



6 September 2017

RE: Initial Response to Rejection of Public Comments on .NET Registry Agreement Renewal

John Poole
Via Email

Dear John Poole,

Thank you for your 30 May 2017 submission about the rejection of your comments regarding the .NET contract renewal. I understand your public comments were published within hours of you submitting your complaint. My initial research and discussions with various departments inside the ICANN organization found the rejection was an inadvertent error by the ICANN organization.

While I am happy we were able to resolve your immediate issue quickly, I wanted you to be aware that I am looking deeper into what occurred to see if there are other improvements we can make to prevent this from happening again.

I will continue to keep you updated.

Kind regards,

Krista Papac
Complaints Officer