ARIN 34

Baltimore, MD | 9-10 Oct 2014

Customer Survey Report

Richard Jimmerson
Chief Information Officer

Customer Service Survey

https://www.arin.net/about_us/corp_docs/customer_survey/

Post-Survey Activity

- Customer advocate review and approval of all changes to customer facing products and services

- Incorporate Internet Governance Content Into Meeting Agendas

- Refine Registration Process Documentation

Transaction Surveys

- All IPv4, IPv6, and AS number requests provide a link to a transaction survey

- Results are reviewed by RS Director regularly and reported to COO, CIO

- Staff makes adjustments in response to this ongoing feedback

Feedback Button (155 uses)
April 5 – October 1 2014

- Intended Use
- "Internet Help Desk"
- "Stop Attacking Me"
- Tests and Spam
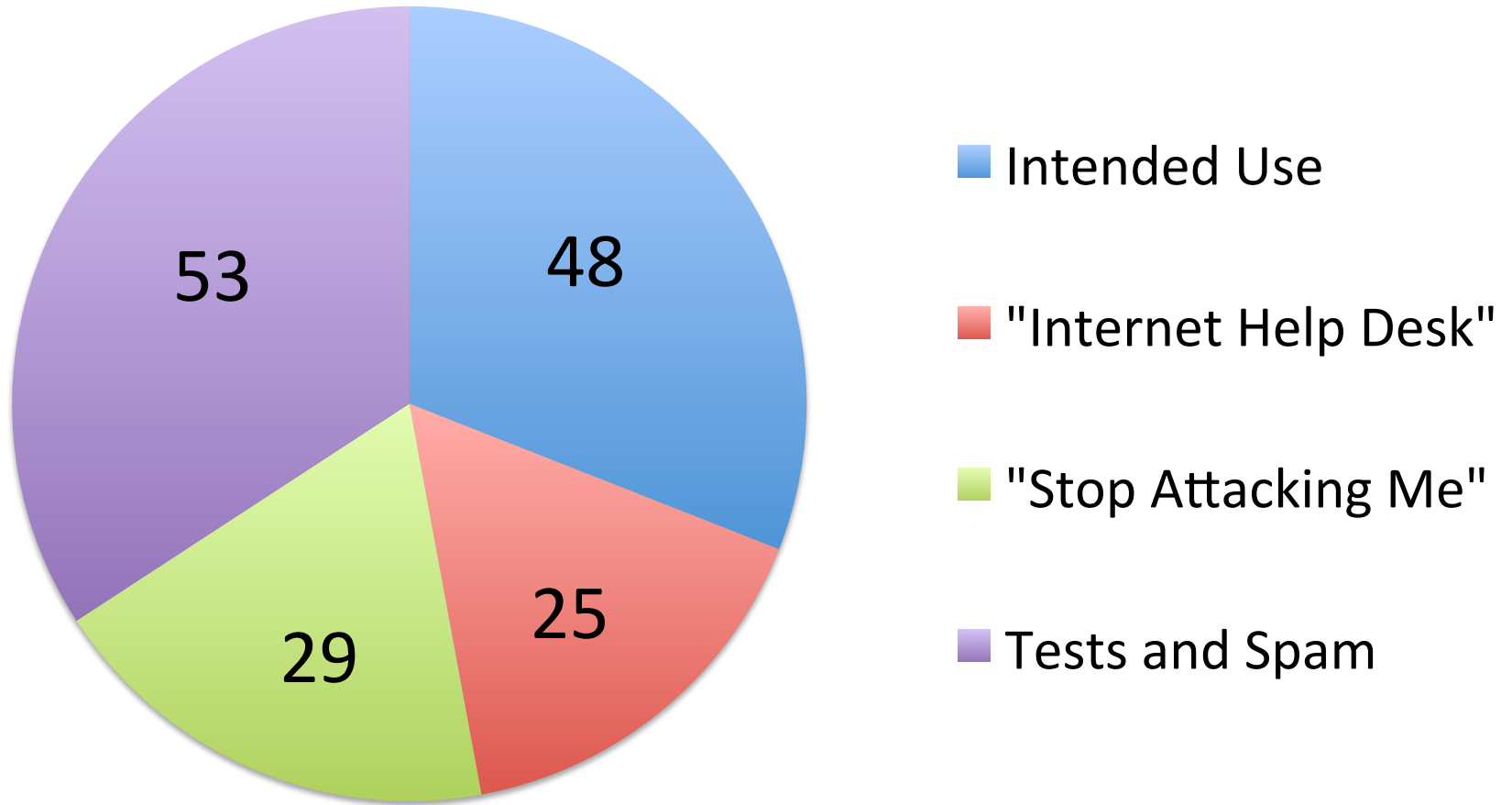
Sample Intended Uses

- Site is slow, and fails to load pages. Eventually loads after many retries. Most problematic when filling out forms.

- <Person 1> no longer works for us. How can he be removed? In addition, I would like to add <Person 2> and let him have the same functionality as <Person 1>. Can this be done? Thanks

Sample "Internet Help Desk" Uses

- recently, my internet worked well, but it is becoming really unstable, especially when i playing computer games (dota2), it is really easy to disconnect. could you please check it? thank you. <postal address redacted>

- I forgot my password from Facebook and yahoo I need help to log in help me please.

Sample "Stop Attacking Me" Uses

- Someone is sending SPAM emails that look like they are coming from my email. THe IP address that they are sent from points back to ARIN - IP: 10.30.71.210 Please contact me to resolve this matter.

- I have traced your IP address trying to gain access into my system and am advising you to stop spying on my Computer. Stop your actions and leave me in Peace.. lets make the internet a safer place to communicate honestly with one another.

ARIN 34

Baltimore, MD | 9-10 Oct 2014

Thank You