



20 March 2020

RE: Response to Complaint Regarding Issue with Handling of Travel Support

Ernesto Perez
Via electronic mail

Dear Ernesto Perez,

Thank you for your submission. Your complaint (see: <https://www.icann.org/en/system/files/files/complaint-00009581-redacted-09apr19-en.pdf>), filed on 9 April 2019, discusses your intent to attend the ICANN organization and DNSOARC meetings that were being held in Bangkok, Thailand in early May 2019, and your difficulties obtaining information from ICANN in order to fulfill the visa requirements of the Thai Consulate in Ecuador. According to your complaint, when you submitted your visa application to the Thai Consulate in Ecuador, including the invitation letter provided by ICANN org, the Consulate also requested a copy of the passport data page of the inviting person, an ICANN org staff member. On 3 April 2019, and several other times, you contacted ICANN by email at invitations@icann.org to request the passport data page but received no response, which led to you submitting a complaint to the Complaints Office.

I appreciate you bringing this to the attention of the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). While this issue was resolved in April 2019, I write to provide you with this formal response. Following my research and internal discussions, I learned that the invitations@icann.org mailbox is a repository mailbox and had not been setup as a no-reply mailbox. This means that the invitations@icann.org mailbox does not typically receive incoming emails and therefore was not checked regularly, nor was it set up to automatically notify senders that no-reply should be expected. Your issue with the Ecuadorian Thai Consulate appeared to be a misunderstanding on their part regarding the Thai Visa requirements for these events.

Once you notified the Complaints Office of your issue, we notified the travel support team who located your messages and quickly worked to resolve your issue. ICANN contacted its Thai Convention partner who was able to work directly with the Quito Consulate to issue your visa without requiring the personal passport data of the inviting person. As I understood from you, you received the necessary visa and were able to travel to Thailand for the desired events.

Regarding the issue with ICANN's responsiveness from the invitations@icann.org mailbox, at the time of your complaint ICANN was aware that this mailbox was not the ideal setup for managing invitation letters and was in the process of updating its registration system to address this issue and others. These updates, launched in September 2019, integrated the ability to request an invitation letter into ICANN's general meeting registration system, resulting in better centralization and tracking for these types of requests.

ICANN appreciates you taking the time to submit your complaint. ICANN is committed to always working to increase its effectiveness and to provide additional transparency and accountability,

all in service of ICANN's mission. Your willingness to submit this information helps us to achieve these commitments. Thank you again for your feedback.

Kind regards,

Krista Papac
Complaints Officer
ICANN