

KPMG 2002 SURVEY ON BEHALF OF THE RIPE NCC

From: The RIPE NCC and KPMG

To: Organisations & Individuals who are or who may wish to be considered as “Other Stakeholders” with an interest in the successful operation of the RIPE NCC

RIPE NCC CONSULTATION AND SURVEY FOR NON-MEMBER STAKEHOLDERS - RESPONSE FORM

We ask for your help and encourage you to assist us in this consultation and survey by answering the questions that follow and, if you wish, by meeting with KPMG at one of the places in the meeting location schedule or by special arrangement. A list of all locations is available at:

www.ripe.net/survey2002/locations.html

Please send your response document as an email attachment to

aearyl@kpmg.com.au

or if you wish to fax your response please do so to KPMG on **+61 7 3220 0074** for the attention of Ross McConachie.

At our website www.ripe.net/survey2002/ you can find a wealth of information on the RIPE NCC and a range of information on this survey, including the questions for RIPE NCC members, which you are encouraged to read.

A. Respondent Details

1. Name of individual, government department, company or organisation represented in this response:

2. Name and designation of individual respondent(s):

3. Brief description of your organisation or individual interest and how it relates to the RIPE NCC and its activities.

4. Contact details (email and/or fax/phone/address) of respondents:

B. Survey Questions

Please feel free to attach additional pages if required. You are welcome to respond in any language. You are encouraged to give us as much information as you can and to add additional points or issues you wish to raise. All we ask is that you follow the sequence of our questions and add any new issues at the end.

1. Please describe the relationship, involvement or interest-that you currently have with or in the RIPE NCC and its operation.

2. Please comment on whether the relationship, involvement or interest meets the needs of your organisation or yourself.

3. If you do not have a relationship with the RIPE NCC at present – do you feel that one could be of value? If so, on what issues? What would be the best way for the relationship to function?

4. What do you consider the most effective way for the RIPE NCC to play its role?

Within the RIPE NCC service region?

Within the global Internet community?

With other organisations who provide services to RIPE NCC members?

With government or other regulatory bodies?

5. Are there any areas of activity where you or your organisation, company or department and the RIPE NCC might collaborate with a view to improving quality, providing new services or reducing service costs?

C. Issues for consideration

The RIPE NCC may need to play an increasing role in Internet strategy and policy issues to represent and enhance its services to its members. We would welcome your views on any or all of the issues we have raised.

After you have considered these issues, please add any additional issue that you wish to raise for discussion – and give us your views.

Issue A - Do you believe that the RIPE NCC should simply function as a Regional Internet Registry (RIR) or do you think that they should provide other services to their members – or to the Internet community?

Issue B – Assuming that the RIPE NCC should regularly seek members' views on services and service standards, from your experience with other organisations what is the most effective way(s) to carry this out?

Issue C - In addition to views about services – what are the best ways for organisations such as the RIPE NCC to receive input from members and the Internet community? From what you may know do you feel that the present communication structure facilitates input – especially from other interested stakeholders?

Issue D -Should the RIPE NCC regularly seek members' views on new services and their views on the standards of existing services provided? If so what are the most effective means for seeking member input?

Issue E -Compared to other essential services that you receive such as gas, electricity, telephone and car registration, from what you know of the RIPE NCC how would you rate their service standards?

Issue F - If you had to identify your own, or your organisations top service provider of any type of service you receive, what is that makes them stand out?

You will appreciate that the RIPE NCC resources are limited and must be expended on activities that meet the main needs of most members. So would you please rank any of the issues you have selected (including any which you have added) IN ORDER OF IMPORTANCE. Please do this on a separate sheet.

Finally, may we express our thanks for your participation, we realise that we have taken up a great deal of your time – but we are confident that this process will enable RIPE NCC to provide even better services in the future.