8 February 2013

Attention: Ms Christine Willett
VP gTLD Operations
ICANN
12025 Waterfront Drive, Suite 3000
Los Angeles, CA 90094-2536
UNITED STATES OF AMERICA

Dear Ms Willett,

Melbourne IT is working with several new gTLD applicants in the Asia-Pacific region. Many of these IDN gTLD applicants have contacted us to express their concern with the timing of the Clarifying Questions (CQs). The Chinese New Year (Spring Festival) commences today, 8 February, and continues until 17 February. This is the major holiday celebration in the region and businesses often close or greatly reduce their staff numbers. In some cases key staff do not return to work until the end of February.

As a consequence our clients inform us that they are finding it difficult to secure internal approvals for responses to CQs and getting new Letters of Credits issued by their financial institutions. Furthermore, since English is not a native language to these applicants, their response time is made shorter by the need to translate questions and responses.

I would urge ICANN to take into consideration the needs of the local community and grant reasonable extensions to applicants who make a good faith effort to respond to CQs during the Chinese holiday season.

Yours sincerely,

[Signature]

Lena Carlsson
Vice President Domain Strategy