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From: Ernesto Perez  
Date: 4/9/2019  
To: ICANN Complaints Office  
Subject: ICANN the company and/or a department within ICANN

hi,  
we have prepared for a long time to attend ICANN and OARC meeting in Bangkok this May. As per requirement of the Thai Consulate in Ecuador the invitation letter must be accompanied with a scanned copy of the inviting person ( [REDACTED] in my case). However I have written several mails to invitations@icann.org and to OARC in the last week and the issue remains unsolved.

If I don't get this required document we wont be able to attend to the meeting and our plans will have to be dropped. I do not understand why it has taken so long in order to send the missing document. The lack of answer is what actually disturb me because if we wont get the required document it will be easy to say "no" and we can prepare other plans as other events are being held in similar dates.