

Questions from John Poole

Questions re: Report p. 24 (of 39): Customer Satisfaction: 4.0 / 5.0. Who's the "customer"? Is the "customer" domain name registrants? No? Why not? I think ICANN has its priorities mixed up and that is why ICANN is failing the global internet community, and why the new gTLDs are FAILING. Registrants, directly and indirectly, fund ALL of ICANN's operations. The global internet community is mostly consumers (registrants and internet users), and ICANN leadership has lost sight of that somewhere along the way. Please explain why you think registrants are not ICANN's customers, and why you think ICANN is NOT failing domain name registrants worldwide?

A: Customers are those who contacted the GDD Global Support Center for assistance. 80% of the GDD Global Support Center's inquiry volume come from registrants. GDD Global Support Center services registrants and assists them with inquiries when they contact us. ICANN Contractual Compliance also assists registrants with issues. GDD also provides educational information to registrants, which can be found at icann.org/registrants. Through our contracts, we ensure that the policies and contractual provisions put in place by the ICANN community serve the interests of registrants.

Questions re: Report p. 24 (of 39): 3526 Cases Processed: What are these? What is a "case"? How is it "processed"? Who processes it? Someone at ICANN processes 3526 "cases" FY18 Q1, and ICANN management provides no information about what these cases involve? Do you call this being accountable and transparent to the global internet community? You are publishing "metrics" that are irrelevant and meaningless without more information, including the substance and how the data is collected, used, reported, and shared.

A: GDD Global Support Center utilizes a ticketing system to receive, track, and respond to inquiries. A case is unique inquiry sent into the GDD Global Support Center. Processed in this context means that a GDD Global Support Center resource assists the person that submitted the inquiry through resolution. ICANN org provided detailed information on registrant inquiries at the "Update on ICANN Domain Name Registrant Work" session at ICANN60. A link to the Adobe Connect recording is available at <https://participate.icann.org/p8ozx5xp2xe/>.

From the 1530 registrant phone calls, 2734 general inquiries, and 3526 cases processed in FY18 Q1, what can you (ICANN management) tell the global internet community is really going on? For example, are the registrants' phone calls about particular issues, registrars, registry operators, gTLDs or ccTLDs? Have you even analyzed the data to discern issues and trends, and why haven't you shared that information with the global internet community and ICANN community? Why is ICANN repeatedly failing in transparency and accountability—including requiring your contracted parties to be transparent and accountable? From your report p. 24, the global internet community has no information to judge what is really going on, what ICANN is spending its considerable resources responding to, and whether ICANN is wisely using its resources or just

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being wasteful, and whether ICANN is appropriately handling and responding to these issues or constantly failing in one or more areas.

A: Please refer to the “Update on ICANN Domain Name Registrant Work” session at ICANN60 for more information on registrant inquiries and ICANN org’s observations of the inquiries. In the same session, we also discussed how this information is being used by ICANN org to inform other registrant related work. A link to the Adobe Connect recording is available at <https://participate.icann.org/p8ozx5xp2xe/>.