



10 January 2018

RE: Initial Response to Registry Invoice Problem

Ashley Roberts  
Valideus Ltd.  
Via Email

Dear Ashley Roberts,

Thank you for your submission advising of your problem related to the receipt of registry invoices. I appreciate you taking the time to provide the Complaints Office and the ICANN org (all subsequent uses of "ICANN" refer to the ICANN organization) with a clear and comprehensive description of the issues Valideus Ltd. has been experiencing.

Although we have had regular contact since your submission in August, I write to provide you with a formal update regarding your complaint. Please know, ICANN is acutely aware of Valideus Ltd.'s registry invoice issues as well as the invoicing issues of other contracted parties. ICANN acknowledges the difficulties you've been experiencing and apologizes for the ongoing errors and the length of time it is taking to fully resolve them. While ICANN has been aware of these issues and is working to fix them, your submission has presented an opportunity for us to formally provide information, through the complaints process, about what we are doing to fix things. It is important to ICANN that we provide Valideus and the ICANN community with a comprehensive response to your complaint that contains not only our acknowledgment and awareness of the problems, but also commitments and expectations for addressing them.

For these reasons, it is taking more time than expected to fully respond to your complaint. I assure you ICANN takes this very seriously and is actively working to fix the problems described in your complaint. I expect to provide you with ICANN's formal response no later than 15 February 2018. Thank you for your patience and please do not hesitate to contact me with questions or comments.

Kind regards,

Krista Papac  
Complaints Officer