

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.	☐	☐	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐	☐	☐
Reverse DNS	☐	☐	☐	☐	☐	☐	☐
RPKI - certification	☐	☐	☐	☐	☐	☐	☐
Due diligence - audits	☐	☐	☐	☐	☐	☐	☐
Internet number resource transfers	☐	☐	☐	☐	☐	☐	☐
Geolocation information update service (proposed service)	☐	☐	☐	☐	☐	☐	☐
RIPE Database reputation services (proposed service)	☐	☐	☐	☐	☐	☐	☐
RIPEstat (in development)	☐	☐	☐	☐	☐	☐	☐
Historical resource information (in development)	☐	☐	☐	☐	☐	☐	☐
Training Services	☐	☐	☐	☐	☐	☐	☐
Meetings coordination/organisation	☐	☐	☐	☐	☐	☐	☐
K-root operations	☐	☐	☐	☐	☐	☐	☐
Secondary DNS	☐	☐	☐	☐	☐	☐	☐
Outreach activities	☐	☐	☐	☐	☐	☐	☐
Internet community support	☐	☐	☐	☐	☐	☐	☐
TTM	☐	☐	☐	☐	☐	☐	☐
Routing Information Service (RIS)	☐	☐	☐	☐	☐	☐	☐
RIPE Atlas (in development)	☐	☐	☐	☐	☐	☐	☐

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

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

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

[illegible]

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

[illegible]

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.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC's Registration Services are satisfactory and timely.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC's Registration Services Department provides appropriate responses to technical and service enquiries.	☐	☐	☐	☐	☐	☐	☐
The features on the LIR Portal that support resource request and resource management are satisfactory.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC fee structure is set up fairly.	☐	☐	☐	☐	☐	☐	☐
The LIR Portal features to support billing and administration are adequate.	☐	☐	☐	☐	☐	☐	☐

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	
Fairness of distribution	
Transparency	
Simplicity of structure	

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
I use RIPE NCC network measurement and statistics.	☐	☐	☐	☐	☐	☐	☐
I find RIPE NCC network measurement and statistics products easy to find and use.	☐	☐	☐	☐	☐	☐	☐
RIPE NCC network measurements and statistics are useful for my day-to-day work.	☐	☐	☐	☐	☐	☐	☐
I would like to see more impartial RIPE NCC analysis of network events, such as major disruptions, attacks or traffic surges.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
I can easily find information I need on the new RIPE NCC website.	☐	☐	☐	☐	☐	☐	☐
The printed material distributed by the RIPE NCC (for example, the Member Update, RIPE NCC Annual Report) provides me with useful information.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should increase efforts to raise awareness among stakeholders about IPv6.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC needs to carry out more coordination and collaboration with local Internet communities to help facilitate IPv6 uptake.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should provide practical hands-on training to help with the uptake of IPv6 where needed.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should share best practice information with stakeholders to help with IPv6 take-up.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should train non-RIPE NCC staff to be trainers in relevant fields.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should make training materials available for third party use.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should provide practical, technical training.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should work with local Internet communities to engage with governments.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should work with local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations.	☐	☐	☐	☐	☐	☐	☐

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.	☐	☐	☐	☐	☐	☐	☐
The content and activities of the RIPE Meetings are at a level of importance and interest so that I want to attend.	☐	☐	☐	☐	☐	☐	☐
The RIPE NCC should increase involvement in the support of regional operator forums (for example, NOGs, IPv6 groups, etc.).	☐	☐	☐	☐	☐	☐	☐

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