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ICANN

6 July 2018

RE: Response to Complaint re: Livestream Audio During ICANN 62

Dear John Poole,

Thank you for your submission. I'm following up on the complaint you submitted on 26 June 2018 regarding issues with the published livestream audio for the Cross-Community Session: Accreditation and Access to Non-Public WHOIS Data Post-GDPR held during ICANN 62 in Panama City, Panama. I've researched the issue with various ICANN departments and worked with them to provide you with this response.

To start, the livestream for the session you referenced was updated on 27 June 2018 and the audio is now working. In researching the issue with ICANN's technical team, we found the issue was caused by our livestream vendor. The ICANN org's technical team was able to manually fix the livestream audio for the session you referenced so you could access it. In looking into this, the team found additional sessions with livestream audio issues and they're working with our vendor to fix them.

Thank you for bringing this to the attention of the ICANN org and the Complaints Office. It is important to note that Adobe Connect is ICANN's primary medium for providing remote participation services and recordings. The ICANN technical team closely monitors and checks all Adobe recordings at ICANN meetings in order to provide and publish the best possible quality recordings.

Lastly, I appreciate that it can be frustrating when you're not able to access something when needed. Please know, I am always here to assist you as best I can and as quickly as possible. However, you may want to consider ICANN's Expected Standards of Behavior (https://www.icann.org/resources/pages/expected-standards-2016-06-28-en) when taking part in the ICANN multi-stakeholder process.

Kind regards,

Krista Papac
Complaints Officer
ICANN