

# 2024 ANNUAL REPORT



Internet  
Association  
of Australia





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## CEO REPORT



We've had another tremendously productive year. The IAA team, supported by our wonderful Board, have delivered an astounding list of network upgrades and systems improvements, hosted a long list of amazing events, made a succession of high quality submissions and supported our Members with useful swag and fantastic, efficient admin! It seems they only get better and better as even a cursory look through this year's annual report will show.

It is just lovely receiving calls and emails from our Members and other stakeholders complimenting our work and the resources we're providing to support and grow the internet industry. Here are some of my highlights: receiving a call from a senior barrister to say our submission had "some of the best legal analysis on the topic" he'd ever seen; the "5 star" rating after assisting in a technical problem; the 100% 'Excellent' responses from our IAASystems on the overall program and of course receiving a 'Great Place to Work' rating for the second year in a row. These bouquets are very much appreciated as it shows the consistent leadership demonstrated by IAA and that we are delivering a high quality service all round.

Certainly one of the most pleasing aspects of this year was being able to announce 400Gbps ports on our NSW-IX, finally bringing to fruition the exhaustive testing on the new switches undertaken the previous year. Those switches have slipped seamlessly into the network, and enabled some excellent cabling and legacy switch clean ups too! This satisfaction is closely followed by us launching TAS-IX with a fantastic event and all enabled by great collaboration with one of our Members, Field Solutions Group.

**NARELLE CLARK**  
IAA CEO





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## ◆◆◆ MESSAGE FROM THE CHAIR



This year has been a transformative one for IAA, and it's a privilege to reflect on the key milestones we've achieved under the Board's strategic leadership.

The team's efforts have culminated in significant advancements across our network infrastructure, Member engagement, and industry advocacy. With the completion of our new Strategic Plan, the Board are proud to set a clear direction for the next phase of growth, ensuring that we continue to meet the evolving needs of our Members and the wider internet community.

One of the year's most exciting developments has been the launch of TAS-IX, a milestone made possible through strong partnerships within the industry. In addition, the introduction of 400Gbps ports on NSW-IX is a testament to the technical expertise of our team and their ability to deliver high-quality, future-proof solutions. These advancements, alongside the repricing of our Inter-capital Virtual Leased Lines (iVLL) and ongoing improvements to network scalability, underline our commitment to providing Members with cost-effective, high-performance options.

Beyond infrastructure, this year has also seen IAA deepen its Member engagement with a host of new events, more frequent socials, and advocacy with impact. We continued to host the IAA Convergent Series, focusing on online educational content and in-person networking opportunities. The feedback from our Members has been overwhelmingly positive. We also ran the IAASystems program once again, which continues to grow in both participation and recognition.



Thanks to our consistent advocacy efforts, IAA is increasingly recognised by government and regulators as a key representative of small to medium-sized internet service providers. This year, we've built on that position, championing the voice of our Members while upholding our commitment to the public good and broader telecommunications sector. We've engaged in more bilateral meetings with regulatory bodies, enabling open discussions about the issues affecting our Members. We also represented the association at key industry events and continued our involvement in formal consultations, including on significant topics like the NBN SAU and communications interception powers.

Members will have also noticed our growing bank of guidance materials and legal templates, designed to assist with compliance obligations. This work, alongside our active participation in shaping policies such as the Cyber Security Legislative Reforms and Universal Service improvements, has solidified our role as a trusted voice within the telecommunications industry.

Looking ahead, the Board remains focused on steering the Association through continued growth, maintaining our strong foundations, and supporting innovative initiatives that strengthen the internet industry in Australia and beyond.

**MATTHEW ENGER**  
*IAA Board Chair*





### MATTHEW ENGER

Board Chair

Matt has significant experience working in not-for-profit organisations, being a volunteer in the Scouting movement. He owns Leap Telecommunications, an up-and-coming residential internet provider that prides itself on delivering high-quality services to its customers.

Having already supported IAA in a number of ventures, Matt was a welcome addition to the Board in January 2020 and continues to serve the Association and its Members, as Board Chair since 2022.

**BOARD COMMITTEES** ◆ ◆ ◆ ◆ ◆ **APPOINTED** 19 October 2022

### BRETT O'HARA

Deputy Chair

Brett has had a significant career in the Australian internet industry, working as a Network Engineer for over 25 years across various telecommunications companies, large and small and currently works as a senior IP engineer.

Brett joined the IAA Board in 2019, stepping up to Deputy Chair in 2020. He serves Members and helps the Board achieve positive outcomes for the Association and the broader internet community.



**BOARD COMMITTEES** ◆ ◆ ◆ ◆ ◆ **APPOINTED** 14 November 2023



### DAVID HOOTON

Field Solutions Group

A specialist in developing and commercialising software automated networking solutions, David has built his career on creating networking products and services that enable customers to control their own destinies.

Now that the Board has moved into a primarily strategic role, David is focused on building more diversity and mentoring younger Members interested in becoming Board Members.

**BOARD COMMITTEES** ◆ ◆ ◆ ◆ ◆ **APPOINTED** 14 November 2023

### MATTHEW MOYLE-CROFT

Professional Representative

Matthew has worked in the internet industry in Australia and overseas for the last 25 years. He has worked with internet exchanges on all inhabited continents and was previously Vice President of the Seattle Internet Exchange.

Joining the IAA Board in 2018, Matthew has helped guide the organisation through considerable change, helping to ensure IAA continues to be strong into the future.



**BOARD COMMITTEES** ◆ ◆ ◆ ◆ ◆ **APPOINTED** 14 November 2023

#### COMMITTEES AND REPRESENTATION

- ◆ Membership Committee
- ◆ Technical Review Committee
- ◆ Finance and Audit Committee
- ◆ Public Policy Advisory Panel
- ◆ Regional IX committee
- ◆ NZIX Representative





**RICHARD THOMPSON**

Professional Representative

Richard has spent the past nine years working for Cloudflare, a network that is not only present on hundreds of IXPs globally, but one that also plays an active role within those IXP communities. While starting as a Network Engineer, he has grown into a leadership role that sees him managing engineering teams responsible for ensuring that Cloudflare’s global network edge is both highly performant and reliable.

Richard joined the IAA Board in October 2020, with hopes of assisting IAA and its Members to achieve and further their goals.

**BOARD COMMITTEES** ◆◆ **APPOINTED** 17 November 2021

**NATHAN BROOKFIELD**

Professional Representative

Alongside his numerous entrepreneurial and technical interests, including as founder of Simtronic Technologies, Nathan first served on IAA Board between 2015-2020, before taking a break to focus on his business.

Returning in 2022, Nathan continues to serve the Association with a vision for better services, more training opportunities, advocacy and events, to further the development and growth of our Members. Nathan now serves on our Technical Sub-committee and on the NZIX Committee.



**BOARD COMMITTEES** ◆◆◆◆◆ **APPOINTED** 19 October 2022



**DARYL COLLINS**

Akamai

Daryl is based in Adelaide and works in Akamai’s network architecture team. His key interests are in internet interconnection and subsea cable networks. Before Akamai, he spent 20 years working in the Australian ISP industry. Daryl joined the IAA Board in 2018 and has continued to contribute to the Association’s work to benefit the Australian internet industry. Daryl retired from the IAA Board at the 2023 AGM.

**BOARD COMMITTEES** ◆◆ **APPOINTED** 17 November 2021

**TABLE OF ATTENDANCE**

DIRECTOR	ELIGIBLE	PRESENT	APOLOGIES	ABSENT
<i>Matthew Enger</i>	7	6	1	0
<i>Brett O’Hara</i>	7	7	0	0
<i>David Hooton</i>	7	7	0	0
<i>Daryl Collins</i>	3	2	1	0
<i>Matthew Moyle-Croft</i>	7	7	0	0
<i>Richard Thompson</i>	7	6	1	0
<i>Nathan Brookfield</i>	7	6	1	0

Meetings held between 1 July 2023 - 30 June 2024



2022  
APRICOT  
APRIL 23

I overthink  
Everything

IAASystems 2022

WE MADE IT  
OUT

Low Battery  
Need Beer

DON'T LEAVE  
ME BEHIND !

Best  
Reaction  
Award

**DANGER**  
LOOK OUT  
FOR GENIUS

LOCK ME IF YOU CAN

## ◆◆◆◆ OUR STRATEGIC PLAN

IAA will remain focused on serving its Membership effectively and efficiently, and work intelligently to fulfil Member needs. Our new strategic plan has concrete objectives and key results that will help us achieve the Association goals.

### MISSION

In partnership with our Members, we deliver exemplary internet infrastructure and promote best practice in regulation and operation of the Australian internet, empowering the broad and diverse voices of the sector.

### Strategic Focus Areas

#### Infrastructure

Deliver high quality peering exchange services, related infrastructure, networks, and services for Members through best practice.

Deliver streamlined billing, enhanced port data visibility, and simplified communications to optimise Member and staff satisfaction and experience.

#### Representation

Create industry impact with rigorous policy analysis and advocacy.

Expand our reach and impact by enabling diversity, advocating for change, and fostering inclusivity.

Build the technical and professional strength of our people.

◆◆◆◆ STAFF



**NARELLE CLARK**  
**CEO**

Narelle somehow manages to combine her utter disdain for computers with her total obsession with tech: her idea of a fun night is debating the ultimate internet protocol.



**NICK PRATLEY**  
**Tech Team Lead**

Nick is pivotal all things automagical in our IX network. His disciplined approach to coding means that all services are tracked, monitored and meet the highest of availability standards.



**KITTY HIBBLE**  
**Admin Team Lead |  
Company Secretary**

Kitty is a seasoned leader in the not-for-profit sector, consistently demonstrating her ability to drive positive change and achieve impactful results.



**JEMMA GODDARD**  
**Management Accountant**

Jemma graduated in 2023 with a Bachelor of Commerce majoring in Accounting and this year she has started working towards her CPA qualification.



**SUZANNE THOMPSON**  
**Marketing Officer**

Suzanne is an experienced marketing professional having worked for the biggest advertising agencies in Australia, managing every brand from international banks to nappies.



**SABRINA CHANG ROZARIO**  
**Events and Marketing  
Manager**

Sabrina is a seasoned events guru with over 20 years of experience in event management, dedicating her career to elevating not-for-profit organisations and their members.



**TANZIA HEWER**  
**Project Officer**

Tanzia has been managing projects and providing executive admin support for over 20 years. She loves nothing more than a good process and a Monday board!



**SOPHIA JOO**  
**Policy Officer**

Sophia has found a way to combine two passions in her role; her love for reading and commitment to effective policy! On any given day, she may be reading hundreds of pages of regulatory material to improve telco regulation for the industry.



## ◆◆◆◆ STAFF



**MATTHEW KOBAYASHI**  
**Peering Engineer**

Matthew is an experienced telecommunications and network engineer, with a keen interest in NetDevOps and network automation.



**AARON CHIDIAC**  
**Peering Engineer**

Aaron joined the Association in 2020 after working as a network engineer at a layer 2 ISP. He is highly accomplished at keeping our IX healthy.



**KYLE ZRINSKI**  
**Lead Developer**

Joining the Association in 2022, Kyle has developed the IAA Member Portal and loves all things software. Outside work you might find him at the racetrack or tinkering with 3D printers.



**CAMERON STEEL**  
**Junior Developer**

Cameron has experience in software development and a passion for all things networking. Since joining the Association last year, he has been working on the IAA Member Portal.



**ANITA CHIDI-AMADI**  
**Executive Assistant**

A strategic thinker, Anita provides invaluable administrative support to IAA's CEO and the entire team, from scheduling to events planning.



**FELICITY GRIGO**  
**Accounts and Administration Assistant**

When Felicity isn't balancing numbers, she enjoys spending time with her young family.





Great  
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APR 2024-APR 2025

AUS

## ◆◆◆◆ THE YEAR THAT WAS

### ON THE ORGANISATIONAL FRONT

- Ran our Convergent event series with four online and seven in-person events
- Ran our third IAASystems program
- Deepened our advocacy making 19 submissions
- Held two Members Forums
- Developed Strategic Plan for 2024-27
- Certified 'Great Place to Work' for the second year

### ON THE TECHNOLOGY FRONT

- Network Automation Phase 1 is live, with generated config being checked manually before full implementation
- New 100Gbps inter-capital paths provisioned, capacity upgraded and iVLL pricing dropped
- Route Servers hardware upgraded
- Route Server software stack upgraded, keeping them more secure and isolated
- Deployed Arista 400Gbps switches in SY1, SY3, S1 and GSW
- Redesigned compute cluster
- Launched TAS-IX, in NBN 7HOB and TasmaNet DC
- Retired older switches across multiple sites
- Activated NextDC P2

## ◆◆◆◆ THE YEAR AHEAD

- Billing automation
- Network automation
- Revamp Metrics platform
- Implement new Strategic Plan
- Roll-out new Master Service Agreement and Member Agreement
- Onboard new PPAP Members



## ◆◆◆◆ TECHNICAL REPORT

Our goal is to operate an exemplary internet exchange platform, meaning that our services will stand as the most reliable, most secure and to the best operating standards possible. We pride ourselves in being accessible to all our Members, offering technical support and assistance direct from our technical team in Australia.

### OUR FUTURE LOOKS BRIGHT AND BUSY

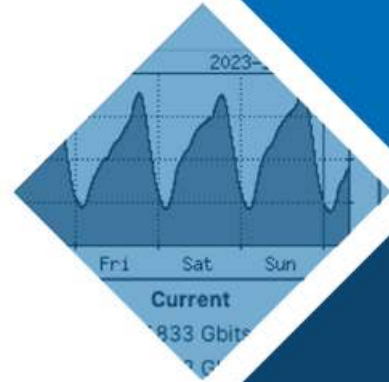
We are currently maintaining 25 active sites for IAA, with services available in a further four, as well as nine points of presence for the New Zealand Internet Exchange (NZIX).

We will sadly be exiting QV1 in WA-IX, and over in South Australia, we will be exiting the Vocus DC in Franklin St, but opening in NextDC A1 when it commences operation.

We will renew our compute stack, expand our portal functionality, rebuild our metrics platform and continue retiring ancient switches from the network. Members will be updated throughout the year as each project progresses.

### BIG TICKET ITEMS

- Finish network automation
- Finish billing automation
- Complete the removal of older switches around the network
- Automation around Cloud VLLs, add more providers, and a better ordering process
- Revamp public Metrics platform - better graphs, better usability, more data



**NEW ZEALAND**  
INTERNET EXCHANGE INC

ASN 63830 (Peering)

www.ix.nz

T +64 9888 9221

E peering@ix.nz

**OUR NETWORK**

As at 1st April 2024

**AKL-IX**

- **AKL1** DataCentre220  
220 Queen St AUCKLAND CBD
- **AKL2** 2Degrees DC  
7A Parkhead Pl ALBANY AUCKLAND
- **AKL3** Spark MDR  
31 Airedale St AUCKLAND CBD
- **AKL4** DataVault  
162 Grafton Rd AUCKLAND
- **AKL5** Datacom  
6 Orbit Dr ROSEDALE AUCKLAND

**WLG-IX**

- **WLG1** Spark Wellington Central  
70 Featherston St PIPITEA
- **WLG2** Xtreme DC  
191 Thorndon Quay PIPITEA

**CHC-IX**

- **CHC1** Christchurch Central Exchange  
109 Hereford St CHRISTCHURCH CBD
- **CHC2** Computer Concepts  
21 Durham St South SYDENHAM CHRISTCHURCH

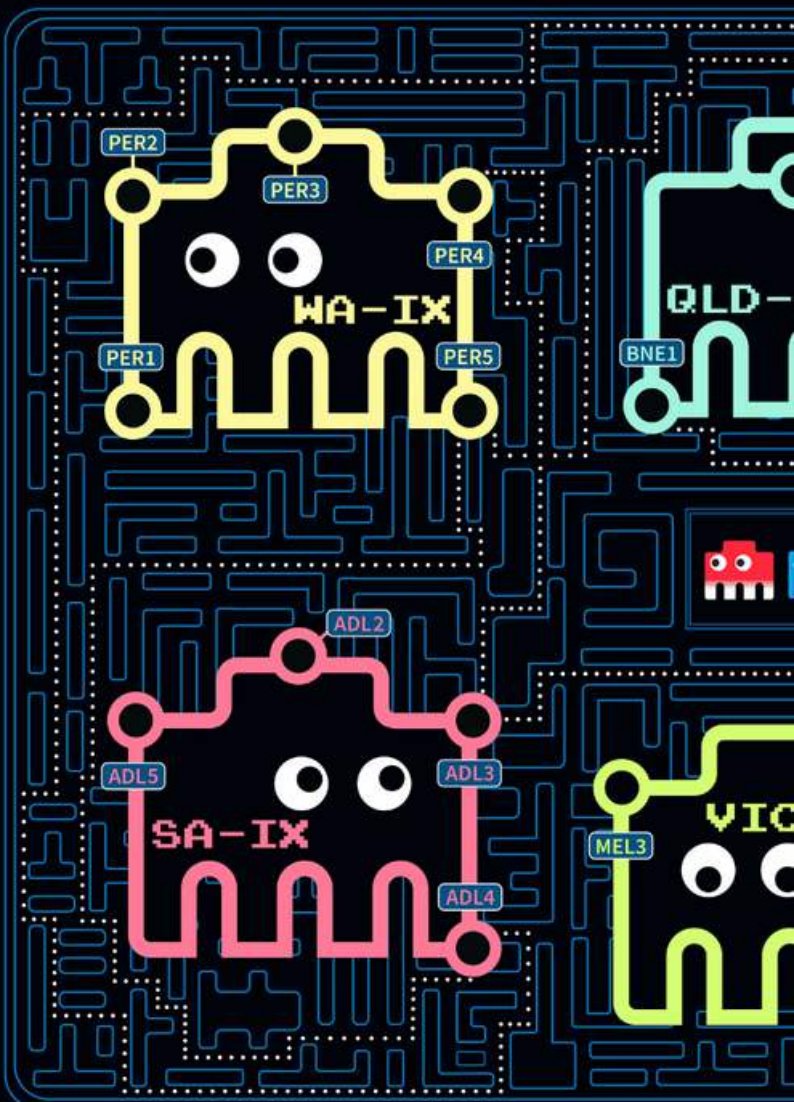
**OUR SERVICES**

- Peering
- Chorus EdgeConnect

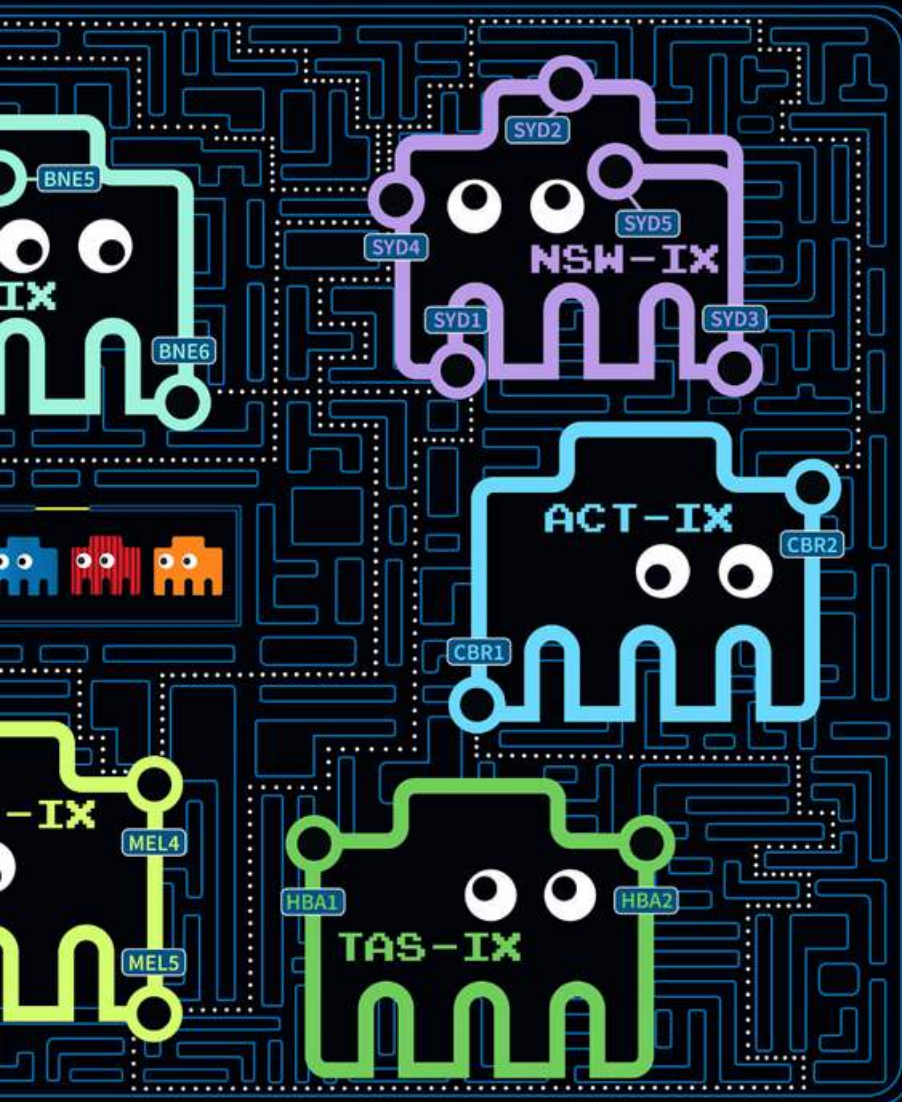
**3 MONTHS FREE**

For the first 10G port  
in each IX

**HIGH SCORE**  
**7606**







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## OUR NETWORK

As at 1st April 2024

### WA-IX

- **PER1** QV1  
250 St Georges Tce PERTH
- **PER2** VDC-PER01  
1 William St PERTH
- **PER3** NextDC P2  
11 Newcastle St PERTH
- **PER4** Equinix PE2  
37 Lemnos St SHENTON PARK
- **PER5** NextDC P1  
4 Millrose Dr MALAGA

### VIC-IX

- **MEL3** NextDC M1  
826 Lorimer St PORT MELBOURNE
- **MEL4** Equinix ME1  
578 Lorimer St PORT MELBOURNE
- **MEL5** Vocus DC3  
Level 3, 530 Collins St MELBOURNE
- **MelbDC**  
Level 15, 530 Collins St MELBOURNE

### QLD-IX

- **BNE1** NextDC B1  
20 Wharf St BRISBANE
- **BNE5** Host Networks  
1/53 Brandl St EIGHT MILE PLAINS
- **BNE6** NextDC B2  
454 St Pauls Tce FORITUDE VALLEY

### NSW-IX

- **SYD1** Equinix SY1/2  
639 Gardeners Rd MASCOT
- **SYD2** Global Switch  
400 Harris St ULTIMO
- **SYD3** Equinix SY3  
47 Bourke Rd ALEXANDRIA
- **SYD4** NextDC S1  
4 Eden Park Rd MACQUARIE PARK
- **SYD5** Vocus VDC-SYD01  
59 Doody St ALEXANDRIA
- **Fujitsu DC**  
23-25 Waterloo Rd MACQUARIE PARK
- **NextDC S2**  
6/8 Giffnock Ave MACQUARIE PARK
- **Equinix SY4/5**  
200 Bourke Rd ALEXANDRIA

### ACT-IX

- **CBR1** NextDC C1  
19 Battye St BRUCE
- **CBR2** TransACT  
470 Northbourne Ave DICKSON



Internet Association of Australia

ASN 7606 (Peering)

ASN 10084 (Content)

PO Box 8700

Perth BC WA 6849

T 1300 653 132 (general)

T 1300 793 320 (technical)

E [peering@internet.asn.au](mailto:peering@internet.asn.au)

[www.internet.asn.au](http://www.internet.asn.au)

[portal.internet.asn.au](http://portal.internet.asn.au)

ABN 71 817 988 968

ACN 168 405 098

### OUR SERVICES

- Peering
- Virtual Peering
- Extended Reach Peering
- Cloud Connect
- Virtual Leased Line (VLL)

### SA-IX

- **ADL1** NextDC A1 (due Aug 2024)  
211 Pirie St ADELAIDE
- **ADL2** VocusDC (end of life Aug 2024)  
Level 1, 132 Franklin St ADELAIDE
- **ADL3** YourDC Edinburgh Parks  
23-27 Woomera Ave EDINBURGH
- **ADL4** YourDC Hawthorn  
60 Belair Rd HAWTHORN
- **ADL5** Colocity DC3  
172 Morphett St ADELAIDE

### TAS-IX

- **HBA1** 7HOB  
Undisclosed NBN POI
- **HBA2** TasmaNet DC3  
Tech 1, 40-50 Innovation Dr  
DOWSING POINT

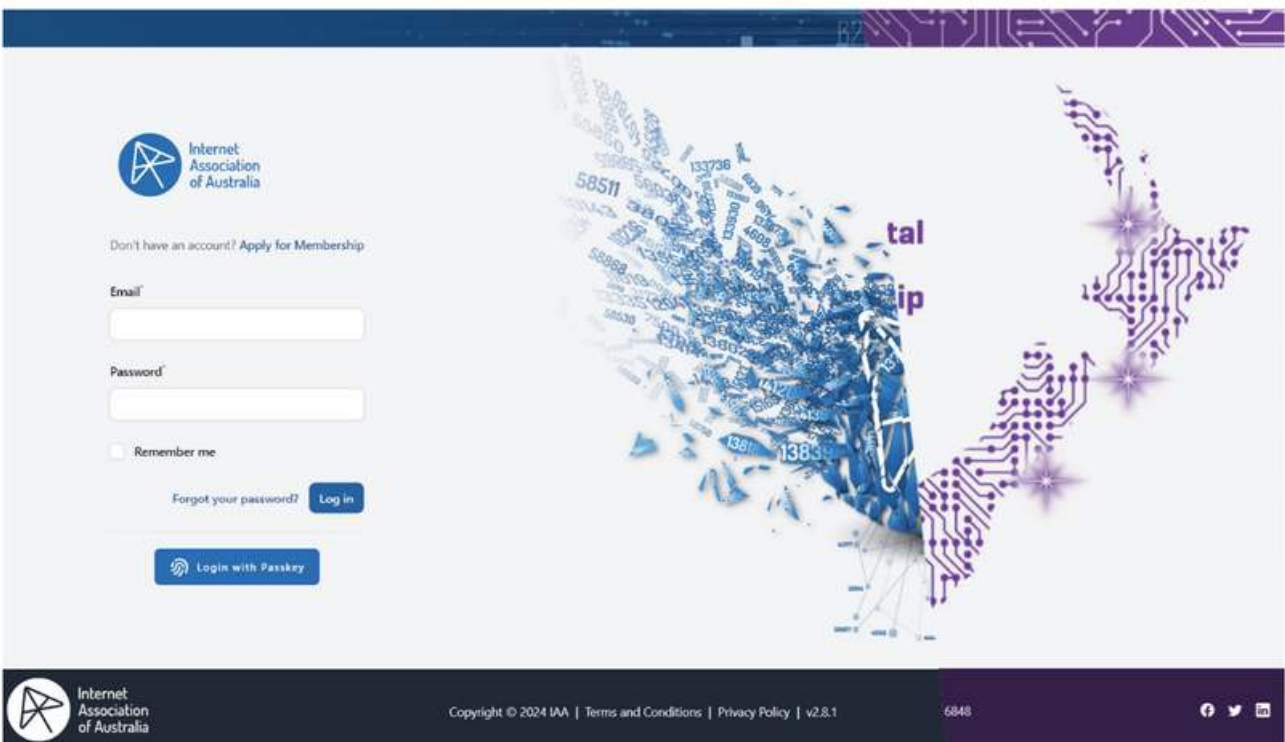
## ◆◆◆◆ PORTAL OVERVIEW

In the last year, we have pushed approximately 50 releases and closed over 350 issues and feature requests.

Billing automation has taken shape and we are looking to release this shortly, which will see invoices generated locally and pushed to Xero for accounting instead of being generated by Xero. This will free up a lot of time for our Admin staff, as changes will then be automatically reflected.

Network automation is progressing and the config generator is going strong, however, it is still in a testing phase whilst we finish the NZIX Portal migration and billing automation. Generators have been added for Arista switches and we are completing a rigorous test phase.

The IAA Members Portal has also been given a purple coat of paint in its adaptation for the New Zealand Internet Exchange (NZIX). We have released a theme for NZIX and will retire the old Java code base in September 2024 and migrate to the new IAA Portal. To its credit, the Java code base has largely retained its quality with minimal intervention since its initial deployment, however, some emerging issues means this will be a timely transition.





## IX STATISTICS

OVER THE YEAR



# 466

TOTAL MEMBERS

LAST 457



# 581

TOTAL MEMBER ASNS

LAST 624



# 577

TOTAL PORTS

LAST 652



# 1.42 Tbps

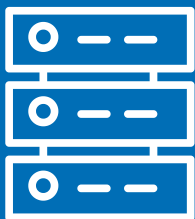
COMBINED TRAFFIC PEAK

LAST 994.5Gbps



# 2

COUNTRIES



# 25

PoPs MANAGED

LAST 23



# 216.9 Gbps

COMBINED CONTENT

TRAFFIC PEAK

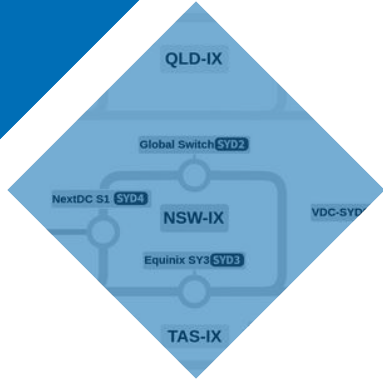
LAST 320.4 Gbps



# 7

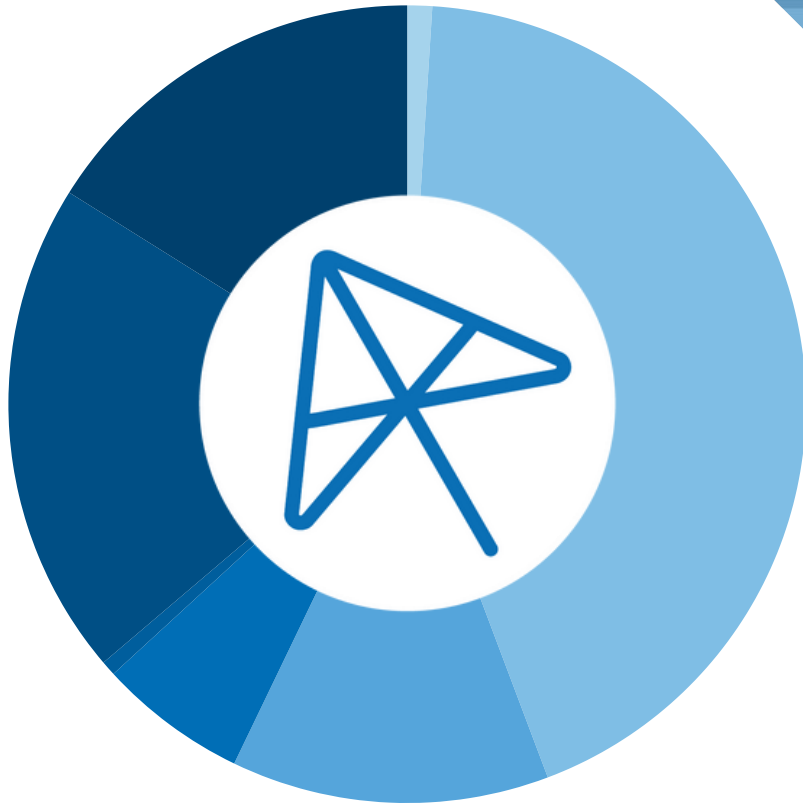
TOTAL IXes

LAST 6



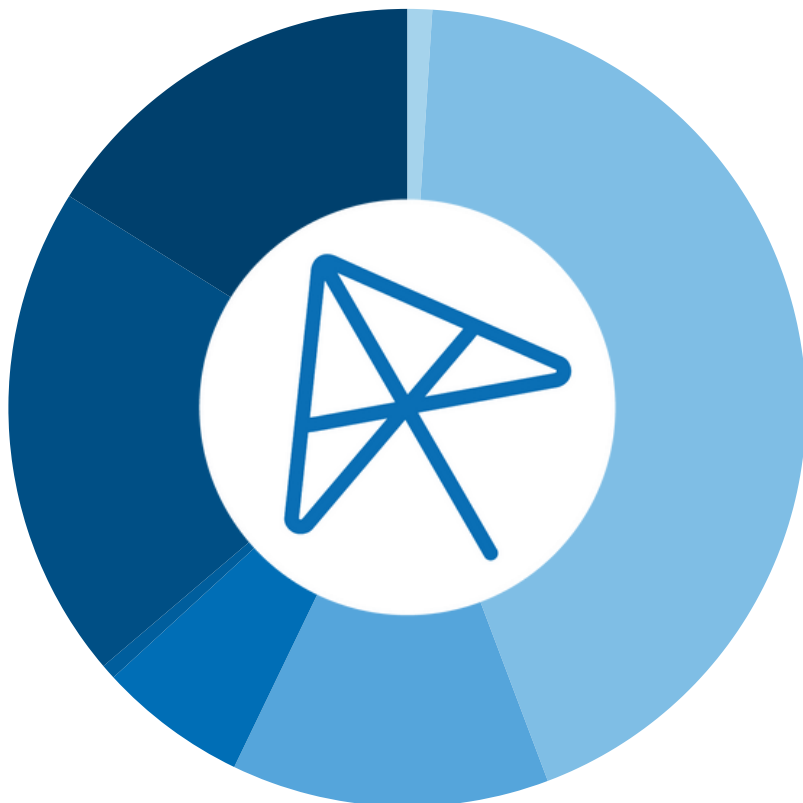
## ◆◆◆◆ TOTAL PEERS (IXAU)

ACT-IX	1.329%
NSW-IX	42.691%
QLD-IX	12.791%
SA-IX	6.478%
TAS-IX	0.664%
VIC-IX	19.934%
WA-IX	16.113%



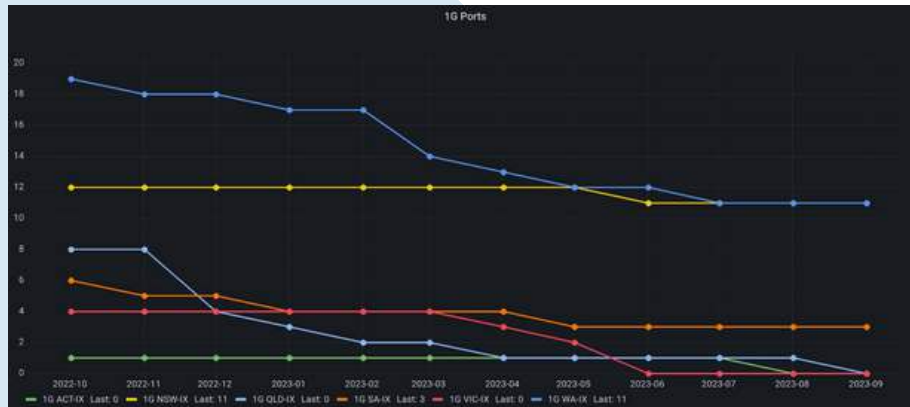
## ◆◆◆◆ UNIQUE PEERS (IXAU)

ACT-IX	1.134%
NSW-IX	41.558%
QLD-IX	13.611%
SA-IX	6.616%
TAS-IX	0.758%
VIC-IX	20.038%
WA-IX	16.257%

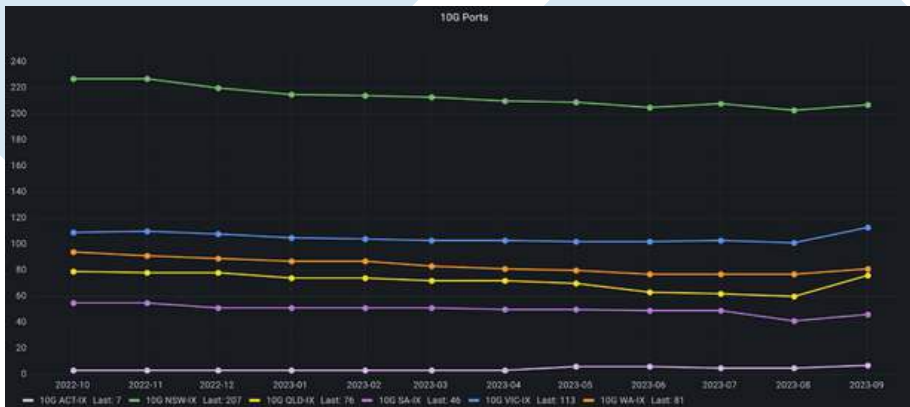


# PORTS ON THE NETWORK

## 1Gbps PORTS



## 10Gbps PORTS



## 40Gbps PORTS

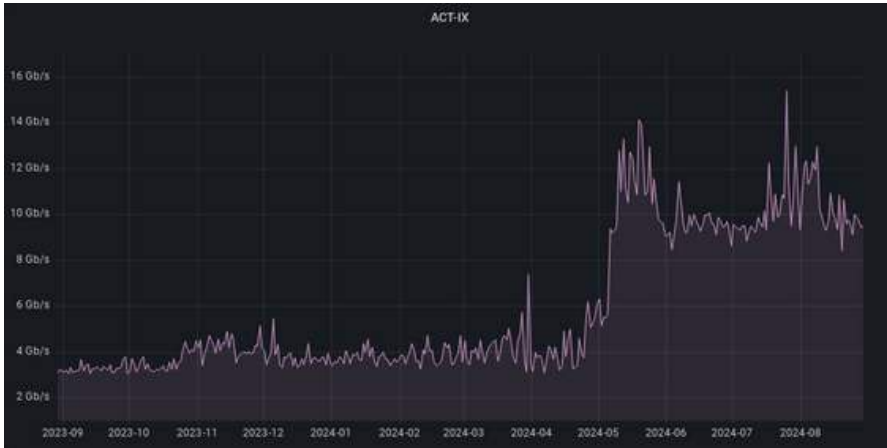


## 100Gbps PORTS



## ◆◆◆◆ IX TRAFFIC

### AUSTRALIAN CAPITAL TERRITORY



### NEW SOUTH WALES

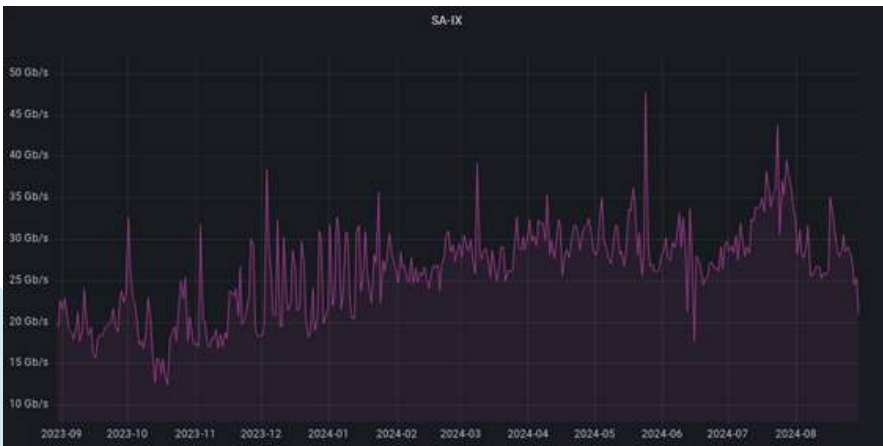


# IX TRAFFIC

## QUEENSLAND



## SOUTH AUSTRALIA



# IX TRAFFIC

## TASMANIA



## VICTORIA



## WESTERN AUSTRALIA



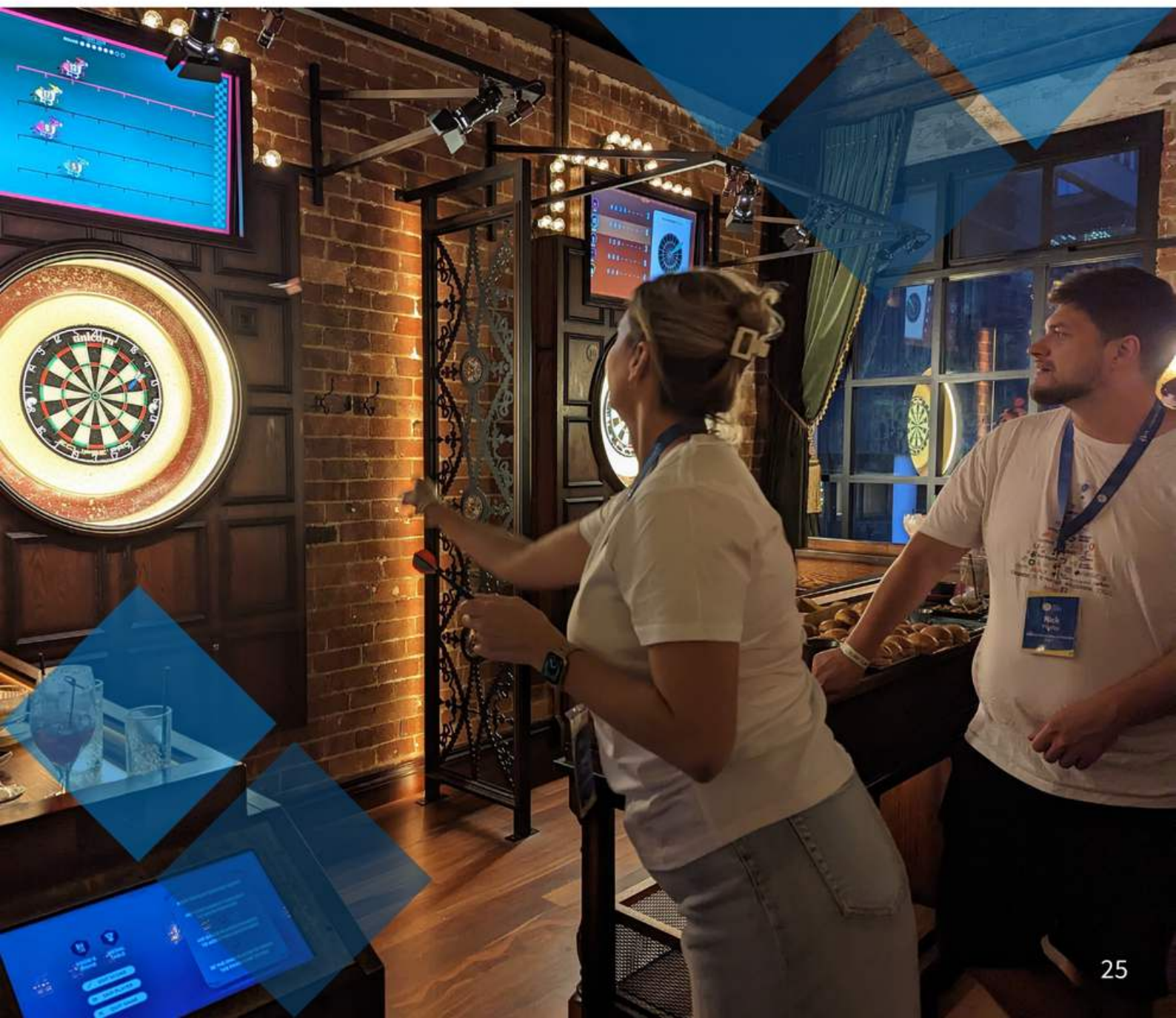


## EVENTS



An important aspect of IAA's purpose is being an active part of the internet community. To this end, we host a variety of events each year, from social gatherings to educational seminars. We also regularly participate in industry events, presentations, panels and more, along with offering both in-kind and paid sponsorships. Through these endeavours, we provide our Members and the industry at large with valuable networking opportunities, representation, education and support.

We keep our Members informed about our busy events calendar via social media, email campaigns, our website and our Member Portal. Here is an overview of the events that we have been involved in over the past year.



## EVENTS

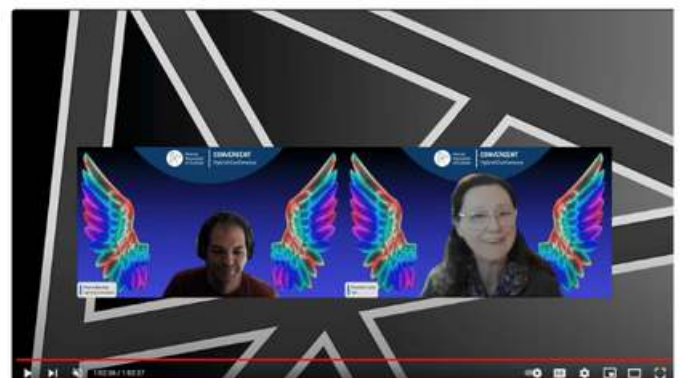
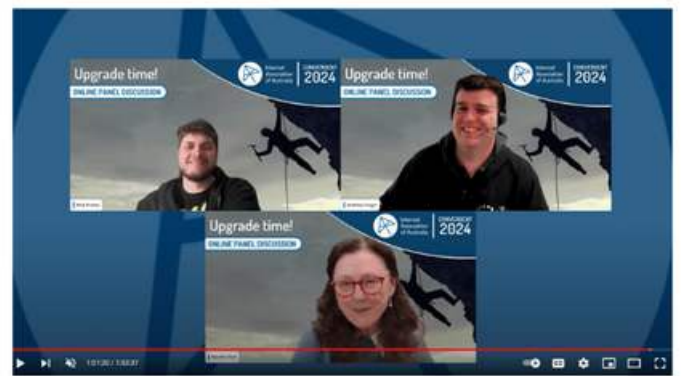
### IAA CONVERGENT SERIES

Once again, the Events Team successfully ran a series of IAA Convergent Events, fulfilling our commitment to host one per year in each of the capital cities where we have an exchange. The Team also organised a number of online events.

We would like to extend our heartfelt thanks to all our speakers and partners. Thanks to APNIC Academy for providing our Members with the opportunity to undertake free RPKI training in several cities. We also appreciate Pierre Beukes for his insider's guide to Christmas lights – *"LED there be lights!"* - and Dr David Lacey for putting a face to the human behind the hack, outlining the scale of tragedy arising from identity theft and scams.

Our gratitude goes to Chloe Harpley, Nick Jones and Simon Allard, for their presentations and participation in the fascinating online panel discussion *"It's an emergency!"* They joined our CEO, Narelle Clark, and Policy Officer, Sophia Joo, to discuss disaster management to ensure emergency communications work when they're needed most. We also thank our Board Chair, Matthew Enger, who joined our Technical Team Leader, Nick Pratley, for an insightful online presentation and discussion about the perils of technology upgrades.

Furthermore, we extend our appreciation to the fantastic venues that hosted our events across Australia, and of course our Members, for making these events a success.



## EVENTS



### MEMBERS FORUM 2023 and 2024

We hosted two Members Forums, in August 2023 and May 2024. These online events allow Members to stay up-to-date on all matters IAA, engage with the IAA Team, ask questions and provide feedback.

Moving forward, alongside our AGMs, these Members Forums will be held annually as a vital component of our Member communications strategy.

**2024 - More to come...**

**IAA Events**

- IAASystems 2024
- 2 x IAA Convergent Webinar events
- 5x IAA Convergent Socials
- Sydney | Perth | Brisbane | Adelaide (+ A1 launch) | Canberra (+ ACT-IX Anniversary)
- 5x End of Year Celebrations
- Hobart | Sydney | Melbourne | Adelaide | Perth | Brisbane

**Sponsoring / Attending**

Data Centre Real Estate Summit	Assoc Forum Nat Conf
Signet	AustNOG 2024
B-Sides Canberra	AulGF



## EVENTS

### IAASYSTERS 2023

Entering its third year, the IAASystems program was held at the Sea World Conference Centre on the Gold Coast. This program aims to support women in the internet industry. Once again, this year's program featured a one-day workshop focused on career enhancement strategies, followed by two days of technical training and networking at the AusNOG conference.



## EVENTS

The program continues to gain momentum, with the number of applicants showing a significant increase, and the high calibre of applicants making selection challenging. Our newest IAASystems excelled, actively participating in a successful workshop that included career planning, presentation skills, and insights into workplace safety strategies. It was inspiring to see participants engage fully, build new connections and develop their skills and confidence.

Feedback from attendees has been overwhelmingly positive. One participant noted, “The program was engaging and helpful, especially in a field that is so male-dominated.”



We extend our heartfelt thanks to our sponsors. This year’s Gold Sponsors were Aussie Broadband, Amazon Web Services, APNIC and Netcraft Australia, with Vocus as our Silver Sponsor. Their contributions are crucial to the success of the IAASystems program and our mission to support women in the internet industry.





## EVENTS

### END OF YEAR EVENTS

We celebrated the close of another successful year for IAA and our Members with fun-filled events in Sydney, Adelaide, Melbourne, Perth and Brisbane. We'd like to thank our Members for supporting these events. It is always wonderful to see so many Members catching up with each other, and we hope to continue the success of these events into the future.



## EVENTS



### LAUNCH OF TAS-IX

In February we were excited to launch our newest exchange: TAS-IX, featuring not one, but two points of presence in Hobart.

- TasmaNet DC3 data centre in Cranbourne, Hobart
- 7HOB, an nbn™ POI address

To celebrate this important expansion of our network, we hosted a launch party at T42 Hobart. Thanks to all who were able to attend, it was a fabulous evening.



## EXTERNAL EVENTS

Our team supports and participates in many industry events across Australia and beyond. This year has been no exception.

EXTERNAL EVENT	DATE	SUPPORT PROVIDED
APriGF 2023	August 2023	Panellist and in-kind sponsor
NetThing 2023	August 2023	Sponsor and Steering Committee member
AusNOG 2023	September 2023	Sponsor and speaker
CyberOz 2023	September 2023	Supporting Partners and speaker
BSides Canberra 2023	October 2023	Sponsor
WiTWA	November 2023	Sponsor
Peering Asia 5.0	November 2023	Attendee
Apricot 2024	February 2024	Sponsor, speaker and panellist
IETF 119 Brisbane	March 2024	Co-Host Consortium Sponsor
NZNOG	April 2024	Speakers
Association Forum National Conference 2024	April 2024	Speaker
Commsday 2024	May 2024	Attendee
Data Center Real Estate Summit	May 2024	Speaker





## ◆◆◆◆ SPONSORSHIP



### PEERINGDB

#### Gold Sponsor

A public website best known for being the go-to site for interconnection data.



### CYBEROZ 2023

#### Supporting Partner

Fostering global collaboration and innovation in the domains of Cybersecurity, IPv6 and AI.



### AUSNOG 2023

#### Event Sponsor

An annual two-day event for Australian network operators.



### WITWA

#### Bronze Sponsor

A mission-driven, not-for-profit Association providing a framework for women in technology.



### APRICOT 2024

#### Bronze Sponsor

Asia Pacific's largest international internet conference, on operational technologies.



### NETTHING 2023

#### Notebook and Pens Sponsor

Facilitating discussions on governance and public policy issues pertaining to the internet in Australia.



### APRIGF 2023

#### In-kind Sponsor

Advancing the internet governance development in the Asia Pacific region.



### BSIDES CANBERRA 2023

#### Bronze Sponsor

The biggest technical cyber security conference in Australia.



### DIGITAL TRANSFORMATION LIVE 2023

#### In Kind Sponsor

Bringing together ICT leaders, business, enterprise and government.



### IETF

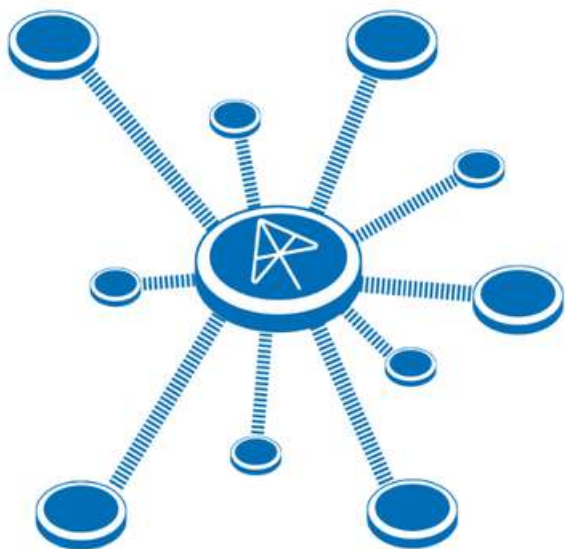
### IETF 110 BRISBANE

#### Co-Host consortium Sponsor

The IETF is a large open international community who collaborate to make the Internet work better.



## MEMBER PRODUCT PORTFOLIO



### PEERING SERVICES

IAA operates Australia's only not-for-profit, carrier neutral peering exchange – IX Australia. When you choose to peer on our network, you are joining a community of other like-minded businesses who want to be part of a more equitable interconnection.

### WHAT IS PEERING?

Peering is all about making connections and improving throughput without traffic being metered and charged for by a third party! It is a process by which internet networks physically connect at Internet Exchange Points (IXPs), to mutually exchange traffic.

Peering offers many benefits including latency reduction, backhaul optimisation, and improved efficiency with the added benefit of lowering your connectivity costs. Designed to flatten the hierarchy of internet connectivity, peering makes for a more open and equitable internet.

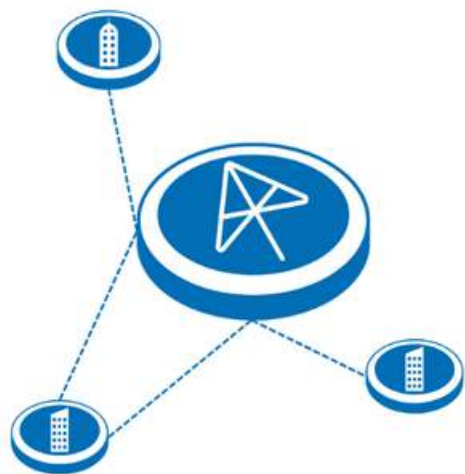
### OUR NETWORK

The internet exchanges IAA operates are available in more than 30 data centres nationally, with IXPs located in Adelaide, Brisbane, Canberra, Hobart, Melbourne, Perth and Sydney. We co-locate our equipment in data centres to offer port speeds of 10Gbps, 40Gbps, 100Gbps and 400Gbps as onramps to our network.

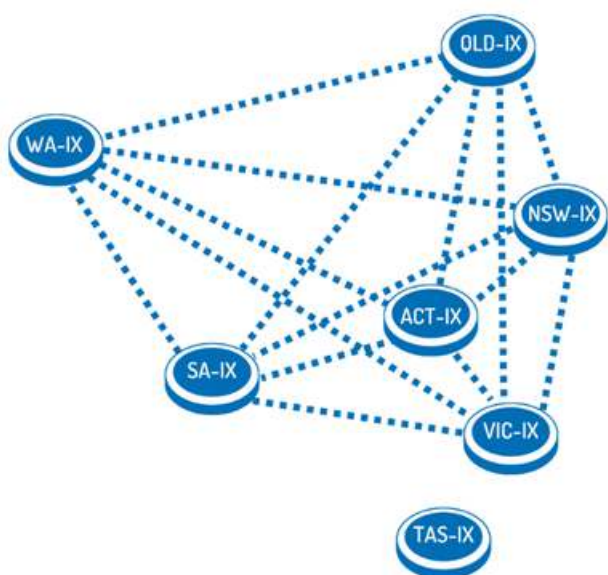
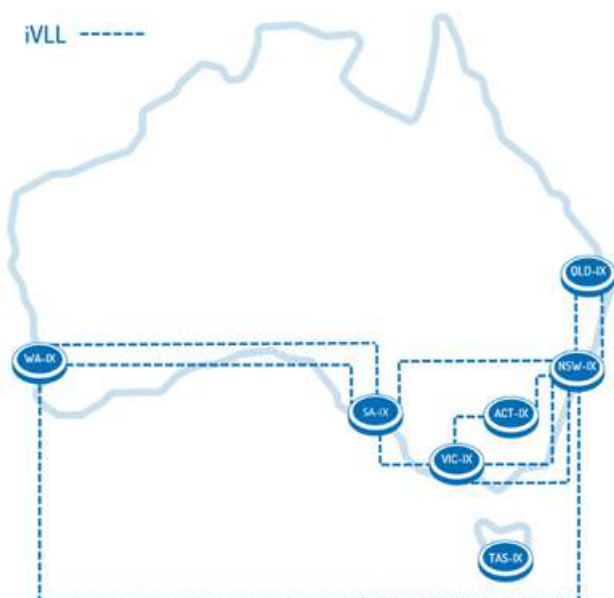
IAA Members Forum 2024

NZNOG

## MEMBER PRODUCT PORTFOLIO



iVLL -----



### VIRTUAL LEASED LINES

As a peer on our network, you have the option to establish a dedicated high-speed, point-to-point connection across our network with other peers, content providers or your own network. This connection is called a Virtual Leased Line (VLL). IAA offers both local VLL connections and inter-capital connections (iVLLs).

IAA's VLL service is:

- Scalable – allowing you to increase or decrease bandwidth as needed.
- Cost effective – utilising our existing network infrastructure to eliminate the need for costly traditional leased lines.
- Flexible – enabling you to quickly connect across local or national exchange points.

A VLL allows for efficient data exchange, improved network performance and better control of your traffic flow. An example of the VLL advantage might be to ensure a high-quality, efficient and reliable content streaming experience for end users.

### iVLL (INTER-CAPITAL CONNECTIONS)

IAA Members can also establish private inter-capital point-to-point connections across our national exchange network.

### EXTENDED REACH

Boost your business capabilities and streamline your network management with our Extended Reach service. This service simplifies national connectivity by eliminating the need for multiple inter-capital links, enabling seamless connection to fabric in different states.

Extended Reach offers all the advantages of local peering, with the added benefit of expanding your reach across Australia.



## MEMBER PRODUCT PORTFOLIO

### CLOUD CONNECT

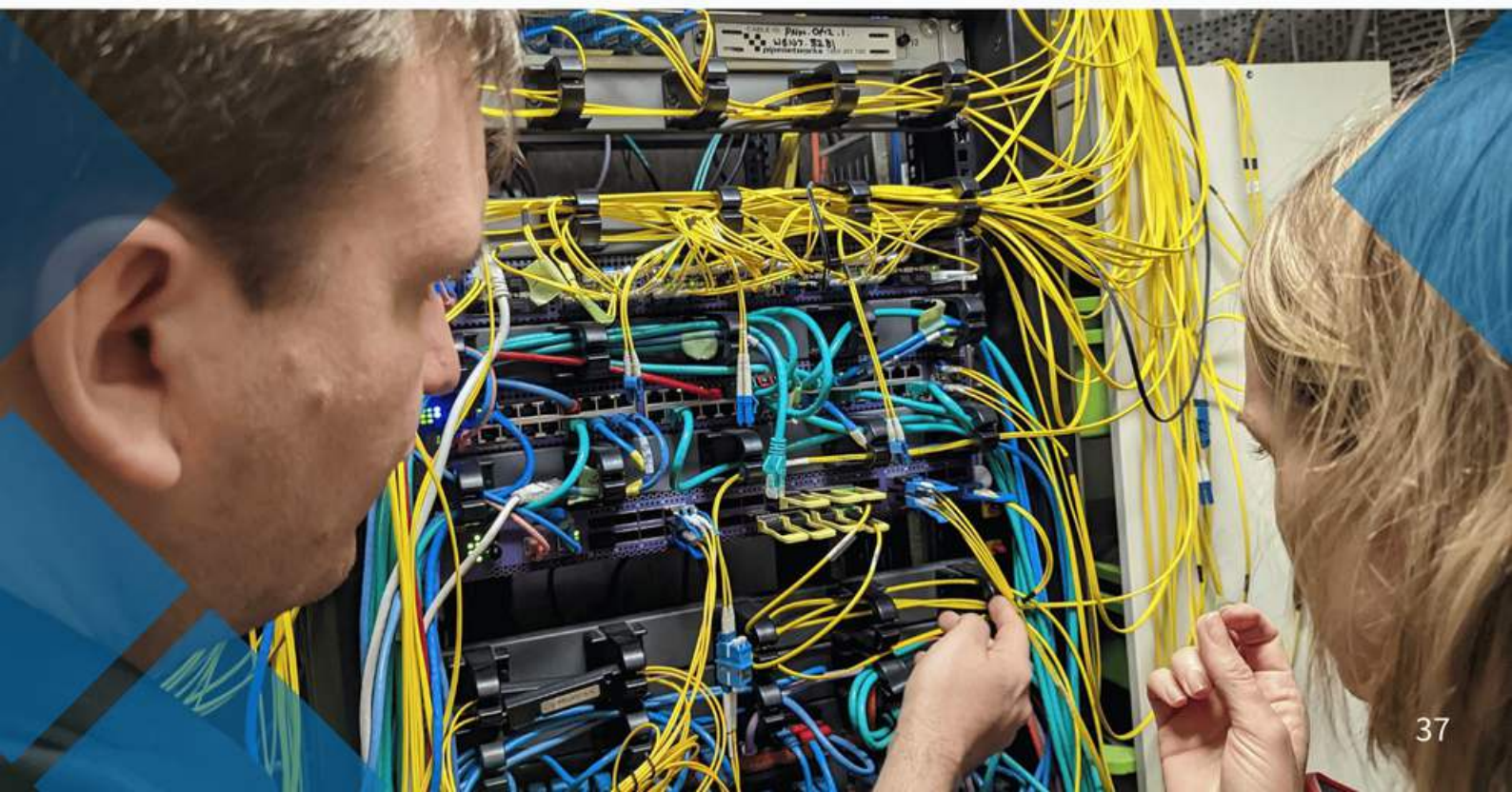
Add to your connectivity options by accessing your preferred cloud provider using your existing IX Australia port. Cloud Connectivity uses advanced MPLS technology to offer you a dedicated link to connect to your cloud provider via a trusted organisation.

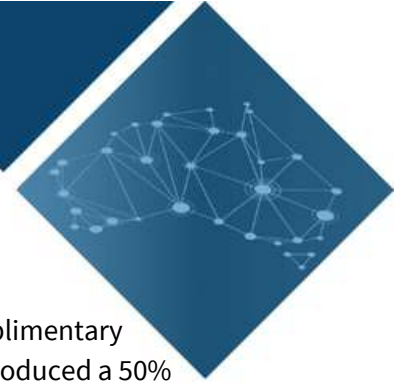
This service also provides the flexibility to scale your network speeds depending on your business needs at a higher speed and a stable latency across the country.

Cloud Connectivity has the potential to be a cost-effective solution that allows users to focus on their core business rather than being impeded by costly information technology constraints.

This service is available at speeds starting from 50Mbps with additional speed options ranging from 100Mbps to 500Mbps in 100Mbps increments on a month-to-month basis.

To access this service, members must have an active IX Australia peering port of 10Gbps or higher.





## ◆◆◆◆ FINANCIAL SUMMARY AND OUTLOOK

We are pleased to report that for the fifth consecutive year we have successfully adhered to the full year budget, as approved by the Board, demonstrating a disciplined approach to financial management and strategic investment. Notably, the overall Trading Income experienced growth of 2.129%, a commendable feat considering the reduction in pricing for inter-capital Virtual Leased Lines (iVLLs) implemented from 01 March 2024. This growth is primarily attributed to Members' transition to our larger 100Gbps ports from the previously utilised 10Gbps ports. The anticipation for the adoption of the newly introduced 400Gbps ports remains high.

Cost optimisation strategies implemented in March 2024 led to a reduction in the pricing of iVLLs, enabling the provision of higher speed iVLLs at more competitive rates. This strategic move has contributed to a decrease in the overall cost of sales for the financial year 2024 and these savings have been passed on to our Members. However, data centre expenses have increased due to the network expansion to Tasmania, new PoPs across the network, and CPI influenced costs. The TAS-IX build has also led to higher expenditure on cables and consumables. It is important to highlight that TAS-IX services are being offered free for a 12-month period until February 2025, presenting an opportune moment for Members to engage with the new exchange.

Investments in functions and events have increased to facilitate in-person gatherings nationwide, including the launch of the new exchange in Hobart. These events serve as a platform for Members to forge connections within the industry. In addition to hosting these events, we also provide sponsorship funding for various conferences and events within the internet sector.

Reflecting on a decade of complimentary services, the SA-IX network introduced a 50% discounted rate for the 10Gbps ports to all new and existing Members following a network upgrade in October 2023. Full pricing of these ports is set to commence on 1 October 2024.

Expanding the team to 13 full-time equivalent (FTE) staff, including the strategic addition of a Developer, indicates IAA's commitment to improving Member services and portal functionality. IAA continues to maintain a strong financial position with net current assets of \$2,249,669, cash and cash equivalents of \$1,845,442 and Total Equity of \$4,878,227. These numbers reflect a strong financial position and provide a solid foundation for future investments and developments.

Also, the unqualified audit rating for the fourth consecutive year underscores the organisation's adherence to high financial management and transparency standards. This, coupled with a well-performing investment portfolio, positions IAA favourably for the upcoming fiscal year.

Looking ahead, IAA is focusing on its key strategic drivers and aligning them with its financial planning. The FY25 budget provisions for critical infrastructure enhancements, such as acquiring new switch stock and establishing a new Point of Presence (PoP) at NextDC A1, and prudent investments that will further strengthen IAA's service capabilities. Additionally, the continued support for the internet industry and Member engagement through both online and in-person events indicates IAA's dedication to community building and industry advancement.



## ◆◆◆◆ FINANCIAL SUMMARY AND OUTLOOK

CELEBRATE SAVINGS ON  
IAA's iVLL SERVICES.



FINANCIAL SUMMARY	FY23-24	FY22-23
Total Income from member services, grants and other	\$4,076,514	\$3,991,526
Surplus before Income Tax Expenses	\$483,070	\$442,233

FINANCIAL POSITION	FY23-24	FY22-23
Assets	\$6,310,208	\$6,446,395
Liabilities	\$1,376,195	\$2,134,443
Net Assets	\$4,934,013	\$4,311,952

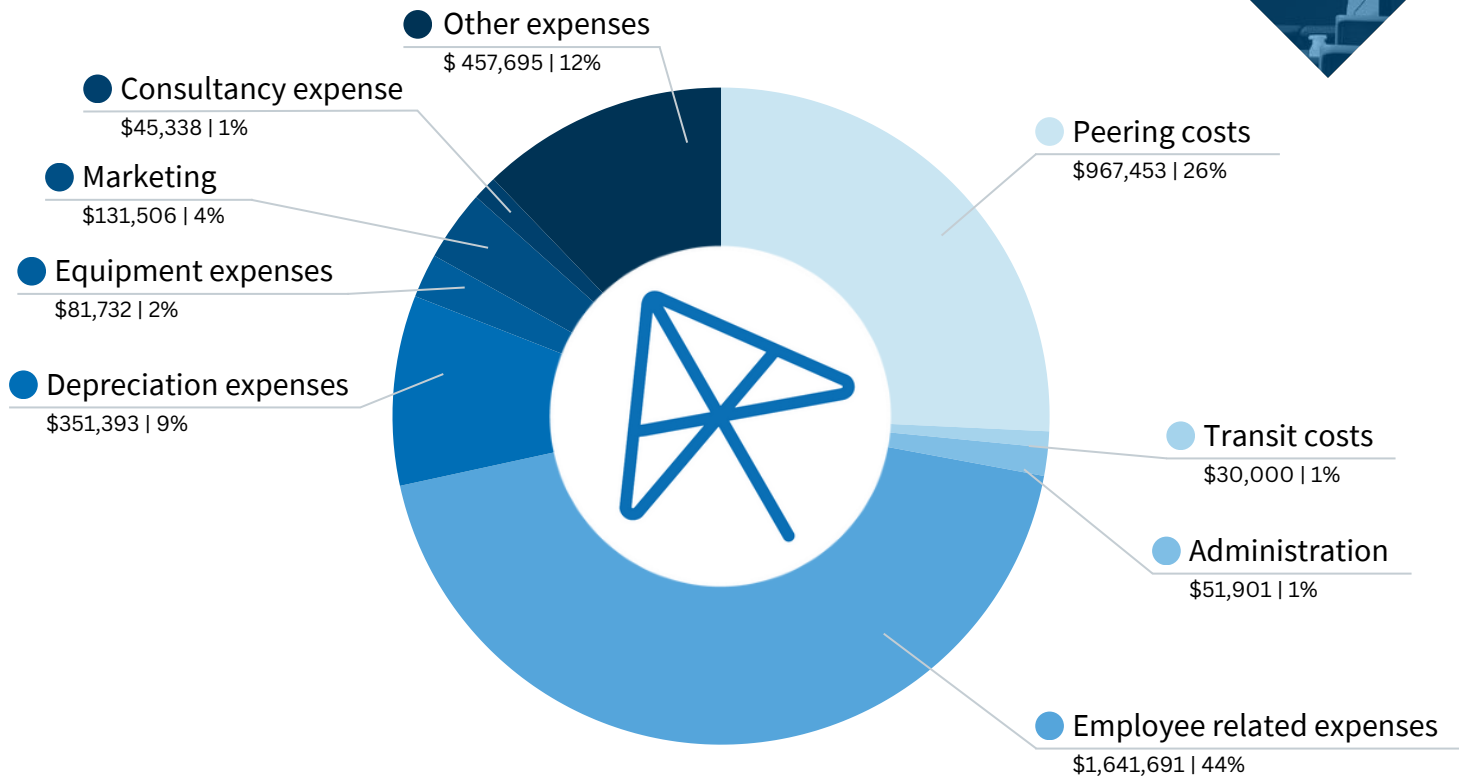
	FY23-24	FY22-23
Reserves	\$207,786	\$45,063
Retained Surplus	\$4,726,227	\$4,266,889
<b>Total Equity</b>	<b>\$4,934,013</b>	<b>\$4,311,952</b>

*Note: These numbers should be read in conjunction with the annual financial report.*

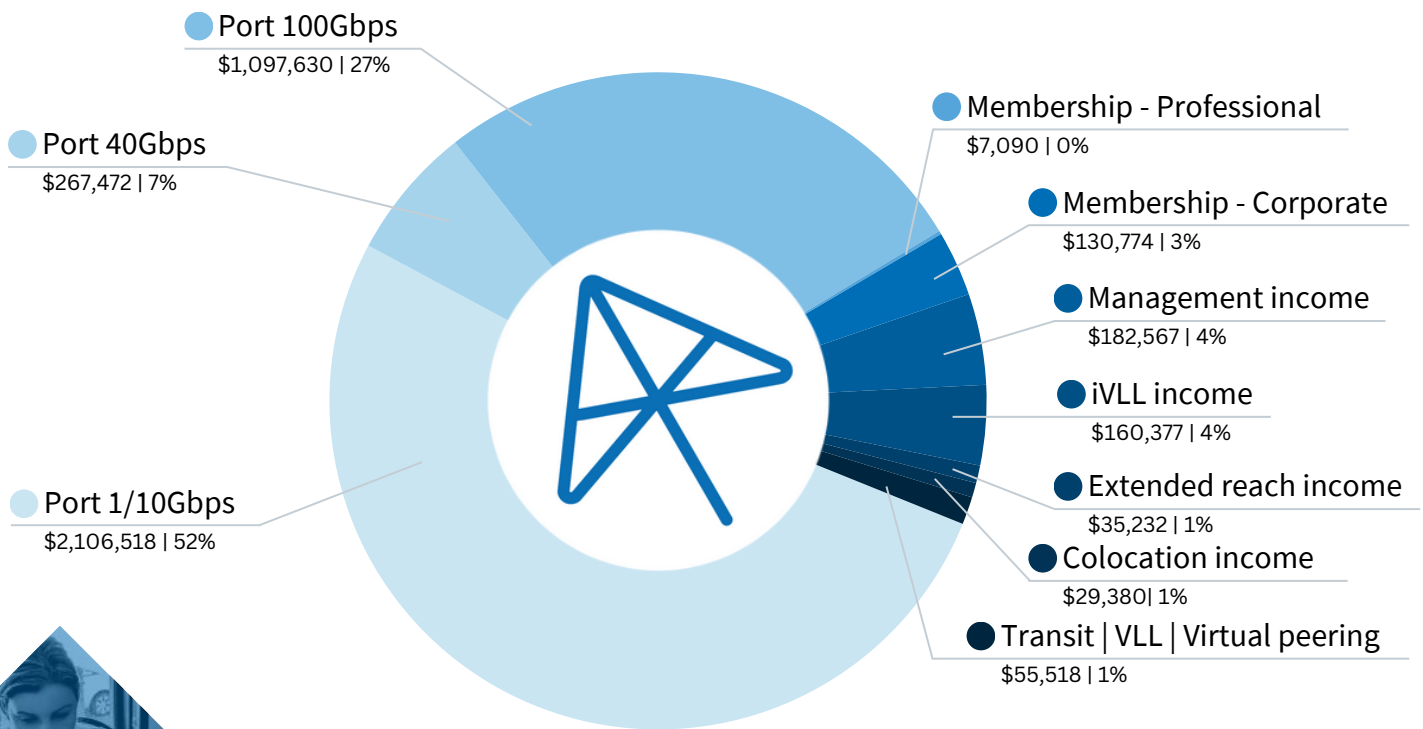




## ◆◆◆◆ IAA EXPENSES FY24



## ◆◆◆◆ IAA INCOME FY24







## ◆◆◆ IAA'S PUBLIC POLICY IMPACT

Thanks to our consistent advocacy efforts in previous years, we are proud to say that IAA is increasingly and widely recognised by government and regulators as an important industry representative of small to medium sized internet service providers, being increasingly sought out to provide feedback on telecommunications policy. We have used this position to champion the voice of our Members, while continuing our commitment to the public good of the internet, and the broader telecommunications industry.

This past year, we focused on having more bilateral meetings with regulatory and government bodies to allow for a more frank and open discussion of issues concerning our Members and the sector. We also continued to represent the Association and our Members at key industry events, while continuing to engage in formal consultation processes and various internet policy related roundtables, ranging from the NBN SAU to law enforcement's communications interception powers, as well as being involved in an expert panel to contribute to the Australian National University's Telecommunications Sector Risk and Resilience Profile project.

Members would have also noticed our growing bank of guidance materials and legal templates to assist with their compliance obligations.



## SUBMISSIONS MADE

- Statutory Review of the Online Safety Act 2021 | DITRDCA
- Implementing Changes to Reclassification | TIO
- Compliance Priorities 2024-25 | ACMA
- 2023-2030 Australian Cyber Security Strategy: Cyber Security Legislative Reforms – Consultation Paper | Department of Home Affairs
- Better Delivery of Universal Services | DITRDCA
- Online Safety (Basic Online Safety Expectations) Amendment Determination 2023 | DITRDCA
- Mandatory Industry Codes on Scams | The Treasury
- Designated Complaints Function within the Australian Competition and Consumer Commission | The Treasury
- Optus Outage Review | DITRDCA
- Annual Service Improvement Plan | NBN Co
- Discussion Paper - Carriage Service Provider (CSP) registration or licensing scheme for the Telecommunications industry | DITRDCA
- Draft Relevant Electronic Services Standard and Designated Internet Services Standard | eSafety Commissioner
- SBAS Final Access Determination – Further Consultation | ACCC
- Proposed Telecommunications (Financial Hardship) Standard | ACMA
- Senate Inquiry on the Optus Network Outage | Environment and Communications References Committee
- Variations to the Privacy (Credit Reporting) Code 2014 | Australian Retail Credit Association
- Alternative Commonwealth Capabilities for Crisis Response | Department of Home Affairs
- Modified Floor and Ceiling Proposal | ACCC
- Draft CRIS for 2023-24 | ACMA

## ◆◆◆◆ IAA'S PUBLIC POLICY IMPACT

### KEY CONCERNS

Some of our key areas of focus in 2023-24 have been:

#### **Financial Hardship Standard**

Following the consultation held in late 2023, the new Telecommunications (Financial Hardship) Industry Standard 2024 (the Standard) came into effect on 29 March 2024. The Standard replaces the provisions dealing with financial hardship in the C628: Telecommunications Consumer Protections Code (TCP Code) and introduced new obligations for telecommunications providers including requirements to take proactive action to identify customers who are experiencing financial hardship and updating a 'payment assistance policy' (previously financial hardship policy under the TCP Code).

IAA was active in engaging with the ACMA via the formal consultation process, as well as following the implementation of the Standard, voicing our concerns about the undue and disproportionate burden placed on smaller telecommunications providers, as well as calling on the ACMA to provide more guidance material to assist industry with the changes. IAA also published its own guidance material and worked with lawyers to prepare template documents to assist Members with their compliance efforts under the new Standard.



#### **Cyber security and critical infrastructure**

As the government consulted on the 2023-2030 Australian Cyber Security: Legislative Reforms, including new rules for the telecommunications sector under the Security of Critical Infrastructure Act 2018 (Cth) over the past year, IAA has been closely involved via formal processes and private forums to help influence government policy. We are part of a working group alongside other industry representatives and government as changes are proposed to the legislative framework governing telecommunications security and resilience in light of the recently introduced critical infrastructure legislation. In particular, we have been advocating on behalf of Members, calling for a proportionate approach to any new security requirements for the industry.

### PLANS FOR THE FUTURE

With increasing calls from government, regulators and consumer advocacy bodies for direct regulation of the telecommunications industry, we anticipate another busy year ahead. Especially as the review of the Telecommunications Consumer Protections Code continues into 2024-25, we are expecting lively discussions to make sure an appropriate balance that benefits both consumers and industry is struck.

As the consultation on cyber security and critical infrastructure legislation continues, we will continue to engage with government to ensure that new rules are proportionate and measured. We also aim to improve stakeholder relationships with other industry players, including other peak bodies and consumer advocates, in hopes of greater dialogue within the industry on important internet issues.

Our hopes for the year ahead also include improved engagement with our Members, and in particular, increased Member involvement with our Public Policy Advisory Panel.



## ◆◆◆ IAA'S PUBLIC POLICY IMPACT

### INDUSTRY EVENTS

The Association continued to support external events relevant to the industry in 2023-24. We continued to attend CommsDay 2024 and NetThing 2023. We also continued our sponsorship of NetThing, while our Policy Officer remained on its Steering Committee. NetThing 2023 was held alongside APriGF 2023, where our CEO was a panellist for a session on trust and safety of IoT devices.

We also attended the Policy Makers Forum that was held along side IETF 119 to discuss internet governance from a regional perspective. Our CEO also attended Tech Policy Future 2024, a gala event held by ANU's Tech Policy Design Centre and auDA, centring on future technologies to strengthen democracy.

### PUBLIC POLICY ADVISORY PANEL

We are grateful, as always, for the valuable time and insights the IAA Public Policy Advisory Panel continued to provide over the past year. From 2023-24, the Panel continued to meet every quarter basis, and many spirited discussions were had over matters such as the role of the Telecommunications Industry Ombudsman, and the impact of the new Financial Hardship Standard on CSPs.

We also gained a Panel member over the past year; Christopher Enger, Operations Manager at X-Integration joined the Panel in August 2023. Even prior to joining, Christopher was a great source of feedback on many policy issues including the NBN Co Special Access Undertaking and regulation of other non-NBN superfast broadband networks. We extend another warm welcome to Christopher, and sincerely thank all Panel members for their continued time and efforts in supporting the Association's advocacy work.



## INTERNET ASSOCIATION OF AUSTRALIA LTD

PO Box 8700

Perth BC, WA 6849

Australia

**ABN:** 71 817 988 968

**ACN:** 168 405 098

### General Enquiries

**Local:** 1300 653 132

**Overseas:** +61 8 9200 6141

**Email:** [info@internet.asn.au](mailto:info@internet.asn.au)

**Website:** [www.internet.asn.au](http://www.internet.asn.au)



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