

RIPE NCC Member and Stakeholder Survey 2011
October 24, 2011

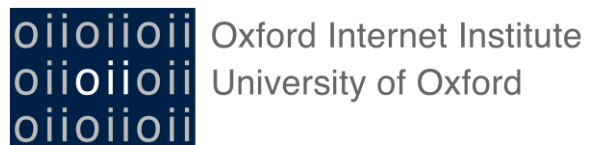




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A. Executive Summary

Background

The RIPE NCC is an independent, not-for-profit membership organisation that supports the infrastructure of the Internet through technical coordination in its service region and through collaboration globally with the other Regional Internet Registries. The most prominent activity of the RIPE NCC is to act as the Regional Internet Registry (RIR) providing global Internet resources and related services (IPv4, IPv6 and AS Number resources) to members in the RIPE NCC service region. The RIPE NCC also provides services for the benefit of the Internet community at large.

The membership consists mainly of Internet Service Providers (ISPs), telecommunication organisations and large corporations located in Europe, the Middle East and parts of Central Asia. In 2011, the RIPE NCC had approximately 7,250 members.

RIPE (Réseaux IP Européens) was formed in 1989 and is a collaborative forum open to all parties interested in wide area IP networks in Europe and beyond. The objective of RIPE is to ensure the administrative and technical coordination necessary to enable the operation of the Internet within the RIPE NCC service region.

Although similar in name, the RIPE NCC and RIPE are different entities. The RIPE NCC provides administrative support to RIPE, such as the facilitation of RIPE Meetings, and provides support to RIPE Working Groups.

The 2011 Survey

The RIPE NCC Membership and Stakeholder Survey 2011 is the fifth of its kind that the RIPE NCC has commissioned since 2002, and it is the first to ask the opinions of both RIPE NCC members and non-members. The survey asked members and stakeholders to rate and comment on the current RIPE NCC service offering, proposed services and activities, and the direction the organisation should take in the coming years.

To ensure the anonymity of respondents and the neutral analysis of results, the RIPE NCC commissioned an independent organisation with experience in the Internet industry and with conducting industry analyses, the Oxford Internet Institute (OII), to conduct the 2011 survey on its behalf. The OII analysis team was led by Visiting Research Associate Desiree Miloshevic together with Research Assistants Scott Hale and Ginette Law.

The RIPE NCC Senior Management and Executive Board tasked the OII with:

- Getting feedback from RIPE NCC members and stakeholders on the performance of the RIPE NCC
- Soliciting the opinion of members and stakeholders on the direction the RIPE NCC should take in the coming years
- Identifying the key areas in which the RIPE NCC should concentrate its efforts
- Examining the requirements of members and stakeholders in the different geographical areas of the RIPE NCC service region
- Attracting as many responses as possible

The survey was formulated with the assistance of experienced, neutral, external consultants who travelled to cities in the RIPE NCC service region to consult with RIPE NCC members and other stakeholders to find out the issues that concerned them and to get their opinions on the issues that should be raised in the survey.

RIPE NCC members from all categories, from Extra Small to Extra Large, were consulted, as well as representatives from government, regulatory bodies and other Internet stakeholders in the RIPE NCC service region. Participants in the focus groups received a list of subject areas for discussion prior to the meetings so that they could prepare for the focus group sessions.

The seven cities that hosted a focus group meeting were chosen to represent a diverse range of areas and interests in the RIPE NCC service region:

- Dubai
- Frankfurt
- London
- Moscow
- Prague
- Milan
- Stockholm

RIPE NCC members and other stakeholders who attended the focus groups informed the consultants of the issues that concerned them most. The survey questionnaire was formulated using this feedback as a basis. The following 12 sections comprised the survey:

The survey questions were divided into twelve sections:

1. General RIPE NCC services
2. Resource Distribution
3. Billing and Administration Services
4. Multistakeholder Interaction
5. RIPE NCC Information Services and RIPE Labs
6. Policy Development
7. Communications
8. RIPE Database and DNS Services
9. IPv4 Address Space Administration
10. IPv6 Deployment
11. Training and Education
12. Internet Governance and External Relations

The survey was launched on 8 May 2011 and closed on 22 June 2011. The third-party SurveyMonkey tool was used to collect responses. In some cases, members and stakeholders were asked to rate services that were in development rather than full service offerings at that time. Most questions asked respondents to rate statements on a scale from “Strongly disagree” to “Strongly agree”. They also had the opportunity to leave comments in each section. The Appendices to the survey report contain the comments made by respondents.

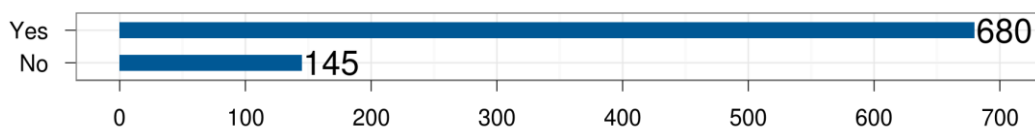
It should also be noted that qualitative data and comments collective through this online survey may at times be biased or not fully represent the RIPE NCC’s membership and community. Open-ended questions were not compulsory to answer. Data was only collected in English. Many people who participated in the survey may not have sufficient English skills or knowledge about their organisation to feel inclined to leave comments. Nonetheless, the data collected for this study (both quantitative and qualitative) provide rich information that should help the RIPE NCC meet its objectives.

The survey received a total of 1,266 responses, although 441 of these responses answered only the first question and so were discarded from the analysis. The remaining figure of 825 is the most responses a RIPE NCC survey has received to date. All questions were optional; so the response rate for a single question may be less than 825.

Valid responses to survey

RIPE NCC member = Yes

Non-RIPE NCC member = No



Key Findings

There was a strong vote of confidence in the performance of the RIPE NCC, especially in its core business. Respondents scored the RIPE NCC's performance in resource registration an average 6.44 out of 7, and their overall satisfaction with the RIPE NCC an average 5.96. These are very strong results, especially since there were very few low score responses to these questions.

Questions relating to the RIPE Database, Reverse DNS, the Routing Information Service (RIS) and Billing and Administration also scored highly. There was also strong support for the RIPE NCC's operational model.

A common thread that emerged through the survey was that the RIPE NCC should find ways to involve RIPE NCC members and other stakeholders who currently do not participate in RIPE community discussions or activities, whether through lack of interest, awareness or knowledge.

A more detailed look at the key findings from the survey is available in Section B – Survey Results.

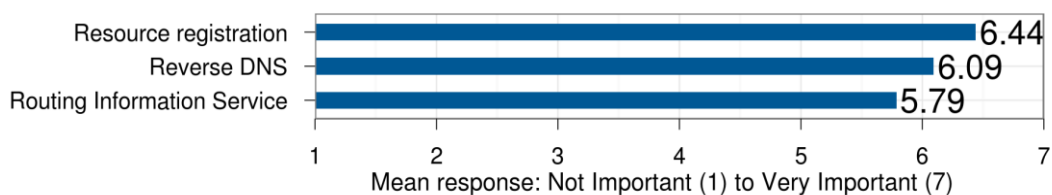
Ratings

Rating questions were on the scale 1-7, with 7 being strongly agree or very important and 1 being strongly disagree or not important.

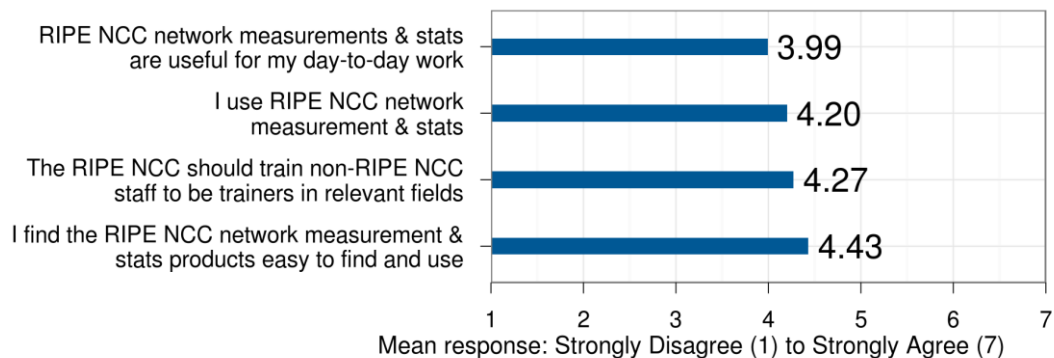
Highest ratings – Support



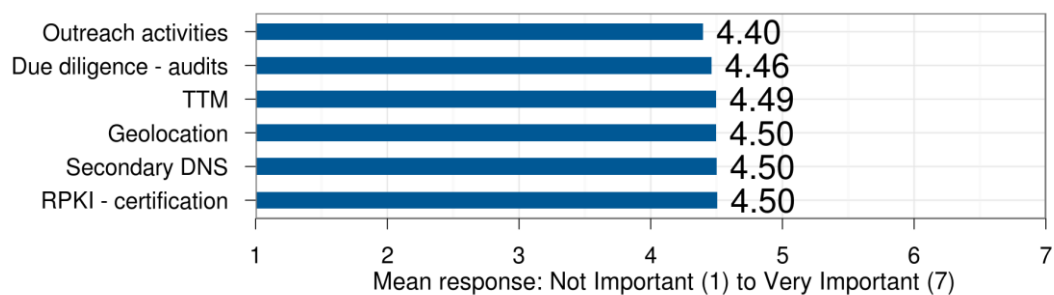
Highest ratings – Importance



Lowest ratings – Support



Lowest ratings – Importance



Action areas

The lower rated areas received ratings in the region 4 to 5. The rating scale used was 1 to 7, so even these lower rated areas attracted strong support from a large section of the membership and stakeholders. However, improvement in the following areas and, in many cases, stepping up efforts to promote them, were requested:

- Network measurements and statistics
- Outreach activities
- RPKI – Certification
- Geolocation
- TTM
- Secondary DNS

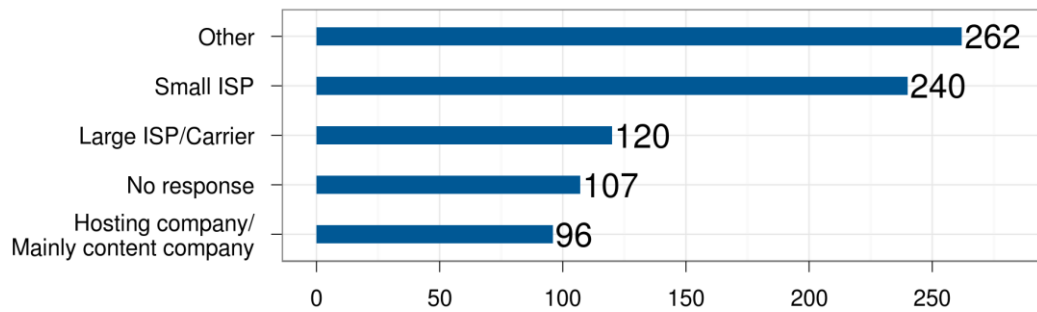
In particular, the scores for network measurements and statistics are relatively low but still positive; and the RIS measurements score among the top 10. This, and other results from the survey, confirm that tools need to be easier to find, use and correlate with each other.

Open questions

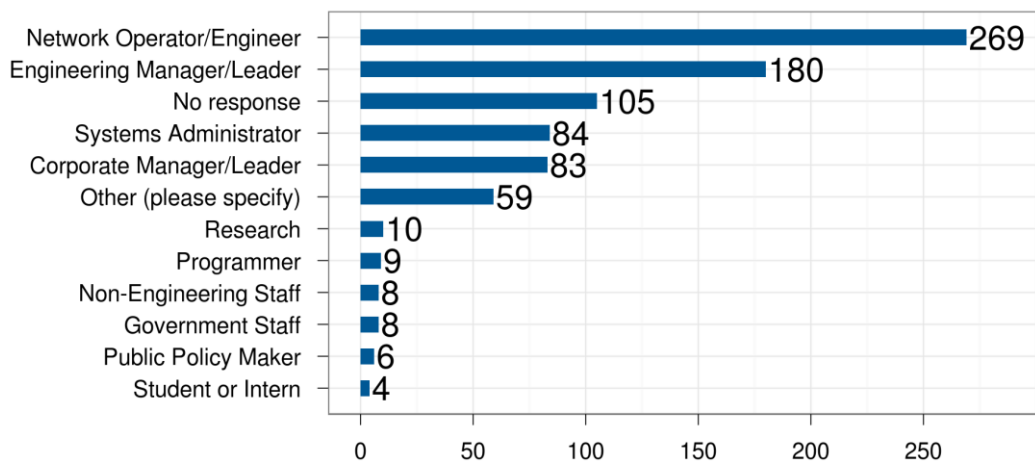
All individual comments are anonymised and provided in Appendix 2. The text in Appendix 2 is the text respondents provided exactly as entered into the survey system and has not been modified.

Respondent Profile (general respondent information)

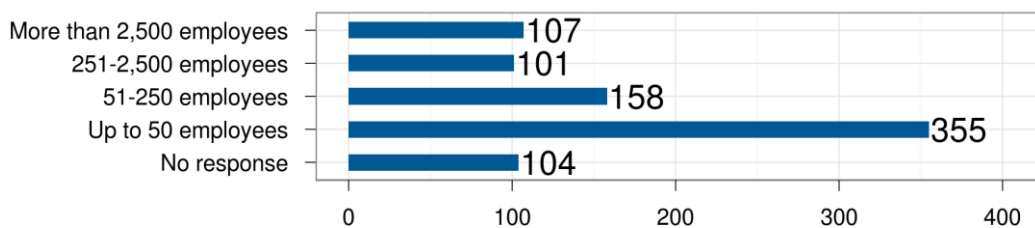
Type of Organisation



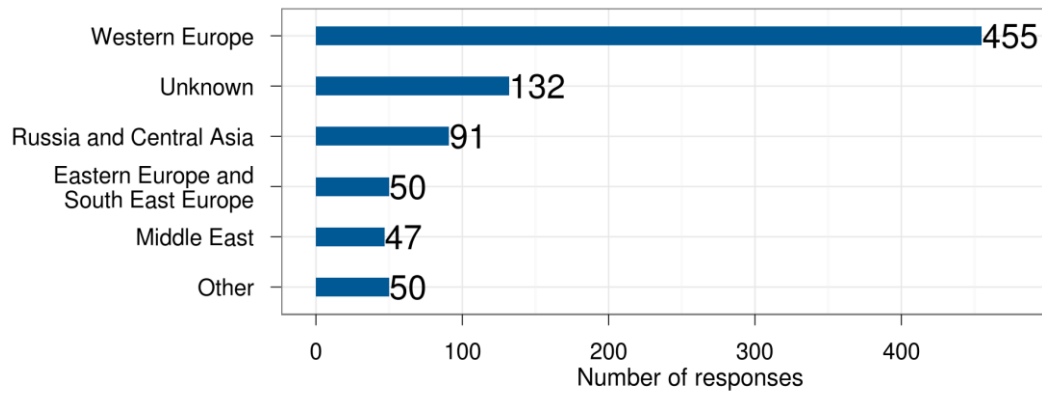
Postion/Title



Size of Company



Responses by Region



B. Survey Results

Overview

The survey questions were divided into twelve sections:

1. General RIPE NCC services
2. Resource Distribution
3. Billing and Administration Services
4. Multistakeholder Interaction
5. RIPE NCC Information Services and RIPE Labs
6. Policy Development
7. Communications
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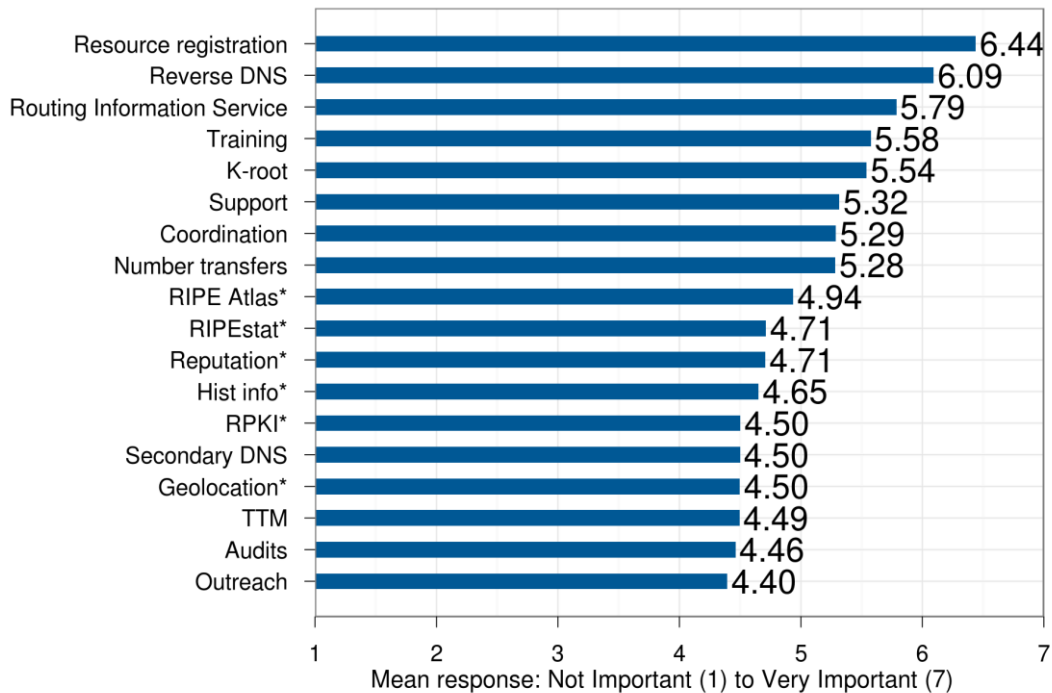
Sections 1, 2 and 3 were intended for RIPE NCC members only. Section 4 on Multi-stakeholder interaction was intended for only non-RIPE NCC members. All respondents were invited to answer all other sections of the survey.

Note: All rating questions in the survey asked respondents to rate on the scale 1-7, with 1 being Strongly Disagree/Not Important and 7 being Strongly Agree/Very Important.

1. RIPE NCC General Services

RIPE NCC members were first asked some general questions regarding their satisfaction with RIPE NCC services. Overall, member respondents seemed generally satisfied with the services provided by the RIPE NCC. The mean score over all services was 5.96.

RIPE NCC Services - Importance



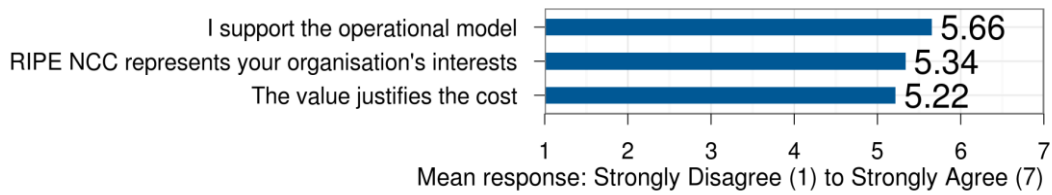
* Proposed service or service in development

In general, all 17 services mentioned were rated as relatively important (5.09). Members who responded to the questions indicated that resource registration (including the RIPE Database) and reverse DNS were most important for them (6.44 and 6.09, respectively). Routing Information Service (RIS) (5.79), Training Services (5.58) and K-root operations (5.54) also received relatively high mean scores.

Outreach activities (4.40), Audits (4.46) and TTM (4.49) received the lowest mean scores from member respondents. RPKI certification, Geolocation and Secondary DNS also received relatively low mean scores (4.50). Some of the services members accorded low scores are proposed services or services in development. They were, in many cases, unaware that the RIPE NCC offered these services, or they accorded low importance to services they did not use or did not have time to research (e.g., K-root, outreach activities, TTM, RIPEstat).

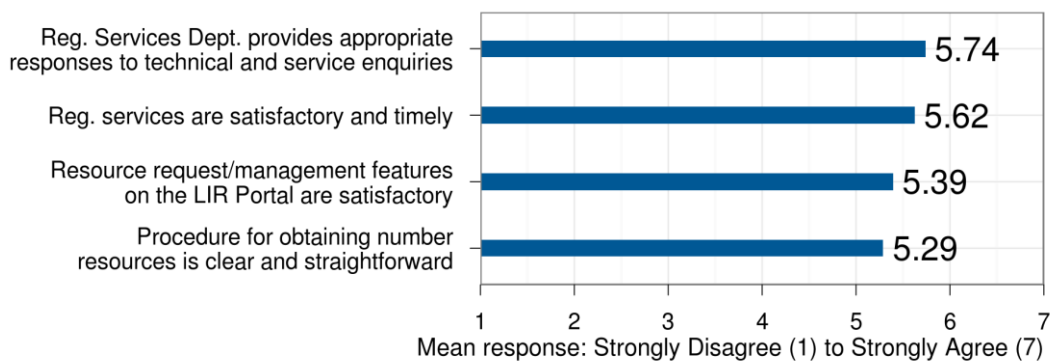
There was strong support in the survey for the operational model of the RIPE NCC. Members also largely felt that the RIPE NCC represented their interests and that the cost of membership was reflected in the value they received.

RIPE NCC - General



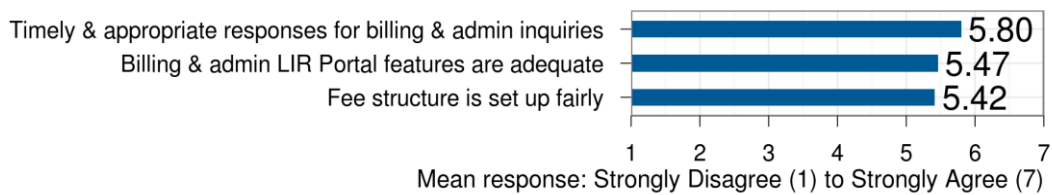
2. Resource Distribution

Only member respondents were asked questions regarding resource distribution. They generally seemed to think that RIPE NCC services related to resource distribution were satisfactory.

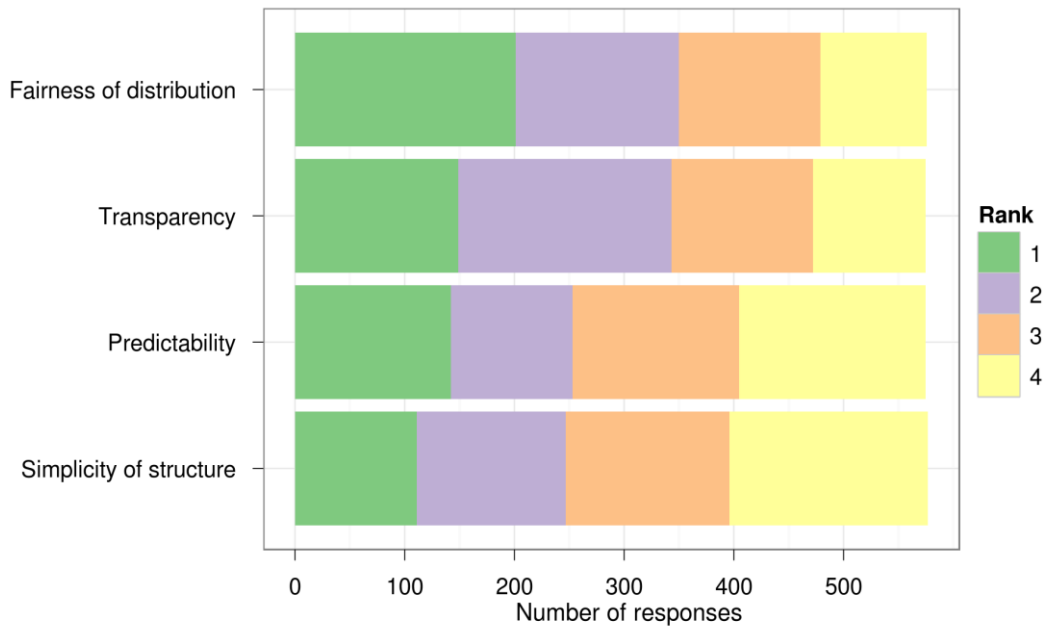


3. Billing and Administration Services

In general, members who responded seemed satisfied with the billing and administration services offered by the RIPE NCC. More than 78 percent of member respondents gave a score of 5 or higher to the following scaled questions related to billing and administration services:

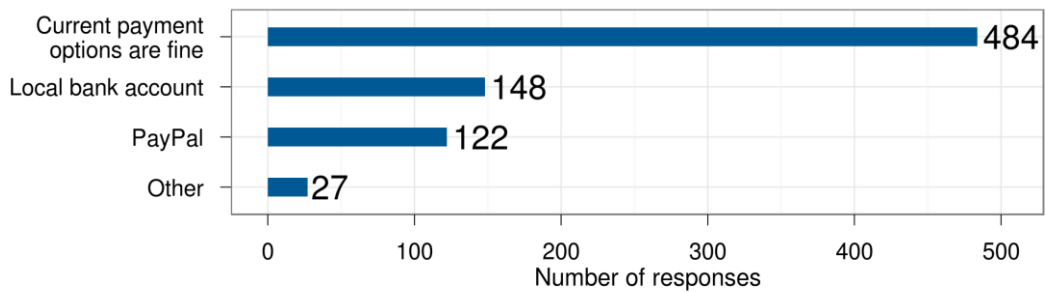


Rate the qualities you would like to see in the RIPE NCC fee structure



The RIPE NCC currently offers two different methods of payments: bank transfers and Triple Deal. Member respondents were asked if there were other payment options they would like to see provided. They were allowed to choose as many answers as they thought appropriate.

Alternative payment options



Frequent comments regarding the RIPE NCC’s billing, payment and administration services were:

- Current fee structure does not suit the needs of all members: fees seem disproportionate for smaller and medium size providers in comparison to larger companies who have more resources
- Payment delay is not long enough for very large organisations
- Billing invoices are not received quickly enough by regular mail for some members and sometimes appear to have mistakes that need to be corrected
- An online calculator to show billing category based on resource assignments would be useful and would enable members to make billing predictions based on possible assignments
- More flexibility to change billing scheme (e.g., three months, six months or one year)
- Adjusting billing documents to local requirements would facilitate payments for members in countries with different banking rules and procedures

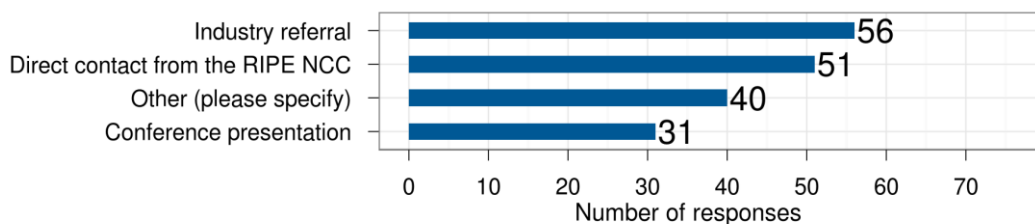
All comments on this section are available in Appendix 2.

4. Multi-stakeholder Interaction

The multi-stakeholder interaction section of the 2011 survey was reserved for non-RIPE NCC members only. Overall, non-member respondents seem to believe that the RIPE NCC’S work was relevant to them. Eighty percent of non-member respondents gave a rating of 5 or higher on the following scaled statement:

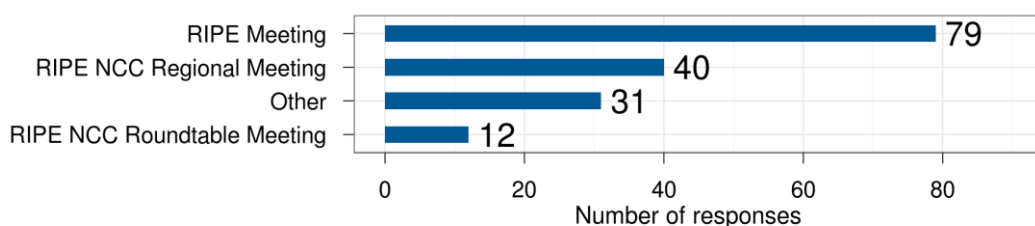
The work carried out by the RIPE NCC is relevant to my activities (5.61).

How did you become aware of RIPE NCC?

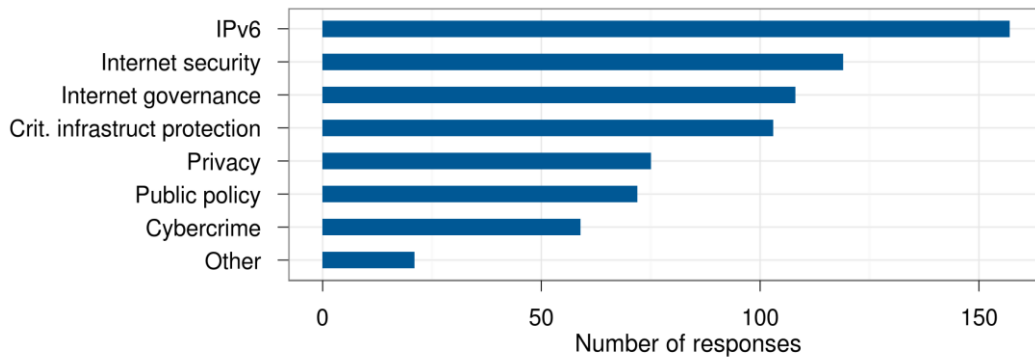


Respondents selecting “other” often specified interpersonal contact through an employee, a colleague, a friend or through another LIR. A few respondents indicated it was simply by searching for RIPE NCC.

Which RIPE NCC organized or sponsored events have you attended?



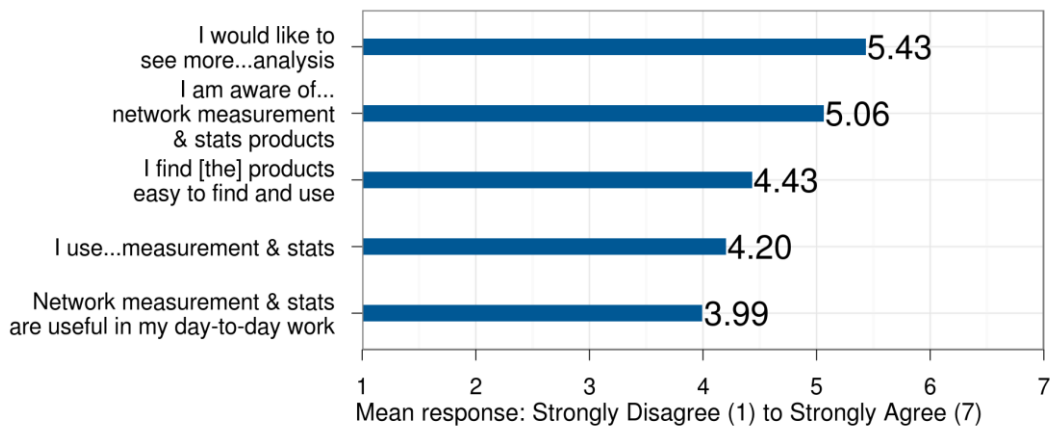
Areas of interest to non-member respondents



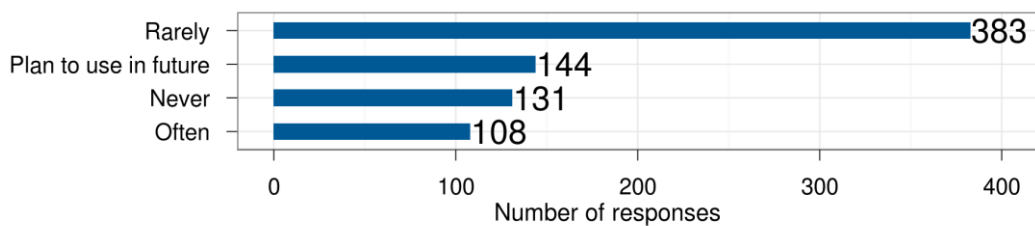
5. RIPE NCC Information Services and RIPE Labs

All members and non-member respondents were asked about RIPE NCC Information Services and their use of RIPE Labs.

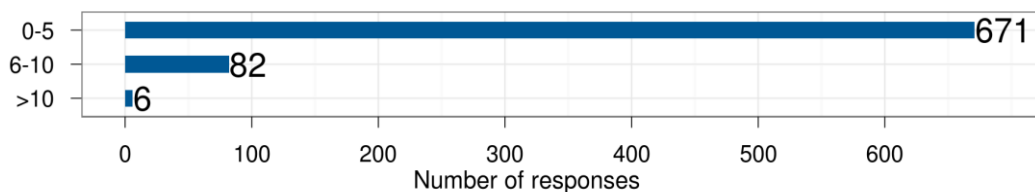
Information Services - General



How often do you use RIPE Labs?



How many times per month do you use RIPE Labs?



Non-member respondent comments regarding how to improve RIPE NCC measurements and statistics can broadly be summarised as follows:

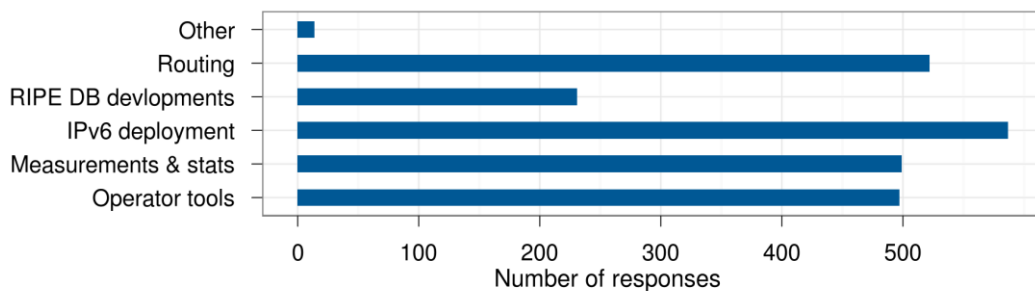
- RIPE Atlas is useful, but more awareness, visibility and accessibility to this service is needed
- Some non-members are still waiting for an Atlas probe
- More measurement points, data and probes are requested

Many member respondents shared their opinion with regards to how to improve RIPE NCC measurements and statistics. Similar comments often came up and can be summed up as:

- Consider including more measurements and statistics
- Several commented that they've never used this service
- User interface and tools can be improved
- Some pending requests for Atlas probes

In terms of subjects that respondents would like to see measurements and statistics on, there was very high interest shown for IPv6 deployment followed by Routing. Measurements and Statistics, and Operator Tools also seemed of great interest to respondents.

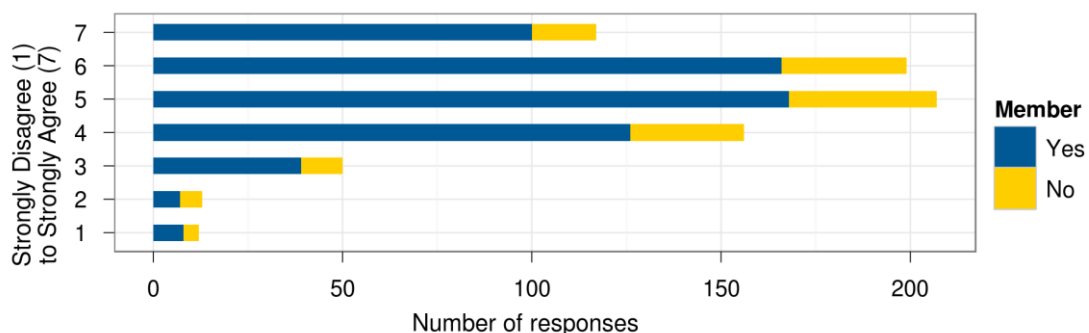
Subject areas on RIPE Labs of interest



6. Policy Development

All respondents were asked if they thought the RIPE Policy Development Process was an effective way of developing Internet number resource management policy. In general, respondents seem to agree with this. Fifty-four percent of respondents who answered this question gave a ranked score of 5 or higher.

Please rate: The RIPE Policy Development Process is an effective way of developing Internet number resource management policy

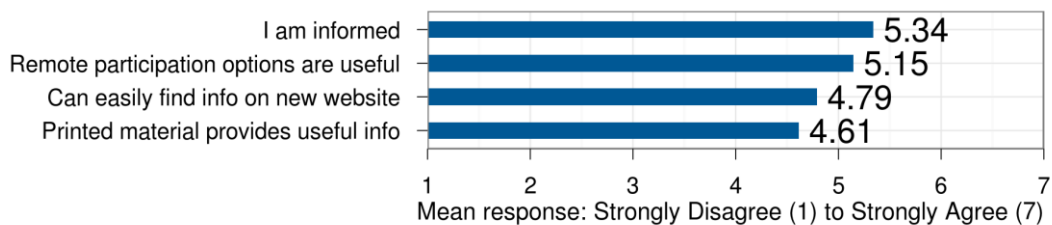


Some members commented on RIPE’s “slow” and “complex” procedure in developing policy. The principal reason given for this was the consensus-driven process that is currently implemented. Similar to non-member comments, some felt that this process needed to be more transparent and improved. Although certain members commented on the ineffectiveness of such a process, they acknowledged that they had no alternative solution and that the consensus-driven process was “fair” and “gave the best results”. A view was expressed that a lot of time in policy development was spent talking about aspects based on “feelings/intuition” rather than having discussions based on “evidence”.

7. Communications

Respondents generally tended to agree that they were adequately informed about the RIPE NCC’s activities and developments. Both members and non-members suggested communication channels on various platforms such as video conferencing, Twitter, YouTube, Skype or another type of IRC platform.

Communications - General



Members and non-members alike commented on reducing the amount of printed material produced by the RIPE NCC. Comments on this matter include “no need for printed material these days”, “if it’s important and relevant then have it on the website”, “paper is so 1997” and “remove posted [mailed] communications, pass the cost savings back to members”. Some suggested that material be published in PDF format and made available online.

8. RIPE Database and DNS Services

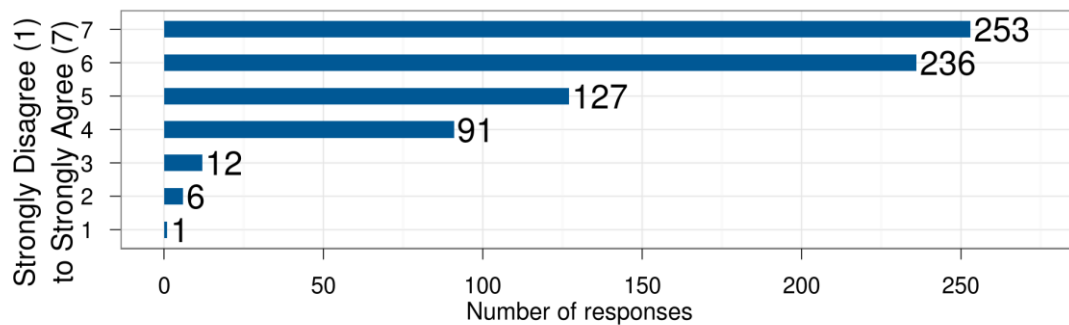
Respondents generally tended to think that the RIPE Database met their needs (5.64).

They were asked if there were any additional fields or further information on Internet number resources that they wished to see in the RIPE Database. Comments made by members and non-members were very similar and can be summarised as followed:

- The quality and usefulness of the data is very important
- Provide information on sponsoring LIRs
- Give geolocation and visual representations of data
- Have a more user-friendly interface

Respondents were also asked about reverse DNS services. Roughly 85% gave a ranking of 5 or higher regarding the quality, usability and reliability of reverse DNS services.

The RIPE NCC's reverse DNS service operates at a high level of quality, usability and reliability

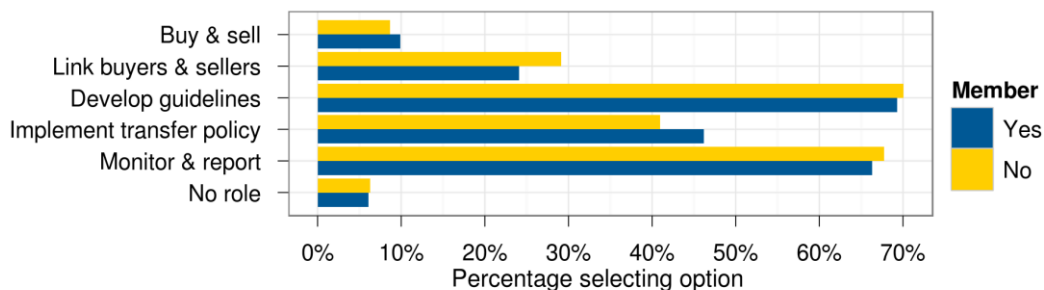


Although this is generally positive, some members said they had not used DNS or had not tried it yet. Several respondents, both members and non-members, stated that they sometimes ran into problems while using DNS services. Individual comments on these issues are available in Appendix 2.

9. IPv4 Address Space Administration

The RIPE NCC sought to understand what kind of role it should play in facilitating IPv4 address transfers. Respondents were asked to choose their preference from a list of roles.

Role the RIPE NCC should play in IPv4 address administration

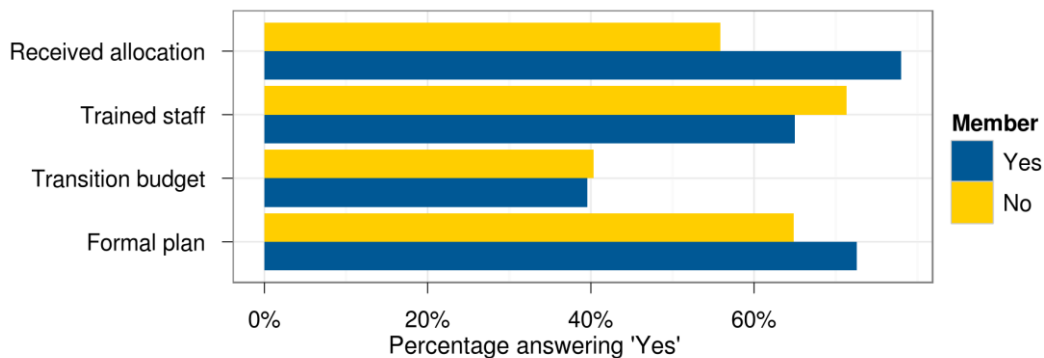


Respondents were also asked if the certification of Internet number resources was something they would consider using operationally. The mean score was 4.79. Individual comments on this, and other matters related to IPv4, are available in Appendix 2.

10. IPv6 Deployment

The section of the survey with the greatest number of responses was the one regarding IPv6 deployment, demonstrating how important the RIPE community sees this issue. The majority of respondents indicated that their organisation had a formal plan for IPv6 deployment, but many also said that they had no organisational budget reserved for IPv6 transition.

IPv6 readiness



RIPE NCC members were more likely to say that their organisation had a formal plan as well as say that they had staff trained for IPv6 deployment and that their organisation had received an IPv6 allocation/assignment. Non-members, however, were slightly more likely to say that their organisation had an IPv6 transition budget. It is important to note that certain respondents, especially non-members, may have responded no to these questions because they are not aware or informed about their organisation's IPv6 deployment plans.

Respondents were asked why their organisation had not received an IPv6 allocation or assignment if they indicated so. Both members and non-members gave similar reasons. These can broadly be summarised as follows:

- In the process of making a request or have not yet started
- Deemed unnecessary/lack of interest
- Lack of demand from users or customers
- Insufficient equipment and staff to support IPv6
- Transition costs are expensive
- IPv4 is sufficient for the organisation's needs

When closely examining these reasons, it becomes evident that many are interrelated. First, it is important to note that in some cases the question did not apply to certain respondents, who indicated that their organisation had not made the request. Often, these respondents were from an ISP organisation or did not have the technical knowledge in order to respond to the question properly.

Nonetheless, various respondents indicated that the main reason they had not yet made the transition was simply because their organisation was in the process of development or have not yet started. Such comments suggest that there is at least the eventual intention to request an IPv6 allocation or assignment.

Yet some respondents indicated they had "no plan to move to IPv6". This may be due to several different reasons. Some respondents stated that their organisation deemed the transition unnecessary or that there was a lack of interest or understanding on what it involved, especially at a managerial level.

Reasons for not deploying IPv6 are numerous. In general, the cause is not due to a sense of unwillingness on the respondents' behalf. More often than not, the reasons are external factors outside of respondents' control.

Respondents also indicated areas where they need assistance in deploying IPv6. The comments that most often arose were as follows:

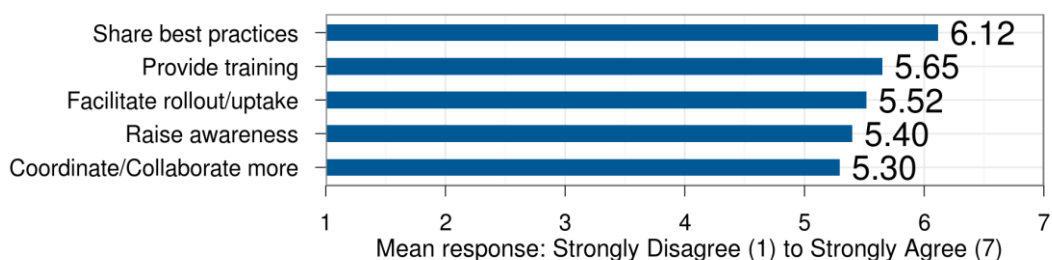
- Give examples and case studies of IPv6 deployment
- Offer more information/courses/training online and in different languages (better inform on the benefits of IPv6 and how to transition)
- Provide documents to help organisations develop a strategy plan
- Increase awareness on the issue
- Be more involved with certain stakeholders (e.g., inform ISPs and clients of the benefits and reasons to transfer, and get hardware vendors to provide technical changes in necessary hardware)
- Develop technical solutions to better support IPv6
- Provide financial support/funding for transition
- Formulate clear and forceful policies and strategies for IPv6 transitions
- Offer various incentives or create mechanisms to encourage direct action

Respondents were asked what information was needed to make a decision to deploy IPv6 in the next 24 months. Responses from members and non-members were similar and repeated points already mentioned above. They mainly indicated that they needed the following:

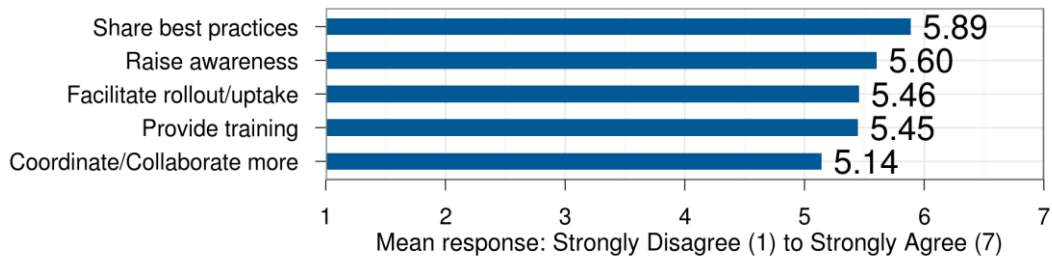
- More case study examples
- Step-by-step documentation on the procedures
- Statistics on customer demand and deployment in their region
- Lists of hardware and software that are IPv6 compatible
- Better technical support for deployment

Overall, respondents seem to support the idea of the RIPE NCC playing a strong role in encouraging IPv6 deployment.

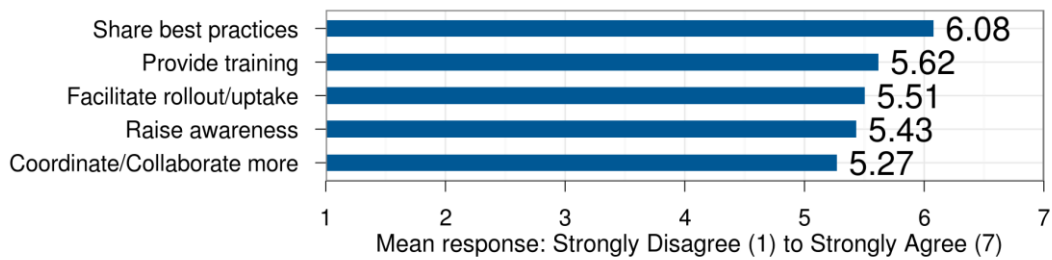
RIPE NCC members on the role the RIPE NCC should play



Non-RIPE NCC members on the role the RIPE NCC should play



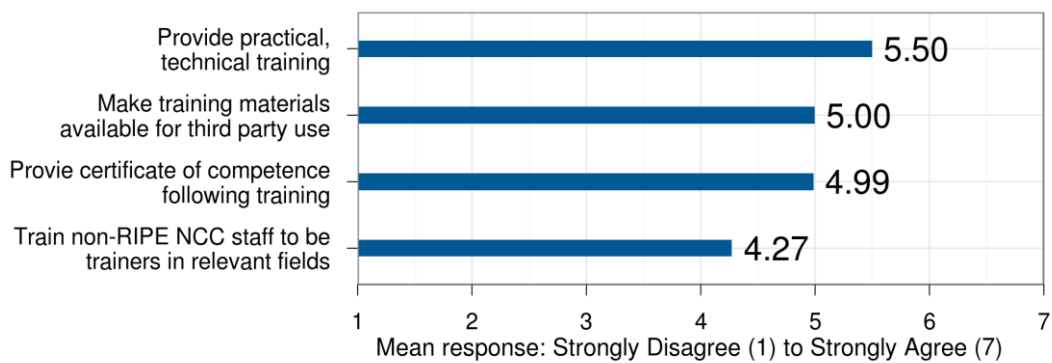
RIPE NCC members and non-members



Certain respondents wished to see the RIPE NCC take a more forceful action in encouraging related stakeholders to make the transition towards IPv6. They stressed that little more can be done by only talking to ISPs and technical staff. In short, the RIPE NCC is regarded as playing a very important role in the deployment and transition to IPv6. Many respondents seem to have either already made the move or are in the process of making the change.

11. Training and Education

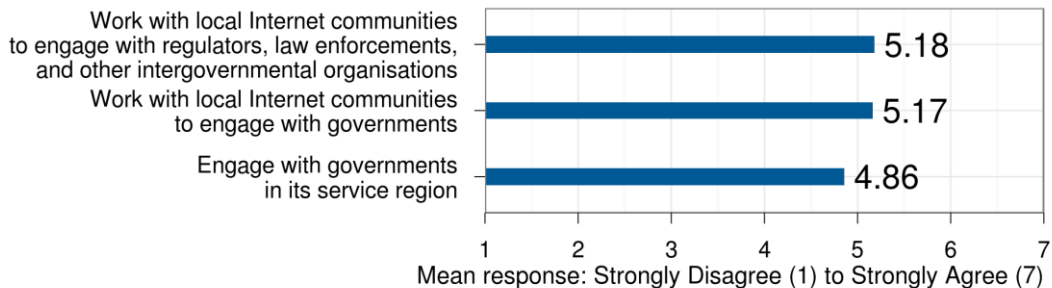
Overall, respondents seemed generally satisfied with the RIPE NCC’s training and education services.



RIPE NCC members seem to support training and education services, but comments indicate that not everyone agrees on with whom the RIPE NCC should share these services. Some respondents indicated that the RIPE NCC should not provide training on subjects that are already available commercially. Others requested better quality online training and documentation as well as additional “live” (either online or in-person) training in different countries and in different languages. The importance of properly trained staff in technical expertise was also mentioned frequently.

12. Internet Governance and External Relations

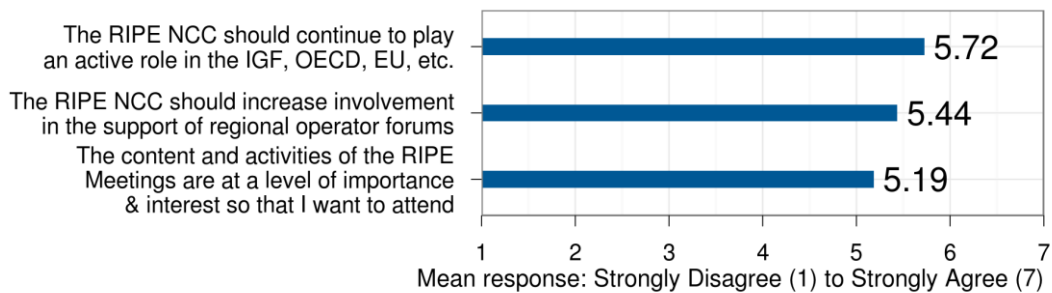
Although this section was open to all respondents, there was broad agreement from RIPE NCC members and non-members that the RIPE NCC should work with local Internet communities to engage with governments and with other stakeholders in the regions.



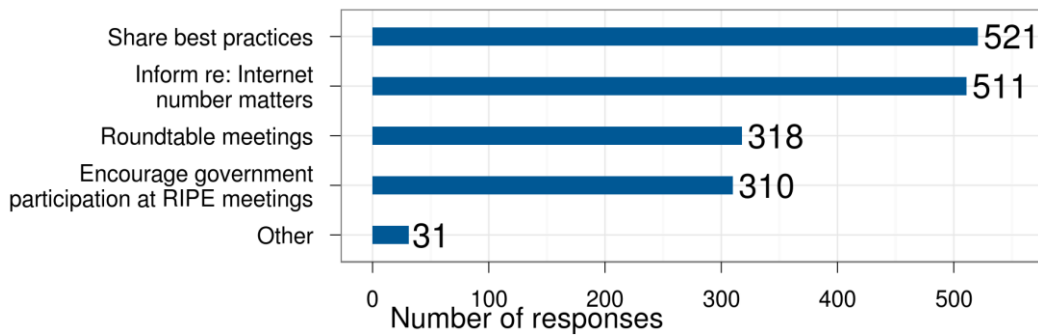
Some respondents suggested other ways for the RIPE NCC to engage with governments. These can broadly be summarised as:

- Act to ensure stability of the Internet infrastructure, regardless of government interference
- Enable more direct, open and transparent interactions between governments and Internet communities
- Collaborate with other international organisations and stakeholders such as ICANN, academic institutes, and commercial and industrial associations

Respondents were also asked how they felt about other topics related to Internet governance and external relations. Overall, they generally agreed with the statements below:



A large number of respondents favoured the sharing of best practices and providing information on Internet number resource-related matters as the best way the RIPE NCC could allocate its resources to Internet governance and external relations.



Comments suggest that respondents would like the RIPE NCC to continue to play an active role with other stakeholder organisations rather than be involved with national or local government bodies.

Overall, comments from respondents seem to indicate that the RIPE NCC should better define its role or position regarding Internet governance and external relations. Often, sentiments on what this role should be were not unanimous. There were however indicators that the RIPE NCC should focus attention more on increasing relations with international organisations and Internet bodies, rather than with national or local governments. Opinions on how the RIPE NCC should proceed on these issues diverged.

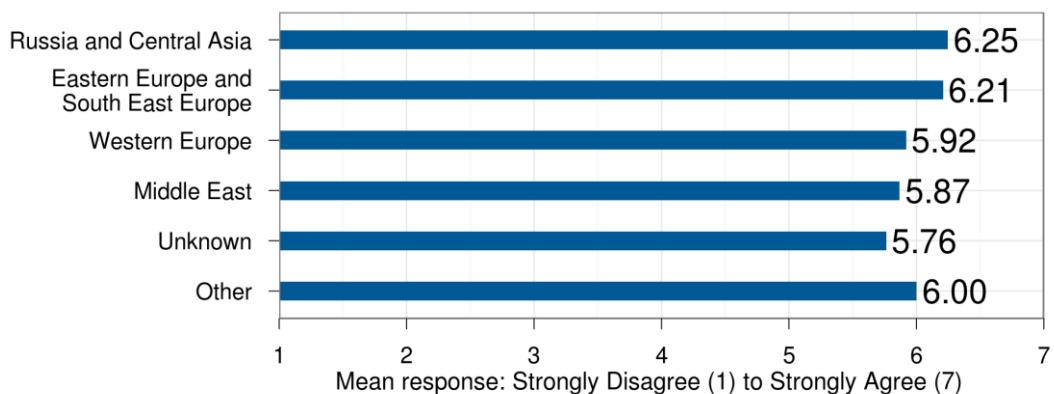
There are also signs that the RIPE NCC should find ways to make meetings and activities more inclusive and accessible to new members, members in different regions and related stakeholders.

13. Stakeholder Responses by Region

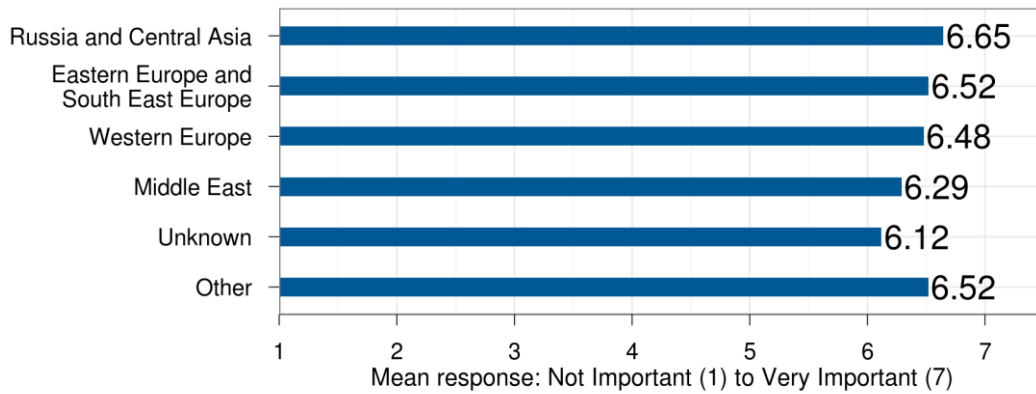
The Russia and Central Asia region consistently gave the highest ratings on the RIPE NCC. The Middle East and the Eastern Europe and South East Europe regions were consistently above the overall average.

Across practically all questions, the Western Europe region ratings were slightly below the overall average. Some examples of key questions are given below.

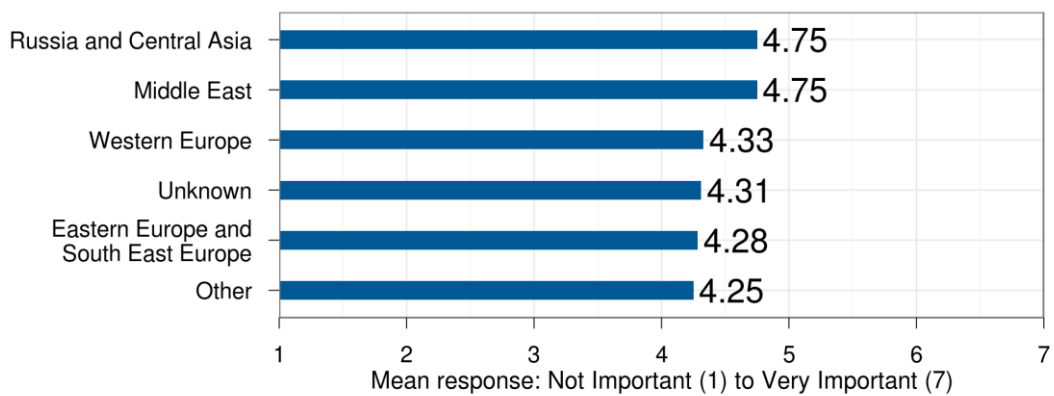
Overall, the services provided by the RIPE NCC are satisfactory



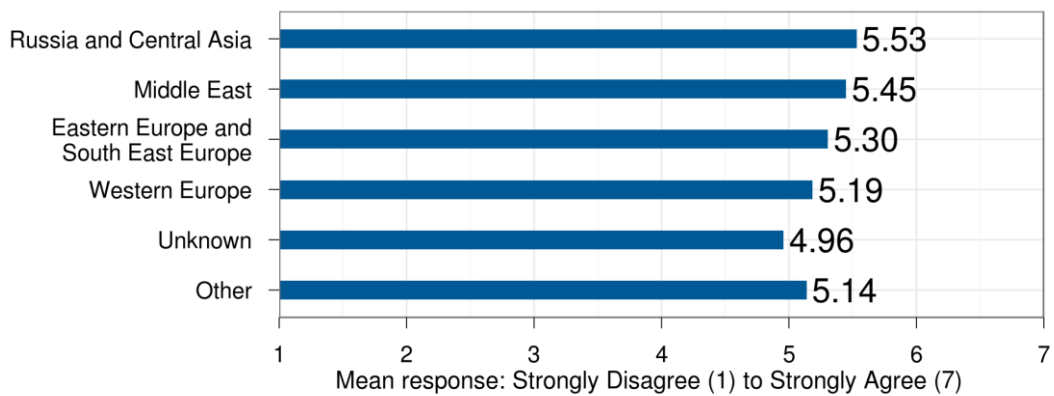
Resource registration including the RIPE Database – Importance



Outreach activities – Importance



The value members get from the RIPE NCC justifies the cost



C. Key Findings

General Services

Overall, member respondents feel that the RIPE NCC is doing a good job, as evidenced by the high score of 5.96 received for “General satisfaction with the RIPE NCC.” There was also strong support for the operational model of the RIPE NCC, which scored 5.66.

The services that scored as being most important for RIPE NCC member respondents were:

- RIPE Database/Registration Services
- Reverse DNS
- Registration Information Service (RIS)
- Training Services
- K-root
- Meetings

Of the requests for improvements to RIPE NCC services, the most notable were:

- More multiplatform services, such as live chat and video conferencing
- The RIPE Database should be easier to update
- More statistics that are also easier to find
- More user-friendly interfaces

Resource Distribution

All statements on resource distribution services scored highly, receiving scores above five. In this section, RIPE NCC indicated that the following areas where services could be added or improved upon:

- Make resource distribution as straightforward and transparent as possible
- Make the LIR Portal more user-friendly
- Have clear and simple guidelines on resource distribution
- Improve response quality and speed for helpdesk services
- Provide more guidelines and support for new members

Billing and Administration Services

Members appear to be satisfied with the RIPE NCC’s billing and administration services. They also provided suggestions to help them with payment and billing:

- Accept payments from credit cards and allow members to use PayPal
- Fairness should be the most important factor in any fee structure
- Review the fee structure for small and medium-sized organisations
- Facilitate alternative payment methods for members living in countries with complicated banking systems

Multi-stakeholder Interaction

Non-member stakeholders who participated in this survey generally seemed to appreciate the RIPE NCC’s work in the community. These respondents were most interested in IPv6, Internet security and Internet governance.

Non-member respondents also requested that the RIPE NCC should:

- Continue the current work and actions with multi-stakeholder groups
- Develop further awareness around RIPE Meetings and activities among multi-stakeholders, in all parts in the RIPE NCC service region

RIPE NCC Information Services and RIPE Labs

Most respondents are aware of RIPE NCC Information Services and RIPE Labs but felt they could benefit from awareness raising and promotion. Common requests in this section were:

- Provide more statistics, measurements and analysis
- Have easier access to tools and user-friendly interfaces
- Improve tools such as BGPlay and add more measurement points and probes
- Produce more articles on IPv6 deployment, routing, measurements and statistics, and operator tools
- Refine the RIPE Atlas probe service

Policy Development

Respondents in this section generally felt that the RIPE Policy Development Process was somewhat difficult to use but was the fairest approach to arriving at policy for the RIPE community. Suggestions on improving the process were:

- Encourage RIPE NCC members and other stakeholders who never participate in policy development to become more involved in the process
- Use the current consensus-driven approach but try to implement measures to speed up the process
- The RIPE NCC should provide more impact analysis to help the community

Communications

By and large, respondents were satisfied with the RIPE NCC's communication services. There was general support for reducing the amount of printed material and focusing instead on communicating through electronic means.

Email was by far the most preferred method of receiving information, but there was also plenty of support for:

- A live chat service
- Educational and informational videos
- Development of social media (especially Twitter) to communicate and inform
- Provision of RSS feeds
- Creating an online newsletter that would be regularly updated
- Having the ability to opt in and opt out of receiving certain types of emailed communication

RIPE Database and DNS Services

The RIPE Database and DNS Services were clearly highly valued by respondents. There were a number of useful suggestions for further development of these services:

- Improve the quality and usefulness of data in the RIPE Database
- Show the date of modifications to data in the RIPE Database
- Develop geolocation services
- Show sponsoring LIRs in the RIPE Database
- Fix bugs in DNS Services

IPv4 Address Administration

There is a strong sense that the RIPE NCC has a role to play in IPv4 address administration. The majority of respondents want the RIPE NCC to develop guidelines for IPv4 transfer and believe that the RIPE NCC should monitor and report these transfers.

Other points that came across strongly in the survey include:

- The RIPE NCC should take a strong stance on IPv4 address administration
- The RIPE NCC should check the usage of IP address blocks and expose LIRs who do not use them correctly

IPv6 Deployment

Most respondents' organisations have a formal plan for IPv6 deployment. However, many do not have a budget for IPv6 transition. There was again a strong sense that the RIPE NCC should play a pivotal role in IPv6 deployment, especially by sharing best practice information with stakeholders and providing adequate support to take up IPv6.

Other points that were raised were:

- Increase information, support and resources on IPv6 deployment and offer them in different languages
- Act as a liaison between different stakeholders so each party can understand their role and responsibility in IPv6 deployment

Training and Education

Training and education was highly appreciated as a RIPE NCC service. Many thought that the training and education services are very good and important. However, some felt the training should focus more on the technical/practical side, as well as attempt to offer training or material that is not already available or commercialised.

Other areas identified were:

- Offer more online and multilingual training
- Hold training session in more countries
- Make training materials available for members
- Ensure trainers have the technical knowledge necessary to administer training
- Provide more instructional videos and practical guides

Internet Governance and External Relations

Respondents felt that the RIPE NCC had a role to play in informing about best practices in Internet governance and resource management. There was an inclination for building relationships with other concerned organisations and bodies in the Internet community. A common thread, in this and other sections, was that the RIPE NCC needs to find ways to involve stakeholders and members who do not usually participate in RIPE community discussions and activities.

The main findings that emerged from this section can be summarised as:

- Continue to clearly define the RIPE NCC's role or position regarding Internet governance and external relations
- Provide outreach to other sectors
- Provide more regional outreach
- Play an active role in intergovernmental organisations and discussions
- Make RIPE Meetings and other RIPE NCC activities more accessible to new members and related stakeholders in all regions

Thank you for your participation. This survey will be used by the RIPE NCC to assess its current service offering and shape its strategy for the years ahead. The RIPE NCC carries out these large-scale surveys every three years. They are extremely important in finding out the views of RIPE NCC members on the direction the RIPE NCC should be taking as an organisation.

For the first time, the RIPE NCC is also asking for feedback from stakeholders, other than RIPE NCC members, in its service region. These people are engaged in areas relevant to the work of the RIPE NCC and, as such, their opinion is also of value.

An independent third party, the Oxford Internet Institute (OII), will conduct the analysis of the data. Any information that may identify the respondent will be removed by the OII and will not be made available to the RIPE NCC or published in the report. Anonymity is completely assured.

Questions in the survey mostly ask you to make a rating from 1 to 7 or are open questions where you can make a comment. If you have no opinion on a question, you will be able to skip it or leave it blank. The survey should take no longer than 20 minutes to complete.

The survey refers to a number of services offered by the RIPE NCC and a number of potential services that it might develop in collaboration with the RIPE community. A list that gives background information on these services is available at:

<https://www.ripe.net/survey/background>

Again, we thank you for participating in this important project.

Opening Section

1. Are you a RIPE NCC member?

Yes

No

General

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
Overall, the services provided by the RIPE NCC are satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please rate the following from 1 to 7, 1 being Not important and 7 being Very important.

	1 - Not important	2	3	4	5	6	7 - Very important
Resource registration including the RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reverse DNS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RPKI - certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Due diligence - audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet number resource transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geolocation information update service (proposed service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Database reputation services (proposed service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPEstat (in development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historical resource information (in development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings coordination/organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-root operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secondary DNS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet community support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TTM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routing Information Service (RIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Atlas (in development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Do you have any other comments about the RIPE NCC's general services?

Resource Distribution

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The procedure for obtaining Internet number resources (IPv4, IPv6 and ASNs) from the RIPE NCC is clear and straightforward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's Registration Services are satisfactory and timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's Registration Services Department provides appropriate responses to technical and service enquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The features on the LIR Portal that support resource request and resource management are satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Do you have any other comments to make on resource distribution?

Billing and Administration Services

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE NCC provides timely and appropriate responses for billing and administration inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC fee structure is set up fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal features to support billing and administration are adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. If the RIPE NCC changed its fee structure, what would be the most important qualities of that fee structure to you?

[Rank 1 - 4 in order of preference, 1 being the most important]

Predictability	<input type="text"/>
Fairness of distribution	<input type="text"/>
Transparency	<input type="text"/>
Simplicity of structure	<input type="text"/>

3. The RIPE NCC currently offers two methods to pay bills (bank transfer and Triple Deal). Are there other payment options you would like to see provided?

[Choose as many as appropriate]

- The current payment options are fine
- PayPal
- Local bank account
- Other (please specify)

4. Do you have any other comments about Billing, Payment and Administration Services?

Multistakeholder Interaction

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The work carried out by the RIPE NCC is relevant to my activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How did you become aware of the RIPE NCC?

- Direct contact from the RIPE NCC
- Conference presentation
- Industry referral
- Other (please specify)

3. Which RIPE NCC organised or sponsored events have you attended?

[Choose as many as appropriate]

- RIPE Meeting
- RIPE NCC Roundtable Meeting
- RIPE NCC Regional Meeting
- Other (please specify)

4. Which of the following areas are of interest to you?

[Choose as many as appropriate]

- Internet governance
- IPv6
- Critical Internet infrastructure protection
- Internet security
- Cybercrime
- Public policy
- Privacy
- Other (please specify)

5. Do you have any other comments about the RIPE NCC?

RIPE NCC Information Services and RIPE Labs

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
I am aware of the RIPE NCC network measurement and statistics products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use RIPE NCC network measurement and statistics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find RIPE NCC network measurement and statistics products easy to find and use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE NCC network measurements and statistics are useful for my day-to-day work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to see more impartial RIPE NCC analysis of network events, such as major disruptions, attacks or traffic surges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Do you have other comments or suggestions for improving RIPE NCC measurements and statistics?

3. How often do you use RIPE Labs?

- Never
- Rarely
- Plan to use in future
- Often

4. How many articles approximately do you read on RIPE Labs per month?

- 0-5
- 6-10
- 11-15
- More than 15

5. Which of the following subject areas on RIPE Labs are of interest to you?

[Choose as many as appropriate]

- Operator tools
- Measurements and statistics
- IPv6 deployment
- RIPE Database developments
- Routing
- Other (please specify)

6. Do you have any other comments or suggestions about RIPE Labs?

Policy Development

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE Policy Development Process is an effective way of developing Internet number resource management policy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Do you have any other comments about the RIPE Policy Development?

Communications

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
I am adequately informed about the RIPE NCC's activities and developments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How would you like to be kept informed by the RIPE NCC about activities and developments?

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at RIPE Meetings are useful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily find information I need on the new RIPE NCC website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The printed material distributed by the RIPE NCC (for example, the Member Update, RIPE NCC Annual Report) provides me with useful information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Are there other means of communicating with the RIPE NCC that you would like to be made available?

5. Do you have any other comments about RIPE NCC Communications?

The RIPE Database and DNS Services

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE Database meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Are there additional fields or further information on Internet number resources that you would like to see in the RIPE Database?

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE NCC's reverse DNS service operates at a high level of quality, usability and reliability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any other comments about the RIPE Database and DNS services?

IPv4 Address Space Administration

1. Some RIPE NCC members have suggested that the RIPE NCC should play a role in facilitating IPv4 address transfers. The following is a list of possible roles, from the least active to the most active. Please choose the role or roles that you think the RIPE NCC should play.

[Choose as many as appropriate]

- No role
- Monitor and report
- Just implement transfer policy
- Develop guidelines for transfer
- Link buyers and sellers
- Actually buy and sell

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
Certification of Internet number resources is something you would consider using operationally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Do you have any other comments about IPv4 depletion?

IPv6 Deployment

1. Does your organisation have a formal plan for IPv6 deployment?

- Yes
- No

2. Does your organisation have an IPv6 transition budget?

- Yes
- No

3. Does your organisation have staff trained for IPv6 deployment?

- Yes
- No

4. Has your organisation received an IPv6 allocation/assignment?

- Yes
- No

IPv6 Deployment

1. Why has your organisation not received an IPv6 allocation/assignment?

IPv6 Deployment

1. Please suggest some ways the RIPE NCC can help you with the take-up of IPv6.

2. What information do you need to make the decision to deploy IPv6 in the next 12-24 months?

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
I think that the RIPE NCC should play a role in facilitating IPv6 rollout/uptake.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should increase efforts to raise awareness among stakeholders about IPv6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC needs to carry out more coordination and collaboration with local Internet communities to help facilitate IPv6 uptake.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should provide practical hands-on training to help with the uptake of IPv6 where needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should share best practice information with stakeholders to help with IPv6 take-up.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any other comments to make on IPv6?

Training and Education

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE NCC should provide a certificate of competence following training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should train non-RIPE NCC staff to be trainers in relevant fields.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should make training materials available for third party use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should provide practical, technical training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Have you accessed the RIPE NCC's E-Learning services?

- Yes
 No

3. Do you have any other comments about Training Services?

Internet Governance and External Relations

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE NCC should engage with governments in its service region.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should work with local Internet communities to engage with governments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should work with local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. 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]

- Inform government officials on matters that concern Internet number resource management.
- Share best practice information.
- Encourage more government participation at RIPE Meetings.
- RIPE NCC Roundtable Meetings for governments and related bodies.
- Other (please specify)

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

	1 - Strongly disagree	2	3	4	5	6	7 - Strongly agree
The RIPE NCC should continue to play an active role in the Internet Governance Forum, OECD, European Commission, Council of Europe, League of Arab States and other bodies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content and activities of the RIPE Meetings are at a level of importance and interest so that I want to attend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should increase involvement in the support of regional operator forums (for example, NOGs, IPv6 groups, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any other comments about external relations and Internet governance?

Closing Section - Respondent information

1. Email:

2. Organisation:

3. Gender:

M

F

4. Country:

5. Type of organisation:

- Large ISP/Carrier
- Small ISP
- Hosting company/Mainly content company
- Mobile operator
- E-commerce
- Data centre operator
- Equipment manufacturer
- Equipment reseller
- Consultancy
- Government department
- Other for profit Internet company
- Other for profit non-Internet company
- Regulator/Policy
- University/College
- NREN
- Internet Exchange Point
- DNS ccTLD/gTLD
- RIR
- Other not-for-profit Internet company

6. Position/Title:

- Network Operator/Engineer
- Systems Administrator
- Programmer
- Non-Engineering Staff
- Engineering Manager/Leader
- Corporate Manager/Leader
- Research
- Student or Intern
- Public Policy Maker
- Government Staff
- Other (please specify)

7. Size of company:

- Up to 50 employees
- 51-250 employees
- 251-2,500 employees
- More than 2,500 employees

Appendix 2: Responses to Open-Ended Questions

The RIPE NCC Membership and Stakeholder Survey 2011 asked respondents to comment on open-ended questions. All comments are provided below. The responses are anonymised and indicate only the region the respondent is from and if they are a RIPE NCC member. There were 825 respondents from over 60 countries in the RIPE NCC service region and beyond. If a respondent did not indicate a country, the comments are simply classified as Member or Non-member.

General RIPE NCC services

Comments by respondents about RIPE NCC's general services are summarised as follows:

- Training Services is very important
- Geolocation and historical information could be very useful
- Training could be more technical
- Routing services are important and useful for everyone
- The new website is harder and slower to use than the old website. It needs improvement
- Reduce amount of printed material
- The RIPE Database interface could be more user-friendly
- Information services could be improved or better advertised
- The RIPE NCC should stick to core services

Member respondents were also asked which other services they would like to be offered by the RIPE NCC. Ideas were numerous, but can generally be summarised as follows:

- Expand on e-learning, documentation and training courses online as well as offline in more locations
- Perform yearly RIPE Database audit to maintain and improve
- Coordinate Geo IP information with other RIRs, such as ARIN and APNIC
- Report unauthorised announcements of ASNs in Border Gateway Protocol (BGP)
- Provide exact geolocation and exact identification of mailbox abuse by IP for automated services
- Offer faster and improved helpdesk services
- Provide more IPv6 support, documentation, statistics, and report on use with an API application to monitor and update traffic and deployment
- Focus on creating user-friendly interfaces and tools that allow anyone (regardless of technical experience) to interact with the RIPE Database and website
- Offer fewer services at lower costs

Member respondents were also asked how the RIPE NCC could improve access to its customer services. Suggestions were again quite broad and diverse, but they can mainly be summarised as follows:

- Make the LIR Portal more user-friendly, and include integrated updates and multilingual options
- Provide single logins for all services and tools
- Offer multilingual services or services in local language
- Use online technologies, such as Skype or a chat client, to support customers
- Include a phone service for customer support
- Simplify services and make them more intuitive to use

Do you have any other comments about the RIPE NCCs general services?

Member from Middle East

No

Member

No

Member from Western Europe

About training courses, they should be given by technical people that could resolve properly questions from alumni. In routing registry training course this aspect is very important: teachers should have deep knowledgement about bgp peerings and usual policies that peers apply in their routers.

Member from Middle East

The RIPE Training Services is very important, professional and useful

Member from Russia and Central Asia

No.

Member from Western Europe

Please keep up the good work!

Member from Russia and Central Asia

Thanx a lot :)

Member from Middle East

No

Member from Western Europe

Updating the RIPE Database should be easy to update, too hard to update now. Try a simple layout

Member from Eastern Europe and South East Europe

No, I do not.

Member from Eastern Europe and South East Europe

No, they are already at high level.

Member from Russia and Central Asia

No

Member from Western Europe
The services are very complicated to manage.

Member from Western Europe
Stop sending out paperwork in the post for new members by courier. Use PDF!

Member from Western Europe
Ripe meetings should more accessbol and cheaper for the smaller members

Member from Middle East
NO, Thanks

Member from Western Europe
Web access to services needs a complete overhaul.

Member from Western Europe
No.

Member from Western Europe
When communicating, you clearly know your subject because its what you do all day everyday. Spare a thought for those whom are low touch with the NCC.

Member from Western Europe
No my interaction with RIPE has been without problems

Member from Western Europe
More training in or near Western Europe

Member from Eastern Europe and South East Europe
We are satisfied with RIPE NCC support they provide day to day

Member from Western Europe
database queries/searches should be made easier

Member from Western Europe
Working with Ripe NCC is always a pleasure.

Member from Russia and Central Asia
Everything is AllRIPE!

Member from Russia and Central Asia
Very helpful technical support during audit.

Member from Western Europe
The developpment of Routing services is important andsd usefull for us.

Member from Western Europe
Overall services are very good and useful.

Member from Russia and Central Asia
Webupdates should be more convenient in updating multiple object - e.g. maintainer session (no need to enter password every time), a better (web 2.0 ?) update forms.

Member from Russia and Central Asia
quiet a good job keep it fair and transparent

Member from Russia and Central Asia
You make some very usefull services. They are thought as a origin part of Internet.

Member from Russia and Central Asia
Many thanks for your work

Member from Russia and Central Asia
Maybe slightly faster response to members requests about allocations.

Member from Western Europe
Reliable.

Member from Eastern Europe and South East Europe
Improve the searching through the database. Maybe make the objects more graphical or make profiles with all the objects for all LIRs.

Member from Western Europe
The RIPE-NCC should concentrate on its core mission: management of IP addrsses ASN

Member
The txt file format can be updated.

Member
NOne

Member from Eastern Europe and South East Europe
keep up the good work

Member from Western Europe
NO

Member from Western Europe
No

Member from Western Europe

RIPE should be more lenient when considering allocation requests

Member from Russia and Central Asia

No, I don't have.

Member from Western Europe

The database is EXTREM slow and something is wrong with the certificate (allways get error message). The DB search is not userfriendly (you must be an expert by using it)

Member from Western Europe

None

Member from Western Europe

no

Member from Russia and Central Asia

Yes, of course. I think that proposed services like Geolocation information update service or Historical resource information will be very useful for RIPE Community.

Member from Western Europe

No.

Member from Western Europe

none,yet

Member from Western Europe

Training is important, however there are no sessions in Western Europe (that I have seen). It is difficult to justify a trip to another country just for an "administrative training session that bring no certification" to management...

Member from Eastern Europe and South East Europe

no

Member from Western Europe

No

Member from Western Europe

None

Member from Middle East

it ok , but should be more user friendly

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

no

Member from Russia and Central Asia

There are very important services available now. RIPE NCC is very authoritative organisation!

Member from Eastern Europe and South East Europe

Regular audit and feedback for every ticket opened by the members to assess the work.

Member from Eastern Europe and South East Europe

Focus on trainings and meetings in countries like Eastern Europe and South East Europe.

Member from Middle East

no

Member from Middle East

No

Member from Western Europe

Financially there is quite a high barrier of entry to RIPE NCC services for smaller companies, perhaps a stripped down basic service could be offered for Extra Small LIRs where they receive resource registration services only with no meetings etc. and have to pay for training which could then be supplemented with freely accessible online training such as videocasts/screencasts

Member from Western Europe

RIPE staff are professional and courteous; it is always a pleasure to work with them.

Member

Very helpfull team!

Member

No comments

Member from Middle East

Should clearly outline the requirements for secondary name services; beside current resources allocation is too complicated.

Member from Western Europe

Since the website has been changed, it's very very slow. Can this please be fixed? We use it a lot for daily business and it costs a lot more time now. I would also prefer to have the whois box back at the main page :-)

Member from Western Europe



Important to focus on core activities and meeting the needs of the community without too much scope creep.

Member
no

Member from Western Europe
TTM important but expensive

Member from Western Europe
Excellent thus far. However the new website layout is a bit resource hungry.

Member
No

Member from Western Europe
You're doing a great job.

Member from Middle East
ripe database access needs a new frontend

Member from Russia and Central Asia
No

Member from Western Europe
Excellent mail support :)

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No.

Member from Russia and Central Asia
BGPviz: the flash interface is buggy.

Member
no

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Member from Western Europe
no

Member from Western Europe
Very friendly

Member from Russia and Central Asia
good, very good, hope to be better in future

Member from Western Europe
For ATLAS probe, a certain level of control must be available to the ISP who installed it on its network

Member from Western Europe
none

Member
I like the Atlas project i have a probe

Member from Western Europe
Not at this moment.

Member from Western Europe
RIPE NCC should offere services requested by the community. If the service is expensive it should be discussed by the GM before it is offered to the community.

Member from Western Europe
I believe the process to present new service ideas before the community and get input on the value and benefits to the community needs to be improved and followed much better than today.

Member from Russia and Central Asia
no

Member from Western Europe
No.

Member from Western Europe
These are of a very high standard

Member from Western Europe
Applying for IP resources for the first time was somewhat overwhelming. I'd encourage paying attention to HOWTO documents regarding DB updates and general process.

Member from Western Europe
Some cleverness in user interface (including speed of response, and aligning the interface to operational usage) could go a very long way in improving adoption of the web based services such as RIS and TTM.

Member from Western Europe

The NCC is caught between the needs of the community (to postpone resource exhaustion/act fairly) and the needs of individual LIRs. This is a tough balancing act, and can lead to frustration if it is not communicated well.

Member from Western Europe

No

Member from Western Europe

While lot of other projects the RIPE NCC are interesting and of general benefit to the Internet, I don't think all of them can be justified by the member (=RS) fees, as the RS services go down (due to the IPv4 depletion). Some non-core services of the RIPE NCC may need to be financed separately. The RIPE NCC should engage in an active dialogue with its membership about this, before it becomes an issue of dissatisfaction.

Member from Western Europe

at the moment I'm satisfied, I get the service I need

Member from Western Europe

hope ripe can accept paypal

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

Services are well organised and adjusted to members' needs.

Member from Western Europe

Cooperation's working group has to be more present, enforcing its presence and acts with governments.

Member from Western Europe

Would be useful for RIPE NCC staff to assist organisations in making a decision about whether membership is a good or bad decision.

Member from Western Europe

None

Member from Western Europe

The new website is harder to navigate than the old and the search function could be improved.

Member from Western Europe

No

Member

No.

Member
no

Member from Eastern Europe and South East Europe

Actually I did not have heard on Outreach activities much, so I only asked google what is all about. And I did not even know that RIPE has something to do with Secondary DNS.

Member from Western Europe

The speed of the new website in IE8 is terrible..

Member from Western Europe

A LIR is a bureau that registers PI space on behalf of third parties, however, RIPE seems to encourage those third parties to become a LIR themselves, so what's the fucking use of being a LIR in the first place.

Member from Western Europe

Yes, they work ;-) No seriously, they do.

Member from Western Europe

You are hugely wasteful of members' money -- sending glossy annual reports in the mail, etc. Staffing levels also seem huge for what you do. Please consider reducing the size of the organization and reducing membership fees.

Member from Western Europe

No.

Member from Western Europe

Try to make the website simpler and more consistent. The current setup reminds me of the nineties :- (The fax requirement seems quite odd. Who still uses faxes?

Member from Russia and Central Asia

No, I don't.

Member from Eastern Europe and South East Europe

Generally, RIPE NCC's general services are very useful

Member from Middle East

Nothing is left .. everything is mentioned.

Member from Western Europe

no

Member from Western Europe

very happy

Member from Western Europe

No

Member from Western Europe
Training could be more deeper. I'd attended both LIR and IPV6 and they dont provide that much details in dept.

Member
No.

Member from Western Europe
(The ones I have not marked up either I did not use or have not had time to research for -i.e. K-root, outreach,ttm, reputation and RIPEstat)

Member from Western Europe
i feel ripe should just be handling resource allocation requests, and that virtually all other functions would be best handled by other parties.

Member from Russia and Central Asia
all very conveniently and efficiently

Member from Western Europe
I'm mssing running the ENUM registry ? Also missing DNSMON ?

What other services would you like the RIPE NCC to offer?

Member from Middle East
do a training services in our country "Saudi Arabia"

Member from Western Europe
yearly/bi-yearly ripe dbm audit - go over with lir's how their dbm is doing; what they should do better/change etc with how they maintain their db's, to stop them drifting too much into bad practices

Member from Western Europe
Co-ordinate with other RIRs such as ARIN and APNIC to update the Geo IP information.

Member from Middle East
Blacklists, black-hole

Member from Russia and Central Asia
to provide real time dashboard services.

Member from Western Europe
More lobbying activity around DNSSEC, training courses on DNSSEC, and assistance to ISP's (and enterprises?) for setting up the operational procedures around DNSSEC.

Member

IRR database mirror

Member from Western Europe
broader (paid) (technical) training for members

Member from Russia and Central Asia
special access to irr RADB

Member from Middle East
None whatever you have now and are new developing are excellent enough

Member from Western Europe
Courses about Internet, dns, etc.

Member from Eastern Europe and South East Europe
None.

Member from Eastern Europe and South East Europe
-

Member from Russia and Central Asia
Not yet

Member from Russia and Central Asia
expand e-learning cources and trainings

Member from Western Europe
Nothing special in mind.

Member
All good.

Member from Western Europe
Easy screening of our ripe records, More accessbol web management interface with an easy. One login for everything so you don't need type your pwd everytime you do an update

Member from Western Europe
training services on the RIPE meetings

Member from Middle East
Maybe BGP training for LIR

Member from Western Europe
As a trusted part of the Internet infrastructure, it would be great to see RIPE offer an SSL CA service.

Member from Western Europe



Nonoe.

Member from Western Europe

RIS and RIPE Atlas are very good services, please continue to have good ideas like this.

Member from Eastern Europe and South East Europe

Historical resource information would be very important and useful

Member from Russia and Central Asia

RIPE know it much better than me :)

Member from Eastern Europe and South East Europe

Service reporting unauthorized announcements of ASNs in BGP, as does the portal Cyclops (which somehow produces false alarms lately).

Member from Russia and Central Asia

sorry, have no idea.

Member from Western Europe

help for IPV6 developpment and implementation

Member from Western Europe

none, at this moment.

Member from Russia and Central Asia

Exact geolocation and exact abuse mailbox by IP - for automated services. It is possible to find these with WHOIS, but oftenly human is required to understand the data and probably find it in the right place.

Member from Russia and Central Asia

so far can't think of any

Member from Russia and Central Asia

ipv4 market

Member from Russia and Central Asia

Store mail exchange in cloud. It's very uncomfortable to look for old letters in my email box.

Member

Happy at the moment

Member

none

Member from Western Europe

Extensive documentation for training purposes

Member from Russia and Central Asia

Something like ARIN wiki, especially in IPv6-section. There are almost nothing success stories and examples with migration from IPv4 to IPv6 and so on, while it's very important.

Member from Western Europe

all time I had some questions, I never got a professional helpdesk service. Why do you offer helpdesk then?

Member from Western Europe

none

Member from Russia and Central Asia

Services of fast answers would be very usefull. Some services like online chat or video conference. In addition to it RIPE NCC could conduct some online trainings in live transmission.

Member from Western Europe

Nothing I can think of.

Member from Western Europe

none,yet

Member from Western Europe

I'm satisfied with the services available now

Member from Western Europe

None

Member from Eastern Europe and South East Europe

Managed DNS Paid support for tickets for newbies

Member from Eastern Europe and South East Europe

It's ok

Member from Middle East

ntp,public dns

Member from Middle East

I think the current is enough

Member from Western Europe

None

Member from Western Europe

DNSSEC training

Member from Middle East
Routing & DNS

Member
Maybe recommendation on tools and best practices.

Member from Middle East
free managed name services as secondary; i.e. RIPE NCC should allow its customer to have a web interface so they can update their DNS records. Also it be great if RIPE NCC provide free online courses and some kind of training 2-3 days.

Member from Western Europe
More trainings on several subject. For example about ipnumber provisioning, making ipplans etc. Lot more to learn and more subjects to cover.

Member
more training

Member
None at this time

Member from Western Europe
More IPv6 stats/reports. How many LIRs support IPv6 and in what scale. Maybe extend the IPv6 rating (RIPiness) with a monitoring of IPv6 pingable address. Don't know if there already is but a API or application for syncing address databases instead of having to update your local then the RIPE database.

Member from Middle East
no comment

Member from Russia and Central Asia
Nothing

Member from Western Europe
A sandbox where newcomers can learn by trials and other people examples

Member from Middle East
Single point for traffic stats and faults around the globe (fiber cuts reports, major outages,etc..) with API for monitoring system integrations. (willing to take active part on the design and operation of such project)

Member from Eastern Europe and South East Europe
It would be good if RIPE could work as a support when trying to reach agreement over IPv6 peering with big upstream providers.

Member from Eastern Europe and South East Europe
IP usage monitoring for clients (paid)?



Member from Western Europe
Virtual NAP

Member
nothing

Member from Russia and Central Asia
Nothing

Member from Eastern Europe and South East Europe
none that i can think of right now

Member
RIPE Atlas with Probe - Probe measure

Member from Western Europe
nothing extra

Member from Western Europe
IPv4 Counter, how much space is left

Member from Western Europe
more videos and online training like IPv6 actnow site

Member from Russia and Central Asia
it should be strictly rules, as far as AS of B is in clients of A, but in record of B - A is peer!

Member from Western Europe
none

Member
I like the proposed services and in development on this page.

Member from Western Europe
None, i'd like it scaledback to doing what it's for - managing the IP address space in eth region, and drop all these (paid for by the members) other projects

Member from Western Europe
Not at this moment.

Member from Western Europe
At the moment none.

Member from Western Europe
None, I hardly know what services RIPE offers today.

Member from Western Europe

Clear API to notify of bona fide address transfers, to allow systematic updating of filters and blacklists.

Member from Western Europe

RIPE Meetings are for meeting people. How about an easier way to contact other LIRs?

Member from Western Europe

more tools for ISP's

Member from Western Europe

I think you should focuss on ripe stats before trying additional services, this is a great tool in addition to your other standard services

Member from Middle East

an easier way to update DB

Member from Western Europe

As registration is one of the main tasks of the RIPE NCC (and will become even more important in coming years), the focus of the RIPE NCC should be to make it easier for people to interact with the database, rather than providing training courses in how to do so. One shouldn't have to be an expert in RPSL, or even understand the various objects, in order to find or enter data in the db. The RIPE NCC could focus on creating front-end interfaces and tools that allows the most simple minded person to interact with the db. The RIPE mobile app seems to be a good step in that direction, but I think *a lot* more could be done to create a user-friendly user interface.

Member from Western Europe

request PI for customers. and upgrade LIR

Member from Eastern Europe and South East Europe

Plenty of services are already in use, so I am satisfied.

Member from Western Europe

A graphical representation of the allocations would be nice to have. If one also could "color" each allocation based on different filters, it would be easy to get a good overview of allocations and assignments.

Member

i'm happy with current services

Member

More features to ensure privacy and anonimity.

Member

asused for IPv6

Member from Eastern Europe and South East Europe

Maybe it is a right time to start discussions about RPKI future and NCC may be able to provide some data about matching of policy and real life...?

Member from Western Europe

Specific info about various IX's in comparison about our own specific BGP feed, to see where one would get the best (unique) peering routes. Should one go to LINX ? or perhaps DE-CIX ? Or perhaps Ashburn(VA) USA ?

Member from Western Europe

turn off the fucking whois server, or at least remove the route-object from PA resources, on PA resources, no reference to the LIR should show up AT ALL (just like with PI space), it just confuses clueless attorneys which then harrass the LIR rather than the end-user

Member from Western Europe

Given the Ripe NCC's current portfolio of services, I currently don't see any other service that I might need.

Member from Western Europe

None, we would like fewer services at lower cost.

Member from Western Europe

Not aware of any.

Member from Western Europe

None, I'd prefer lower prices.

Member from Russia and Central Asia

I have no ideas about it.

Member from Middle East

Maybe a technical help desk for Ripe centric technical issues.

Member from Western Europe

European referer in TLD's (dispute policy with CCTLD's) and European-Xchange (make policy about peering, and let big Xchanges comply to these rules

Member from Western Europe

currently none

Member from Western Europe

None.

Member from Western Europe

Providing tools to justify IP usage.

Member from Western Europe

IPV4 Brokerage. Let face it, people are using IPV4 for commercial reasons so RIPE might as well generate income for research etc by raising funds from brokerage activities.

Member from Western Europe
New working version of the asused command line tool (for ipv4 and v6)

Member
No.

Member from Western Europe
none

Member from Russia and Central Asia
Russian web site

How could the RIPE NCC improve access to its Customer Services?

Member from Western Europe
Less hidden/cryptic information about important or useful services. For example the explanations/howtos for various services (RIR/DNS-Reverses etc) is quite dry and hard to follow for a novice.

Member from Western Europe
Extend the service hours

Member from Middle East
Develop new tools. BGPviz (Visualise) still work not stable

Member from Russia and Central Asia
It is enough for today needs.

Member from Western Europe
It's good enough for me.

Member from Russia and Central Asia
Everything is OK

Member from Middle East
Make the LIR Portal more user friendly

Member from Eastern Europe and South East Europe
No suggestion

Member from Eastern Europe and South East Europe
More updating options from LIR Portal, like reverse DNS deployment.

Member from Russia and Central Asia

automate web-search engine cross hyper-links without additional enter clicks (as was early in old web-search whois). Also, please make main page more simple in order to open main services more quickly.

Member from Russia and Central Asia

Many people don't know English very well so I would suggest multilanguage support of LIR Portal and maybe of Documents Store

Member from Russia and Central Asia

Multilingual support on the web and email. Translation of the RIPE Document Store.

Member from Western Europe

Remove superfluous bureaucratism!

Member from Western Europe

Over the years I have had a variety of experiences from very good to quite disappointing. Training customer service advisors on differences between cultures as well as mediation may be beneficial as I have tended to see arrogance at times.

Member

Single signon for all LIRPortal services and tools like myasn will be handy.

Member from Middle East

By more training

Member from Western Europe

A faster response would be better

Member from Western Europe

Not.

Member from Western Europe

No idea. E-mail is enough for me.

Member from Western Europe

more friendly when not everything is clear or mistake is made

Member from Western Europe

On occasions trying to get a message across email can be difficult and you end up playing email ping pong. It would be good that on occasion that you can telephone as it is easier to get your point across.

Member from Russia and Central Asia

More time after authorization! Maybe 8 hours - business day.

Member from Russia and Central Asia

- may be multilingual representatives for communicating with any customer on it's native language?

Member from Western Europe

Maybe by using a sort of ticketing system in the lir portal so we can trace back request made easier.

Member from Russia and Central Asia

Translate your projects to other languages (maybe with help of community)

Member from Russia and Central Asia

web updates for RIPE DB is quiet inconvinient

Member from Russia and Central Asia

You should just publish some step-by-step wizards for newers.

Member from Russia and Central Asia

Maybe, geografically spread the meetings over Russian region.

Member from Russia and Central Asia

Provide services on a larger number of foreign languages

Member from Western Europe

Hotline in French, Spanish, German, English

Member from Russia and Central Asia

Probably RIPE NCC hostmasters could use new online technologies to support customers (like skype or smth. else)

Member

none

Member from Western Europe

Offer support by telephone

Member from Western Europe

I believe customer services run on a satisfactory level at the time being

Member from Western Europe

approve the lire portal, with more documentation

Member from Russia and Central Asia

Well, at least fix this survey page since it doesn't viewed correctly in Opera browser ;)

Member from Russia and Central Asia

Single Sign on will be a great feature.

Member from Western Europe
establih better helpdesk instead of pointing all time! to tickets

Member from Western Europe
not

Member
A complete redesign of the UI and handling of things

Member from Russia and Central Asia
As I said above RIPE NCC could add online chat on the ripe.net.

Member from Western Europe
Just concentrate on improving the user interface.

Member from Western Europe
none,yet

Member from Western Europe
Ticket content history would be nice.

Member from Western Europe
Whois Database update in https with client certificate authentication.

Member from Western Europe
It could be a good idea to have a chat line

Member from Western Europe
No suggestions

Member from Western Europe
None

Member from Western Europe
Make its services (or part of) accessible through a mobile app

Member from Eastern Europe and South East Europe
By having personal account manager to give more personal touch to the client.

Member from Eastern Europe and South East Europe
It's already OK

Member from Middle East
your ticketing system has just ticket number and response status, it's better to store all conversation between lir and ripe.

Member from Middle East
Avoid complexity

Member from Western Europe

Updating the RIPE Database is quite complicated, maybe its interface could be improved.

Member from Western Europe

I don't know, I'm pretty happy with the way things are at the moment

Member from Middle East

online system monitoring

Member from Eastern Europe and South East Europe

Just keep it as it is :)

Member

No comments

Member from Middle East

most of its customer services are fair enough, i have no idea how to improve it.

Member from Western Europe

It would be very pleasant when asking questions to not always receive an 'RTFM' type of answer first, and to have the possibility to be able to have a phone conversation on a question if an email conversation just takes too long. In a lot of cases a 1 minute phone call is much more productive than a 15 email conversation.

Member from Eastern Europe and South East Europe

I think it's already good.

Member

I have no idea

Member from Western Europe

Easier remote participation for RIPE meetings

Member

even more uniformity in the web pages

Member from Middle East

provide a new panel

Member from Russia and Central Asia

may be by using skype, sip as additional access methods

Member from Western Europe

Is good enough

Member from Eastern Europe and South East Europe
Add kind of CVS of the RIPE databases (or maybe historical resource information could comprise this).

Member from Western Europe
Fix the damn SSO on LIR portal !

Member from Eastern Europe and South East Europe

-

Member from Western Europe
live support for the members, for example using a simple chat applet

Member from Western Europe
Other languages support

Member
all works good

Member from Russia and Central Asia
Create a more "lightweight" application.

Member from Eastern Europe and South East Europe
For example, this survey is not working in mozilla! Standards! Do i need to say more?

Member from Western Europe
IRC ;-)

Member from Russia and Central Asia
simplify interface for requests

Member from Western Europe
Integrate webupdates into the LIR Portal.

Member from Western Europe
No experience.

Member from Russia and Central Asia
1. translate main RIPE documents into national languages 2. prepare and conduct trainings for local communities in national languages (together with volunteers from local LIRs)

Member from Western Europe
They are satisfactory as they are now.

Member from Russia and Central Asia
It's good enough

Member from Western Europe
Easier phone contact.

Member from Western Europe
web portal usability should be reviewed, structure is not always clear/logical

Member from Western Europe
Simplified, more intuitive procedures. I always thought it was rather strange that the RIPE NCC had to give courses in how to interact with them. Shouldn't it just be simpler to interact with them instead? Making it easier to interact with the db is certainly one thing that improves customer services radically. Having a more intuitive LIR portal as well. I think myAPNIC does a pretty good job at that.

Member from Western Europe
improve database interface, make it more intuitive for newcomers

Member from Western Europe
sometimes an old fashion phonenumber would be nice...

Member from Western Europe
have more training video. let customer can take the distance education at home/office though RIPE's website

Member from Eastern Europe and South East Europe
I don't have enough experience to provide answer for this question.

Member from Eastern Europe and South East Europe
Improve availability of staff via telephone not just e-mail

Member from Western Europe
While very quick to respond it would be worth NCC asking before executing a request. A couple of times I've appear to provide all the relevent information so RIPE NCC have executed the update. This potentially has issues when third parties depend on the database for routing our prefixes.

Member from Eastern Europe and South East Europe
By improving the response times.

Member from Western Europe
Certain Teams are only available by email which is slightly annoying and issues could possibly be resolved faster by phone.

Member from Western Europe
Maybe a web based ticket system, where one could see the ticket history and such.

Member from Western Europe

Sometimes, when dealing within a complex resource request, it would perhaps be friendlier for the RIPE NCC to call the LIR and have a chat about the request. Face to face access to the IPRA team at a RIPE meeting, for example, can be extremely useful for discussing such requests and resolving any issues - but they only happen twice a year so correspondence by phone (followed up with an emailed summary of the call) would be nice.

Member

customer service work very well, no need to improve

Member

live chat

Member from Eastern Europe and South East Europe

Well I do not like the new web. The old one was more straight-forward. I have also problems finding appropriate policy documents, so I am using path google->document, not a www.ripe.net->list of documents->document, which would be ultimately better.

Member from Western Europe

Good question. . .

Member from Western Europe

- the lirportal is fucking slow, make it faster :P removing those spamhaus idiots from the smtp configuration at ripe would also be beneficiary, as they just list stuff to blackmail ISPs, which has nothing to do with spam but all the more with the interest of their ameri-jew friends at the us embassy, rbl's maintained by suchs clubs should not be resolved by politically neutral organisations like RIPE. - turn on IPV6 on the mailservers, as currently, that's not present. - stop encouraging our PI registration customers to become lirs themselves, and rather just give them the PI space they wanted in the first place (if you want more money, just ask for more money, problem solved, that's what it seems to be all about anyway isn't it ;) - the country codes for the republic cyberbunker and the principality of sealand do not seem to be supported by the RIPE database, RIPE being politically neutral should include those just as well as the ISO member ones, or at least provide a proper country code for "out of scope", EU doesn't quite cover the load as that overlaps with european union, an organisation, of which we have no intention of ever becoming a member.

Member from Western Europe

Maybe it is because I haven't had the great need to contact Ripe NCC. But for what I've neede of Customer Service I would give them thumbs up on "Continue to do the great work you do now"

Member from Western Europe

Improve the ease of portal navigation - it is fine when you have used it a lot, but initially it isn't as user-friendly as it could be.

Member from Western Europe

More interactive services. More technical awareness (as with IPv6 website also for other services).

Member from Western Europe

See my comment about the website and fax.

Member from Russia and Central Asia

I think it's OK for today

Member from Western Europe

Make some other authentication method than fax confirmation to admin password changes.

Member from Western Europe

unsure

Member from Western Europe

Online Chat.

Member from Russia and Central Asia

Russian-speaking staff

Member from Eastern Europe and South East Europe

Please, try to keep website structure static as much as possible. Recent change caused some problems with orientation / problematic finding required information quickly.

Resource Distribution

Comments and suggestions regarding resource distribution that were made by member respondents can be mainly categorised in four areas:

- LIR Portal user design and interface
- Policies and guidelines
- Documentation on resource distribution
- RIPE NCC Services response quality

Do you have any other comments to make on resource distribution?

Member from Middle East

No

Member from Western Europe

Clearer starting points for allocation request, assignments and other important parts, most of which is done via webupdates now should be moved into the lir-portal and more straight-forward and simple.

Member from Middle East

It works good

Member from Western Europe

Defination of detailed user rights for the LIR Portal (for technical staff, etc.)

Member from Western Europe

The requirements for direct assignment customers are to strict. with a clear need it was almost impossible to get the needed assignment.

Member from Russia and Central Asia

Thanx!

Member

more clear and straightforward

Member from Western Europe

I faced problems in first IP allocation. I had to first ask for an assignment and then ask for an allocation. I think this is not so straightforward.

Member from Eastern Europe and South East Europe

No

Member from Russia and Central Asia

No

Member from Russia and Central Asia

When a person whose native language is different than English starts to get acquainted the procedure of becoming a LIR and so on, at first it seems not that easy and clear. So I would suggest different language support.

Member from Western Europe

From our experience and also that related on lists, RS responses can be inconsistent to different members.

Member from Western Europe

Not at this time.

Member from Western Europe

in relation to an ISP goes bankrupt, it is too difficult to access the object in the database. We have now tried it 2 times and especially routing and inetnum objects may need to change quickly lest they go bankrupt. RIPE NCC LIR must give the possibility to change these things quickly if you are stuck.

Member from Middle East

No

Member from Western Europe

Usability is poor

Member from Western Europe

Lir portal is broken in multiple ways with arcane error messages, try for instance to obtain an updated PKi cert..

Member from Western Europe
No.

Member from Western Europe
I feel some of the documentation on resource justification could be made shorter and easier to understand.

Member from Russia and Central Asia
No

Member from Russia and Central Asia
Would be nice to make it possible to manage all LIR's resources via LirPortal. I.e., there is a convenient form for updating organization's data, but for updating other object it is still required to use webupdates.

Member from Russia and Central Asia
Beginners need some short and usefull documents like What should I do... or How can I...

Member from Western Europe
Interpretation of Policies by RIPE-NCC resource analysts is not always as clear as it should be.

Member from Western Europe
I really cannot understand why there are two levels of approval for the use of an address space. I mean the approval of a new allocation and a new assignment.

Member
No

Member from Western Europe
continue the good work

Member from Western Europe
NO

Member from Western Europe
faster response times to new requests

Member from Eastern Europe and South East Europe
LIR portal got much slower recently, there are also a few additional features which could improve the usability, like the possibility of adding LIR specific comments to the resources, like local biling reference, or similar.

Member from Western Europe

.. The userinterface for ripe is the worst thing i ever encountered.. As a LIR, you expect your objects, your netblocks, your resources to be in the LIR portal, not in an open, next to unuseable webdatabase interface. RIPE provides the needed documents to handle this interface, but that does not mean, it useable. I strongly suggest to totally redesign the Interface, the UI handling, the methods and ways things are done. We live in a world which relies on HTTP not on SMTP anymore. Which means, the ways things are done, have to assue, we do it via http and there for they can be logical, straightforward and follow the OOP way. Theres no need anymore to rebuild a mail from the web form. Just call me for help :) I will come.

Member

A complete new way to access data , do requests or using the ripe database is strongly suggested. The actual way is horrible wrong from so many points of view regarding user interaction and intuitive handling, that people NEW to the thing are just shocked. WHERE WHO WHICH information or collection of data can see or enter at any time is worse than any other public resource i've ever accessed in my life. - Your a LIR , you expect to see your Netblock, your objects of anykind in your LIR Interface, not in the web database. - Instead of haven a slectbox of things you can edit, you have to know what you own, and need to entere it correctly (or choose from a search request afterwards) Thats not userfriedly. You really need to change that.

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Member from Western Europe
Please add a check for duplicate IP assignments in RIPE DB. Had one duplicate in the past, but RIPE DB didn't complained about this.

Member from Western Europe
No

Member from Western Europe
None

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe

The LIR portal is not very user friendly. For e.g if PI space ordered by some other LIR before becoming LIR cannot be managed even if the PI is moved from OLD LIR to new LIR. There should be option to convert the PI to PA space.

Member from Middle East

for lir portal i should to say which is better to have webupdate tools via itself."Lir portal is secure enough"

Member

Add information to description of procedure for obtaining Internet number resources that besides standart text it would be better to add some scheme of ISP network to facilitate procedure of obtaining and avoid questions "why do u need ip addresses" and etc.

Member from Middle East

No.

Member from Western Europe

The website could be a lot faster ;-)

Member from Western Europe

Would be good to have more consistancy from NCC staff when dealing with resource allocation, seems to somewhat depend on the person dealing with the resource. I also feel the policies could be simplified for small ISPs / resource providers.

Member from Western Europe

Maybe more explanation on the LIR portal and more inuitive GUI

Member from Western Europe

Policies are not clear, and can be interpreted in multiple ways ... which should not be possible. Especially a policy for colocation / housing services is lacking IMHO (shared subnet, both in case of IPv4 and IPv6)

Member from Middle East

no comments

Member from Russia and Central Asia

No

Member from Western Europe

no.

Member from Middle East

revise webupdate tool, for example mandatory fields (such as password) should be available by default in the webupdate tool

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member

no

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Member from Western Europe

The procedures are really complicated. Interactive application forms could make it easier.

Member from Russia and Central Asia

no

Member from Western Europe

Q1: "Straightforward": maybe not first time

Member

lirportal bugs are not uncommon. also, some ipras can tend to apply rules more strictly than others. this leads to confusion.

Member from Western Europe

Not at this moment

Member from Western Europe

The procedure is not as clear as it could be, when done the first time. At minimum, I'd wish for a clearer documentation.

Member from Western Europe

Some IPRA spend too much time making sure companies have the right name (Company gmbH / Company Ltd., Company AG, Company-group AG,...)

Member from Western Europe

v4 black market should be forbidden and regulated by institutions like RIPE
Distribution of v6 is well think remaining v4 distribution policy looks logical

Member from Western Europe

I believe the learning curve for new LIRs is way too steep. Even within my organisation which has been a member for some time, I need to explain and educate my colleagues regularly. Simply because there is so much one needs to know and keep up with in order to properly understand the way the RIRs

distribute their resources. A big part of the problem is most certainly the complicated policies which are a product of an active community that isn't necessarily representative of the greater member base. This is a challenge for the RIPE NCC. As well intentioned and responsible the community may be, both they and the RIPE NCC need to understand that there are many LIRs who never come to meetings, never participate on mailing lists and never show an interest in the underlying philosophy of the policies, database etc. The challenge I put to the RIPE NCC is to find ways of finding out and meeting the needs of all those "non-active" members.

Member from Western Europe

We had external help from a consultant setting up our LIR, so i unfortunately simply can't answer most parts of this page.

Member from Eastern Europe and South East Europe

No, everythig works just fine!

Member from Eastern Europe and South East Europe

Response times are too big.

Member from Western Europe

It must be noted that alla LIRs are not traditional service providers providing customer access. There is also companies running their own internal network and other different network models. All RIPE procedures seem to be planned for SP environment.

Member

no

Member from Eastern Europe and South East Europe

I think that LIR portal is 10 year behind... It should be updated to become some sort of customer end of a CRM. It should aggregate information for the LIR to find everything in the one place. Maybe all RIS, Atlas and RIPEstat data can be linked here and slected for the specific AS, all tickets (inlcuding history and e-mail bodies) and all the resources and corresponding objects from RIPE DB should be available to view and edit there along with RPKI and reverse DNS... I would appreciate one and unified web interface while I still like the e-mail and e-mail bot comunication and webupdates, so I would retain these means of interaction and only added the web (LIR portal).

Member from Western Europe

not atm :-)

Member from Western Europe

RIPE seems to discriminate shared webhosting farms to other online services that put content of customers online (telephone exchanges, social networks) without assinging individual ips to individual customers (which, is just as well the case with shared http hosting)... the non-http services seem to have no

problem in obtaining PI space and for http shared webhosting RIPE acts like a pain in the butt if they need a few 1000 ips every once in a while and tries to force them into becoming LIRs themselves... amazing... and then they claim that is in accordance with the RIPE policy, which, it is not. ASNs are a different story... amazingly, after policy 2007-01 took effect, ALL AS NUMBERS suddenly were "independant resources" including the ones used for the own infrastructure of LIRs... amazing, where and how did that go wrong...

Member from Western Europe
No

Member from Western Europe
no.

Member from Russia and Central Asia
No, I don't.

Member from Eastern Europe and South East Europe
I am fully satisfied with the service provided.

Member from Middle East
It was very clear right from the begining since starting using resources

Member from Western Europe
The LIR is not used by us very much (let's say once a year). So with every application we have to search which roles are needed (MNT-BY, etc) Should be easier if the Editing the RIPE-database could only be done by one interface (LIR-portal).

Member from Russia and Central Asia
need translation to other languages

Member from Western Europe
no.

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
Noticed slow-down of LIR portal operation after recent changes.

Member from Western Europe
It would be useful if all functions were made available via the portal

Billing and Administration Services

There were two open-ended questions on billing and administration services.

On other methods of payment to the RIPE NCC, credit card was a popular request.

What other payment methods would you like the RIPE NCC to provide?

Member from Western Europe

In Finland you can pay directly from your own bank account and it shows rightaway on dealers account.

Member from Middle East
credit cards

Member from Western Europe
Credit Cards without additional fees.

Member from Western Europe
iDeal

Member from Western Europe
Direct Debit

Member from Russia and Central Asia
<http://www.qiwi.ru/>

Member from Russia and Central Asia
credit cards via online merchant

Member from Western Europe
Credit Card

Member from Western Europe
credit card

Member from Middle East
credit card

Member from Western Europe
iDeal

Member from Eastern Europe and South East Europe
visa and master card for international cards outside EU

Member from Russia and Central Asia
credit card

Member from Middle East
Credit Card

Member from Western Europe

Credit Card

Member from Russia and Central Asia
only bank transfer with settlement acts

Member from Other
int'l wire transfer, debit/credit card

Member from Western Europe
Credit card

Member from Western Europe
Credit card

Member from Middle East
credit card - recurring charge

Member from Western Europe
hell no, paypal/ebay/verisign are a bunch of scumbags that cannot be trusted, if
all else fails, we'd rather drive to amsterdam and pay in gold than to ever use
their services again.

Member from Western Europe
Automatische Incasso

Member from Middle East
accepting payment via official Credit Card

Member from Western Europe
directly by credit card

Member
Credit Card

Member from Russia and Central Asia
maybe qiwi.ru or yandex.ru? :)

Member from Western Europe
credit card via a bank's online processing facility

Do you have any other comments about Billing, Payment and Administration Services?

Member from Middle East
any update on billing issues should be notified by email

Member from Western Europe

Startups should have the ability to become (x) members for a much smaller fee (as close to 0 as possible), especially when the startup needs resources such as addresses and an ASN without the means/wishes to pay another LIR for it.

Member from Middle East

no problem

Member from Russia and Central Asia

No

Member from Middle East

We are totally satisfied with the current services

Member from Middle East

No

Member from Western Europe

A web calculator for billing category would be nice!

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia

No

Member from Russia and Central Asia

Yes I do. I would suggest that you send invoices not by a regular postal mail but with a more expensive and quick postal service, because it takes for about a month(!) for invoice to come to Russia and Central Asia. We even agree if the regular fee increases a little to include postal expenses.

Member from Western Europe

For 'fairness of distribution' above, what criteria are used to define 'fair'? :)

Member from Western Europe

Not at this time.

Member from Western Europe

It seems to me that smaller and medium sized providers pay a disproportionate fee compared to very large companies based on resources.

Member from Middle East

NO

Member from Western Europe
No.

Member from Western Europe
no

Member from Western Europe
Current charging model for independent resources makes little sense. If the NCC is going to insist on recurring payments for contract "monitoring" then this should be done on a per-contract basis, not per resource. The current offer of a bundle if you apply for v4+v6 at the same time does little to encourage existing v4 holders to apply for v6, whereas if this was charged on a contract basis then they could amalgamate the annual fee onto a single contract for all their resources (with perhaps a one-off charge for the initial assignment) which would reduce the workload for enduser, LIR and NCC.

Member from Eastern Europe and South East Europe
We numerously received invoices with the cost rounded up to full EURs. That was a mistake and each time it was corrected after my intervention, but the next time the mistake was the same.

Member from Russia and Central Asia
Current billing scheme is clear and adequate.

Member from Western Europe
The payment delay is not large enough for very large organizations. 3 month should be better.

Member from Western Europe
NO

Member from Eastern Europe and South East Europe
Very flexible I think! I am personally completely satisfied, I know no problem from the billing department side either!

Member from Western Europe
no

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Member from Western Europe

No

Member from Western Europe

None

Member from Middle East

it's better to have a brunch in Iran with a local Iranian Bank Account, because we have many difficulties to pay international payments, if you want our company can do it for you as a partner.

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

no

Member from Eastern Europe and South East Europe

There should be more payment options like credit card, money bookers, paypal etc

Member from Western Europe

An online calculator to show your billing category based on resource assignments would be nice, in order to easily enable billing prediction based on different possible assignments

Member

No

Member from Middle East

No, it is clear.

Member from Middle East

need paypal

Member from Russia and Central Asia

No

Member from Western Europe

no.

Member from Western Europe

More flexibility in changing billing scheme (3M, 6M or 1Y)

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Member from Russia and Central Asia

Russian Tax regulations is nightmare

Member from Western Europe

We experienced some issues in the past but we can see improvements done recently

Member from Western Europe

Not at this moment

Member from Western Europe

It should be easier to get one invoice if you are responsible for many different LIRs. The LIR portal could be used for this as an administrative tool.

Member from Russia and Central Asia

In our country we have strict requirements for paying abroad, in addition the rules often change. It would be easier to adjust billing documents for local requirements before sending invoices.

Member from Western Europe

More support for smaller members to be able to attend meetings

Member from Russia and Central Asia

The PI scoring, billing and moving from one LIR to another is absolutely inadequate.

Member from Western Europe

I hope I'm not in the 3% organizations for the ones the fee will increase with the new pricing model

Member from Middle East

In some cases the reminder not received to member (by post or via e-mail). Could it possible at last reminder check by phone too? or start an SMS service

Member from Middle East

Consider countries under sanction are having problem transfer money

Member from Eastern Europe and South East Europe



No.

Member

no

Member from Western Europe

Please lower your fees

Member from Western Europe

Paypal payments are revokable upto 6 months.. I would not recommend doing that. Paypal customer service is not always the best to work with, compaired to working with a regular bank.

Member from Western Europe

Yes, on our old bills, (2004) we've found things like "billing fees" (50 euros or so)... dutch law states that billing/invoicing forms part of normal company operations and cannot be seperately charged, so what the hell was that all about back then?

Member from Western Europe

No

Member from Western Europe

Monthly payments with the same Billing ID to enable an automatic payment.

Member from Russia and Central Asia

No, I don't

Member from Western Europe

I really don't like the extra fee for PI and AS. the 2007.1 has really put a burden on our org. to habndle the contracts etc.

Member from Middle East

Existing Payment Methods are perfect. if it was any additional option paying via company credit card that will be an additional features.

Member

Some of the administration regulations are too inflexible for the real world, and some human judgement would be appropriate in situations which warrant it.

Member from Western Europe

no

Member from Western Europe

no.

Member from Western Europe

Can you ensure that people at RIPE HQ are trained to understand how companies are registered in each countries and how they are brought, acquired and merged.

Member from Western Europe

The response timing and the LIR portal features for billing are marked 4 (indifferent) cause we haven't used them yet so we have no data to refer to.

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

Any tool within LIR portal helping with LIR score calculation might be useful.

Member from Western Europe

I hate PayPal so don't offer it.

Member from Western Europe

no, no tinto finance

Multistakeholder Interaction

Some non-RIPE NCC members thought the RIPE NCC was doing a “fantastic job” and encouraged the RIPE NCC to “keep up the great work”. Some respondents expressed their appreciation for the RIPE’S “model of governance and effectiveness” as well as “usefulness

One non-member felt that the RIPE NCC was very bureaucratic. Others highlighted that the organisation “makes it prohibitively expensive to become a member for an individual”.

Nonetheless, certain non-members still appreciated and valued the RIPE NCC’s work and effort. One non-member stated that the “RIPE maintains a set of key Internet resources of very high value”. Another highlighted that even though there was still work to be done, RIPE NCC had managed to reach out to the *Le community*, which has allowed for a common understanding of each stakeholder’s position.

How did you become aware of the RIPE NCC?

Non-member from Western Europe

through experience with BGP4 routers and configuring large firewall

Non-member from Western Europe

Website

Non-member

employee

Non-member from Western Europe

Contact from RIPE due to works related to IPv6

Non-member from Western Europe
Used to work for an LIR

Non-member
Through my research into Internet traffic.

Non-member from Western Europe
studying computer science at the university

Non-member
using ripe ncc data and proposing policy proposals

Non-member
Was active in RIPE before the RIPE NCC existed

Non-member
work

Non-member
Active member of the RIR community (outside of RIPE region)

Non-member from Western Europe
Friend

Non-member
The boss encourages to learn more about the doamin / hosting industry

Non-member from Western Europe
email notification from friend

Non-member
Education.

Non-member from Western Europe
We have some direct assignments (PI) over LIRs

Non-member
school

Non-member from Western Europe
Needed internet resources.

Non-member
Icelandic NREN mail list

Non-member from Western Europe
Via ARIN

Non-member
RIPE meeting

Non-member from Western Europe
I, personally, applied for LIR membership and since then left the company

Non-member from Western Europe
Well known internet entity, like ARIN; needed for routing

Non-member
It's general knowledge, impossible to do routing without knowing they exist

Non-member
Worked for several LIRs

Non-member from Other
Other RIR

Non-member from Western Europe
Participation in IETF forum

Non-member
I worked for an ISP who was a customer

Non-member from Russia and Central Asia
Becoming LIR

Non-member
free software

Non-member from Western Europe
LiR

Non-member
IP lookups

Non-member from Western Europe
I used to work at another RIR

Non-member from Western Europe
ICANN Meeting

Non-member from Western Europe
Via a colleague who introduced me to the RIPE meetings

Non-member from Western Europe
Working for a LIR



Non-member from Western Europe
Employee of a LIR

Non-member
Pirate Party mailing list

Non-member
involved in RIPE since early 90s

Non-member
Went looking...

What other RIPE NCC organised or sponsored events have you attended?

Non-member from Middle East
MENOG 7 - Middle East

Non-member from Middle East
IPV6 workshop

Non-member from Western Europe
none

Non-member from Western Europe
Website meeting

Non-member from Western Europe
Online presentations

Non-member
DENO1

Non-member from Russia and Central Asia
ENOG

Non-member
ENOG/RIPE NCC

Non-member from Eastern Europe and South East Europe
EuroDIG

Non-member from Western Europe
none...

Non-member
LIR course

Non-member

none

Non-member from Western Europe
RIPE / Law Enforcement (LE) meetings

Non-member from Middle East
no

Non-member
none

Non-member
None, due to costs.

Non-member from Western Europe
All different kinds of meetings...

Non-member
None

Non-member from Middle East
None

Non-member
None

Non-member from Western Europe
Dutch new year borrel

Non-member from Western Europe
New Years Party

Non-member from Western Europe
never attended meetings only written info

Non-member from Eastern Europe and South East Europe
Training Courses

Non-member
Training Courses (LIR, IPv6, RR)

Non-member from Western Europe
No meetings in person

Non-member from Western Europe
International Carrier events (ITW, Capacity Amsterdam etc.)

Non-member from Western Europe



RIPE NCC - Law Enforcement Meetings

Non-member from Other
MENOG

Non-member from Other
ITU meeting

Non-member
work

Which of the following areas are of interest to you (other)?

Non-member from Western Europe
Mapping and routing

Non-member
Traffic analysis

Non-member from Western Europe
DNS and its applications

Non-member from Other
Ietf protocol developments useful to ripe members

Non-member from Western Europe
Netneutrality

Non-member from Western Europe
technology

Non-member from Western Europe
Resource allocation

Non-member
Resource allocation

Non-member from Eastern Europe and South East Europe
Routing Security, Routing Registry

Non-member
Routing Security, Routing Registry, DNSSEC

Non-member from Western Europe
Large scale NAT

Non-member from Russia and Central Asia
IPv4 :)

Non-member from Western Europe
IX

Non-member
DNS, ENUM

Non-member
freedom

Non-member from Other
er, how about allocation of address space? :)

Non-member from Western Europe
netneutrality, TLDs

Non-member from Western Europe
DNS, IETF work in specific areas

Non-member
Political influences on Internet freedom

Non-member
networking with other attendants

Non-member from Other
Network operations and engineering

Do you have any other comments about the RIPE NCC?

Non-member from Middle East
My dream is to be one of RIPE NCC members , I met some of RIPE team in turkey and in my country -Palestine - , they were so so helpful . I would like to request to give more sessions , courses in Palestine in order to increase people awareness to RIPE NCC and its services .

Non-member from Middle East
No

Non-member from Western Europe
Only that they are doing a fantastic job. Keep it up!

Non-member from Western Europe
No not yet

Non-member from Russia and Central Asia
no



Non-member from Western Europe

I've seen a lot of good things from RIPE NCC in the last years, keep up the good work!

Non-member from Other

Nope

Non-member from Russia and Central Asia

RIPE is best RIR =)

Non-member from Western Europe

no

Non-member from Western Europe

-

Non-member from Western Europe

I appreciate the way they have reached out to the LE community - work needs to be done, but a common understanding of each other's position has been achieved, which is very valuable.

Non-member from Western Europe

I really appreciate RIPE's openness when considering measurement data as well as routing/addressing information. RIPE maintains a set of key Internet resources of very high value

Non-member from Western Europe

-

Non-member

No, they're works clear

Non-member from Middle East

No

Non-member

No

Non-member from Western Europe

RIPE NCC makes it prohibitively expensive to become a member for an individual. I have to use ISP addresses (with their consent) and arrange many private peering sessions to obtain appropriate resiliency and bandwidth to my infrastructure simply because I cannot get a PI range or ASN as an individual and none of my ISP's, peers or datacenters can provide this service to me. Many peers are in similar situations. It appears to be an exclusive club for the older ISP's, which is a real shame as APNIC and ARIN appear to be able to make things suitably accessible.

Non-member

The prices for membership preclude individuals, even if they have the budgets and projects they can't get resources like an ASN or netblock from ripe (while ARIN and APNIC are more accessible). My network infrastructure relies on pleading and paying ISP's to provide bespoke services to allow multihoming because I can't get the resources I need in Europe and don't qualify for the more accessible RIR's simply through geography. I have to run multiple subnets and rely on my ISPs and peers to accept private asn's. IPv6 multihoming is both particularly bad and technically more viable; I can just have several IP's per server and it will route appropriately, I shouldn't have to manage so many private peering arrangements advertising ISP supplied IP's to other ISP's to improve the bandwidth and reliability to my infrastructure though.

Non-member from Western Europe

No

Non-member from Middle East

Great Work Keep up !

Non-member from Western Europe

No

Non-member from Russia and Central Asia

Useful organisation doing its best to serve Internet peoples.

Non-member from Other

Wonderful organization, a model of governance and effectiveness.

Non-member from Western Europe

RIPE Meetings are cool :)

Non-member from Western Europe

good job :)

Non-member

Feels very bureaucratic.

RIPE NCC Information Services and RIPE Labs

Respondents generally seemed aware of the RIPE NCC's measurement and statistics products. However, some members also said that they did not use this service or were unaware of its existence. A lack of promotion around statistics and measurement services may be the cause of this. One member respondent proposed more publicity or information about measurement and statistics. Another recommended that the RIPE could promote these services more by teaching how to use them in daily work.

There were some positive comments regarding the RIPE'S Lab services. A few non-members thought that it was a very good and useful service.

However, one non-member felt that it was very unstructured resembled a blog. Certain members shared similar comments, saying that the “different tools are hidden and hard to find” and “the website is very jerky and locks up the browser for short periods”. So, as other comments indicate, there is room for the RIPE Labs to be improved.

Do you have other comments or suggestions for improving RIPE NCC measurements and statistics? - Open-Ended Response

Member from Middle East

No

Member from Middle East

It would be helpful to have additional tools to collect statistics.

Member from Russia and Central Asia

If some statistics such as dashboard will update once per day, it will great.

Non-member from Middle East

RIPE ATLAS is amazing one , its important for all people to be aware of this system now and in the future .

Member from Western Europe

Keep up the good work. I find it hard getting time to use these valuable tools more often; hence you can try to make them more readily available, but the problem is on my end.

Non-member from Middle East

RIPE NCC is doing the very good job related to IPV6 awarness but i think they need to do some more agrassive work.

Member from Middle East

I've not used this tools yet

Non-member from Western Europe

No not yet

Member from Middle East

No

Member from Western Europe

Not sure if we know all or enough about this. Maybe more publicity/information is needed.

Member from Eastern Europe and South East Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia
No

Member from Western Europe
Not at this time.

Non-member from Other
Nope

Member from Western Europe
No.

Member from Russia and Central Asia
No

Member from Russia and Central Asia
I would like to see old BGPPlay interface based on JAVA. as current flash
Visualize tool does not work well for years. Thanks

Member from Russia and Central Asia
Let us know more.

Member from Eastern Europe and South East Europe
ICMP statistics, major disruptions, attacks, black lists.

Non-member
Make them easier to access/find.

Non-member from Eastern Europe and South East Europe
I'm still waiting for an ATLAS probe :)

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
Send me the Atlas probe i requested :)

Member from Russia and Central Asia
It would be nice to see RIPE's probe at russian IX, for example at MSK-IX.

Member from Western Europe
I didn't have any knowledge about that service.

Member from Russia and Central Asia

My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Non-member from Western Europe
-

Member from Western Europe
No

Member from Western Europe
None

Non-member from Western Europe
My answers may be somewhat skewed, as I personally am not involved in investigations where RIPE NCC network products are used. My more operational colleagues do use them if needed. Since I see this as a personal survey I kept the answers personal, but yes, these tools are valuable. Same for the answers below.

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Member from Middle East
Especially attack statistics are important, considering the new ddos attacks.

Member from Western Europe
You might want to open yourself to academic research cooperations.

Member from Western Europe
Your initiative with miniature probes is an excellent idea, I'm looking forward to seeing the results.

Non-member from Western Europe
Continue the excellent work

Member
no

Member from Middle East
Unfortunately, i didn't get a chance to use these features.

Non-member from Western Europe

To maintain public acceptance, measurement should at all times remain free of commercial interests.

Member from Western Europe

History of internet resources e.g ip space / as numbers are especially useful

Member from Middle East

very good tools you provide

Non-member from Western Europe

As with all services RIPE NCC launch, it is important the community support RIPE NCC taking up the work item.

Member from Russia and Central Asia

No

Non-member from Middle East

No

Member from Western Europe

No

Member from Russia and Central Asia

I would like to see development of bgpviz.

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Non-member from Western Europe

You forgot the option "not applicable"

Member from Western Europe

I know it might be hard, but linking to other providers in a "we do not recommend, but know they exist" like bgpmon etc. making it easier to find other valuable resources

Non-member from Western Europe

Moar measurement points/nodes. Moar data. Conceivably, a service a kin to google-statistics may be useful for collecting data.

Member from Russia and Central Asia

no

Member from Western Europe

ISPs should have a clear understanding on the goals and data types gathered for the measurements and statistics

Non-member from Western Europe

They should support services like the ghost route hunter.

Member from Western Europe

No comment

Member from Western Europe

We do not use this services

Non-member from Eastern Europe and South East Europe

Make it more visible to operators - everybody knows "routeviews", not so many people know of RIS, REX, ...

Member from Russia and Central Asia

To promote RIPE NCC analysis and teach how to use it in day-to-day work.

Member from Other

More measurement points, more methods, more tools. NTP stats would be good, too, if not already there - to as many endpoints as members that are using NTP have

Non-member from Russia and Central Asia

I'd like to host probes, but it seems at te moment it is impossible.

Non-member from Western Europe

Would like to have more probes in Scandinavia

Member from Western Europe

User Interface is key - most of our engineers do not attend RIPE meetings or join webex confs. I think the current tools are second to none in terms of the integrity of the data, but they are not very well aligned with operational usage. So either more work in this area would be helpful, or providing an API so that we can integrate them into our own tools. Integrating authentication with the european academic auth federation would remove a barrier to access - all our engineers are already enrolled in this with two-factor authentication.

Member from Western Europe

Doesn't have to do with RIPE, we're simply currently not using the MATs, but want to for the future.

Member from Western Europe

I like to see more analysis about DOS attacks.

Member from Western Europe

Make it more visible.

Member from Western Europe
integrate more tools in the new ripe stat site

Member from Eastern Europe and South East Europe
No.

Member from Western Europe
Tools are scattered and must be collected under same portal.

Member from Western Europe
I would like to see the option of where we would need to expand towards an IX.
Peering routeserver based comparison between the the current stats a LIR
would already have. Based on the info received in RIS from the LIR.

Member from Western Europe
the bgpplay is pretty unstable, the 'prefix dashboard' thing takes ages to load,
and the RIS is pretty hard to go to nowadays (used to work by just typing in
'ris.ripe.net' and now you end up on some other page and have to go to looking
glass 2 clicks further on...

Member from Western Europe
Please don't use our membership fees for this project.

Member from Russia and Central Asia
No, I don't

Member from Eastern Europe and South East Europe
I don't use this service

Member from Middle East
NO

Member from Western Europe
In times of black-out we have to search and search. It would be great if there is a
NOC on top of all, so we can see if problems are global or just on one of our
peerings

Member from Russia and Central Asia
Yes, of course, immediately joined RIPE Atlas, as soon as registration opened, but
never received, unfortunately, and could be installed in several locations in
Russia.

Member from Western Europe
no

Member



Your tools are not always easy to find. Create a central landing page and link that from the LIR portal.

Member from Western Europe
No.

Member from Western Europe
Have not used them, therefore 4 (indifferent)

Member from Russia and Central Asia
no

Member from Western Europe
The recent restructure of the website did make things confusing and hard to find for a while... but ok now!

Non-member from Other
Monitor World IPv6 Day!

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

Member from Middle East
more tools

Member from Russia and Central Asia
No

Non-member from Middle East
Fine , so interesting, Powerful , informative one

Non-member from Middle East
nio

Non-member from Western Europe
no not yet

Member from Middle East
no

Member from Eastern Europe and South East Europe
No

Member from Eastern Europe and South East Europe
-

Member from Russia and Central Asia
No

Member from Western Europe



Not at this time.

Non-member from South Africa
Nope

Member from Western Europe
Atlas project is only supporting DHCP - this is why we are stocked. No support for DHCP is allowed in the perimeter environment

Member from Western Europe
No.

Member from Russia and Central Asia
No

Member from Russia and Central Asia
if Labs does not do that now - it should cooperate with CAIDA AS ranking project

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
Not heard of RIPE labs

Member from Western Europe
make it easy and simple for managers, too!

Member from Western Europe
make a new ripe database interface :)

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Non-member from Western Europe
-

Member from Western Europe
No



Member from Western Europe
None

Non-member from Western Europe
I get RIPE labs articles in my RSS feeds - but there are never more than 15 articles a month; more like in the 6-10 range.

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Non-member from Western Europe
Very good idea, maybe pursue some of them further in tech reports of papers

Member from Middle East
do you have onlin labe ?

Member
no

Non-member from Western Europe
-

Member from Middle East
keep up the good work

Member from Russia and Central Asia
No

Member from Western Europe
a live sandbox :)

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Member from Western Europe

The different tools are very hidding and hard to find

Non-member from Western Europe

Could not scroll down this page and did not see the "next" button. I needed to use TAB-button. So, if you have low response, this could be your issue. Using win-XP and IE8

Non-member from Western Europe

CPE survey etc is a really good thing. I'm just sad it didn't start 10 years ago. :)

Member from Russia and Central Asia

no

Non-member from Western Europe

Seems like a good idea, continue to expand it!

Member

excellent service!

Member from Western Europe

No comment

Non-member from Russia and Central Asia

Good project and very useful. Broaden the probes network please!

Member from Eastern Europe and South East Europe

Some area to gather people interested in implementing various features in opensource operating systems. Like good support for v6, etc.

Member from Eastern Europe and South East Europe

No.

Member from Western Europe

Maybe try to use ENUM labs and other stuff like this ?

Member from Western Europe

The website is very jerky and locks up the browser for short periods.

Member

no

Member from Western Europe

not atm

Member from Russia and Central Asia

No, I don't

Member from Middle East
NO

Non-member
Feels very unstructured, just a blog really.

Member from Russia and Central Asia
may be more localization? I may attempt to translate into russian language some parts of interface for example.

Member from Western Europe
no

Member from Western Europe
No.

Member from Western Europe
Have not seen any of RIPE Labs articles yet

Member from Western Europe
I don't think it should exist.

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
Open-source development with some kind of version tracking repository and bug tracking tools available.

Member from Western Europe
On 5 I actually am interested but necessarily not as they are implemented.

Policy Development

Comments from non-member respondents regarding RIPE's policy development suggested certain deficiencies in the process. A few non-members mentioned the lack of transparency and the cumbersome procedure to pass policy. Some asked that a broader scope of opinions or perspectives be considered and that more channels of communication (e.g., social media, blogs, other conferences, etc.) be employed to facilitate and increase participation.

This is an opinion that is not only shared among non-members. One member stated, "Policy development does not encompass a wide enough range of Internet stakeholders, which leads to decisions made in a clique without thought on its wider impact". Another member felt that sometimes policies didn't fit with members' needs or was "somewhat impractical" for daily work. One member expressed the following opinion: "The RIPE community is the only sensible way to formulate policy, but we must be aware that we work on behalf of a silent majority who at any time could decide to take another direction." Other

members thought that more outreach beyond RIPE NCC membership was required in order to include a wider range of stakeholders in the process. All these comments suggest that there is a lack of impact analysis on a wider range of stakeholders.

Although there are signs of openness to include more external stakeholders in policy development, one member thought that it was “too easy for non-RIPE NCC members and outside stakeholders to block the process.

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

Member from Western Europe

even though it is not upereffective it is a GOOD way

Member from Western Europe

Where implementation apparently differs from policy, it appears exceptionally difficult to resolve in a straightforward and timely manner.

Member from Russia and Central Asia

Some formal procedures makes a lot difficulties to request to ripe for resources. I receive a lot request from my customers than the requests to ripe from my customers.

Non-member from Middle East

I hope one day I can share My knowledge , and represent My country in setting one of these polices .

Non-member from Middle East

no

Non-member from Western Europe

no

Member from Middle East

no

Member from Eastern Europe and South East Europe

No

Member from Russia and Central Asia

No

Member from Western Europe

Not at this time.

Non-member from South Africa

Nope

Member from Western Europe

No.

Member from Western Europe

Policy development does not encompass a wide enough range of the internet stakeholders, leading to decisions made in a clique without thought for their wider impact. Also translation from the policy development to the NCC implementation has resulted on occasion in the NCC overreaching the requirements set by the PDP

Member from Western Europe

Don't know what it is

Member from Eastern Europe and South East Europe

Consensus is not an effective way, but we have no alternative for this process.

Member from Western Europe

Very complex process Should be more focused on stakeholders directly impacted (LIRs and RIPE-NCC). Impact analysis not sufficiently addressed. The process for declaring consensus should be improved and more transparent. Too easy for Non RIPE-NCC members, and stakeholders outside of the RIPE-NCC area to block the process.

Member from Western Europe

NO

Member from Russia and Central Asia

My rate is the mirror of my opinion.

Member from Western Europe

No.

Member from Western Europe

none,yet

Non-member from Western Europe

-

Member from Western Europe

No

Non-member from Western Europe

I do not know enough about the process. I do know there is some frustration in the LE world about matters like due diligence (the need to know your customers) - things seem to be moving slowly in some areas.

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

no

Non-member

Not very transparent in terms of the role of the chairs, method for determining consensus, or the very strong (too strong) role played by the chairs and "old timers" in determining the policy results.

Member from Western Europe

Seems to suffer from typical policy by committee problems - the length of time to approve many of the policies can result in them being outdated by the time they're approved.

Member from Western Europe

As a new comer the process seems quite drawn out and complicated, but perhaps this makes more sense if you attend the meetings in person.

Member from Middle East

no comment

Member from Russia and Central Asia

No

Member from Western Europe

no.

Non-member from Middle East

No

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Non-member from Western Europe

No option "not applicable" / "don't know" / "no opinion"

Member from Western Europe

It is hard and doing it better hmmm dont know how that could be done :-)

Non-member from Western Europe

As evident in the PDP over RPKI, the RIPE PDP does not in theory really allow for the greater picture to be considered. It is only by chance that the debates on RPKI were not shut down due to being "out of scope". I would like to encourage a much broader scope to be acceptable in both practice and theory, in the PDP.

Member from Russia and Central Asia

-

Member from Western Europe
Too complex to be effective

Non-member from Western Europe
It seems like a black box to a lot of people, with the occasional proposal published and then approved.

Member
yes, lots. Too many to write down here :-) But in summary, the PDP works well enough and ticks a lot of important procedural and transparency boxes. Even though serious practical problems have emerged with its operation, I don't believe that these can be corrected without causing even worse problems.

Member from Western Europe
No comment

Non-member from Eastern Europe and South East Europe
Make it easier for MORE people/LIR to participate: take into account other channels of communication, not only mailing lists!! Summarize discussions & comments from: blogs, LinkedIn forums, Facebook groups, twitter, other conferences, RIPE NCC training courses, etc...

Non-member
The process is cumbersome and inefficient. Currently the process concentrates on proposals and so is unnecessarily adversarial at an early stage. It is worth considering refining the model so that the pre-proposal discussion phase is emphasised, allowing consensus to be achieved on general concepts first, with details following.

Non-member
The late adoption of IPv6 exposes the lack of RIPE NCC authority for enforcement (applies to all RIRs).

Member from Other
Too slow, too reactive

Member from Western Europe
I think more outreach beyond the RIPE membership is required. Many non-members I speak to are unaware of the difference between RIPE members and

the RIPE community. When I explain that you don't need to be a member to take part in the policy process it comes as a surprise.

Non-member from Russia and Central Asia

The process is very problematic to go through all stages. I think there should be some arbiter in the process, which lowers amount of irrelevant info and sentences pollution.

Non-member from Western Europe

It is sometimes a bit heavy, and slow...

Non-member from Western Europe

Sometimes it's almost impossible to get consensus on either pro or con, which causes deadlock

Member from Western Europe

The policy development process (formal or otherwise) must be rooted in the de facto control of internet addressing - that is, the consent of those who set routing filters on the internet. RIPE NCC holds very strong authority, and the RIPE community is the only sensible way to formulate policy, but we must be aware that we work on behalf of a silent majority who at any time could decide to take another direction.

Non-member from Western Europe

Like all RIR PDPs it works generally well, but on issues of greater complexity, the quality and clarity of the outcomes can potentially be too dependent on the style and competence of the Chairs.

Member from Eastern Europe and South East Europe

No.

Member from Western Europe

Probably not a fixable problem but my observation is that a lot of people spend a lot of time talking about feelings/intuition rather with evidence of the perspective they are talking to.

Member from Western Europe

Allign PDP with other regions for GLOBAL policy

Member

Having to reach consensus might not be the most effective, but I think it just about might be the best possible.

Member from Eastern Europe and South East Europe

Actually I do not think that it is effective, but it is still the best we can have. Consensus-driven process is by nature slow and uneffective (in means of responsiveness to evolving conditions etc.), but after all fair.

Member from Western Europe

There should be a better way to force policies during a GM meeting (LIR voting only). Take for instance 2008-08.. The community should provide input on how to implement, but on certain topics if the decision has been made to proceed, there shouldn't be an option to kill a policy during the PDP ...

Member

It might not be the most effective, but it seems both fair and able to give really good results.

Member from Western Europe

No

Member from Western Europe

In theory it's "open" but I sometimes feel like policies don't really fit the needs of members or are "somewhat impractical" for daily work.

Member from Russia and Central Asia

No, I don't

Member from Middle East

NO

Non-member

Long winded

Member from Western Europe

no

Member

The process seems slow and cumbersome, sometimes.

Member from Western Europe

A precis of policy issues should be sent to all RIPE members and a analysis of their impact on members should be included,

Member from Western Europe

Have not yet taken part, so,indifferent.

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

I think it is hard to participate for many comercial organisation (almost impossible for small ones) in PDP - as it requires a lot of time to participate and influence the process. Maybe some online tracking system of active proposals with some "voting" system might help (instead of support in mailing list).

Member from Western Europe

I think the Policy Development Process is ok, but lasts sometimes too long. As I have no good ideas how to improve it I will not whinge about that.

Communications

Respondents proposed some interesting options in terms of other communication channels. One member suggested using a platform such as LinkedIn for short communication exchanges and discussions. There seems to be an alumni group that already exists, so a RIPE NCC interest group might be useful. A RIPE NCC member suggested perhaps using SMS notifications for urgent matters if applicable.

Documentation also came up in comments regarding the RIPE NCC's communications. One member recommended developing a quarterly summary of new documents, decisions made, etc. via the RIPE NCC's "Member Update" page. Another member suggested presenting documents in some sort of e-book format.

Respondents were asked if the remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at RIPE Meetings were useful to them. Responses were generally positive. However, one non-member underlined that while they found some remote participation options useful, such as archived media, but other options were not. This suggests that people may have had difficulty answering this question because it groups all remote participation options together. Further probing on this subject would be useful to specifically identify which options are useful or not.

Less respondents were inclined to say that they could easily find information they needed on the new RIPE NCC website. Numerous respondents, both members and non-members commented on the new website. Many felt that it was often slow, information was difficult to find and improvement was needed. One non-member, however, said that the webmaster was "very friendly and receptive to input". The respondent requested that staff names and job titles be clearer when wishing to contact someone regarding a specific enquiry. Various members also requested real-time messaging support online or a "live chat with a consultant, that might help find relevant documents".

How would you like to be kept informed by the RIPE NCC about activities and developments?

Member from Middle East

by email & training courses in our country

Non-member
emails

Member from Western Europe
mail list

Member from Western Europe
Monthly/bi-weekly digest e-mails

Member from Western Europe
email is best

Member from Western Europe
Newsletter and emails + portal.

Member from Western Europe
via email

Member from Western Europe
The e-mails I receive are fine. Everyone can get involved and informed if they take the time to do so.

Member from Western Europe
Just like its now... email works fine

Member from Middle East
by email

Non-member from Middle East
By email which I already receive RIPE NCC activities on it .

Member from Western Europe
Electronic mail

Non-member from Middle East
E-mail, Newsletter

Non-member from Western Europe
emails and web site announcements

Member from Middle East
no comment

Non-member from Western Europe
The website is ok and easy to search through

Member from Russia and Central Asia
as it is now - by email

Member from Middle East
by email

Non-member from Western Europe
Also with brief SUMMARY in Italian language, and also with multimedia documents



Member from Eastern Europe and South East Europe
email, RSS

Member from Western Europe
Email is fine

Member from Western Europe
By email.

Member from Western Europe
e-mail

Member from Western Europe
no change

Member from Russia and Central Asia
by e-mail

Member from Western Europe
Mailinglist / Email-Newsletter

Member from Eastern Europe and South East Europe
email

Member from Western Europe
E-mail news letter

Member from Eastern Europe and South East Europe
as it is

Member from Eastern Europe and South East Europe
As it is today, by email.

Non-member from Russia and Central Asia
any way, for example, saved video session of meetings

Member from Russia and Central Asia
Yes

Member from Russia and Central Asia
e-mail and booklets

Member from Russia and Central Asia
through LIR Portal

Member from Russia and Central Asia
Via e-mail.



Member from Western Europe
email

Member from Russia and Central Asia
plain-text emails

Member from Western Europe
email updates / website

Non-member from Western Europe
Mailing list

Member from Western Europe
Email

Member from Western Europe
Email, website.

Member from Western Europe
The way it is performed now is okay for me.

Member from Western Europe
Stop sending e-mails to multiple lists and have one portal where you can select types of e-mails (policy, governance, etc.)

Member from Western Europe
By E-Mail and via. Website (maybe within the Lirportal)

Member from Western Europe
A news letter ones a mond

Non-member from South Africa
Nwesletter (Similar to Cisco's IPJ)

Member from Western Europe
via mail without any subscribtion - just as header information and then you can de-subscribe to each area

Member from Middle East
By Email

Non-member from Western Europe
Email twitter

Member from Western Europe
same way, newsletter

Member

email

Member from Western Europe
More newsletters.

Member from Western Europe
Update workshops annually.

Member from Western Europe
monthly email, newsletter, etc.

Member from Eastern Europe and South East Europe
by social networks (Twitter, Facebook)

Member from Western Europe
e-mail/twitter

Member from Western Europe
mail

Member from Western Europe
Email newsletter would be better than an annual glossy brochure.

Non-member from Other
Twitter linking to a blog

Non-member
every 2 weeks

Member from Russia and Central Asia
e-mail please

Member from Eastern Europe and South East Europe
More important ones - by SMS. The enormous amounts of e-mails sometimes
make important informations drown among others.

Member from Russia and Central Asia
by email, as usually

Member from Western Europe
Monthly or preferably quarterly email

Non-member from Russia and Central Asia
by e-mail notification lists and googled also

Member from Western Europe
email, facebook, twitter

Member from Russia and Central Asia
Email, RSS.

Non-member from Russia and Central Asia
email, sms, rss

Member from Russia and Central Asia
twitter or RSS, website

Member from Russia and Central Asia
current e-mail notofocation is quiet sufficient!

Member from Russia and Central Asia
by e-mail, by mail

Member from Russia and Central Asia
e-mail

Member from Russia and Central Asia
Rss, Twitter

Member from Russia and Central Asia
Email me

Non-member from Russia and Central Asia
via weekly e-mail notifications

Member from Russia and Central Asia
email

Member from Russia and Central Asia
by Email

Member from Russia and Central Asia
email

Non-member
Newsletter. Easier to find, classidied analysis and reports/results.

Non-member
website/conferences

Member from Eastern Europe and South East Europe
only by e-mails.

Member from Western Europe
Even if I am informed, I think this should be further improved. Letters, e-mail informations, and more interaction between Board members and members of

the RIPE-NCC. The general meeting should be complemented by specific meetings (only information, not decisional meetings) between Board Staff and MEMBERS (not stakeholders but members).

Non-member from Eastern Europe and South East Europe
online on the RIPE NCC web

Non-member from Western Europe
this is the right way...website & facebook & other social networks..

Non-member from Western Europe
Twitter, E-mail

Member from Western Europe
More blogposts

Member from Western Europe
The current methods are satisfactory.

Member from Western Europe
via "Member Update", not per mail There are too many mails (Business, private AND RIPE) ;-)

Member from Russia and Central Asia
Monthly email reports

Member from Western Europe
Email newsletter

Member from Eastern Europe and South East Europe
email is OK

Member from Western Europe
A blog structure would be appreciated

Member from Western Europe
email

Non-member
like always

Member from Western Europe
not so often

Member from Russia and Central Asia
By e-mail, as usually.

Member from Western Europe



The current way is good!

Member from Western Europe
rss feed

Member
email

Member from Western Europe
newsletter

Member from Western Europe
email

Member from Western Europe
e-mail

Member from Middle East
sms

Non-member from Western Europe
by email

Member from Western Europe
By email

Member from Western Europe
optional rss feed will be useful

Member from Russia and Central Asia
By e-mail

Member from Middle East
by email

Member from Russia and Central Asia
e-mail

Member from Western Europe
beside existing media: e-mail newsletter

Member from Eastern Europe and South East Europe
by e-mail

Member from Eastern Europe and South East Europe
Newsletters

Member from Russia and Central Asia

e-mail is good

Member from Russia and Central Asia
www and email

Member from Middle East
by application such as gadgets

Non-member from Russia and Central Asia
email

Member
email opt-in by subject would be nice, for example I'm more interested in tools updates and policies changes than in board changes.

Member from Western Europe
Mailinglists/newsletter

Member
email

Member from Middle East
email

Member from Western Europe
an iCal feed for events and deadlines etc would be useful

Member from Middle East
Email announcements, mail services and hard copies, using RIPE NCC website and calls.

Member from Eastern Europe and South East Europe
by email newsletter

Member from Western Europe
mailings

Non-member from Western Europe
Not- I'll try and search for information- trusting the RIPE NCC will be a transparent institute.

Member from Western Europe
By email, and at industry events (e.g. LINX meetings)

Member from Western Europe
mailing lists

Member from Western Europe

Like the current use of twitter and would encourage more of it.

Member from Middle East
By e-mail

Non-member from Middle East
via email

Member from Western Europe
I would like newsletters about new developments and evolings in actual
activites.

Member from Western Europe
Email, Facebook, RSS, Twitter

Non-member from Eastern Europe and South East Europe
Twitter or facebook.

Member from Western Europe
I

Member from Western Europe
email

Member from Western Europe
More news to twitter, rss, mailing-lists etc.

Non-member from Western Europe
Email

Member from Middle East
mail

Member from Russia and Central Asia
e-mail

Member from Middle East
Email, and site news section

Member from Eastern Europe and South East Europe
Via email.

Non-member from Middle East
N/A

Member from Eastern Europe and South East Europe
By email



Member from Western Europe
By e-mail

Member from Russia and Central Asia
By email.

Member from Russia and Central Asia
With a reminder.

Member from Western Europe
e-mail is fine

Member from Eastern Europe and South East Europe
e-mail

Member from Western Europe
Continue with Twitter and similar

Non-member from Western Europe
Twitter

Non-member from Western Europe
Announcements on webpage, email lists and possibly a iCal feed or similar from
somewhere, would be useful I imagine.

Member from Russia and Central Asia
by email

Member from Western Europe
mailing lists and website are fine

Non-member from Western Europe
More twitter usage for actual technical things.

Member
opt-in email

Non-member from Western Europe
Twitter

Member from Western Europe
At RIPE Meetings

Member
By mail

Member from Western Europe
Todays email and updates at the RIPE meetings is ok

Non-member from Western Europe
social networking i.e linkedin or others

Non-member from Eastern Europe and South East Europe
Publish the plans in advance, and report on the outcomes -- follow up on the published plans.

Member from Western Europe
Email

Non-member
I want RSS feeds for each area I am interested in, as well as a general RSS feed. I want the ability to ignore the stuff I don't care about. For instance, the NRO announcements are all a useless waste of space as far as I am concerned and I don't want them cluttering up the RIPE NCC web site or the RSS feeds I want but which do not appear to exist.

Member from Other
Cross-linking of info on where to find all the info. A wiki (is there one?), linked from wikipedia Period postings somewhere LinkedIn group Facebook group anything/everything else

Member from Western Europe
Most preferably via e-mail.

Member from Western Europe
Email and occasional snailmail for really important stuff.

Non-member from Russia and Central Asia
Mainly by messages in work groups, but sometimes through the site.

Member from Russia and Central Asia
just like now (annual reports and e-mail groups)

Non-member from Western Europe
ripe-meetings, e-mail and web

Non-member from Western Europe
e-mail, rss

Member from Western Europe
opt-in Mailing list

Member from Western Europe
twitter feed works fine for me

Non-member from Western Europe

twitter, and I follow them

Non-member from Western Europe
RIPE Meetings

Member from Western Europe
email communication is not always clear

Member from Western Europe
by email

Non-member from Middle East
Email and events in my region

Non-member from Western Europe
I would prefer to seek the information myself from the web site and other resources.

Non-member from Western Europe
Modular Newsletter, where i can choose about what topics i'd like to receive information.

Non-member from Western Europe
A newsletter would be nice, with latest news and other relevant related news.

Member from Western Europe
via the mailing list

Member from Western Europe
It would be nice a public mailing list

Member from Western Europe
e-mail

Member from Western Europe
E-mail/Letter

Member from Western Europe
e.g. monthly (well reported) newsletter

Member from Western Europe
e-mail

Member from Western Europe
mail

Member from Western Europe
By email

Member from Eastern Europe and South East Europe
by email

Member from Western Europe
Through mail and website.

Member from Western Europe
email

Non-member from Western Europe
Mailing lists and RIPE sites (www.ripe.net and ripe labs)

Member from Western Europe
Mailing list, web site announcements.

Member from Other
Regular Email notices

Member from Middle East
Mail

Member
email works quite well

Member from Western Europe
twitter, email

Member from Eastern Europe and South East Europe
Actually I believe there are lots of information online, but I do not have enough time to follow all the tweets, blogs, articles, e-mails etc., it is my problem, not a problem of NCC.

Member from Western Europe
as is

Member
email announcements

Member from Western Europe
Email would and should be the preferred way. Perhaps with additional Website and Twitter/Facebook to support the Email.

Member from Western Europe
email-newsletter is fine

Member from Western Europe
email, web

Member from Western Europe
via Email, Twitter

Member from Western Europe
E-Mail is fine.

Member from Western Europe
By e-mail.

Member from Russia and Central Asia
by e-mail

Member from Eastern Europe and South East Europe
via e-mail

Member from Western Europe
By email like now

Member from Western Europe
Monthly newsletter

Member from Middle East
Regular and Up to date.

Member from Western Europe
email

Member from Western Europe
yes

Member from Western Europe
email

Member from Western Europe
opt-in emallist, now we get a little bit to much emails from RIPE. Split all the
announces so it can be redirected directly

Member from Russia and Central Asia
twitter

Member from Western Europe
twitter, email

Member from Western Europe
more local talks/presentations

Member from Western Europe



By mail.

Member from Western Europe
News letter/bulletin. The current portal is badly designed at the moment

Member from Western Europe
Email

Member from Western Europe
email

Member from Russia and Central Asia
no

Member from Western Europe
Mailing List Internet

Member from Western Europe
Blog postings, mailing lists

Member from Western Europe
E-mail is always good.

Member from Western Europe
1-page PDF newsletter sent once a month

Member from Western Europe
newsletter

Non-member from Other
text-only email, no more than 1/month.

Member from Western Europe
RSS feed

Are there other means of communicating with the RIPE NCC that you would like to be made available?

Member from Middle East
chating service

Member from Western Europe
No

Member from Western Europe
No

Member from Middle East
There is enough

Non-member from Middle East
Live Chat on RIPE NCC portal

Non-member from Middle East
n

Non-member from Western Europe
twitter maybe

Member from Western Europe
Health monitor

Member from Middle East
More remote user participation means

Member from Eastern Europe and South East Europe
No

Member from Western Europe
IRC

Member from Eastern Europe and South East Europe
Maybe by XMPP.

Member from Russia and Central Asia
No

Member from Western Europe
Not at this time.

Member from Western Europe
Some kind of "chat" would be nice, some short questions would be quick and easy to answer.

Non-member from Other
Nope

Member from Western Europe
a survey of how new commers experience it to participate in the RIPE meetings

Member from Western Europe
No.

Member from Western Europe
Youtube.

Member from Russia and Central Asia

Any kind of E-Book format: mobi, epub or fb2 for reading from mobile devices or E-books.

Member from Western Europe
Real Time Messaging Support for some cases would be very helpfull sometimes.

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
Live chat with a consultant, that might help find relevant documents

Member from Russia and Central Asia
Twitter

Non-member from Russia and Central Asia
Skype, ICQ

Member from Western Europe
See 2

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
a quarterly summary of new documents, decisions etc. via "Member Update"

Non-member
live chat will be perfect ,,

Member from Russia and Central Asia
Just chats, webcasts, video conferences.

Member from Western Europe
Current way is good!

Member from Western Europe
none,yet

Member from Middle East
sms and phone

Non-member from Western Europe
no

Member from Western Europe

No

Member from Western Europe

a chat so that you easily can ask questions about where to find info or to clarify things and such.

Non-member from Western Europe

Linkedin might offer a platform for short communications and discussions. There is an alumni group now, I'm thinking more of an interest group. Just an idea.

Member from Middle East

no

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

Video and live training sessions

Member

no

Member from Middle East

the printed documents should be more useful.

Member from Western Europe

besided a faster website, i only use the search tool on the website and i often find myself on outdated articels/documents..

Non-member from Western Europe

No

Member from Western Europe

old website was too clear.

Member from Eastern Europe and South East Europe

jabber chat?

Member from Middle East

skype

Member from Russia and Central Asia

No

Member from Western Europe

no.

Member from Eastern Europe and South East Europe
Perhaps SMS notifications on any urgent matter (if applicable)

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
Live chat?

Member from Western Europe
By mail

Member from Russia and Central Asia
No.

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Non-member from Western Europe
(Multi-platform supported) Video conferencing? Not sure what the use case would be, but if you think about it there could be several.

Member from Russia and Central Asia
-

Member from Western Europe
printed material should be avoided as much as possible

Non-member from Western Europe
Twitter/IRC

Member from Western Europe
No

Member from Western Europe
No. I think that the most valuable way of communicating with RIPE is the RIPE meetings.

Non-member from Eastern Europe and South East Europe
Get rid of the paper/printed material!! Publish everything as PDF, and inform membership via electronic communication channels: email, web-posts, LIRPortal news, RSS, twitter/FaceBook/LinkedIn

Member from Russia and Central Asia
Webinar about new services

Non-member

I think the RIPE NCC's new web site still needs some work on it but the webmaster is very friendly and receptive to input. Good staff. I would like it to be more obvious who I need to contact, or to have an area related contact mechanism per service/department. At the moment I search the staff pages and guess who to contact about each issue. It would be nicer to have clear instructions on each section of the web site.

Non-member

First question in 3 bundles too many things together. The archiving of presentation material and recordings is useful. Live remote participation is not of use to me.

Non-member from Western Europe

No

Non-member from Russia and Central Asia

I think - all existing measures are adequate.

Member from Western Europe

The new WWW site is slower Probably because being used to the old one, finding information in the new WWW site is more difficult than before.

Member from Western Europe

I would really like to see the meeting archives being structured in a better way. I visit those pages regularly and still find it hard to find the presentations, audio- and video files etc.

Member from Western Europe

as said a newsletter (e.g. monthly)

Member from Middle East

IRC or online chat with resource analysts

Member from Eastern Europe and South East Europe

Well I would like to have LIR portal upgraded to a unified interface for an LIR to interact with their resources, collect statistics and operational information and manage tickets with NCC.

Member from Western Europe

not atm

Member from Western Europe

skype... SMTP based email is pretty much dead and we will shut it completely down over the coming year, we'd like to see support for URL based stuff in whois and to communicate with RIPE itself (skype:cb3rob in whois contacts or mailto:noc@cb3rob.net for those still using SMTP .. or

http://www.isp.com/contact-form or whatever... just change all email fields to url fields, and transform the email address in them to a mailto: url, so the system can also support newer protocols than that old unreliable and slow spam-ridden SMTP junk from the past (wow, long sentence ;)

Member from Western Europe
No

Member from Western Europe
jabber

Member from Russia and Central Asia
No

Member from Middle East
I am very much satisfied with live sessions and chat.

Non-member
Regular podcasts

Member from Russia and Central Asia
may be jabber (xmpp)?

Member from Western Europe
no

Member from Western Europe
Online Chat

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
As mentioned already, "new" doesn't mean "better". New website structure is less lucit.

Member from Western Europe
I think that some skype or skype-look-a-like would be very good. Hopefully with two way conference video.

Non-member from Other
please make meeting archives available faster, perhaps same day.

Do you have any other comments about RIPE NCC Communications?

Member from Western Europe
I still haven't got used to the new website structure. The document store isn't as easy to use as previously, certain things that used to be clearly documented now

aren't (eg, joining process and first allocation information), and there are useful items on the ftp server which don't appear to be referenced any longer (or the references are not easily found). eg, list of allocations to each LIR.

Member from Western Europe

Printed material is a little bit out to date. Digital PDF would be nicer and would be cost less ;)

Non-member from Middle East

No , Because In Turkey I met People From Ripe , They were so helpful , and am communication with them till now .

Non-member from Middle East

no

Non-member from Western Europe

Stop with the printed material at the meetings, RIPE NCC is leading the IP community, why are we using paper?? crazy.

Non-member from Western Europe

no

Member from Middle East

no

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia

No

Member from Western Europe

The yearly report shouldn't look that expensive.

Non-member from Other

Nope

Member from Western Europe

Cleanup and rewrite much of the documentation. It's jargon laden and over complex for what is required in many areas. Don't forget that many member orgs don't need to deal with RIPE NCC on a regular basis and are experts in this area, if the documentation is better then we can do a better job interfacing with RIPE

NCC and this in turn saves RIPE NCC from having to carry out so much customer support

Member from Western Europe
RIPE communications are excellent.

Member from Western Europe
No.

Member from Western Europe
It can be hard to find documents on the website since the recent re-design.
Several links are now broken.

Member from Western Europe
We are very happy with the 24h average response time.

Member from Western Europe
new RIPE web site is slower and whois search should be better placed

Member from Western Europe
Cool that you are on Twitter :-)

Member from Eastern Europe and South East Europe
The structure of new RIPE NCC website is terrible, previous version was more easy to navigate.

Non-member from Russia and Central Asia
Russian language =)

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
I love getting answers on twitter, that's awesome and makes me feel closer to the organization :)

Member from Western Europe
I am disapointed about the communication of RIPE. When I have a question, I have to open a ticket first?! Then a mail ping pong is starting and ate the end of wasted time I got a good help on pgone. This is not the way of support I expect

Member from Western Europe
I have to say the structure of the new website not always meet simplicity of getting the right information

Member from Eastern Europe and South East Europe
I found the old webpage much better to find information on!

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Non-member from Western Europe
no

Member from Western Europe
No

Non-member from Western Europe
In fact, RIPE NCC being just a little part of my job, I might be over-informed. I think many external parties have the same problem. You might try to tackle that by sending out really short overviews that they WILL read, but the problem of course is mainly theirs.

Member from Middle East
no

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Member from Eastern Europe and South East Europe
Overall good but need more exposure

Non-member
I read every email I get from you guys.

Non-member
There is little or no need for printed material these days. Save paper, money and trees by reducing it to a minimum!

Member from Western Europe
Yes, the search box for the RIPE database should be restored to its old location, I often type queries in the wrong box and it is the most important function for me on the RIPE website ;-)



Member from Eastern Europe and South East Europe
I do not need any printed report (save the trees), it's enough to access it online.

Member
no

Non-member from Western Europe
No

Member from Western Europe
Website material is sometimes hard to find due to changes in design / version.

Member from Western Europe
Save the trees, send printed information in electronic format.

Member from Western Europe
Personally i find it hard to find documents and "old" news on the Ripe homepage

Member from Middle East
need skype

Non-member from Western Europe
Your communications are good.

Member from Russia and Central Asia
No

Member from Western Europe
no.

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No

Member from Russia and Central Asia
I prefer to read materials by the RIPE NCC online, printed materials are not necessary.

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Non-member from Western Europe

Anything printed should be available as a web page (not PDF, just a normal web page).

Non-member from Western Europe

Works well IMO.

Member from Russia and Central Asia

-

Member from Western Europe

No comments

Member from Western Europe

No

Non-member

I think the contents of most communications is very good. I think the RIPE NCC should make a commitment to eliminating all paper handouts at meetings, though. If it's important and relevant then have it on the web site or give it to me on a USB thumb drive. I hate getting given 20 different pieces of paper at meetings and then having the responsibility for recycling it.

Non-member from Western Europe

No

Non-member from Russia and Central Asia

I'm not sure it should go here, but I think the remote participation in General Meetings should be broadened and the meetings should be corrected in time to allow all remote participants take part in them.

Member from Russia and Central Asia

no

Member from Western Europe

While I am ambivalent to some social media, I think it's essential that the NCC does explore its use. Anything less is sticking our fingers in our ears. It must be coordinated with other communication so it doesn't accidentally mislead, but that mustn't be too formal - most mistakes can be undone.

Member from Western Europe

remote participation and video feed were an excellent initiative

Member from Western Europe

I prefer to attend a meeting instead of remote participation

Non-member from Western Europe

An ongoing problem for the website is the conceptual split between RIPE & RIPE NCC, which means an awful lot to some on the inside, but nothing at all for everyone else. For those who don't know or care about the distinction, the split adds unnecessary complexity to the web site.

Member from Western Europe

there's much more information than you can handle

Non-member from Western Europe

Note that since I am not a member, some of the above is irrelevant (so I answered neutral, not disagree)

Member from Eastern Europe and South East Europe

Actually I do not like duplicate e-mails. I understand that following more mailing-lists brings duplicates, but anyway... I would appreciate less e-mails from NCC about things that one still need to find himself when interested (published administrative documents, trainings, etc.).

Member from Western Europe

Keep going .. :-)

Member from Western Europe

No

Member from Western Europe

Please stop wasting our money on printed communications. Consider using the internet.

Member from Western Europe

Response to all enquiries, applications etc is quick and thorough - a very professional service

Member from Russia and Central Asia

No

Member from Middle East

existing features are perfect

Member from Western Europe

Remove posted communications, pass the cost savings back to members.

Member

New website broke old links, and the search is often less valuable than Google.

Member from Western Europe

opt-in email list, now we get a little bit too much email from RIPE. Split all the announcements so it can be redirected directly to the needed person (or can be turned off) Now more than 50% of your emails are deleted right-away

Non-member

A bit glossy and lacking real substance

Member from Western Europe

paper is so 1997

Member from Western Europe

please do not cease the printed info.

Member from Western Europe

Just because some people speak English, it's not necessary follow that they actually understand it...

Member from Russia and Central Asia

publish articles in Russian

Member from Western Europe

Stress the need of ripe wifi in the hotel rooms.

Member from Western Europe

Stop distributing anything on paper

Member from Western Europe

I really have problems finding things on the new webpage. Maybe that get's better if I use it more often.

RIPE Database and DNS Services

Several non-members said they wished to see more accurate data and some sort of measure of trustworthiness, such as a RIPE NCC stamp with updated date and time. Many also requested valid uniform abuse contacts for IP resources.

Data usefulness is related to quality of content. As one non-member pointed out, "the usefulness of the database is a factor of the quality of contact information provided". This person stressed that it was important that people could indicate their preferred language of contact and their willingness to deal with abuse issues. Although, the whois service is appreciated, the non-member proposes integrating high quality tools that allow users to find the answers they seek. The person was aware of the beta release of an abuse reporter tool but said it "needs a lot more work".

Comments by non-members also included requests for geolocation and visual representation of data. One non-member asked for graphical representations of the relationship between objects (and not only indicate them with a text-based output). Another non-member wondered if there was a way to map connections with organisations and downstream or upstream providers. One non-member also asked that the RIPE NCC pursue their RPKI work.

Some RIPE NCC members stressed including as much data as possible. Others also talked about the accuracy of data, saying that objects “tended to be outdated”. One member spoke about “more enforcement of responsibility for people to update their details” to ensure contact information was always up to date. Another spoke about finding a “programmatic way to detect what addresses have changed hands so that blacklists and bogon lists could be updated.” Additional requested information included historical resources and information on sponsoring LIR of independent resources.

As much as there were comments made regarding the quality of the content, one member stated that the database did not lack data, but rather “the way to gain the data is the problem”. This resonated with other comments made, such as “need a new interface” and “I don’t find the database user friendly”.

There were also some comments that were specific to inetnums. These included:

- Enable the use of prefixes when setting up inetnums
- Make the link between inetnums and the mandatory LIR organisation object
- Require contact email addresses in inetnums

Are there additional fields or further information on Internet number resources that you would like to see in the RIPE Database?

Member from Western Europe
sponsoring LIR/contracting entity for independent resources

Member from Middle East
Geographic coordinates

Member from Russia and Central Asia
Sometimes historical resources is needed. If DB will support to request for the historical usersnof address spaces it will very useful. From other end, f to the DB can be uploaded enduser DB, it will very useful for up shown requests.

Non-member from Middle East
Yes , If there is a way that show a map who is connecting with me as downstream provider or the upstream providers am connecting with .

Non-member from Middle East
ok

Non-member from Western Europe
no

Member from Middle East
no

Member from Western Europe

no

Member from Eastern Europe and South East Europe
No

Member from Eastern Europe and South East Europe
-

Member from Russia and Central Asia
No

Member from Western Europe
Not at this time.

Member from Western Europe
I don't find database user freindly

Non-member from Other
Hide it behind a nice & User friendly Web Interface

Member from Western Europe
information to each object in the DB in relation to the manual - for new commers

Member from Western Europe
No.

Member from Western Europe
easier queries

Member from Western Europe
effective announced routes

Member
I would like to see more enforcement of responsibility for people to update their details to ensure contact details are always up to date.

Member from Western Europe
A private "your reference" field to make synchronisation simpler with a local database (right now we have to match every field which is quite fiddly).

Member from Russia and Central Asia
It's hard to think out one

Member from Russia and Central Asia
longitude and latitude, the radius of action from that point or region of the resource distribution

Member from Russia and Central Asia



deeper geo info would certainly be handy for all

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
change organizational structure. able to find all information only by knowing the
as number or company name etc.

Member from Eastern Europe and South East Europe
No there are not.

Non-member from Western Europe
no

Member from Western Europe
I would like to be able to see which resource is sponsored by which LIR via the
ripedb.

Non-member
Data accuracy. As already talked about in a Task Force: mandatory abuse contact
information.

Member from Western Europe
NO

Member from Western Europe
the quantity of information is fine, the way to gain the data is the problem.

Member from Western Europe
No.

Member from Western Europe
none,yet

Member from Western Europe
Sponsoring LIR of independent resources.

Non-member from Western Europe
no

Member from Western Europe
No

Member from Western Europe
As much data as possible. Can't ever be too much data.

Non-member from Western Europe

Fields are fine. Quality of content is more important.

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
Geo IP location

Member from Armenia
no

Member from Middle East
As detailed as possible of course

Non-member
The database is a relic of the past, in technology and policy terms. Critical information is the registration of portable/PI resources - this should be 100% accurate, and distinguished from non-portable resources (assignments, downstream allocations, whatever you call them)

Non-member from Western Europe
pursue the RPKI work

Member
no

Member from Western Europe
As a Satellite ISP it would be very useful for us to have a country code "world-wide" or anything like that so services that highly depend on the country of registration are providing the right type of information (fe ggogle.nl vs google.com)

Non-member from Western Europe
No

Member from Western Europe
always i say in my mind that a field would be useful, but now i do not remember what is it. :)

Non-member from Eastern Europe and South East Europe
don't know

Member from Russia and Central Asia
disable default reverse seach by links

Member from Western Europe

overlaps! Eg. when we have a /24 for colocation (multiple customers in one subnet), we'd like to be able to create an inetnum for some /32's out of that /24 that contain for example different abuse contacts.

Member from Middle East
need a new interface

Member from Western Europe
The database filters are not too fine.

Member from Western Europe
Geolocation

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
Geolocation data

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No

Member from Russia and Central Asia
I cannot now definitely had something to say.

Member from Eastern Europe and South East Europe
no

Member from Western Europe
faster ASlookup

Non-member from Western Europe
Some measures of trustworthiness, for example a RIPE NCC stamped last-update time, or recording that an abuse contact is working by checking it periodically.

Member from Russia and Central Asia
contact database

Member from Western Europe
Historical allocations must be updated in the DB (ERX)

Member



System to know whats up to date and whats not. abuse / noc contacts is the most important but everything is good to have an idea if its current or not.

Member

the whois server needs to implement utf8 i18n and server-side as-set expansion. Also, I want a pony.

Member from Western Europe

Required contact email in inetnum / autnum objects. More focus on data quality.

Member from Western Europe

Geo location

Member from Western Europe

No

Non-member from Eastern Europe and South East Europe

Graphical representation of objects' relationship!!! (not only text-based output...)

Member from Russia and Central Asia

no.

Non-member

Usefulness ----- The usefulness of the database is a factor of the quality of contact information provided. Given that not everyone wants to deal with abuse issues and some people can only deal with reports in a given language of languages, it is important that people can indicate what language they should be contacted in and whether they are not willing to deal with abuse issues. I would also like to see a regular audit activity that attempts to either assure a minimum level of accuracy for registrations in the database or that points out where data is known to be bad, so users can avoid watching their time with it. Tools ----- Also, users should be able to get the answers to the questions they have rather than the queries the database allows. For instance, I should be able to ask for the best e-mail address to report abuse to for a given IP address. At the moment the paradigm assumes the users actually know how to use the database and what the responses mean. That was good for the 1990s but stopped being real at least eight years ago. By all means keep whois as a service but put some high quality tools for getting the answers people want on the web site. I know there is a beta release of an abuse reporter tool and that is a good start but it needs a lot more work.

Member from Other

It would be nice for there to be a place to suggest these later, other than this survey, i.e. when I actually think of them...

Non-member from Western Europe

No yet.

Member from Western Europe
More accurate data.

Non-member from Russia and Central Asia
I think - no.

Member from Western Europe
remove the md5 hash sums... or use a more secure algorithm at least

Member from Western Europe
I would like to make sure that the community at large - not just people who attend RIPE meetings - have a clear, programmatic way to detect what addresses have changed hands so they can update blacklists and bogon lists. This may be about education rather than a technology change (perhaps users would like an API they can query, but I don't know.) I think this information can probably already be extracted, but it is in our interests to make sure that "outsiders" are aware of how to reach it and that it's provided in a form that meets their needs.

Non-member from Western Europe
Last audit

Member from Western Europe
not right now

Member from Eastern Europe and South East Europe
There is enough information.

Member from Western Europe
ENUM

Non-member from Western Europe
Sponsoring LIR reliable abuse handling contact information

Member from Western Europe
NO

Non-member from Western Europe
"last-verified" information for all email-address fields.

Non-member from Western Europe
The main thing missing from my perspective is valid uniform abuse contacts of IP resources.

Member from Western Europe
Strong link to resource holders ORG ID to identify the holder of the resource.

Member from Eastern Europe and South East Europe
Geolocation?

Member from Western Europe
no

Member from Western Europe
finding the regid of the sponsoring LIR for PI networks would be good

Member from Western Europe
I would like to see the thing being made inaccessible to random idiots that seem to keep confusing ISPs and transits with their customers, and would rather harrass the ISP than contact the customer... furthermore, we're getting kinda sick of the german google results, the thing is clearly being abused for undesired geotargetting

Member from Western Europe
No

Member from Western Europe
Geolocation

Member from Russia and Central Asia
No

Member from Western Europe
Sponsoring LIR info for AS and PI objects.

Member from Middle East
NO

Member from Western Europe
Viewing and looking up is great. Editing is very poor

Non-member
Make it easier to use.

Member from Russia and Central Asia
it can be geographic coordinates, link to website

Member from Western Europe
no

Member from Western Europe
I'd like to see a light Whois approach, just pointing to the (mandantory) whois servers of the LIRs. They can than implement local law restrictions.

Member from Western Europe
Not my area.

Member from Western Europe
Like to be able to use prefixes when setting up inetnums

Member from Western Europe
Improvement for location

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
LIR organisation object mandatory linked to inet(6)num, aut-num.

Member from Western Europe
Abuse and such. Who is the sponsoring LIR.

Member from Western Europe
last-verified entry for all records.

Non-member from Other
Geolocation

Member from Western Europe
Maybe the owner of a database element should get a mail if the object wasn't updated for X years - unfortunately currently many objects tend to be outdated.

Member from Western Europe
Looking for origin as in route-object would be good.

Do you have any other comments about the RIPE Database and DNS services?

Member from Western Europe
Not into DNS

Member from Western Europe
Havent tried the DNS

Non-member from Middle East
Sometimes , The errors and comments come up when I made some wrongs aren't clear enough to me .

Non-member from Middle East
n

Non-member from Western Europe
no

Member from Middle East



no

Member from Western Europe

no

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia

No

Member from Western Europe

Not at this time.

Member from Western Europe

When multiple maintainer authorisations are required, the process with PGP is not documented well.

Non-member from Other

Nope

Member from Western Europe

No.

Member from Russia and Central Asia

how to make a local mirror of resources for improving access speed and reliability (maybe anycast?)

Non-member from Western Europe

Never used it.

Non-member from Russia and Central Asia

It might be useful to show RIPE Database objects and their links in graphic mode.

Non-member from Western Europe

no

Member from Western Europe

Please don't break dnssec again :)

Member from Western Europe

for svær at få til virke. der er for mange check som kun burde være information

Member from Western Europe

NO

Member from Russia and Central Asia

We don't use RIPE DNS services, so I couldn't say (and rate!) anything about it, sorry.

Member from Russia and Central Asia

My rate is the mirror of my opinion.

Member from Western Europe

No.

Member from Western Europe

none,yet

Non-member from Western Europe

no

Member from Western Europe

No

Member from Russia and Central Asia

no

Member from Eastern Europe and South East Europe

no

Member from Eastern Europe and South East Europe

This option should be in LIR portal not the maintenance at website.

Member

Database service was a little bit slow at night a few years ago when I used to make updates around midnight GMT+1, don't know if it's still the case as I do most of my updates at day now.

Non-member from Russia and Central Asia

better if you will place DNS in the Russia on the MSK-IX Exchange

Non-member from Western Europe

-

Member from Middle East

very good

Member from Russia and Central Asia

No

Non-member from Middle East

No

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Member from Western Europe

IPv6 revers-zone dnssec bug was not communicated?

Member from Western Europe

the tools a nor easy to find

Member from Eastern Europe and South East Europe

There was major outage in reverse DNS service last year. This should not happen, because rDNS is fundamental service for ohter services to work.

Member from Russia and Central Asia

-

Member from Western Europe

No

Non-member from Eastern Europe and South East Europe

Related to the Routing Registry: I would like RIPE NCC to maintain a collection of tools for utilizing the RR; and/or to take back the IRRToolSet.

Non-member

Reliability of the data is not as good as it could be.

Member from Other

Haven't walked the rDNS tree, so can't really comment...

Non-member from Russia and Central Asia

No.

Non-member from Western Europe

Perhaps, operators could manage directly the inetnum entries they are using, subject to the veto of the "official" maintainer.

Member from Western Europe
waiting the new API to integrate it in my operational tools

Member from Western Europe
It would be nice to have more up-to-date records in the data base, although I see no easy way to achieve this. As a general comment, there is still too much legacy information.

Member from Eastern Europe and South East Europe
No.

Member from Western Europe
No

Non-member from Western Europe
For DNS services, as a pioneer operator of DNSSEC, keep sharing the problems with an open spirit

Member from Eastern Europe and South East Europe
domain objects in RIPE DB and their insertion/removal is a black magic for me.

Member from Western Europe
no

Member from Western Europe
Yes, at least, the ripe reverse dns, actually works... unlike APNIC/ARIN with their pile of shit :P

Member from Western Europe
Excellent work :) keep it up

Non-member from Eastern Europe and South East Europe
LIR and Maintainer records are not connected, nobody knows which object belongs to which LIR, LIR cannot control it's objects only the maintainer who is independent from the LIR.

Member from Russia and Central Asia
No

Member from Middle East
NO

Non-member
No idea what the DNS services are

Member from Western Europe
no

Member from Western Europe
Not my area.

Member from Western Europe
Have not used RDNS yet, so indifferent (neutral 4)

Member from Russia and Central Asia
no

IPv4 Address Space Administration

Respondents were asked if the certification of Internet number resources was something they would consider using operationally. A member respondent thought that RPKI was very important: "...if we don't secure the routing system soon, we will never do it. RPKI is crucial." In contrast, another member revealed that "we use the certificate but still not seen a value in it." Further probing should probably be done on this issue.

Do you have any other comments about IPv4 depletion? - Open-Ended Response

Non-member
the sooner the better!

Member from Western Europe
Force IPv6 for large ISPs with customer networks which can use tunnels/nats/etc to free up resources for service providers with actual services that needs to be reachable by both v4 & v6 "users".

Member from Western Europe
Ho do we get big business involved? All Western Europe seems complacent and no need for v6. Interest grows as you move east.

Non-member from Middle East
I think that RIPE should make large statistics on the organization who have a large unused blocks of IPv4 and persuade them through set of polices to transfer them to other organizations really need them .

Member from Western Europe
Although this probably cannot be avoided, please try to stay away from the ebay model of IPV4 transfers.

Non-member from Western Europe
No no problem, ipv6 is fine

Member from Western Europe
IPV6 compatible hardware is seriously limited. And it starts with ISP's.

Member from Middle East
no

Member from Western Europe

no

Member from Eastern Europe and South East Europe

No.

Member from Western Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia

I think IPv4 will work and must work much time, and need save all possible services and develop later for IPv4. Need more strict control and policy for really unused IPv4 addresses. Then will more free IPv4 space.

Non-member from Western Europe

Very curious about the emerging IPv4 trade market.

Member from Western Europe

Not at this time.

Member from Western Europe

I would have been more restrictive with larger blocks of IP addresses which would have encouraged the larger operators to implement v6 sooner. Smaller ones are either already doing it, or will not take long to implement it.

Member from Western Europe

I would like to see a push forward in checking "old" assignments like for HP etc. - its kind of hard to understand why such companies need millions of IPs if you could, for example use RFC1918 IPs.

Non-member from Other

Nope

Member from Western Europe

No.

Member from Russia and Central Asia

very sorry for it.

Member from Western Europe

Be careful not to give wrong messages when dealing with transfers that IPv4 addresses depletion could be solved by this mean.

Non-member from Western Europe

no

Member from Western Europe
NO

Member from Western Europe
establish a cost neutral webpage to deal with IPv4

Member from Western Europe
Some old networks should be recalculated. It can't be that old networks are sooooooo big in numbers /8 - /16 for companies or organisations with just 1000 hosts.

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Member from Western Europe
As long as we have IPv4 all space should be as available as possible and not locked due to stiff policies.

Non-member from Western Europe
no

Member from Western Europe
No

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Member from Eastern Europe and South East Europe
You should take back PI or convert PI to PA. If client asked for /21 and not using even /23 then you should take the remaining space back. If you see most of the PI and PA are wasted not used.

Non-member
NCC should play a leading role in forcing the redistribution of IPv4 resources globally, via IANA and via deregulated inter-regional transfers. This is urgent and critical to successful IPv6 transition.

Member from Western Europe

My general impression of RIPE v4 assignments is that they are non portable and are allocated/assigned to a specific organisation's requirements. If an organisation has a block they no longer require, it should be returned to the registry for reallocation/reassignment as appropriate to the next waiting request.

Member from Western Europe

Lets implement IPv4.1 ;-)

Non-member from Western Europe

-

Member from Middle East

large corporations like hp or us goverment MUST give back their huge blocks of unused ips Most of the ipv4 pool belongs to US defense or big corps. for what?

Member from Russia and Central Asia

No

Member from Western Europe

no.

Non-member from Middle East

No

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

no

Non-member from Western Europe

Some report about how the exhaustion in APNIC has affected the region might be nice.

Member from Western Europe

burn IPv4 resources, don't reuse. Stop using it. We need a more active - read disruptive - IPv4, revisit the move to IPv4 from the 1980s and use more FORCE to stop IPv4.

Member from Russia and Central Asia

Member from Western Europe

Role of the NCC: implement transfer policy and report (monitor ?)

Non-member from Western Europe

RIPE should take a forceful role to reclaim and redistribute resources that are in low use or not being appropriately routed on the public internet after a period of time. Recovery should be enforced; if a particular government department or company does not use the IP's they have been allocated they should be re-pooled for distribution to others. RIPE also needs to make it more accessible to get an IPv6 PI delegation, the IPv4 system is difficult because there's a finite quantity but the IPv6 resources are extreme (almost an understatement) so you should greatly reduce the cost of distributing these resources to individuals or companies and even coordinate routing/peering collectives to keep the IPv6 routing table smaller for transit to the PI space (so large blocks can be treated as one unit but with individual owners being able to continue to arrange more specific peering as required).

Member from Western Europe

Have a close eye on illicit address-use / transfers.

Member from Western Europe

No

Member from Western Europe

We use the certificate but have still not seen a value in it.

Non-member from Eastern Europe and South East Europe

(where is "no applicable" button?) What about the questions about RPKI, and should RIPE NCC be involved in that, and to which extent?

Non-member

The RIPE NCC's main goal should be maintaining an accurate registry of where IP addresses and AS Numbers are in use. If the transfer policy is too restrictive people will not want to use it and the quality of registrations in the database will degrade even further. Consequently, the board should refuse to implement any policy that sacrifices database registration quality for some ideological principle about demonstrating a need for the addresses to the RIPE NCC. The board should make a public statement to that effect. Anyone who is willing to pony up the cash for a block of addresses has demonstrated their need for the addresses far more effectively than could be done by submitting a request form to the RIPE NCC's staff.

Member from Other

What about class E (240/5)? Push for that, and for returning partitioned components of legacy space /8 and /16 networks.

Member from Western Europe
Let's go v6 ! :)

Member from Russia and Central Asia
no

Member from Western Europe
RIPE policy is about to come under pressure from a hell of a lot of quarters who didn't notice before. 2007-01 will look like a picnic. Both RIPE NCC and the RIPE community need to verify that we are meeting the needs of those not in the room/on the list when policy is made. Also, if we don't secure the routing system soon, we will never do it. RPKI is crucial.

Member from Western Europe
We're all doomed!

Member from Western Europe
Please stop with this ipv6 PR nonsense already, it's 2011 and it should be clear to all of the Operators that they need to deploy IPv6. If they didn't understand it till now, it's too late already - let them die off and free their customers to use better networks, that actually plan and deploy in advance. This is just waste of your money, time and efforts and promotes mediocracy on top of that.

Member from Western Europe
There should be a policy in place to encourage/push LIRs/users holding more address space than actually needed to return it. Pushing only on IPv6 may have serious impact on several customers who do not have resources to address the IPv4 depletion in the short term.

Member from Western Europe
more strict policies about last v4 allocation requests

Member from Eastern Europe and South East Europe
RIPE could be very helpful in overcoming this problem by keepin every customer well informed.

Member from Western Europe
It would be intesting to see reports from the NCC about numbers of remaining addresses apart from third parties estimations.

Member from Western Europe
I hoped that the RIPE NCC would have played a stronger opositon against IP transfers instead of just implementing a transfer policy for legacy space. If someone can sell his IP's, there is no need for them to have the IP's and it should be returned.. legacy space or not.

Member from Western Europe

We'll not be using any certification that has anything to do with PKI or americans or other organisations in countries whose governments we do not like

Member from Western Europe

We all knew it would happen sooner or later. And although I don't think I will see an IPv4 free Net in my lifetime, I think I will experience the IPv6 traffic load to surpass the IPv4 traffic load. It has been a chicken and egg problem for quite some time now, with Content providers not wanting to do anything until the ISP's made sure the customers were there, and vice versa for the ISP's. Well, the chicken is being roasted and the egg is being boiled, and it won't be that long until they're both done. Fortunately it seems like both content providers and ISP's have found each other on this and both parties now have a real interest in deploying IPv6.

Member from Western Europe

Prohibit the selling or lease of IP address space. Make use of assignment directives which can also include the taking away of assigned space from users misusing it or doing similar activities.

Member from Russia and Central Asia

No, I don't

Member from Western Europe

I'd like to have the budget for a fast move to ipv6

Member from Russia and Central Asia

must somehow agitate end users, they do not understand why they need ipv6. Big deal - a multilingual resource about all this.

Member from Western Europe

no

Member from Western Europe

Please refer to draft-donnerhacke-sidr-bgp-verification-dnssec-04 .. X.509 is not the suitable hammer for this problem.

Member from Western Europe

I think that RIPE NCC should play a very active part in the IPv4 transfers.

Member from Western Europe

Should actually "ping" and traceroute addresses to see what is actually being used. Quova does this to verify ip addresses by location.

Member from Western Europe

Finally happening

Member from Western Europe

Transfer should not be allowed - if the original holder can no longer justify the allocation then they should be returned to the pool and re-allocated under normal processes.

Member from Russia and Central Asia

no

Member from Western Europe

The faster the better.

Member from Western Europe

use ipv6 :-)

IPv6 Deployment

The IPv6 Deployment section received the largest number of responses, demonstrating the wide scale interest in this subject among RIPE NCC members and non-members alike.

Why has your organisation not received an IPv6 allocation/assignment?

Member from Middle East

maybe cause we don't need it right now

Member from Western Europe

Project has not been prioritized.

Member from Eastern Europe and South East Europe

We didn't requested any IPv6 allocation.

Non-member

not deemed a necessity by upper management and not provided in network according to quote by telco operator

Member from Western Europe

No assignment required due to missing ipv6 connectivity.

Member from Russia and Central Asia

No Plans to migrate to IPv6 at the moment

Member from Western Europe

Not yet requested. Our upstream Provider does not provide IPv6 connectivity yet

...

Member from Western Europe

We are in the process of applying for it.

Non-member from Middle East

they r studing

Member from Middle East

We are preparing the platform

Member from Western Europe
Planning

Non-member from Middle East
Still in stratagey stage

Non-member from Russia and Central Asia
no need

Non-member from Western Europe
Our ISP is not ready yet for ipv6. So we are testing/using ipv6-in-ipv4 tunnel(s).

Member from Western Europe
We havn't come to it. it's in the planning for q3+q4 2011.

Non-member from Western Europe
Not asking to receive them...

Member from Middle East
We did not request such an allocation since our main internet nodes and tier1 carriers are still not IPv6 ready

Non-member from Western Europe
We haven't made any IPv6 allocation request because we are involved into building our IPv4 network. We have started only 3 years ago

Member from Eastern Europe and South East Europe
Not yet ready: not trained staff, problems with customers' CPE equipment.

Member from Middle East
We are located in IRAN and TIC (Telecommunication Infrastructure Company) is exclusive bandwidth provider in IRAN, and they say they blocked IPv6 Resources because of technical reason but in fact because they web filtering is not working with IPv6.

Member from Western Europe
waiting for allocation

Member from Western Europe
We currently have a lot of available IPv4 addresses. We should, however, plan on configuring our network to also support IPv6.

Member from Western Europe
Uplink providers need to implement v6 testing first. Then we will ask for assigment and test/implement.

Member from Western Europe
IPv6 for our company is not planned yet.

Member from Eastern Europe and South East Europe
Planning in future

Member from Western Europe
We don't have a deployment plan yet

Member from Eastern Europe and South East Europe
Don't have budget yet

Member from Russia and Central Asia
Deployment in 2011

Member from Russia and Central Asia
not need,

Member from Russia and Central Asia
All IPv4 space allocated for our company is enough for near future (3-5 years).
May be later we will make plan and request form for IPv6 allocation. But we
made some tests for IPv4 ready (different OS, network equipment) through IPv6-
to-IPv4 tunnels.

Member from Russia and Central Asia
our ISP hasn't deployed IPv6, we are waiting for ISP.

Member from Russia and Central Asia
We don't requested IPv6.

Member from Russia and Central Asia
Our software isn't well ready for IPv6.

Member from Russia and Central Asia
no demand from customers

Member from Western Europe
Pass. Perhaps we have and I don't know about it.

Member from Western Europe
We are currently not using IPv6.

Member from Western Europe
will be one of the next steps on the schedule

Non-member from Western Europe
Our current provider can't help

Member from Western Europe
we didn't ask for an allocation yet

Member from Eastern Europe and South East Europe
We are yet to work on an ipv6 implementation plan.

Member from Western Europe
Not enough staff to look at IPv6 right now. No one is more disappointed than me.

Member from Western Europe
We have not applied for any at this time.

Member from Eastern Europe and South East Europe
Not necessary. Yet.

Member from Western Europe
We are still developing our IPv6 strategy

Member from Western Europe
No current business requirement.

Member from Western Europe
We plan this assignment later in 2011 or Q1 2012

Member from Western Europe
New Managers at enterprise don't know what's the meaning of IPv6, they are thinking network engineer borned with this kind of knowledge

Non-member from Other
Not at that stage yet.

Member from Eastern Europe and South East Europe
We didn't apply for it yet. We are in the process of reengineering the network to use IPv4 addresses assignes some time ago. IPv6 is necessary to be implemented too, but not in a couple of years, whereas upgrade in IPv4 is necessary.

Member from Russia and Central Asia
There are more important current work. May be because importance of ipv6 implementation is not evaluated enough yet.

Non-member from Russia and Central Asia
in a process

Member from Russia and Central Asia
We were not a LIR. Now we are, and we plan to create a plat for IPv6 deployment :)

Member from Russia and Central Asia

it is not technologically feasible for now as we got much equip. that does not support ipv6 natively, and moreover most (99,99%) of our customers does not need ipv6, they only want ipv4 connectivity

Member from Western Europe

We just haven't yet

Member from Eastern Europe and South East Europe

No business need yet

Member from Russia and Central Asia

The plan of IPv6 use is still being approved by colleagues

Non-member

Uplink provider offers no IPv6 yet

Member from Eastern Europe and South East Europe

We haven't asked, but it is on our agenda.

Non-member from Western Europe

We have not requested it yet.

Member from Western Europe

Customers do not need or demand IPv6 yet

Non-member from Western Europe

We haven't asked for one

Non-member from Western Europe

it's a project under development, we'll request an allocation asap

Non-member from Western Europe

not ordered already - no plan to move to IPv6

Non-member from Western Europe

We didn't request it.

Member from Western Europe

We have not requested it from RIPE

Member from Western Europe

we are new lir

Member from Western Europe

I'm not aware of ipv6 allocation to my organisation, i'll check back with my techs

Member from Russia and Central Asia

My organisation uses IPv4.

Member from Western Europe
No requirement for it

Member from Russia and Central Asia
Our main upstream provider does not support IPv6.

Member from Eastern Europe and South East Europe
currently not so much interest by endusers - and most CPE devices (like customer routers) are not compatible

Member from Western Europe
We have not requested one

Member from Western Europe
We haven't implement at our network but future we will established it. Thanks

Member from Western Europe
not a high priority yet. No customer demands.

Member from Western Europe
we don't need it atm.

Member from Russia and Central Asia
not need yet

Member from Western Europe
We are still in the "wait" state!

Member from Russia and Central Asia
We're just not ready to run IPv6 experiments right now. Obtaining IPv6 allocation is being planned in July-August, 2011

Non-member from Eastern Europe and South East Europe
The regulatory document (policy and strategy) is not yet approved.

Member from Western Europe
Maybe we didn't do the request

Member from Western Europe
We don't have ask for IPv6 allocation/assignment

Member from Eastern Europe and South East Europe
no urgent need yet

Member from Western Europe
We are in the process of writing plan and training staff, once we have this we will apply for IPv6 allocation

Member from Russia and Central Asia

Need to update billing programs, routers. Also from our 3 (big) upstream operators IPv6 supports only one.

Member from Western Europe

Never asked for

Non-member from Western Europe

We might have but I'm just not aware of it. We're not an ISP, as a company we're an end user.

Member from Russia and Central Asia

There was no need yet.

Member from Eastern Europe and South East Europe

Has not requested yet.

Member from Eastern Europe and South East Europe

not necessary yet

Member from Russia and Central Asia

not ready yet

Member from Eastern Europe and South East Europe

not need.

Member from Eastern Europe and South East Europe

infrastructure not supported

Member from Russia and Central Asia

now we plan go to ipv6

Non-member from Western Europe

dont know yet.

Member from Middle East

working on it

Non-member from Western Europe

Our data centre (BlueSquare Maidenhead) haven't done anything about this :(

Member from Middle East

no need IPV6 this time

Member

no

Non-member

We have not requested one.

Member from Western Europe

Not applied yet.

Member from Russia and Central Asia

Lack of Budget.

Member from Middle East

We still under approval process to go for understanding IPv6 and then deploying it.

Non-member from Western Europe

I'm not sure they haven't: I just entered 'no' on all IPv6 preparatory measures because I'm not aware my organisation actually takes these into account- though it's likely they have.

Member from Russia and Central Asia

planing in nearest future

Member from Middle East

Not needed for now

Non-member from Eastern Europe and South East Europe

I'm not able to speak about it.

Non-member from Western Europe

We are no LIR directly, and IPv6 PI Space is expensive (though still not expensive as RIPE membership)

Member from Russia and Central Asia

No actual implementation and transition plan

Member from Western Europe

Not suitable yet for our needs yet.

Member from Middle East

didn't request yet

Member from Middle East

We do not have time.

Member from Eastern Europe and South East Europe

We still did not apply for IPv6.

Non-member from Middle East

We never applied for.

Member from Eastern Europe and South East Europe
We didn't requested it..

Member from Western Europe
we don't asked till now

Member from Russia and Central Asia
It works only with IPv4 at now.

Member from Eastern Europe and South East Europe
Planned to do so in near future

Member from Western Europe
I don't know.

Non-member from Western Europe
I can't get one from anyone, I have a /48 and two /64's from a ISP's for my hosting infrastructure and have arranged several other peering agreements using private a ASN and reusing the /48 (with the consent of the ISP) but none of the ISP's provide PI resources to their users (I guess there's no financial incentive) and I can't get membership in RIPE so have to arrange peering privately with ISP's I wish to be able to communicate with, and use the ISP that provided the /48 as a route of last resort. I have also used the /64's from the other ISP's and am quite pleased with how IPv6 transmits via the appropriate routes and my routers change their advertisements based on availability.

Member from Western Europe
we don't know... we have not received an invitation to the transition, and the stress of everyday work has left us thinking about IPv6

Non-member from Western Europe
Planning moved

Non-member from Western Europe
the company is a corporate still using a /16 received more than 20 year ago. I'm not sure but I think the management don't see the need to change

Non-member from Eastern Europe and South East Europe
n/a

Non-member from Western Europe
Yet to make decision on application

Non-member
Not an LIR. No need for PI address space.

Member from Western Europe

Maybe in the future

Non-member from Russia and Central Asia

1. We are in the process of updating the edge equipment (and some general equipment, including customer's). We can't use the IPv6 just now. 2. Nobody of our users ask for IPv6.

Non-member from Western Europe

Our network providers do not provide IPv6.

Non-member from Other

Didn't ask.

Non-member from Western Europe

I guess they haven't even asked for one

Member from Western Europe

We just finished our definition of IPv6 needs. We will do the first allocation request this week (may 17th)..

Member from Middle East

because we didn't have enough information and knowledge about IPV6 in our country.

Non-member from Middle East

Not an LIR

Non-member from Western Europe

My organization is an end-site. Some of our services are externally hosted.

Non-member from Western Europe

We are working on it, but not there yet

Member from Western Europe

It will come shortly in parallel to making our application v6 aware.

Member from Russia and Central Asia

My organization's have not a formal plan for IPv6 deployment.

Member from Middle East

recently requested, will receive in a couple of days i believe.

Member from Eastern Europe and South East Europe

Have not got round to implementing IPv6 yet.

Member from Western Europe

We began the allocation request. I have investet 2 hours up to now. It is difficult to use same to all known RIPE requests.

Member from Western Europe
We haven't ask RIPE for IPv6 allocation yet

Member from Western Europe
Because we didn't request one.

Member from Western Europe
Not yet requested

Member from Eastern Europe and South East Europe
We plan to do soon. We prepare an application and send it to you shortly to RIPE.

Member from Middle East
We have not had any demand for IPV6, and feel that we can quickly address the the need when it arises.

Member from Middle East
Still making the full plan for that change

Member from Middle East
this is still in the plans

Member from Western Europe
we don't need it currently

Member from Western Europe
No Idea. Laziness (on our side)?

Member from Russia and Central Asia
We have enough IPv4 allocation for today

Member from Western Europe
We haven't found the time to plan and begin IPv6 implementation yet, but that's about to change.

Member from Middle East
I never saw such assignment email request from RIPE, as i am handling ripe stuff since right from the begining. or may be i missed

Member from Western Europe
not started the process yet

Non-member from Western Europe
Not requested yet, planned for 2012.

Member from Western Europe
We did not apply for one yet also all user systems use ipv4+NAT

Member from Western Europe
We don't need it yet

Member from Western Europe
The German federal government is planning to assign IPv6 address space to regional governments. Therefore we have not applied for an own assignment yet and maybe will not in the future.

Non-member
No request.

Non-member from Other
clueless IT staff

Please suggest some ways the RIPE NCC can help you with the take-up of IPv6

Member from Middle East
Training

Member from Western Europe
Allocate IPv6 resources to everyone with Ipv4 resources.

Member from Eastern Europe and South East Europe
Example transition scenarios, best practices for those who are planning IPv6 transition/implementation.

Non-member
More emphasis on economic benefit, using unbiased business cases

Member from Western Europe
Implementation and policy should be consistent. It is possible to make resource requests which comply with policy but which are not allowed by the implementation. This places an increased burden on both LIR and RIR.

Member from Western Europe
IPv6 usable training closer to us.

Member from Western Europe
free ranges given out to those who maintain perfect dbms

Member from Western Europe
Provide an easy plan for IPv6 resource request or even a step by step plan

Member from Western Europe
Guidelines about deployment in a network.

Member from Western Europe
Clear policies on multihoming and other addressing issues.

Member from Western Europe
Allocate IPv6 space to us

Member from Western Europe
Develop a paper to present 3 good reasons why that within 5 years their use of 192 addressing is a bad idea and will lose them business

Member from Middle East
more and deeply training about IPv6

Member from Russia and Central Asia
The RIPE IP address assignment procedures are quite complicated. We need to request for the IPv6 address space and get it to deploy.

Non-member from Middle East
The First and important thing I faced when I start to give organizations in my country IPv6 blocks , why i need Ipv6 now ! some of them were afraid to take only their Block even it was FREE !! so in my opinion in order to make people aware of the importance of Ipv6 beside courses , presentations , word of mouth , the people should see IPv6 ads on most sites they visit in order to feel how its important now!

Member from Western Europe
Operational aspects: addressing plan, tools for cross-connectivity between IPv4 and IPv6, documentation on cross-connectivity issues.

Non-member from Western Europe
They have done enough already :)

Member from Middle East
I suggest RIPE to start ipv6 tunnel broker service option to its members

Non-member from Western Europe
no not yet

Member from Western Europe
make manufactors build IPV6 compatible hardware

Member from Western Europe
It's in the pipeline, the pipeline is just a bit to long :)

Non-member from Western Europe
Online information in french

Member from Russia and Central Asia



no, thanx!

Member from Middle East

We need our Tier 1 Carrier here to upgrade to IPV6 which is *****

Non-member from Western Europe

With a easy getting-started manual, or a power-point deep guide

Member from Western Europe

We're already running it!

Member from Middle East

Creating guidelines

Member from Western Europe

Give us some time :-)

Member from Eastern Europe and South East Europe

Spreading the best practices.

Member from Eastern Europe and South East Europe

Addressing training

Member from Western Europe

Training and support to get started

Member from Eastern Europe and South East Europe

No specific help needed.

Member from Western Europe

More public relations as the World v6 Day

Member from Eastern Europe and South East Europe

At the moment RIPE could set basic trainings about IPv6, most people think that this resource is much more complicated to deploy than IPv4 which is not true.

Member from Western Europe

none

Member from Western Europe

By testing new routers, dslams, etc.

Member from Russia and Central Asia

I think RIPE NCC cannot help us in this question now. May only for real testing usage. It will be helpful.

Non-member from Western Europe

Invest in the development in solutions to jump from the "dual stack" transition to native IPv6 only with some sort of technique to access the legacy IPv4 infrastructure.

Non-member from Western Europe

More press releases and announces, not only to governments, but also to commercial and industrial associations.

Member from Western Europe

Push vendor router/firewall adoption

Member from Western Europe

RIPE should propose individual roadmaps.

Member from Western Europe

Produce a 'user friendly' IPv6 guide for general public, and another for LIRs as one document with all the basics. Most RIPE documents are quite dry.

Member from Western Europe

Not me directly, but what would be usefull is some hints about ipv6 deployment, because for many people its hard to get into a new thinking for v6. Often IPs are assigned like in v4 world, breaking things like autoconf or making subneting hard to track.

Non-member from Other

Not much, I already have the addresses.

Member from Western Europe

RIPE NCC only supports the big players, important members, old well known players at the RIPE meetings. It's allways related to the same level, not divided into LIR containers like - Telco's - large hosting - small hosting etc, and also based on hardware vendors. Why not invite them on the RIPE meetings - let them play the role there - like F5, Checkpoint - Cisco - Symantec - Microsoft - VMWare - IBM - etc..

Non-member from Western Europe

Localize information. Push sp's

Member from Western Europe

report troubleshooting issues

Member from Western Europe

Be more active with hardware vendors.

Member from Western Europe

too late :)

Member from Western Europe

More information on IPv6 take up, and deployment methodologies.

Member from Western Europe

By ensuring that endusers can get hold of addressing easily and ensuring that barriers to their adoption are minimised. This means ensuring fees for v6 resources are kept low and policies are encouraged that smooth the way for resource assignment

Member from Western Europe

Training Session in real scenarios, I mean how to implement IPv6 in CISCO o JUNIPER equipments. Adding tools for online training of this courses (videos, demos, etc).

Member from Western Europe

Educating managers to let engineer to study, plan and try IPv6 schemes.

Non-member from Other

Pushing vendor support (SonicWALL) and training.

Member from Russia and Central Asia

FAQ IPv6 site on all languages

Member from Eastern Europe and South East Europe

Provide multiple alternative documentation-deployment-starter-packs, suggesting the ways to deploy IPv6 in an ISP network - many existing subscriber IPv4 networks operated by ~20 Linux routers.

Member from Russia and Central Asia

- may be a kind of step-by-step guide.

Member from Western Europe

Example of deployment could be usefull Help with the transit operator

Member from Western Europe

none needed, we've deployed it.

Member from Western Europe

Inform about IPv6 BCP on the Internet

Non-member from Russia and Central Asia

already done on our side

Member from Western Europe

I already attended the RIPE NCC IPv6 Training :-)

Member from Russia and Central Asia

Training courses with solutions for common cases (ISP, hosting, etc).

Member from Russia and Central Asia
To link to organisations that successfully deploying IPv6, to help communicate to them.

Member from Russia and Central Asia
more IPv6 transit operators

Non-member from Western Europe
We've already transitioned (the previous questions do not seem to allow for that option)

Member from Russia and Central Asia
We are already on the way of deployment IPv6 in our organisation

Member from Russia and Central Asia
make it free for some time

Member from Western Europe
easy information on the website

Member from Russia and Central Asia
Maybe just give us addresses =)

Member from Russia and Central Asia
Provide more practical examples and howtos related to IPv6 deployment

Member from Russia and Central Asia
provide deployment examples and whitepapers

Member from Russia and Central Asia
RIPE NCC has already made enough for that

Member from Western Europe
Apply policies approved by the community not being stricter than needed and that the policy impose.

Member from Russia and Central Asia
Provide more real examples, more howtos.

Non-member from Western Europe
Give away ipv6 address easily grant any request without requiring a massive amount of justification increase predicted growth allowance to a year. offer easy guidance articals for ipv6 implementing in different areas,mail,web ect.

Non-member from Eastern Europe and South East Europe
Consider testing of home and SOHO routers for IPv6 usability

Non-member from Western Europe

give me more information and technical training by the web...

Non-member from Western Europe
Phase out IPv4! ;-)

Member from Western Europe
Provide enough information about RIPE IPv6

Member from Western Europe
training

Member from Western Europe
RIPE NCC should try to simplify subsequent IPv6 allocations!

Member from Western Europe
I need training and technical guidelines basically. An IPv6 sandbox would be nice too :)

Member from Western Europe
some tips&tricks and "best practices"

Member from Western Europe
More Management Information

Member from Russia and Central Asia
More examples and success stories about IPv6 implementation and migration.
Really.

Member from Russia and Central Asia
Provide with the best practices of migrating IPv4 to IPv6 services.

Member from Eastern Europe and South East Europe
guidelines for 6to4 tunneling

Member from Western Europe
Need to influence all other vendor, manufacture and operator need to establish and deploy it other it will very difficult the transition from IPv4 to IPv6 also RIPE will bound to do it all of its member on partial deployment at least IPV6 10% then it will be faster the process. Thank you.

Member from Western Europe
clear the confusion with IPv6 PI assignments!

Member from Western Europe
Case history with examples of plans and executions by big operators

Member from Western Europe
Training, courses, guides.

Member from Eastern Europe and South East Europe

More information, case studies for ISPs! The great majority of information are for End users.

Member from Western Europe

why should ripe help in ipv6 development, if people don't need it. In the moment people need it, because they can't have an ipv4 adress anymore, then you should act.

Member from Russia and Central Asia

Support by e-mail or chat.

Member from Western Europe

The problem/challenge is more on our side than the side of RIPE NCC!

Member from Western Europe

none, we are on our way

Member from Western Europe

Training and real-life examples are what's most needed. Also, be visible (none of our customers ever asked for IPv6, and a lot of them think there are just plenty of ipv4 left).

Member from Russia and Central Asia

The biggest problem is that IPv6 Internet space is quite limited, thus making us to buy new hardware. Not the RIPE NCC problem, though.

Non-member from Eastern Europe and South East Europe

Building Strategy

Member from Western Europe

By e-mail could be fine

Member from Western Europe

best-practice documents, etc.

Non-member from Western Europe

none

Member from Western Europe

- How to develop an adress plan - How to configure DNS

Member from Western Europe

Courses, web sites as is doing. More publicity maybe?

Member from Western Europe

Nothing to suggest

Member from Western Europe

Tough one - as the awareness activities have been going on for sometime, its possible to consider people may not take IPv6 until they have to. Publicity/stats around remaining IPv4 resources for the RIPE region may start people thinking...

Member from Western Europe

none it is the end user that needs awareness not the service provider

Member from Western Europe

We need sell IPv6 needs to our Ceos...

Non-member from Western Europe

n/a

Member from Russia and Central Asia

information

Member from Western Europe

ripe labs articles are fine

Member from Russia and Central Asia

Thank your, no. The need the user readiness to deploy IPv6.

Member from Eastern Europe and South East Europe

RIPE doing pretty good job so keep it up

Member from Eastern Europe and South East Europe

Trainings in Poland

Member from Russia and Central Asia

best practice information

Member from Russia and Central Asia

simple structure to obtain ipv6

Member from Middle East

Must set a date for all big ISP's, so that the majority has v6. All others will follow.

Non-member

Ensure global redistribution of unallocated/unused IPv4 so that IPv6 transition is globally uniform.

Non-member from Western Europe

Hassle data centres, software vendors (such as cPanel) to get their products/services ready faster.

Member from Western Europe

Funding for IPv6 deployments for smaller providers if possible, paid for by European funding that may be available but smaller providers would be unable to access due to complexity in successfully applying. Also, negotiating deals with network equipment vendors for discounts on replacement equipment to replace existing IPv4 only equipment which cannot be upgraded to support IPv6. Basically use the RIPE NCC's buying power on behalf of it's members.

Member from Western Europe

Not necessary, we have fully deployed IPv6 - or actually: get other people to adopt it ASAP :-)

Non-member from Western Europe

collect case studies and document recommendations

Member from Middle East

Online Help Desk and tutorial

Member from Eastern Europe and South East Europe

Send us time ;)

Member

training and transition plan

Member from Middle East

We do not have an ipv6 gateway in Middle East from Upstream providers. Still waiting. :(

Member from Western Europe

We're reasonably well catered for.

Member from Middle East

On-job training, formal training and soft and hard documents.

Member from Western Europe

N/A Already deployed.

Member from Western Europe

As the vast majority of the satellite transmission equipment we are using does not have v6 support, we can't jump on the v6 train at this moment... If major suppliers like Viasat, Inmarsat, iDirect, and many others could receive some attention from the RiRs to persuade them to implement v6 would be helpfull for us.

Member from Western Europe

Implementation courses. The current course is good and basic, but not really into the business for an ISP/hoster. The step from making it working to deploying it to customer takes a LOT of research.

Non-member from Western Europe

-

Member from Middle East

We dont know how to route between IPv4 and IPv6 protocols.

Non-member from Middle East

some e-trainings and implementation guides will be so usefull

Non-member from Eastern Europe and South East Europe

Some commercials? I think you are doing good job about IPv6

Member from Western Europe

more IPv6 trainung

Member from Eastern Europe and South East Europe

just do more ipv6 among our customers

Member from Western Europe

IPv6 training DNS, reverse, routing setup etc.

Member from Western Europe

Reports and stats to show executives the deployment rate of IPv6

Non-member from Western Europe

Examples of routing configuration, assignment to end users etc. - List of IPv6 Transit carriers sorted by regions (i.e. in the LIR list)

Member from Western Europe

Better (explained) policies for colocation / housing services ... eg. is it allowed to give an end user only a /120 for NDP exhaustion attacks ? Or give a customer 500 different /64's, that don't come out of a single /48 ?

Member from Middle East

provide noob friendly training docs

Member from Western Europe

More links to free tunnel providers in order to provide an experience of ipv6

Member from Russia and Central Asia

Give us some money to buy new BRASes :-)

Member from Western Europe

RIPE provided a good work in the person of Axel Pawlik. Axel's mails mad me decide before is too late to prepare the migration.

Member from Western Europe

The issue we have is not of technical requirement, but of business requirement. Because IPv6 is not widely available, it is hard to make managers see a use for it.

Member from Eastern Europe and South East Europe
Support talks with huge upstream providers like Polish TPSA

Non-member from Middle East
Read initial document how to take-up

Member from Eastern Europe and South East Europe
None

Member from Western Europe
more support

Member from Western Europe
A list of applications to be developed for ipv6

Member from Russia and Central Asia
Propaganda and training will be useful :)

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
Problem is lack of CPE devices that support it so no real benefit, cant see how RIPE can help with that

Member from Western Europe
There needs to be easy to understand guidance.

Member from Western Europe
more information about dns-services

Non-member from Western Europe
We're done, thanks.

Member from Western Europe
We already have IPv6 in production and consider it on equal terms to IPv4.

Non-member from Western Europe
In general, allocate resources.

Member from Russia and Central Asia
additional materials

Member from Western Europe
Already deployed and in operation since 2003

Non-member from Western Europe

I have already implemented it thanks to my choice of personal ISP's for my servers/routers, but my workplace is struggling to get an allocation from their ISP's AT ALL - regardless of money, so some way for people and organisations to request an allocation, ASN and to join a peering collective would be helpful (as my workplace has an MPLS network with terminations in several DC's, and I have dedicated fibre connections to several DC's and have to rely on personal connections and negotiation at the moment).

Member

We have it mostly figured out, just the "final" roll out needed

Member from Western Europe

Been an IPv6 user since 2004 and fully deployed since 2007 !

Member

It needs to make public noise to bring ipv6 to the attention of CIOs and non-technical company management.

Member from Western Europe

Coordinate IPv6 activities between different members in a region so that they enable IPv6 about the same time. This is to ensure that IPv6 problems will be fairly distributed between the ISPs in a region. If one or a few ISPs enable v6 way before most others, those ISPs might be in risk of losing customers or getting bad publicity because of downtime or unreachable services (facebook, google etc) when people are using v6. Our network support IPv6, including CPEs. However, we're unsure what will happen if we enable IPv6 dual stack now. We're afraid that customers might not reach random sites, especially those on v4. This is a major showstopper for us. If v6 was enabled with most content providers (Facebook, Microsoft, Google, but even national TV and radio broadcasters and local newspapers) we would be much less reluctant to enabling v6. Therefore, a coordinated effort from RIPE and the other RIRs to make the content providers enable v6 would probably solve this chicken and egg problem (although I'm aware content providers have a similar fear).

Member from Western Europe

None at present

Member from Western Europe

If the hardware was prepared for IPv6 it would have been easier.

Non-member from Western Europe

advertise success cases and examples.

Non-member from Eastern Europe and South East Europe

RIPE NCC could create a IPAM tools for managing IPv6 address space!

Member from Russia and Central Asia
force vendors to develop and release ipv6 devices and software. Especially for users and small business.

Member from Western Europe
Increased training days throughout ripe regions

Non-member
Widespread IPv6 deployment needs widespread deployment of suitable CPE. The RIPE NCC is not in a position to sponsor CPE deployments and cannot offer consulting services to the ISPs who would need to finance them or to get their customers to buy them. I don't think that leaves the RIPE NCC in a position to influence the market. The market will either accept and implement IPv6 for access network or it won't. If it does not then the RIPE NCC is only in a position to watch and report what happens. It will be useful material for anyone studying telecommunications history at some point.

Member from Other
Couple IPv6 active usage with fees on IPv4 blocks. No IPv6 for an LIR/ISP, price goes up by large-ish %age (20% for instance). We already do IPv6, but need more of everyone else to do IPv6 for everything to work properly.

Member from Western Europe
I don't know

Member from Western Europe
More training focused on practical topics.

Non-member from Western Europe
The help already provided was quite sufficient.

Member from Western Europe
nothing, we already run ipv6

Member from Western Europe
More technical training courses.

Member from Western Europe
Provide as much information as possible

Member from Western Europe
Concrete training material, like the "preparing an ipv6 addressing plan" mentioned in the most recent member update. Also RIPE should affect organisations to push IPv6 deployment, so that reaches a critical mass and becomes more attractive to everyone.

Non-member from Russia and Central Asia
I think dedicated courses would be great.

Member from Russia and Central Asia
to show real experience of IPv6 deployment at training courses in detail.

Non-member from Western Europe
None really. It comes along as soon as services are IPv6 only.

Member from Western Europe
As an industry we are still only beginning to grapple with how to get from here to there. Two page handouts are helpful but at this point they only get us so far. I think the problem we each need to solve is to make a clear plan to work around IPv4 depletion, in a way that will not cement the workarounds in place of full IPv6 transition. This is only partly a technical topic. The non technical parts are VERY difficult. They are in part reliant on business plans that are not public, and in part reliant on strategic decisions that are hard to grapple with, so they get forgotten after the lunch on the Friday of a RIPE meeting. RIPE NCC does have access to confidential network data on behalf of its members. Within the essential constraints of privacy, I wonder if there is some way to provide either one-to-one advice or heavily aggregated guidance based on this info.

Member from Russia and Central Asia
To do IPv6 PI assignments free for hosting companies.

Member from Western Europe
Evangelism, which you already do.

Member from Western Europe
you can't, no help required.

Non-member from Western Europe
Working with ISPs to ensure end-users also get it

Non-member from Western Europe
none - already deployed

Member from Western Europe
talks at plenary were a great help to understand the problems we will be facing
RIPE members experience database would be an interesting information

Member from Western Europe
training courses

Member from Western Europe
More explanation and document sample dedicated to ISP. For example, IPv6 assignment for specialities of ISP (hosting, housting, internet access..)

Member from Middle East

we need to know the key features of technology and how can we deploy IPV6 network through training. i am talking about Palestinian territory/ gaza strip region. there is no meetings and training here.

Non-member from Middle East

Develop a transition plan and recommendation of best practice. And

Member from Middle East
training

Non-member from Western Europe
n/a

Non-member from Western Europe
Marco H:s presentation at RIPE Roundtable was very good, that type of information is good.

Non-member from Western Europe
ripe meetings are perfect

Non-member from Other
Training

Member from Western Europe
Hold a course in Trondheim, Western Europe. We're at-least 19 people employed by 6-7 RIPE NCC members here :-)

Member from Western Europe
IPv6 deployment examples (similar companies) and more precise guidelines form RIPE NCC or other RIRs

Member from Western Europe
news, statistics, trainings, case studies

Member from Middle East
discuss it with IX and big carriers to quicken the pace

Member from Eastern Europe and South East Europe
Tutorials and trainings are very useful, for the beginning.

Member from Eastern Europe and South East Europe
Issue web-casts / on-line training

Non-member from Western Europe
Publish problems and workarounds, discovered by other adopters.

Member from Western Europe
Facilitate the 6RD v6 allocation policy. Facilitate the IPv6 PI policy.

Member from Western Europe

easier request process. Even RIPE should be able to imagine, that we will need IPv6 Address Space. But the request Process is like the process for new members.

Member from Western Europe

Provide training and have clear documentation on record types (when this has fully been agreed). Though there are certain organisations who provide training, it would be useful to have assistance on using RIPE's tools adequately.

Member from Western Europe

We need a basic howto for the management of the allocated ipv6 address space. A tool for the handling of the ipv6 and the ipv4 assignments of a ripe member in connection with the ripe database would be very useful!

Member from Western Europe

Make vendors actually provide ipv6 equipment

Member from Western Europe

We are already running a dual stacked network, providing IPv6 connectivity to many of our customers that choose to use it.

Member from Western Europe

Consistently refer to IPv4 as a legacy protocol.

Non-member from Western Europe

Share presentations, tutorials and bring relevant technical people together in RIPE meetings

Member from Eastern Europe and South East Europe

Well maybe routing training focused on RPSLNg would be interesting (I have attended routing training when it was RFC2622-only, so maybe I should consider to sign up again...?).

Member from Western Europe

Implement my policy proposal : 2011-02 :)

Member from Western Europe

outreach / awareness activities (as are already done)

Member from Middle East

giving training and more webinars

Member from Western Europe

use it on your own mail servers... for a start :P

Member from Western Europe

We're trying to figure out the Vendors and their CPE equipments. I think the best Ripe NCC can do here is keep having meetings like Ripe 62. Where people can get together and talk about the problems.

Member from Eastern Europe and South East Europe
force network hardware vendors to implement more security features, like RA snooping, ND snooping, or force Microsoft to implement SEND

Member from Western Europe
IPv4-depletion will already help a lot I think. It's the (few) large eyeballs which need to be persuaded - maybe get in contact with them. Content-providers that I know are more or less "ready" or also do IPv6.

Member from Western Europe
more marketing activities.

Member from Western Europe
Guideline (best practice), how to run IPv4 and IPv6 parallel and ease of transition.

Member from Western Europe
we can manage just fine

Member from Russia and Central Asia
I think the RIPE should more share experience of the implementation IPv6 between members.

Member from Eastern Europe and South East Europe
organisation of practical trainings, providing best practice information etc.

Member from Western Europe
Enforce Tiers-1&2 providers to provide IPv6 to provide IPv6 transit to LIR's & end-users

Member from Western Europe
help campaigning to educate and inform end users

Member from Western Europe
Hold meetings and invite the business, enterprises, government parties etc.

Member from Middle East
Trainings

Member from Middle East
Not at this stage on our production Level but if it for testing phase why not . sure.

Member from Western Europe

promote ipv6 among my customers, and ipv6 support among out hardware suppliers (bluecoat and clavister)

Member from Western Europe

RIPE should try to address the issue of IPv6 Internet still having poorer connectivity and issues with non-full routing tables at "transit" providers

Member from Western Europe

Clear addressing plan (almost there.), portal to information resources

Member from Western Europe

Push big telco's to use it. We have 3 peers, last year only Interoute could offer this (by a IPv4 tunnel). Only Interoute has plans for a full IPv6 POP. This is in Brussel, LCL Diegem, one of the biggest Xchanges in Western Europe...

Non-member

None, don't feel it is their role.

Member from Russia and Central Asia

more practical examples of router configurations

Member

Provide best practices for internal numbering and examples for different kinds of LIRs.

Member from Western Europe

We are doing it.

Member from Western Europe

More IPv6 Training, specifically London-Based

Member from Western Europe

Technical Training

Member from Western Europe

Customer information is still very lacking in regards to ipv6, even though ipv6 is nowadays possible in many datacenters. How to get the general public, from small to big enterprises, more educated on ipv6, and become willing to implement it in their software/network is the big question.

Member

Nothing! ipv6 is 100% operational and in production for all our servers .

Non-member

fully ipv6 operational for years

Member from Western Europe

We would like to attend some near time IPv6 training somewhere in Western Europe or Northern Western Europe.

Member from Western Europe
Pressure suppliers (Cisco) by public relations to ensure they keep pace.

Member from Western Europe
Help the quagga people fix ospfd6

Member from Russia and Central Asia
no

Member from Western Europe
We had already deployed IPv6 across our entire network in 2008.

Member from Eastern Europe and South East Europe
CPE suggestions might be useful in general.

Member from Western Europe
Keep on the good work. It'll pay off.

Member from Western Europe
No help needed. We do IPv6. Since years.

Member from Western Europe
we are dual stack

Member from Western Europe
help CPE vendors get their act together perhaps by providing a communication channel between RIPE members & equipment providers

Member from Western Europe
Lobby governments for the mandatory inclusion of RIPE501 in all tenders (at EU level)

What information do you need to make the decision to deploy IPv6 in the next 12-24 months?

Member from Middle East
video training

Member from Eastern Europe and South East Europe
How expensive it could be.

Member from Western Europe
More information about ETA for ipv4 depletion in RIPE region. Depletion seems to be the language the management level understands best

Member from Western Europe
General information, more users.

Member from Western Europe
client requests really

Member from Western Europe
Prices, technical requirements

Member from Western Europe
none.

Member from Western Europe
Customer demand

Member from Western Europe
To move to V6 I have to convince every railway in Europe either to migrate their core network or develop a coexistence strategy. I am fighting against every head of networks in every railway - HELP A BIG BIG help is for RIPE to work with the main manufacturers to list for every 'router' whether it is v6 compliant and what model /upgrade / software version is required.

Member from Western Europe
Information about manufactors support for IPv6??

Member from Middle East
more and deeply training about IPv6. Routers configuration tools for IPv6

Member from Russia and Central Asia
For my engineering stuff, it will very useful to get some technical training materials and operation manuals.

Non-member from Middle East
am already deploy IPv6 in my country - Middle East, First Company -BCI- have and deploy Ipv6 to be used in its infrastructure and for its customers .and my network is running both IPv4 and IPv6 in dual stack technique .

Member from Western Europe
None, we have already decided to deploy.

Non-member from Western Europe
nothing more than is already available

Non-member from Russia and Central Asia
no need

Member from Middle East
product compatibility chart if possible

Non-member from Western Europe
N.A.

Member from Western Europe
ISP's supporting IPV6 (CPE equipment)

Member from Russia and Central Asia
already decided to

Non-member from Western Europe
A step-by-step case-study could help us to start

Member from Middle East
Routing strategy

Member from Western Europe
Coordinated schedule with uplink providers

Member from Western Europe
Nothing special, but technical information of all sorts, especially from experiences made so far are always very welcome.

Member from Eastern Europe and South East Europe
Overall training

Member from Western Europe
How to plan and deploy IPv6

Member from Eastern Europe and South East Europe
None.

Member from Eastern Europe and South East Europe
I already made decision that I will deploy IPv6 as soon as Quagga routing suite (its ospfv3) will be stable.

Member from Western Europe
none

Member from Western Europe
Information of compatible devices and best practises in deploying.

Member from Russia and Central Asia
Training courses and real practice for IPv6 registration services for LIR.

Member from Russia and Central Asia
Quality of IPv6 support in the open source software.



Member from Western Europe
None, the decision has already been made.

Non-member from Western Europe
Already deploying.

Member from Western Europe
Management will take decision to deploy ipv6 when around the world there will be the first ipv6-only user community. Please, advice us!

Member from Western Europe
You're implying it hasn't been done already.

Member from Western Europe
Importance to do so.

Member from Western Europe
We have already deployed it on most of the network.

Member from Western Europe
none, allready done that ;)

Non-member from Other
Not much. I'm waiting for there to be no slight chance of using v4.

Member from Western Europe
more manpower

Non-member from Western Europe
We need to asses our production code for any reliance on ipv4 addresses

Member from Western Europe
The decision is done. Now we have to arrange lab and our internal network to plan a co-existence with dual-stack

Member from Western Europe
None.

Member from Western Europe
There has to be customer demand..

Member from Western Europe
Just a better understanding of how quickly others are going to be adopting IPV6

Member from Western Europe
already done.

Member from Eastern Europe and South East Europe

Is there some new app/protocol that's using "just-and-only" IPv6 stack ?

Member from Western Europe

We need to hear from our peers what their strategy will be

Member from Western Europe

Internally company-wide v6 network level deployment occurred 3+ years ago.

Member from Western Europe

We would need our transit providers to support v6 and our customers to ask us for it.

Member from Western Europe

Time and RIPE NCC documentations ;)

Member from Western Europe

No need information, need time and managers understood this is necessary.

Non-member from Other

I need my vendors to fully support it!

Member from Russia and Central Asia

End of IPv4

Member from Russia and Central Asia

I guess all information is there, it's just a matter of time.

Member from Western Europe

Operator which are up to date with Ipv6

Member from Western Europe

none, see above.

Member from Western Europe

Mainly IPv6 security, IPv6 addressing scheme

Non-member from Russia and Central Asia

already done on our side

Member from Russia and Central Asia

What is the better way to spread IPv6 across our customers. And information about which ISP in our area support IPv6.

Member from Russia and Central Asia

Support for ipv6 from vendors. BRASes, CPE etc.

Member from Russia and Central Asia

We took the decision already.

Member from Russia and Central Asia
more examples of configurations for operators of broadband access

Member from Russia and Central Asia
best practice tutorials and trainings

Member from Western Europe
costs and easy guides

Member from Russia and Central Asia
terms of use, network equipment support information.

Non-member from Russia and Central Asia
Information about current ipv6 address usage in number of ipv6 hosts grouped
by countries, ISPs etc

Member from Russia and Central Asia
need CPEs

Member from Russia and Central Asia
Simple step-by-step pan how to do it

Member from Eastern Europe and South East Europe
Our hardware ability to work with IPv6 is the most significant information of all.

Member from Western Europe
We have full information

Non-member from Western Europe
Above

Non-member from Eastern Europe and South East Europe
hardware and software IPv6 compatibility lists are a must, thus that's something
I'd like to read about

Non-member from Western Europe
i need a large amount of information about it !

Non-member from Western Europe
What's accessible with IPv6 that isn't with IPv4?

Member from Western Europe
deployment has already been done

Member from Western Europe
Cost and planning for transition.

Member from Western Europe
training to prepare our staff

Member from Western Europe
First i need a budget from my boss, then I need an audit of my systems so i can know where i'm heading.

Member from Western Europe
Have already deployed IPv6.

Member from Russia and Central Asia
Too much to describe

Member from Western Europe
Our upstream providers to support it

Member from Russia and Central Asia
How to deploy IPv4 and IPv6 at the same time and smoothly move to IPv6.

Member from Western Europe
Time

Member from Western Europe
We need clear statistics how it will deploy in other member in their network.
Thank you.

Member from Western Europe
Listing all the providers which have already IPv6 in service

Member from Western Europe
Customer demand.

Member from Western Europe
NONE. We don't need to, as we don't have the resources to use ipv6 (not enough hosts , routers, equip. at all) There is no request form the customers for it.

Member from Russia and Central Asia
sofrware/hardware compability

Member from Russia and Central Asia
If there is some questions I would ask RIPE NCC by e-mail.

Member from Western Europe
We have in principle the info we need. It is just a matter of when we will start pulling up our sleeves and get things done!

Member from Western Europe

we have already deployed ipv6, actually, we make our plans for our end users and resellers.

Member from Western Europe

We did already, but there is a lot to do

Member from Russia and Central Asia

The decision was already taken, and we'll start experiments with IPv6 this autumn. The most serious problem will be formulation of IPv6 benefits for your end-users.

Non-member from Eastern Europe and South East Europe

Costs of implementation

Member

We just need time internally so we can implement it.

Member from Western Europe

Technical training

Member from Western Europe

Just an e-mail or link where to find what to do.

Member from Western Europe

We will be deploying IPv6 in the next few months

Member from Western Europe

Already deployed (dual stack). But we would need to know that it will work "all the way". IPv6 usually works "locally" or "partially" but not completely.

Member from Middle East

our local regulatory rules

Non-member from Western Europe

none

Member from Western Europe

More support from hardware manufacturers

Member from Western Europe

Waiting to get place on Ripe IPv6 courses, othwise we have all info we need.

Member from Western Europe

We're deploying right now

Member from Western Europe

IPv6 is already widely deployed across our network and systems

Member from Western Europe
We do plan to deploy inmediately

Member from Western Europe
We have all information, I think the problems is in big carriers, more of them no supports IPv6 native as a service at this time.

Non-member from Western Europe
n/a

Member from Russia and Central Asia
We have all information we need.

Member from Western Europe
Pros and Cons to build awareness for the Company Leaders

Member from Western Europe
deployment is done

Member from Eastern Europe and South East Europe
not need.

Member from Russia and Central Asia
Information about user-side equipment and web sites (resources) on IPv6 networks.

Member from Eastern Europe and South East Europe
Yes we are going to deploy in 6 months

Member from Eastern Europe and South East Europe
We need budget, not information :)

Member from Russia and Central Asia
materials about ipv6

Member from Middle East
v6 deploy date of big ISPs

Non-member
none personally, but I think the community needs more info on IPv6 compliance in products and services, through general and very active awareness raising.

Non-member from Western Europe
None, just need the support.

Member from Western Europe
n/a

Non-member from Western Europe
convince management

Member from Middle East
tutorial and article

Member from Eastern Europe and South East Europe
Information is present, just need to implement it.

Member
setup

Member from Western Europe
Most of our kit is ready, so we're being driven by customer demand.

Member from Russia and Central Asia
Local exchange points and uplink readiness .

Member from Middle East
How to deploy it. how to work with it.

Member from Western Europe
Already deployed.

Member from Eastern Europe and South East Europe
training to deploy ipv6

Member from Western Europe
IPv6 over DHCP lines

Non-member from Western Europe
-

Member from Eastern Europe and South East Europe
Already have all the information needed.

Member from Middle East
Customer needs

Non-member from Middle East
More technical knowledge about IPv6 and prepare a plan

Member from Russia and Central Asia
More FAQ about IPv6 in general, FAQ about implementing in real network with examples and typical troubles description.

Member from Western Europe

A ratified and manufacturer-supported standard for delivering IPv6 to customer networks - DHCPv6 prefix assignment, for example.

Non-member from Eastern Europe and South East Europe
Better support in Cisco/Checkpoint/Juniper, etc

Member from Eastern Europe and South East Europe
we have already deployed

Member from Western Europe
.We already in a deployment state. But to hurry it up maybe get info to see how the rest of internet is moving to IPv6

Non-member from Western Europe
none, we will do it anyway

Member from Middle East
waiting for my upstream

Member from Russia and Central Asia
Nothing

Member from Western Europe
Already decided, we are planning the infrastructure.

Member from Eastern Europe and South East Europe
I think we have enough information.

Member from Eastern Europe and South East Europe
Customer requests.

Non-member from Middle East
N/A

Member from Eastern Europe and South East Europe
Routing

Member from Western Europe
more information about the power of ipv6, and some migration plan by big companies

Member from Western Europe
real need to develop applications for ipv6

Member from Russia and Central Asia
We have already started to deploy.

Member from Western Europe

More information about IPv6 prefix count statistics and evolutions, to evaluate BGP feeds quality from IPv6 transit providers

Member from Russia and Central Asia
Not all devices support the IPv6.

Member from Eastern Europe and South East Europe
Read above

Member from Western Europe
The required changes in our infrastructure.

Member from Western Europe
standards in the provider environment

Member from Eastern Europe and South East Europe
nothing we will deploy it in the next 12 months

Member from Eastern Europe and South East Europe
We are surely going to. No information needed.

Non-member from Western Europe
just customer demand

Member from Western Europe
Already deployed and used

Non-member from Western Europe
Statistics on domestic IPv6 deployments in Europe.

Non-member from Western Europe
None, already deployed.

Member from Russia and Central Asia
we've been doing it. it takes time :(

Non-member from Western Europe
-

Member
None, Mostly time and interested customers.

Member
already deployed

Member from Western Europe
We have deployed.

Member from Western Europe
Info about which content providers are IPv6 enabled.

Non-member from Western Europe
Tools to convince management adequately

Member from Western Europe
N/a

Member from Western Europe
IPv6 is slowly being deployed, however most of the equipment at the end sites are not prepared and therefore it will still take a long time before IPv6 will be fully implemented.

Non-member from Western Europe
a method to evaluate the investments needed...

Non-member from Eastern Europe and South East Europe
How to go through the "transition" period?

Member from Russia and Central Asia
We have already done our decision :)

Member from Western Europe
A central source of equipment / software that are IPv6 compatible

Non-member
We already did it several years ago.

Member from Western Europe
I don't know

Member from Western Europe
no need, we already have it in production.

Non-member from Western Europe
Already deploying.

Member from Western Europe
nothing, we already run ipv6

Member from Western Europe
Deployment delays are mostly a (lack of) time issue.

Member from Western Europe
Co-existence with IPv4 is unavoidable. I would like to know the best practises that are proven to work, for making co-existence and later the migration as smooth as possible.

Non-member from Russia and Central Asia
Mainly the services I can use just now in the IPv6 world.

Member from Russia and Central Asia
no info needed. Just more time for doing

Non-member from Western Europe
None

Member from Western Europe
None. That decision is already made. The info needed to work on a transition (not just deployment) was clear knowledge of how depletion would affect us, our customers and partners, and parallel plans to (1) work around the problems of depletion, and (2) prepare a plausible IPv6 service that adequately replaces the workaround.

Member from Western Europe
We have deployed it.

Member from Western Europe
none, it's already available from hundreds if not thousands of sources.

Non-member from Western Europe
none

Member from Western Europe
how fast will my customers force me to be ready ?!

Member from Western Europe
Knowing we're a quite new ISP (just got our IPv4 allocation last year), we needed some time to understand what would be our IPv6 needs. And we needed some time to do a good IPv6 assignment for all our services.

Member from Middle East
training , how to deploy , products

Member from Western Europe
where is the money :)

Non-member from Western Europe
n/a

Member from Western Europe
We are already fully IPv6 enabled.

Non-member from Western Europe
Support with creating a to-do-list or guide book would be helpful.

Member from Western Europe
Decision is done, we'll deploy. There's another project ahead, thereafter we'll start with the v6 project.

Member from Western Europe
I'm already deploying it

Non-member from Other
Compatibility Check

Member from Western Europe
who to peer with at the local IX :)

Member from Western Europe
e.g. reports form other LIRs

Member from Russia and Central Asia
I'm need order from formal administrator.

Member from Eastern Europe and South East Europe
We have already deployed IPv6 (IPv6 BGP sessions with a peering partners).

Member from Western Europe
interoperability ! it has to be sure that we're going all to the same way.

Non-member from Western Europe
None, we deployed years ago.

Member from Eastern Europe and South East Europe
Technical implications

Member from Western Europe
When we see demand for IPv6 from clients until then its difficult to get sign off for considerable expenditure.

Member from Western Europe
-

Member from Western Europe
We need study how to do all process

Member from Western Europe
We are being held back by third-party standards not yet fully covering IPv6 (PCI-DSS in particular). If RIPE could influence this that would help.

Member from Western Europe
no information - time & money! ;-)

Member from Western Europe

Newer hardware and independent networks connections - currently tied to a partner

Member from Western Europe

Decision already made

Member from Eastern Europe and South East Europe

We need specialized training. The training we have planned. We attend training courses soon. We deploy IPv6 according to the needs of our organization, subsequently. This is the plan in the next 9-18 months.

Member from Eastern Europe and South East Europe

Well we are content provider, we need to have some feeling that there are (or at least going to be) IPv6 eyeballs. Chicken-and-egg stuff and all.

Member from Western Europe

We are going to test a new BGP/IPv6 stack and it would be nice to be able to use a test-bed to see if it would work across different vendors etc. Without requiring it testing to test it in the wild as we are planning currently ...

Member from Western Europe

already deployed :-)

Member from Middle East

Can we afford it without changing our equipments?

Member from Western Europe

we've had it working for the past few years and been running dual stack (some parts of the network ipv6 only) since then...

Member from Western Europe

None, We've deployed IPv6 in a corner of our network, and it will be spreading from there.

Non-member from Eastern Europe and South East Europe

documentation, case studies on end user connecting methods

Member from Western Europe

user impact tests & monitoring

Member from Western Europe

already deployed for several things and will look into migrating the last parts until World IPv6 Day :-)

Member from Western Europe

how others are working toward that goal, publish informations of critical situations regarding security and others with IPv6

Member from Western Europe
See above.

Member from Western Europe
No information, just decisions from upper management...

Member from Western Europe
no info needed

Member from Russia and Central Asia
I think we have enough information to make the decision to deploy IPv6

Member from Western Europe
We need a customer who wants IPv6 ;-)

Member from Eastern Europe and South East Europe
More technical knowledge, more best practice info for ISPs

Member from Middle East
well our main concern is existing platform and its takes time more than 3years

Member from Western Europe
we already started to deploy ipv6

Member from Western Europe
We need a strong business case to deploy IPv6 and we need IPv6 transit to suffer less from peering disputes (a'la HE/Cogent)

Member from Western Europe
Better knowledge of addressing details. Better understanding of 4to6 mapping techniques...

Member from Russia and Central Asia
equipment, not all equipment can ipv6

Member from Western Europe
We are going to do it anyway, because we need the Ips.

Member
Already done.

Member from Western Europe
Training.

Member from Western Europe

Nothing

Member from Russia and Central Asia
more resources in ipv6

Member from Western Europe
Hardware compatibility

Member from Eastern Europe and South East Europe
We implemented IPv6 already :-)

Member from Western Europe
Nothing. For us it's already deployed.

Member from Western Europe
already done

Member from Western Europe
all 1500 of my current CPEs don't support it...

Do you have any other comments to make on IPv6?

Member from Eastern Europe and South East Europe
I like it very much!

Member from Western Europe
Some of the IPv6 work is useful, however care should be taken not to unnecessarily duplicate work done elsewhere in the community. The policies and RIR functions, together with IPv4 depletion, naturally motivate IPv6 deployment now. The time to heavily promote IPv6 deployment was well in advance of IPv4 deployment - not so much now. A fairly simple, straightforward, message ought to suffice now.

Member from Western Europe
This change has to be business run: What are the financial issues? What are the risks of not changing? What are long term pluses of v6 to my business - business examples. Convince Manufacturers to begin selling v6 compliant kit as standard

Non-member from Middle East
Presentations , daily or monthly courses , word of mouth , Ipv6 deployment in labs , Ipv6 Simulation Programs , dual stack implementation and many else .

Non-member from Western Europe
no

Member from Western Europe
it does not need to be the same as the Y2K but it still needs addressing.

Member from Middle East

no

Member from Eastern Europe and South East Europe
No

Member from Eastern Europe and South East Europe
-

Member from Russia and Central Asia
No

Non-member from Western Europe
I would like to have an IPv6 PI block to become independent of the current provider, I have this in IPv4 but not in IPv6

Member from Western Europe
Not at this time.

Member from Western Europe
Just tell ppl to use it... will work some day :)

Non-member from Other
Nope

Member from Western Europe
No.

Member from Western Europe
Security with IPv6 seems to be becoming more of an issue, I.E miss configured / vulnerabilities.

Member from Western Europe
The strong agreement above doesn't mean that the NCC isn't already doing great work in the IPv6 awareness arena - more would always be good though. There are a lot of people out there who aren't fully aware of the current situation. I'd also support the idea that LIR RIPENess could have more stars if you actually were using and able to deliver v6 to customers; to distinguish those who have an allocation but don't really use (or even announce) it.

Member from Western Europe
We love it.

Non-member from Russia and Central Asia
Free delivery prefix ipv6

Member from Russia and Central Asia
well... some info like estimated requirements to the routing equipment resources to be able to run IPv6 with current policies would be handy!

Member from Russia and Central Asia
We must transit!

Member from Russia and Central Asia
more training for isps

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
It would be helpful to the community if RIPE could act as a traditional birth attendant in the next 3-4 years

Member from Eastern Europe and South East Europe
we would highly welcome a recommended enduser device (or ipv6 compatibility checklist)

Member from Western Europe
Support the business with examples of IP concepts and support the business with a simple "cook book" like "which milestones to be achieved in order to implement IPv6"

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Non-member from Western Europe
-

Member from Western Europe
No

Member from Western Europe
ripe is allowing presentations on IPv6 and is so informing members. Now it is up to the members to deploy

Member from Western Europe
Big carriers need to invest in IPv6, and RIPE can force all of them to make this change. There are afraid no spend some money in a project with no return...

Member from Russia and Central Asia
it's very important

Member from Eastern Europe and South East Europe
no

Member from Middle East
"Iana to RIRs" and then "RIRs to LIRs" should give a legal respite to turning off the ipv4 or do dualstacking."something like 8th june" or content provider and web companies should not update their content on the ipv4 stacks, all of update must be on ipv6 stacks

Non-member
As RIR and neutral party working for the good of the net, NCC should play a very active role here. Note very strong link between IPv6 deployment and redistribution of IPv4, as mentioned earlier.

Non-member from Western Europe
The whole thing is getting scary, I also am annoyed that companies are starting to buy/sell v4 ranges in the same way as domain hoarders sell domains - I thought this was totally against policy, I REALLY feel this should be stopped and v4 policies should be enforced (such as justifications for v4). Its TOO easy to get a /24 from datacenters such as RapidSwitch in UK, you fill in no forms, they just give you as many IPs as you want, no justification, then there are larger places who are taking up much larger ranges, not using them. I can see prices will go sky high for v4 soon and people are going to make a killing out of something that is supposed to be free.

Member from Western Europe
Currently it is difficult to find any definite best practice information on IPv6 deployments, for example whether to use /64 or /127 for point to point links. It would be useful if RIPE NCC could provide a central repository of best practice guides for common points in IPv6 deployments.

Non-member from Western Europe
No

Member from Western Europe
The problem with uptake is vendors more than anything.

Member from Western Europe
I feel RIPE should provide more hands on IPv6 information as apposed to high level policy.

Member from Western Europe
You are doing a great job. Keep it up!

Member from Middle East

ipv6 is future but we still got tons of ipv4 addressess IF big coprs give them back!

Member from Russia and Central Asia

No

Member from Western Europe

no.

Member from Russia and Central Asia

I think you do a really good job in IPv6 training/deployment.

Non-member from Middle East

No

Member from Eastern Europe and South East Europe

No

Member from Western Europe

No

Member from Russia and Central Asia

No

Member from Eastern Europe and South East Europe

With no real support from manufacturers of end-user CPE operators have no real benefit from ipv6, just added cost

Member from Western Europe

Need to push end users and SOHO/SMB equipment manufacturers towards IPv6

Member from Western Europe

keep the ipv6actnow website running :-)

Member from Russia and Central Asia

no

Member from Western Europe

The present situation was foreseeable for 3 or 4 years. So, Why raised these questions so late ? during RIPE meetings wrong information has been delivered (train crashes ...) so the participants never understood timely they have an important decision to take.

Non-member from Western Europe

IPv6 is simply not being adopted by ISP's in the UK, which is making adoption by end users - even those that have extensive national networks very difficult. The consumer ISP's appear to be the cause of this problem as the niche ISP's are providing the service. The primary culprits are BT and Virgin Media. Perhaps it

should be a requirement that the networks must make available /64's and optionally /48's of live IPv6 space to customers to get any more IPv4 addresses?

Member

Good stuff, had it for ~2 years no customers interested slowed down total deployment. Going to roll out soon as time is available.

Member from Western Europe

No comments

Member from Western Europe

RIPE should help the LIRs with training in how to make address plans, how and when to request IPv6 for end users, WHOIS updates, reverse DNS and other day-to-day problems for an LIR. The technical part is up to each LIR to get from other parts

Non-member from Eastern Europe and South East Europe

Make the routing security services more visible - why is the Team Cumry making filtering recommendations, and not RIPE NCC?

Member from Russia and Central Asia

Issue tutorials, best practices on important topics of ipv6: implementation, security, local networks. Together with local volunteers translate them into local languages. To promote ipv6 our company opened ipv6-workshop for Ukrainian ISP. The first meeting took place 17 May 2011 (<https://hostmaster.ua/news/?pr20110519>), next meeting will be in July, then in September. It will be great if RIPE NCC could give guides or tutorials in Russian or Ukraine languages. Of course, we help to translate and adapt them for local needs.

Member from Western Europe

The RIPE NCC should formalise as a central pressure group on equipment (CPE to core) and software suppliers to become IPv6 capable

Non-member

RIPE NCC activity would be a bit late now.

Member from Other

Do RIPE member "IPv6 is in use" validation (see announcements and can reach some well-known service on any host listed in rDSN), and list IPv6 active members on a central RIPE NCC page.

Non-member from Russia and Central Asia

No

Member

ripe should enrol and participate on hosting industry events such as hostingcon and worldhostingdays... content is key

Member from Western Europe

I think "awareness raising" has reached close to the limit of its effectiveness. We need to continue this for people who have not heard/forgotten the message so far, but I think it will not on its own push IPv6 deployment any further than it has. To put it more harshly: further awareness raising does not fully discharge our duty to shepherd a successful IPv6 transition (be that RIPE NCC or RIPE members.)

Member from Western Europe

Hey! We're not doomed!

Member from Western Europe

Yes I'd like to NOT hear about it for some time. I open a newspaper - article on IPv6, turn TV on - somebody is speaking about ipv6... I'm afraid to open my fridge now...

Member from Western Europe

I don't believe it's the RIPE NCC's role to do this. The RIPE NCC has a lot of work in terms of outreach and awareness raising. But not in technical IPv6 training.

Member from Eastern Europe and South East Europe

No, it just has to be deployed!

Member from Western Europe

The push needs to come from end users to make commercial and marketing managers take note - there's very little extra pressure that can be usefully deployed talking to ISPs and technical staff.

Member from Western Europe

The RIPE NCC is not in a position to actively assist in the roll out of IPv6 but should encourage ISPs and its LIRs to adopt IPv6 and realise how important it is. Having RIPE Meetings and other events allows these similarly interested parties to interact and it is this sort of facilitation that the industry requires.

Member from Western Europe

I think that the RIPE NCC already play a very useful role, along with the other RIRs, in terms of encouraging IPv6 uptake.

Member from Western Europe

IPv6 assignment policy little bit confusing concerning large blocks and their assignments .

Member from Western Europe

not atm

Member from Western Europe

the problem doesn't seem to be ipv6 itself, the problem seems to be the shitload of obsolete firmwares in CPE's on adsl and cable connections at home... maybe manufacturers should be forced into making their firmware open source or to release updates even for older equipment, as I can't see them produce a few billion new units to replace the current ones... so somehow, they need to be updated to support v6 all the way to the customer's computer on eyeball networks.

Member from Western Europe
Lets get a move on :)

Member from Western Europe
no.

Member from Russia and Central Asia
No, I don't

Member from Middle East
My Main concern is Migration, Implementation & training

Member from Russia and Central Asia
multilingualism, do not forget that not everyone understands English

Member from Western Europe
Stop supporting allocates for 6rd. It's the wrong solution for the transition problem.

Member from Western Europe
After 10 years, it is rather strange that the message isnt really coming across..

Member from Western Europe
Major problem for us: Vendor Support! A lot of IPv4 features are still available for IPv6. Sample: Reasonable firewall support, OSPFv3/IPSEC support, constant problems with IPv6 ND/Multicast on L2 links from BIG players.

Member from Russia and Central Asia
no

Member from Western Europe
Not the best solution but the one we have. We need to move on.

Member from Western Europe
LIRS and all others have to be informed that they start to loose connectivity as soon as ipv6-only nets are out. Transition-mechanisms suck - only dual-stack helps.

Training and Education

A non-RIPE NCC member from the Middle East showed interest in receiving intensive training from the RIPE NCC in order to provide further help to people in the country, in addition to the online trainings. Members also requested that local languages be considered when giving training as well as more coordinated training sessions with local network organisations. One member wondered how the RIPE NCC would control for quality of training if it were given to non-staff members.

Comments from respondents regarding extending training to third parties or other stakeholders varied. A non-RIPE NCC member urged the RIPE NCC to create stronger collaborations with other RIRs and especially provide assistance to those in development. This respondent also added that the RIPE should “share materials widely to ensure the widest distribution and avoid duplicated efforts”. Another member declared that engineers in his organization could benefit from RIPE trainings and suggested that with proper training material and instructions, organisations could have training for their members and partners.

Another member thought that training courses and materials should only be accessible to RIPE NCC members. One member thought that training LIRs was part of the RIPE NCC’s role but extending it to other communities was not. Reference was made to letting commercial entities take this responsibility.

A few members made some comments regarding the lack of technical training of the trainers themselves. One member urged that trainers have more technical knowledge to solve alumni questions such as BGP or peering policies. Counter to this, another member disagreed that BGP-like training should be provided as “employees have no hands-on experience within an actual ISP environment/lab and don’t have the equipment to play with in the office”. Essentially, these two opinions are saying the same thing: trainers need proper technical training if they are going to provide technical guidance or instruction. This seems useful as some respondents indicated that a more “practical element” in the training would be helpful.

Overall, members seem to support training and education services, but comments indicate that not everyone agrees on who the RIPE NCC should share these services with. Some respondents indicated that the RIPE NCC should not provide training on subjects that are already available commercially. Others requested better quality online training and documentation as well as additional “live” (either online or in person) training in different countries and in different languages. The importance of properly trained staff in technical expertise was also mentioned frequently.

Do you have any other comments about Training Services?

Member from Western Europe

Training material should be available to members for their own internal use.

Member from Western Europe

As I have commented at the beginning, trainers should have more technical knowledgements to be able to solve questions from alumni, for example in bgp and peering policies.

Member from Western Europe

Could be difficult to manage but could try to set RIPE NCC accreditation similar to MS and Cisco. Whether you use 3rd party to do this thru accredited trainers is a tactic not strategy

Member from Russia and Central Asia

I have engineers, which we could support ripe for trainings as well. If we will have training materials and instructions, during free times, we could organize training for our engineers and partners.

Non-member from Middle East

My dream is to have an intensive training from RIPE NCC , and represent My country as RIPE trainer here in Middle East , I like to help people in doing things and this us my JOB now . and you know that its more helpful to help people on site rather than online trainings or yearly courses .

Non-member from Middle East

how can i able to access it

Non-member from Western Europe

no

Member from Middle East

no

Member from Eastern Europe and South East Europe

No

Member from Eastern Europe and South East Europe

-

Member from Russia and Central Asia

No

Non-member from Western Europe

Never had the chance to use them so far.

Member from Western Europe

Not at this time.

Non-member from South Africa

Nope

Member from Western Europe

make it possible for anyone to do 1 day training on the RIPE meetings - should be possible over 5 days of meetings

Member from Western Europe

Training is good, just bear in mind for us small to medium sized members we do the training, then have to only deal with RIPE resource matters occasionally so improve accessibility and quality of docs to make things easier

Member from Western Europe

No.

Member from Western Europe

I support the theory of the training materials being made available, but you wouldn't want to reduce the value in the training sessions themselves. Difficult one - not wanting to restrict the information, but equally not wanting the information to be misunderstood without there being a trainer to help.

Member from Western Europe

If a certificate of competence is introduced then there should be some form of e-testing to allow experienced staff to attain the qualification without attending the training course.

Member from Western Europe

The courses I took were carried out in a professional manner.

Member from Russia and Central Asia

Great trainers!

Member from Russia and Central Asia

more technical samples would be necessary

Non-member from Western Europe

really exist an E-Learning service???

Member from Western Europe

NO

Member from Russia and Central Asia

They are brilliant

Member from Western Europe

It is good.

Member from Western Europe

consider local language

Member from Russia and Central Asia

My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Member from Western Europe
The RIPE NCC should not compete with commercial training when available.

Non-member from Western Europe
no

Member from Western Europe
No

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Member from Eastern Europe and South East Europe
good

Non-member
Need much stronger collaboration with others, including other RIRs, to develop and deliver training materials. Should be providing assistance to developing RIRs, through collaboration with RIRs. Should share materials widely to ensure widest distribution, and avoid duplicated efforts.

Non-member from Western Europe
top quality, please do more !

Member from Middle East
accessed the RIPE NCC's E-Learning services

Member from Western Europe
I enjoyed the 3 courses some years ago and i sent a couple of colleges to them and they learned a lot!

Non-member from Western Europe
-

Member
More IPv6-Trainings in Western Europe, please.

Member from Western Europe

Where do i find E-Learning services? :)

Member from Middle East
training is very important

Non-member from Western Europe
Sandra does an excellent job.

Member from Russia and Central Asia
No

Member from Western Europe
no. Never used, wait for some time to use it and judge.

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No

Member from Russia and Central Asia
I would like ehe RIPE NCC should provide practical, technical training but I do not think that it's necessary... But it's very useful to give practical and technical examples. Maybe sharing between LIRs is an option.

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Member from Russia and Central Asia
some brief explanation for non-technical staff

Member from Western Europe
Training the LIRs is in the registry role but not for other communities. Let the commercial market plays its role

Member
excellent service, and highly important. continue on with the good work, but also would be helpful to have practical element to the training.

Member from Western Europe

There is little point in doing generic IT/networking training for RIPE. RIPE should only do trainings regarding interactions with RIPE-NCC or on technologies where there is no commercial offer yet.

Member from Western Europe

No comments

Member from Western Europe

The training should get more budget, please see the comment on the question before

Non-member from Eastern Europe and South East Europe

training materials ARE available for the educational use by third parties ALREADY!

Member from Russia and Central Asia

Coordinate training session with local network organizations.

Non-member

The RIPE NCC's training services should not compete with, or subsidise, commercial training companies. Training people in how to use RIPE NCC services is fine, although it does imply that those services are badly designed if they require a training course to understand but let's not worry about that right now. Given that providing technical training or certifying competence is prime commercial territory, the RIPE NCC should stay well away from these areas.

Non-member from Russia and Central Asia

No

Member from Western Europe

Verify periodically that the material taught is aligned with the RIPE community wishes - maybe IPv6 or ASN32 or RPKI is essential for a LIR to know even if the LIRs present don't identify it as such.

Member from Western Europe

for big companies, training delegation should be a good thing to avoid keeping RIPE related knowledge with a couple of persons

Non-member from Other

Hold trainings in MENOG events for middle east countries

Member from Western Europe

keep up the good work...

Member from Western Europe

hope have more training video

Member from Eastern Europe and South East Europe

I am very satisfied.

Member from Western Europe

More practical cases in various environments (not only in SP networks).

Member

It's not impossible for it to be dangerous to have RIPE NCC train non-RIPE NCC staff to be trainers, because part of what makes the RIPE NCC good trainers are the experience they get in training lots of people. So if RIPE NCC where to train someone that wasn't RIPE NCC, how could one make sure that that person would get plenty of practice with training to ensure a high quality of education?

Member from Western Europe

please make again soon the ipv6 and rooting training courses in Western Europe

Member from Western Europe

As most of the training services employees has no hands-on experience within an actual ISP environment and/or labs / equipment to actually play with in the office, they shouldn't provide BGP type like trainings imho.

Member from Western Europe

I wasn't aware of extensive e-learning services?

Member from Russia and Central Asia

Training courses and materials should be accessible only for the RIPE NCC members.

Member from Middle East

Much better if it is live video training.

Member from Western Europe

It's not much better than reading pages on a website. So I don't see much benefits of this. (I used it a couple of times when I had some time left)

Non-member

Feels very basic and not so sure it has a role going forward. Are you stepping on toes?

Member from Russia and Central Asia

want more live training, a little too sluggish, everything happens :)

Member from Western Europe

no.

Member from Western Europe

The training are too short at just 1 day...

Member from Russia and Central Asia

no

Member from Western Europe
Keep up the good work!

Member from Western Europe
I did not make a training so far, but am happy that I could.

Internet Governance and External Relations

Respondents seemed especially keen on the RIPE NCC sharing best practice information, as well as on informing government officials on matters that concern Internet number resource management.

Opinions on how, or even if, the RIPE NCC should engage with governments sometimes diverged. Some members suggested that the RIPE NCC be fairly active in this regards.

There was also noteworthy opposition to the RIPE NCC engaging with governments or related bodies from other respondents.

There are a few reasons why some respondents felt that the RIPE should avoid engaging with governments. One non-member said that the RIPE NCC risks being understood as representing the Internet community at large when approaching governments, which it does not. Some members underlined that there were too many governments with different interests and agendas. Another respondent highlighted the constant changing nature of administrations as “governments come and go”. One member stated that, “engaging with governments can influence impartial status”.

One member urged the RIPE NCC to “pay more attention to interact with organizations (eg. European Commission, etc.) and not with local governments”. Other respondents indicated that it is better to “not give governments the idea that they have any say in Internet related affairs”. Some felt that the RIPE was best suited to engage with organizations such as the EU and ICANN. One respondent felt that, “once this is satisfied, dealing with national governments is less important” anyways.

There were also some comments regarding the content and activities of the RIPE NCC. A non-member thought that the RIPE NCC had a great role in the success of MENOG training courses and found the exchange of knowledge in these courses valuable. While one member also felt that there were some very interesting RIPE content and activities and felt that “it is important to attend”, more than half the time they weren’t of interest and therefore felt it was hard to always justify.

A new member spoke about attending RIPE Meetings. As a newcomer, the member felt that RIPE Meetings were too focused or related to “the same ‘old members’”. The respondent specified that few presentations were dedicated to new members and that “old members” often dominated meetings. The member said that newcomers need to make a great effort to participate in RIPE activities and meetings: “Newcomers will need to ‘jump in’ on the train.”

Respondents also voiced support for the RIPE NCC to increase involvement in the support of regional operators. Comments included, “engaging with operator forums is essential” and “the RIPE NCC should help members get involved in regional operator forums”. One member suggested that “education authority” and other stakeholders (e.g., teachers, students and professional bodies) also be included.

Although responses were generally positive regarding this issue, one member stressed that the RIPE NCC should focus on being the secretariat of the RIPE community and not of individual network operator groups. Another member highlighted that while engaging with operator forums was important, “talks alone are not very effective”. The RIPE NCC should develop follow-up measures and support (with follow-up meetings, action plans, etc.) to improve actions and outcomes.

The following are suggestions about how the RIPE NCC should engage with governments. What should the RIPE NCC allocate resources to? (Other)

Member from Western Europe

engaging with governments can influence impartial status.

Non-member from Western Europe

And also, as stated before, commercial, educational and industrial associations.

Member from Eastern Europe and South East Europe

Ripe "should not be involved" in any EU/Gov participation

Member from Western Europe

Work with the ICANN GAC

Member from Western Europe

RIPE should include all related education provider e.g. University, Institution and IT Awarding body

Member from Eastern Europe and South East Europe

This not ripe job as every country has different internet laws.

Member from Middle East

government issues are not accepted

Member from Western Europe

Stop them from interfering with a free Internet and teach them the value of open networks

Non-member from Western Europe

participate in government funded research projects

Member from Russia and Central Asia

I really think that, at least in my country, when government is far away from the internet regulations, it is better.

Member from Western Europe
Share best practice with the ISPs and operator's community

Non-member from Western Europe
Act to ensure stability of the infrastructure regardless of government interference, or communitate with other governments to assist in ensuring that stability and availability.

Member
Keep internet free.

Member from Western Europe
Do not believe RIPE should be doing this

Member from Other
Educate governments about facts related to ITU not being the IETF (and standards in general)

Non-member from Western Europe
Convince EU parliament that EC Directives should directly reference/delegate RIPE policies (where relevant)

Non-member from Western Europe
IPv6 awareness

Member from Western Europe
don't become a lobbying organisation - you can only loose

Member from Western Europe
Members may have govt contacts in their country but not the material or knowledge to successfully engage. Providing material and if possible one-on-one support would leverage this.

Non-member from Other
technical training for government computer staff.

Member from Western Europe
Goverment relation is not a topic for RIPE. To many Gov and to many interest's.

Non-member from Western Europe
there is the risk that RIPE NCC is understood to represent the Internet community, which NCC shouldn't

Member from Russia and Central Asia
Engage governments to engage stakeholders to be more proactive and innovative.

Member from Western Europe
RIPE NCC meetings for international orgs (EC, ...)

Member from Western Europe
not at all

Member from Western Europe
As long as Governments & Justice departments have no idea about anything that has to do with internet in regards of requesting information etc. Keep them away from the PDP, they have seriously no idea what internet or routing is..

Member from Western Europe
the internet is the physical property of the ISPs, the people in the governments countries can use it as-is or go back to their cave, a position that needs to be made absolutely clear to their governments. (we've kinda had it with incompetent fucks trying to implement censorship, buy your own routers,wires and switches and start a "Western Europe net" for all i care, just don't think you got something to say about ours ;)

Member from Middle East
I Strongly Disagree to involve the governments .. because govemments come and go during certain periods.

Member from Western Europe
RIPE should try to become an organization that goverments/EU wishes to actively consult when making broad policy decisions

Member from Western Europe
Provide staff for testify sessions with local governments.

Non-member from Other
Enable more direct, open, and transparent interactions between governments and the Internet community

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

Member from Western Europe
Content of Ripe meetings: There are some elements I am very interested in and it is important to attend - but more than half i am not interested in so it is hard to justify the whole time. Its great fun though!

Non-member from Middle East
Really I need to read more about this issues before answering .But according to my experience and my attending to MENOG 7 , RIPE NCC has a great role in the success of MENOG training courses , because after these courses i got out from my black box by sharing knowledge with RIPE NCC team in such courses .

Member from Western Europe

Increase lobbying activities to raise awareness about subjects related to the Internet

Non-member from Western Europe
no

Member from Middle East
no

Member from Eastern Europe and South East Europe
No

Member from Eastern Europe and South East Europe
-

Member from Russia and Central Asia
No

Member from Western Europe
Not at this time.

Non-member from Other
Nope

Member from Western Europe
I have been on 2 RIPE meetings - for new commers LIR there is to much only related to the same "old members" - like a private club. New commers will need to "jump in" on the train - follow the track - the is only a little/small amount of presentations to new commers and only a small amount of how you as a new commer should play with the rules, DB stuff etc.. to many "old members" control the meetings

Member from Western Europe
No.

Member from Russia and Central Asia
Governance should take part in fighting ddos, spam, ports scanning etc.

Member from Russia and Central Asia
it is very important to support the Internet governance proposals (likewise any RIPE policy proposals affecting existing infrastructures of the Internet) with comprehencive transparent calculations and impact estimations... and bring it to the knowledge of technical comunity firsthand!

Member from Western Europe
More involvement of the address community in ICANN meetings is not only necessary but crucial. NRO is too opaque. The role is not clear, there is no

sufficient interaction not only with the stakeholders but also with the RIPE-NCC membership.

Non-member from Western Europe
no

Member from Western Europe
NO

Member from Western Europe
Need to include education authorities e.g. Teacher, Students, Professional body, etc

Member from Russia and Central Asia
My rate is the mirror of my opinion.

Member from Western Europe
No.

Member from Western Europe
none,yet

Non-member from Western Europe
-

Member from Western Europe
No

Member from Russia and Central Asia
Could not work here

Member from Western Europe
would like to see mee ripe involvement on internet and eu. brussels is clueless and gets information from wrong people hands on knowledge from ripe ncc would educate the eu decision makers

Member from Russia and Central Asia
no

Member from Eastern Europe and South East Europe
no

Non-member from Western Europe
Internet governance by governments should be minimized.

Member from Middle East
internet must be free. train the goverments for not the take part.



Member from Russia and Central Asia
No

Member from Western Europe
no.

Non-member from Middle East
No

Member from Eastern Europe and South East Europe
No

Member from Western Europe
No

Member from Russia and Central Asia
No

Member from Eastern Europe and South East Europe
no

Non-member from Western Europe
Social and political gravity theory suggests that decentralization is key to stifling corruption and power abuse. The RIPE NCC should strive for a decentralized and vibrant Internet.

Member from Russia and Central Asia
-

Member from Western Europe
the overall message here is Registries (so the NCC) have to focus on Internet resources administration. The operation of the Internet and the related policies are other stakeholders responsibility.

Member
The RIPE NCC can help best by dealing mostly with the EU and its components. Once this is satisfied, dealing with national governments is less important.

Member from Western Europe
No comments

Non-member from Eastern Europe and South East Europe
RIPE NCC should encourage other communities to get involved in making the addressing policies - open source & free SW community, security communities (hackers), students, etc

Non-member

RIPE NCC should remain focussed on being the Secretariate of RIPE, not individual NOGs

Member from Western Europe

Engaging with operator forums is essential but I think this doesn't end with giving a talk or hosting a booth. Should identify an aim for what you want the group to do and enlist local help (e.g. active RIPE members in that community) to develop that: e.g. followup meetings, action plans, "go home, tell your boss this then come back and tell us the reaction so we can work out what to do with it." Talks alone are not very effective after people leave the event. :-)

Non-member from Western Europe
same warning as above

Member from Western Europe

RIPE NCC should help his members to get involved in regional operator forums

Member from Western Europe

pay attention to interact with orgs (EC, ...) not with local governments

Member from Eastern Europe and South East Europe

No.

Member from Western Europe

not atm.

Member from Western Europe

Its probably more practical not to give governments the idea that they would have any say in internet related affairs, as they clearly cannot be trusted with anything more complicated than a pulse dial telephone network (except for the republic cyberbunker and sealand ofcourse ;) the rest of them are just incompetent fucks that merely want to censor stuff they don't want 'their' population to see, ignoring the fact that the population OWNS the state, not the other way around. don't trust them for a dime, especially the germans.

Member from Russia and Central Asia

No, I don't

Member from Western Europe

Please do, locate governance are allways to big, slow and not competent to deal with the fast changing internet. P.E. We had a server hacked (including phising site), It took our contact 4 days to get a report off this to the right authority (Federal Computer Crime Unit). The person who made the report with this unit, did not have a computer....

Non-member

I see the NCC role as more technical and as a sort of backroom bank going forward. The outreach feels desperate and increasingly out of touch



Member from Russia and Central Asia
more practical examples, howtos

Member from Western Europe
Might be an idea to set up a European NOG...

Member from Russia and Central Asia
no

Member from Western Europe
Don't try to grab it all. Do what you're best at.

Member from Western Europe
More reporting of RIPE meeting with governments (where appropriate)