

Member Services Report 2006

The team and languages spoken



Tagalog



English



Thai

Vietnamese



Hindi, Tamil and Telugu



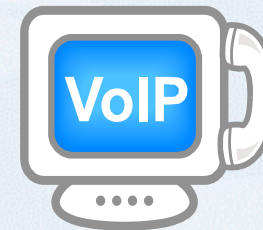
Mandarin and Cantonese



Services and activities

- Helpdesk

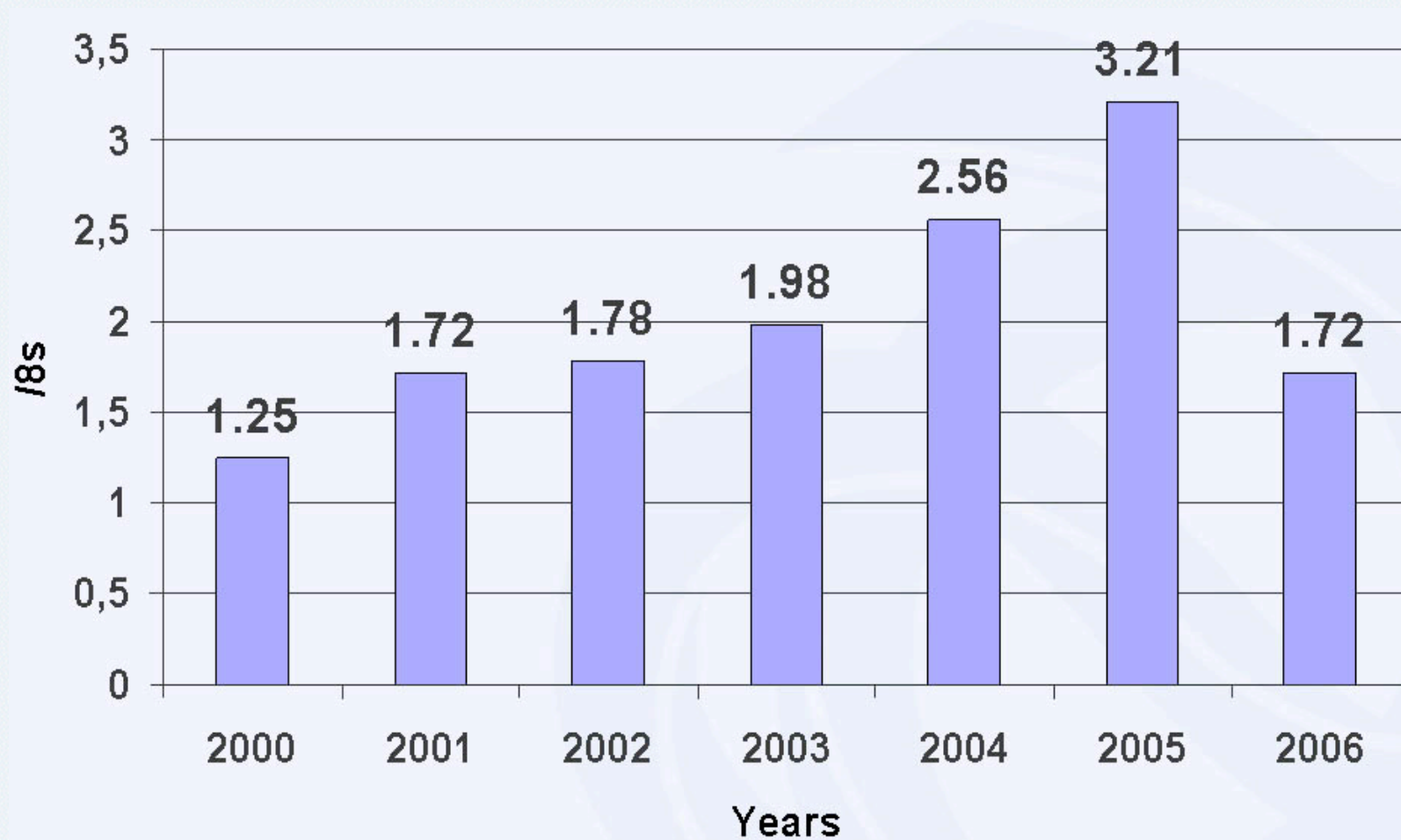
- Increased demand of live chat service
- VoIP service now available
 - `sip://helpdesk@voip.apnic.net`
- Extended hours/days of service



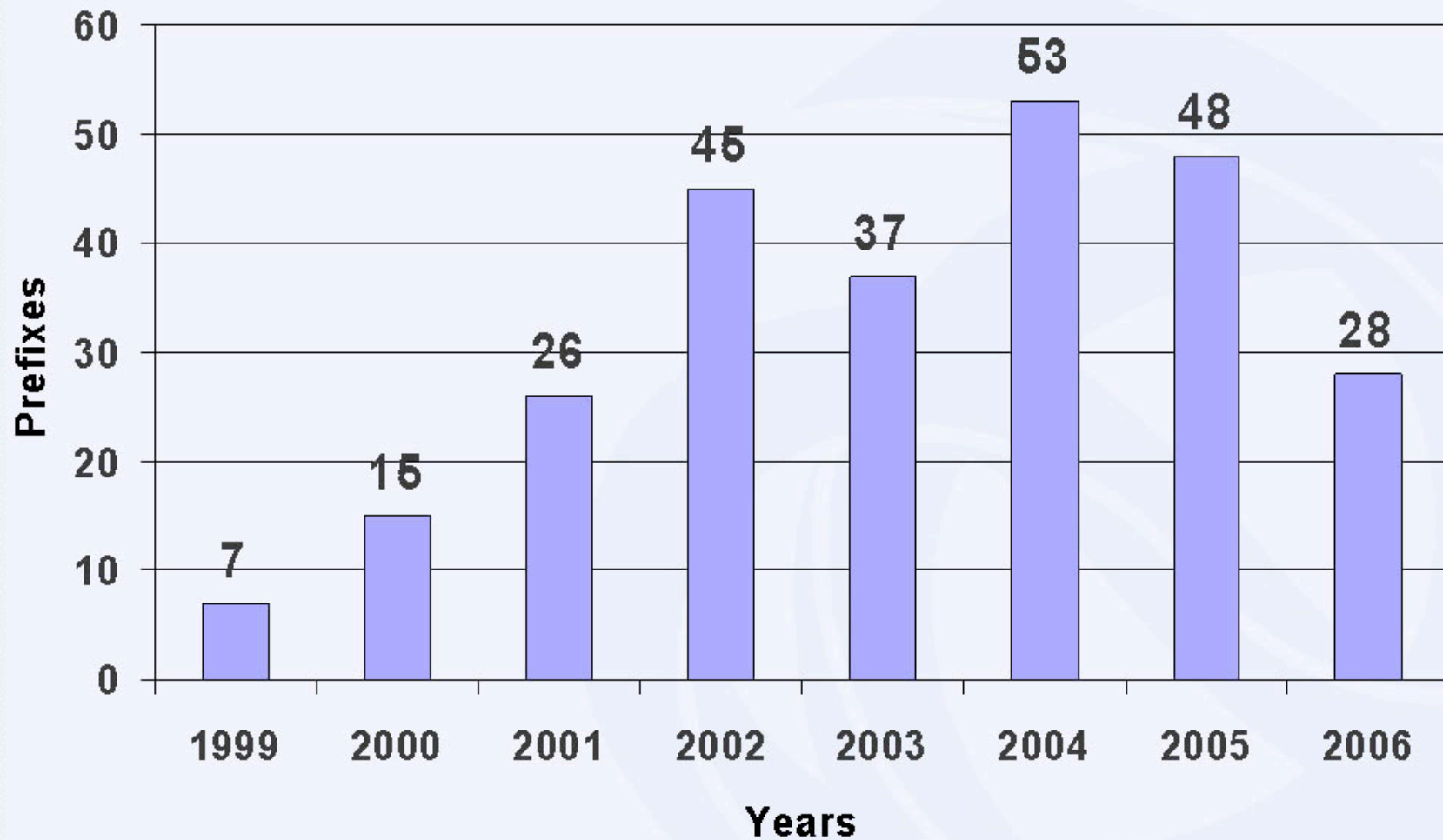
- Resource Services – Clients First focus

- Improved internal registries manager software
- New IPv4 request form launched
- Implementing “Recovery of historical resource” policy
- Providing services to historical resource holders

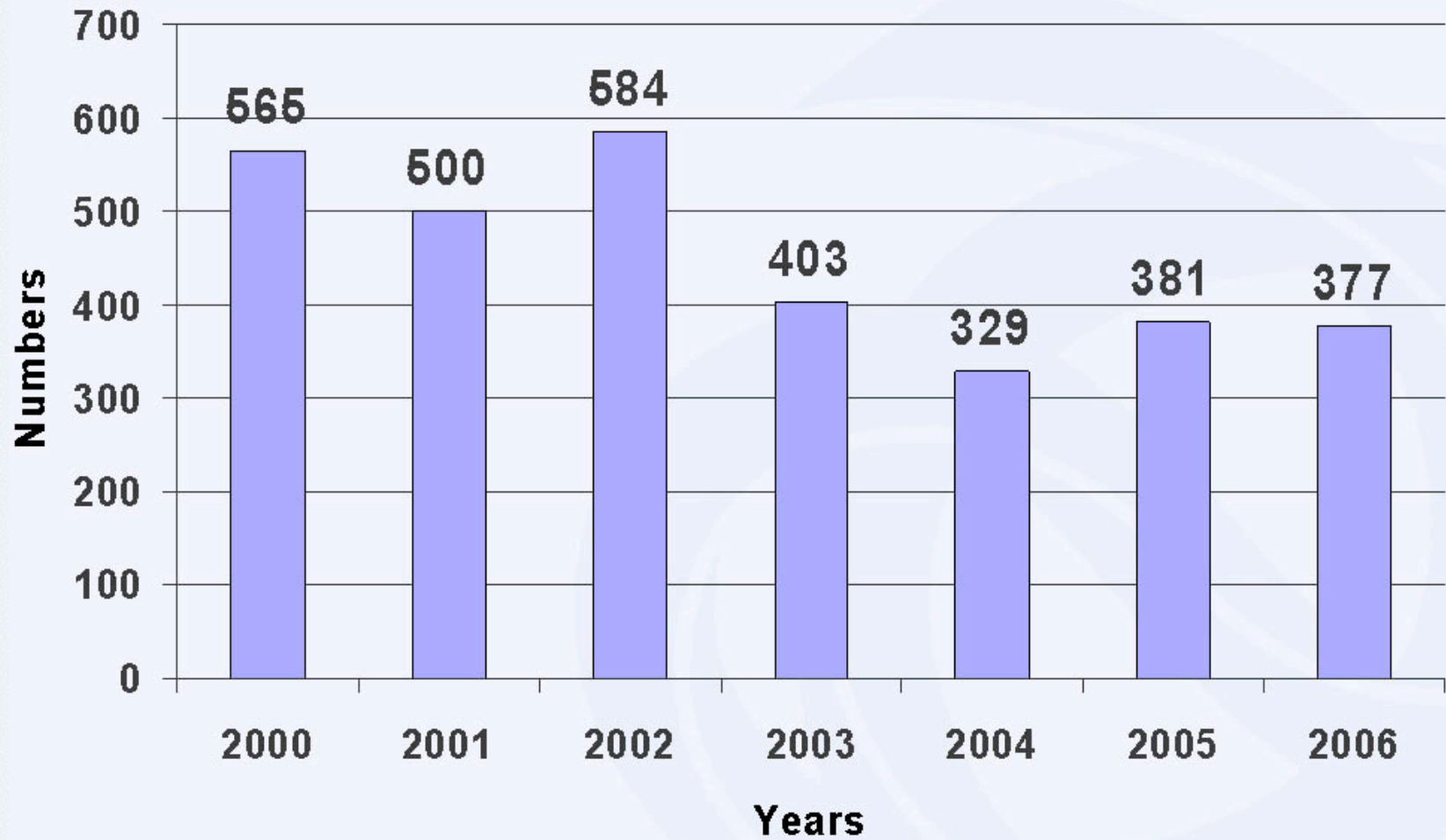
IPv4 distribution



IPv6 distribution



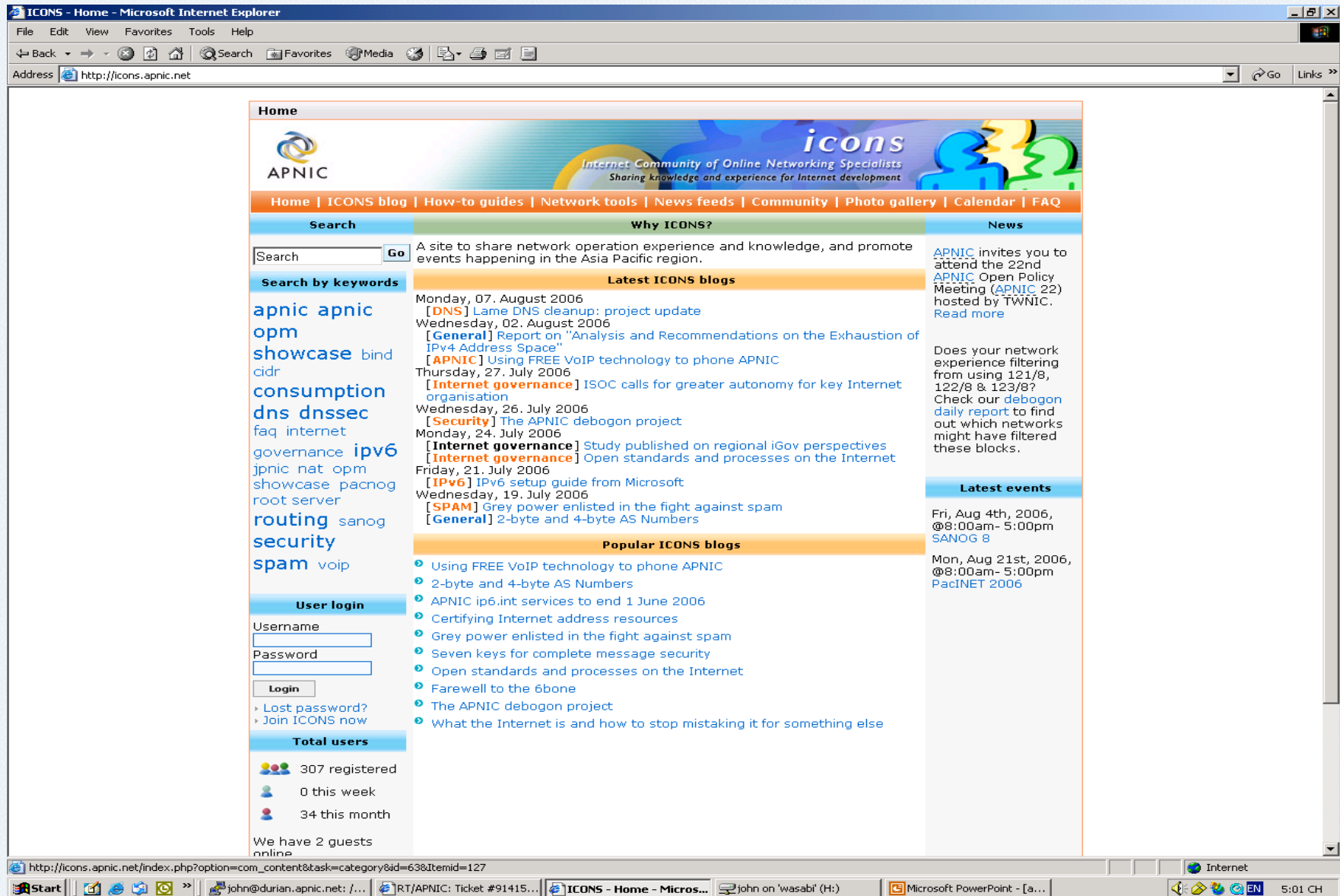
ASN distribution



Debogon project status

- Using Ripe NCC debogon test facilities
 - How it works
 - Announce test prefixes from new & routable /8s
 - Collect routes from observation points then compare result of new to routable prefix
 - First host of each prefix is available for ping or trace route
- Summary of activities
 - Publish test results
 - <http://www.ris.ripe.net/debogon/debogon.html>
 - Announce to mailing lists
 - Contact with possible filtering ASN
- Results
 - Improve over time
 - No improvement after APNIC intervene
- Future plan
 - Extend testing to IPv6 and historical resource
 - Implement other testing where required

icons.apnic.net



The screenshot shows the homepage of the Internet Community of Online Networking Specialists (ICONS) website. The browser window title is "ICONS - Home - Microsoft Internet Explorer". The address bar shows "http://icons.apnic.net".

The website header includes the APNIC logo and the text "icons Internet Community of Online Networking Specialists Sharing knowledge and experience for Internet development". A navigation menu contains links for Home, ICONS blog, How-to guides, Network tools, News feeds, Community, Photo gallery, Calendar, and FAQ.

The main content area is divided into several sections:

- Search:** A search box with a "Go" button.
- Why ICONS?:** A brief description: "A site to share network operation experience and knowledge, and promote events happening in the Asia Pacific region."
- Search by keywords:** A list of keywords including apnic, apnic opm, showcase, bind, cidr, consumption, dns, dnssec, faq, internet, governance, ipv6, jpnict, nat, opm, showcase, pacnog, root, server, routing, sanog, security, and spam.
- Latest ICONS blogs:** A list of recent blog posts with dates and titles, such as "Monday, 07. August 2006 [DNS] Lame DNS cleanup: project update" and "Wednesday, 02. August 2006 [General] Report on 'Analysis and Recommendations on the Exhaustion of IPv4 Address Space'".
- Popular ICONS blogs:** A list of popular blog posts, including "Using FREE VoIP technology to phone APNIC" and "2-byte and 4-byte AS Numbers".
- News:** A section with a news item: "APNIC invites you to attend the 22nd APNIC Open Policy Meeting (APNIC 22) hosted by TWNIC. Read more". Below it is a question: "Does your network experience filtering from using 121/8, 122/8 & 123/8? Check our debogon daily report to find out which networks might have filtered these blocks."
- Latest events:** A list of upcoming events, including "Fri, Aug 4th, 2006, @8:00am- 5:00pm SANOG 8" and "Mon, Aug 21st, 2006, @8:00am- 5:00pm PacINET 2006".
- User login:** A section with fields for Username and Password, and a "Login" button. Below it are links for "Lost password?" and "Join ICONS now".
- Total users:** A section showing user statistics: "307 registered", "0 this week", and "34 this month". It also notes "We have 2 guests online".

The browser's taskbar at the bottom shows several open applications, including "john@durian.apnic.net: /...", "RT/APNIC: Ticket #91415...", "ICONS - Home - Micros...", "john on 'wasabi' (H:)", and "Microsoft PowerPoint - [a...". The system tray shows the time as "5:01 CH".

Priorities and future outlook

- Resource Service
 - Continue refine and streamline procedures and processes
- Helpdesk Service
 - Continue improve quality of services
 - Improve complaint handling and escalation process
- Online Service
 - Continue promoting ICONS to community
 - Review and improve MyAPNIC features