From: John Poole  
Sent: 10/24/2018 2:41 PM  
To: complaints@icann.org  
Cc: cherine.chalaby@board.icann.org; goran.marby@icann.org; ombudsman@icann.org  
Subject: [Ext] ICANN63 remote "participant" services

Dear Krista:
As usual, ICANN services for remote observers / "participants" at this ICANN meeting (ICANN63) are again sorely deficient. I know the current ICANN CEO is in a continual "state of denial" that anyone on the ICANN staff or "management team" might be ✧ ✧ ✧ but there comes a time when rigorous honesty would better serve the ICANN organization and community. I could cite many examples of technical and production failures at ICANN63--"Live transcript" links that don't work ([streamtext.net](http://streamtext.net)), Livestream video and audio quality awful--audio sync failure, video replay failure, etc. (I am on a very fast broadband connection and have NO problems with other sources)--here's a screenshot of one example:

![Screenshot of Livestream issue](https://via.placeholder.com/150)

At a previous ICANN meeting, you indicated that ICANN staff responded that ALL of these problems are the FAULT of ICANN's vendors, NOT ICANN management or staff.

**Questions:**
1. Who keeps hiring these ✧ ✧ ✧ or non-performing "ICANN vendors"?
2. Has ICANN considered dropping Livestream entirely and providing YouTube video LIVE and REPLAY which most likely is a cheaper and better solution? (Here's an example: [https://youtu.be/6XHSrB6xp3M](https://youtu.be/6XHSrB6xp3M)--a Federal Reserve Press Conference via YouTube LIVE with immediately available REPLAY.
3. Are ANY of the AdobeConnect sessions available for REPLAY--where are the links to those replays? Your [remote participation page](http://remote-participation) states: "Video recordings will be available the same day the session ends as a part of Adobe Connect session recordings."

Best regards,
John Poole

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