Subject: Escalation of an IANA Naming Function Request
Ticket Number: 965150
Issue: Requester concerned that response and completion was too slow
Date: June 5-14, 2017
Status: Request has been implemented
Reported by: PTI

Summary:
The requester asked to change the technical contact for the ccTLD. Additional information was needed before proceeding and the IANA Services Specialist sent several email messages requesting the information. The requester did not respond to the follow-up messages from the IANA Services Specialist.

The requester escalated his request out-of-band to the Director of IANA Technical Services. The Director of IANA Technical Services confirmed that the IANA Services Specialist had made attempts to contact the requester, and the requester discovered that email from the IANA Services Specialist was in his spam folder.

The requester asked that the Director of IANA Technical Services resend the inquiries for additional information and indicated his displeasure with the slowness of the service. In the out-of-band communication with the Director of IANA Technical Services, the requester copied two members of the CSC and two members of the PTI Board.

On June 14, 2017, the IANA Services Specialist sent two email messages to the requester – one from the ticket system with the standard root management email address and one from her personal email address. In the two messages, the specialist explained what action would be taken and when. The request was completed on June 14, 2017.

Conclusion:

There was no delay in the response to the request. The requester had a spam filter which filtered email messages from the IANA ticketing system.

The requester reached out to an individual within PTI to escalate what was perceived as a slow response to the request.

The requester disagreed with the requirement to have an individual's name associated with the contact information and expressed that this requirement should not hold up the request.

The IANA Services Specialist proposed a solution to the requester and the request was successfully completed.