



ANNUAL REPORT 2024

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The American Registry for Internet Numbers, a nonprofit member-based organization, supports the operation of the Internet through the management of Internet number resources throughout its service region; coordinates the development of policies by the community for the management of Internet Protocol number resources; and advances the Internet through informational outreach.

about ARIN

what is ARIN?

The **American Registry for Internet Numbers (ARIN)** is a nonprofit, member-based organization whose primary role is managing the distribution of Internet number resources (IPv4 and IPv6 addresses and Autonomous System Numbers [ASNs]) to entities within its service region. Established in December 1997 in Chantilly, Virginia, ARIN is one of five Regional Internet Registries (RIRs) that not only ensure the uniqueness of IP addresses and ASNs but also support the operation and growth of the Internet through technical coordination, collaboration, and the promotion of the participatory policy development model. ARIN, as a responsible steward of Internet number resources within its region, contributes to sustainable Internet development by ensuring the transparency of the distribution process, the accuracy of registration data, and the openness of the community-driven policy development process.

services offered

Registration Services

ARIN's primary function is the allocation and transfer of Internet number resources, but ARIN also maintains Whois and WhoWas records, reverse delegation registration (also known as reverse Domain Name System [DNS]), and help desk and customer support services.

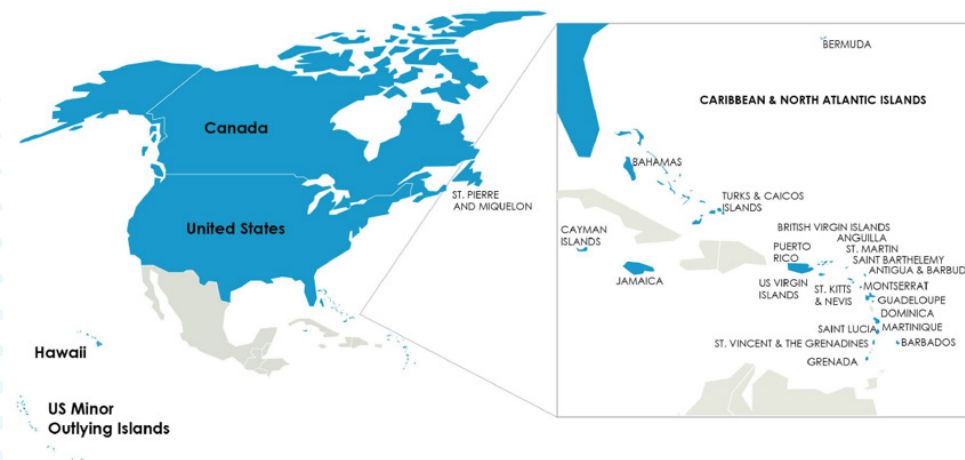
Technical Services

ARIN develops, implements, and supports both internal systems and community services like ARIN Online, Registration Data Access Protocol (RDAP), the Internet Routing Registry (IRR), and Resource Public Key Infrastructure (RPKI).

Organization Services

ARIN coordinates meaningful interaction between members, stakeholders, and the organization through the facilitation of an inclusive policy development process, information services and mailing lists, outreach and education, and community engagement.

the ARIN region



The ARIN region includes Canada, 25+ Caribbean and North Atlantic countries, Antarctica, and the United States and minor outlying areas.

ARIN currently serves approximately **40,000** organizations and manages roughly **8 million** registration records, including both public Whois records and internal database records.

from the president and board

To our valued community,

2024 was a year of growth, engagement, and steady progress for ARIN. Guided by our mission to securely and efficiently manage Internet number resources, ARIN made improvements across the organization to deliver top-tier services, expand our community engagement, and strengthen our organization's resilience.

Providing industry-leading Internet number registry services remains our primary goal. This past year, we made significant advancements – enhancing existing tools, streamlining services, and modernizing outdated systems. Notably, we successfully completed our transition off email-based resource reassignment to our more secure ARIN Online platform. This transition involved extensive outreach and direct community support, ensuring a smooth shift to improved tools and processes.

Improving Internet routing security continued to be a high priority. In 2024, we delivered key updates to ARIN's Resource Public Key Infrastructure (RPKI) to simplify usage and improve the customer experience.

Our community outreach and engagement efforts continued at a brisk pace, with our outreach activities supporting a diverse range of stakeholder groups as outlined in this report. Maintaining the multistakeholder model for coordination of Internet number resources is essential, so we continue to engage with governments, law enforcement agencies, and a broad range of customers across the region.

To ensure ARIN's long-term financial sustainability, we established a long-range financial plan that provides a structured approach to budgeting, expense management, and reserve planning. The financial model, developed over the past year by the Board of Trustees and described at the ARIN 54 meeting, helps ARIN: maintain appropriate financial reserves by aligning revenue with operational needs; provide cost discipline; and sustain funds for future investments in registry services and infrastructure. By proactively managing our financial position per the model, we can continue delivering critical services,



absorb unforeseen challenges, and support the evolving needs of the Internet community.

As always, we deeply appreciate the support and participation of our volunteers, as well as the invaluable input from our community through consultations and feedback. The continued operation and growth of the Internet is a collective effort, and we are grateful to all who have contributed their time, expertise, and insights. Together, we look forward to advancing our mission-driven journey in 2025 and beyond.

Warm regards,

John Curran
President and CEO, ARIN

Bill Sandiford
Chair, ARIN Board of Trustees

2024 highlights

Fee harmonization completed with transition of Autonomous System Numbers to Registration Services Plan fee schedule



JAN

Hosted Reg-RWS Basics webinar for ARIN customers



FEB

Deployed functionality for inter-RIR transfers for Autonomous System Numbers



MAR

Two ARIN-hosted events held: ARIN 53 in Barbados and ARIN on the Road in Reno



APR

One ARIN-hosted event held: ARIN on the Road in Kansas City



MAY

Email templates retired; held nomination process for 2024 ARIN Elections



JAN

JUL

Enforced multifactor authentication for all ARIN Online accounts



AUG

New Number Resource Policy Manual (2024.1) implemented



SEP

One ARIN-hosted event held: ARIN on the Road in Ottawa



OCT

Two ARIN-hosted events held: ARIN 54 in Toronto and the virtual ARIN Candidate Forum



NOV

IRR Auto-Manager released; ARIN Election results announced; delivery of second IETF endowment contribution



DEC

Participated in Connected Caribbean Summit



ARIN membership

There are two types of ARIN Membership available to customers: Service and General. Each membership status is based on certain eligibility requirements and has specific benefits.

All ARIN customer organizations with Internet number resources under an ARIN Agreement are Service Members and may choose to participate in ARIN governance by requesting General Membership.

Membership is not a requirement for attaining direct Internet number resources from ARIN, nor does it offer any advantage in doing so.

Membership is also not a requirement for participation in discussions that are part of the Policy Development Process, submitting suggestions to the ARIN Consultation and Suggestion Process (ACSP), or participating in public consultations that are part of the ACSP. All statistics as of 31 December 2024.

[LEARN MORE ABOUT MEMBERSHIP](#)

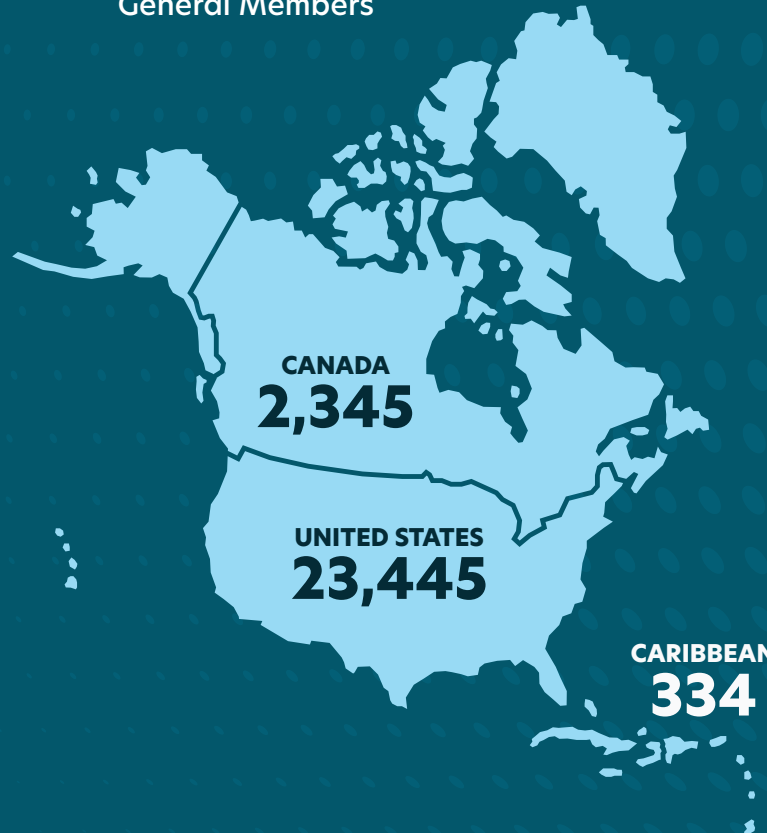
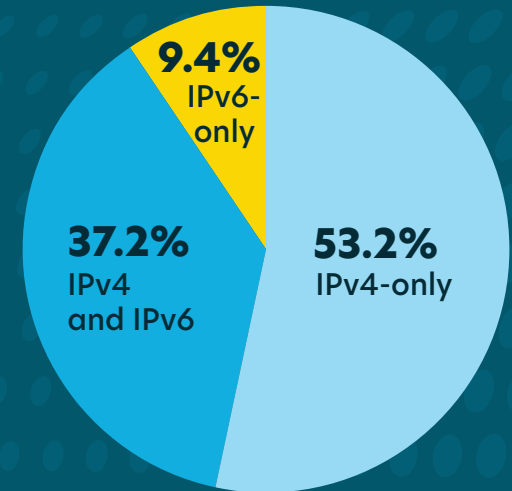


24,356

total number of Service Members

1,663

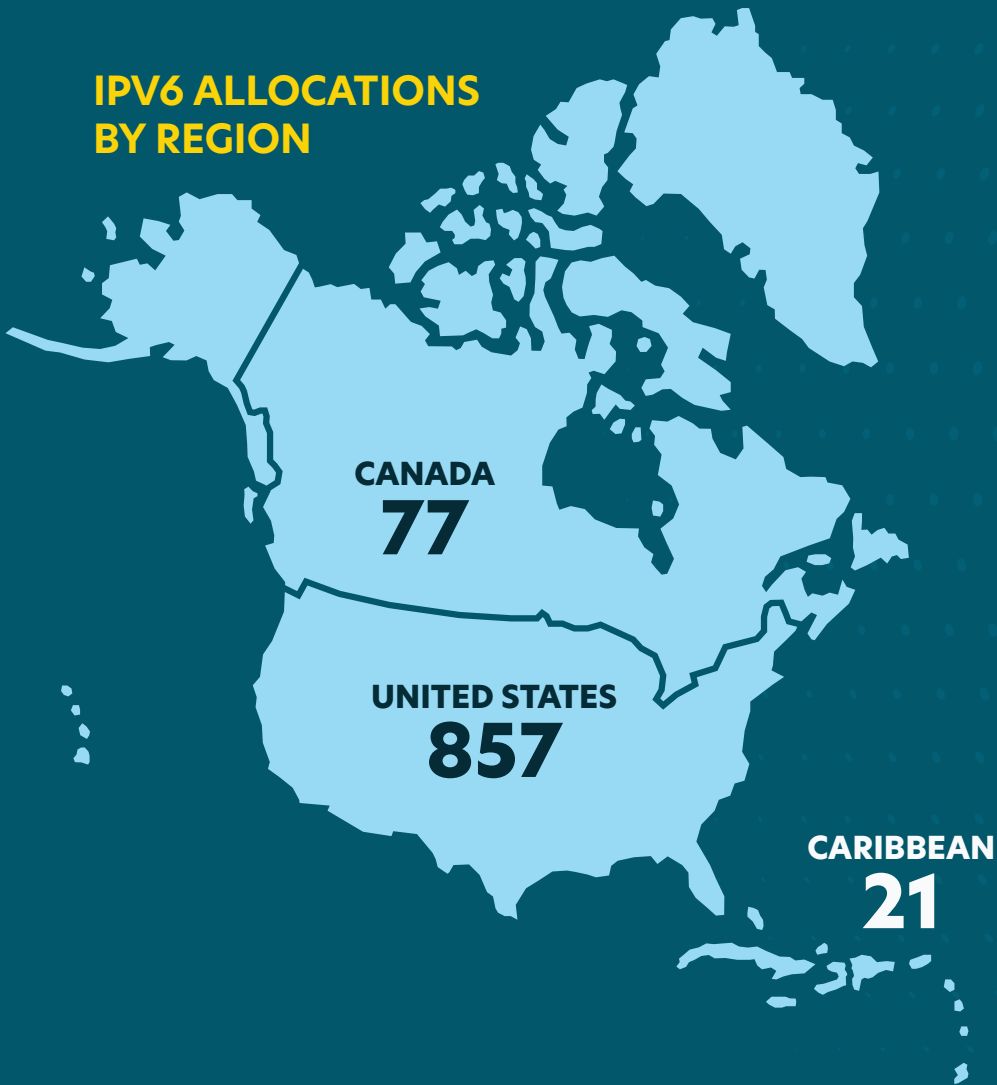
total number of General Members



registration services

ARIN manages and distributes Internet number resources such as Internet Protocol (IP) addresses and Autonomous System Numbers (ASNs). All statistics are as of 31 December 2024.

IPV6 ALLOCATIONS BY REGION

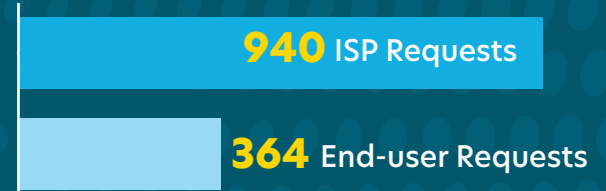


1,569

ASNs distributed

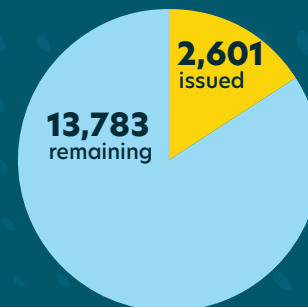
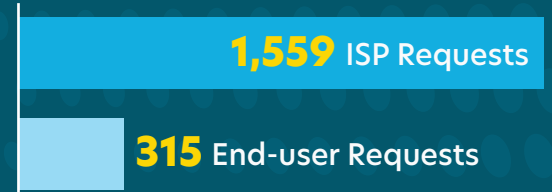
1,304

total IPv6 requests

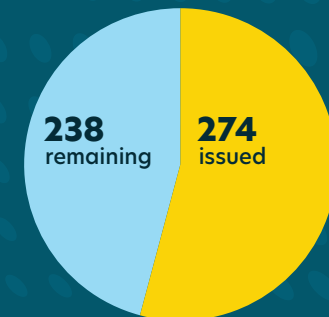


1,874

total IPv4 requests



IPv4 Reserved Pool Status:
NRPM 4.10 (IPv6 Deployments)



IPv4 Reserved Pool Status:
NRPM 4.4 (Microallocations)

registration services

Transfers of IP addresses and ASNs issued by ARIN or its predecessors are governed by ARIN policies. All statistics are as of 31 December 2024.

655

Transfers due to mergers, acquisitions, and reorganizations (8.2)

1,733

Transfers to specified recipients within the ARIN region (8.3)

330

Inter-RIR transfers (8.4)

LACNIC

64

Inter-RIR (8.4)
Transfers to the
ARIN Region

17

Inter-RIR (8.4)
Transfers from
the ARIN Region

RIPE NCC

16,301

Inter-RIR (8.4)
Transfers to the
ARIN Region

30,813

Inter-RIR (8.4)
Transfers from
the ARIN Region

APNIC

1,649

Inter-RIR (8.4)
Transfers to the
ARIN Region

754

Inter-RIR (8.4)
Transfers from
the ARIN Region

routing security

ARIN encourages members of the Internet community to certify their resources through Resource Public Key Infrastructure (RPKI). Internet routing today is vulnerable to hijacking and the provisioning/use of certificates is one of first steps required to make routing more secure.

In 2024, ARIN promoted RPKI adoption to our community with various webinars, training opportunities, and in-person Deployathons.

ARIN completed various enhancements to our RPKI service, including the release of our IRR Auto-Manager in November 2024, which generates an Internet Routing Registry route object during Route Origin Authorization creation. All statistics are as of 31 December 2024.

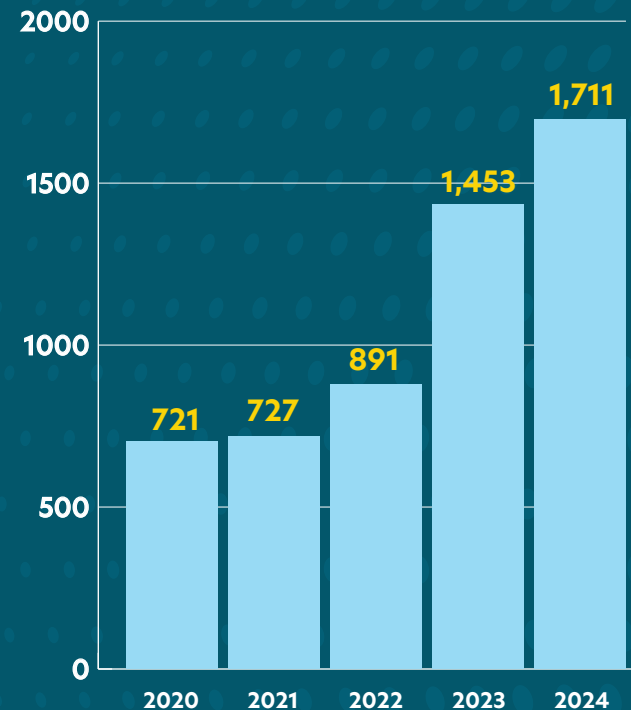
6,301

Organizations signed up for ARIN's RPKI services as of 31 December 2024

98%

of organizations use ARIN's Hosted RPKI service

NEW RPKI REGISTRATIONS BY YEAR



457

Q1 RPKI registrations

425

Q2 RPKI registrations

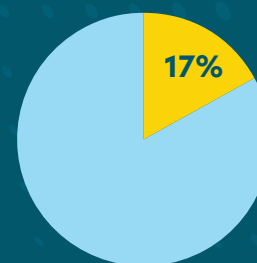
421

Q3 RPKI registrations

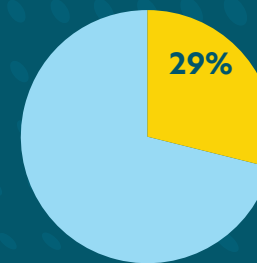
408

Q4 RPKI registrations

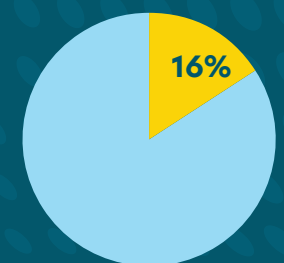
RPKI ADOPTION BY REGION



Canada



Caribbean



United States

board of trustees

strategic objectives for 2024

PROVIDE industry-leading Internet registry services to organizations in the service region

PRIORITIZE the advancement of Internet routing security

PROTECT the multistakeholder approach to Internet technical coordination and the Internet number registry system

STRENGTHEN ARIN's organization and practices to provide excellent services on a consistent basis

INCREASE ARIN's outreach and support to members in the Caribbean



Members of the ARIN Board of Trustees, along with Caribbean leaders, at the Caribbean Roundtable luncheon at ARIN 53 in Barbados.

The ARIN Board of Trustees establishes and maintains authority over ARIN's scope, mission, and strategic and fiscal direction. The Board also oversees committee nominations, appointments, and elections and votes on community-developed draft policies in accordance with the Policy Development Process (PDP).

In 2024, the Board consisted of nine members. Eight members were elected by ARIN's General Members, and the President and CEO of ARIN, John Curran, served as the ninth member.

In 2024, the Board held four in-person meetings. The rest of the meetings were held via teleconference. See *Appendix A for the actions taken by the Board in 2024.*

2024 BOARD MEMBERS

Dan Alexander

Nancy Carter,
Treasurer

John Curran,
President & CEO

Peter Harrison

Hank Kilmer

Tina Morris,
Vice Chair

Bill Sandiford,
Chair

Robert Seastrom

Chris Tacit

community programs

ARIN FELLOWSHIP PROGRAM

To encourage and foster new voices in the ARIN community, our Fellowship Program provides an interactive learning opportunity to individuals interested in learning more about Internet number resource policy development and Internet governance.



Fellows are selected twice a year to participate in the multiweek program before and during an ARIN Public Policy and Members Meeting. Fellows receive an in-depth introduction from their community Mentors to the ARIN organization and the Policy Development Process (PDP) to facilitate their participation.

ARIN 53 FELLOWS (Spring 2024)

4

Fellows from Canada

3

Fellows from the Caribbean

8

Fellows from the U.S.

ARIN 54 FELLOWS (Fall 2024)

3

Fellows from Canada

2

Fellows from the Caribbean

9

Fellows from the U.S.

ARIN FELLOWSHIP PROGRAM



ARIN COMMUNITY GRANT PROGRAM

The ARIN Community Grant Program provides financial grants in support of initiatives that improve the overall Internet industry and user environment.



2024 GRANT RECIPIENTS

Exploring Potential Use Cases of RPKI Signed Checklist (RSC) Under RFC 9323

Internet Society | Reston, Virginia, USA
Grant amount: US\$20,000

The proposed project addresses the challenge of integrating RPKI Signed Checklists (RSC) to enhance the authenticity and security of digital transactions related to Internet number resources.

Mitigating Internet Abuse Through IP Addresses: A Data-based Analysis

DNS Research Federation | Oxford, United Kingdom
Grant amount: US\$20,000

The proposed project seeks to shed light on Internet abuse by developing live indicators that provide information about how numbering resources are misused in phishing and malware attacks in order to raise awareness of this issue among network operators and incident response teams to enable informed action.

COMMUNITY GRANT PROGRAM



consultations and suggestions

2024 CONSULTATIONS

The consultation process is used by the ARIN Board of Trustees or the President to consult ARIN members or the broader Internet community in the ARIN region about potential service updates, features, or practice changes. The community is invited to discuss these proposals on the ARIN Consultations mailing list, and we take their feedback into consideration.

Number	Subject	Open Date	Close Date
2024.1	Consultation on RPKI/BGP Intelligence	30 January 2024	8 March 2024
2024.2	Consultation on Approaches for Adjusting the ARIN Registration Services Plan Fee Schedule	3 April 2024	3 May 2024
2024.3	Consultation on API Key Handling	8 August 2024	23 August 2024
2024.4	Consultation on ARIN Online Change Notifications	26 August 2024	9 September 2024
2024.5	Consultation for the Retirement of FTP Protocol Use at ARIN	20 Sept. 2024	4 October 2024
2024.6	Consultation on Reallocation Control Features	15 October 2024	30 October 2024
2024.7	Consultation on Reg-RWS Improvements	3 December 2024	20 December 2024

2024 SUGGESTIONS

The suggestion process provides the Internet community in the ARIN region a formal pathway to suggest changes, additions, or suspension of ARIN services or practices. Any person in the ARIN community is welcome to make a suggestion regarding an existing or potential ARIN service or practice.

15

Suggestions received from the community in 2024

12

Suggestions closed in 2024:

2020.6, 2021.14, 2017.21, 2022.28, 2023.10, 2024.6, 2024.9, 2024.12, 2024.11, 2018.11, 2024.13, 2024.15

8

Suggestions received in 2024 that are still open:

2024.1, 2024.2, 2024.4, 2024.5, 2024.7, 2024.8, 2024.10, 2024.14

SUBMIT A SUGGESTION



governance and elections



ARIN ELECTION
INFORMATION



2024 ELECTION RESULTS

Board of Trustees

Ron da Silva was elected to the ARIN Board of Trustees, and incumbents Peter Harrison and Chris Tacit were reelected to the Board of Trustees. Each will serve a three-year term that began 1 January 2025.

Advisory Council (AC)

Lily Botsyoe and William Herrin were elected, and incumbents Kathleen Hunter, Chris Woodfield, and Alicia Trotman were re-elected to the AC for three-year terms that began 1 January 2025.

Number Resource Organization Number Council (NRO NC)

Amy Potter was elected to a seat on the NRO NC from the ARIN region. Her three-year term began 1 January 2025.

Thanks and Appreciation

We would like to extend our heartfelt appreciation and thanks to outgoing AC member Daniel Schatte, who has contributed to our community and done tremendous work in his role on the AC and beyond, and to outgoing NRO NC member Chris Quesada, whose commitment has made an impact on the global Internet community.



VIRTUAL CANDIDATE FORUM

As part of the 2024 ARIN Elections, ARIN hosted a virtual Candidate Forum on 16 October. The forum provided voters – and the whole ARIN community – with the opportunity to learn more about the candidates running for the Board of Trustees.

The Candidate Forum was moderated by ARIN's General Counsel, Michael Abejuela, and ran for approximately 90 minutes. It was simultaneously presented via Zoom webinar and livestreamed on the ARIN YouTube channel.

ARIN 53

14-17 April 2024

Bridgetown, Barbados

The ARIN 53 Public Policy and Members Meeting was held in the Caribbean just before the 27th Regional Gathering of the Caribbean Network Operators Group (CaribNOG).

MCNET-SOLUTIONS CTO Brent Mc Intosh, who is from Grenada and was recently inducted into the IPv6 Forum Hall of Fame for IPv6 evangelism, delivered the keynote address. Brent discussed boosting the Caribbean's economic potential through deployment of the critical digital infrastructure of IXPs and IPv6.

Between ARIN 53 and CaribNOG 27, ARIN hosted a lunch for prominent Caribbean officials as well as an RPKI Deployathon hands-on workshop.

Attendees also had the opportunity to ask questions and provide feedback at a Registration Services Help Desk.

ARIN 53
MEETING REPORT



POLICY DISCUSSION

AC members presented each policy up for discussion. The meeting room and virtual chat engaged with the following policy proposals, responding with ample questions, comments, and discussions:

- Recommended Draft Policy ARIN-2023-1: Retire 4.2.1.4. Slow Start
- Recommended Draft Policy ARIN-2023-4: Modernization of Registration Requirements.
- Recommended Draft Policy ARIN-2023-5: Clean-up of NRPM Sections 4.3.4, 4.4, 4.10 and 6.10.1.
- Recommended Draft Policy ARIN-2023-6: ARIN Waitlist Qualification.
- Recommended Draft Policy ARIN-2023-7: Clarification of NRPM Sections 4.5 and 6.11 Multiple Discrete Networks.
- Draft Policy ARIN-2022-12: Direct Assignment Language Update.
- Draft Policy ARIN-2023-8: Reduce 4.1.8 Maximum Allocation.
- Draft Policy ARIN-2024-1: Definition of Organization ID/Org ID.
- Draft Policy ARIN-2024-2: WHOIS Data Requirements Policy for Non-Personal Information.

ARIN 54

24-25 October 2024

Toronto, Ontario, Canada

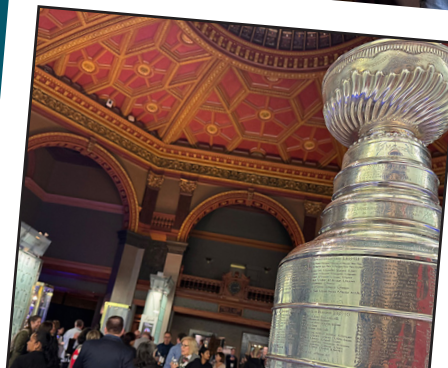
After words of welcome and strong encouragement to actively participate in the meeting from John Curran, ARIN President and CEO, the meeting's presentations kicked off.

Community engagement with various topics was high, with Chief Experience Officer John Sweeting and John Curran both responding to questions and comments from in-person and virtual meeting participants.

Recorded speeches from candidates who ran for the ARIN Board and AC and the NRO NC in 2024 were played for the community in preparation for the 2024 ARIN Elections.

Throughout the meeting, attendees had the opportunity to ask questions and provide feedback at a Registration Services Help Desk and ARIN Elections Help Desk hosted by ARIN staff.

ARIN 54
MEETING REPORT



POLICY DISCUSSION

AC members presented each policy up for discussion. The meeting room and virtual chat engaged with the following policy proposals, responding with ample questions, comments, and discussions:

- Recommended Draft Policy ARIN-2022-12: Direct Assignment Language Update
- Recommended Draft Policy ARIN-2024-1: Definition of Organization ID/Org ID
- Recommended Draft Policy ARIN-2024-9: Remove Outdated Carveout for Community Networks
- Recommended Draft Policy ARIN-2023-7: Clarification of NRPM Sections 4.5 and 6.11 Multiple Discrete Networks
- Recommended Draft Policy ARIN-2024-2: Whois Data Requirements Policy for Non-Personal Information
- Draft Policy ARIN-2023-8: Reduce 4.1.8 Maximum Allocation
- Draft Policy ARIN-2024-6: 6.5.1a Definition Update
- Draft Policy ARIN-2024-8: Restrict the Largest Initial IPv6 Allocation to /20
- Draft Policy ARIN-2024-10: Registration Requirements and Timing of Requirements With Retirement of Section 4.2.3.7.2
- Draft Policy ARIN-2024-4: Internet Exchange Point Definition
- Draft Policy ARIN-2024-5: Rewrite of NRPM Section 4.4 Micro-Allocation
- Draft Policy ARIN-2024-7: Addition of Definitions for General and Special Purpose IP Addresses

government outreach

The Government Affairs Department (GAD) continued its efforts in 2024 by meeting strategic guidance objectives and advancing ARIN community interests. Government, public safety, industry, and law enforcement colleagues continued to rely on the GAD team for their coordination, knowledge, and support while providing an opportunity to keep them apprised of Internet numbering, Regional Internet Registry activities, and ARIN policy matters.

AREAS OF FOCUS

International Telecommunications Union's Partner2Connect Program

Intended to advance informational and communications technologies for areas in need while achieving other United Nations Sustainable Development Goals.

Messaging, Malware, and Mobile Anti-Abuse Working Group (M3AAWG)

Deliverables included providing M3AAWG's Best Current Practices to the Internet Corporation for Assigned Names and Numbers (ICANN) for their consideration and facilitating a panel discussion regarding IPv4 leasing at the Vienna M3AAWG meeting.

Caribbean Law Enforcement Leaders Symposium

Senior law enforcement leaders, public sector cyber security officials, public prosecutors, and the Judiciary joined to advance public safety and judicial process outcomes in the Caribbean.

World Telecommunications Standardization Assembly

The GAD team worked with "Resolution 64 - Internet Protocol address allocation and facilitating the transition to and deployment of Internet Protocol version 6" and "Resolution 20 - Procedures for the allocation and management of international telecommunication numbering, naming, addressing and identification resources."

GOVERNMENT INITIATIVES

GAD conducted analysis and provided constructive input to the following government initiatives, ensuring the interests of ARIN and its community were visible to lawmakers.

- **Canadian Bill C-27** (the Consumer Privacy Protection Act, the Personal Information and Data Protection Tribunal Act, and the Artificial Intelligence and Data Act)
- **Proposed Rule for Cyber Incident Reporting for Critical Infrastructure Act of 2022** (Cybersecurity and Infrastructure Security Agency)
- **Reporting on Border Gateway Protocol Risk Mitigation Progress** (Federal Communications Commission)



CONNECTED CARIBBEAN SUMMIT 2024

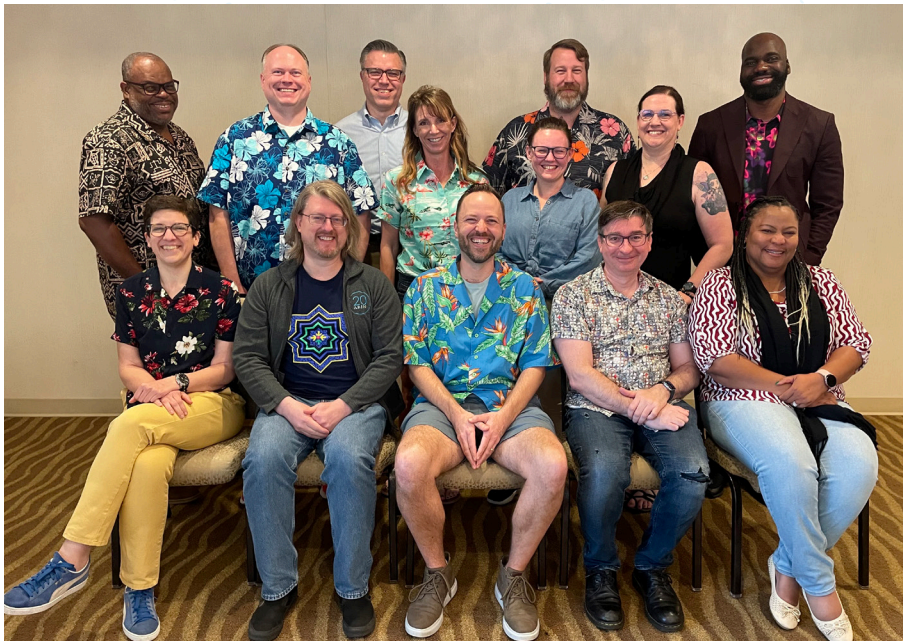
The Summit advocated for advancing digital efforts in the Caribbean across three arenas: Business, government, and the legal sector. The program was further enhanced by a keynote address by ARIN President and CEO John Curran as well as participation by ARIN Trustees Bill Sandiford and Peter Harrison. This annual effort continues to advance digital transformation in the Caribbean.

policy development

ARIN ADVISORY COUNCIL

The Advisory Council (AC) serves in an advisory capacity to the Board of Trustees on Internet number resource policy and related matters. Adhering to the procedures in the Policy Development Process, the AC forwards consensus-based policy proposals to the Board for ratification.

The AC consists of 15 elected members. The President of ARIN is an ex-officio member and acts as the liaison between the Board and the AC.



The 2024 Advisory Council. Top row: Gerry George, Gus Reese, Doug Camin, Alison Wood, Kaitlyn Pellak, Daniel Schatte, Kat Hunter (chair), Kendrick Knowles. Bottom row: Elizabeth Goodson, Leif Sawyer, Matthew Wilder (vice chair), Chris Woodfield, Alicia Trotman. Not pictured: Matthew Gamble.

2024 POLICIES

All policies governing the management of Internet number resources in the ARIN region are developed by and for the ARIN community through the ARIN Policy Development Process. Policy development is an open and transparent process; anyone may participate. All numbers are as of 31 December 2024.

10

policy proposals received from the community in 2024

DRAFT POLICIES AND PROPOSALS



3

policies abandoned
2024-4, 2024-6, 2024-8

PUBLIC POLICY MAILING LIST



3

policies sent for implementation
2024-2, edit-2024-3, 2024-9

SUBMIT A POLICY PROPOSAL



4

policies still under discussion
2024-5, 2024-7, 2024-10, 2024-11

NUMBER RESOURCE POLICY MANUAL 2024.1

Published 21 August 2024

Policies Implemented: ARIN-2023-1: Retire 4.2.1.4. Slow Start; ARIN-2023-5: Clean-up of NRPM Sections 4.3.4, 4.4, 4.10 and 6.10.1; ARIN-2023-6: ARIN Waitlist Qualification

Editorial Update Implemented: ARIN-edit-2024-3: Edit 6.5.8.3 Section 2

inside ARIN



INFORMATION SECURITY

In October 2024, ARIN recertified compliant with SOC 2 and PCI DSS. As part of our commitment to security, we successfully hosted a Board-level cyber incident response exercise, and we released a tool to staff for reporting phishing emails. With a focus on maintaining the privacy of customer and staff data, we adopted a generative artificial intelligence usage policy for staff and volunteers.

ABOUT SECURITY
AT ARIN



ENGINEERING

ARIN's Engineering team had four releases in 2024, with work focused on Resource Public Key Infrastructure improvements, retirement of email templates, and more. Work continues with the Internet Engineering Task Force on RDAP features, as well as on internally reducing our technical debt and updating various applications. ARIN engineers helped install a new DNS-only site on St. Kitts in conjunction with our Government Affairs Department.



HUMAN RESOURCES & ADMINISTRATION

In 2024, ARIN hit the 100+ employee mark, and we are proud to say that our average employee tenure remains strong. ARIN provides its employees with many benefits, including office events for cross-departmental connections, a robust retirement plan, and charitable opportunities.

9 years
average employee tenure



INCLUSION AND DIVERSITY EFFORTS AT ARIN

ARIN ramped up its inclusion and diversity efforts in 2024.

We continued providing an ombudsperson at our ARIN Public Policy and Members Meetings, and we published an enhanced Participants Expected Standards of Behavior for ARIN-hosted events and mailing lists in order to provide a safe atmosphere for all members of our community.

We hosted inclusion and management training for people managers, and scheduled full staff and volunteer inclusion training for 2025.

Due to the increase in employees, ARIN began filing preparations for Form EEO-1.

Employees and volunteers undergo mandatory harassment prevention training each year.

inside ARIN



FINANCIAL SERVICES

The Financial Services Department (FSD) prepared 32,200 invoices in 2024, with total billings at US\$29.5 million. Approximately 2,250 service calls were completed by the accounts receivable team to help our customers with billing issues. FSD also finalized a financial strategy with the Board of Trustees that is committed to achieving a balanced budget.

ARIN 2024
BUDGET



COMMUNICATIONS

The Communications team plays a key role in helping our customers stay informed of ARIN activities. The team provided significant inter-departmental support for various member initiatives and programs. Work began on ARIN's training platform, ARIN Academy, with an eye toward launch in 2025. The team also continued to maintain and promote the ARIN website and ARIN Blog, as well as ARIN's social media accounts.



CUSTOMER EXPERIENCE & STRATEGY

The Customer Experience & Strategy team continues to aggressively focus on internal and external process and tools improvements. One of the major process improvements in 2024 was a significant reduction in resolution time for transfers. Two new teams were established for 2025 to expand on our focus of technical service support and registry integrity.

CUSTOMER SERVICE STATISTICS

5,999

customer phone calls received in the Registration Services Department

1,721

customer chats received in the Registration Services Department

17,817

total tickets resolved by the Registration Services Department

global policy and the NRO

The Number Resource Organization (NRO) is a coordinating body for the five Regional Internet Registries (RIRs): AFRINIC, APNIC, ARIN, LACNIC, and RIPE NCC.

The NRO Number Council (NRO NC) fulfills the role of the Internet Corporation of Assigned Names and Numbers (ICANN) Address Supporting Organization Address Council (ASO AC), providing advice to the Board of ICANN on global Internet number resource policy, in conjunction with the RIRs.

Kevin Blumberg, Nick Nugent, and Christopher Quesada served as NRO NC representatives for the ARIN region in 2024.

ARIN staff worked with the NRO and NRO NC on various initiatives in 2024, including the NRO Resource Public Key Infrastructure (RPKI) Program and the update of Internet Coordination Policy 2 (ICP-2).



appendix a: board actions

Financial

Approved the 2025 Budget

Appointed Michael Abejuela (GC), Erin Alligood (CHRO), Richard Jimmerson (COO), and Brian Kirk (CFO) as ARIN 401(k) Fiduciary Investment Committee members and T. Rowe Price Trust Company as the Plan Trustee

Authorized the Treasurer to approve expenses beyond the current budget year as long as they are reasonable and consistent with expenses that have typically been included in ARIN's budget and activity plans

Fiduciary

Adopted minutes of Board of Trustees Meetings

Approved 2025 Strategic Direction Statement

Approved the updated ARIN Volunteer Travel Policy

Adopted the updated Board Conflict of Interest Policy Acknowledgement and Disclosure

Confirmed the results of the 2024 Election Process

Approved the RFP & Task Force Special Committee

Approved the updated Volunteer Code of Conduct

Adopted the Trustee Code of Conduct Annual Disclosure Form

Approved the updated Participants Expected Standards of Behavior

Approved the amended 401(k) Fiduciary Investment Committee Charter

Accepted the updated Compensation Committee Charter, Finance Committee Charter, Nomination Committee Charter, Risk and Cybersecurity Committee Charter, Governance Committee Charter

Elected and confirmed 2024 Board Officers and Committee Chairs

Approved the establishment of the 2024 committees, appointing Board members to each indicating Chairs and Vice Chairs for each committee

Approved the Board Standing Rules

Policy ratifications

Adopted Recommended Draft Policy ARIN-22-12: Direct Assignment Language Update

Adopted Recommended Draft Policy ARIN-2024-2: Whois Data Requirements Policy for Non-Personal Information

Adopted Recommended Draft Policy ARIN-2024-9: Remove Outdated Carveout for Community

appendix b: outreach events

CES

9-12 January, Las Vegas, Nevada

ARIN on the Road

23 January, Honolulu, Hawaii

FISPA Live

31 January-2 February, New Orleans, Louisiana

NANOG 90

12-14 February, Charlotte, North Carolina

CanWISP

14-16 February, Ottawa, Canada

FBA Tribal Broadband

20 February, virtual

APRICOT 2024/APNIC 57

21 February, Bangkok, Thailand

WEBINAR – Reg-RWS Basics: Automate Management of ARIN Records with API

22 February, virtual

ICANN 79

2-7 March, San Juan, Puerto Rico

WispAmerica

4-7 March, Oklahoma City, Oklahoma

Internet2 Community Exchange

4-7 March, Chicago, Illinois

SCaLE 21x

14-17 March, Pasadena, California

IETF 119

16-22 March, Brisbane, Australia

ARIN 53

14-17 April, Bridgetown, Barbados

CaribNOG 27 and Caribbean Roundtable

17-19 April, Bridgetown, Barbados

ARIN on the Road

30 April, Reno, Nevada

ARIN on the Road

2 May, Kansas City, Missouri

LACNIC 41

6-10 May, Panama City, Panama

CEN Connect

8-9 May, Hartford, Connecticut

Midwest Broadband Operators Conference

14 May, Indianapolis, Indiana

NYSLGITDA

14 May, Syracuse, New York

RIPE NCC 88

20-24 May, Krakow, Poland

Row13

4 June, virtual

NANOG 91

10-12 June, Kansas City, Missouri

IT Modernization Summit

11 June, virtual

Midwest Peering Summit

13-14 July, Kansas City, Missouri

CANTO Annual Conference

7-10 July, Miami, Florida

Internet2/RPKI Webinar

18 July, virtual

IETF 120

20-26 July, Vancouver, Canada

ITU-I Standardization Advisory Group

29 July-2 August, Geneva, Switzerland

WEBINAR – Enhance Your Routing Security Using ARIN's Hosted RPKI

31 July, virtual

appendix b: outreach events

School of Digital Transformation & Innovation in the Caribbean
12-15 August, Trinidad and Tobago

Albuquerque NOG
15 August, Albuquerque, New Mexico

CITEL 45 Meeting of PCC.I
19-23 August, Joao Pessoa, Brazil

20th Caribbean Internet Governance Forum
21-24 August, Georgetown, Guyana

APNIC 58
30 August-6 September, Wellington, New Zealand

IEEE CQR
9-12 September, Seattle, Washington

Logicom USA: CONNECT Conference
16-18 September, Miramar Beach, Florida

CaribNOG 28/CarPIF 10
24 September, Curaçao

ARIN on the Road
24 September, Ottawa, Ontario

NTIA
24 September, virtual

CTU ICT Week 2024
30 September-4 October, Basseterre, St. Kitts & Nevis

Broadband Operators Forum
30 September-1 October, Elder, South Dakota

LACNIC 42
7-11 October, Asuncion, Paraguay

ARIN Law Enforcement Forum
7-9 October, Kingston, Jamaica

Wisपालooza
14-17 October, Las Vegas, Nevada

ITU World Telecommunications Standardization Assembly (WTSA-24)
15-24 October, New Delhi, India

2024 ARIN Elections Candidate Forum
16 October, virtual

NANOG 92
21-23 October, Toronto, Canada

ARIN 54
24-25 October, Toronto, Canada

Internet2 Technology Exchange
9-12 December, Boston, Massachusetts

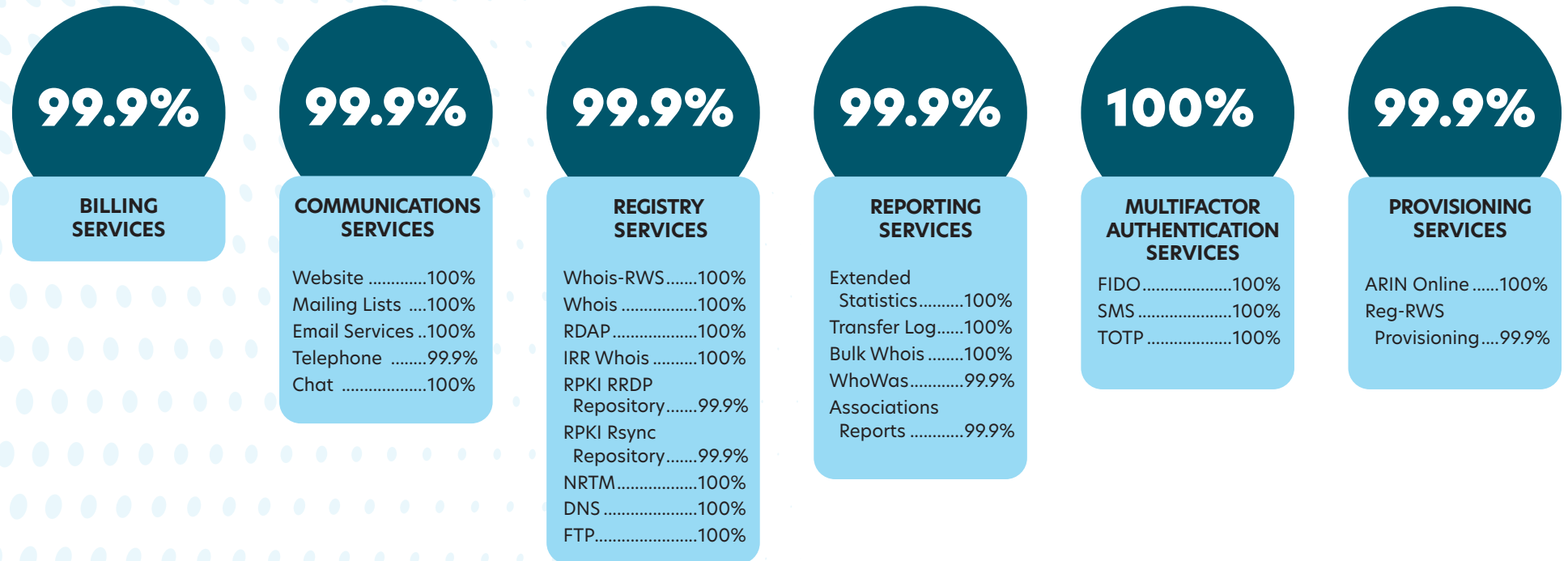


Connected Caribbean Summit
10-12 December, Miami, Florida

Internet Governance Forum (IGF)
15-19 December, Riyadh, Kingdom of Saudi Arabia

appendix c: service level reports

ARIN reports on service level commitments and performance against those commitments for community-provided services. Visit <https://arin.statuspage.io> for more information or to subscribe to service level updates.



appendix d: auditors report

ARIN operates as a nonprofit 501(c)(6). Federal guidelines do not require nonprofit organizations to undergo an annual financial audit. However, the ARIN Board of Trustees believes a financial audit is the best tool for oversight of financial management.

ARIN has an annual financial audit performed by an independent, outside firm to fulfill the Board's fiduciary responsibility to the community. The financial statements for the year ending 31 December 2024 will be made available for community review on ARIN's public website following the conclusion of our audit.

