

APNIC 2016 Survey
Appendix C

Survey Questionnaire

Welcome to the **2016 APNIC Survey**.

This survey is run every two years to gather feedback from Members and other key stakeholders about APNIC services, the challenges facing the Internet community and where you think APNIC can assist.

The survey helps the APNIC EC and Secretariat to understand the needs and wishes of the community and the results are used to guide decisions on future priorities and service offerings. The APNIC EC places a high degree of importance on the results from this survey.

The APNIC EC has commissioned Survey Matters to conduct this survey so you can be sure that your answers will remain confidential. Individual responses will not be identified and we encourage you to provide honest and objective feedback. Please note, however, that any free text comments you write will be provided to APNIC unedited (so if you identify yourself by name or otherwise in the free text comments these will not remain anonymous). You can view Survey Matters [terms of use](#) at the bottom of each page of the survey.

To access the survey please click on **“next”** below. You can check your progress from the "% Completed" listed at the top of each page. Depending on your responses, the survey should take around 15 minutes to complete for Members and Account Holders, and much less for other stakeholders in the APNIC community.

Completed responses will be eligible to enter a draw for a chance to win prizes including **a Microsoft Surface Pro 4 or an Apple Watch Sport**.

If you have any questions in relation to this survey, please contact Survey Matters at support@survey matters.com.au or on +61 3 9452 0101.

Thank you for your participation. Your views are important and we welcome your feedback.

APNIC Account Holder and Member Questionnaire

About you

1. *Where do you live?

<Economy list selection – all countries>

2. *What type of organization do you work for?

	Academic/Educational/Research
	Banking/Financial
	Domain name registry/Registrar
	Enterprise/Manufacturing/Retail
	Government/Regulator/Municipality
	Hardware vendor
	Hosting/Data centre
	Industrial (construction, mining, oil)
	Infrastructure (transport/hospital)
	Internet exchange point (IXP)
	Internet service provider (ISP)
	Media/Entertainment
	NREN/Research network
	Non-profit/NGO/Internet community
	Software vendor
	Telecommunications/Mobile operator
	Other (please specify)

3. *What is your organisation's relationship with APNIC?

	My organisation is an APNIC Member or Account Holder [Go to Member Survey]
	My organisation is a member of an NIR in the APNIC region [Go to Stakeholder Survey]
	Other stakeholder (please specify) [Go to Stakeholder Survey]

4. *How many times have you used an APNIC service, contacted or interacted with APNIC in the past two (2) years?

	None [Go to Q11]
	1-5 times
	More than 5 times
	Don't know/can't remember

Participation

5. Over the past two (2) years, have you:

(Not presented to participants who selected "None" at Q4) (Select all that apply) (Randomise)

	Attended an APNIC training course or online training
	Attended the APNIC Conference, APRICOT or another APNIC event
	Read the APNIC blog
	Applied for IP addresses and/or AS number resources
	Received IP addresses and/or AS number resources
	Visited the APNIC website
	Contacted the APNIC helpdesk for support
	Used the Whois database service
	Used MyAPNIC
	Transferred IPv4 addresses
	Used reverse DNS services
	Used resource certification (RPKI) services
	Participated in Special Interest Groups (SIGs), face-to-face meetings or mailing list
	Participated in APNIC's Policy Development Process for Internet Number Resource policies
	Personally met with an APNIC representative
	Attended a public presentation by an APNIC representative
	Used the APNIC technical assistance team
	Other (please specify)
	None of these (exclusive) (Go to Q8)

6. Thinking about the APNIC services and activities you have used or undertaken, how would you rate your experience?

(Only the specific services selected above will be presented for each respondent)

	1 = Poor		4 = Neutral			7 = Excellent	
	1	2	3	4	5	6	7
APNIC training courses and/or online training	1	2	3	4	5	6	7
APNIC Conference, APRICOT or other APNIC events	1	2	3	4	5	6	7
APNIC blog	1	2	3	4	5	6	7
IP address and AS number resource applications	1	2	3	4	5	6	7
IP address and AS number resource allocations	1	2	3	4	5	6	7
APNIC website	1	2	3	4	5	6	7
APNIC helpdesk	1	2	3	4	5	6	7
The Whois database service	1	2	3	4	5	6	7
MyAPNIC	1	2	3	4	5	6	7
IPv4 address transfers	1	2	3	4	5	6	7
Reverse DNS services	1	2	3	4	5	6	7
Resource certification (RPKI) services	1	2	3	4	5	6	7
Special Interest Group (SIG), face-to-face meeting or mailing list	1	2	3	4	5	6	7
The APNIC Policy Development Process	1	2	3	4	5	6	7
Meeting with an APNIC representative	1	2	3	4	5	6	7
APNIC public presentation	1	2	3	4	5	6	7
APNIC technical assistance team	1	2	3	4	5	6	7
The other interactions (presented if selected "Other" above)	1	2	3	4	5	6	7

7. Please tell us why some of your experiences were not as good as you expected?

(Only asked if selected 1, 2 or 3 in Q6)

8. *Thinking about APNIC overall, how would you rate the following:

(Not asked if selected None at Q 4)

	1 = Poor		4 = Neutral			7 =Excellent	
	1	2	3	4	5	6	7
The quality of service delivery	1	2	3	4	5	6	7
The value of the services	1	2	3	4	5	6	7
The value of membership	1	2	3	4	5	6	7

9. *Over the last two (2) years, would you say that APNIC’s service delivery to your organisation has:

(Not asked if selected None at Q 4) (Slider)

Declined significantly	Declined slightly	Stayed the same	Improved slightly	Improved significantly
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10. Why do you say this?

IPv6 Readiness

11. Has your organisation already deployed or are you ready for deployment of IPv6?

	Yes, IPv6 is fully deployed in our networks and customer services (Go to Q15)
	Yes, IPv6 is deployed in our core network(s) but not in access or other networks (Go to Q13)
	We have an IPv6 deployment plan (Go to Q12)
	No (Go to Q13)

12. When do you expect the deployment to be completed?

(Asked if selected "We have a deployment plan" at Q11)

	This year
	In 2017
	In 2018
	In 2019
	In 2020
	Sometime after 2020
	Don't know

13. What are the MAIN challenges that are affecting your organisation's deployment of IPv6?

(Asked if selected No; We have a deployment plan; or Deployed in the core network at Q11) (Randomise) (Select up to three (3) responses only) (Randomise)

	Lack of skills and expertise within our organisation
	Lack of available training
	Our customers are not ready for IPv6
	Lack of applications that can run on IPv6
	There is no demand for IPv6 from customers
	My organisation's legacy systems
	The cost of deploying IPv6 is too high
	It is too expensive to run both IPv4 and IPv6
	Our upstream providers do not support IPv6
	There are no clear business/technical advantages or reasons to adopt IPv6
	The perceived risks of deploying IPv6 are high
	The risks of remaining with IPv4 are lower than deployment of IPv6
	Other (please specify)

14. What do you think are the MOST EFFECTIVE ways that APNIC could assist your organisation to transition to or deploy IPv6?

(Asked if selected No; We have a deployment plan; or Deployed in the core network at Q11) (Select up to two (2) responses only)

	Promote the benefits of IPv6 to management and/or decision makers
	Promote the benefits of IPv6 to customers/consumers
	Promote the advantages of IPv6 to government and related organisations
	Promote the advantages of IPv6 to hardware, software and/or content providers
	Provide case studies and best current practices about IPv6
	Provide more advanced training in IPv6
	Facilitate knowledge sharing between member organisations on IPv6 deployment experiences
	APNIC should take no action to promote or assist with the deployment of IPv6 (Exclusive)

15. Do you have any comments or suggestions about APNIC's role in the promotion or deployment of IPv6?

Industry Challenges

In this section of the survey we are interested in understanding the most important issues or challenges facing your organisation in relation to APNIC's role and responsibilities.

16. Thinking about your Internet-related services, products or activities (in particular those related to APNIC's role and responsibilities) what are the MAIN challenges facing your organisation?

Please rank these in order of their importance, where 1 is the MOST important challenge.

(Please rank at least three (3) challenges in order of their priority to your organisation) (Randomise)

	Getting more IPv4 addresses
	Brokers selling/leasing IPv4 addresses
	Deploying NAT
	Lack of IPv6 applications
	Cost of deploying IPv6
	Risks of deploying IPv6
	Deploying IPv6 in customer networks
	Customer unwillingness to use IPv6
	Lack of awareness of IPv6 in my organization
	DDoS attacks
	Routing security
	Network security – intrusion and other breaches
	Phishing, Spam, Malware, Ransomware
	Hiring and/or keeping skilled employees
	Management of bandwidth and network capacity
	Other (please specify)

17. Do you believe APNIC has a role to play in helping you address these challenges?

	Yes	No
Getting more IPv4 addresses		
Brokers selling/leasing IPv4 addresses		
Deploying NAT		
Lack of IPv6 applications		
Cost of deploying IPv6		
Risks of deploying IPv6		
Deploying IPv6 in customer networks		
Customer unwillingness to use IPv6		
Lack of awareness of IPv6 in my organization		
DDoS attacks		
Routing security		
Network security – intrusion and other breaches		
Phishing, Spam, Malware, Ransomware		
Hiring and/or keeping skilled employees		
Management of bandwidth and network capacity		

18. Please tell us how you think APNIC can assist you with your challenges?

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19. Do you think that the APNIC Executive Council and Secretariat understand the challenges faced in providing your Internet-related services, products or activities?

	Yes (Go to Q21)
	No
	Unsure

20. Can you tell us why you think that APNIC does not understand your challenges?

(Presented if selected No or Unsure at Q19)

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The majority of APNIC’s resources and expenditure in the 2016 activity plan are allocated to serving Members. The APNIC EC allocates the annual budget across four (4) categories:

1. **Serving Members** – technical infrastructure, customer service, registration services and Member training
2. **Regional Development & Outreach** – APNIC conferences, community engagement, regional technical development, APNIC foundation
3. **Global Cooperation** – global technical community collaboration, global outreach and information sharing, inter-Governmental outreach and coordination
4. **Corporate** – finance & administration, human resource management, legal and governance, facilities (which equate to 20% of the total budget)

21. Apart from Corporate operations, please indicate what percentage of the total budget you think should be allocated to these other APNIC services and activities?

(Total must = 100%)

Serving Members	
Regional Development & Outreach	
Global Cooperation	
Corporate	20%
Total	100%

22. Thinking about your membership of APNIC, please indicate how much you AGREE with the following statements:

1 = Strongly disagree 4 = Neutral 7 = Strongly agree

APNIC provides essential Internet resource services that cannot be accessed elsewhere	1	2	3	4	5	6	7
APNIC provides other services of value to my organisation which cannot be found elsewhere in my country or economy	1	2	3	4	5	6	7
I choose to use APNIC services because they are of higher quality than other services available	1	2	3	4	5	6	7
I am treated as a valued member of APNIC	1	2	3	4	5	6	7
APNIC seeks my opinions on issues relevant to APNIC services and the challenges of the Internet community	1	2	3	4	5	6	7
APNIC Membership enhances my organisation’s reputation/credibility	1	2	3	4	5	6	7
APNIC is open and transparent in all of its activities	1	2	3	4	5	6	7
APNIC is respected in the Internet community	1	2	3	4	5	6	7

The APNIC EC and Secretariat gather feedback from the community in a number of ways: at APNIC conferences and member meetings, via mailing lists and the biennial APNIC survey.

23. Do you believe APNIC members have enough opportunity to provide feedback and input into APNIC activities?

	Yes
	No
	Don’t know

24. APNIC has received suggestions to provide information on trends and benchmarks for regional Internet infrastructure and related technical and business activities. Such activity will require further member consultation and data collection from APNIC Members who choose to participate. Would you (or your organisation) be interested in being part of such activity?

	Yes
	I'd like more information before deciding
	No
	Don't know/I wouldn't make the decision

25. Do you have any comments or suggestions about providing feedback and input into APNIC activities, and contributing to information gathering that would assist the Internet community?

26. Thinking about service delivery from APNIC, how IMPORTANT do you think it is that APNIC establish an office or agency that could deliver some services locally in your economy/country?

(Only presented to economies without an NIR presence)

1 = Not important at all

4 = Neutral

7 = Extremely important

1	2	3	4	5	6	7
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27. Please tell us the services that you think APNIC could deliver locally?

(Only asked if selected 5, 6 or 7 at Q26)

28. Do you have any comments or suggestions about local service delivery in your economy/country from APNIC?

29. *APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. On which organisations/groups do you believe APNIC should focus its efforts?

(Randomise)

1 = Least focus

7 = Most focus

Network Operator Groups (NOGs)	1	2	3	4	5	6	7
Governments	1	2	3	4	5	6	7
International government-led organizations (ITU, ASEAN, UN, OECD, APECTEL, APT)	1	2	3	4	5	6	7
Asia-Pacific Internet technical organizations (APIX, APIA, APTLD, APCERT, APAN)	1	2	3	4	5	6	7
Global Internet technical organizations (IETF, IAB, Internet Society, ICANN, W3C)	1	2	3	4	5	6	7
Internet business community (external to APNIC membership)	1	2	3	4	5	6	7
Universities and academia	1	2	3	4	5	6	7
Civil society, non-profit and other community groups	1	2	3	4	5	6	7
Other Regional Internet Registries (AFRINIC, ARIN, LACNIC, RIPE NCC)	1	2	3	4	5	6	7
Law enforcement and other public safety agencies	1	2	3	4	5	6	7
Industry associations	1	2	3	4	5	6	7

30. Do you have any comments or suggestions about the relationships APNIC has with these or other organisations/groups/communities?

Training and Technical Assistance

31. Under its Bylaws, one of the objectives of APNIC is to provide training and educational opportunities that further Members' technical knowledge, skills and policy understanding of the industry.

Thinking about the provision of training services by APNIC, how much do you AGREE that:

The provision of training is an important APNIC function	1	2	3	4	5	6	7
Training offered by APNIC should be responsive to Member requests and needs	1	2	3	4	5	6	7
APNIC should subsidise training to increase affordability where necessary	1	2	3	4	5	6	7

32. To reduce reliance on Member funds, do you believe APNIC should seek additional external resources to help build its training and technical assistance services?

Yes
No
Don't know/I wouldn't make the decision

33. Have you undertaken APNIC training in the last twelve (12) months?

Yes
No (Go to Q33)

34. Thinking about the training you have undertaken, please indicate how much you AGREE that APNIC provides:

(Presented to those who select Yes above)

1 = Strongly disagree

4 = Neutral

7 = Strongly agree

Relevant and useful training programs	1	2	3	4	5	6	7
Training programs in a suitable format	1	2	3	4	5	6	7
Training programs that represent value for money	1	2	3	4	5	6	7
A sufficient number of training programs	1	2	3	4	5	6	7

35. If APNIC could support your organisation with your technical challenges through training, extended technical workshops and/or direct technical assistance, which of the following topics would assist your organisation?

(Select all that apply)

<input type="checkbox"/>	Network security
<input type="checkbox"/>	Incident handling and response
<input type="checkbox"/>	IPv6 deployment planning
<input type="checkbox"/>	DNS and DNSSEC
<input type="checkbox"/>	MPLS
<input type="checkbox"/>	Routing protocols (BGP, OSPF/IS-IS etc.)
<input type="checkbox"/>	RPSL and Routing Registry
<input type="checkbox"/>	Best practices for inter-domain routing
<input type="checkbox"/>	RPKI
<input type="checkbox"/>	CERT/CSIRT operation and management
<input type="checkbox"/>	IXP design, operation and management
<input type="checkbox"/>	QoS
<input type="checkbox"/>	Software Defined Networking (SDN)
<input type="checkbox"/>	Virtualisation of network functions and/or services
<input type="checkbox"/>	Training of trainers in any of the topics listed here
<input type="checkbox"/>	Optimising network architecture
<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	None of these – my organisation does not require training or technical support from APNIC (Exclusive)

36. Are there any additional training topics you would like APNIC to make available?

Policy Development

37. Can you tell us the MAIN reasons why you have not participated in APNIC's Policy Development Process for Internet Number Resource policies?

(Asked of those who **did not** select this in Q6) (Select up to two (2) reasons)

	I trust the community to develop the right policies
	I wasn't aware I could participate
	I don't know enough about the process
	It's too difficult to participate in the process
	No-one has asked me to participate
	I don't have time to participate
	Other (please specify)
	I'm not interested in participating (Exclusive) (Go to Q37)

38. What could APNIC do to encourage you to participate in the Policy Development Process for Internet Number Resource policies?

(Asked of those who **did not** select this in Q6)

39. * How would you assess your participation in APNIC's Policy Development Process for Internet Number Resource policies?

(Only presented to those who indicated that they **had participated** in the process in Q6)

	1 = Poor		4 = Neutral			7 = Excellent	
	1	2	3	4	5	6	7
Ease of understanding	1	2	3	4	5	6	7
Ease of participation	1	2	3	4	5	6	7
Ease of following the progress of discussions	1	2	3	4	5	6	7
Overall effectiveness	1	2	3	4	5	6	7
Relevance to my organisation	1	2	3	4	5	6	7

40. Please tell us why some of these experiences were not as good as you expected?

(Asked if selected 1, 2 or 3 at Q37)

Endorsement

41. #Which of these phrases best describes the way you speak about APNIC to others?

	I am critical of APNIC without being asked
	I tend to be critical of APNIC if I am asked
	I am neutral
	I speak well about APNIC if I am asked
	I speak highly of APNIC without being asked

Other comments

42. Are there any other topics or areas of APNIC's services and activities that you would like to provide feedback on and/or do you have any additional suggestions or ideas for APNIC to consider?

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About Your Organisation

43. What is your role within the organisation?

	Executive Director/ Managing Director/ CEO/CFO/CTO or equivalent
	I.T/ICT Manager or equivalent
	Software development
	Technical operations
	Administration
	Commercial operations
	Business development
	Other (please specify)

44. How did you hear about the APNIC Survey?

	APNIC email
	APNIC website / blog
	Facebook
	Twitter
	Mailing list
	At an event
	From a colleague
	Other social media

Prize Draw

Thank you for providing your feedback and participating in the **APNIC 2016 Survey**. There will be three prize draws for the survey and prizes include Microsoft Surface Pro 4 tablets (128GB / Intel Core m3 / 4GB RAM) and an Apple Watch Sport (42mm).

The winners will be drawn at random by Survey Matters, and your responses to all of the other questions in the survey will remain anonymous.

45. Would you like to go into the prize draw?

	Yes
	No (Go to end of survey)

46. Please enter your details below so we can contact you should you win (Note: your survey responses will remain anonymous and will not be linked to the prize draw):

(Presented if Yes selected at Q43)

Name	
Email Address	
Telephone Number	

Second chance to win!

Encourage others to take the APNIC Survey using Twitter or Facebook. Simply tweet or post the message below to your followers and you will automatically be entered in a social media competition to win an Apple Watch Sport (42mm).

Twitter or Facebook message: I've just completed the 2016 #apnicsurvey – visit survey.apnic.net to provide your thoughts. You could win a prize!

Thank you for taking part. We appreciate your participation and value your feedback.

NIR Member or Stakeholder Questionnaire

1. *How many times have you contacted or interacted with APNIC in the past two (2) years?

	None (Go to Q6)
	1-5 times
	More than 5 times
	Don't know/can't remember

Participation

2. Over the last 2 years, have you:

(Not presented to participants who selected "None" at Q1) (Select all that apply) (Randomise)

	Attended an APNIC training course or online training
	Attended the APNIC Conference, APRICOT or another APNIC event
	Read the APNIC blog
	Visited the APNIC website
	Used the Whois database service
	Participated in Special Interest Groups (SIGs), face-to-face meetings or mailing list
	Participated in APNIC's Policy Development Process for Internet Number Resource policies
	Contacted APNIC with a query
	Personally met with an APNIC representative
	Attended a public presentation by an APNIC representative
	Other (please specify)
	None of these (exclusive) (Go to Q5)

3. Thinking about these services and activities, how would you rate your experience?

(Only the specific services selected above will be presented for each respondent)

	1 = Poor		4 = Neutral			7 = Excellent	
APNIC training courses and/or online training	1	2	3	4	5	6	7
APNIC Conference, APRICOT or other APNIC events	1	2	3	4	5	6	7
APNIC blog	1	2	3	4	5	6	7
APNIC website	1	2	3	4	5	6	7
The Whois database service	1	2	3	4	5	6	7
Special Interest Groups (SIGs), face-to-face meetings or mailing list	1	2	3	4	5	6	7
The APNIC Policy Development Process	1	2	3	4	5	6	7
APNIC's handling of your query	1	2	3	4	5	6	7
Meeting with an APNIC representative	1	2	3	4	5	6	7
APNIC public presentation	1	2	3	4	5	6	7
The other interactions (presented if selected "Other" above)	1	2	3	4	5	6	7

4. Please tell us why some experiences were not as good as you expected?

(Only asked if selected 1, 2 or 3 in Q3)

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5. Overall, how would you rate your experience dealing with APNIC?

(Not asked if selected None at Q1)

1=Poor

4=Neutral

7=Excellent

1	2	3	4	5	6	7
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6. *APNIC aims to strengthen relationships with other organisations which can help APNIC carry out its vision and mission. On which organisations/groups do you believe APNIC should focus its efforts?

(Randomise)

1 = Least focus

7 = Most focus

	1	2	3	4	5	6	7
Network Operator Groups (NOGs)	1	2	3	4	5	6	7
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Asia-Pacific Internet technical organizations (APIX, APIA, APTLD, APCERT, APAN)	1	2	3	4	5	6	7
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Law enforcement and other public safety agencies	1	2	3	4	5	6	7
Industry associations	1	2	3	4	5	6	7

7. Do you have any comments or suggestions about the relationships APNIC has with these or other organisations/groups/communities?

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8. Can you tell us the MAIN reasons why you have not participated in APNIC's Policy Development Process for Internet Number Resource policies?

*(Asked of those who **did not** select this in Q2) (Select up to two (2) reasons)*

<input type="checkbox"/>	I trust the community to develop the right policies
<input type="checkbox"/>	I wasn't aware I could participate
<input type="checkbox"/>	I don't know enough about the process
<input type="checkbox"/>	It's too difficult to participate in the process
<input type="checkbox"/>	No-one has asked me to participate
<input type="checkbox"/>	I don't have time to participate
<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	I'm not interested in participating (Exclusive) (Go to Q12)

9. What could APNIC do to encourage you to participate in the Policy Development Process for Internet Number resource policies?

*(Asked of those who **did not** select this in Q2)*

10. *How would you assess your participation in APNIC's Policy Development Process for Internet Number Resource policies?

*(Only presented to those who indicated in Q2 that they **had participated** in the process)*

1 = Poor 4 = Neutral 7 = Excellent

	1	2	3	4	5	6	7
Ease of understanding	1	2	3	4	5	6	7
Ease of participation	1	2	3	4	5	6	7
Ease of following the progress of discussions	1	2	3	4	5	6	7
Overall effectiveness	1	2	3	4	5	6	7
Relevance to my organisation	1	2	3	4	5	6	7

11. Please tell us why some of these experiences were not as good as you expected?

(Asked if selected 1, 2 or 3 at Q 10)

Endorsement

12. Which of these phrases best describe the way you speak about APNIC to others?

	I am critical of APNIC without being asked
	I tend to be critical of APNIC if I am asked
	I am neutral
	I speak well about APNIC if I am asked
	I speak highly of APNIC without being asked

Other comments

13. Are there any other topics or areas of APNIC's services and activities that you would like to provide feedback on and/or do you have any additional suggestions or ideas for APNIC to consider?

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About Your Organisation

14. What is your role within the organisation?

	Executive Director/ Managing Director/ CEO/CFO/CTO or equivalent
	I.T/ICT Manager or equivalent
	Software development
	Technical operations
	Administration
	Commercial operations
	Business development
	Other (please specify)

15. How did you hear about the APNIC Survey?

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	Yes
	No (Go to end of survey)

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(Presented if Yes selected at Q41)

Name	
Email Address	
Telephone Number	

Second chance to win!

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Thank you for taking part. We appreciate your participation and value your feedback.