

Chief Customer Officer Update

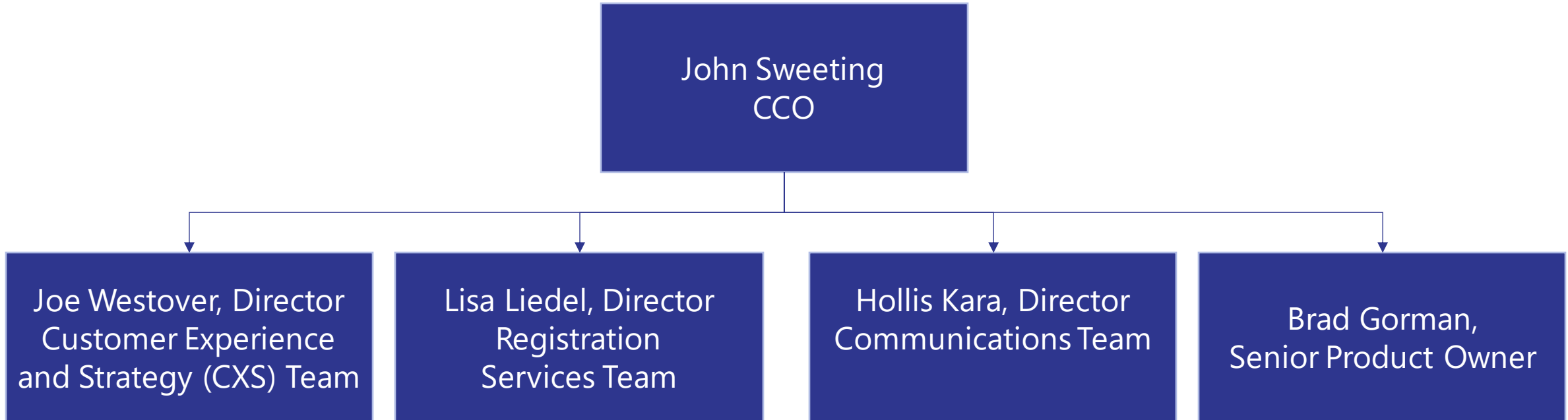
John Sweeting | *Chief Customer Officer*



The background features a dark blue field with faint, overlapping leaf-like patterns. A horizontal yellow band runs across the middle. On the right side, there are several large, vibrant, overlapping shapes in cyan, yellow, orange, and green, resembling stylized leaves or petals.

Departments and Staffing

The CCO Organization



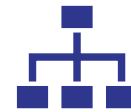
Customer Experience and Strategy (CXS)



The department focuses on Customer Experience and Strategy (CXS) within the Office of the Chief Customer Officer (CCO)



Designed to shape the customer service strategy and ensure the delivery of ARIN's services to customers, meeting their needs and preferences



Aligns ARIN's strategies with customer needs

Registration Services Department (RSD)



Resource Requests and Management: Assists with processing requests for Internet number resources (IPv4, IPv6 and ASNs) to organizations.



Facilitates resource transfers, addressing changes due to mergers, acquisitions, reorganizations, and transfers both within and between regions (8.2, 8.3, and 8.4).



Maintains data accuracy and precision of the ARIN registry by:

Updating organizational details and contact information.

Ensuring the accuracy of Points of Contact (POCs) for effective communication.



CXS Team Updates

2023 Accomplishments



- Supported and finalized the [Fee Harmonization](#) initiative that began in 2022 and was completed on 1 January 2024 with the transition of ASNs into the Registration Services Plan (RSP) Fee Schedule.
- Educated the community on the expiration of the [Legacy Fee Cap](#) through presentations and webinars.
- Onboarded new positions within the department to conduct [internal process review](#) to increase efficiency in supporting ARIN strategic objectives.
- Provided extensive [community outreach](#) via speaking engagements and Help Desks at 30+ industry events across the ARIN region.
- In collaboration with the Advisory Council, released a [revised](#) Policy Development Process (PDP).




Expiration of the Legacy Fee Cap

As of 1 January 2024, ARIN no longer offers a Fee Cap for Legacy resources brought under an Agreement.

The Fee Cap will continue for Legacy resources that were brought under an Agreement before 1 January 2024.



Areas of Focus for 2024

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- Premier Support Plan (PSP)
 - Qualified Facilitator Program
 - Certification Program
 - Other member support activities

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- Elections support
 - Public policy support

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- Business process excellence and continual improvement in service delivery
 - Data accuracy
 - Fraud prevention

- 
- Fellowship Program
 - Community Grant Program
 - Speaking engagements and outreach w/emphasis on IPv6



Qualified Facilitator Program



Qualified Facilitator Program

Do you have questions or challenges with your IPv4 address space? Using a Qualified Facilitator may be a good option.

As of 31 Dec 2023, there are nine ARIN Qualified Facilitators. All have undergone a rigorous application and approval process.

Organizations are not required to use a Qualified Facilitator for IPv4 or ASN resource transfers; however, it can streamline the process with ARIN Registration Services.

Questions?

Email facilitator-support@arin.net

Launched August 2023



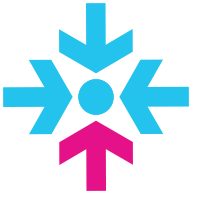
Current ARIN Qualified Facilitators

- Addrex, Inc.
- IPv4 Global, a division of Hilco Streambank
- Kalorama Group, LLC
- Alpha InfoLab, Inc.
- IPtrading.com
- Connexly, LLC
- Avenue4, LLC
- Brander Group, Inc.
- Silicon Desert International, Inc.

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Business Processes

Updates to Internal Processes



We have been actively supporting service delivery across ARIN teams and **improving** internal operational processes with new business process resources

Focusing on:

- **Design**
- **Development**
- **Implementation**
- **Quality**
- **Compliance**
- **Optimization**

Data Accuracy



- ARIN is undergoing a large-scale analysis of legacy records to verify their accuracy.
- Actions to enhance data quality will be informed by the findings of this analysis.
- Research is ongoing to provide further insights.
- Information detailing ARIN's data collection for registry purposes was published last year. For more information, visit arin.net/reference/materials/data.

Fraud Reporting



Addressing fraud represents a substantial operational commitment for ARIN.

- **Report Relevance:** A significant 95% of fraud reports are considered beyond ARIN's purview, as they commonly pertain to nonspecific, inappropriate online activities.
- **Critical Issues:** The bulk of actionable reports are related to route hijacking incidents.
- **Preventive Measures:** The implementation of the Internet Routing Registry (IRR) and Resource Public Key Infrastructure (RPKI) are advocated as effective mitigation measures.



RSD Team Updates

2023 Statistics



RSD responded to thousands of customer contacts in 2023 via phone, chat, and ticketed requests.

- Over **6,100** phone calls
- Nearly **2,100** chats
- **498** requests added to the IPv4 Waiting List
- **1,273** requests for Autonomous System Numbers
- **1,033** requests for IPv6 addresses
- **2,706** requests for transfer (NRPM 8.2/8.3/8.4)
- More than **14,700** other ticketed requests
- Staffed a Help Desk at many community events



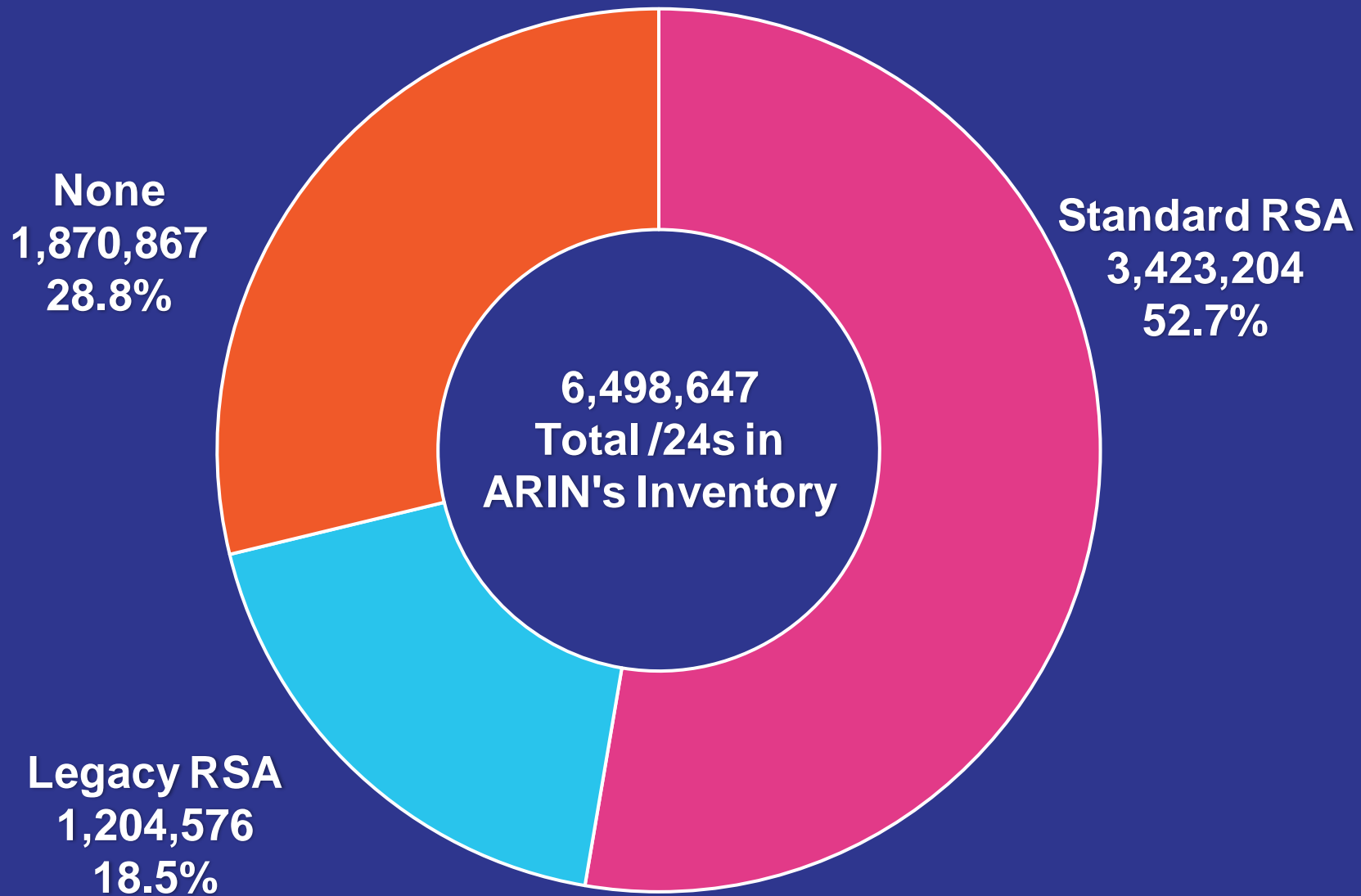
RSA coverage has increased by almost 18% since 2015.



This increase is mainly related to **LRSA Fee Cap changes, transfers and RPKI requirements.**

**2024 Data as of 31 March*

IPv4 RSA Coverage Over Time



Data as of 31 March 2024

IPv4 RSA Coverage in /24s

IPv4 Reserved Pools for:

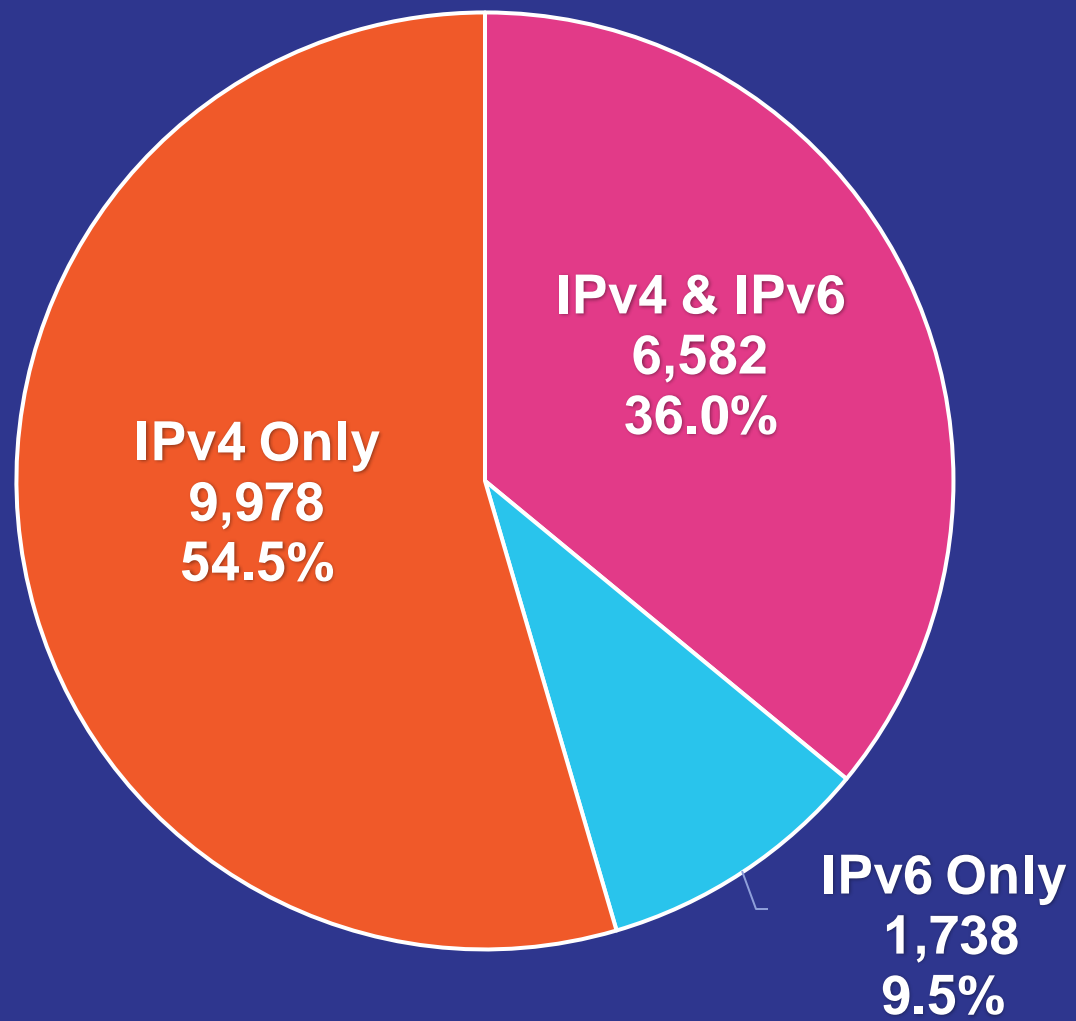
NRPM 4.4
micro-allocation

NRPM 4.10
IPv4 to facilitate
IPv6 deployment



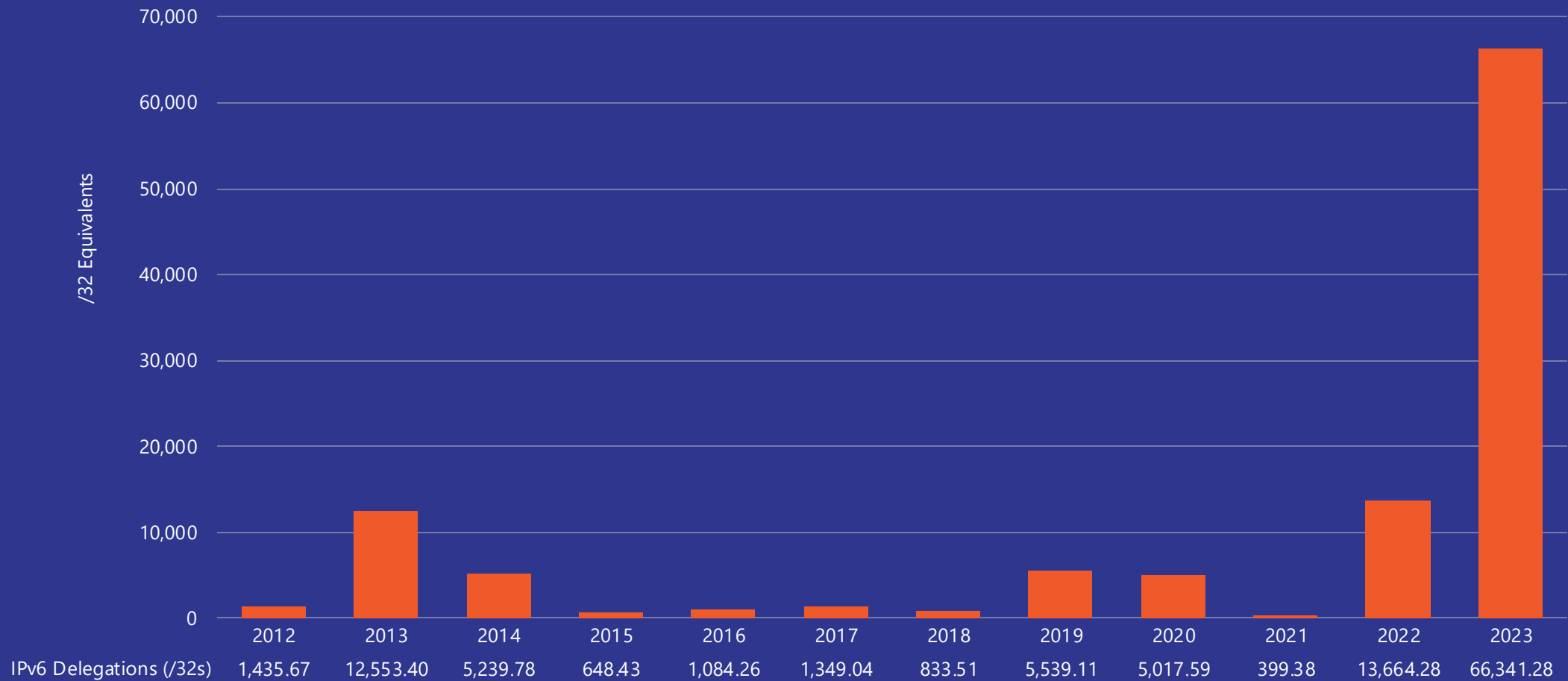
Data as of 31 March 2024

IPv4 Reserved Pools (/24s)

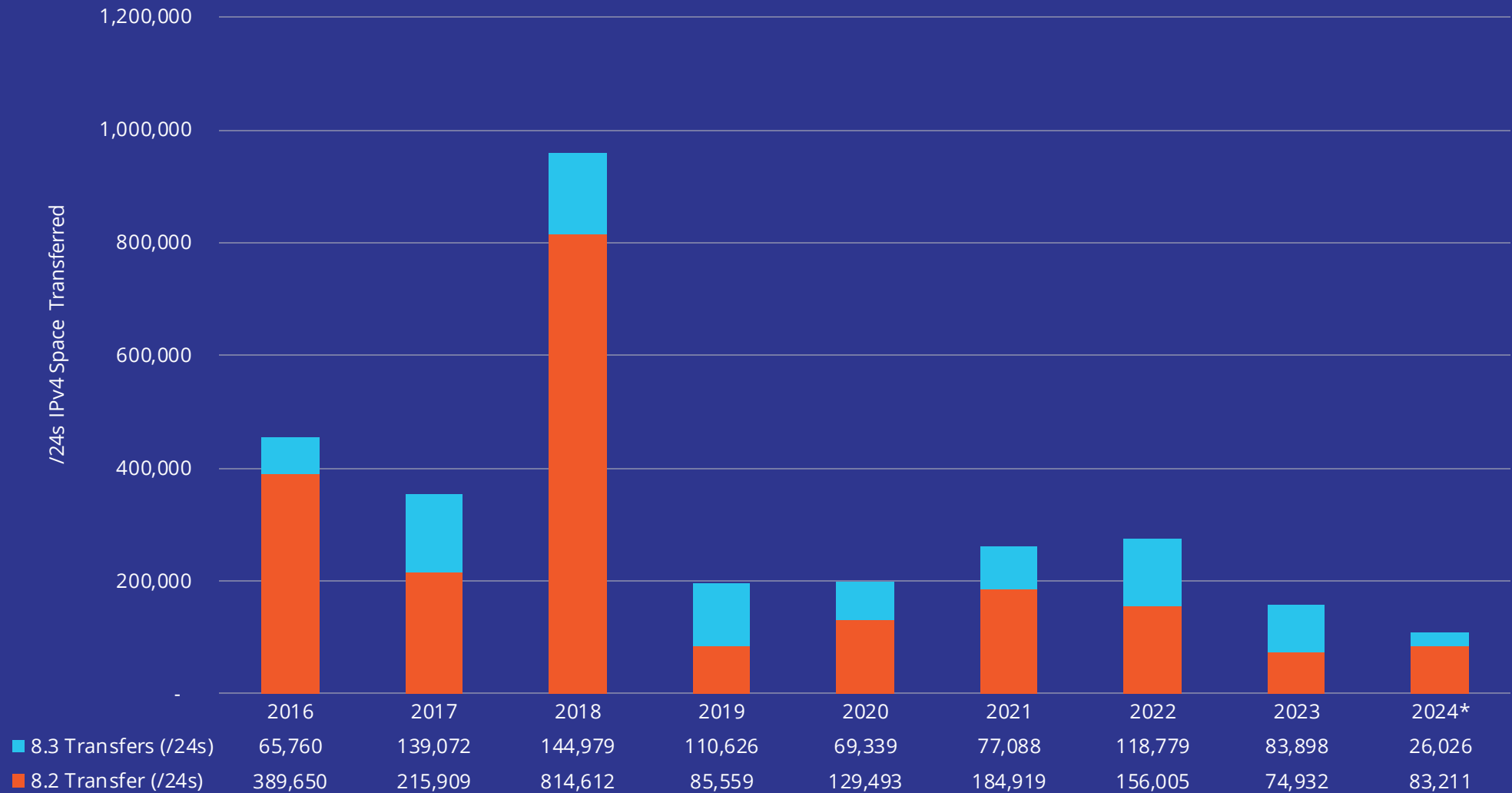


Data as of 31 March 2024

Customer IPv6 Profile

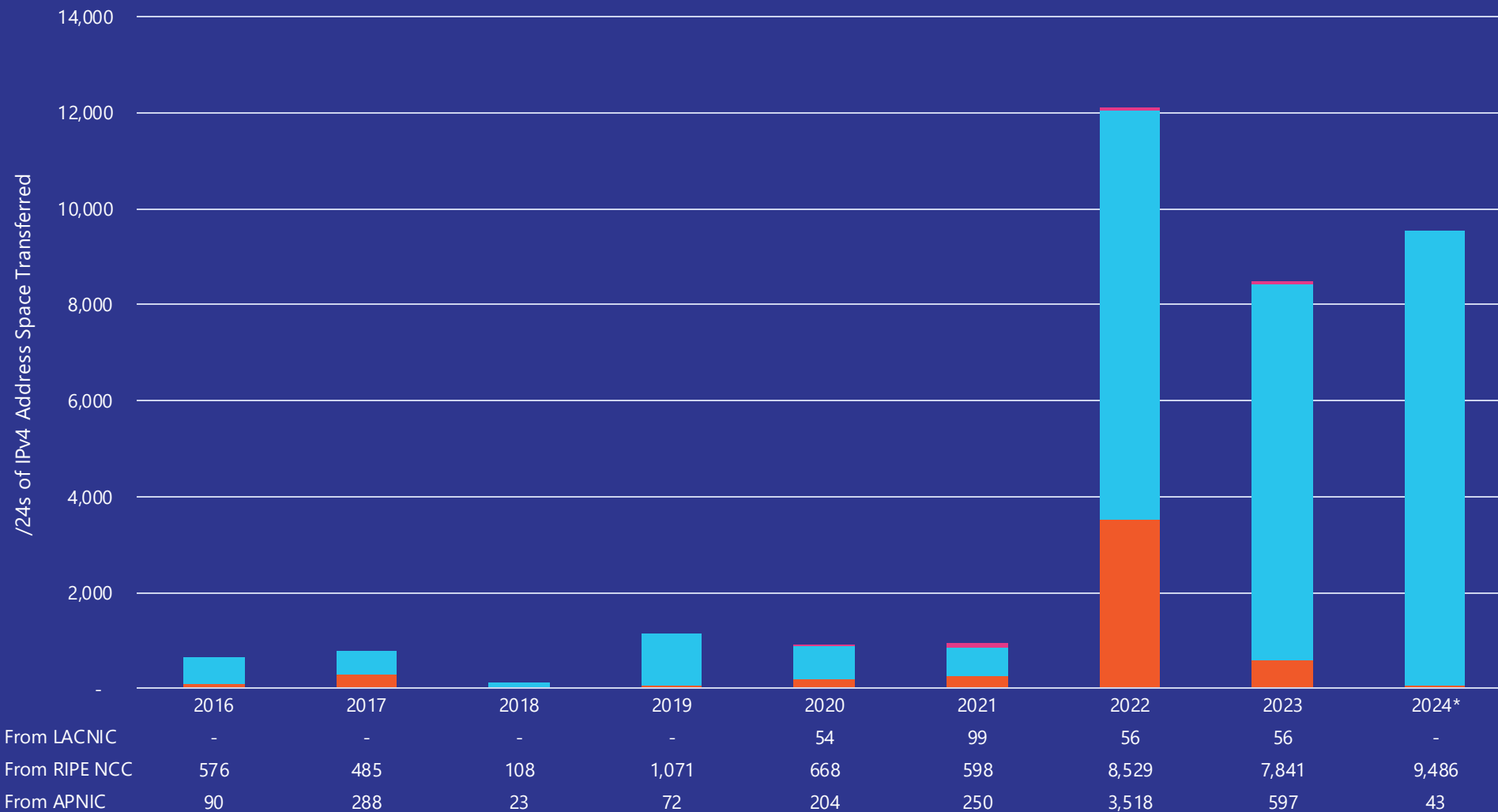


ARIN IPv6 Delegations in /32 Equivalents 2012-2023



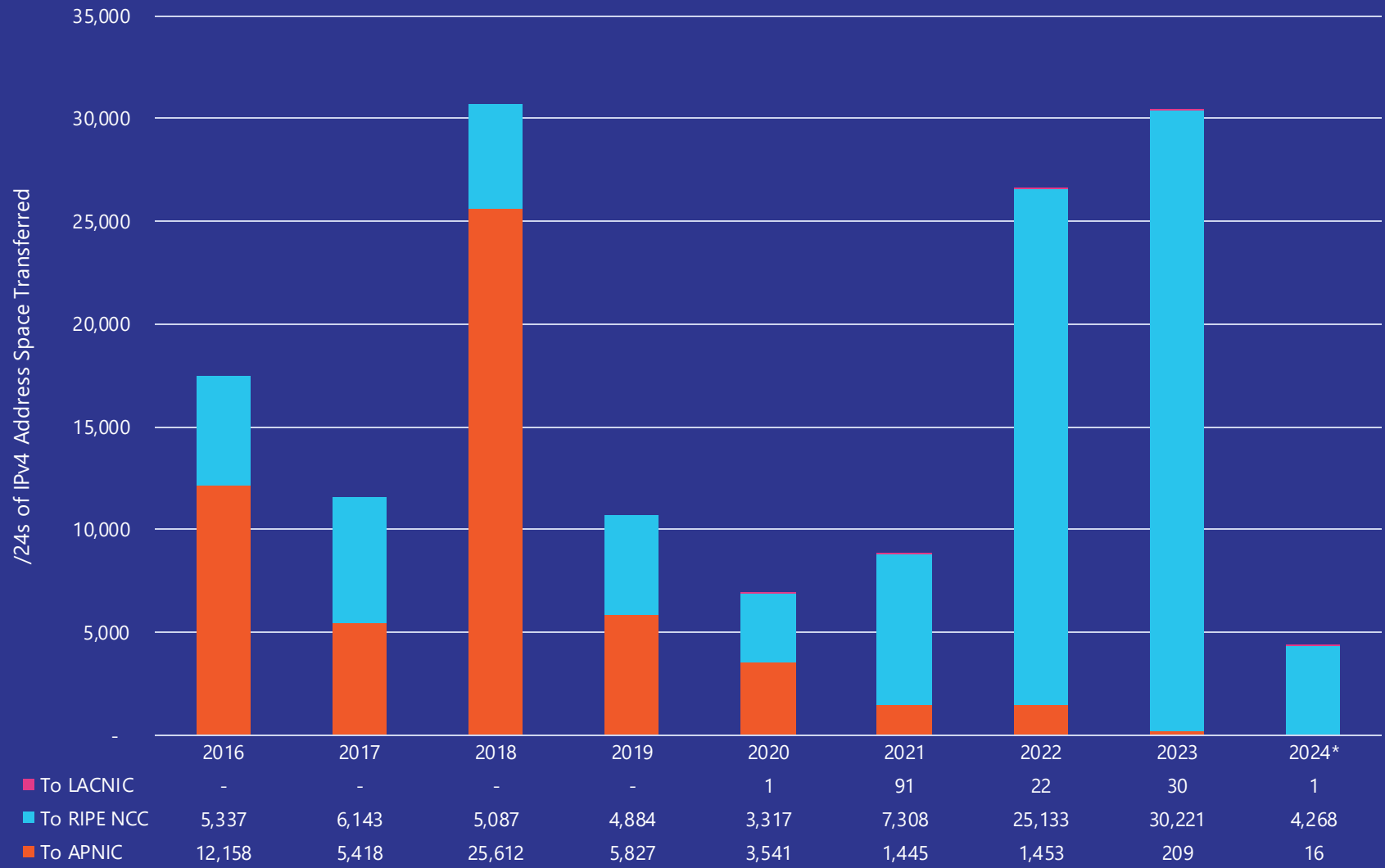
*2024 Data as of 31 March

All In-Region IPv4 Transfers, by Year and /24s transferred



*2024 Data as of 31 March

Inter-RIR (8.4) Transfers into the ARIN Region, by Year



*2024 Data as of 31 March

Inter-RIR (8.4) Transfers out of the ARIN Region

Thank You

Questions or Comments?

