

Client Survey

Internet Corporation for Assigned Names and Numbers

Office of the Ombudsman

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Ombudsman

August 2006

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Introduction

The Internet Corporation for Assigned Names and Numbers (ICANN) Office of Ombudsman came into existence on November 1, 2004, when the incumbent was appointed. The first complaint from the community was received on December 9, 2004. Since that date, over 1900 issues have been raised to the Ombudsman.

As part of the continuing evaluation of the operations of the Office of the Ombudsman, an online client survey was conducted in July and August 2006. 387 invitations to participate were sent out to individuals who had either made contact with the Office, or who had completed a complaint form. Some correspondents were not contacted as they had contacted the Office as part of orchestrated letter writing campaigns on two issues which had been before the ICANN Board of Directors. In these cases I viewed little value of the potential responses, as few of the correspondents had contacted the Office out of a genuine personal concern; and that the likely responses would be predictably negative, and therefore unhelpful in determining the actual effectiveness of the Office. Some of the particular questions and the impact of the letter campaigns will be discussed on an individual basis.

Each of the invitations was sent to the correspondents as a reply to the complaint or contact form, or the originating email. This provided context to the correspondent for the survey, and as an aide-memoire of the issue. This is the text of the invitation:

The ICANN Office of the Ombudsman is collecting survey information to measure its effectiveness. As you have contacted the Ombudsman, I would like to invite you to spend two or three minutes to complete a short survey which will assist the Ombudsman in his evaluation of services.

The survey can be found at:

<http://www.surveymonkey.com/s.asp?u=717062405692>

Thank you for participation.

Best regards,

The survey was housed on a commercial survey website (www.surveymonkey.com). This ensured independent and uncensored collection of the data and responses. The survey results can be found online at:

<http://www.surveymonkey.com/Report.asp?U=240569297233>. The purpose of this paper is to provide analytical context and evaluation of the results, and to make recommendations for future improvements of the operations of the Office, and of the survey tool.

The survey was designed to gauge a number of factors, including: understanding of the Ombudsman mandate; contemplated reasons for contact; and satisfaction levels. The survey methodology combined multiple choice answers, scalable answers, and open question text responses in 17 questions.

The response level was high, especially given that the age of the complaints spanned up to 20 months. There were 85 responses to 387 invitations, or a response

rate of 22%. The survey was open for response from July 26, 2006, to August 16, 2006, with the last submission received on August 7th.

.1.0 The Survey Questions

The 17 questions are addressed in order below. The survey, as seen on the website, is found at Appendix One.

The results of the survey are found in Appendix Two.

.1.1 How did you hear about the Office of the Ombudsman?

The purpose of this question is to determine the manner in which the community finds information about the Office of the Ombudsman in order to be able to lodge a complaint or make contact with the Ombudsman. It is not surprising that the method of first hearing about the Ombudsman is aligned with the operations of the agency; through the internet. The survey indicates that almost half (49.4%) of the respondents found information about the Ombudsman through the ICANN website, and another 21.2% through internet searching. Over seven out of ten contacts emanated from the internet.

This would indicate that the presentation of the Ombudsman website and the content therein, is vitally important to the process.

.1.2 Can you tell us about your understanding of the Office of the Ombudsman.

The purpose of this question was to attempt to understand the pre-disposed expectations that the community might have in contacting the Ombudsman. The results indicate a limited understanding of the Office of the Ombudsman. While a majority of the respondents indicate that they understood that the Ombudsman investigated complaints about ICANN, 22% of respondents did not. 64% of respondents understood that the Office's mandate dealt with fairness, and 36% did not. Only 24% understood that the Ombudsman practiced Alternative Dispute Resolution (ADR) to resolve complaints.

.1.3 How long ago did you access the Ombudsman's services?

The purpose of this question was to evaluate the currency of respondents' involvement with the Office of the Ombudsman. The intakes in the Office have been relatively constant on a month to month basis (excluding email campaigns relating to .com and .xxx). The survey indicates that the majority of respondents (61%) reach back past six months to the inception of the Office. This indicates to me that there are a number of respondents who have a desire to reach out and have voice over their issues.

.1.4 What did you contact the Ombudsman about?

This question evaluates whether the issue relating to the correspondence is related to the Ombudsman's mandate. Less than 30% of correspondents contacted the Office about a jurisdictional issue, and 42% contacted the Office about a domain name or registrar issue. This indicates, and is further evaluated in Question Six, that consumers contact the Office of the Ombudsman in the hope of finding assistance about general service issues not related to ICANN administration.

The survey allowed for an open response to the question "What did you contact the Ombudsman about?". The 24 narrative responses show a wide of issues, the majority of which domain name or other non-jurisdictional issues.

.1.5 If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following?:

This is one of the key questions in the survey, as it assesses satisfaction as a result of contacting the Office of the Ombudsman. The question measured eight elements: confidentiality; timeliness; professional manner; respect; explaining the Ombudsman's jurisdiction; in providing an appropriate referral; in updating or corresponding with you; and overall. The baseline was established using the

correspondents' expectations of service (from not at all, to expectations met, to better than I expected). Correspondents were also permitted to reply N/A or not applicable.

This question was analyzed as an omnibus response, and then with four different sets of filters applied in order to gauge satisfaction based on the high and low jurisdictional relevance.

With the overall response, generally the community expectations were met or exceeded. The scale of response was based on a high score of 10, being "better than I expected", and a low score of "not at all" being 1. A mean score of 5 corresponded with "Expectations Met". In seven out of eight categories the average response was five and above, indicating that in an overall sense the community's service expectations were met. The "in providing an appropriate referral" rated below this, and had a response average of 4.13.

The results of some questions appear to be somewhat consistent. With the questions relating to confidentiality, timeliness, professional manner, and respect, the majority of the responses clearly fall between expectations met or expectations exceeded. However, other responses show some polarization or dichotomies in the results. For example, the "overall" satisfaction was equally balanced with 23% not having their expectations met at all, and 23% have their expectations exceeded; with a 5.34 out of 10 overall response average.

There is an explanation for the above noted variances. Using four different sets of filters, I have come to the conclusion, which will be borne out with supporting data from other questions, that satisfaction is related to the Ombudsman's ability to claim jurisdiction over an issue, and then to be able to provide an outcome which was desired by the complainant.

For example, using filters to analyze the satisfaction of those who contacted the Ombudsman about a matter which they knew related to be an ICANN act, decision, or inaction (Question Two - Highest jurisdiction) and where the Ombudsman took action and the matter was resolved (Question Seven – Highest Outcome) the responses were considerably higher than the omnibus results. These scores range from 6.33 for “timeliness” to 8.33 for “updating or corresponding with you”.

Using a second set of filters to look at high jurisdiction (ICANN act, decision or inaction) and moderate outcome (the complaint was investigated) the scores are still generally higher than the omnibus, ranging from 4.75 (in providing an appropriate referral) to 7.50 (confidentiality).

A third set of filters analyzes low jurisdiction (My registrar or domain name) and moderately low out come (referred to someone else). At this point the satisfaction scores fall to a range of 2.75 (updating or corresponding with you) to 5.20 (Professional manner).

Finally, when the last set of filters is applied with low jurisdiction (My registrar or domain name) with low outcome (The Ombudsman declined to investigate) the satisfaction scores tumble into a range of 1.50 (in providing an appropriate referral) to 4.50 (Timeliness).

Thus, there is a strong relationship between levels of satisfaction at the end of the process, and a combination of the Ombudsman's ability to act (Jurisdiction) and the results of the actions taken (Outcome). The results show that the more the complaint falls into jurisdiction, and if it is resolved, the greater the satisfaction with the process.

This notion of satisfaction being related to outcome was described by Kushner in a paper he delivered to the 8th International Ombudsman Institute in 2004:

But on the question of whether the complainant was satisfied with the process, we scored lower than I expected. Only forty-eight percent of the complainants surveyed were satisfied with the process of the investigation. We also discovered that there was a high correlation between the outcome of the investigation and satisfaction with the process. Ninety-one percent of those who agreed with the outcome of the investigation were satisfied with the process whereas only twenty-six percent of those who disagreed with the outcome were satisfied with the process.¹

¹ Kushner in Reif ed, p.59

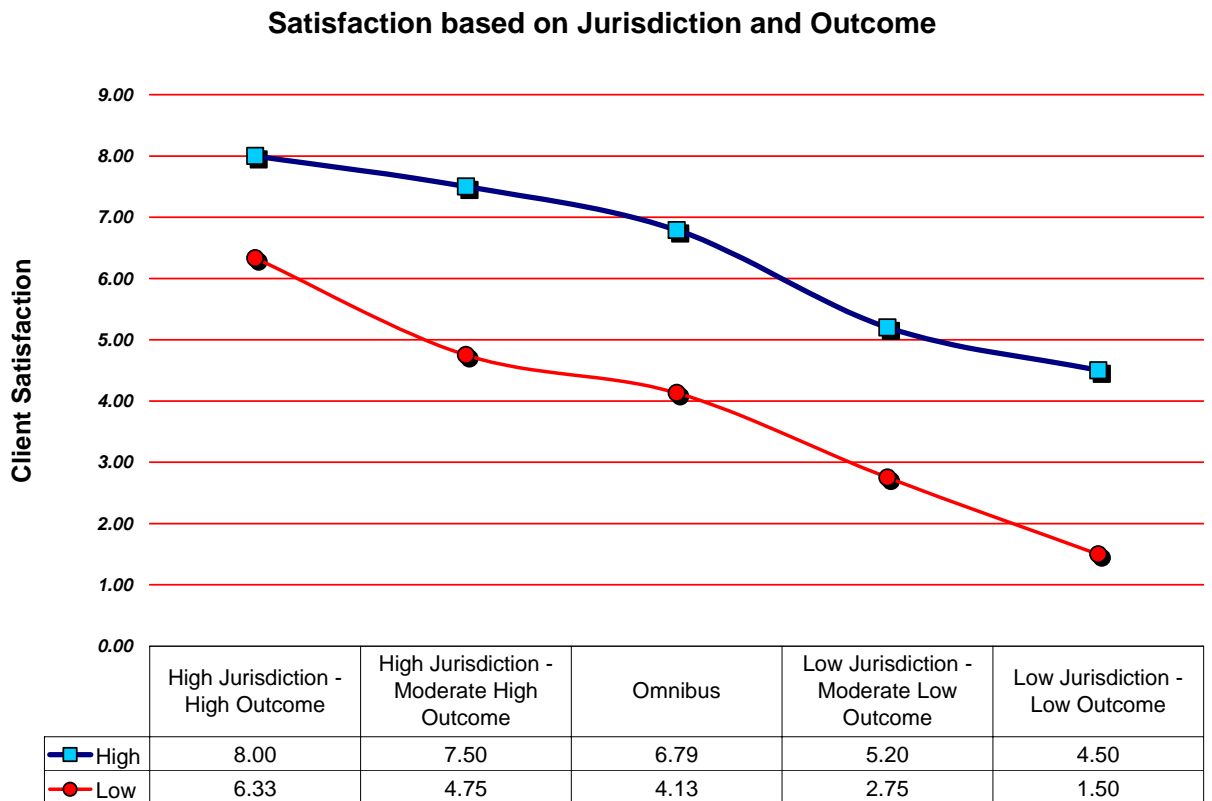


Figure 1

Figure 1 illustrates client satisfaction based on meeting expectations as per survey Question Five. The High Jurisdiction – High Outcome (ICANN act, decision, in action which was resolved) the satisfaction range is higher and tighter than the Low Jurisdiction – Low Outcome (registrar or domain name – complaint declined).

.1.6 If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

The purpose of this question is to gauge the options which a correspondent could have put in play if the Ombudsman was not available as a resource. It is an interesting commentary that often correspondents have contacted the Ombudsman because they had no idea who else to contact. The response “Don’t know, that’s why I contacted the Ombudsman” accounted for 50% of the overall responses. This lack of an outside agent was also noted in 57% of the low jurisdiction responses, and in 37.5 of high jurisdiction responses.

High jurisdiction correspondents were most likely to have turned to consumer protection organizations, governments, or ICANN Board members. Low jurisdiction correspondents indicated they would have approached consumer protection services, contacted a lawyer, or initiated legal action.

Taken in concert with the results of other questions, it appears that the Ombudsman is frequently turned to because consumers cannot find a place to appropriately raise their issues.

Overall, correspondents triaged the options they would have used in the following order: consumer protection agency; consulting a lawyer; initiating legal action; ICANN

staff; government official; registrar; Board member; Registry; and other. This list of options further demonstrates that the Office of the Ombudsman is frequently contacted about low jurisdictional issues. I note that the ICANN staff and Board members are relatively low on the list of options; while consumer and legal services are predominant amongst those who had an option aside from the Ombudsman.

.1.7 What was the result of your communication with the Ombudsman?

This question measured how the correspondents considered their complaints to have been closed, and the following questions (Eight and Nine) look at what steps the complainants took after the file was closed by the Ombudsman. The responses indicate the following order of dominance: other (narrative open responses) 39.3%; Ombudsman took action and the issue was resolved 20.2%; the Ombudsman declined to investigate 20.2%; referred to someone else 15.5%; the complaint was investigated 13.1%; I received self help information 11.9%; and, I withdrew my complaint 4.8%.

The volume of narrative responses was surprising and there is not necessarily a trend to be found in either the closed or open responses.

Statistics from the Office of the Ombudsman since start up show the following as the overall closings since inception: resolved 5%; referral 45%; self help 23%; declined

– no further action – unfounded – 23%; abandoned – withdrawn 4%. Comparing these actual closing figures against those self identifying in the survey, one can see that a mass of those who received either self help information or referrals did not participate.

An unanswerable question then becomes: was this lack of participation due to the likelihood that their issues were low jurisdiction – low outcome matters? If the bulk of those who had contacted the Ombudsman with low jurisdiction – low outcome matters did not take part in the survey, what is driving the participation of those who did? I would intuit that these represent those issues which are simply not resolvable; such as a trademark holder who can not afford to pay the fees associated with the UDRP, or the past holders of expired domain names which have been re-registered. The narrative open responses indicate a general theme of displeasure with registrar business practices.

On the other hand, the narratives also portray a dichotomous level of appreciation of registrar issues which were resolved. “I was surprised. The matter WAS investigated, I was contacted by the registrar who had wronged me, and the issue was promptly corrected. I have no complaints about how the Ombudsman handled the matter, and compliment ICANN on how this was handled.”²

² Appendix 2, Question 17, response 31

.1.8 If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?

The responses to this question point out an anomaly in the information received. In Question Seven “What was the result of your communication with the Ombudsman?”, 13 respondents indicated that they were referred to someone else and 10 received self help information. However, 57 respondents responded to Question Eight “If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?” In other words, almost two and a half times as many people replied to the qualitative question as they did to the quantitative question on the same subject matter.

Generally a majority of the respondents indicated that the self help information or referral did not assist them in resolving the matter (63%). However, after applying filters one can see that certain types of issues were more likely to be assisted by a referral or self help information. Complaints relating to Uniform Domain Name Resolution Policy (UDRP) issues were balanced in the survey, with 40% indicating the referrals were helpful, 40% indicating that they were not, and 20% finding the information somewhat helpful. However, 67% of those who were complaining about their registrar or domain name did not find the information helpful.

An improvement in future surveys would be to include an open question narrative response which enables correspondents to explain why they were dissatisfied with the referral or self help information. It would be relevant in future surveys to try to determine whether the dissatisfaction was due to inappropriate information being provided; or, that appropriate information was being provided with a resulting communication that did not solve the issue in the eyes of the correspondent.

.1.9 After the Ombudsman corresponded with you at the end of his work, what did you do?

This question measured the steps taken by the correspondents once the file was closed by the Office of the Ombudsman. The survey indicates that 39% of the respondents took no further action after the Ombudsman had reviewed the matter. There may be a number of reasons for this. First, they were satisfied with the explanations provided or steps taken. Secondly, that the matter was handled through correspondence referred to the Chief Registrar Liaison. Finally, that the correspondents simply let the matter drop.

As with the previous question, an anomaly in the responses is noted. In Question Seven, 23 respondents indicated that they had received self help information or a referral. However, in Question Eight, 57 people gave qualitative responses concerning referrals or self help information. In Question Nine, 18 complainants

indicated that they “corresponded with the person or agency the Ombudsman referred me to”, but only 13 correspondents in Question Seven indicated that they had been referred to someone else. In Question Nine, seven indicated that they ‘used the self help information”, and in Question Seven, 10 had received self help information.

On a more definitive and helpful note, in Question Six 12 complainants noted that they would have contacted a lawyer if there was no Ombudsman available, and a further 10 indicated that they would have initiated legal action. However, at the end of the Ombudsman process, only four contacted a lawyer, and only three commenced legal actions. By coming to the Office of the Ombudsman first, over two-thirds of the respondents found capacity to avoid the legal system. This, of course, has a direct savings impact on ICANN operations and resources, as well as members of the ICANN community, especially registrars.

.1.10 If you contacted the Ombudsman in a language other than English, were you satisfied with the translation service?

There is insignificant data from the responses to be able to infer any relevant information. The sole helpful piece of information is that six persons responded to the question, indicating that other than English first language speakers have made use of the system.

As with Question Eight, it will be important in future surveys to provide for a narrative response in order to understand any dissatisfaction. I would intuit that a reason for dissatisfaction may be delays caused by the time lag created by the translation process.

.1.11 Can you tell us about your experience with the Ombudsman webpage?

The purpose of this question was to evaluate the ICANN Ombudsman webpage. Generally, the responses indicate that the web page has positive response. The scale of satisfaction ranged from 1 to 5 (no – somewhat – yes). The response averages ranged from 3.19 to 3.4, which indicates a positive experience with the web page.

.1.12 What part of the webpage did you visit?

Questions Twelve and Thirteen investigate which part of the web site was visited by correspondents, and therefore which portions of the site the Ombudsman needs to be most attentive to. The predominant page was the complaint contact form, used by 77%. There were a number of emails received directly from correspondents in the first year of operations. In December 2005, there was a significant redesign of the complaint – contact submission page, and direct email contact has effectively been eliminated. Information is now received on a fill-able complaint or contact form.

The “About the Ombudsman” portion of the webpage was visited by 70% of the correspondents. Question Thirteen demonstrates that 54% visited the Annual Report.

These results would indicate that visitors are primarily interested in making complaints, and gaining information about the Ombudsman.

.1.13 If you have read the Ombudsman's Annual Report, what language did you read it in?

The purpose of this question is to determine if the Annual Report was read by visitors to the web page. The survey indicates that 39 of 85 correspondents read the Annual Report, and that the German and Spanish translations were each read by a single reader.

.1.14 If you read the Annual Report, did you about learn the role of the Ombudsman?

The purpose of this question is to evaluate if Annual Report readers gained knowledge about the role of the Ombudsman. There was a low response rate of 40% to this question. However, the response average was 2.58 on a scale of 5, which would

indicate that the Annual Report is helpful in providing information about the role of the Ombudsman.

.1.15 Would you recommend the Office of the Ombudsman to someone else who had an ICANN related issue to resolve?

This overall satisfaction question helps to evaluate whether the client group found the experience of communicating with the ICANN Ombudsman something they would recommend to another party. The good news is that 59% (49 responses) would make that recommendation. The interesting incongruity is that in Question Four only 29.4% (25 responses) of the correspondents had contacted the Office of the Ombudsman about an ICANN act, decision, or indecision, and yet double that number would recommend another person to contact the Ombudsman about an ICANN issue. This may indicate that there was a higher degree of satisfaction to the results of an Ombudsman intervention than was postulated in Question Five.

.1.16 Where do you live?

Based on the statistics kept by the Office of the Ombudsman it was not surprising that 63.1% of respondents to the survey came from North America. The distribution of survey responses is in line with the Ombudsman intake statistical distribution. On a humorous note, two correspondents from the United States wrote in “USA” as a

response to “Other (please specify)” instead of being part of North America. This same response method was noted for two correspondents from the UK, which was apparently not part of the Europe response.

.1.17 Is there anything else you would like to add to assist our evaluation of the Office of the Ombudsman?

This open ended question allowed correspondents to provide a narrative of their opinions. As with much of the survey, there was a dichotomy in responses: from the very positive to the very negative, and from the very brief, to the very lengthy. Reading the responses, it is evident that the High – Low Jurisdiction and High – Low Outcome factors continue to drive satisfaction. It is very evident from reading the narratives which express the greatest dissatisfaction that the issues they brought to the Office of the Ombudsman related to commercial relationships with registrars.

.2 Summary: What does it mean, and what can we do with it?

There are several lessons which can be taken from this survey. First, the indicators show, that with the relative exception of a certain scope of complaints which do not get resolved as a result of a referral or self help information, that correspondents are generally satisfied with the services provided. This is especially reflected in the responses to Questions Five (satisfaction matrix) and Fifteen (refer someone else to the Ombudsman).

There was a redesign of the Ombudsman contact – complaint webpage in December 2005, with a goal to provide jurisdictional and self help information to correspondents before they completed one of the contact forms. This step will assist in helping to create a reasonable expectation of actions which may be undertaken by the Ombudsman. This is especially important in the low jurisdiction – low outcome issues that are common as people search out some assistance that they cannot seem to find elsewhere. Future surveys using a population who have used the complaints – contact forms after December 2005 will be able to compare if these steps have been helpful in reducing dissatisfaction.

Second, it is evident from the survey that the ICANN Office of the Ombudsman web page and the ICANN page are critical in drawing clients to the Ombudsman and in providing information to them. It is the chief method of contact and education. I opine

that there should be continual monitoring of the web page material to ensure that it is current (i.e. links are up to date) and that it is sea to navigate and readable. The survey indicates that the presence of material in languages other than English, and translation services are desirable.

The survey indicates that visitors to the website access three areas frequently: information about who the Ombudsman is (About the Ombudsman); what the Ombudsman has done (Annual Report); and making contact to bring an issue to the Ombudsman's attention (complaint – contact forms). Any revision to the web page should pay particular attention to these three areas.

Third, as a going forward step, attention should be paid to finding methods of monitoring and reviewing both self help and referral file closings. Steps to be taken may include, but are not limited to: a review of the self help information to ensure currency, appropriateness, etc; using open ended questions in future surveys to better analyze problems in this area; creating a monitoring function in the SEEMORE data base for in house referrals to be able to capture data on closings or referrals made in other work areas.

Fourth, the survey indicates that the Ombudsman appears to be successful in completing the mandate established under the ICANN Bylaws, and that issues which are in the Ombudsman's jurisdiction are well dealt with. These not only noted with the analysis of Questions Five and Fifteen, but critically in the statistic that the Ombudsman

is able to use Alternative Dispute Resolution (ADR) techniques to reduce a correspondents' need to seek legal advises or initiate legal action by 66%. Over the volume of contacts in a given year, and over time, it is only reasonable to believe that this represents a cost saving to the organization, both in terms of money, and in Board and Staff time.

References

Kushner, Howard, **How do you know you are doing a good job? Strategic Plans, Performance Measures, and Surveys**, in Reif, Linda, Editor, **The International Ombudsman Yearbook**, Volume 7, 2003, pp 53-63, Martinus Nijhoff Publishers, Boston 2005

Appendix One

Survey Questions

As seen at: <http://www.surveymonkey.com/s.asp?u=717062405692>

1. How did you hear about the Office of the Ombudsman?

- ICANN Website
- Ombudsman publication or material
- Word of Mouth
- Internet Search
- Other (please specify)

2. Can you tell us about your understanding of the Office of the Ombudsman. When you contacted the Ombudsman, did you know that:

- The Ombudsman investigated complaints about ICANN?
- That his mandate concerns fairness?
- That he has limited powers?
- That he practices Alternative Dispute Resolution to resolve complaints?
- All of the above.
- None of the above

3. How long ago did you access the Ombudsman's services?

under three months?

three to six months?

six to twelve months?

more than a year ago?

4. What did you contact the Ombudsman about?

An ICANN act, decision, or inaction

My Registrar or domain name

WHOIS

Uniform Domain Name Dispute Resolution Policy

Other (please specify)

5. If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met				better than I expected	N/A
Confidentiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining the Ombudsman's jurisdiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in providing an appropriate referral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in updating or corresponding with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

- Contacted a lawyer
- Initiated Legal Action
- ICANN Staff member
- ICANN Board Member
- Government Official
- Consumer protection agency
- Registrar
- Registry
- Don't know, that's why I contacted the Ombudsman
- Someone else
- Other (please specify)

7. What was the result of your communication with the Ombudsman? The complaint was:

- Referred to someone else
- I received self help information
- The complaint was investigated
- The Ombudsman took action and the issue was resolved
- The Ombudsman declined to investigate
- I withdrew my complaint
- Other (please specify)

8. If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?

yes somewhat no

Helpfulness



9. After the Ombudsman corresponded with you at the end of his work, what did you do?

I Took no further action

I corresponded with the person or agency the Ombudsman referred me to

I used the self help information

I initiated a formal complaint to ICANN through the Board Reconsideration process

I contacted a lawyer

I contacted someone else

I initiated legal action

Other (please specify)

10. If you contacted the Ombudsman in a language other than English, were you satisfied with the translation service?

yes no N/A

Satisfactory Translation service



11. Can you tell us about your experience with the Ombudsman webpage?

no somewhat yes N/A

Was the site easy to find?

Was the information on the site useful?

Did you learn about the Ombudsman jurisdiction on the webpage?

Was the Complaint or Contact Form user friendly?

12. What part of the webpage did you visit?

About the Ombudsman

News

Speeches

Ombudsman Framework

Results Based Management Accountability Framework

Complaint - contact forms

Links

13. If you have read the Ombudsman's Annual Report, what language did you read it in?

English

French

German

Spanish

14. If you read the Annual Report, did you about learn the role of the Ombudsman?

a little

a lot

Other (please specify)

I learned about the
Ombudsman



15. Would you recommend the Office of the Ombudsman to someone else who had an ICANN related issue to resolve?

Yes

No

16. Where do you live?

Africa

Asia

Australia

Europe

North America






South America

Other (please specify)

17. Is there anything else you would like to add to assist our evaluation of the Office of the Ombudsman?

Appendix Two




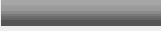


Survey Responses

1. How did you hear about the Office of the Ombudsman?			
		Response Percent	Response Total
ICANN Website		49.4%	42
Ombudsman publication or material		4.7%	4
Word of Mouth		15.3%	13
Internet Search		21.2%	18
Other (please specify)		17.6%	15
Total Respondents			85
(skipped this question)			0





How did you hear about the Office of the Ombudsman?

1. Ombudsman's presentation in one of the ICANN meetings
2. internet surfing
3. when i registered my yahoo email name
4. Persistence
5. From others that needed the service
6. long term ICANN involvement
7. It's been quite a while since I wrote to him. I'm not sure how I found out.
8. Website professionals
9. GoDaddy article that told the truth about your activities and allowing 1 company to have control over the .com and .net TLD's Without competition
10. I don't recall but possibly via whois or related inquiries as that is how I came to want to file a complaint with your agency.
11. I've had a domain since 1995, and knew about ICANN from the early days of the net.
12. Involved in writing the bylaw provision during the evolution and reform process
13. ICANN's legal department referred.
14. Article
15. e-mail from ICANN





2. Can you tell us about your understanding of the Office of the Ombudsman. When you contacted the Ombudsman, did you know that:

		Response Percent	Response Total
The Ombudsman investigated complaints about ICANN?		52.4%	44
That his mandate concerns fairness?		38.1%	32
That he has limited powers?		28.6%	24
That he practices Alternative Dispute Resolution to resolve complaints?		10.7%	9
All of the above.		26.2%	22
None of the above		13.1%	11
		Total Respondents	84
		(skipped this question)	1

3. How long ago did you access the Ombudsman's services?

		Response Percent	Response Total
under three months?		14.1%	12
three to six months?		27.1%	23
six to twelve months?		41.2%	35
more than a year ago?		20%	17
		Total Respondents	85
		(skipped this question)	0

4. What did you contact the Ombudsman about?

		Response Percent	Response Total
An ICANN act, decision, or inaction		29.4%	25
My Registrar or domain name		42.4%	36
WHOIS		9.4%	8
Uniform Domain Name Dispute Resolution Policy		7.1%	6
Other (please specify)		28.2%	24
Total Respondents			85
(skipped this question)			0

What did you contact the Ombudsman about?

1. Easyspace refusing to release my domain name.
2. .ie Domain Registry pricing scheme.
3. One of the ICANN Mailing lists
4. two-letter domain issue
5. intellectual property rights and domain registrations based upon building institutions focused on service to individual customers
6. ICANN policy (or lack thereof)
7. IP and non-ICANN issues
8. Internet Libel
9. General Information
10. searching by owner
11. dot travel domains
12. someone is parking one of our expired domains
13. The widespread practice of buying domain names for the sake of reselling them at a profit.
14. Multiple Issues some resulting in formal complaints other resulting in informal consultation
15. I first registered www.chotai.com domain name - after about 3 years I was not told that domain was due for renewal and subsequently lost this domain due - very disappointing that I could do nothing.
16. ICANN Registrar Abuse
17. website dispute
18. typosquatting
19. poor communication about decision to domain registrants
20. registrar deleted my domain and never told me
21. My email address appearing on ICANN's website and the unexistence of a published privacy policy
22. Domain registrar software

23. Abuse of domain registration rebate period to park domains.

24. immigration problem

5. (Omnibus) If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met				better than I expected	N/A	Response Average
Confidentiality	5% (4)	1% (1)	1% (1)	1% (1)	2% (2)	40% (33)	8% (7)	2% (2)	6% (5)	12% (10)	20% (17)	6.53
Timeliness	8% (7)	2% (2)	4% (3)	7% (6)	2% (2)	31% (26)	6% (5)	5% (4)	10% (8)	20% (17)	5% (4)	6.49
Professional manner	10% (8)	0% (0)	2% (2)	7% (6)	4% (3)	24% (20)	8% (7)	4% (3)	13% (11)	20% (17)	8% (7)	6.69
Respect	7% (6)	1% (1)	5% (4)	5% (4)	1% (1)	25% (21)	8% (7)	6% (5)	12% (10)	20% (17)	8% (7)	6.79
Explaining the Ombudsman's jurisdiction	12% (10)	10% (8)	5% (4)	5% (4)	2% (2)	29% (24)	5% (4)	4% (3)	9% (7)	9% (7)	11% (9)	5.38
in providing an appropriate referral	25% (21)	6% (5)	12% (10)	8% (7)	2% (2)	11% (9)	2% (2)	1% (1)	5% (4)	8% (7)	19% (16)	4.13
in updating or corresponding with you	20% (17)	2% (2)	2% (2)	10% (8)	6% (5)	15% (13)	5% (4)	1% (1)	12% (10)	18% (15)	8% (7)	5.69
overall	23% (19)	6% (5)	8% (7)	2% (2)	10% (8)	12% (10)	5% (4)	4% (3)	4% (3)	23% (19)	5% (4)	5.34
Total Respondents												84
(skipped this question)												1

1. Show respondents who answered question with choice

2. Show respondents who answered question with choice

5A. (High Jurisdiction – High Outcome) If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met				better than I expected	N/A	Response Average
Confidentiality	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	33% (1)	33% (1)	0% (0)	33% (1)	0% (0)	0% (0)	7.33
Timeliness	0% (0)	0% (0)	33% (1)	0% (0)	0% (0)	0% (0)	33% (1)	0% (0)	33% (1)	0% (0)	0% (0)	6.33
Professional manner	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	67% (2)	0% (0)	33% (1)	0% (0)	0% (0)	7.67
Respect	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	67% (2)	0% (0)	33% (1)	0% (0)	0% (0)	7.67
Explaining the Ombudsman's jurisdiction	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	33% (1)	33% (1)	33% (1)	0% (0)	0% (0)	8.00
in providing an appropriate referral	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	67% (2)	0% (0)	33% (1)	0% (0)	0% (0)	7.67
in updating or corresponding with you	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	33% (1)	0% (0)	67% (2)	0% (0)	0% (0)	8.33
overall	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	67% (2)	0% (0)	0% (0)	33% (1)	0% (0)	8.00
Total Respondents												3
(filtered out)												81
(skipped this question)												1

1. Show respondents who answered question with choice

2. Show respondents who answered question with choice

5B. (High Jurisdiction – Moderate High Outcome) If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met				better than I expected	N/A	Response Average
Confidentiality	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	50% (2)	0% (0)	0% (0)	50% (2)	0% (0)	0% (0)	7.50
Timeliness	25% (1)	0% (0)	0% (0)	0% (0)	0% (0)	25% (1)	25% (1)	0% (0)	25% (1)	0% (0)	0% (0)	5.75
Professional manner	25% (1)	0% (0)	0% (0)	0% (0)	0% (0)	25% (1)	25% (1)	0% (0)	25% (1)	0% (0)	0% (0)	5.75
Respect	0% (0)	25% (1)	0% (0)	0% (0)	0% (0)	25% (1)	25% (1)	0% (0)	25% (1)	0% (0)	0% (0)	6.00
Explaining the Ombudsman's jurisdiction	33% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	33% (1)	33% (1)	0% (0)	0% (0)	6.00
in providing an appropriate referral	25% (1)	25% (1)	0% (0)	0% (0)	0% (0)	0% (0)	25% (1)	0% (0)	25% (1)	0% (0)	0% (0)	4.75
in updating or corresponding with you	25% (1)	0% (0)	0% (0)	0% (0)	25% (1)	0% (0)	0% (0)	0% (0)	50% (2)	0% (0)	0% (0)	6.00
overall	25% (1)	25% (1)	0% (0)	0% (0)	0% (0)	0% (0)	25% (1)	0% (0)	0% (0)	25% (1)	0% (0)	5.00
Total Respondents												4
(filtered out)												80

1. Show respondents who answered question with choice

2. Show respondents who answered question with choice

5C. (Low Jurisdiction – Moderate Low Outcome) If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met				better than I expected	N/A	Response Average
Confidentiality	20% (1)	0% (0)	0% (0)	0% (0)	20% (1)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	4.80
Timeliness	20% (1)	0% (0)	0% (0)	40% (2)	0% (0)	20% (1)	0% (0)	0% (0)	0% (0)	20% (1)	0% (0)	5.00
Professional manner	20% (1)	0% (0)	0% (0)	20% (1)	0% (0)	20% (1)	20% (1)	20% (1)	0% (0)	0% (0)	0% (0)	5.20
Respect	20% (1)	0% (0)	20% (1)	0% (0)	0% (0)	20% (1)	20% (1)	20% (1)	0% (0)	0% (0)	0% (0)	5.00
Explaining the Ombudsman's jurisdiction	20% (1)	20% (1)	20% (1)	20% (1)	0% (0)	20% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	3.20
in providing an appropriate referral	40% (2)	0% (0)	20% (1)	20% (1)	0% (0)	0% (0)	0% (0)	20% (1)	0% (0)	0% (0)	0% (0)	3.40
in updating or corresponding with you	40% (2)	0% (0)	20% (1)	0% (0)	0% (0)	20% (1)	0% (0)	0% (0)	0% (0)	0% (0)	20% (1)	2.75
overall	40% (2)	0% (0)	20% (1)	0% (0)	40% (2)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	3.00
Total Respondents												5
(filtered out)												79
(skipped this question)												1

1. Show respondents who answered question

with choice







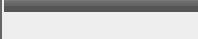




2. Show respondents who answered question

with choice

5D. (Low Jurisdiction - Low Outcome) If you used the Office's services, how well did the Ombudsman meet your expectations with regard to the following:

	not at all					expectations met					better than I expected	N/A	Response Average
Confidentiality	17% (1)	0% (0)	0% (0)	17% (1)	17% (1)	33% (2)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	17% (1)	4.40
Timeliness	17% (1)	0% (0)	0% (0)	33% (2)	0% (0)	50% (3)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	4.50
Professional manner	17% (1)	0% (0)	0% (0)	33% (2)	17% (1)	33% (2)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	4.33
Respect	17% (1)	0% (0)	17% (1)	17% (1)	17% (1)	33% (2)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	4.17
Explaining the Ombudsman's jurisdiction	17% (1)	50% (3)	17% (1)	0% (0)	0% (0)	17% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	2.67
in providing an appropriate referral	67% (4)	17% (1)	17% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	1.50
in updating or corresponding with you	67% (4)	17% (1)	0% (0)	0% (0)	0% (0)	17% (1)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	2.00
overall	33% (2)	33% (2)	33% (2)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	2.00
Total Respondents												6	
(filtered out)												78	
(skipped this question)												1	

6. If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

		Response Percent	Response Total
Contacted a lawyer		14.6%	12
Initiated Legal Action		12.2%	10
ICANN Staff member		12.2%	10
ICANN Board Member		7.3%	6
Government Official		12.2%	10
Consumer protection agency		20.7%	17
Registrar		12.2%	10
Registry		2.4%	2
Don't know, that's why I contacted the Ombudsman		50%	41
Someone else		2.4%	2
Other View (please specify)		14.6%	12
		Total Respondents	82
		(skipped this question)	3

If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

<u>1.</u>	ICANN
<u>2.</u>	Combination
<u>3.</u>	No where as I had an eccelent service
<u>4.</u>	Local Authority
<u>5.</u>	Seek more government oversight
<u>6.</u>	still feel you could have helped me more!
<u>7.</u>	Depends upon the different circumstances involving each contact
<u>8.</u>	There would have been no alternative
<u>9.</u>	Used my website to expose corruption in the Ombudsman's office
<u>10.</u>	State & Federal Law Enforcement
<u>11.</u>	No one else as no one else are concerned about spam
<u>12.</u>	ICANN reconsideration or independent review procedure

Show respondents who answered question with choice


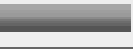



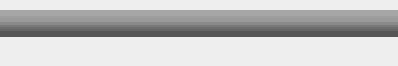
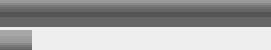



6. (High Jurisdiction) If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

		Response Percent	Response Total
Contacted a lawyer		4.2%	1
Initiated Legal Action		0%	0
ICANN Staff member		0%	0
ICANN Board Member		20.8%	5
Government Official		25%	6
Consumer protection agency		29.2%	7
Registrar		4.2%	1
Registry		0%	0
Don't know, that's why I contacted the Ombudsman		37.5%	9
Someone else		0%	0
Other (please specify)		25%	6
Total Respondents			24
		(filtered out)	58
		(skipped this question)	3

Show respondents who answered question




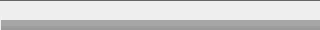
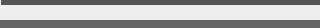


with choice

6. (Low Jurisdiction) If you did not have the option to correspond with the Ombudsman about your issue, where would you have gone to get help?

		Response Percent	Response Total
Contacted a lawyer		22.9%	8
Initiated Legal Action		20%	7
ICANN Staff member		11.4%	4
ICANN Board Member		5.7%	2
Government Official		11.4%	4
Consumer protection agency		25.7%	9
Registrar		17.1%	6
Registry		2.9%	1
Don't know, that's why I contacted the Ombudsman		57.1%	20
Someone else		0%	0
Other <input type="button" value="View"/> (please specify)		17.1%	6

Total Respondents	35
(filtered out)	47
(skipped this question)	3

7. What was the result of your communication with the Ombudsman? The complaint was:

		Response Percent	Response Total
Referred to someone else		15.5%	13
I received self help information		11.9%	10
The complaint was investigated		13.1%	11
The Ombudsman took action and the issue was resolved		20.2%	17
The Ombudsman declined to investigate		20.2%	17
I withdrew my complaint		4.8%	4
Other (please specify)		39.3%	33
		Total Respondents	84
		(skipped this question)	1

What was the result of your communication with the Ombudsman? The complaint was:

1. No action. They suggested I talk to the Registrar who in fact was the culprit.
2. My issue was resolved, but I don't know whether it was a consequence of the Ombudsman's action.
3. i complained that ICANN's board did not publish all minutes - eventually they approached that goal - months passed between my complaint to the ombudsman - i have no idea if he had an impact on the pub
4. never heard from a sole!!!
5. Not resolved.
6. Unknown
7. The ombudsman declined to do anything
8. The fellow who answered went out of his way to suggest ways around problems not just ICANN related even though he did not have to. He helped more than anyone I contacted. We have since had other ...
9. He confirmed that Easyspace had lied to me
10. Staff overruled the ombudsman
11. He explained the situation and there was nothing to do.
12. Don't know. I believe I received receipt of my petition and that was it.
13. Nothing
14. threw my hands up in the air in resignation and wondered what exactly the ombudsman really can do for anyone
15. Registrar released the domain to my transfer registrar only after lengthy interaction. I was very close to lossing control over the domain.
16. I followed up the ombudsman's reference to the Arbitration Court in Prague, but found that the fee was only marginally higher than the price asked for my domain name by the cyber squatter
17. He said the practice was not necessarily a problem (he's wrong) and did nothing.
18. "Swept underneath the carpet"
19. too expensive
20. inaction
21. ICANN Regisrar is parking & ransoming domains. Ombudsman claimed read docs, declined to investigate because "domain disputes are settled elsewhere" even though that was NEVER THE COMPLAINT SUBMITTED"

22.	The Ombudsman mo took action and the issue not was resolved
23.	no assistance, no referral
24.	i was asked to fill out a formal complaint
25.	the declined to become involved
26.	icann is powerless to help me
27.	The Ombudsman eventually declined jurisdiction
28.	Ombudsman's help was incomplete
29.	I don't remember
30.	Failed to give me information on Registrars
31.	Don't know, never got a response
32.	I have no idea what happened to my complaint.
33.	Once the registrar knew that ICANN was involved, the issue magically went away.

1. Show respondents who answered question with choice

7. What was the result of your communication with the Ombudsman? The complaint was:

	Response Percent	Response Total
Referred to someone else	8%	2
I received self help information	8%	2
The complaint was investigated	16%	4
The Ombudsman took action and the issue was resolved	12%	3
The Ombudsman declined to investigate	36%	9
I withdrew my complaint	0%	0
Other (please specify)	44%	11
Total Respondents		25
(filtered out)		59
(skipped this question)		1

What was the result of your communication with the Ombudsman? The complaint was:

- | | |
|---------------------|--|
| 1. | i complained that ICANN's board did not publish all minutes - eventually they approached that goal - months passed between my complaint to the ombudsman - i have no idea if he had an impact on the pub |
| 2. | Unknown |
| 3. | The ombudsman declined to do anything |
| 4. | Staff overruled the ombudsman |
| 5. | Don't know. I believe I received receipt of my petition and that was it. |
| 6. | Nothing |
| 7. | inaction |
| 8. | ICANN Registrar is parking & ransoming domains. Ombudsman claimed read docs, declined to investigate because "domain disputes are settled elsewhere" even though that was NEVER THE COMPLAINT SUBMITTED" |
| 9. | i was asked to fill out a formal complaint |
| 10. | The Ombudsman eventually declined jurisdiction |
| 11. | Ombudsman's help was incomplete |


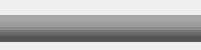

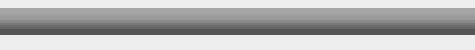



1. Show respondents who answered question

What did you contact the Ombudsman about?

with choice

My Registrar or domain name

7. What was the result of your communication with the Ombudsman? The complaint was:

		Response Percent	Response Total
Referred to someone else		16.7%	6
I received self help information		13.9%	5
The complaint was investigated		11.1%	4
The Ombudsman took action and the issue was resolved		30.6%	11
The Ombudsman declined to investigate		16.7%	6
I withdrew my complaint		8.3%	3
Other (please specify)		33.3%	12
		Total Respondents	36
		(filtered out)	48
		(skipped this question)	1

What was the result of your communication with the Ombudsman? The complaint was:

<u>1.</u>	No action. They suggested I talk to the Registrar who in fact was the culprit.
<u>2.</u>	never heard from a sole!!!
<u>3.</u>	Unknown
<u>4.</u>	He confirmed that Easyspace had lied to me
<u>5.</u>	threw my hands up in the air in resignation and wondered what exactly the ombudsman really can do for anyone
<u>6.</u>	Registrar released the domain to my transfer registrar only after lengthy interaction. I was very close to losing control over the domain.
<u>7.</u>	I followed up the ombudsman's reference to the Arbitration Court in Prague, but found that the fee was only marginally higher than the price asked for my domain name by the cyber squatter
<u>8.</u>	'Swept underneath the carpet'
<u>9.</u>	The Ombudsman mo took action and the issue not was resolved
<u>10.</u>	the declined to become involved
<u>11.</u>	Don't know, never got a response
<u>12.</u>	Once the registrar knew that ICANN was involved, the issue magically went away.

8. If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?

	yes	somewhat	no	Response Average
Helpfulness	23% (13)	14% (8)	63% (36)	2.40
Total Respondents				57
(skipped this question)				28

1. Show respondents who answered question with choice

8. If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?

	yes	somewhat	no	Response Average
Helpfulness	24% (5)	10% (2)	67% (14)	2.43
Total Respondents				21
(filtered out)				36
(skipped this question)				28

1. Show respondents who answered question

with choice

8. If you received a referral or self help information from the Ombudsman, did it assist you in resolving the matter?

	yes	somewhat	no	Response Average
Helpfulness	40% (2)	20% (1)	40% (2)	2.00
Total Respondents				5
(filtered out)				52
(skipped this question)				28

9. After the Ombudsman corresponded with you at the end of his work, what did you do?

		Response Percent	Response Total
I Took no further action		39%	32
I corresponded with the person or agency the Ombudsman referred me to		22%	18
I used the self help information		8.5%	7
I initiated a formal complaint to ICANN through the Board Reconsideration process		3.7%	3
I contacted a lawyer		4.9%	4
I contacted someone else		3.7%	3
I initiated legal action		3.7%	3
Other (please specify)		28%	23
		Total Respondents	82
		(skipped this question)	3








After the Ombudsman corresponded with you at the end of his work, what did you do?

1. I did not have an alternative. I could got a Domain resolution forum but they charge a hefty fee.
2. i believe he contacted me once - i do not recall that the communication was fruitful
3. Issue resolved by other means
4. Board took action and redesigned their process.
5. n/a
6. Contacted the CEO
7. used his info, but since have IP questions, reported to cybercrime feedback of feds
8. No contact. ombudsman a fraud situation as is custom pro design is and was. ombudsman just a useless liberal powerless entity. Toothless tiger. paid through the very fraud operation
9. see answer to #7 above
10. None. I became a pain in the side of the registrar who held my domain hostage.
11. I dropped my attempt to rescue my failed registration. The price demanded was too high, and the chances of winning at arbitration were only 50:50.
12. Feel utter disgust and contempt for him
13. could really do nothing
14. gave up. what a waste of effort
15. Currently Contacting CA & LA State Attorney Generals & FBI Antitrust office about Registrar's criminal activity, & ICANN's Legal Department & Ombudsman's complicity.
16. I caontact The Ombudsman again as there was a misunderstand from The Ombudsman of what my complaint to them was about
17. Didn't do anything
18. Contacted Consumer Protection Agency
19. conducted own research
20. filed it to take action when I could get to it
21. Requested independent review of the ICANN decision
22. n/a

23. waiting for response from referral

10. If you contacted the Ombudsman in a language other than English, were you satisfied with the translation service?				
	yes	no	N/A	Response Average
Satisfactory Translation service	3% (2)	6% (4)	91% (58)	1.67
Total Respondents				64
(skipped this question)				21

11. Can you tell us about your experience with the Ombudsman webpage?							
	no		somewhat		yes	N/A	Response Average
Was the site easy to find?	14% (11)	6% (5)	29% (23)	10% (8)	33% (26)	8% (6)	3.45
Was the information on the site useful?	10% (8)	13% (10)	32% (25)	10% (8)	26% (20)	9% (7)	3.31
Did you learn about the Ombudsman jurisdiction on the webpage?	15% (12)	10% (8)	28% (22)	9% (7)	24% (19)	13% (10)	3.19
Was the Complaint or Contact Form user friendly?	9% (7)	5% (4)	28% (22)	17% (13)	23% (18)	18% (14)	3.48
Total Respondents							80
(skipped this question)							5

12. What part of the webpage did you visit?			
		Response Percent	Response Total
About the Ombudsman		70%	49
News		10%	7
Speeches		4.3%	3
Ombudsman Framework		15.7%	11
Results Based Management Accountability Framework		2.9%	2
Complaint - contact forms		77.1%	54
Links		10%	7
Total Respondents			70
(skipped this question)			15

13. If you have read the Ombudsman's Annual Report, what language did you read it in?

		Response Percent	Response Total
English		94.9%	37
French		0%	0
German		2.6%	1
Spanish		2.6%	1
Total Respondents			39
(skipped this question)			46

14. If you read the Annual Report, did you about learn the role of the Ombudsman?

	a little				a lot	Other (please specify)	Response Average
I learned about the Ombudsman	26% (9)	18% (6)	24% (8)	15% (5)	9% (3)	9% (3)	2.58
Total Respondents							34
(skipped this question)							51

15. Would you recommend the Office of the Ombudsman to someone else who had an ICANN related issue to resolve?

		Response Percent	Response Total
Yes		59%	49
No		41%	34
Total Respondents			83
(skipped this question)			2

16. Where do you live?

		Response Percent	Response Total
Africa		2.4%	2
Asia		3.6%	3
Australia		3.6%	3
Europe		19%	16
North America		63.1%	53
South America		1.2%	1
Other (please specify)		8.3%	7
		Total Respondents	84
		(skipped this question)	1

Where do you live?

1. UK
2. usa
3. England
4. MALTA
5. USA
6. Central America
7. caribbean

17. Is there anything else you would like to add to assist our evaluation of the Office of the Ombudsman?

1. My issue was apparently out of the Ombudsmann jurisdiction but they agreed to help and send an email for me as easyspace had acted unprofessionally. I was incredibly relived as I had been treated unfairly and it was nice to know someone could help. I do not think there presence is known at all though and I only found out about them from Easyspace making a mistake. Awareness of ICANN needs to be made.
2. There must be some legislation that reserves the rights of domain owners/web managers that makes it easier to renew one's domain. Something must be done about people that predatorially cull domain names (having no valid use for them) only to sell them back to owners/or new people for profit. It is quite discouraging in this day and age of governmental oversight that ICANN claims no authority over this unethical practice.
3. You must find a resolution to the problem of bad Registrars who try to hold on to domains so that they don't loose clients. Who checks the ACCOUNTABILITY of these Registrar's. Is there anybody is not your office.
4. perhaps my unsatisfactory experience was at least partly the result of the fact that the ombudsman was new to the job, if i remember correctly.
5. The Ombudsman responded promptly and with helpful information. Unfortunately, the Register Liason Manager was not as responsive, and took no action regarding my complaint.
6. This office is a valuable contribution to ICANN.
7. complete waste of time
8. I think the fact that the Ombudsman just looked into the matter helped in resolving the issue.
9. The system is broken. I found a two-number .org domain that is not in use and that cannot be used to represent a country but no one will let me register it.
10. Comment: If you are not associated with an independent counsel investigation, then the evaluation of the ombudsman seems to be a waste of time, since it appears that the position has little or no power to do anything regarding the pursuit of justice.
11. Thank you for this opportunity to provide feedback on the office of ombudsman. I hope someone other than the ombudsman reads it. Simply put, I was very disappointed. The five items below summarize my decision to make a submission to the ombudsmans office, and my request. 1. Something bad happened to me pertaining to a domain registration. 2. I realized that addressing my particular problem outside of the purview of ICANN would, at best, only solve MY problem and would do nothing for anyone else who has suffered (or will) the same misfortune. At worst, it would be an exercise in frustration coincident with investments of time, money and stress, with no guarantee of success. 3. I concluded that it happened as a result of ICANN policies, and that changing those policies is by far the most effective way to ensure that the unfortunate incident would not occur again to me or anyone else in the future. (Irrespective of how my particular incident was resolved, I considered this the grown-up, proactive, forward-looking approach.) 4. I operate on the assumption that ICANN sets ICANN policies, and from that conclude that ICANN can change ICANN policies. 5. I submitted a request to the ombudsman that ICANN consider revising it's policies. The ombudsman provided comprehensive and exhaustive recommendations on how to deal with my incident, which can

be useful, but was NOT what I requested. All I was requesting was that ICANN re-evaluate its policies in this area. After further discussion, the ombudsman stressed his limited purview, and directed me to the web page outlining his authority, which I examined. I can see how he could claim that he had the discretionary authority to dismiss my request as inappropriate. I also see how he could have pursued my issue to at least some extent if he had wanted to. I am extremely disappointed that he actually chose to do the former. I do not understand why he did not even bother to forward my communication to the appropriate decision makers and say: "This guy had a problem that he believes could be addressed in the future by some policy changes. See attached" From my perspective this office (or the officer) is a sham. On the ombudsman website or from following links I read things like "positive change", "improvement", "I have the power of moral persuasion", "I can ...notify the board, give them notice that something is wrong". It is not until one reads the fine print that one discovers what a toothless hound the ombudsman can be when he cares not about your problem. Thanks for listening,

12. Yes, if you guys do not maintain this office and some policing efforts eventually, the net will degenerate into chaos---it's already getting that way. I currently have a wierd problem going on where I was having thousands of spams on one site, and two came from my same IP although it should have been impossible. Most of us on the web are knowledgeable but not IT people: it looked for all the world like someone was 'sharing' our IP we didn't know about---I've had constant attempts to 'dial-up' screens although we have broadband. I have 9 years of work on the net on 7 sites, and the folks challenging my work are not people who need to have the upper hand on the net. I don't want 'policing' on the net, but if it isn't done, people will lose careers and lifetimes of work.
13. I personally want to thank personally the Ombudsman for the prompt action taken in our case. It was simply EFFICIENT. My comments we need such an efficient way to tackle similar problems with other institutions in Malta like the Ombudsman did for our case. Big thanks Martin
14. It should be mandatory for this office to assist consumers and general public on issues arising from the use of the Internet and the Domain Name System as a whole.
15. The staff did not appear concerned about ignoring the ombudsman, and was hostile once we had contacted the ombudsman. It was certainly of no help, and may have made the situation worse by simply delaying the outcome we sought to avoid in a way that multiplied the negative impact.
16. The correspondence I received was excessively formal and self-justifying. My problem (any problem with an ICANN issue) should have a solution within your org which does not automatically force me to get a lawyer or pay high fees to get justice! If there is an injustice, your org should have policies in place to handle a resolution at minimal cost. I was quite disappointed to note that the ombudsman position had so little power or desire to help me resolve my issue.
17. Ombudsman has very limited "jurisdiction", no authority, and even less interest.
18. There really needs to be a shark-toothed anti-domain parking venue for us real people whose sites are being hijacked by name-squatters. It's really in your hands to yank names away from people like that, such as in the case where I cited you cases against the group I was objecting to, having been sued successfully by Amazon and others, and they hold the name of one of our domains. I had to repaint my truck and reprint new business cards and tags because of your impotence and non-helpfulness.
19. The rules for registrars in domain handling should be published somewhere because they lie thru their teeth to get you to renew with them when clearly their changing their policies after the initial registration.
20. Very helpful, prompt and personal assistance. Only problem is, the successful squatter knows the market. If his price for my domain name

	had been significantly higher than the charge for going to arbitration I might have been inclined to bring the case. I was not prepared simply to pay extortion.
<u>21.</u>	I was and am disappointed. For example, I had a domain name that I let lapse. When I tried to retrieve it, it was purchased by someone who bought it just for the purpose of resale and wanted to charge me a lot of money even though he wasn't using it and it was the name of my company! I had no copyrights on the name, though. I would suggest you try to find any decent domain name. They have all be taken and 4/5 have been taken by speculators. ICANN says that's fine. I don't agree.
<u>22.</u>	In question 5, I rated most items as "expectations met" but in fact I am very pleased with those items. My expectations were very high, and they were met. If you had used to more customary scale to indicate satisfaction level, I would have rated those items at the maximum. The one item where my expectations were not met was timeliness. But this is not due to the ombudsmen, it is due to the ICANN staff that was responsible for the problem in the first place. The ombudsman acted in a very timely manner.
<u>23.</u>	The Ombudsman exists purely to protect registrars and to allow them to continue to defraud their customers. The Ombudsman is a waste of time, money and space. The Ombudsman's office is atypical of a system that creates so-called 'independent' representatives, who in fact are no more that public relations people for the organisations they are supposed to investigate.
<u>24.</u>	Not happy with the service.
<u>25.</u>	A very biased, ridiculous organisation. If one is not from the US, forget it.
<u>26.</u>	The Ombudsman washed refused to uphold my case, despite it being valid because it was against one of the big three internet registrars, namely 1&1 Internet (Schlund). The motivation to not represent my and others like my allegations was motivated by a wish to not upset the registrar rather than any degree of fairness. See the tear down analysis of this on www.wasitfree.com and www.bankraid.com .
<u>27.</u>	Complaints and Lawsuits (including Government) against the pseudo-governmental/corporate ICANN are all over the internet, INCLUDING ICANN's absolute refusal to discipline it's ICANN Registrars for even the most aggregious violations. It's no wonder ICANN has already been the target of individuals, corporations, and governmental bodies. Pawning off it's Governmental/Corporate Responsibility (Including CA Business & Professions Code which it's subject to), on a "neutral" 3rd party would be like Enron's Execs deferring consumer & investor complaints to the local BBB for resolutinon.
<u>28.</u>	I wouldn't recommend the Office of the Ombudsman to someone else who had an ICANN related issue to resolve. As like I said there was a understanding on behalf of The Ombudsman of my complaint was about, as I didn't have a dispute with my Register, as I said a number of times in my email I don't have a register.
<u>29.</u>	waste of time
<u>30.</u>	No.
<u>31.</u>	i knew of no other resource for help regarding a problem with a registrar, and I had little hope that my problem would even be investigated or resolved. In fact, I expeced ICANN to side with the registrar as a 'professional courtesy'. I was surprised. The matter WAS investigated, I was contacted by the registrar who had wronged me, and the issue was promptly corrected. I have no complaints about how the Ombudsman handled the matter, and compliment ICANN on how this was handled.

<u>32.</u>	Our Registrar warned us that Ombudsman has a bad reputation and has only resolved a few disputes. There needs to be a better compliant form that better guides the user.
<u>33.</u>	The "whois" database is too open to anybody who wants to spam me, call me, etc... you need to restrict access.
<u>34.</u>	If they are to oversee the registery of Domain names then why don't they want to do anything when a person is being hosed by the people who are to be working with and there is no way out.
<u>35.</u>	I don't know what the requirements are to file a formal complaint, but my email on my concern was pretty detailed. It would have helped me a lot to finish the process if the ombudsman just took what I'd already given and opened a complaint. I'm so pressed for time I just never got back to doing it, and my concern is about privacy. It's important.
<u>36.</u>	the registrar deleted my domain 3 months prior to it expiring and would show no reason why they did so. No one has officially contacted me directly regarding this matter
<u>37.</u>	I do not know who issued this survey, or to whom it will be reported. If someone outside the Office of the Ombudsman is conducting an evaluation of the Office of the Ombudsman, I would like to be contacted by them to report my experience with the Ombudsman to them.
<u>38.</u>	I was very frustrated with the answers I got. All I was looking for was a list of software vendors who provide registrar software to enterprise customers (not as a service). The answer I got was that ICAAN could not play favorites or recommend vendors and refused my request. All I was looking for was a list of vendors, not a recommendation!
<u>39.</u>	Stop acting like a political beauracracy full of hot air like the FCC and actually do something other than just collect fees. Should be the one stop Soloman for arbitrating disputes and business practices.
<u>40.</u>	The ombusman in Barbados even he could not investigated immigration issues, he took the time to call the Chief immigration officer and also because of his help I could talk directly to someone at the immigration department and through that eventually I could solve the problem.really Mr. Clarke in Barbados impressed me with his professionalism and with his interest in solving people's problem. He is a great public server.