



Dear GDD Industry Stakeholder,

Earlier this year ICANN org's Global Domains Division (GDD) requested your participation in the 2020 Contracted Parties Satisfaction Survey. The goal of the survey is to determine how GDD interacts with you and align activities to the needs of the contracted parties.

This year GDD contracted with the independent firm, [eBallot](#), to conduct and tabulate the responses while preserving the anonymity of the respondents. Consistent with the positive direction beginning with the original survey from 2017, your feedback indicates GDD's performance has continued to improve. This includes GDD's understanding of the challenges facing the contracted parties and ability to meet commitments with the contracted parties. Opportunities to improve, as indicated in the survey findings, include broadening our engagement with those not in the stakeholder groups, extending the survey to other departments beyond GDD, and additional language support.

We will use the results for continuous improvement in our services and deliverables. The complete results of the 2020 Survey are now posted on the [GDD Metrics](#) page on [icann.org](#).

We sincerely appreciate your participation in the survey. If you should have any questions or comments, please contact us via an email to globalsupport@icann.org.

Regards,

Russ Weinstein
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