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25 MAY - 6 JUNE 2014
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Member Services Update

By

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6 June 2014

***Beyond connection:
Internetworking for African Development***



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- 1. 2014 key objectives**
- 2. Milestones**
- 3. New membership trend**
- 4. How to become Associate Member**



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1. Key Objectives....

At Member Services, we are committed to

- 1. Keep on reviewing the new membership enrolment procedure to mitigate delays in the process**
- 2. Improve tools and quality of services**
- 3. Increase Members base**



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2. Where we stand....

1. New Membership enrolment process

- Membership applicant's request has highest priority over all tickets
- Commitment of 15 working days for AFRINIC to complete a membership registration
- Member resources approval escalation process



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2. Where we stand....

2. Services quality and tools improvement ^{1/5}

- a. **2014 Member Guidebook:** it outlines how AFRINIC interact with its valued members

(http://www.afrinic.net/images/doc/factsheets/ms_guide_book.pdf)

- b. **Registration Services Guidebooks:** guides for IP planning and resources requests

- ✓ IPv4 Request Guideline for LIR Members
- ✓ IPv4 Addressing Plan, How To.
- ✓ Internet Routing Registry





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2. Where we stand....

2. Services quality and tools improvement ^{2/5}

- c. **Training website redesign** (under completion)
- d. **Review and update of all existing training content** (to address training segments)
- e. **Test-servers to enhance IPv6-INRM practices**
- f. **IPv6, INRM course for Mobile Operators** to cater for Mobile Network's specificities
- g. **ICT planning strategy for Decision-makers materials** to boost IPv6 uptake and transition in Africa



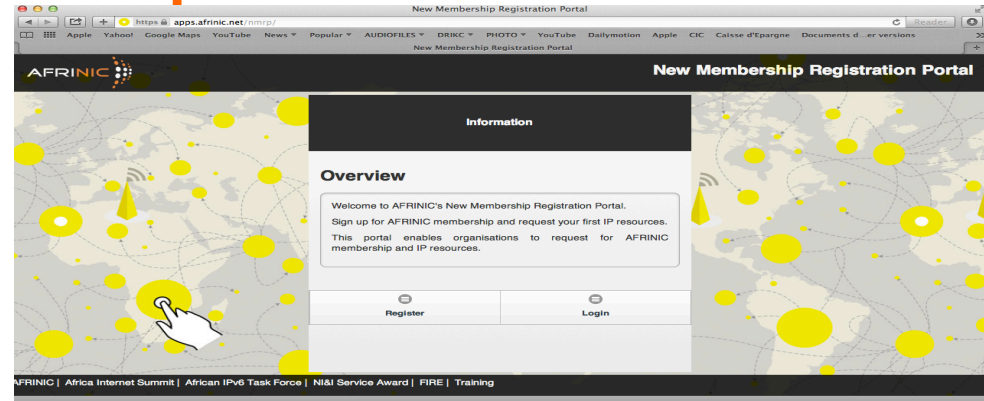


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2. Where we stand....

2. Services quality and tools improvement ^{3/5}

- i. **New Membership Registration Portal (Launched):**
<https://apps.afrinic.net/nmrp/>



- j. **Associate Member Registration Portal (on testing)**



Associate Member Registration

Start — Your Information — Billing information — Your Interest — Complete

Membership type
Please select your membership type "Individual" or "Corporate"

Application Type *
Individual

Your full name *

Passport No. *

Upload a copy of your passport *
Choose File no file selected Upload
Files must be less than 2 MB.
Allowed file types: gif jpg png pdf jpeg



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2. Where we stand....

2. Services quality and tools improvement ^{4/5}

- k. Member Portal_My.AFRINIC revamp (on going)
- l. Membership registration survey (launched):
<http://survey.afrinic.net>
- m. 2014 AFRINIC Global Services Survey (not yet started)



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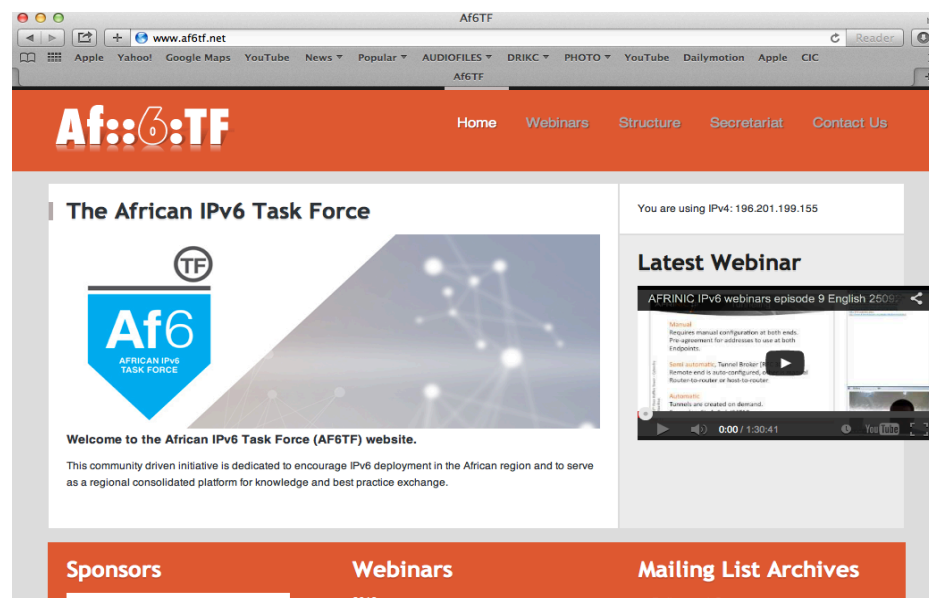
2. Where we stand....

2. Services quality and tools improvement 5/5

- n. The African IPv6 Task Force Portal (Launched):

<http://www.af6tf.net>

- o. 6spot Portal (under completion)





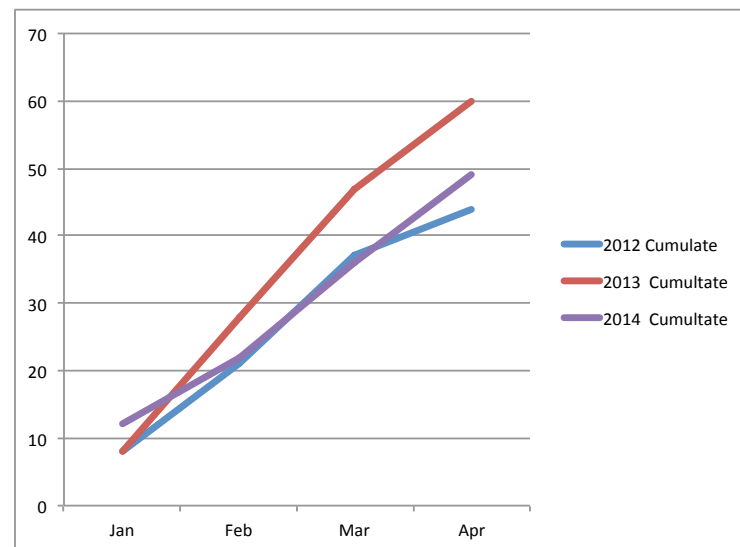
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3. Membership Trend

New members	Jan	Feb	Mar	Apr	May
2012 Cumulate	8	21	37	44	51
2013 Cumultate	8	28	47	60	71
2014 Cumultate	12	22	36	49	55



Bottlenecks: payment and RSA

Monthly trend	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Members registered	12	10	14	13	6
Pending members (Cumul.) status	24	17	17	16	20
-Payment only	0	4	4	2	3
-RSA only	0	1	1	3	1
-RSA+Payment	24	12	12	11	16

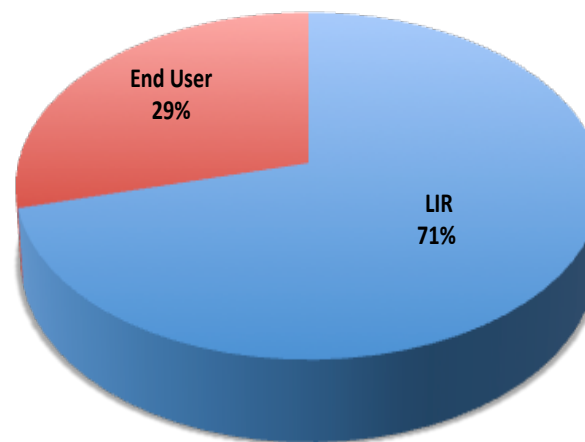


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3. Membership Trend

Membership Category

Members Categories	Numbers
Total number of LIR	774
Total number of End User	318
Total number of Associate Members	0
Total number of Registered Members	12
Total resources number (EU+LIR)	1092
Total number of the members in good standing	771
Total number of the members not in good standing	321



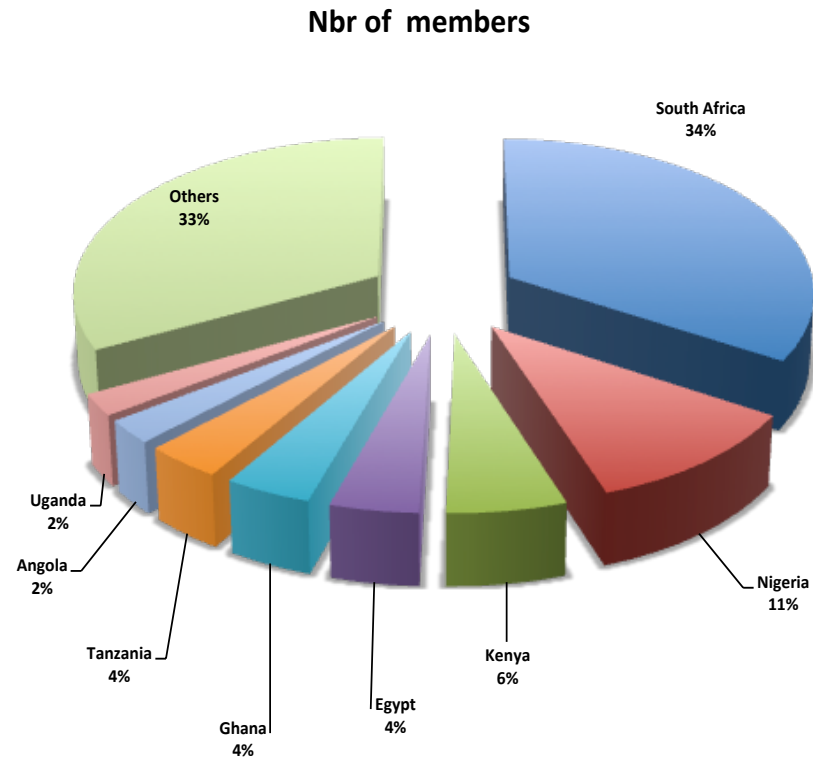


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3. Membership Trend

Membership per Country

Country	Nbr of members
South Africa	370
Nigeria	119
Kenya	62
Egypt	46
Ghana	45
Tanzania	40
Angola	27
Uganda	25
Others	358





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4. How to become Associate Member

AFRINIC has adopted in Jan 2013 a new bylaw that makes provision for associate membership. Associate members are members who do not receive Internet number resource services from AFRINIC, but join the organization to support and contribute to its overall mission.

Associate members will have the privilege to participate to AGMM and benefit some of the current and future services reserved to members beside number resources registration.

An associate member can be an Individual person, a corporate entity or an institution.



4. How to become Associate Member

To process a request for **Associate Membership** as quickly as possible, AFRINIC has set up the following procedures and steps with the aim of expediting the membership registration.

1. Fill in the online application
2. Evaluation of application by AFRINIC
3. Invoice Issued to the requestor by the AFRINIC Finance Team
4. Invoice Payment by the applicant
5. Associate Membership agreement signature the applicant then sent back to AFRINIC
6. Associate Member Status Confirmation sent to the applicant by the Member Services Liaison Team

Please note that AFRINIC will work to complete any application within 15 working days. However the turnaround time taken to complete a registration would also depend on the time taken by the applicant to respond to the AFRINIC Registration Services Team.



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4. How to become Associate Member

Associate Membership fees

Billing Category	Set up fees	Membership (Annual)
Corporate/Institutions Small	\$ 0	\$ 1,000
Corporate/Institutions Medium	\$ 0	\$ 2,500
Corporate/Institutions Large	\$ 0	\$ 5,000
Individual	\$ 0	\$ 300



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**Thank you
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attention**