

Member Service Update

By

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Head Of Member Service

Date

03 December 2015

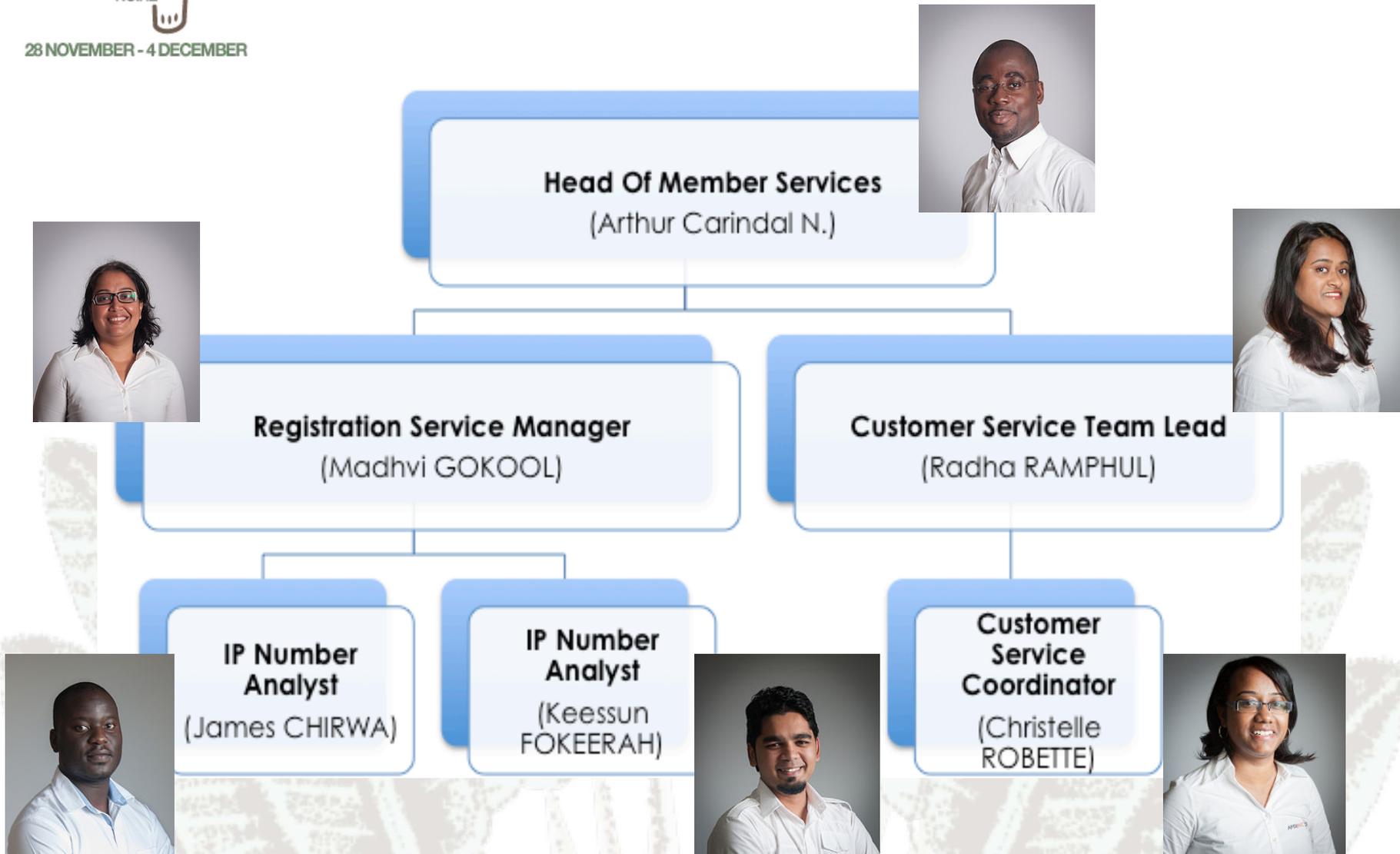
AFRINIC

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**28 NOVEMBER - 4 DECEMBER
2015**

Department Chart





28 NOVEMBER - 4 DECEMBER

Member Service Mission

Member Service (MS) Department has been created in 2012 to gather some AFRINIC's core units to better drive AFRINIC's strategy towards its members **by providing high-level valued services.**

MS department is composed of two units (Registration Service and Customer Service) that combine their efforts and expertise to better manage AFRINIC services delivery

2015 Objectives

1. Increase membership base by at least 133 Resource-Members

2. Accelerate IPv4 Pool depletion by distributing at least 0.7 / 8 IPv4 @

3. Increase service excellence by responding at least 90% of tickets within 48h



1. Membership



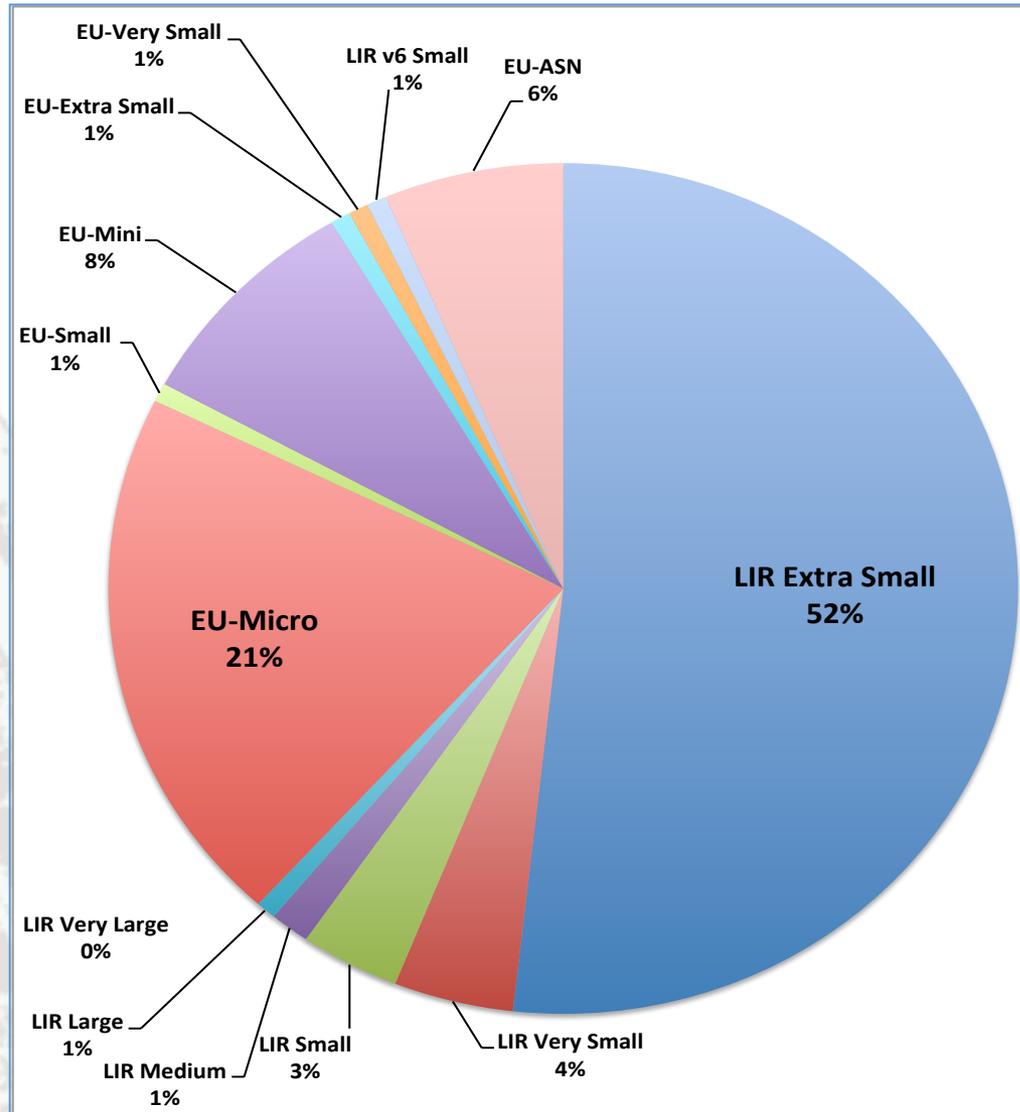
2015 goals....KO !

**As of end of Nov 2015, we exceeded the 133 RMs forecast
by registering 140 RMs**



28 NOVEMBER - 4 DECEMBER

1. Membership

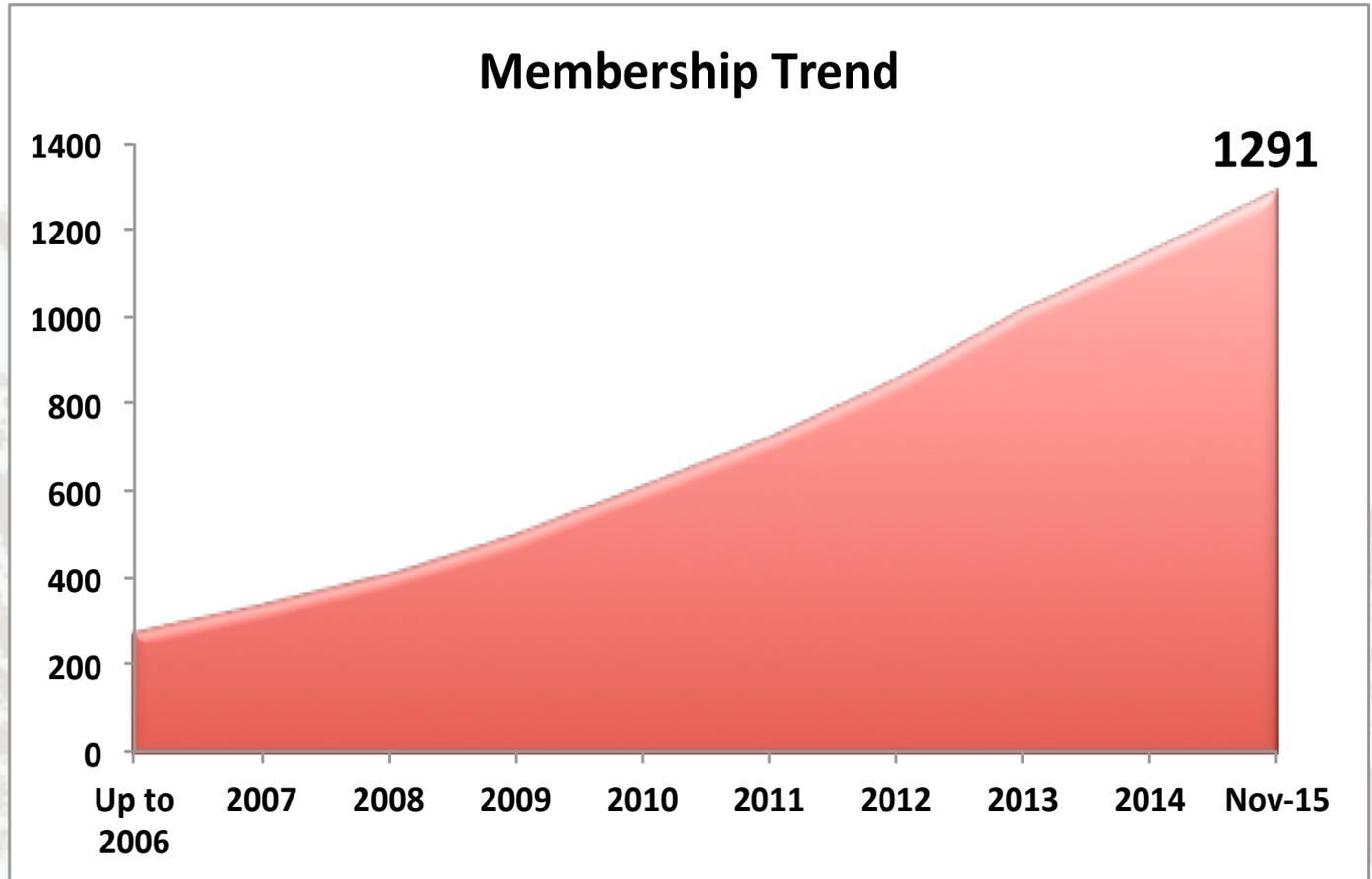


2015 New Member categories



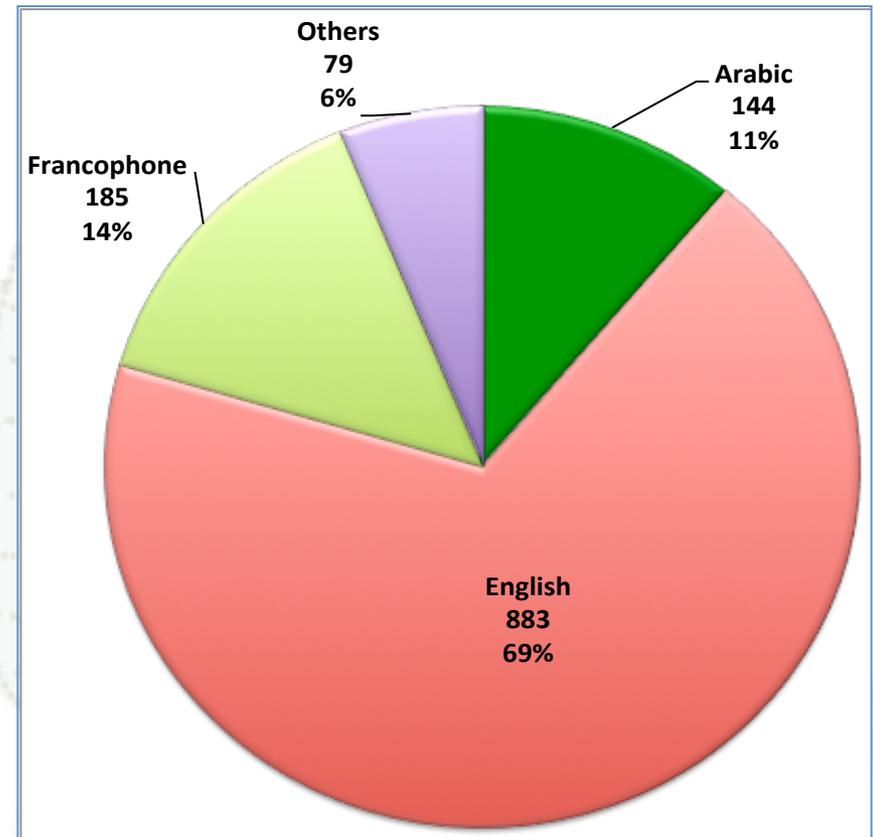
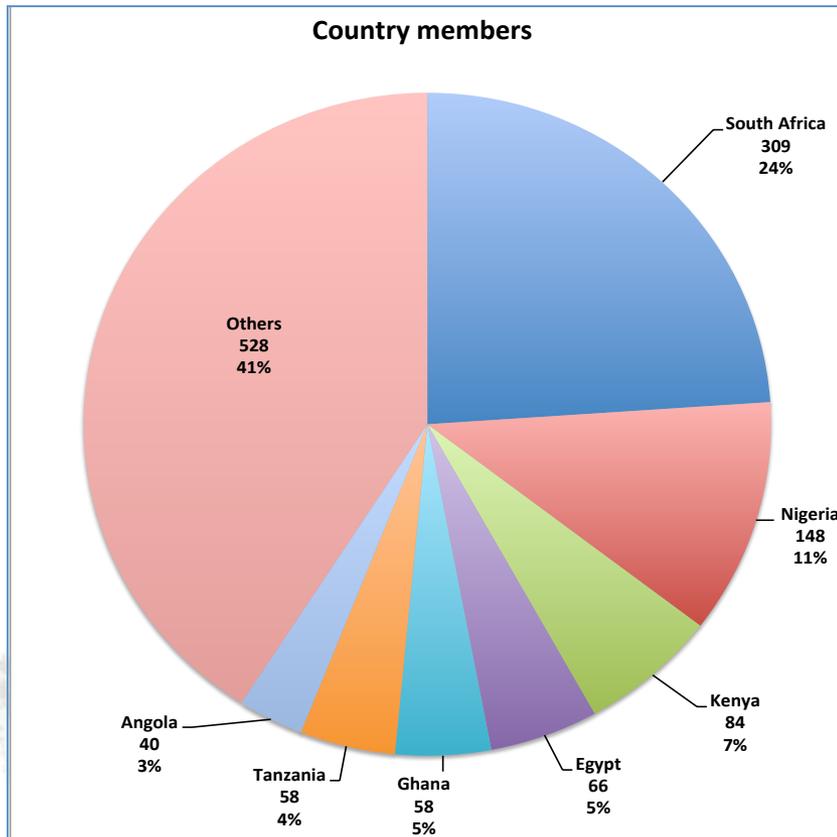
28 NOVEMBER - 4 DECEMBER

1. Membership



LIR	886	68.6%
End User	402	31.1%
Associate Members	3	0.2%

1. Membership



2. IP numbers Distribution



2015 goals....KO !

As of end of Nov 2015, we exceeded the **12 M IPv4 @** forecast
by distributing **+13 M of IPv4 addresses**

2. IP numbers Distribution

+84 M IPv4 @ in Nov 2015

+13 M IPv4 @ up to 2006



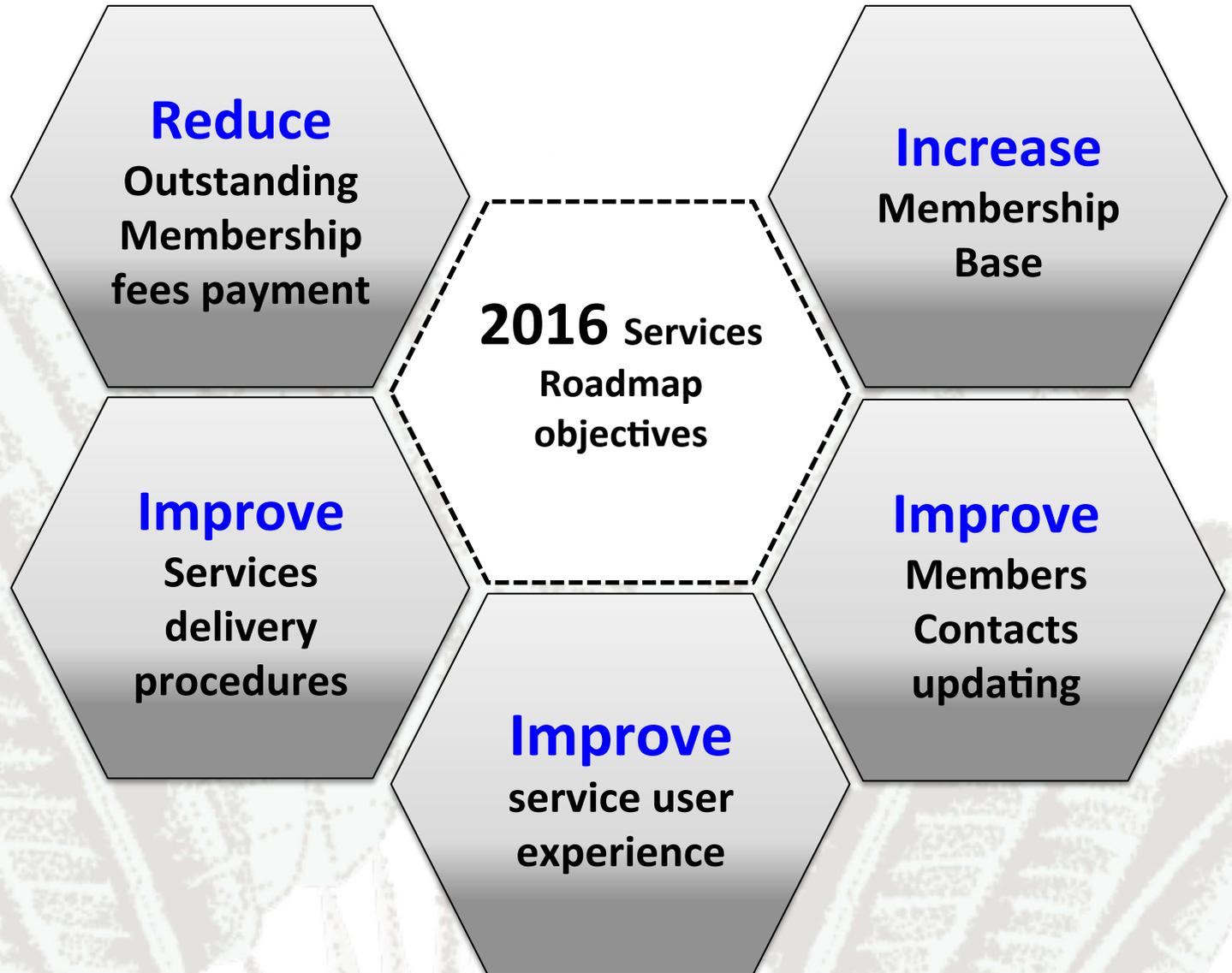


28 NOVEMBER - 4 DECEMBER

3. Service Excellence

- **Tickets attendance:** at least **98 %** of tickets received have been responded in average in **42.78 Hours** . Our effort is being made to respond ticket within 48 working hours: <http://www.afrinic.net/en/services/statistics/rt-stats>
- **AFRINIC IRR:** Providing assistance to members to migrate route objects from RIPE IRR: <http://www.afrinic.net/en/services/afrinic-irr>
- **New membership registration portal (NMRP) v2:** enhanced significantly the quality of the membership and Internet resources applications: <https://apps.afrinic.net/nmrp/>
- **AFRINIC Service Level Commitment (SLC):** AFRINIC's pledge to the community for the provision of high quality service: <http://www.afrinic.net/en/services/afrinic-slc>
- **Service delivery processes:** continuously reviewed and improved to align with policies and the corporate's objectives

4. 2016 MS Roadmap

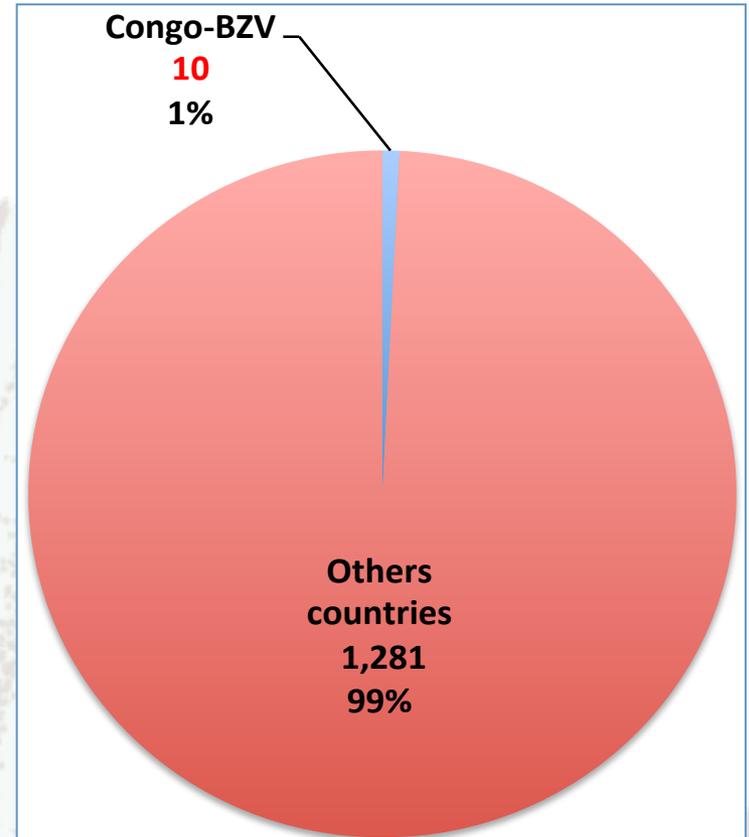




28 NOVEMBER - 4 DECEMBER

Congo-BZV at Glance

Resources	Congo	Others countries	Total
IPv4 /32	50,688	84,847,616	84,898,304
ASN	13	1,270	1,283
IPv6 prefixes	3	513	516



Thank you
for your
Attention

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