PTI Survey Questions

General (everyone receives)

Think about ICANN and its delivery of the IANA functions. Please rank the importance of each of the following areas in providing the IANA functions, with 1 being the Most Important and 7 being the Least Important.

Documentation quality	1-MOST Important 2 3 4 5 6 7-LEAST Important
Timeliness	1-MOST Important 2 3 4 5 6 7-LEAST Important
Courtesy	1-MOST Important 2 3 4 5 6 7-LEAST Important
Process quality	1-MOST Important 2 3 4 5 6 7-LEAST Important
Transparency	1-MOST Important 2 3 4 5 6 7-LEAST Important
Accuracy	1-MOST Important 2 3 4 5 6 7-LEAST Important
Reporting	1-MOST Important 2 3 4 5 6 7-LEAST Important

Now think about ICANN's delivery of the IANA functions. Please indicate your level of satisfaction with ICANN's delivery in each of the following areas.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable / Do not use
Accuracy					
Timeliness					
Reporting					
Transparency					
Process quality					
Documentation quality					
Courtesy					

Are you aware that ICANN, as the IANA functions operator, has a process for resolving customer service issues?

Yes/No

Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?

Yes/No

How satisfied were you about the resolution of the customer service issue?

> Very satisfied
> Satisfied
> Dissatisfied
> Very dissatisfied

How comfortable are you in approaching ICANN, as the IANA functions operator, about a customer service issue you need resolved?

> Very comfortable
> Comfortable
> Uncomfortable
> Very uncomfortable

How do you rate ICANN's delivery of the IANA functions when compared with other suppliers of registration services?

> Excellent
> Good
> Fair
> Poor

Segmented questions for Naming function

ROUTINE ROOT ZONE MANAGEMENT

Please indicate your level of satisfaction with ICANN in each of the following areas as they pertain to root zone management.
Accuracy of the Root Zone Database
Published performance reports
Level of ICANN staff courtesy
Timeliness with which your changes are processed
Information provided to you on the status of your requests

How easy or difficult is it to use the web interface to the Root Zone Management service?
Very Easy
Easy

Difficult
Very Difficult
Don't Know

gTLD Delegations & Redelegations
Please indicate your level of satisfaction with ICANN in each of the following areas as they pertain to gTLD delegations and redelegations.
Information provided to you on the status of your requests
Timeliness with which your request was processed
Level of ICANN staff courtesy
Quality of published user instructions
Quality of the Root Zone Management process

ccTLD Delegations & Redelegations
Please indicate your level of satisfaction with ICANN in each of the following areas as they pertain to ccTLD delegations and redelegations.
Information provided to you on the status of your requests
Timeliness with which your request was processed
Level of ICANN staff courtesy
Quality of published user instructions
Quality of the Root Zone Management process

Open Ended (Everyone receives)

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? Please specify which service you will refer to.