



12 April 2018

RE: Response to Lack of Communication Between the ICANN org and Registry Operators and Textual Issues Regarding Naming Services portal Terms of Use

Crystal Ondo
Donuts Inc.
Via Email

Dear Crystal Ondo,

Thank you for your submission regarding the ICANN org's (all subsequent uses of "ICANN" refer to the ICANN org) lack of communication with registries prior to posting updates to the Terms of Use for registry operator access to the Naming Services portal. To provide you with this response, I've researched this issue with various departments inside ICANN in order to provide you with this response.

Donuts' complaint relates to ICANN's communication with registry operators when ICANN updated the old Terms of Use for its Customer Relationship Management system (the "GDD Portal") to be applicable to the newly released replacement system (the "Naming Services portal"). Specifically, Donuts took issue with the lack of prior communication or notification from ICANN that the Terms of Use were being updated. Additionally, Donuts identified four items to be clarified in the updated Terms of Use; specifically, two provisions that required additional process clarity, one item that required clarification of a defined term and one statement that required clarification so as not to be overly broad.

Following my research and internal discussions, I found that there was a breakdown in communication within ICANN which led to a missed opportunity for ICANN to communicate with registry operators regarding upcoming updates to its Customer Relationship Management system's Terms of Use. ICANN appreciates and understands that communication, collaboration and expectation setting from ICANN is important, and that all parties benefit from advance dialogue regarding updates or changes. As a result of your complaint, ICANN's Global Domains Division has made improvements to its communication process with contracted parties regarding upcoming changes or updates. In addition to improving upon how we communicate changes with contracted parties, ICANN addressed the four items you pointed out and updated the Naming Services portal Terms of Use, after prior notification to the portal users.

Thank you for bringing this process improvement opportunity to our attention. ICANN is accountable for the work it delivers, to meeting its obligations, and to continuous improvement, with an overall objective of achieving operational excellence. ICANN strives to be the very best it can be and complaints such as yours help us work towards achieving these goals.

ICANN, inclusive of the Complaints Office, is committed to providing the utmost transparency. I disclose that in my previous role as ICANN's Director, Registry Services & Engagement, I was involved in discussions regarding the Terms of Use for the GDD Portal and other related topics covered in this response, but - to my recollection - was not involved in discussions regarding the Terms of Use for the Naming Services portal. My previous involvement does not make me an

authority on this matter and related topics. I have thoroughly researched the issue and available information in order to provide a comprehensive, transparent, and unbiased response.

I appreciate your continued participation in ICANN, your contributions to helping us work towards being our very best, and the opportunity to provide you with this information.

Kind regards,

Krista Papac
Complaints Officer