



IANA Update

*ARIN XXX, Dallas, TX
October 2012*

Escalation procedure

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IANA-Related Issue Escalation Procedure

This document provides the external escalation process for IANA-related issues and when initiating escalation is appropriate. Summarizing, this document suggests escalating requests when one or more of the following conditions hold:

- IANA has not processed a request in 1.5 times the average processing time of similar requests as documented on IANA's request statistics pages and has not provided reasonable justification for the delays;
- IANA has refused to process the request for reasons the requester feels are inappropriate or in error;
- When the requester feels subject to unfair biases or inappropriate actions on the part of IANA.

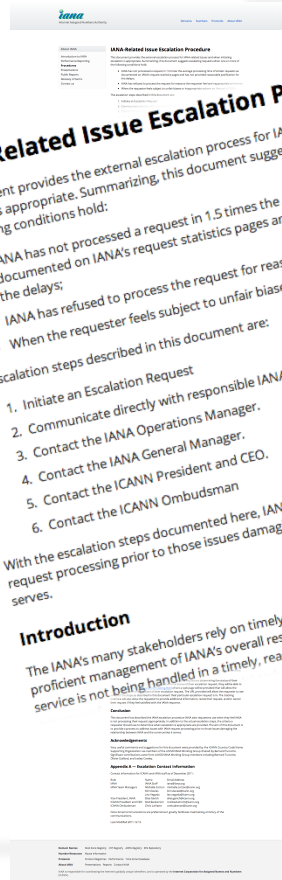
The escalation steps described in this document are:

1. Initiate an Escalation Request
2. Communicate directly with responsible IANA staff.
3. Contact the IANA Operations Manager.
4. Contact the IANA General Manager.
5. Contact the ICANN President and CEO.
6. Contact the ICANN Ombudsman

With the escalation steps documented here, IANA aims to provide a process to address issues with IANA request processing prior to those issues damaging the relationship between IANA and the communities it serves.

Introduction

The IANA's many stakeholders rely on timely responses, appropriate handling of specific requests, and proficient management of IANA's overall responsibilities. When a stakeholder perceives a request for IANA service is not being handled in a timely, reasonable, and/or responsible fashion, the stakeholder should have



Flowcharted & described

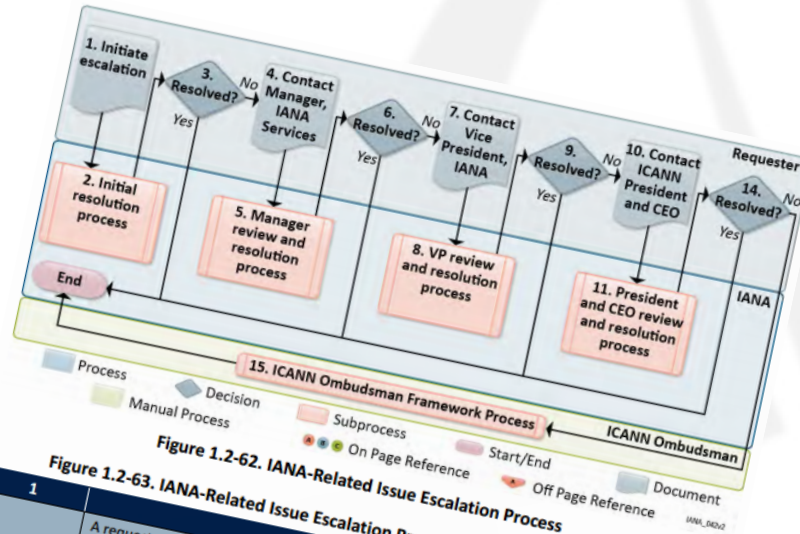


Figure 1.2-62. ICANN-Related Issue Escalation Process

ICANN-Related Issue Escalation Process Step-by-Step Description	
1	INITIATE ESCALATION A requester that wishes to use the escalation process sends an email to escalation@iana.org , including any relevant details pertaining to the issue, including a short summary of the issue, date and time of the initial request, the ticket number if known, and any available documentation. The requester may invoke the escalation procedure whenever they feel ICANN has not performed a service to the requester's expectation.
2	INITIAL RESOLUTION PROCESS The initial escalation request is reviewed by the staff persons that were involved in processing the original request. These staff will acknowledge the escalation request within one business day and respond with a description of a proposed remedy within two business days following acknowledgement.
3	CONTACT MANAGER, IANA SERVICES Should the requester not be satisfied by the response from the staff persons involved, they can escalate to the manager responsible for IANA service delivery.
4	MANAGER REVIEW AND RESOLUTION PROCESS The manager will acknowledge the escalation request within one business day and respond with a description of a proposed remedy within two business days following acknowledgement.

Public comment process

The screenshot shows the ICANN website's "Public Comments - Open" page. The header includes the ICANN logo and the text "Internet Corporation for Assigned Names and Numbers". A search bar is located in the top right. A navigation menu contains "About Us", "News & Press", "Resources", "Groups", "Contact", and "Help". The "NEWS & PRESS" section is active, with a sub-menu showing "Announcements", "Public Comment", "Rules & Procedures", "Upcoming", "Recently Closed", and "Archive". The "Public Comment" sub-menu item is highlighted. The main content area features a blue header "Public Comments - Open" and a text block explaining the public comment process. The text states: "A vital element in ICANN's processes is the opportunity for public comment on each substantial piece of work before it is considered for approval. This page contains summary data for topics that are currently OPEN (Last-in-First sequence) with links to relevant announcements, documents, comment locations, and reference sources that can provide fuller descriptions and background information where applicable." It also notes: "Each public comment topic (opened from 1 January 2012) is subject to a Comment and a Reply period as follows:" followed by a bulleted list: "• The official minimum Comment period is 21 days.", "• The official minimum Reply period is 21 days.", "• If no substantive comments are received during the Comment period, then there will be no Reply period.", and "• During the Reply period, participants should address previous comments submitted; new posts". At the bottom of the page, there are links for "ICANN Network", "Acronym Helper", and "Help ?".

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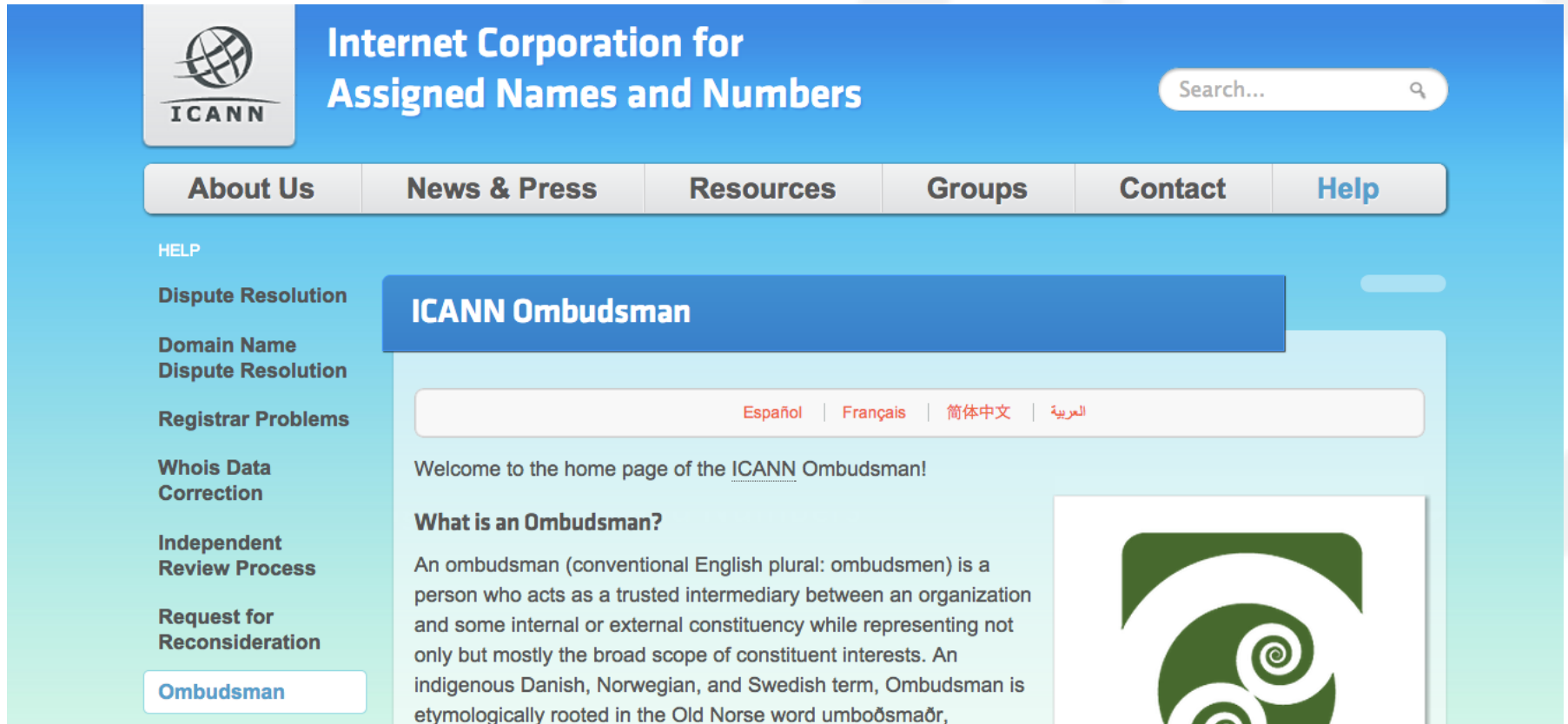
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ICANN Network Acronym Helper Help ?

Ombudsman



The screenshot shows the ICANN Ombudsman website. At the top left is the ICANN logo, a globe with the text 'ICANN' below it. To the right of the logo is the text 'Internet Corporation for Assigned Names and Numbers'. Further right is a search bar with the placeholder text 'Search...' and a magnifying glass icon. Below the search bar is a navigation menu with six items: 'About Us', 'News & Press', 'Resources', 'Groups', 'Contact', and 'Help'. On the left side of the page, there is a 'HELP' section with a list of links: 'Dispute Resolution', 'Domain Name Dispute Resolution', 'Registrar Problems', 'Whois Data Correction', 'Independent Review Process', and 'Request for Reconsideration'. Below this list is a button labeled 'Ombudsman'. The main content area has a blue header with the text 'ICANN Ombudsman'. Below this header is a language selection bar with options for 'Español', 'Français', '简体中文', and 'العربية'. The main text reads: 'Welcome to the home page of the ICANN Ombudsman!'. Below this is a section titled 'What is an Ombudsman?' with a paragraph of text: 'An ombudsman (conventional English plural: ombudsmen) is a person who acts as a trusted intermediary between an organization and some internal or external constituency while representing not only but mostly the broad scope of constituent interests. An indigenous Danish, Norwegian, and Swedish term, Ombudsman is etymologically rooted in the Old Norse word umboðsmaðr,'. To the right of this text is a green and white graphic consisting of a square with a white spiral inside.

Chris LaHatte



Internet Corporation for Assigned Names and Numbers

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Chris LaHatte | Ombudsman



About Chris LaHatte

Barrister LLB M Mgt (Dispute Resolution) FAMINZ (Mediation/Arbitration)

Chris is the [ICANN](#) Ombudsman and reports directly to the [ICANN](#) Board. He is available to the [ICANN](#) Community for complaints about delay and unfairness between [ICANN](#) and the supporting organisations. His back ground is as a lawyer in New Zealand and overseas, and as a mediator and dispute resolution specialist. He has a passion for solving problems by empowering the parties to reach their own negotiated agreements. His door and email and phone are always open to any in the [ICANN](#) community.

Chris has a diverse legal background and has appeared in all levels of courts and tribunals in New Zealand. He has had a number of cases reported in New Zealand law reports and is recognised as very experienced in a number of areas including insolvency litigation. He has undertaken criminal jury trials and criminal appeals to the Court of Appeal. He has also undertaken a number of mediation and arbitration cases. He has been a member of the New Zealand Law Society and the New Zealand Arbitration Society. He has also been a member of the New Zealand Mediation Society and the New Zealand Dispute Resolution Society. He has also been a member of the New Zealand Arbitration Society and the New Zealand Mediation Society. He has also been a member of the New Zealand Dispute Resolution Society.

ICANN Network

[Acronym Helper](#) [Help](#)



Thank You

One World

One Internet

Questions