



RIPE NCC Membership Survey 2008



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Introduction

The RIPE NCC is one of five Regional Internet Registries (RIRs) providing Internet resource allocations, registration services and coordination activities that support the operation of the Internet globally.

The RIPE NCC is an independent, non-profit membership organisation that supports the infrastructure of the Internet through technical coordination in its service region. The most prominent activity of the RIPE NCC is to act as the Regional Internet Registry (RIR) providing Internet number resources (IPv4, IPv6 and Autonomous System (ASN) Numbers) and related services to members in its service region. The membership consists of Internet Service Providers (ISPs), telecommunications organisations, large corporations, academic institutions, governments and regulators located in Europe, the Middle East and parts of Central Asia.

RIPE NCC has a broad member base, spanning over 75 countries, with over 6,000 members.

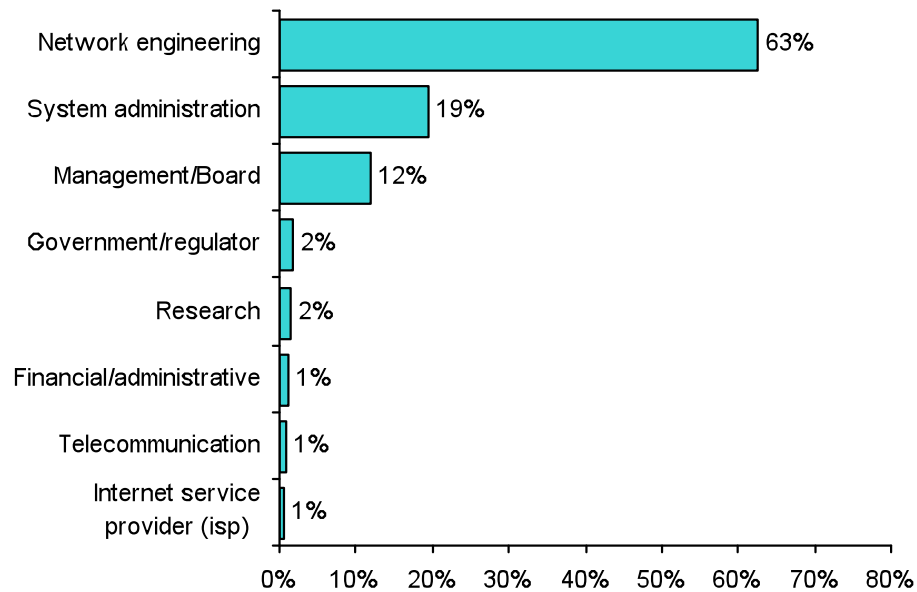
To investigate whether the services provided by the RIPE NCC meet the expectations and demands of its members so that the RIPE NCC can prioritise its resources, the RIPE NCC commissioned TNS NIPO to conduct a study amongst its members. The fieldwork took place from 17 September to 25 November 2008. RIPE NCC members were invited via email to participate in this online study. The questionnaire took an average of 12 minutes to complete and 771 members completed the study.

We compare the results with the 2005 KPMG study when possible.

The questionnaire used in this survey is enclosed in the appendices.

1 RIPE NCC's members

RIPE NCC members encompass a broad range of professions, varying from network engineering (63%) to ISP (1%).



Source: TNS NIPO, 2008

Sixteen percent of members who participated in this study are from Germany, followed by Italy (10%) and the Netherlands (10%). The full list of participating members is enclosed in the appendices.

2 Members are very satisfied with RIPE NCC

In 2005, participating members were very satisfied with the services provided. Mean scores were calculated on all items relating to all RIPE NCC services. The mean of the overall score was 5.6, which is a very good score, considering a scale of 1 to 7 was used¹.

For 2008, the items regarding the services of RIPE NCC were kept the same where possible, to make a comparison between the previous and current study. Overall the average on all items was 5.7, which is a minor improvement compared to the 2005 score of 5.6 – though not significant.

| | 2005 | 2008 |
|--|------|------|
| We are satisfied with the customer service offered by the RIPE NCC | 5.9 | 5.8 |
| The RIPE NCC is easy to contact if we have a problem with its services | 5.6 | 5.7 |

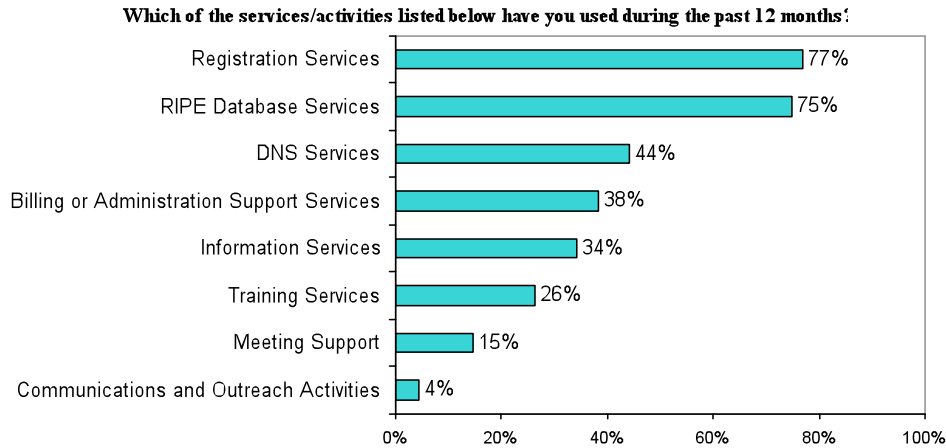
Overall members are very satisfied with all the products and services of the RIPE NCC. Members are satisfied with Customer Services and the ease of contact.

In the next paragraphs we take a closer look at the scores of the different services and products, which should make clear which parts the RIPE NCC should focus on.

2.1 Technical services are considered to be most important

Looking at the results, the RIPE NCC provides the services and activities its members need and want. On a 1 to 8 scale, members had to rank all the services and activities offered, where 1 means least important and 8 means most important. There is a significant correlation between using a service and finding it important. Registration Services are used by 77% of the members, and scores an average of 6.6 – resulting in it being the second most important service the RIPE NCC provides. The most important service, however, is the RIPE Database Services. This service scores an average of 7 and is used by 75% of the RIPE NCC's members.

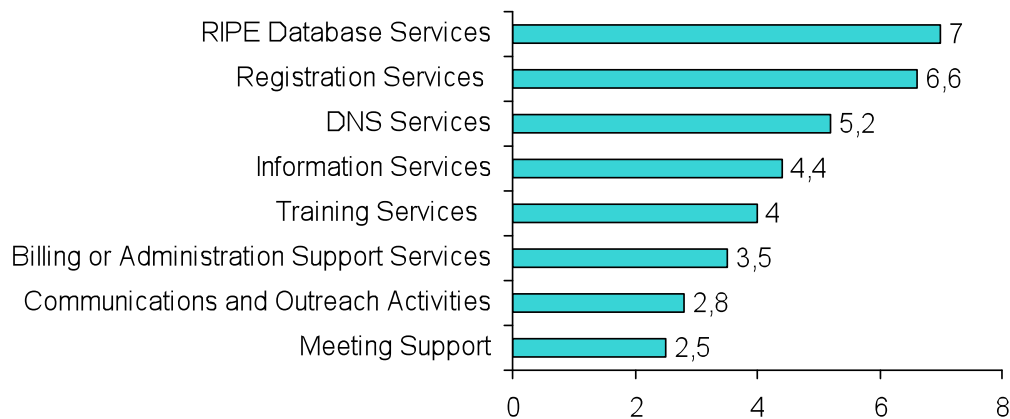
1) A 7 point scale was used where 1 is strongly disagree and 7 is strongly agree.



Source: TNS NIPO, 2008

After these two services there is a large gap in services used. It is clear that the primary functions of the RIPE NCC are Registration and Database Services. Billing and Administration has been used by 38% in the last year, but it apparently is being considered as a "just necessary" service, leading to a sixth overall place in importance. The standard technical services (i.e. Database, Registration, DNS, Information) are being used and considered to be most important. Other services, like Communications, Outreach Activities and Meeting Support, are considered to be less important and therefore used less often.

Please rank the following RIPE NCC services\activities from the most important to the least important.



Source: TNS NIPO, 2008

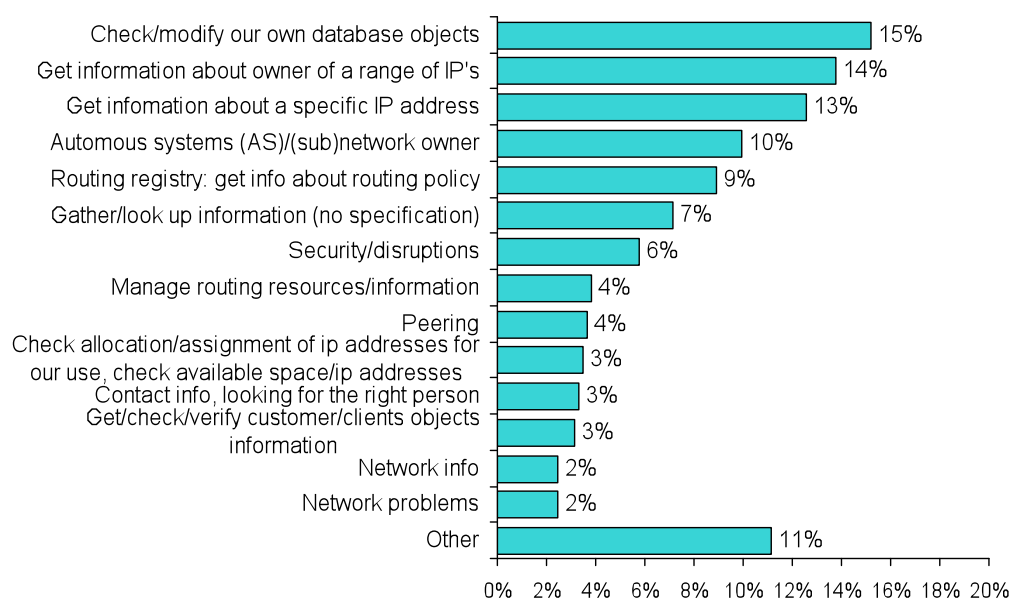
2.2 RIPE Database Services

The Database Services the RIPE NCC provides are considered to be most important. The aspects of this service are being valued as very good, with average scores ranging from 5.7 to 6.0.

| | 2005 | 2008 |
|--|------|------|
| The RIPE NCC answers RIPE Database questions quickly. | N/A | 5.9 |
| The RIPE NCC answers RIPE Database questions to our satisfaction. | N/A | 6.0 |
| When I query the RIPE Database, it is easy to find the information I am looking for in the data that is presented. | N/A | 5.8 |
| When I query the RIPE Database, the output is easy to work with. | N/A | 5.8 |
| It is easy to update the RIPE Database. | 5.9 | 5.8 |
| The RIPE NCC provides me with the right tools to easily update the RIPE Database. | N/A | 5.7 |

n=576

The RIPE Database is mostly used for checking and modifying one's own database objects. Besides that, the RIPE Database is used for a wide range of different information requests, ranging from getting information about an owner of a range of IP addresses to gathering information about routing policies.



Source: TNS NIPO, 2008

When looking at specific services the RIPE NCC Database Department provides, 51% of the members mention that they do not use any of these services, 38% use IRIS, 22% use the Routing Registry Consistency Check and 15% use the Database Consistency and Statistics (ConStat).

The high satisfaction rate of the RIPE NCC's members with Database Services leads to only a few members (5%) having suggestions for improvement. The most often mentioned improvement is a more user-friendly interface, with easy-to-access tools.

2.3 Registration Services

Just as in 2005, 2008 satisfaction scores for Registration Services are high. This results in only a few members (8%) having suggestions for improving Registration Services. A suggestion for improvement that can be considered is improving the clarity of instructions. This should lead to clear guidelines, providing examples and making "how to" guides. Another improvement could be improving the interface, including making more wizards, better links, and adding an edit/copy function.

| | 2005 | 2008 |
|---|------|------|
| The RIPE NCC deals with our requests for resources quickly. | 5.8 | 5.7 |
| It is easy to find information about how to request resources from the RIPE NCC. | 5.4 | 5.3 |
| The request forms are easy to complete. | 5.2 | 5.1 |
| The LIR Portal meets all our needs. | N/A | 5.4 |
| The RIPE NCC gets the right balance between quick service and ensuring appropriate justification for resources. | 5.5 | 5.5 |

n=593

2.4 DNS Services

DNS Services, as provided by the RIPE NCC, are rated very well by its members, leaving little room for improvement. The only suggestion for improvement is the need for more complete documentation or information on DNS.

| | 2005 | 2008 |
|--|------|------|
| We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC. | 5.9 | 6.1 |
| We are satisfied with the quality of the DNSSEC services offered by the RIPE NCC. | N/A | 5.6 |
| We are satisfied with the performance of k.root-servers.net. | 6.1 | 6.0 |
| It is important for there to be more anycast instances of the K-root server. | 5.2 | 5.3 |

n=341

2.5 Information Services

Members of RIPE NCC are very satisfied with the provided information services. They believe that the presented data is reliable and that it is useful that the RIPE NCC publishes analyses about network events like DDoS attacks. What could be improved is the range and accuracy of the statistical information that is provided by the RIPE NCC.

Extra statistical information is not needed by 35% of the RIPE NCC's members. A fifth would like a breakdown of allocation statistics of IP addresses (available space, growth, vacancy, per country/region), 15% would like routing information such as BGP information, routing tables, RIS information and route change requests. The last kind of information that is mentioned relatively often (13%) is about disruptions/security such as DDoS attacks or spam attacks.

None of the RIPE NCC members recommend any new statistical tool.

| | 2005 | 2008 |
|--|------|------|
| We think it is useful for the RIPE NCC to collect information on the Internet for research purposes. | 5.9 | 5.8 |
| We think it is useful for the RIPE NCC to collect information on the Internet for members' operational purposes. | N/A | 5.8 |
| We think it is useful for the RIPE NCC to publish analyses of significant network events, such as DDoS attacks, using the information about the Internet that it collects for research purposes. | N/A | 6.1 |
| We would like the RIPE NCC to use information tools to provide real-time statistical information to help us with our networking operations. | N/A | 5.8 |
| We trust the data that the RIPE NCC presents to us. | N/A | 6.2 |
| We would like the RIPE NCC to develop new analytical tools to help members with their networking operations. | N/A | 5.8 |
| We are satisfied with the range and accuracy of the statistical information that the RIPE NCC provides. | 5.7 | 5.6 |

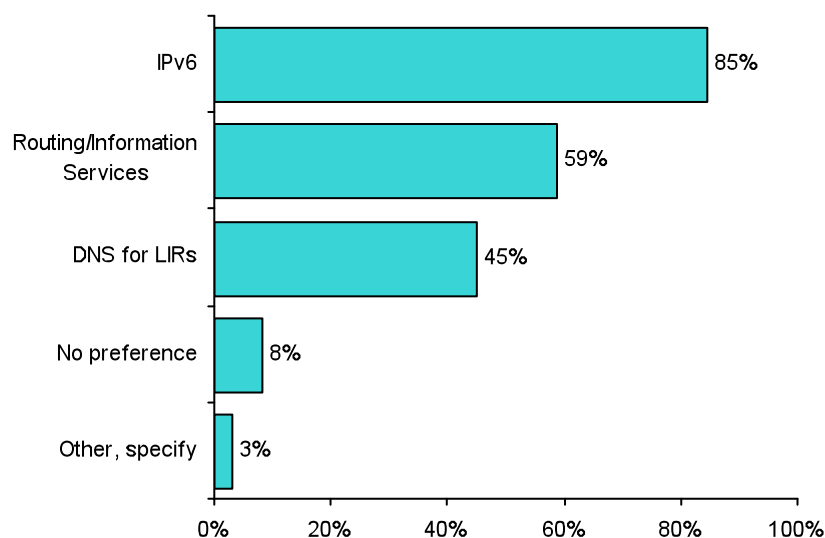
n=771

2.6 Training services

Training Services have been used by 26% of RIPE NCC members, and it ranks fifth in importance. Trainings provided by the RIPE NCC are valued as very good and are meeting the needs better than in 2005, showing an increase from 5.4 to 5.9. The same applies to the Routing Registry Training Course. This course was valued with a 5.1 in 2005 and is now valued with an average of 5.7.

| | 2005 | 2008 |
|---|------|------|
| The RIPE NCC training courses meet our needs. | 5.4 | 5.9 |
| We are satisfied with the LIR Training Course. | 5.8 | 6.0 |
| We are satisfied with the Routing Registry Training Course. | 5.1 | 5.7 |
| We are satisfied with the DNS for LIRs Training Course. | N/A | 5.7 |

n=202



Source: TNS NIPO, 2008

The most wanted training course by RIPE NCC members is IPv6; 85% of the respondents want this, followed by training on routing/information services (59%) and training on DNS for LIRs (45%).

The RIPE NCC provides online training modules. RIPE NCC members want these to be technology specific (67%) and to be step-by-step guides (62%). The policy-related requirement is of less importance (41%).

Most members (92%) do not have any suggestions on how to improve the Training Services. Suggestions made are to have more local-based events (2%) and to expand web-based learning.

2.7 Billing or Administration Support Services

In general, the Billing and Support Services are valued as very good. Some members have the feeling that the fees do not appropriately reflect the services they receive from the RIPE NCC, resulting in an average score of 5.1.

| | 2005 | 2008 |
|---|------|------|
| We receive all required documentation (invoices etc.) from the RIPE NCC in time to arrange payment. | 5.9 | 6.0 |
| The RIPE NCC answers billing questions quickly. | 5.5 | 5.8 |
| The RIPE NCC answers billing questions completely and accurately. | N/A | 5.9 |
| The online information about billing issues is accessible, useful and easy to understand. | N/A | 5.5 |
| We think the RIPE NCC service fees appropriately reflect the services we receive from the RIPE NCC. | N/A | 5.1 |

n=296

Members would very much like to be provided with historical billing information via the LIR Portal (76%) and receive an automatic payment confirmation (71%).

Most members (97%) do not have any suggestions for improving the services. Some suggestions refer to making the billing process easier to use by making it more accessible.

2.8 Communications and Outreach Activities

The RIPE NCC keeps its members well informed and the documentation is of good quality. Not everyone agrees on having printed publications, resulting in an average score of 5.1. Most respondents did not provide any suggestions for improving the Communications and Outreach Activities.

| | 2005 | 2008 |
|--|------|------|
| The RIPE NCC keeps us well informed about its events and activities. | N/A | 5.9 |
| We receive the printed materials (Member Update, Annual Report) that the RIPE NCC sends to all its members. | N/A | 5.6 |
| We would prefer to read RIPE NCC publications online rather than in printed format. | N/A | 5.1 |
| We are satisfied with the quality of documentation produced by the RIPE NCC. | N/A | 5.7 |
| We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU, government organizations, industry partners or other stakeholders. | 5.5 | 5.5 |

n=771

2.9 Meeting Support

More than half (56%) of the RIPE NCC members who responded think they will attend a meeting in the future, with 15% having actually attended a RIPE NCC meeting in the last year.

The members who have attended are very satisfied with the services provided before and during the meeting. The suggestions for improving are minimal; some mention the location (closer to home) and the price for attendance.

| | 2005 | 2008 |
|---|------|------|
| We are satisfied with the RIPE Meeting registration system. | 5.9 | 6.0 |
| If we cannot attend a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there. | 5.5 | 5.2 |
| If we cannot attend a RIPE Meeting, the remote participation tools offered (live webcasts, stenography transcripts, feedback via IRC) are useful. | N/A | 5.6 |
| We are satisfied with the quality of the support offered at the RIPE NCC Service Centre during RIPE Meetings. | N/A | 6.3 |
| We are satisfied with the quality of the technical set-up and support that the RIPE NCC offers at RIPE Meetings. | 5.8 | 6.2 |

n=113

3 Conclusions and Recommendations

The RIPE NCC is being used by a wide range of users, with network engineering (63%) being the largest group.

In general the conclusion that can be drawn is that RIPE NCC members are very satisfied with the products and services of the RIPE NCC. There is not one service that drops below an undesirable score.

The technological services are used most and are considered most important. When improving its products and/or services, the RIPE NCC should focus on this area.

Looking at the suggestions members make, the RIPE NCC should make information more accessible by improving its user-friendliness. In general, this applies to all products and services.



Appendices



Appendix 1: Invitation

Invitation e-mail text

Subject: Invitation to the RIPE NCC Member Survey

Dear Sir/Madam,

This email is sent to you on behalf of the RIPE NCC – the Regional Internet Registry that provides Internet resources and related services – who commissioned TNS NIPO to conduct a survey among members. You are invited to fill in our questionnaire and share your opinion regarding RIPE NCC services and activities.

This questionnaire will take no longer than 15 minutes to complete. The RIPE NCC is constantly striving to improve the services it offers to its members. By responding to this survey you will be helping the RIPE NCC to make decisions based on what its membership actually wants.

Since an official independent market research company conducts this study, your individual responses to the survey will be kept confidential and will not be linked to you as an individual person. Your decisions about participating in a study will be respected without any question.

To start the questionnaire, please click on the hyperlink below:
{LINK}

You may fill in the questionnaire until November 14th, 2008.

Please note: you can navigate back in the questionnaire by using the [BACK] button underneath the questions. Do not use the [back] button of your Internet browser or your previous answers will not be registered.

We look forward to receiving your input.
TNS NIPO
Amsterdam – The Netherlands

Appendix 2: Questionnaire

October 2008

QUESTION 7000

Thank you for your participation in this study. We would like to hear your opinion on RIPE NCC services and activities. This questionnaire will take no longer than 15 minutes to complete. Most of the questions consist of statements. For each statement you can indicate to what extent you agree or disagree with it.

QUESTION 10

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: We are satisfied with the customer service offered by the RIPE NCC.
- 2: The RIPE NCC is easy to contact if we have a problem with its services.

QUESTION 30

Do you have any suggestions on how the RIPE NCC could improve its customer services in any way?

- 1 Yes...
- 2 No

QUESTION 40

MULTIPLE

SHOW IN RANDOM ORDER

The RIPE NCC offers a wide range of services\activities. Which of the services\activities listed below have you used during the past 12 months?

- 1 Registration Services (IPv4\IPv6 allocations, ASN assignments, etc.)
- 2 Training Services (attending a training, seminar, presentation or e-learning course organised by the RIPE NCC)
- 3 Billing or Administration Support Services (all matters related to billing and fees)
- 4 RIPE Database Services (operation and development of the RIPE Database and related services)
- 5 DNS Services (DNS-related issues and improvements, including administration of reverse delegation, primary and secondary DNS services and operation of the K-root anycast nameserver)
- 6 Meeting Support (RIPE Meetings, Regional Meetings or RIPE NCC General Meetings)
- 7 Communications and Outreach Activities (the RIPE NCC's communication to its members and the development of relations with government, industry and regulatory representatives, for example through Roundtable meetings)
- 8 Information Services (RIS, DNSMON, TTM, Hostcount)
- 9 None of these

QUESTION 50

SHOW IN RANDOM ORDER

Please rank the following RIPE NCC services\activities from the most important to the least important.

Least important 7th most important 6th most important 5th most important 4th most important 3rd most important 2nd most important Most important

- 1: Registration Services
- 2: Training Services
- 3: Billing or Administration Support Services
- 4: RIPE Database Services
- 5: DNS Services
- 6: Meeting Support
- 7: Communications and Outreach Activities
- 8: Information Services

QUESTION 60

In which area do you work?

- 1 Network engineering
- 2 System administration
- 3 Research
- 4 Financial\administrative
- 5 Management\Board
- 6 Government\regulator
- 9 Other, specify

**TAB 37, 44, 51, 58, 65, 72, 79, 86, 93, 100*

QUESTION 110 - Registration Services

SHOW IN RANDOM ORDER

IF[Q40 , 1]

Registration Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: The RIPE NCC deals with our requests for resources quickly.
- 2: It is easy to find information about how to request resources from the RIPE NCC.
- 3: The request forms are easy to complete.
- 4: The LIR Portal meets all our needs.
- 5: The RIPE NCC gets the right balance between quick service and ensuring appropriate justification for resources.

QUESTION 160

229L1

Registration Services

Do you have any suggestions on how the RIPE NCC could improve Registration Services?

- 1 Yes...
- 2 No

QUESTION 210 - Training Services*IF[Q40 , 2]*

Training Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: The RIPE NCC training courses meet our needs.
- 2: We are satisfied with the LIR Training Course.
- 3: We are satisfied with the Routing Registry Training Course.
- 4: We are satisfied with the DNS for LIRs Training Course.

QUESTION 220**MULTIPLE***IF[Q40 , 2]*

Training Services

The RIPE NCC should develop courses and/or e-learning modules around the following topics:

- 1 IPv6
- 2 DNS for LIRs
- 3 Routing\Information Services
- 4 No preference
- 8 Other, specify

QUESTION 260**MULTIPLE***IF[Q40 , 3]*

Training Services

The content of the RIPE NCC's online training modules should be:

- 1 Technology-specific
- 2 Policy-related
- 3 Step-by-step guides
- 4 No preference
- 8 Other, specify

QUESTION 270

Training Services

Do you have any suggestions on how the RIPE NCC could improve its Training Services?

- 1 Yes...
- 2 No

QUESTION 310 - Billing Services*SHOW IN RANDOM ORDER**IF[Q40 , 3]*

Billing Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: We receive all required documentation (invoices etc.) from the RIPE NCC in time to arrange payment.
- 2: The RIPE NCC answers billing questions quickly.
- 3: The RIPE NCC answers billing questions completely and accurately.
- 4: The online information about billing issues is accessible, useful and easy to understand.
- 5: We think the RIPE NCC service fees appropriately reflect the services we receive from the RIPE NCC.

QUESTION 360**MULTIPLE***IF[Q40 , 3]*

Billing Services

Which of the following billing options would you like to see introduced?

- 1 Send quarterly\half yearly invoices at the same time
- 2 Provide historical billing information via the LIR Portal
- 3 Receive an automatic payment confirmation
- 4 Other, specify
- 5 None of these

QUESTION 370

Billing Services

Do you have any suggestions on how the RIPE NCC could improve its Billing Services?

- 1 Yes...
- 2 No

QUESTION 410 - RIPE Database Services*SHOW IN RANDOM ORDER**IF[Q40 , 4]*

RIPE Database Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1:The RIPE NCC answers RIPE Database questions quickly.
- 2:The RIPE NCC answers RIPE Database questions to our satisfaction.
- 3:When I query the RIPE Database, it is easy to find the information I am looking for in the data that's presented.
- 4:When I query the RIPE Database, the output is easy to work with.
- 5:It is easy to update the RIPE Database.
- 6:The RIPE NCC provides me with the right tools to easily update the RIPE Database.

QUESTION 450*IF[Q40 , 4]*

RIPE Database Services

What is your main reason for querying the RIPE Database?

- 1 Answer
- 2 Don't know

QUESTION 480**MULTIPLE***IF[Q40 , 4]*

RIPE Database Services

Which of the following services do you use?

- 1 Routing Registry Consistency Check (RRCC)
- 2 Database Consistency and Statistics (DBConstat)
- 3 Internet Registry Information Service (IRIS)
- 4 None of these

QUESTION 490

RIPE Database Services

Do you have any suggestions on how the RIPE NCC could improve its RIPE Database Services?

- 1 Yes...
2 No

QUESTION 510 - DNS Services*SHOW IN RANDOM ORDER**IF[Q40 , 5]*

DNS Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

1: We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC.

2: We are satisfied with the quality of the DNSSEC services offered by the RIPE NCC.

3: We are satisfied with the performance of k.root-servers.net.

4: It is important for there to be more anycast instances of the K-root server.

QUESTION 550

DNS Services

Do you have any suggestions on how the RIPE NCC could improve its RIPE DNS Services?

- 1 Yes...
2 No

QUESTION 610 - Meeting Support

Meeting Support

Do you plan to attend a RIPE Meeting in the future?

- 1 Yes
2 No

QUESTION 620*SHOW IN RANDOM ORDER*

Meeting Support

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

1: We are satisfied with the RIPE Meeting registration system.

2: If we cannot attend a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.

3: If we cannot attend a RIPE Meeting, the remote participation tools offered (live webcasts, stenography transcripts, feedback via IRC) are useful.

4: We are satisfied with the quality of the support offered at the RIPE NCC Service Centre during RIPE Meetings.

5: We are satisfied with the quality of the technical set-up and support that the RIPE NCC offers at RIPE Meetings.

QUESTION 491

Meeting Support

Do you have any suggestions on how the RIPE NCC could improve the RIPE Meeting Experience?

- 1 Yes,
2 No

QUESTION 710 - Communications and Outreach*SHOW IN RANDOM ORDER*

Communications and Outreach

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: The RIPE NCC keeps us well informed of its events and activities.
- 2: We receive the printed materials (Member Update, Annual Report) that the RIPE NCC sends to all its members.
- 3: We would prefer to read RIPE NCC publications online rather than in printed format.
- 4: We are satisfied with the quality of documentation produced by the RIPE NCC.
- 5: We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU, government organisations, industry partners or other stakeholders.

QUESTION 760

Communications and Outreach

Do you have any suggestions on how the RIPE NCC's communications or outreach activities could be improved?

- 1 Yes,
2 No

QUESTION 810 - Information Services*SHOW IN RANDOM ORDER*

Information Services

Strongly disagree Strongly agree Don't know

1 2 3 4 5 6 7

- 1: We think it is useful for the RIPE NCC to collect information on the Internet for research purposes.
- 2: We think it is useful for the RIPE NCC to collect information on the Internet for members' operational purposes.
- 3: We think it is useful for the RIPE NCC to publish analyses of significant network events, such as DDoS attacks, using the information about the Internet that it collects for research purposes.
- 4: We would like the RIPE NCC to use information tools to provide real-time statistical information to help us with our networking operations.
- 5: We trust the data that the RIPE NCC presents to us.
- 6: We would like the RIPE NCC to develop new analytical tools to help members with their networking operations.
- 7: We are satisfied with the range and accuracy of the statistical information that the RIPE NCC provides.

QUESTION 880**OPEN QUESTION***IF[C_ANTW_870 = 6 \ C_ANTW_870 = 7]*

Information Services

What kind of statistical information would be useful to you?

QUESTION 890*IF[C_ANTW_870 = 1 \ C_ANTW_870 = 2]*

Information Services

Can you suggest any specific analytical tools?

- 1 Yes,
- 2 No

QUESTION 900

Information Services

Do you have any suggestions on how the RIPE NCC's information tools could be improved?

- 1 Yes...
- 2 No

QUESTION 910**OPEN QUESTION**

You are about to finish this survey. If you want to review your answers please use the 'back' button. If you would like to leave any remarks the RIPE NCC encourages you to do so.

Appendix 3: Participating members

| | n | % |
|------------------------|-----|-----|
| Germany | 122 | 16% |
| Italy | 79 | 10% |
| Netherlands | 74 | 10% |
| Switzerland | 44 | 6% |
| France | 29 | 4% |
| Spain | 29 | 4% |
| Czech Republic | 27 | 4% |
| Austria | 23 | 3% |
| Finland | 22 | 3% |
| United Kingdom | 21 | 3% |
| Denmark | 19 | 2% |
| Belgium | 18 | 2% |
| Russian Federation | 18 | 2% |
| Hungary | 16 | 2% |
| Greece | 14 | 2% |
| Serbia | 12 | 2% |
| Sweden | 12 | 2% |
| Latvia | 11 | 1% |
| Croatia | 10 | 1% |
| Iran | 10 | 1% |
| Ukraine | 10 | 1% |
| Bosnia And Herzegovina | 9 | 1% |
| Norway | 9 | 1% |
| Bulgaria | 8 | 1% |
| Israel | 5 | 1% |
| Macedonia | 5 | 1% |
| Moldova, Republic Of | 5 | 1% |
| Cyprus | 4 | 1% |
| Estonia | 4 | 1% |
| Ireland | 4 | 1% |
| Kazakhstan | 4 | 1% |
| Poland | 4 | 1% |
| Turkey | 4 | 1% |
| Azerbaijan | 3 | 0% |
| Jordan | 3 | 0% |
| Lebanon | 3 | 0% |
| Liechtenstein | 3 | 0% |
| Lithuania | 3 | 0% |
| Luxembourg | 3 | 0% |
| Malta | 3 | 0% |
| Portugal | 3 | 0% |
| Armenia | 2 | 0% |

| | | |
|----------------------|----|----|
| Bahrain | 2 | 0% |
| Belarus | 2 | 0% |
| Greenland | 2 | 0% |
| Iceland | 2 | 0% |
| Montenegro | 2 | 0% |
| Saudi Arabia | 2 | 0% |
| Slovakia | 2 | 0% |
| United Arab Emirates | 2 | 0% |
| Uzbekistan | 2 | 0% |
| Andorra | 1 | 0% |
| Canada | 1 | 0% |
| Egypt | 1 | 0% |
| Georgia | 1 | 0% |
| Guernsey | 1 | 0% |
| Kenya | 1 | 0% |
| Kuwait | 1 | 0% |
| Kyrgyzstan | 1 | 0% |
| Monaco | 1 | 0% |
| Nigeria | 1 | 0% |
| Romania | 1 | 0% |
| Slovenia | 1 | 0% |
| United States | 1 | 0% |
| Unknown | 29 | 4% |

Appendix 4: Open Answers (directly from datafile)

Question 30: Do you have any suggestions on how the RIPE NCC could improve its customer services in any way?

[vervolg]

- 1) announce more trainings an public meetings 2) write a book on ripe
- a fastest reply time...
- a little more accurate helps to a web page.
- a web based conference room would be useful to involve more people for a chat in some complicated cases like lir merge or asn change.
- add abuse field to inetnum objects
- advise helpdesk.
- after contact, provide a direct chat session with support services. just as dhl provides.
- allow phone contact
- answers should come from humans, not robots
- at times having an individual that you can discuss topics with would be useful. at the moment all contact is via the web.
- be able to view the tickets online via lirportal for current and closed tickets.
- be less regulative, provide better user interfaces and better documentation and examples for ripe db, ...
- be vistable to discuss in detail issues related to services, rather than via email. although this is a rare requirement.
- better layout on webpages
- better phone support
- better reachability with telephone...
- building up a chat for the lir
- by a direct line (telephone or data)
- change labels on buttons in your survey - terug and verder means previous and next, i guess?
- comments, comments, comments
- do not convey surveys in foreing languages. example: "er moet een antwoord worden ingevuld"
- don't make the access to the lir portal so hard.
- easier queries to see which route objects belong to which as.
- enable instant messaging sytems
- explain the meaning of "terug" and "verder" in questionnaires...
- faster response on email-requests would be nice
- for a beginning lir, more 'case studies', or real-life examples of how to apply ripe policies would be most helpful
- for customer that doesn't use often your service it is very hard to approach your environment
- german language
- get a faster response time to tickets, it usually is one day and if you have a back and forth question it can take several days for it to close
- go ahead to www in year 2008 - which ist not: - asci based email forms - tons of text based websites
- have bigger maximum score for cathegory extra small isp, ist is 28 at the moment, 50 would suite much better
- i have the impression that requests sent to hostmasters are processed step-by-step, means first question that appears is sent in an email, then when this question is replied the request is processed until next question is seen. this way it often takes a lot of mails until a request is processed completely. i'd appreciate if the hostmasters would process the whole request and send back a mail with all needed additional-info-requests at once. this would fasten processing on both sides. also the request-wizards in lir-portal should request _all_ required info. e.g. on my last asn-request, i would have attached the registration-papers immediately to the request, if i would have been asked for ;-)
- i think need creat support service russian language!
- i think that there could be direct contacts for some questions, because some times didn't get response
- i think that you can improve an easy way to caontact you.
- i wanna to suggest: more video information for training courses, more training courses in russia and kazakhstan.
- i would like that ripe has the information in others languages (like spanish)
- i'm not sure why i have my questionnaire on nederlansk...because i'm from norway - but it's funny, thanks ;)
- if case can be followed by same person or if an escalation procedure can followed when a request takes to long to be replied
- in the portal, they can have chat options, they can set up toll free hotline sepup. etc...
- in the urgent issues - especially billing - to have a possibility to contact by phone call.
- include an overview for customers about the current billing score in the lir portal, which shows the current billing category , the current score and so on
- indicate mail-addresses for technical support (not only for billing) at www.ripe.net
- informarion in several languages
- it would be nice to be able to download in one go all the netnames allocated to check consistency with my internal documents
- its all about the process time and replies, it should be fast
- just testing this.
- live interactive chat would be an efficient way to contact the ripe ncc.
- longer opening hours
- make direct phone support available.
- make the questionnaire have "back" and "next" buttons in english. also, the questionnaire shouldn't go to my accounting department.
- maybe a public wiki for the lir's is a great place to place information regarding ripe ncc's procedures. that way, any lir can place their input and help eachother.
- maybe starting a community governed forum and wiki, for people to express their ideas. mailing list is good, but maybe we need open forum beside mailing list.
- more contactpossibilities by phone

[vervolg]

- most companies configure their budgets early along the year. having a general forecast on the cost for the next year's ripe annual bill about 2q of the previous year would be useful.
- most is currently handled by e-mail which is ok, but sometimes you need to speak to someone so a helpdesk would be useful.
- my suggestion for ripe ncc: make a multilanguage services. on russian, chines and so on.
- new tools for modify ripe db
- online chat sessions members forum area
- our company's ip technical support department is based in hk although our provision staff is local in uk. since ripe enforced to send all communication to a european address only, please consider to accept member to register their mailing address for communication to a asian address.
- perhaps a live chat for support questions
- perhaps giving more procedures .. but it's good
- personal contact instead of automatic replies in case of problems
- provide a web tree-like tool for customers asking for answers.
- provide more step by step how to's on working with forms and the ripe db.
- providing a syncupdate with x.509 authentication service
- put in place a call center system.
- put even more work into the user interfaces, help info and how to info regarding application and object management procedures (how to create and maintain ipv4, route, mgmt, etc objects)
- really sometimes some online presence, like skype would be useful
- reduce cost lir member
- respond faster to hostmaster requests, that are related to inserting correct data in the ripe database.
- respond time less than 24h.
- response time of the mailboxes hostmaster@ and lir-help@ should be improved
- response time to non standard questions could be faster
- response to our queries should be faster and prompt.
- ripe dbm should answer in a day
- ripe ncc should control hostmaster's work because registration services is a primary service of ripe ncc. at the moment hostmasters usually do a delays in responses to the customer's requests.
- ripe staff should predict some difficulties and to give proper advice
- see us more as a customer of your services. most of the times ripe acts as a civil servant, just looking for mistakes and keeping to the strict guidelines. give us more help!
- simplify! think to the small isp that do not have full time expert on the operational team.
- skype contact
- so, we are from russia and would like to receive important original documents by guaranteed mail services. it's specific wishes from russian customers.

[vervolg]

- some webbased services like webupdates could be more "specific" when bailing out errors. a simple thing like "warning" not in red would also help as it confuses some customers for example.
- sometime it should be possible to use the phone to contact someone...
- sometimes is too hard to explain why we as lir needs to have more ip addresses for technology we use, there are redundancy rules which are against ripe rules.
- sometimes it takes too long to solve a question, especially, billing.
- speed it up a little
- support in russian while ripe has many members from russia.
- support via webchat or jabber
- supporting local language-support
- the application system is not easy for us to understand and ripe expects you to work only according to the computer system. they should have people available to assist.
- the first reply could be faster
- the ripe ncc is not easy to contact if we have a problem with its services.
- the use of the lir portal facilities everything. a possible ripe meeting in malta maybe...other literature available
- there are should be a discount on annual fee for developing countries
- there is too much bouncing of e-mail. i have been working with an lir, different ones, for some years. currently i am trying to get the records in place, however there is no easy way of how i can correlate the records. a simpler process would be appreciated, since the original requests were not documented from the lir side
- there should be discounts for ripe services for developing countries ,like in 2007
- to be a little more flexible regarding ripe requests from a lir administrator. once i had made a small error on a request form, which i noted immediately. the ripe staff said i must resubmit the entire request (a lot of time and work) from scratch, rather than just correcting the info in question.
- to make more easy request process and working with database. it's not so easy to remember all syntax, commands and options for actions on webserver.
- to provide an option of telephone contact to discuss complex issues.
- traslation of your entire website in other languages (italina included)
- unfortunately the initial fee is not affordable by most of small businesses. i suggest to have a special offer for whom they want a small block of ip like 4 or 8 to be able to have their asn on their own ip addresses.
- we have problems sometimes with invoice hardcopy delivery by post. so ripe reminders come before invoice hardcopies which finance dept requires to make a payment. may be ripe increases payment period before first reminder by 2 weeks.

[vervolg]

- when phone support is available, add the options of irc and instant messaging.
- when there are problems it is advisable to assign one() person via telephone on the case. then it will be more easy to solve things

Question 160: Registration Services Do you have any suggestions on how the RIPE NCC could improve Registration Services?

- all support services to be referred to chat system for customer service in each area of ripe ncc offered services, when the forms or process overburdens the client.
- as the name says "registration services". so set up services instead of ask people to complete forms.
- better explaining all the forms in lirportal with some kind of examples
- better instructions for new lirs.
- better integration of tools (after login to lir portal), e.g. link from ripe-db to the toolbox to edit an object after a whois-lookup ...
- better layout on webpages
- better validation on reasons behind requests
- better web front end, to be able see an overview, better links to other registries when searching for a range that seems registered with apnic or arin
- charge less
- decreasing initial fee for organizations that need less ip like 4 classes will make them to be able to use their own ip block and asn.
- discounts for annual fees for developing countries
- documentation is not so smart
- documents outlining the current allocation/assignment policies could be easier to find.
- edit/delete functionality for assigned/approved customer subnets
- free registration online only (no paper)
- full web interface to asused
- give clear guidelines instead of difficult to read manuals.
- give examples
- give online access to the asuse tool on the lir portal
- have people on hand to assist people who do not work with th registration so frequently
- i think they have to rebuild request's queue and processing of this queue.
- improve the online experience, more user friendly
- in my opinion the information is spread. most of the people has very concrete needs: ip address, dns, enum i stil haven't found clear information on how to register enum
- in the asused that we request we only receive our pa ipv4 space. it would be great if in an asused also the ipv6 space and/or the pi ipv4 space would be returned
- it could be good if a lot of inetnums would be changed through the lir portal at the same time if the change is the same
- it is very difficult for an organization to become lir without a fax machine. you should devise an alternative way of initial authentication.

[vervolg]

- just write clearly what you want to have (esp. registration-services). although i filled out the forms i had to have much personal contact with your guys (was highly competent). have some problems with managing the ripe-database because i'm a network-nerd and no database-junkie.
- less overhead in front of request, i.e. create org before any resource is assigned
- make an ui via the web for all operations (templated).
- make forms more streamlined: - in addition to handle input field, provide a chooser (with search options) - prefill changed attribute - allow to copy tech-c adm-c from another object
- make it clear, how to do anything. maybe there should be "wizards" or "how to's". sometimes the info in whois and the ripe doc's differ from each other.
- make it easier
- make it less bureaucratic, provide a sales-oriented web interface. see yourself as a service rather than a regulator. make me think i pay for your service rather than paying a regulatory fee.
- make more clear how to setup maintenance accounts and delegations of maintenance accounts
- make more wizards on website for easily request completion
- make sure a child can do it. and no excuses please.
- maybe more explanation of the items within the lir portal. it can be confusing to a first time user.
- maybe to make more and easier helps and how-to's.
- more attention for difficult cases and correcting procedures
- more examples
- more examples, maybe.
- more links between forms and the relevant documentation. not everyone works with ripe ncc stuff every day...
- more user friendly
- new organisation-object can't be added via lir portal
- offer more details and make the process more easier
- our direct experience has shown that it seems quite easy to fall in procedural systems loops. registration services personell should be able to spot and deal with procedural loops, behave like humans rather than answering like a machine.
- provide more examples of how to fill-in resource requests forms.
- reduce cost lir members
- response should be faster and prompt.
- see comments given earlier
- see previous answer regarding customer service. more "dummy" help basically and "best practice" howtos..
- shorten flow and duration for addr allocation for bgp
- simplify reasons of request
- sometimes we don't know which information or database records is necessary or advisable to specify. specially in the case of us, small users. a bit of database consistency check and occasional reminders to help people keeping their records updated and precise would be helpful.
- the request forms are not easy to complete.

[vervolg]

- the requests on the website should contain the database tech, admin and org-objects also to avoid misunderstandings.
- the service is perfect :)
- this is a quote from my client: ripe's justification questions are far too invasive. publishing equipment and topology information on the ripe db conflicts with security and confidentiality interests. if the client could be assured that the justification data (at least the sensitive parts) would be kept inaccessible to the general public (only accessible to authorized ripe staff or trusted auditors), then my client would have less qualms about divulging such info.
- to simplify things
- try not asking us the same question over and over about how we use ip addresses for our infrastructure, especially when i've answered already.
- use lir portal widely!
- using more languages
- webservices with stronger authentication
- when requesting an as-used, not only feedback on ipv4-pa allocations, but also ipv6 and maybe even all open tickets for ipvx-(pa) assignments
- write more tutorials and how-to's
- you should be more strict and force customers (above all lirs) to publish correct and complete contact information for each assigned address block. sometimes it hard to find who is responsible for ip address.

Question 220: Training Services The RIPE NCC should develop courses and learning modules around the following topics:

- (more) best practices (like the rr course)
- bgp dynamic routing
- e-learning would be great. no more courses at the end of the world.
- maybe a bgp course?
- other trainings also, not just dns, lir and routing
- policy development process
- regulator relations, governance
- we would be happy if this courses are in switzerland (not in dubai for example)

Question 260: Training Services The content of the RIPE NCC's online training modules should be:

- all of the above, different times different needs
- best practices, real-world examples
- more concentrate imho
- on russian language

Question 270: Training Services Do you have any suggestions on how the RIPE NCC could improve its Training Services?

- "follow up" lir training for the existing lirs with new policys etc

[vervolg]

- better ipv6 coverage in the routing registry course.
- better screening of participants. the one routing registry course i attended failed miserably due to the lack of real-life knowledge of 90% of the participants.
- bla bla bla
- courses web-available
- cover additional subjects, eg. on using the various ripe services
- create learning material that can be followed with some form of evaluation. questionnaires that can highlight shortfalls in understanding
- doing courses in local languages. doing internet courses
- doing it in local languages apart from english.
- employ belly dancers
- expand your e-learning services
- free webinars, online or offline.
- i think its better if you can put some videos for last training conference in your site.
- information about trainings/courses/locations/costs/certification should be announced via email
- ipv6 curse should be available from ripe ncc
- it's ok
- i want training services on russian language
- less focus on the difference between ripe and ripe ncc; it took 25% of the course time
- less-cute trainers so we're not so distracted!
- lir training should be hands-on training.
- local language trainings
- making hands on demo more than 1 day
- maybe by providing more free tutorials for members, to give an alternative for expensive trainings
- maybe more languages, not only english)
- maybe, there could be more training about how to justify the use of ip ranges.
- meeting in israel...
- more courses on north/north eastern italy
- more courses....on different topics which can help the registries more
- more detail
- more focus on ipv6 management
- more full examples. leave a saved example in the wizard thats completely useable, but is known as not registerable to you.
- more local events.
- more local offerings
- more online training(step by step)
- more relevant training, e.g. intro to ipv6, how to create particular types of objects - i'm always the only one around who understands the authorisation mechanism to create route objects!
- more schedules
- more training events for my country ;-)
- more training in baltic states
- more training in madrid
- more trainings in azerbaijan.
- more trainings in germany

[vervolg]

- more video courses, the sending manual or tutorial information for customers every month.
- new and hard to understand issues translate to national languages
- offer more training services in middle east and gulf area
- on-line training
- online video materials
- organize more training in different locations and middle east
- other trainings also, not just dns, lir and routing
- perhaps there should be a live seminar each month for each course theme, so people who cannot reach the training places will be able to reach the lessons.
- prepare the setups better. we had problems with the rather old version of the ripe db software on the training notebook.
- provide a wide range of training courses.
- send me training cd.
- separate courses especially for engineering and sales-oriented persons
- should make online labs on trainings.
- spanish speaking trainers
- stop doing them, they look to us like a huge drain on the nccs budget. charge for them and run them as a profit centre instead.
- take it more often!
- to cover more areas in field if internet architecture (ass, ips, routing, ...)
- to give trainings on local language.
- training in several languages
- trainings should be in different languages.
- using podcast will save travel costs
- web tv with live video training services
- when requesting an as-used, not only feedback on ipv4-pa space, but also ipv6- and maybe even all open tickets
- yes more local training.

Question 360: Billing Services Which of the following billing options would you like to see introduced?

- - preview full invoices on lir portal. - add option to deliver invoices (maybe for the whole year) through some reliable carrier.
- accept paypal payment
- automatic pdf receipt send to member after payment confirmed.
- billing category calculation sheet for the lir
- bills in my own language: italian
- bulk bill of several lirs
- don't know.
- get discounts for quick payments
- it is necessary to send the original invoice with the press and the signature of the head
- it would be easier for us to pay the bill within or at the beginning of the billing-period, not before the billing-period.

[vervolg]

- its better to have vacation about 3 to 4 month in yearly invoice scheme
- less amount for extra small isp category
- more information about services score-ing system. it's hard to understand it.
- on the lir portal the buyer company should be able to initiate a merge request (regid to regid) including automatic db check on relevant objects. this could reduce the merge time.
- online calculator for scoring points
- provide an up2date billing score in the lir portal, where one can see his current billing score and what's still possible within the current member status
- provide billing forecast for next year earlier along the previous year for budget purposes.
- specify how the score is calculated.
- they were quite slow to receive informations about company name change...
- we would like to have stamped and signed copy of invoices available in the lir portal

[vervolg]

Question 370: Billing Services Do you have any suggestions on how the RIPE NCC could improve its Billing Services?

- accept paypal payments
- all is perfect and the visa payment is the best way
- automatic incasso
- better handling of company name or address changes
- billing score formula not always have fair and regulated components. for example, pi doesn't have mechanisms of regulation from lir after assignment, but is counted in lir's score.
- changes in the billing scheme that have an effect on members should be stated more clearly. for instance with the new billing scheme members will have to find ways to claim money from their customers for resource like pi space more than once.
- for very large companies to pay the bill within 1 month is at the minimum a challenge, always a nightmare. send the invoice well before (3 month before deadline or even earlier)
- give a clear calculation in what category a lir is in. we are unable to check and redo this calculation, so we just believe you.....
- i can't understand the new pi billing???? this needs explaining and justifying.
- i told in my previews answer
- include a po number in the billing. without a purchase order invoices will be ignored causing unwanted delays.
- is it possible to make the lir costs cheaper?
- it is unbelievable that when the ripe *thinks* that a lir has not paid yet one cannot even contact ripe to show that has paid
- less complex emails.
- lower the fees
- make charging model more simple. place calculator on site in which use could put information about resurces that he need and receive as result a calculation costs.
- make it more transparent and show the current billing score in the lir portal
- not really.
- one could consider to digitally sign the invoices (e.g. with pgp).
- provide a possibility to see the current billing score online, without having to calculate everything manually.
- reduce costs
- see above
- send 1 invoice for the whole year, not per quarter
- the lir portal should show break down of current billing score and some prediction of future categorisation.
- the new scheme of including old pi applications in our ongoing billing score is bad, we would like to see this removed and go back to the old method.
- we would like to have stamped and signed copy of invoices available in the lir portal
- when signing up for the ripe meetings, a receipt is not shown nor sent. i have to request it by mail or wait for the meeting to get the receipt, but if i register for the meeting as an early bird, my accountant whips me for lacking receipts when she gets the cc-statement.
- yes, send paper bills.

[vervolg]

Question 490: RIPE Database Services Do you have any suggestions on how the RIPE NCC could improve its RIPE Database Services?

- (1) make it easier to update multiple line items (e.g. remark fields) via web update (2) allow web update to save and load templates (e.g. when we create a new inetnum object, we have to manually add some important fields, e.g mnt-lower, mnt-routes). (3) building upon (2) allow definition of templates with pre-populated fields.
- a tool (program) would be nice on lir sides (client) which are communicating with ripe db on a secure connection making automated inventory and collecting data for an audit at any time. ripe ncc would be able to check the ip usage and consistency of db objects like an european authority.
- ability for members to download whole database
- add abuse field to inetnum object
- as i have mentioned before - ripe db could be (and should be) more complete.
- better structure in output. filter options should be more comftable (e.g. with buttons on the site not with hidden strings in the search field).
- better web interface, queries can be made easier (parameters easy to select)
- by 1. providing a user-friendly interface-something like an access table 2. improving the database speed
- educate about them and how they can be helpful to lir. show typical use cases.
- templates could have examples included, like "best practices"
- the data quality is very low and cannot be used without manual steps in processes like filter generation for routers via rpsl. also the database contains a lot of bogus objects (like as112 which is a anycasted as number registered via arin).
- the interface for webupdates can be easier to use
- the web interface is often just a dump. this may have been cool 10 years ago but is out dated by modern web 2.0 technology.
- there should be clear rules of db maintainance from lir. there shouldn't be overcomplexity in any of db mechanisms, including unnecessary security.
- to have a better graphic web interface, maybe
- updating the database is not easy. md5 passwords are published which is not perfect for security. i'd prefer to log in my account as in the lir-portal, so i don't have to submit an update to know if my password is good or not. x.509 is complicated to use, we had some trouble setting it up and had to gave up.
- use lir portal widely!
- when a inetnum ip range is extended, ripe creates a new inetnum in stead off updating the current one in webupdates

[vervolg]

- i feel it is hard to find where some object is thoroughly. for example, mostly some person object is always related to something ... that you have not noticed.
- i get alot of connection reset by peer when doing whois lookups.
- i think ripe database access tools should be more user friendly and easy to use
- i'd like to get something like an detailed "as-used" protokol. also a kind of "as-used" protocol for dns and routing objects.
- improve database-performance as 30% of the queries have to be repeated to get an information
- improve handling/updating of many records possibility to list records (inetnum as well as domain) from address ranges (e.g. /16)
- internally you have an allocation consistency checker. it would be nice to have access to that, and also a simple download of allocations made in order to check consistency with our internal documentation.
- introduce global operation - to change any fields for all objects of any reg.id.
- it can be done via lirportal,nor from ripe webupdate tools.lirportals has ssl encryption but when i want to put my password in ripe webupdate tools, i must put it in clear text via internet.it's nonsecure
- it seems that with some ip requests no usfull data is obtainable
- it would be nice to have a more customized output format
- it would be nice to have api for managing ripe db from outside
- it's very difficult to search for handles such as "mc"
- link assignments and allocations to companies - not to persons. enforce public org id (company registration number) for all countries where such registres exist.
- links with other registries
- make it easier to change a org object
- make it easier to find the owner of an as number.
- make this field bigger
- maybe there might be examples from real life
- more up-to-date information through whois.
- offer a soap-interface to the database.
- offer an xml-(soap?)-whois-interface and/or a prefix-list-query to find all ipv4/ipv6-prefixes registered for a specific as-set
- perhaps a better interface to manage the data like soap oder xmlrpc would be good
- provide a standard data exchange format (e.g. xml) interface, ideally using a standardised transport protocol, plus apis (perl, python, java, etc.) for creating, updating and verifying information in the registry database. also improve ipv6 connectivity of the ripe ncc services (basically dropping occaid transit and getting a few proper transit isps for ipv6).
- quicklinks
- simpler web interface
- smart doumentation

[vervolg]

Question 550: DNS Services Do you have any suggestions on how the RIPE NCC could improve its RIPE DNS Services?

- ask large members to help operate new instances of k-root! :)
- be even more active to advocate dnssec, and offer more help and incentive for users to move to dnssec
- export trust anchors into dlvs and tar.
- make the compulsory slave for > /16 reverse delegations optional but introduce monitoring for all/larger reverse zones incl. nag-emails.
- remove limitations for class b (/16) address space to have one ripe ncc name servers delegated.
- root server mirror at msk-ix, spb-ix
- send orientation cd's
- smart documentation
- sometimes reg. robot is broken
- sometimes the results of rdns delegation checks are cached for long time so rdns recors cannot be fixed in few minutes. this issue have to be solved.
- ther should be more annemts to explain nesessity of dnssec.
- we would love to host a k instance in our network in portugal.
- you dont have any simple example about dns software configuraions, such as bind zone configurations and bind reverse delegation configuration. if you put some simple sample its better for everyone who does not have exprience in bind or something else.your services must be simple even for 90 years old.

Question 491: Meeting Support Do you have any suggestions on how the RIPE NCC could improve the RIPE Meeting Experience?

- - avoid entry level topics (put them in training courses) - focus on bleeding edge subjects - deeper in policy/tech sessions - 3 days long - lower overall price
- -put photos on the attendees list -no more censorship like in .ae
- allow more free access to members than just once. publish more complete agenda in advance (e.g. the reason i did not attend dubai is that i could not decide from the limited information on the ripe website whether it would be worth my while).
- ballot during general meetings could be exchanged to don't have a lot of turns. better presentation of candidates before meeting.
- cheaper!
- currently joining this ripe meeting via the webcast streams, which are continuously interrupted. which make it hard to follow. no multicast feed is offered :((((
- do a ripe meeting in malta...sometimes it is hard to justify the cost with management and personal it is expensive
- do not provide parallel sessions ;-).
- dont go to such bizarre locations like dubai.
- fewer cookies.
- financial support for chairs to show recognition of their work.
- gives more examples and details during the meetings
- i have a problem attending meetings in remote location outside europe... for example dubai is a problem for me. visas needed, long flight, etc. it is too complicated and for more too expensive.
- improve local networking !!!
- improve the chance to meet someone you are looking for but you need: have pictures of the people in the attendee list. the badge should have name of the person and name of the company written in bigger letters. have few presentation of latest network products from vendors; or booths.
- it's a little bit too expensive for us
- less disco and more r&b/soul during the dance events.
- locations such as istanbul and dubai pose personal safety issues for many people which makes attending meetings difficult. i understand ripe needs to hold it's meetings in diverse locations but i feel it is inappropriate to hold scheduled them for places with questionable records on human rights.
- make it possible to take part in a meeting online without attending
- make online participation easier and more complete. it's hard for us to justify going from the netherlands to dubai while we would like to participate.
- maybe you can have them more frequent
- meet and greet is a good idea, but i think more time can be put into it for a better introduction to the meeting and content

[*vervolg*]

- more cookies
- more dancing girls.
- more frequently near our location
- more general meetings, no regional meetings. more hotel options with lower tariffs. discount for very regular attendees. as example 1 meeting free pour 3 meetings. discount for ripe-ncc members.
- more local meetings
- more meetings near our locality.
- more wine please.
- most of the time, the meeting is like someone reading the powerpoint presentation displayed on the screen. it should be more simple. you explain the complex and new technologies in a simple way, so that the common man can understand rather than speaking in advanced level
- my company is able to pay my attending to ripe meeting if only it is held in cis-territory (example- moscow) i would like the next meeting to be there. thanks.
- not a party every night
- offer an meeting in hamburg/germany
- on russian language
- one meeting free all costs, travel and accomodation too. so little providers can meet other users.
- online meeting with online fees
- paying costs of the hotel ;)
- possibly participating in the meeting via a video conf call
- probably providing an open call for papers. i haven't been able to find one.
- provide meetings in germany - it's too expensive for us to travel half europe
- provide one in moscow, russia
- publish consolidated meeting reports with brushed-up post-meeting wg session reports as structured web pages and pdf document.
- recently, i read the meeting minutes from ripe ncc document library and presentation.
- schedule for ripe56 far to late, successively updated... it was nearly impossible to plan and book well in advance.
- several times it was a problem to get in time an invitation letter for visa.
- short the time used for surveys an financial report, give more time to discuss problems.
- shorter meetings
- stable ipv6 ;-)) better audio/video quality for the streams/records
- the headlines of the agenda for the meeting should be available at least a month before the meeting so that we can send the right persons to the meeting.
- the meetings are geographically still too constrained.
- we would like to see ripe ncc meetings in easier to reach countries. since we come from price sensitive markets, we cannot afford expensive travel charges.

Question 760: Communications and Outreach Do you have any suggestions on how the RIPE NCC's communications or outreach activities could be improved?

- don't use survey services with non-english language! (buttons of this survey are in dutch?!)
- having member survey per two months.
- html mail
- i sometimes feel the need of a good executive summary of a document (exp. on documentation regarding policies)
- information on swinog-meeting #17 on okt 22th from vesna manojlovic (ripe ncc) was very good presented and gave lot of information. please repeat yearly if possible.
- maybe some newportal on www.ripe.net could be useful. and i would appreciate rss feed of news. but i am quite satisfied with notifications sent trough mailinglists.
- more activities in russia
- more feed back to members on ripe-ncc strategy. more information on meetings with governments, ec, .. more information on ripe-ncc activities related to internet governance. more communication from the ripe-ncc on its activity, role...
- more mailings!!
- more meetings should be held in former eastern block countries, rather than expensive destinations like dubai.
- no printed annual report to be sent out. it's a waste of paper and money!
- offer localized translation
- provide the printed information online and allow to opt-out for the printed version
- re-introduce the ripe-db manual in a straight ascii text version. the current editions are provided as pdfs only. often i cannot deal with pdfs. plain text is much better.
- rss feeds
- rss feeds from ripe.net portal ! (was discussed several years back - but no result so far)
- square tables?
- the information provided on ip v6 was lousy: first you said, you would give vendor information, then we were pointed at a website, an last the was no vendor information
- the ripe ncc web-site is not that easy to navigate and perhaps could be improved.
- use less paper
- we receive invitations for lir training meetings very often. we don't need to attend lir traning every 3 months. we receive these messages in several copies, ... i'm not interested in these trainings, there is no way to unsubscribe... maybe emails should be targetted and optout options may be offered.
- yes, we could save money & wood not using paper information materials

Question 880: Information Services What kind of statistical information would be useful to you?

-
-

[vervolg]

- # of queries made where our db registrations data has been returned
- # routes in the internet ipv4 and ipv6 ; attacks within the internet; ...
- (d)dos attacks, ip space usage, sized of bgp routing tables
- (empty)
- - all kind of security statistics - free/used ip addresses (ipv4)
- - ddos flames - dns tld brakes
- - host/domain count by domain registrars
- - ip addresses growth curve - ip protocols statistics on major branch of the internet
- - percent traffic usage by protocol (packets number and octets number) - percentage of adress space really used
- - whois hits on our objects - top-ten ips using our objects - top-ten coutry/city using our objects - annual attacks on ripe objects

[vervolg]

- 1- on lirportal have events (last guest users or members which saw my information on ripe database) 2- history of our users activity in lirportal
- 1. ip addresses usage i.e. number of ip-adrr occupied/vacant on quarterly basis. 2. as usage - number of as managed on yearly basis.
- a 'time-to-depletion' countdown for remaining ipv4 resources would be handy (a feed straight from <http://www.cidr-report.org/> would be nice) - something which appeared every time a user logged into the lir portal - given the amount of effort spent on trying to get ripe members to start rolling out ipv6 across their networks; i think a gentle push in this manner might not be a bad idea.
- a list of ipv4 and ipv6 allocations made to members.
- a list with as numbers and routes.
- about database
- access
- address alocation (v4, v6) routing table
- address space allocation per regions
- address, traffic, assigments distribution
- addressusage
- adress space usage
- agree
- all
- all
- all
- all ,statistical information
- all informations from asused report.

[vervolg]

- all kind of information available.
- all possible
- all statistical information is usefull if it is real
- all statistical information related to the use and misuse of internet resources.
- all your information are useful for us
- allocation of ipv4 resources
- allocation statistics per country.
- allready use dnsmon, ris, testtraffic,... maybe ipv6 usage in internet
- analyses of significant network events e.g. ddos attacks
- analytical tools to help members with their networking operations. real-time statistical information to help us with our networking operations. analyses of significant network events, such as ddos attacks, using the information about the internet that it collects for research purposes.
- any
- any helpful statistics
- any kind will be useful for me
- any other
- any related with network operation.
- any statistical information
- anything more than what's already available.
- as maps
- as reachability routes added/dropped from an as anti-spam/spyware/dos statistics/information to prevent multiplication of viruses/spyware/trojans/etc
- as routing info
- as usages ip address usages
- as we're just not a regular member, i can answer just what we'll want to see - any kind of statistical info will be good, because it will give a way to analyze it in different manners. for example - how much address space is used - ipv4/6.. etc.
- as/bgp-statistics
- as/prefix flaps/instability statistics.
- as/prefix flaps/updates, number of different paths...
- assused
- asused
- asused
- asused reports, assigment sizes like how many of our assigments are /28 /27 etc ...
- attacks and frequency
- attacks, ip usage, dns info,
- avg cpe lease time for broadband isp
- bad adress block traffic flows
- better statistic for autonomous systems
- bgp monitoring, i.e. splitted allocations, prefixes split across asn's etc.
- bgp path lenghts, ipv6 host count and most important deaggration of pa (and even pi) address blocks
- bgp perfixes per as-path
- bgp routing table statistics
- bgp stability etc
- bgp update storms, ddos statistics
- bgp. traffic

[vervolg]

- bgplay and information about routes
- can't think of any that isn't already provided.
- changes of routing entries, greater network failures of as etc.
- continuously updated stats of v4 growth; readiness for isp's to do ipv6. stats of threats (spam count rise/fall, (d)dos counts..etc..) if thats possible ?
- current ipv4 usage, objet status, request status detailed
- database inconsistency statistics
- database information cross references etc
- ddos and spamattacks
- ddos attach
- ddos attacks
- ddos attacks, ...
- ddos attacks, and other statistic information regarding attacks and problematic ip's.
- ddos attacks, traffic monitoring on major carrier networks
- ddos impact on internet
- ddos per month, ddos sources, routing information
- ddos source/dest. nets
- ddos, outages, usage
- distribution of free/used address space
- dns requests on the root server coming from lir-space route change requests fom the root-spade
- do not know atm
- do not use it enough to comment
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know
- don't know at this time
- don't know.
- don't know..
- dont know
- dont know at the moment
- don't knwo :)
- dynamic ranges grow
- dynamiks os changing bgp tables.
- every information about network engineering
- everything about routing
- evrything
- for example: annual/monthly report per lir / assignments /deletions made / objects added into the db. of course we can count that, but with db-engine it would be much easier and less time consuming. management likes that kind of activity reports.

[vervolg]

- frequent ipv4 depletion updates
- general network statistics: data that show general trands, as well as exceptional events.
- general statistics on internet growth - bandwidth and number resources.
- global bgp statistics
- growth
- hard to say as myasn and bgplay are providing sufficient amount of statistical data for day to day operations.
- have no idea right now.
- hostcont
- hostcont ruting info
- hostcount rir free ip pool
- how match ipv4 adresses are free, how match ipv6 adresses are allreade use. and information about how much as are can be use.
- how other peers see our as number, how updates are filtered out & how long they take.
- how t1-providers are connected with each other and if the peer and de-peer and how often...
- i checked "don't know" on the last page, so i really can't tell you
- i don't know
- i don't know
- i don't know
- i don't know yet
- i dont know
- i dont know
- i dont know
- i dont know at the moment.
- i don't need any stat. information
- i get what i need.
- i like to see a map of europe with the ips that are used in each area.
- i trust the ncc staff to know this better than i do...
- i want to see the growth of the traffic and of the hosts
- i'd like to see how many ips are being used and how many of them are free. (worldwide)
- i've no idea
- if you could show how long it takes until all not allocated pa of us (my lir) will be used, caculated on the demand of ip-adresses of the last years.
- in general statistics about the utilization of the address space, for example about the ipv6 transition
- info on errors in our networkinformation
- information about ipv4 addresses (who is?) and dns information
- information about our competitors
- information on the volume of traffic related to particular routing objects/domains
- infos about different problems and different bad traffic (p2p)
- internet routing information
- internet service disruptions
- ip address consumption per country/city
- ip address space utilization, geographical issues, asn etc...
- ip address space utilization.

[vervolg]

- ip address usage
- ip addresses in use, response times of these ip adresses.
- ip allocation status based on ip blocks.
- ip assignment and ipv6 updates
- ip distribution and availability
- ip resource
- ip statistics
- ip usage
- ip usage
- ip usage statistics, ip routing statistics
- ip/ans resources allocation, bgp prefixes announcement statistic
- ips in use and free; ass in use and free; ipv6 development and usage; total and average network latency in main pops; etc.
- ips usage by purpose, country, city, business type, connection type etc.
- ipv4 / ipv6 usage.
- ipv4 allocation
- ipv4 allocation - if there are free ips, ipv6 implementation scope - how many org's have done this already
- ipv4 and ipv6 count
- ipv4 and ipv6 growth, network peering interconnectivity and growth
- ipv4 run out date
- ipv4 using
- ipv4, ipv6 allocation
- ipv4/ipv6 ris info
- ipv6 deployment routing quality dns quality
- ipv6 deployment stats
- ipv6 routing and traffic statistics
- ipv6 traffic
- isp peering traffic statistics and incidents.
- it would be helpful to provide an snmp-based tool or to indicate a mib parameter to be sampled for ip count that shows the number of ip's that have been dynamically allocated from a pool by the device (current, average, maximum, etc.) or to document how to find that information on a juniper e-120 bras router. in general, tools to provide ip address usage statistics for various popular isp equipment (cisco, juniper, nortel, etc.)
- links load, peering problems and etc.
- lir ip address allocation percentage
- list of operator using similar package as our
- mainly routing and/or bgp related - and of course, an updated clock telling us when we will run out of v4 space :-)
- map of traffic between ass
- may of these, e.g. routing, ipv6 distribution, etc
- maybe
- misuse
- more stats about bgp, latency reports between ixp, critical services on the internet such as dns....
- n.a.
- n.a.
- n/a
- n/a

[vervolg]

- n/a
- n/a
- n/a
- n/a
- n/a
- na
- na
- network path
- network related data (ip usage/bgp reports/etc.)
- network stats, route changes, 'flaps'... all the goodies that you can't have as lir under attack (seeing the data from the 'outside')
- network traffic balance ordered by counties
- network traffic, topology, network measurements
- network usagem growth, ipv4/ipv6.
- networking statistical
- news
- no
- no idea
- no idea
- no idea for the moment
- no idea now
- no more
- no. of db object by regid visual object map by regid last 6 payments by regid
- noidea at the moment. hadn't thought about it
- none
- none
- none
- none
- none
- none
- none
- none comes to mind.
- none that i can think of at the moment...
- none, actually.
- none.
- not qualified to answer :)
- not really statistical information, but the consistency of the ripe database must be improved where possible.
- not sure
- not sure , as i do not use any
- not sure, i'll know when i need them
- nothing
- nothing
- nothing
- nothing to request currently
- number of as, number of ipv4 assigned,
- number of assignment in a period time. number of deletions. etc.
- number of bgp updates, number of bgp paths, average prefix length per as, more ipv6 focused data...
- number of cookies at ripe meetings

[vervolg]

- number of ip ddos
- number of registries per country (and history of it).
- number of routes in internet, as evolution, paths, as goes down, changes in routes, patch, etc.
- of significant network events, such as ddos attacks
- ok
- other then on how quick v4 adresses are used uo... none
- overall ipv4 and ipv6 deployment, per lir class assignement and used percentage
- peering information. who peers with who, etc... in the way renesys does it...
- per protocol stat, time measurement
- performance graphics
- prefix distribution of announced networks
- prefix hijacking and stability
- q
- quantity
- rbl listings, information related to development of ipv6, spam/anti spam stats, etc...
- reachability information on prefixes is very useful. any other statistical information on degree of reachability of prefixes is appreciated. rrcs already offer lots of very useful information in this regard. :)
- real-time information regarding ongoing network abuse.
- real-time metrics, historical log of events
- real-time overview of commercial and non-commercial carrier's routing policy, tables, filters
- regional traffic patens
- reply times of dns server nodes; availability status (and history of it) of dns server; global routing accident summaries; global routing tables status (and history of it); availability status of whois db;
- reverse dns delagation usage
- ripe database statistics, ripe region hostcount, membership allocation list, dns lameness statistics.
- ris
- ris testtraffic
- ris, ip address related data
- route availability.
- route changing, global reachability, route history, registration rate (including dns-reverse-lookup)...
- routes number, prefixes an as.
- routing analysis to see the correct functioning of bgp routing from/to us, which is sometimes doubtful
- routing and routing registry information
- routing changes, as network growing, gaussian distribution of networkstructure
- routing information
- routing information service, ip (v4 and v6)address space
- routing prefix behaviour like bgppplay, packet loss, delay, jitter like ripe ttm boxes
- routing stability, ipv6 deployment
- routing topology changes, ip adresses utilization, informations about attacks, dos attacks, ...
- routing update changes, as path changes, network availability

[vervolg]

- security incidents
- simply all!
- spam statistics, dnssec penetration, ipv6 traffic statistics
- spamed networks, ddos-ed ip addresses, route monitoring tools , etc
- statistical and general information against spam.
- statistical information about perfixies registrations
- statistics about resource utilization
- statistics on routing table stability
- stats on internet traffic spikes.
- table
- tba
- the amount of ipv4 addresses
- the security information
- the statistics about ipv4, ipv6 and as numbers usage are useful
- the traffic to our network, ddos attacks occured to our subnet,
- the usage of ip addresses over time, the amount of free ip addresses
- the use of ipv6 among operators, isp etc.
- the utilization of ip's.
- to varied to discuss here
- topology of use, pin-pointing of hot spots, missing reverse records.
- total number of subscriber,
- traffic analysis according to protocols, traffic trends.
- traffic developement, general ressource related statistics
- traffic flows and delays
- traffic load of core internet routers (in europe), recently (d)dos attacks (wictums/attackers).
- traffic types
- type of most requested ip-ranges (eg. subnet /26) number of ip-ranges/month
- usage
- usage data on reverse delegations
- usage internet on the world
- usage of allocations, for which allocations rdns records are made (in database)
- usage reports, fore-sights, historical re[ports
- utilization of ip4 address space take-up rate for ipv6 firt expansion
- visability and reachability - sla-information based on ttm-boxes e.g. (not just raw data, presentable stuff)
- visibility, ddos
- we ae fine with the informations prvided at this time
- we are relatively new to this topic. therefor now answer is the best answer
- we do not need any statistical information.
- we don't know now.
- we have currently no specific requirements
- well, anything. i may not need them, but statistics always give hints on improvements we could do.
- whatever, stop nagging
- world traffic flow size of networks
- would be helpful if this were in english

[vervolg]

Question 890: Information Services Can you suggest any specific analytical tools?

- learn from google.

Question 900: Information Services Do you have any suggestions on how the RIPE NCC's information tools could be improved?

- a lir beginners tool chain or something like that would be cool i guess.
- ability to obtain test box without needing gps signal (difficult or too expensive to get in london datacentres for example !!)
- aw-check in asused, more granular levels of authorizations (i.a. sending in requests without being contact for the membership)
- can be slow at times, although i appreciate some of them are not "production quality" yet.
- easier to use myasn interface..
- give real examples for configuration of db changes and routing info
- i'd suggest that ripe should consider providing the function currently provided by peeringdb (<http://www.peeringdb.com>). i appreciate that ripe ncc tends to take on activities only as decided on a consensual basis by its membership, but perhaps some consideration and recommendation by the executive should start the discussion.
- implemenation of "invalid" objects to the lir or as-used tools
- more computer-friendly interfaces for that allows third parties such as researchers or operational tool implementors to post-process data collected by ripe.
- nicer diagrams.
- no, but the asinuse tool is too slow. find a way to make it faster.
- performance of ris
- ripe should provide official black list functionality.
- rss feeds again...
- smart documentation
- some of the tools are a bit slow to work with, e.g. ris, performance could be improved.
- the level of information provided by the ripe-ncc to oits members has decreased over the last few years. allocation/assignment statistics are examples. those informations are less easy to access than before or even no more accessible
- the tools should be deployed for helping lirs in their operational work.
- this questionnaire take too long - 10 minutes are enough!
- tools should be very user-friendly. fast, accurate, reliable.

[vervolg]

- we need sometimes more detailed information and comments (example, why the count of pi in some countries bigger, why allocation in some countries bigger etc..)
- you are aiming into the right direction with the proposed services. more statistics, more research, (although improvements in the "visibility" of ripe in the infrastructure-political corner is important too)