



# RIPE NCC New LIR Survey

Paul Rendek  
RIPE NCC

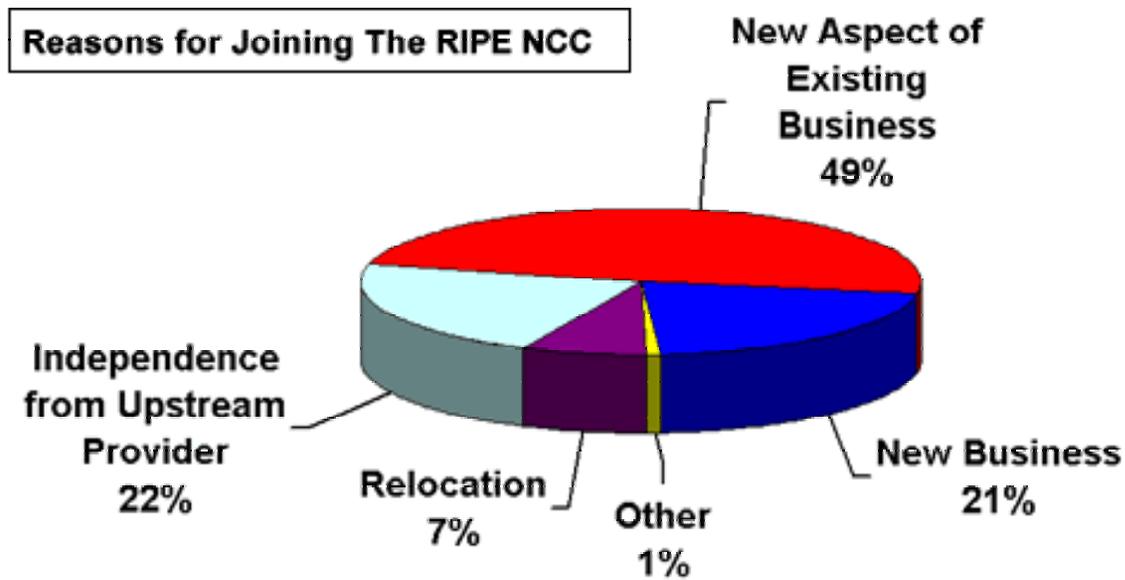


# Why Do This Survey?

- Sudden rise in the number of new membership applications
- We simplified the membership process and wanted feedback



# Why Join the RIPE NCC





# What We Asked Our Newest Members

What we asked	Yes	No	No Answer
Is the information on our website about membership applications helpful?	94,5%	4,7%	0,8%
Did we process your application quickly and efficiently?	96,4%	3,6%	0%
Did you contact us during the application process?	84%	16%	0%
If you contacted us, did we give you the help you needed?	81%	2%	17%
We sent an information pack after we approved your membership. Did you find this useful?	77,5%	22,5%	0%

We contacted 380 new members, 126 completed the survey.



# Things We Do Well

- The information was very helpful
- You went out of your way to help us
- I got good answers from your support staff
- Simple, fast and effective



# Things We Do Less Well

- It took five days to get a reply from billing
- Received your information pack too late
- Faxback authentication was a nightmare
- The fee structure isn't well explained



# Suggestions From Newer Members

- A flowchart outlining the joining process
- Examples of completed forms to help understand how to fill them in
- Real world examples to help decide about PI or PA space
- Page showing status of application, constantly updated