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ARIN Customer Survey

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Objectives

- Create a pro-active channel for customer feedback
 - Many customers do not currently use existing feedback mechanisms
 - This will be ARIN's first open customer satisfaction survey
- Increase engagement with ARIN customers
 - Obtain better understanding of customer needs
 - Build stronger relationship ARIN's diverse customer base
- Inform upcoming enhancements to customer focus programs

Timeline

- **October 2013**
 - Review proposals and select contractor
 - Hold kick-off meeting with contractor
- **November – December 2013**
 - Telephone interviews with stakeholders
 - Creation of survey question set
- **January – February 2014**
 - Open customer survey is published online
 - Active promotion
- **March – April 2014**
 - Contractor delivers final survey report to ARIN (March)
 - ARIN staff delivers survey results to community (April)

How To Participate

- Lunch topic table today
- Contact me: richard@arin.net
- Look for upcoming announcements about the customer survey



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Thank You