company | 6/12/2013 2:16 AM |
| 89 | National Research and Education Network | 6/12/2013 1:32 AM |

| 90 | IT @ corporation | 6/12/2013 1:13 AM |
| 91 | Bank | 6/12/2013 1:02 AM |
| 92 | NREN | 6/12/2013 1:01 AM |
| 93 | Car maker industry | 6/12/2013 12:59 AM |
| 94 | Media company (web portals, radio etc) | 6/12/2013 12:54 AM |
| 95 | Networking Consulting Company | 6/12/2013 12:50 AM |
| 96 | Both ISP and Hosting Company | 6/12/2013 12:46 AM |
| 97 | Local provider of telecommunication infrastructures and services. | 6/12/2013 12:41 AM |
| 98 | networking/security software company | 6/12/2013 12:35 AM |
| 99 | Magyar Telekom Group -- ISP+ DataCentre+Hosting+Mobile operator,+ASP | 6/12/2013 12:34 AM |
| 100 | International organization (United Nations affiliation) | 6/12/2013 12:26 AM |
| 101 | Bank | 6/12/2013 12:13 AM |
| 102 | LIR | 6/12/2013 12:13 AM |
| 103 | Private utility company | 6/11/2013 11:52 PM |
| 104 | Online gambling provider | 6/11/2013 11:37 PM |
| 105 | Private steel company woldwide coverage | 6/11/2013 11:34 PM |
| 106 | Social Media | 6/11/2013 11:25 PM |
| 107 | Data centre and Internet Service Provider, Business Cloud Services | 6/11/2013 11:23 PM |
| 108 | NREN | 6/11/2013 11:18 PM |
| 109 | healthcare | 6/11/2013 11:03 PM |
| 110 | SaaS company | 6/11/2013 11:03 PM |
| 111 | Integrator | 6/11/2013 10:49 PM |
| 112 | Banking | 6/11/2013 10:45 PM |
| 113 | telecom | 6/11/2013 10:34 PM |
| 114 | Online company | 6/11/2013 10:26 PM |
| 115 | Manufacturing communications devices and automotive parts | 6/11/2013 10:15 PM |
| 116 | Software vendor which also hosts public cloud infrastructures | 6/11/2013 10:06 PM |
| 117 | Email Marketing | 6/11/2013 10:05 PM |
| 118 | Online Gaming Company | 6/11/2013 9:50 PM |
| 119 | Bank | 6/11/2013 9:49 PM |
| 120 | Large retail company | 6/11/2013 9:39 PM |
| 121 | other large organisation | 6/11/2013 9:26 PM |
| 122 | Telco and Cloud Provider | 6/11/2013 9:19 PM |
| 123 | Software Development | 6/11/2013 9:19 PM |
| 124 | Airport | 6/11/2013 9:17 PM |
| 125 | Private Company | 6/11/2013 9:10 PM |
| 126 | Public Healthcare and Academic Institution | 6/11/2013 9:07 PM |
| 127 | Assurance company | 6/11/2013 9:03 PM |
| 128 | IT consulting firm with hosting | 6/11/2013 8:56 PM |
| 129 | E-commerce company. | 6/11/2013 8:53 PM |
| 130 | Banking | 6/11/2013 8:22 PM |
| 131 | Airport (Provides the Infrastructure to many different companies) | 6/11/2013 7:40 PM |
| 132 | Converged Operator (Fixed, DVB-T, ISP & Mobile Services) | 6/11/2013 6:14 PM |
| 133 | Think Tank responsible for drafting national policy on Cyber security and legislation for Pacific countries | 6/11/2013 9:42 AM |
| 134 | SaaS application provider | 6/10/2013 5:06 PM |
| 135 | Fixed-Mobile Convergence Operator | 6/10/2013 2:07 PM |
| 136 | IPv4 Broker | 6/8/2013 12:52 PM |

| 137 | National Internet Registry | 6/7/2013 2:24 PM |
|-----|---------------------------|------------------|
| 138 | any one | 6/7/2013 10:19 AM |
| 139 | global enterprise with more than 150k user | 6/7/2013 4:31 AM |
| 140 | Satellite Company | 6/6/2013 7:35 PM |
| 141 | Bank | 6/6/2013 7:21 PM |
| 142 | Payment Industry | 6/6/2013 5:45 PM |
| 143 | Air transport | 6/6/2013 4:03 PM |
| 144 | ISP and hosting for companies group. | 6/6/2013 7:02 AM |
| 145 | Wireless chips and services | 6/6/2013 5:13 AM |
| 146 | internet cafe | 6/6/2013 4:45 AM |
| 147 | Piedmont regional network for public administration (AS2594) | 6/6/2013 2:33 AM |
| 148 | Managed Service Provider | 6/6/2013 2:17 AM |
| 149 | CDN | 6/6/2013 1:52 AM |
| 150 | Telecommunications operator | 6/6/2013 1:30 AM |
| 151 | enterprise | 6/6/2013 12:53 AM |
| 152 | Content provider | 6/6/2013 12:51 AM |
| 153 | Corporate company | 6/6/2013 12:37 AM |
| 154 | Technology Provider | 6/5/2013 10:41 PM |
| 155 | Consultancy | 6/5/2013 10:10 AM |
| 156 | hospital | 6/5/2013 8:57 AM |
| 157 | Internet Service Provider, Mobile operator, Data centre, | 6/4/2013 11:35 PM |
| 158 | Transportation | 6/4/2013 11:13 PM |
| 159 | Private company | 6/4/2013 10:29 PM |
| 160 | Finance institution | 6/4/2013 3:18 AM |
| 161 | Consulting (Networks) | 6/4/2013 2:30 AM |
| 162 | small business with a large footprint in internet advertising | 6/4/2013 2:21 AM |
| 163 | Managed service network operator | 6/4/2013 12:48 AM |
| 164 | Hosting company AND Internet Service Provider | 6/4/2013 12:42 AM |
| 165 | Enterprise (manufacturing) | 6/3/2013 4:39 PM |
| 166 | Cloud services provider | 5/31/2013 11:59 PM |
| 167 | telecommunication equipment vendor company | 5/31/2013 9:43 PM |
| 168 | Content provider | 5/31/2013 8:50 PM |
| 169 | Banking | 5/31/2013 8:39 PM |
| 170 | Financial Institution | 5/31/2013 8:37 PM |
| 171 | Academic and research network | 5/31/2013 7:44 PM |
| 172 | Mix of ISP, Hosting Company, Data centre | 5/31/2013 7:05 PM |
| 173 | Vendor | 5/31/2013 6:12 PM |
| 174 | Academic Service provider acting on behalf of a Government agency. As well as an Internet Exchange Point | 5/31/2013 5:01 PM |
| 175 | Consultancy company | 5/31/2013 5:54 AM |
| 176 | backbone Internet and network provider, LIR | 5/31/2013 2:43 AM |
| 177 | NREN, National IXP | 5/31/2013 2:07 AM |
| 178 | Broadcaster, content provider | 5/30/2013 10:19 PM |
| 179 | Research and Education Network | 5/30/2013 8:52 PM |
| 180 | Network Consultancy | 5/30/2013 8:47 PM |
| 181 | Content company | 5/30/2013 7:59 PM |
| 182 | Postal Services. Under government section | 5/30/2013 7:49 PM |

| 183 | Not-for-profit student housing. | 5/30/2013 7:43 PM |
| 184 | Full IT Service Provider (IT Outsourcing, IT Outtasking, ISP, …) | 5/30/2013 7:37 PM |
| 185 | Consultancy for / operations of Internet Service Provider networks, but we are not an ISP ourselves | 5/30/2013 7:34 PM |
| 186 | content provider | 5/30/2013 7:07 PM |
| 187 | Telecom / Online services | 5/30/2013 6:19 PM |
| 188 | Municipality | 5/30/2013 5:08 PM |
| 189 | Commercial webbased internet services | 5/30/2013 4:53 PM |
| 190 | Internet Service Provider Hosting company Datacenter | 5/30/2013 4:46 PM |
| 191 | National Educational and Research Network Operator, DNS ccTLD (so: ISP+hosting company+academic) | 5/30/2013 4:45 PM |
| 192 | Media/TV | 5/30/2013 3:57 PM |
| 193 | End user | 5/30/2013 12:21 PM |
| 194 | Banking & Finance | 5/30/2013 10:10 AM |
| 195 | company | 5/30/2013 9:44 AM |
| 196 | IT Infrastructure Provider | 5/30/2013 9:28 AM |
| 197 | Automotive industry with global network of subsidiaries that need to be allocated IP resources | 5/30/2013 7:12 AM |
| 198 | research & education | 5/30/2013 6:43 AM |
| 199 | vendor | 5/30/2013 6:20 AM |
| 200 | Satellite Service Provider | 5/30/2013 5:39 AM |
| 201 | VoIP provider with own AS-number/ip-space etc | 5/30/2013 3:37 AM |
| 202 | Airline | 5/30/2013 3:21 AM |
| 203 | Voice-over-IP operator | 5/30/2013 3:16 AM |
| 204 | Datacenter/ISP/Hosting/Connectivity | 5/30/2013 2:53 AM |
| 205 | Trade | 5/30/2013 2:25 AM |
| 206 | Privately-held eCommerce | 5/30/2013 1:44 AM |
| 207 | Cloud IaaS | 5/30/2013 1:43 AM |
| 208 | E-Commerce | 5/30/2013 1:42 AM |
| 209 | Finance, Large Scale IT. | 5/30/2013 1:38 AM |
| 210 | Website | 5/30/2013 1:38 AM |
| 211 | Consultancy | 5/30/2013 1:24 AM |
| 212 | Bank | 5/30/2013 1:18 AM |
| 213 | OS vendor | 5/30/2013 1:15 AM |
| 214 | Industry | 5/30/2013 12:59 AM |
| 215 | Both Academic and Service provider for the LHC | 5/30/2013 12:56 AM |
| 216 | MPLS Ethernet Carrier | 5/30/2013 12:50 AM |
| 217 | Student IT | 5/29/2013 10:19 PM |
| 218 | Security Industry | 5/29/2013 9:42 PM |
| 219 | Training & Consulting Company and System Integrator | 5/29/2013 9:21 PM |
| 220 | ASP | 5/29/2013 8:20 PM |
| 221 | IT-Consulting | 5/29/2013 8:01 PM |
| 222 | IXP *and* DNS ccTLD/gTLD | 5/29/2013 7:48 PM |
| 223 | Financial communications | 5/29/2013 7:45 PM |
| 224 | Development company | 5/29/2013 7:45 PM |
| 225 | ISP and Hosting Services | 5/29/2013 7:43 PM |
| 226 | Internet Service Provider + Hosting company + Mobile operator +Data centre +/gTLD registry | 5/29/2013 6:36 PM |
| 227 | Linux VAR | 5/29/2013 1:25 AM |
| 228 | ISOC Bulgaria | 5/28/2013 5:14 PM |
| 229 | independant IT & Network manager | 5/28/2013 6:44 AM |

| 230 | International intergovernmental non-profit organization. | 5/28/2013 1:57 AM |
| 231 | ddos mitigation | 5/28/2013 1:24 AM |
| 232 | Heathcare | 5/27/2013 5:07 PM |
| 233 | ISP & Hosting & Datacenter | 5/27/2013 5:01 PM |
| 234 | Equipment supplier | 5/26/2013 7:10 PM |
| 235 | Hardware vendor | 5/25/2013 6:24 AM |
| 236 | IT Systems Engineer trying to clean his mailboxes from spam and phishing. Also webmaster. And working for ISPs at times. | 5/25/2013 6:13 AM |
| 237 | Managed Services/Cloud Provider | 5/25/2013 1:11 AM |
| 238 | LIR+NREN, non-profit internet company providing data center services for government | 5/23/2013 11:21 PM |
| 239 | Social network and dating | 5/23/2013 5:47 PM |
| 240 | social organization for the rights of Internet users | 5/23/2013 3:32 AM |
| 241 | internet security services provider | 5/23/2013 2:19 AM |
| 242 | game developer | 5/23/2013 2:18 AM |
| 243 | A research institution which is a LIR and reponsible for operating and development a national research and educational network | 5/23/2013 1:01 AM |
| 244 | telecom solution supplier | 5/23/2013 12:42 AM |
| 245 | National Research and Educational Network | 5/22/2013 10:25 PM |
| 246 | Consulting company | 5/22/2013 6:48 PM |
| 247 | VAS industry | 5/22/2013 12:56 AM |
| 248 | NREN, IX, ISP, Hosting provider - so more than one of the above ... | 5/22/2013 12:46 AM |
| 249 | Content Provider | 5/21/2013 7:03 PM |
| 250 | Media/Broadcasting | 5/21/2013 6:33 PM |
| 251 | CDN/Content Faciliator | 5/21/2013 6:16 PM |
| 252 | Internet Registry (mostly legacy), Service developer, DNS, Routing, Consultants. | 5/21/2013 6:06 PM |
| 253 | Webagency | 5/21/2013 6:04 PM |
| 254 | NREN | 5/21/2013 6:00 PM |
| 255 | Enterprise (Manufacturing) | 5/21/2013 5:46 PM |
| 256 | Consulting (main focus on ISP/Hosting operators) | 5/19/2013 5:58 AM |
| 257 | National Research & Education Network | 5/19/2013 12:01 AM |
| 258 | Other for profit / content | 5/18/2013 3:30 AM |
| 259 | Broadcast/Media Company | 5/18/2013 2:58 AM |
| 260 | Financial | 5/17/2013 11:31 PM |
| 261 | IT/Internet consultancy. | 5/17/2013 9:50 PM |
| 262 | Training provider | 5/17/2013 9:36 PM |
| 263 | content provider | 5/17/2013 9:23 PM |
| 264 | for profit government contractor | 5/17/2013 9:18 PM |

## Q91 Position/Title

Answered: 2,167   Skipped: 1,466
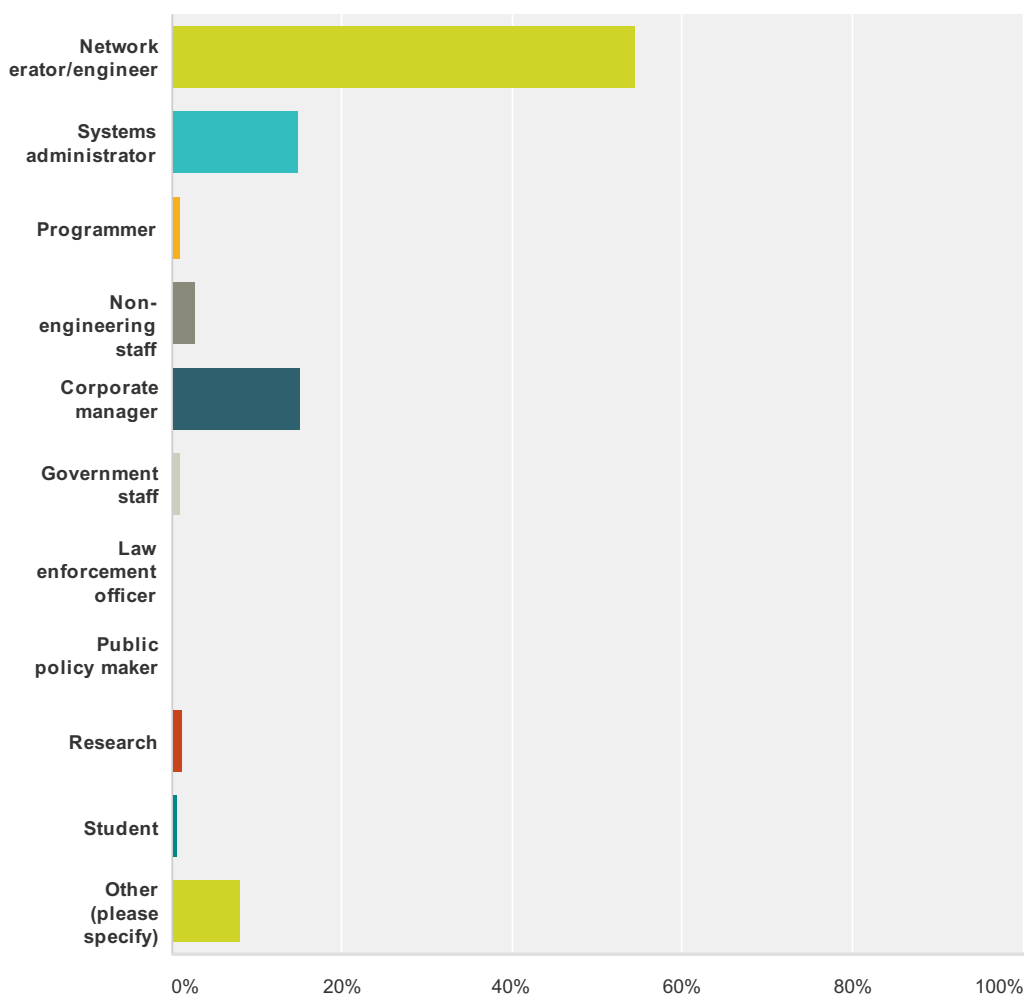


| Answer Choices | Responses | |
|---|---|---|
| Network operator/engineer | **54.41%** | 1,179 |
| Systems administrator | **15.00%** | 325 |
| Programmer | **1.06%** | 23 |
| Non-engineering staff | **2.81%** | 61 |
| Corporate manager | **15.14%** | 328 |
| Government staff | **1.15%** | 25 |
| Law enforcement officer | **0.09%** | 2 |
| Public policy maker | **0.32%** | 7 |
| Research | **1.29%** | 28 |
| Student | **0.60%** | 13 |
| Other (please specify) | **8.12%** | 176 |
| Total | | 2,167 |

| # | Other (please specify) | Date |
|---|---|---|
| 1 | Business Owner | 6/24/2013 9:18 PM |
| 2 | Sales support, webhosting | 6/24/2013 4:52 PM |
| 3 | Programmer/Sysadmin/Network Operator | 6/23/2013 11:04 PM |
| 4 | YES | 6/23/2013 8:39 PM |

| 5 | Activist | 6/21/2013 7:59 PM |
|---|---|---|
| 6 | IP Admin | 6/21/2013 12:07 AM |
| 7 | CTO & partner in my company, network operator, sysadmin, programmer all rolled into one ;) | 6/20/2013 11:31 PM |
| 8 | Tech. manager | 6/20/2013 9:57 PM |
| 9 | I'm primarily a Systems Administrator but I also Network Engineer and have been the company LIR for the last 7 years. | 6/20/2013 8:08 PM |
| 10 | CISO, Team leader network | 6/20/2013 7:32 PM |
| 11 | Technical and security management | 6/20/2013 7:22 PM |
| 12 | Technical Consultant | 6/20/2013 7:20 PM |
| 13 | Supervising ICT unit | 6/20/2013 6:48 PM |
| 14 | Head of Department | 6/20/2013 6:38 PM |
| 15 | Internet Network administrator . | 6/20/2013 9:44 AM |
| 16 | Chief technical officer | 6/20/2013 5:40 AM |
| 17 | Corporate Market Communications Manager for IT & Telecom Activities | 6/19/2013 6:51 PM |
| 18 | Independent Consultant | 6/19/2013 8:30 AM |
| 19 | Chairman of the Board | 6/18/2013 11:47 PM |
| 20 | Network Architect | 6/18/2013 10:13 PM |
| 21 | Public Policy - Senior Manager | 6/18/2013 7:59 PM |
| 22 | IT and Networks security expert | 6/17/2013 6:46 PM |
| 23 | Owner/ Head administrator | 6/14/2013 11:17 PM |
| 24 | Deliverability Manager | 6/14/2013 10:01 PM |
| 25 | associate | 6/14/2013 3:24 AM |
| 26 | Network Architect | 6/13/2013 9:48 PM |
| 27 | ICT manager | 6/13/2013 9:39 PM |
| 28 | CEO & MD | 6/13/2013 7:22 PM |
| 29 | Product Manager | 6/13/2013 7:10 PM |
| 30 | Network operator/engineer Systems administrator | 6/13/2013 6:30 PM |
| 31 | Senior network specialist/engineer | 6/13/2013 3:47 PM |
| 32 | network/systems engineer / researcher | 6/13/2013 8:38 AM |
| 33 | CEO | 6/13/2013 5:36 AM |
| 34 | Chairman, CEO and general dogs body..! | 6/13/2013 3:40 AM |
| 35 | Hostmaster | 6/13/2013 3:37 AM |
| 36 | CTO | 6/13/2013 2:04 AM |
| 37 | Managing Director | 6/13/2013 12:39 AM |
| 38 | Technical Manager | 6/13/2013 12:24 AM |
| 39 | Head of Deliverability | 6/13/2013 12:14 AM |
| 40 | Director | 6/13/2013 12:04 AM |
| 41 | CTO | 6/12/2013 10:44 PM |
| 42 | Network and Operations Lead | 6/12/2013 10:05 PM |
| 43 | Anything your average nerd does :) | 6/12/2013 9:56 PM |
| 44 | Peering coordinator | 6/12/2013 8:28 PM |
| 45 | Consultant | 6/12/2013 8:03 PM |
| 46 | CTO and Engineer | 6/12/2013 7:54 PM |
| 47 | Data Network Project Manager | 6/12/2013 7:46 PM |
| 48 | Sales | 6/12/2013 7:07 PM |
| 49 | CTO | 6/12/2013 6:57 PM |
| 50 | CTO | 6/12/2013 6:37 PM |

| 51 | Governance | 6/12/2013 5:51 PM |
|----|-----------|-------------------|
| 52 | CTO | 6/12/2013 5:12 PM |
| 53 | network architect / migration consulant | 6/12/2013 5:06 PM |
| 54 | CTO | 6/12/2013 5:02 PM |
| 55 | IT/ICT Architect | 6/12/2013 3:56 PM |
| 56 | network engineer and goverment staff | 6/12/2013 3:16 PM |
| 57 | System Engineering Consultant | 6/12/2013 10:33 AM |
| 58 | CEO | 6/12/2013 9:27 AM |
| 59 | Most options | 6/12/2013 8:01 AM |
| 60 | IT chief | 6/12/2013 7:53 AM |
| 61 | Head of IT infrastructure department | 6/12/2013 6:53 AM |
| 62 | CTO | 6/12/2013 4:16 AM |
| 63 | Facility Director | 6/12/2013 3:50 AM |
| 64 | CISO | 6/12/2013 3:20 AM |
| 65 | CEO | 6/12/2013 2:38 AM |
| 66 | Accountant | 6/12/2013 2:35 AM |
| 67 | Manager | 6/12/2013 2:16 AM |
| 68 | Software Architect | 6/12/2013 2:15 AM |
| 69 | Member and Partner Technical Relationships | 6/12/2013 1:32 AM |
| 70 | ceo | 6/12/2013 1:27 AM |
| 71 | Data Center CIO | 6/12/2013 1:18 AM |
| 72 | Security Manager | 6/12/2013 1:09 AM |
| 73 | Project Manager , so I have to deal with network/systems aspects as a whole. | 6/12/2013 12:54 AM |
| 74 | Chief Technology Officer | 6/12/2013 12:41 AM |
| 75 | IP/MPLS Planning Manager | 6/12/2013 12:35 AM |
| 76 | Chief | 6/12/2013 12:33 AM |
| 77 | CTO | 6/12/2013 12:07 AM |
| 78 | Head of Network | 6/11/2013 11:57 PM |
| 79 | Infrasstructure / Systems Architect | 6/11/2013 11:37 PM |
| 80 | Technical Datacenter Engineer | 6/11/2013 11:27 PM |
| 81 | founder | 6/11/2013 10:39 PM |
| 82 | CTO | 6/11/2013 10:20 PM |
| 83 | Network Manager | 6/11/2013 9:49 PM |
| 84 | CEO/CTO | 6/11/2013 9:34 PM |
| 85 | Owner | 6/11/2013 9:32 PM |
| 86 | IT Director | 6/11/2013 9:21 PM |
| 87 | CTO | 6/11/2013 9:16 PM |
| 88 | Team Leader in Network Operating and Security | 6/11/2013 9:07 PM |
| 89 | general manager | 6/11/2013 8:42 PM |
| 90 | Midle Management in Technical Department | 6/11/2013 6:14 PM |
| 91 | Director | 6/11/2013 9:42 AM |
| 92 | Chief Technical Officer | 6/11/2013 12:21 AM |
| 93 | finacial | 6/10/2013 5:30 AM |
| 94 | Management | 6/8/2013 12:52 PM |
| 95 | proprietor | 6/8/2013 3:56 AM |
| 96 | Head of the Internet Resources Coordinator | 6/7/2013 5:45 PM |
| 97 | anyone | 6/7/2013 10:19 AM |

| 98 | IT Strategy Network Architect | 6/7/2013 4:31 AM |
|---|---|---|
| 99 | NOC Team lead / Sr. Network Engineer | 6/6/2013 8:25 PM |
| 100 | technical director | 6/6/2013 7:35 PM |
| 101 | information security officer | 6/6/2013 5:27 PM |
| 102 | Deputy Supervisor of Net/SysAdmins Team | 6/6/2013 7:02 AM |
| 103 | Senior consultant/network architect | 6/6/2013 1:57 AM |
| 104 | CEO | 6/6/2013 12:53 AM |
| 105 | owner | 6/6/2013 12:44 AM |
| 106 | Engineering Stuff | 6/5/2013 10:41 PM |
| 107 | Technical director | 6/5/2013 10:22 PM |
| 108 | Designer. | 6/5/2013 8:20 PM |
| 109 | CIO | 6/5/2013 7:21 PM |
| 110 | IT software & Services technical Consultant | 6/5/2013 4:46 PM |
| 111 | CEO advisor | 6/5/2013 3:48 AM |
| 112 | Owner | 6/5/2013 2:53 AM |
| 113 | System manager/System programmer | 6/4/2013 11:19 PM |
| 114 | IT Security Lead | 6/4/2013 10:29 PM |
| 115 | Head of Datacenters (Network and Infrastructure) | 6/4/2013 7:15 PM |
| 116 | CSO | 6/4/2013 8:52 AM |
| 117 | Consultant (Network Architecture) | 6/4/2013 2:30 AM |
| 118 | Technical Director | 6/4/2013 12:54 AM |
| 119 | Managing Director | 6/4/2013 12:46 AM |
| 120 | Security Engineer | 6/3/2013 10:22 PM |
| 121 | CEO | 6/3/2013 4:27 PM |
| 122 | project development | 5/31/2013 9:25 PM |
| 123 | CTO | 5/31/2013 8:07 PM |
| 124 | Information Security officer | 5/31/2013 5:34 PM |
| 125 | Head of network operations | 5/31/2013 5:01 PM |
| 126 | Web/Network Applications Developer | 5/31/2013 2:07 AM |
| 127 | Information Security Manager | 5/30/2013 11:35 PM |
| 128 | International Sales and Business development | 5/30/2013 10:26 PM |
| 129 | Senior network architect | 5/30/2013 9:01 PM |
| 130 | Managing Director | 5/30/2013 8:52 PM |
| 131 | Senior Consultant | 5/30/2013 8:47 PM |
| 132 | Team Leader | 5/30/2013 8:47 PM |
| 133 | Network Consultant | 5/30/2013 7:49 PM |
| 134 | IT Architect | 5/30/2013 7:37 PM |
| 135 | owner | 5/30/2013 7:34 PM |
| 136 | IT Manager | 5/30/2013 7:20 PM |
| 137 | Sales Manager | 5/30/2013 6:20 PM |
| 138 | Operations Manager | 5/30/2013 6:19 PM |
| 139 | Advisor/consultant/Specialist for the domain Name Registry | 5/30/2013 4:48 PM |
| 140 | Infrastructure Manager | 5/30/2013 10:10 AM |
| 141 | network architect | 5/30/2013 6:01 AM |
| 142 | Consultant | 5/30/2013 5:10 AM |
| 143 | CTO | 5/30/2013 5:04 AM |
| 144 | Chief Technical Officer | 5/30/2013 3:16 AM |

| 145 | Security director | 5/30/2013 3:15 AM |
|---|---|---|
| 146 | CTO | 5/30/2013 1:57 AM |
| 147 | Senior expert | 5/30/2013 1:50 AM |
| 148 | CTO | 5/30/2013 1:43 AM |
| 149 | Consultant | 5/30/2013 1:24 AM |
| 150 | information Security Officer | 5/30/2013 1:18 AM |
| 151 | Supervisor | 5/30/2013 12:59 AM |
| 152 | CTO | 5/29/2013 11:27 PM |
| 153 | head of marketing | 5/29/2013 9:27 PM |
| 154 | ISP Manager | 5/29/2013 9:07 PM |
| 155 | CTO | 5/29/2013 8:21 PM |
| 156 | ip resource analyst | 5/29/2013 8:16 PM |
| 157 | IT Consultant | 5/29/2013 8:01 PM |
| 158 | Network operator/engineer and System administrator | 5/29/2013 7:43 PM |
| 159 | All-in-one in ISP | 5/29/2013 6:47 AM |
| 160 | chairman of the board | 5/28/2013 5:14 PM |
| 161 | Country manager | 5/25/2013 6:24 AM |
| 162 | Owner and technical director (net ops/architect) | 5/24/2013 11:13 PM |
| 163 | Owner | 5/24/2013 12:08 AM |
| 164 | "Fiber project manager" | 5/23/2013 10:26 PM |
| 165 | project Leader | 5/23/2013 3:32 AM |
| 166 | Head of Operations | 5/23/2013 2:28 AM |
| 167 | CSIRT Analyst | 5/23/2013 2:03 AM |
| 168 | network operator AND systems administrator, as well as manager | 5/23/2013 1:59 AM |
| 169 | IP Administrator | 5/22/2013 5:30 PM |
| 170 | Network Manager | 5/22/2013 12:56 AM |
| 171 | Network Operator, Systems administrator, Programmer | 5/22/2013 12:46 AM |
| 172 | CEO and netop | 5/21/2013 6:51 PM |
| 173 | sole owner/proprietor | 5/17/2013 9:50 PM |
| 174 | Trainer | 5/17/2013 9:36 PM |
| 175 | engineering manager | 5/17/2013 9:23 PM |
| 176 | CTO | 5/17/2013 9:16 PM |

## Q92 Size of Organisation

**Answered: 2,159   Skipped: 1,474**
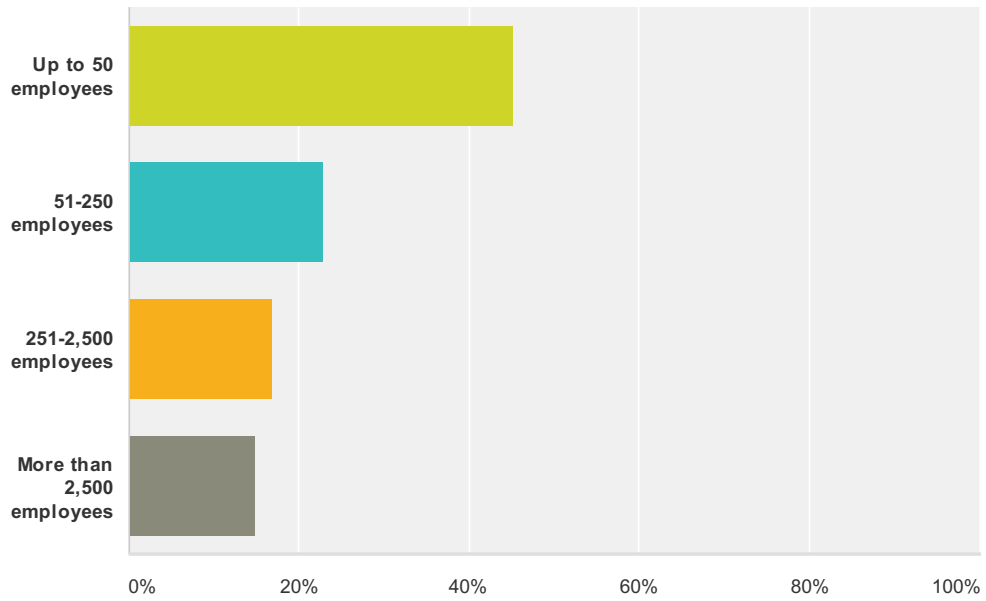


| Answer Choices | Responses | |
|---|---|---|
| **Up to 50 employees** | **45.11%** | 974 |
| **51-250 employees** | **22.97%** | 496 |
| **251-2,500 employees** | **16.95%** | 366 |
| **More than 2,500 employees** | **14.96%** | 323 |
| Total | | 2,159 |