IANA ENGAGEMENT SURVEY

ICANN

echo

OCTOBER 2019

Method of Obtaining Customer Feedback

Echo Research hosted the 2019 Engagement survey – managing customer responses in 11 customer groups. The online survey was made available to 5,029 customers between 17 September – 11 October 2019.

Echo sent an invitation to 1,231 customers across seven (7) customer groups - 90 customers completed the survey, and 116 were undeliverable or bounced emails. The email invitation contained a unique URL that allowed customers to complete the survey only once. Two reminder emails were sent to customers who did not respond to the initial email invitation.

Echo provided ICANN with general URLs for managers to send email invitations to select customer mailing lists totaling 3,798 subscribers, as well as to the 116 bounced emails originally sent by Echo.

Prior to Echo Research's email invitation, ICANN alerted customers of the upcoming survey and introduced Echo Research as the independent research firm hired to oversee the work.

The 2019 IANA engagement survey is separated into four (4) sections. Customers were directed to one to four of the sections depending on customer group. All respondents were asked four multiple-choice questions for profile purposes.

Average survey length: Mean: 6.2 minutes; Median: 4.3 min. There were 9 outliers with a survey length of one-hour or greater.

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CUSTOMER PARTICIPATION

Email invitations were sent to 5,029 ICANN customers.

156 completed survey | 3% response rate

Email Disposition	
Number of invites sent	**5,029**
COMPLETED SURVEYS	**156**
Total URL clicks	**412**
Refused after clicking URL	**239**
Requested removal from survey participation	**7**
Terminate[1]	**10**
No response received	**4,624**

[1]Employee or Board member of either ICANN or PTI

Customer Groups	Sample	Completes by Customer Groups[2]	% Responding
S1: Customer Standing Committee	12	5	42%
S2: ccTLD Operators	451	54	12%
*S3: ccNSO Council	20	3	15%
S4: gTLD Operators	640	21	3%
S5: gNSO Council + RySG chair	23	3	13%
S6: Trusted Community Representatives	21	2	10%
*S7: Root DNSSEC Community	666	33	5%
S8: Root Server Operators	59	7	12%
*S9: Internet Numbers Resources Leadership and Oversight	20	1	5%
S10: IETF Leadership	25	4	16%
*S11: IETF Community	3092	25	1%

* Received invitation from ICANN with General URL to complete survey hosted by Echo Research

[2]Note: completes total more than 156 due to qualifying for multiple customer groups

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PROFILE

P1. Which of the following best describes your current role within your organization?

IT/Technical Operations	55%
Business Operations	13%
Legal	1%
Policy Development	7%
Program/Project Management	4%
Other	19%

P2. In which geographic markets does your organization primarily do business? (Select all that apply)

Asia Pacific	27%
Europe	53%
Middle East and Africa	13%
North America	26%
Latin and South America	12%

n=156

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IANA Engagement with Customers and Stakeholder Groups

S1: Customer Standing Committee
S2: ccTLD Operators
S3: ccNSO Council
S4: gTLD Operators
S5: gNSO Council + RySG chair
S6: Trusted Community Representatives
S8: Root Server Operators
S9: Internet Numbers Resources Leadership and Oversight
S10: IETF Leadership
S11: IETF Community

IANA Engagement with Customers/Stakeholder Groups

Customers were asked to rate the IANA team on their engagement with customers and stakeholder groups. There were 20 statements rated and categorized into six positive characteristics describing IANA engagement.

VALUE of THE IANA team Engagement
4.0 overall rating

- E14 - I am confident about the IANA team's skills and ability to accomplish its objectives
- E20 - The IANA team has established itself as credible and has proven to be successful in its work
- E21 - Compared with other Internet Governance organizations, I value my relationship with the IANA team
- E13 - The IANA team is innovative and forward-looking

TRANSPARENT communication
4.0 overall rating

- E19 - I am confident in IANA's ability to cooperate with the community if a concern is raised
- E17 - IANA team participation in conferences and outreach activities routinely address key issues and concerns identified by participants within the industry
- E7 - IANA's mission and plan to achieve that mission is clear and effectively communicated within its customers and stakeholder groups

ATTENTIVENESS OF IANA team
3.9 overall rating

- E10 - IANA listens to the concerns of its customers and stakeholder groups
- E15 - It has been my experience that it is easy to communicate my concerns to the IANA team
- E9 - IANA takes feedback from the community into account when making decisions that impact its customers and stakeholder groups
- E11 - I know how to escalate my concerns within the IANA team

IANA team are FAIR to customers
3.9 overall rating

- E1 - IANA treats its customers and stakeholder groups fairly and justly
- E6 - I trust when IANA says "no" to a customer or a stakeholder group, the reasoning and thought processes applied are sound and justified
- E2 - IANA does not play favorites within its customers and stakeholder groups

IANA team are RESPONSIVE at communicating
3.9 overall rating

- E16 - The IANA team is responsive to its customers and stakeholder groups
- E18 - The IANA team clearly and frequently communicates with the community
- E12 - My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within the IANA team

Quality REPORTING by the IANA team
3.9 overall rating

- E8 - IANA routinely delivers on its commitments to its customers and stakeholder groups
- E5 - IANA learns from mistakes and takes appropriate corrective action to prevent repeated errors
- E4 - IANA acknowledges when they have made an error as it relates to its customers and stakeholder groups

n=123

Categories represent Average rating on 5-point scale:
  5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree
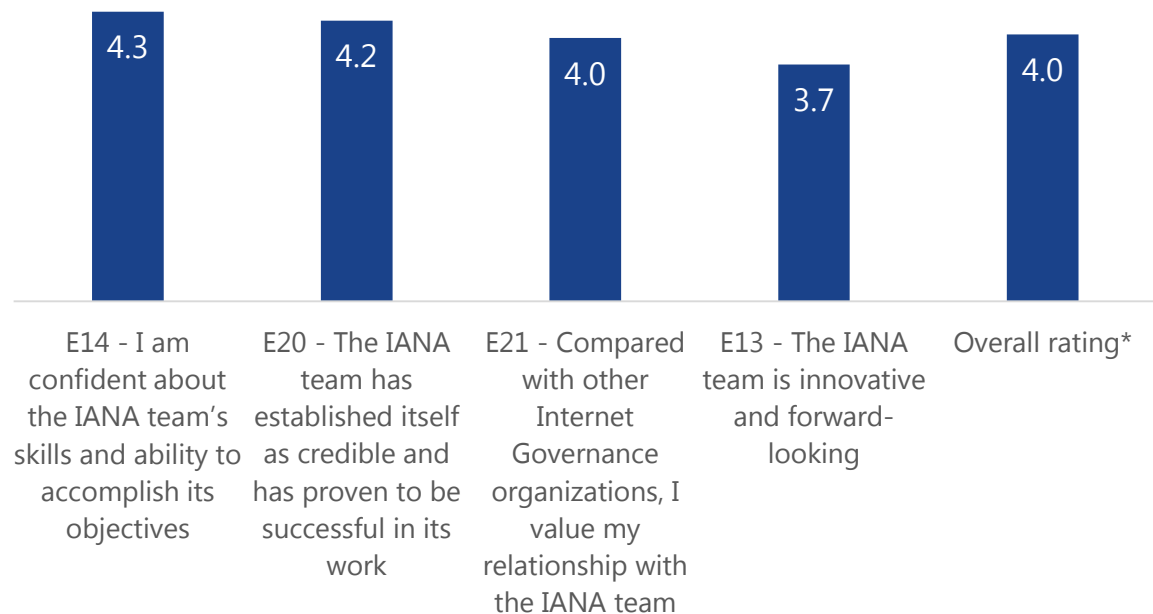
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IANA Engagement with Customers/Stakeholder Groups

Customers give high ratings to the IANA team considering several statements that characterize their perceived value (4.0 overall, on average) – such as IANA's ability to accomplish objectives (4.3), credibility (4.2), and a valued relationship compared to other Internet Governance organizations (4.0).

IANA TEAMS RATED ON VALUE OF IANA ENGAGEMENT WITH CUSTOMERS AND STAKEHOLDER GROUPS

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

Statement	Rating
E14 - I am confident about the IANA team's skills and ability to accomplish its objectives	4.3
E20 - The IANA team has established itself as credible and has proven to be successful in its work	4.2
E21 - Compared with other Internet Governance organizations, I value my relationship with the IANA team	4.0
E13 - The IANA team is innovative and forward-looking	3.7
Overall rating*	4.0

n=123

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* Overall rating = average of E14, E20, E21, E13

Respondents rated individual statements on their level of agreement or disagreement (5-point scale).

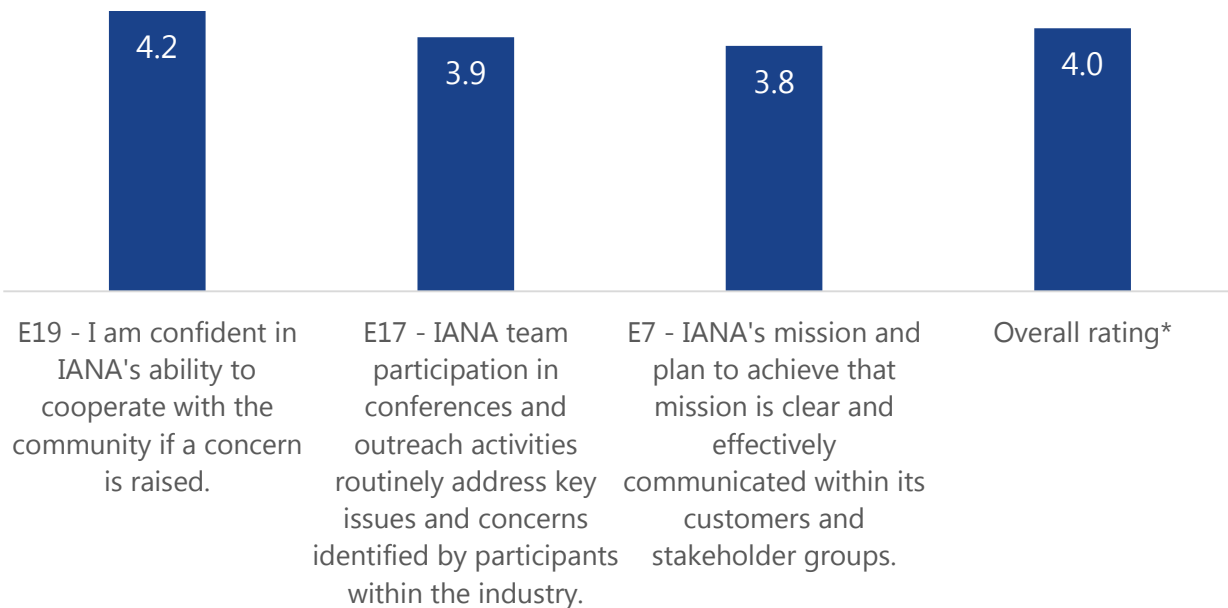| Average ratings on 5-point scale	E14	E20	E21	E13	Overall Rating*
S1: Customer Standing Committee	4.4	4.8	4.2	3.6	4.3
S2: ccTLD Operators	4.3	4.4	4.2	3.8	4.2
S3: ccNSO Council	4.0	3.7	4.0	3.7	3.8
S4: gTLD Operators	4.1	3.9	3.6	3.5	3.8
S5: gNSO Council + RySG chair	2.3	2.7	3	2.3	2.6
S6: Trusted Community Representatives	4.5	4.0	4.0	2.5	3.8
S8: Root Server Operators	4.4	4	4.1	3.4	4.0
S9: Internet Numbers Resources Leadership and Oversight	4.0	4.0	4.0	4.0	4.0
S10: IETF Leadership	4.8	4.8	4.8	3.8	4.5
S11: IETF Community	4.4	4.4	3.9	3.8	4.1

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IANA Engagement with Customers/Stakeholder Groups

Customers give high ratings to the IANA team for delivering transparent communications (4.0 overall, on average), with the top score attributed to IANA's ability to cooperate with the community when concern raised (4.2, on average).

IANA RATED ON THEIR TRANSPARENT COMMUNICATION

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

4.2	3.9	3.8	4.0
E19 - I am confident in IANA's ability to cooperate with the community if a concern is raised.	E17 - IANA team participation in conferences and outreach activities routinely address key issues and concerns identified by participants within the industry.	E7 - IANA's mission and plan to achieve that mission is clear and effectively communicated within its customers and stakeholder groups.	Overall rating*

n=123

Average ratings on 5-point scale	E19	E17	E7	Overall Rating*
S1: Customer Standing Committee	4.6	4.2	3.8	4.2
S2: ccTLD Operators	4.3	4.0	3.9	4.1
S3: ccNSO Council	3.7	3.0	3.3	3.3
S4: gTLD Operators	3.8	3.7	3.6	3.7
S5: gNSO Council + RySG chair	3.0	2.0	2.3	2.4
S6: Trusted Community Representatives	4.5	4.0	4.0	4.2
S8: Root Server Operators	4.0	4.3	3.7	4.0
S9: Internet Numbers Resources Leadership and Oversight	4.0	4.0	4.0	4.0
S10: IETF Leadership	5.0	4.3	4.8	4.7
S11: IETF Community	4.3	4.0	3.9	4.0

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* Overall rating = average of E19, E17, E7

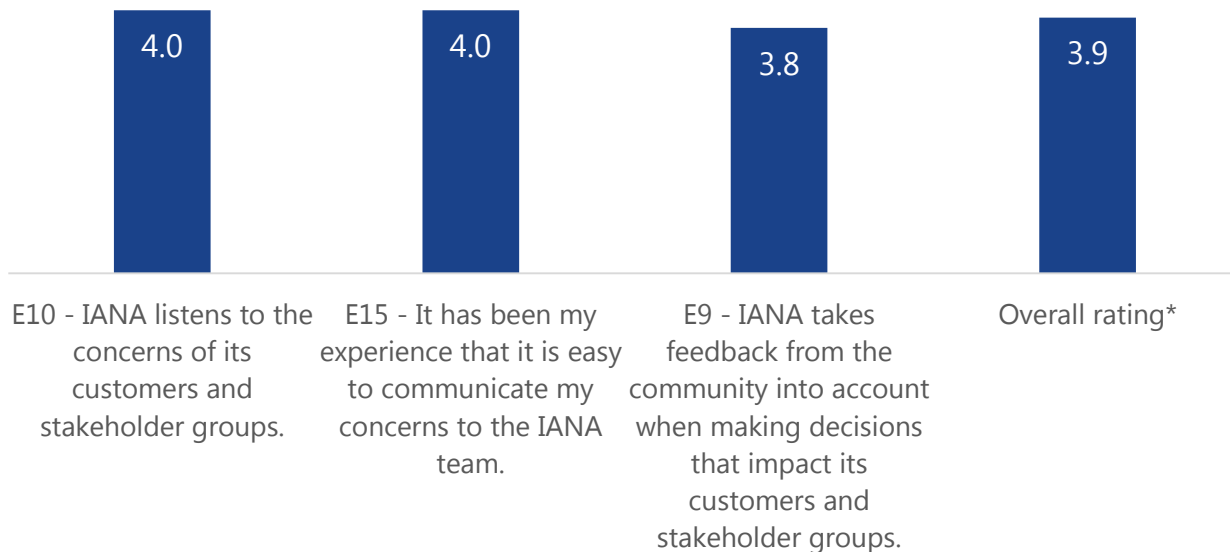Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

IANA Engagement with Customers/Stakeholder Groups

Customers give high ratings to the IANA team for being attentive to customers and stakeholder groups – such as listening to concerns (4.0, on average), easy to communicate concerns (4.0, on average).

IANA ATTENTIVENESS TO CONCERNS OF ITS CUSTOMERS AND STAKEHOLDER GROUPS

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

	4.0	4.0	3.8	3.9
	E10 - IANA listens to the concerns of its customers and stakeholder groups.	E15 - It has been my experience that it is easy to communicate my concerns to the IANA team.	E9 - IANA takes feedback from the community into account when making decisions that impact its customers and stakeholder groups.	Overall rating*

Average ratings on 5-point scale	E10	E15	E9	E11	Overall Rating*
S1: Customer Standing Committee	4.2	4.2	4.2	4.2	4.2
S2: ccTLD Operators	4.1	4.2	3.9	3.8	4.0
S3: ccNSO Council	3.3	3.0	3.3	4.0	3.4
S4: gTLD Operators	3.6	3.8	3.6	3.6	3.6
S5: gNSO Council + RySG chair	2.7	2.0	2.0	3.0	2.4
S6: Trusted Community Representatives	4.0	4.0	4.0	3.5	3.9
S8: Root Server Operators	4.0	3.7	4.0	3.4	3.8
S9: Internet Numbers Resources Leadership and Oversight	4.0	4.0	4.0	3.0	3.8
S10: IETF Leadership	4.8	4.5	4.8	5.0	4.8
S11: IETF Community	4.2	4.2	4.0	3.6	4.0

n=123

* Overall rating = average of E10, E15, E9, E11

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

IANA Engagement with Customers/Stakeholder Groups

IANA team scores high for their ability to treat customers and stakeholders fairly and justly (4.1, on average), while overall fairness received a 3.9 rating, on average.

IANA TEAMS RATED ON FAIRNESS
WITH CUSTOMERS AND STAKEHOLDER GROUPS

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

4.1	3.9	3.8	3.9

E1 - IANA treats its customers and stakeholder groups fairly and justly.

E6 - I trust when IANA says "no" to a customer or a stakeholder group, the reasoning and thought processes applied are sound and justified.

E2 - IANA does not play favorites within its customers and stakeholder groups.

Overall rating*

Average ratings on 5-point scale	E1	E6	E2	Overall Rating*
S1: Customer Standing Committee	4.6	4.6	3.6	4.3
S2: ccTLD Operators	4.1	3.9	2.1	3.4
S3: ccNSO Council	3.7	3.3	3.7	3.6
S4: gTLD Operators	3.7	3.6	3.6	3.6
S5: gNSO Council + RySG chair	2.0	3.0	2.0	2.3
S6: Trusted Community Representatives	4.0	3.0	4.0	3.7
S8: Root Server Operators	4.1	3.9	3.7	3.9
S9: Internet Numbers Resources Leadership and Oversight	4.0	4.0	3.0	3.7
S10: IETF Leadership	4.8	5.0	4.8	4.8
S11: IETF Community	4.2	3.9	4.0	4.0

n=123

* Overall rating = average of E1, E6, E2

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)
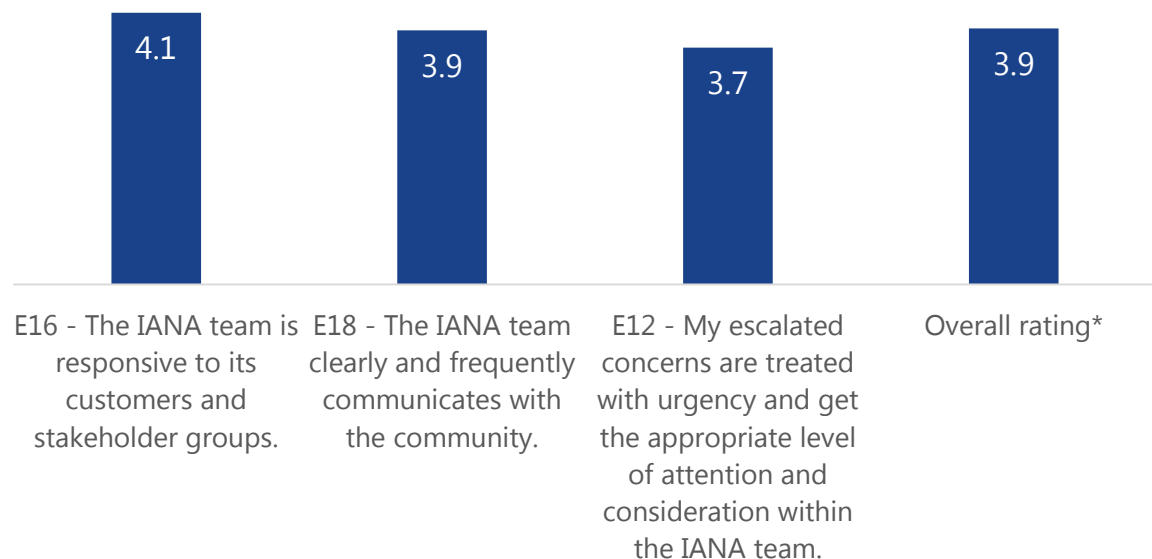
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IANA Engagement with Customers/Stakeholder Groups

The IANA team is considered responsive to their customers and stakeholders (4.1, on average), and 3.9 , on average, overall rating.

IANA RATED ON THEIR LEVEL OF RESPONSIVENESS TO ITS CUSTOMERS AND STAKEHOLDERS

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

Bar	Value
E16 - The IANA team is responsive to its customers and stakeholder groups.	4.1
E18 - The IANA team clearly and frequently communicates with the community.	3.9
E12 - My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within the IANA team.	3.7
Overall rating*	3.9

Average ratings on 5-point scale	E16	E18	E12	Overall Rating*
S1: Customer Standing Committee	4.2	4.0	3.4	3.9
S2: ccTLD Operators	4.1	4.0	3.9	4.0
S3: ccNSO Council	3.7	3.3	3.3	3.4
S4: gTLD Operators	3.9	3.5	3.7	3.7
S5: gNSO Council + RySG chair	2.3	2.0	2.0	2.1
S6: Trusted Community Representatives	4.0	4.0	3.5	3.8
S8: Root Server Operators	4.3	3.9	3.9	4.0
S9: Internet Numbers Resources Leadership and Oversight	4.0	5.0	3.0	4.0
S10: IETF Leadership	4.8	4.5	5.0	4.8
S11: IETF Community	4.3	4.2	3.8	4.0

n=123

* Overall rating = average of E16, E18, E12

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)
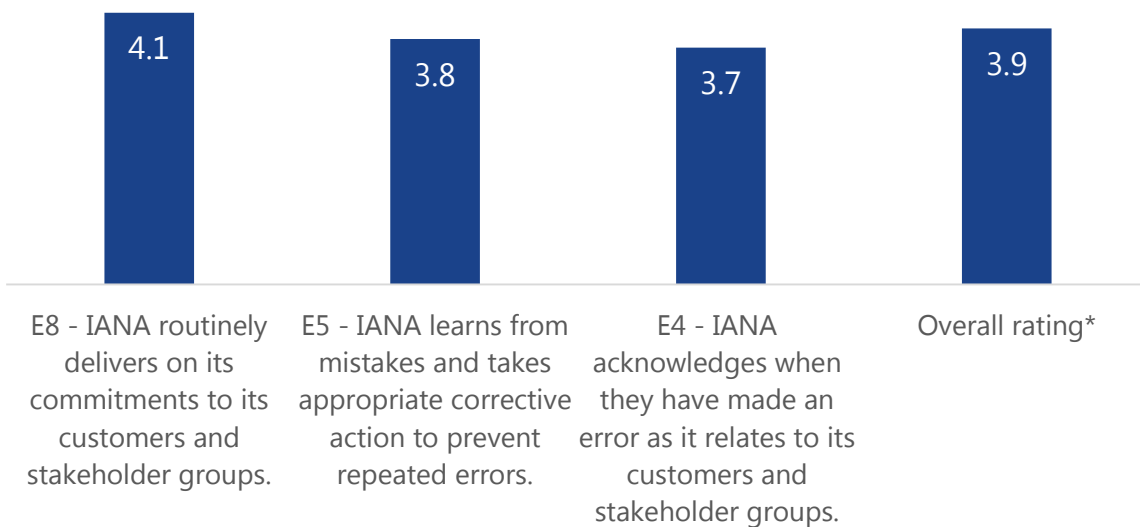
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IANA Engagement with Customers/Stakeholder Groups

The IANA team routinely delivers on its commitments to their customers and stakeholders (4.1 average rating), while overall quality reporting rating achieved is 3.9, on average.

IANA RATED ON QUALITY REPORTING

Average rating on 5-point scale
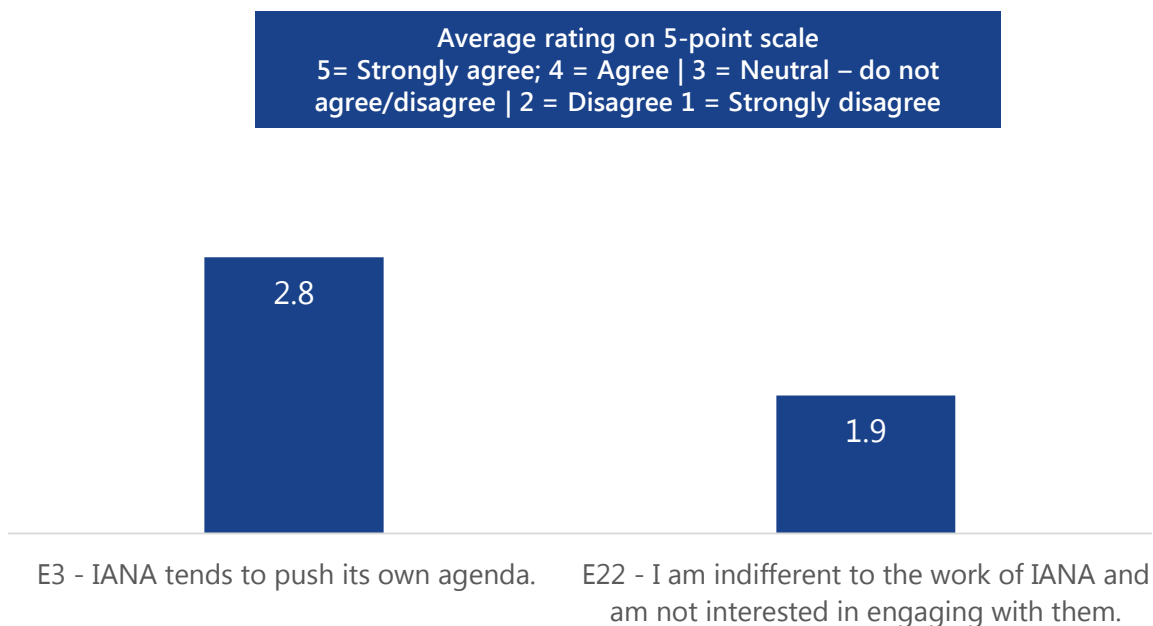5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

4.1	
3.8	
3.7	
3.9	

E8 - IANA routinely delivers on its commitments to its customers and stakeholder groups.

E5 - IANA learns from mistakes and takes appropriate corrective action to prevent repeated errors.

E4 - IANA acknowledges when they have made an error as it relates to its customers and stakeholder groups.

Overall rating*

Average ratings on 5-point scale	E8	E5	E4	Overall Rating*
S1: Customer Standing Committee	4.4	4.4	4.2	4.3
S2: ccTLD Operators	4.2	3.8	3.7	3.9
S3: ccNSO Council	3.7	3.7	3.3	3.6
S4: gTLD Operators	3.9	3.5	3.4	3.6
S5: gNSO Council + RySG chair	2.0	2.0	2.0	2.0
S6: Trusted Community Representatives	4.5	3.5	3.0	3.7
S8: Root Server Operators	4.1	4.0	3.7	4.0
S9: Internet Numbers Resources Leadership and Oversight	5.0	4.0	4.0	4.3
S10: IETF Leadership	4.8	4.8	4.8	4.8
S11: IETF Community	4.2	3.9	3.8	3.9

n=123   *** Overall rating = average of E8, E5, E4**

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

IANA Engagement with Customers/Stakeholder Groups

Customers feel neutral (2.8, on average) when asked if IANA tends to push its own agenda, and they disagree (1.9, on average) when asked if they are that they are indifferent to the work of IANA and not interested in engaging.

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

2.8 — E3 - IANA tends to push its own agenda.

1.9 — E22 - I am indifferent to the work of IANA and am not interested in engaging with them.

Average ratings on 5-point scale	E3	E22
S1: Customer Standing Committee	1.6	1.6
S2: ccTLD Operators	3.2	1.9
S3: ccNSO Council	3.0	2.0
S4: gTLD Operators	2.8	2.2
S5: gNSO Council + RySG chair	4.0	2.0
S6: Trusted Community Representatives	3.0	1.5
S8: Root Server Operators	2.9	1.9
S9: Internet Numbers Resources Leadership and Oversight	2.0	2.0
S10: IETF Leadership	1.5	1.0
S11: IETF Community	2.5	1.9

n=123

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

Community Leadership Groups Satisfaction

S1: Customer Standing Committee
S3: ccNSO Council
S5: gNSO Council + RySG chair
S6: Trusted Community Representatives
S9: Internet Numbers Resources Leadership and Oversight
S10: IETF Leadership

Community Leadership Groups Satisfaction

On average, customers are highly satisfied with the reporting (4.2, on average) and the relationship (4.1, on average) they have with the IANA team.

COMMUNITY LEADERSHIP GROUPS SATISFACTION

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

4.2	4.1	3.9
F3 - I am pleased with the quality of the performance reporting delivered by the IANA team.	F1 - I am pleased with the relationship that the IANA team has established with me and my organization.	F2 - My organization enjoys dealing with the IANA team overall.

n=18

Average ratings on 5-point scale	F3	F1	F2
S1: Customer Standing Committee	4.8	4.6	4.2
S3: ccNSO Council	3.7	3.7	3.7
S5: gNSO Council + RySG chair	2.3	2.3	2.3
S6: Trusted Community Representatives	4.5	4.5	4.0
S9: Internet Numbers Resources Leadership and Oversight	4	4	4
S10: IETF Leadership	5.0	4.8	4.8

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Respondents rated individual statements on their level of agreement or disagreement (5-point scale)
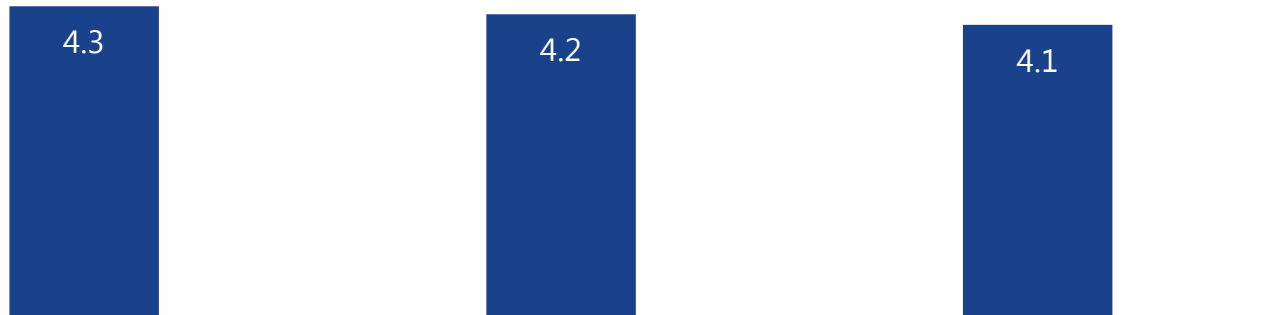
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KEY CEREMONY ADMINISTRATION

S6: Trusted Community Representatives
S7: Root DNSSEC Community

Key Ceremony Expectations

Customers give high ratings for the transparency of the ceremonies (4.3, on average), for meeting community security expectations (4.2, on average), and for a high level of professionalism (4.1, on average).

KEY CEREMONY EXPECTATIONS

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

	4.3	4.2	4.1

G2 - The transparency of the ceremonies meets community expectations and fosters trust.

G1 - I believe the security level in the Key Management facilities is up to community expectations and relevant standards.

G3 - The level of professionalism exhibited in the ceremonies meets community expectations and fosters trust.

Average ratings on 5-point scale	G2	G1	G3
S6: Trusted Community Representatives	4.3	4.2	4.1
S7: Root DNSSEC Community	4.2	4.3	4.1

n=35

Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

Key Ceremony Expectations

Q. Do you have any project or task you believe should be prioritized when it comes to KSK ceremonies or ceremony administration?

- ✓ Encourage less represented ITU members to send representatives (slight encouragement and definitely not any payment to or linked to attendees).

- ✓ TCR rotation

- ✓ Just a question: do all datacenters really have to be US-based?

- ✓ KSK/ZSK algorithms rollover

- ✓ Migration to modern algorithms, to increase security and reduce DNS response sizes.

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IANA COMMUNICATION WITH THE IETF COMMUNITY

S10: IETF Leadership
S11: IETF Community

IANA Communication with the IETF Community

Customers give high ratings to the IANA team for making itself sufficiently available to the IETF community through its outreach (4.2, on average) and for effectively communicating issues to the IETF leadership (4.1, on average).

IANA COMMUNICATION WITH THE IETF COMMUNITY

Average rating on 5-point scale
5= Strongly agree; 4 = Agree | 3 = Neutral – do not agree/disagree | 2 = Disagree 1 = Strongly disagree

4.2

4.1
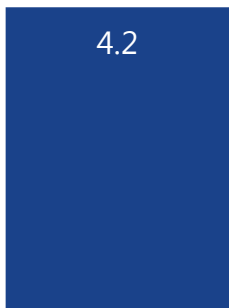
H2 - The IANA team makes itself sufficiently available to the IETF community through its outreach, help desk and other engagement.

H1 - Issues are effectively communicated to the IETF leadership and properly managed to resolution by the IANA staff

Average ratings on 5-point scale	H2	H1
S10: IETF Leadership	5.0	4.8
S11: IETF Community	4.1	4.0

n=29

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Respondents rated individual statements on their level of agreement or disagreement (5-point scale)

echo

PARTICIPATION

S1: Customer Standing Committee;
S2: ccTLD Operators;
S3: ccNSO Council;
S4: gTLD Operators;
S5: gNSO Council + RySG chair;
S6: Trusted Community Representatives;
S7: Root DNSSEC Community
S8: Root Server Operators;
S9: Internet Numbers Resources Leadership and Oversight;
S10: IETF Leadership;
S11: IETF Community

Participation

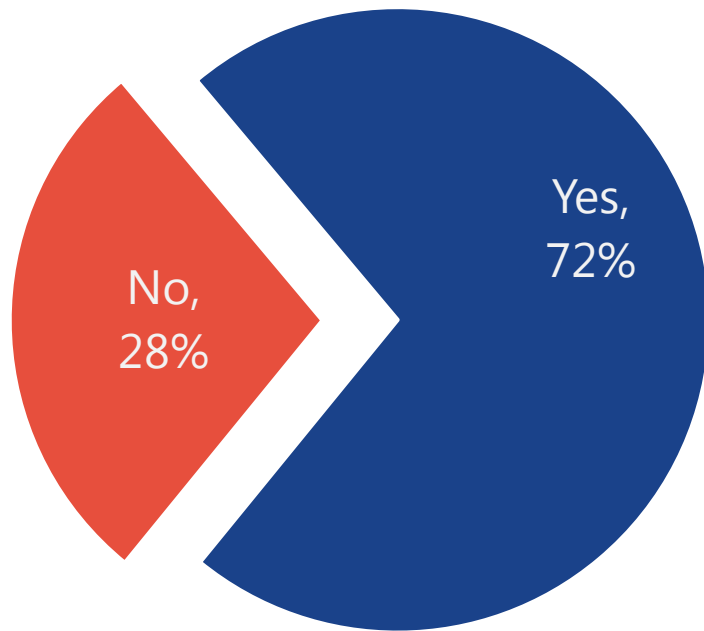P3. Do you or someone from your organization actively participate in ICANN meetings?

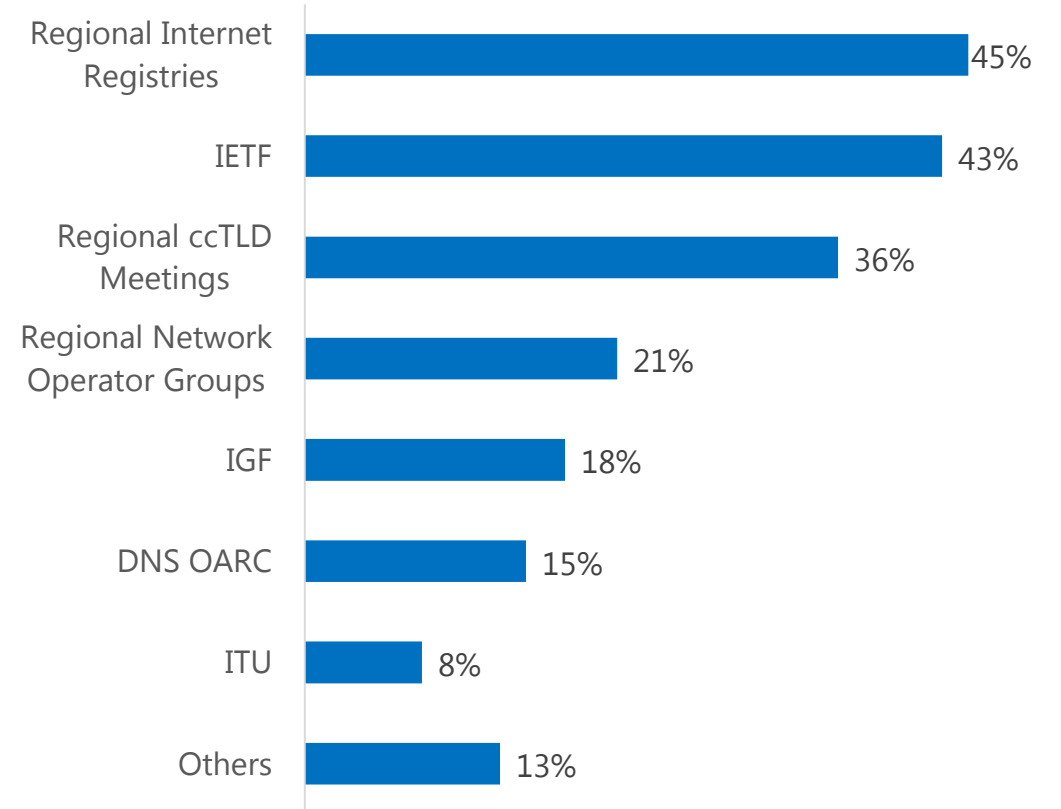|	Yes, in person	Yes, by remote participation
ALL CUSTOMERS	56%	6%
S1: Customer Standing Committee	80%	0%
S2: ccTLD Operators	61%	4%
S3: ccNSO Council	100%	0%
S4: gTLD Operators	52%	19%
S5: gNSO Council + RySG chair	100%	0%
S6: Trusted Community Representatives	100%	0%
S7: Root DNSSEC Community	39%	3%
S8: Root Server Operators	100%	0%
S9: Internet Numbers Resources Leadership and Oversight	100%	0%
S10: IETF Leadership	75%	0%
S11: IETF Community	36%	8%

n=156

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Participation

DO YOU OR SOMEONE FROM YOUR ORGANIZATION ATTEND OTHER INDUSTRY EVENTS?

Yes, 72%

No, 28%

EVENTS ATTENDED BY CUSTOMER OR SOMEONE IN THEIR ORGANIZATION

Event	Percentage
Regional Internet Registries	45%
IETF	43%
Regional ccTLD Meetings	36%
Regional Network Operator Groups	21%
IGF	18%
DNS OARC	15%
ITU	8%
Others	13%

n=156

echo

Customer Feedback

S1: Customer Standing Committee;
S2: ccTLD Operators;
S3: ccNSO Council;
S4: gTLD Operators;
S5: gNSO Council + RySG chair;
S6: Trusted Community Representatives;
S8: Root Server Operators;
S9: Internet Numbers Resources Leadership and Oversight;
S10: IETF Leadership;
S11: IETF Community

Customer Feedback

Survey Methodology

- **Customer Standing Committee:** Consistently there is one missing response alternative: "I don't know/don't want to answer/not applicable". I am forced to express an opinion on things I have no knowledge about. Please fix that for next year. However: big kudos for NOT asking "how did we meet your expectations?", which is the biggest pitfall of them all in surveys. :-)   And to the IANA team: please don't stop doing a stellar job!

- **ccTLD Operators:** Lying about how long the survey takes (10 minutes instead of 5 minutes) and providing no indication of progress ("You are on page 29 of an unknown number of pages of questions" :-( ) is disrespectful of people's time and makes me more unlikely to answer future surveys. Please do better.

- **Root Server Operators:** Some of the questions in the survey might not have a right choice; for example, escalation of issue, I have no experience at this moment, and the answer should be "not experienced" if it is there.

- **IETF Community:** The question related to IANA is pushing its agenda was not so clear to me. I do not know if pushing an agenda is a good thing (putting the effort to reach the goals) or a bad thing tweaking things to achieve a hidden agenda. This is just a comment.

Naming Functions

- **ccTLD Operators:** I am extremely pleased with the timely responses received from IANA over the years and must strongly agree that it must be an ingrained culture of responsiveness to be able to maintain such a high level of service over the decades. Keep up the good work IANA TEAM, we depend heavily on you and thank you for your service!

- **ccTLD Operators:** We are a tiny Registry and simply can't follow everything that's going on. Therefore we have to rely on IANA's integrity - and we do :).

- **ccTLD Operators:** It's been a wonderful experience working with IANA team. They have extended support during migration and thereafter also facilitated the DIY training.

- **ccTLD Operators:** The Root Zone Management system should support two factor authentication.

- **ccTLD Operators:** I have only interacted with IANA for the purpose of making changes to the domain record in the top-level domain database. I have always found that interaction to be straight-forward and fair.

- **gTLD Operators:** I don't know who you are or what you do. But only because business survival is our priority at the moment.

Protocol Parameter Functions

- **IETF Community:** The history implied by this series of questions is unfamiliar to me. My experiences with IANA Staff and Leadership have been truly excellent.

- **IETF Leadership:** Please hire a designer and someone who can help you with marketing.

echo

This report was prepared by
Judy Bromley,
Executive Vice President,
Echo Research LLC

On behalf of:

echoresearch.com