

Subject: Re: [Ext] Fwd: Waiting for Answers--how much longer?
Date: Friday, June 9, 2017 at 3:35:23 AM Pacific Daylight Time
From: ICANN Complaints Office
To: John Poole, ICANN Complaints Office, ombudsman, Herb Waye

Dear John Poole,

I write to close the loop on the complaint you submitted on 16 May 2017. As I understand it, you received the requested responses on 26 May 2017.

I want to make sure you are aware of the Terms and Conditions for Submission to the Complaints Office. They are noted at the end of this message, but I've also copy/pasted them here:

Submitted complaints will be handled in accordance with the ICANN bylaws and the ICANN Privacy Policy. By submitting this document to complaints@icann.org you acknowledge that the complaints process shall operate to the maximum extent feasible in an open and transparent manner and consistent with procedures designed to ensure fairness. Except as noted above, information you submit is subject to being published on the ICANN website.

Your complaint and this response will be published in the Complaints Office section of our website; see: <https://www.icann.org/complaints-office>. Note, your contact information will not be published but your name and organization name, if applicable, will be. You will note there are currently no publications on the site. This is because May is our first month in operation and we are still developing the reporting webpage, however I expect it to be up within the next 2-4 weeks.

I apologize it's taken so long to close this loop with you. As discussed above, the Complaints Office is new to ICANN and we are still working through our processes.

Please let me know if you have questions or would like to discuss further.

Kind regards,
Krista Papac

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From: <[REDACTED]> on behalf of John Poole [REDACTED]
Date: Tuesday, May 16, 2017 at 10:41 AM
To: ICANN Complaints Office <complaints@icann.org>, ombudsman <ombudsman@icann.org>, Herb Waye [REDACTED]
Subject: [Ext] Fwd: Waiting for Answers how much longer?

After promising on April 27, 2017, to answer my questions (see below), ICANN has now gone "silent" and will not even give me the courtesy of a reply to my email of May 11 below. Why is ICANN so afraid of accountability and transparency, and afraid to answer my questions? Do I need to file formal complaints against Goran Marby, Akram Atallah, Steve Crocker and the entire ICANN Board of Directors? Can any of you do anything to get ICANN and its referenced officers and directors to answer my questions? The courtesy of a reply would be appreciated.

----- Forwarded message -----

From: John Poole [REDACTED]
Date: Thu, May 11, 2017 at 2:35 PM
Subject: Waiting for Answers--how much longer?
To: [REDACTED], [REDACTED], [REDACTED],
engagement@icann.org

Re: Waiting for Answers--how much longer?

The ICANN Quarterly Stakeholder Call for FY17 Q3 took place on 27 April 15.00 UTC. The day before I had emailed engagement @ICANN the questions referenced below. I had also reached out to [REDACTED] on April 25 but had not received a reply before the Stakeholder call.

Before the Stakeholder call began, I inquired as to whether my questions had been received and would be answered. [REDACTED] responded via Adobe Chat/private chat:

----- (04/27/2017 10:00)
John Poole: [REDACTED] did you receive my questions submitted via email to engagement @ ICANN.org yesterday?

[REDACTED]: Hi John

[REDACTED]: thank you. We'd like to get back to you offline so we can be as thorough as possible to your many questions

[REDACTED]: may I get your email address please?---- (04/27/2017 10:02)

John Poole: OK thank you for responding-- my email is [REDACTED] here is a copy of the **questions** with a typo corrected and email address removed
[https://drive.google.com/file/d/0B3zjyRMTBSc7bi1nbldYUWRCTIE/view?usp=sharing\[drive.google.com\]](https://drive.google.com/file/d/0B3zjyRMTBSc7bi1nbldYUWRCTIE/view?usp=sharing[drive.google.com])

[REDACTED]: Ok, many thanks. I will also give you my email address: [REDACTED] ---
End of Chat

Subsequently on April 27 and 28 I also received emails from [REDACTED] and Engagement, respectively.

I responded to [REDACTED] on April 27 (attaching the above referenced questions): "... [The questions re: the .NET Registry Agreement] are incorporated into the attached letter (pdf) at p.4 which I sent yesterday to engagement @ icann.org[icann.org] ahead of the quarterly stakeholder call which was held earlier today-[REDACTED] at ICANN said my letter would be "thoroughly" addressed offline so you may want to contact and coordinate with her--email address: [REDACTED]."

Engagement's email of April 28 simply said "*Hello John, thank you for contacting us at engagement@icann.org. Your questions have been forwarded to the appropriate department for dissemination.*"

Since then, I have not heard a "peep" from anyone at ICANN. What is going on??? I have been lied to before by top ICANN management (former CEO Chehade) promising to follow-up and thoroughly answer my questions later, only to delay and then not answer. I am not "playing games" here and I certainly hope none of you are.

In my experience in the "real world," any business or organization "worth its salt" should have been able to thoroughly respond to my letter of questions referenced above within two weeks. Two weeks have now passed. How much longer will ICANN delay?

The comment periods close this month on the CCT RT draft report (May 19), SO/AC accountability (May 26), and .NET registry agreement (May 30). It would be useful to have the ICANN answers to my questions well before the aforesaid closing dates. Is that asking too much?

Please advise.

John Poole

[REDACTED]