



Member feedback



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CCO

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LINX125





Member Feedback Sources

- Member Feedback provides an understanding of our member needs & wants
- Used by multiple teams across the business, including Strategy formulation
- Feedback comes from a variety of sources



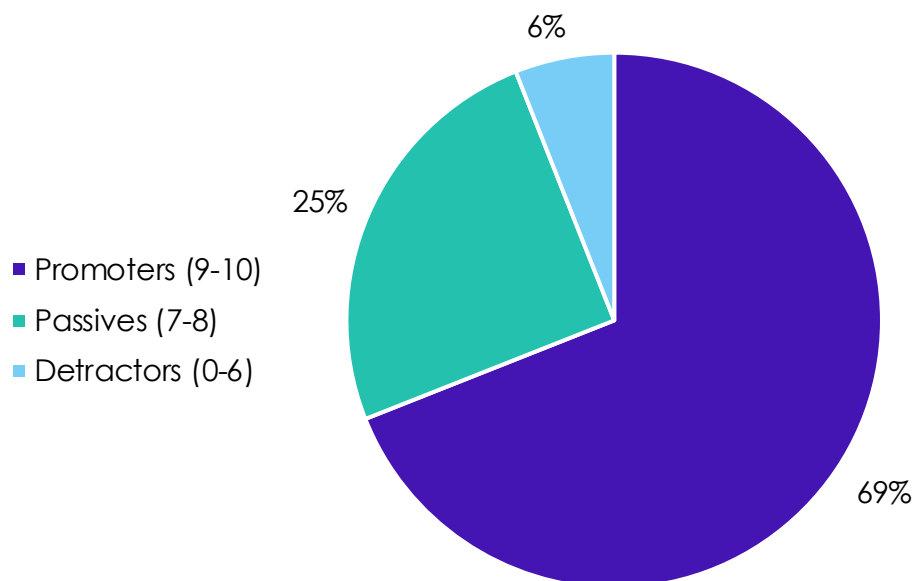
Membership Survey Results



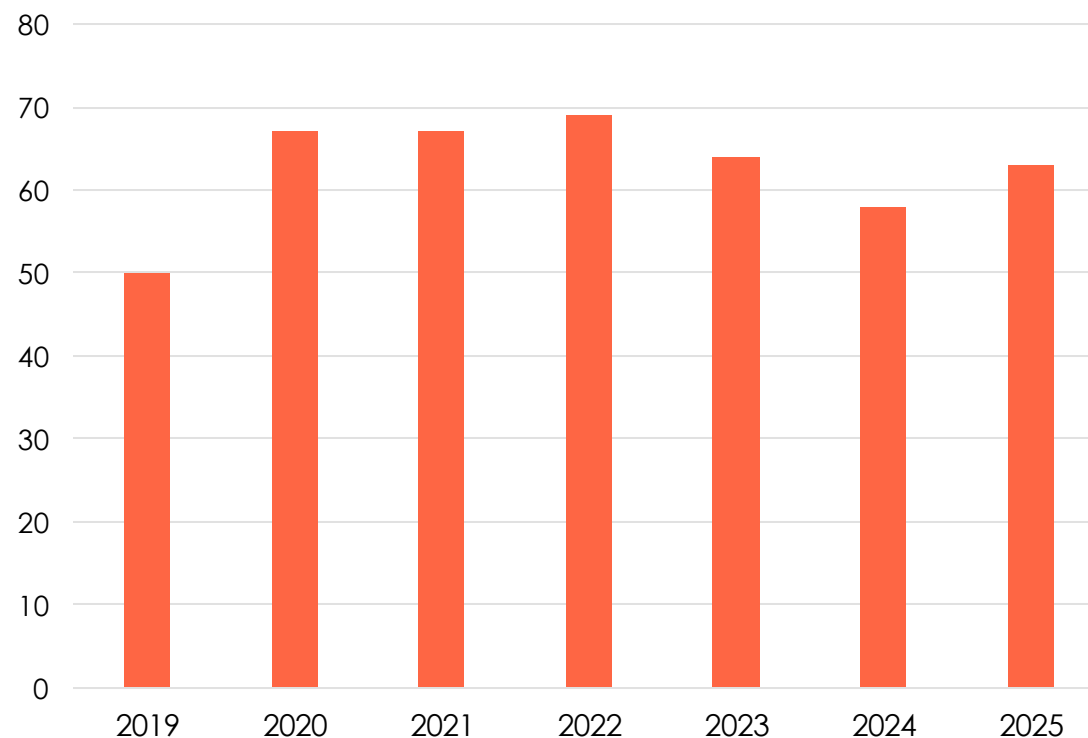


How likely are you to recommend LINX to a friend or colleague?

NPS, 2025 = 63

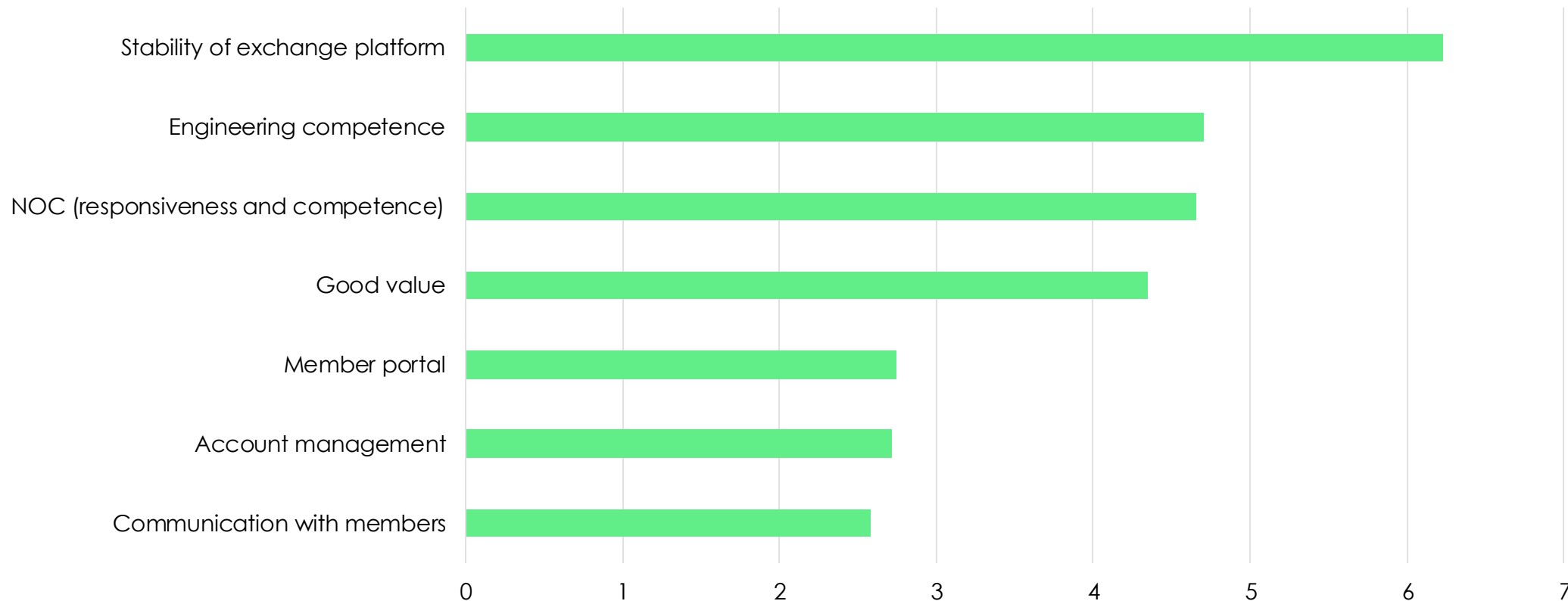


NPS, 2019 - 2025





Ranking LINX competencies in order of importance



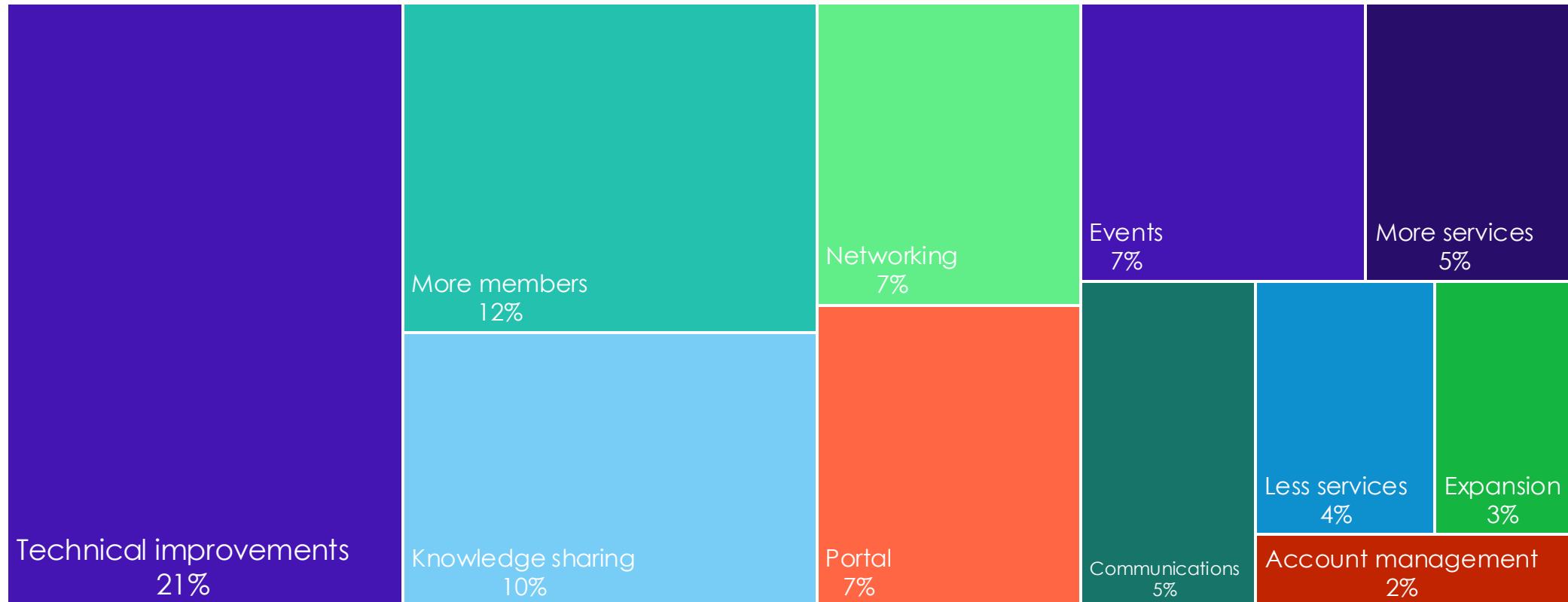


Rating LINX competencies



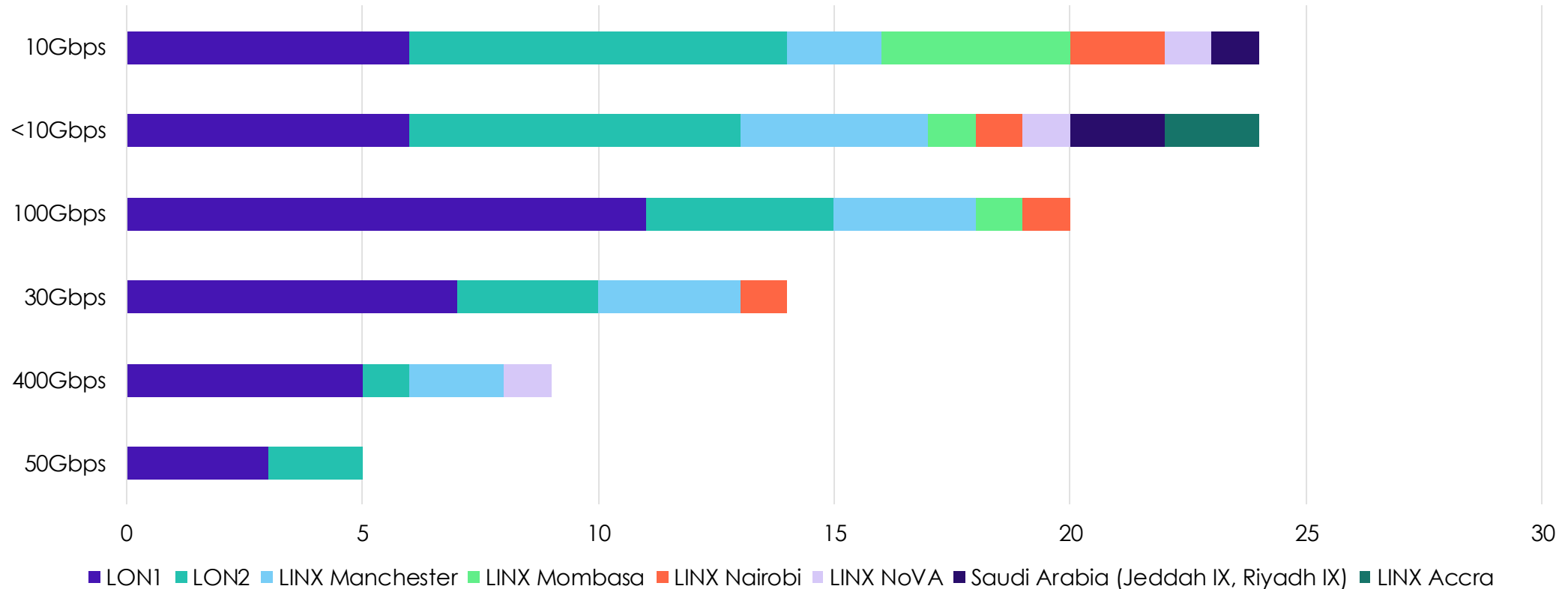


Other than reducing fees, what can LINX do to enhance your membership experience and add value to your organisation?



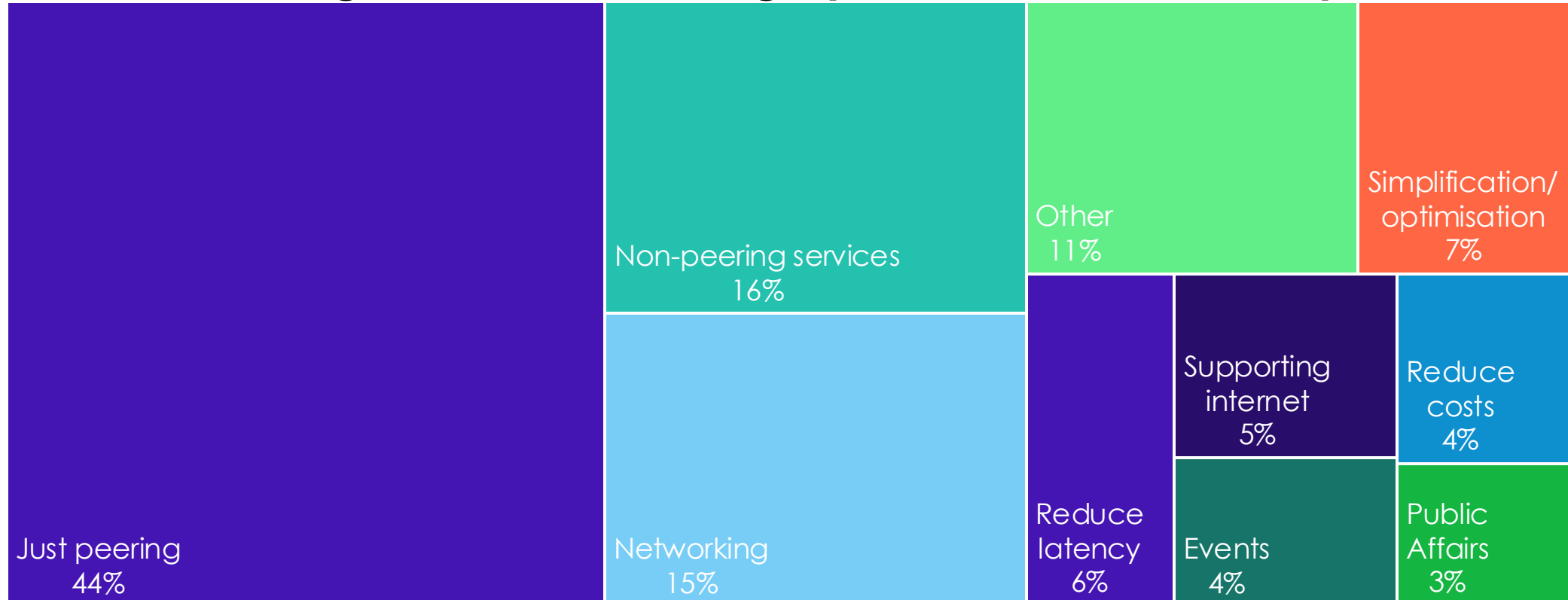


Peering services within the next 12 months (by bandwidth)



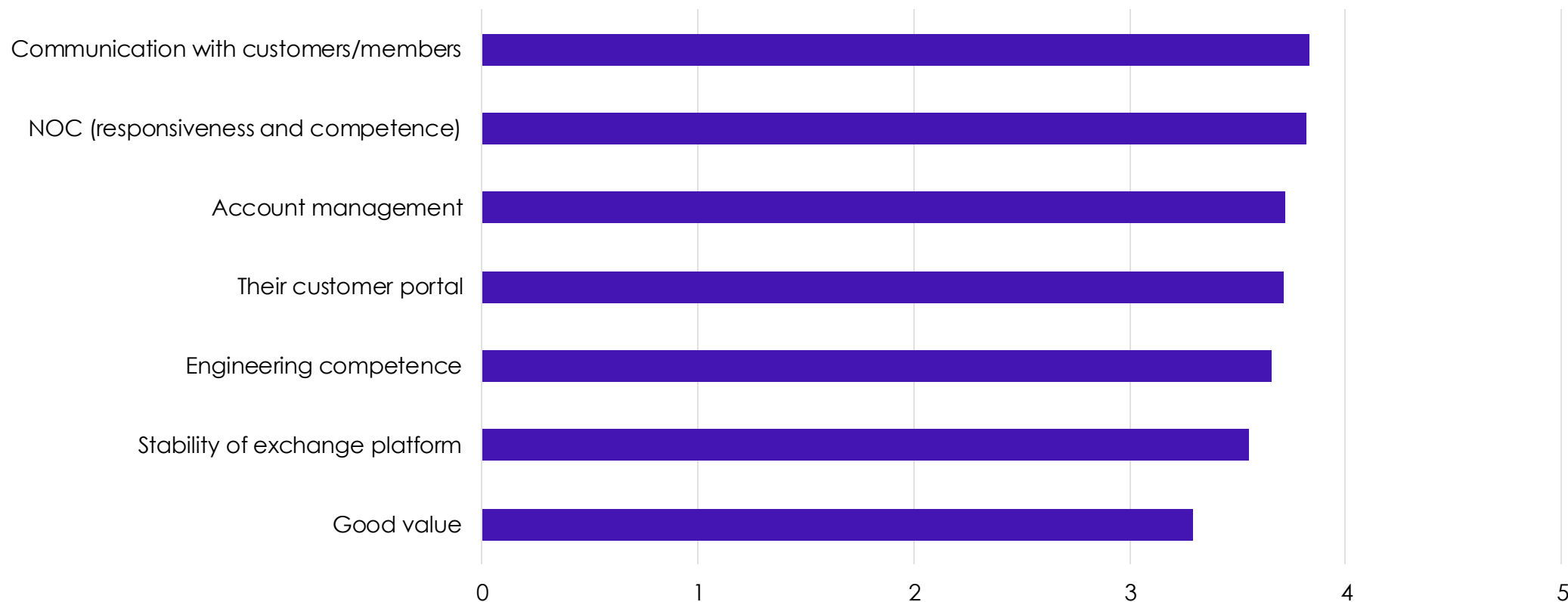


Other than peering, what goals or operational needs are you aiming to address through your LINX membership?





Rating competencies against other IXPs

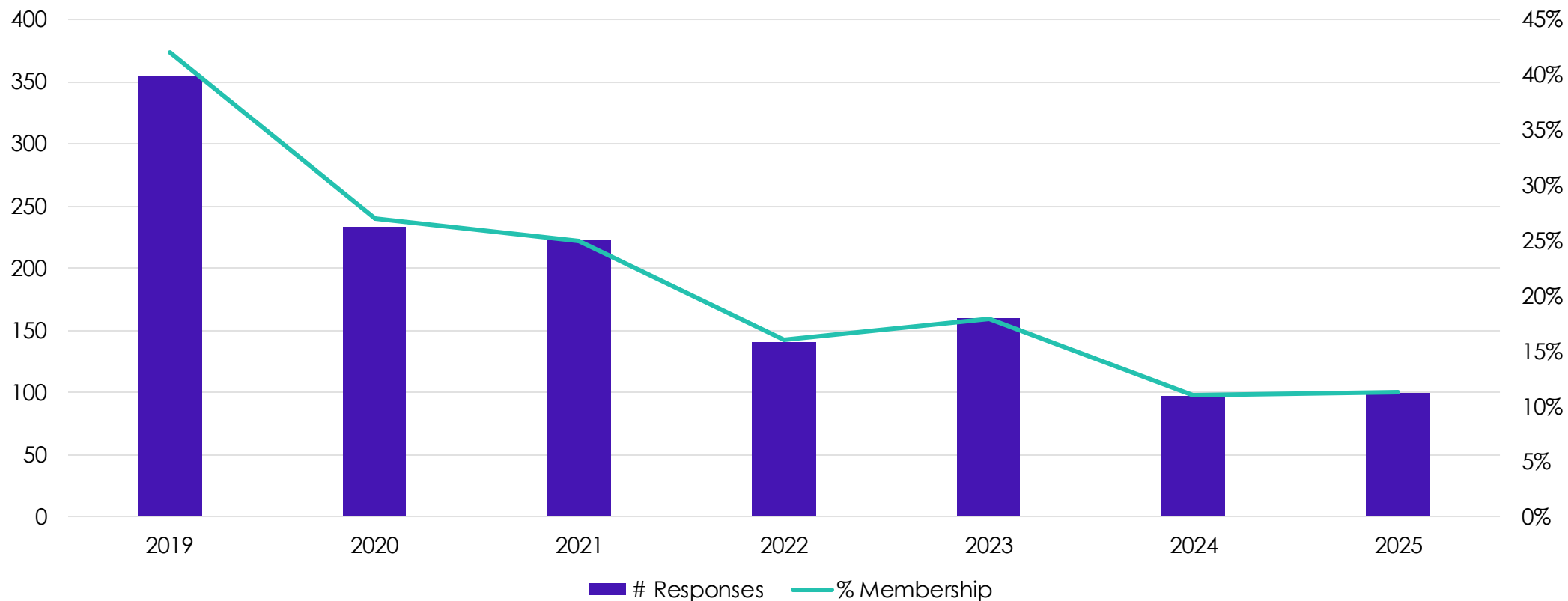


How To Have Your Say!





Survey responses against % of membership





How To Share Your Feedback

- Speak to a member of staff
- Send via email
- Next years membership survey





Thank You!
