IANA SERVICES CUSTOMER FEEDBACK SURVEY

October – November 2017

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BACKGROUND AND METHOD

BACKGROUND

Public Technical Identifiers (PTI) was incorporated in August 2016 as an affiliate of ICANN, and, through contracts and subcontracts with ICANN, began performing the IANA functions on behalf of ICANN in October 2016.

Public Technical Identifiers (PTI) is responsible for the operational aspects of coordinating the Internet's unique identifiers and maintaining the trust of the community to provide these services in an unbiased, responsible and effective manner.

PTI is primarily responsible for the operation of the IANA functions: Domain Names, Number Resources and Protocol Parameter Assignments.

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METHOD

- Fieldwork: 24 October – 28 November 2017

- ICANN segmented the customers into ten customer groups.

- ICANN provided Ebiquity a list of customer email addresses and the associated customer group for each customer record.

- Ebiquity sent email invitations to 4,070 ICANN customers for feedback on their satisfaction with the IANA functions ICANN delivers.

- The email invitation named ICANN as the sponsor of the research and explained Ebiquity's role as an objective third-party providing anonymous results.

- Each initial email invite contained a unique URL that allowed them to enter and complete the survey only once.

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

- Customers who did not respond to the email invitation received email reminders 7 November and 20 November asking for their participation.

CUSTOMER PARTICIPATION

- Email invitations were sent to 4,070 ICANN customers.

- A 20% contact rate was achieved and 7% completed the survey.

Email Disposition	
Number of invites sent	4,070
COMPLETED SURVEYS	**276**
Refused after clicking URL	342
Autoreplies/out of office	60
Unsubscribe/remove requests	100
Undeliverable/bouncebacks	315
No response received	2977

Customer Service Areas	Number of emails	Completed survey*
Protocol parameter requesters	2704	148
Document authors	450	25
Current IESG members	19	5
Routine Root Zone Management (ccTLD)	274	56
Routine Root Zone Management (gTLD)	431	20
ccTLD Delegations & Redelegations	13	3
gTLD Delegations & Redelegations	66	4
Root Domain Name System Security Extensions (DNSSEC) Key Management	22	4
Internet Number Resources Allocation Management	19	5
.INT Domain Registrants	151	15

* Totals more than 276 due to customers in multiple IANA service areas

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KEY FINDINGS

- In consideration of the IANA functions operator's delivery of services, customers prioritized accuracy, timeliness, and process quality and revealed met expectations for these areas of performance.

- Customers indicate average importance for the transparency of their IANA functions operator and below average satisfaction showing an area where improvement is needed. An example of how transparency was lacking: *"The change of servers. However, I found that as an administrative contact, one of the changes was made by IANA without my agreement"*

- An area of exceeded expectations by the IANA functions operator is for courteous interaction with the customer. Polite behavior is an area ranked below average for importance, but satisfaction is above average.

- Virtually all customers feel comfortable approaching their operator with an issue although just one-half are aware of IANA functions operator's process of resolving customer service issues.

- There is not a high level of awareness of the fact that PTI began performing the IANA functions, and many who are aware are not familiar with the specific changes.

IANA SERVICES IN GENERAL

PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING

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The highest proportion of respondents rank accuracy as most important to their IANA function's operator's delivery of IANA services (72%), and 51% are 'very satisfied' with their operator's accuracy. Notably, customers are 'very satisfied' or 'satisfied' with all measures of performance.

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LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy	**72%**	94%	51%	43%	-	5%
Timeliness	36%	89%	43%	46%	4%	7%
Process quality	35%	89%	39%	50%	2%	8%
Transparency	28%	83%	36%	47%	5%	12%
Documentation quality	19%	87%	32%	55%	5%	8%
Courtesy	5%	88%	47%	41%	-	11%
Reporting	5%	80%	31%	49%	3%	17%

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q2 Now please indicate your level of satisfaction in each of the following areas.

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Accuracy, timeliness, and process quality rank highest for both importance and performance (satisfaction) of the IANA functions operator's delivery of services. Customers also report high satisfaction for documentation quality (87%), and courtesy (88%), areas considered less critical to the delivery of IANA services.

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LEVEL SATISFACTION WITH IANA SERVICES IN RELATION TO IMPORTANCE

Chart axes: Y-axis "Importance Ranked 1st or 2nd" (0% to 80%), X-axis "Satisfied or Very Satisfied with IANA services" (75% to 99%)

Quadrant labels:
- OPPORTUNITY FOR IMPROVEMENT (average importance/lower satisfaction)
- EXPECTATIONS MET (Higher importance/ higher satisfaction)
- LESS IMPORTANT (lower importance/ lower satisfaction)
- EXCEEDED EXPECTATIONS (Lower importance/ higher satisfaction)

Plotted points: Accuracy, Timeliness, Process quality, Transparency, Documentation quality, Reporting, Courtesy

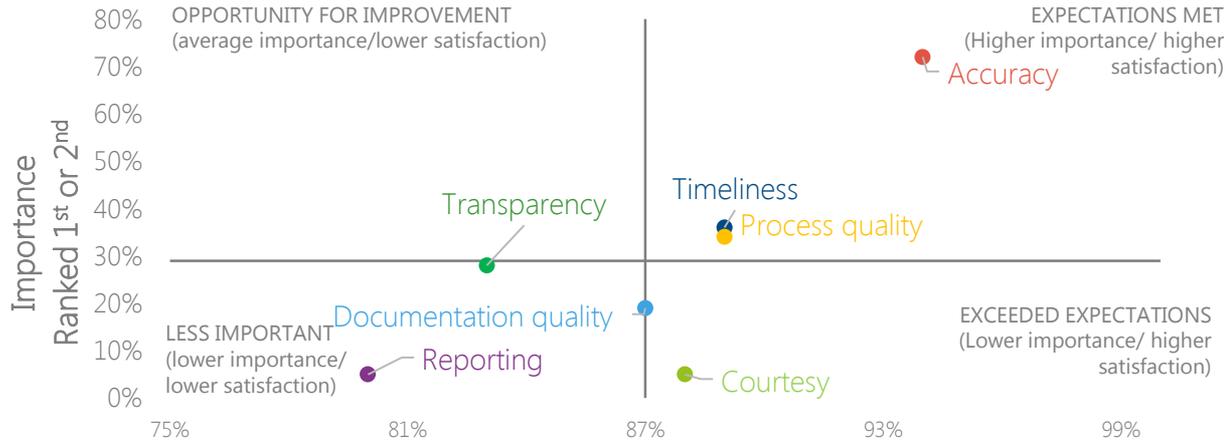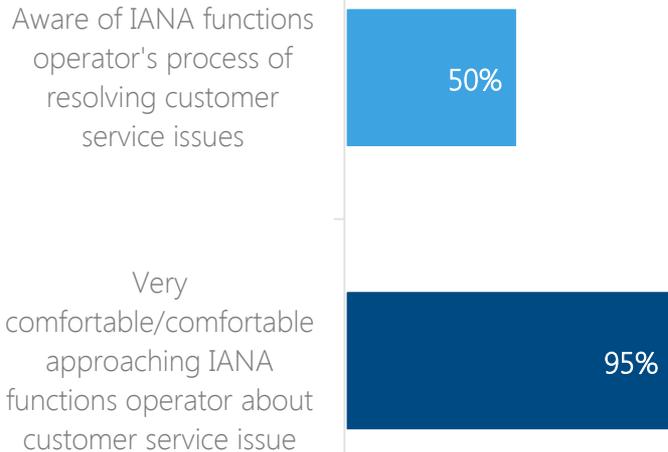|		IMPORTANCE (1 or 2)	Satisfaction
Accuracy	●	72%	94%
Timeliness	●	36%	89%
Process quality	●	35%	89%
Transparency	●	28%	83%
Documentation quality	●	19%	87%
Courtesy	●	5%	88%
Reporting	●	5%	80%
AVERAGE		28%	87%

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
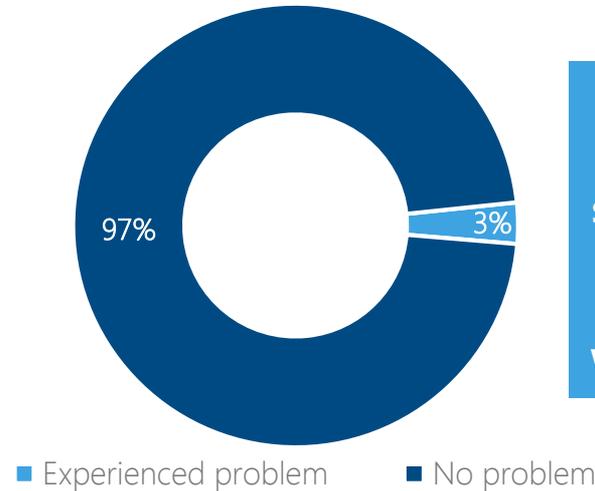Q2 Now please indicate your level of satisfaction in each of the following areas.
X and Y-axis lines indicate average value

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Although customers are divided on awareness of IANA functions operator's process of resolving customer service issues, virtually all (95%) feel comfortable approaching their operator with an issue. Only 3% of customers report having a customer service issue, and all were satisfied with the resolution.

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ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — **50%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue — **95%**

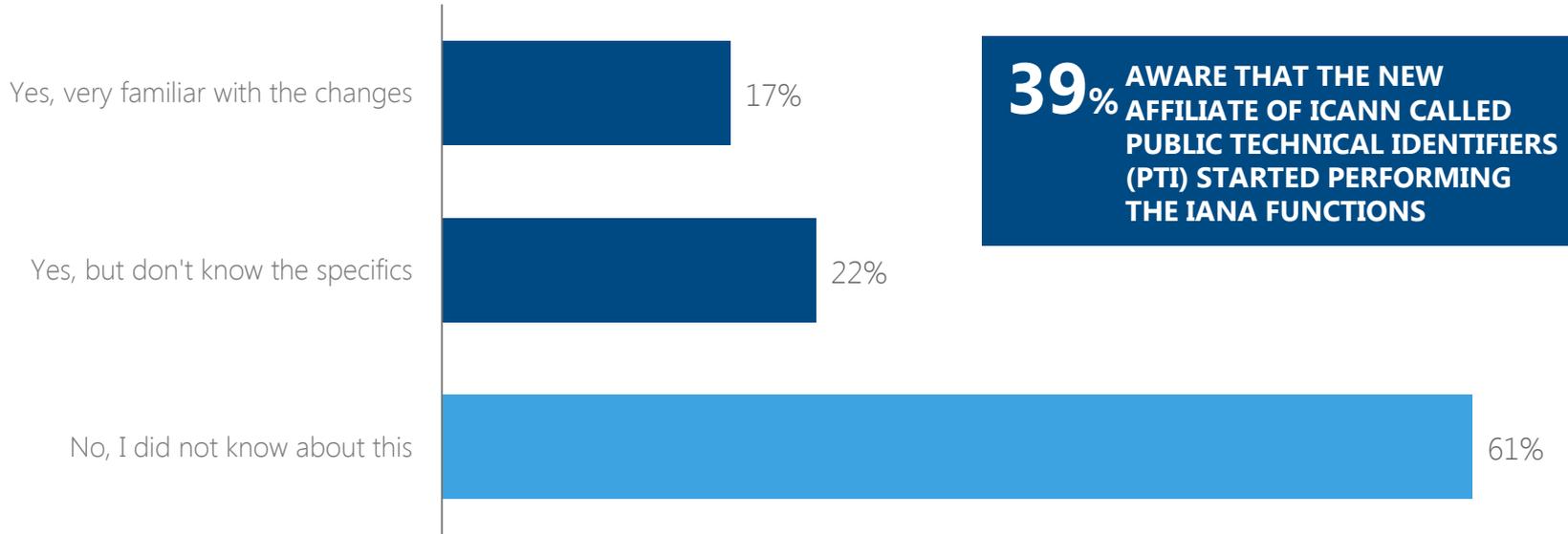**CUSTOMER SERVICE PROBLEM PERTAINING TO THE IANA FUNCTIONS WITHIN THE LAST 12 MONTHS**

97% 3%

N=8 CUSTOMERS WHO REPORT A CUSTOMER SERVICE PROBLEM. All respondents were very satisfied/satisfied with the resolution.

■ Experienced problem   ■ No problem

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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Most customers (61%) are not aware that Public Technical Identifiers (PTI) began performing the IANA functions in October 2016. Of the 39% familiar with the new affiliate of ICANN, 22% say they are not aware of the specifics.

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AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 17%

Yes, but don't know the specifics — 22%

No, I did not know about this — 61%

39% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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TRENDING DATA

Ranked Most Important (1 or 2) To Delivery of The IANA Services	2017 n=276	2016 n=420	2015 n=427	2014 n=489	2013 n=112
Accuracy	72%	71%	69%	70%	65%
Timeliness	36%	29%	32%	31%	39%
Process quality	35%	34%	36%	38%	35%
Transparency	28%	30%	26%	25%	22%
Documentation quality	19%	24%	25%	25%	28%
Courtesy	5%	6%	5%	5%	13%
Reporting	5%	6%	6%	5%	11%

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.

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TRENDING DATA

Rated Very Satisfied or Satisfied with the Delivery of the IANA Services	2017 n=276	2016 n=420	2015 n=427	2014 n=489	2013 n=112
Accuracy	94%	93%	90%	89%	93%
Timeliness	89%	86%	82%	80%	87%
Process quality	89%	87%	83%	84%	86%
Transparency	83%	79%	82%	81%	76%
Documentation quality	87%	85%	82%	83%	74%
Courtesy	88%	84%	84%	87%	94%
Reporting	80%	76%	76%	79%	77%

Q2 Now please indicate your level of satisfaction in each of the following areas.

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TRENDING DATA

Evaluation of IANA Functions Operator Process

	2017 n=276	2016 n=420	2015 n=427	2014 n=489	2013 n=112
Aware of IANA functions operator's process of resolving customer service issues	50%	49%	48%	52%	51%
Experienced customer service issues	3%	7%	9%	13%	11%
Very comfortable/comfortable approaching IANA functions operator about customer service issue	95%	95%	89%	91%	92%

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?

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PROTOCOL PARAMETER REQUESTERS

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Accuracy is by far the most important area of IANA service delivery for PPR respondents. About one-half (49%) are very satisfied with the accuracy provided.

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n = 148

LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy of the registries	**73%**	88%	49%	39%	1%	10%
Information provided to you on the status of your request[1]	34%	88%	39%	49%	1%	11%
Timeliness with which your request was processed	31%	88%	38%	50%	4%	9%
Level of staff courtesy	6%	83%	51%	32%	-	16%

[1]Importance based on 'Process Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q9 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent protocol parameter request.

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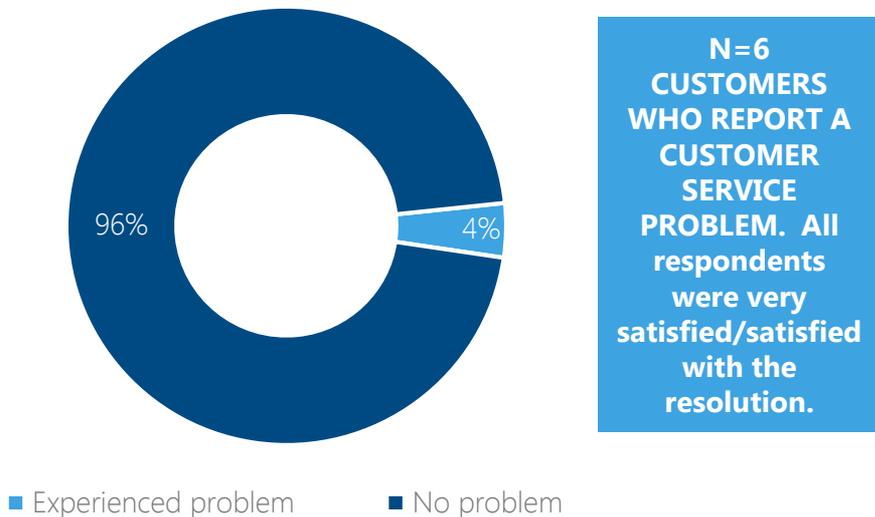Less than one-half (43%) of PPR customers are aware of IANA functions operator's process of resolving customer service issues. However, virtually all feel comfortable approaching their operator with an issue and say the process is easy (94% each). Only 4% of PPR customers report a customer service issue, and all were satisfied with the resolution.

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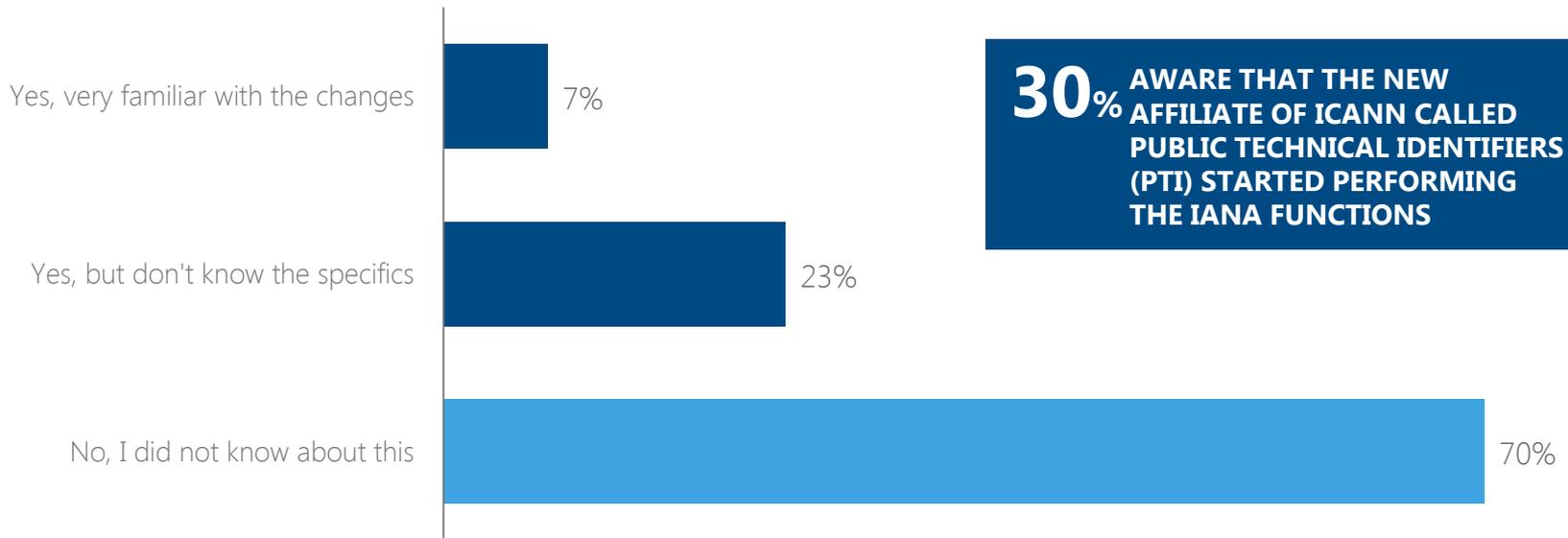## ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — **43%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue — **94%**

Very easy/easy to submit PP request — **94%**

CUSTOMER SERVICE PROBLEM PERTAINING TO THE IANA FUNCTIONS WITHIN THE LAST 12 MONTHS

96% — 4%

- ■ Experienced problem
- ■ No problem

N=6 CUSTOMERS WHO REPORT A CUSTOMER SERVICE PROBLEM. All respondents were very satisfied/satisfied with the resolution.
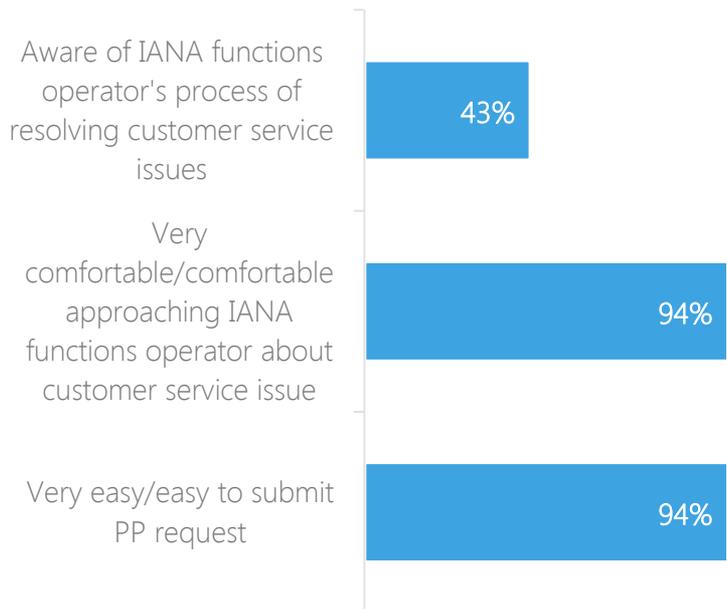
Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q8 How easy or difficult was it to submit your protocol parameter request?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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Seven out of ten PPR respondents are not aware that Public Technical Identifiers (PTI) began performing the IANA functions in October 2016, and 23% are aware but don't know the specifics.

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AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 7%

Yes, but don't know the specifics — 23%

No, I did not know about this — 70%

30% **AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS**

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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TRENDING DATA

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Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery of their Most Recent Protocol Parameter Request	2017 * n=148	2016 n=273	2015 n=277	2014 n=328	2013 n=57
Accuracy of the registries	88%	97%	98%	95%	97%
Information provided to you on the status of your request	88%	95%	94%	92%	93%
Timeliness with which your request was processed	88%	93%	93%	85%	86%
Level of staff courtesy	83%	98%	99%	95%	98%

Q9 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent protocol parameter request.

*In 2017, a 'Not Applicable' option was added to this question

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DOCUMENT AUTHORS

Document Author customers rank accuracy the most important area of service delivery. Nearly one-half (48%) are very satisfied in the accuracy of the registries.

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	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Not applicable
Accuracy of the registries	68%	88%	48%	40%	12%
Information provided to you on the status of your actions[1]	36%	80%	28%	52%	20%
Integrated IANA review of your document during IETF's document lifecycle[2]	28%	64%	20%	44%	36%
Review of your document[2]	28%	52%	28%	24%	48%
Timeliness with which the IANA Actions in your document were processed after approval	16%	72%	32%	40%	28%
Level of staff courtesy	4%	84%	44%	40%	16%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Documentation Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q10 How satisfied were you with the integrated IANA review of your document during IETF's document lifecycle?
Q11 Please indicate your level of satisfaction with the review of your document by the IANA functions operator, before it was approved for publication as an RFC.
Q12 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent document review and approval..
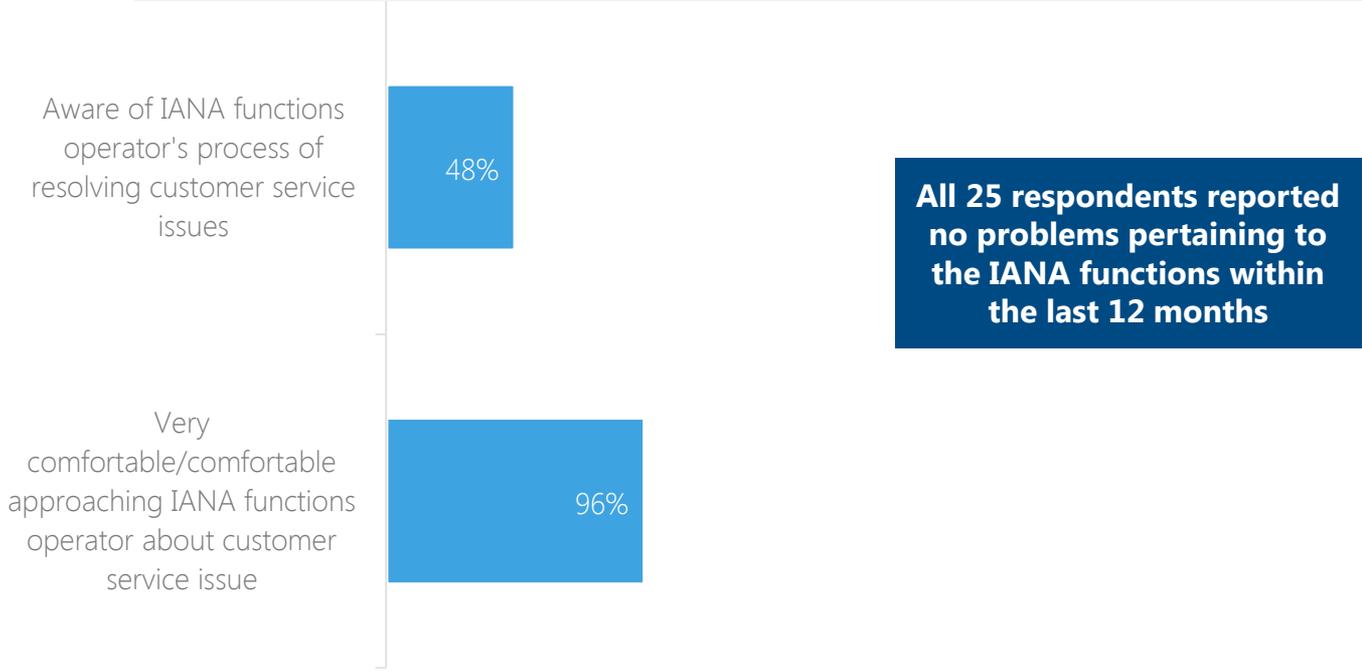
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Less than one-half (48%) of Document Author customers are aware of IANA functions operator's process of resolving customer service issues. However, virtually all feel comfortable approaching their operator with an issue (96%), though none reported any such issues in the previous year.

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ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues
48%

All 25 respondents reported no problems pertaining to the IANA functions within the last 12 months

Very comfortable/comfortable approaching IANA functions operator about customer service issue
96%

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
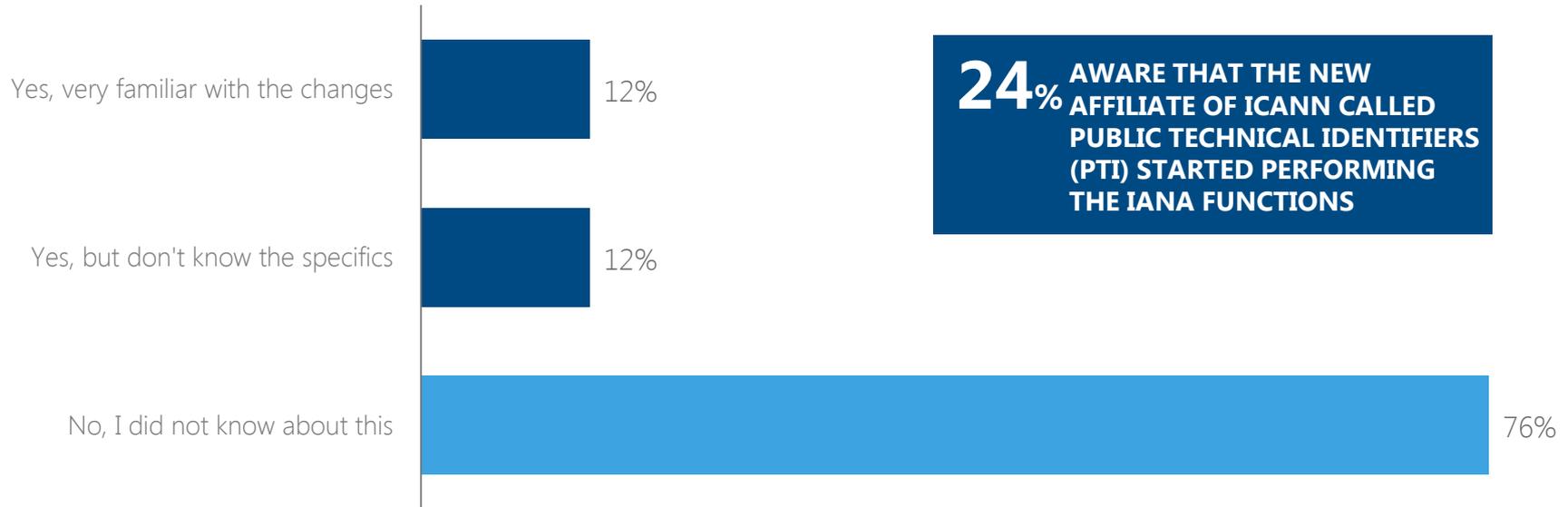Q5 How satisfied were you about the resolution of the customer service issue?

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Three quarters (76%) of respondents are not aware that Public Technical Identifiers (PTI) began performing the IANA functions in October 2016.

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AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 12%

Yes, but don't know the specifics — 12%

No, I did not know about this — 76%

24% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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TRENDING DATA

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery in the Document, Review, and Approval Process	2017* n=25	2016 n=37	2015 n=40	2014 n=40	2013 n=0
Accuracy of the registries	88%	97%	97%	97%	-
Level of staff courtesy	84%	95%	98%	98%	-
Information provided to you on the status of your actions	80%	92%	95%	100%	-
Timeliness with which the IANA Actions in your document were processed after approval	72%	95%	92%	92%	-
Integrated IANA review of your document during IETF's document lifecycle	64%	97%	96%	97%	-
Review of your document before it was approved for publication as an RFC	52%	97%	98%	97%	-

Q10 How satisfied were you with the integrated IANA review of your document during IETF's document lifecycle?
Q11 Please indicate your level of satisfaction with the review of your document by the IANA functions operator, before it was approved for publication as an RFC.
Q12 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent document review and approval..
*In 2017, a 'Not Applicable' option was added to these questions

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CURRENT IESG MEMBERS

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Accuracy is the most important element of IANA service delivery for Current IESG Members. Three out of five of these respondents are very satisfied with all aspects of service delivery.

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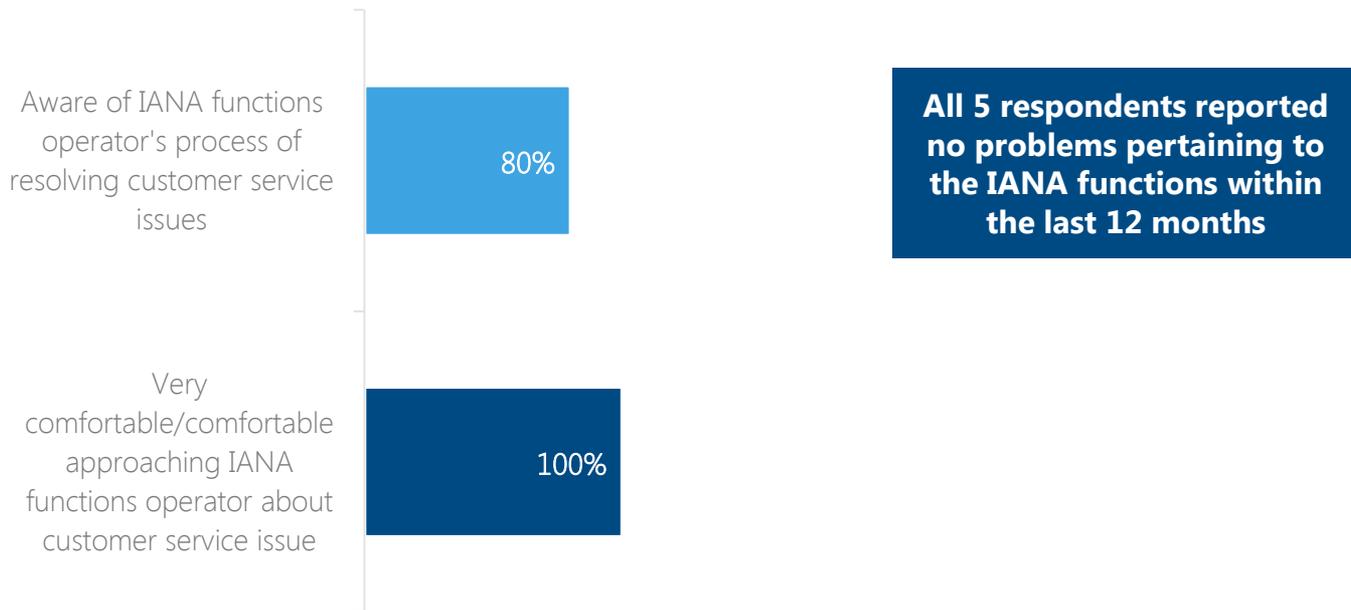|	Importance (1 or 2)	Very Satisfied	Not applicable
Accuracy of the ICANN-managed registries	80%	60%	40%
ICANN's handling of management issues[1]	20%	60%	40%
Published performance reports	-	60%	40%
Level of staff courtesy	-	60%	40%

[1]Importance based on average of 'Process Quality' and 'Transparency' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q13 Please indicate your level of satisfaction with the IANA functions operator, in each of the following areas as they pertain to the IESG.

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Four out of five Current IESG Member respondents are aware of the IANA functions operator's customer service issue resolution process. They are universally comfortable approaching the operator about customer service issues.
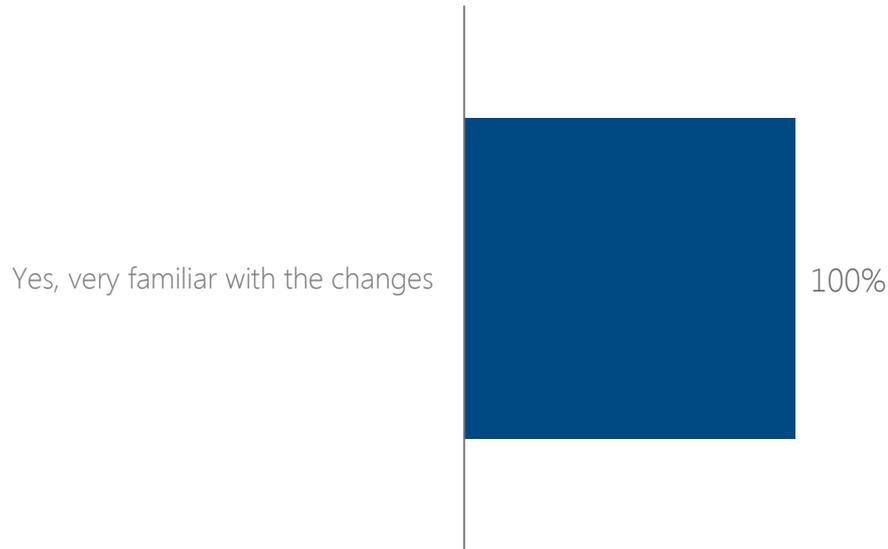
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ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — **80%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue — **100%**

All 5 respondents reported no problems pertaining to the IANA functions within the last 12 months

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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All of the Current IESG Member respondents are very familiar with the fact that PTI started performing the IANA functions.

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AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes   100%

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to the IESG	2017* n=5	2016 n=4	2015 n=3	2014 n=5	2013 n=3
Accuracy of the ICANN-managed registries	60%	100%	100%	100%	100%
ICANN's handling of management issues	60%	100%	100%	100%	100%
Published performance reports	60%	100%	100%	100%	66%
Level of staff courtesy	60%	100%	100%	80%	100%

Q13 Please indicate your level of satisfaction with the IANA functions operator, in each of the following areas as they pertain to the IESG.

*In 2017, a 'Not Applicable' option was added to this question

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ROUTINE ROOT ZONE MANAGEMENT (ccTLD)

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Routine Rootzone Management (ccTLD) customers consider accuracy most important. Many (57%) are very satisfied with the accuracy of the Root Zone Database, as well as the information provided to them (52%).

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	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy of the Root Zone Database	75%	100%	57%	43%	-	-
Timeliness with which your changes are processed	54%	96%	48%	48%	4%	-
Information provided to you on the status of your requests[1]	36%	98%	52%	46%	2%	-
Published performance reports[2]	6%	90%	29%	61%	-	11%
Level of staff courtesy	2%	93%	41%	52%	-	7%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Improtance based on 'Reporting' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
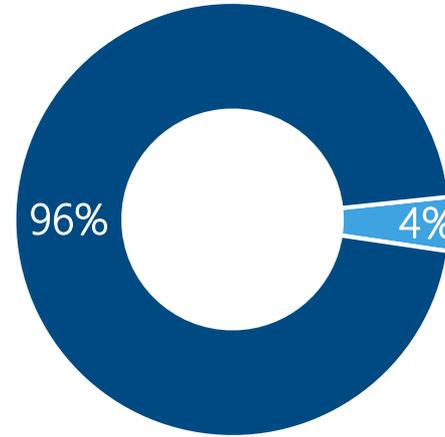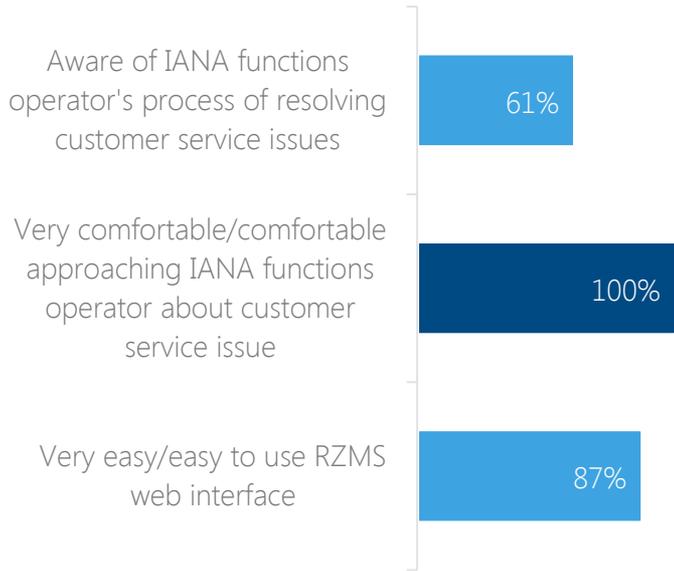Q14 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

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Three in five (61%) customers in this segment are aware of the IANA functions operator's customer service issue resolution process. They are universally comfortable approaching the IANA functions operator with issues.

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ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — **61%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue — **100%**

Very easy/easy to use RZMS web interface — **87%**

CUSTOMER SERVICE PROBLEM PERTAINING TO THE IANA FUNCTIONS WITHIN THE LAST 12 MONTHS
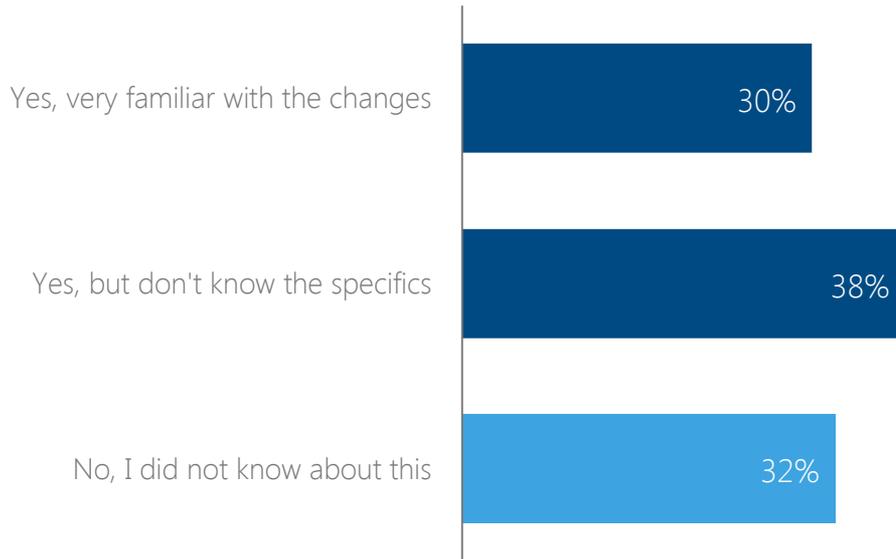
96% — No problem
4% — Experienced problem

■ Experienced problem ■ No problem

N=2 CUSTOMERS WHO REPORT A CUSTOMER SERVICE PROBLEM. Both were very satisfied/satisfied with the resolution.

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q15 How easy or difficult is it to use the web interface to the Root Zone Management System (RZMS)?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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More than two-thirds (68%) of ccTLD Routine Root Zone Management respondents are aware of the fact that PTI began performing the IANA functions in 2016, but 38% say they are not familiarly with the specifics.

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FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes	30%
Yes, but don't know the specifics	38%
No, I did not know about this	32%

68% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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ROUTINE ROOT ZONE MANAGEMENT (gTLD)

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ROUTINE ROOT ZONE MANAGEMENT (gTLD)

n = 20

Routine Rootzone Management (gTLD) customers consider accuracy most important (70%). Most report satisfaction with all aspects of delivering services pertaining to Root Zone Management.

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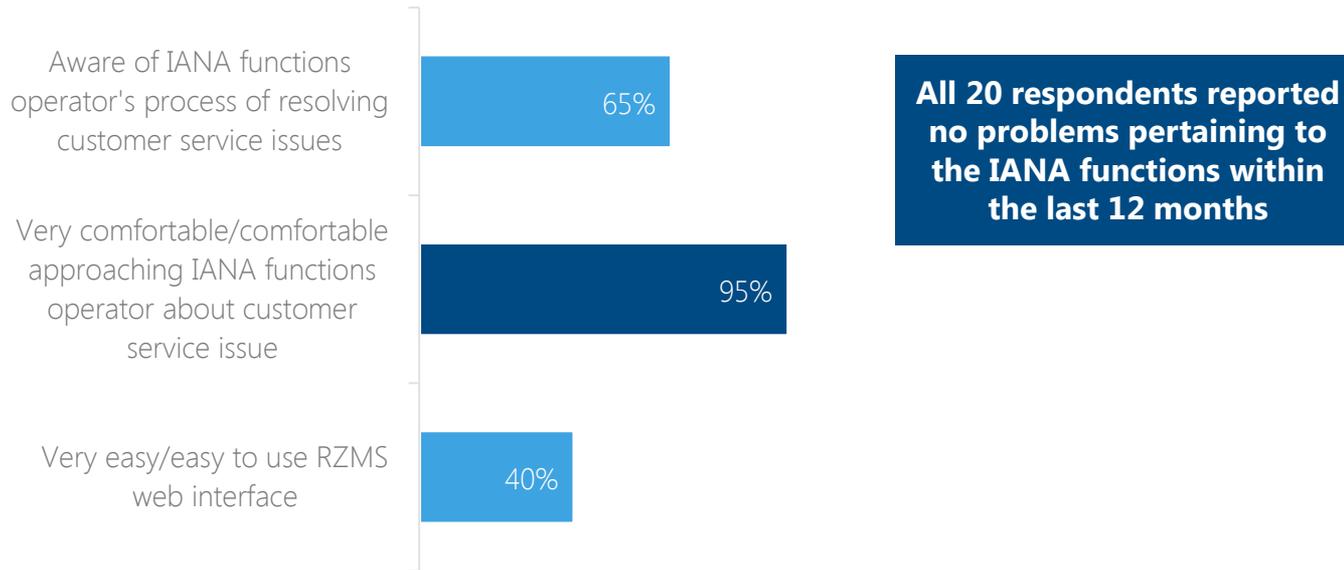|	Importance (1 or 2)	Very Satisfied/ Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy of the Root Zone Database	70%	85%	45%	40%	0%	15%
Information provided to you on the status of your requests[1]	45%	75%	40%	35%	10%	15%
Timeliness with which your changes are processed	30%	80%	35%	45%	0%	20%
Level of staff courtesy	10%	85%	60%	25%	0%	15%
Published performance reports[2]	0%	80%	30%	50%	0%	20%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Reporting' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q14 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

ebiquity
Data-driven insights

More than three in five (65%) customers in this segment are aware of the IANA functions operator's customer service issue resolution process. A much lower percentage of gTLD-Routine respondents think the RZMS web interface is easy to use compared to ccTLD-Routine respondents (40% vs. 87%).
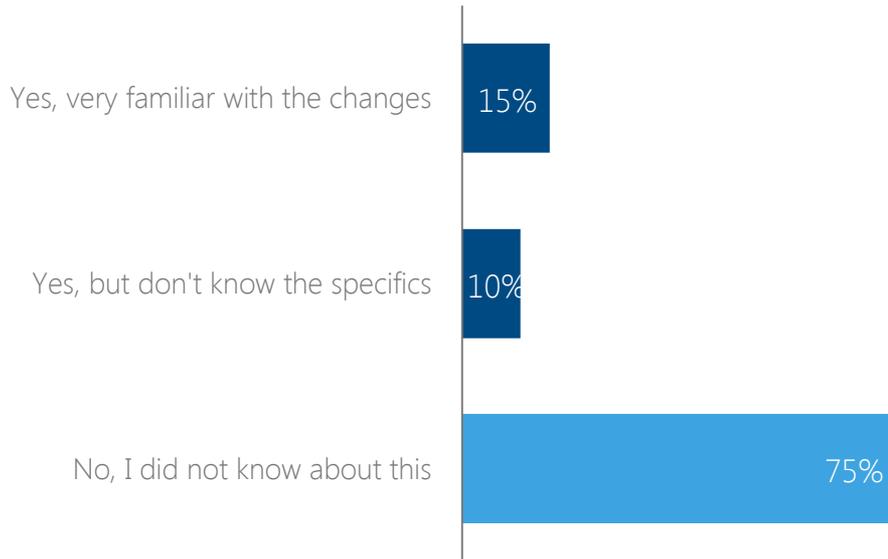
ICANN

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — 65%

Very comfortable/comfortable approaching IANA functions operator about customer service issue — 95%

Very easy/easy to use RZMS web interface — 40%

All 20 respondents reported no problems pertaining to the IANA functions within the last 12 months

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q15 How easy or difficult is it to use the web interface to the Root Zone Management System (RZMS)?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

ebiquity
Data-driven insights

Most customers (75%) are not aware that Public Technical Identifiers (PTI) began performing the IANA functions in October 2016. Of the 25% aware with the new affiliate of ICANN, 15% say they are very familiar with the changes.

ICANN

FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 15%

Yes, but don't know the specifics — 10%

No, I did not know about this — 75%

25% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

ebiquity
Data-driven insights

TRENDING DATA

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to Root Zone Management

	2017*	2016	2015	2014	2013
	n=73	n=82	n=67	n=61	n=34
Accuracy of the Root Zone Database	96%	100%	97%	96%	100%
Timeliness with which your changes are processed	92%	84%	84%	85%	80%
Information provided to you on the status of your requests	91%	89%	89%	91%	91%
Published performance reports	87%	94%	90%	92%	97%
Level of staff courtesy	90%	96%	99%	97%	97%

Q14 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

*In 2017, a 'Not Applicable' option was added to this question

ebiquity
Data-driven insights

ccTLD Delegations & Redelegations respondents are most highly satisfied with information provided on the status of their requests and the level of staff courtesy.

ICANN

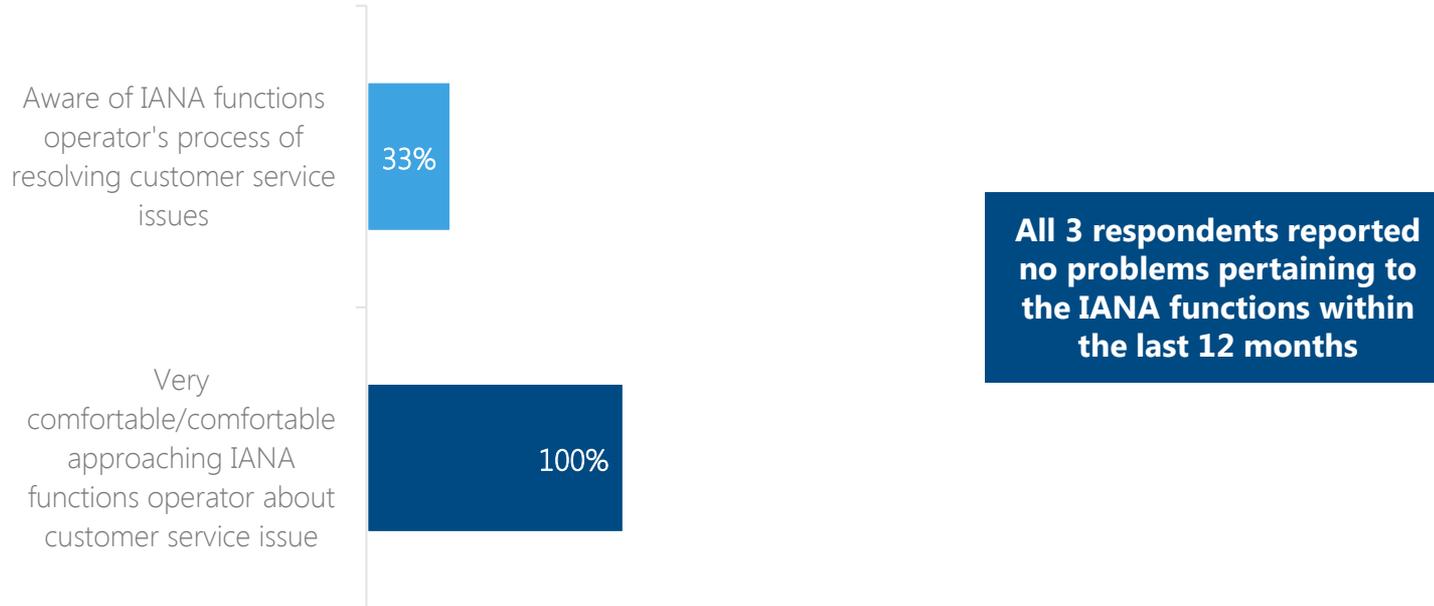|	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Information provided to you on the status of your requests[1]	33%	100%	-	100%	-	-
Quality of the Root Zone Management process[1]	33%	67%	33%	33%	33%	-
Timeliness with which your request was processed	33%	67%	-	67%	33%	-
Level of staff courtesy	0%	100%	33%	67%	-	-
Quality of published user instructions[2]	0%	67%	67%	-	-	33%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Documentation Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q16 Please indicate your level of satisfaction the IANA functions operator in each of the following areas as they pertain to ccTLD delegations and transfers.

ebiquity
Data-driven insights

One third of ccTLD Delegations & Redelegations respondents area ware of the IANA functions operator's customer service issue process. They are all comfortable approaching the operator with customer service issues.
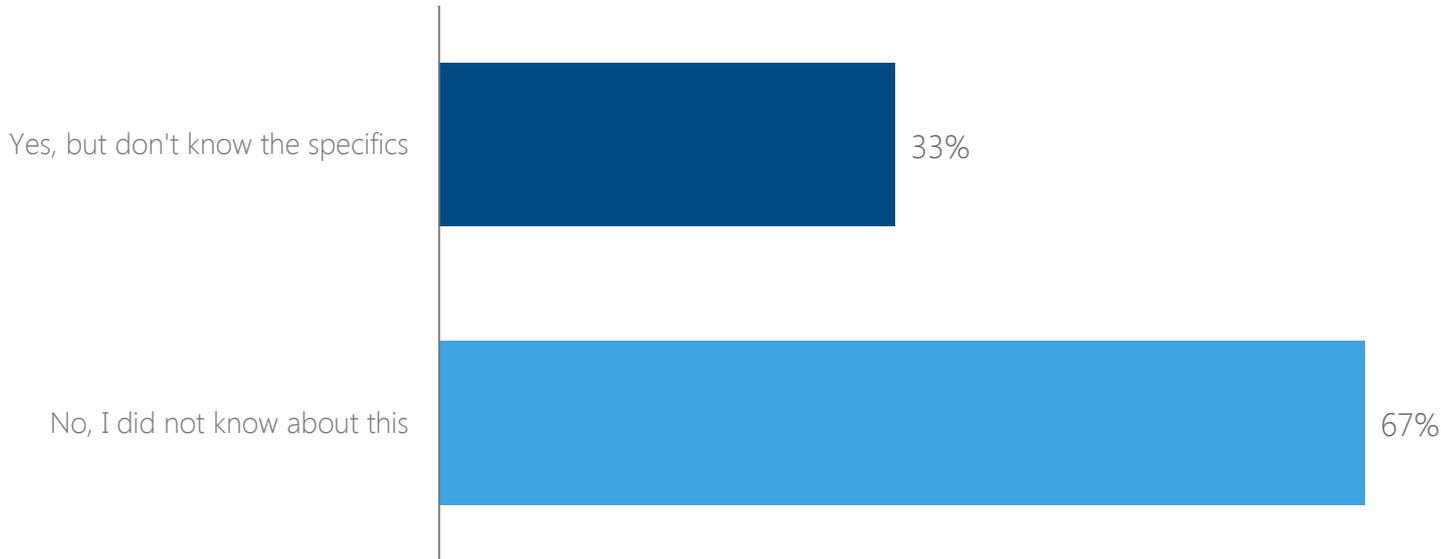
ICANN

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues — 33%

Very comfortable/comfortable approaching IANA functions operator about customer service issue — 100%

All 3 respondents reported no problems pertaining to the IANA functions within the last 12 months

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

ebiquity
Data-driven insights

One third of ccTLD Delegations & Redelegations respondents are aware of the fact that PTI started performing the IANA functions, though none of them are very familiar with the change.

ICANN

AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, but don't know the specifics — 33%

No, I did not know about this — 67%

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

ebiquity
Data-driven insights

TRENDING DATA

Performance (Very Satisfied/Satisfied) with
IANA Function's Operator's Delivery as it
Pertains to ccTLD delegations and transfers

	2017*	2016	2015	2014	2013
	n=3	n=0	n=0	n=5	n=0
Information provided to you on the status of your requests	100%	-	-	80%	-
Quality of the Root Zone Management process	67%	-	-	100%	-
Timeliness with which your request was processed	67%	-	-		-
Level of staff courtesy	100%	-	-	100%	-
Quality of published user instructions	67%	-	-	80%	-

Q16 Please indicate your level of satisfaction the IANA functions operator in each of the following areas as they pertain to ccTLD delegations and transfers.
*In 2017, a 'Not Applicable' option was added to this question

ebiquity
Data-driven insights

gTLD DELEGATIONS AND REDELEGATIONS

ebiquity

Timeliness is the most important area of IANA service delivery for gTLD Delegations & Redelegations respondents. One in four are very satisfied with this area, and half are satisfied.

ICANN

	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Not applicable
Timeliness with which your request was processed	50%	75%	25%	50%	25%
Information provided to you on the status of your requests[1]	25%	75%	25%	50%	25%
Quality of the Root Zone Management process[1]	25%	75%	25%	5%	25%
Level of staff courtesy	0%	75%	-	75%	25%
Quality of published user instructions[2]	0%	75%	-	75%	25%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Documentation Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q17 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to gTLD delegations, transfers or revocations.
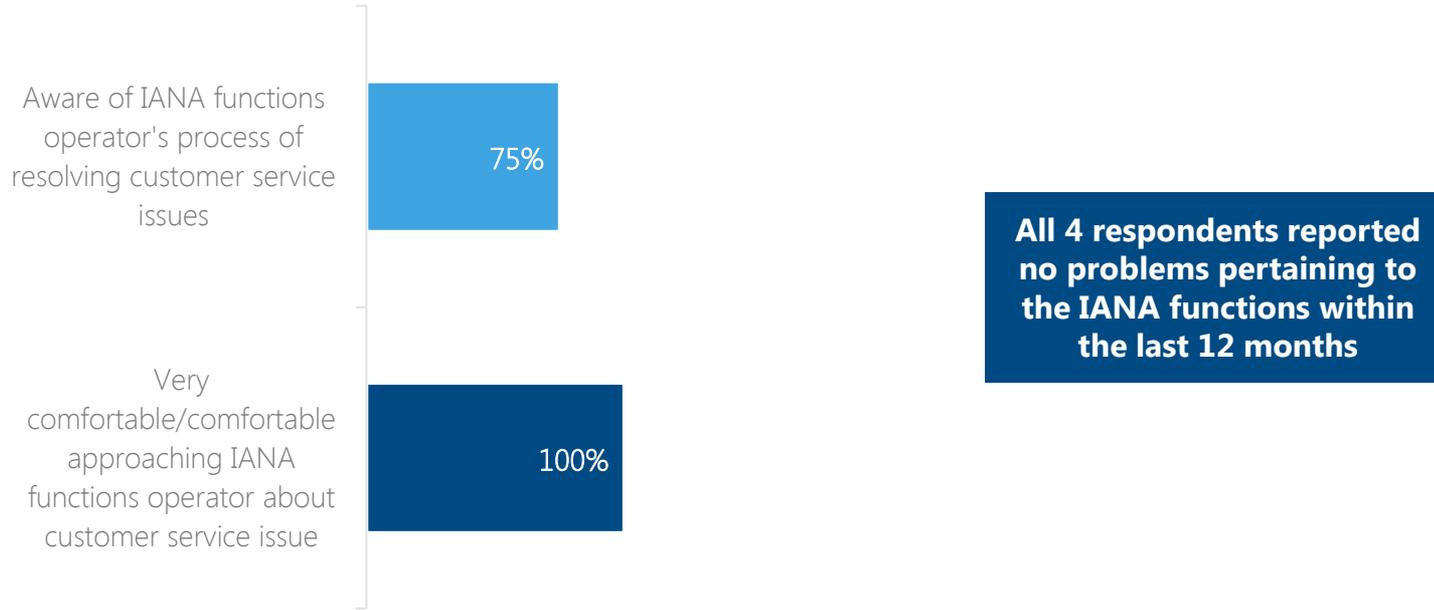
ebiquity
Data-driven insights

Three out of four gTLD Delegations & Redelegations respondents are aware of the IANA functions operator's customer service process. They are all comfortable approaching the IANA functions operator with customer service issues, though they do not report having any in the previous year.
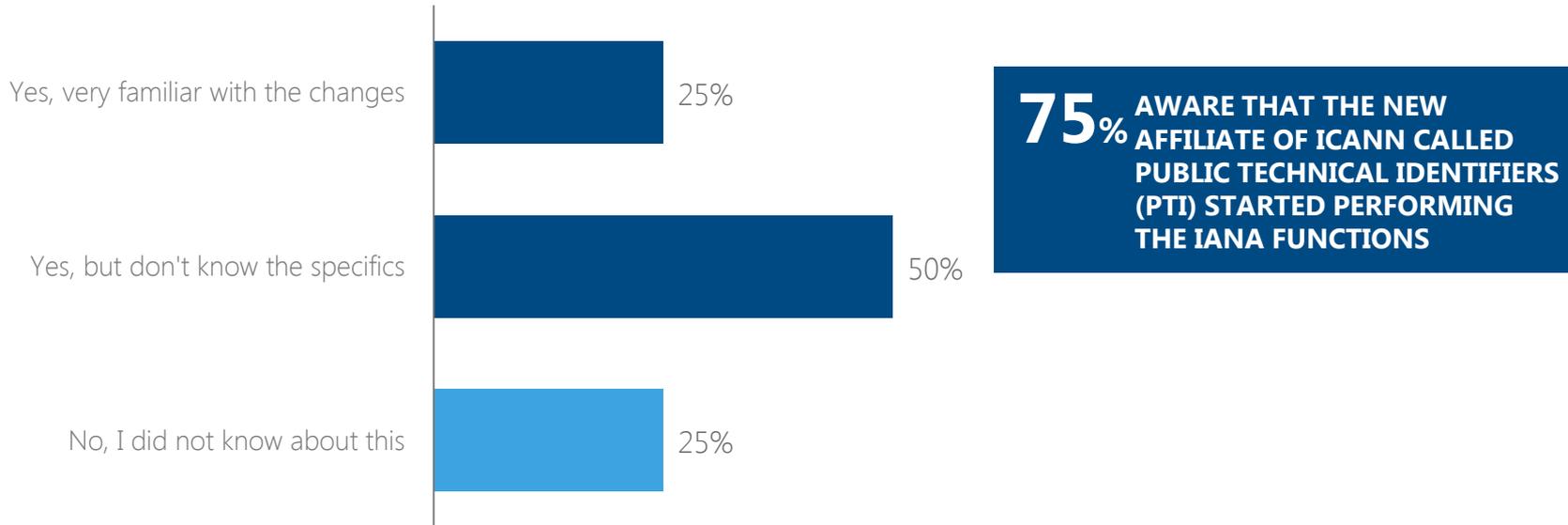
ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues: **75%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue: **100%**

All 4 respondents reported no problems pertaining to the IANA functions within the last 12 months

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

ebiquity
Data-driven insights

Three out of four gTLD Delegations & Redelegations respondents are aware that PTI has started performing the IANA functions, though only one is very familiar with the change.

ICANN

AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 25%

Yes, but don't know the specifics — 50%

No, I did not know about this — 25%

75% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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Data-driven insights

TRENDING DATA

ICANN

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to gTLD delegations, transfers or revocations

	2017* n=4	2016 n=21	2015 n=34	2014 n=35	2013 n=0
Timeliness with which your request was processed	75%	81%	82%	77%	-
Information provided to you on the status of your requests	75%	81%	77%	85%	-
Quality of the Root Zone Management process	75%	81%	95%	88%	-
Level of staff courtesy	75%	95%	88%	97%	-
Quality of published user instructions	75%	81%	88%	85%	-

Q17 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to gTLD delegations, transfers or revocations.
*In 2017, a 'Not Applicable' option was added to this question

ebiquity
Data-driven insights

DNSSEC respondents are very satisfied or satisfied with all aspects of service delivery pertaining to KSK management for DNSSEC in the root Zone.

ICANN

	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied
The processes used to manage the Root Zone DNSSEC Key Signing Key[1]	50%	100%	100%	-
The level of transparency provided for the Key Signing Key Ceremonies	0%	100%	75%	25%
Level of staff courtesy	0%	100%	100%	-

[1]Importance based on 'Process Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
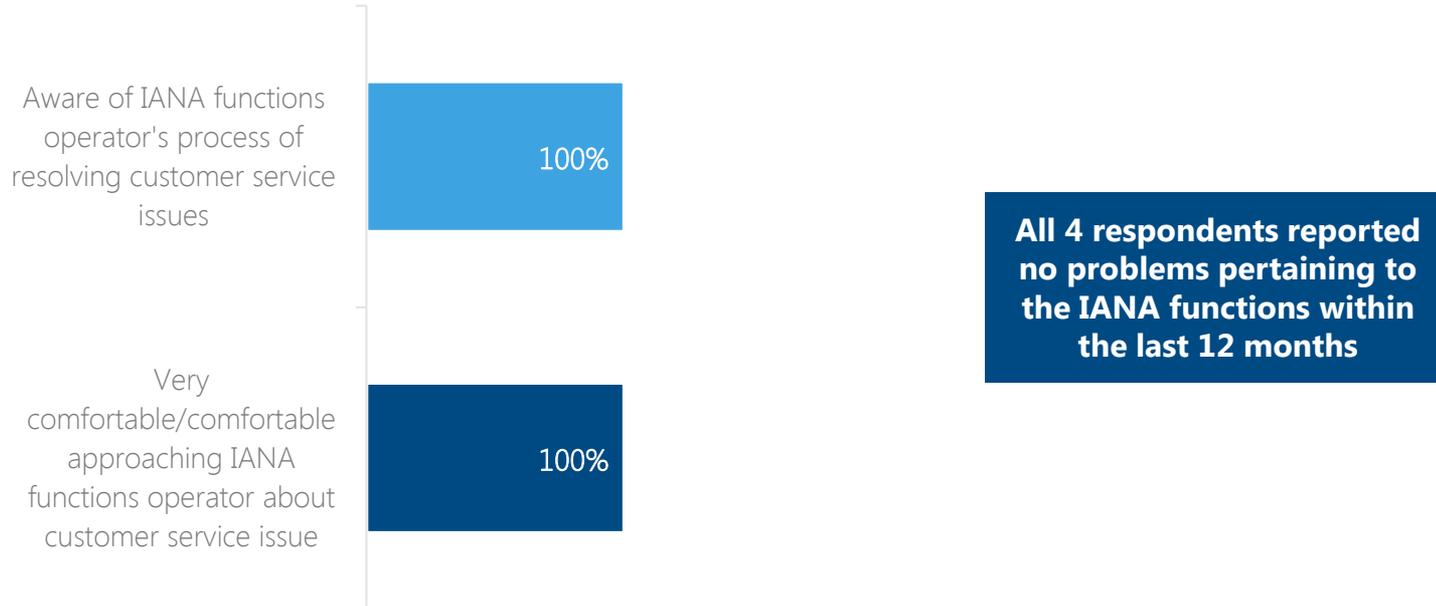Q18 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to KSK Management for DNSSEC in the root Zone.

ebiquity
Data-driven insights

All DNSSEC respondents are aware of the IANA functions operator's customer service process. They are all comfortable approaching the IANA functions operator with customer service issues, though they do not report having any in the previous year.

ICANN

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues
100%

Very comfortable/comfortable approaching IANA functions operator about customer service issue
100%

All 4 respondents reported no problems pertaining to the IANA functions within the last 12 months

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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Data-driven insights

All DNSSEC respondents are aware that PTI started performing the IANA functions, and familiar with the specifics.

n = 4

AWARENESS OF PTI AS IANA FUNCTIONS OPERATOR
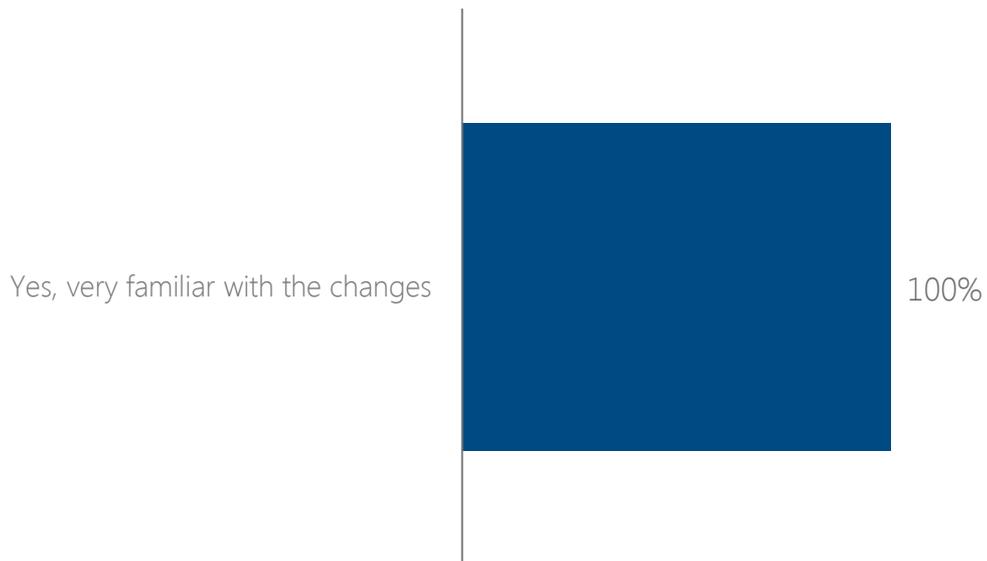
Yes, very familiar with the changes   100%

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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Data-driven insights

TRENDING DATA

ICANN

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to KSK Management for DNSSEC in the root Zone

	2017* n=4	2016 n=2	2015 n=6	2014 n=6	2013 n=6
The processes used to manage the Root Zone DNSSEC Key Signing Key	100%	100%	100%	100%	100%
The level of transparency provided for the Key Signing Key Ceremonies	100%	100%	100%	100%	100%
Level of staff courtesy	100%	100%	100%	100%	100%

Q18 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to KSK Management for DNSSEC in the root Zone.

*In 2017, a 'Not Applicable' option was added to this question

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Data-driven insights

.INT DOMAIN REGISTRANTS

ebiquity

The .INT Domain Registrant customers consider process quality most important (46%), and equally are satisfied with the delivery by the IANA functions operator as it pertains to .INT domain management.

ICANN

|	Importance (1 or 2)	Very Satisfied/ Satisfied	Very Satisfied	Satisfied	Not applicable
Information provided to you on the status of your requests[1]	46%	54%	27%	27%	47%
Timeliness with which your changes are processed	33%	54%	27%	27%	47%
Level of staff courtesy	7%	47%	27%	20%	53%

[1]Importance based on 'Process Quality' ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q20 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to .INT domain management

ebiquity
Data-driven insights

More than one-half (53%) of .INT Domain Registrant customers are aware of the IANA functions operator's customer service issue resolution process. Most are comfortable (87%) approaching the IANA functions operator with issues and have reported no problems in the past 12 months.

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR
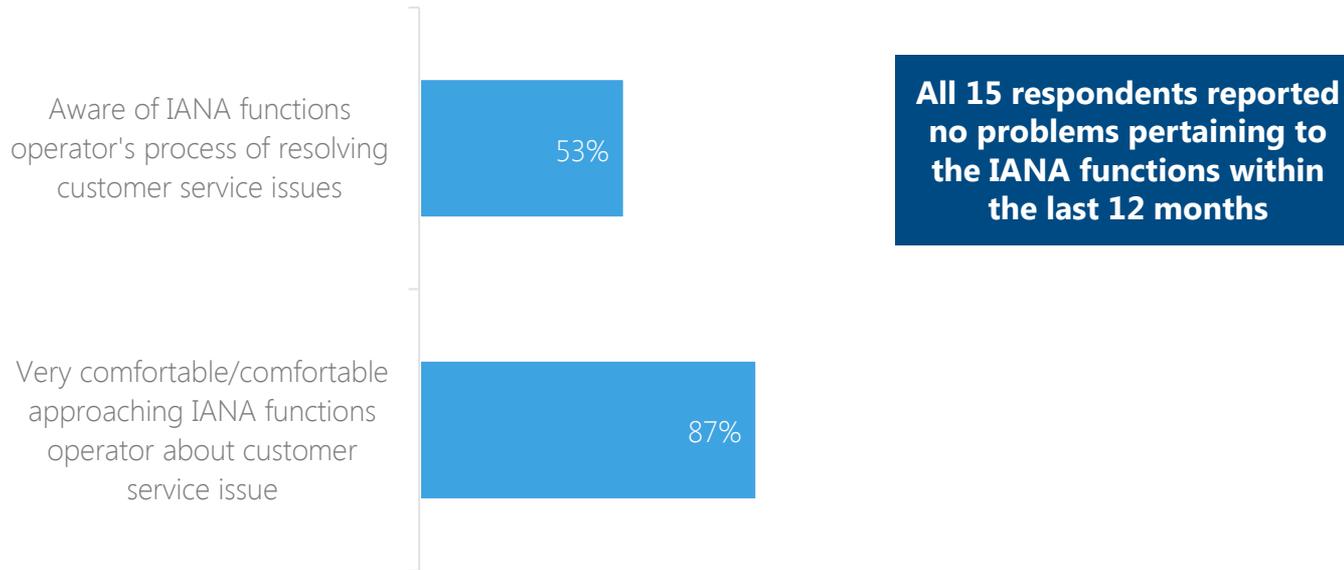
Aware of IANA functions operator's process of resolving customer service issues — **53%**

Very comfortable/comfortable approaching IANA functions operator about customer service issue — **87%**

All 15 respondents reported no problems pertaining to the IANA functions within the last 12 months
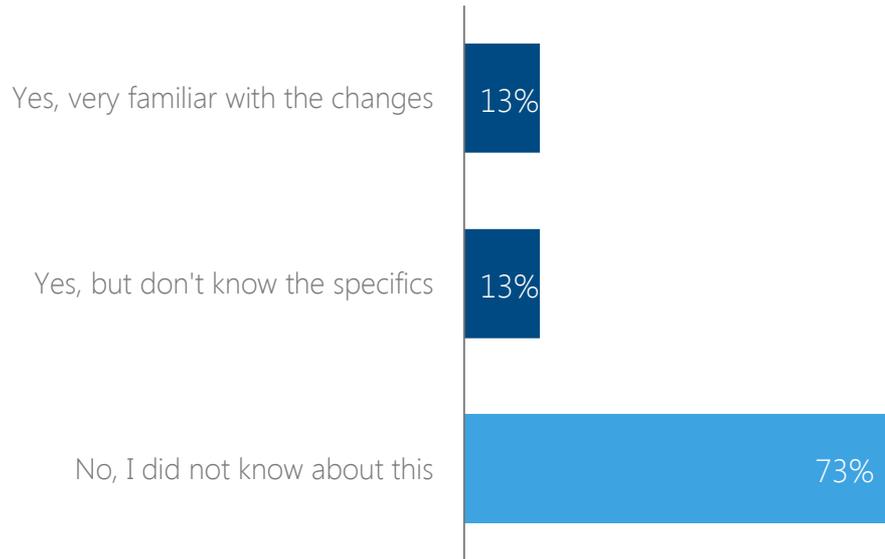
Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

ebiquity
Data-driven insights

Roughly a quarter of respondents in this segment are aware of the fact that PTI began performing the IANA functions in 2016.

FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 13%

Yes, but don't know the specifics — 13%

No, I did not know about this — 73%

26% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

ebiquity
Data-driven insights

TRENDING DATA

Performance (Very Satisfied/Satisfied) with
IANA Function's Operator's Delivery as it
Pertains to INT domain management

	2017* n=15	2016 n=10	2015 n=13	2014 n=14	2013 n=10
Information provided to you on the status of your requests	54%	100%	69%	100%	90%
Timeliness with which your changes are processed	54%	90%	93%	78%	70%
Level of staff courtesy	47%	100%	85%	100%	100%

Q20 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to .INT domain management

*In 2017, a 'Not Applicable' option was added to this question

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Data-driven insights

INTERNET NUMBER RESOURCES
ALLOCATION MANAGEMENT

ebiquity

Internet Number Resources Allocation Management customers consider timeliness and accuracy equally most important (80%). All respondents are either very satisfied or satisfied with the delivery by the IANA functions operator as it pertains to the Internet Number Resource Management.

ICANN

	Importance (1 or 2)	Very Satisfied/ Satisfied	Very Satisfied	Satisfied
Timeliness with which your requests are processed	80%	100%	80%	20%
Accuracy of the registries	80%	100%	100%	-
Quality of published user instructions[1]	0%	100%	80%	20%
Quality of the processes for Internet Number Resource Management	0%	100%	100%	-
Level of staff courtesy	0%	100%	100%	-
Information provided to you on the status of your requests[2]	0%	100%	80%	20%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Documentation quality ranking in Q1

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
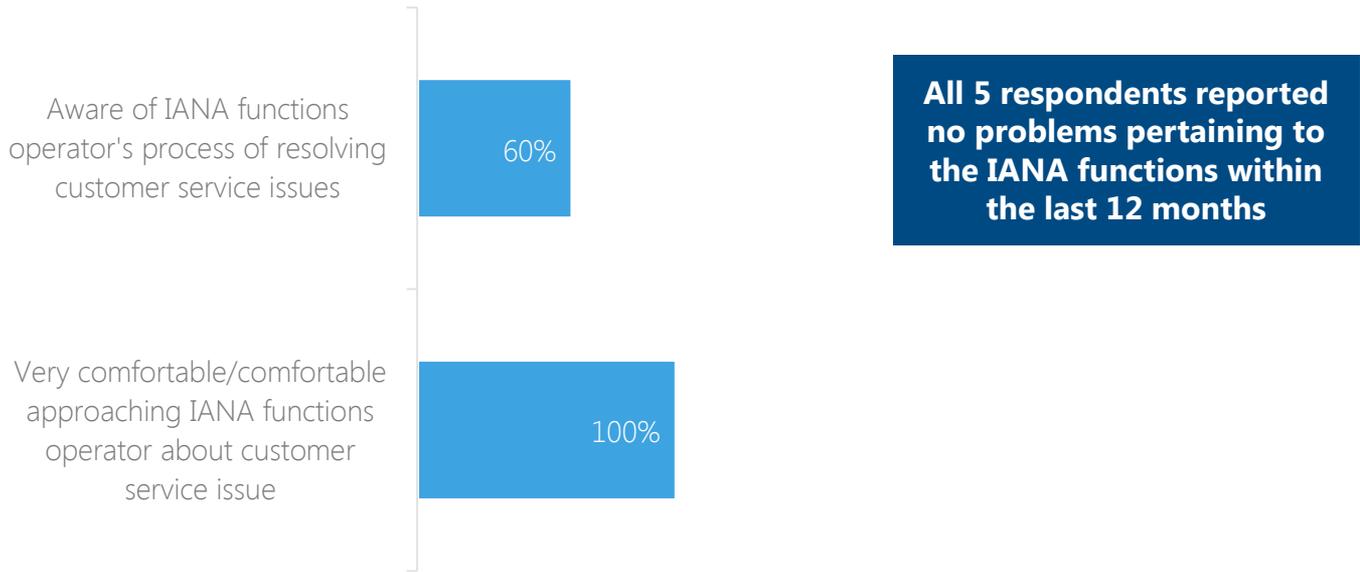Q19 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to Internet Number Resource Management.

ebiquity
Data-driven insights

Three in five (60%) customers in this segment are aware of the IANA functions operator's customer service issue resolution process. They are universally comfortable approaching the IANA functions operator with issues and have reported no problems in the past 12 months.

ICANN

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUCTIONS OPERATOR

Aware of IANA functions operator's process of resolving customer service issues
60%

Very comfortable/comfortable approaching IANA functions operator about customer service issue
100%

All 5 respondents reported no problems pertaining to the IANA functions within the last 12 months
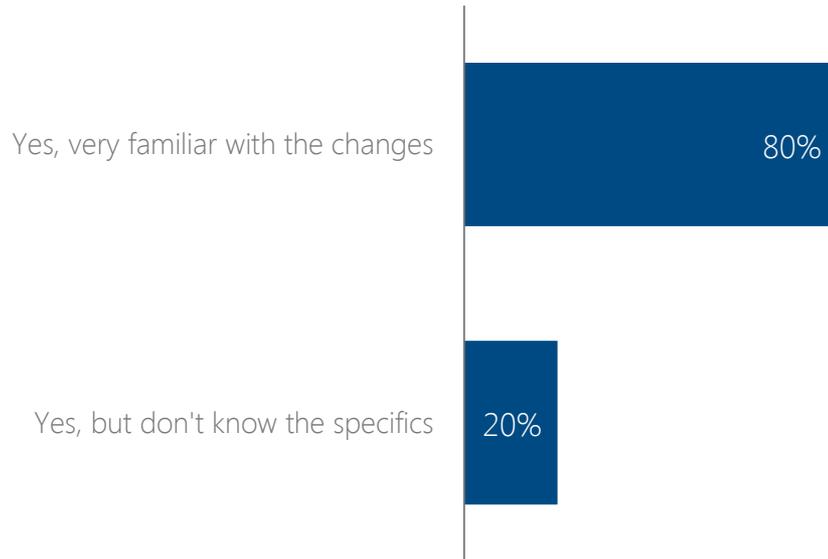
Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

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Data-driven insights

All respondents in this segment are aware of the fact that PTI began performing the IANA functions in 2016, and 80% say they are very familiar with the specifics.

ICANN

FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR

Yes, very familiar with the changes — 80%

Yes, but don't know the specifics — 20%

100% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

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TRENDING DATA

ICANN

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to Internet Number Resource Management	2017* n=5	2016 n=6	2015 n=7	2014 n=7	2013 n=2
Timeliness with which your requests are processed	100%	100%	100%	100%	100%
Accuracy of the registries	100%	100%	100%	100%	100%
Quality of published user instructions	100%	100%	86%	100%	100%
Quality of the processes for Internet Number Resource Management	100%	83%	100%	100%	100%
Level of staff courtesy	100%	100%	100%	100%	100%
Information provided to you on the status of your requests	100%	100%	100%	100%	100%

Q19 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to Internet Number Resource Management.

*In 2017, a 'Not Applicable' option was added to this question

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Data-driven insights

APPENDIX

APPENDIX

Issues Expressed Regarding the Service Received from ICANN in Its Provisions of the IANA Functions

POSITIVE CUSTOMER FEEDBACK

- We are happy with the IANA services.

- Their service is excellent.

- I might contacted IANA or ICANN for some issues, this is true. But, I do not remember the full problem. However, I would like to thank Marilia Hirano from ICANN and Judy Bromley from Ebiquity. Thank you once again!

- They continue to do the great job that they were doing prior to the start-up of ICANN 3.0.

- Your service is well performing

IMPROVEMENT REQUESTED

- I'm just bothered by the time taken to effect a request. There has been some inconsistency in the time taken to effect the same request, say adding a nameserver to the TLD. Timelines should be clear.

- Never got a reply to [IANA #911487] -- over a year later.

- As the registration department No, there has not been any issues; however, our Engineering team has been having an issue with timeliness of a request that they submitted.

- While I fully understand the PORT ASSIGNMENT services of IANA and their charter, I do think the process can be a bit streamlined with less concern on 'running out of ports' and more concern with the technical needs of the customer.

- SNMP Registration

- The change of servers. However, I found that as an administrative contact, one of the changes was made by IANA without my agreement

NEUTRAL

- Although I do some work that interacts with root zone services and policies (and did significantly more before ICANN came on the scene) I am relatively more a customer of protocol services than root zone ones and am not sure why I am included in this survey.

Q21 Are there any issues regarding the service that you have received from ICANN in its provision of the IANA functions that you would like to make them aware of?

66

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APPENDIX

Home Office Regional Customer Distribution	Overall	PROTOCOL PARAMETER REQUESTERS	DOCUMENT AUTHORS	ROUTINE ROOT ZONE MANAGEMENT (ccTLD)
Customer responses	276	148	25	56
Europe	47%	55%	36%	46%
North America	27%	31%	44%	4%
Asia/Australia/Pacific	12%	9%	12%	12%
Latin America/Caribbean	7%	3%	4%	18%
Africa	5%	1%	-	18%
Do not wish to disclose	1%	1%	4%	2%

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