

# Communications Report

Ashley Perks

Communications Manager



# Meet the Comms Team



Hollis Kara



Ashley Perks



Melissa Goodwin



Beverly Hicks



Christina Paladeau



John Davis



Desmond Jackson



Craig Fager



Alicia DiCiaccio



## What are we up to?

- Milestones
- New Logo
- Annual Report
- Communicating With Our Community
- Consultation & Suggestion Process
- Internal Collaboration
- Training & ARIN Academy
- ARIN Events

# 2026 Milestones



Meet the new ARIN logo



**ARIN**

# New logo to align and refresh ARIN's brand



The three arrows represent the areas of our service region, as well as the three tenets of our mission statement

Visually aligns with our Public Policy and Members Meeting branding for consistency across touchpoints

ARIN's mission and values are unchanged

**The old logo is gone but not forgotten**

The logo for ARIN (American Registry for Internet Numbers) features the letters 'A', 'R', 'I', and 'N' in a large, black, serif font. A thick, blue horizontal line with pointed ends passes through the middle of the letters, creating a stylized 'A' and 'N' shape.

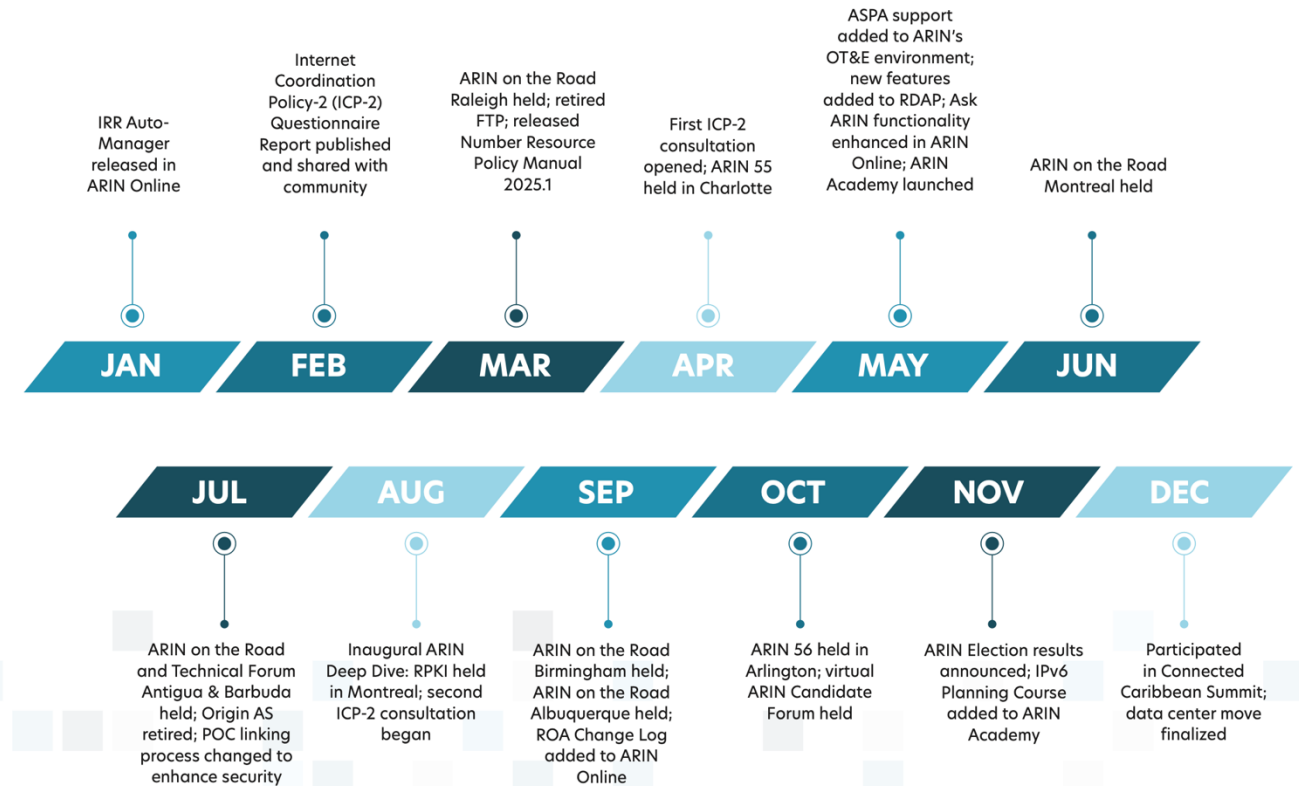
**American Registry for Internet Numbers**

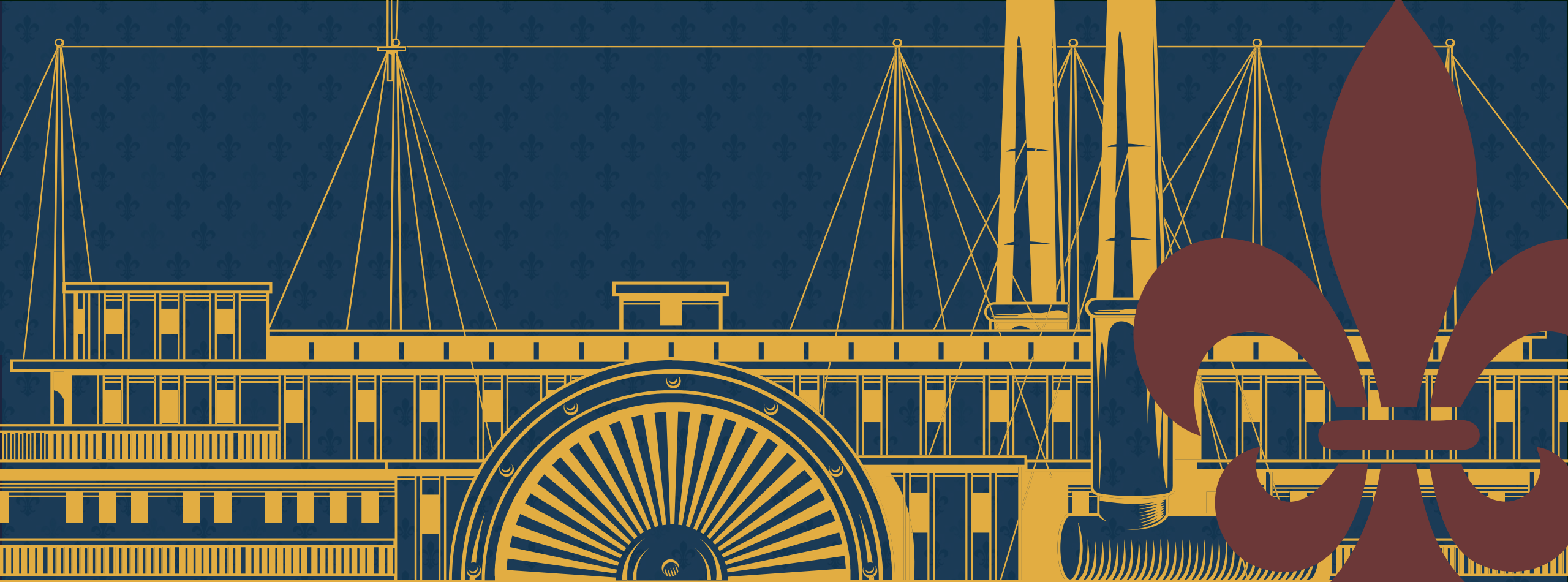
**2002 - 2026**

Read now at [arin.net/annual\\_reports](https://arin.net/annual_reports)



## 2025 highlights





# Communicating With Our Community

# Did You Know?

The **ARIN Announce mailing list** is a great way to stay informed of updates, programs, and initiatives.

## Some topics we send out to **ARIN Announce**:

- Fellowship Program
- Internet community information (ICP-2, NRO)
- Grant Program
- ARIN Elections
- Service retirements and updates
- Consultations
- IPv4 Waiting List updates
- And more!



# Other ARIN Mailing Lists

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## Discussion Lists

### Public Policy Mailing List

- Policy-related

### General Members

- Open to ARIN General Members; governance-related

### Technical Discussions

- Updates to ARIN's OT&E, ARIN services

### Consultations

- Open for comments on any active consultation



## Broadcast Lists

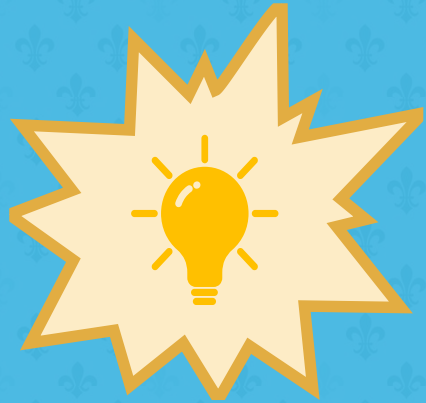
### ARIN Issued

- Daily report of resources issued by ARIN and resources returned to ARIN

### Suggestions

- Notifies community of new Suggestions as well as ARIN's responses





# **NEW for 2026 — ARIN Online Communications Tools**

# ARIN Online Banners and Pop-ups

Important updates in your ARIN Online accounts via dismissible banners and popups



These include information about:

- **Surveys and consultations**
- **Community events and programs (such as ARIN meetings)**
- **Maintenance outages**
- **ARIN Elections**



# Have you followed us on Instagram yet?

If not, you're missing out on visual, in-depth presentations such as

- How Tos
- Community Intros
- Services & Tools
- News & Events



# Social Media Roundup

## Growth for our channels

March 2025-March 2026  
(vs. previous 12 months)

### LinkedIn Engagements

**6,866** ↑5.4%

### X Engagement Rate

**2.9%** ↑14.8%

### Total Audience

**24,940** ↑3.0%

### Impressions

**301K** ↑3.4%

### Post Link Clicks

**4,323** ↑8.9%

## Most Popular Topics

Measured by engagement rate,  
March 2025-March 2026



Fellowship Program



IPv6



RPKI



Caribbean Outreach



Industry Events





# ARIN BITS

WHAT'S NEW AT ARIN?

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ARIN Bits is a quarterly roundup of important updates you may have missed and details about future events and initiatives.



# Blog Roundup

**2025 Total Posts: 61**

## TOP THREE POSTS OR SERIES

- Individual Requests for Internet Number Resources
- The IPv6 Divide: Digital Vulnerabilities & Economic Inequality
- Understanding Customer Delegation Actions



**2026 So Far..**

**11 Posts to Date**

## DON'T MISS:

- Introducing a More Secure, Streamlined Workflow for Point of Contact Linking
- Peering Market at a Glance





# Subscribe to the ARIN Blog Today

- **Stay informed of the latest news**
- **New posts emailed to you**
- **3-4 posts per month on various topics of interest**



# ARIN Consultation & Suggestion Process 2025



## Consultations

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Enforcing Hierarchical Naming  
for AS-SETS

- *(23 April-23 May)*

## Suggestions

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- 9** Suggestions received from the community in 2025
- 2** Suggestions completed by software releases in 2025  
Focused on RPKI enhancements and IRR data validation... 2 closed due to spam
- 5** Suggestions received in 2025 that are still under development consideration

# ARIN Consultation & Suggestion Process 2026



## Suggestions

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- 5** Suggestions received from the community so far
- 4** Suggestions closed due to work done by staff or existing tools  
Focused on website enhancements
- 1** Suggestion pending development

# ARIN Consultation & Suggestion Process 2026



## Upcoming Consultations

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**None are currently scheduled, but subscribe to the ARIN Consultation Mailing List to be in the know!**

# Communications Collaboration

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We support multiple departments, initiatives, and programs across ARIN



# We talk it through as a crew



**Collaborating** to define requirements for enhancements to tools and services.



**Implementing** communications strategies to educate and inform customers and community.



**Gathering** input and putting it to work — continuous improvement is our goal!



ARIN Academy is here to help you maximize your value from ARIN

## **Getting Started With ARIN**

Learn how to  
navigate ARIN Online

## **Using ARIN's Hosted RPKI**

Follow our guided  
modules to learn  
how to deploy  
RPKI for your  
organization

## **IPv6 Address Planning Basics**

Ready to get  
started with IPv6?  
This module will  
help you each step  
of the way.



# Did you know?



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ARIN has a library of online help videos on our website or on our YouTube channel.

## **Topics like:**

Creating User Accounts, Org IDs, and Points of Contact

Linking Points of Contact

Requesting Autonomous System Numbers and Address Space

The Policy Development Process

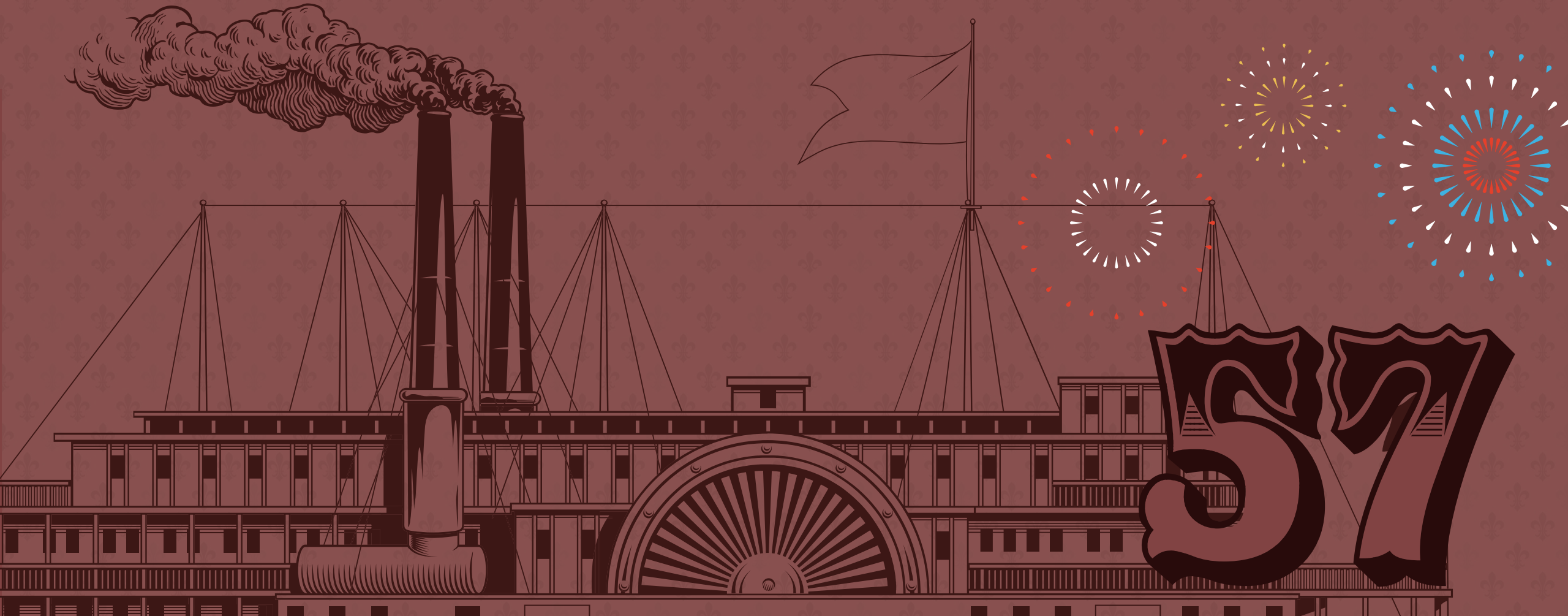
And more!



**ARIN 58**  
*POWERED BY PARTICIPATION*

**Save the Date • 22-23 October 2026 • Miami, Florida**

# Questions and Comments?

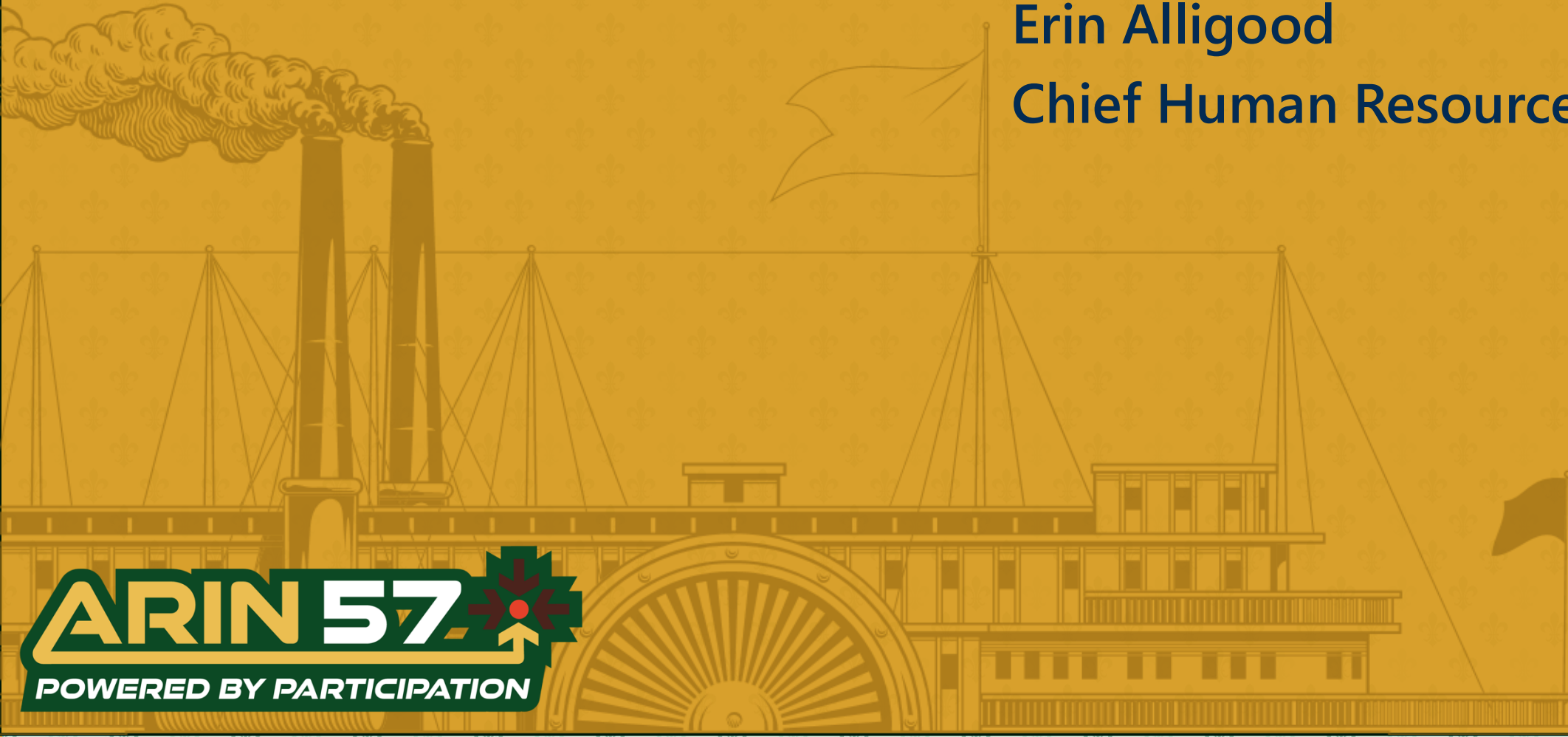


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# Human Resources and Administration Report

Erin Alligood

Chief Human Resources Officer



# Meet Our Team



**Erin Alligood**  
CHRO

**Natalie Harold**  
HR Generalist

**Melissa Montgomery**  
Operations Support  
Specialist

**Mindy Engstrom**  
Office Manager

# How We Support ARIN



Talent acquisition  
and retention

Compensation  
management

Performance  
management

Legal  
compliance

Employee relations  
and engagement

Benefits, payroll, and  
contract administration

Professional learning  
and development

Travel  
administration

Office and facilities  
management

# 2025-2026 Highlights

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## Compliance

- Completed favorable 401(k) audit for plan year 2024
- Completed 2026 training requirements for employees and volunteers:
  - Eliminating Harassment in the Workplace
  - Inclusion and Diversity

## Operations

- Workforce planning and lease renewal
- Management continuity planning
- Implemented new employee handbook policies

## Social

- Sponsored school supplies drive in July 2025 with Communications team
- Sponsored local toy drive in December 2025
- Diaper Drive in 2026
- Read more about these on our post on the ARIN Blog at [arin.net/blog](http://arin.net/blog)
- Hosted inter-departmental events

# ARIN Value Statements

We are Passionate  
about our Mission

Service to our Members,  
Customers, and the  
Global Community

Our People Matter

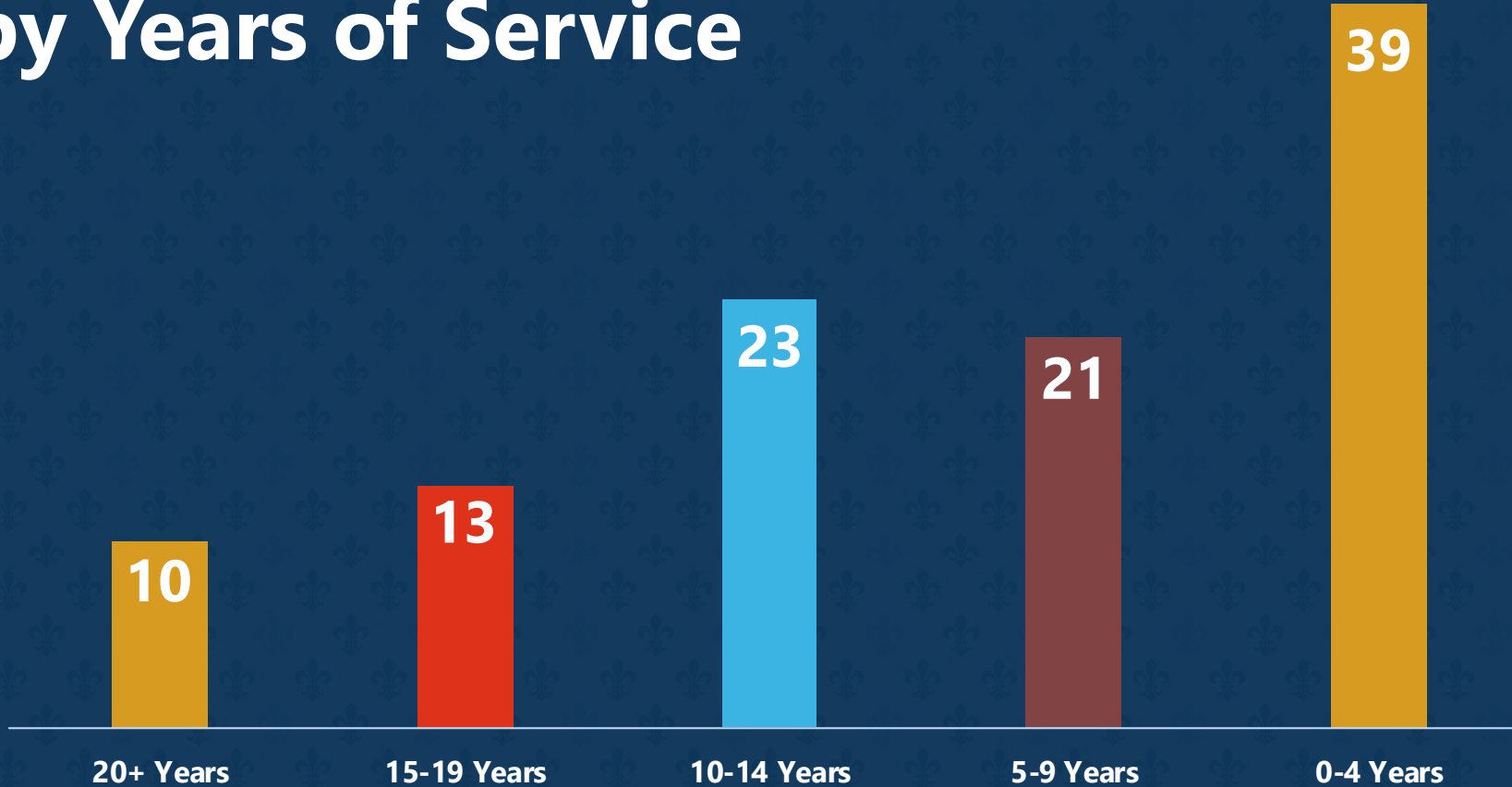
We are Accountable

Read the full Value Statements on our website:

<https://www.arin.net/about/welcome/careers/#arin-value-statements>



# ARIN Employees by Years of Service



Average Employee Tenure = 9 Years  
106 Total Employees



**Thank you and  
Congratulations  
to ARIN's  
Recent Retirees!**

**Reggie Forster**

- Director, Operations in Engineering
- Six years of service

**Tammy Rowe**

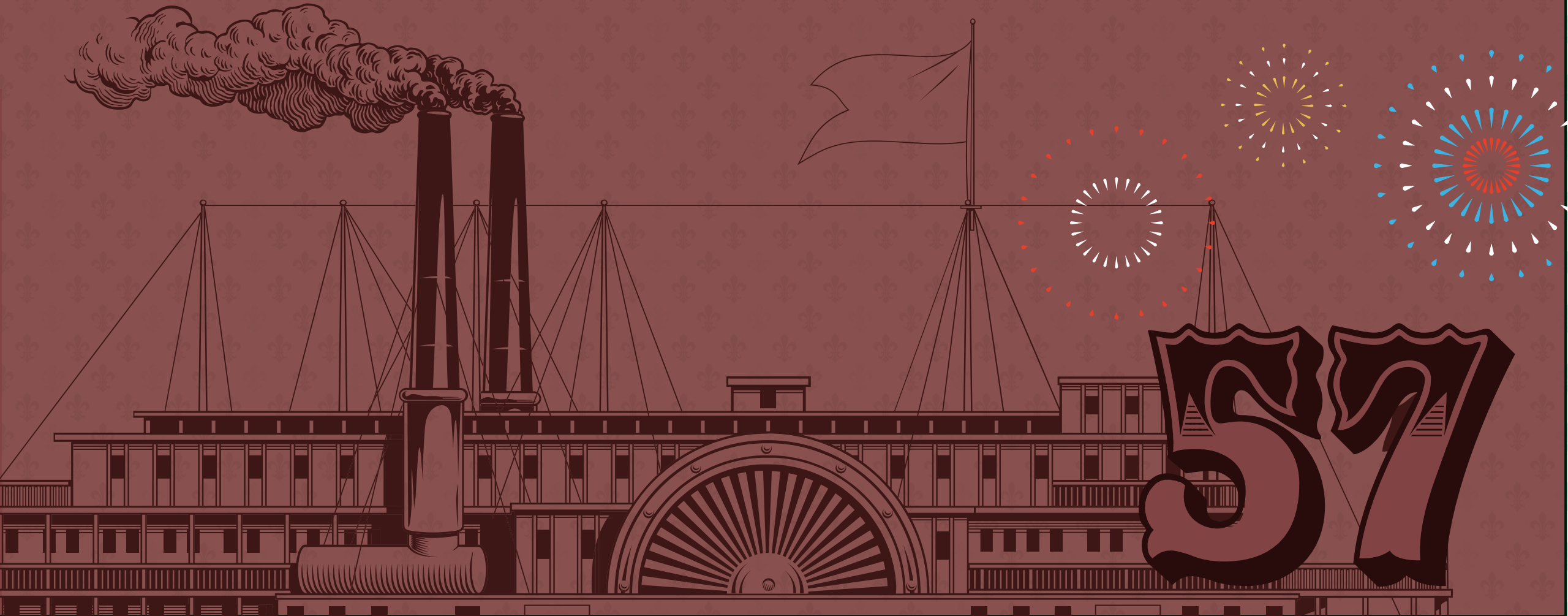
- Accounts Receivable Manager in Financial Services
- 26 years of service

# 2026 Projects



- 401(k) Audit for 2025 Plan Year
- Developing Internal Management Training through ARIN's Learning Management System (LMS)
- 2026 Salary Survey Project

# Questions and Comments?



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# Registration Services Department Report

John Sweeting  
Chief Experience Officer





# Agenda

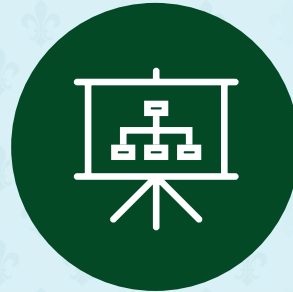
- Overview of Registration Services
- Current Volumes and Workload Snapshot
- Recent Operational Improvements
- Registration Services Audit
- Customer Experience Highlights
- Q&A

# Registration Services – Key Support Areas



## Data Accuracy

Organizational name changes  
and updating contact  
information



## Requesting resources

Requests for ASN, IPv4  
and IPv6 addresses



## Routing Security

Internet Routing Registry and  
Resource Public Key Infrastructure



## Transferring Resources

Mergers, acquisitions,  
reorganizations, specific recipient  
transfers, and inter-RIR transfers





# The Team

## **Director of Registration Services**

- Lisa Liedel

## **Team Lead, Registration Services**

- Alyson Moore

## **Customer Service Resource Analyst I**

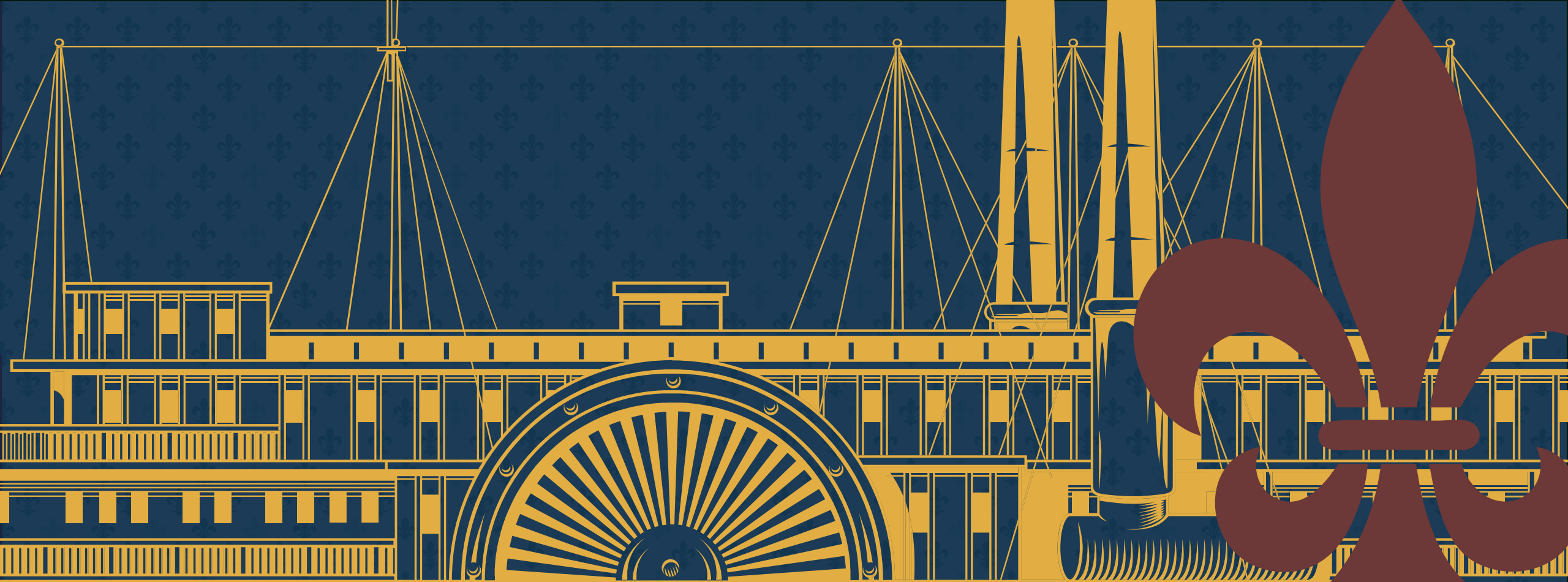
- Jamcy Kuddee
- Marco Monterrosa
- Shay Demps
- Tiara Goddard
- Armando Santiago
- Kassia Guevara

## **Customer Service Resource Analyst II**

- Emily Pico

## **Customer Service Resource Analyst III**

- Mike Pappano



# Customer Engagement

# RSD Customer Engagement



In 2025, ARIN's Registration Services Department (RSD) handled thousands of customer interactions across phone, chat, and tickets.

## Key Engagement Stats:

- **6,682 phone calls**
  - No wait time
- **1,400+ live chats**
- **988 ticketed requests related to IPv4 Waiting List**
  - 398 approved and added to the list
- **937 Zooms** for MFA resets or locked account support

## Ticketed Request Volumes:

- **1,555** Autonomous System Number (ASN) requests
- **1,339** IPv6 address requests
- **2,780** transfer requests (NRPM 8.2 / 8.3 / 8.4)
- **5,438** Ask ARIN requests
- **~8,000** other ticketed requests across various services



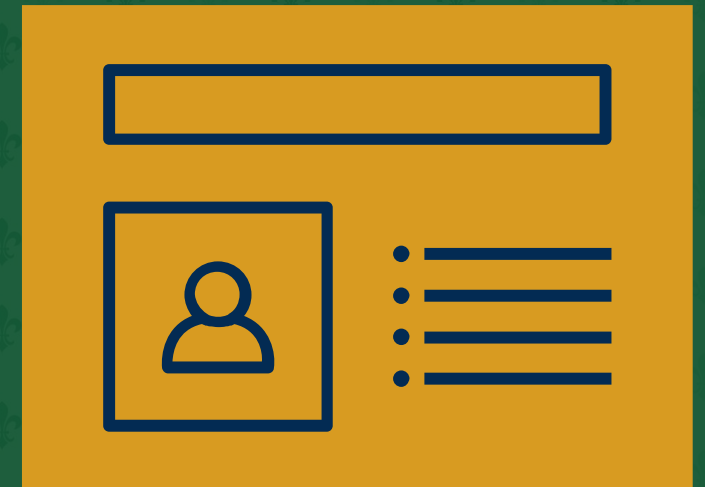
# Recent Operational Improvements

# Process Improvements – Key Benefits

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## Point of Contact (POC) Linking Updates

- Removed reliance on email-based POC linking authentication.
- Implemented the ability for the Admin to accept or decline a user linking to a POC.
- Improves an organization's ability to authenticate users on the Org ID.
- Supports faster processing, reduces errors, and improves customer compliance & security requirements.



# Process Improvements – Key Benefits

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## POC Linking Data Points

- Strong adoption and improved visibility into demand
  - 661 total tickets submitted; 550 resolved (~83%) since launch
- Provides better visibility into request volume than the previous email-based process
- Rapid resolution times (key highlight)
  - ~82% of resolved tickets completed within 0–1 days (452 tickets)
  - ~92% of resolved tickets completed within 3 days (509 tickets)



# Process Improvements – Key Benefits

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## Ask ARIN Enhancements:

- Revised and improved topic selections (ex. Account and Contact Management) with new internal sub-topics (ex. POC Management) leveraged by staff.



# Process Improvements – Key Benefits

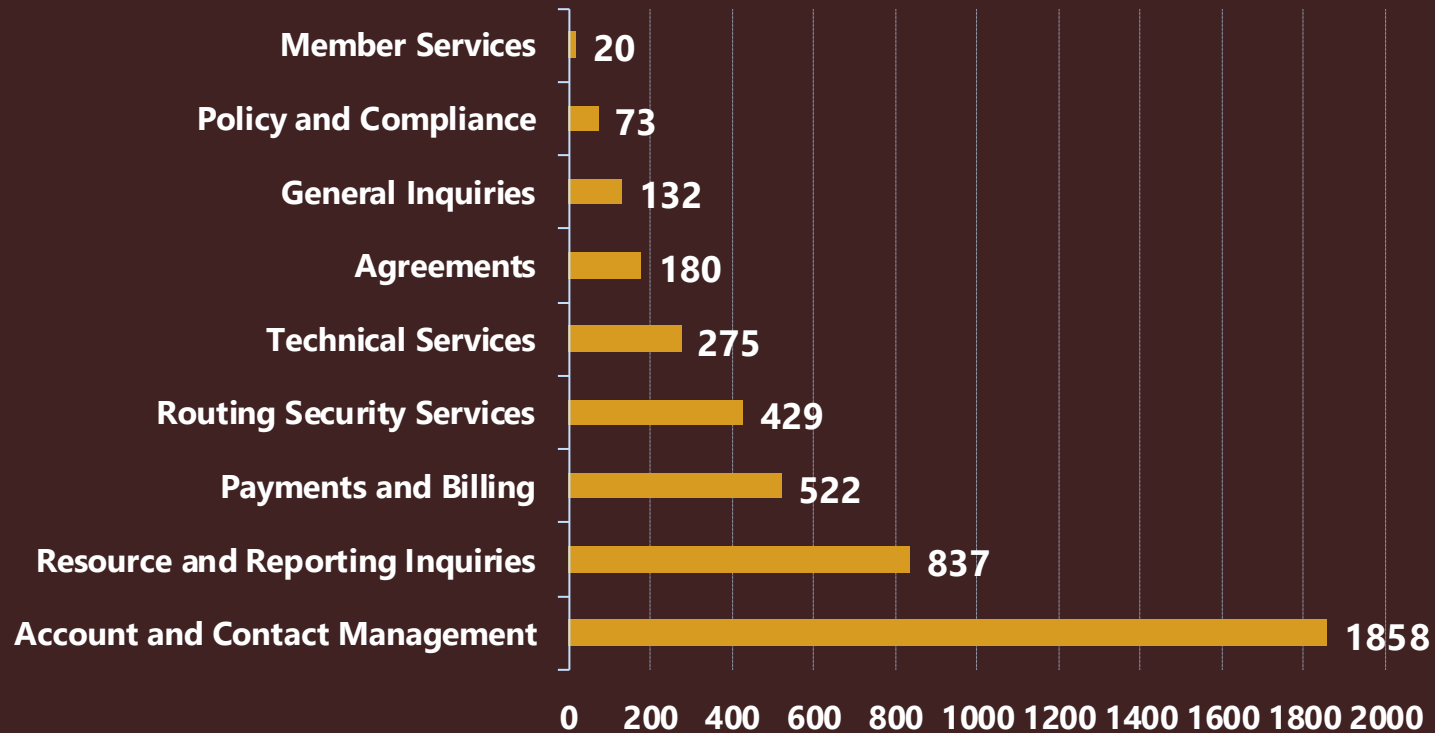
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## Ask ARIN Enhancements:

- Added the ability for users to add an Org ID to their Ask ARIN ticket.
  - ~60% included an Org when submitting
  - Adding an Org ID allows them to share the ticket with other Admin/Tech users.
  - Provides peace of mind knowing others on the Org ID can review/reply as needed.
  - Previously, Ask ARIN tickets were only viewable by the user who submitted it.



# Ask ARIN Ticket Metrics (5/20/25 – 3/19/26)



- ✓ **Improved request routing** – required topic selection ensures issues reach the right team
- ✓ **Faster, more accurate responses** – clear categorization reduces back-and-forth and speeds resolution
- ✓ **Aligned to customer needs** – 4,300+ requests across key areas (Account Mgmt, Resources, Billing)
- ✓ **Enhanced experience & continuous improvement** – easier access to specialized support and better insight into customer needs
- ✓ ~60% included an Org when submitting

*Updated capabilities have enabled better insight into customer question categories.*

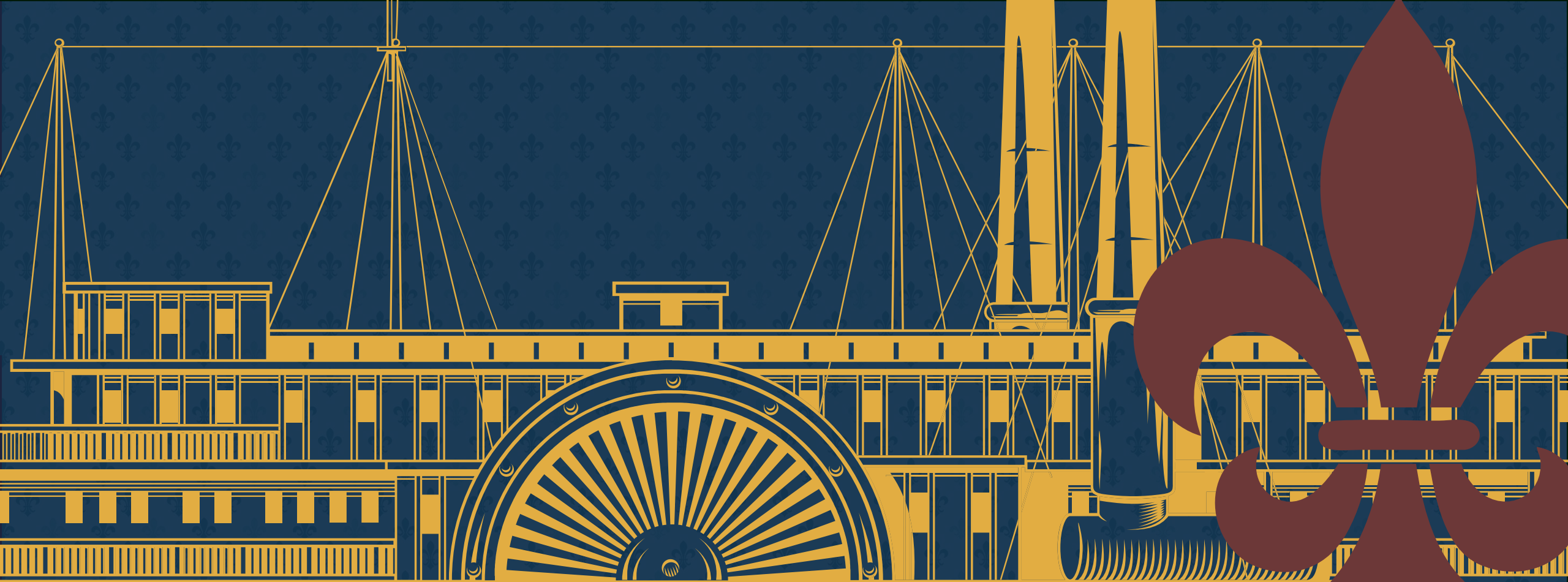
# Initiatives Driving Improved Customer Experience

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## Continued Coordination with Registry Integrity & Oversight (RIO) Team



- Regularly review and handoff from RSD to RIO in instances of suspicious activity/known patterns.
  - RSD routinely redirects tickets to RIO for further review of compliance and other activities
  - These are tickets of all types from Org Creates to IP/ASN resource requests, and suspected hijacking.
- RIO performs deeper analysis and research and will conduct Section 12 audits, hijacking, and investigations for suspicious activity as required.



# RSD Audit

# Scope of the 2025 RSD Audit

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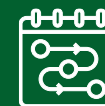
## Auditor

Conducted by independent auditing firm Baker Tilly.



## Objective

Verify that RSD adheres to both the Number Resource Policy Manual (NRPM) and internal procedures via a random selection of tickets.



## Scope

Ticket types reviewed included IPv4/IPv6, ASNs, Transfers, Org/POC records, fraud prevention and follow-up and record maintenance.

**Read the full report:**

[https://www.arin.net/about/corporate/rsd\\_audits/](https://www.arin.net/about/corporate/rsd_audits/)

# RSD Audit – Key Findings



**Confirmed** full compliance of RSD personnel, processes, and technology with the Number Resource Policy Manual (NRPM).

**Validated** consistent execution of internal procedures, supported by comprehensive documented evidence.



**Demonstrated** mission commitment through ongoing procedure enhancements that drive operational consistency and efficiency.

**Strengthened** fraud prevention through the implementation of modernized procedural controls.



# RSD Audit – Recommendations

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## **Refresher Training:**

Sustain training to reinforce the consistent execution of internal processes and ensure thorough documentation of conclusions.



## **Procedure Updates:**

Update internal procedures to clearly indicate when alternate actions and documentation can be used under specific conditions.



## **System Efficiency:**

Introduce new ticket templates in ARIN Online for specialized requests to improve complex workflow efficiency.



# Customer Experience Highlights

# What Our Customers Are Saying

## Themes:

- ✓ Consistently recognized for responsiveness, clarity, and expert support.
- ✓ Customers value step-by-step guidance and the professionalism of the team.
- ✓ Tone of gratitude and appreciation was common across feedback.



## Select Quotes:

[The Analyst] "was expedient and professional – I appreciated their timeliness and concise communication."

"Extremely professional, fast, and helpful. Always a pleasure working with ARIN."

[The Analyst] "explained exactly what I needed to do in such a clear and concise manner. I was able to comprehend what I originally found difficult within a few minutes of him explaining it to me. It's not often that you find people as well-spoken and courteous"

"I was so amazed. I thought my situation would be difficult and time-consuming. My ticket was resolved quickly, with every person helping to make things easier for me."

# Feedback That's Helping Us Improve

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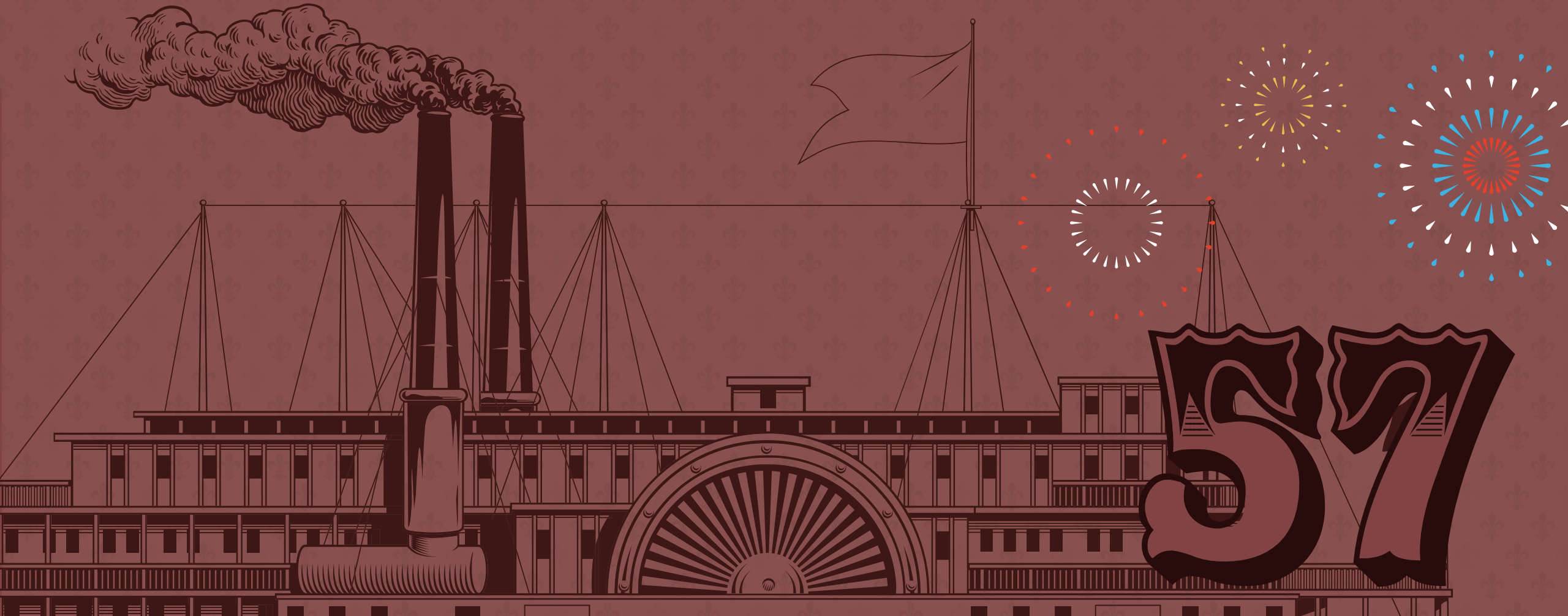
## What we've heard:

- General sentiment is very positive. Still, we have room for improvement.
  - Some responses took too long.
  - Some comments that the back and forth is unnecessary and could have been gathered during original submission of the request.

## What we're doing:

- Continual review of messaging and revising of internal processes.
- Cross-training staff on all ticket types.

# Questions and Comments?



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# Customer Experience and Strategy Report

Joe Westover

Senior Director, Customer  
Experience and Strategy



# Team Structure and Areas of Focus

**Joe Westover**, *Senior Director, Customer Experience and Strategy*



## Technical Services

- Implement RPKI and IRR services
- Resolve routing security issues
- Process Internet resource requests
- Define and prioritize routing security initiatives

## Registry Integrity

- Fraud identification and mitigation
- Identify fraud patterns and enforce policy
- Lead fraud prevention initiatives

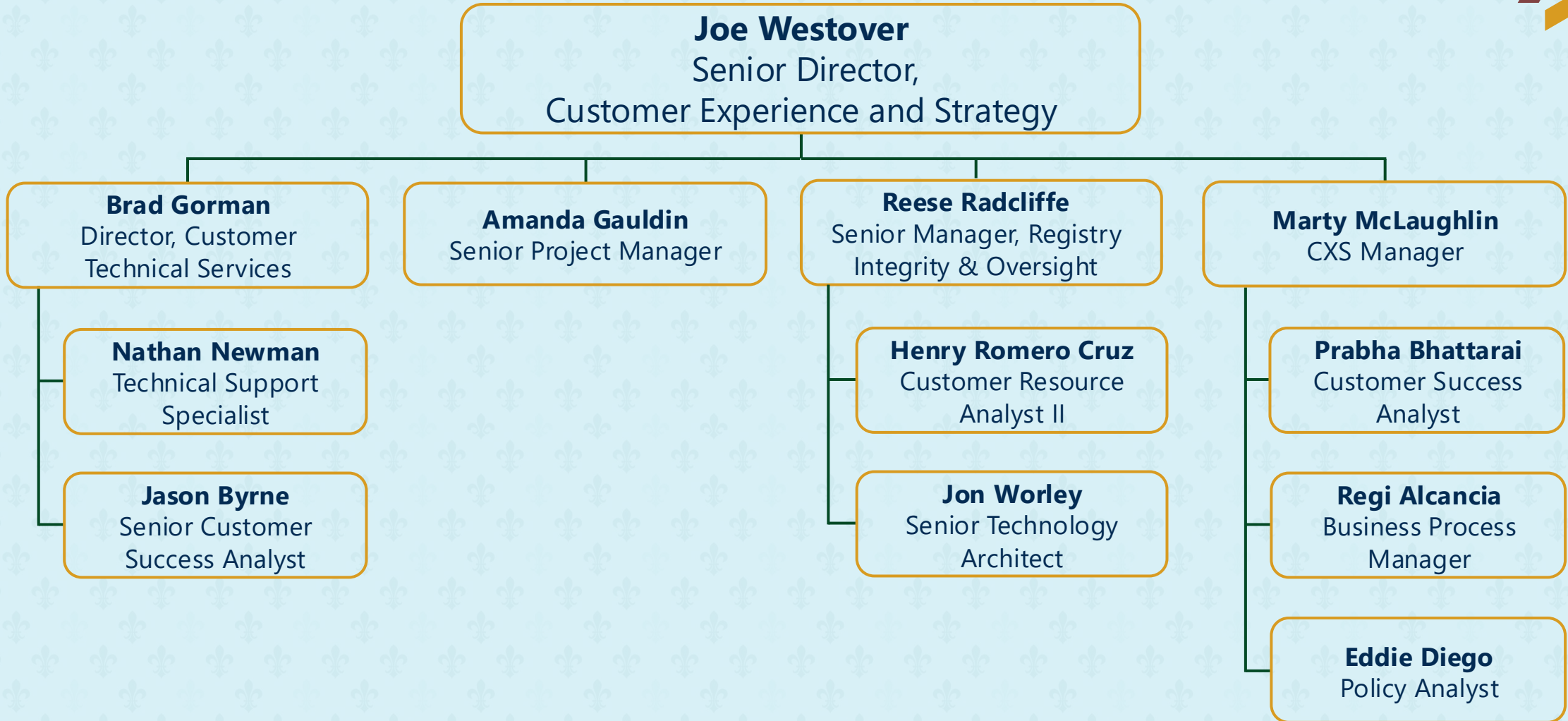
## Process Excellence

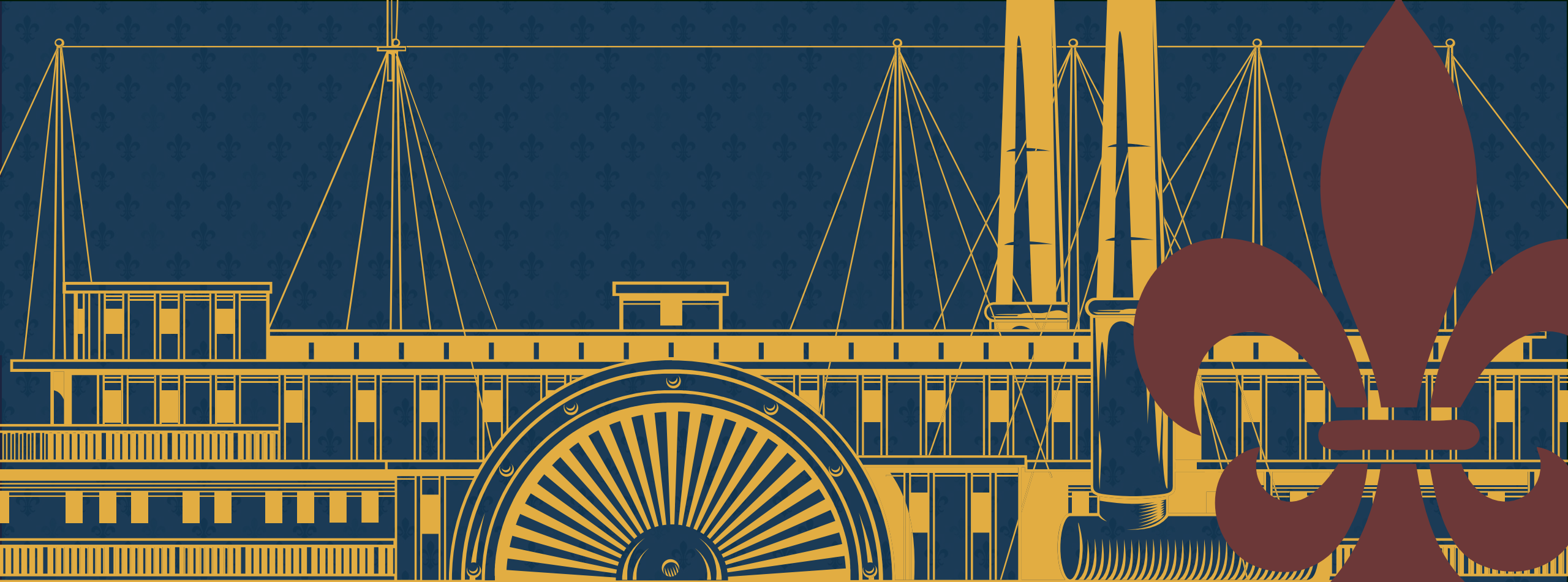
- Business process excellence
- Improvement in service delivery
- Prioritizing requirements
- Qualified Facilitator Program (QFP)
- Premier Support Plan (PSP)
- Policy support

## Community Engagement

- CXO program management
- Fellowship Program
- Community Grant Program
- Industry events
- Election support

# CXS Organizational Chart





# Customer Technical Services (CTS)

# Technical Services



Led by Customer Technical Services (CTS) Director Brad Gorman

- **Strategic Vision:** Defines and guides the long-term growth and development of routing security.
- **Operational Support:** Provides technical support for RPKI and IRR.
- **Customer Empowerment:** Supports customer understanding and adoption of RPKI and related routing security services through training, guidance, and implementation support



# Registry Integrity and Oversight (RIO)

# Registry Integrity



Led by Registry Integrity and Oversight (RIO) Senior Manager Reese Radcliffe

- **Fraud Identification & Mitigation:** Identifies, analyzes, and implements strategies to prevent and address fraudulent activities within ARIN's services.
- **Proactive Investigations & Case Activity:** Conducts rigorous vetting of organizations and Points of Contact (including video identity verification) and takes action on potential violations of NRPM Sections 9, 12, and 4.10.
- **Fraud Prevention Initiatives:** Leads proactive efforts to prevent fraud and ensure alignment with organizational goals.
- **Inter-RIR Collaboration:** Works with other Regional Internet Registries to share knowledge and best practices



**Process Excellence**

# Process Excellence



Led by CXS Manager Marty McLaughlin

- **Process Delivery:** Dedicated to managing and achieving continual improvement in service delivery.
- **Business Objectives:** Aligns processes with broader business goals and business process excellence.
- **Service & Program Prioritization:** Focuses on prioritizing requirements and managing specialized initiatives like the Qualified Facilitator Program (QFP) and the Premier Support Plan (PSP)

# Customer Experience Modernization

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## ARIN DATABASE



Enhanced data accuracy



Improved data integrity



Strengthened controls

## ARIN ONLINE



Improved operational efficiency



Elevated customer experience



Optimized staff workflows

# ARIN Online Updates



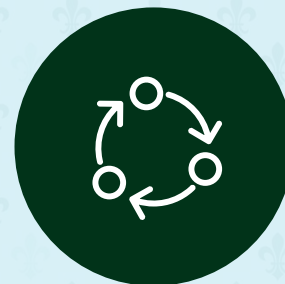
## Updated Message Center

Ability to target messaging to user groups.



## Ask ARIN Improvements

Enhanced ticket association, sharing, and categorization for web users.



## POC Linking Improvements

Retired email-based approvals — now entirely in ARIN Online.



## Additional Improvements

Bug fixes and enhancements improve customer experience and accessibility.

# Program Spotlight: PSP & QFP

## Premier Support Plan (PSP)

Launched May 2021, expanded August 2022



Supporting organizations that require **enhanced assistance** with ARIN-related activities.

- Dedicated Account Analyst
- Prioritized ticket processing
- Direct Technical Services Liaison
- Customer Focus Group
- 24/7 On-call support
- Waived Transfer request fees for source  
(10 per year)

## Qualified Facilitator Program (QFP)

Launched August 2023



Supporting organizations that need assistance with **IPv4 address transfers**.

- Provides a list of pre-qualified Facilitators
- Ensures compliance with ARIN policies
- Offers transparency and trust

# Public Policy Support

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Multiple teams work together to ensure ARIN public policy support by:



Facilitating the Policy Development Process (PDP) by supporting Advisory Council and Working Group meetings.



Maintaining and updating public policy web content.



Coordinating Staff and Legal Reviews and policy implementation after adoption.

# Election Support

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Voting in ARIN elections is a crucial responsibility for General Members.

Multiple CXO teams work together to:

Provide year-round operational support for ARIN Elections from nominations through results.

Ensure seamless coordination, voter communications and platform readiness.



# Community Engagement

# Community Engagement



Community Engagement & Programs Senior Project Manager  
Amanda Gauldin

- **CXO Programs Management:** Oversees the strategic direction of customer-facing programs.
- **Fellowship Program:** Manages the Fellowship Program.
- **Community Grant Program:** Directs the Grant Program applications.
- **Outreach:** Coordinates ARIN's presence and engagement at regional industry events.

# Community Programs & Outreach

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Outreach emphasizes ARIN's service and value to the Internet community. We operate Customer Service Desks and speak at industry events across the ARIN region.



Applications are open now until 14 June for the 2026 Grant Program



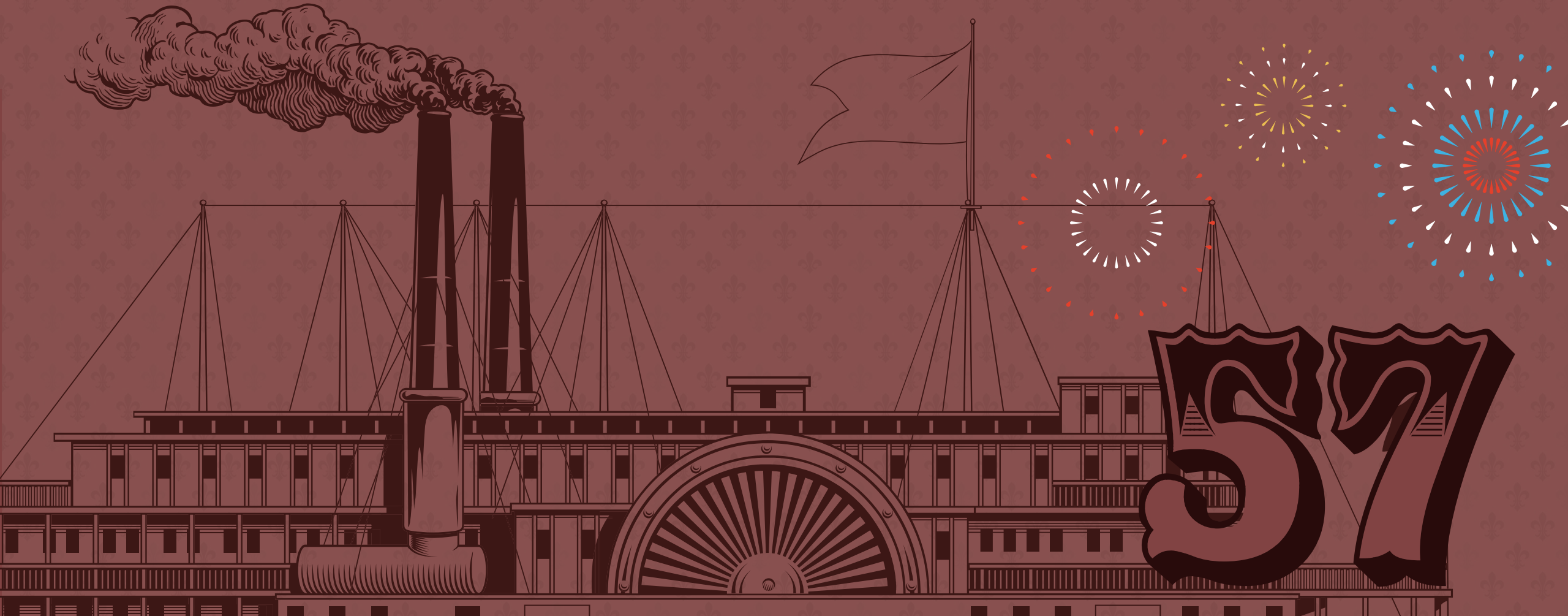
Applications for the ARIN 58 Fellowship Program will open in July 2026



## Looking Ahead – Key Priorities

- Streamline internal workflows and ACSP improvements.
- Deliver top-tier programs support across PSP, QFP, Grants, and Fellowships.
- Strengthen outreach and real-time feedback loops.
- Leverage CSI data to drive process and service improvements.
- Enhance compliance and data accuracy.

# Questions and Comments?



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