Customer Satisfaction Tracking Research

ARIN 58

radius

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Background and Study Objectives

ARIN is a nonprofit member-based organization that: supports the operation of the Internet through the management of Internet number resources throughout its service region; coordinates the development of policies by the community for the management of Internet Protocol number resources; and advances the Internet through information outreach. ARIN is one of five Regional Internet Registries (RIRs) in the world.

Radius (previously Rockbridge Associates) conducted this member satisfaction survey to help ARIN better understand members' satisfaction and needs as the Internet number registry landscape evolves. This study in 2026 serves as a follow up to the studies conducted in 2014, 2017, 2020, and 2023. This study has the following objectives:

- Determine members' expectations and needs from ARIN
- Assess current satisfaction with ARIN's services and operations
- Determine any unmet needs members have
- Identify and prioritize areas for improvement
- Assess current perceptions of the organization within the Internet community
- Identify opportunities to better engage the Internet community in terms of outreach, education and fostering participation
- Understand how ARIN's current performance compares to that indicated by previous surveys completed in 2014, 2017, 2020, and 2023

Methodology

ARIN CUSTOMER SATISFACTION AT-A-GLANCE

Online Survey
METHODOLOGY

May 21st to June 22nd , 2026
FIELD DATES

15 minutes
AVERAGE SURVEY TIME

Numbers may not sum exactly due to rounding.

COMPLETES

930 Completed Surveys

487 are Service Members with a direct allocation of Internet number resources from ARIN

319 are General Members with a direct allocation of Internet number resources from ARIN

80 have a direct allocation of Internet number resources from ARIN but are not under an agreement with ARIN

33 have no direct Internet number resources from ARIN but use some ARIN services

11 have no direct Internet number resources from ARIN, and do not use ARIN services, but are part of the ARIN community

MARGIN OF ERROR

The margin of error (95% level of confidence) for results based on the total sample is +/- 3%. The margin of error is larger for subgroups of the data.

LOYALTY INDEX

The Loyalty Index is a derived measure that takes into account satisfaction with meeting needs, satisfaction with value, and likelihood to continue with ARIN if given a choice. The three measures factor into the index equally (each accounting for a third). A score of "100" means perfect scores were received for each component of the index.

SAMPLE PROFILE

Compared with prior waves, the 2026 respondent profile is more professionally diverse, with a less tenured workforce and a broader mix of occupations beyond network engineering. Rather than adjusting the sample to mirror previous waves, the results are presented as the best representation of ARIN's community today based on current engagement and available contact channels. As a result, differences versus prior waves should be interpreted in the context of both evolving community perceptions and a broader respondent profile.

Executive Summary

ARIN remains highly valued, with stronger alignment to expectations, while opportunities to drive loyalty remain to make the member experience simpler, more intuitive, and more responsive.

- The 2026 results reflect a broader and more professionally diverse respondent profile than previous waves, highlighting an evolving ARIN community with increasingly diverse member needs.
- Loyalty remains strong despite softer top-box satisfaction since 2023, with the shift primarily toward moderate rather than low satisfaction.
- Performance versus expectation gaps have narrowed across most dimensions, particularly Policy Development, Engineering, Financial Services, Meetings, Registration Services, and Communications/Outreach. Policy Development now performs almost entirely in line with member expectations, reinforcing it as one of ARIN's strongest and most differentiated capabilities.
- The greatest opportunities to drive loyalty lie in improving operational execution, particularly around responsiveness, information quality, request processes, transparency, and supporting self-governance of registries.
- Engagement continues to broaden across products, programs, and technical services, with growing awareness and adoption of RPKI, IPv6, routing security, and ARIN's educational resources.
- ARIN's reputation remains strong, anchored in reliability, professionalism, openness, and trust. Members increasingly recognize ARIN as an innovative and socially responsible organization, while efficient use of financial resources and responsiveness to community needs remain the strongest drivers of ARIN's overall image and loyalty.

Executive Summary – ARIN Performance Scorecard: Overview

To identify and prioritize areas for improvement, a scorecard approach is used to track ARIN's perceived performance and expectations among community members on 38 specific attributes grouped into 9 dimensions. Success is defined by the gap between Expectations and Performance, with the goal being to close the gaps over time and come as close as possible to meeting (or exceeding) expectations of community members.

The overall quality gap decreased from 7 points in 2023 to 3 points in 2026. While performance dropped by 8 points, expectations dropped by 11 points, contributing to the smaller gap.**

Since 2023, ARIN has moved closer to meeting community expectations on all service dimensions except Internet Governance and Customer Service.

Customer Service, and Communications & Outreach are key opportunities for improvement in 2026.

	2026	2023	2020	2017	2014	Points From Expectation 2026	2023	2020	2017	2014
Overall	74% / 71%	85% / 79%	90% / 80%	85% / 83%	88% / 76%	**3**	**7**	**10***	**2**	**12**
Smallest Gaps										
Policy Development	71% / 70%	81% / 78%	84% / 79%	83% / 82%	87% / 74%	1	4	5	1	13
Financial Services	76% / 74%	91% / 86%	90% / 84%	88% / 86%	93% / 83%	2	5	6	2	10
Engineering	72% / 70%	86% / 79%	90% / 79%	87% / 85%	89% / 79%	2*	8	11	2	10
Largest Gaps										
Security	76% / 73%	87% / 81%	87% / 86%	89% / 88%		3*	6	1*	1	*Not asked*
ARIN Meetings	69% / 67%	77% / 67%	74% / 71%	81% / 77%	77% / 65%	3	10	3	4	12
Registration Services	74% / 70%	88% / 79%	90% / 80%	88% / 82%	91% / 77%	4	8	10*	6	14
Communications and Outreach	74% / 70%	82% / 74%	84% / 75%	83% / 79%	87% / 70%	4	9	9*	4	17
Internet Governance	78% / 72%	85% / 83%	90% / 83%	80% / 87%	88% / 81%	6	2	7	-7	7
Customer Service	78% / 72%	90% / 81%	90% / 81%	90% / 83%	92% / 79%	6	9	9	7	13

2026 2023 2020 2017 2014

*Note: attributes within dimension changed between waves and scores are not comparable.
**Gap calculations may differ from numbers in table due to rounding.

Executive Summary – ARIN Performance Scorecard: Opportunities

2026 Key Opportunities

Performance Area	Recommendations for Focus	
		Points from Expectations
Policy Development	• **Has a Policy Development Process which creates useful and fair Internet number resource management policy**	6 ⓘ
Engineering	• **New technical services and enhancements are delivered in a timely manner** • **Provides tools and user resources that are relevant and useful to me** • Tools and resources (such as Whois, WhoWas, DNS, RDAP, IRR, RPKI, etc) are easy to understand	3 ⓘ 4 ⓘ 6
Security	• **Provides clear communication about security practices, policies, and updates**	6 ⓘ
Registration Services	• Transfer requests are processed in a timely manner • **The process to obtain Internet number resources is clear and straightforward**	7 9 ⓘ
Communications and Outreach	• Clearly communicates the organization's future plans • Provides training and materials that are useful to me • **Is a transparent organization** • I am able to easily navigate the website to find the content I need	4 6 8 ⓘ 12
Internet Governance	• **Supports efforts to keep Internet number registries self-governed, as defined by the needs of their respective communities**	8 ⓘ
Customer Service	• **Has the right people for the job on staff** • Staff interacts effectively with customers and members • **Provides clear and accurate information to customers and members** • **Provides timely responses to requests**	4 ⓘ 6 10 ⓘ 11 ⓘ

ⓘ denotes relative high importance

Recommendations

1. Design for a broad member community

The 2026 respondent profile is more professionally diverse and less tenured than previous waves, suggesting ARIN is engaging a broader community. Continue tailoring communications, navigation, and educational resources to meet the needs of members with varying roles, experience levels, and technical expertise.

2. Reduce friction in the member experience

Perceptions of ARIN as bureaucratic have increased, while the highest-impact opportunities for driving loyalty continue to focus on operational execution (as in 2023), including more responsive customer service, accurate information, clearer request processes, transparency, and supporting self-governance of registries. Continue improving the consistency, clarity, and responsiveness of the member experience across these high-impact touchpoints.

3. Strengthen engineering capabilities and technical enablement

Growing awareness and adoption of RPKI, IPv6, routing security, and newer services make engineering capabilities increasingly important to member perceptions. Continue improving tool usability, relevant resources, and timely technical enhancements (which are also key opportunities to drive loyalty) to reinforce ARIN's value.

4. Better communicate ARIN's value and impact

Members increasingly recognize ARIN as an innovative and socially responsible organization, yet efficient use of financial resources and responsiveness to community needs remain the strongest drivers of image and loyalty. Continue demonstrating how ARIN delivers value, invests resources, and responds to community priorities through clear, evidence-based communication.

5. Build on ARIN's strongest asset: member trust

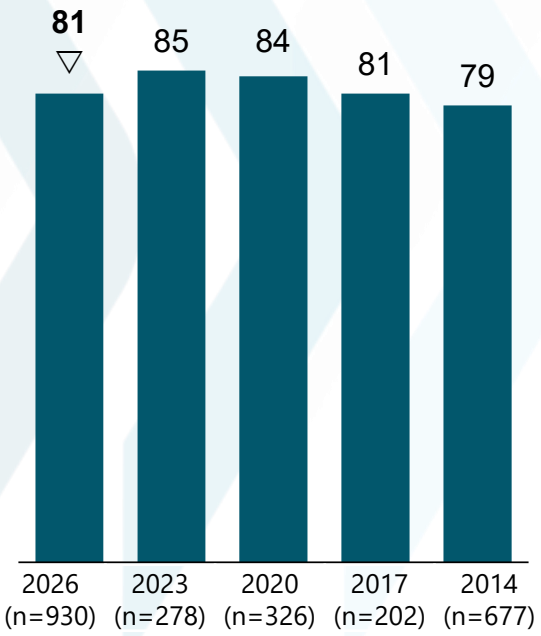
Despite softer satisfaction scores, loyalty remains high, and members consistently describe ARIN as reliable, professional, transparent, and community driven. Continue reinforcing these values through member communications alongside key strength areas such as policy development, while reducing areas of friction to sustain long-term confidence and engagement.

Loyalty remains strong despite modest softening in top-box satisfaction ratings

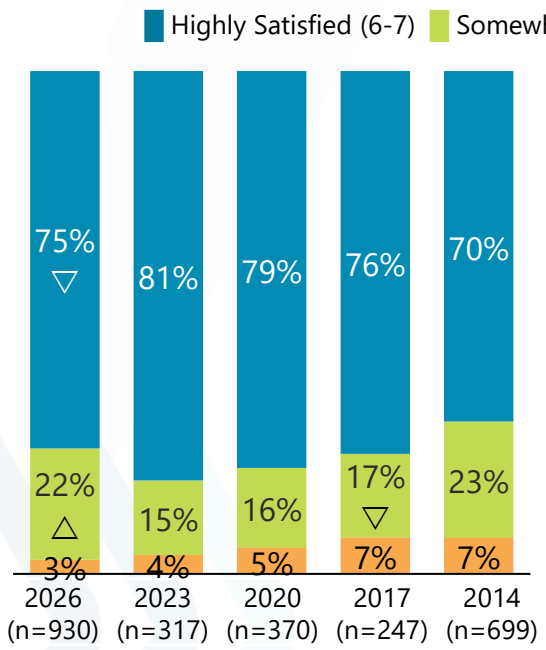
- Top-box satisfaction with meeting needs, value for fees, and likelihood to continue using ARIN has softened since 2023, largely reflecting a shift toward moderate rather than low ratings.
- Overall loyalty remains strong, with the Loyalty Index easing from its 2023 peak but remaining stable against 2017 and 2014 levels.

Overall Loyalty Metrics

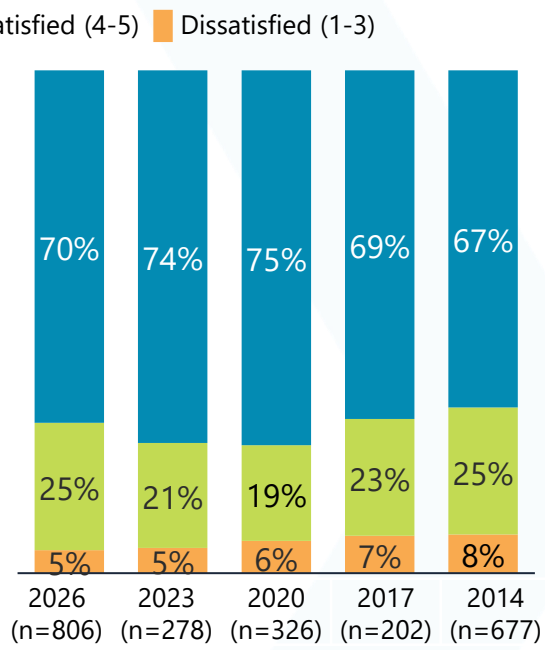
Loyalty Index (Mean)*



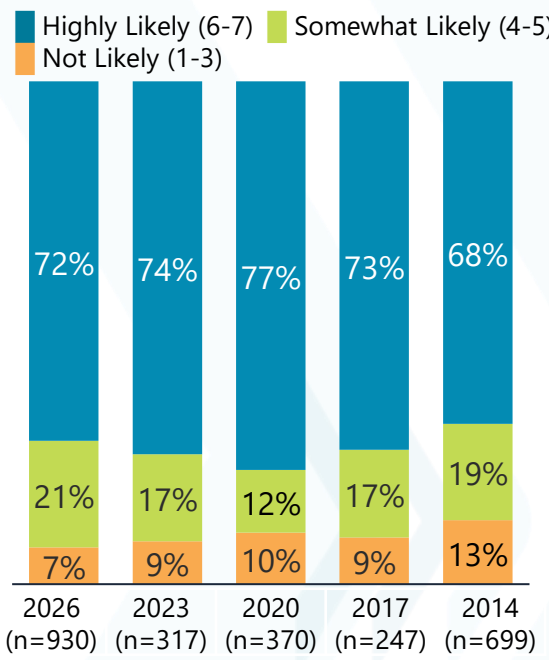
Satisfaction with Meeting Needs



Satisfaction with Value for Fees

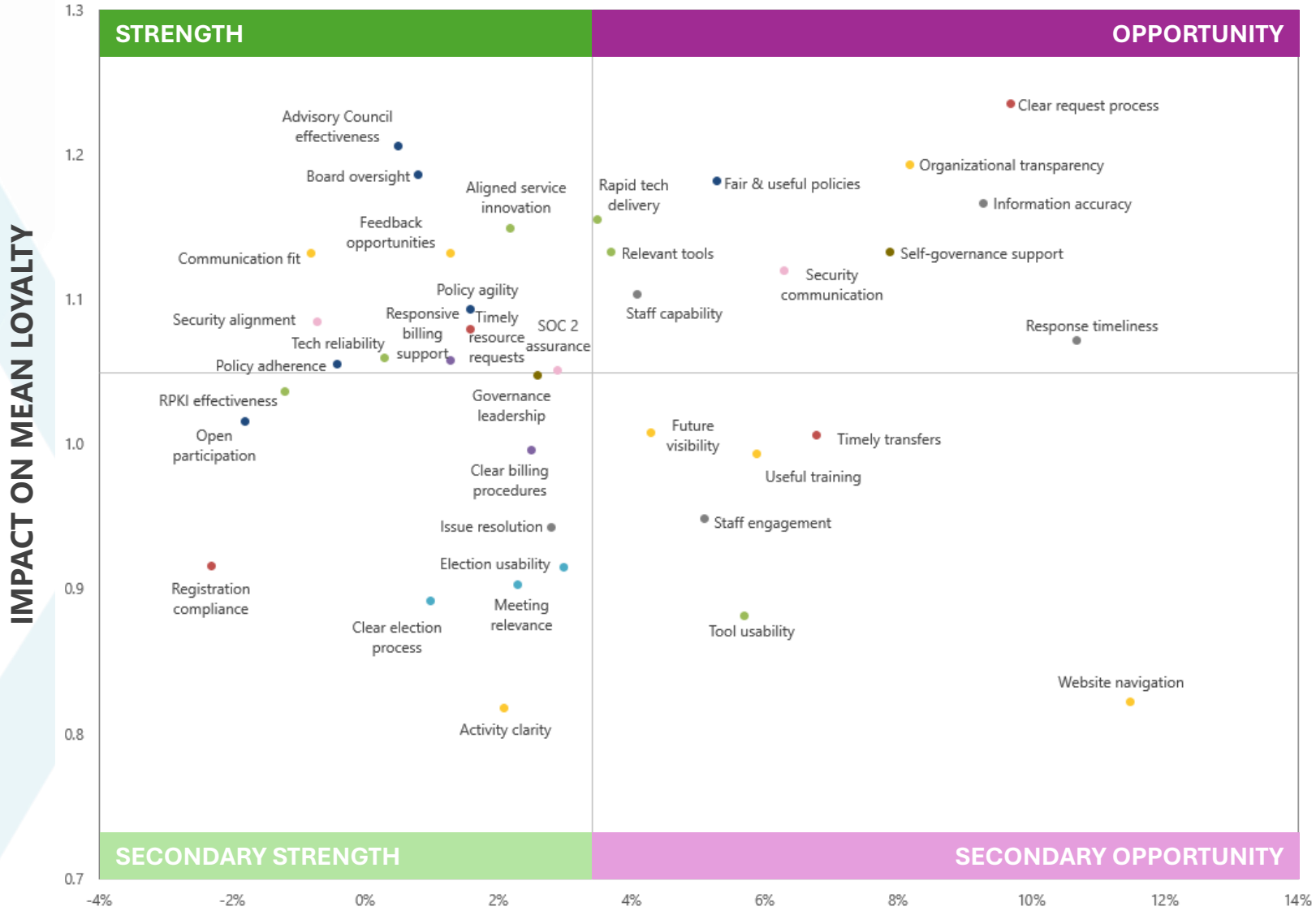


Likelihood to Continue Using ARIN



Q1. Thinking about your interactions with ARIN and the products and services it provides, how satisfied are you with ARIN in meeting your organization's needs? | Q2. How satisfied are you with the value you receive from ARIN based on the fees you pay? Q3. If you had the option to choose another registry services provider, how likely would you be to continue using ARIN services? | ▽△ denotes significantly higher/lower than previous phase

Policy development continues to drive loyalty, while improving operational execution, notably request processes and transparency, represents the greatest opportunity



- Policy Development
- Registration Services
- Engineering
- Financial Services
- Communications & Outreach
- ARIN Meetings
- Customer Service
- Internet Governance
- Security

Wording of features has been shortened due to space constraints. See following slides for full feature text.

Communicating in ways that meet member needs and providing feedback opportunities have shifted from opportunities to strengths since 2023, while relevant tools and self-governance support have become higher priority opportunities

Quadrant Change Summary

STRENGTH	OPPORTUNITY
● Provides timely and appropriate responses for billing and administration inquiries	● Provides tools and user resources that are relevant and useful to me
○ Implements policy adhering to the community-developed and Board ratified policies	○ New technical services and enhancements are delivered in a timely manner
● Communicates in a way that meets my needs	○ The process to obtain Internet number resources is clear
○ Policy Development Process allows policies to change quickly enough	○ Is a transparent organization
○ Resource requests are processed in a timely manner	○ Provides clear and accurate information to customers and members
○ Advisory Council effectively facilitates Policy Process	○ Policy Development Process creates useful/fair Internet number resource management policy
● The Board is effective in their oversight of the Policy Development Process	○ Provides timely responses to requests
● Technical services operate at a high level of quality and reliability	● Supports efforts to keep Internet number registries self-governed, as defined by the needs of their respective communities
● Offers sufficient opportunities to obtain customer and member feedback	○ Has the right people for the job on staff
○ Develops new services and enhancements that align with my organization's needs (new in 2026)	○ Provides clear communication about security practices, policies, and updates (new in 2026)
○ Demonstrates strong security practices and safeguards for its services and data (new in 2026)	
○ SOC 2 program provides sufficient assurance to my organization that its services and data are secure (new in 2026)	

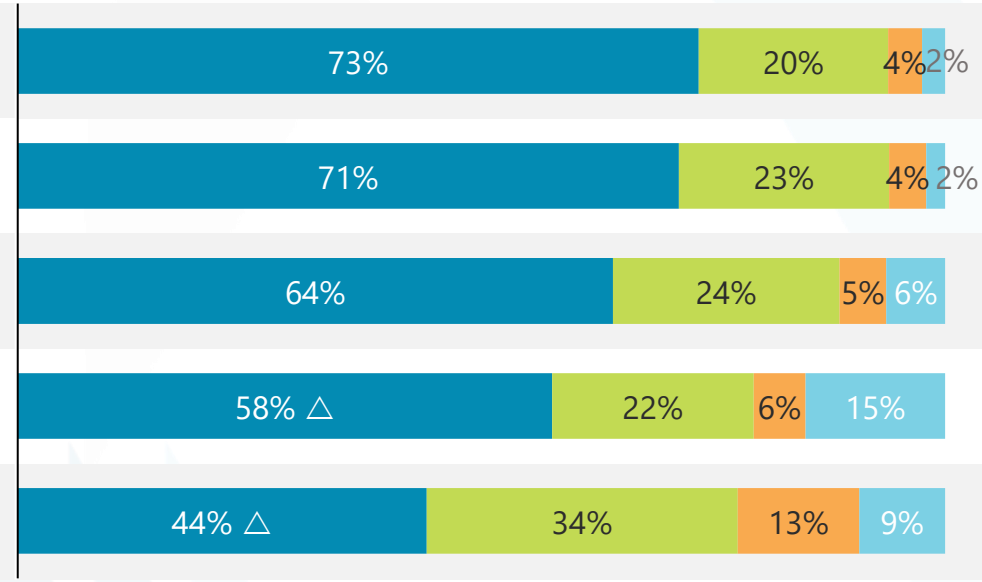
SECONDARY STRENGTH	SECONDARY OPPORTUNITY
● The content and activities of meetings are at a level of importance and interest that I want to attend	○ Transfer requests are processed in a timely manner
○ Policy Development Process allows any interested individual to participate	○ I am able to easily navigate the website to find the content I need
● Staff works with customers to resolve complex issues	● Provides training and materials that are useful to me (new in 2020)
○ RPKI services and enhancements are effective in meeting my organization's needs (new in 2026)	○ Clearly communicates the organization's future plans
○ Election process for the Board and Advisory Council is clear and transparent	● Staff interacts effectively with customers and members
○ Clearly communicates the organization's activities	○ Tools and resources (such as WHOIS, WhoWas, DNS, RDAP, IRR, RPKI, etc) are easy to understand
○ The Registration Services Department adheres to policies published in the Number Resource Policy Manual	
○ Invoicing and payment processing procedures are explained clearly	
○ Takes an active role in Internet governance	
● Election process is easy to understand and use by eligible voters	

● Colored circle indicates quadrant in 2023; ○ Unfilled circle indicates no change in quadrant | Note: Services meet the security needs of my organization removed in 2026 wave

ARIN's core reputation is stable, but bureaucracy is a growing watch-out

- ARIN's core reputation remains strong, with members continuing to associate the organization with openness, member focus, and community responsiveness.
- Confidence in ARIN's use of financial resources has improved significantly, but rising perceptions of bureaucracy suggest a potential need to simplify how members experience ARIN.

Description of ARIN
2026 Total (n=930)



	Describes ARIN (8-10)				
	2026 (n=930)	**2023** (n=317)	**2020** (n=370)	**2017** (n=247)	**2014** (n=699)
Adheres to the values of an open Internet	73%	78%	79%	77% △	66%
Cares about customers and members	71%	71%	72%	74% △	58%
Is responsive to the needs of its community	64%	67%	60%	64% △	54%
Uses its financial resources efficiently	58%	47% △	39%	45% △	33%
Bureaucratic	44%	36%	34%	40% △	28%

Q11. Please tell us how well the following statements describe ARIN.
Note: numbers may not sum exactly to 100% due to rounding | ▽△ denotes significantly higher/lower than previous phase

ARIN is primarily viewed as a reliable, professional, and transparent organization

- Only a handful of respondents use descriptors that point to opportunities to simplify and modernize the experience, most commonly citing bureaucracy and complexity.

Q11a. We are interested in your perceptions of ARIN. What are three adjectives you would use to describe ARIN?
Note: numbers may not sum exactly to 100% due to rounding

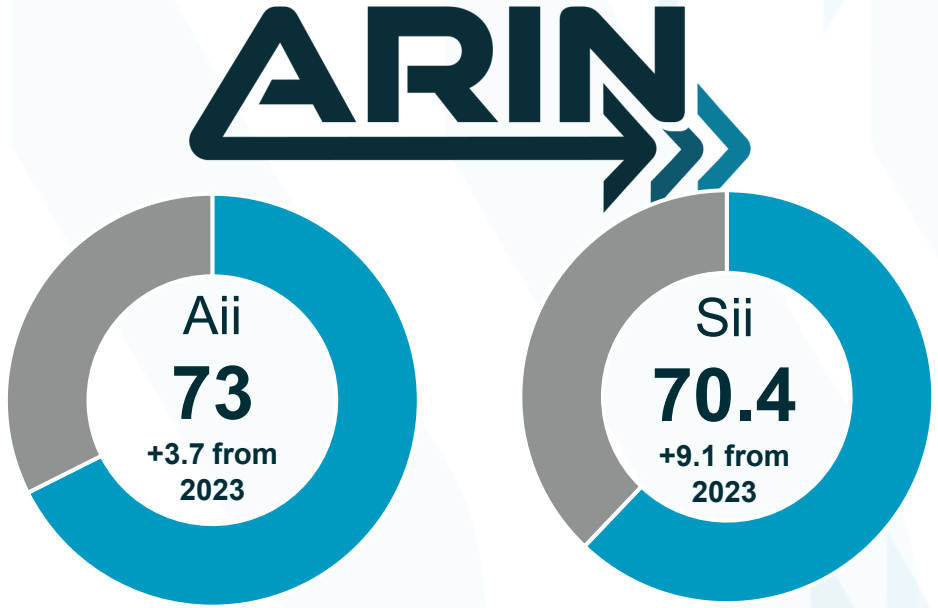
ARIN outperforms the average technology company on innovation, with particularly strong gains in social innovation

- ARIN scores above the average technology company on both the American Innovation Index (73 vs. 69.7) and the Social Innovation Index (70.4 vs. 62.8), reinforcing its reputation as an innovative, member-focused organization.
- Both measures have improved since 2023, with the largest gain in Social Innovation (+9.1 points), suggesting members increasingly recognize ARIN's broader contribution to the Internet community and society.

AMERICAN INNOVATION INDEX™

American Innovation Index (Aii): An innovative association is one that is creative, sets trends, and comes up with new solutions for members.

Social Innovation Index (Sii): A socially innovative association is one that focuses on innovating for the benefit of society and the environment.

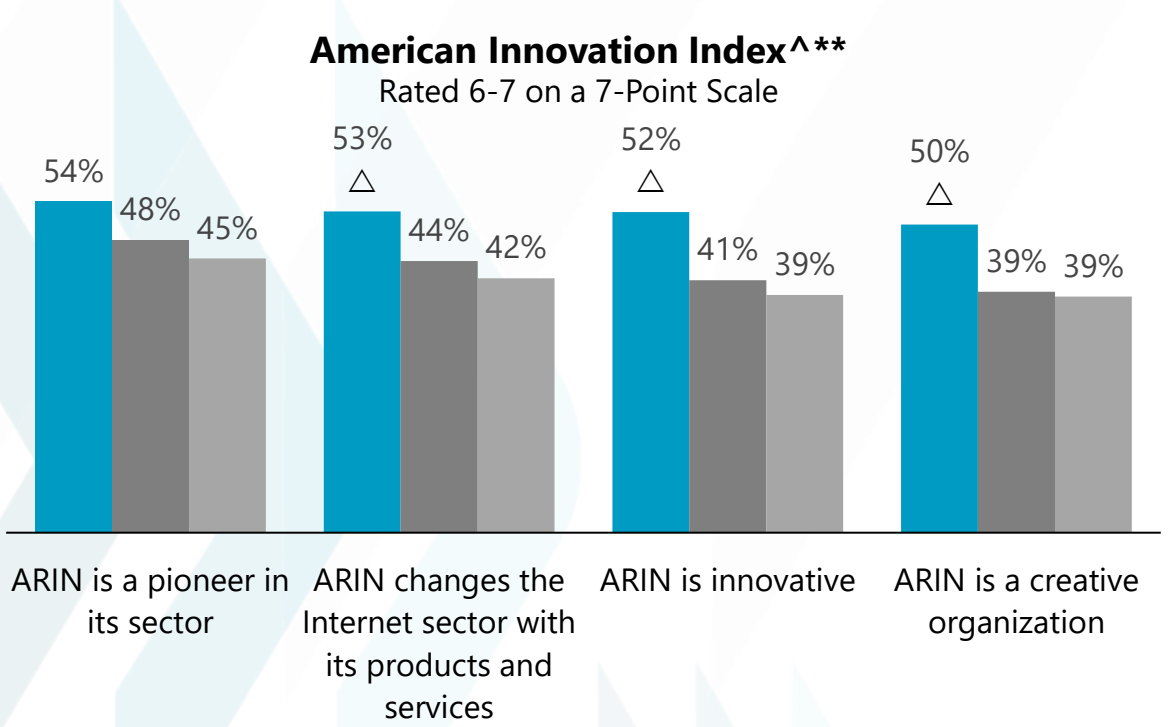


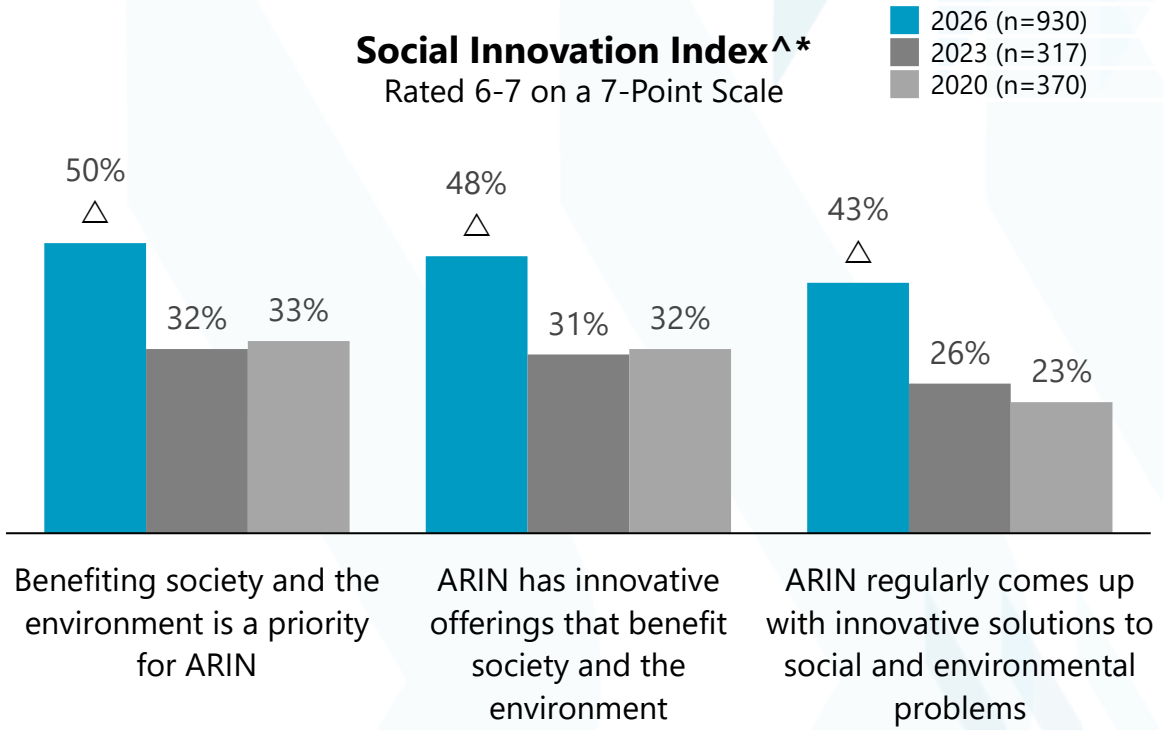
- The average Aii and Sii scores for all companies in 2022 was 69.7 and 62.8, respectively.

Note: The questions used to compute the Aii and Sii scores for for-profit companies have been adjusted in ARIN's survey to reflect its role as a member-based organization. ARIN's index scores are not directly comparable to the scores of the companies covered in the annual Aii study. To what extent do you agree or disagree with the following statements?

Innovation perceptions have strengthened across both industry and societal impact

- Members increasingly view ARIN as both an industry innovator and an organization committed to broader societal impact, with significant gains across nearly every innovation measure since 2023.





^Note: these questions constitute the American Innovation Index for membership organizations, Copyright 2023 by Rockbridge Associates, and may only be used or printed with permission.

^Note: these questions constitute the Social Innovation Index for membership organizations, Copyright 2023 by Rockbridge Associates, and may only be used or printed with permission.

II1/II2. To what extent do you agree or disagree with the following statements?
▽△ denotes significantly higher/lower than previous phase | *Note: New question/addition in 2020

Professional Characteristics

- Compared with prior waves, the 2026 respondent profile is more professionally diverse, with a less tenured workforce and a broader mix of occupations beyond network engineering.

Years in Profession	2026 (n=930)	2023 (n=317)	2020 (n=370)	2017 (n=247)	2014 (n=699)
Less than 1 year	1%	1%	1%	1%	0%
2 to 5 years	16% △	10%	6%	6% △	3%
6 to 10 years	27% △	7%	10%	12%	11%
11 to 15 years	18% △	8%	11%	15% ▽	22%
16 to 20 years	8% ▽	14%	18%	21%	26%
21 or more years	31% ▽	61%	54% △	44% △	37%
Average Years in Profession	13	18	18	17	17

Occupation	2026 (n=930)	2023 (n=317)	2020 (n=370)	2017 (n=247)	2014 (n=699)
Network Engineer	31% ▽	46%	47%	42%	46%
Systems Administrator	20% △	13%	15%	16%	17%
Management	18% ▽	29%	26%	22%	26%
Software Coder/Developer	17% △	5%	4%	6% △	3%
Marketing/Business Development	9% △	1%	1%	1%	1%
Attorney/Legal Services	1%	0%	1%	0%	1%
Other	5%	6%	6% ▽	12%△	7%

D1. How many years have you worked in your profession? | D3. Which of the following best describes your occupation?
▽△ denotes significantly higher/lower than previous phase | Note: numbers may not sum exactly to 100% due to rounding

Company Characteristics

- Compared with 2023, the sample includes more respondents from network access providers and mobile network providers, alongside a shift toward mid-sized organizations.

Type of Company	2026 (n=930)	2023 (n=317)	2020 (n=370)	2017 (n=247)	2014 (n=699)
Internet service provider	24%	27%	22%	27%	22%
Hardware/Software vendor	13%	9%	8% ▽	14% △	5%
Network access provider	13% △	8%	9%	6%	5%
Internet content provider	11%	7%	7%	8%	8%
Education	9%	11%	9%	14%	18%
Mobile network provider	7% △	0%	1%	1%	1%
Government	5%	6%	6%	6%	6%
IPv4 transfer facilitator/broker	2% △	0%	1%	1% △	0%
Other	9% ▽	23%	24%	19% ▽	30%
None of the above	7%	7% ▽	13% △	4%	5%

Number of Employees	2026 (n=930)	2023 (n=317)	2020 (n=370)	2017 (n=247)	2014 (n=699)
1	3% ▽	5%	7%	7% △	3%
2-24	16% ▽	27%	26% △	18%	17%
25-49	13% △	6%	5%	6%	6%
50-99	19% △	8%	6%	8%	5%
100-499	22% △	14%	16%	16%	19%
500-999	8%	9%	6%	10%	9%
1,000 or more	18% ▽	32%	34%	35%	41%
Average # of Employees	*425*	*604*	*612*	*660*	*741*

Company Location	2026 (n=930)	2023 (n=317)	2020 (n=370)	2017 (n=247)	2014 (n=699)
United States	89% △	83%	86%	86%	86%
Canada	7%	10%	10%	9%	11%△
Puerto Rico	1%	1% △	0% ▽	1%	0%

D2. Which of the following, if any, best describes the type of organization for which you work? | D4. How many employees work for your organization? | D5. In which country is the organization/division you work for based?
▽△ denotes significantly higher/lower than previous phase | Note: numbers may not sum exactly to 100% due to rounding

Thank You