

2025 ANNUAL REPORT



Internet
Association
of Australia





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ANNUAL ACOMM AWARDS



Matthew Enger awarded the title of Communications Ambassador 2024 at the ACOMM Awards



MESSAGE FROM THE CHAIR



Looking back over the past 12 months, it's remarkable to see how much IAA has achieved under the Board's leadership while also celebrating 30 years of peers.

Demand for peering services, the core of what we do, has remained strong. We've taken steps to ensure we're well positioned for the future. A highlight has been SA-IX's growth from a small exchange to 100G-capable, supporting the local tech community and helping Members of all sizes access content such as Netflix, Steam, Google, and now Microsoft updates locally while keeping costs down.

We were the first peering exchange to deploy Microsoft Caches across our major locations, further reducing member costs for regular Microsoft updates and reinforcing why IAA is the place to peer. Our tech team has been busy, and their report outlines upcoming projects that will make the next 12 months even more exciting than the last.

IAA is more than just peering, and it was pleasing to see the Board embrace a mentor from the successful IAASystems program, welcoming Emma to join us. She has provided unique insights and fresh experiences that have broadened our perspective in shaping strategic decisions. Continuing IAA's tradition of growing the industry and creating opportunities, this has been another way the Association has advanced in the past year.



It was sad to farewell David Hooton, a long-time Board Member since 2017, whose impact on the Association has been enormous. David has been on the Board for my entire involvement, standing with us through thick and thin as the Association grew from a toddler learning to walk into a nationally recognised body, representing our industry at all levels of Government. Much of his service has been behind the scenes, but I want to acknowledge the great contribution he has made through his volunteer work on the Board and thank him for his many years of dedication.

The Association has continued to focus on government regulation and public consultations. As I write, we are addressing a proposed "surveillance bill" that slipped past civil liberties and other telco groups, but which we caught and are now working to prevent from making wide-scale changes that would impact our Members.

While I wish this role wasn't necessary, it has become increasingly common—highlighting the importance of ensuring our industry's views are heard, especially those of the next generation of providers who can't easily engage in this process themselves. Soon, we will add functionality to our portal to record your policy contacts, allowing us to keep them informed and, importantly, to gather a broader range of views so our submissions represent as many Members as possible.

The future looks just as exciting. We thank Narelle and her team for their hard work in supporting both the Association and you, our Members, and we look forward to catching up at the many events we host throughout the year.

MATTHEW ENGER
IAA Board Chair





Narelle Clark inducted into the CommsDay
Hall of Fame with the Edison Award 2025



Looking back over last year's effort, the IAA team have again much to be proud of. We have delivered expanded capacity, more content and released new functionality on the portal. All while seeing year-on-year traffic growth (hitting daily peaks routinely over 1Tbps in aggregate), prudently managing our data centre footprint, running great events and advocating for better, more efficient regulation of the internet sector within Australia. Given it is our 30th year of operation, we have absolutely cemented our place in the Australian internet landscape. It was only fitting then that we brought many of our Members together in person this year to celebrate our impact, including taking our acclaimed IAASystems program to New Zealand.

It is therefore ironic that this year we also marked a sad but important milestone with the closure of our QV1 basement facility in Perth. Opening in 1997, this is the birthplace of our original WA-IX peering point. Built with donated switches and labour, the facility was for the last thirty years a vital nexus of West Australia's internet and a testament to what can be achieved when we cooperate as an industry. Pieces of every part of our technological history have likely sat in that room over the years as it spanned the era of dial up and copper based ethernet interconnection right through to contemporary high capacity fibre switching.

It wasn't the only facility that closed this year, with Vocus DC closures bringing about our exit from two of their facilities, but happily the shiny new NextDC A1 facility came on line to replace them. We are also constantly assessing new sites where member demand may exist, so our footprint is likely to further expand over the coming year.

Building, then cutting over to an automated billing system was not the only systems upgrade the team completed: we've a nice shiny new website, new DNS and new metrics system with comprehensive graphs and statistics. Stay tuned over the next year for even more features in our portal to make your lives easier.

We updated our agreements, and migrated the majority of Members over to new, up-to-date forms all integrated into our portal's document store. We also retained our 'Great Place to Work' rating for the third year in a row.

NARELLE CLARK
IAA CEO





MATTHEW ENGER

Board Chair

Matt has extensive experience in not-for-profit organisations through his volunteer work in the Scouting movement. He owns Leap Telecommunications, a growing residential internet provider focused on delivering high-quality services.

Having already supported IAA in various ventures, Matt joined the Board in January 2020 and has served as Chair since 2022, continuing to contribute to the Association and its Members.

BOARD COMMITTEES



APPOINTED October 2022



BRETT O'HARA

Deputy Chair

Brett has worked in the Australian internet industry for over 25 years as a Network Engineer across a range of telecommunications companies. He is currently a senior IP engineer.

He joined the IAA Board in 2019 and became Deputy Chair in 2020, supporting Members and helping the Board deliver positive outcomes for the Association and the wider internet community.

BOARD COMMITTEES



APPOINTED November 2023



NATHAN BROOKFIELD

Professional Representative

Alongside his many entrepreneurial and technical interests, Nathan first served on the IAA Board from 2015 to 2020, before stepping away to focus on his business.

He returned in 2022 with a focus on better services, more training, advocacy, and events to support Member growth. Nathan also serves on the Technical Subcommittee and the NZIX Committee.

BOARD COMMITTEES



APPOINTED October 2022



KARL KLOPPENBORG

Professional Representative

With over 15 years' experience in telecommunications, cloud computing, and systems engineering Karl is now CTO of ResetData, where he is leading the development of a sustainable public cloud.

A long-time APNIC participant, Karl advocates for transparency and reform in internet governance, contributing both technical and strategic insight to the IAA Board.

BOARD COMMITTEES



APPOINTED October 2024



FRASER MCGLINN

Professional Representative

Fraser brings international experience across New Zealand, Australia, and the Philippines, where he leads the Network Design and Architecture Team at a major ISP.

He helps operate the Philippines' largest Internet Exchange and supports mentoring programs like IAASystems, while advocating for community-led internet policy and open industry - government dialogue.

BOARD COMMITTEES



APPOINTED October 2024



EMMA MONDY

Professional Representative

Emma has 20 years' experience in telecommunications, business transformation, and people leadership. At Sat.One, she has led major operational improvements across compliance, teams, and systems.

An IAASystems alumna and IAA board observer since 2024, Emma stepped up to fill the casual vacancy in June 2025 following David's departure, after attending previously under the Board Mentorship Program.

BOARD COMMITTEES



APPOINTED June 2025



DAVID HOOTON

Professional Representative

David is a specialist in software-driven networking solutions, with a career focused on helping customers take control of their networks. He first joined the Board in 2017, when the Association was still WAIA.

As Chair from 2018 to 2021, David led the transition to a national body and guided IAA through key challenges. He stepped down in June 2025, leaving a strong legacy of leadership and service.

BOARD COMMITTEES



APPOINTED November 2023



MATTHEW MOYLE-CROFT

Professional Representative

Matthew joined the IAA Board in 2018 and played a key role in guiding the organisation through a period of significant change, helping to strengthen its foundations for the future.

With 25 years in the internet industry in Australia and overseas, including leadership roles at internet exchanges globally, Matthew brought valuable international perspective. He retired from the Board in October 2024.

BOARD COMMITTEES



APPOINTED November 2023



RICHARD THOMPSON

Professional Representative

Richard joined the IAA Board in October 2020, bringing valuable insight from a global network perspective and a strong commitment to supporting the peering community.

During his time on the Board, he contributed his expertise in network performance and reliability, informed by his leadership role at Cloudflare. Richard retired from the Board in October 2024 after four years of dedicated service.

BOARD COMMITTEES



APPOINTED November 2021

COMMITTEES AND REPRESENTATION

- | | | |
|---------------------------------|--|-------------------------------|
| ▼ Membership Committee | ▼ Technical Review Committee | ▼ Finance and Audit Committee |
| ▼ Public Policy Advisory Panel | ▼ Training and Certification Committee | ▼ NZIX Representative |
| ▼ Constitution Review Committee | | |

TABLE OF ATTENDANCE

DIRECTOR	ELIGIBLE	PRESENT	APOLOGY	ABSENT
Matthew Enger	6	6	0	0
Brett O'Hara	6	5	1	0
Nathan Brookfield	6	6	0	0
Karl Kloppenborg	4	3	0	1
Fraser McGlinn	4	4	0	0
David Hooton	6	6	0	0
Matthew Moyle-Croft	2	2	0	0
Richard Thompson	2	2	0	0
Emma Mondy*	1	4	0	0

Meetings held between 1 July 2024 - 30 June 2025

* Emma attended meetings prior to June 2025 in her capacity as an IAA Board Observer through the IAASystems Board Mentorship Program.



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.



AARON CHIDIAC
Tech Team Lead

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.



MATTHEW KOBAYASHI

Peering Engineer

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



JOSHUA D'ALTON

Peering Engineer

Josh has over a decade's experience in enterprise-scale infrastructure, specialising in routing, BGP, and network automation to keep you connected.



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

Developer

Cameron has experience in software development and a passion for all things networking. He works on our Member Portal, and looks after some of our internal tools and infrastructure.



SOPHIA JOO

**Senior Policy Officer |
Company Secretary**

Sophia has found a way to combine two passions in her role; her love for reading and commitment to effective policy!



JEMMA GODDARD

Management Accountant

Jemma graduated in 2023 with a Bachelor of Commerce majoring in Accounting and is now working towards her CPA qualification.



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.



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.



TANZIA HEWER
Program Manager

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!



KITTY HIBBLE
Strategic Projects Manager

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



FELICITY GRIGO
Accounts and Administration Assistant

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



KAITLIN SOWERBY
Accounts and Administration Assistant

Kaitlin supports our Management Accountant, and new Members keeping everything running smoothly.





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.



THE YEAR THAT WAS

ON THE ORGANISATIONAL FRONT

- Celebrated 30 years of the Association
- Ran our Convergent event series with two online and six in-person events
- Ran our fourth IAASystems program, this time in Sydney, and the inaugural IAASystems NZ backed by NZNOG
- Grew the Public Policy Advisory Panel to 10 members
- Launched the IAASystems Board Mentorship Program to encourage women to participate in directorship, with our first mentee being appointed to the IAA Board
- Certified 'Great Place to Work' for the third year in a row
- Rolled out updates to the Master Service Agreement and Membership Agreement
- Welcomed two new faces to the team

ON THE TECHNOLOGY FRONT

- IX Enhancements
 - SA-IX 100G availability and core ring upgrade to 400G
 - WA-IX 100G availability and core ring upgrade to 400G, additional 100G switch at VDC-PER01 and NextDC P1
 - VIC-IX additional 100G switch at Equinix ME1
 - NSW-IX consolidation of hardware Equinix SY1, Equinix SY3 and NextDC S1 (3x 100G switches re-used for SA-IX upgrade)
 - QLD-IX additional 100G switch at NextDC B1
- Legacy hardware removed across exchanges (total: 7)
- Rack low density patch panel mass migrations completed (Equinix SY3, NextDC S1, NextDC B1, NextDC P1)
- Refreshed offsite backup hardware and tested new recovery procedures
- DNS re-architecture completed
- New internal Wiki
- PoP decommissions; QV1 and VDC-SYD01
- Intercapital network adjustments, all primary and secondary NNIs now 100G and services are fully protected and device redundant



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 PRESENCE OVERVIEW

IAA currently maintains 22 active sites and three passive sites, as well as nine active sites for the New Zealand Internet Exchange (NZIX). We activated NextDC's A1, and decommissioned QV1, VDC-SYD01 and Host Networks locations.

QV1 was a significant effort to clean up with almost 30 years of technology accumulation. Being such a historic site where networks - and people - would connect, it was truly sad to see it go for its obvious grassroots history. Many Members have shared sentimental stories of late night sorties, outage rescues and share hamburgers at the renown nearby hamburger joint! Unfortunately, however, the cost to maintain an ancient air conditioning system, VESDA and guaranteeing the power supply's operation meant we really had to pull the plug.

VDC-SYD01 had been a long time coming with Vocus intending to exit the site 31 May 2025, we stayed until the very end with 30th May being our last operation date.

Host Networks point of presence decommission came with multi-year negative growth, and with large capex required to keep the site to our standard we decided to sunset the site for QLD-IX.





TECHNICAL REPORT

OUR FUTURE LOOKS BRIGHT AND BUSY

We have plenty of work to get done with the 'year ahead' list looking quite full on, but we do have bigger tickets items that are our priority.

Service Automation: Enabling true automated service provisioning via the portal

We are now on a mission to enable service automation within the Member Portal, we know we are far behind the eight-ball on this, but we are committed to getting this feature into production.

Originally intended to come before our billing automation, the network automation

feature was implemented to generate the required configs for manual checking and deployment – definitely not automation as our Members expected. Development efforts were redirected to billing automation and that task grew into a very large change, resulting in significant delays. With that well and truly completed, we are now in a great position to iterate faster on the service automation features and will chip away at covering all Member Portal service interactions with the goal being under one minute for deployment.

Cloud Connect: Direct cloud connectivity using your IX port

Dependant on service automation, we have agreements and NNIs in place with three major hyperscalers – Microsoft, AWS and Google – to bring cloud on-ramp connectivity to our Members in an easy-to-use and critically automated fashion. Work will be done to implement the providers APIs into our portal and once that is ready you will hear from us!

AS10084 Content Enhancements: Bringing more traffic and value to your IX port

AS10084 is the auxiliary network we operate across each exchange to complement them with caches and additional content. We are re-designing this network to provide greater capacity and flexibility, enabling AS10084 to originate certain networks toward the exchange. We are now a verified peering partner with Google AS15169, with work underway to restore their content to the exchanges following their global de-peering, and we plan to expand this with other providers to bring more traffic and value to your IX port.

Amongst these big-ticket items are a lot of things happening under the hood that don't provide many tangible benefits for our Members but are critical, one being our push to move from VPLS to a EVPN VXLAN ethernet fabric across our exchanges. Step one of this was to remove legacy hardware, and with that nearing its completion we can progressively stage each exchange to make the switch! This is being done to modernise the platform with fun features like ARP/ND suppression but more importantly provide ECMP to better distribute traffic on our links. Whilst VPLS has served its purpose well, we are hitting limits of the label depth using the Tomahawk chipset.



IX STATISTICS
OVER THE YEAR



473
TOTAL MEMBERS
LAST 466



584
TOTAL MEMBER ASNS
LAST 581



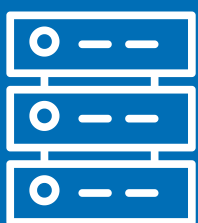
602
TOTAL PORTS
LAST 577



1.67 Tbps
COMBINED TRAFFIC PEAK
LAST 1.42 Tbps



2
COUNTRIES



22
PoPs MANAGED
LAST 25



366 Gbps
AS10084 CONTENT
TRAFFIC PEAK
LAST 216.9 Gbps



7
TOTAL IXes
LAST 7



OUR NETWORK

As at 1 February 2025



WA-IX REPUBLIC

- 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



SA-IX PLAINS

- ADL1** NEXTDC A1
125 Frome 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



NSW-IX REALM

- 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 Dr MACQUARIE PARK
- DC** Fujitsu DC
23-25 Waterloo Rd NORTH RYDE
- DC** NEXTDC S2
6/8 Giffnock Ave MACQUARIE PARK
- DC** Equinix SY4/5
200 Bourke Rd ALEXANDRIA



VIC-IX KINGDOM

- 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
- DC** MelbDC
Lvl 15, 530 Collins St MELBOURNE



QLD-IX COUNTRY

- BNE1** NEXTDC B1
20 Wharf St BRISBANE
- BNE5** Host Networks
1/53 Brandl St EIGHT MILE PLAINS
(end of life Aug 2025)
- BNE6** NEXTDC B2
454 St Pauls Tce FORTITUDE VALLEY



ACT-IX LAND

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



TAS-IX ISLAND

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



OUR SERVICES

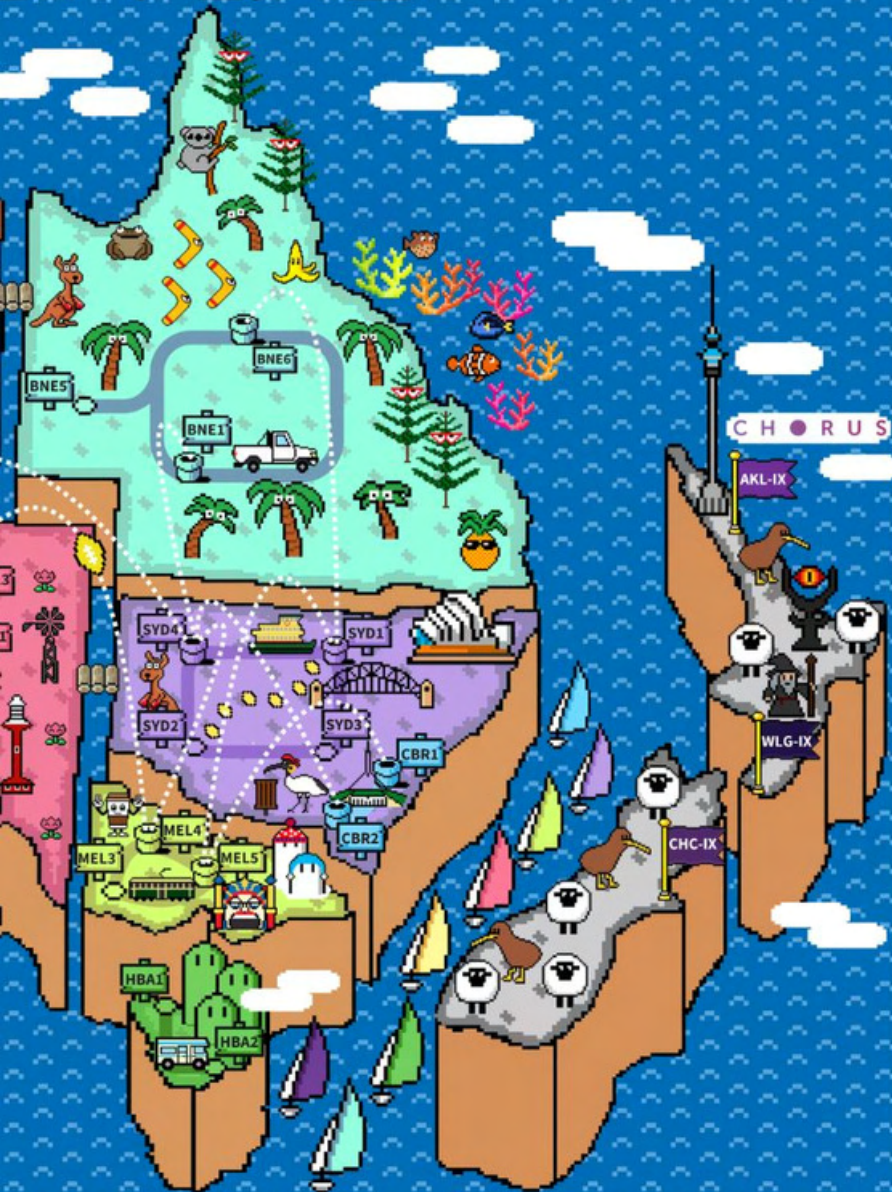
PEERING VIRTUAL PEERING CLOUD CONNECT
VIRTUAL LEASED LINE (VLL) EXTENDED REACH PEERING

SUPER IAA



WORLD

1 x 7606



Internet
Association
of Australia



ASN 7606 (Peering)
ASN 10084 (Content)
PO Box 8700
Perth BC WA 6849

1300 653 132 (general)
1300 793 320 (technical)
peering@internet.asn.au
internet.asn.au
portal.internet.asn.au

ABN 7 1 817 988 968
ACN 168 405 098

IAA website: Member Portal:



ASK US ABOUT AVAILABLE DISCOUNTS

12 months free for the first 10Gbps port in each IX

NEW ZEALAND INTERNET EXCHANGE INC

OUR
NETWORK
As at 1 February 2025

AKL-IX ARCHIPELAGO

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

WLG-IX SHIRE

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

CHC-IX LOWLANDS

- CHC1 Christchurch Central Exchange
109 Hereford St CHRISTCHURCH
- CHC2 Computer Concepts
21 Durham St Sth CHRISTCHURCH

OUR SERVICES

- PEERING
- CHORUS EDGE CONNECT
- 3 MONTHS FREE
for the first 10Gbps port
in each IX

OUR DETAILS

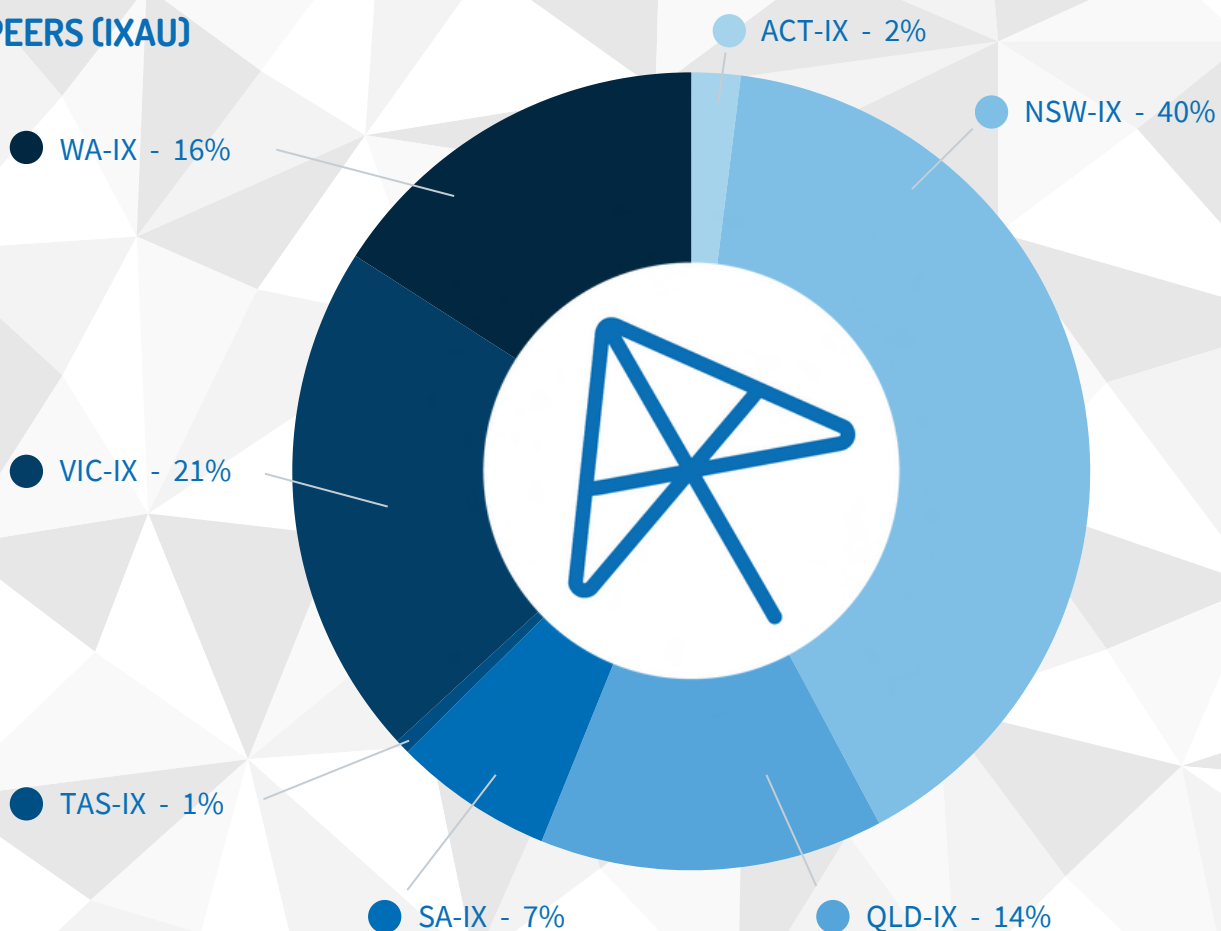
ASN 63830 (Peering)
+64 9 888 9221
peering@ix.nz
ix.nz website:



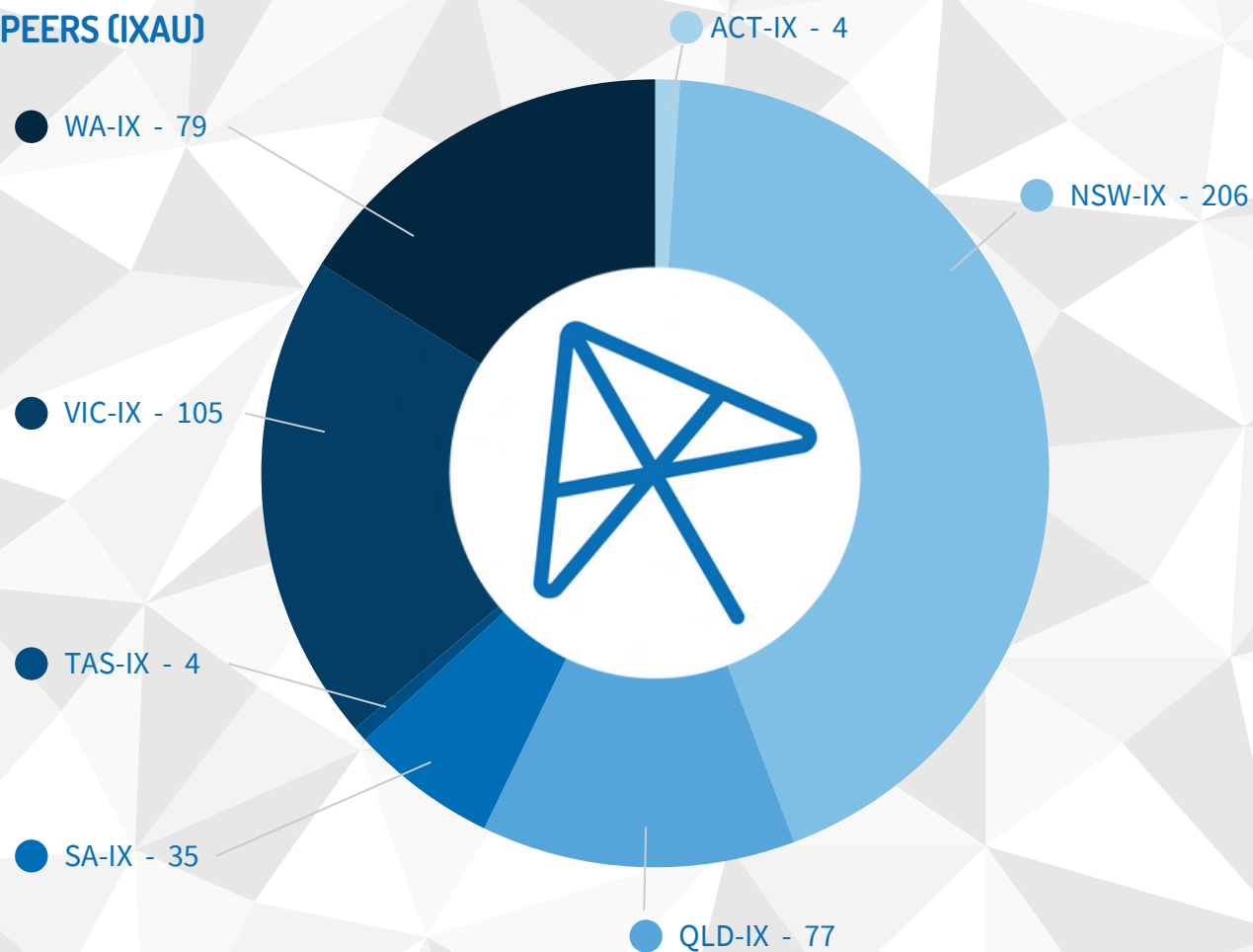
Accurate at at 30 June 2025

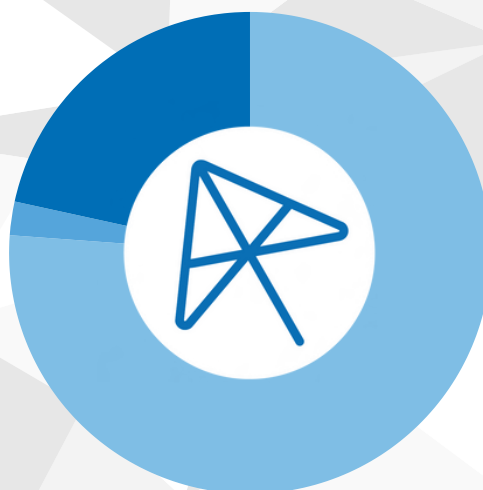
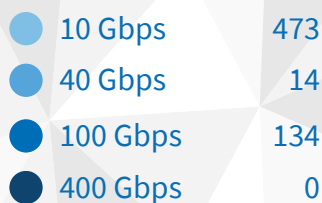


TOTAL PEERS (IXAU)

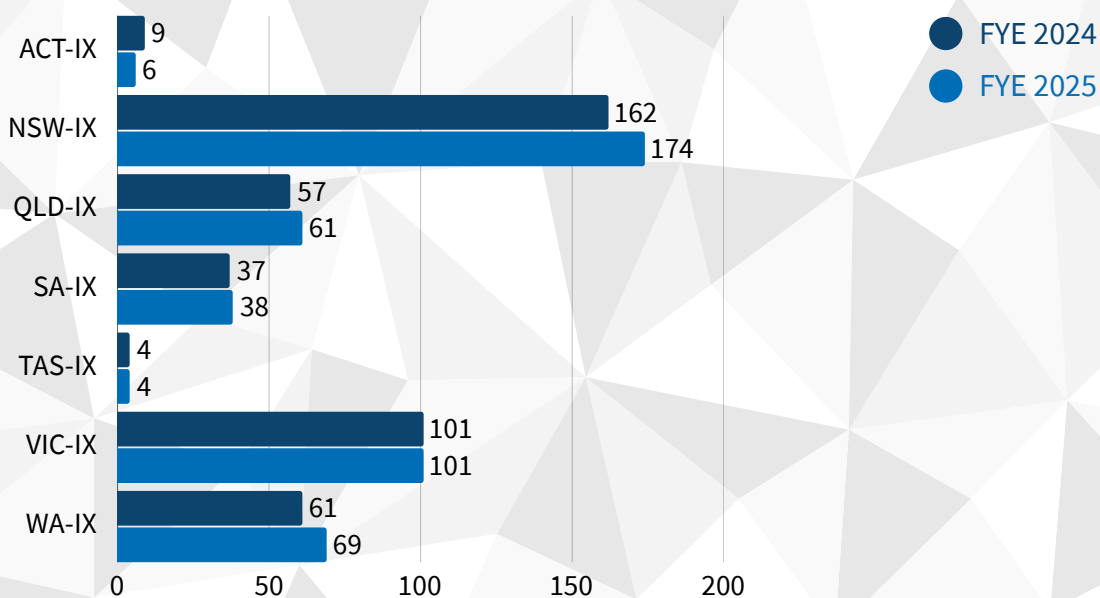


UNIQUE PEERS (IXAU)

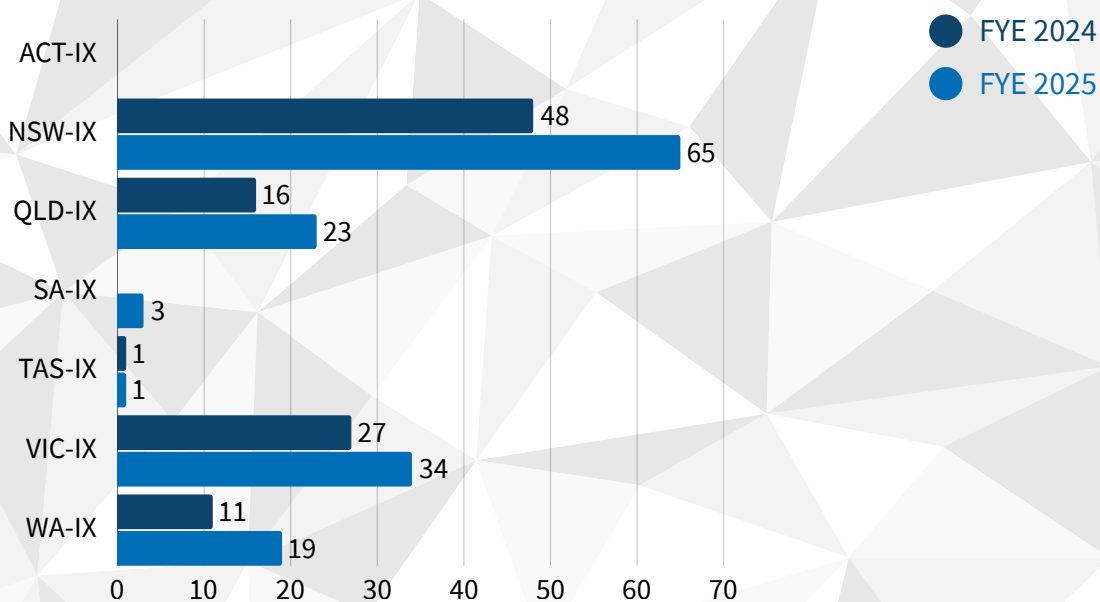




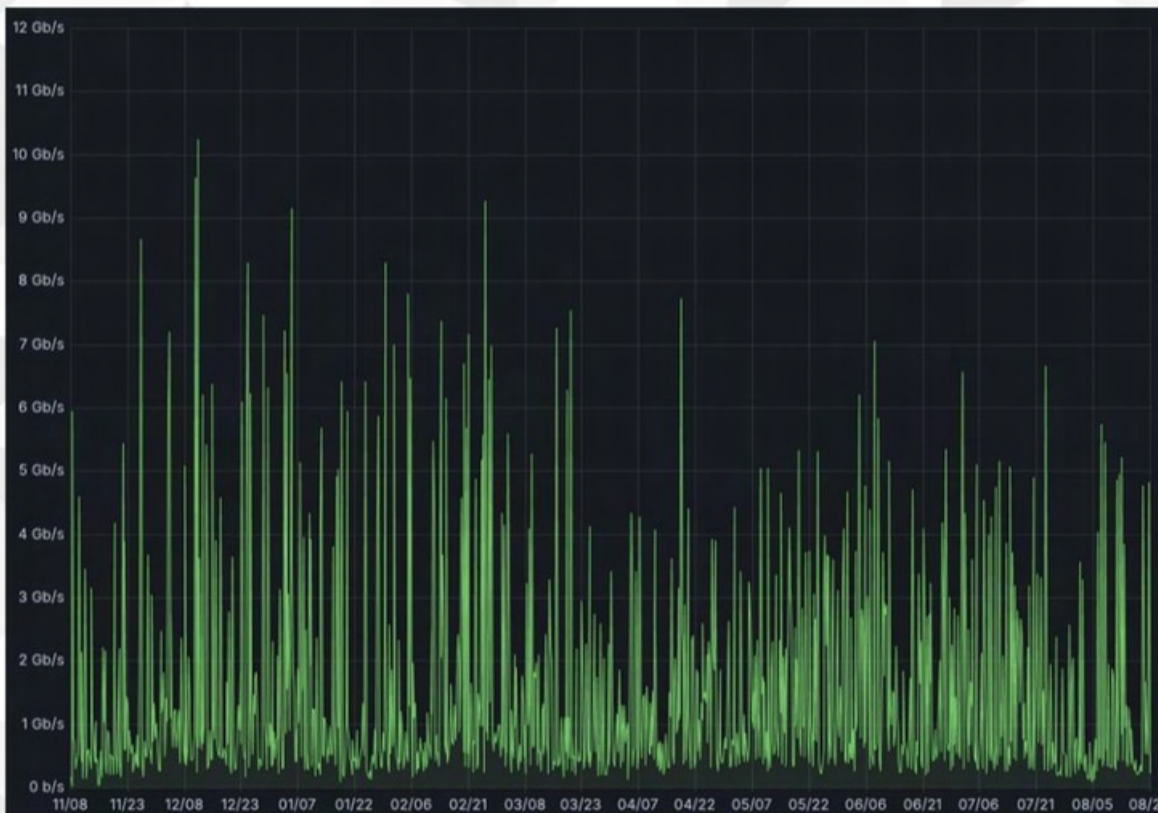
10Gbps ports by exchange



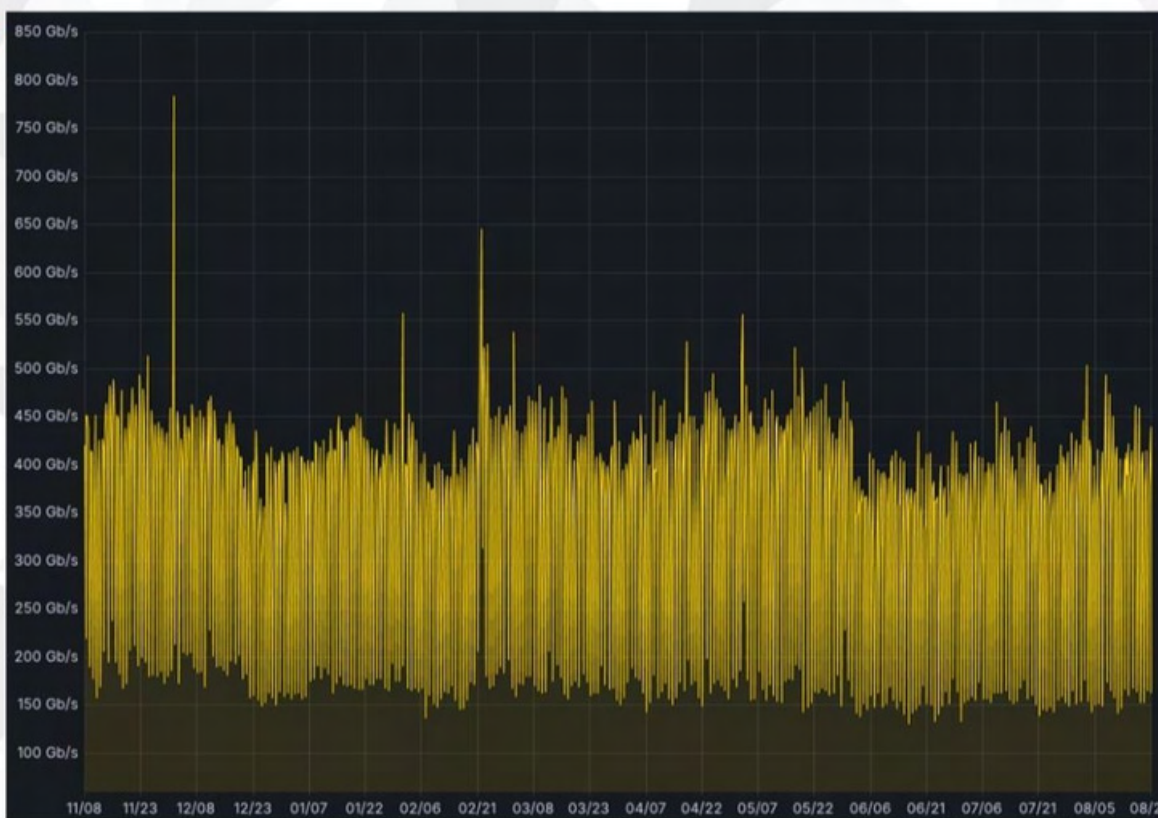
40/100 Gbps ports by exchange



AUSTRALIAN CAPITAL TERRITORY

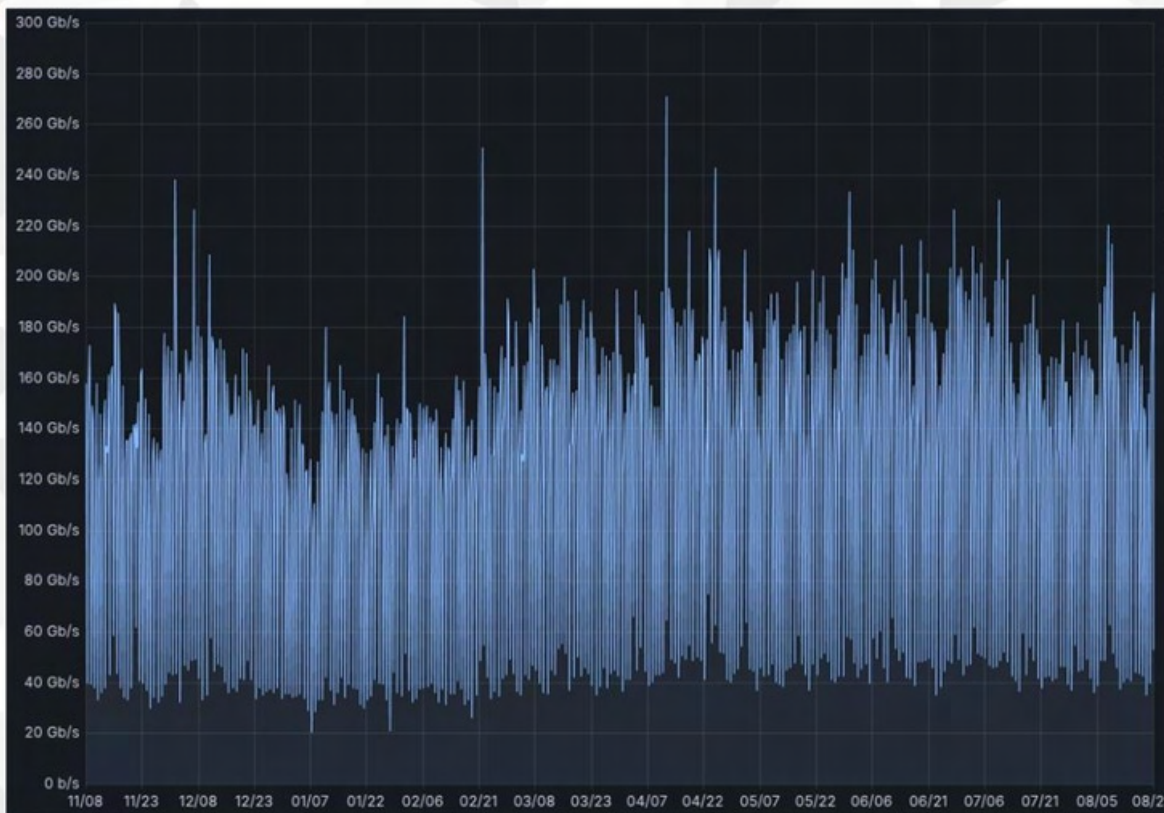


NEW SOUTH WALES

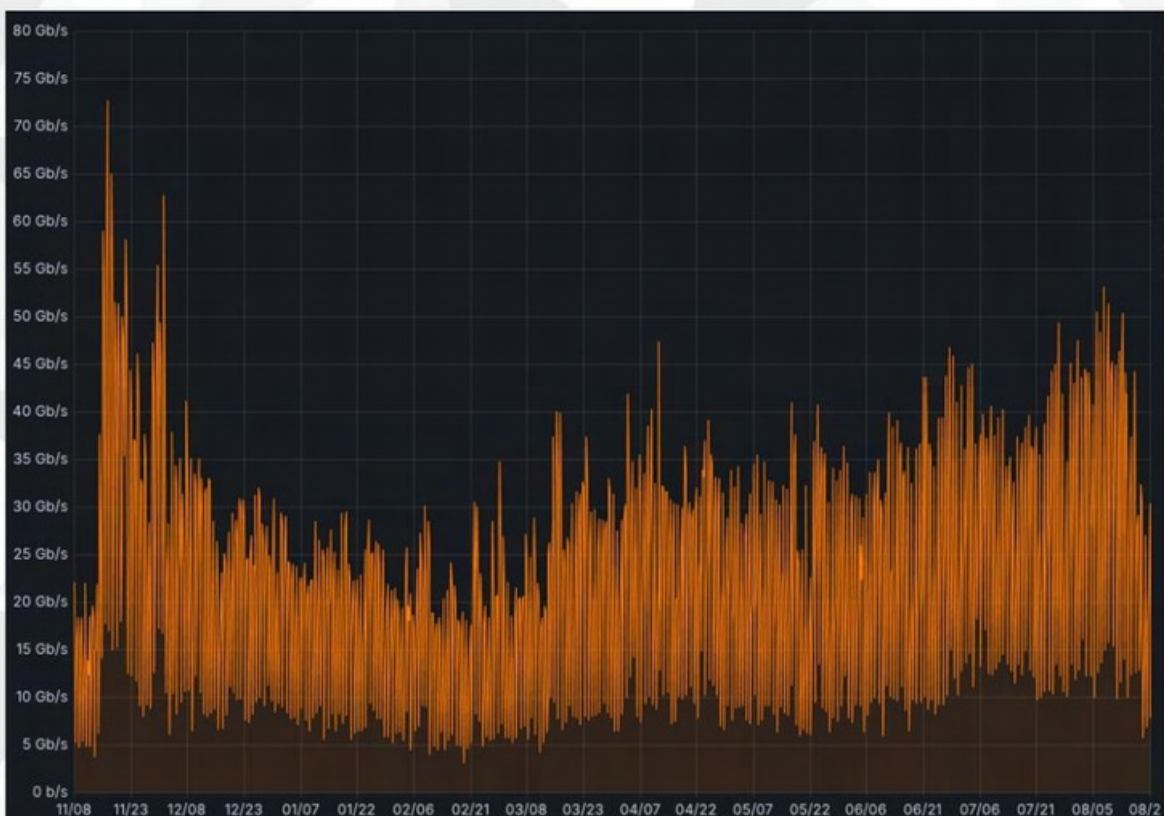




QUEENSLAND

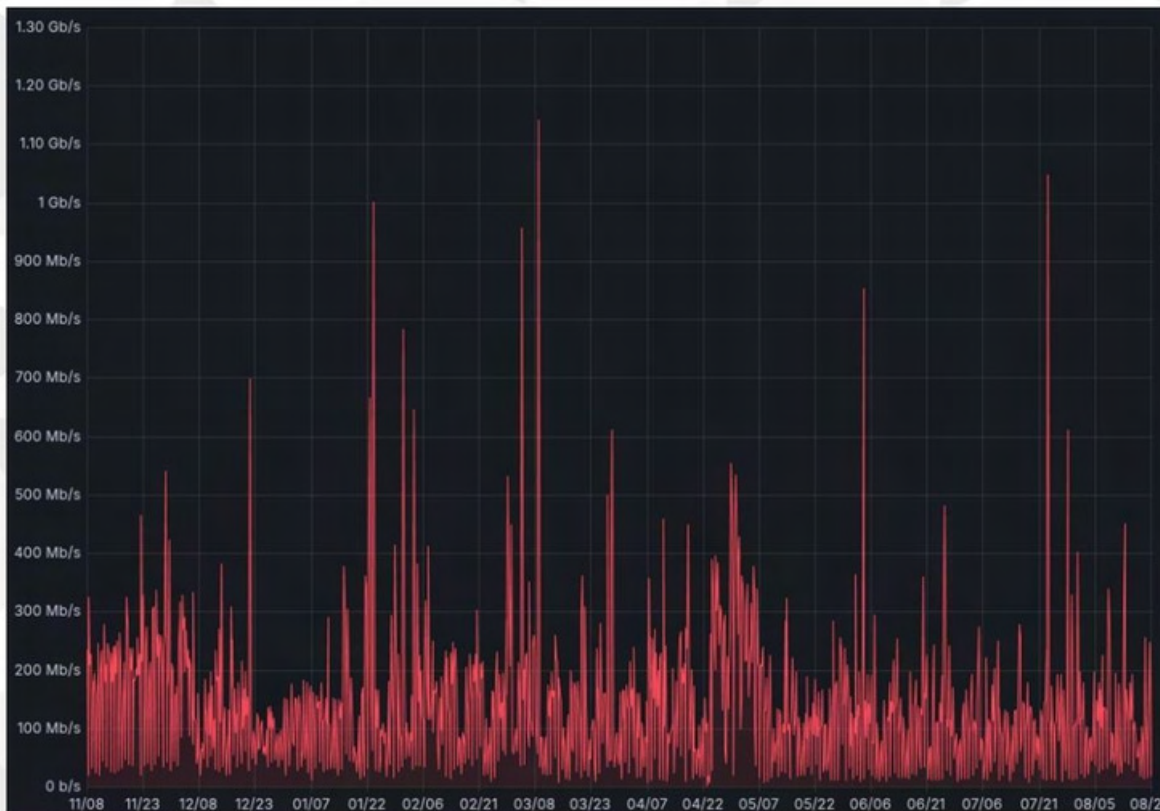


SOUTH AUSTRALIA

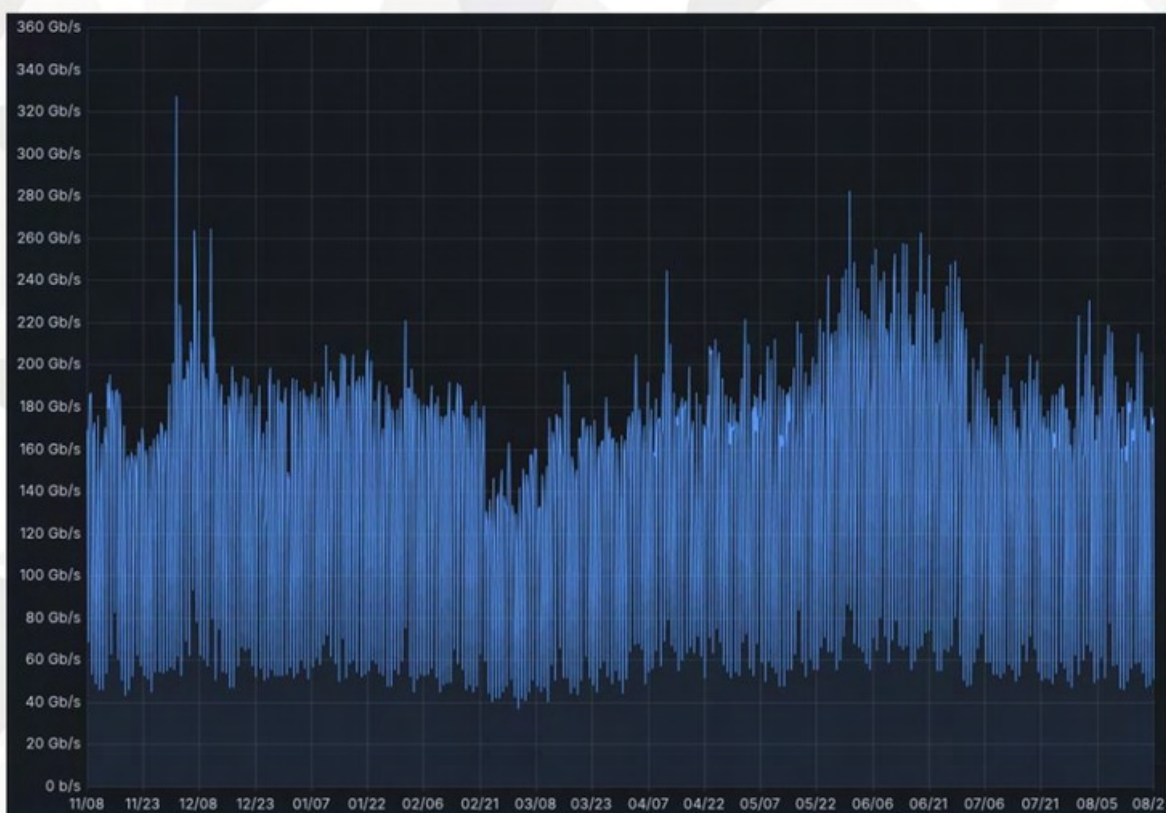




TASMANIA

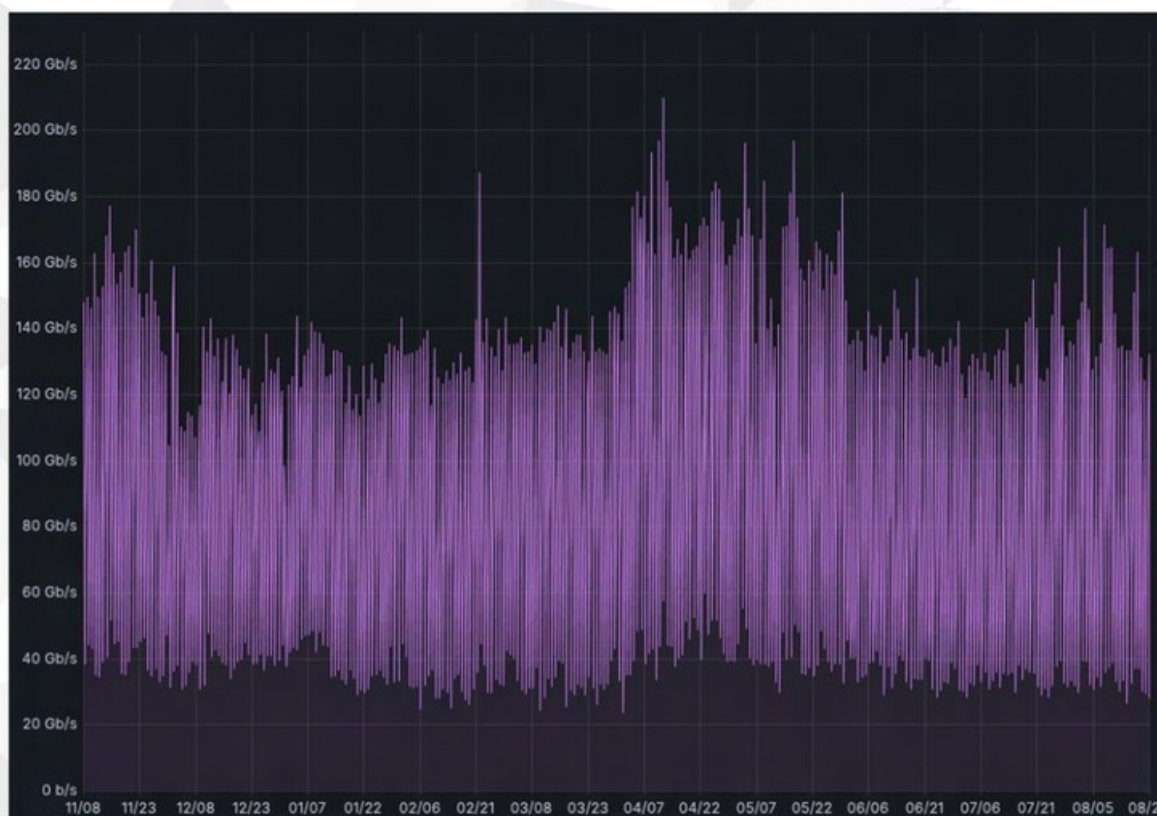


VICTORIA





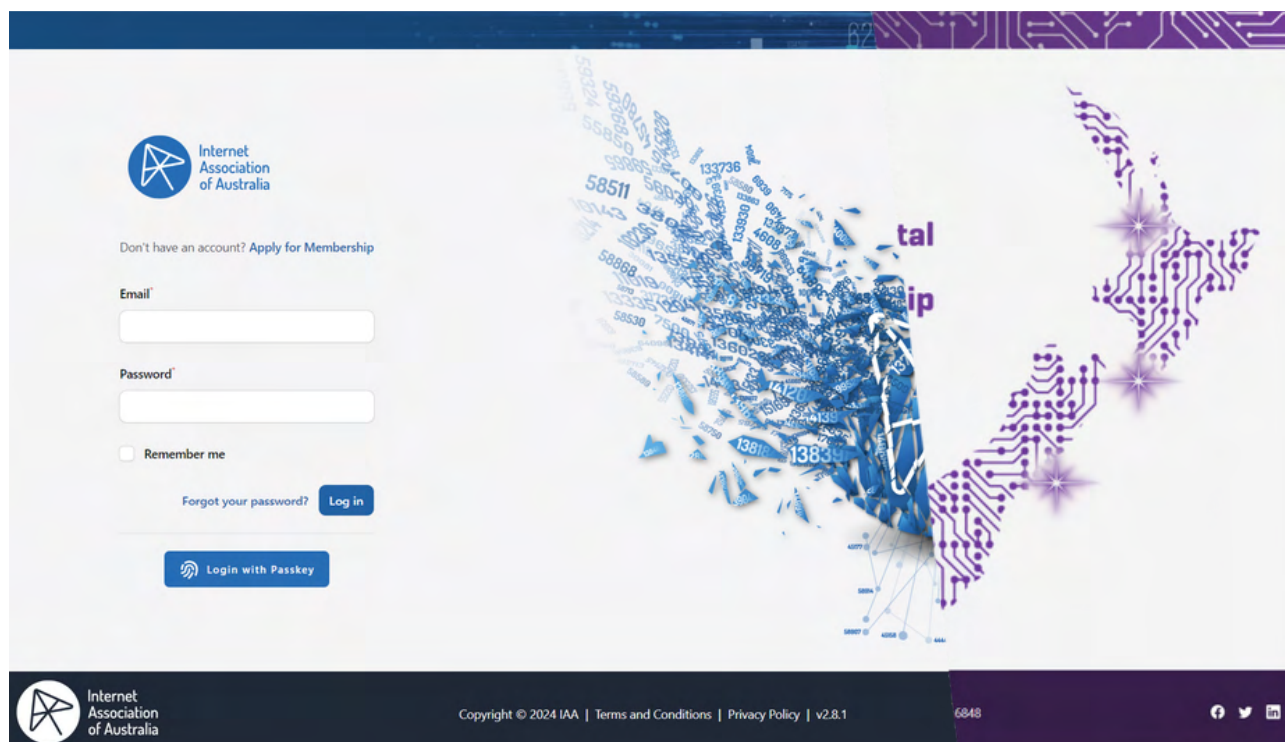
WESTERN AUSTRALIA



In the past year, we merged over 240 pull requests and delivered more than 180 bug fixes across the platform.

This cycle focused on stability and refinement while also laying the groundwork for new automation capabilities. Billing automation has now been released and matured, with key improvements to account and invoice handling ensuring changes are synchronised without manual intervention. Administrative workflows were streamlined through better handling of services and account processes, improving overall efficiency. We also introduced electronic document execution, enabling documents and agreements to be created and signed directly within the platform. This reduces manual handling, streamlines workflows, and ensures a clear audit trail for Members and IAA.

On the infrastructure side, continued development of network automation has strengthened configuration generation and service orchestration. Post-billing automation cleanup has simplified the codebase and reduced technical debt, paving the way for smoother feature rollouts in the year ahead. Performance has significantly improved with dependency updates and optimisations, delivering more than a 2x improvement in response times across the platform. The IAA and NZIX Portals have also benefited from iterative enhancements, with UI refinements making administration and Member interactions more intuitive. Together, these updates represent a steady shift toward greater automation, resilience, and maintainability.



Being an active and engaged part of the internet community is central to IAA's mission. Each year, we host a range of events, from informal catch-ups to in-depth educational sessions. We also take part in industry conferences, panels, and speaking opportunities, supporting the community through a mix of paid and in-kind sponsorships.

These activities give our Members and the wider industry opportunities to connect, learn, and collaborate. Whether we're hosting or attending, we aim to provide space for meaningful engagement, knowledge sharing, and sector-wide support.

As part of our commitment to transparency and accountability, we held our Annual General Meeting in October 2024 and a Members Forum in May 2025. These online events gave Members the chance to hear updates from the IAA Team, ask questions, and share feedback on key initiatives.

We promote our events and activities across multiple channels, including social media, Member emails, our website, and the IAA Member Portal. Here is a snapshot of the events and initiatives we've been involved with over the past year.





EVENTS CONT.

IAASISTERS 2024

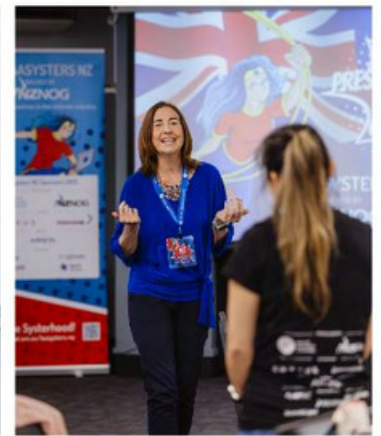
Entering its fourth year, the IAASystems program was held in Sydney this year. This program aims to support women in the internet industry. Once again, this year's program featured a one-day workshop focused on career enhancement strategies, followed by two days of technical training and networking at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





IAASystems NZ 2025

In 2025, the IAASystems program expanded its reach with the inaugural IAASystems NZ event. Held with the generous support of NZNOG, the event brought together women and gender-diverse people from across Aotearoa's internet community for a day of connection, shared experience and practical support.



IAASystems Sponsors 2024

Platinum



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IAASystems NZ Sponsors 2025

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NEW ZEALAND
INTERNET EXCHANGE INC

Lightwire

Spark
Foundation

Internet Association of Australia | CONVERGENT 2024

BRISBANE - IN PERSON SOCIAL

Have you the Dutch Courage for gin tasting?

THURSDAY 18 JULY 2024

ON NEXT WEEK!

REGISTER NOW!



Internet Association of Australia | CONVERGENT 2024

ADELAIDE - IN PERSON SOCIAL

A tour of A1, followed by The Elephant

WEDNESDAY 14 AUGUST 2024

REGISTER NOW!

ON NEXT WEEK!



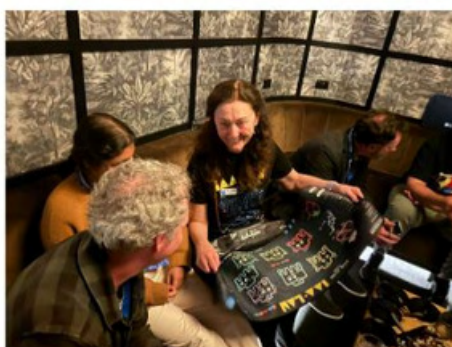
Internet Association of Australia | CONVERGENT 2024

CANBERRA - IN PERSON SOCIAL

Join us as ACT-IX Turns 10

WED 25 SEPTEMBER 2024

REGISTER NOW!



30 YEARS OF PEERS

CONVERGENT EVENT SERIES



IAA CONVERGENT SERIES

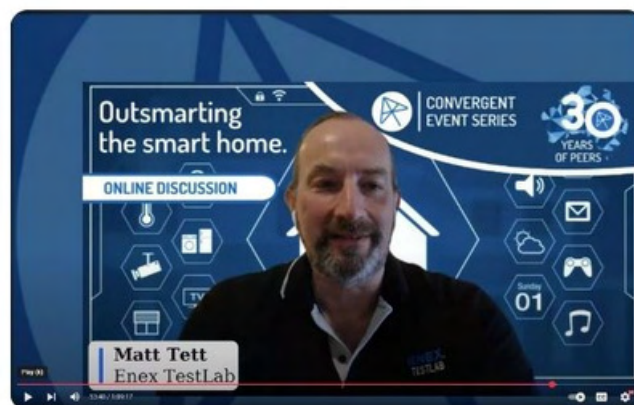
Convergent is IAA's annual hybrid event series, designed to maximise value for Members through a mix of topical online sessions and local in-person gatherings. The series delivers both expert insight and meaningful networking, with events hosted in each state where we operate an exchange.

We rounded out 2024 with a lively series of in-person events, including a gin tasting at Dutch Courage in Brisbane, a behind-the-scenes tour of the A1 data centre in Adelaide thanks to NextDC followed by drinks at The Elephant, and a special celebration in Canberra to mark ten years of peering in the capital at Blue Eyes.

Our online events continued to explore complex industry topics with energy and insight. *It's DOWN!!!* brought together Elise Davidson, Matthew Kobayashi, Anne Mikita, Holly Raiche and Aftab Siddiqui for a high-stakes, live role-play scenario using their expertise to navigate a simulated 4 am major network outage. Facilitated by our CEO, Narelle Clark, the session examined technical, organisational and personal responses to crisis. In *Outsmarting the Smart Home*, cybersecurity expert Matt Tett and IAA's Cameron Steel explored the vulnerabilities of connected devices and how ISPs can support customers in securing their networks.

In 2025, our in-person Convergent Events took on a festive tone as we celebrated 30 Years of Peers. These anniversary events brought Members together in each capital city where we operate an exchange, often over a well-crafted spirit. Locations included Frogmore Creek Wine Bar in Hobart during Tas Tech Fest, to Little Lon Distilling Co in Melbourne, Prohibition Liquor Co. in Adelaide, Brix Distillers in Sydney, and Savile Row in Brisbane. Each gathering was a toast to three decades of shared infrastructure, collaboration and community.

We thank all our speakers, venues and of course our Members for making this year's Convergent Event Series one to remember.



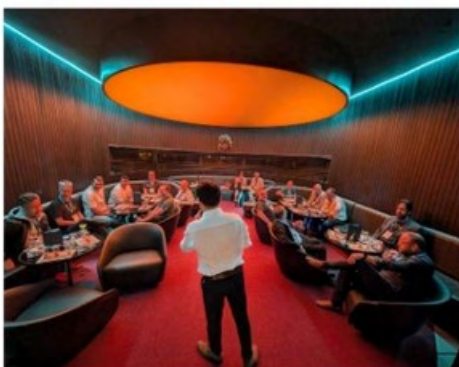




EVENTS CONT.

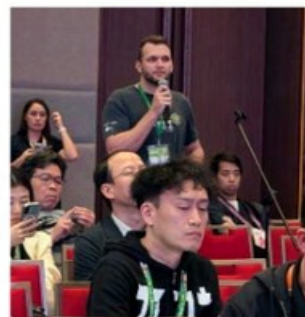
END OF YEAR EVENTS 2024

We celebrated the close of another successful year for IAA and our Members with fun-filled events in Hobart, Sydney, Adelaide, Melbourne, Perth and Brisbane. We'd like to thank our Members for supporting these 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
aulGF 2024	October 2024	Sponsor and Steering Committee member
AusNOG	September 2024	Sponsor and speaker
COMMSDAY Wholesale Congress	October 2024	Speaker
BSides Canberra	October 2024	Sponsor
WiTWA	November 2024	Sponsor
APIX 30, 31	Sept 2024, Feb 2025	Chair Program Committee, Speakers
Apricot 2025	February 2025	Sponsor, speaker and panellist
Women in Tech Fest	February 2025	Supporting partner and speaker
Tas Tech Fest	March 2024	Presenting sponsor
NZNOG	April 2025	Speakers
Data Center Real Estate Summit	June 2025	Event partner





SPONSORSHIP

We were proud to support a range of events and industry bodies throughout the year, helping to strengthen our community.



auIGF - NOTEBOOK AND PENS SPONSOR

Facilitating discussions on governance and public policy issues regarding the internet.



BSIDES CANBERRA 2024 - BRONZE SPONSOR

The biggest technical cyber security conference in Australia.



ACM SIGCOMM 2024 - BRONZE SPONSOR

An annual conference, focused on the latest in data communication and networking.



WiTWA - BRONZE SPONSOR

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



WOMEN IN TECH FEST - SUPPORTING PARTNER

Australia's foremost women in technology event.



Proud Sponsor of

PeeringDB Gold

PEERINGDB - GOLD SPONSOR

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



AUSNOG 2024 - BEER, GEAR & PEER SPONSOR

An annual two-day event for Australian network operators.



APRICOT 2025 - WOMEN IN TECH SPONSOR

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



TAS TECH FEST - PRESENTING SPONSOR

This is the biggest tech and innovation event in Tasmania.



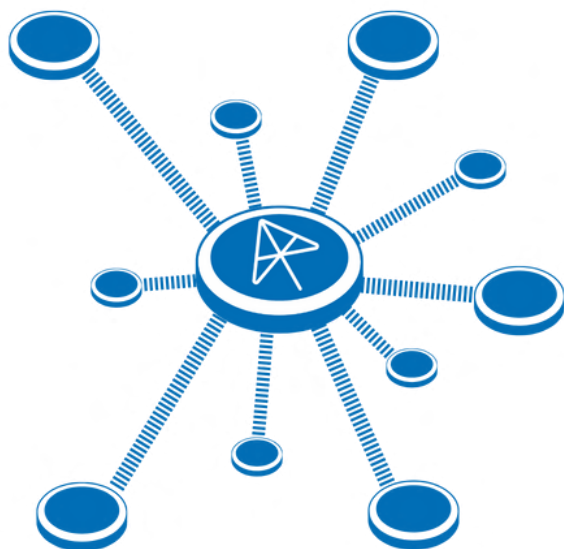
ENEX TESTLAB - GOLD SPONSOR

Annual Internet & Communications Industry Networking Event in Sydney.



DATA CENTRE REAL ESTATE SUMMIT - EVENT PARTNER

Investment, development, construction and design strategies for Australia's Data Centre market



PEERING SERVICES

IAA operates Australia's only not-for-profit, carrier neutral peering exchanges – 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.

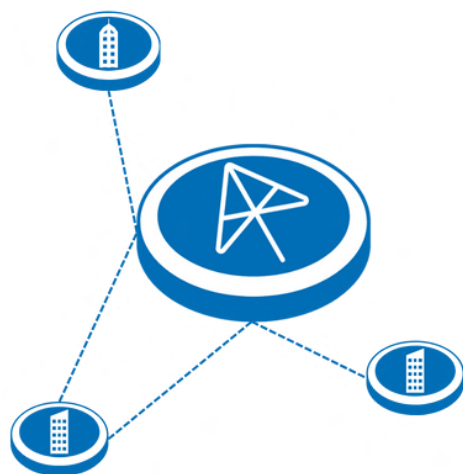
WHAT IS PEERING?

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.

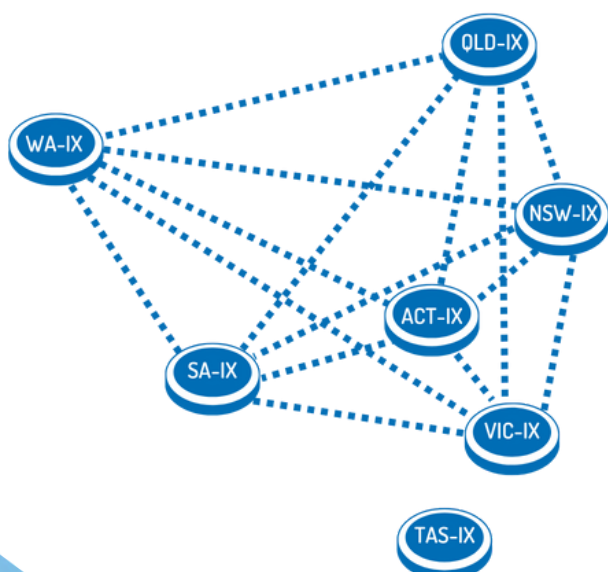
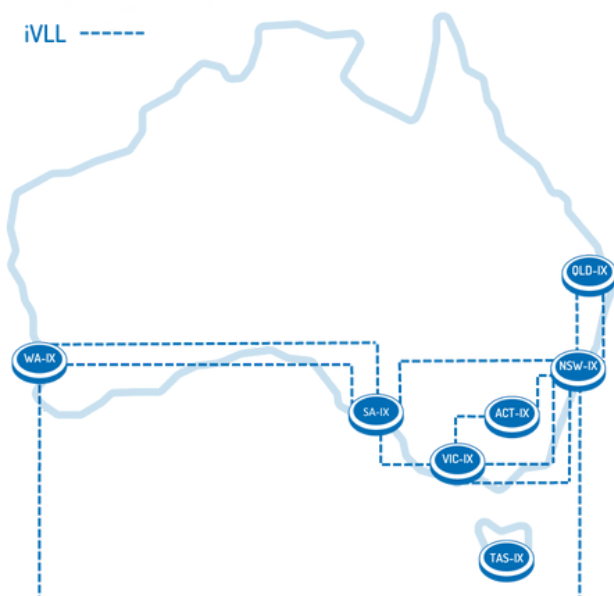
Peering offers many benefits including latency reduction, backhaul optimisation, and improved efficiency with the added benefit of lowering your connectivity costs. Designed to flatten the hierarchy of internet connectivity, peering makes for a more open and equitable internet.

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.



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. IAA offers both local Virtual Leased Line (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.





FINANCIAL SUMMARY AND OUTLOOK

We are pleased to report that, we have adhered to our full-year budget as approved by the Board. This achievement demonstrates our disciplined approach to financial management and strategic investment.

In FY25, IAA reported a surplus after income tax of \$533,703, up from \$459,338 in the previous year, reflecting our ongoing financial stability. Total assets increased to \$6,996,666 (from \$6,310,208), driven by increases in cash, managed investments, asset purchases and intangibles. Our current ratio remains strong, with current assets of \$2,528,725 and current liabilities of \$655,346, ensuring robust liquidity.

Throughout the year, we focused on enhancing our services and infrastructure to better serve our Members. The 12-month free trial on the first 10G port on each exchange was made available to Members and remains so into the future. The 12-month free trial for TAS-IX ports has also been extended, providing continued opportunities for Members to access these services. NextDC A1 went live in November 2024, and in May 2025, the SA-IX network was upgraded to offer 100G ports across all Points of Presence, meeting the growing demand for high-capacity connectivity. We also completed the closure of our original PoP in QV1 Perth at the end of March 2025, which included asset write-offs and make good expenses on the lease.

On 1 May, billing automation was introduced in the IAA Member Portal, allowing Members to receive invoices directly based on services ordered, streamlining the Member experience.

Internationally, IAA continues to manage the New Zealand Internet Exchange and provides governance and administration services to the Pacific Internet Exchange.

Our team consists of 11.5 full-time equivalent staff, dedicated to supporting Members and advancing the industry. Many Members may have met our team at events or conferences throughout the year.

We maintained our investments in functions and events to support in-person gatherings nationwide, including the celebration of 30 Years of Peers. The IAASystems program, expanded this year with a Workshop supported by NZNOG in Napier. We also hosted our fourth annual Workshop at the AusNOG conference in Sydney, thanks to the support of our generous sponsors. IAA also continues to provide sponsorship funding for various conferences and events within the internet sector.

For the fifth consecutive year, IAA received an unqualified audit rating, underscoring our commitment to high standards of financial management and transparency. Our well-performing investment portfolio further strengthens our position for the coming fiscal year.

Looking ahead, IAA remains focused on its key strategic drivers, aligning them with robust financial planning. The FY26 budget includes provisions for critical infrastructure enhancements, such as acquiring new switch stock and upgrading AS10084 hardware to support new Microsoft caches and portal investments. Continued support for the internet industry and member engagement through both online and in-person events reinforces IAA's dedication to community building and industry advancement.

In summary, IAA has delivered another year of strong financial and operational performance, maintaining solid reserves and liquidity. The organisation is well-positioned to support its Members and pursue its mission in the year ahead.



FINANCIAL SUMMARY	FY24-25	FY23-24
Total Income from Member Services, Grants and Other	\$4,092,024	\$4,076,514
Surplus before Income Tax Expenses	\$528,470	\$483,070

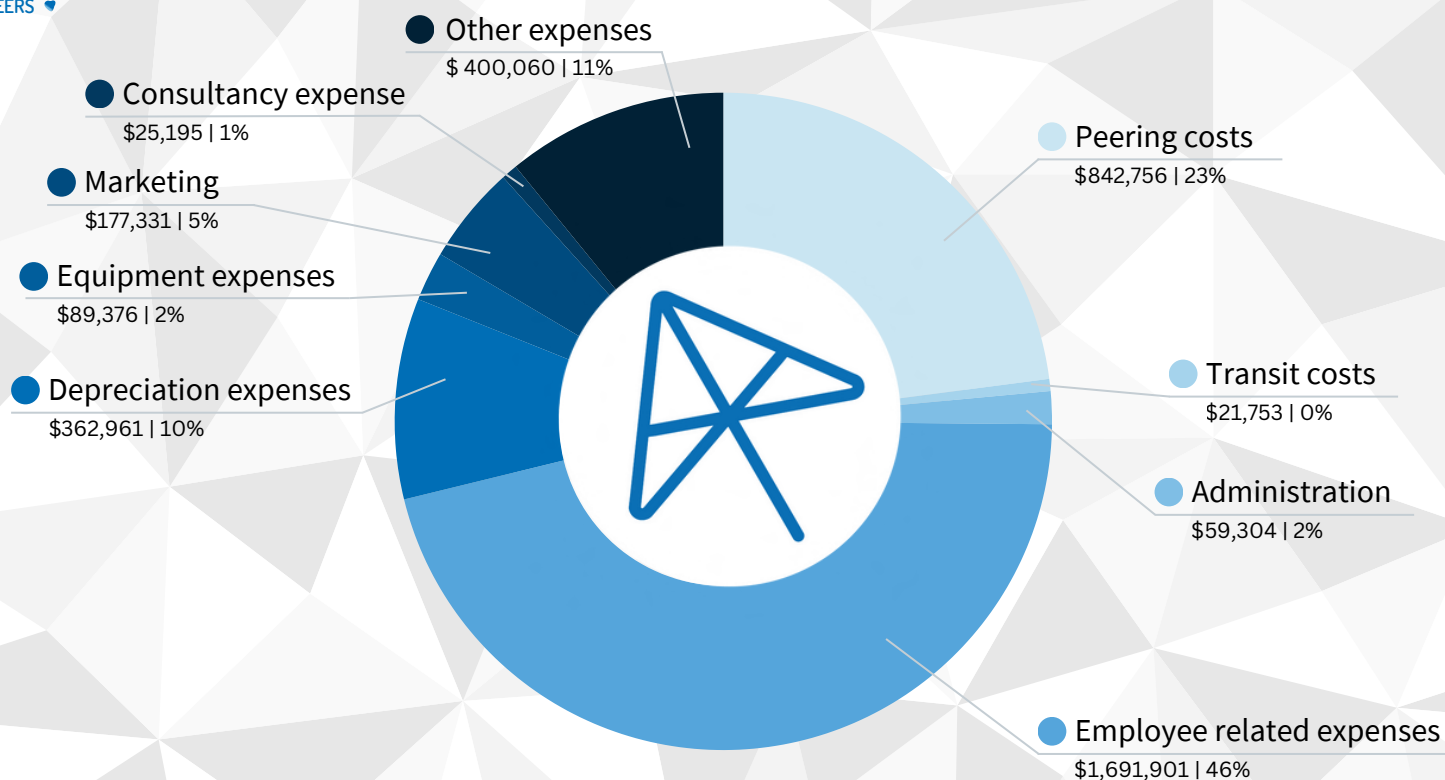
FINANCIAL POSITION	FY24-25	FY23-24
Assets	\$6,996,666	\$6,310,208
Liabilities	\$1,401,014	\$1,376,195
Net Assets	\$5,595,652	\$4,934,013

	FY24-25	FY23-24
Reserves	\$335,722	\$207,786
Retained Surplus	\$5,259,930	\$4,726,227
Total Equity	\$5,595,652	\$4,934,013

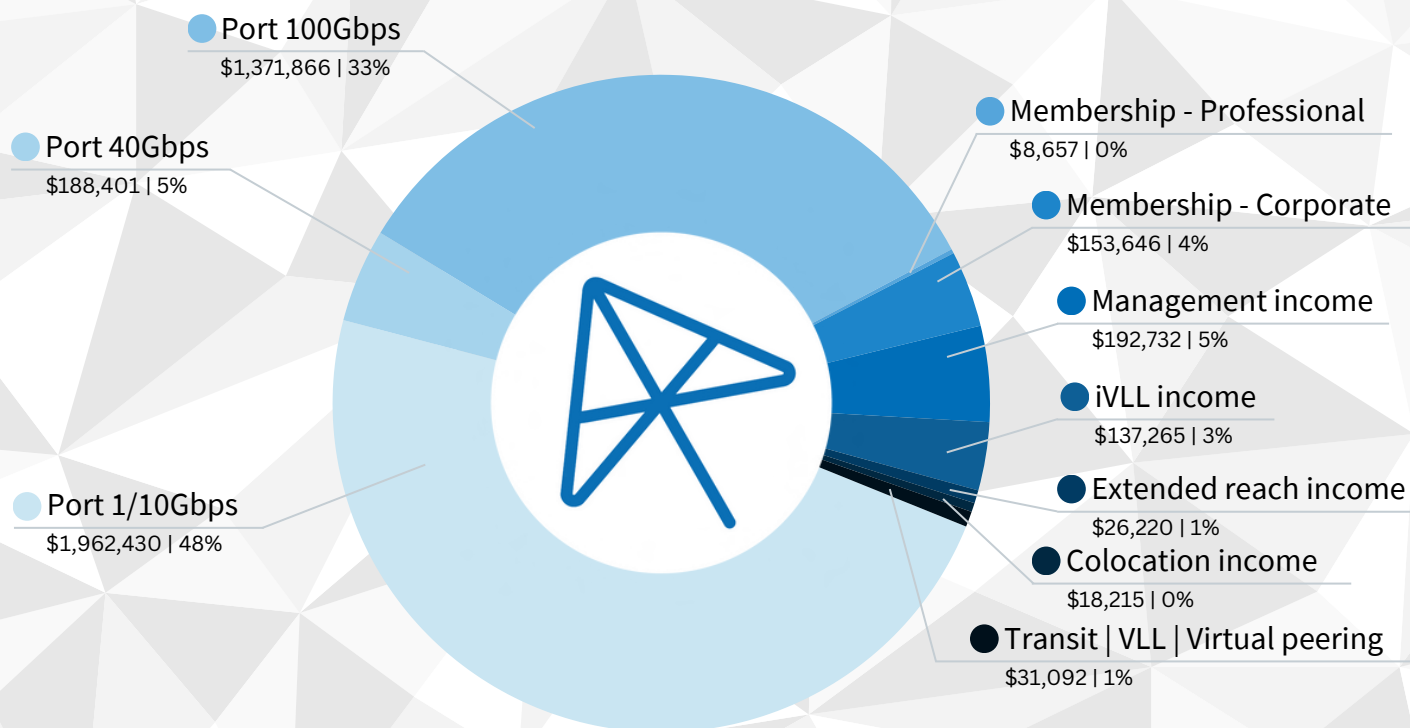
Note: These numbers should be read in conjunction with the annual financial report.



IAA EXPENSES FY25



IAA INCOME FY25





The past year has been another busy year in internet policy with continued regulatory reform, and of course, the Federal Election.

IAA is proud to say we achieved some real wins on behalf of our Members, including a reduced threshold for CSPs that would be subject to the risk management program rules under the Security of Critical Infrastructure (**SOCI**) regime, as detailed below.

We also continued our expansion of the regulatory guidance material available on the IAA Member Portal, as well as explainer articles on the IAA Website.

Below are some of our achievements in 2024-25:

Cyber security and critical infrastructure

The new rules for telcos under the SOCI Act were finalised in late 2024. IAA is proud to have been able to support Members alongside other industry representatives in a working group to champion legislative proportionality and practicality. Our efforts resulted in the introduction of thresholds in the Security of Critical Infrastructure (*Telecommunications Security Risk Management Program*) Rules 2024 (**TSRMP Rules**) to reduce regulatory burdens for smaller telco providers. We also contributed to the development of comprehensive guidance material published by the Department of Home Affairs to help Members understand their obligations.



Consumer protections regulation

Recent large-scale incidents in the telco industry including data breaches, major outages and mis-selling practices have resulted in lots of reform in consumer protection regulation.

IAA has consistently engaged in consultations to emphasise the need for balanced, measured legislation that will ensure good outcomes for consumers, while not unduly burdening providers. We have also been proactive in helping Members with their compliance efforts in relation to the changes, releasing updated legal templates on our IAA Member Portal.

PLANS FOR 2025-26

We expect regulation focusing on consumer protections and the security of telco infrastructure to continue to be key areas of focus for us in the next year. With the legislative instruments now in place, our focus will be to assist Members with their compliance.

Some of the work we are planning includes:

- partnering with other organisations to facilitate group training on the risk management obligations under the TSRMP Rules
- running a joint consultation forum with DFV support services on behalf of our Members in fulfilment of section 32 of the new *Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 (DFSV Standard)*
- representing Members at the auIGF 2025 by running a joint panel with auDA on 'Multistakeholder ways to improve trust in Australia's digital ecosystem'.

GET READY: NEW ACMA COMPLIANCE OBLIGATIONS START JUNE 30, 2025



NO COMPLIANCE

Try:

- Logging into the IAA Member Portal
- Reviewing our updated template packs
- Understanding the new requirements

ERR_POLICY_UPDATE_REQUIRED



Internet Association of Australia

HOW ARE YOU MANAGING THE NEW CUSTOMER COMPLAINT PROCEDURES?



Read the TIO's guides to prepare for the new processes.



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NEW TELCO RULES TO HANDLE MAJOR OUTAGES ARE COMING!



Don't stress! We've produced some handy template documents to help you comply.



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A quick reminder to complete your annual attestation to Communications Compliance!



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ADVOCATING FOR FAIR AND PROPORTIONATE LAWS FOR OUR MEMBERS



Internet Association of Australia

ARE YOU PREPARED FOR THE NEW TELCO SECURITY RULES?



Internet Association of Australia

 **STOP.**
 **CHECK.**
 **PROTECT.**

3 simple steps to keep us all safe from scams.



ScamWatch
Stop. Better safe than scammed.

We're sharing the National Anti-Scam Centre's campaign to help protect our community.



Internet Association of Australia



The right to disconnect - in force soon!

Changes to the Fair Work Act 2009 will be in place from 26 August 2024



Internet Association of Australia

SUBMISSIONS MADE

- Increasing minimum legislated broadband speeds | Department of Communications
- Draft Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 | ACMA
- Proposed Amendments to Telecommunications (Customer Communications for Outages) Industry Standard 2024 | ACMA
- Proposed Amendments to Telecommunications (Consumer Complaints Handling) Industry Standard 2018 | ACMA
- Compliance Priorities 2025-26 | ACMA
- Public Inquiry to Vary the Final Access Determination for the Superfast Broadband Access Service | ACCC
- Proposal to Vary the Telecommunications Service Provider (Customer Identity Authentication) Determination 2022
- Consultation on Subordinate Legislation to the Cyber Security Act and Security of Critical Infrastructure Act 2018 | Department of Home Affairs
- C628: Telecommunications Consumer Protections Code Review | Communications Alliance
- Scam Prevention Framework Bill | Treasury
- Scam Prevention Framework Bill | Senate Standing Committees on Economics
- Unfair Trading Practices | Treasury
- Inquiry into the NBN Co Public Ownership Bill | Senate Standing Committees on Environment and Communications
- Data Disruption, Network Activity and Account Takeover Powers – Review of SLAID Act | INSLM
- Online Safety Amendment (Social Media Minimum Age) Bill 2024 | Senate Standing Committees on Environment and Communications
- Cyber Security Legislative Package | Parliamentary Joint Committee on Intelligence and Security
- Privacy and Other Legislation Amendment Bill 2024 | Senate Standing Committees on Legal and Constitutional Affairs
- Proposed Telecommunications (Customer Communications for Outages) Industry Standard 2024 | ACMA
- Scams Prevention Framework | Treasury
- Proposed amendments to Terms of Reference 2024 | Telecommunications Industry Ombudsman
- Regional Telecommunications Independent Review Issues Paper | Department of Communications Statutory Review of the Online Safety Act 2021 | Department of Communications



IAA'S PUBLIC POLICY IMPACT

PUBLIC POLICY ADVISORY PANEL

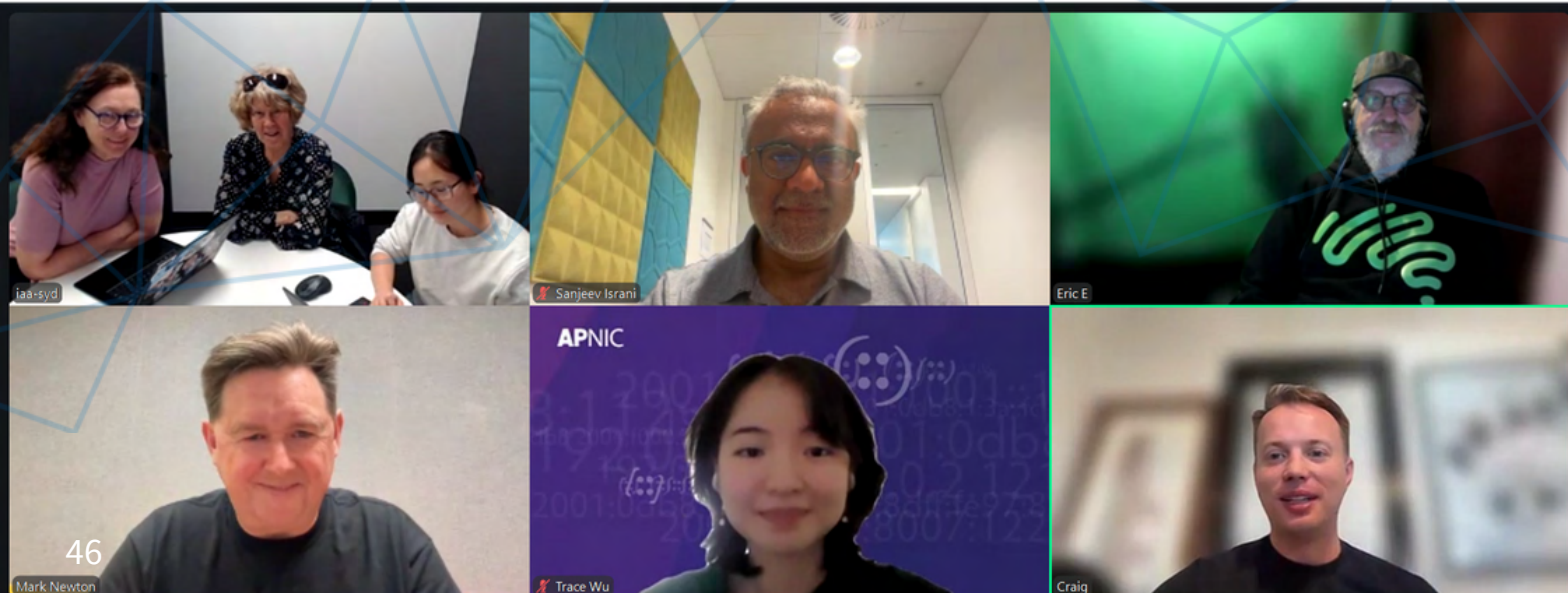
We grew our Public Policy Advisory Panel (**PPAP**) this year, welcoming five new faces to bolster IAA's advocacy efforts. This represents a 100% increase in PPAP membership, and we received an unprecedented number of applicants. The successful recruitment campaign is a testament to IAA's advocacy work in recent years, with more and more Members recognising the importance of an industry body that makes sure even the smaller players have their voices heard!

The spirited discussions we've had this past year on the Federal Election outcomes and its implications on future telco policy, the imbalanced state of consumer protections in the telco landscape, and the operational impact of telco security regulation has been hugely insightful.

As always, IAA greatly appreciate the time and effort of each of our Panel members, and we look forward to another busy year ahead. Having such a committed group of members representing the breadth of our Membership greatly enriches the quality of our submissions. If you would like to get involved, please don't hesitate to contact us.

Sadly, Naomi Wolfe who had been on the PPAP since its inception resigned due to conflicts with her new role. While we were sad to see her go, we thank her immensely for her service on the PPAP, and wish her all the best for all future endeavours.

Please join us in saying a massive thank you to Naomi, as well as all our valuable PPAP members!





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