

Tuesday, February 26, 2019 at 11:25 AM

From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Tuesday, February 26, 2019 at 11:25 AM
Subject: 2019 Contracted Parties Satisfaction Survey

2019 Contracted Parties Satisfaction Survey



Dear GDD Industry Stakeholder,

As communicated on 21 February, ICANN org is partnering once again with the MITA Group to conduct the 2019 Contracted Parties Satisfaction Survey.

Later today you will receive an invitation from the [MITA Group](#) from the email address surveysupport@mitagroup.com. Please take a few minutes to complete the online survey before it closes at 12:00 UTC on Tuesday, 2 April 2019. We request just one response from each contracted party's organization.

You will find some changes with the 2019 survey from the previous two years. The 2019 survey should only take *10 minutes of your time* and includes more opportunities to provide targeted input. Keep in mind the survey is anonymous; the MITA Group will collect the responses and provide ICANN the data in aggregated form.

We know your time is valuable and we thank you in advance for providing this valuable input across all the GDD teams you interact with on an ongoing basis, including:

- GDD Operations
- Registry Services & Engagement

- Registrar Services & Engagement
- GDD Technical Services
- Operations and Policy Research
- IDN Programs and Universal Acceptance
- GDD Strategic Programs

Your input directly impacts how GDD interacts with you and how we align our activities with the needs of our contracted parties. We will use the results for continuous improvement in our services and deliverables.

We sincerely appreciate your participation and encourage early and fulsome responses. If you have should have any questions or comments, please contact us via globalsupport@icann.org.

Regards,

Cyrus Namazi
SVP, Global Domains Division, ICANN

To reference past registry operator communications please click [here](#).

To reference past registrar communications please click [here](#).