



The Internet Corporation for Assigned Names and Numbers

26 October 2011

Dear NPOC Leadership:

Thank you for your letter. The matters you raise are of substantial concern to the Board. While there is an immediate desire to want to resolve this matter quickly and informally, there are significant interests at stake that require that we act with deliberation and a clear understanding of all the underlying facts and related actions.

The ICANN Bylaws anticipate that on occasion there may be community matters, issues or topics that require neutral and independent intercession and provide the vehicle of the ICANN Ombudsman for addressing those matters. Article V Section 2 of the Bylaws specifically provides that:

The principal function of the Ombudsman shall be to provide an independent internal evaluation of complaints by members of the ICANN community who believe that the ICANN staff, Board or an ICANN constituent body has treated them unfairly. The Ombudsman shall serve as an objective advocate for fairness, and shall seek to evaluate and where possible resolve complaints about unfair or inappropriate treatment by ICANN staff, the Board, or ICANN constituent bodies, clarifying the issues and using conflict resolution tools such as negotiation, facilitation, and "shuttle diplomacy" to achieve these results.

Consequently, I am referring this matter directly to the ICANN ombudsman, Chris Lahatte with the request that he move quickly to gather all the facts and viewpoints of this issue, work with the NPOC, the NCSG and the NCUC to determine the potential options available to all and subsequently advise the Board on its potential options and the courses of action that can be taken to address your concerns.

I am hopeful that Mr. Lahatte will be able to move quickly and conduct meetings and discussions between and among all affected parties so that we can quickly develop a plan for addressing your concerns. The Board anticipates that the Ombudsman will be able to provide an update in due course.



I must note that members of the Board are particularly concerned that this controversy has arisen so soon after approval of a permanent NCSG Charter and recognition of the NPOC. I hope that under the intercession and mediation of ICANN's new Ombudsman that the non-commercial community can find a path forward to more cooperative and amicable relationships going forward.

Best Regards,

A handwritten signature in black ink, which appears to read "Steve Crocker". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Steve Crocker  
Chairman

cc: Chris Lahatte, John Jeffrey