The Values of this Office are:

Respect for Diversity;
Excellence in Ombudsmanship;
Professionalism;
Confidentiality;
Impartiality;
and Independence
Ombudsman Website

- www.icann.org/ombudsman/

- **Key documents:**
  - Ombudsman Framework
  - Results Based Management Accountability Framework (RMAF)
Ombudsman Website

• **Key tools:**
  – Complaint form
  – Ask the Ombudsman FAQ’s
  – Email
Contacts by month

- Dec-04: 10
- Jan-05: 12
- Feb-05: 22
- Mar-05: 19
- Apr-05: 7
Contacts by Country

- USA: 35
- Canada: 11
- UK: 8
- Spain: 6
- India: 3
- France: 2
- Israel: 1
- Malaysia: 1
- Mexico: 1
- Namibia: 1
- Netherlands: 1
- South Africa: 1
Issue Types

- Ombuds: 15
- Registry: 3
- Registrar: 13
- Other: 25
- Transfer: 3
- WHOIS: 12
Gracias
Thank you
Merci