

ARIN31



BARBADOS

Registration Services Update

Leslie Nobile

Director, Registration Services

RSD Team

Principal Resource Analyst

Cathy Clements

Principal Technical Analyst

David Huberman

Senior Resource Analysts

Jon Worley

Lisa Liedel

Resource Analysts

Doreen Marraffa

Sue Dohert

Mike Pappano

Chad Eastman

Eddie Diego

What's New?

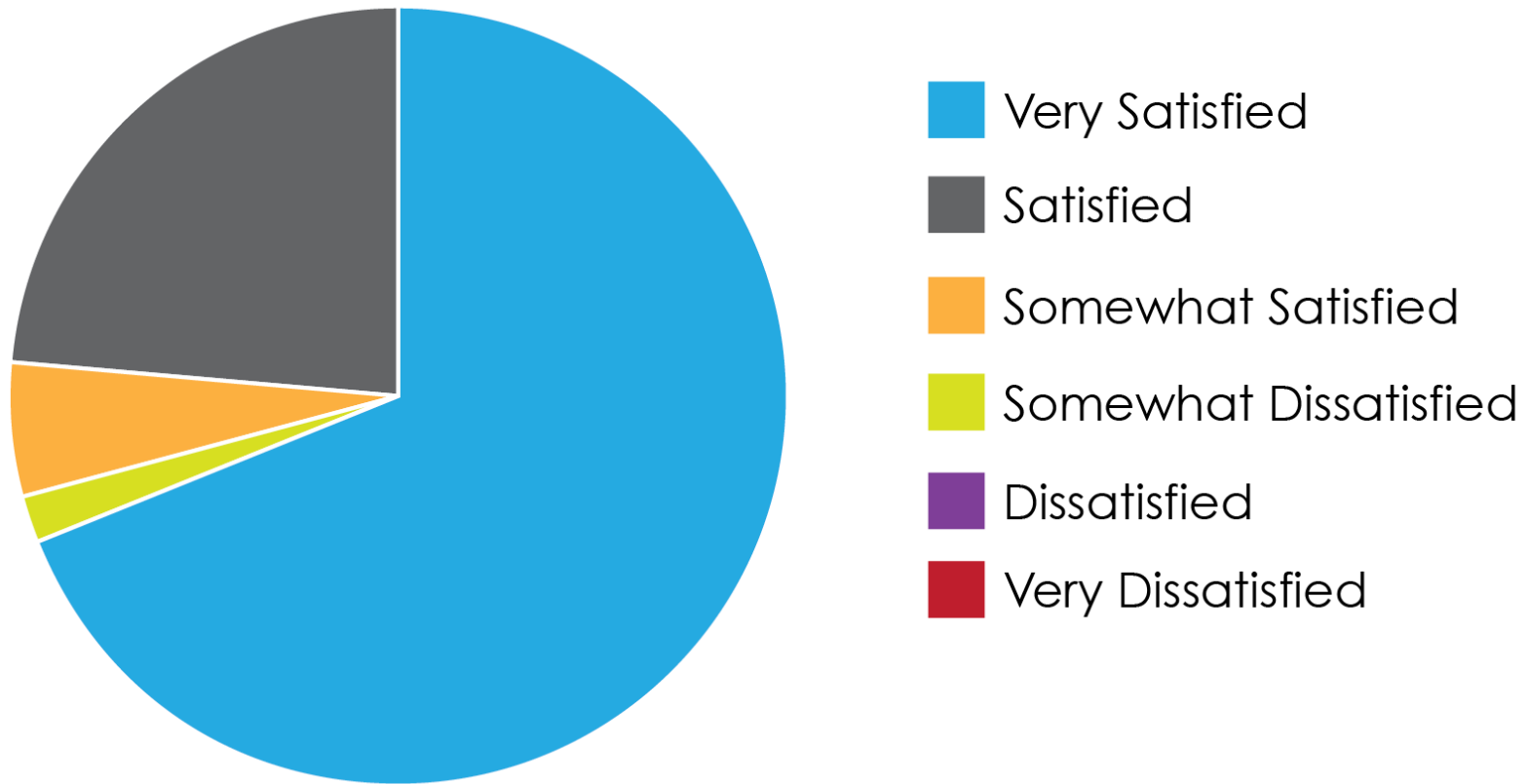
- Reviewing internal processes and procedures in an effort to improve the customer experience
- Customer satisfaction survey
- Deployed new extended stats
- Asking orgs to confirm in-region use on all resource requests
- 2.47 /8s remaining, still in Phase 2 of IPv4 countdown plan

Customer Satisfaction Survey

- Survey link sent to all resource request and transfer tickets (rolled out 15 Jan)
- 10 questions, all related to overall customer experience
- 56 responses thus far
 - **93% of customers were either very satisfied or satisfied**
 - **5.5% were somewhat satisfied**
 - **1.8% were somewhat dissatisfied**

Customer Satisfaction Survey Results

Overall, how satisfied were you with the entire request process?



NRO-Format Extended Statistics

- Deployed 05 Mar 2013
 - **Available via ftp/http**
 - **Old delegated ftp stats files will remain until 05 May 2013**
- Define what is:
 - **Registered**
 - **Reserved**
 - **Available**
- All RIRs have now implemented new format

Current IPv4 Inventory

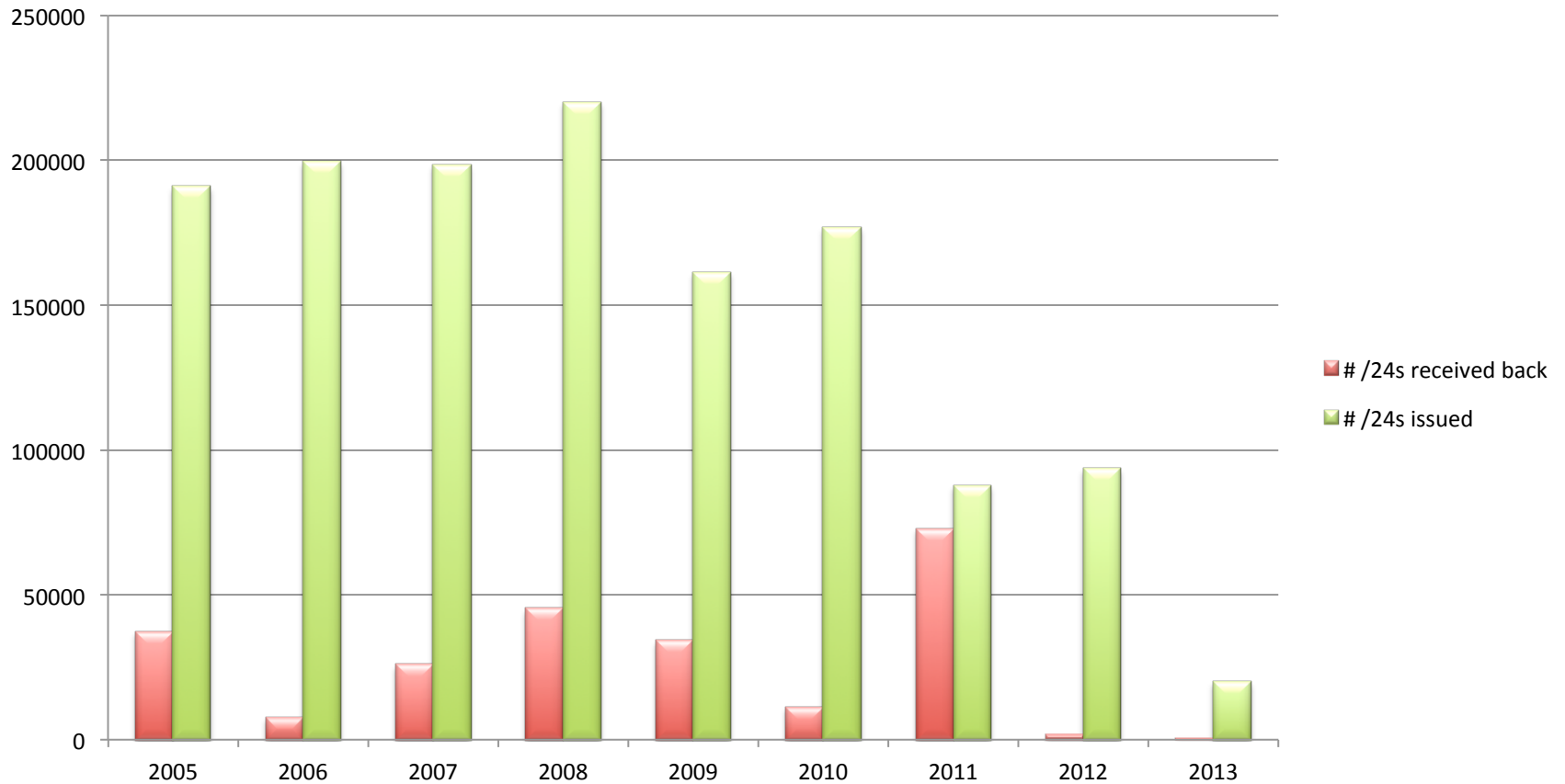
- **2.49 /8 equivalents** in the pool of “**available addresses**”
- **6.43 /16 equivalents** in the “RRH” bucket
(RRH = returned, revoked, held)
- **1 /10 reserved**
 - For NRPM 4.10 “Dedicated IPv4 block to facilitate IPv6 Deployment”

*As of Mar 31, 2013

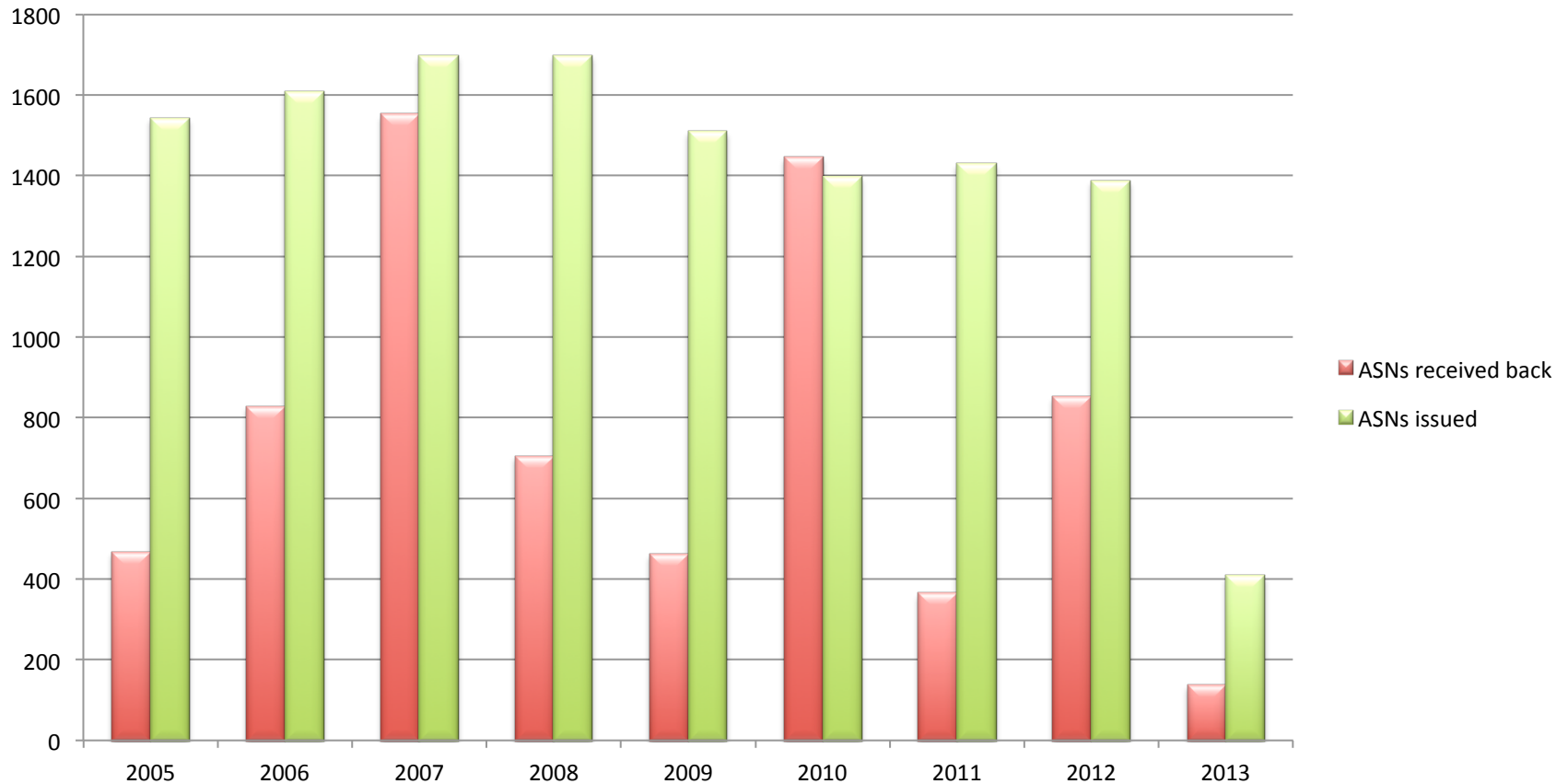
Recovered Resources

Year	IPv4 blocks (/16 equivalents)	ASNs
2007	101.2 (85% returns)	1552 (12% returns)
2008	178.6 (87% returns)	704 (28% returns)
2009	133.10 (86% returns)	462 (40% returns)
2010	44.5 (49% returns)	1446 (32% returns)
2011	284.4 (96% returns)	365 (39% returns)
2012	7 (45% returns)	852 (41% returns)
Q1 2013	2.7 (1% returns)	137 (29% returns)

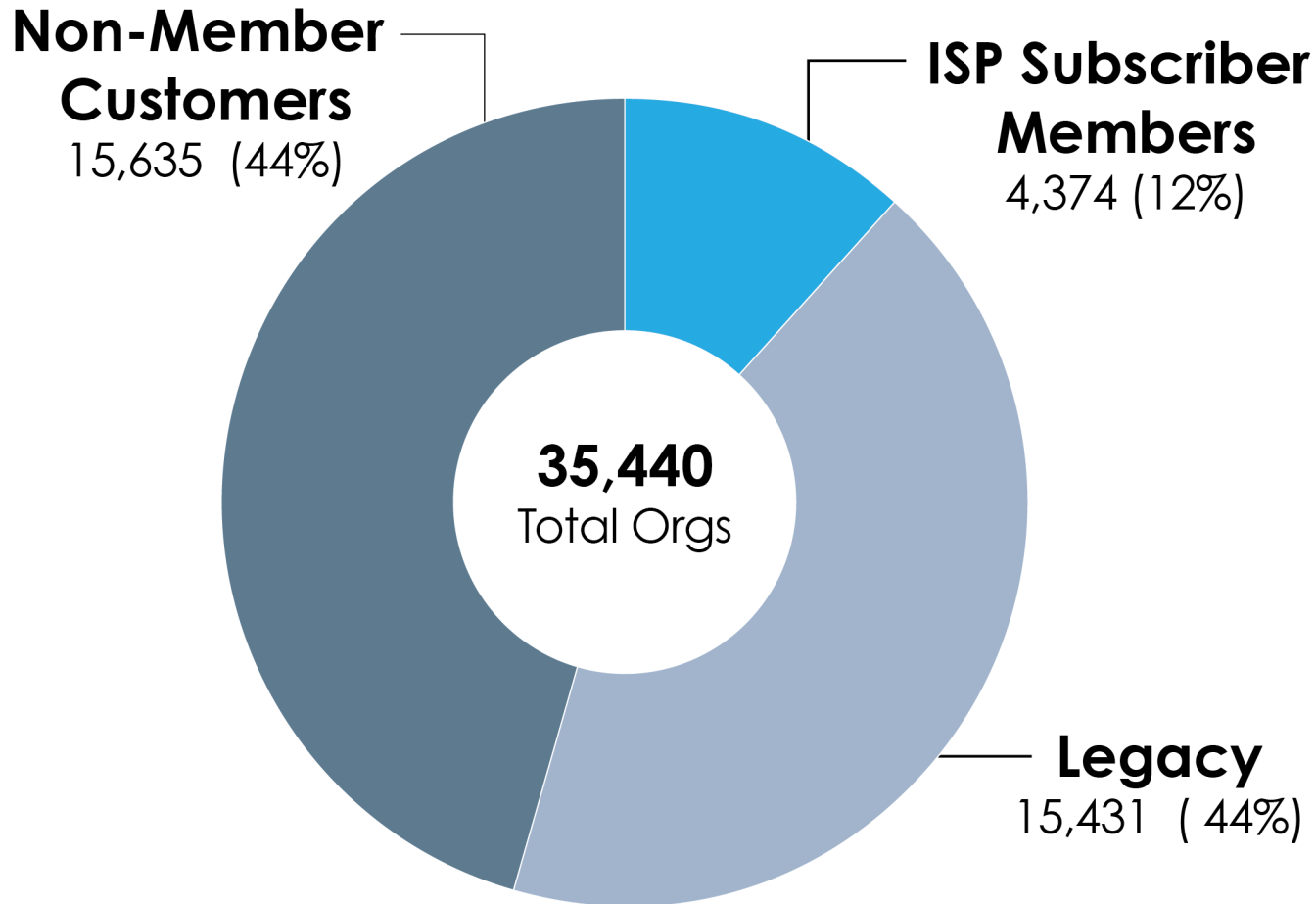
Burn Rate vs. Churn Rate- IPv4



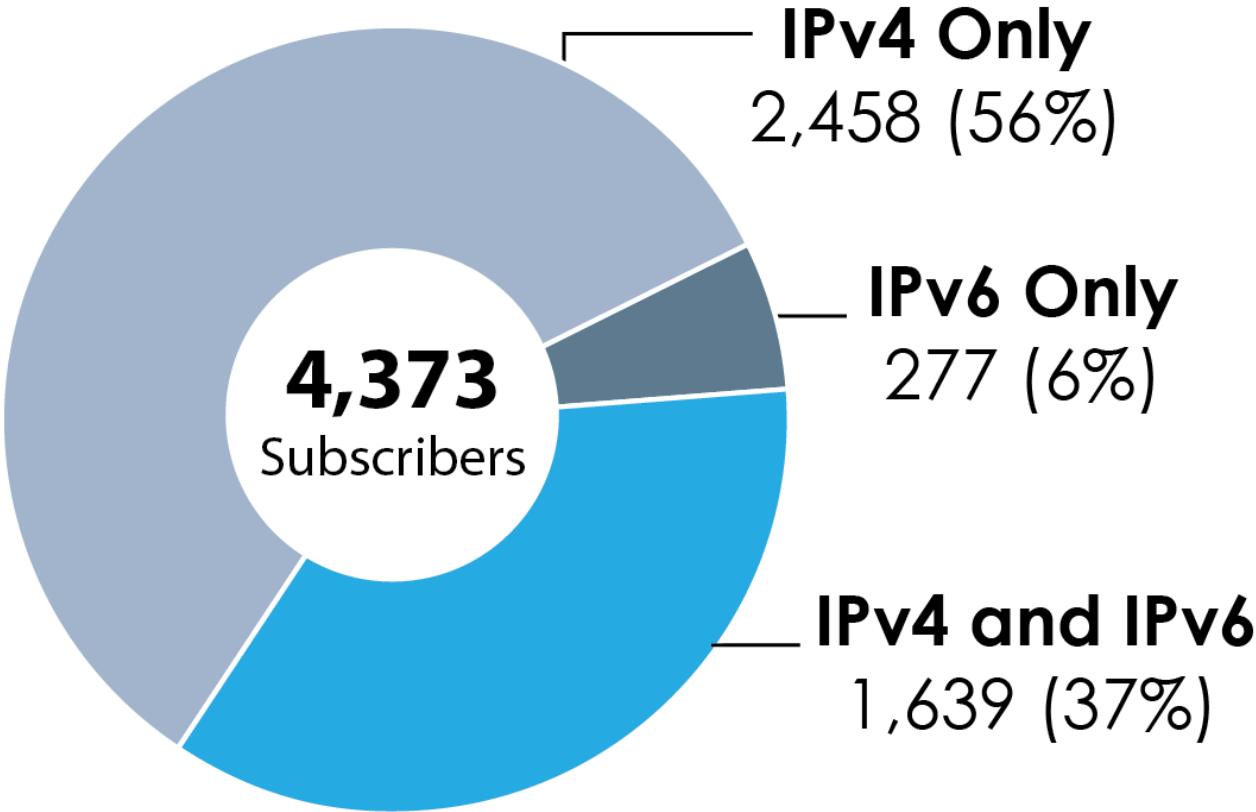
Burn Rate vs. Churn Rate - ASNs



Total Organizations Served by ARIN

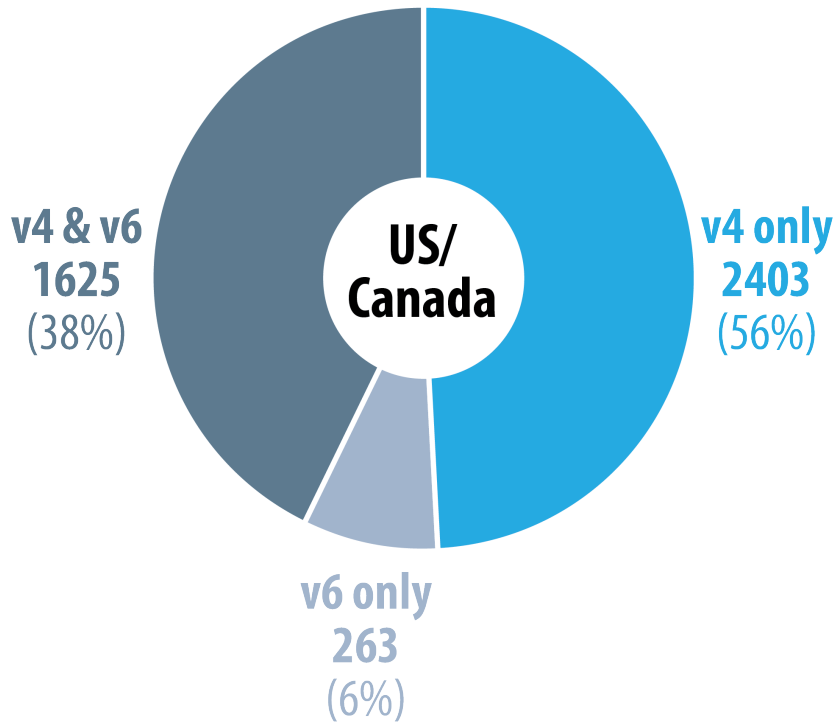


IPv4 vs IPv6 Subscribers

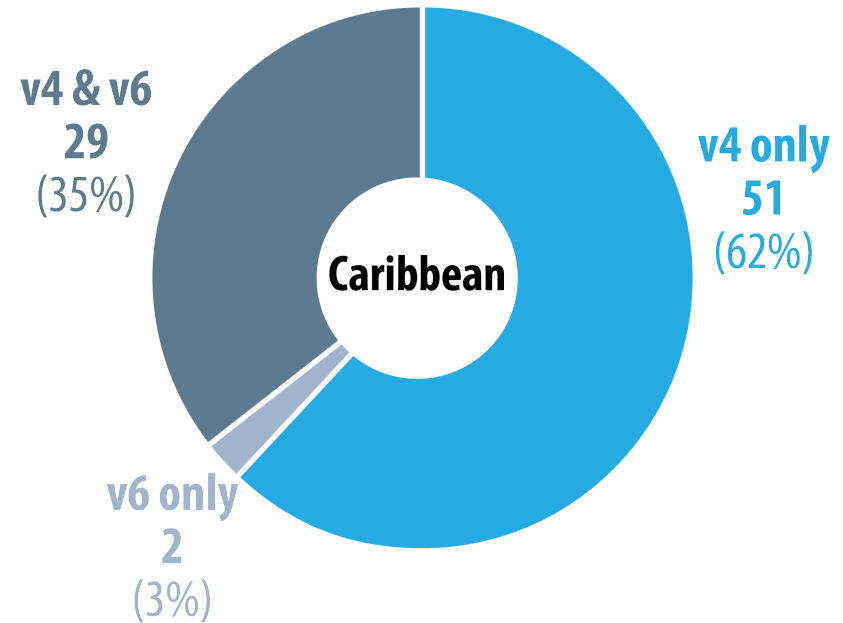


Regional ISP IPv6 Adoption

4,300 ISP Subscribers

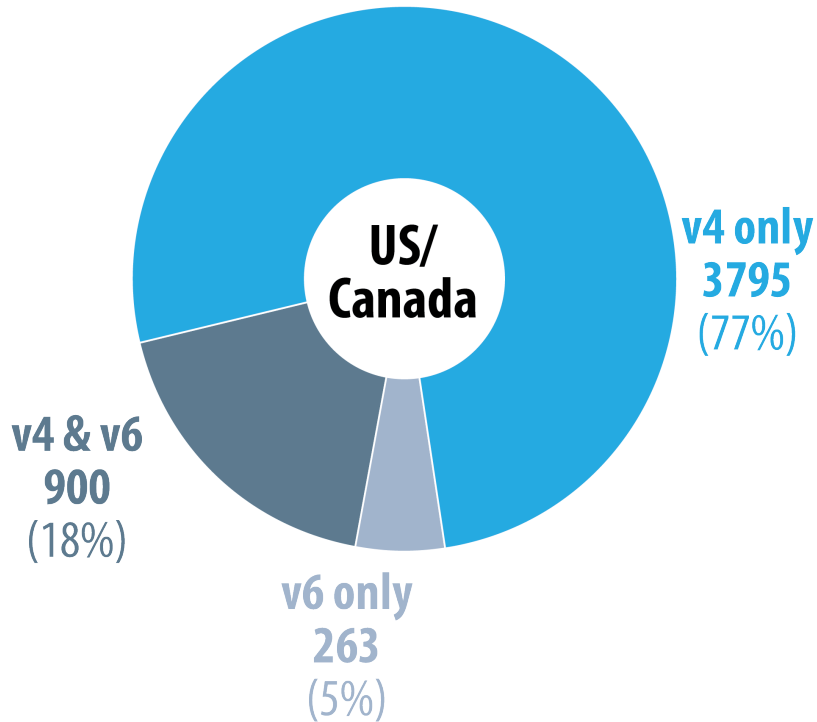


82 ISP Subscribers



Caribbean End User Stats

4993 total non-legacy end users
4958 of them are in the US/Canada



35 of them are in the Caribbean

