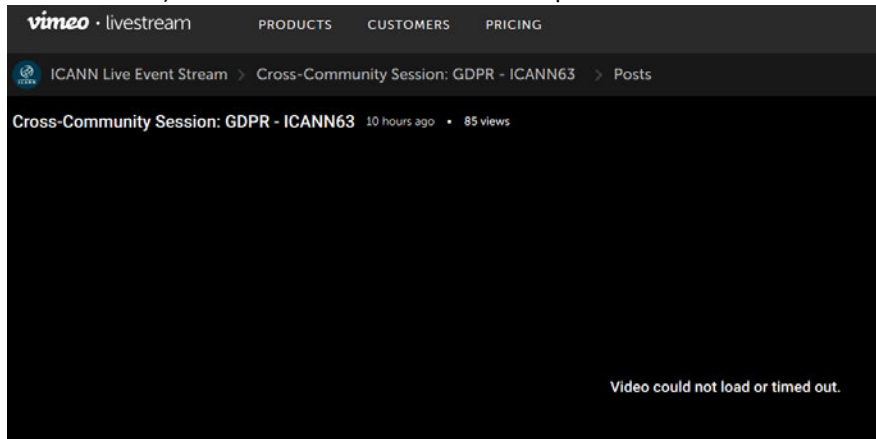


From: John Poole [REDACTED]
Sent: 10/24/2018 2:41 PM
To: complaints@icann.org
Cc: cherine.chalaby@board.icann.org; goran.marby@icann.org; ombudsman@icann.org
Subject: [Ext] ICANN63 remote "participant" services

Dear Krista:

As usual, ICANN services for remote observers / "participants" at this ICANN meeting (ICANN63) are again sorely deficient. I know the current ICANN CEO is in a continual "state of denial" that anyone on the ICANN staff or "management team" might be [REDACTED] but there comes a time when rigorous honesty would better serve the ICANN organization and community. I could cite many examples of technical and production failures at ICANN63-- "Live transcript" links that don't work ([streamtext.net](#) [[streamtext.net](#)]), Livestream video and audio quality awful-- audio sync failure, video replay failure, etc. (I am on a very fast broadband connection and have NO problems with other sources)--here's a screenshot of one example:



At a previous ICANN meeting, you indicated that ICANN staff responded that ALL of these problems are the FAULT of ICANN's vendors, NOT ICANN management or staff.

Questions:

- 1. Who keeps hiring these [REDACTED] or non-performing "ICANN vendors"?**
- 2. Has ICANN considered dropping Livestream entirely and providing YouTube video LIVE and REPLAY which most likely is a cheaper and better solution?** (Here's an example: <https://youtu.be/6XHSrB6xp3M> [[youtu.be](#)])--a Federal Reserve Press Conference via YouTube LIVE with immediately available REPLAY.
- 3. Are ANY of the AdobeConnect sessions available for REPLAY--where are the links to those replays?** Your [remote participation page](#) states: "Video recordings will be available the same day the session ends as a part of Adobe Connect session recordings."

Best regards,
John Poole

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