



22 January 2019

RE: Response to Complaint Regarding Overdue Response to an Application Change Request

Shaul Jolles
Dot Registry LLC
Via electronic mail

Dear Shaul Jolles,

Thank you for your submission. In your complaint (see: <https://www.icann.org/en/system/files/files/complaint-00006843-redacted-26sep18-en.pdf>) you explain that in June 2018 you submitted a request to make certain amendments to your application for the .LLP generic top-level-domain and that you have not received a substantive response from the ICANN org, despite its published 4-6 week service-level target. I appreciate you bringing this to the attention of the ICANN org (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and write to provide you with this response.

Following my research and internal discussions, I found that your request had in fact been stalled. Once the ICANN team received the complete information for a change request, they began to process it. The request you submitted contained three change-types, two of which were outside the expected change request types that ICANN typically processes for a new gTLD applicant who has the Community designation. As the two specific changes were outside the expected scope of an application change request, the ICANN team tried to identify an alternative path for you -- such as signing the registry agreement and then using the Community gTLD Change Request process which was developed collaboratively between the ICANN org and the ICANN community to address post-contracting requests to amend Community Registration Policies in a given registry agreement. During the time that the team was looking into options for you, there were a number of competing priorities that led to the lengthy delay you experienced. The ICANN org apologizes for the delay and frustration you experienced as a result.

As a result of your complaint, ICANN identified two areas of opportunity. First, if there are multiple changes in an application change request and one or more of them requires additional research or discussion, ICANN will update its process so the changes that don't require additional work can be processed more quickly. Second, ICANN has identified an opportunity to look at how we manage competing priorities. Periodically, ICANN receives requests such as yours during a time when there are many demanding activities going on in parallel such as strategic planning sessions, offsite trainings, and ICANN meetings. The more complicated the application change request, the more dedicated time that is required to work through it and if there are also a number of these higher demand activities occurring at the same time resources can be stretched thin. These competing priorities should not interfere with the day-to-day work of ICANN, but sometimes they do. This is also the second area of opportunity for ICANN to improve upon so we can find a better way to manage such circumstances.

ICANN appreciates you taking the time to bring this information to our attention and takes responsibility for the delay in processing your application change request. We are committed to

always working to increase the organization's effectiveness and to provide additional transparency and accountability, all in service of ICANN's mission. Your willingness to submit this information helps us to achieve these commitments.

I appreciate your continued participation in ICANN, your contributions to helping us work towards being our very best, and the opportunity to provide you with this information.

Kind regards,

Krista Papac
Complaints Officer
ICANN