

From: Matt Nigriny

Date: 8/28/2019

To: ICANN Complaints Office

Subject: ICANN the company and/or a department within ICANN

I represent a client who received a UDRP decision ordering transfer of a domain to my client. The registrar has refused to comply with the order and we subsequently submitted a complaint through ICANN against the registrar (Complaint ticket no: [REDACTED]). ICANN failed to process that complaint even after multiple emails requesting status updates. I called ICANN global support on August 8th and they told me the complaint had been closed because they the compliance group had requested additional email and we had not responded to that request. However, ICANN never sent us the email request. I went ahead and filed a new complaint on August 8th per the suggestion of Global Support (Ticket ID [REDACTED]). After I submitted that complaint I heard nothing for two weeks even though I was sending follow up emails to compliance@icann.org and also calling ICANN's global support number. When the compliance department finally responded on August 20th, it sent an email stating that it had sent a separate email requesting additional information and that if I do not provide the requested information by August 27th, ICANN will close my ticket. I immediately responded stating that I had not received that email requesting additional information, but ICANN did not respond or re-send the email request for more information. I have since sent additional follow-up emails that were also ignored as well as called the global support number (they told me they cannot help because compliance is a different group). I indicated in my follow-up emails that I have not received the request for additional information and asked that the ticket not be closed on August 27th because I cannot respond without the request. It is now the 28th, ICANN has still not responded and I do not know if the ticket is closed or not. This is exactly what happened the first time we submitted the complaint and is completely unacceptable -- ICANN is causing me to waste a huge amount of time dealing with this issue and the lack of engagement and apparent apathy from ICANN is incredibly frustrating. Please fix this issue immediately and process our complaint against the registrar who refuses to transfer the domain in accordance with the UDRP order that was issued in December of 2018.