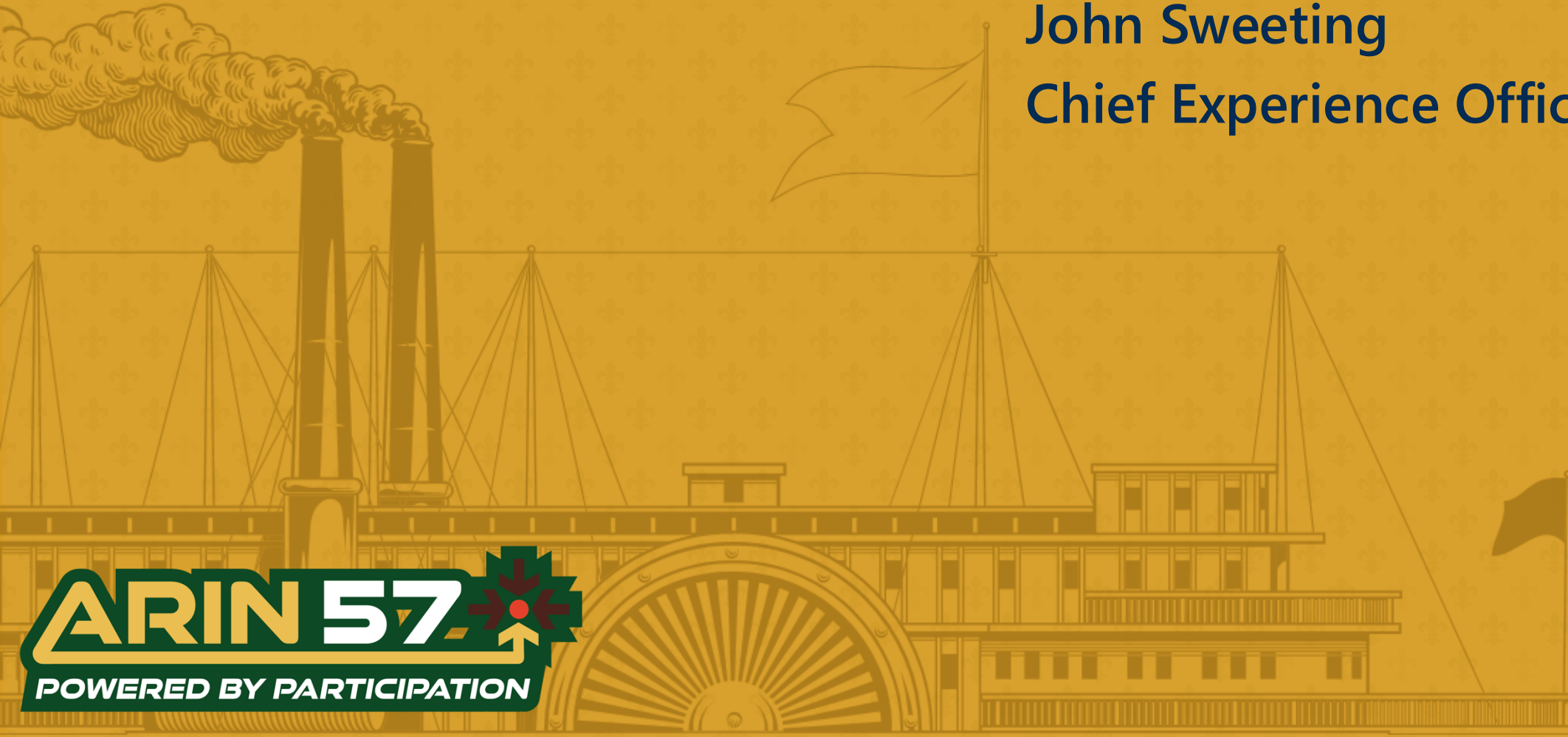


Registration Services Department Report

John Sweeting
Chief Experience Officer





Agenda

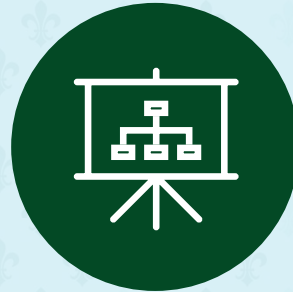
- Overview of Registration Services
- Current Volumes and Workload Snapshot
- Recent Operational Improvements
- Registration Services Audit
- Customer Experience Highlights
- Q&A

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

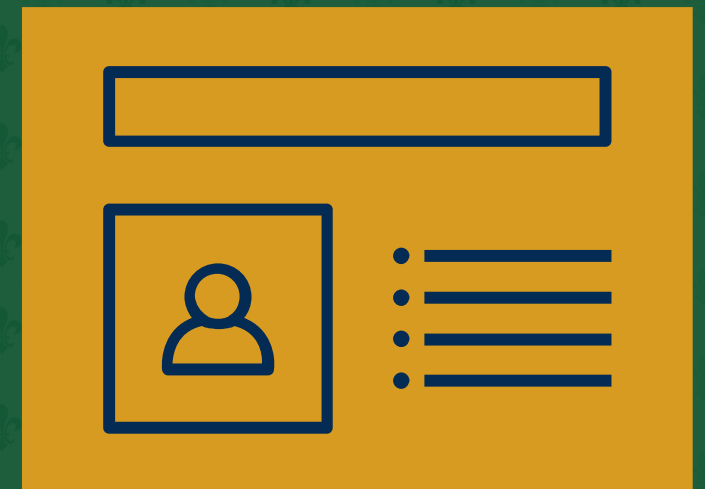


Recent Operational Improvements

Process Improvements – Key Benefits

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

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

Ask ARIN Enhancements:

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



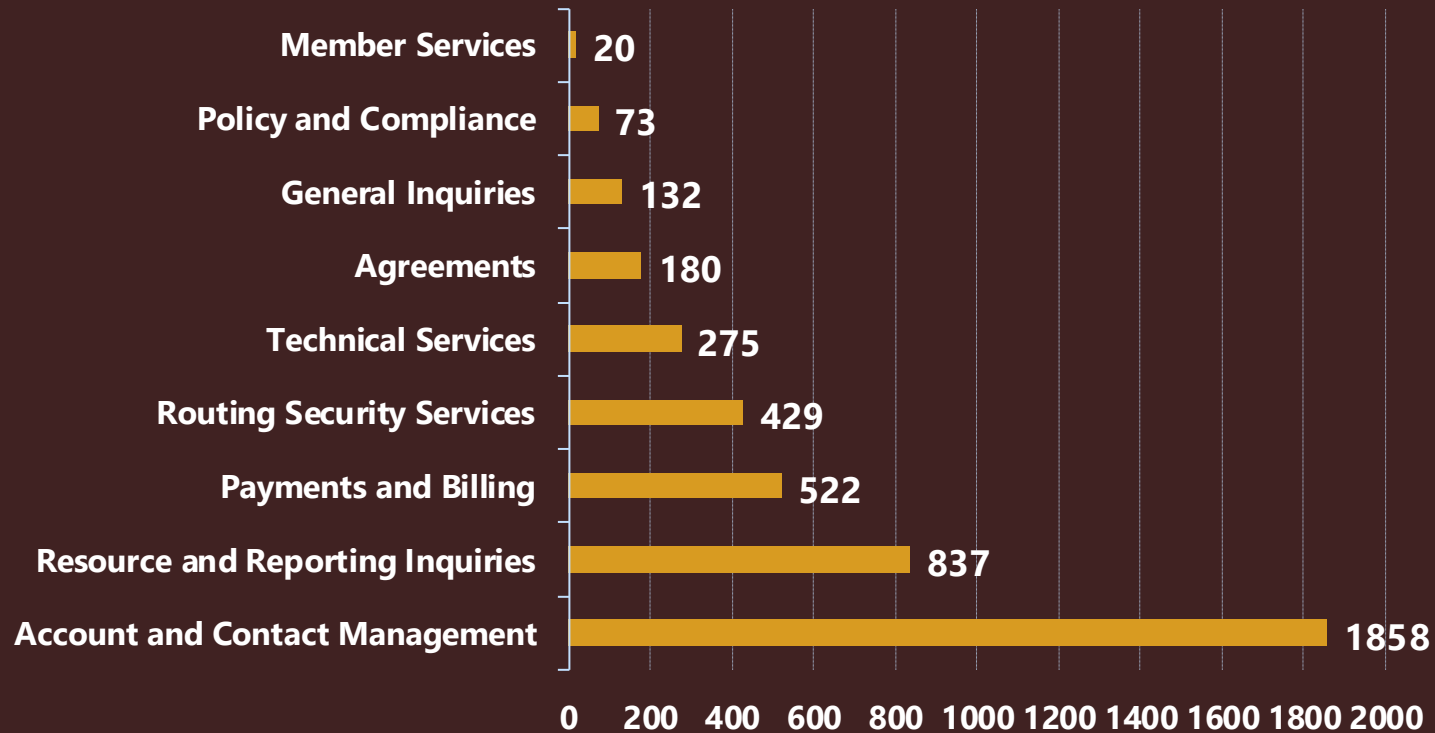
Process Improvements – Key Benefits

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

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



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/

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



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

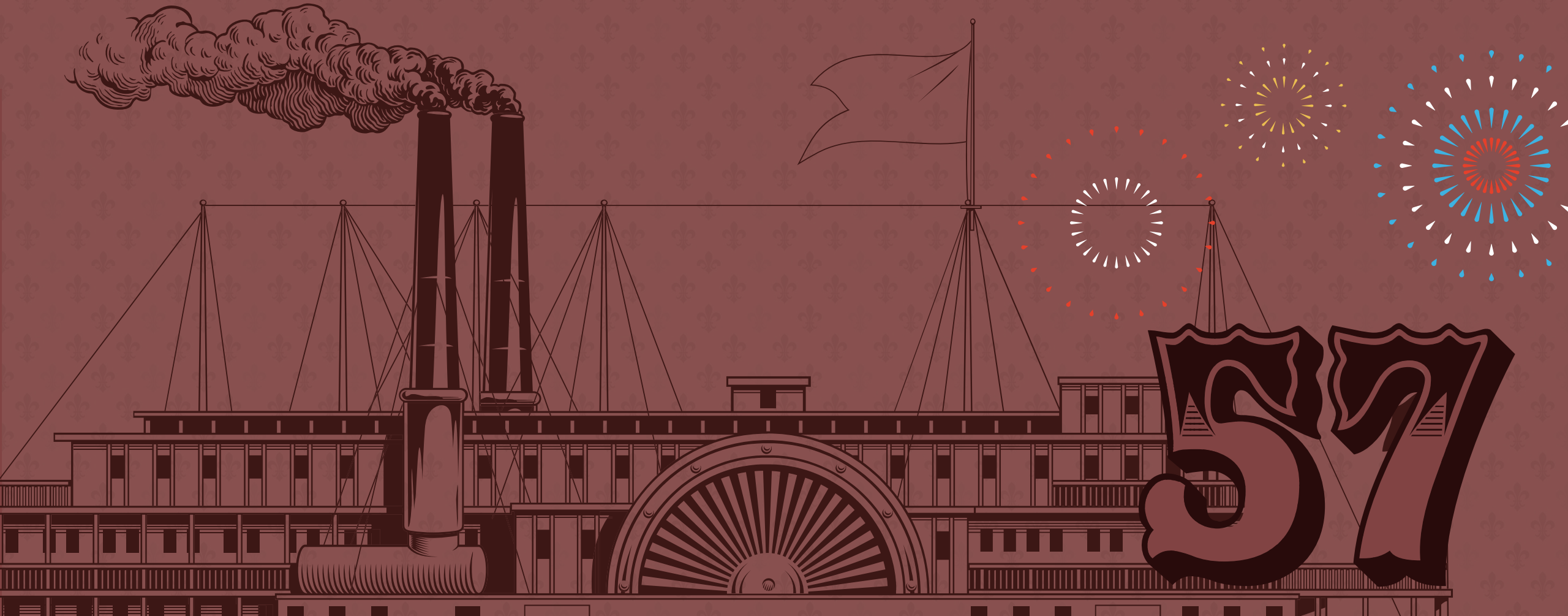
What we've heard:

- 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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