



23 September 2020

RE: Response to Complaint Regarding Issue with Handling of Contractual Compliance Ticket

Yordan Nikolov  
Via electronic mail

Dear Yordan Nikolov

Thank you for your submission. In your complaint you claim that ICANN organization did not respond to your contractual compliance ticket for an extended period of time. I appreciate you bringing this to the attention of the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and write to provide you with this response.

Following my research and internal discussions, I found that a response to your request had in fact been delayed due to a backlog in contractual compliance tickets. ICANN apologizes for the delay and frustration you experienced. ICANN worked to address your ticket as soon as possible and it is my understanding the ticket has now been fully addressed.

ICANN appreciates you taking the time to submit your complaint and takes responsibility for the delay in addressing your contractual compliance ticket. 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.

Kind regards,

Krista Papac  
Complaints Officer  
ICANN