



19 February 2019

RE: Explanatory Memorandum re: Complaint 00008500

Pedro Veiga  
Universidade de Lisboa  
Via electronic mail

Dear Pedro Veiga,

Thank you for your 22 January 2019 complaint submission regarding a response you are waiting to receive from the ICANN org (all subsequent uses of "ICANN" refer to the ICANN organization). Attached to your complaint submission was a copy of the letter you initially sent to ICANN in September 2018 regarding the Internet Assigned Numbers Authority (IANA) designated representative for the .PT top-level-domain.

The role of the Complaints Office is to receive, research, analyze, and resolve complaints as transparently as possible. This means that complaints and responses are published on the Complaints Office Report page, with appropriate redactions. In the case of your complaint, the attached letter to which you are awaiting a response contains information that may be related to a legal proceeding and includes assertions about third parties, and does not appear to be appropriate for public posting. I therefore am not publishing the letter you attached but am publishing your email complaint regarding the response you have been looking for. The underlying letter does not need to be published in order for your complaint to be fully addressed.

Additionally, you can expect to see a response to your September 2018 letter shortly and you will also receive a more formal response from me regarding your complaint.

Kind regards,

Krista Papac  
Complaints Officer  
ICANN