

07 March 2018

RE: Explanatory Memorandum Regarding Complaint #C-2017-00022

### **Brief Overview**

On 11 December 2017, a complaint about the ICANN org was submitted to the Complaints Office by a party who has since requested no further contact from the org. It is the duty of the Complaints Officer to receive, research, analyze and resolve complaints as openly as possible. While the Complaints Office strives to honor the wishes of those contacting the office, it also has an obligation to address complaints about the org. Although the submitting party was notified of the public nature of the complaints process, the Complaints Officer decided it was prudent to publish a summary, in her own words, of the submitted complaint in lieu of publishing the actual submission. This document serves as the public version of the submitted complaint.

### **Short Description of the Complaint**

On 4 December 2017, ANONYMOUS-1 submitted an issue to the Complaints Office. ANONYMOUS-1's submission provided a comprehensive accounting of issues he was experiencing, including many attachments, with his registrar. ANONYMOUS-1 was redirected to the Global Support Center for assistance, as the Complaints Office only handles complaints regarding the ICANN org.

On 11 December 2017, ANONYMOUS-1 re-contacted the Complaints Office with a complaint about the handling of his 4 December submission that was redirected to the ICANN org's Global Support Center. ANONYMOUS-1 explained he was dissatisfied because the Global Support Analyst seemed to be providing template answers designed to direct him to another path for assistance rather than to resolve his problem, and that it appeared to be more important to close his submitted ticket than to provide fulsome answers. ANONYMOUS-1 further suggested that the ICANN org consider the reality, purpose and real-world productivity of the Global Support Center and not just the number of tickets it has closed.

### **Summary of Events**

Below is a summary of events that led up to and that occurred after ANONYMOUS-1 submitted his complaint to the Complaints Office on 11 December.

#### **4-December-2017**

- ⦿ ANONYMOUS-1 submitted a comprehensive complaint, including many attachments, to the Complaints Office. ANONYMOUS-1's complaint submission explained that he was having customer service issues with his registrar and he was asking if the ICANN org was able to exempt the 60-day hold required by the Inter-Registrar Transfer Policy.
- ⦿ The Complaints Office responded explaining that the Complaints Office handles complaints regarding the ICANN org and that the ICANN org Global Support Center is well versed in handling and directing all kinds of issues and that they would contact him with more information within one business day.

#### **5 – 11 December 2017**

- ⦿ ANONYMOUS-1 and the Global Support Center exchanged a number of messages regarding his registrar issues.

- ⊙ Namely, ANONYMOUS-1 was directed to submit a complaint to ICANN Contractual Compliance.
- ⊙ As part of the email exchange with the Global Support Center, ANONYMOUS-1 asked for answers to a set of specific questions.
- ⊙ The questions asked of Global Support by ANONYMOUS-1 were not adequately responded to and on 11 December after several exchanges ANONYMOUS-1 re-contacted the Complaints Office to report the inadequate level of support he was experiencing.

### **13 December 2017**

- ⊙ The Complaints Office began its initial review of the 11 December complaint regarding the inadequate level of support.

### **19 December 2017**

- ⊙ Following its initial research, the Complaints Office identified the following two topic areas to be addressed:
- ⊙ ANONYMOUS-1's questions still remained unanswered by the Global Support Center.
- ⊙ ANONYMOUS-1's complaint regarding the ICANN org's inadequate level of support.
- ⊙ The Complaints Officer informed ANONYMOUS-1 of the two topic areas and advised that would each be handled as follows:
- ⊙ ANONYMOUS-1's Global Support ticket would be escalated to a Senior Analyst who would provide a comprehensive response to all of his outstanding questions.
- ⊙ The Complaints Office will research and provide a formal response to the complaint ANONYMOUS-1 submitted on 11 December 2017 regarding the level of service received from the ICANN org. The Complaints Office response will include research findings, the identified "cause", and how ICANN intends to fix it (if applicable).

### **21 December 2017**

- ⊙ ANONYMOUS-1 responded to the Senior Analyst's response to his questions. The response from ANONYMOUS-1 made it clear there was still confusion regarding the guidance the ICANN org was providing.

### **22 December 2017**

- ⊙ In an effort to clear up ANONYMOUS-1's frustration with a confusing set of circumstances, the Senior Analyst telephoned ANONYMOUS-1 to talk him through the various parts of his registrar complaint and what tools were available to him.
- ⊙ ANONYMOUS-1 remained dissatisfied with the ICANN org and requested that no one from the org contact him again.

Kind regards,

Krista Papac  
Complaints Officer