Customer Satisfaction Survey

Richard Jimmerson

Previous Customer Satisfaction Survey

- Conducted by Rockbridge Associates, Inc.
- Completed in 2014

- 698 Survey Participants
- Results informed changes to our services

Type of Company (n=698)	
Internet service provider	22%
Education	18%
Internet content provider	8%
Government	6%
Network access provider	5%
Hardware/software vendor	5%
Mobile network provider	1%
Other	30%
None of the above	5%

Number of Employees (n=698)	
1	3%
2-24	17%
25-49	6%
50-99	5%
100-499	19%
500-999	9%
1,000 or more	41%
Average # of Employees	*741*

Location of Company (n=698)	
United States	86%
Canada	11%
Puerto Rico	<1%
Jamaica	<1%
Saint Barthelemy	<1%
Cayman Islands	<1%
Other	2%

ARIN
American Registry for Internet Numbers

IP4 Your IPv4 address is

SEARCH Whois

all requests subject to *terms of use*   *advanced search*

NUMBER RESOURCES   PARTICIPATE   POLICIES   FEES & INVOICES   KNOWLEDGE   ABOUT US   FEEDBACK

ARIN ONLINE

Username and password **are** case sensitive.

username: *new user?*

password: *assistance*

log in

About ARIN Online

CORPORATE DOCUMENTS

Search This Section

full site search

Below you will find links to the documents that describe ARIN as a nonprofit organization and how it is governed and operates as a corporation.

Organization Structure and Review

- Bylaws
- Articles of Incorporation
- Annual Reports
- Customer Survey Results

Operations

- Annual Strategic Planning and Budgeting
- Reserve Investment Policy
- External Contracting Process
- Process for Funding ARIN External Projects and Entities
- Research Projects
- Loan to NewNOG
- Registration Services Audit Reports
- Green Initiatives at ARIN

General Info

New to ARIN?

Acronym Guide

Social Media

IPv6 Info Center

General Education

Annual Reports

About ARIN

Corporate Documents

Bylaws

Articles of Incorporation

Annual Reports

#ARIN40

Feedback Channels Between the BIG Surveys

- **Feedback Button**
  - Allows you to provide instant feedback from anywhere on our site

- **Transaction Surveys**
  - Survey invitation sent everyone who requests Internet number resources

- **Documented Feedback From Telephone Calls And Tickets**
  - Registration staff documents notable feedback from calls/tickets in an internal feedback tracking system

- **ARIN Consultation And Suggestion Process (ACSP)**
  - Review and consideration process for formally submitted feedback to ARIN

- **Direct Feedback At Meetings (PPM, ARIN On The Road, NANOG, and more)**

- **Mailing Lists & Social Media**

2017 Customer Satisfaction Survey

- **Survey available inside the next month**

- **Many questions will mirror those from 2014 to allow for survey results benchmarking**

- **Survey objectives include:**
  - Determine members' expectations and needs from ARIN
  - Assess current satisfaction with ARIN's services and operations
  - Determine any unmet needs members have
  - Identify and prioritize areas for improvement
  - Assess current perceptions of the organization within the Internet community

- **Results will be published with full transparency to the ARIN website**