



RIPE NCC MEMBERS SURVEY

Report Appendices 2005

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Document review and approval

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Contents

APPENDIX 1 – RIPE NCC ACTIVITY PLAN 1991 (R. Blokzijl, May 5, 1991)	1
Introduction	1
1 Technical - Coordination Activities	1
2 Technical - Development Activities	3
3 Administrative - RIPE Activity Support	4
4 Administrative - Reporting	4
5 Requirements for an NCC	5
APPENDIX 2 – SURVEY INSTRUMENT	7
APPENDIX 3 – LIST OF COMMENTS FROM RESPONDENTS TO SURVEY 2005	16
Section 1 – About RIPE NCC Services	16
Section 2 – Planning for the Future: Part 1	98
Section 2 – Planning for the Future: Part 2 – New Services and Activities	104
Section 3 – Your Other Suggestions	112
APPENDIX 4 – ANALYSIS OF RESPONSE DATA BASED ON ORGANISATION SIZE	123
APPENDIX 5 – ANALYSIS OF RESPONSE DATA BASED ON COUNTRY OF ORIGIN	148
APPENDIX 6 – ANOMALIES AND PROBLEMS	197
6.1 Anomalies	197
6.2 Problems	198

APPENDIX 1 – RIPE NCC ACTIVITY PLAN 1991 (R. Blokzijl, May 5, 1991)

ref.: ripe-35

Introduction

This document describes the activity plan for the proposed RIPE Network Co-ordination Center (NCC). As such it must be regarded as a technical annex to the document proposing the installation of an NCC (ripe-19).

In the NCC proposal it is recommended to have a separate organisation that is responsible for the execution of a certain number of tasks that are indispensable for the proper management of IP networks on a European scale.

The nature of these tasks is such that it has proven to be extremely difficult to execute them as a voluntary effort on an ongoing, regular basis. Also the efficiency of the work would be greatly improved with a centralised execution of the tasks.

The individual work items are described below. It should be stressed that regular reporting (weekly, monthly and yearly) on the progress of the work is foreseen for all work items.

1 Technical - Coordination Activities

Maintain a database of European IP networks and their management information. The database to be maintained will contain several classes of objects. These objects are described in detail in ripe-13.

At the moment the following object classes have been defined:

- (a) Networks
- (b) Responsible persons
- (c) Domains
- (d) Routers
- (e) International lines
- (f) Name Servers

The NCC will be responsible for the database entries; this includes

- (a) collection of database entries

(b) checking of individual entries

(c) checking of consistency and integrity of the database

Weekly reports on changes in the contents of the database will be produced, together with statistics about the number of database entries.

2. Distribution of the database.

Secondary copies of the database can be installed at other sites upon request. It is the responsibility of the NCC to keep track of such secondaries, and to keep the contents consistent.

An up to date record of secondary sites will be maintained on line.

3. Coordination of database exchange with other organisations.

The NCC will coordinate and execute the exchange of database information with NCC's outside Europe. The result will be that for the end user of the database one uniform set of global information will be available.

4. Keep a record of existing IP connectivity in Europe, and between Europe and other continents.

The record shall consist of a set of maps that catalogue the existing connectivity in Europe. These maps fall into three main categories:

(a) International connectivity inside Europe

(b) Connectivity between Europe and other continents

(c) Connectivity inside European countries and or networks

The last category depends heavily on cooperation with individual NOC's.

The maps to be produced will be made available on line in the form of a set of PostScript files for remote retrieval and reproduction. Adequate tools for providing the maps (both hardware and software) must be available.

The updated maps will be published on a monthly basis.

5. Keep an inventory of IP infrastructures not yet interconnected.

This information will be kept in the same format as the maps of the interconnected networks. The collection and integration of the information depends heavily on the cooperation of individual NOC's.

The updated maps will be published on a monthly basis.

6. Keep a record of operational contact points.

This will consist of a list of NOC's and responsible people that will be used as a reference list for the individual NOC's to be used in case of network related incidents, including security incidents.

Individual NOC's will be able to subscribe to a weekly update service.

7. Maintain a list of recommended DNS software and known bugs.

The result will be available on a server in the form of software and reports of known bugs, recommendations, etc.

A subscription service for change and update reports will be maintained.

8. Placement of name servers and backup servers in Europe, and beyond.

On a regular basis the interworking between the DNS name servers in Europe, and their connections to name servers outside Europe, must be checked. Detected errors and inconsistencies must be reported to the responsible persons; corrective actions must be followed. The result will be a consistent set of name servers.

9. Gather traffic statistics and network performance data.

Traffic statistics will be gathered in an orderly way from a set of well defined routers. The result will be regular reports on traffic volumes and network performance.

2 Technical - Development Activities

NICs and NOCs and the NCC need special purpose software tools for their work. While some of these tools are available commercially others will have to either be obtained from the public domain or specially developed to suit local needs. The NCC will collect, develop, document and test such tools in order to make them available to the RIPE community. While some basic support will be given the NCC will not provide full support for these tools.

1. Database management tools.

Tools for management of the database and their maintenance are an important work item for the NCC. The result will be the availability of a consistent database.

2. Database querying tools.

Development and maintenance of the whois utility. The result will be a program, available from a file server, that permits remote interrogation of the database.

3. Tools for gathering and presenting network usage statistics and performance data.

Software has to be collected, developed and maintained for gathering statistical data. The result will be a set of tools, available from a file-server, together with documentation and recommendations for use. This will enable the RIPE community to gather and present statistics in a uniform way.

4. DNS quality control tools.

Utilities for quality control of the interworking of the DNS name servers will be developed and maintained. The result will be a set of software and documentation, available from a server.

5. Tools for drawing network diagrams.

Network diagrams have become complicated objects nowadays, and the amount of work needed to draw them is no longer negligible. Some effort should be dedicated to study the possibility to generate them in a more automatic way from existing databases. The result will be more up to date and more accurate network diagrams.

3 Administrative - RIPE Activity Support

The NCC will give the following support to the RIPE activities:

1. Keeping the RIPE document store.

The NCC will keep RIPE documents online and easily accessible to the RIPE community.

2. Technical and secretarial support for studies undertaken by RIPE.

The NCC will provide technical and clerical support for RIPE studies and task forces in order to enhance continuity and coordination of the work between RIPE meetings.

3. Organisational support for RIPE meetings.

RIPE meeting attendance is expected to be on the order of 40 persons in the near future. The NCC will provide clerical support to organise these meetings in order to keep them productive.

4 Administrative - Reporting

The NCC will follow the following general reporting procedures:

1. quarterly reports on all activities will be produced for the RIPE participating organisations and the RARE CoA.

2. quarterly reports on outstanding problems will be produced for the RIPE participating organisations and the RARE CoA.

3. the NCC reports on its ongoing work and outstanding problems also to each RIPE meeting. These meetings take currently place three times a year.

4. The NCC will produce annual reports. These will be available on the 31st of January following the year to be reported on.

5 Requirements for an NCC

The following requirements for the running of the RIPE NCC have been identified:

o staff

- 1.0 FTE NCC manager with proven skills in:

*Internet network technology, applied to large scale networks

*Management and communication

*Working in an international environment

The NCC manager must be willing to take the position for a period of at least 3 years.

- 1.0 FTE NCC technical staff with proven skills in:

*Internet network technology, applied to large scale networks

*Working in an international environment

The NCC technical officer must be willing to take the position for a period of at least 1 year.

- 1.5 FTE Administrative staff, with proven skills in:

*Administrative work

*Using advanced computing equipment

*Working in an international environment

The NCC administrative officer must be willing to take the position for a period of at least 2 years.

o equipment:

- work-stations with X-windows capability for staff

- an adequate minicomputer to support the work-stations and to house the data bases

- excellent IP networking access, both European and intercontinental
- excellent mail connectivity
- support for OSI based services

o office space:

- 2 offices with the normal operational overheads
- communication costs allocation

o location:

It is essential that the actual place where the NCC is located, is close to an operating NOC and other RIPE activities. This will make it possible to keep the number of NCC staff limited, while still providing fertile grounds where NCC activities will flourish.

o travel budget

It is foreseen that NCC staff will have to make at least the following travels on a yearly basis:

- attend all RIPE meetings
- attend 6 meetings in Europe
- attend 4 meetings outside Europe

APPENDIX 2 – SURVEY INSTRUMENT

2005 RIPE NCC Membership Survey

Name:				E-mail:			
Organisation:						Country Code:	
Organisation Size (your Billing Category): (Put 'x' next to your category)							
EXTRA SMALL		SMALL		MEDIUM		LARGE	
						EXTRA LARGE	

Introduction

In order to ensure that the RIPE NCC continues to meet our members' needs, we have commissioned KPMG to conduct this independent 2005 RIPE NCC Membership Survey.

This survey is divided into two sections.

Section 1 – About RIPE NCC Services. In this section, we ask you to rate a series of statements. We want to find out how strongly you agree or disagree with each statement about the various services that the RIPE NCC currently offers.

Section 2 – Planning for the Future – is divided into two parts. We ask you to rate where you feel the RIPE NCC should allocate its resources in the future and where you consider increased investment by the RIPE NCC would benefit members.

Please note that all responses go directly to Brendan Rynne and John Earls at KPMG and will remain anonymous to the RIPE NCC. Please e-mail your completed survey to bjrynn@kpmg.com.au as soon as possible.

Please turn the page to begin the 2005 RIPE NCC Membership Survey.

Section 1 – About RIPE NCC Services

Please think about some of the services that the RIPE NCC currently offers. For each statement below, please give a rating to show how strongly you agree or disagree.

Ratings Scale:

Strongly disagree < 1. 2. 3. 4. 5. 6. 7. > Strongly agree

If you have “No View” for any question, please put a 0 (zero).

GENERAL

1	We are happy with the customer service offered by the RIPE NCC.	Rating
Comments:		
2	The RIPE NCC is easy to contact if we have a problem with their services.	Rating
Comments:		
3	We think that the RIPE NCC services are good value for money.	Rating
Comments:		

REGISTRATION SERVICES

4	The RIPE NCC deals with our requests for resources quickly.	Rating
Comments:		
5	It is easy to find information about how to request resources from the RIPE NCC.	Rating
Comments:		
6	The request forms are easy to complete.	Rating
Comments:		
7	The online tools are easy to use.	Rating
Comments:		
8	The RIPE NCC gets the right balance between quick service and needing justification for resources.	Rating
Comments:		

TRAINING SERVICES

9	The RIPE NCC Training Courses meet our needs.	Rating
<i>Comments:</i>		
10	In addition to the current portfolio, the RIPE NCC should develop new Training Courses.	Rating
<i>Comments:</i>		
11	We are satisfied with the LIR Training Course.	Rating
<i>Comments:</i>		
12	We are satisfied with the Routing Registry Training Course.	Rating
<i>Comments:</i>		
13	We are satisfied with the DNSSEC Training Course.	Rating
<i>Comments:</i>		

BILLING SERVICES

14	We are satisfied with the RIPE NCC billing system.	Rating
<i>Comments:</i>		
15	We receive invoices from the RIPE NCC in time to arrange payment.	Rating
<i>Comments:</i>		
16	The RIPE NCC gives us all the information we need to pay.	Rating
<i>Comments:</i>		
17	The RIPE NCC answers billing questions quickly.	Rating
<i>Comments:</i>		
18	The RIPE NCC fee structure is fair.	Rating
<i>Comments:</i>		

WHOIS SERVICES

19	It is easy to query the RIPE Database.	Rating
<i>Comments:</i>		
20	It is easy to update the RIPE Database.	Rating
<i>Comments:</i>		
21	We are satisfied with the general user support provided for the RIPE Database.	Rating
<i>Comments:</i>		
22	We are satisfied with the speed at which the RIPE Database processes updates and queries.	Rating
<i>Comments:</i>		

DNS SERVICES

23	We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC.	Rating
<i>Comments:</i>		
24	We are satisfied with the performance of k.root-servers.net.	Rating
<i>Comments:</i>		
25	It is important to have more anycast instances of the K-root server.	Rating
<i>Comments:</i>		

RIPE MEETING SUPPORT

26	We are satisfied with the RIPE Meeting registration system.	Rating
<i>Comments:</i>		
27	When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.	Rating
<i>Comments:</i>		
28	We are satisfied with the quality of the technical set up and support that the RIPE NCC offers at RIPE Meetings.	Rating
<i>Comments:</i>		

OUTREACH

29	The RIPE NCC outreach activities are useful. (For example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)	Rating
<i>Comments:</i>		
30	We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.	Rating
<i>Comments:</i>		

INFORMATION SERVICES

31	We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.	Rating
<i>Comments:</i>		
32	We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.	Rating
<i>Comments:</i>		

Section 2 – Planning for the Future

Part 1

The following section (part 1) has a different approach to the previous section. The RIPE NCC wants to get an idea from their membership on where to allocate resources in the future.

You, the member, have a **total** of 100 points to award. Please split them between the services shown below. The easiest way to complete this section is to first put 0 (zero) where you would not allocate any points.

We have listed some current services below. Please allocate the most points to any service where you consider increased investment by the RIPE NCC would benefit members.

1	Registration & Database Services	
1	A better web page where members can request Internet resources (allocation assignments, AS Numbers and domains).	Points
2	A web page where members can manage the resources they have registered in the whois database	Points
3	A web page where members can get a visual overview of their Internet resources.	Points
<i>Comments:</i>		
2	Training Services	
1	Develop online and computer based training courses from the current training portfolio offered by the RIPE NCC.	Points
2	Develop technical courses around services provided by the RIPE NCC (IPv6, DNS, etc.)	Points
<i>Comments:</i>		
3	DNS Services	
1	Improved user interfaces.	Points
2	Improve quality of the DNS delegations (preventing lameness delegations).	Points
<i>Comments:</i>		
4	Active Measurement Services	
1	End-to-end performance (For example: measurements of delays, latency, bandwidth, etc. between sites.)	Points

2	Routing data (For example: collection of BGP data or services based on BGP data).	Points
3	Performance measurements of key services on the Internet. (For example: DNSMON to monitor root server behaviour).	Points
<i>Comments:</i>		

Section 2 – Planning for the Future

Part 2

In part 2 of this section, we want you to divide a **further** 100 points between the seven services listed below. Again, please give the most points to the areas that you feel would most benefit your organisation.

New Services and Activities

1	CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.	Points
<i>Comments:</i>		
2	DNSSEC – deployment for reverse DNS, promotion and training.	Points
<i>Comments:</i>		
3	Routing Security – awareness, training, coordination of deployment and development of tools.	Points
<i>Comments:</i>		
4	Data quality assurance for Internet related registration data	Points
<i>Comments:</i>		
5	Statistics collection and presentation (e.g. Hostcount++, TTM)	Points
<i>Comments:</i>		
6	Deploying more K-root instances	Points
<i>Comments:</i>		
7	New services (not listed here) that would benefit RIPE NCC members	Points
<i>Comments:</i>		

Section 3 – Your Other Suggestions

In this final section, you have the opportunity to make any suggestions for services or activities that you feel the RIPE NCC should consider in the future. You can also let us know if you feel that there are services that the RIPE NCC should stop providing.

1	
<i>Comments:</i>	

2	
<i>Comments:</i>	

3	
<i>Comments:</i>	

Thank you for completing this survey. Please return to:
bjrynn@kpmg.com.au.

APPENDIX 3 – LIST OF COMMENTS FROM RESPONDENTS TO SURVEY 2005

Note: **Organisation Size**

1 = Extra small 2 = Small 3 = Medium 4 = Large 5 = Extra large

Country Code

See <http://www.iana.org/cctld/cctld-whois.htm>

Section 1 – About RIPE NCC Services

We note the following text is presented in exactly the same form received by KPMG

GENERAL

1 *We are happy with the customer service offered by the RIPE NCC.*

Fast responses when contacting RIPE NCC

Organisation Size: 1 Country Code: de

Usually it takes a week until an assignment request is solved

Organisation Size: 4 Country Code: ro

for most problems, we have very long feedback from RIPE NCC, However, RIPE NCC staff is mostly helpful

Organisation Size: 2 Country Code: ua

The NCC answers fast and accurate.

Organisation Size: 3 Country Code: de

Mostly. While there were very unpleasant issues with the billing dept, personal contacts at some training course were fine and helpful.

Organisation Size: 2 Country Code: de

The anonymous nature of email contact is offputting.

Organisation Size: 2 Country Code: uk

Excellent service, but to many questions when requesting stuff...

Organisation Size: 4 Country Code: dk

Personnel is highly qualified

Organisation Size: 2 Country Code: it

Unkind and inefficient personnel at the phone, slow answers or no answers by email.

Organisation Size: 1 Country Code: it

sometimes we notice a lack of flexibility, a bit bureacratic, hard to get a straightforward answer that applies to all similiar future issues.

Organisation Size: 5 Country Code: se

some emails sent to db-help and others remain with no answer until several resendings. I do not like the way RIPE introduce antispam policy on whois database! there were no clear announcement, no good tutorial about changes etc.

Organisation Size: 3 Country Code: pl

Reverse DNS services seems need to improve.

Organisation Size: 3 Country Code: ir

The question is a bit ambiguous: we are quite happy with how is done what is offered, but are not that happy with what is offered in relation to what could/should be offered. So the "6" follows interpretation #1.

Organisation Size: 1 Country Code: de

I have always talked and wrote to very nice people at RIPE

Organisation Size: 2 Country Code: de

6 for the year 2005 thanks to Miss Catherine Carr that is helping us . 1 for the years 1999-2004

Organisation Size: 3 Country Code: it

Quick response time which leads to a fast solution

Organisation Size: 2 Country Code: de

the service is remote to users from this part of the world. Maybe with Afrinic, this would be better

Organisation Size: 2 Country Code: ng

We have had no problems dealing with RIPE NCC staff, very helpful overall and response time is good enough.

Organisation Size: 4 Country Code: fi

RIPE personnel is really very professional. I have no negative comments regarding their job. They frequently improve the quality of the service and make it easy for us to do our job. Their web based interface for LIR management is GREAT. Once again: GREAT and GREAT

Organisation Size: 1 Country Code: lb

it is very fast should we have a query

Organisation Size: 2 Country Code: uk

sometimes tickets are not answered

Organisation Size: 5 Country Code: eu

However we're contacting with RIPE occasionally, there're no problems at all.

Organisation Size: 4 Country Code: ru

No problems at all.

Organisation Size: 3 Country Code: pl

GENERAL

2 *The RIPE NCC is easy to contact if we have a problem with their services.*

They never respond the same day.

Organisation Size: 4 Country Code: ro

see above (N1)

Organisation Size: 2 Country Code: ua

I'd like to have something like a dynamic FAQ at the RIPE NCC page. A server-side software that asks questions via a web-interface and computes answers to it.

Organisation Size: 3 Country Code: de

Don't know.

Organisation Size: 2 Country Code: de

Yes but sometimes a bit slow on response (48hrs +)

Organisation Size: 3 Country Code: uk

I had a problem once, and I didn't received any answer from RIPE NCC

Organisation Size: 3 Country Code: bg

RIPE NCC do deal with problems well, but again the email-only contact mechanism feels like a barrier.

Organisation Size: 2 Country Code: uk

mostly perfect, but ticket confirmation could give a hint on how long the queue is

Organisation Size: 2 Country Code: de

we always had a complete and quick response to all our questions

Organisation Size: 2 Country Code: fr

It seems like the primary goal of the organization is to avoid people disturbing them, emails filtered by robots, you have to follow a procedure to know the procedure to contact them.

Organisation Size: 1 Country Code: it

regarding TT:s usually fast response, regarding other issues mostly administrative not to easy.

Organisation Size: 5 Country Code: se

There is a huge list of contact e-mails and I always get the reply that I need

Organisation Size: 1 Country Code: uk

look at comments to answer 1

Organisation Size: 3 Country Code: pl

I would like to have a "native" Speaker, if it is possible.

Organisation Size: 2 Country Code: de

Splendid! God bless the hostmasters.

Organisation Size: 2 Country Code: se

see Section 3. Your Other Suggestions

Organisation Size: 3 Country Code: sk

Since we have an assignment window, we don't contact them anymore. Mail contact to general role accounts has always been very friendly and competent, though.

Organisation Size: 1 Country Code: de

Questions to the ripe hostmaster got answered very quickly

Organisation Size: 2 Country Code: de

Same as General.1

Organisation Size: 3 Country Code: it

Very easy to contact

Organisation Size: 2 Country Code: de

The computer generated responses can be frustrating

Organisation Size: 2 Country Code: ng

No multilanguage.

Organisation Size: 1 Country Code: ru

not always.

Organisation Size: 4 Country Code: jo

Personally, I didn't have any problem in contacting RIPE NCC while opening and running another registry 3-4 years ago. The stuff usually help to solve any troubles and give good explanations and recommendations.

Organisation Size: 3 Country Code: ru

No problems encountered.

Organisation Size: 4 Country Code: fi

response time of some e-mail addresses are very poor (see Billing services section)

Organisation Size: 5 Country Code: fr

It is really easy to contact them. They are responsive.

Organisation Size: 1 Country Code: lb

happily, we have no problem yet

Organisation Size: 1 Country Code: ru

We did not have problems with RIPE NCC services.

Organisation Size: 3 Country Code: ua

Our request for huge amount of reverse delegations caused ripe robot error, that has been fixed in one day and we proceeded with zone changes without wasting a lot of time.

Organisation Size: 4 Country Code: ru

some time we need contacts in Russian

Organisation Size: 2 Country Code: ru

GENERAL

3 We think that the RIPE NCC services are good value for money.

They encourage small companies to become LIRs but the fee for extra small is unaffordable to a small ISP

Organisation Size: 4 Country Code: ro

It's impossible to evaluate - we've never been served by other RIRs

Organisation Size: 2 Country Code: ua

Though this gives ripe the ability of offering training-courses the initial fee should be at least reduced by 50% to give smaller isps the possibility of joining the ripe. often the membership in local nics is preferred over a ripe membership since they offer a merchantable good -> domains. with pi these small providers can get ips with small effort at a reasonable price. one idea would be increasing scoring points for pi to end this but why not get these smaller isps as ripe-members and give them the possibility of delegating ips proper to their customers (wich is not only an advantage when handling abuse). it also allows the ripe ncc a better monitoring of ressources.

Organisation Size: 3 Country Code: de

“Very Small” is/was a good invention (but unfortunately we don’t benefit from that)

Organisation Size: 2 Country Code: de

I’m a corporate user, using RIPE NCC resources mainly for internal needs. I’m not a service provider, so I can not return investment in RIPE NCC services by charging my customers customers. This makes RIPE NCC services are too expensive for me.

Organisation Size: 3 Country Code: bg

Who else would I go to?

Organisation Size: 2 Country Code: uk

Should cost less and be more automated

Organisation Size: 3 Country Code: it

Money given to RIPE is a tax. Besides creating burocratic obstacles to the use of IP/AS numbers a LIR feels it’s not getting any “service”

Organisation Size: 1 Country Code: it

The support is fantastic, if you have taken training from RIPE and you know the trainer. But in case of general help line support is very much delayed. Like there is no hotline etc.

Organisation Size: 3 Country Code: de

we have no alternative, since we do not have any LIR:s at other RIR:s Would be good to have a "board" of complaint when/ if you would ever fall out with the services of RIPE NCC.

Organisation Size: 5 Country Code: se

I think it is maybe a bit too much to pay for necessary services

Organisation Size: 1 Country Code: uk

I like the courses and courses material, new web services. But we have no other profit, besides RIPE is organisation you have to belong to have addresses, AS numbers

Organisation Size: 3 Country Code: pl

For what we currently need, probably not. I put a zero since at this time we just use our assignment window and that's it.

Organisation Size: 1 Country Code: de

Pretty cheap to large provider.

Organisation Size: 4 Country Code: fi

received great help sorting out our IP space.

Organisation Size: 3 Country Code: ie

we have too small history using RIPE NCC services to answer this question

Organisation Size: 1 Country Code: ru

Missing guides and additional documentation (see next comment)! i.e. 1.5

Organisation Size: 2 Country Code: at

more expensive

Organisation Size: 2 Country Code: ru

We think they are expensive

Organisation Size: 2 Country Code: ru

We don't pay for the services, our boss pays ... ;-)

Organisation Size: 2 Country Code: de

I'm not a billing contact, but we're happy with our ip-address resources and ripe db, so i hope our customers to satisfy themself that public internet are good value for money. I do not thing there is a greate discrepancy between these price levels.

Organisation Size: 4 Country Code: ru

REGISTRATION SERVICES

4 The RIPE NCC deals with our requests for resources quickly.

Only if quickly is measured in weeks

Organisation Size: 4 Country Code: ro

Total satisfaction!

Organisation Size: 3 Country Code: de

Yes but sometimes a bit slow on response (48hrs +)

Organisation Size: 3 Country Code: uk

last use was in 2001. Rating for then: 4 (gave 0 now)

Organisation Size: 2 Country Code: de

Pretty responsive, on the whole.

Organisation Size: 2 Country Code: uk

Lately the response started to be better, however before it was taking too much time to acknowledge the request and start working on it.

Organisation Size: 3 Country Code: sa

To much correspondance back and forth, with too many questions fom you guys - takes a very long time.

Organisation Size: 4 Country Code: dk

it became better in the last 12 month

Organisation Size: 5 Country Code: de

One you find the right address to which the email is not bounced by some "filter" average response time is 3 days (to have a "non-answer" like "the problemi MIGHT be this").

Organisation Size: 1 Country Code: it

They are very much reasonable

Organisation Size: 3 Country Code: de

depending on the size/ service asked. smaller assignments with already well known services ok, but larger assignments or other services might take a bit too long sometimes.

Organisation Size: 5 Country Code: se

I have only made one request but got what I needed almost straight away

Organisation Size: 1 Country Code: uk

Is much matter now than in the past!

Organisation Size: 3 Country Code: pl

In the beginning (2002) that was a clear 1. When we last needed a hands-on assignment, waiting times had dropped substantially which was about early 2004.

Organisation Size: 1 Country Code: de

Delegation of a new /19 took only 2 days

Organisation Size: 2 Country Code: de

Approving a large IP space assignment used to take a long time but the situation seems to have improved.

Organisation Size: 3 Country Code: cz

See 2 above (The computer generated responses can be frustrating)

Organisation Size: 2 Country Code: ng

Very quick in giving out latest allocation.

Organisation Size: 3 Country Code: ie

In comparison to other institutions, RIPE is the winner. You know exactly when they will reply.

Organisation Size: 1 Country Code: lb

Our requests for extra IPs was dealt with very quickly and efficiently

Organisation Size: 2 Country Code: uk

REGISTRATION SERVICES

5 It is easy to find information about how to request resources from the RIPE NCC.

The site is well structured and easily searchable

Organisation Size: 4 Country Code: ro

Personally I work with www.ripe.net for almost 10 years, nothing can confuse me anymore

Organisation Size: 2 Country Code: ua

last use was in 2001. then it was hard: 2 (gave 0 now)

Organisation Size: 2 Country Code: de

The documentation is pretty opaque, and attendance at the LIR training course is vital.

Organisation Size: 2 Country Code: uk

Some tools on the site are nasty to remember by name, and the listings don't list every known tool, and the lirportal could come with some references to it too. E.g. how do I check a nameserver for correct responses on delegation is nasty to find unless you know the url from memory.

Organisation Size: 4 Country Code: nl

All information for example to become a LIR is located in different places (according to the procedures), in this way a new started member have difficulties to get a general look for process.

Organisation Size: 1 Country Code: bg

for a person who knows about RIPE NCC and understands the policies ok, but not for a new person. It is hard to get an overview of all the services, request, policies, etc. (my colleagues have also remarked that maybe the language could be altered so that they could read it in their own language eg. Polish)

Organisation Size: 5 Country Code: se

Everything that is needed is in the LIR portal- it is very useful

Organisation Size: 1 Country Code: uk

there are some inconsistency - regarding for example PI addresses, necessity of creation organisation object, but generally there are good.

Organisation Size: 3 Country Code: pl

Not sure what the learning curve here is. Might be interesting to find out what fresh RIPE NCC members ratings are on this question.

Organisation Size: 3 Country Code: sk

More Categorised is need.Sometimes we need to find necessary information in different subject.

Organisation Size: 3 Country Code: ir

we've have only one assignment for years; we're currently busy with a fix of overlapping inetnum objects that's not documented.

Organisation Size: 2 Country Code: nl

It's alright, cause you can always ask friendly people at Ripe

Organisation Size: 2 Country Code: de

too many documents

Organisation Size: 4 Country Code: fr

Some information can be found in a FAQ, others in manuals whose categories and thus locations are not always obvious.

Organisation Size: 2 Country Code: de

Web site and asused tools are very good

Organisation Size: 3 Country Code: ie

all information we need is on the RIPE NCC website but the way it is organised is not necessarily very intuitive.

Organisation Size: 5 Country Code: fr

They are full of documentation

Organisation Size: 1 Country Code: lb

If we had not been on the LIR course, we would have found some difficulty in finding the information

Organisation Size: 2 Country Code: uk

More of the request forms should be made into wizards (like the IP assignment wizard) or easily completable forms! The documentation in general is extensive, but it's a pain to complete forms while having to browse through another document for guidance. There should also be much more explanatory guideson how to do important tasks (e.g.How-Tos for making new assignments, certain requests, ...). Such guides should also cover what has to be done BEFORE

and AFTER the request has been filed or approved - especially the necessary database entries should be much better explained.

Organisation Size: 2 Country Code: at

IMHO, need more samples with comments

Organisation Size: 2 Country Code: ru

LIR portal is a good starting point for submitting requests and registration data.

Organisation Size: 4 Country Code: ru

The Web Sitemap Should be Improved (Extended)

Organisation Size: 2 Country Code: ro

REGISTRATION SERVICES

6 *The request forms are easy to complete.*

They also have very good wizards. The design would be better if it wouldn't be so textmode-oriented

Organisation Size: 4 Country Code: ro

RIPE NCC's forms never were easy, but I thought it should be so to weed out non-confident persons / personnel

Organisation Size: 2 Country Code: ua

the lirportal offers valuable help to "newbies"

Organisation Size: 3 Country Code: de

Helps if you know what you are doing before being allowed near the forms

Organisation Size: 1 Country Code: uk

In case you have a couple of subnets the CIDR system isn't useful. Especially in the "totals" line it produces a lot of entries. A number of total used Ips would be more easy to handle.

Organisation Size: 4 Country Code: de

last use was in 2001. then it was hard: 3 *(gave 0 now)*

Organisation Size: 2 Country Code: de

It always takes me at least two attempts to get success.

Organisation Size: 2 Country Code: uk

The information for how to complete a forms are difficult to find

Organisation Size: 2 Country Code: fr

it is really hard to know the exact syntax, so I suggest having an example next to each form in the different forms.

Organisation Size: 3 Country Code: sa

Depends on the skills of the requestor. We have no problem with them.

Organisation Size: 4 Country Code: nl

ipv6 and the new ipv4 request forms are very easy to complete

Organisation Size: 5 Country Code: de

The help system have to be extended and includes some exampals

Organisation Size: 1 Country Code: bg

We hired a consultant.

Organisation Size: 1 Country Code: it

Some fields are confusing. I think there should always be examples with all the Scenarios.

Organisation Size: 3 Country Code: de

They are insufficient on the LIR portal since there is not any way to attached any documents with additional information. And for somebody who doesn't have English as a native language it takes more time and sometimes they can be misunderstood.

Organisation Size: 5 Country Code: se

They take a bit of getting used to

Organisation Size: 1 Country Code: uk

We have to accommodate them to Polish circumstances and to Polish language!

Organisation Size: 3 Country Code: pl

Easy when you have done it before, tricky the first time.

Organisation Size: 2 Country Code: se

It might be easy to find the information, but sometimes it still proves to be complex to follow the instructions and getting the resources. Information is not always uptodate. RIPE NCC reacts on requests pointing at outdated or incorrect information.

Organisation Size: 3 Country Code: sk

There is always room for some improvements.

Organisation Size: 3 Country Code: pt

Some of the information that RIPE NCC is needed, isn't exist in request form. Example: contact information to registration don't exist in new request version.

Organisation Size: 3 Country Code: ir

It's allright, cause you can always ask friendly people at Ripe

	<i>Organisation Size: 2 Country Code: de</i>
not so easy but the purpose is not simple	
	<i>Organisation Size: 4 Country Code: fr</i>
but difficult to get right.	
	<i>Organisation Size: 1 Country Code: uk</i>
Fairly easy	
	<i>Organisation Size: 2 Country Code: de</i>
It is generally assumed that there is familiarity with the requirements, which is not always so.	
	<i>Organisation Size: 2 Country Code: ng</i>
They have improved greatly in the past year or two	
	<i>Organisation Size: 2 Country Code: dk</i>
Forms have become simpler.	
	<i>Organisation Size: 3 Country Code: fi</i>
Many times there is information requested that either is not applicable to our organisation or seems to not serve at anything at all.	
	<i>Organisation Size: 4 Country Code: ro</i>
not al of the time ;; some times they need a lot of information	
	<i>Organisation Size: 4 Country Code: jo</i>
We have not done this for years, so we do not know....	
	<i>Organisation Size: 1 Country Code: no</i>
Could have a bit more explainaritry notes	
	<i>Organisation Size: 3 Country Code: ie</i>
In the past it wasn't so, but now with the web interface, it is really easy, fast and errorprone.	
	<i>Organisation Size: 1 Country Code: lb</i>
Much simpler than the older forms	
	<i>Organisation Size: 2 Country Code: uk</i>

Those few that are available are quite okay!

Organisation Size: 2 Country Code: at

easy to complete, but rule-based; sometimes time consuming. e.g you cannot use any space after
‘:’ , if you have done, you have to request again..

Organisation Size: 5 Country Code: tr

surely

Organisation Size: 4 Country Code: ru

Easy, but, some of them was out off sync with each other, especially request wizard and web
request form then I last used them.

Organisation Size: 2 Country Code: lt

LANGUAGE ISSUE

Organisation Size: 4 Country Code: fr

Address space request in 2002.

Organisation Size: 2 Country Code: cz

REGISTRATION SERVICES

7 The online tools are easy to use.

The tools are very good except sometimes when they are not functioning.

Organisation Size: 4 Country Code: ro

yes they are

Organisation Size: 2 Country Code: ua

some parts of the LIR Portal are very strange and non-intuitive

Organisation Size: 1 Country Code: de

They don't support PGP, so I don't use them.

Organisation Size: 2 Country Code: uk

I will try them. So I don't have idea.

Organisation Size: 1 Country Code: tr

Very slow

Organisation Size: 3 Country Code: sa

When they work they are fine, problem is that 1/2 of them are buggy.

Organisation Size: 1 Country Code: it

We have only used some and they have been sufficient.

Organisation Size: 5 Country Code: se

I rather do not use them

Organisation Size: 3 Country Code: pl

Please add a link to the ticket lookup from the home page. I also had some troubles with the LIR portal request forms. They are a bit buggy and confusing.

Organisation Size: 2 Country Code: se

Haven't use it that much, but the lirportal is obviously very useful.

Organisation Size: 3 Country Code: pt

Sync update service is faulty all time, But LIR portal and web updates at 85% of the is good .

Organisation Size: 3 Country Code: ir

I like them :)

Organisation Size: 2 Country Code: de

less convenient than mails with copy

Organisation Size: 4 Country Code: fr

Usage is not always obvious.

Organisation Size: 2 Country Code: de

I still prefer to e-mail data to robots.

Organisation Size: 3 Country Code: ru

Webupdates (the main Online Update Facility) are not very user-friendly : for every object you are creating you start from scratch, the use of a pre-filled template is not possible; the authorisation process do not clearly show whether the user is authorised

Organisation Size: 5 Country Code: fr

Read my comments above (In the past it wasn't so, but now with the web interface, it is really easy, fast and errorprone.)

Organisation Size: 1 Country Code: lb

The WHOIS tool is more difficult to use since we have had to use flags in our requests

Organisation Size: 2 Country Code: uk

I do not use them

Organisation Size: 2 Country Code: ru

It could be very useful to know the online question before the online process begins in order to be sure we have all the information ready.

Organisation Size: 2 Country Code: es

you should select from the menu the optional information when you apply from the webupdates. Maybe all related optional selections can be given on the page whether you fill-in or not.

Organisation Size: 5 Country Code: tr

We didn't use them until now (except searching documents in the public area)

Organisation Size: 2 Country Code: de

My favourite tool is - asused, since we're contacting RIPE actively while obtaining new allocation.

Organisation Size: 4 Country Code: ru

On The Web Site for some of them you have to search deep.

Organisation Size: 2 Country Code: ro

REGISTRATION SERVICES

8 *The RIPE NCC gets the right balance between quick service and needing justification for resources.*

I think that the employees over there only make a formal work and don't really care about how fast, how important or how correct are the allocations

Organisation Size: 4 Country Code: ro

I believe it can be faster

Organisation Size: 2 Country Code: ua

Too easy to get assignments, small time operators can get a /20 easily, although they will never use more than a /24

Organisation Size: 2 Country Code: nl

It could be possible.

Organisation Size: 3 Country Code: ch

last use was in 2001. Rating for then: 4 (gave 0 now)

Organisation Size: 2 Country Code: de

The justification is burdensome, and often fictitious.

Organisation Size: 2 Country Code: uk

Again, to much correspondance...

Organisation Size: 4 Country Code: dk

RIPE does not want justification for the allocation of resources, it wants money. ("Want 8192 PA addresses ? No way. Pay and become a LIR and you'll have them").

Organisation Size: 1 Country Code: it

Asking for customer hardware information when doing a request is painful and hard to check, I do not understand why it have been added to the RIPE form.

Organisation Size: 3 Country Code: uk

Mostly but not all the time.

Organisation Size: 5 Country Code: se

It is too heavy an overhead to register assignments for small networks (e.g. /29) to individual customers. It is a common need for xDSL service: it would be advisable that /29 can be considered as ISP infrastructure, just as /30.

Organisation Size: 1 Country Code: it

yes :)

Organisation Size: 3 Country Code: pl

As already mentioned - one doesn't always catch all info required to justify the requested resources upfront. This improves on both sides through interaction - member is getting more experienced and RIPE NCC keeps adjusting the information and/or policy discussions happen on particular working group mailing list.

Organisation Size: 3 Country Code: sk

It's a difficult question and can be seen from many angles. I know of many "three used IPs" companies who still have their /24 which they were assigned by some larger carrier around 2000 or before. In that light, it is ridiculous and frustrating to "beg" for a, say /27 by means of bureaucracy. From another point of view, this is of course necessary in order to train (new) LIRs in the right way.

Organisation Size: 1 Country Code: de

I don't think that I can judge this. I have always been content.

Organisation Size: 2 Country Code: de

Most likely (but I am no expert in finances).

Organisation Size: 3 Country Code: cz

Sometimes, for new LIRs more detail information about the organisation needs to be asked for. Addresses used in the past and so on.

Organisation Size: 3 Country Code: es

TRAINING SERVICES

9 The RIPE NCC Training Courses meet our needs.

I have never joined a training.

Organisation Size: 1 Country Code: de

Only if there would be at least one conference a year held in Romania.

Organisation Size: 4 Country Code: ro

More different courses would be nice

Organisation Size: 2 Country Code: nl

the offered courses are brilliant - excellent trainers and well designed training-material - not to forget those cool pen/marker pens ;)

Organisation Size: 3 Country Code: de

The training courses should be shared with meetings or other activities. As soon as the courses are in the RIPE site there is no need for full day training.

Organisation Size: 2 Country Code: ru

The meetings should last more than a day in order to do training

Organisation Size: 4 Country Code: gr

More courses in Copenhagen, please.

Organisation Size: 4 Country Code: dk

Not all courses

Organisation Size: 3 Country Code: ch

They do explain the systems well, but could be more interactive.

Organisation Size: 2 Country Code: uk

not participated yet

Organisation Size: 2 Country Code: at

no courses attended for years

Organisation Size: 2 Country Code: de

There were no training in Saudi Arabia for the past 2 or 3 years.

Organisation Size: 3 Country Code: sa

Never attended any

Organisation Size: 3 Country Code: pl

Never went to one (yet)

Organisation Size: 3 Country Code: uk

No,there should be a second LIR training course with more advanced assignment policies.

Organisation Size: 5 Country Code: se

Haven't been on it yet!

Organisation Size: 1 Country Code: uk

almost! :)

Organisation Size: 3 Country Code: pl

It seems that more application is need for experience in using services,In other word for beginners more time is need.On line courses could be benefit.

Organisation Size: 3 Country Code: ir

Still about to join one.

Organisation Size: 1 Country Code: de

I have been to one course and I really took benefit.

Organisation Size: 2 Country Code: de

I think that online courses could also satisfy the needs, for the very basic courses which do not justify the costs of a travel for many companies

Organisation Size: 5 Country Code: es

A "follow up" LIR training course for LIRs containing information about the latest updates within the address policies, requests and database issues.

Organisation Size: 5 Country Code: se

I just attended IRR

Organisation Size: 4 Country Code: fr

Too much for a novice/beginner. No practical approaches/usages are shown/trained.

Organisation Size: 2 Country Code: de

LIR training courses are in the scope of responsibility of RIPE-NCC. It is less obvious for the other training courses like DNNSEC as an example

Organisation Size: 5 Country Code: fr

More hands-on exercise. LIR-course is OK.

Organisation Size: 3 Country Code: fi

Still didn't have a chance to attend any. No spare time ;(

Organisation Size: 3 Country Code: ru

Attended LIR training course in Edinburgh, dec 2004. Found the course helpful and informative.

Organisation Size: 3 Country Code: ie

Never attended the training but heard very positive opinions from friends of mine.

Organisation Size: 1 Country Code: lb

Not attended a course yet

Organisation Size: 1 Country Code: be

The LIR course, although it was for introducing new members to the RIPE NCC, was quite difficult. It was presumed that we already knew a lot about RIPE NCC and how to use its resources, which may be hard for brand new LIRs

Organisation Size: 2 Country Code: uk

not attended any courses yet

Organisation Size: 1 Country Code: ru

We have not been at any training courses yet.

Organisation Size: 2 Country Code: es

We had not needed any course yet

Organisation Size: 1 Country Code: cz

I have never participated in the RIPE NCC Training Courses.

Organisation Size: 3 Country Code: am

i've attended to RIPE courses many years ago, thats way i could not comment on this part.

Organisation Size: 4 Country Code: ru

more more more (and free :))

Organisation Size: 3 Country Code: pl

NEVER ATTENDED

Organisation Size: 4 Country Code: fr

Too many LIR, and too few Routind and DNS

Organisation Size: 2 Country Code: ro

TRAINING SERVICES

10 In addition to the current portfolio, the RIPE NCC should develop new Training Courses.

Maybe some online interactive courses would be good.

Organisation Size: 4 Country Code: ro

absolutely - perhaps re-finance courses that are not entirely designed for a public goal (like the three existing courses – perhaps you may exclude the dnssec course from that statement) but for personal enrichment of knowledge with some small fee. i'd like to see an rpsl-ng or a generic bgp course and would certainly pay for.

Organisation Size: 3 Country Code: de

May be “yes” if the courses are not just how-to-complete-request. Network design, best practice and such topic is much better for now.

Organisation Size: 2 Country Code: ru

A course about Ipv6 would be very useful especially the details related to replacing PI-IP space and Ipv4-Ipv6 interoperability.

Organisation Size: 4 Country Code: de

IPv6?

Organisation Size: 2 Country Code: uk

I am satisfied with your trainings but if you want to ive more trainings then why not.

Organisation Size: 1 Country Code: tr

operating a LIR is a small portion of our business, so we dont want to spend lots of time training, Just keep it simple

Organisation Size: 2 Country Code: de

Wouldn't this statement be more appropriate in section 2?

Organisation Size: 2 Country Code: ch

A less technical course focussing on more commercial ISP employees might be usefull.

Organisation Size: 4 Country Code: nl

IPv6

Organisation Size: 2 Country Code: uk

A second LIR training course with possibility to discuss ongoing tickets/ aw, billing etc.

Organisation Size: 5 Country Code: se

maybe some idea of "update course" for LIR hostmaster who have some experience and attended some courses some time ago and want to update knowledge. Does is sound reasonable? :-)

Organisation Size: 3 Country Code: pl

Yes, perhaps with more focus on this activity than in other side-research projects.

Organisation Size: 3 Country Code: pt

e.g. something like "All about IPv4 to IPv6 transition possibilities".

Organisation Size: 1 Country Code: de

you already have newLIR, BGP, RoutingRegistry and other workshops, I would be very interested to know what other courses you have in mind... ;)

Organisation Size: 2 Country Code: nl

I do not miss anything, besides I can always write an email to hostmaster@ripe.net

Organisation Size: 2 Country Code: de

Add basic review course on native language (russian for example) for not technical persons (helpdesk or commerce).

Organisation Size: 4 Country Code: ru

See comment to issue 9

Organisation Size: 5 Country Code: se

not enough experiment

Organisation Size: 4 Country Code: fr

A training course concerning the whois usage would be nice. Preferably, if the training courses would address 3 different audiences, i.e beginner/novices, medium and experts. beginners: whois usage and how to create/modify/delete objects; medium: more advanced objects, usage; experts: all objects, special cases/solutions.

Organisation Size: 2 Country Code: de

Stay in RIPE-NCC scope (management of IP addresses and AS.

Organisation Size: 5 Country Code: fr

Probably not necessary.

Organisation Size: 3 Country Code: cz

Or even more importantly, try to deploy courses in most if not all countries. especially the more advanced courses.

Organisation Size: 2 Country Code: no

More training courses are always helpful.

Organisation Size: 3 Country Code: ie

They are enough

Organisation Size: 1 Country Code: lb

Not attended a course yet

Organisation Size: 1 Country Code: be

It would be great to have all training courses available for free download (slides, audio/video-stream).

Organisation Size: 2 Country Code: at

Multihoming (best current ways to do it)

Organisation Size: 5 Country Code: fi

We had not needed any course yet

Organisation Size: 1 Country Code: cz

We suggest increasing the number of courses and trainings in the Middle East

Organisation Size: 4 Country Code: ae

A course about DNS should be useful. Most we need is this about training.

Organisation Size: 5 Country Code: tr

perhaps about network monitoring, RIS, DNS monitoring, IPV6

Organisation Size: 1 Country Code: at

I wish, i had more time to use these courses ...

Organisation Size: 2 Country Code: de

develop distance training courses: small online courses to refresh our skills; courses on popularization new online tools; online workshops on actual topics.

Organisation Size: 3 Country Code: ua

Not only in English

Organisation Size: 2 Country Code: ru

ONLY if REQUESTED BUT IS IT THE NCC'S ROLE TO DEVELOP TRAINING

Organisation Size: 4 Country Code: fr

TRAINING SERVICES

11 We are satisfied with the LIR Training Course.

: It was 5 years ago we took our training course. I can't rate the modern version of the course.

Organisation Size: 2 Country Code: ru

The time is limited

Organisation Size: 4 Country Code: gr

Not one in Israel has ever been done, but in much smaller countries with far smaller ISPs

Organisation Size: 2 Country Code: il

Even though Israel was the 1st LIR to join RIPE many years ago and was even the first to pay membership dues, we have never had any LIR training course take place in this country. With about 20 existing LIRsin country, I would have thought we could at least see some local RIPE training,

Organisation Size: 2 Country Code: il

I would appreciate if I could send tree people instead of two to some of the courses.

Organisation Size: 3 Country Code: bg

we have attended once

Organisation Size: 2 Country Code: de

Long time ago, but it seemed OK.

Organisation Size: 2 Country Code: uk

based on course attended in 2000

Organisation Size: 2 Country Code: de

never participied

Organisation Size: 3 Country Code: it

The course is fine if you have worked with ip-administration for a month or two, otherwise it's too much information for someone new, and for a more used person the course is not sufficient. Maybe there should be an overview of the processes and some steps eg. reverse delegation on /16

Organisation Size: 5 Country Code: se

yes. Very nice atmosphere and excellent English of (in many cases not native English teachers!
 :-)

Organisation Size: 3 Country Code: pl

Good course. The only thing missing was a few hands-on examples of how to work with the db objects. Maybe just show on big screen how to write and submit an update.

Organisation Size: 2 Country Code: se

I would prefer the course in my language

Organisation Size: 3 Country Code: es

see above.

Organisation Size: 1 Country Code: de

very informative, well balanced with theory and practice, policy advocacy and such.

Organisation Size: 2 Country Code: nl

:)

Organisation Size: 2 Country Code: de

I did not attend this course

Organisation Size: 4 Country Code: fr

Too much for beginners.

Organisation Size: 2 Country Code: de

Have not attended one

Organisation Size: 2 Country Code: ng

Very satisfied, Both persons here who have attended have found the course helpful and interesting.

Organisation Size: 3 Country Code: ie

Our organization did not present any training course from RIPE due to our IP Support staff are located in Asia. Our rating is given based on the training document in the RIPE document store.

Organisation Size: 1 Country Code: uk

yes, we use it

Organisation Size: 1 Country Code: ru

Not attended a course yet

Organisation Size: 1 Country Code: be

The manual that we received on the course was very helpful, and was a useful tool for when we had finished the course

Organisation Size: 2 Country Code: uk

It didn't cover enough some important points like authentication processes

Organisation Size: 5 Country Code: eu

We had not needed any course yet

Organisation Size: 1 Country Code: cz

We only visited one of them, and we were satisfied.

Organisation Size: 2 Country Code: de

to focus attention on cooperation between Internet service providers and RIPE NCC, necessity carefully fill in registration data. The LIR Training Course is aimed for novices who sometimes aren't fluent in English. It can be helpful to add some pages in native language to the course booklet. Usually the LIR Training Courses year after year are conducted in the capital of a country and the same people attend the courses. If the courses rotate places within the country they can involve more LIRs in learning process. Moreover, add to the LIR Training Course in addition to the base material some extra information, e.g. presentation of new online tools, statistical information, research results etc. (and rotate the topic of extra modules for each training). Usually attendees meet trainer just at the day of the course. May be it will be helpful to send the attendees questionnaire before the course to collect their questions and concentrate the course material on either one or other topic.

Organisation Size: 3 Country Code: ua

NEVER ATTENDED

Organisation Size: 4 Country Code: fr

TRAINING SERVICES

12 We are satisfied with the Routing Registry Training Course.

Seldom courses, narrow region. We need to have this course in Kiev

Organisation Size: 2 Country Code: ua

not yet attended one

Organisation Size: 1 Country Code: de

Not taken part, but online course material is good

Organisation Size: 2 Country Code: de

same as #11 *i.e. Not one in Israel has ever been done, but in much smaller countries with far smaller ISPs*

Organisation Size: 2 Country Code: il

same as #11 *i.e. Even though Israel was the 1st LIR to join RIPE many years ago and was even the first to pay membership dues, we have never had any LIR training course take place in this country. With about 20 existing LIRsin country, I would have thought we could at least see some local RIPE training,*

Organisation Size: 2 Country Code: il

There was no such course held in Kiev for the last 2 years (at least).

Organisation Size: 2 Country Code: ua

Should be improved

Organisation Size: 3 Country Code: ch

I haven't assist

Organisation Size: 3 Country Code: es

never participated

Organisation Size: 3 Country Code: it

didn't attend to the course before

Organisation Size: 2 Country Code: jo

Haven't have the opportunity of assisting

Organisation Size: 2 Country Code: it

N/A

Organisation Size: 2 Country Code: uk

nobody has attended this from our company.

Organisation Size: 5 Country Code: se

not really. The course I attended was good in a half. It seems like the material have to be a little bit better developed.

Organisation Size: 3 Country Code: pl

I have not attended this course

Organisation Size: 2 Country Code: se

Haven't attended one yet.

Organisation Size: 1 Country Code: de

never felt necessary after some workshops at RIPE-48 (/47?)

Organisation Size: 2 Country Code: nl

Never been there

Organisation Size: 2 Country Code: de

We have not attended this training course

Organisation Size: 5 Country Code: se

Too short. Solutions of the exercises need to be documented

Organisation Size: 4 Country Code: fr

We are not present on this Course.

Organisation Size: 1 Country Code: sl

Have not attended one

Organisation Size: 2 Country Code: ng

Have no experience with it

Organisation Size: 2 Country Code: dk

In Course their server was crashed and we got lots of interruption.

	<i>Organisation Size: 2 Country Code: tr</i>
I didn't have one	
	<i>Organisation Size: 4 Country Code: jo</i>
No-one from ie.ibis has attened this course	
	<i>Organisation Size: 3 Country Code: ie</i>
Our organization did not present any training course from RIPE due to our IP Suppport staff are located in Asia. Our rating is given based on the training document in the RIPE document store.	
	<i>Organisation Size: 1 Country Code: uk</i>
no comments, we didn't use it	
	<i>Organisation Size: 1 Country Code: ru</i>
personally have not been, but co-worker praised it	
	<i>Organisation Size: 3 Country Code: fi</i>
Not attended a course yet	
	<i>Organisation Size: 1 Country Code: be</i>
Have not been on this course myself	
	<i>Organisation Size: 2 Country Code: uk</i>
We had not needed any course yet	
	<i>Organisation Size: 1 Country Code: cz</i>
Not particopated yet	
	<i>Organisation Size: 2 Country Code: bg</i>
we haven't attended the Routing Registry Training Course.	
	<i>Organisation Size: 3 Country Code: ua</i>
No participation yet..	
	<i>Organisation Size: 2 Country Code: lt</i>
NEVER ATTENDED	
	<i>Organisation Size: 4 Country Code: fr</i>

It could be improved.

Organisation Size: 2 Country Code: ro

TRAINING SERVICES

13 We are satisfied with the DNSSEC Training Course.

see above N12

Organisation Size: 2 Country Code: ua

not yet attended

Organisation Size: 1 Country Code: de

not taken part, but online course material is good

Organisation Size: 2 Country Code: de

There was no such course held in Kiev for the last 2 years (at least).

Organisation Size: 2 Country Code: ua

Should be improved

Organisation Size: 3 Country Code: ch

Would have like to be able to get my hands dirty trying out DNSSEC.

Organisation Size: 2 Country Code: uk

Oh! I want to sign up for a DNSSEC training course J

Organisation Size: 4 Country Code: nl

I have not joined...

Organisation Size: 1 Country Code: tr

What's that ??

Organisation Size: 2 Country Code: fr

I haven't assist

Organisation Size: 3 Country Code: es

never participated

Organisation Size: 3 Country Code: it

didn't attend to the course before

Haven't have the opportunity of assisting	<i>Organisation Size: 2 Country Code: jo</i>
N/A	<i>Organisation Size: 2 Country Code: it</i>
the two colleagues who where there said it was ok 2 years ago.	<i>Organisation Size: 2 Country Code: uk</i>
no idea about it!	<i>Organisation Size: 5 Country Code: se</i>
I have not attended this course	<i>Organisation Size: 3 Country Code: pl</i>
I'm answering on behalf of DNSSEC course online info - the one I went through.	<i>Organisation Size: 2 Country Code: se</i>
If I remember it well, i've been on the pilot DNSSEC course back in 2003 held at RIPE-43. The course was useful.	<i>Organisation Size: 3 Country Code: sk</i>
see 12. ("Haven't attended one yet.")	<i>Organisation Size: 3 Country Code: pt</i>
Never been there	<i>Organisation Size: 1 Country Code: de</i>
We have not attended this training course	<i>Organisation Size: 2 Country Code: de</i>
I did not attend this course	<i>Organisation Size: 5 Country Code: se</i>
See comment question 9	<i>Organisation Size: 4 Country Code: fr</i>
	<i>Organisation Size: 5 Country Code: fr</i>

We are not present on this Course.

Organisation Size: 1 Country Code: sl

Have not attended one

Organisation Size: 2 Country Code: ng

Have no experience with it

Organisation Size: 2 Country Code: dk

I didn't have one

Organisation Size: 4 Country Code: jo

No-one from ie.ibis has attended this course

Organisation Size: 3 Country Code: ie

no comments, we didn't use it

Organisation Size: 1 Country Code: ru

Not attended a course yet

Organisation Size: 1 Country Code: be

Have not been on this course myself

Organisation Size: 2 Country Code: uk

Having attended one yet, are about too 22/7-05.

Organisation Size: 1 Country Code: dk

We had not needed any course yet

Organisation Size: 1 Country Code: cz

Not participated yet

Organisation Size: 2 Country Code: bg

We never visited such a course

Organisation Size: 2 Country Code: de

add some more practical examples to the Course, let trainees to sense advantages of DNS SEC methods. Add practice in group (to model real situation). Now the Course is like lecture not training.

Organisation Size: 3 Country Code: ua

No participation yet..

Organisation Size: 2 Country Code: lt

NEVER ATTENDED

Organisation Size: 4 Country Code: fr

BILLING SERVICES

14 We are satisfied with the RIPE NCC billing system.

Why is there a bill for being billed?

Organisation Size: 2 Country Code: de

It's not quite fair to pay in advance one year but it's acceptable.

Organisation Size: 4 Country Code: ro

weird billing scheme

Organisation Size: 2 Country Code: ua

For PI-Ips there should be a different solution. May be a signup fee which ISPs can bill to the requesting company.

Organisation Size: 4 Country Code: de

Sorry, I'm the technical contact, don't really know

Organisation Size: 2 Country Code: nl

Billing scheme is too complicated

Organisation Size: 2 Country Code: ua

Our finance department deals with bills, but I have never received a complaint from them

Organisation Size: 2 Country Code: uk

I'm not aware of any complications, so a 7 could be considered as well.

Organisation Size: 4 Country Code: nl

Not in my responsibility so I can not say anything.

Organisation Size: 1 Country Code: tr

I don't work on billing department.

Organisation Size: 3 Country Code: es

invoices seem to disappear

Organisation Size: 4 Country Code: nl

No flexibility, hard to reach the persons at billing sometimes, too many emails back and forth.

Organisation Size: 5 Country Code: se

It is good that we only pay one bill a year

Organisation Size: 1 Country Code: uk

what can I add? ;)

Organisation Size: 3 Country Code: pl

ok.

Organisation Size: 1 Country Code: de

the system seems fair, although I don't see the bills...

Organisation Size: 2 Country Code: nl

It's hard/impossible to compute score points for category for others and validade RIPE results now. Some time we was migrated to bad category due to bad ripe computing

Organisation Size: 3 Country Code: cz

I am not involved in this aspect, in my company

Organisation Size: 2 Country Code: uk

Previous bills should be shown in the LIR portal. There should also be some way to retrace the way the billing category is defined and how much more assignments/As number are left until you fall into the next category. In general there should be more information on how you stand within the category system.

Organisation Size: 2 Country Code: at

would like to know how to adjust the Shell contact for billing related issues to your organisation

Organisation Size: 1 Country Code: nl

i'm not the person who pays the billings

Organisation Size: 2 Country Code: de

as far as I know our company has no problems with RIPE billing department

Organisation Size: 4 Country Code: ru

RIPE NCC shouls announce next year billing scheme beforehand, that LIRs have possibility to adjust their own pricing schemes.

Organisation Size: 3 Country Code: ua

Due to an error, this year it appears that we have not done the payment. RIPE NCC told us that they were going to close us as LIR. The system is not very flexible.

Organisation Size: 3 Country Code: es

BILLING SERVICES

15 We receive invoices from the RIPE NCC in time to arrange payment.

We plan in September for the coming year. So it were good to know fee-changes before.

Organisation Size: 2 Country Code: de

According to Russian Law we must have originals of invoices. Unfortunately we don't receive them often.

Organisation Size: 2 Country Code: ru

I don't know

Organisation Size: 3 Country Code: es

warnings arrive on time

Organisation Size: 4 Country Code: nl

We received an invoice with written "payment due June 26", on June 11 services were blocked for "Payment due".

Organisation Size: 1 Country Code: it

yes, (unfortunately our company's internal bureaucracy sometimes makes us pay later so we usually receive a second reminder)

Organisation Size: 5 Country Code: se

We received the forms quickly and it is an advantage that the return postage is paid for.

Organisation Size: 1 Country Code: uk

yes

Organisation Size: 3 Country Code: pl

I think so (different dept.)

Organisation Size: 1 Country Code: de

never heard any problems, though

Organisation Size: 2 Country Code: nl

Too short for a very large company. The period of November/December is not the best one.

Organisation Size: 5 Country Code: fr

we have a least a month of processing time through cooperate systems for international payments

Organisation Size: 5 Country Code: dk

I don't know any thing a bout the payment stuff;; I'm just technical Egn.

Organisation Size: 4 Country Code: jo

E-mail invoices are in-time to start making arrangements to pay. Later our billing dpt deals with postal copy.

Organisation Size: 3 Country Code: ru

More payment options should be offered to international customers. You should be able to see immediately when the credit card payment transaction has been completed.

Organisation Size: 2 Country Code: at

BILLING SERVICES

16 The RIPE NCC gives us all the information we need to pay.

I don't work on billing department.

Organisation Size: 3 Country Code: es

It would be interesting to see if they could attach some statistic with how much we have used their services / LIR. eg. how many TT:s, how many logins at the LIR portal, etc.

Organisation Size: 5 Country Code: se

No. We need second sTLA IPv6 address space (because of two different routing policy), but it is impossible because of RIPE policy. So Ipv6 doesn't catch IPv4 reality.

Organisation Size: 3 Country Code: pl

see 15. [I think so (different dept.)]

Organisation Size: 1 Country Code: de

Very detailed description.

Organisation Size: 1 Country Code: lb

It's not RIPE NICC guilt that legislation in our country changes very swiftly and sometimes we need to add more documents to pay the bills

Organisation Size: 3 Country Code: ua

BILLING SERVICES

17 The RIPE NCC answers billing questions quickly.

I have never asked a billing question.

Organisation Size: 1 Country Code: de

Of course ... they take our money so they should be quick.

Organisation Size: 4 Country Code: ro

I don't work on billing department.

Organisation Size: 3 Country Code: es

we hardly receive an answer to our questions, they seem to go into a black box

Organisation Size: 4 Country Code: nl

No timely responses!

Organisation Size: 1 Country Code: bg

One week.

Organisation Size: 1 Country Code: it

No, too many emails back and fourt.

Organisation Size: 5 Country Code: se

I have never had to query anything.

Organisation Size: 1 Country Code: uk

no idea

Organisation Size: 3 Country Code: pl

We have had no issues so far

Organisation Size: 2 Country Code: se

see 15. [I think so (different dept.)]

Organisation Size: 1 Country Code: de

Never had any billing questions

Organisation Size: 2 Country Code: de

slower than technical answers

Organisation Size: 4 Country Code: fr

Impossible to have somebody responsible for billing on the phone. Automatic response to e-mail regarding billing with warning the response will be given within one week. Billing question are always very serious and urgent. When you receive a notice that your registry will be very quickly subject to restrictions because no payment was send, and when this is a n error from RIPE-NCC and you have no possibility to have a contact with the billing department on this issue you begin to feel very uncomfortable. Please put a hot line with the billing departement.

Organisation Size: 5 Country Code: fr

We experienced huge delays here a few years ago....

Organisation Size: 3 Country Code: cz

I don't think we've had any

Organisation Size: 2 Country Code: dk

at least five working before any answer coming in this is far from quick...

Organisation Size: 5 Country Code: fr

Our administration staffs locate in Asia. We took so much time to talk to different duty RIPE representatives on our billing issue due to time zone issues.

Organisation Size: 1 Country Code: uk

we have no billing questions yet

Organisation Size: 1 Country Code: ru

Didn't ever had a billing question.

Organisation Size: 2 Country Code: es

Not asked any questions yet

Organisation Size: 2 Country Code: bg

BILLING SERVICES

18 The RIPE NCC fee structure is fair.

Not fair to small LIRs

Organisation Size: 4 Country Code: ro

I can't understand it well. So can't my colleagues and even rivals

Organisation Size: 2 Country Code: ua

see above statement about lowering the entrance fee.

Organisation Size: 3 Country Code: de

The very large companies had to pay more!!!

Organisation Size: 3 Country Code: de

I am not sure

Organisation Size: 3 Country Code: ch

The boundary between SMALL and MEDIUM is to low. I have a little bit more resources than those for SMALL and I'm far far away from LARGE and I don't expect any significant grow, since we are not service provider but corporate user. However, we pay as much as those LIR's who are much closer to LARGE.

Organisation Size: 3 Country Code: bg

Again, we're not doing that much transactions with you, and when we do, the fees don't come as unexpected high, and when they are, they are high with a purpose to make it not so easy to do. (Taking over other LIRs for example)

Organisation Size: 4 Country Code: nl

I don't know this structure

Organisation Size: 3 Country Code: es

Maybe the AW can be taken in account. This because the greater the AW, the less requests will be send to Ripe NCC.

Organisation Size: 4 Country Code: nl

no idea to whom we should compare this

Organisation Size: 4 Country Code: nl

A large backbone with thousands of netblocks pays less than four times an end-user company which was forced to become a LIR in order to have a /19.

Organisation Size: 1 Country Code: it

I have not calculated on the fee structure.

Organisation Size: 5 Country Code: se

no idea

Organisation Size: 3 Country Code: pl

Our fee is fair, I think, but I have no opinion about the other fees for other sizes of registries.

Organisation Size: 2 Country Code: se

Isn't this question redundant, regarding 14. ?

Organisation Size: 3 Country Code: pt

In the meantime, it has become so, yes.

Organisation Size: 1 Country Code: de

the more you use, the more you should pay.

Organisation Size: 2 Country Code: nl

We have no comparison to answer this question

Organisation Size: 2 Country Code: de

Not for me, maybe it is my fault since I have not searched.

Organisation Size: 5 Country Code: es

Probably fair but too complicated to check if computed score points are OK.

Organisation Size: 3 Country Code: cz

It will be nice to have some consideration for business startups with few addresses

Organisation Size: 2 Country Code: ng

Tricky question. ;)

Organisation Size: 3 Country Code: ru

As said before it should be much more transparent!

i don't know.

Organisation Size: 2 Country Code: at

quite fair

Organisation Size: 2 Country Code: de

Maybe

Organisation Size: 3 Country Code: ua

Organisation Size: 2 Country Code: lt

WHOIS SERVICES

19 It is easy to query the RIPE Database.

there was a split-horizon situation some weeks ago but i think this was due to migration.

Organisation Size: 3 Country Code: de

The RIPE whois client is required to get full value.

Organisation Size: 2 Country Code: uk

simple wizard for common task would be welcome.

Organisation Size: 3 Country Code: uk

when its working

Organisation Size: 2 Country Code: uk

It used to be, but now there are so many flags you can combine and if you don't understand what the flag means then you can not ask the right queries all the time. The free text search (glimpse) is allright.

Organisation Size: 5 Country Code: se

almost

Organisation Size: 3 Country Code: pl

It is easy when you know how, but I think there could be a benefit if there were some kind of wizards for newcomers. I had to dig into the documents for my first non-trivial queries.

Organisation Size: 2 Country Code: se

For LIR people, yes. For non-related LIR people sometimes no. For spammers and other evil wrongdoers it is too easy :-)

Organisation Size: 3 Country Code: pt

:)

Organisation Size: 2 Country Code: de

less easy than before, should be useful to allow recording of user profiles including implicit selection such as -G, -B

Organisation Size: 4 Country Code: fr

It is too easy, some protection should be added to prevent automated harvesting of information.

Organisation Size: 1 Country Code: uk

Have not used it

Organisation Size: 2 Country Code: ng

With the modifications to hiding contact details it is very good now.

Organisation Size: 3 Country Code: ie

Was better before changes to default output in May 2005.

Organisation Size: 2 Country Code: uk

It is not as easy since the flag system was introduced

Organisation Size: 2 Country Code: uk

If you want to make query based on a customer, it is not possible to complete the query if you don't know the exact netname etc.

Organisation Size: 5 Country Code: tr

RIPE DB is one of the best DB with whois interface.

Organisation Size: 4 Country Code: ru

WHOIS SERVICES

20 It is easy to update the RIPE Database.

It is much more preferable than sending e-mail

Organisation Size: 4 Country Code: gr

Sometimes the mail robot produces strange error messages due to <CR> misinterpretation.

Organisation Size: 4 Country Code: de

The Database Interface is not intuitive enough. I believe it could be made more time-saving for us.

Organisation Size: 3 Country Code: bg

It's fiddly and prone to user error.

Organisation Size: 2 Country Code: uk

After we get the LIR account yes it is very easy to update.

Organisation Size: 1 Country Code: tr

Especially through "Webupdates", with a notice - for security reasons it is have to be use HTTPS !

Organisation Size: 1 Country Code: bg

once you have expierence

Organisation Size: 2 Country Code: uk

Mostly depending on the template.

Organisation Size: 5 Country Code: se

I may find it easier after attending a proper course

Organisation Size: 1 Country Code: uk

sometimes there is queue and I have to wait several minutes

Organisation Size: 3 Country Code: pl

I use the e-mail robot for all database work. It works splendid.

Organisation Size: 2 Country Code: se

Yes, however we've to constantly be on the lookout for changes, which are mostly small details, but that can tamper with our automatic setup...

Organisation Size: 3 Country Code: pt

LIR and webupdates is good.but sync updates hasn't worked properly.

Organisation Size: 3 Country Code: ir

Usually I have no problems. If I do mistakes, I forgot about something which I notice myself or at least with the error-code I get from auto-dbm.

Organisation Size: 2 Country Code: de

We have had some problems with reverse delegation of both IPv4 and IPv6 address space.

Organisation Size: 5 Country Code: se

There are some delays, you receive succeded message but in the database you still see old objects...

Organisation Size: 5 Country Code: ro

Same as General.1

Organisation Size: 3 Country Code: it

why don't we have email-abuse on inetnum ?

Organisation Size: 4 Country Code: fr

Using a self developed tool, we can easily update the RIPE database.

Organisation Size: 2 Country Code: de

after recent changes to the query output (the #FILTERED thing) the only simple way to update an object is via webupdates.

Organisation Size: 2 Country Code: it

Have not used it

Organisation Size: 2 Country Code: ng

It's not relational sometimes easy to do mistake.

Organisation Size: 2 Country Code: tr

database objects are easy to create, modify and delete

Organisation Size: 3 Country Code: ie

It is easy so long as the script you email in is in plain text and not html!

Organisation Size: 2 Country Code: uk

became more complicated with the last changes on the whois output that was done in regards to the abuse contact issue

Organisation Size: 5 Country Code: eu

easy, but not preventing from overlapping assignments.

Organisation Size: 5 Country Code: tr

updating autnum objects with web update is not very userfriendly

Organisation Size: 1 Country Code: at

sorry, but further questions concerning DB seems to me rather needless, i've no questions to RIPE DB functionality and efficiency during 10 years the only one thing - the existence of two primary keys in person object was fixed, so now we're allowed to edit person field.

Organisation Size: 4 Country Code: ru

WHOIS SERVICES

21 We are satisfied with the general user support provided for the RIPE Database.

I never needed support.

Organisation Size: 1 Country Code: de

I'm unaware of what general user support means in this perspective.

Organisation Size: 4 Country Code: nl

I am getting more and more spam in my RIPE account and RIPE is not willing to enforce its term of use with spammers. I would prefer to see my email address hidden from non-ripe members.

Organisation Size: 3 Country Code: uk

Most of the time, but sometimes we get an inconclusive answer that we do not understand or an reference to a doc describing the process, that we have just done. Especially the reverse delegation for /16 is a bit confusing.

Organisation Size: 5 Country Code: se

It is good to get help from the hostmasters when I get stuck

Organisation Size: 1 Country Code: uk

look at question #1

Organisation Size: 3 Country Code: pl

The NCC staff is usually very able and reacts quickly most of the times.

Organisation Size: 3 Country Code: pt

Haven't contacted it yet.

Organisation Size: 1 Country Code: de

never really needed any support for the database :)

Organisation Size: 2 Country Code: nl

Fine

Organisation Size: 2 Country Code: de

Same as General.1

Organisation Size: 3 Country Code: it

Quite happy

Organisation Size: 2 Country Code: de

No previous experience with this resource

Organisation Size: 2 Country Code: ng

excellent!

Organisation Size: 3 Country Code: ua

Sometimes, the information about the updates or changes in the software or objects is not properly announced to the community.

Organisation Size: 3 Country Code: es

WHOIS SERVICES

22 We are satisfied with the speed at which the RIPE Database processes updates and queries.

7 if we don't count the congestions that occur sometimes ;) (e.g. when kpn injects thousands of updates of their handles...)

Organisation Size: 3 Country Code: de

Could be faster.

Organisation Size: 2 Country Code: uk

Big improvement have been noticed this year.

Organisation Size: 3 Country Code: uk

When I delete an inetnum object and delete the admin-c/ tech-c in the same email sometimes only the inetnum succeeds, and the admin-c/ tech-c is not deleted due to reference to another object. This object is the same as I have just deleted. There seems to be a mismatch for this sometimes.

Organisation Size: 5 Country Code: se

isn't the same question like #19,20 ?

Organisation Size: 3 Country Code: pl

I have only noticed delays a few times, but nothing severe that affected us in a negative way.

Organisation Size: 2 Country Code: se

Also fine

Organisation Size: 2 Country Code: de

The speed of updates and queries has improved and are today satisfying.

Organisation Size: 5 Country Code: se

There are some problems with reverse delegation for /16 blocks.

Organisation Size: 5 Country Code: ro

There are some problems with reverse delegation for /16 blocks.

Organisation Size: 1 Country Code: ro

Same as General.1

Organisation Size: 3 Country Code: it

The queries are being processed fast enough, yet it does take its time for it to show up in the RIPE database.

Organisation Size: 2 Country Code: de

after the recent change in the server infrastructure the service is again fast & responsive

Organisation Size: 2 Country Code: it

Mostly.

Organisation Size: 3 Country Code: cz

No previous experience with this resource

Organisation Size: 2 Country Code: ng

most of time we are very happy. Large requests are taken their toll on the database performance, and reply from auto-dbm@ripe.net can be very long (i.e. hours)

Organisation Size: 5 Country Code: fr

In meanwhile, we are. There have been times where updates needed about a day until they were visible in the public

Organisation Size: 5 Country Code: eu

WHOIS output information could be updated faster after you add/update/delete objects and receive confirmation.

Organisation Size: 2 Country Code: es

DNS SERVICES

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

Not yet used.

Organisation Size: 1 Country Code: de

a web-based interface within the lirportal would really be nice - as in: click on the specific PA allocation and not only edit the whole/18-or-so object but have another button for automated reverse-dns creation. - after all - why should every netmaster script this when the ripe could do that? ;>

Organisation Size: 3 Country Code: de

I don't have idea.

Organisation Size: 1 Country Code: tr

We are a new LIR and we have not yet regestered a Reverse DNS Delegation.

Organisation Size: 1 Country Code: bg

Haven't have the opportunity of using it

Organisation Size: 2 Country Code: it

We have had problems getting reverse delegation on /16 not on /24. We follow the process and still we fail due to not understandable reasons... sometimes it complains on the Authorization , which we know is correct.

Organisation Size: 5 Country Code: se

no idea, I am not dns admin

Organisation Size: 3 Country Code: pl

The reverse delegation service for under /16 is more complicated.It seems that it is better if possible to delegate for /17 ,/18,/19 .. at once.we have some problem to set DNS customer according RIPE NCC reverse delegated services,Although some times some inconsistency exist between RFC policy and your services.

Organisation Size: 3 Country Code: ir

Never used it

Organisation Size: 2 Country Code: de

It has improved lately

Organisation Size: 5 Country Code: se

still must be improved reverse delegation for /16 blocks

Organisation Size: 5 Country Code: ro

I'm not a user yet

Organisation Size: 4 Country Code: fr

All problems we had were handled well by RIPE

Organisation Size: 2 Country Code: de

We don't use momentarily this service.

Organisation Size: 1 Country Code: sl

No previous experience with this resource

Organisation Size: 2 Country Code: ng

The address block RIPE use for zone transfers should be smaller. We don't like to allow the whole RIPE NCC block.

Organisation Size: 3 Country Code: fi

Have not used this facility myself

Organisation Size: 2 Country Code: uk

have not used it yet

Organisation Size: 1 Country Code: ru

Before we have some problems, it was pretty well.

Organisation Size: 5 Country Code: tr

We don't use the RIPE NCC DNS Services.

Organisation Size: 3 Country Code: am

get rid of ns.ripe.net as secondary NS for /16 reverse mapping; otherwise explain the need for ns.ripe.net as secondary for /16 reverse zones and define a service description

Organisation Size: 4 Country Code: ch

DNS SERVICES

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

absolutely!

Organisation Size: 3 Country Code: de

I rarely, if ever, check which root server my resolver is using

Organisation Size: 2 Country Code: uk

what's that ???

Organisation Size: 2 Country Code: fr

We host an instance, so...

Organisation Size: 2 Country Code: ch

Haven't use it

Organisation Size: 2 Country Code: it

seems to be stabile.

Organisation Size: 5 Country Code: se

yes. We host mirror copy of it ! :)

Organisation Size: 3 Country Code: pl

never even _considered_ benchmarking it

Organisation Size: 2 Country Code: nl

Don't know

Organisation Size: 2 Country Code: de

I'm not a user yet

Organisation Size: 4 Country Code: fr

Is it a service provided to RIPE-NCC members or to the community as a whole? Who should pay for it?

Organisation Size: 5 Country Code: fr

"prg1b.f.root-servers.org" is running in Prague.

Organisation Size: 3 Country Code: cz

No previous experience with this resource

Organisation Size: 2 Country Code: ng

don't know about this

Organisation Size: 1 Country Code: ru

More servers on different locations and with different software never hurt.

Organisation Size: 2 Country Code: at

Not tested

Organisation Size: 2 Country Code: bg

I didn't had a look at this performance. We use the IANA root-Servers on one of our 2 DNS-Servers and ORSN root-Servers on the other. The reason for me to do so was redundancy of information (even, if the IANA root-Servers had problems, as it happened several years ago for about 24 hours ...)

Organisation Size: 2 Country Code: de

DNS SERVICES

25 It is important to have more anycast instances of the K-root server.

yeah! as long as they are as properly maintained as the existing k-root server is. proceed!

Organisation Size: 3 Country Code: de

More is better than less, I guess.

Organisation Size: 2 Country Code: uk

I'm not aware of any performance issues.

Organisation Size: 4 Country Code: nl

No view.

Organisation Size: 5 Country Code: se

is ok for us

Organisation Size: 3 Country Code: pl

I'm not so familiar with the root server workings.

Organisation Size: 2 Country Code: se

Technically speaking, it is generally very useful to have at least one anycast instance of a root server near your local Internet eXchange.

Organisation Size: 3 Country Code: pt

Don't know

Organisation Size: 2 Country Code: de

I'm not a user yet

Organisation Size: 4 Country Code: fr

See comment above (*Is it a service provided to RIPE-NCC members or to the community as a whole? Who should pay for it*)

Organisation Size: 5 Country Code: fr

It would be useful.

Organisation Size: 3 Country Code: cz

No previous experience with this resource

Organisation Size: 2 Country Code: ng

anycast is important for DNS, it would be good to see more servers

Organisation Size: 3 Country Code: ie

don't know about this

Organisation Size: 1 Country Code: ru

See answer 24 (not tested)

Organisation Size: 2 Country Code: bg

we can take response quickly from k-servers

Organisation Size: 5 Country Code: tr

i really don't know ...

Organisation Size: 2 Country Code: de

yes, add more servers according to traffic loading

Organisation Size: 3 Country Code: ua

There are enough instances.

Organisation Size: 3 Country Code: es

RIPE MEETING SUPPORT

26 We are satisfied with the RIPE Meeting registration system.

One small addition: for countries whose citizens need visa it is important to ask the dates of their trip BEFORE sending invitation letters, because there may be limitations in air tickets, hotels and so on. For example, my trip to the last meeting (RIPE 50) was 3 days longer than the meeting itself because of air charter available only Sundays.

Organisation Size: 2 Country Code: ru

Extremely fast and detailed

Organisation Size: 4 Country Code: gr

not yet attended

Organisation Size: 2 Country Code: de

never participated

Organisation Size: 3 Country Code: it

Ok with the registrarian.

Organisation Size: 5 Country Code: se

no idea

Organisation Size: 3 Country Code: pl

I have not registered myself to any of the meetings, unfortunately

Organisation Size: 2 Country Code: se

Never participated.

Organisation Size: 2 Country Code: de

I'm not a user yet

Organisation Size: 4 Country Code: fr

Has not attended one

Organisation Size: 2 Country Code: ng

We have no experience with it

Organisation Size: 2 Country Code: dk

Registration system is ok but cancellation system is not.

Organisation Size: 2 Country Code: tr

We do not read them. Ripe Meeting is not importen to us and we do not need any messages on this.

Organisation Size: 1 Country Code: no

have not used it yet

Organisation Size: 1 Country Code: ru

You should be able to see a live view of the number of registrations, cancellations and available places to determine beforehand if you have a chance of someone cancelling!

Organisation Size: 2 Country Code: at

Not participated yet

Organisation Size: 2 Country Code: bg

i wish, i had more time to visit these meetings (but that is not a problem, where Ripe NCC is responsible ...)

Organisation Size: 2 Country Code: de

No participation yet..

Organisation Size: 2 Country Code: lt

BUT THE AGENDA MUST BE ONLINE EARLIER

Organisation Size: 4 Country Code: fr

RIPE MEETING SUPPORT

27 When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.

is there a archive of the webcasted streams?

Organisation Size: 3 Country Code: de

The amount of information coming in from the several mailinglists is too much to read. Therefore I pretty much ignore most email from ripe. Announcements for meetings however do get read.

Organisation Size: 4 Country Code: nl

I don't know because I have not received such info.

Organisation Size: 1 Country Code: tr

it's difficult to go to thez ripe meeting for us

Organisation Size: 2 Country Code: fr

The webcast is not good, you don't hear all the speakers and it's hard to keep track of what people say. But when taken the time reading the documents from RIPE meetings you find a lot of information.

Organisation Size: 5 Country Code: se

not really

Organisation Size: 3 Country Code: pl

At least i see that effort, and lots of message (that unfortunately are not 100% read, due to time constraints).

Organisation Size: 3 Country Code: pt

would have liked to have spent more time viewing the webcasts, but then, I should have just attended in the first place.

Organisation Size: 2 Country Code: nl

Information seems to be alway very good concerning Ripe issues

Organisation Size: 2 Country Code: de

A really “executive summary”, with the really significant agreements and results would be wellcome

Organisation Size: 5 Country Code: es

I’m not a user yet

Organisation Size: 4 Country Code: fr

I always go to RIPE meetings

Organisation Size: 5 Country Code: fr

We have no experience with it

Organisation Size: 2 Country Code: dk

I usually read all the info about Meetings.

Organisation Size: 3 Country Code: ru

Downloadable slides and audio/video-stream would be great!

Organisation Size: 2 Country Code: at

Sometimes, not the whole presentations are in the web, or they has been linked very late.

Organisation Size: 3 Country Code: es

RIPE MEETING SUPPORT

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

Some presentations need more contrast to the text and pictures.

Organisation Size: 2 Country Code: ru

not yet attended

Organisation Size: 2 Country Code: de

never participated

Organisation Size: 3 Country Code: it

Online transmission was hardly available

Organisation Size: 3 Country Code: pl

Don't use our money, lower the fees.

Organisation Size: 1 Country Code: it

webcast not good, but as of all the other services they seem to be up to a good standard.

Organisation Size: 5 Country Code: se

no idea

Organisation Size: 3 Country Code: pl

I have not attended any

Organisation Size: 2 Country Code: se

One word - Excellent!

Organisation Size: 3 Country Code: pt

Don't know

Organisation Size: 2 Country Code: de

I'm not a user yet

Organisation Size: 4 Country Code: fr

No previous experience of meeting

Organisation Size: 2 Country Code: ng

need more bandwidth on the wireless hotspots ;-)

Organisation Size: 5 Country Code: dk

I have not been to a RIPE NCC meeting as yet

Organisation Size: 2 Country Code: uk

Not participated yet

Organisation Size: 2 Country Code: bg

OUTREACH

29 The RIPE NCC outreach activities are useful. (For example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)

have not dealt with this long enough to tell

Organisation Size: 1 Country Code: de

never really heard about this - possibly because i'm located in middle-europe.

Organisation Size: 3 Country Code: de

Very important representation of industry to governments.

Organisation Size: 4 Country Code: ie

They are indeed useful – therefore these activities should be extended.

Organisation Size: 4 Country Code: dk

Never attended one.

Organisation Size: 2 Country Code: uk

never participated

Organisation Size: 3 Country Code: it

more regional meetings would be helpful

Organisation Size: 5 Country Code: de

Don't use our money, lower the fees.

Organisation Size: 1 Country Code: it

Yes, when taken time and trying to follow all the activities.

Organisation Size: 5 Country Code: se

no idea

Organisation Size: 3 Country Code: pl

We are not involved/interested in these activities.

Organisation Size: 2 Country Code: se

All that aids to the global picture is positive.

Organisation Size: 3 Country Code: pt

It seems that the regional meeting must be more active.

Organisation Size: 3 Country Code: ir

Never been there/ never made use of it.

Organisation Size: 2 Country Code: de

I'm not a user yet

Organisation Size: 4 Country Code: fr

Members should be better informed with these activities and RIPE-NCC should prepare better prepare this outreach activities with the members. Members should be more involved in this program

Organisation Size: 5 Country Code: fr

I have never attended those meetings.

Organisation Size: 3 Country Code: cz

We have no experience with it

Organisation Size: 2 Country Code: dk

We do not know this and we don't need to know.

Organisation Size: 1 Country Code: no

I have not used these facilities as yet

Organisation Size: 2 Country Code: uk

More meetings in smaller countries like Austria would be helpful!

Organisation Size: 2 Country Code: at

OUTREACH

30 We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.

Ukraine is not in EU, we don't have any idea whether RIPE NCC cooperates with UA Government or not

Organisation Size: 2 Country Code: ua

there should be more information for the members about ongoing processes and events.

Organisation Size: 3 Country Code: de

The way RIPE alerted me when some government loony decided to make all IP assignments tied to a location was very good.

Organisation Size: 2 Country Code: nl

have not followed the news about such activities

Organisation Size: 2 Country Code: de

I'm unaware of most activities, except during a RIPE meeting. This is because of high volumes of mail.

Organisation Size: 4 Country Code: nl

never bothered to check

Organisation Size: 3 Country Code: it

Don't use our money, lower the fees.

Organisation Size: 1 Country Code: it

We have unfortunately not been so active in following all the issues, but I trust that the RIPE NCC will act according the best of the members.

Organisation Size: 5 Country Code: se

difficult to say

Organisation Size: 3 Country Code: pl

Don't know

Organisation Size: 2 Country Code: se

RIPE-NCC seems to stand its ground with ICANN. That counts for a lot in my book.

Organisation Size: 2 Country Code: nl

Don't know

Organisation Size: 2 Country Code: de

At least in my company all these subjects are ignored and there is not a commitment

Organisation Size: 5 Country Code: es

I'm not a user yet

Organisation Size: 4 Country Code: fr

We are not informed enough on these activities.

Organisation Size: 5 Country Code: fr

INFORMATION SERVICES

31 We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.

As long as the data is really confidential.

Organisation Size: 4 Country Code: ro

who else should do this (or could do it from a better point of view)

Organisation Size: 3 Country Code: de

Only in networking point

Organisation Size: 3 Country Code: ch

Often useful in problem root cause analysis.

Organisation Size: 2 Country Code: uk

Yes. Not a lot of organizations do this without commercial interest, so it is good that a non-commercial organisation can give an objective perspective in the internet. On the other hand: We don't use the information you're researching, so it might be not so needed afterall?

Organisation Size: 4 Country Code: nl

This is right way for develop of RIPE NCC

Organisation Size: 1 Country Code: bg

While these statistics are vital and useful, it is not one of the functions that would HAVE to be provided by the NCC. However, in lack of anyone else doing it RIPE is doing a great job.

Organisation Size: 2 Country Code: se

Don't try to justify a burocratic ovestructure by doing "nice and useless" things. Lower the fees.

Organisation Size: 1 Country Code: it

disagree. The RIPE NCC could be participants together with other research companies, universities etc. I do think it's a good idea for RIPE NCC to have their own research team. Only for the systems, applications provided to us members.

Organisation Size: 5 Country Code: se

yes

Organisation Size: 3 Country Code: pl

Where RIPE NCC position makes it easier to commit or introduce such activity and cooperation with other bodies happens to correlate the gathered data or where the data is used to support e.g. RIPE NCC outreach activities. Also where membership/ working group community agrees such activity is vital.

Organisation Size: 3 Country Code: sk

It seems that more information about Internet policy which established by other internet organizations such RIRs, ISOC, ICANN is needed to be specify.

Organisation Size: 3 Country Code: ir

gross understatement; RIPE-NCC is probably one of the most qualified RIRs to perform these operational research activities. I'd like to presume ARIN is more bent on the financial benefits of its business.

Organisation Size: 2 Country Code: nl

or for debugging purposes. I'm not a user yet

Organisation Size: 4 Country Code: fr

We consider this useful.

Organisation Size: 2 Country Code: de

Only on resources managed by the RIPE-NCC ie addresses allocations ASN

Organisation Size: 5 Country Code: fr

Definitely!

Organisation Size: 3 Country Code: cz

More statistics never hurt...

Organisation Size: 2 Country Code: at

we also need to be informed about the research results.

Organisation Size: 3 Country Code: ua

DEPENDS ON THE NATURE OF INFORMATION

Organisation Size: 4 Country Code: fr

INFORMATION SERVICES

32 We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.

We'd like to see more statistics if they gather that informations.

Organisation Size: 4 Country Code: ro

more statistics would be nice - perhaps some about the usage of authentication-schemes within the db.

Organisation Size: 3 Country Code: de

Host count needs attention

Organisation Size: 4 Country Code: ie

I'm not using it that much.

Organisation Size: 4 Country Code: nl

I'm not informed of such information.

Organisation Size: 3 Country Code: sa

Don't try to justify a burocratic ovestructure by doing "nice and useless" things. Lower the fees.

Organisation Size: 1 Country Code: it

mostly good.

Organisation Size: 5 Country Code: se

there are inaccuracies in RIPE DB in allocation information and in HOSTCOUNT statistics. HOSTCOUNT program often fails in a middle of the counting process.

Organisation Size: 3 Country Code: it

I have not studied the information

Organisation Size: 2 Country Code: se

I'm not a user yet

Organisation Size: 4 Country Code: fr

RIPE-NCC should provide an easy access to data.

Organisation Size: 5 Country Code: fr

Accuracy of the Hostcount statistics is not perfect but this cannot be avoided and it is no fault of RIPE NCC.

Organisation Size: 3 Country Code: cz

I have not taken advantage of this service

Organisation Size: 2 Country Code: uk

Section 2 – Planning for the Future: Part 1

We note the following text is presented in exactly the same form received by KPMG

1 Registration & Database Services

Web interface should allow pgp-secured mnt-changes

Organisation Size: 2 Country Code: de

A webpage that is easy to navigate by members as well as non-members.

Organisation Size: 4 Country Code: dk

Forms and all are pretty good already, LIR portal still needs some work (When will all my pre-portal assignments be added to it?).

Organisation Size: 2 Country Code: nl

beside a good web-access other ways like command line- and text-based access should be supported

Organisation Size: 2 Country Code: de

The web page for resources management have to be more secure - HTTPS

Organisation Size: 1 Country Code: bg

The LIRPORTAL is already very good

Organisation Size: 1 Country Code: de

I think LIR portal should be customised to each LIR. LIR portal should provide the entire necessary steps for each LIR rather than registering here and there. Meaning all possible options at one place.

Organisation Size: 3 Country Code: de

Is it possible to have a space at LIR portal to save a version of my customer request or other information(Serving service)

Organisation Size: 3 Country Code: ir

database services are already pretty versatile, I don't long for yet another one that's "certified for dummies". A visual overview would be icing on the proverbial cake.

Organisation Size: 2 Country Code: nl

The web page is really very good the way it is now. Changing webpages and layout is often confusing. I like it the way it is.

Organisation Size: 2 Country Code: de

OK to use a Web Interface if it is possible to get a track of everything, as when done by mail.

Organisation Size: 4 Country Code: fr

haven't manage internet resources by web

Organisation Size: 1 Country Code: ge

An effort to actually relieve LIRs for the need of local documentation would be beneficial to both RIPE and the LIRs, considering that such a tool would make the documentation always available to RIPE as for the LIR they no longer has to develop a system for maintaining this documentation themselves. This should be an optional feature because most, atleast the more serious and larger LIRs already have efficient documentation routines.

Organisation Size: 2 Country Code: no

this is the thing missing from the RIPE NCC : a single point of entry for LIR to manage all their resources in a user-friendly way. A tool counting total number of IPs registered into the database under a same netname need to be offered to LIRs

Organisation Size: 5 Country Code: fr

The LIR portal already does (1) and (3); a whois editor may benefit some members, but its hardly a complex email procedure!

Organisation Size: 2 Country Code: uk

A really important section! As said in my comments above there need to be more wizards!

Organisation Size: 2 Country Code: at

2 Training Services

as far as the deployment is managed by RIPE. Technical courses should not be given by RIPE or should not be for free.

Organisation Size: 2 Country Code: de

Courses should have human contact. Too much time we're already spending behind a screen, don't let us forget what Communication originally meant!

Organisation Size: 4 Country Code: nl

online courses please

Organisation Size: 2 Country Code: de

Please make sure the subject of the courses is discussed and agreed at the RIPE meetings

Organisation Size: 2 Country Code: ch

"the online training courses will save the time.

Organisation Size: 1 Country Code: bg

Bureaucrats teaching us something ?

Organisation Size: 1 Country Code: it

online and computer based trainings are certainly a real plus for employees of LIRs that are not based in Amsterdam. I myself would certainly like to attend some IPv6 courses.

Organisation Size: 2 Country Code: nl

The training course I've attended was very good. I liked talking to Ripe hostmasters in person. I don't think that there is much need in online courses. I can always write an email if I'd need online support.

Organisation Size: 2 Country Code: de

Advanced RR course would be nice.

Organisation Size: 2 Country Code: fi

But not training to the exclusion of the core registration services.

Organisation Size: 2 Country Code: uk

Downloadable (and free) slides and audi/video-streams are important to all those that didn't have an opportunity to attend such a course before!

Organisation Size: 2 Country Code: at

...and provide as developed “online and computer based training courses”

Organisation Size: 3 Country Code: hu

3 DNS Services

it's already enough checking

Organisation Size: 2 Country Code: ua

BGP is still the most important, so focus on that.

Organisation Size: 2 Country Code: nl

Introduce the ability to modify IPv6 reverse delegation domain object within lirportal.

Organisation Size: 3 Country Code: sk

I can't say anything about it because I have never used it.

Organisation Size: 2 Country Code: de

We'd love to see tools for dnssec operations (like key exchange, roll-overs etc).

Organisation Size: 3 Country Code: fi

Both the in-addr registration system, and the quality of reverse DNS in general is less than ideal; however, I'm not certain that targeting the delegations from the RIPE nameservers to the LIRs/end users will make much difference.

Organisation Size: 2 Country Code: uk

Sometimes "old" /16 zones are delegated to a member, however nets within that are allocated to other members. Then, the RIPE NCC isn't point of contact for reverse delegations for that net anymore, the member has to contact the delegate of the /16. At least, a note that this zone isn't delegated to the RIPE NCC and who is to contact would be really helpful. Or, even better: clean that up.

Organisation Size: 5 Country Code: eu

4 Active Measurement Services

Ripe NCC members should get their AS monitored by RIPE free of charge and get a statistical overview of availability...

Organisation Size: 2 Country Code: de

TTM and RU provide debugging info not available elsewhere, especially TTM for IPv6

Organisation Size: 4 Country Code: ie

Bogon issues should be taken more seriously as they can be potentially catastrophic. RIPE should lend its weight in resolving these with end-network administrators

Organisation Size: 1 Country Code: uk

I'm not that happy with information I don't use for doing my job. Maybe you could give a course on what I can do with that information, as it seems useless... heh.

Organisation Size: 4 Country Code: nl

I believe all senses are equally important (*below box – to apply to all of Section 2.1*)

Organisation Size: 2 Country Code: it

We would like .LT zone to be monitored, but information of monitoring to be not public

Organisation Size: 3 Country Code: lt

If I understand correctly... I would not need services like that because there are already some sites offering services like that.

Organisation Size: 2 Country Code: de

We would like to use tools

Organisation Size: 3 Country Code: ae

All of the above are worthwhile, but care should be taken not to directly duplicate work being done elsewhere (eg: Geoff Huston's research into BGP statistics etc).

Organisation Size: 2 Country Code: uk

there is a need to take back the development of RRCC toolset from isc, cause the route filters update frequency is perhaps the greatest challenge for ISPs.

Organisation Size: 3 Country Code: hu

Section 2 – Planning for the Future: Part 2 – New Services and Activities

1 CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.

average member and even enduser can benefit from it - to have one interface for requests to any RIR

Organisation Size: 2 Country Code: ua

No idea what it is

Organisation Size: 1 Country Code: uk

What is it? First rule of a new service is 'give it a good name'.

Organisation Size: 2 Country Code: nl

wtf is that

Organisation Size: 4 Country Code: nl

Compared with the RIPE DB, data stored with ARIN is often outdated or difficult to get (ARIN uses delegation to external whois-servers)

Organisation Size: 1 Country Code: de

I don't suggest any of these, RIPE is de-facto a tax-over-resources agency and as such should not pretend to be doing other things and should not waste our money in any of these.

Organisation Size: 1 Country Code: it

2 DNSSEC – deployment for reverse DNS, promotion and training.

I'm not confident with this topic

Organisation Size: 2 Country Code: ua

must read up on this, though. Last I heard was DNSSEC being too easy to DoS.

Organisation Size: 2 Country Code: nl

3 *Routing Security – awareness, training, coordination of deployment and development of tools.*

I don't suggest any of these, RIPE is de-facto a tax-over-resources agency and as such should not pretend to be doing other things and should not waste our money in any of these.

Organisation Size: 1 Country Code: it

4 Data quality assurance for Internet related registration data

Limited to the mandatory databases it is in charge to take care of

Organisation Size: 1 Country Code: it

5 Statistics collection and presentation (e.g. Hostcount++, TTM)

Statistics related to RIPE member AS availability would be great

Organisation Size: 2 Country Code: de

I don't suggest any of these, RIPE is de-facto a tax-over-resources agency and as such should not pretend to be doing other things and should not waste our money in any of these.

Organisation Size: 1 Country Code: it

I am using the Hostcount RAW data for security related purposes. This data should be available again for those who sign the Hostcount AUP like it used to be until January 2005. I do regret that the RIPE NCC has stopped its availability.

Organisation Size: 3 Country Code: cz

6 *Deploying more K-root instances*

It might be worth stating the obvious, but deploying root server instances in itself is not added value, but doing so efficiently and where needed is of course of great value to the community.

Organisation Size: 2 Country Code: se

I don't suggest any of these, RIPE is de-facto a tax-over-resources agency and as such should not pretend to be doing other things and should not waste our money in any of these.

Organisation Size: 1 Country Code: it

I am concerned that the NCC are getting into a bit of a "we have more instances of x.root than you have of y.root" situation with other root server operators. I'm certain this isn't the intention, but it does look a bit like it from the outside.

Organisation Size: 2 Country Code: uk

7 New services (not listed here) that would benefit RIPE NCC members

See point 5 of this section – I would like to get a free service from RIPE about the availability and latency etc. of my AS. Today we have to buy this expensive box from RIPE< but I think this should be a complimentary service of RIPE or the box should be much cheaper

Organisation Size: 2 Country Code: de

Let the members “vote” online for training courses (both type and location), so RIPE NCC would be able to schedule courses where there are wanted by the members, not vice-versa (like it is now- they first schedule courses, and you get some “there’s a course in your area” mail . These mails are a good invention, though.)

Organisation Size: 2 Country Code: de

Bogon resolution be monitoring routability of allocations to internet destinations or setting up a project whereby members donate shell accounts to RIPE for the purpose of monitoring routability

Organisation Size: 1 Country Code: uk

coverage is pretty ok already, so no need to go all out for new services

Organisation Size: 2 Country Code: nl

I don’t suggest any of these, RIPE is de-facto a tax-over-resources agency and as such should not pretend to be doing other things and should not waste our money in any of these.

Organisation Size: 1 Country Code: it

maybe some statistic about used AS numbers, IPv4. IPv6 address space. It is difficult at this moment to have them easy to get and to have them updated.

Organisation Size: 3 Country Code: pl

More LIR Portal services could be added to current services, it is better to create a space for save some important information about LIR ,...

Organisation Size: 3 Country Code: ir

The following services are requested: reliable abuse contact information for IP address space (abuse-c tag or similar); technical clearing of abuse (spam, scans) with IP address as the primary key using automated procedures

Organisation Size: 2 Country Code: de

I really can’t tell...

Organisation Size: 3 Country Code: fl

Don't forget the core service of registration services. Don't lose focus by doing all these new things. Apart from some comments about the web interface, it is hardly mentioned in this survey which I find a little alarming.

Organisation Size: 2 Country Code: uk

VoIP (respondent allocated 40 of the 100 points to this area)

Organisation Size: 2 Country Code: at

popularize services that already RIPE NCC offers to the members

Organisation Size: 3 Country Code: ua

Section 3 – Your Other Suggestions

We note the following text is presented in exactly the same form received by KPMG

More efficient hostmasters

The only thing that (maybe) can not be automated is the processing of allocation request which is made by the hostmasters. It would help a lot if that process would be improved in order to be faster and more accurate.

Organisation Size: 4 Country Code: ro

Objects analysis

There should be a more control over the objects recorded in the database. For example if an address space is allocated for a purpose and the route or inetnum objects show it is used in different purposes, there should be made an analysis

Organisation Size: 4 Country Code: ro

Information

RIPE should inform the LIRs about their possibilities. They should know what they can do as LIRs (register objects, request space, etc.) Some “forced” information should be done so they will understand the benefits and requirements that the membership offers them. From my experience there are many small LIRs in Romania that don’t know how to request address space.

Organisation Size: 4 Country Code: ro

As mentioned above, a great service for RIPE-NCC members would be to get the statistics of the availability/latency/ routing to/from their AS from RIPE or alternatively sell the box for monitoring much cheaper ...

Organisation Size: 2 Country Code: de

A online editor for all objects maintained by a specific maintainer should be offered.

Organisation Size: 3 Country Code: de

Authentication with the web-based-interface via pgp/gpg should be possible - maybe via some kind of challenge-response auth as in: user gets some random data to download as ascii-text-file and is requested to upload/paste this into the frontend as signed data. or perhaps use x509 pki though i distrust x509 due to the underlying weak cryptography and hashing algorithms.

Organisation Size: 3 Country Code: de

Stay as you are and keep improving. After all i have the humble impression that ripe is the fairest and way coolest rir this world has. ;-)

Organisation Size: 3 Country Code: de

Proving secondary DNS services for all domains (not just in-addr.arpa ...). May be a paid service.

Organisation Size: 2 Country Code: ch

Push IPv6 deployment.

Organisation Size: 2 Country Code: ch

Regulate the anti spam DNS systems

Organisation Size: 2 Country Code: fr

Reverse Delegation better handled in order to help 1) i.e. 4.0

Organisation Size: 2 Country Code: fr

It should be given real examples of applications that you offer online (eg. PI Assignment Request Form).

Organisation Size: 4 Country Code: gr

Activities

Perhaps organise/offer opportunities for IP analysts in RIPE NCC and LIR personnel to share each other's experience of allocations. Suggestion: short-term job-swaps or similar.

Organisation Size: 4 Country Code: ie

Am not technical enough to be able to grade the services in section 2 Part 2. (left blank so 0s inserted.)

Organisation Size: 2 Country Code: uk

Bogon issues and their resolution by monitoring networks. The current tools do not help and the owners who provide the IPs don't even know that RIPE are really using them when contacted.

Organisation Size: 1 Country Code: uk

Legal interception and traffic data storage

Probably RIPE / Members can provide some guidance related to legal interception and the upcoming traffic data storage act. As the EU is currently working on the related law there will probably be the need of a more general view within the RIPE region. In general the regulation of

the internet by governments will increase and it could be useful to bundle the activities with RIPE too.

Organisation Size: 4 Country Code: de

Online member resrouces usage / administration

We don't think that providing online resource management will improve the resource management from members. Members should have a own internal administration of resources that they and there customers have in use. To much online management functions could give new members the idea to skip setting up good internal administration

Organisation Size: 2 Country Code: nl

continue and enforce activities keeping the Internet-Ressources self-organized and independent

do not allow maintaining Internet-Ressources and related services by commercial companies. Do not inflate services to an organizational monster nor to a closed group like many standardization-groups are.

Organisation Size: 2 Country Code: de

Changes

Not so many changes. If you don't work on a daily basis, it's sometimes hard with all these changes. Why not say: If it's not urgent, then update/change only twice a year

Organisation Size: 4 Country Code: ch

LIR Portal

I just tried few things. LIR portal, creating users etc. and I found it very clear and easy to use.

Organisation Size: 1 Country Code: tr

Anti-spam

Please consider promoting any activity that can improve the current situation: IP address spoofing prevention awareness; New e-mail protocol(s); Whatever else

Organisation Size: 2 Country Code: ch

Peer-to-peer applications

Please consider some aspects of peer-to-peer applications (security implications, traffic patterns, traffic load, etc.) as subject of an existing RIPE working group (routing WG?), or of a new one.

Organisation Size: 2 Country Code: ch

(de)Aggregation

Please promote any activity that can improve the current situation with respect to the lack of route aggregation in IPv4

Organisation Size: 2 Country Code: ch

Improve billing services support

We have the experience that invoices disappear, we don't receive them sometimes. When we send an email about it, often no reaction.

Organisation Size: 4 Country Code: nl

RIPE needs better promotion of itself and of its services. Technical managers have little awareness of what does other than distribute IP addresses. In addition, I always stumble on to RIPE services by accident. It seems to me that RIPE needs a bit more marketing/promotion.

Organisation Size: 3 Country Code: sa

More initiatives targeting poorer members. Such as more regional meetings. Given the state of 3rd world countries, institutions cannot afford to send employees to EU to attend RIPE meetings.

Organisation Size: 3 Country Code: sa

RIPE servers need an upgrade. They are somewhat slow, and often unavailable.

Organisation Size: 3 Country Code: sa

Improving documentation and better testing for IRRToolset

Comments: Version 4.7.3 doesn't compile on newer gcc, version 4.8.x has trouble handling as-sets that include "broken links" to other as-set objects. Better support for latest IOS and Junos (named as-path filters for example!) would also be of great value. I mean IRRToolset is a great help for automatic configuration (especially BGP filters) but in my opinion it lacks constant quality checking. Is it still in active development?

Organisation Size: 3 Country Code: pl

RIPE should promote IPV6. Currently, LIRs have to find IPV6 customers, before they can sign up for an IPV6 allocation. This is bad for IPV6 propagation and additionally out of touch with reality. In order to promote IPV6, there should be IPV&-PI-Space created, which means a huge value for the end-customer. Admittedly, it is technically unaesthetic, since it leads to IP-fragmentation. I consider it more important to propagate IPV6, than to have the maximum possible aggregation in the RIPE DB (as we all know, IPV4 space could be aggregated a lot more. The Problem, however, is not PI space, but unnecessary advertisements, which could get aggregated).

Organisation Size: 1 Country Code: de

IPv6 address block allocation to LIRs

I think the current IPv6 Address Allocation and Assignment Policy is rather discouraging. It should be *much* easier to get an IPv6 block. (I dont think I could get 200 customers in 2 years to apply for IPv6 assignment -> I cannot request IPv6 address space -> I cannot start transition to IPv6 -> Im stuck with IPv4.) Id allocate one IPv6 block for each LIR automatically, and have it returned if no assignment is made within one year.

Organisation Size: 3 Country Code: hu

RIPE as is should stop existing, resource allocation should be delegated to local agencies.

Organisation Size: 1 Country Code: it

Overall good service.

Organisation Size: 4 Country Code: it

RIPE should consider getting more active towards mobile services and ip-administration for this. Maybe create a tool and processes.

Organisation Size: 5 Country Code: se

Just a quick query on the poem/limerick object

What is the point in it?!

Organisation Size: 1 Country Code: uk

Traffic Box

I don't like that such boxes I have to buy and that the software is not open-source etc.

Organisation Size: 3 Country Code: pl

Would it be possible to have access to all history of correspondence sent to hostmasters??

Organisation Size: 3 Country Code: pl

AFAIK RIPE NCC has introduced telephone contact service within the last two years. Please, take this as a hint - RIPE NCC among other activities maintains technical aspects of provisioning ENUM e164.arpz zone. Extending the possiblity to contact RIPE NCC via POTS also to VoIP service (and introducing the corresponding NAPTR records into e164.arpz domain tree) can prove to be usefull for the member base.

Organisation Size: 3 Country Code: sk

It is useful to provide more communication between members,clarifying new policy ,new technology,new services,such as ipv6,...

Organisation Size: 3 Country Code: ir

Our LIR received some e-mail which shows some problem in mailing services for example in the new billing year before we get the payment invoice we have some mail that shows our service go to closing process, Although when we contact with you this problem has been solved, but it is better the new services has been tested for decreasing problem.

Organisation Size: 3 Country Code: ir

Help XS registries "step up"

As you may have seen in my answers, we don't keep in touch RIPE anymore since we were given an assignment window. We now can just do what our job is: assign IPs to customers. We do know that RIPE is important and does a good job in almost all aspects. My point is now the following: as a XS-member, as non-natives, and as someone who seldomly uses the LIR-portal or other tools we just feel kind of "afraid" of RIPE meetings where (it seems so from the later informations per mail) only "high level" issues are discussed by high level experts. For us, IP delegation, BGP routing and DNS make about less than 10% of daily business. So we keep away from LIR meetings not because we are not interested but since we don't like appearing as incompetent fools. This behaviour - staying away from experts and information - ironically only leads to what is seen as a problem: we remain (rather ;) incompetent fools in some LIR-related areas while we are highly sophisticated experts in other IT-areas. Hopefully I could make this comprehensive. As I stated before, being a non-native brings its own problems along.

Organisation Size: 1 Country Code: de

I know now that there are many services offered by Ripe, I haven't heard of. Maybe it would be nice to get to know some of them. I only use auto-dbm and sometimes I ask the hostmaster if I have any questions about assignments or making a new assignment for a new customer. I feel that I do get along, but it would be nice to know more of what the Ripe does and if there are any other things we could make use of.

Organisation Size: 2 Country Code: de

With regards to the training and meeting unable to provide any comments since I have not attended any training or meetings. Maybe in the future

Organisation Size: 3 Country Code: kw

I don't have any comments, because generally they do their job professionally.

Organisation Size: 5 Country Code: ro

We are a new LIR (less than 1 year) and we discover that RIPE NCC is a fair partner, and we are satisfied by their services.

Organisation Size: 1 Country Code: ro

The main subject of this comment, is to consider or research around the possibility of having the service of coordination between members, as one of RIPE NCC services. I've mentioned this before, in one of regional meetings, and the main objection to this was the nature of RIPE NCC members (they are mostly commercials.) But I think there should be a mechanism for such a

service. For example, for some certain tasks, it is needed to contact technical/admin people of another LIR. But when there is no response, or there is a response but it is not logical or co-operative, then we don't know what to do. It is true that co-operation between LIRs and people, is not mandatory, but I believe that by some kind of mechanism, it can be improved.

Organisation Size: 3 Country Code: ir

Development of hot line services

Organisation Size: 5 Country Code: fr

For 3 RIPE-Meetings offer one free registration

this could a good idea in order to promote participation to RIPE meetings

Organisation Size: 5 Country Code: fr

Translation of policy documents in languages used in the RIPE meetings

Organisation Size: 5 Country Code: fr

Please build the LIRPORTAL more users friendly

Organisation Size: 1 Country Code: uk

Give a detailed analysis of Tier 1 service provider networks and traffic patterns

Organisation Size: 1 Country Code: uk

All services and tools should be fully tested for all possible cases.

Organisation Size: 2 Country Code: pl

It is very complicated to update the Ripe Database by small ISP's. I see the need of security object's to protect other object and so on. But if it is not ower core business to do Ripe database Management, we need specific help on requests

Organisation Size: 1 Country Code: ch

Normal emails to RIPE NCC hostmasters

We would like shorter delays with the unclassified questions sent to hostmasters.

Organisation Size: 3 Country Code: fi

Turkey is a candidate country for EU. So we need Turkish documents and representatives in Turkish.

Organisation Size: 4 Country Code: tr

Maybe RIPE NCC can authorize/rent local person for each members in their country and it will be easy for LIR person to contact via phone or face to face to him.

Organisation Size: 2 Country Code: tr

This survey should be on web (form), it could be easy to fill and post.

Organisation Size: 2 Country Code: tr

We would like to have more detailed and customised answers to our requests, instead of links to documentation and general advices.

Organisation Size: 4 Country Code: ro

This survey should be a secured webpage

Organisation Size: 2 Country Code: de

We are a small firm, which need some IP-network independent from other firms. On the other side we do not want to use much time on this and we do not want to have a lot off know-how about RIPE and how it works. We do not read much off RIPE information and that's why I have given "0" point to a lot off questions.

Organisation Size: 1 Country Code: no

We would like use the tools for active measurement service like end-to-end delay, BGP Routing data. We would like to have the tool which will tell the statistics of our IP usage.

Organisation Size: 3 Country Code: ae

Communications between RIPE and members

I suggest RIPE consider to send bills and correspondence to non-Europe region. As our IP planning team and support team staff mainly locate in Asia, it is very inconvenience for us to ask our UK company to relay all invoice and correspondence from UK to our IP planning and support team. It lead delay and late response to urgent matter. Finally, we used up more time to work with duty RIPE representative to fix our billing problem.

Organisation Size: 1 Country Code: uk

Simplify the RIPE NCC services for new LIRs

Although the RIPE NCC staff and facilities are excellent should a user have any questions, the basic information for new users is hidden, and can prove quite confusing. The information pack that we received on the LIR training course was very useful, after the course, but it would also be useful to have this information easily available online as well. If there are any updates to the LIR portal, or even the way the WHOIS database is accessed/structured, it would be useful to either be notified via email, or to have these instructions online so that the information about the changes is readily available.

Organisation Size: 2 Country Code: uk

Enforce the ripe-dbase development

Well, the poem object is fine and makes fun, but I would appreciate higher if the existing bugs in the ripe-dbase software are fixed. A feature like restricting the creation of route object for a mntner to a specific range is good when it workes - but senseless if it doesn't.

Organisation Size: 5 Country Code: eu

Several tickets that we opened were closed without ever getting a satisfactory answer!

Organisation Size: 4 Country Code: gr

Moving the IRRtoolset to ISC probably was not a good idea. The project now seems abandoned. However a lot of people find this toolset very useful.

Organisation Size: 4 Country Code: gr

More information should be published on "good practices" with regard to several hostmaster issues: There are a few things that can be done in several ways, but which one is the better one? Besides, e-mails sent to RIPE hostmasters with regard to such issues were never replied adequately.

Organisation Size: 4 Country Code: gr

Training

We suggest RIPE NCC to conduct more training courses in the region since such courses will help in educating the ISPs with the latest policies/practices also to explain the importance of attending RIPE Meetings and participate in decision making.

Organisation Size: 4 Country Code: ae

We would like use the tools for active measurement service like end-to-end delay, BGP Routing data.

Organisation Size: 2 Country Code: sy

We would like use tools to measure our network's security.

Organisation Size: 2 Country Code: sy

It should be useful getting the IP allocations in a table format, including all the information valid in the database (assigned and not-assigned blocks)and getting relational queries based on the IPs, netname, person assigned- not assigned etc. Although we have such an internal excel table, sometimes it makes somehow contradiction, because everything is entered in two places; rpe db and local db. May be such a table can be in lir-portal, preventing other people to see all the detailed information about a LIR's allocations. (this comment may be same as Section2-part1-1.3)

Organisation Size: 5 Country Code: tr

Agent for a performance measurement tool

I think it would be helpful, if you install an agent (i.e SAA) for a measurement tool like Ciscos IPM. There are many ways to install this service, e.g. only provide a LAN, where each member can install his own equipment or a web configurable box

Organisation Size: 1 Country Code: at

Overall RIPE NCC perform well, at a much better organized level, with a much greater efficeincy a national authority could ever been. RRCC toolset should be developed to help members to make their prefix filter update-procedure automatic based on the support of most popular router platforms sa juniper or cisco .

Organisation Size: 3 Country Code: hu

Would be good to see online trainings on IPv6, and issues as multihoming in Ipv6..

Organisation Size: 3 Country Code: hu

Wish you RIPE NCC staff all my best, folks J !! You at KPMG pls report that members are pleased with RIPE NCC J

Organisation Size: 3 Country Code: hu

Technical audit

RIPE NCC thoroughly examines requests for internet resources but after that nobody knows either customer uses that resources or not.

Organisation Size: 3 Country Code: ua

Best practice

RIPE NCC can develop best practice documents on maintaining local registry, policy, legal issues, solutions for common technical problems, etc.

Organisation Size: 3 Country Code: ua

Long live RIPE NCC :)

RIPE NCC offers excellent service.

Organisation Size: 3 Country Code: ua

We are not happy with the point in time RIPE NCC charges for its services. The service fee for year X should be charged at the beginning of year X and not at the end of year X-1. The latter causes inconsistencies in the balance sheet.

Organisation Size: 2 Country Code: ch

Sometimes would be nice to see member value. For example a value off information we provide in our request forms and/or verification presentation, how clear and sufficient it is.

Organisation Size: 2 Country Code: It

New courses with more technical details. For example how to deploy and use IPv6.

Organisation Size: 2 Country Code: ro

More technical courses. DNSSEC for example.

Organisation Size: 2 Country Code: ro

Improve the actual courses with more technical detail.

Organisation Size: 2 Country Code: ro

Related to ERX project, hostmasters should pay more attention to the messages of the LIRs, when they indicate which data are valid. Also, when doubts are reported, it seems that things are not clear for RIPE NCC. For a specific question, we have received different instructions from hostmasters, some of them did not work and were opposite. It is a very delicate project, due to the importance of the data that it is being working with, the addressing space.

Organisation Size: 3 Country Code: es

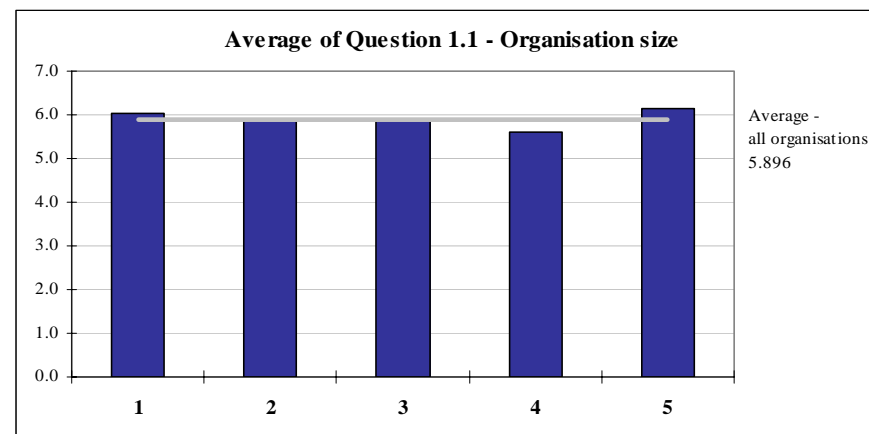
Related to the services, we think it is more important to improve current services, specially those related to the internet resources and RIRs and other databases, than develop new services.

Organisation Size: 3 Country Code: es

APPENDIX 4 – ANALYSIS OF RESPONSE DATA BASED ON ORGANISATION SIZE

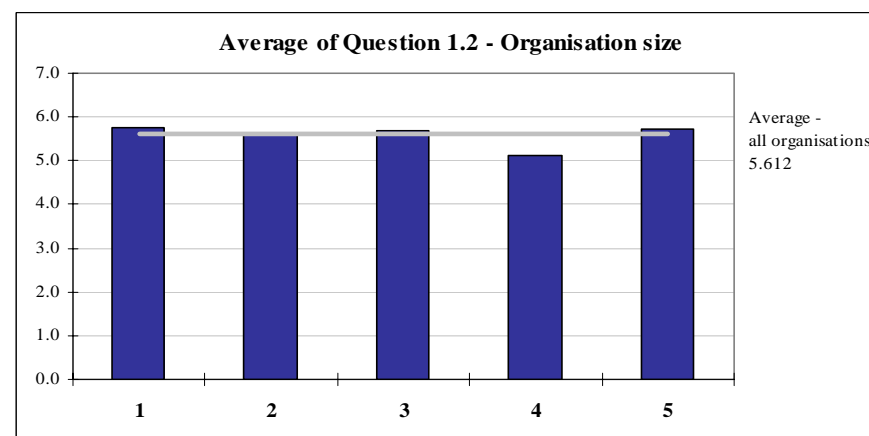
Question 1.1:

We are happy with the customer service offered by the RIPE NCC.



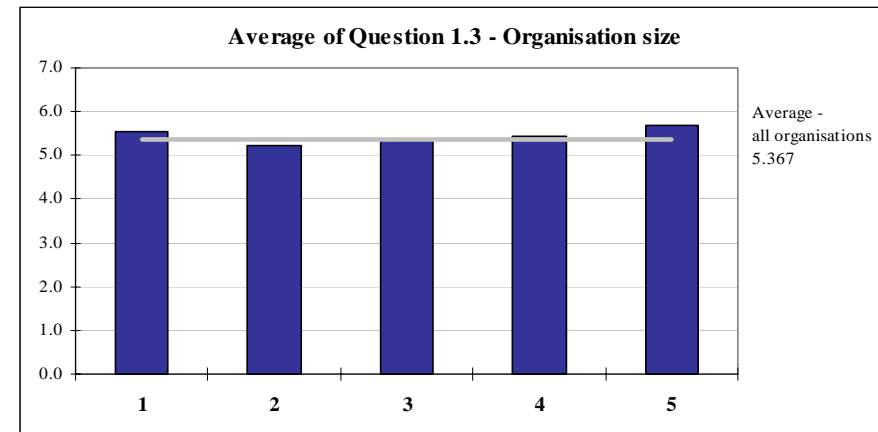
Question 1.2:

The RIPE NCC is easy to contact if we have a problem with their services.



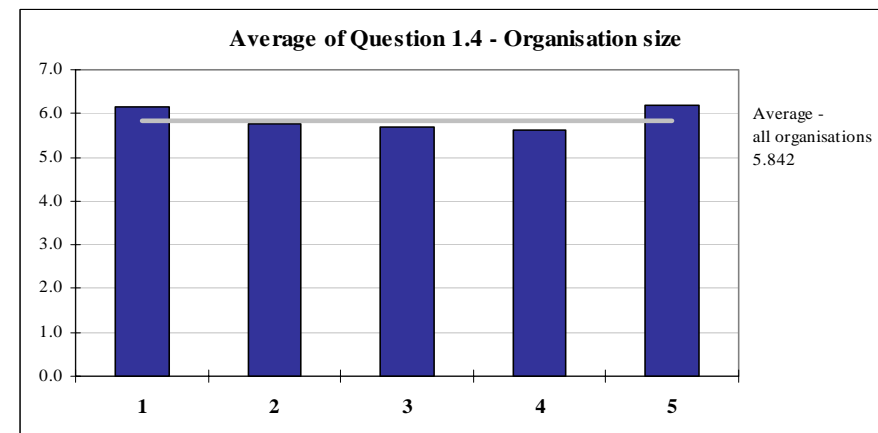
Question 1.3:

We think that the RIPE NCC services are good value for money.



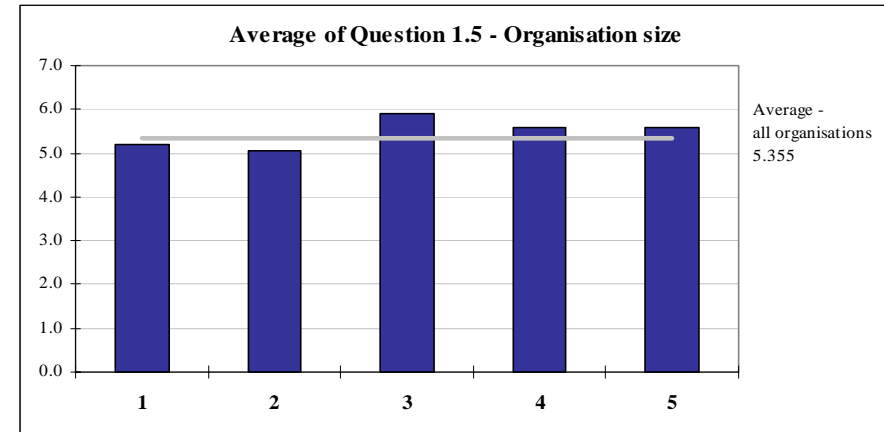
Question 1.4:

The RIPE NCC deals with our requests for resources quickly.



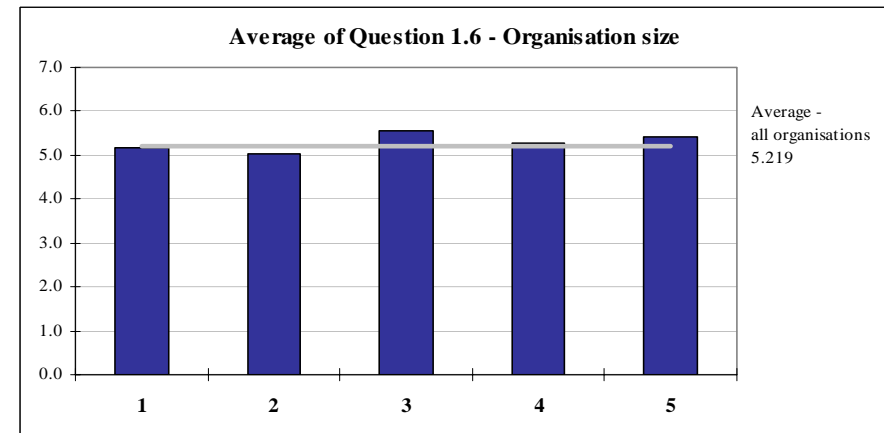
Question 1.5:

It is easy to find information about how to request resources from the RIPE NCC.



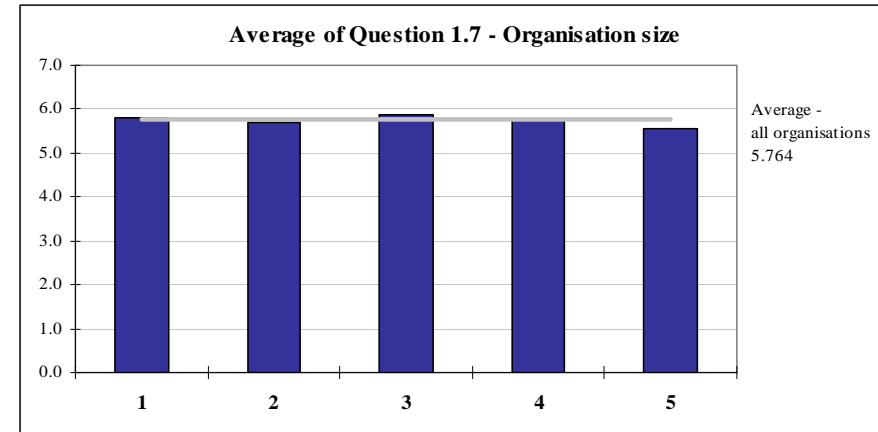
Question 1.6:

The request forms are easy to complete.



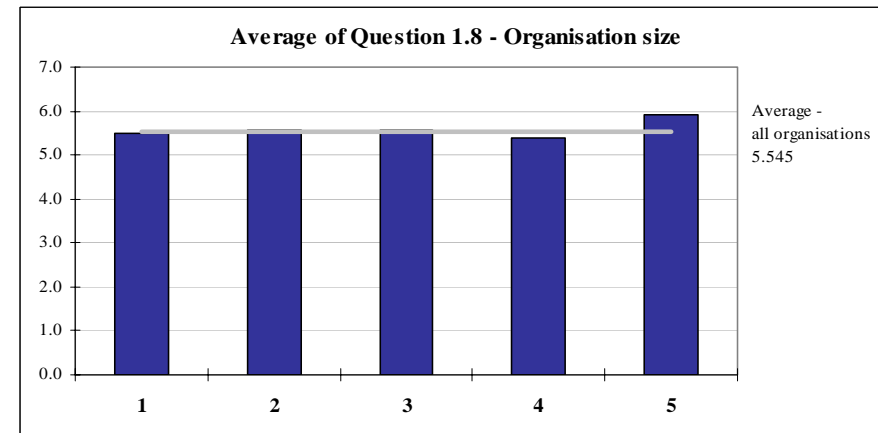
Question 1.7:

The online tools are easy to use.



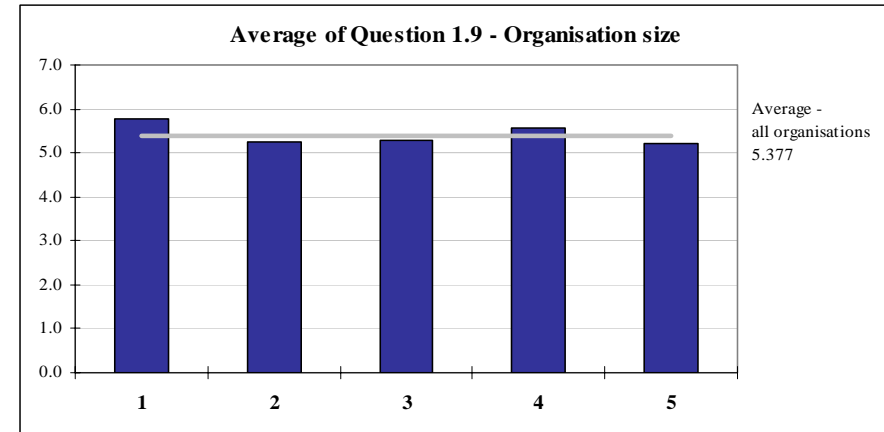
Question 1.8:

The RIPE NCC gets the right balance between quick service and needing justification for resources.



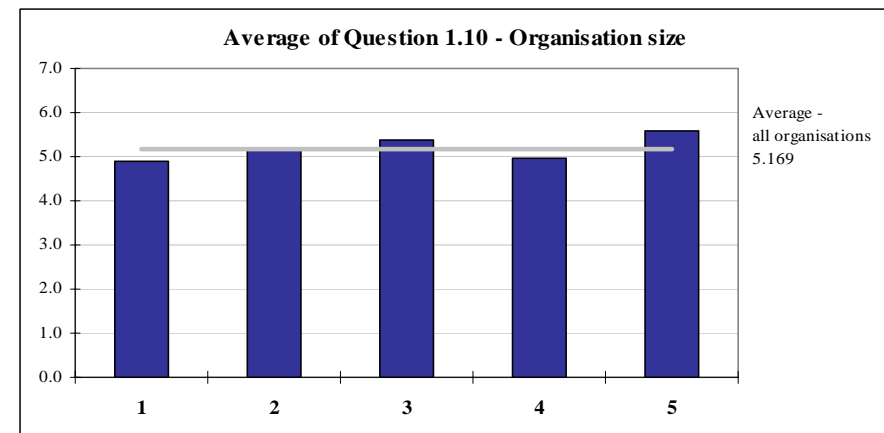
Question 1.9:

The RIPE NCC Training Courses meet our needs.



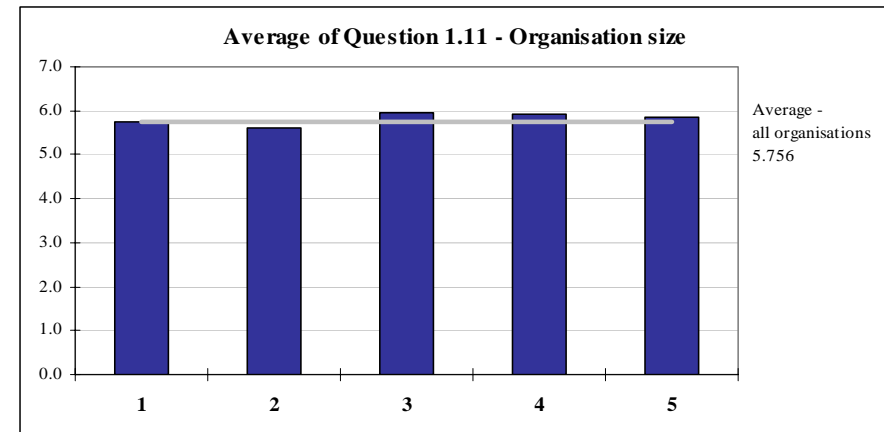
Question 1.10:

In addition to the current portfolio, the RIPE NCC should develop new Training Courses.



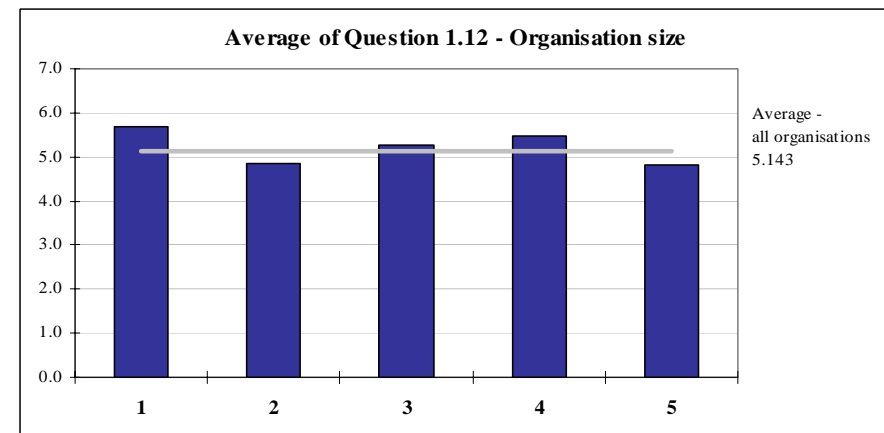
Question 1.11:

We are satisfied with the LIR Training Course.



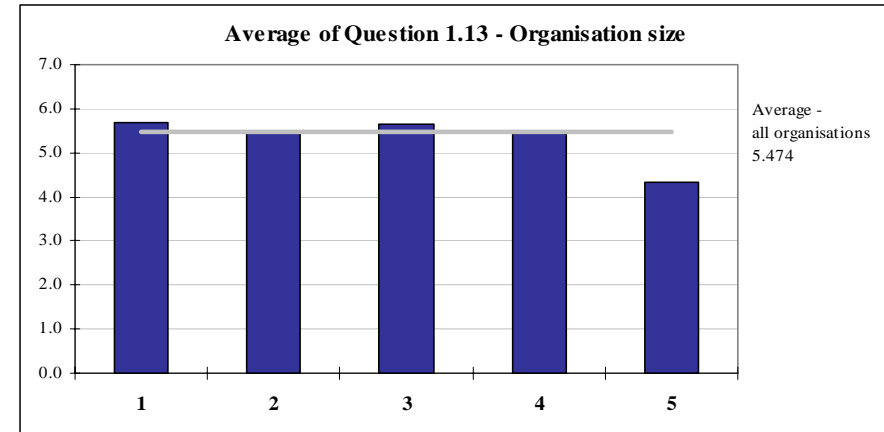
Question 1.12:

We are satisfied with the Routing Registry Training Course.



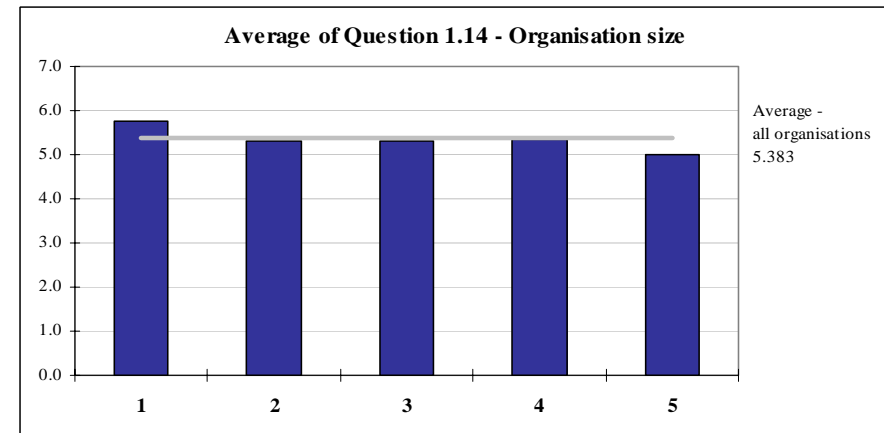
Question 1.13:

We are satisfied with the DNSSEC Training Course.



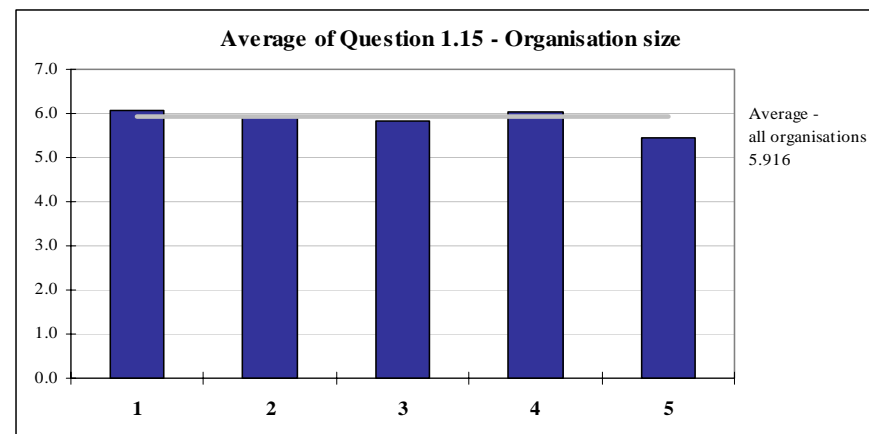
Question 1.14:

We are satisfied with the RIPE NCC billing system.



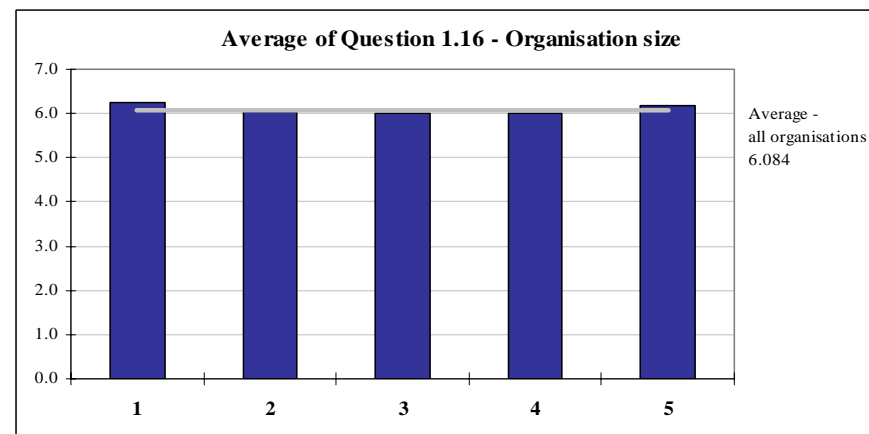
Question 1.15:

We receive invoices from the RIPE NCC in time to arrange payment.



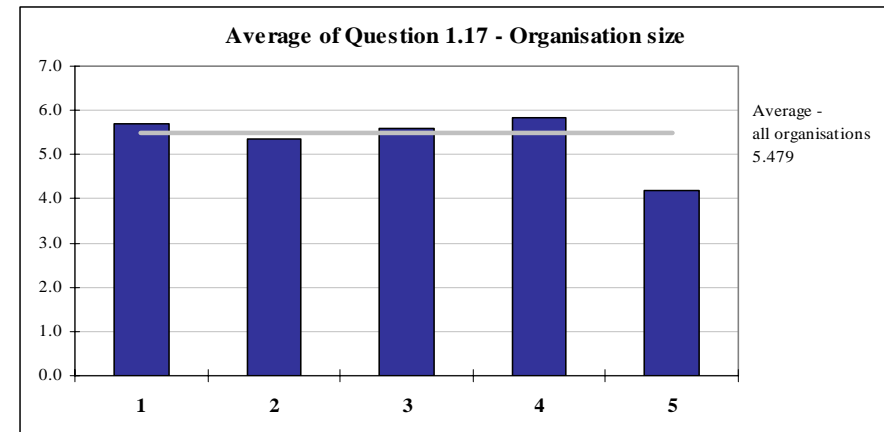
Question 1.16:

The RIPE NCC gives us all the information we need to pay.



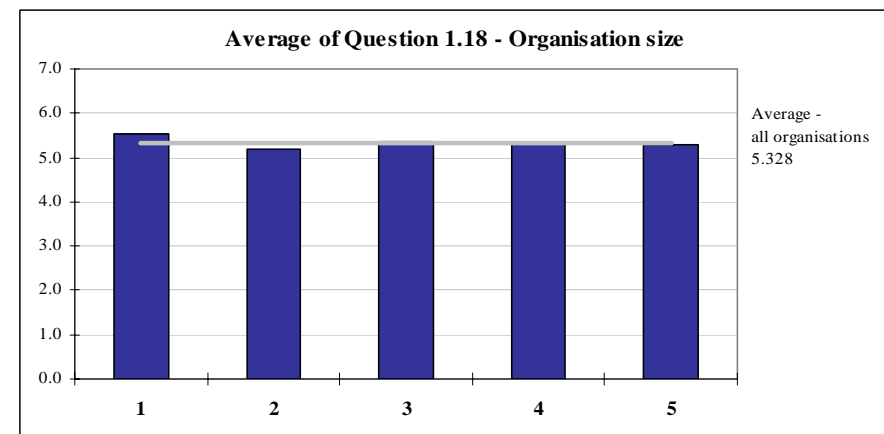
Question 1.17:

The RIPE NCC answers billing questions quickly.



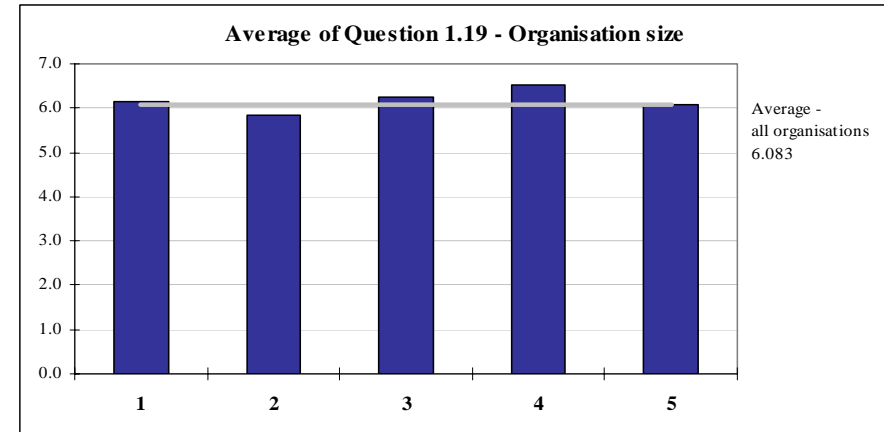
Question 1.18:

The RIPE NCC fee structure is fair.



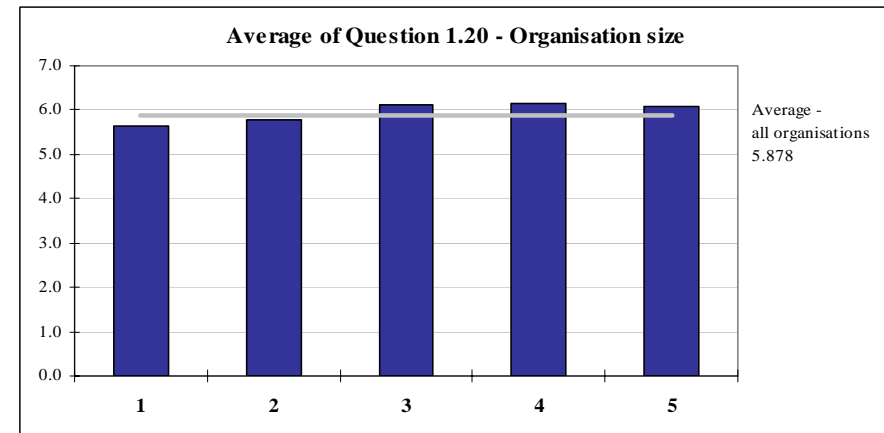
Question 1.19:

It is easy to query the RIPE Database.



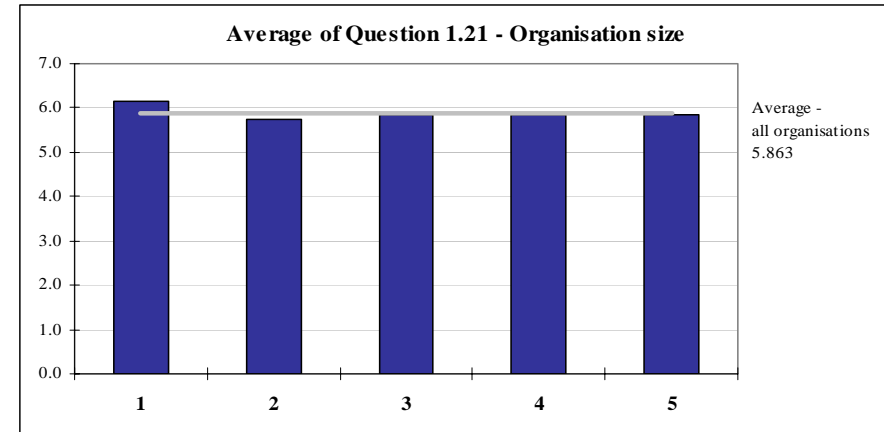
Question 1.20:

It is easy to update the RIPE Database.



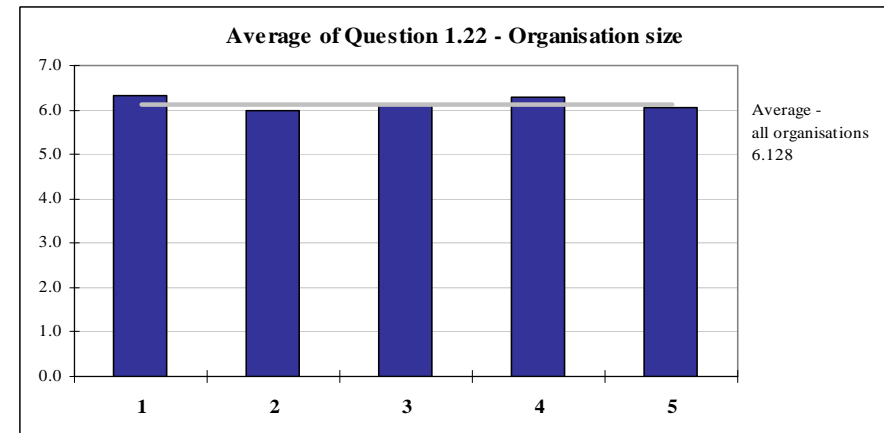
Question 1.21:

We are satisfied with the general user support provided for the RIPE Database.



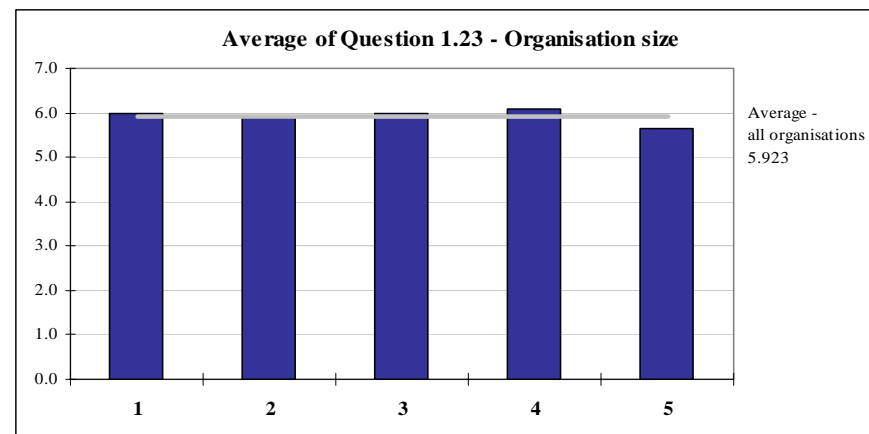
Question 1.22:

We are satisfied with the speed at which the RIPE Database processes updates and queries.



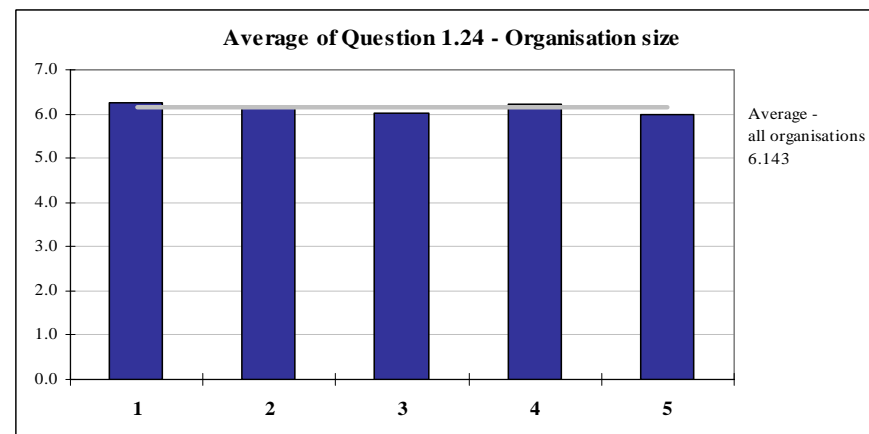
Question 1.23:

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



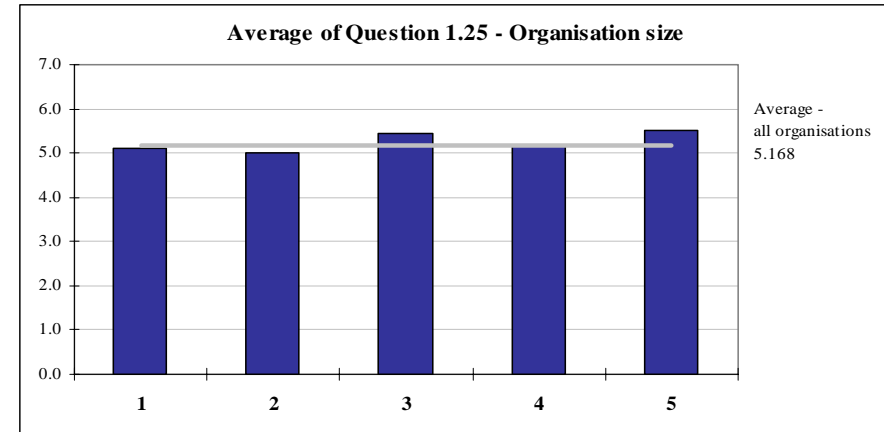
Question 1.24:

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



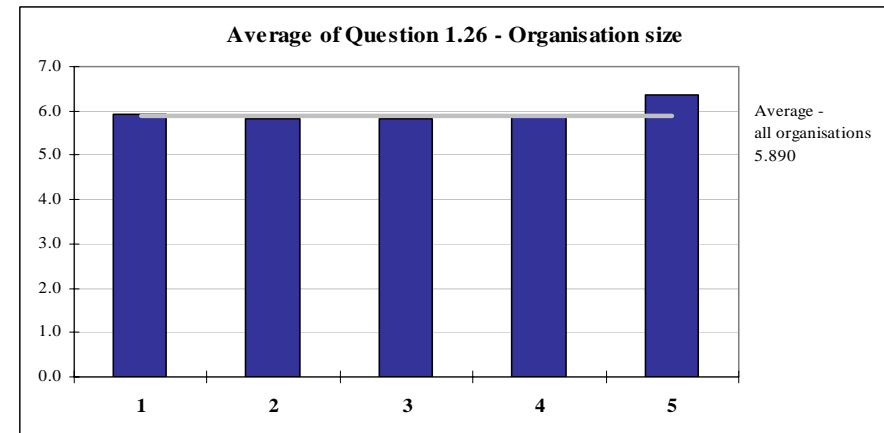
Question 1.25:

It is important to have more anycast instances of the K-root server.



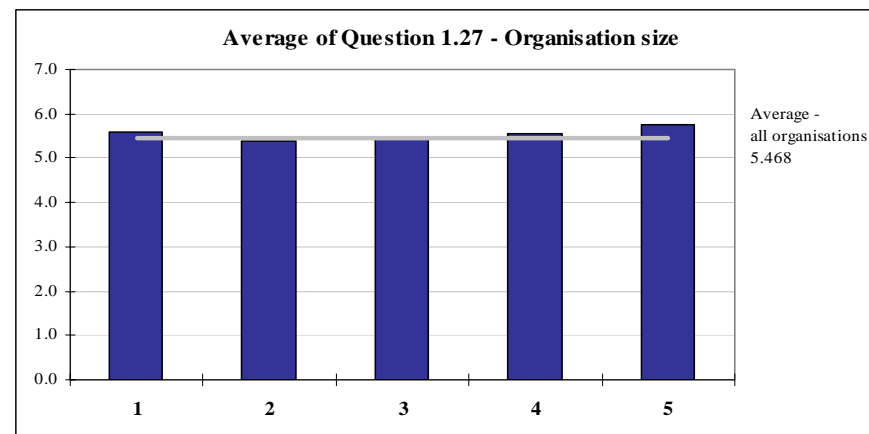
Question 1.26:

We are satisfied with the RIPE Meeting registration system.



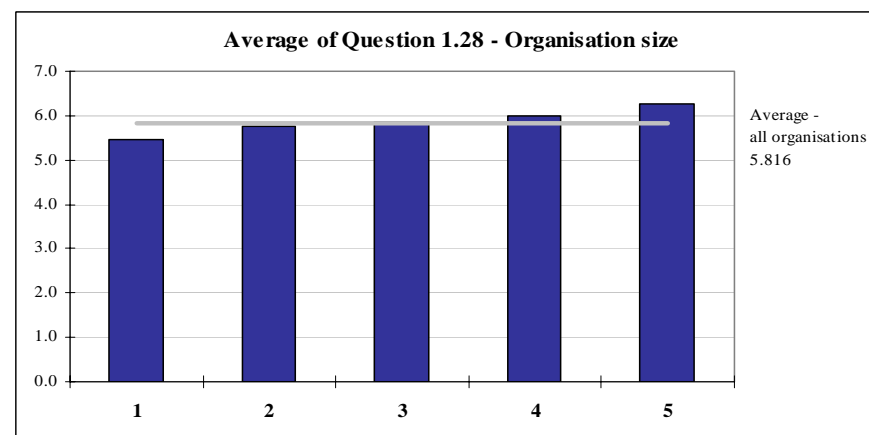
Question 1.27:

When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.



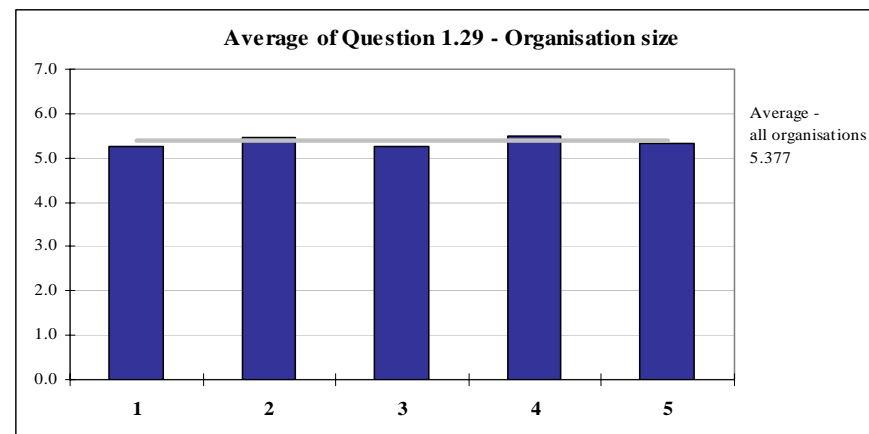
Question 1.28:

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



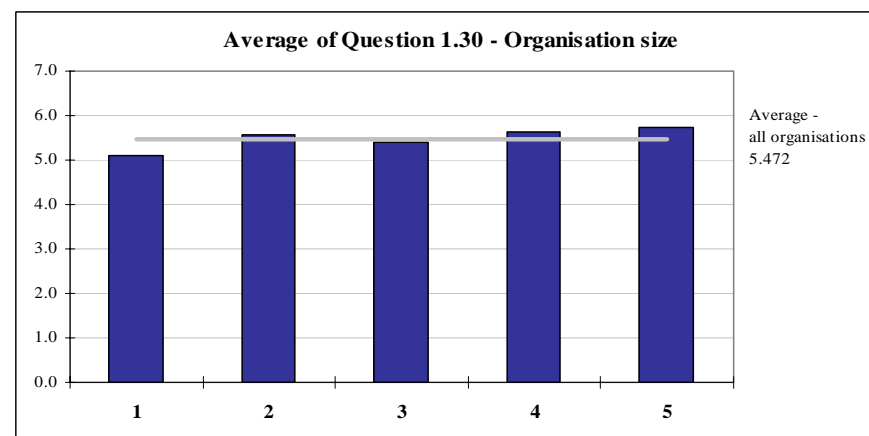
Question 1.29:

The RIPE NCC outreach activities are useful. (for example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)



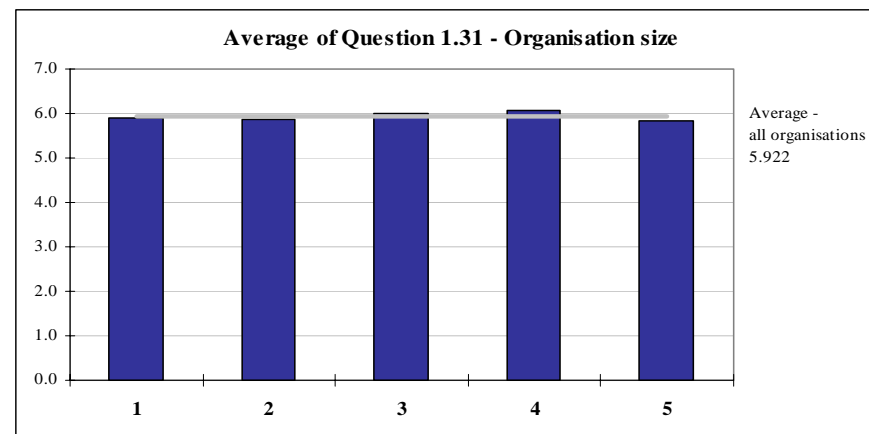
Question 1.30:

We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.



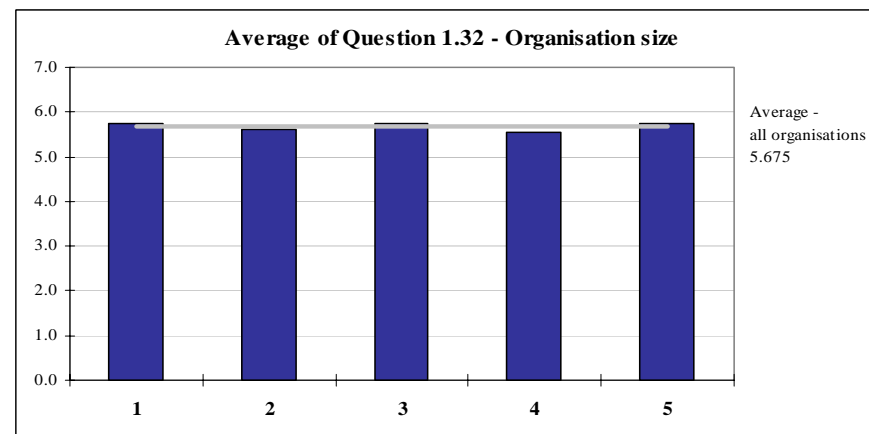
Question 1.31:

We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.



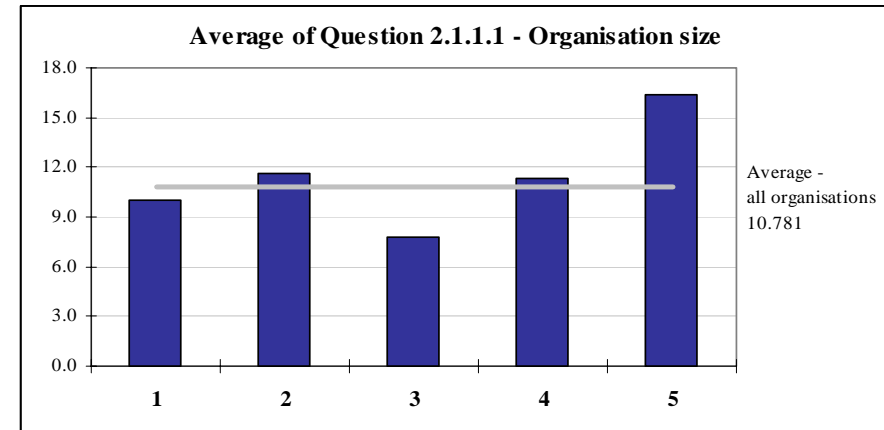
Question 1.32:

We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.



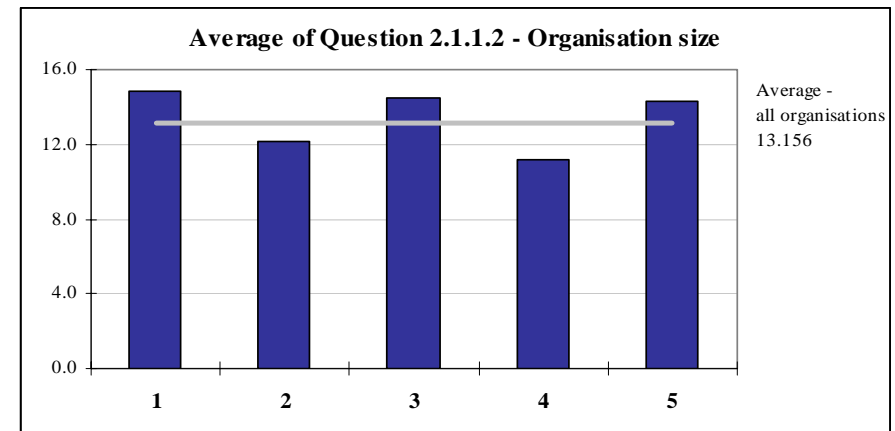
Question 2.1.1.1:

A better web page where members can request Internet resources (allocation assignments, AS Numbers and domains).



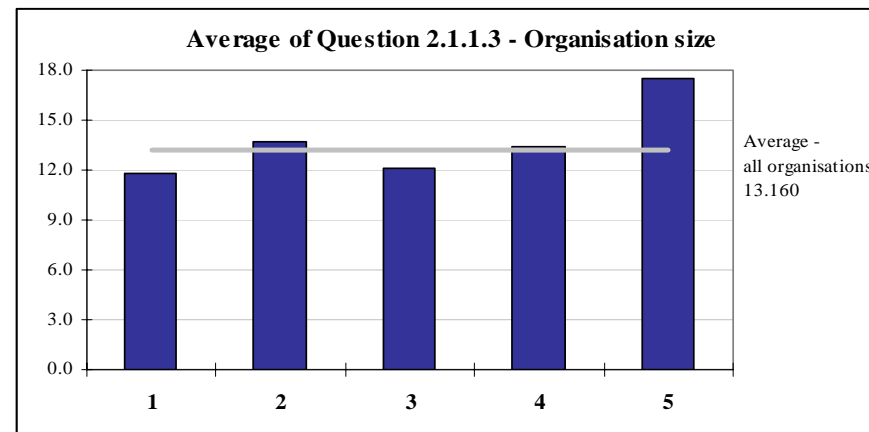
Question 2.1.1.2:

A web page where members can manage the resources they have registered in the whois database.



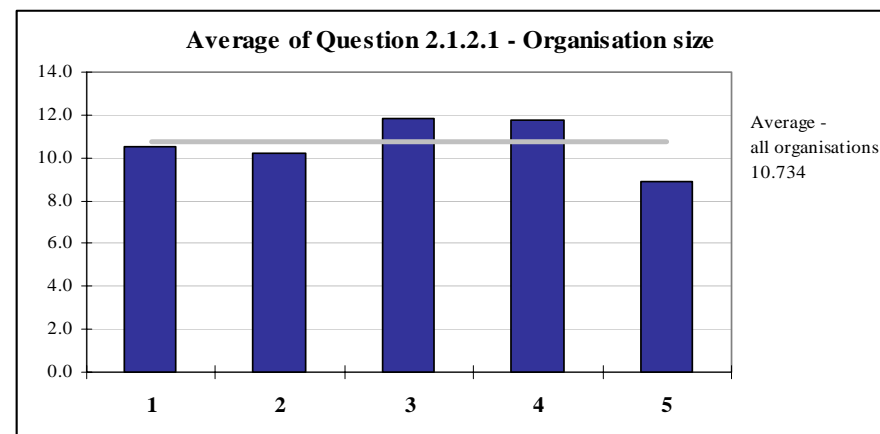
Question 2.1.1.3:

A web page where members can get a visual overview of their Internet resources.



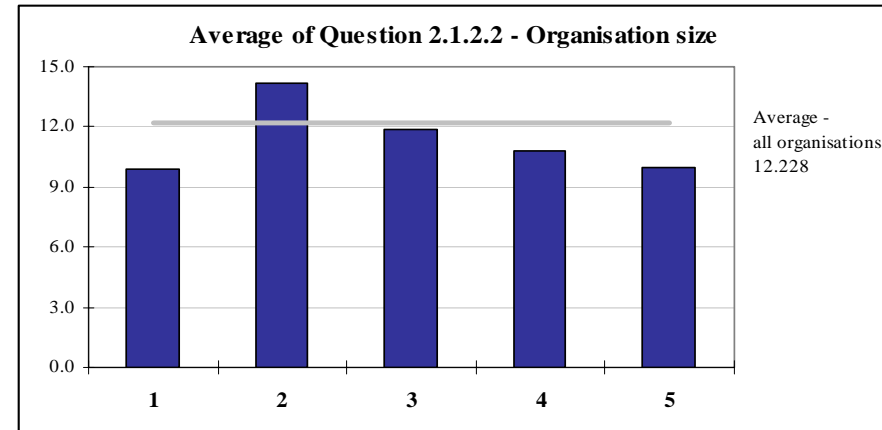
Question 2.1.2.1:

Develop online and computer based training courses from the current training portfolio offered by the RIPE NCC.



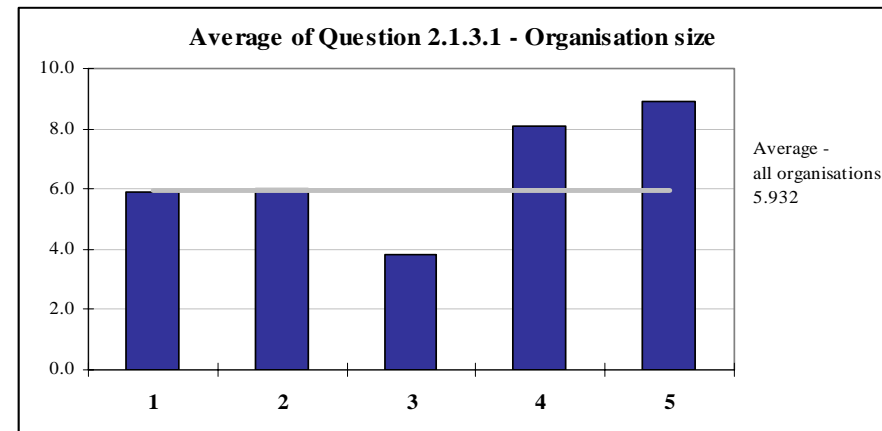
Question 2.1.2.2:

Develop technical courses around services provided by the RIPE NCC (IPv6, DNS, etc.)



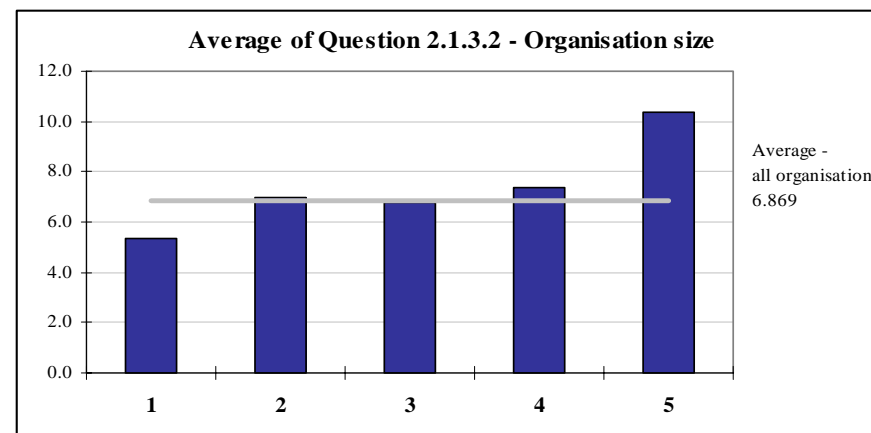
Question 2.1.3.1:

Improved user interfaces.



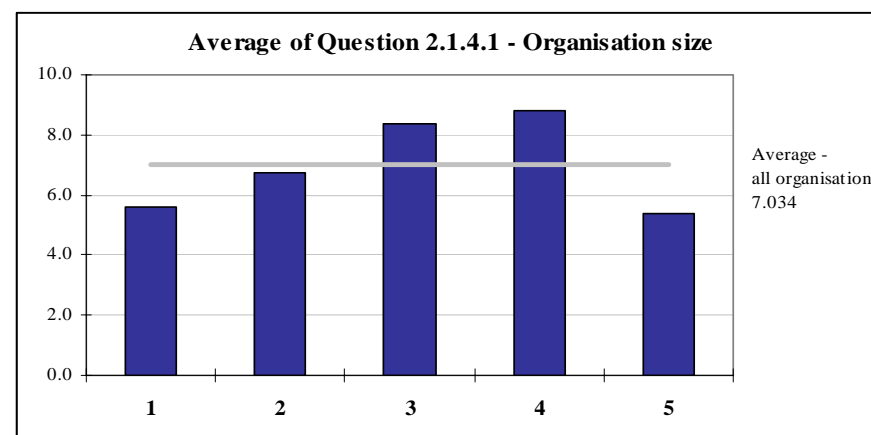
Question 2.1.3.2:

Improve quality of the DNS delegations (preventing lameness delegations).



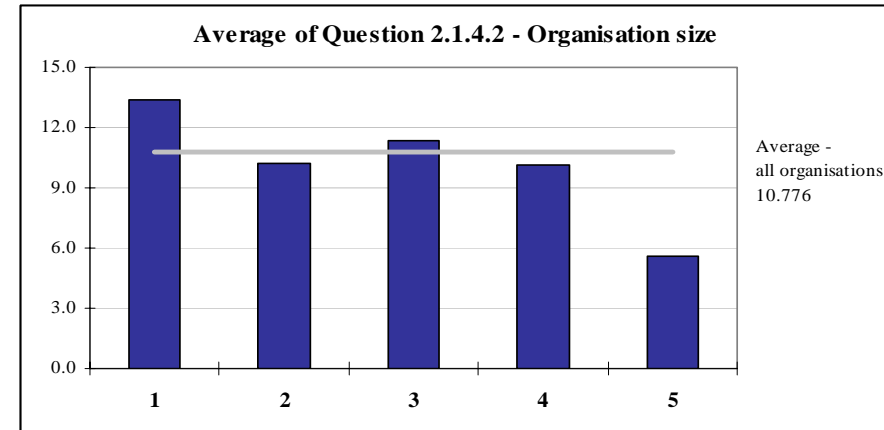
Question 2.1.4.1:

End-to-end performance (for example: measurement of delays, latency, bandwidth, etc. between sites).



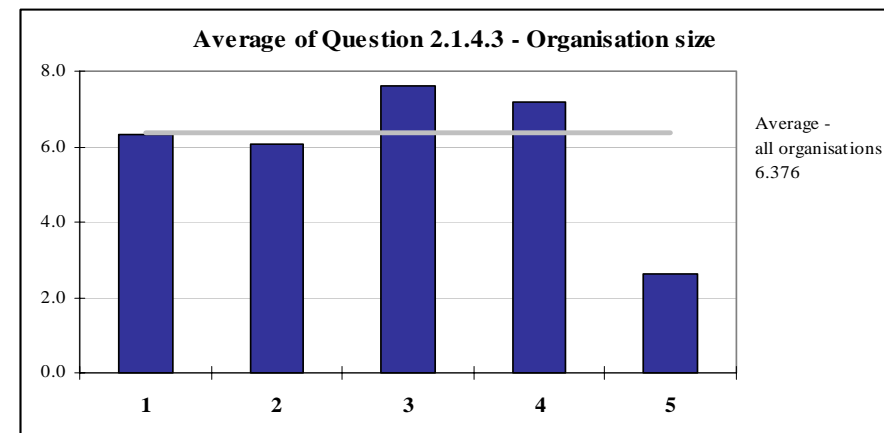
Question 2.1.4.2:

Routing data (for example: collection of BGP data or services based on BGP data).



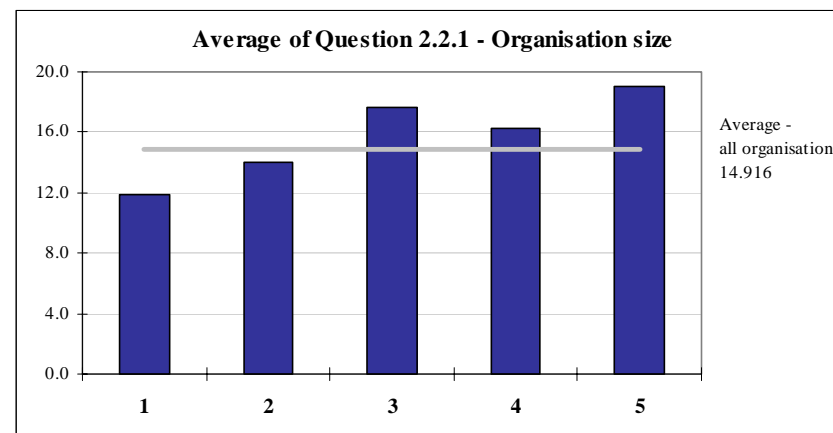
Question 2.1.4.3:

Performance measurements of key services on the Internet (For example: DNSMON to monitor root server behaviour).



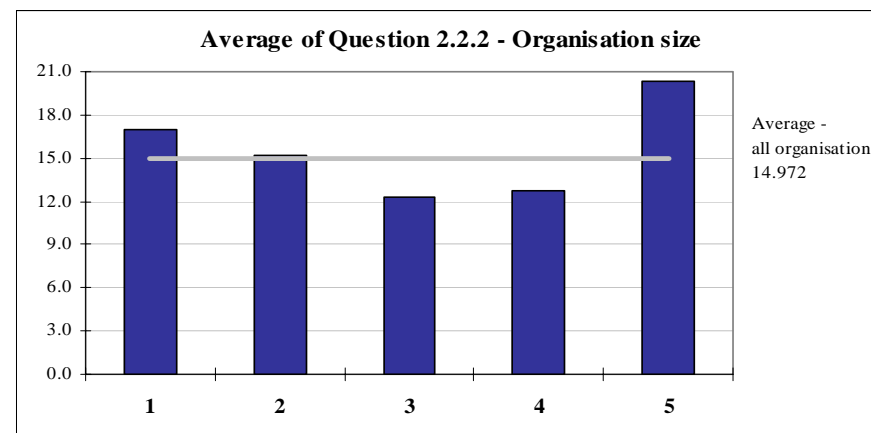
Question 2.2.1:

CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.



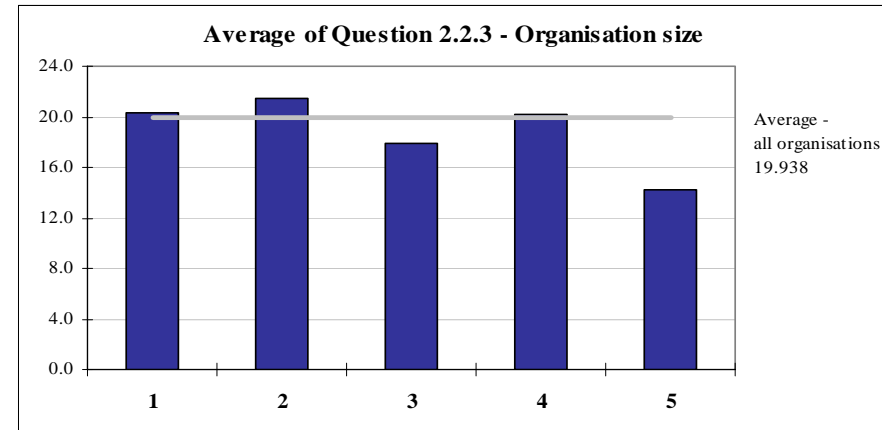
Question 2.2.2:

DNSSEC – deployment for reverse DNS, promotion and training.



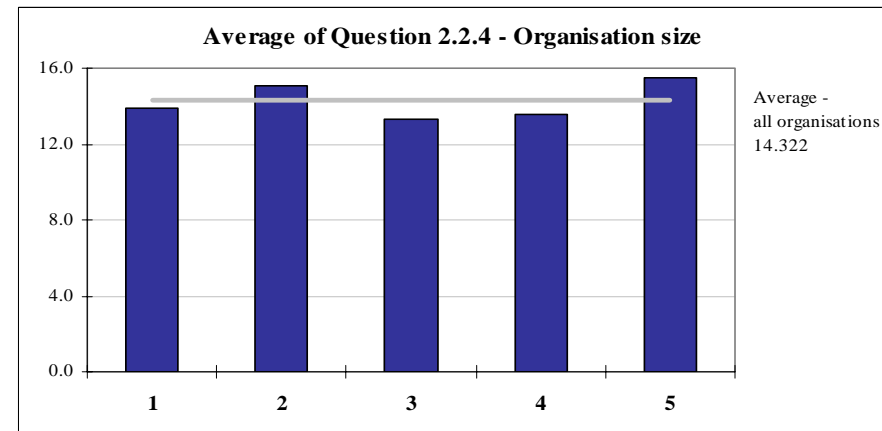
Question 2.2.3:

Routing Security – awareness, training, coordination of deployment and development of tools.



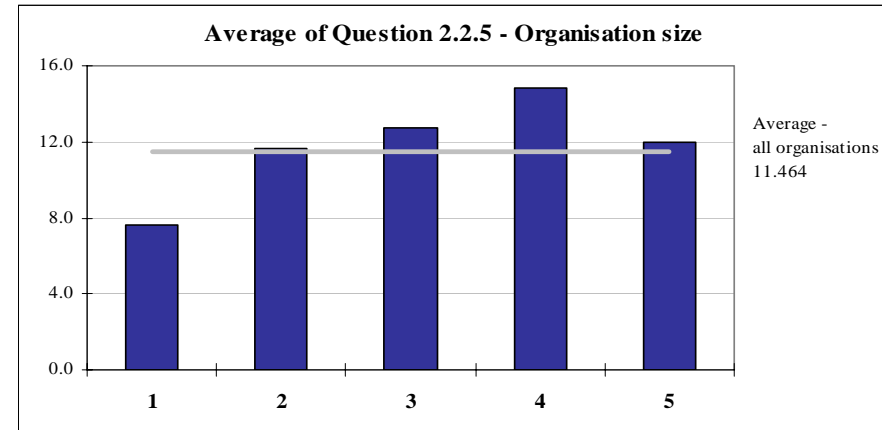
Question 2.2.4:

Data quality assurance for Internet related registration data.



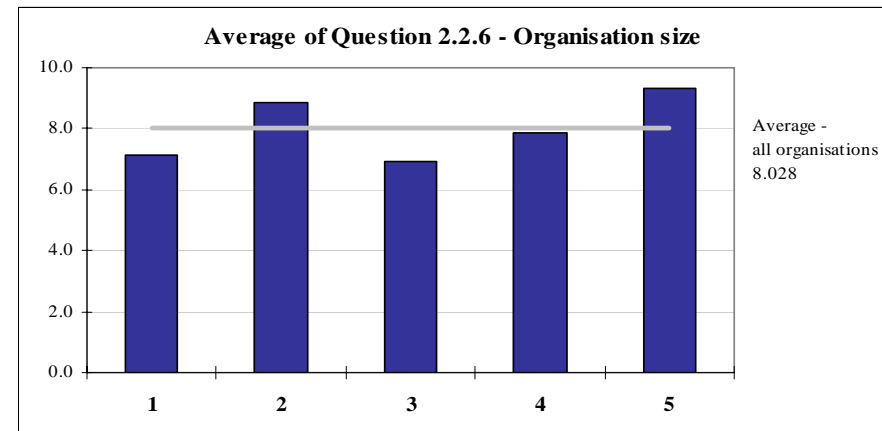
Question 2.2.5:

Statistics collection and presentation (e.g. Hostcount++, TTM).



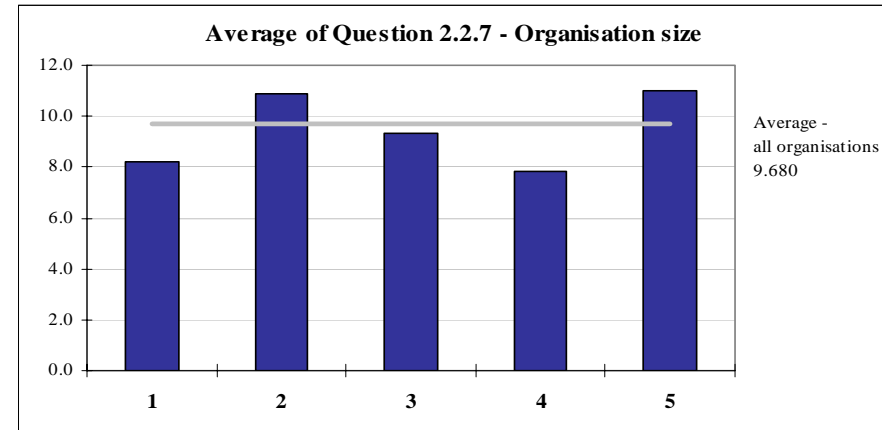
Question 2.2.6:

Deploying more K-root instances.



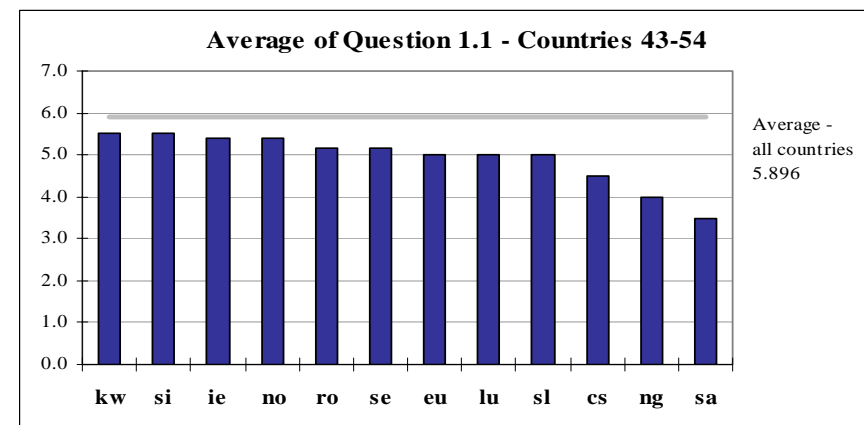
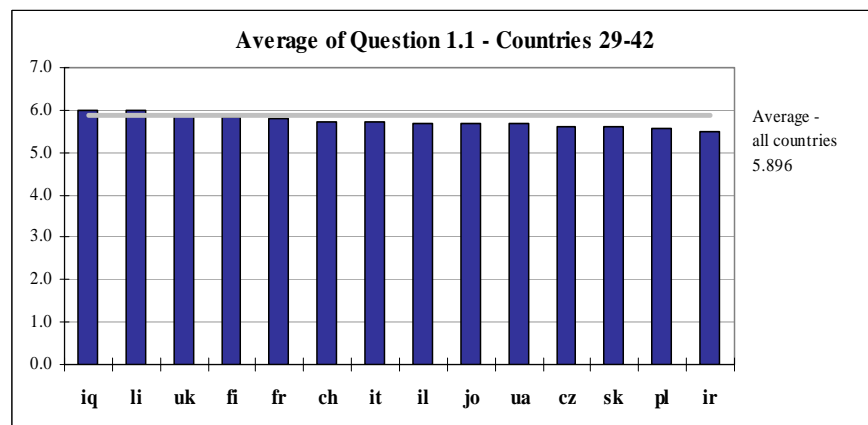
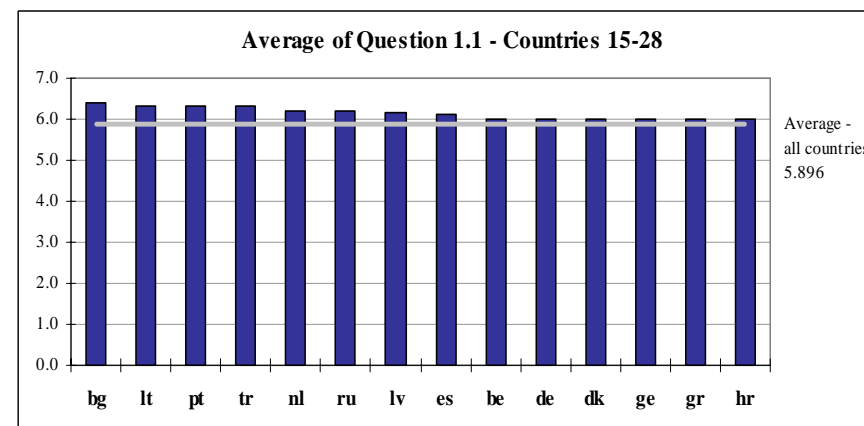
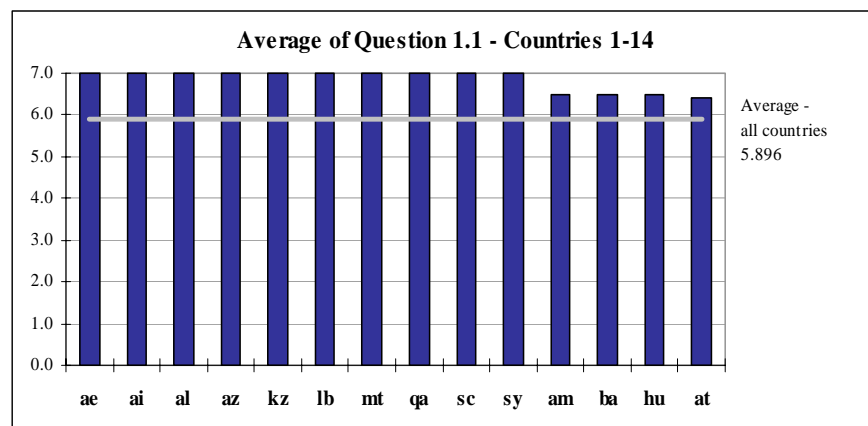
Question 2.2.7:

New Services (not listed in the survey) that would benefit RIPE NCC members.

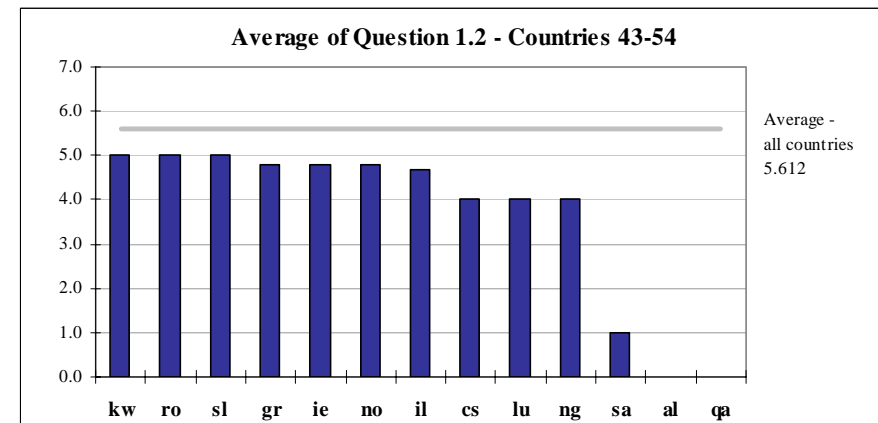
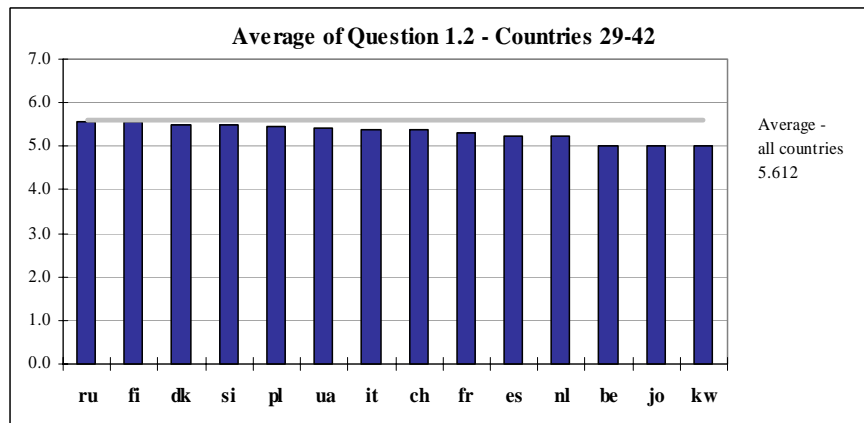
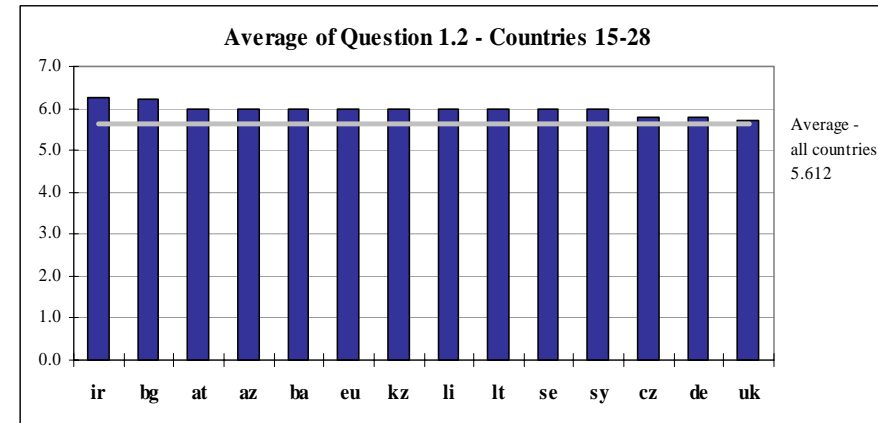
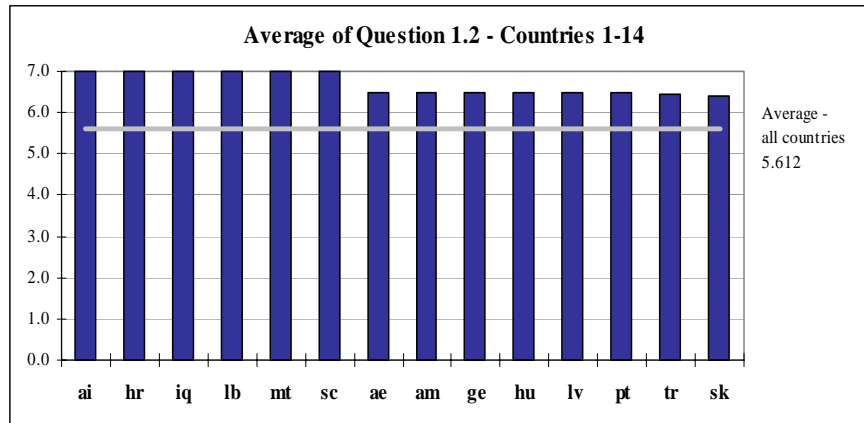


APPENDIX 5 – ANALYSIS OF RESPONSE DATA BASED ON COUNTRY OF ORIGIN

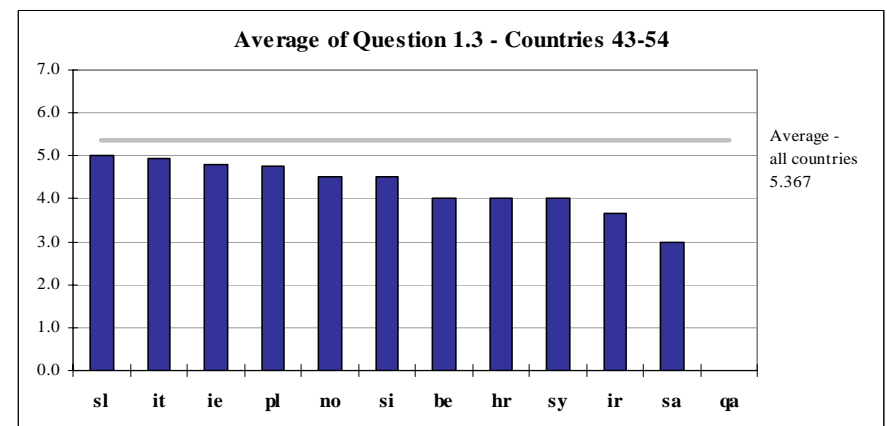
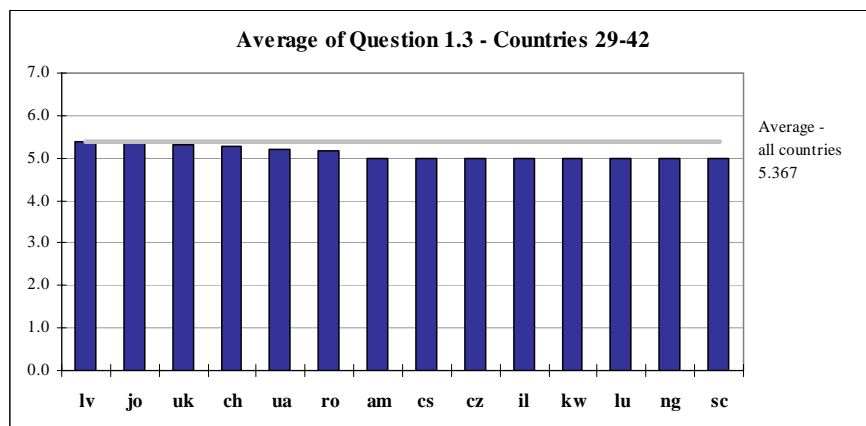
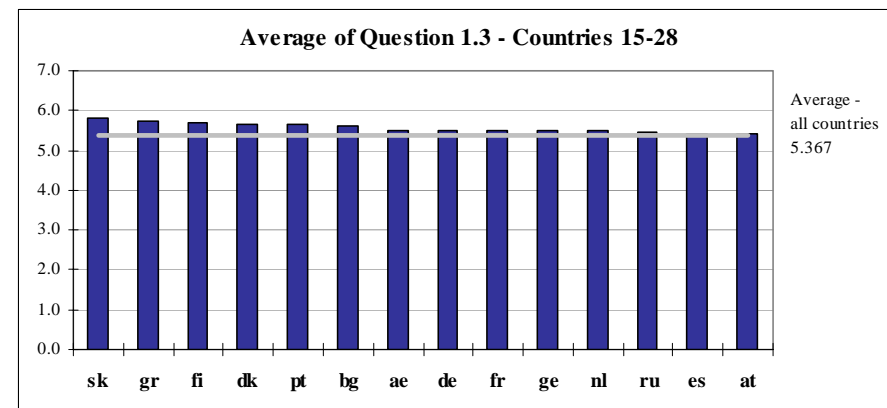
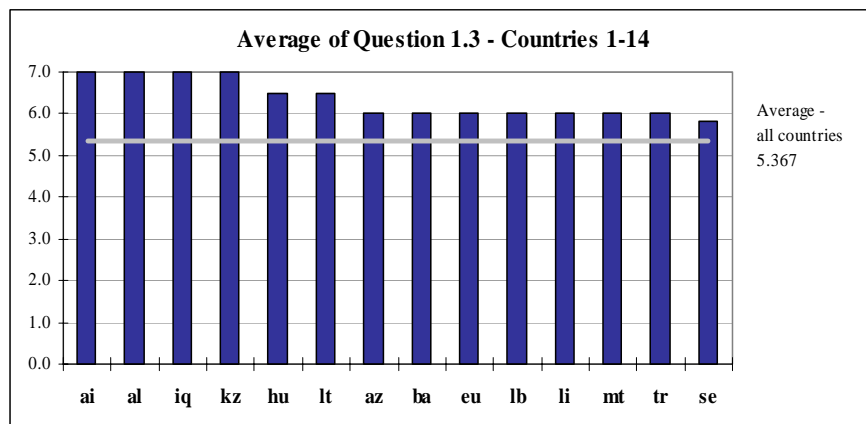
Question 1.1: We are happy with the customer service offered by the RIPE NCC.



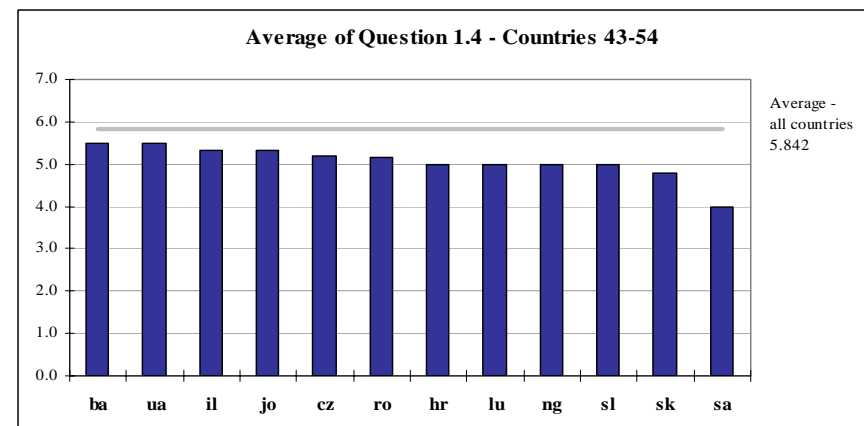
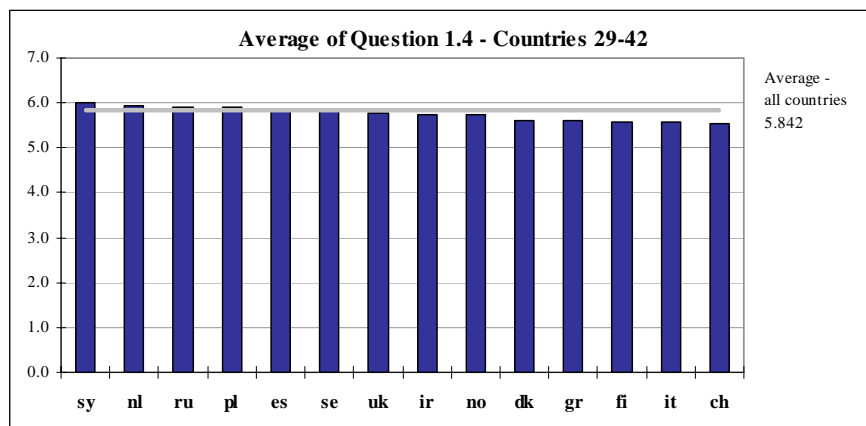
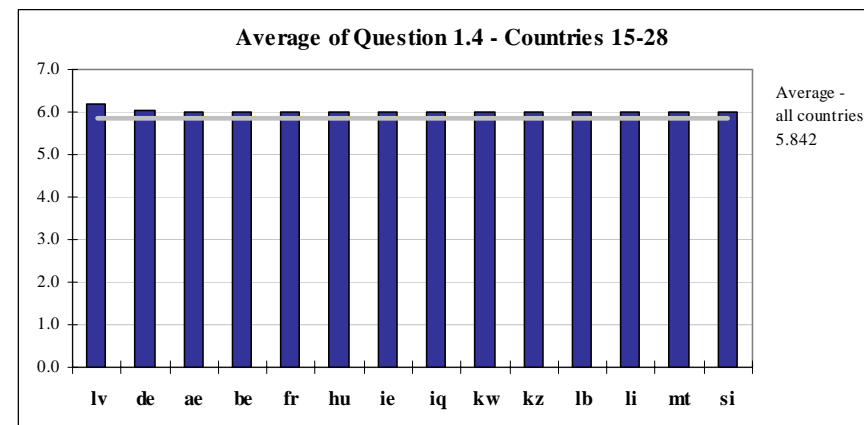
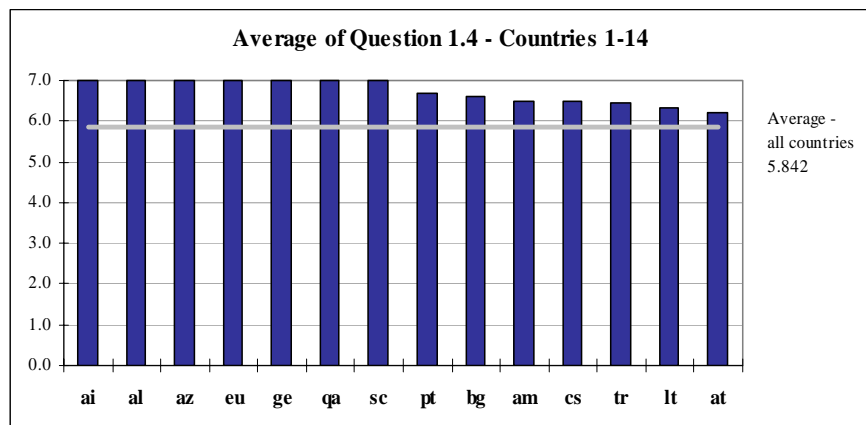
Question 1.2: The RIPE NCC is easy to contact if we have a problem with their services.



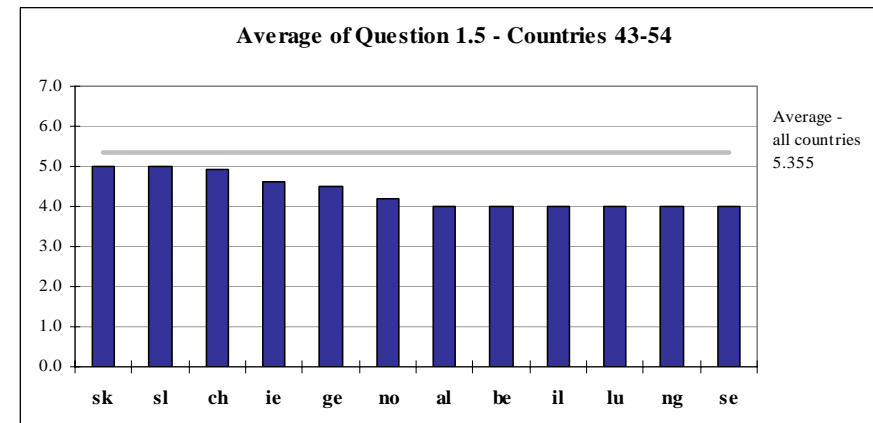
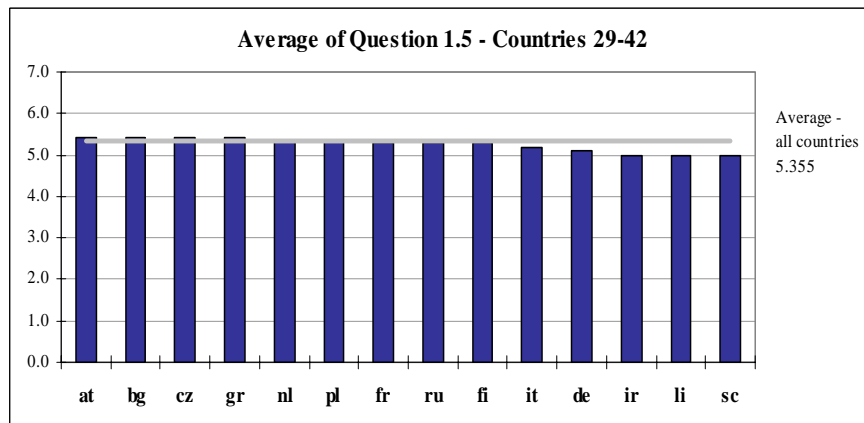
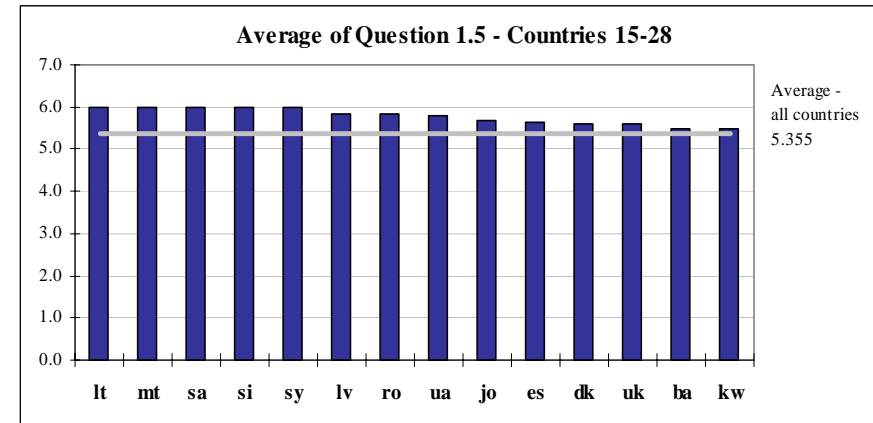
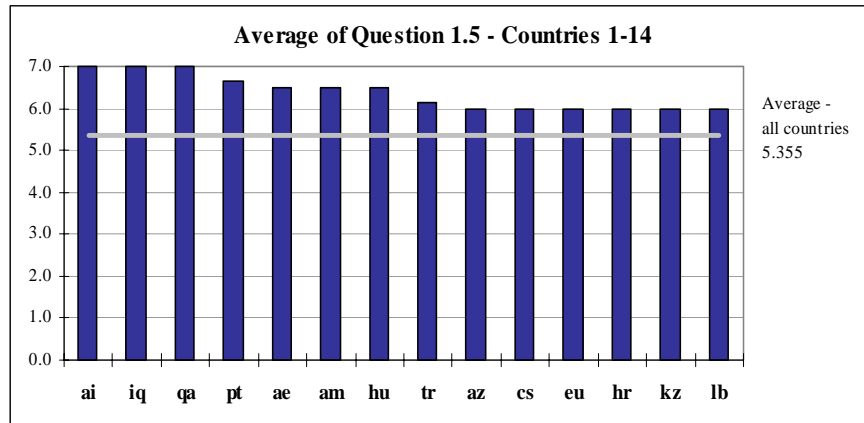
Question 1.3: We think that the RIPE NCC services are good value for money.



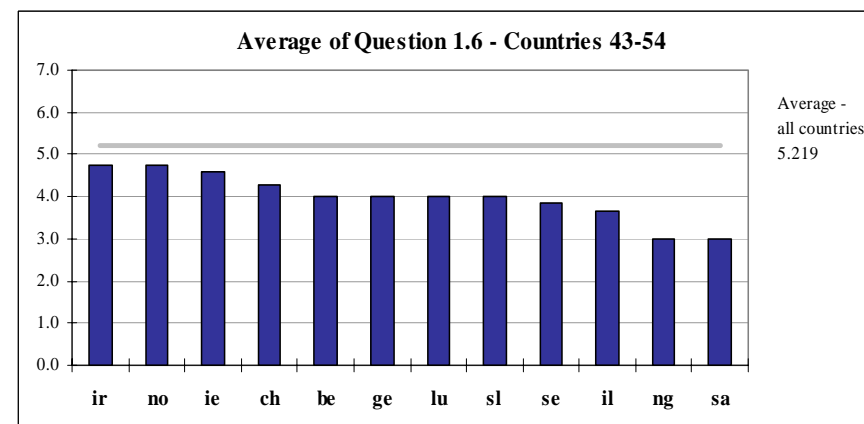
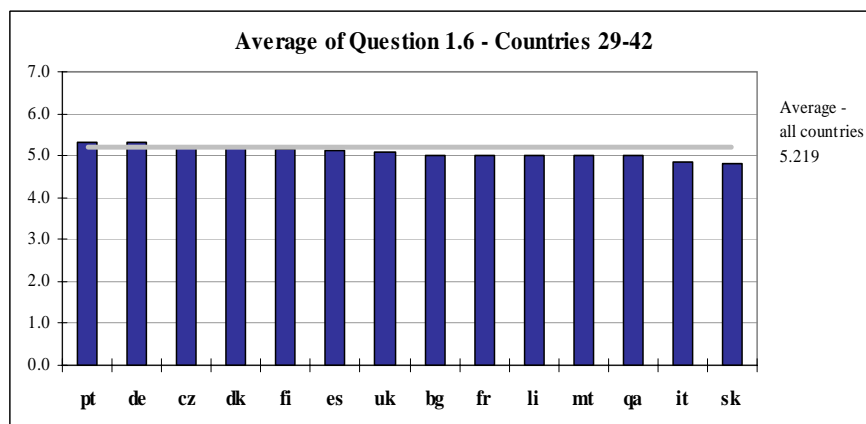
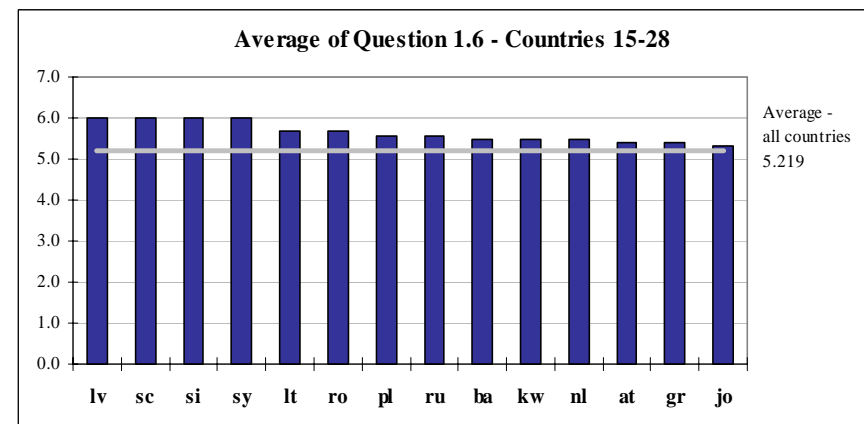
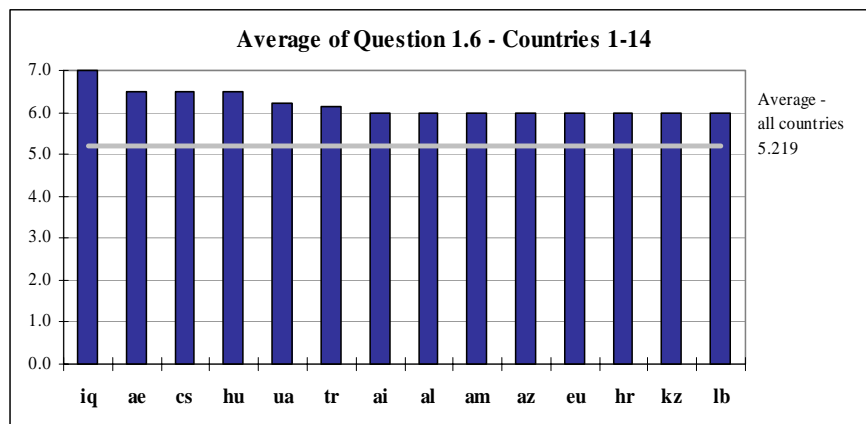
Question 1.4: The RIPE NCC deals with our requests for resources quickly.



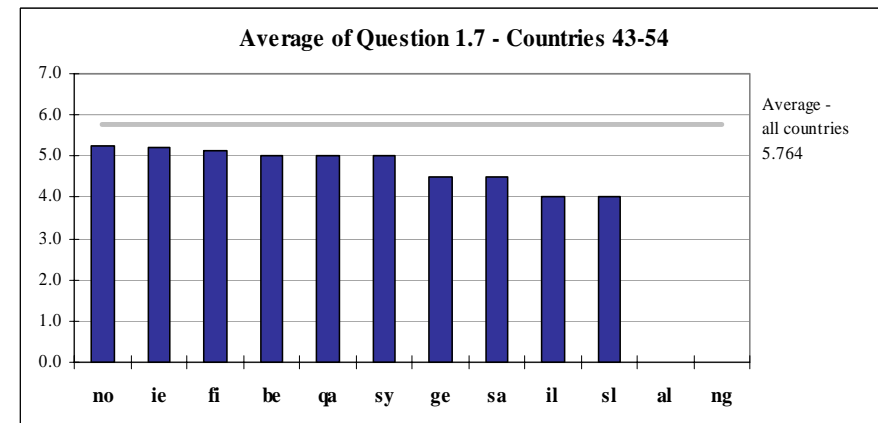
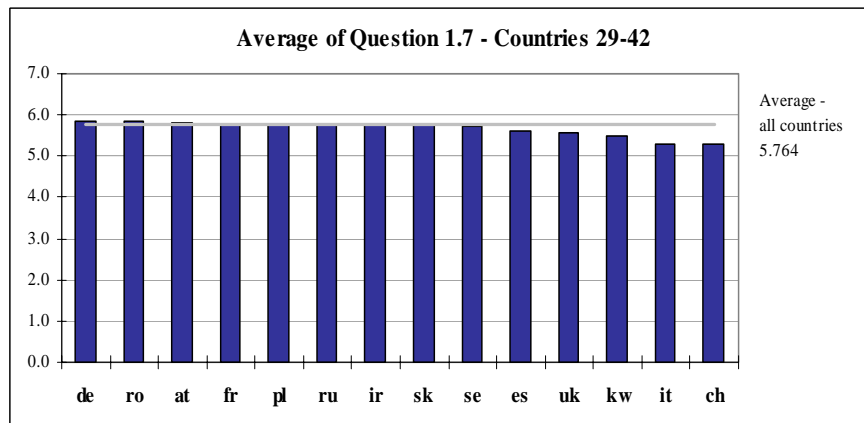
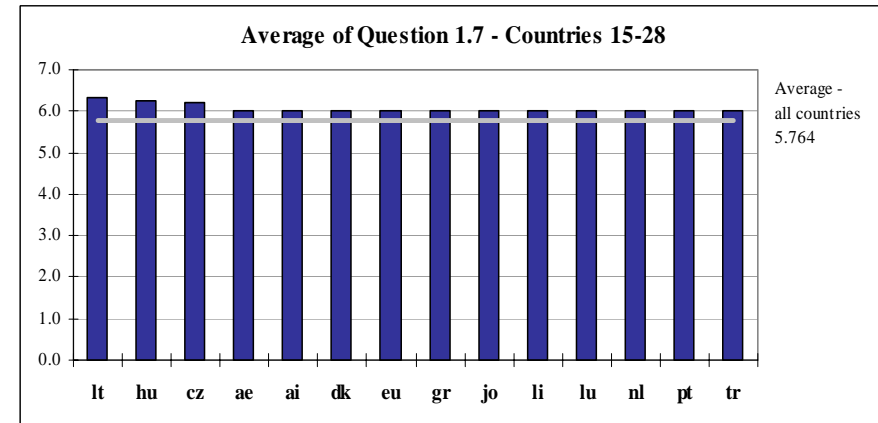
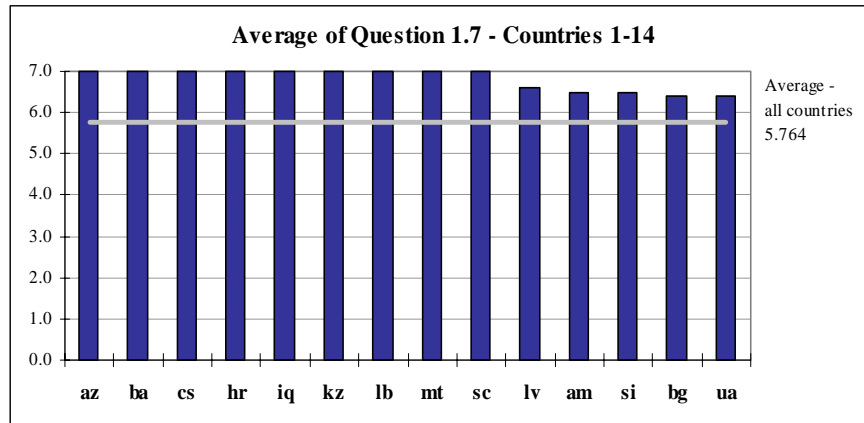
Question 1.5: It is easy to find information about how to request resources from the RIPE NCC.



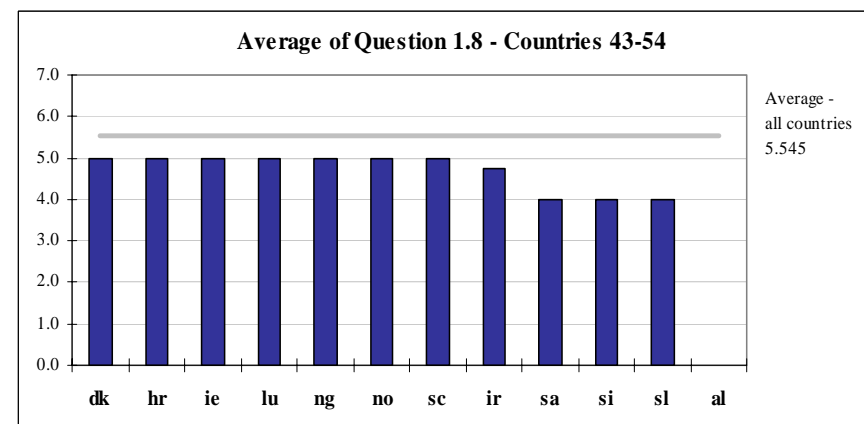
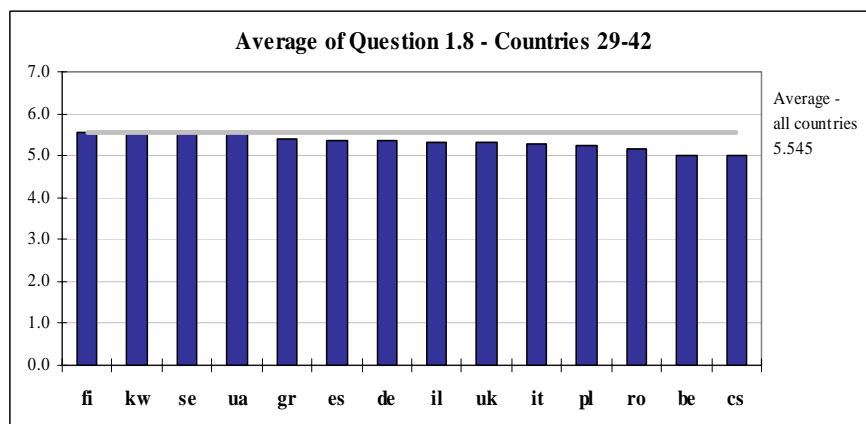
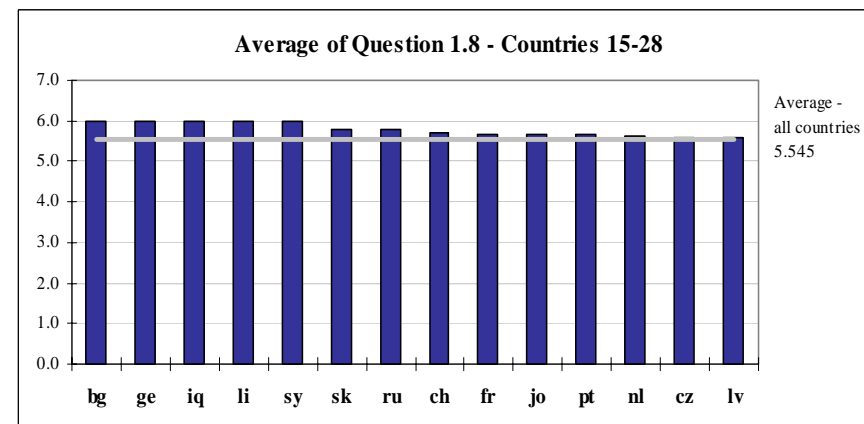
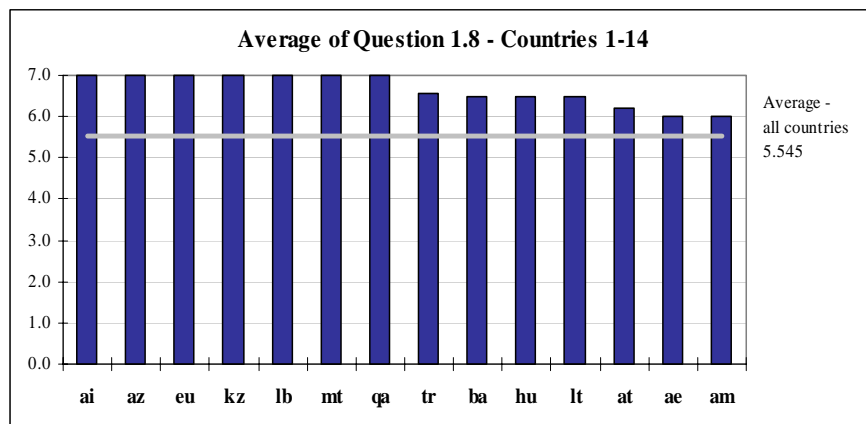
Question 1.6: The request forms are easy to complete.



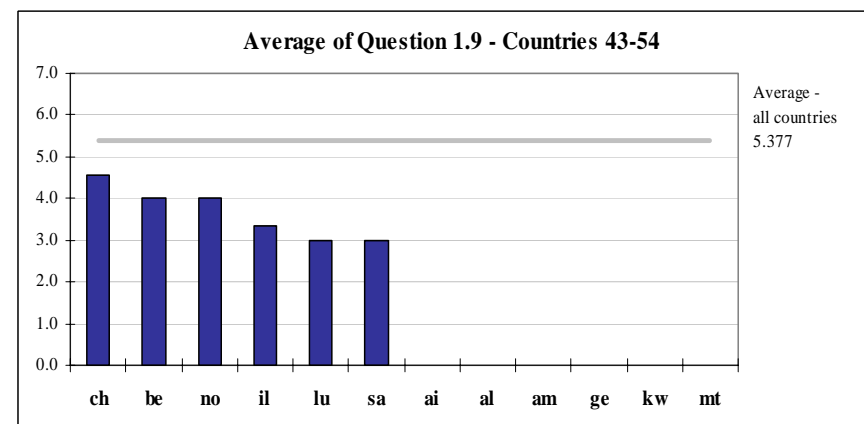
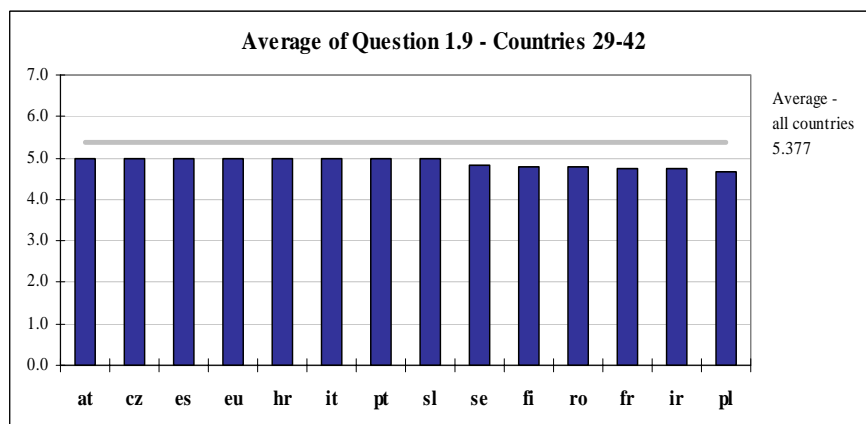
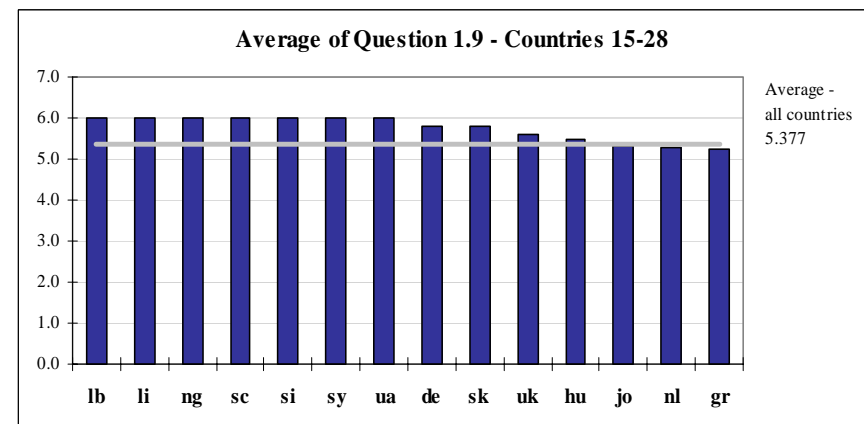
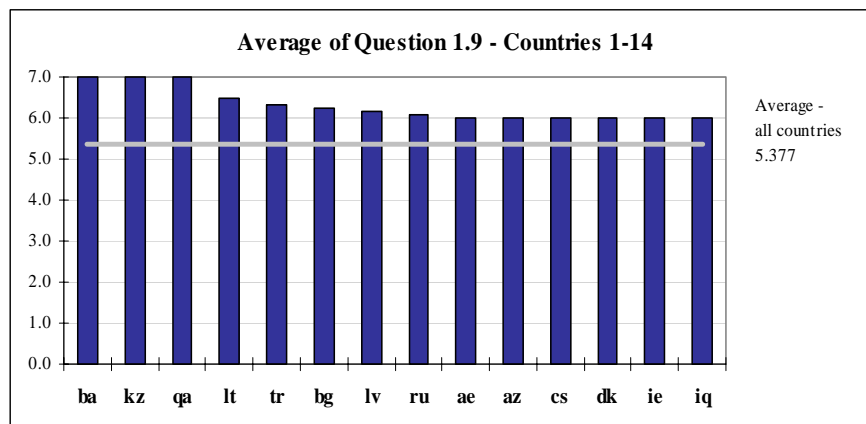
Question 1.7: The online tools are easy to use.



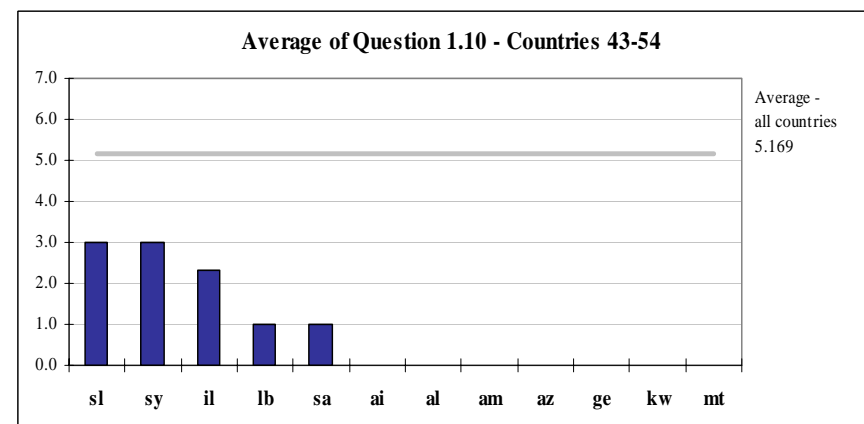
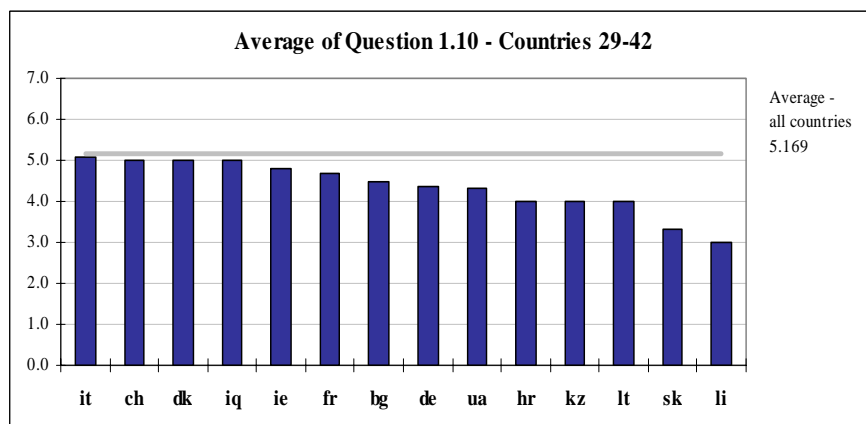
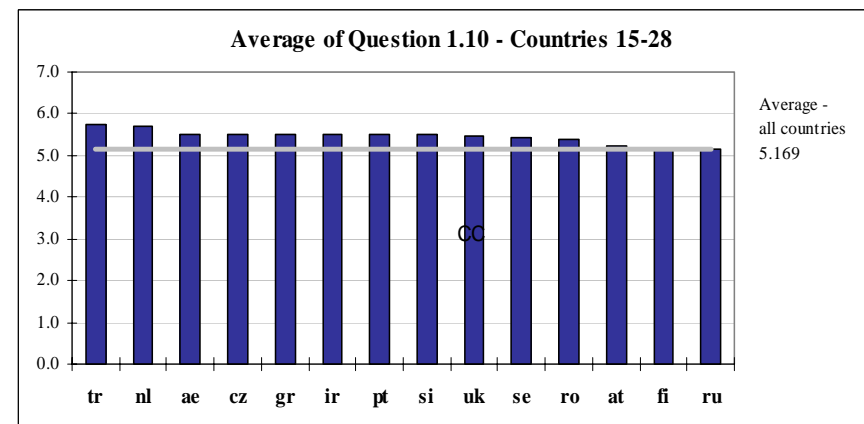
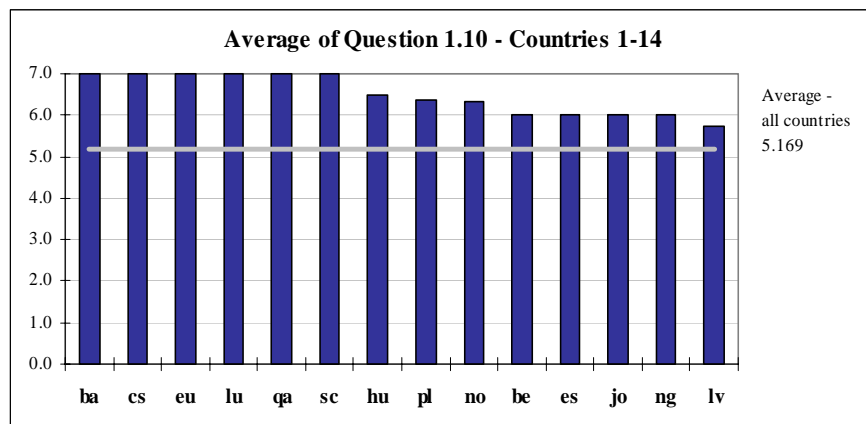
Question 1.8: The RIPE NCC gets the right balance between quick service and needing justification for resources.



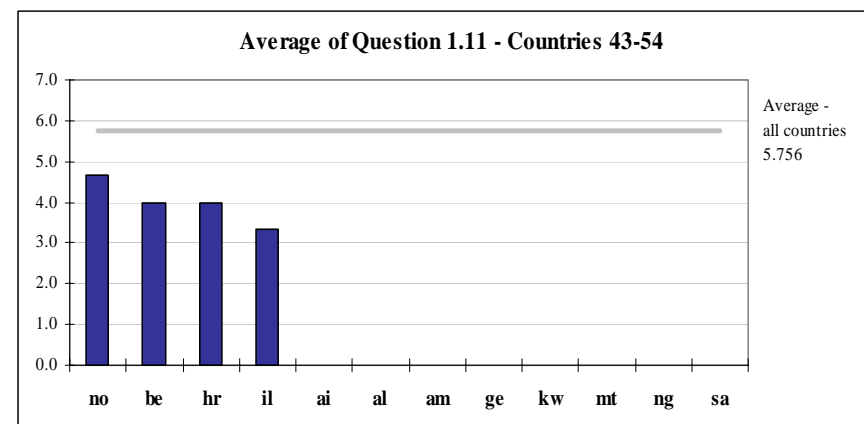
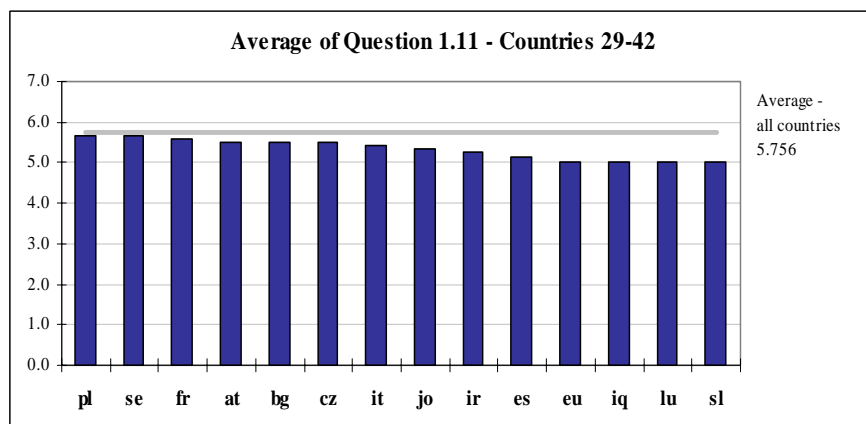
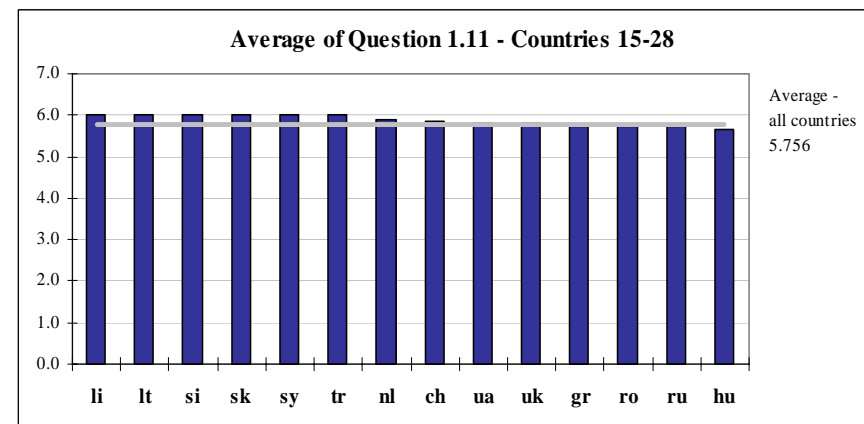
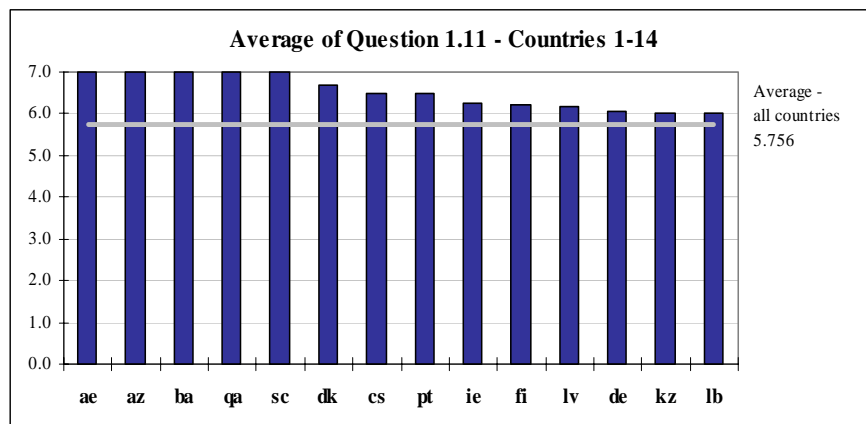
Question 1.9: The RIPE NCC Training Courses meet our needs.



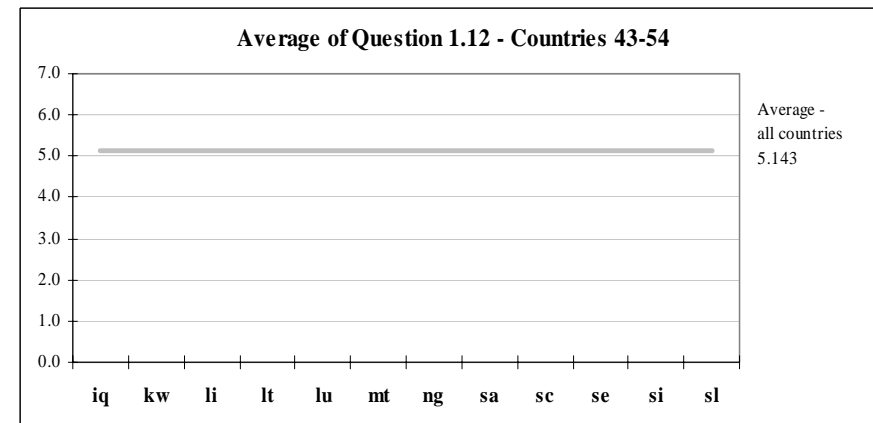
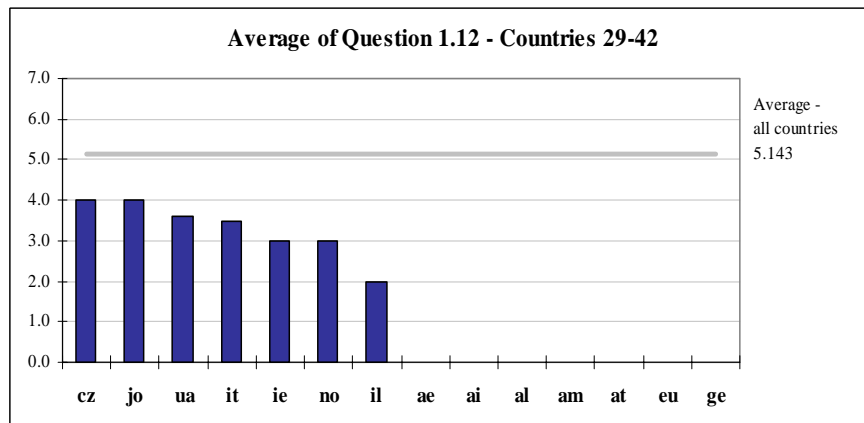
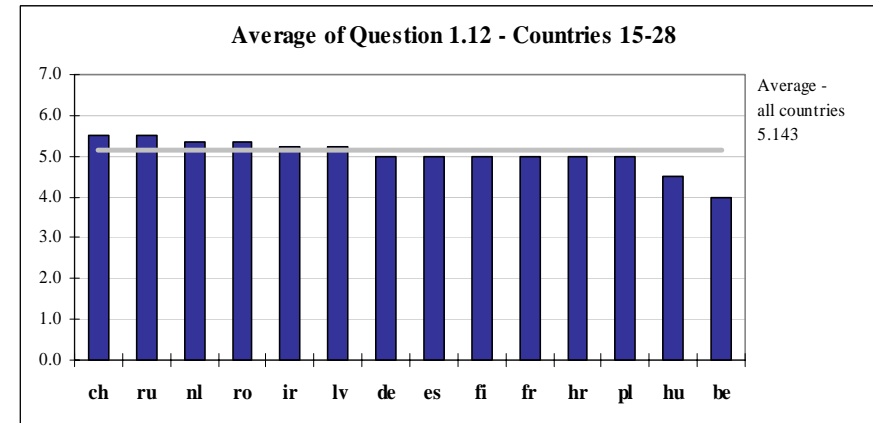
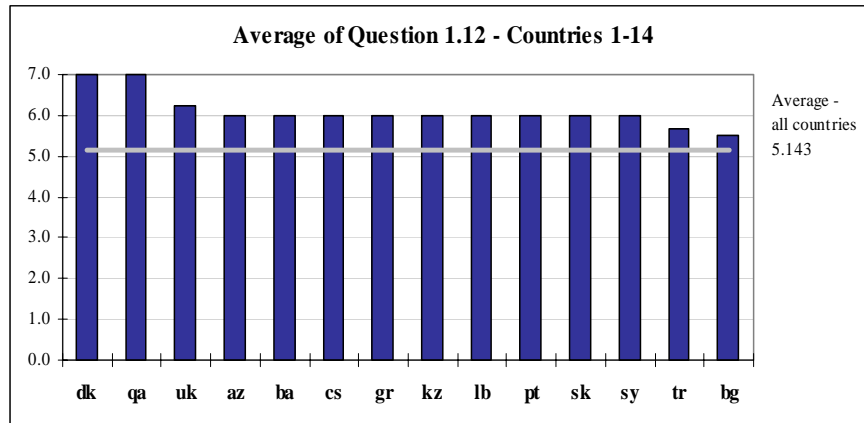
Question 1.10: In addition to the current portfolio, the RIPE NCC should develop new Training Courses.



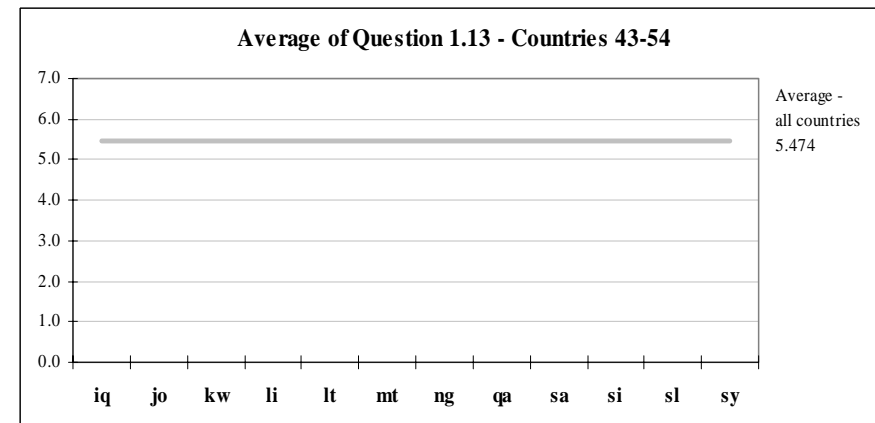
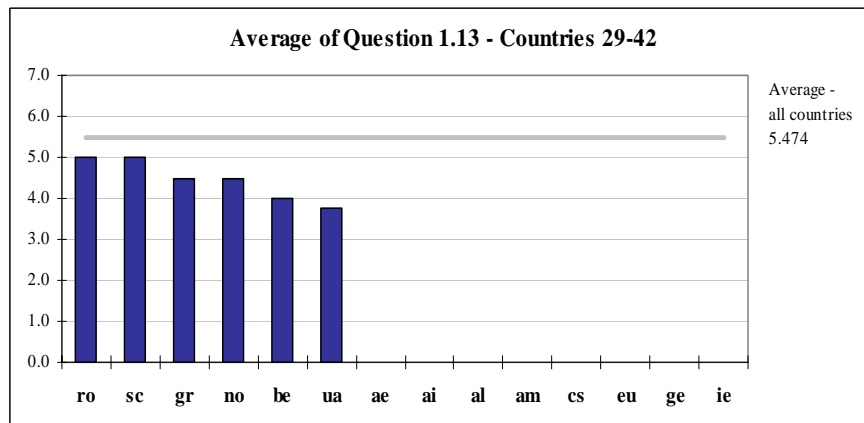
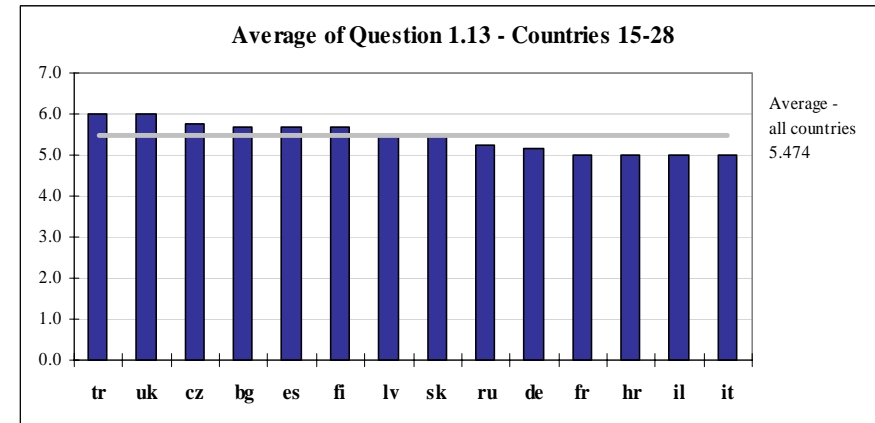
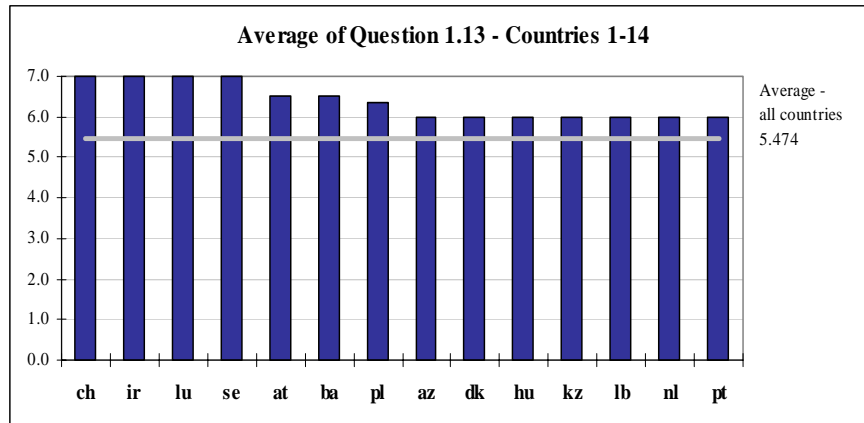
Question 1.11: We are satisfied with the LIR Training Course.



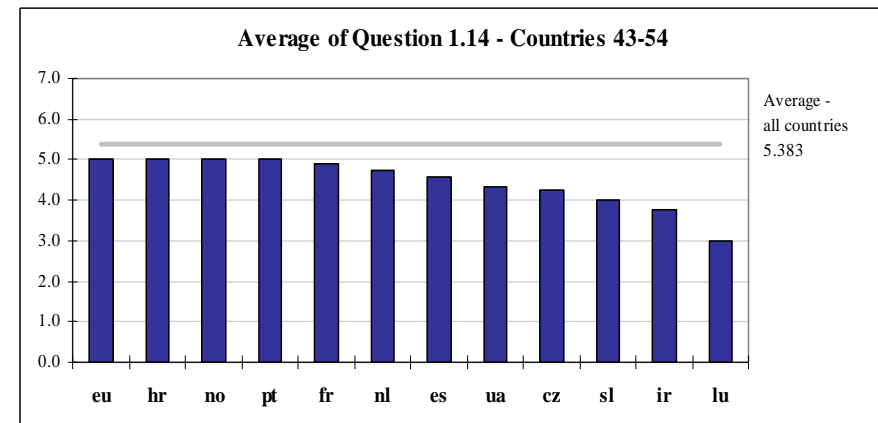
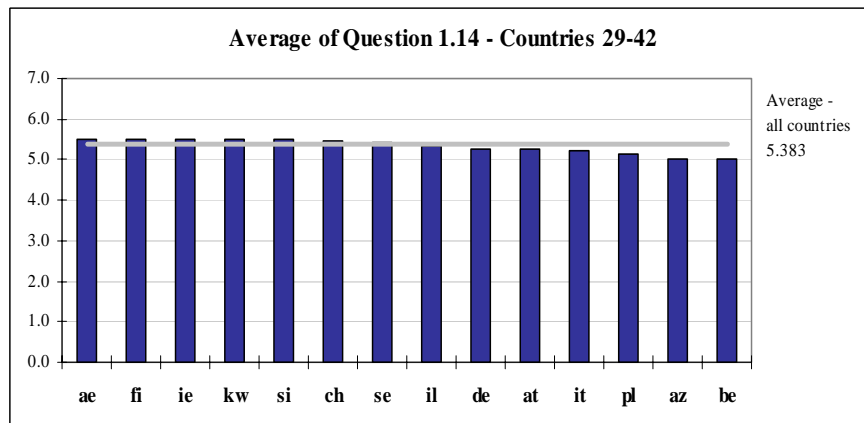
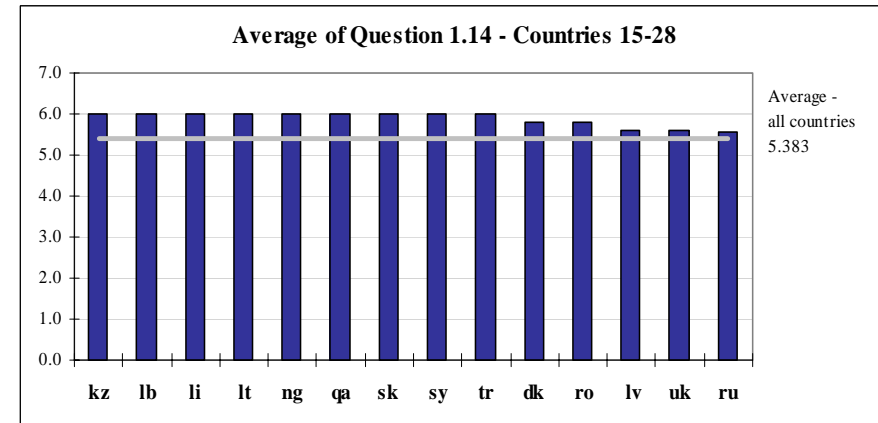
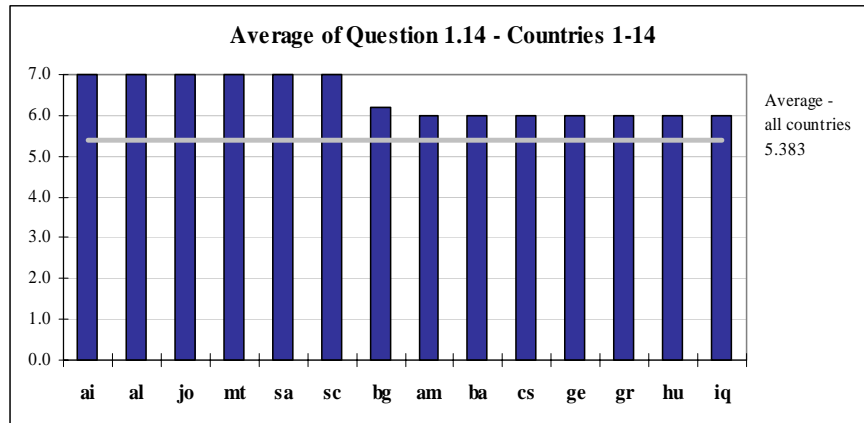
Question 1.12: We are satisfied with the Routing Registry Training Course.



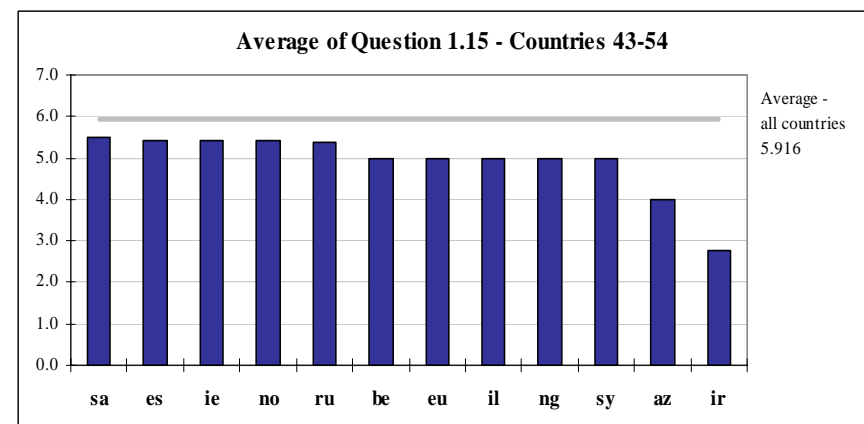
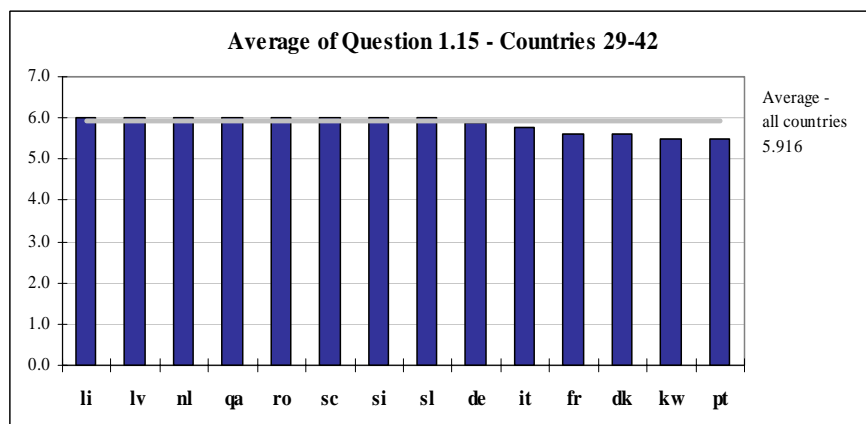
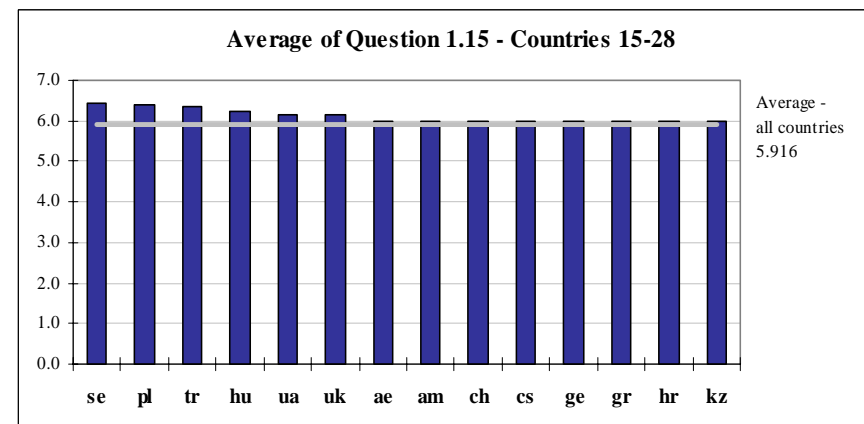
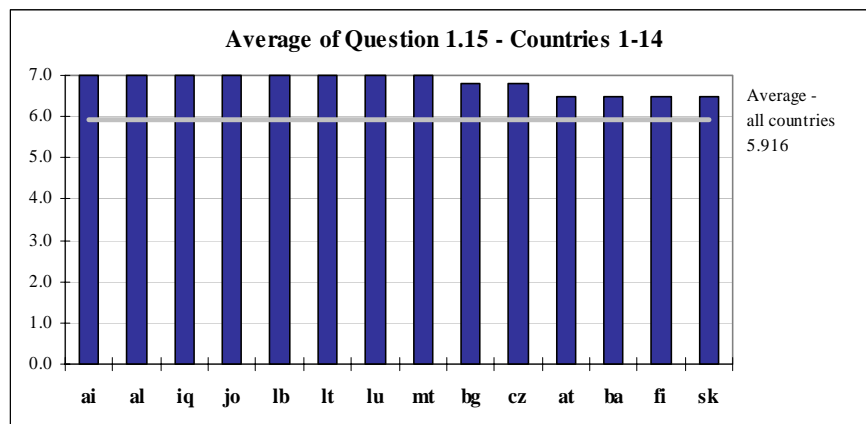
Question 1.13: We are satisfied with the DNSSEC Training Course.



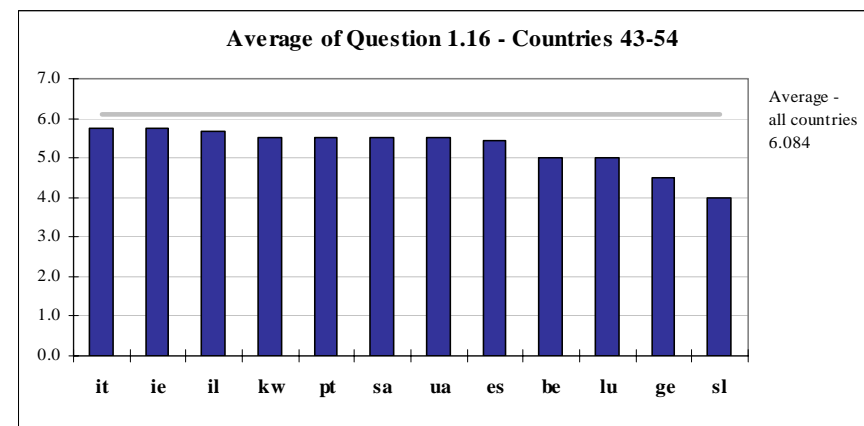
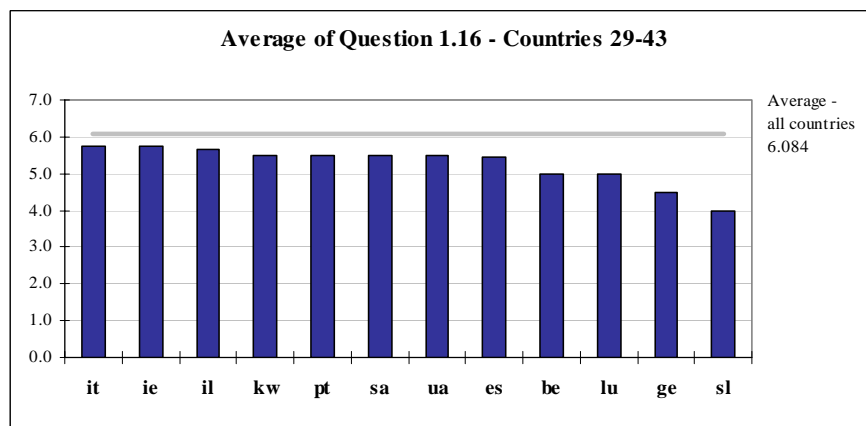
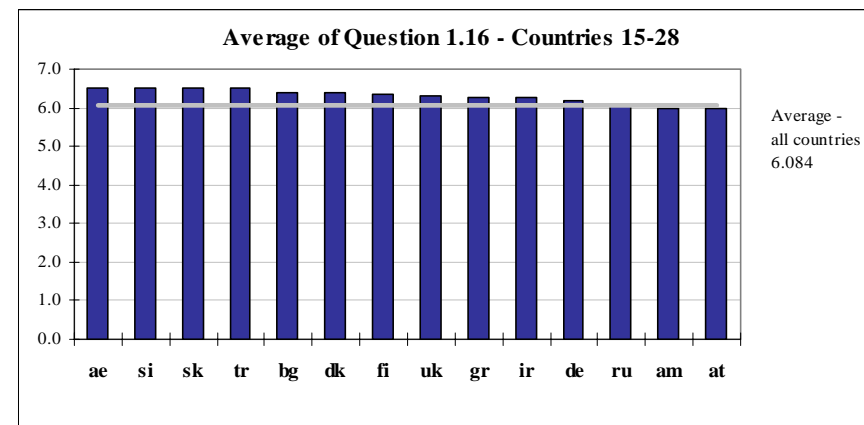
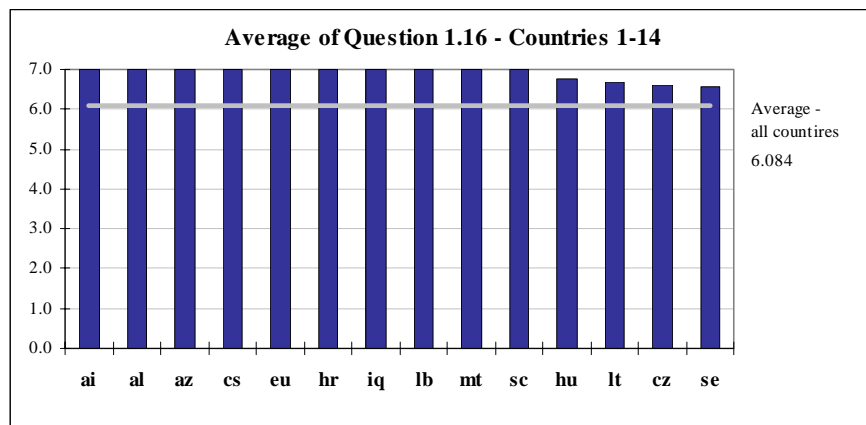
Question 1.14: We are satisfied with the RIPE NCC billing system.



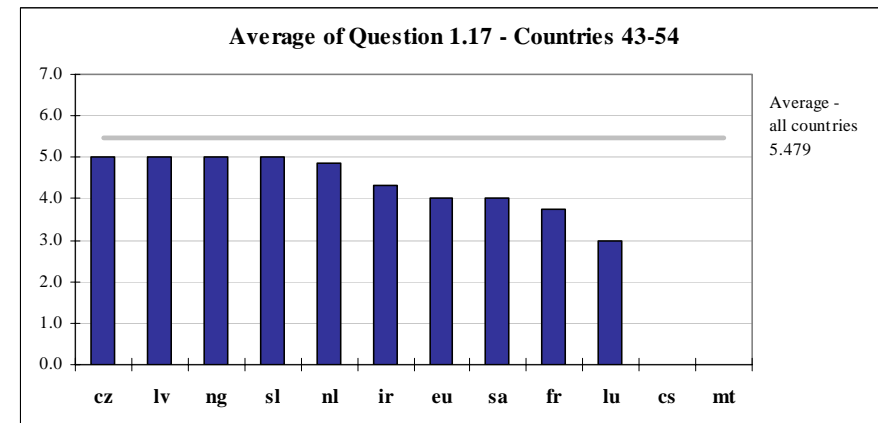
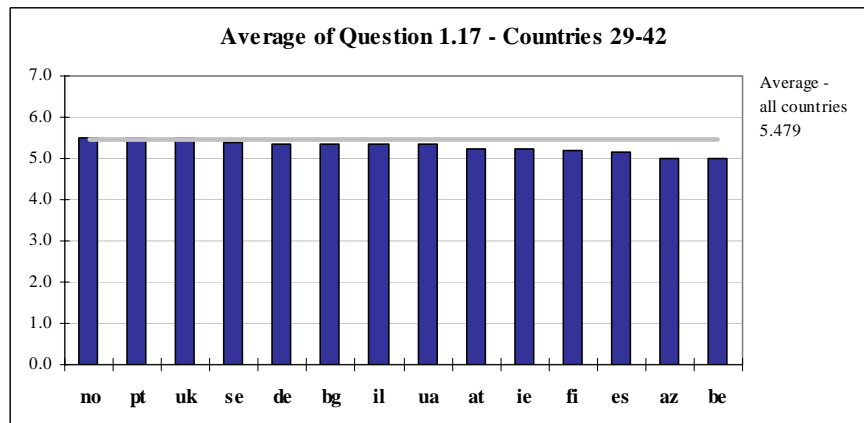
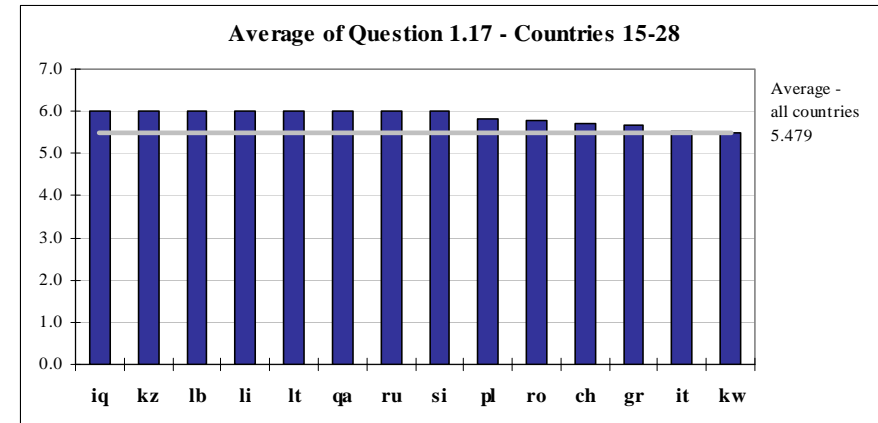
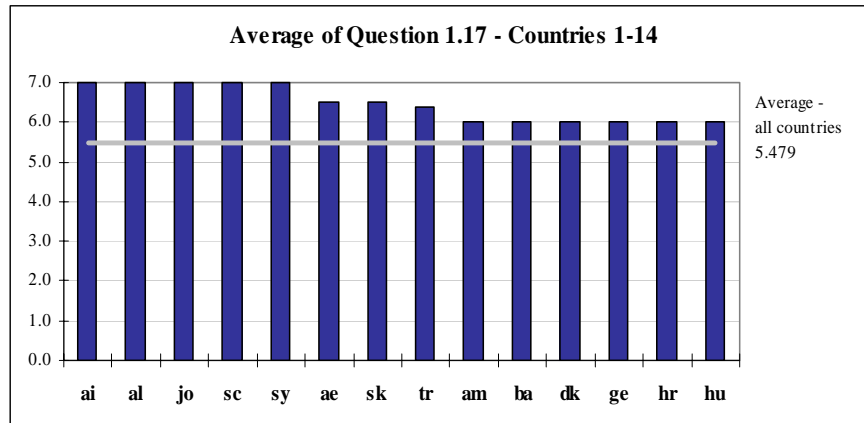
Question 1.15: We receive invoices from the RIPE NCC in time to arrange payment.



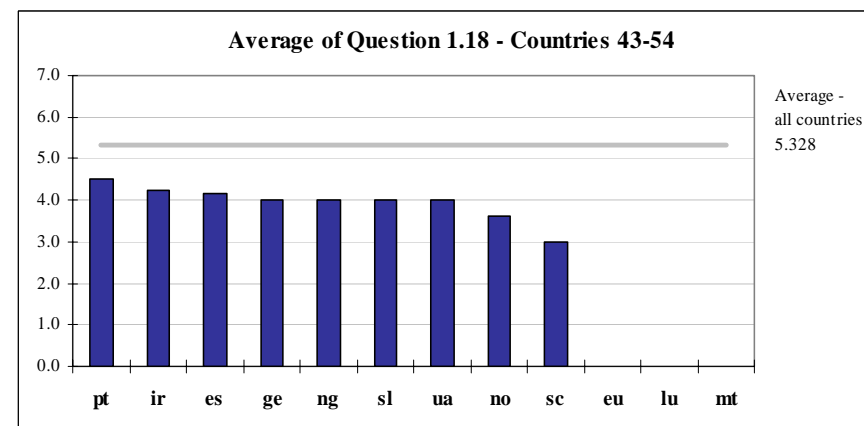
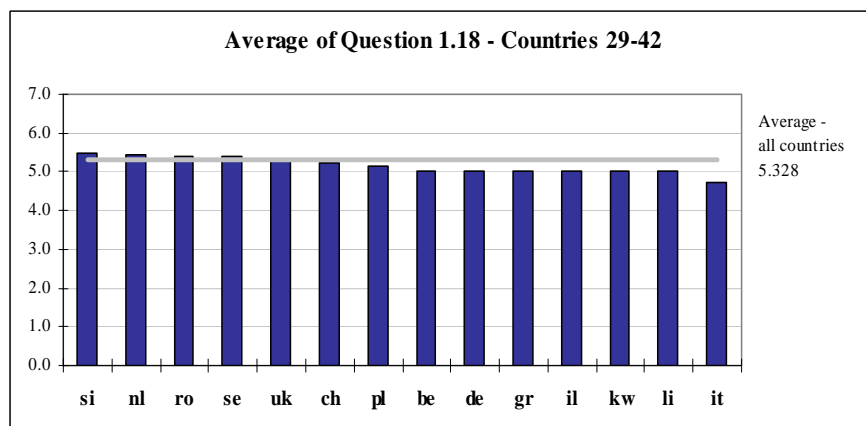
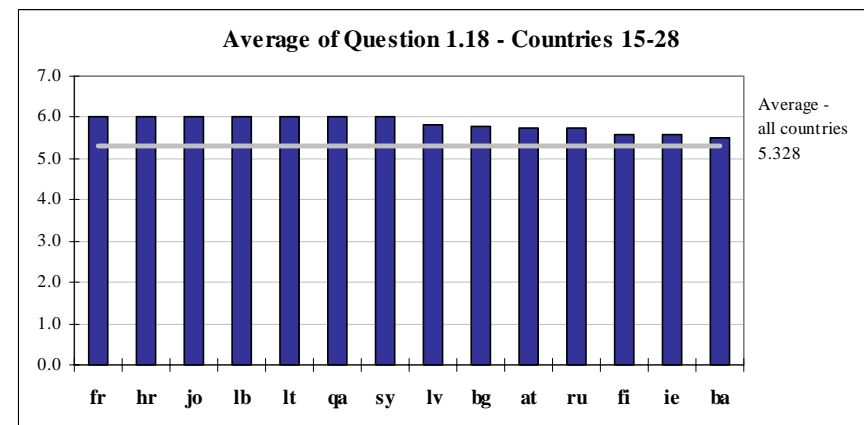
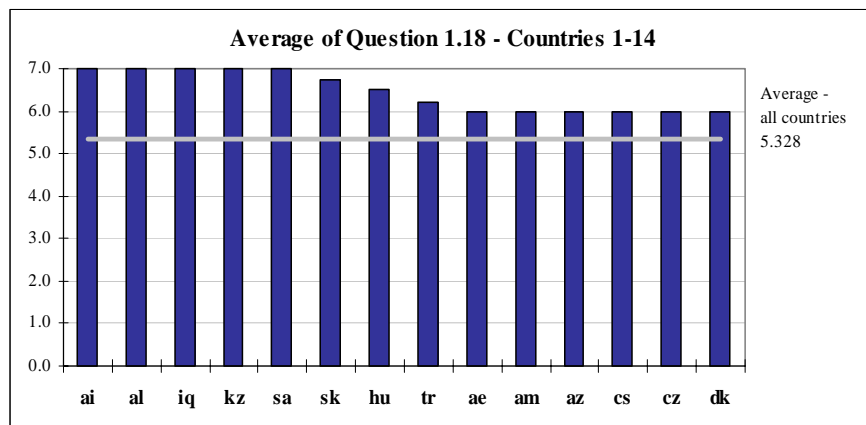
Question 1.16: The RIPE NCC gives is all the information we need to pay.



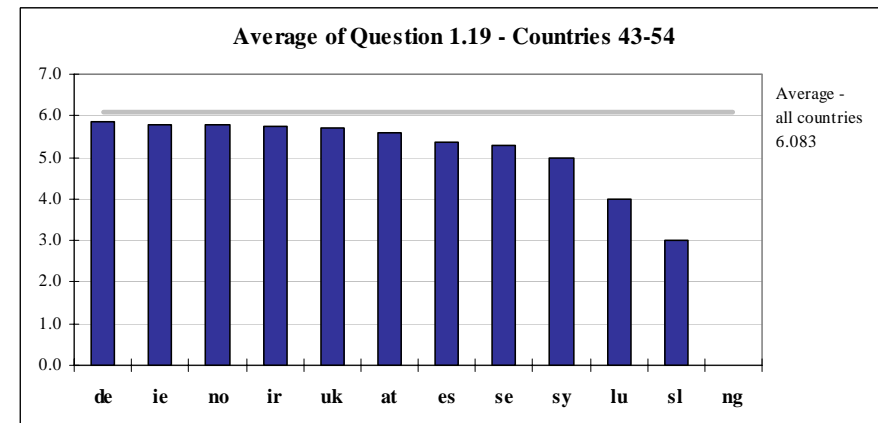
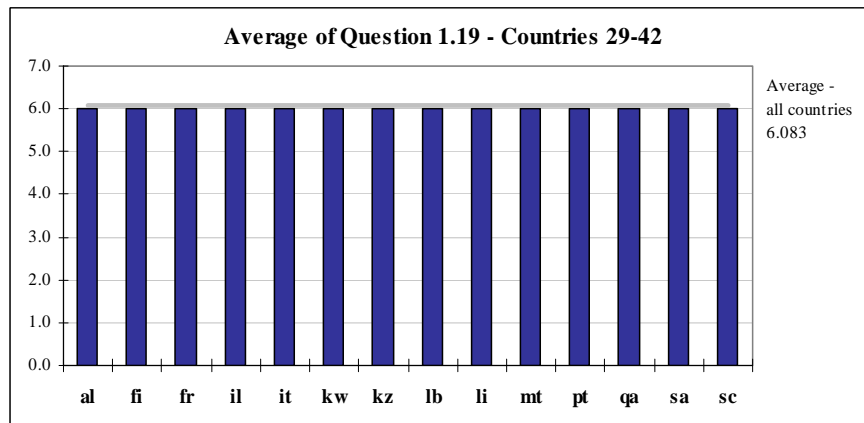
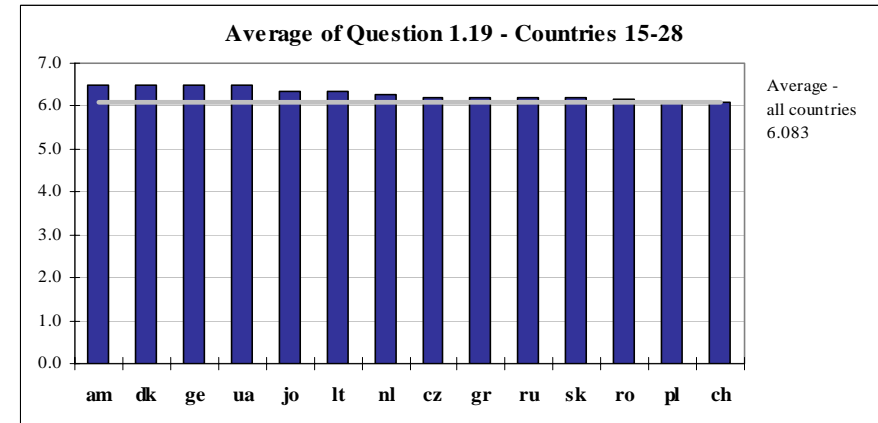
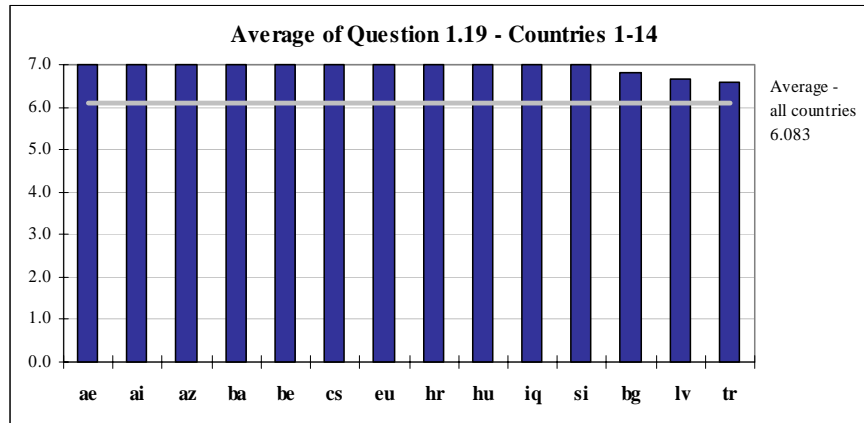
Question 1.17: The RIPE NCC answers billing questions quickly.



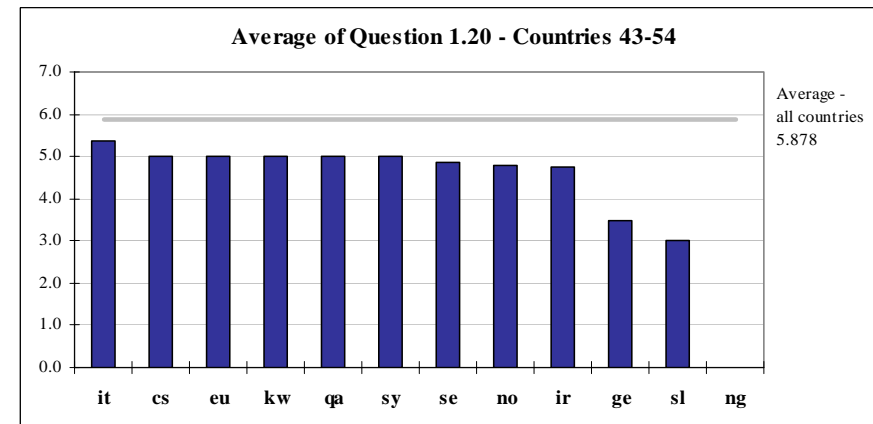
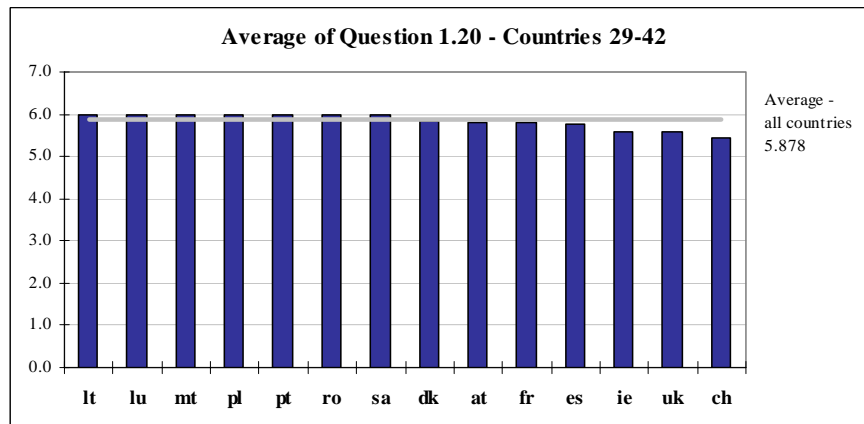
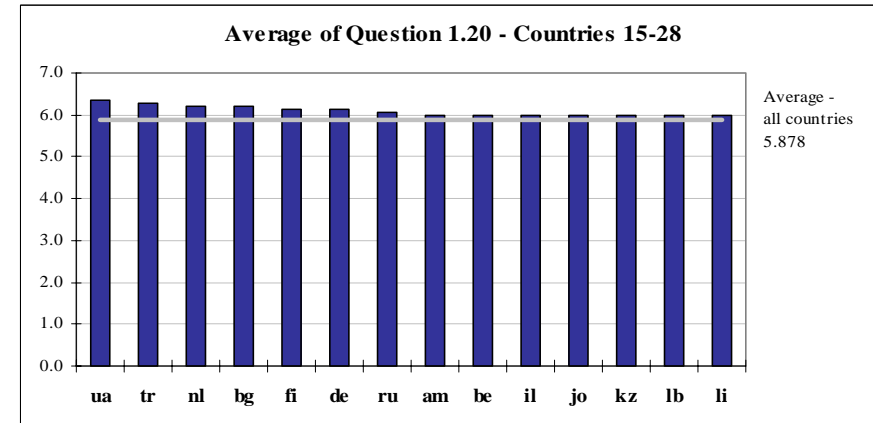
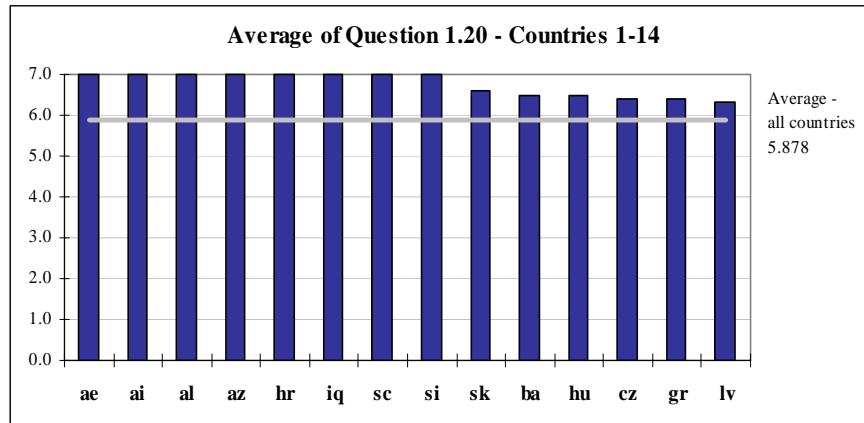
Question 1.18: The RIPE NCC fee structure is fair.



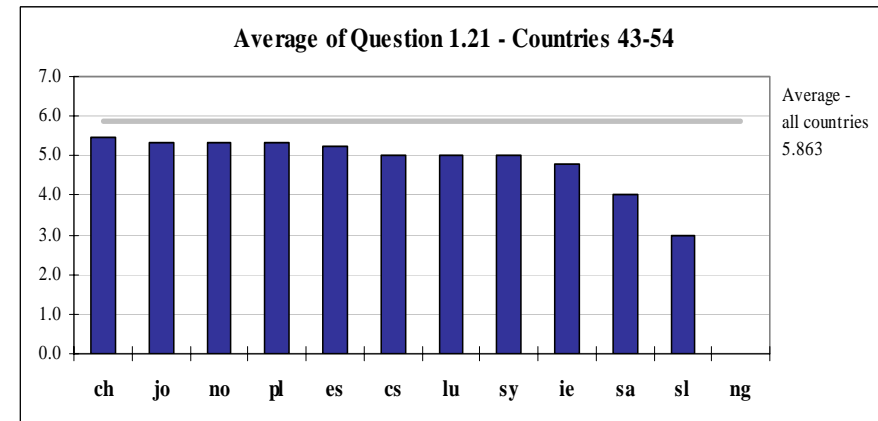
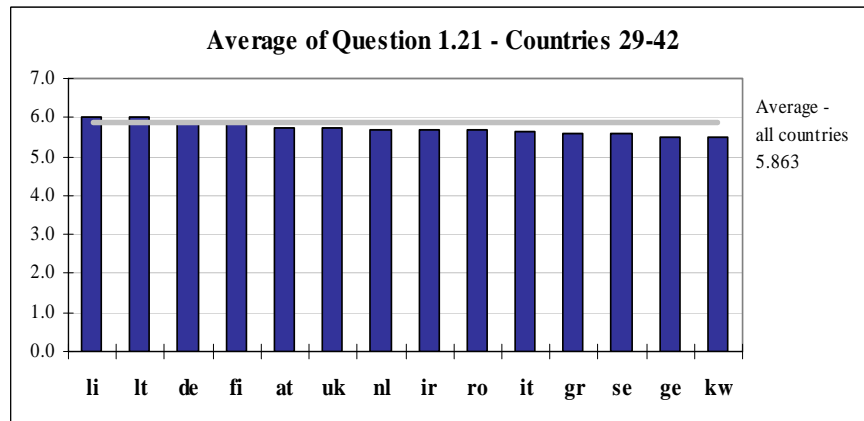
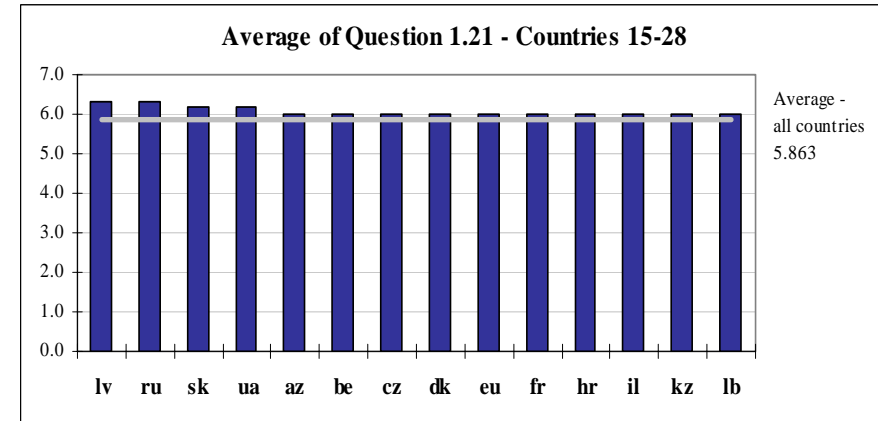
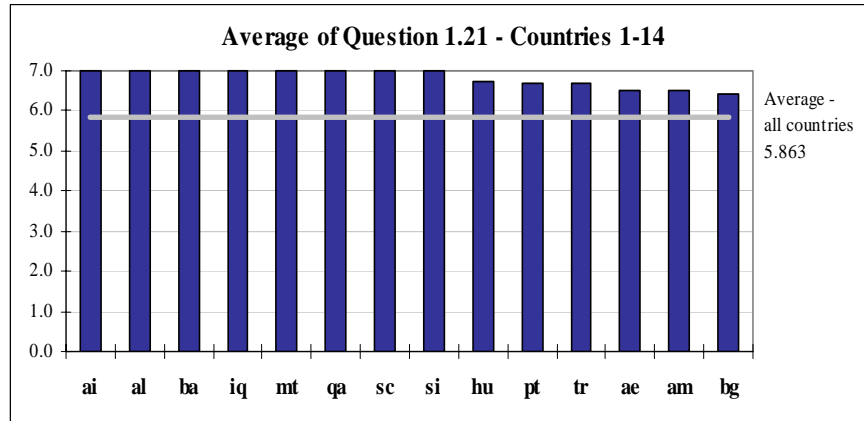
Question 1.19: It is easy to query the RIPE Database.



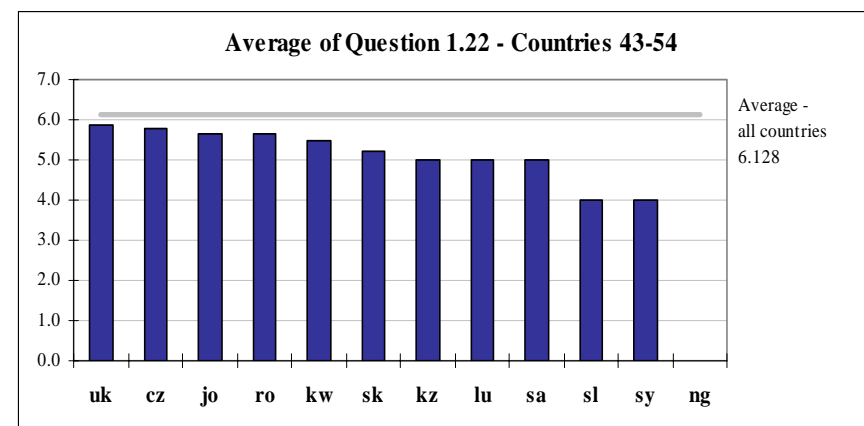
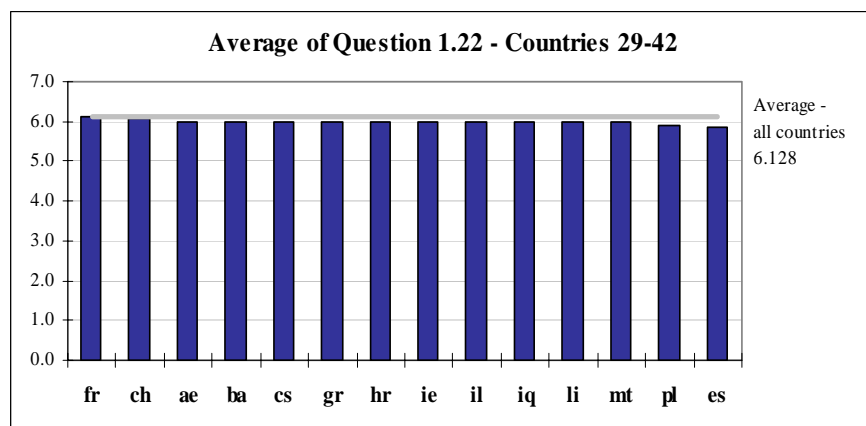
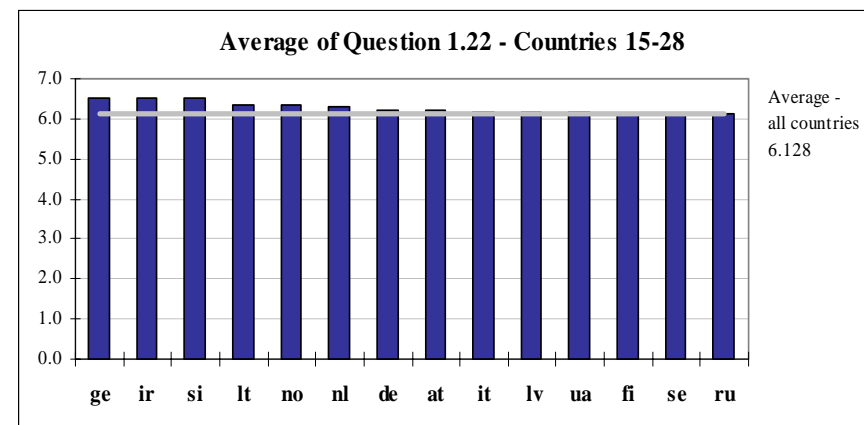
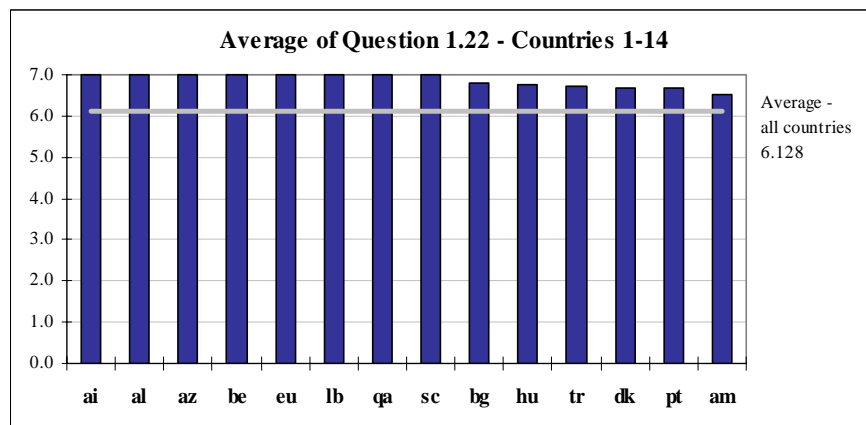
Question 1.20: It is easy to update the RIPE Database.



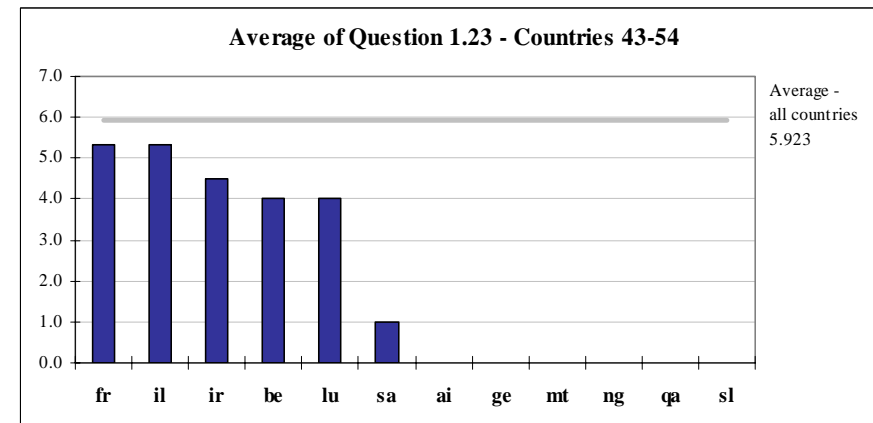
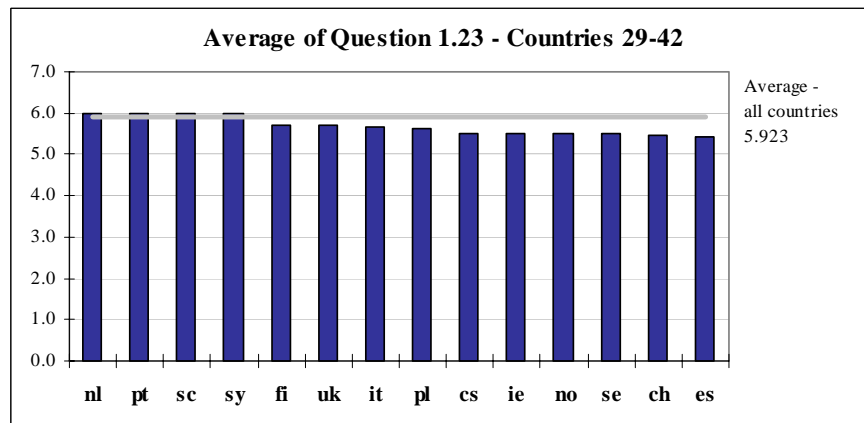
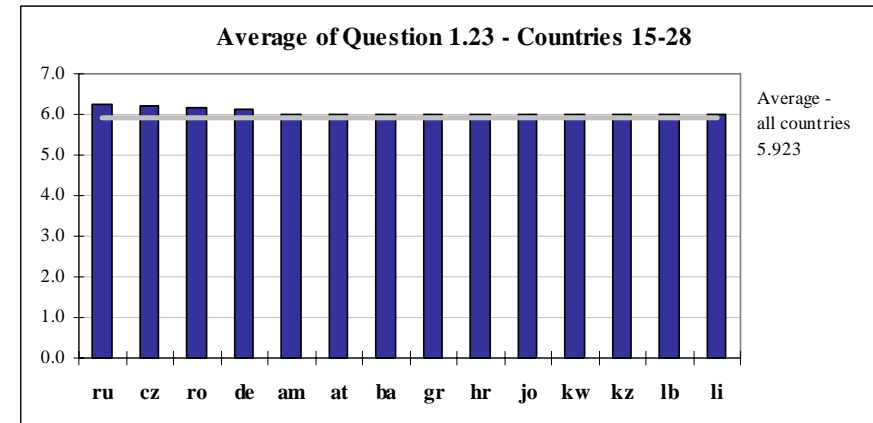
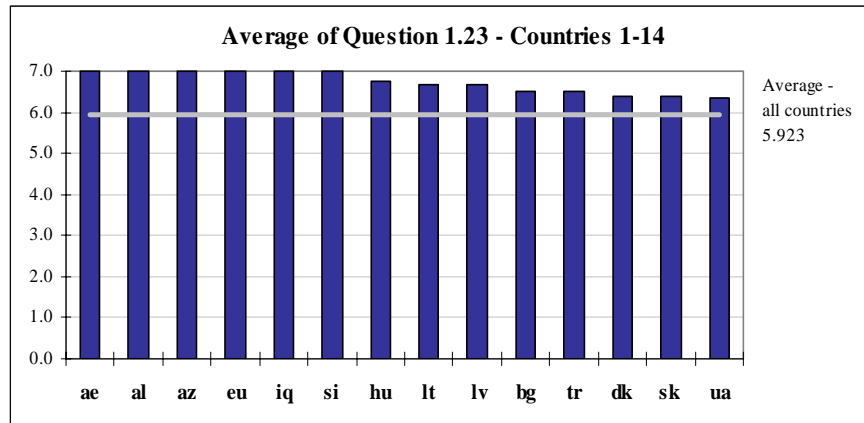
Question 1.21: We are satisfied with the general user support provided for the RIPE Database.



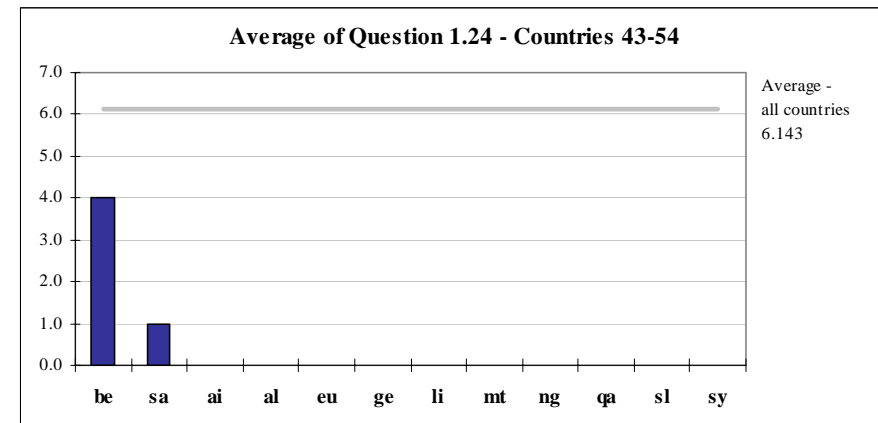
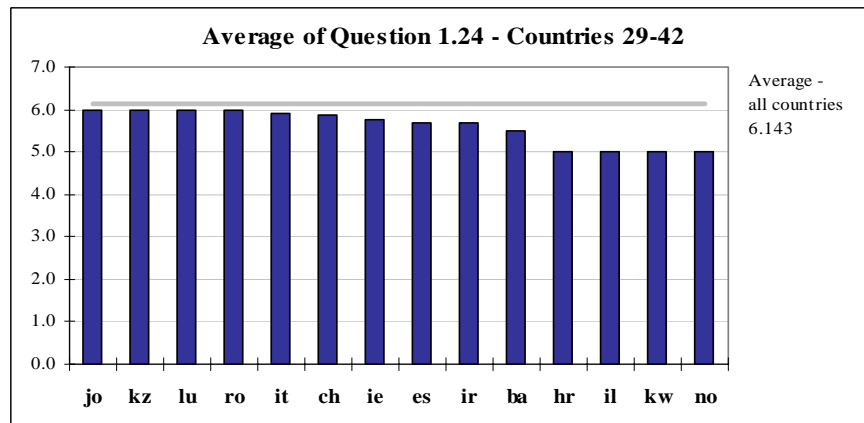
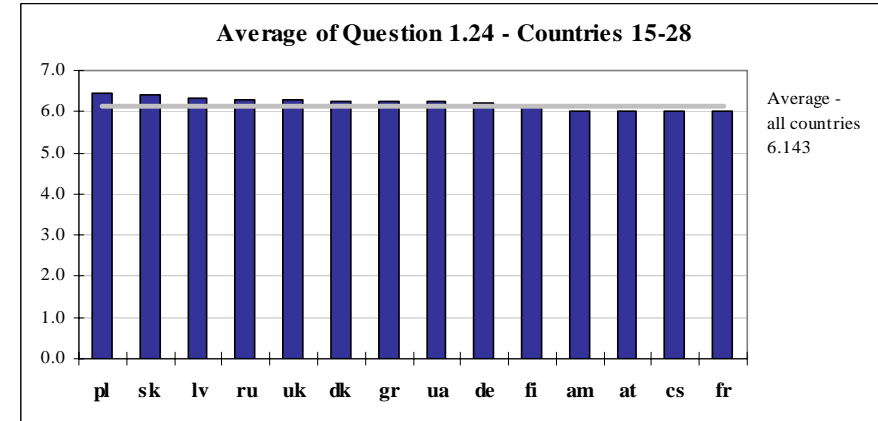
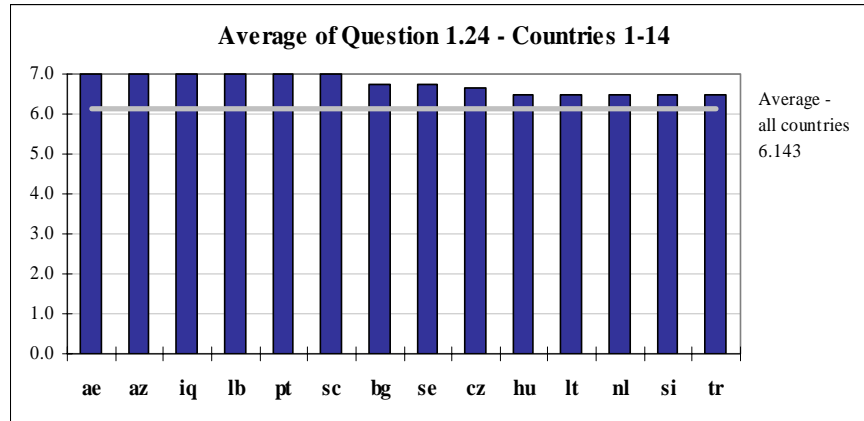
Question 1.22: We are satisfied with the speed at which the RIPE Database processes updates and queries.



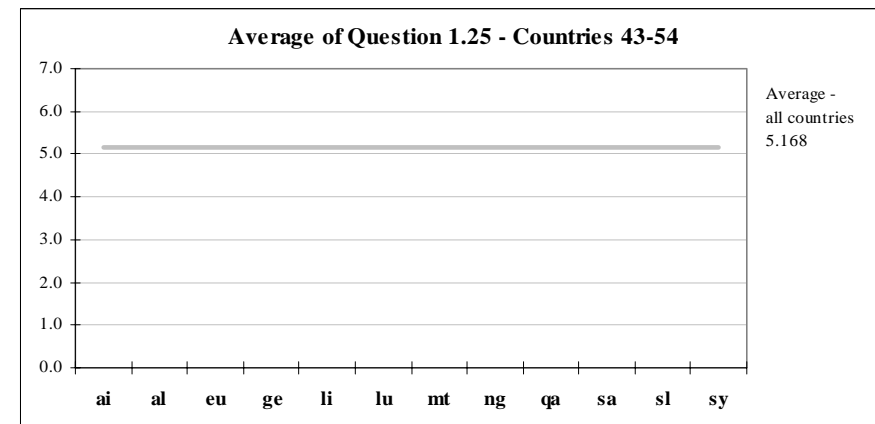
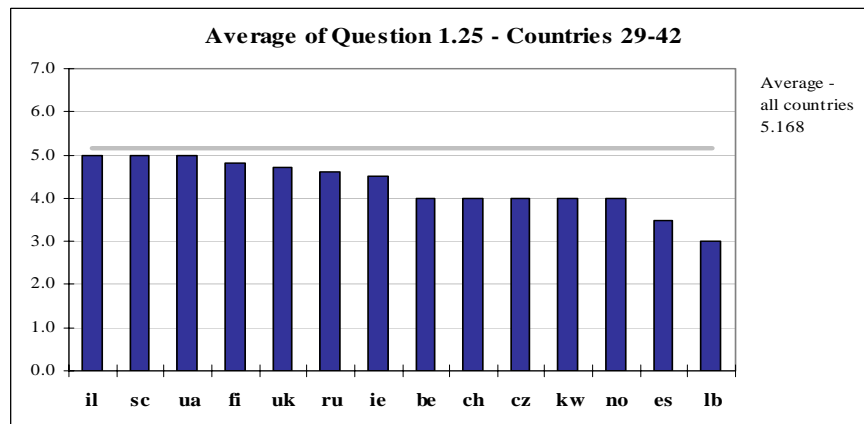
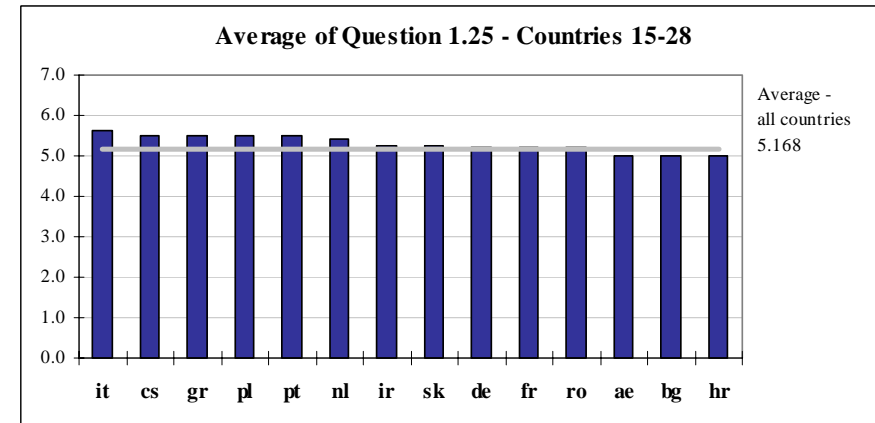
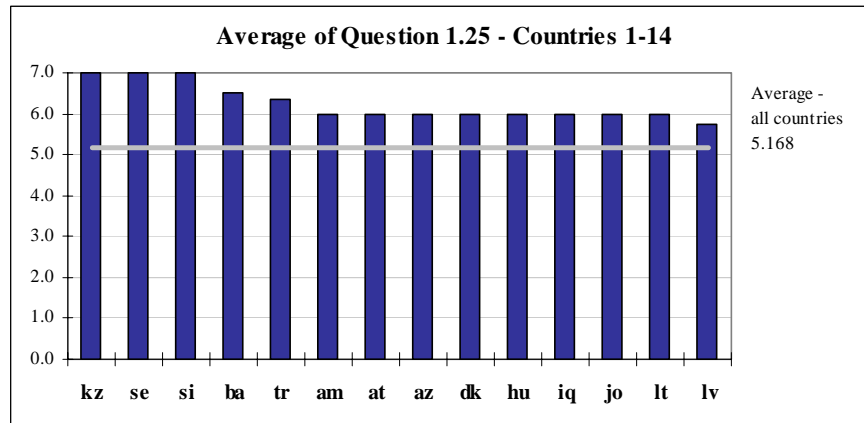
Question 1.23: We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC.



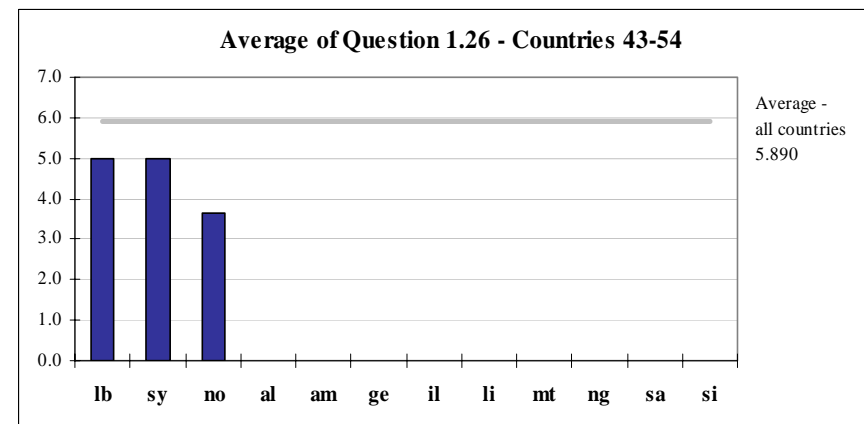
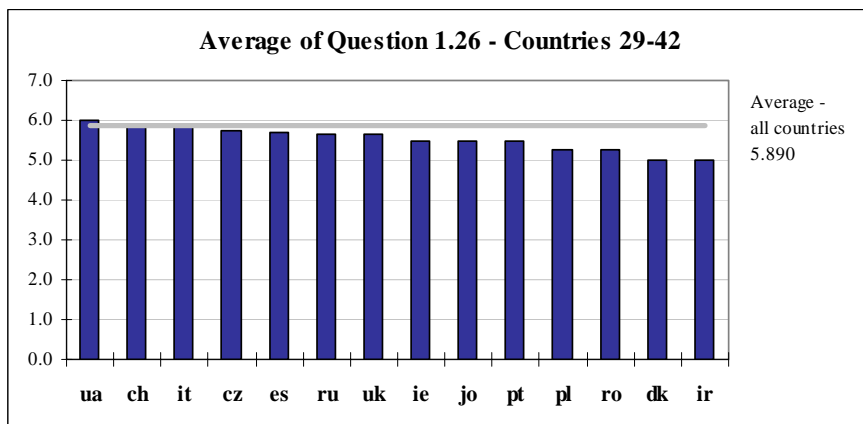
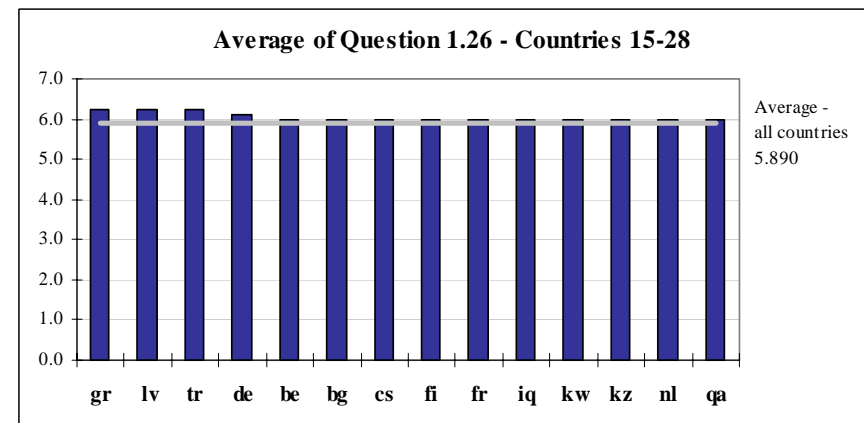
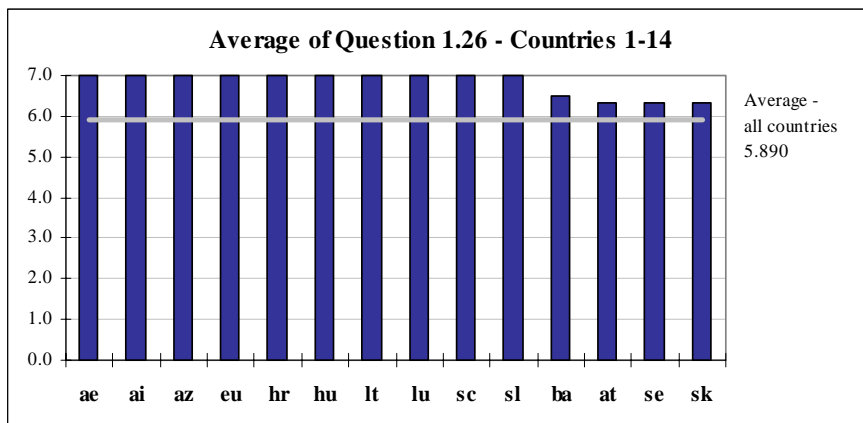
Question 1.24: We are satisfied with the performance of k.root-servers.net.



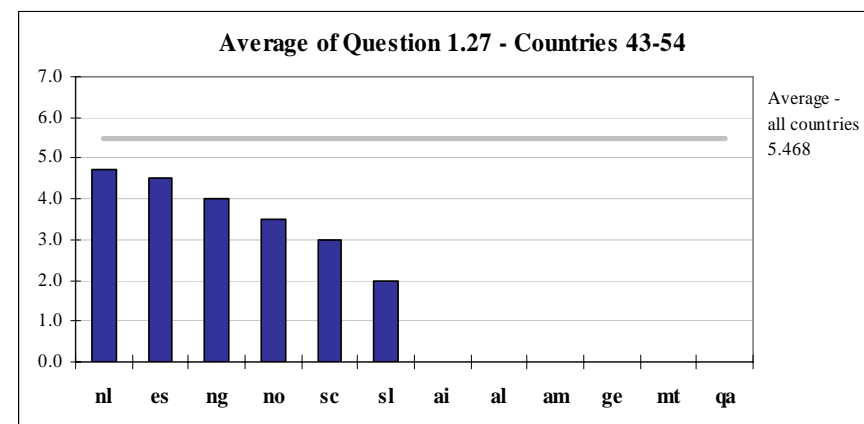
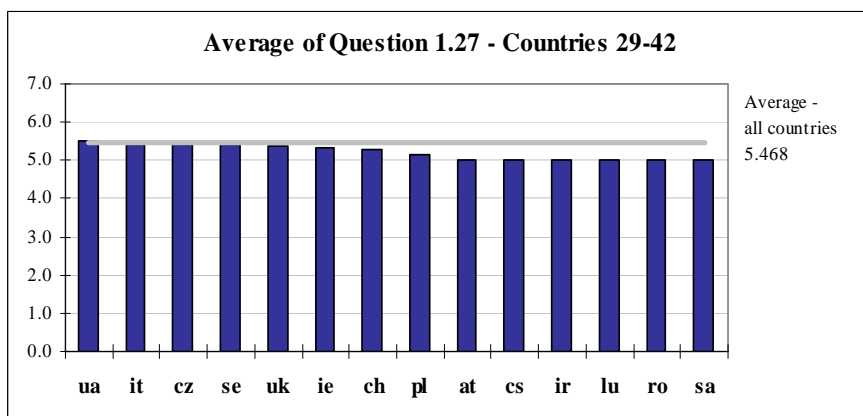
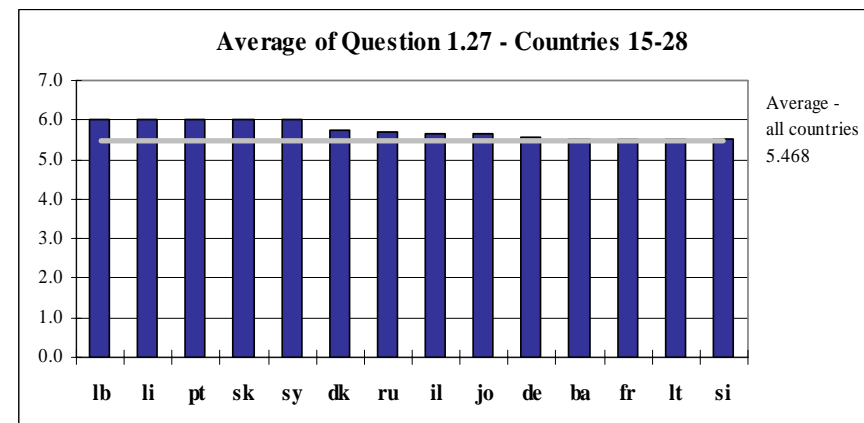
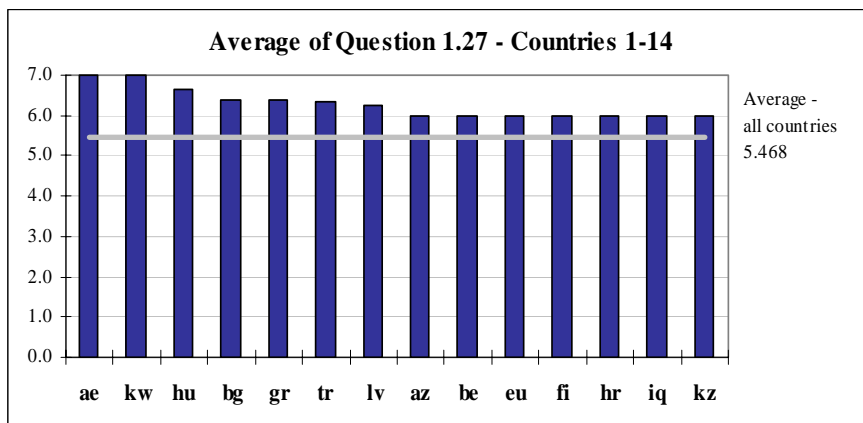
Question 1.25: It is important to have more anycast instances of the K-root server.



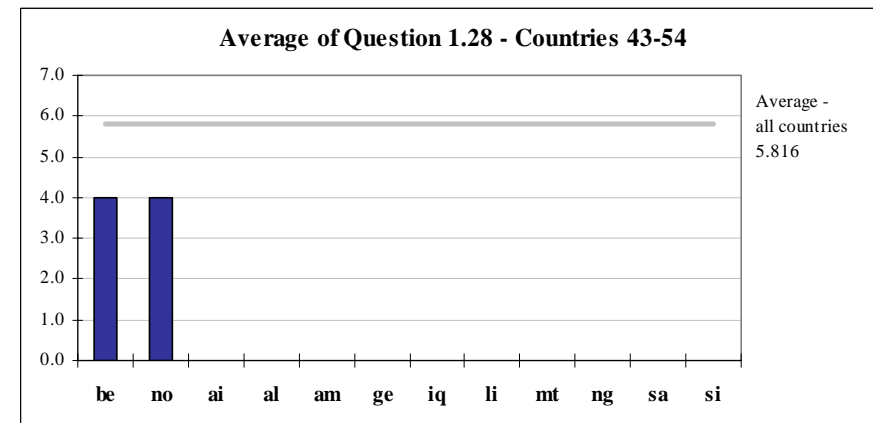
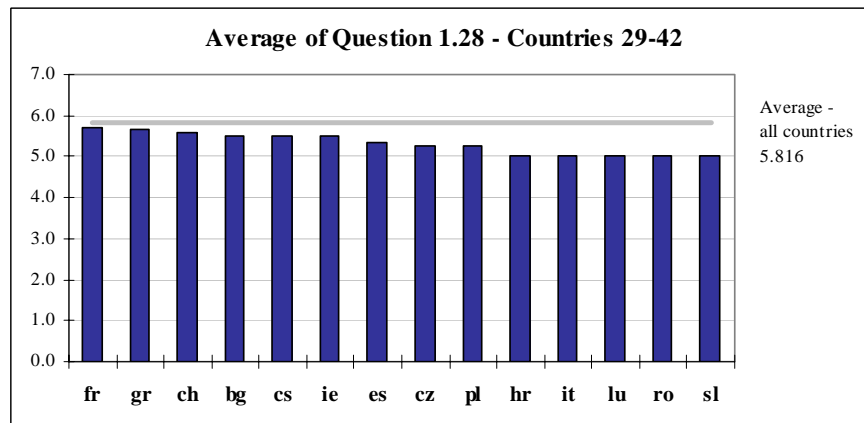
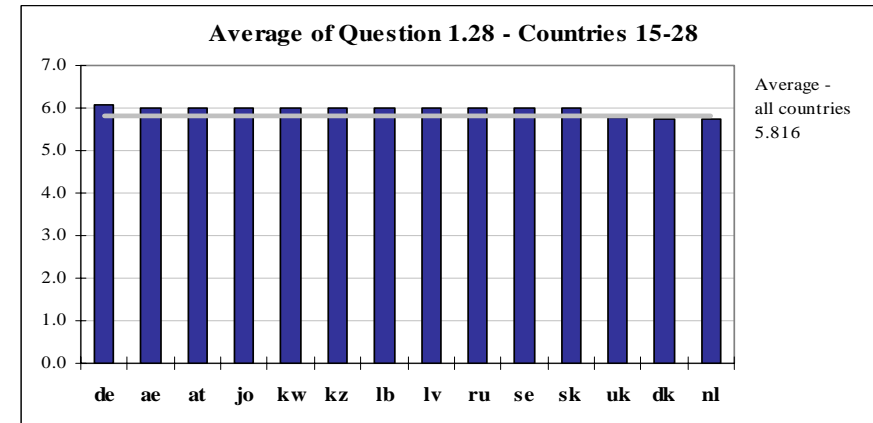
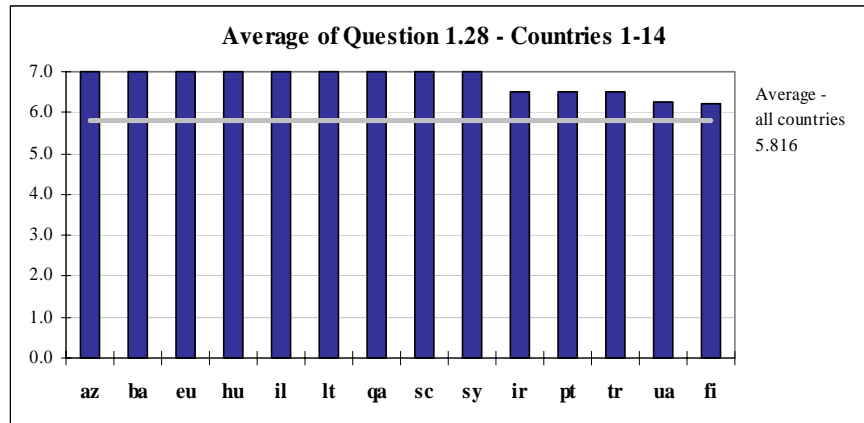
Question 1.26: We are satisfied with the RIPE Meeting registration system.



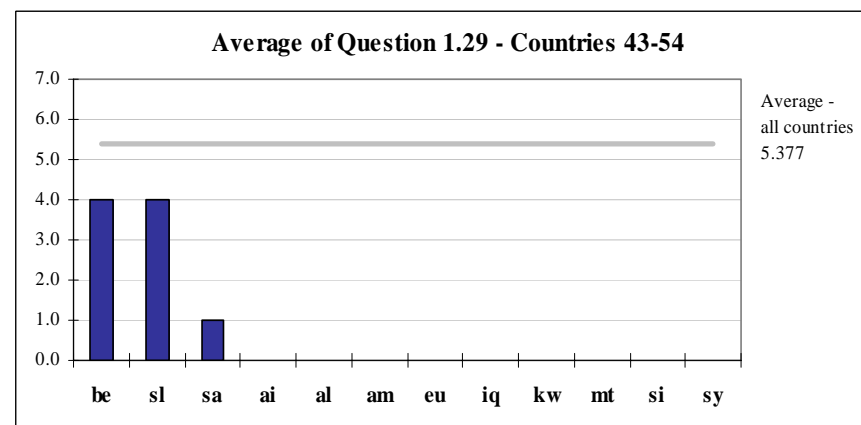
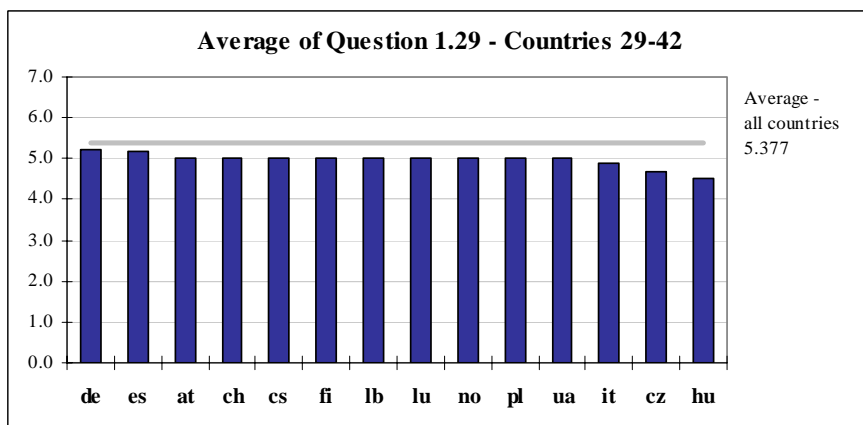
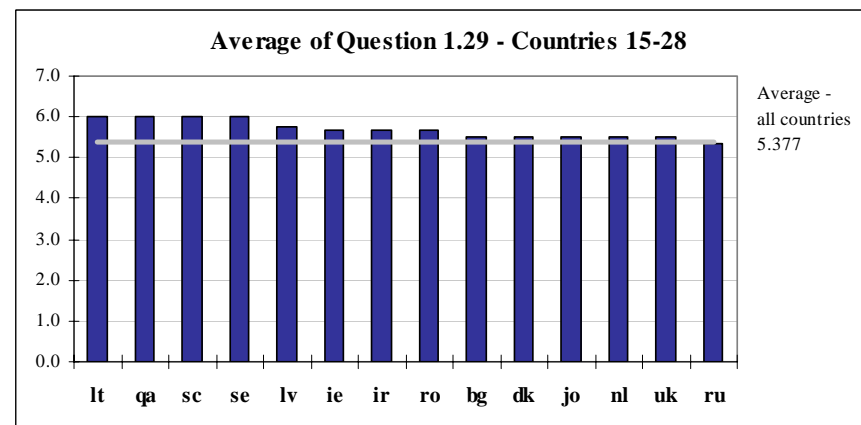
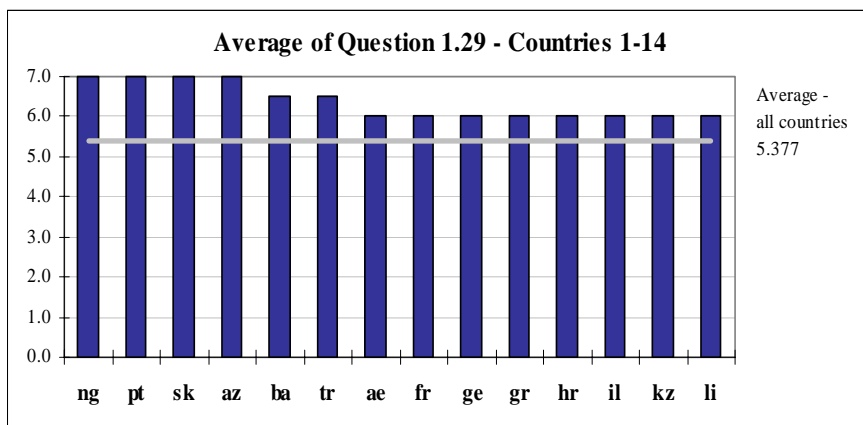
Question 1.27: When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.



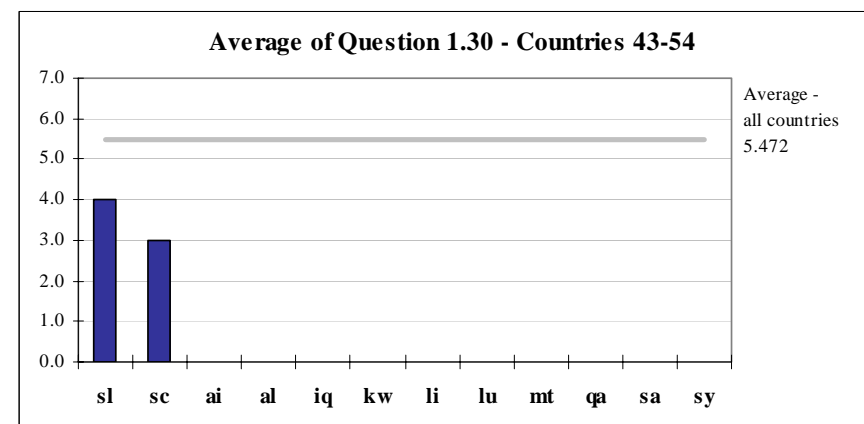
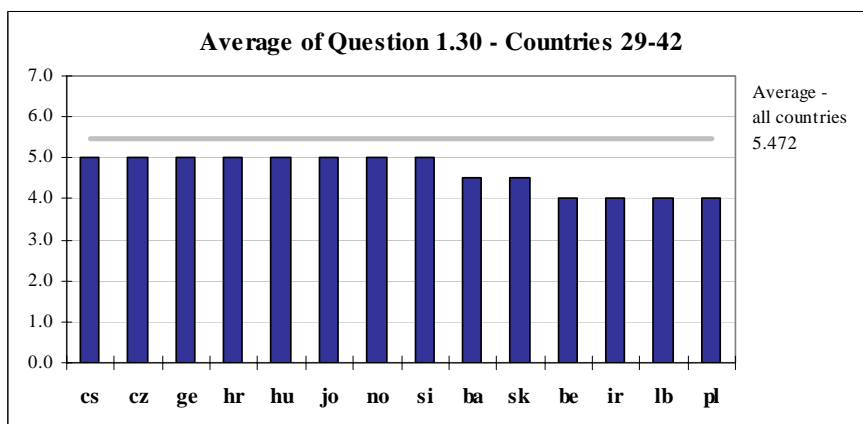
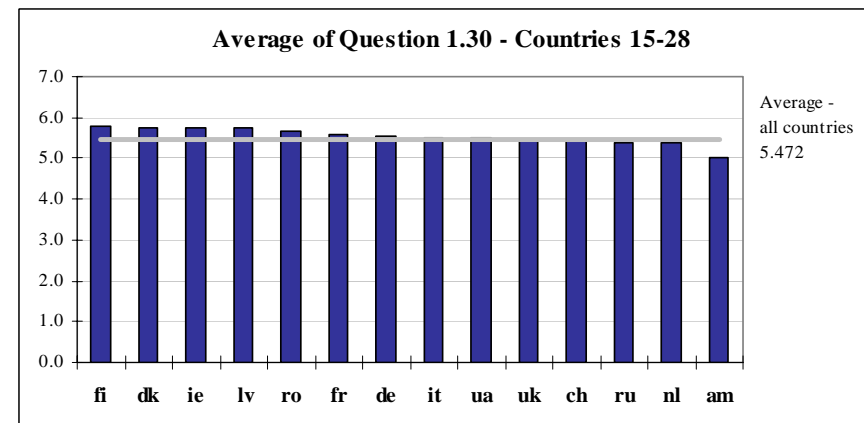
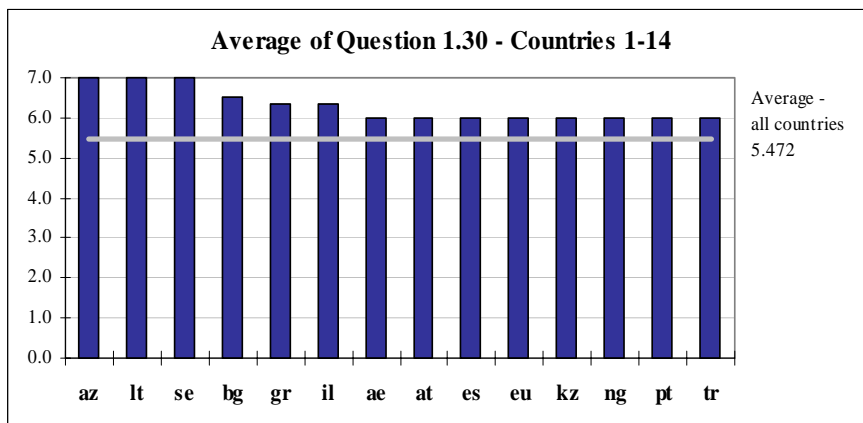
Question 1.28: We are satisfied with the quality of the technical set up and support that the RIPE NCC offers at RIPE Meetings.



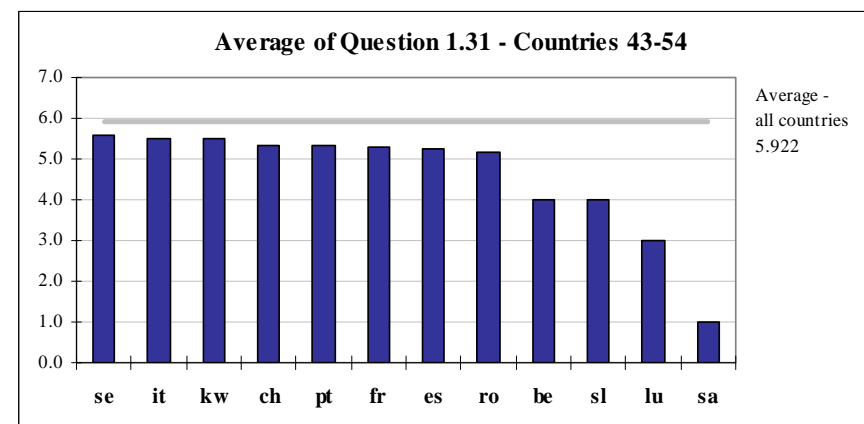
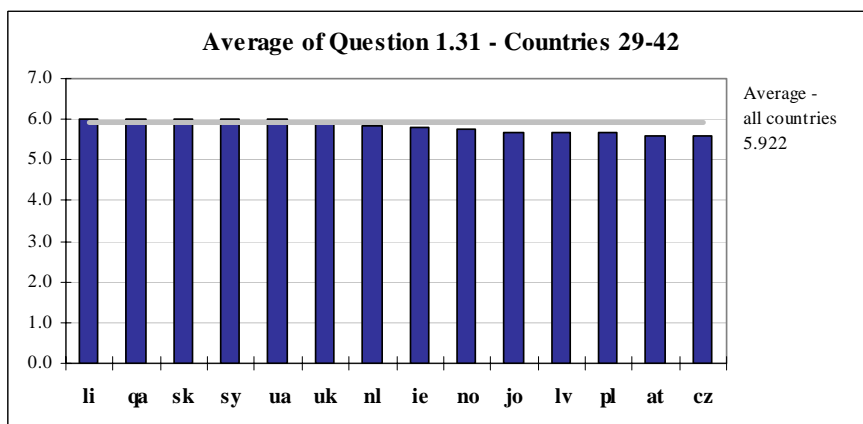
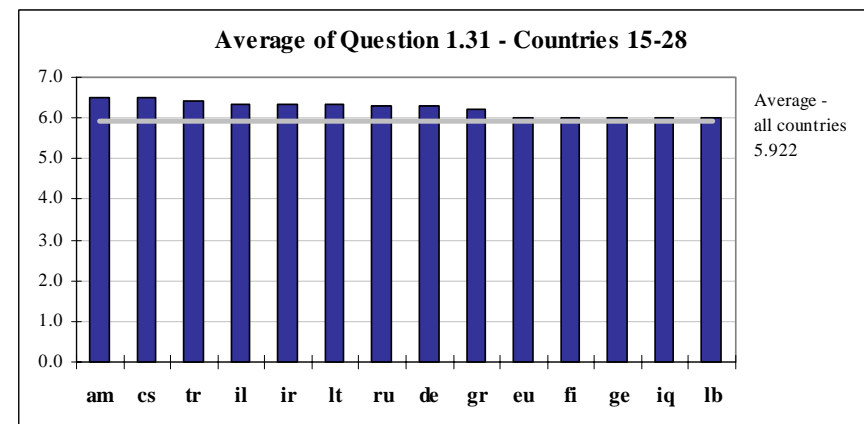
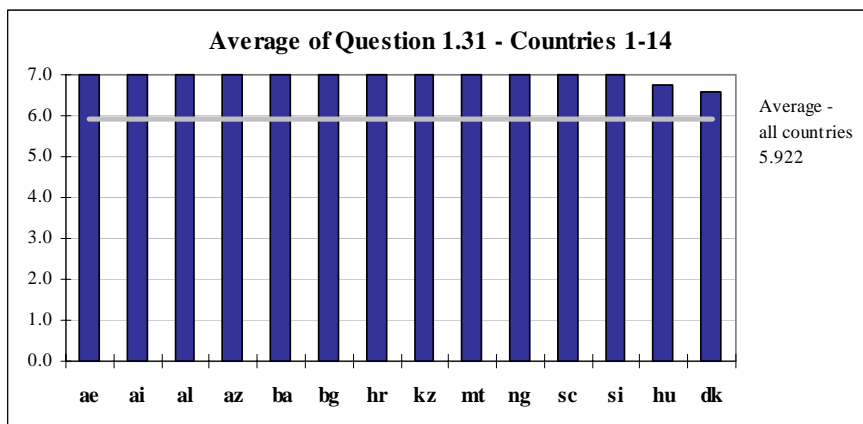
Question 1.29: The RIPE NCC outreach activities are useful. (For example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)



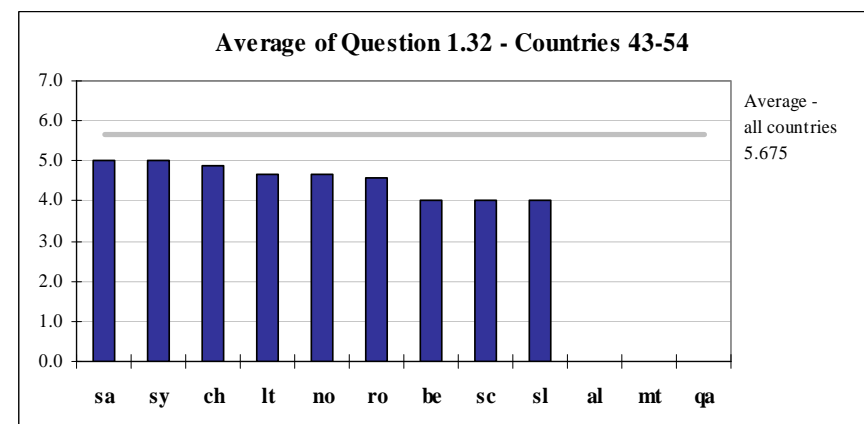
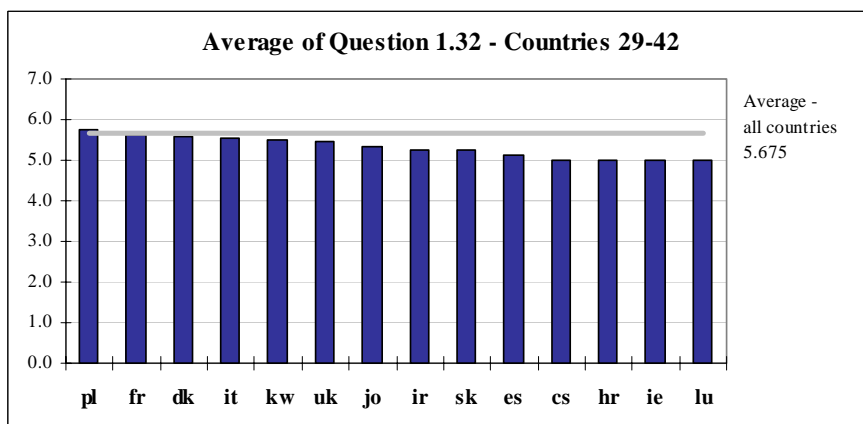
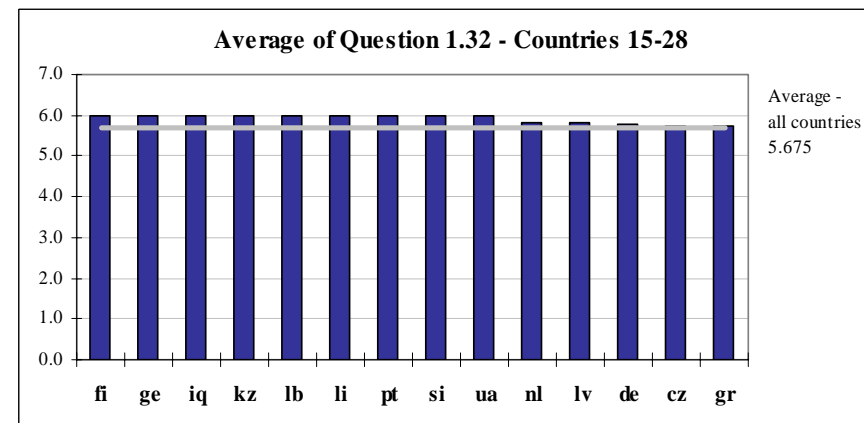
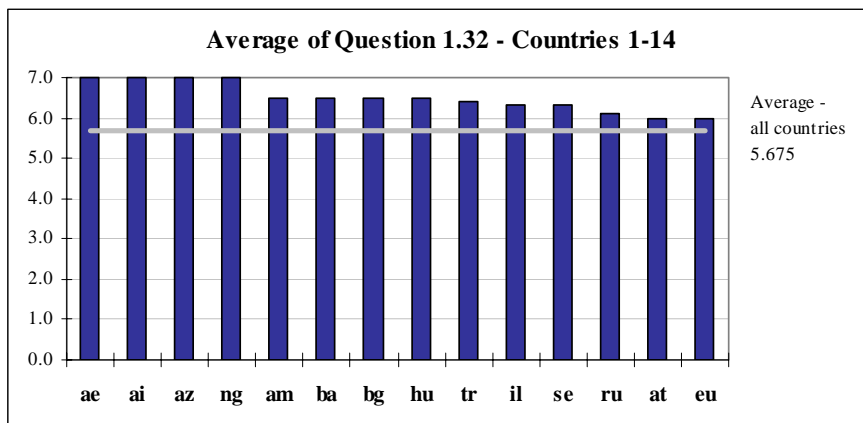
Question 1.30: We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.



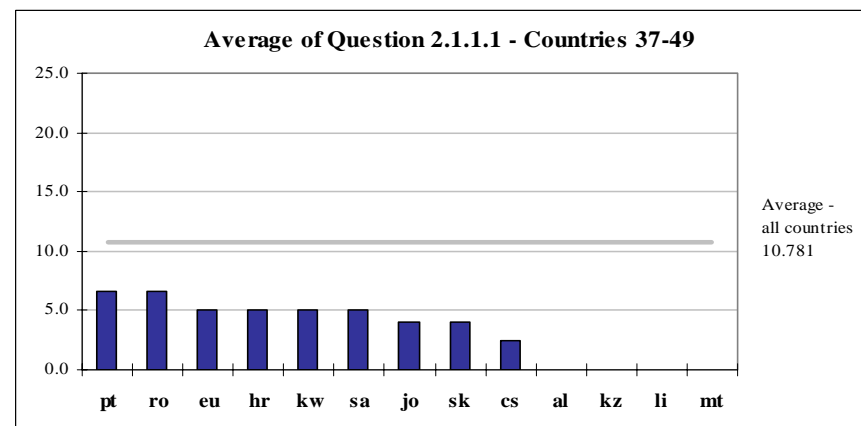
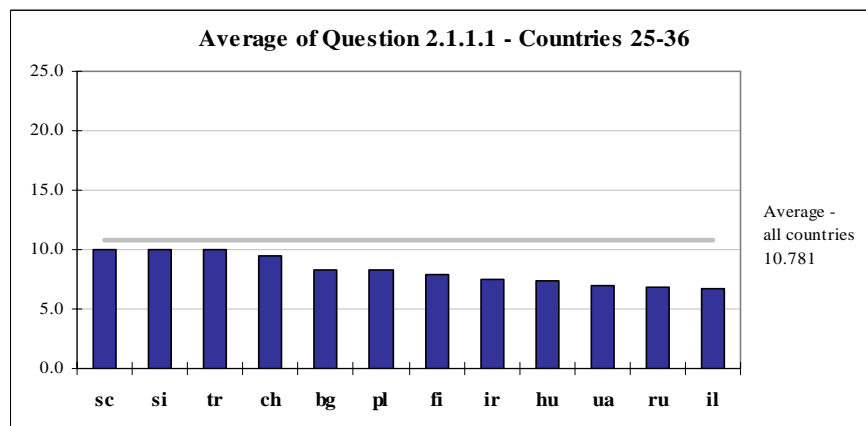
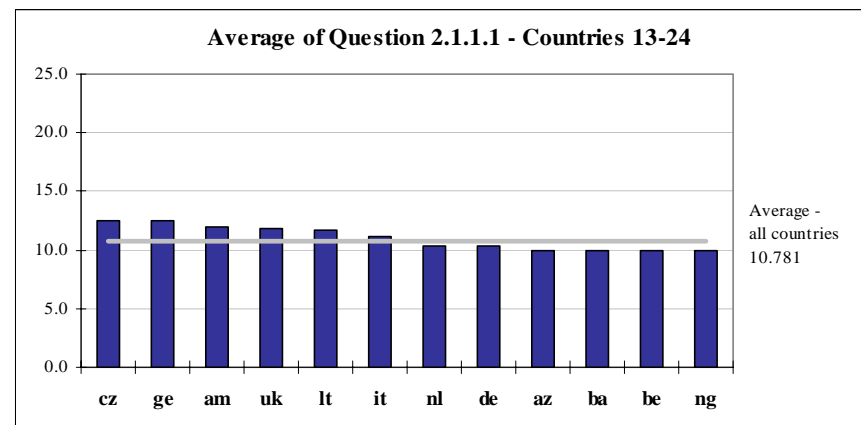
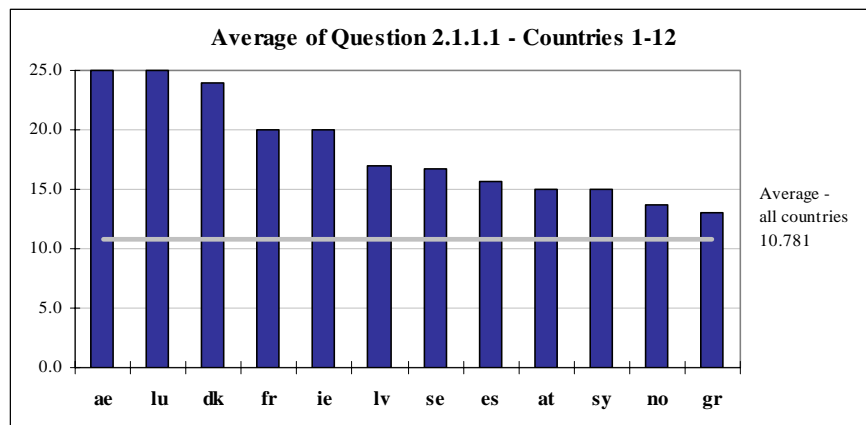
Question 1.31: We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.



Question 1.32: We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.

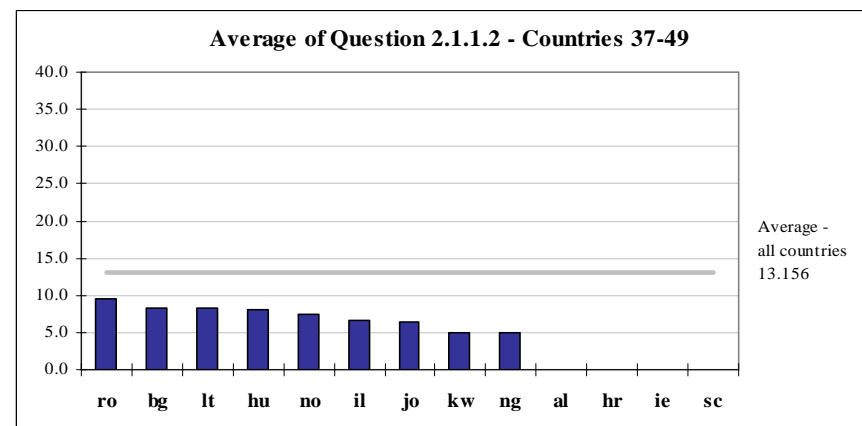
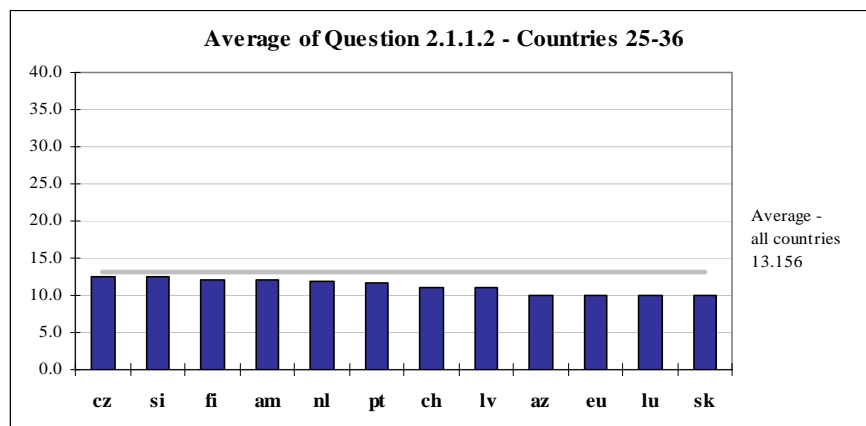
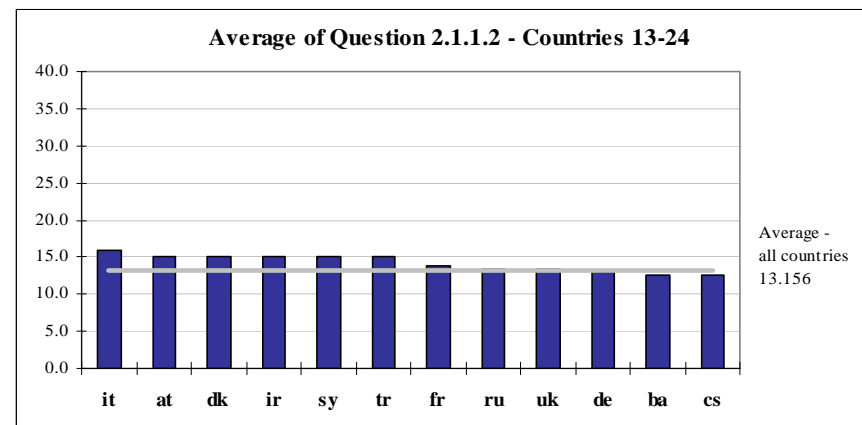
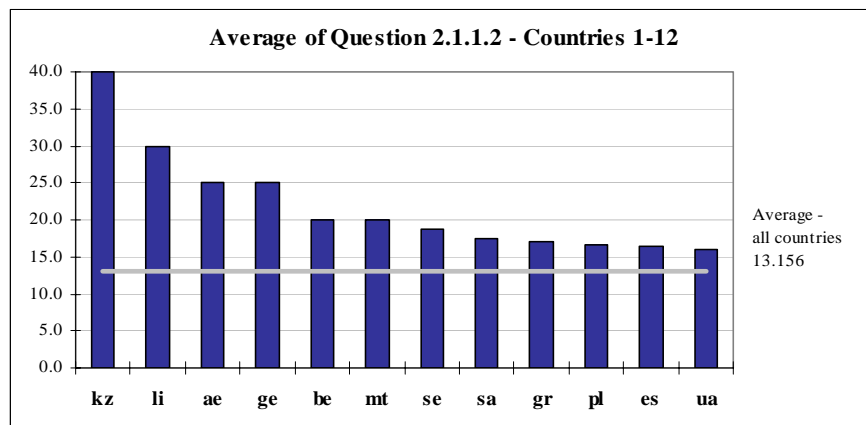


Question 2.1.1.1: A better web page where members can request Internet resources (allocation assignments, AS Numbers and domains).



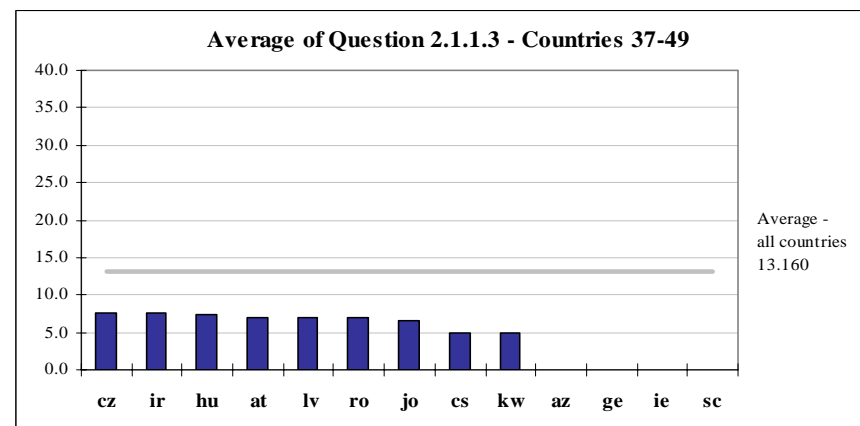
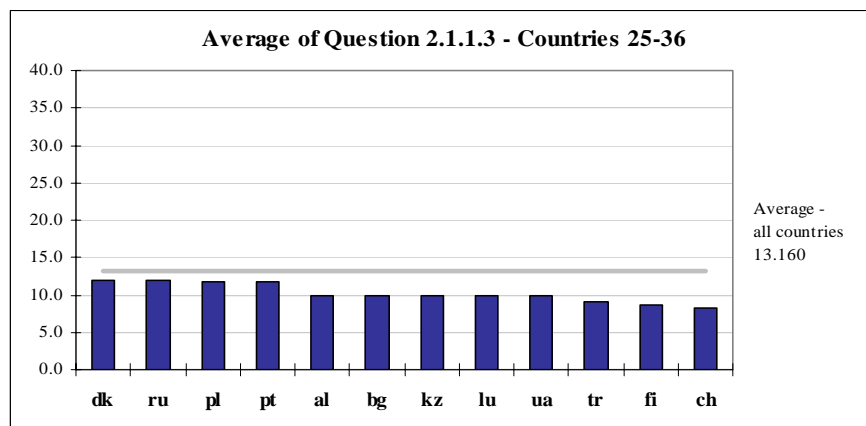
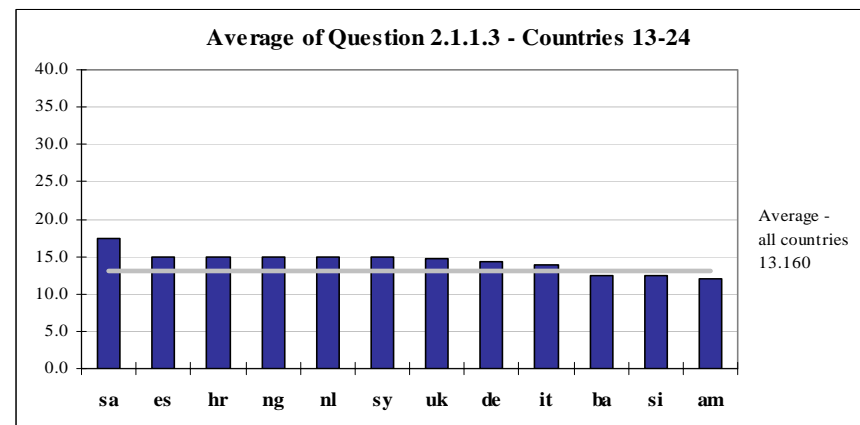
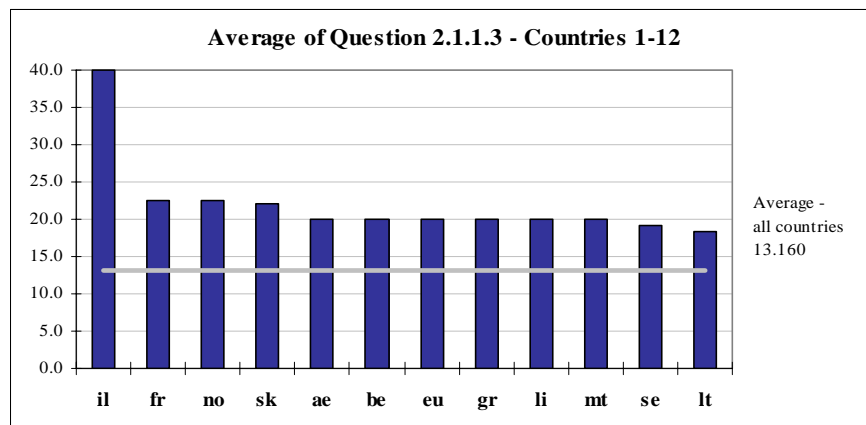
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.1.2: A web page where members can manage the resources they have registered in the whois database.



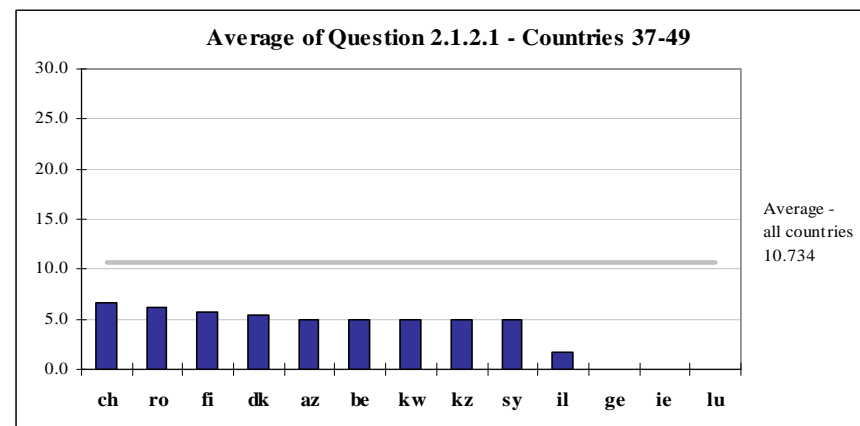
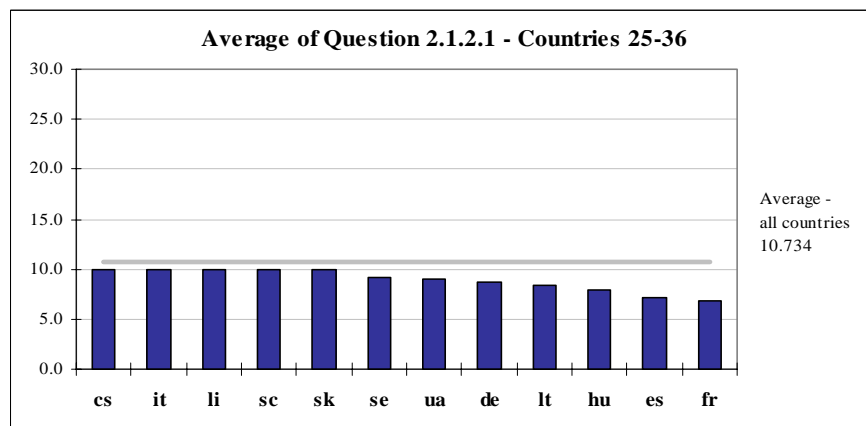
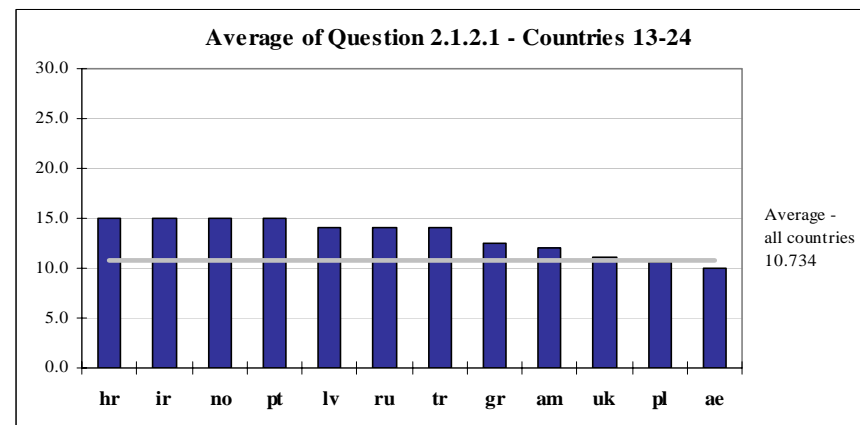
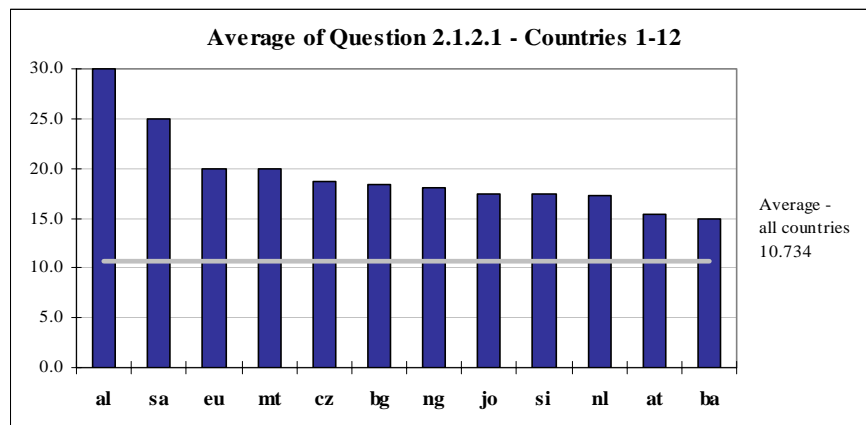
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.1.3: A web page where members can get a visual overview of their Internet resources.



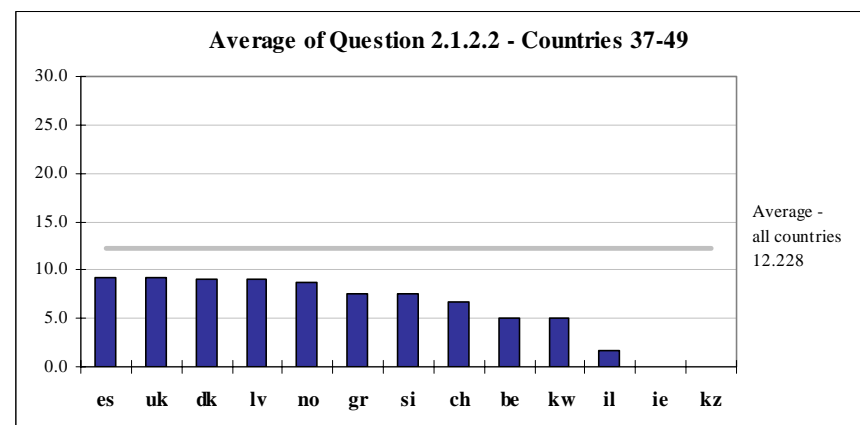
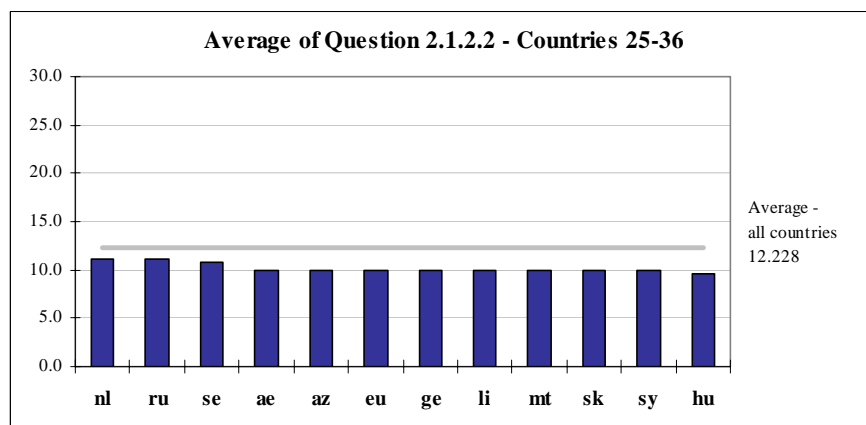
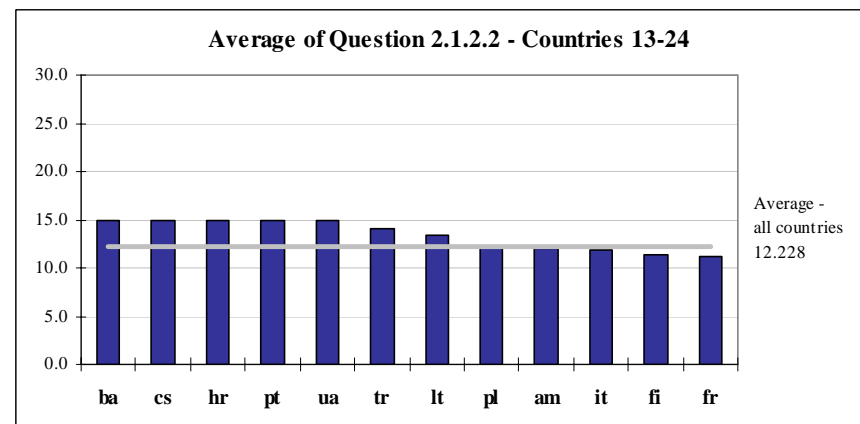
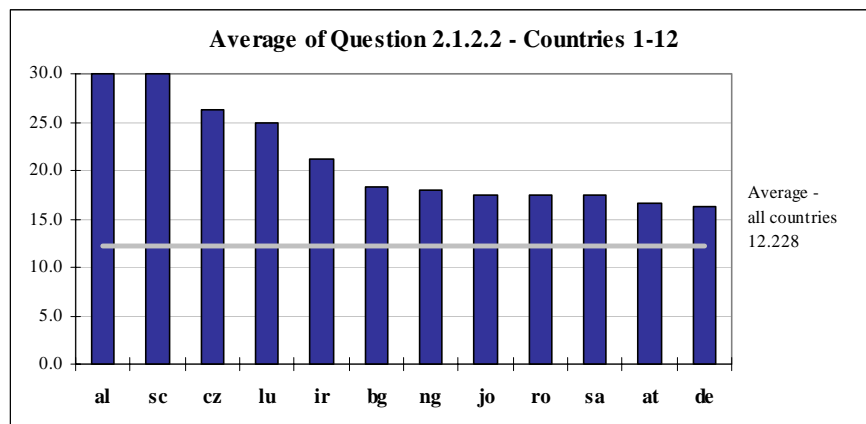
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.2.1: Develop online and computer based training courses from the current training portfolio offered by the RIPE NCC.



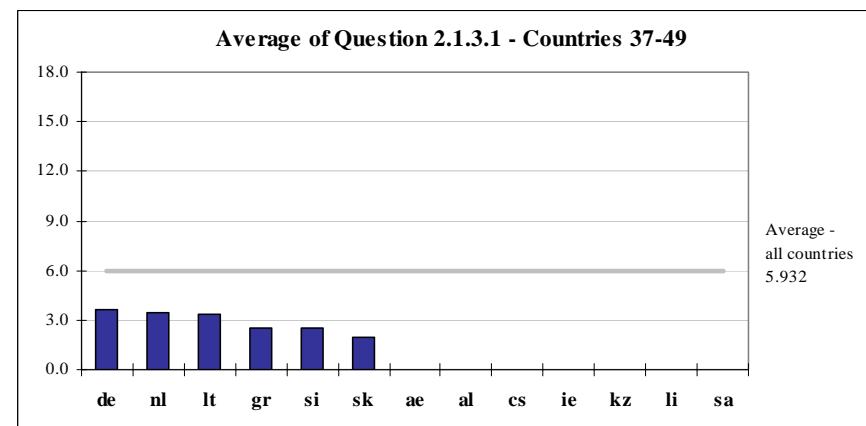
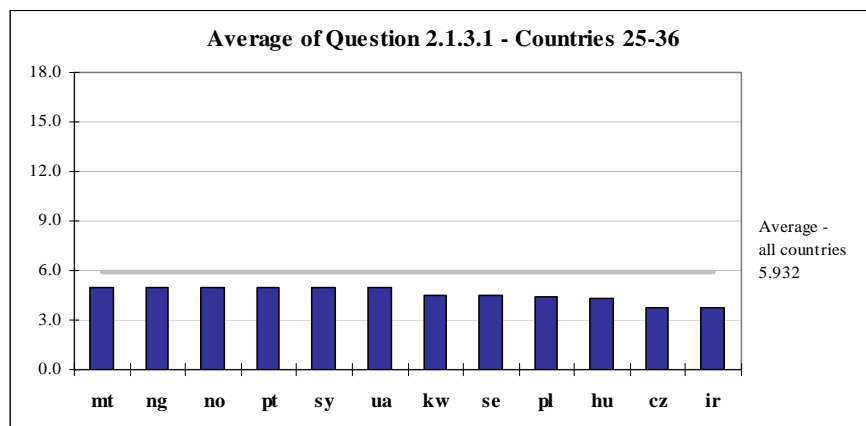
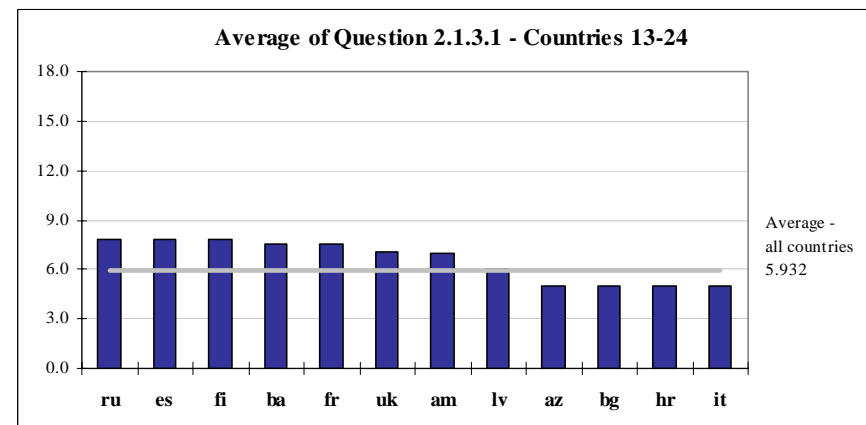
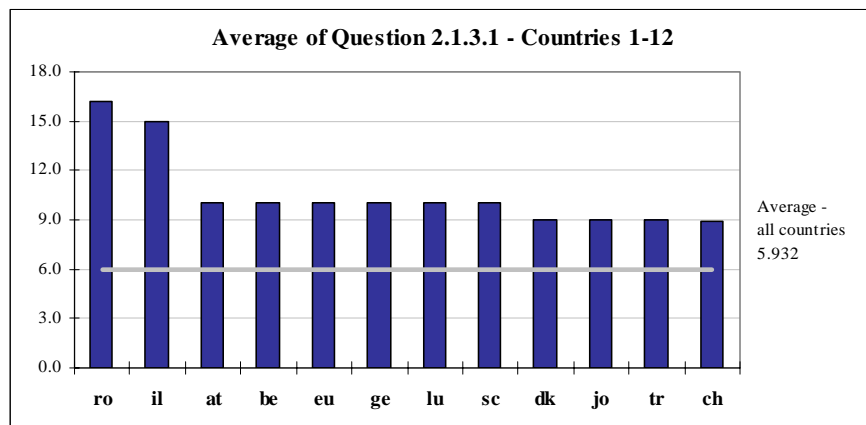
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.2.2: Develop technical courses around services provided by the RIPE NCC (IPv6, DNS, etc).



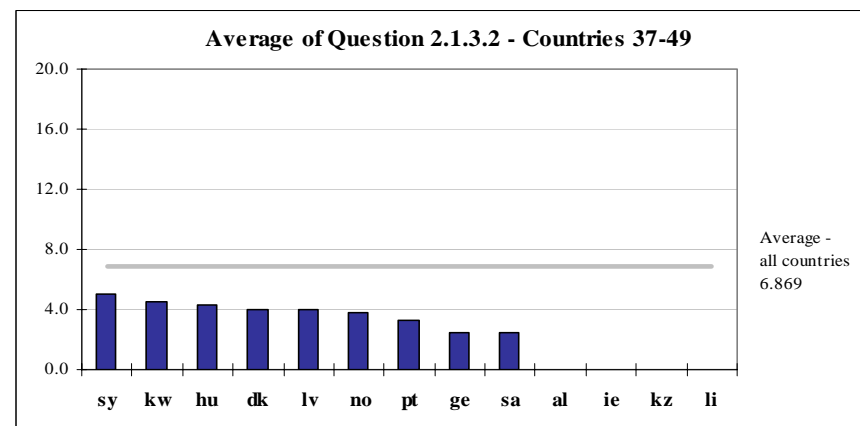
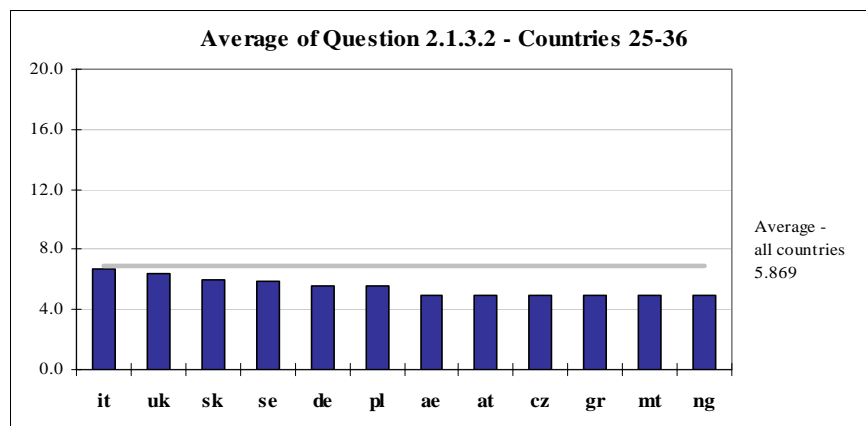
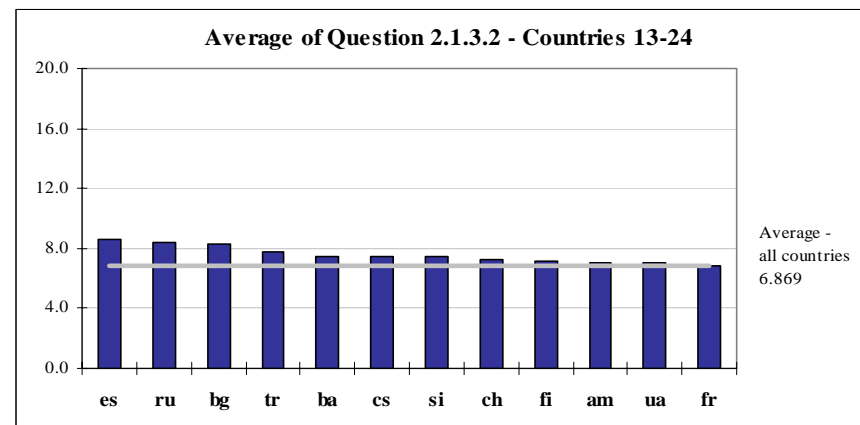
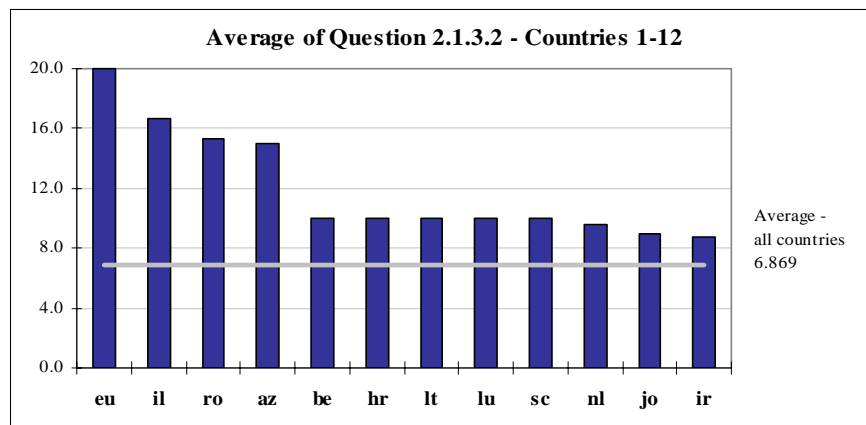
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.3.1: Improved user interfaces.



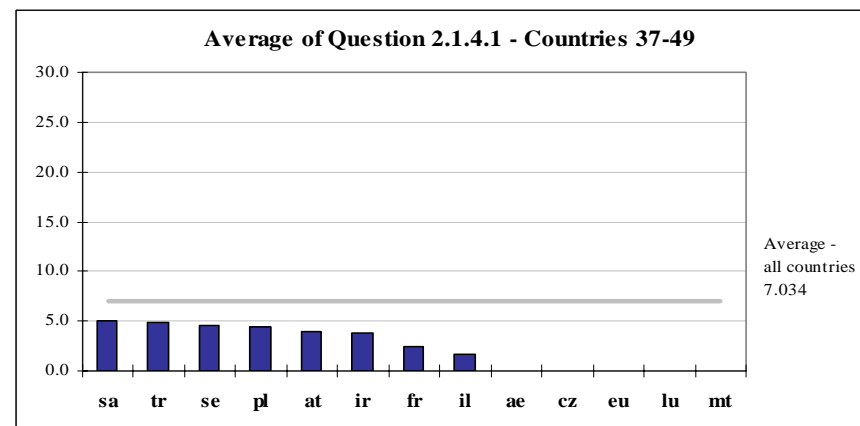
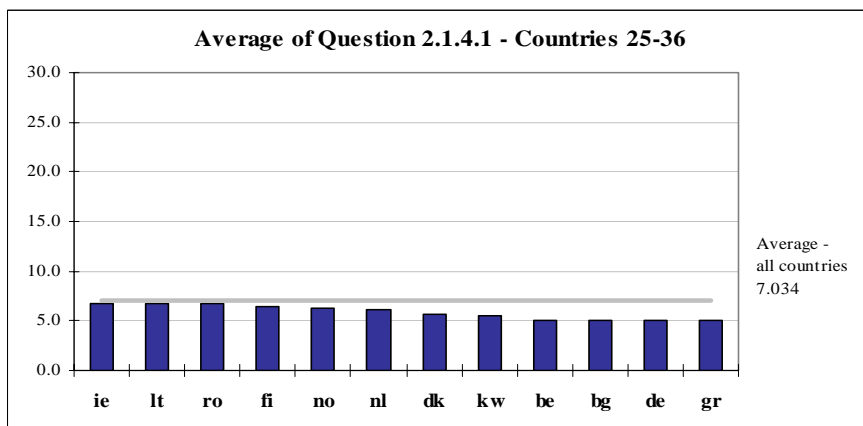
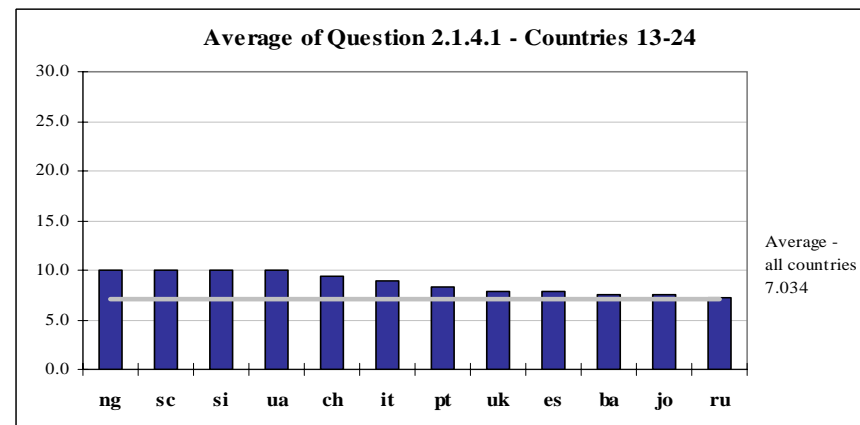
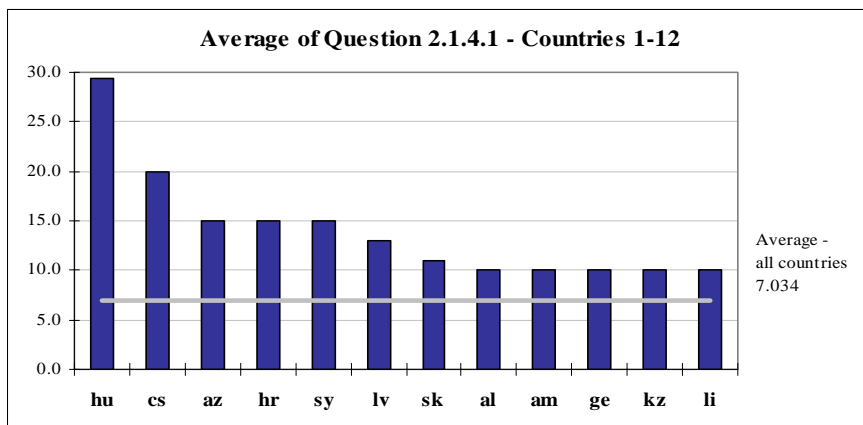
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.3.2: Improve quality of the DNS delegations (preventing lameness delegations).



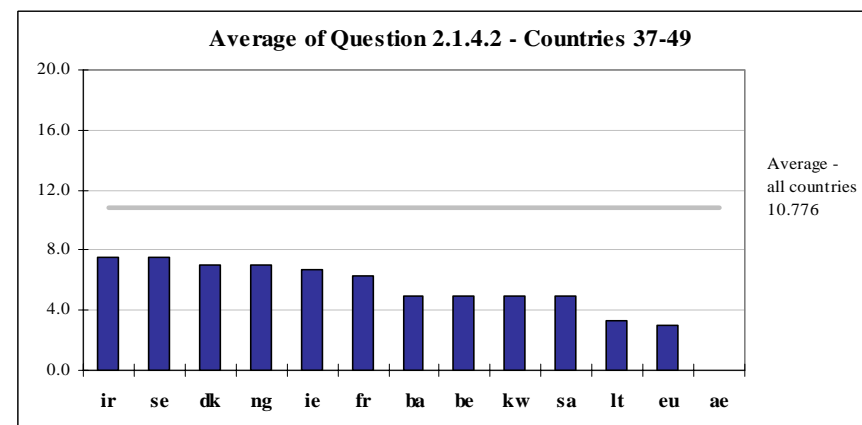
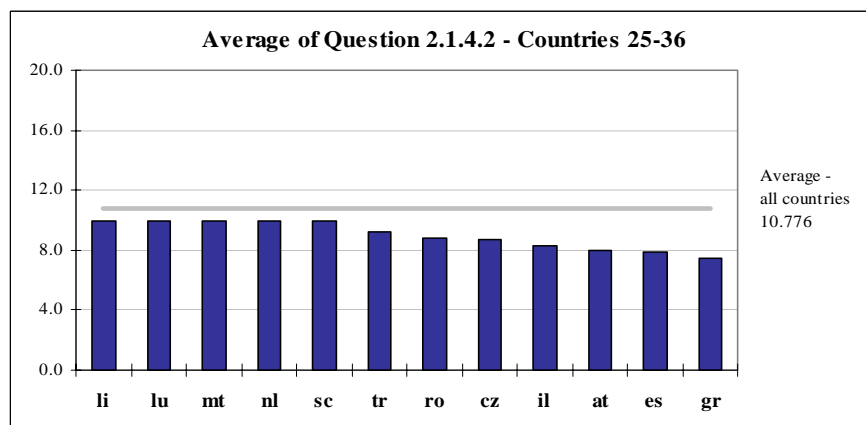
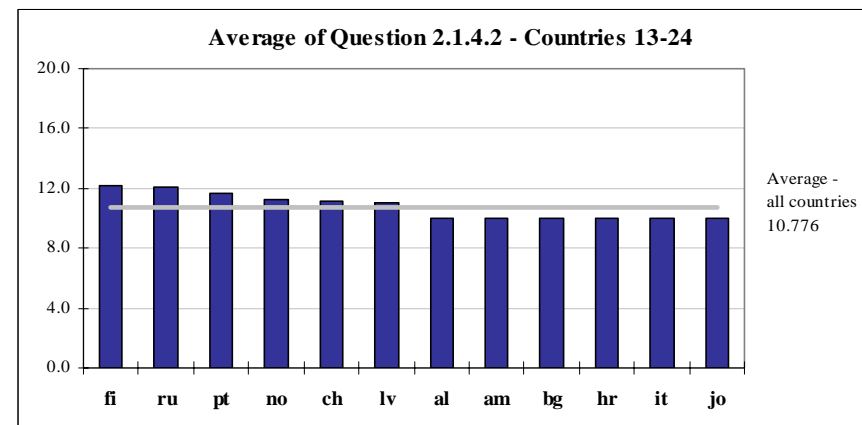
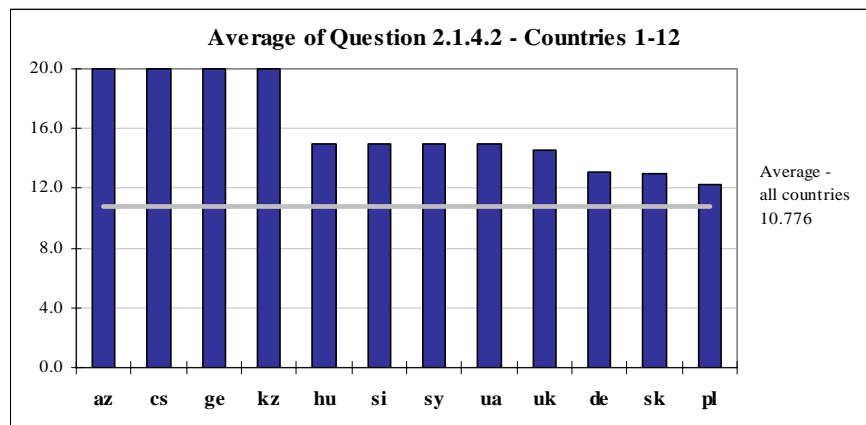
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.4.1: End-to-end performance (For example: measurements of delays, latency, bandwidth, etc. between sites.)



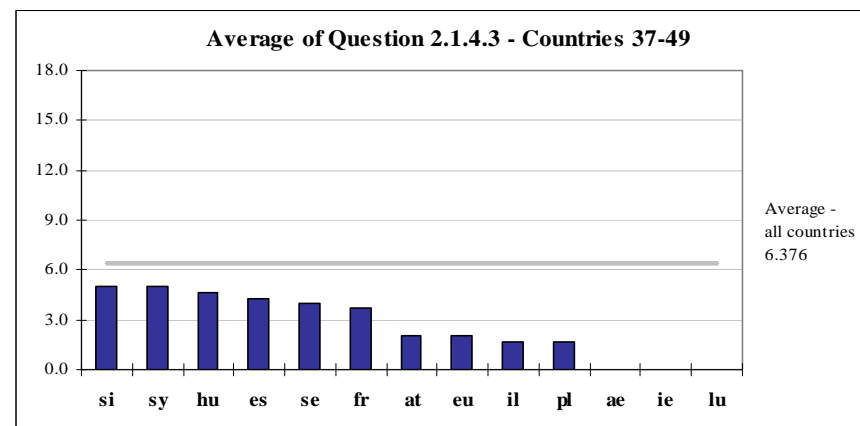
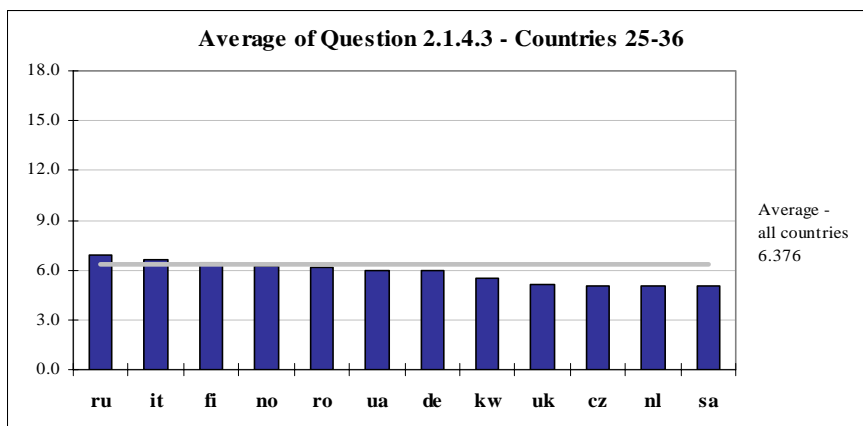
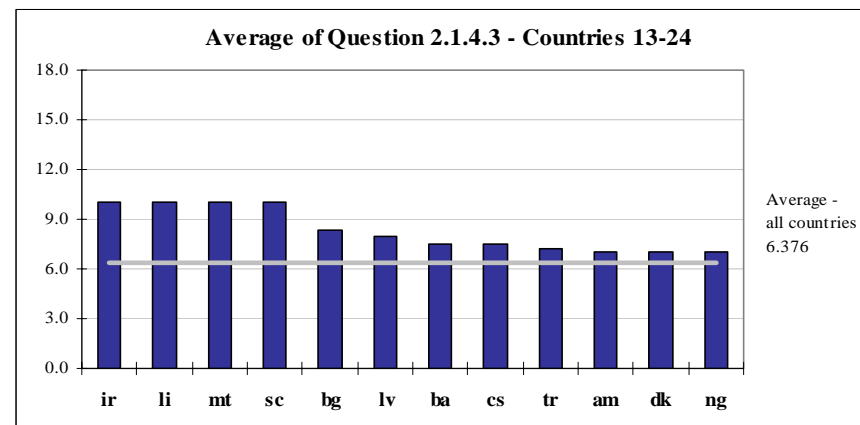
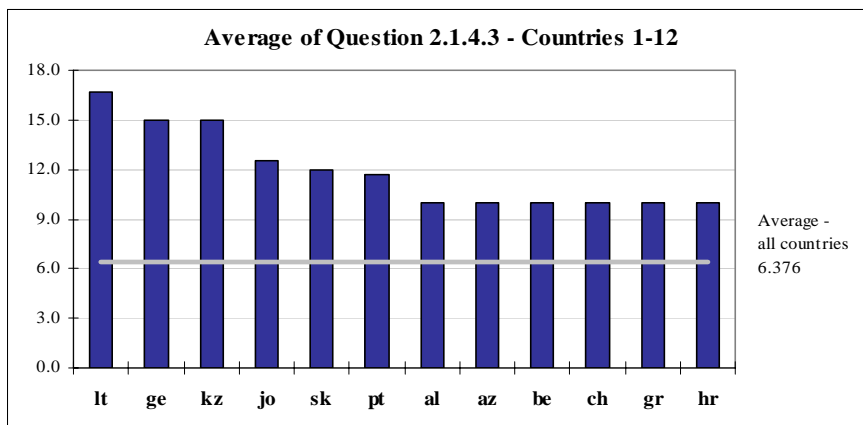
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.4.2: Routing data (For example: collection of BGP data or services based on BGP data).



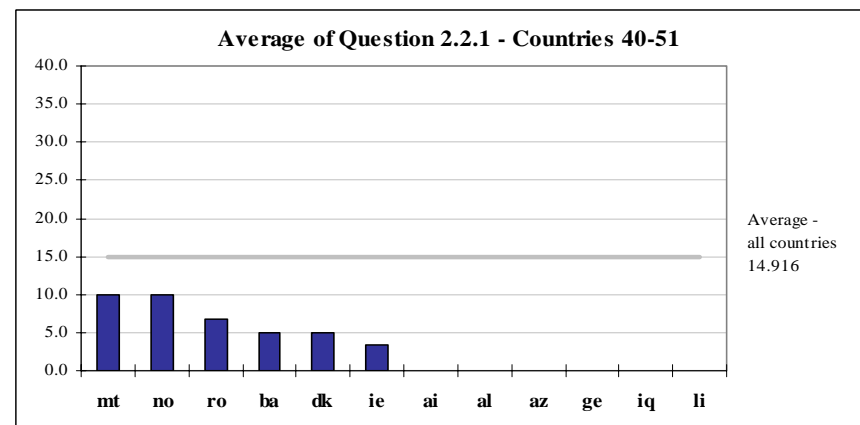
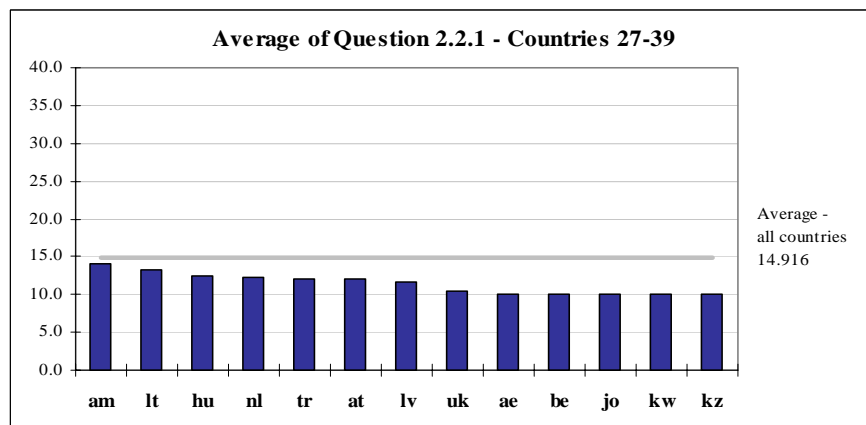
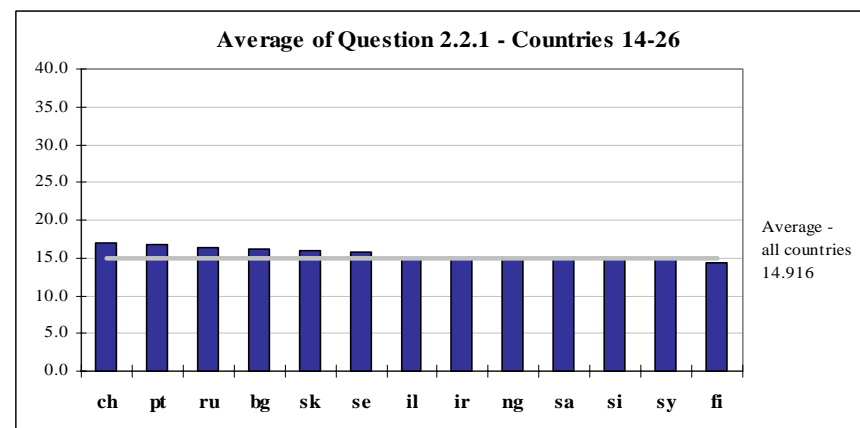
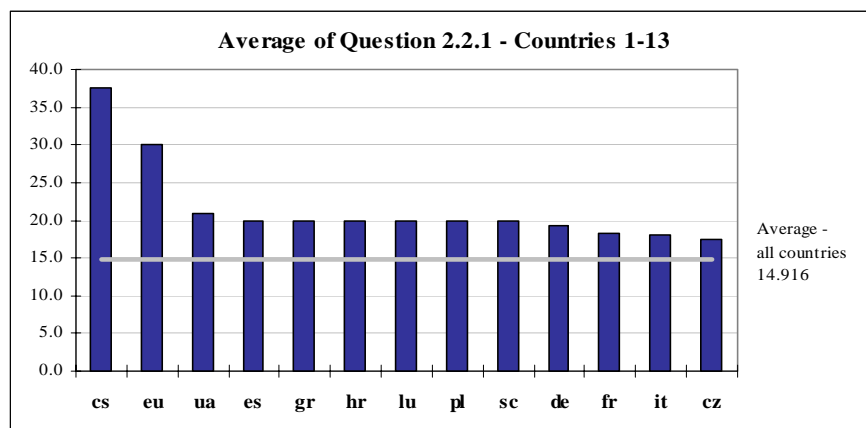
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.1.4.3: Performance measurements of key services on the Internet. (For example: DNSMON to monitor root server behaviour).



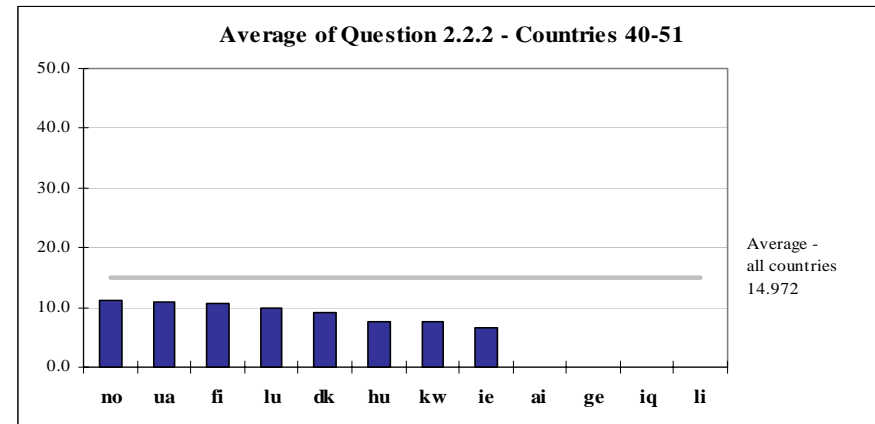
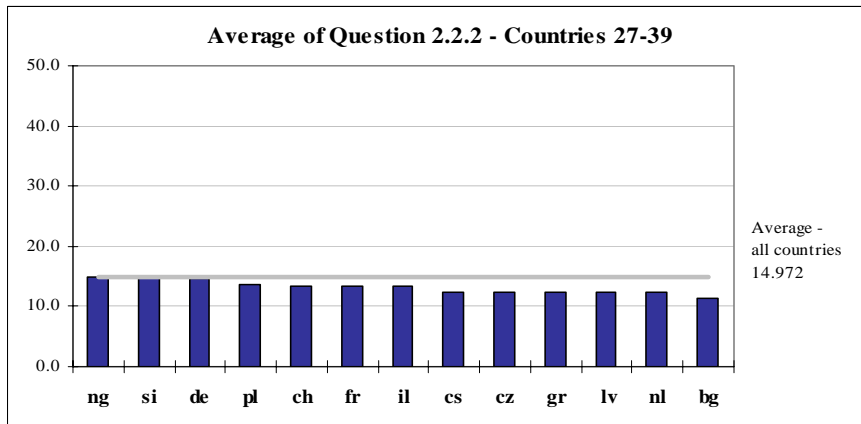
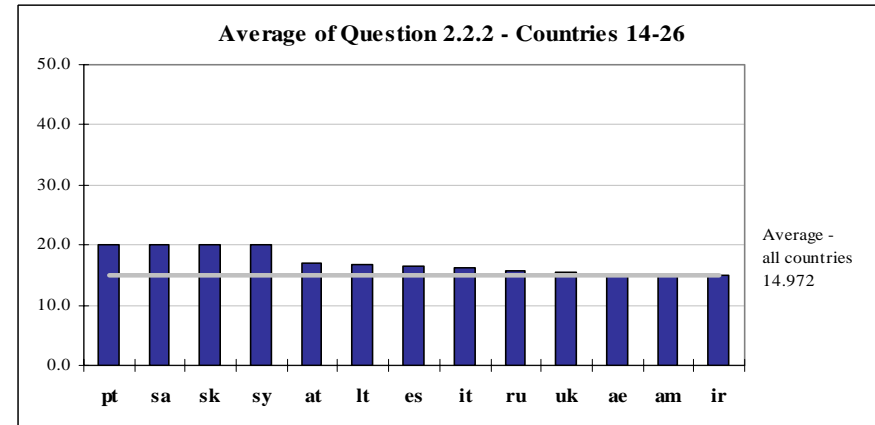
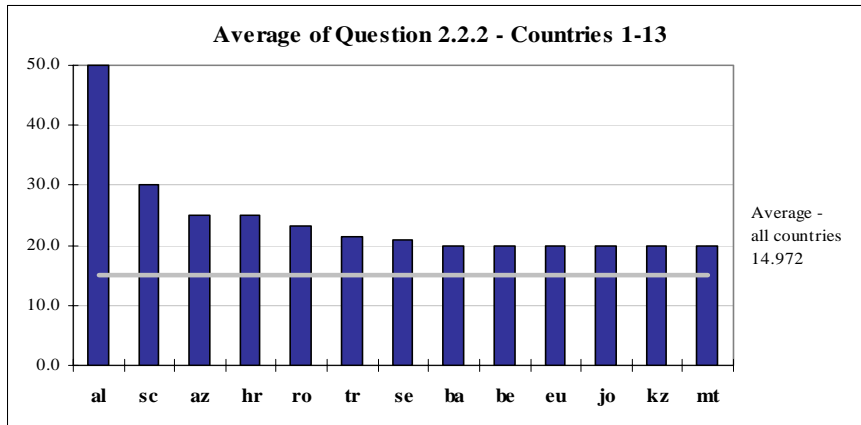
Note: Countries ai, iq, lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.1: CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.



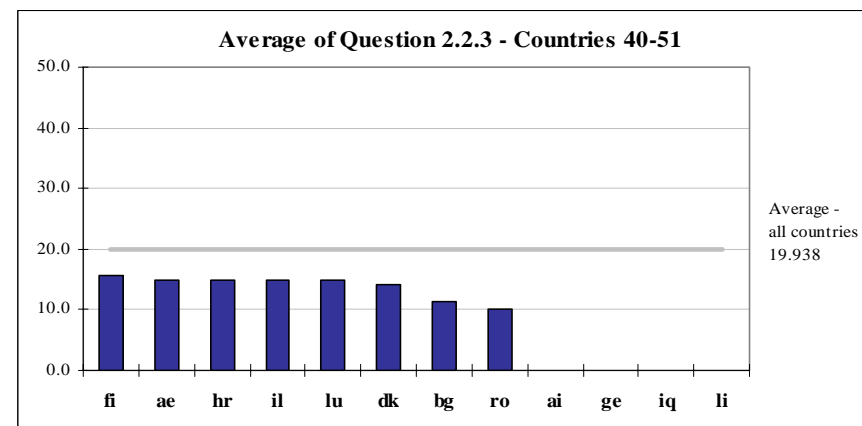
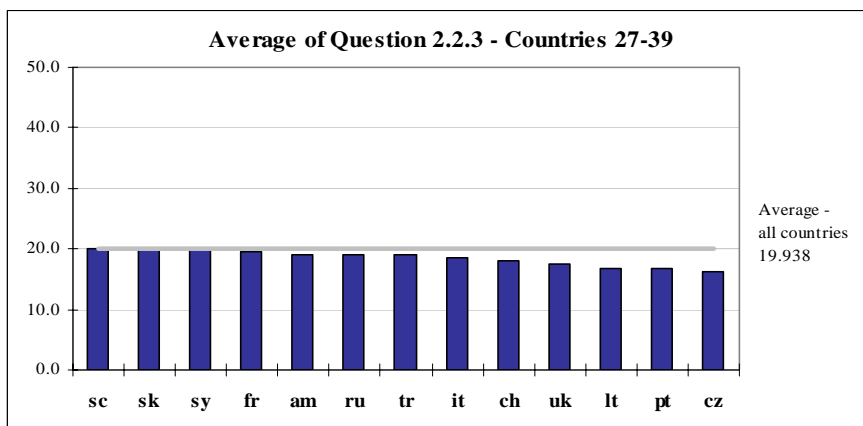
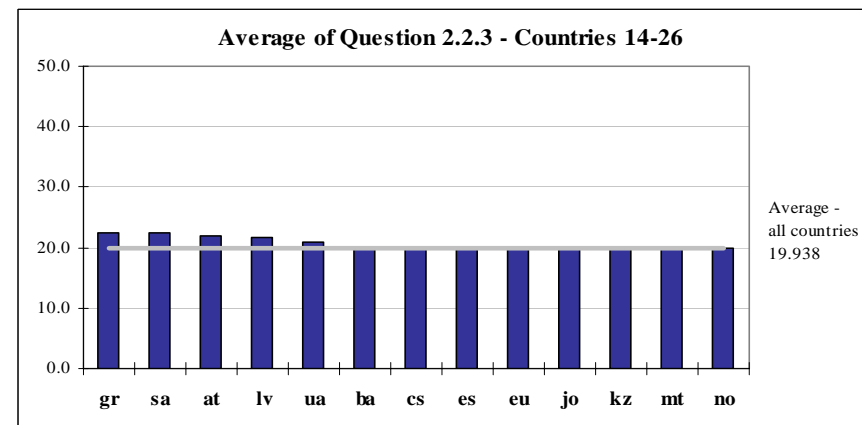
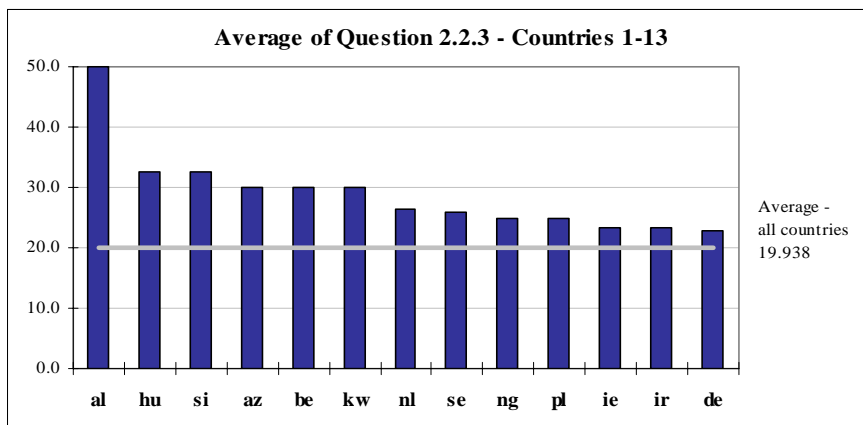
Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.2: DNSSEC – deployment for reverse DNS, promotion and training.



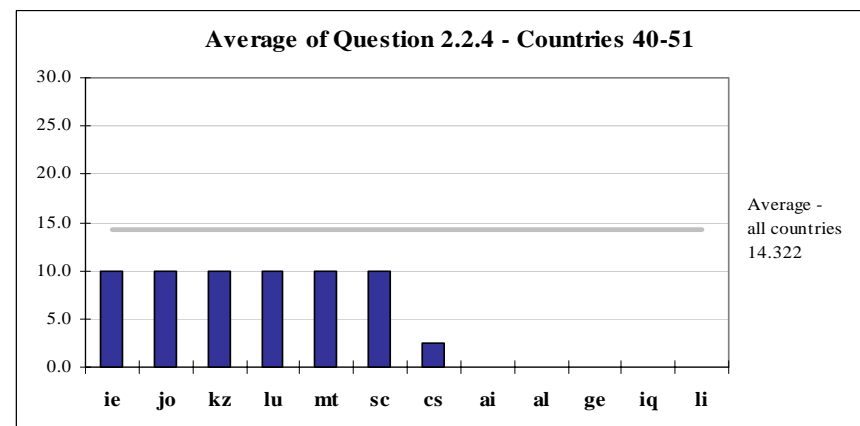
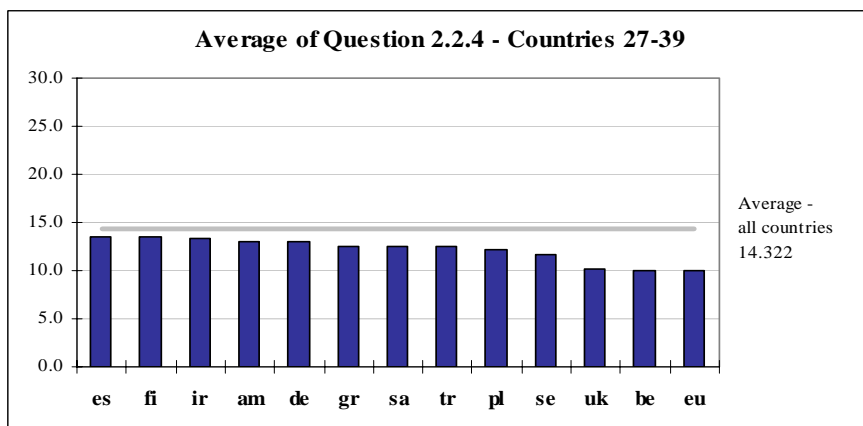
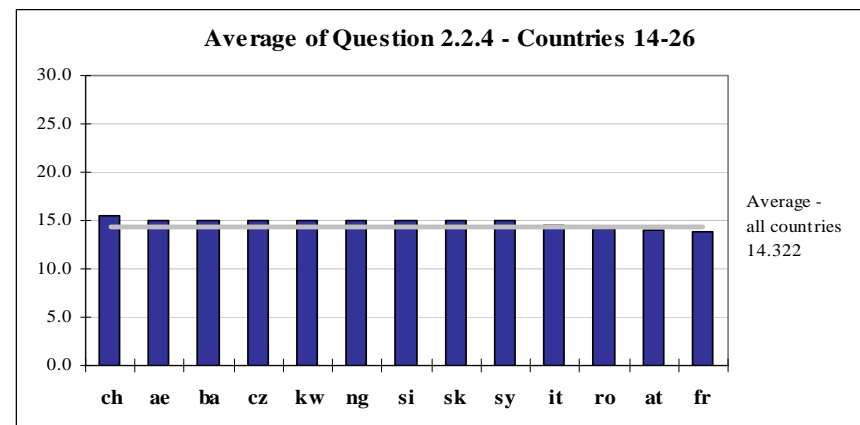
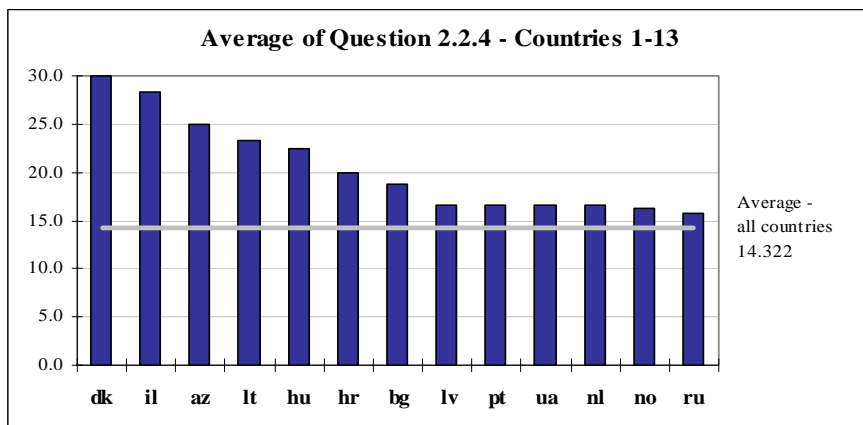
Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.3: Routing Security – awareness, training, coordination of deployment and development of tools.



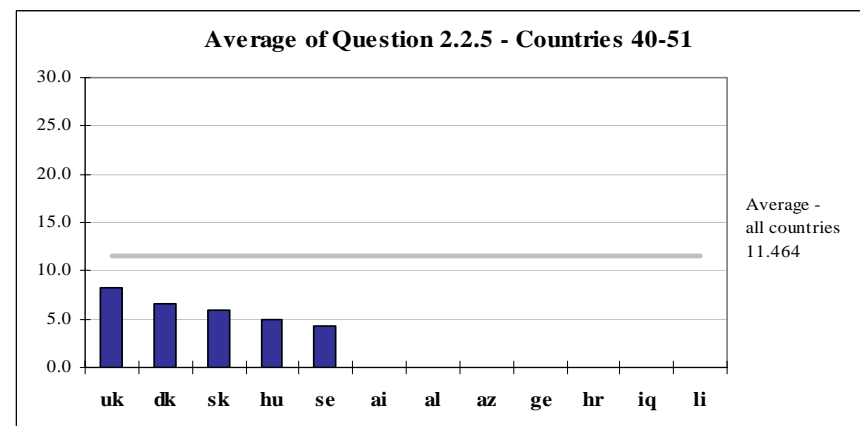
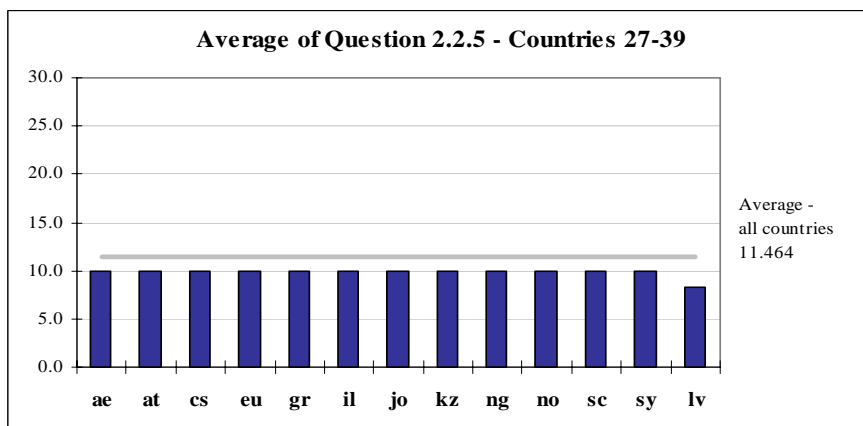
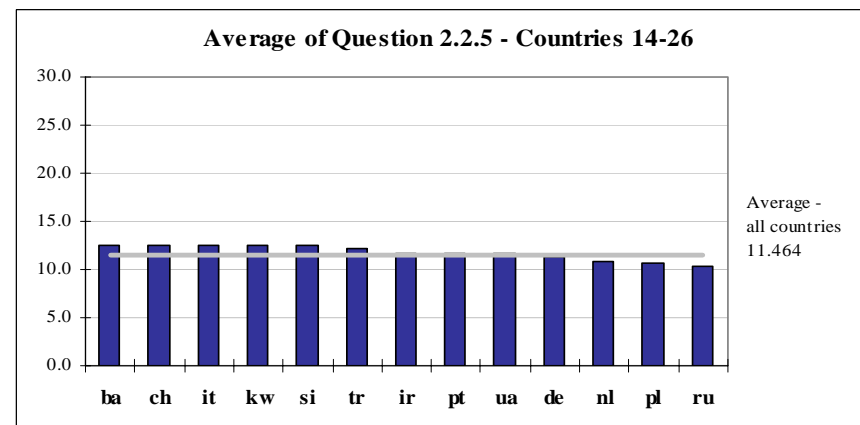
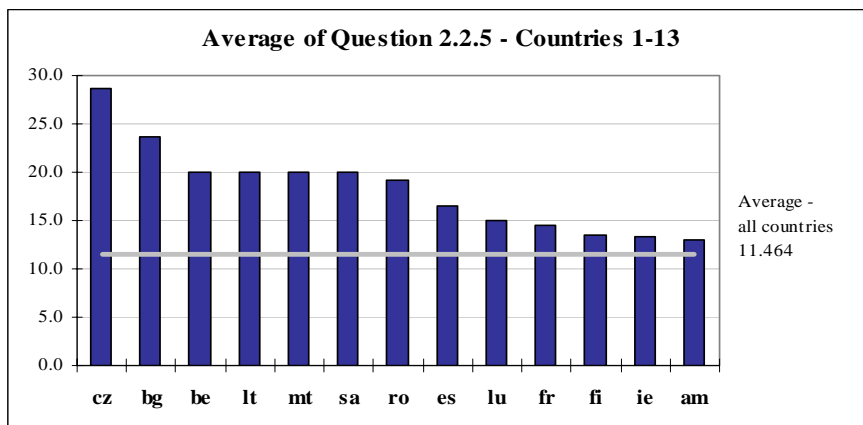
Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.4: Data quality assurance for Internet related registration data.



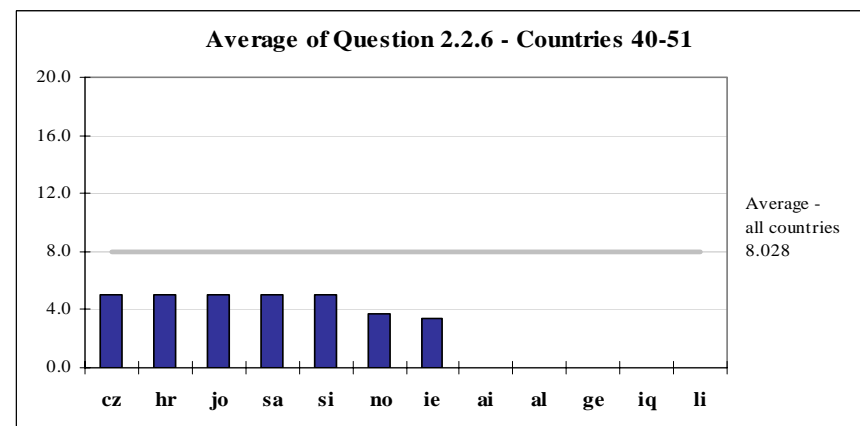
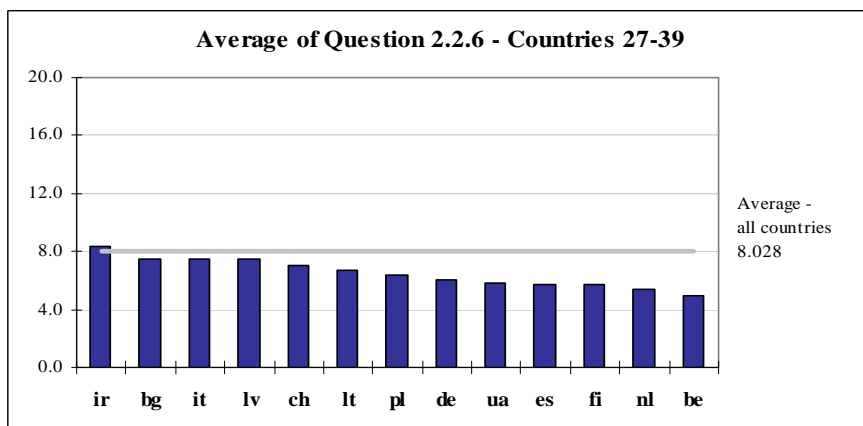
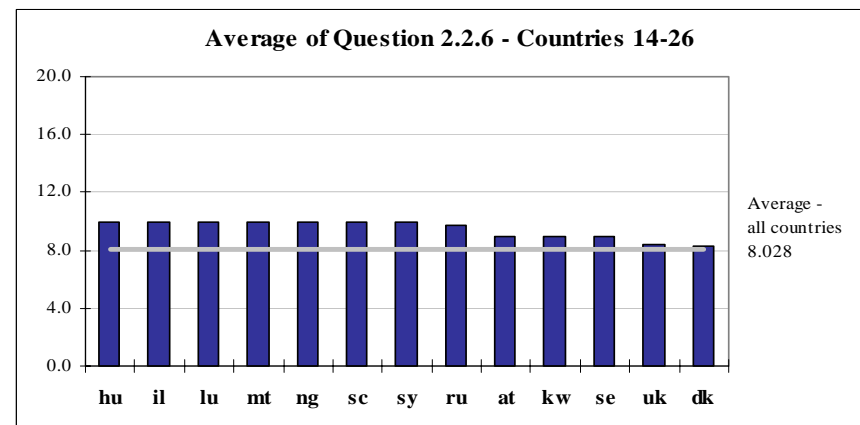
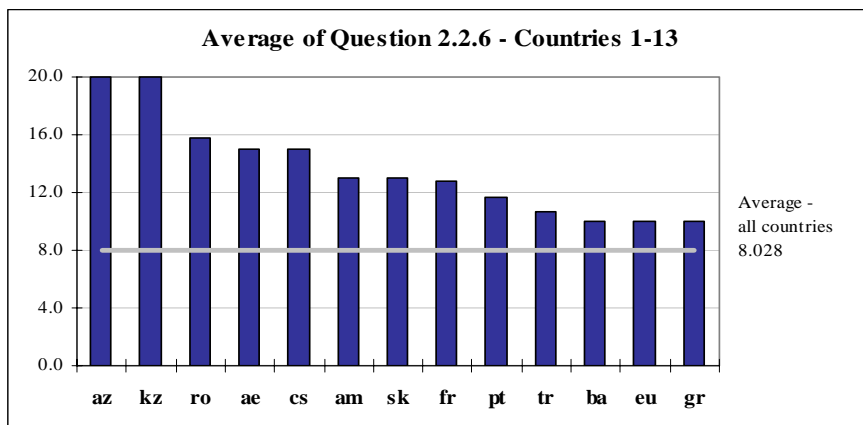
Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.5: Statistics collection and presentation (e.g. Hostcount++, TTM).



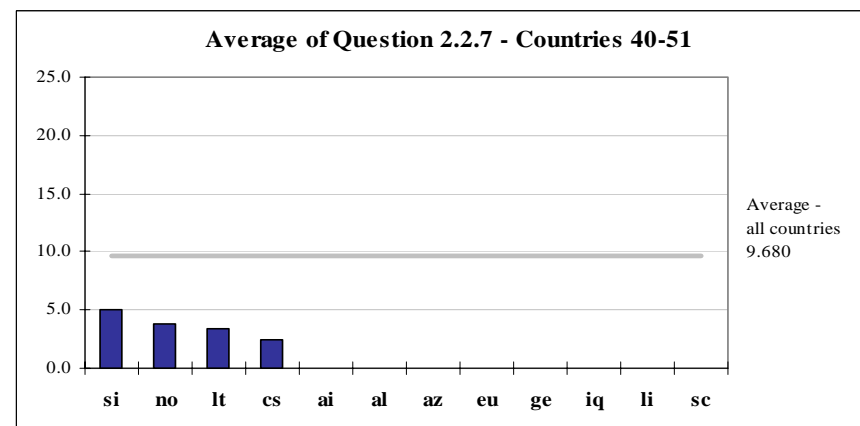
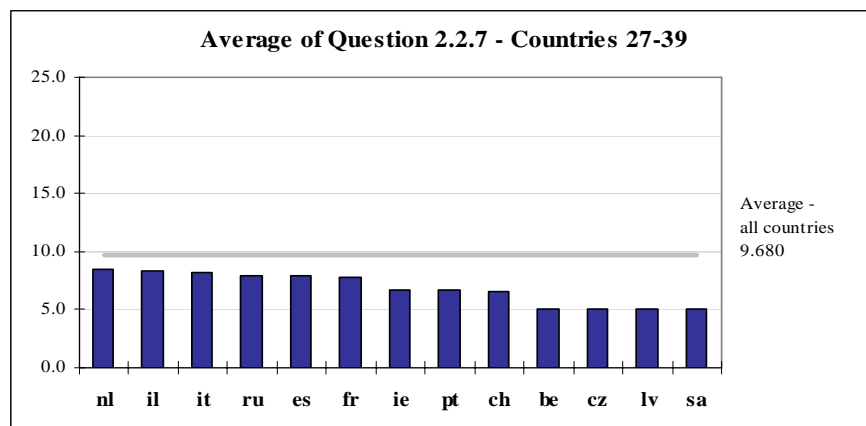
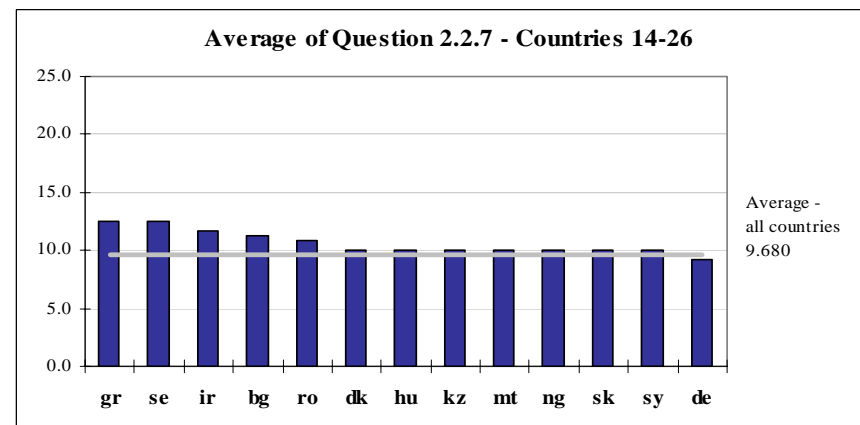
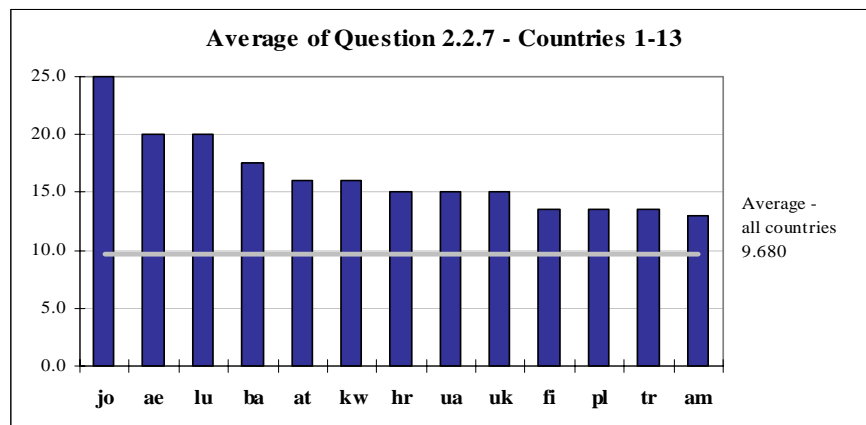
Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.6: Deploying more K-root instances.



Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

Question 2.2.7: New services (not listed in the survey) that would benefit RIPE NCC members.



Note: Countries lb, qa and sl are not represented on the graphs due to errors in the responses of all survey participants from that country.

APPENDIX 6 – ANOMALIES AND PROBLEMS

6.1 Anomalies

A very small number of responses had anomalies.

In Section 1, two respondents had used 8, rather than 7 as the upper limit of the scale. Possibly they wished to indicate how satisfied with RIPE NCC services? However, for consistency, these 8s have been entered as 7s.

In Section 2, there were some different anomalies e.g. in one case, a respondent used the Section 1 scaled; in another *each question* had been given a score out of 100. These were excluded from the data analysis. In some cases, the score allocations did not total 100. It was decided to include all responses where the totals were in a range of 90 to 110. The details of those excluded in the circumstances listed above are as follows:

Table 6.1 – Responses not included based on Organisation Size

ORGANISATION SIZE	NUMBER OF RESPONSES NOT INCLUDED
1	9
2	9
3	7
4	4
5	0
TOTAL OF RESPONSES NOT INCLUDED IN SECTION 2 ANALYSIS	29

Table 6.2 – Responses not included based on Country of Origin

COUNTRY OF ORIGIN	NUMBER OF RESPONSES NOT INCLUDED
Ae	1
Am	1
Bg	1
Ch	1
Cz	1
De	2
Es	1
Fr	1
Ge	1
Gr	1
Hu	2
Ie	2
Ir	1

COUNTRY OF ORIGIN	NUMBER OF RESPONSES NOT INCLUDED
It	1
Jo	2
Lb	1
Nl	1
No	1
Pl	2
Qa	1
Ru	1
Se	1
Sl	1
Uk	1
TOTAL OF RESPONSES NOT INCLUDED IN SECTION 2 ANALYSIS	29

6.2 Problems

The large accounting firm mail servers are under constant attack. KPMG had three crashes during the survey period. Although the outages were of limited duration, it is still possible that there could have been response loss.