CEO Quarterly update

LINX110
November 2020

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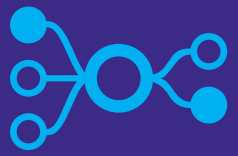
CEO

Quarterly update

Growth

- 98 New applications in 2019
- 75 in 2020 YTD

- 865 Members, up 6 in the last quarter
- 962 ASNs, up 43 in the last quarter
- Members are from 83 countries, up two in the last quarter



- 254 100GE ports, up 24 in the quarter with 10 in provisioning
- 10GE ports have grown up to 1001 (up 7)
- Over 35.9Tbps of edge capacity (up 4.5Tbps this quarter vs 1.9Tbps previous quarter)

Growth

- Across all IXPs – new traffic records recorded in the past month
- We see continuous growth at all regional IXPs
- Continued interest in 100GE at LINX Manchester

	Opened	Members	Member target
Manchester	Mid 2012	120	140?
Scotland	Late 2013	35	45?
Cardiff	Late 2014	15	25?
NoVA	Early 2014	52	60?
JEDIX	Mid 2019	4	20?

Staff

New Starters

- Gemma Duffy - Assistant Accountant
- Vinay Dahiya - Senior Software Engineer
- Nick Kong – Maternity cover for Lisa Hollywood

Leavers

- None!

Open positions

- N/A

Other activities

COVID-19

- We have had a very limited number of staff able to attend each of the offices
- Project delays due to first lock-down has caught up – effects of second lockdown will be evaluated

A lot of project work across technology and products

- More on this later

2021/ 2022 Budget

- Worked on next years outlook
- Five year outlook

2020 EGM

2021 Service fees and budget voting

Historically we have voted on Service fees + Budget

- From 2019 these where merged to one vote as unclear what a split vote would have meant
- The board discussed what a vote on the budget actually means?

The articles don't require a vote on either

- Voting on Service fees ensures that the fees as proposed by the board have support among the members

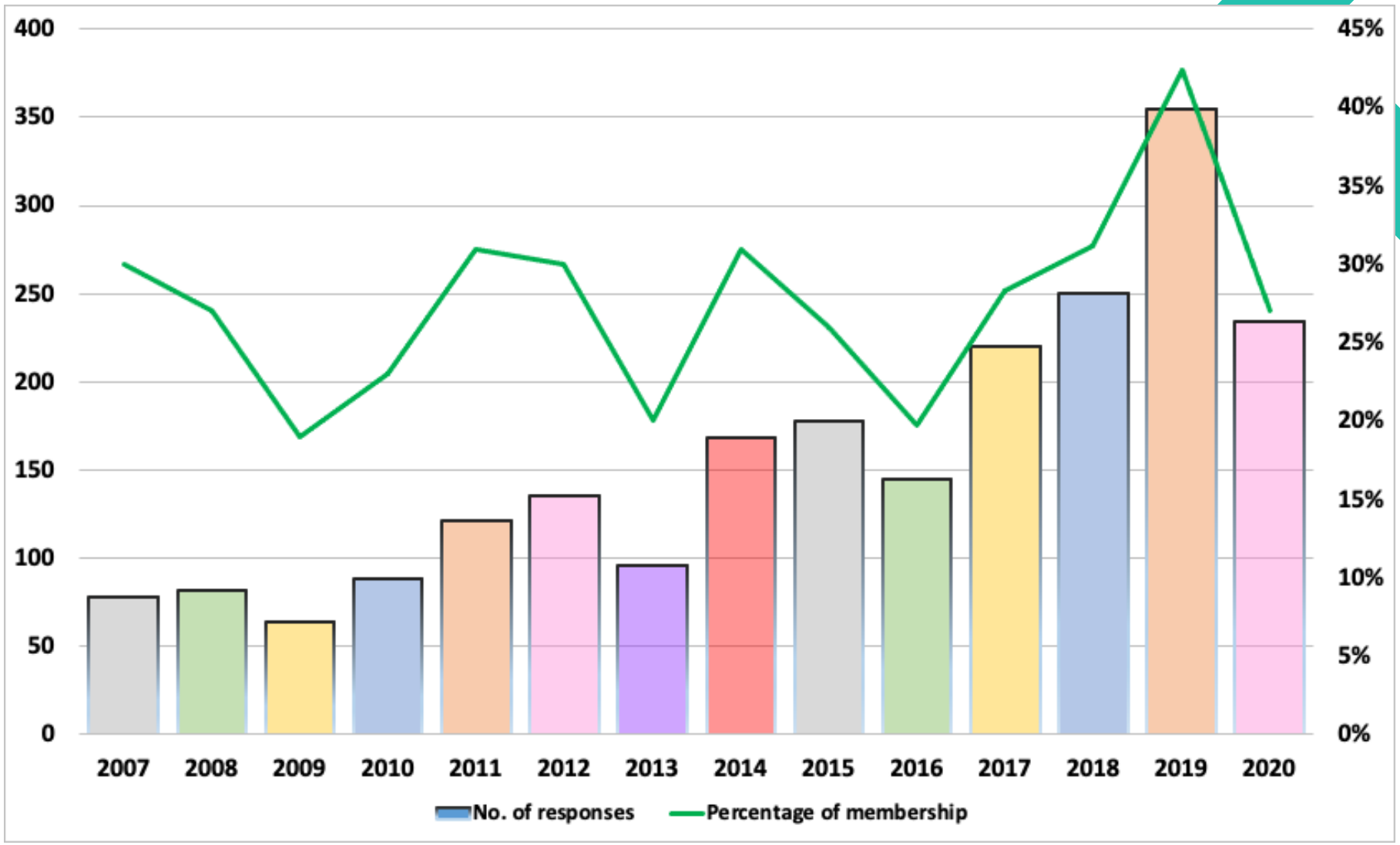
We will continue to present on Service Fees as well as the budget

- We will only vote on the service fees and not the budget

Membership survey

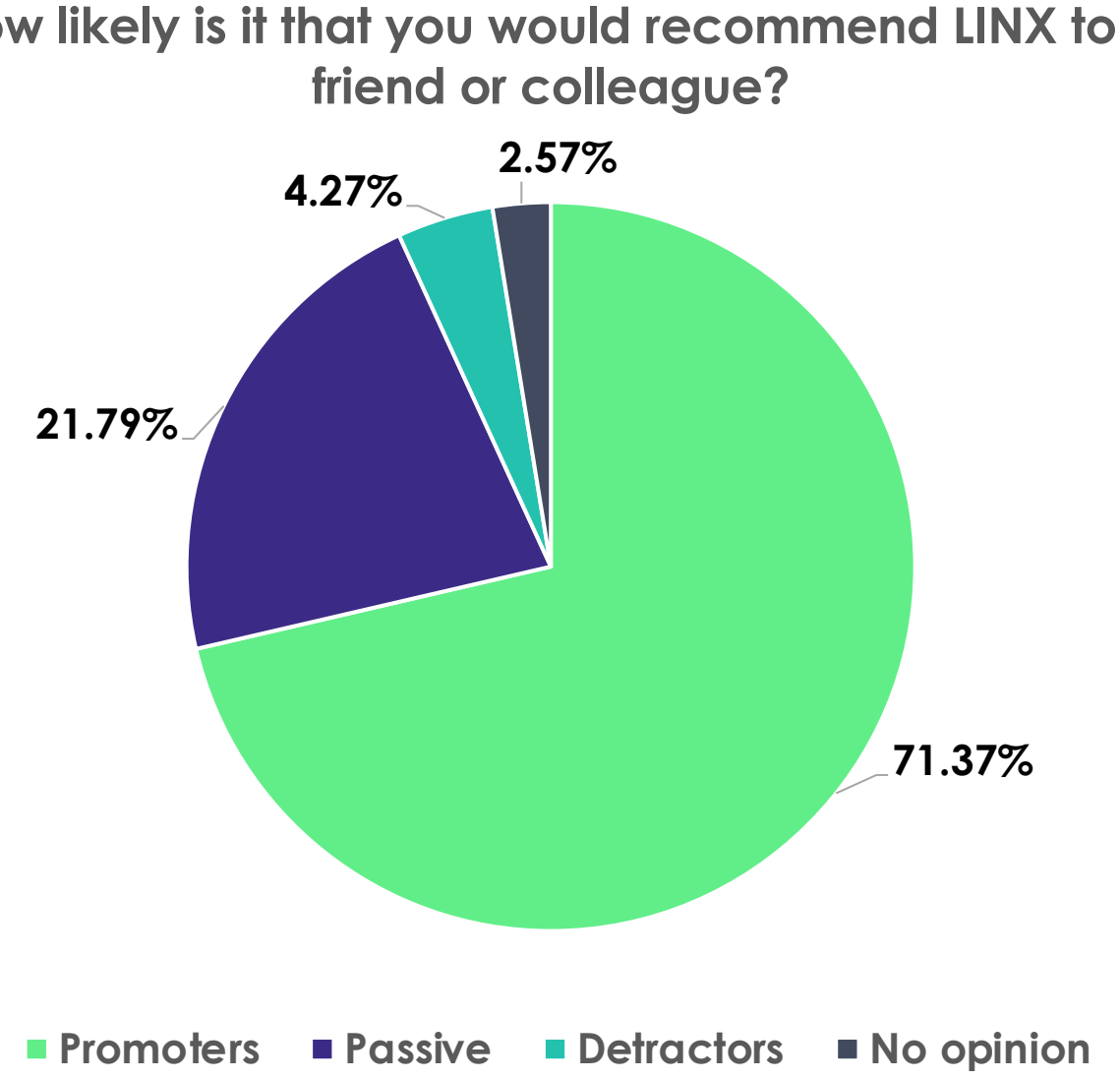
2020 Member Survey Reponses against percentage of the membership

- Reponses 234
- Percentage: 27%



Net Promoter Score

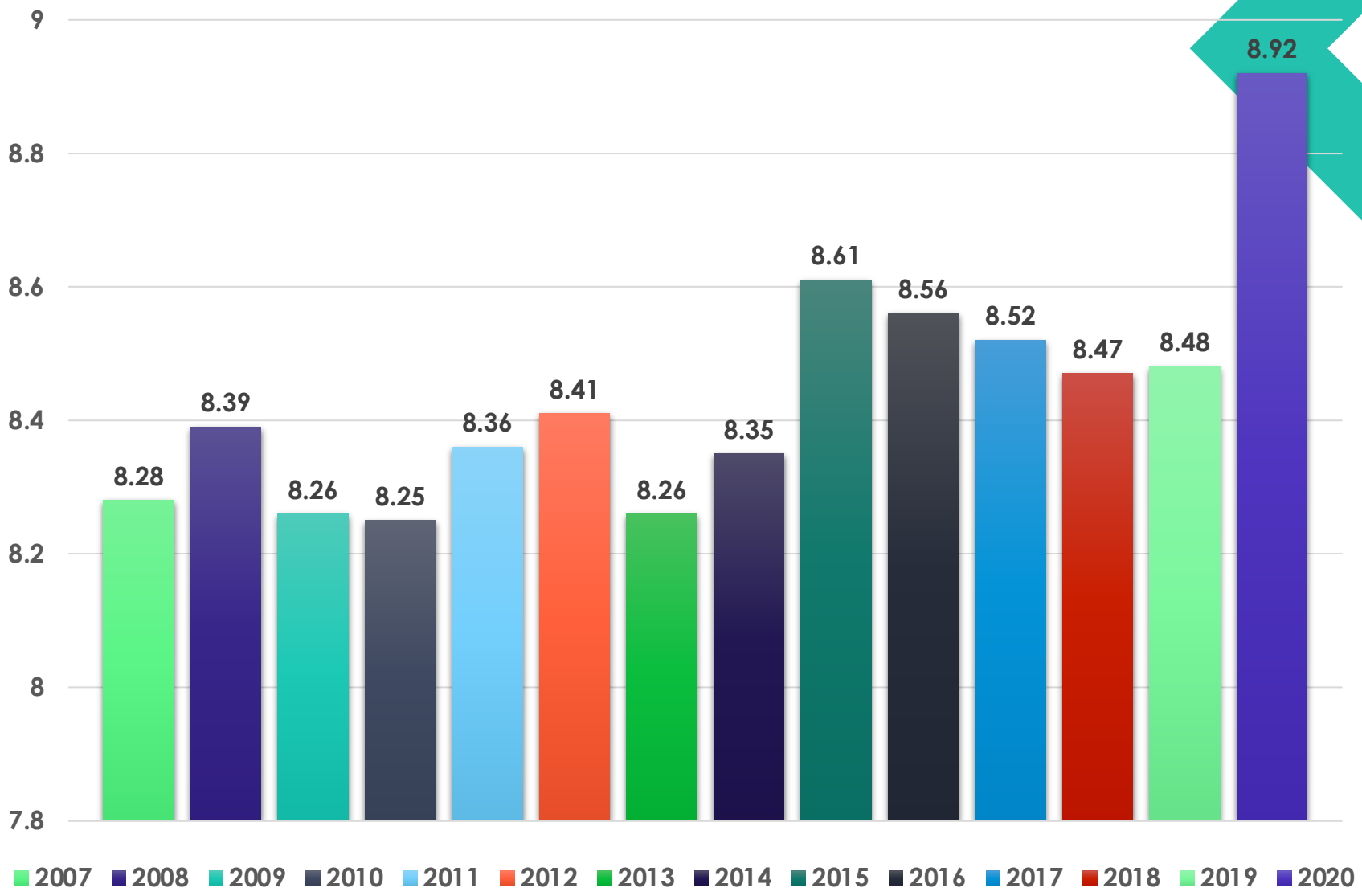
- Promoter 9 - 10
- Passive 7 - 8
- Detractor 1 – 6
- Last years NPS was 49.98%



Net Promoter Score = 67%

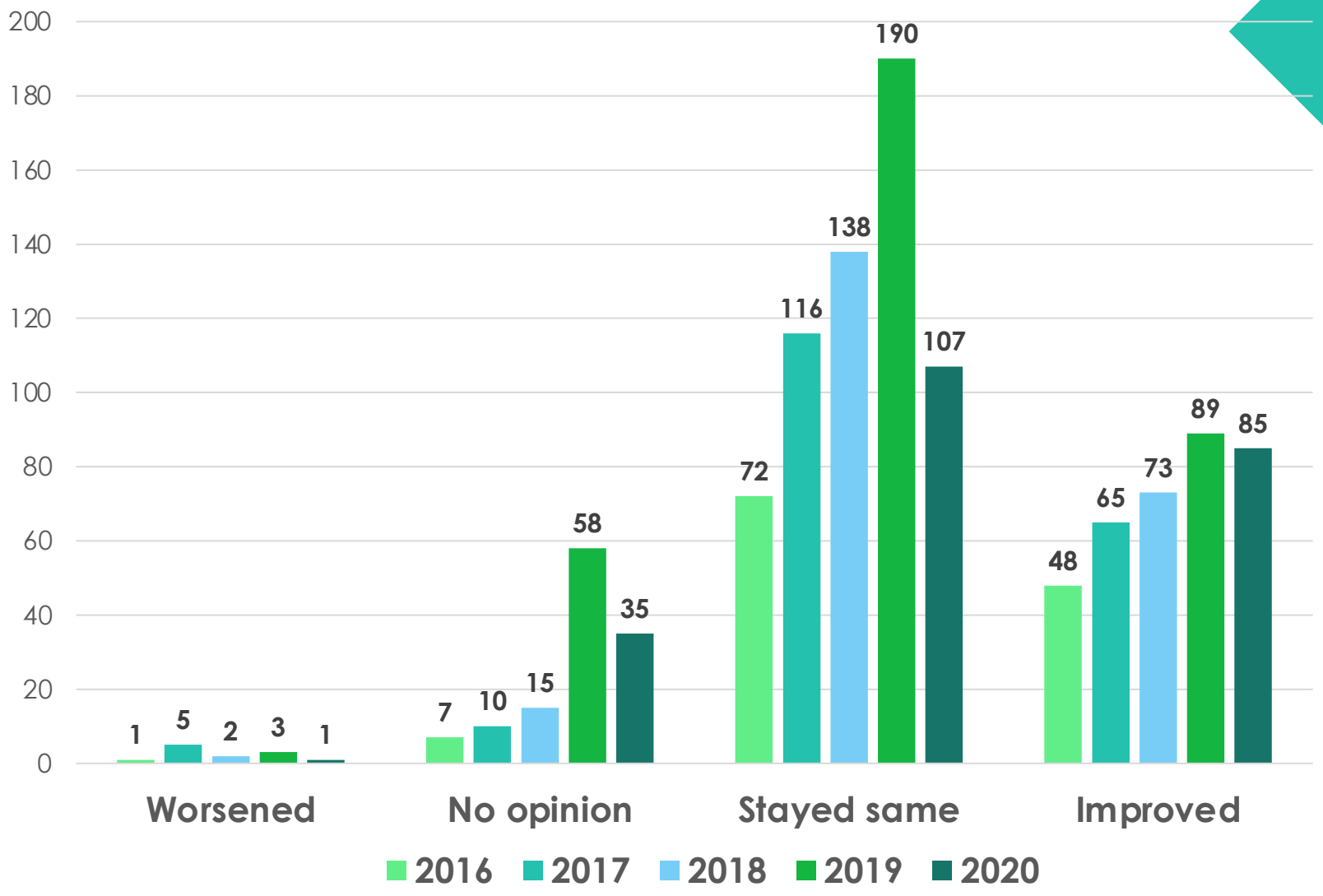
Do you feel that LINX is doing a good job?

- Your average score
- 10 - Outstanding
- 8.92 – Score for 2020



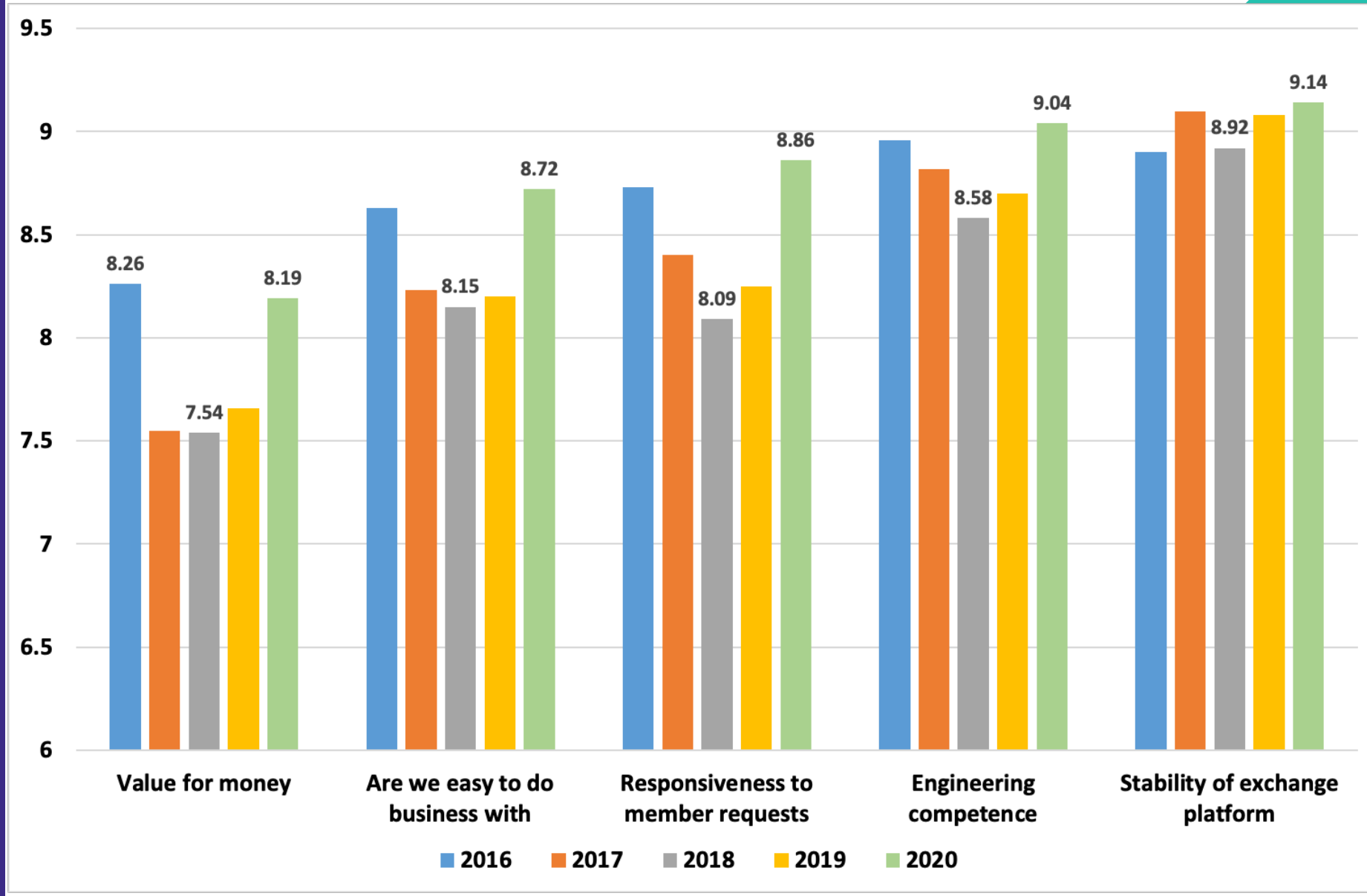
Do you feel LINX has changed over the last couple of years?

- Improved
- Stayed the same
- No opinion
- Worsened
- 228 answered



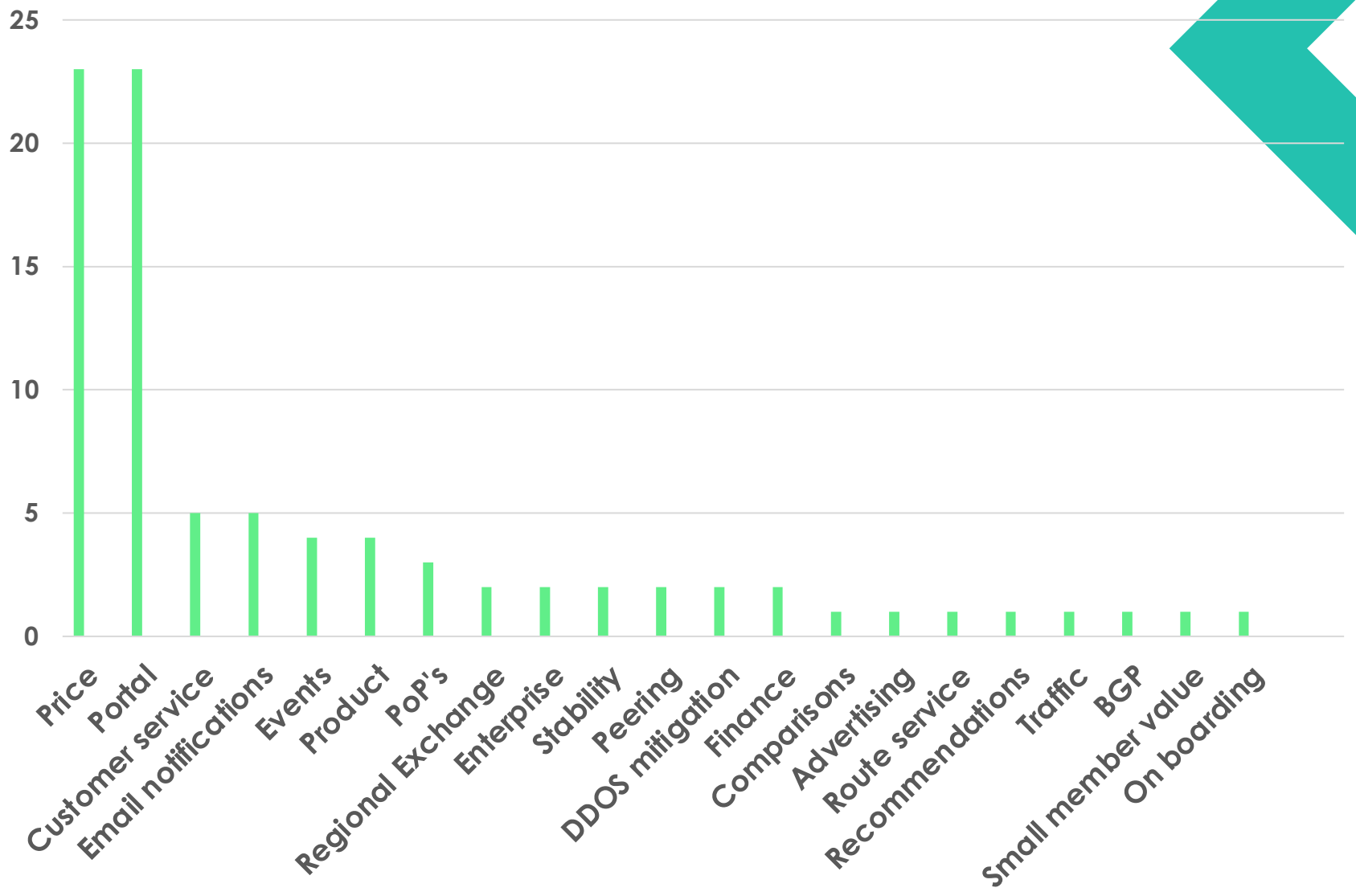
Rating LINX competencies

- Value for money
- Easy to do business with
- Responsiveness
- Engineering
- Stability
- 229 answered



What is the one improvement you think LINX could make?

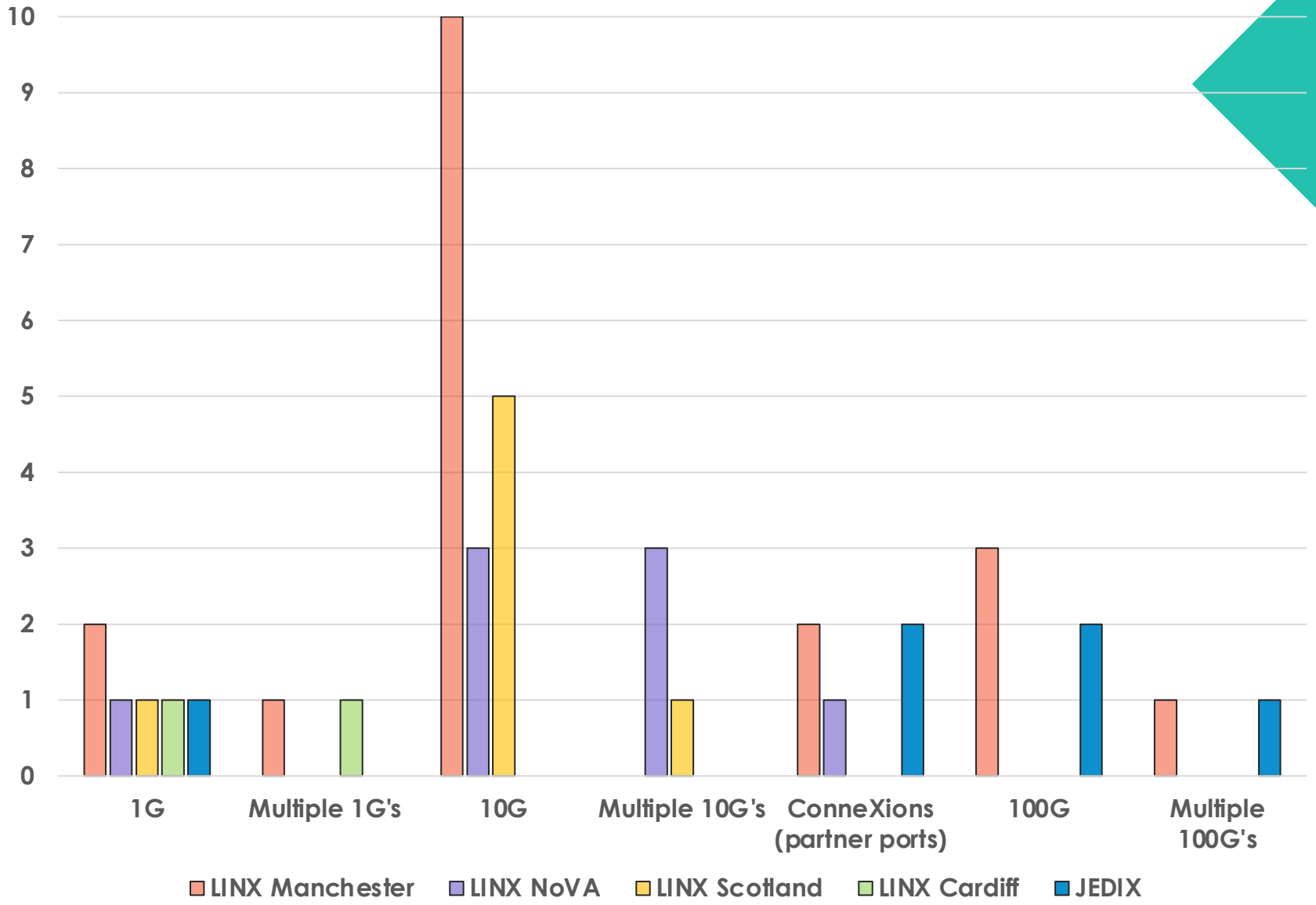
- Your feedback
- 108 answered



Regional port orders coming within the next 12 months

- Regional LANS shown only

- 10 x 1G
- 28 x 10G
- 10 x 100G
- 5 x ConneXion partner ports



Thank you

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