



Registration Help-Desk Telephone Hours

John Curran
President/CEO

From the “contact us” page of arin.net:

ARIN Online Users
can take advantage of
Ask ARIN



Help Desks

Registration Services

Hours: 7AM to 7PM ET
Email: hostmaster@arin.net
Phone: +1.703.227.0660
Fax: +1.703.997.8844

Tips for Calling the Registration
Services Help Desk

Billing

Hours: 9AM to 5PM ET
Email: billing@arin.net
Phone: +1.703.227.9886
Fax: +1.703.997.8708

Addresses & Numbers

Mailing Address

PO Box 232290
Centreville, VA 20120 USA
Phone: +1.703.227.9840
Fax: +1.703.263.0417

Remittance Address (For Payment Only)

American Registry for Internet
Numbers
P.O. Box 759477
Baltimore, MD 21275-9477

Our discussion today is focused on Registration Services

Overview

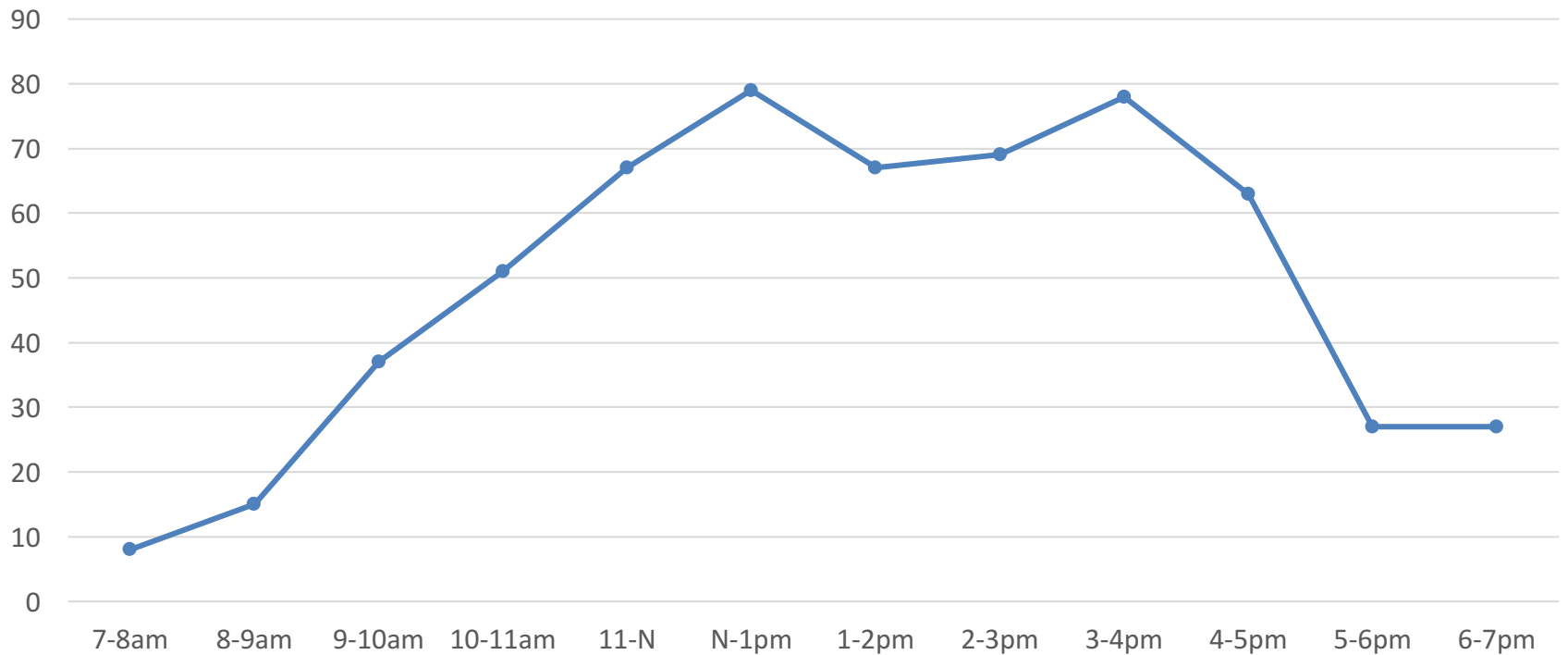
- During January 2017 BoT meeting, staff was asked to prepare a report on current registration telephone help-desk hours and present possible options to extend availability. Emphasis was placed on concern for West coast operators.
- Staff studied past and current help-desk availability and prepared a set of options for consideration
- Outline of upcoming slides:
 - Registration Help-Desk Schedule History
 - Information Support
 - Cost & Personnel Considerations
 - Change Options
 - Discussion

Schedule History

- Background
 - Registration services telephone help-desk has been open on business days continuously beginning in December of 1997
 - No weekend availability
 - Closed on holidays
- Current Schedule
 - Monday – Friday
 - 7am – 7pm (Eastern time)
- Past Changes
 - Closing time was changed from 6pm to 7pm in 1998
 - Opening time was changed from 9am to 7am in 2000

Typical Month Registration Help-Desk Phone Lines

Calls Per Hour – Full Month Data – OCT 2016 – 588 Total Calls



Additional Information

- In the past, registration services were only available via email and telephone calls
- ARIN Online has significantly increased self-service access to the ARIN registry, with over 121,000 individual users today
- Most common topics of registration telephone calls:
 - Point of contact validation
 - Ticket status
 - ARIN Online support
 - Transfer related questions
- We are adding live-chat functionality to arin.net to supplement the telephone lines with the roll-out of our new website

Cost & Personnel Considerations

- Building Cooling/Heating
 - Cost of each additional hour per year: \$11,250
- Shifting our Monday – Friday open schedule by a few hours can likely be done with existing personnel
- Significantly expanding our Monday – Friday open schedule may require new/different personnel arrangements
- Adding weekend coverage could be accomplished through the addition of weekly shifts (including the increase of staff counts) and change to corporate culture

Change Options

1. Status Quo (7am through 7pm)
2. Shift the Hours
Retain 12 hours per day, but shift open period:
 - a) 8am through 8pm
 - b) 9am through 9pm
3. Extend the Hours
 - a) 7am through 8pm
 - b) 7am through 9pm
4. Add Weekend Availability
 - a) Limited hours on Saturdays and Sundays?
 - b) Full 7-day Operating Schedule?
5. Other?

* All times Eastern

Staff Recommendation

Maintain Status Quo (7am through 7pm)

- Staff believes a unilateral change in operating hours is unwarranted at this point without further community input.
- We will solicit the community regarding this matter as part of the upcoming customer satisfaction survey this fall

* All times Eastern