Subject: Complaint against .IN publishing false pages
Ticket Number: 968770
Issue: Received escalation when requester received a message stating "Ticket creation failed"
Date: 21 June 2017
Status: No further response to individual. Reviewing types of responses to blocked messages.
Reported by: PTI

Recently an individual sent an email to Akram Atallah complaining that "iana.org support officials" did not create a support ticket. The individual had copied iana-questions@iana.org on an email to another organization. The ticketing system which receives all email to the iana-questions list sent an automatic reply with the subject line "Ticket creation failed."

Since December 2014, this individual has sent many requests for help with services that PTI does not provide and are unrelated to the IANA naming function. In this case, the individual copied the iana-questions email address on a complaint to another organization about a second level domain under .IN. We frequently receive questions about second-level domain names, but no individual has persisted in asking the same questions so many times or in copying us on complaints to other organizations.

We have replied repeatedly that IANA does not set individual ccTLD registration policies or accredit registrars for ccTLDs, and that this individual should contact the registry operator for information about policies that apply to a specific ccTLD. We have also directed him to ICANN's Contractual Compliance department and other resources when appropriate, and asked him not to copy us on messages to other organizations.

We have replied 26 times, but he has sent more than 26 messages. Some of the messages we didn't answer were directed at other organizations,

and others were complaints that the information we had given him was untrue or unacceptable in some way. This individual has sent follow-up messages that claim we (IANA) are in fact involved in domain name dispute resolution; that the IANA specialist who replied to him is not authorized to handle his account with IANA; and that the ticketing system's email address is not an authorized IANA email address.

After 26 polite responses to this individual, the individual continued to disrespect our attempts to explain where to send his question. Since the individual continued to flood us with email unrelated to the IANA functions, we finally treated the email as spam and blocked the email.

"Blocking" an email address in the ticketing system requires clicking through a series of three screens, leaving an optional message describing the reason for the block, and then unchecking a box. This function is used regularly to block commercial spam.

Typically blocking is not used to block inquiries, but the volume of mail from this individual and the disregard for the previous responses necessitated taking this action. We are considering what if any revision to the automatic reply should be made when the blocking feature is used in a case like this one.

We have provided Akram Atallah with an explanation of the situation. Given our previous experience in email exchanges with this individual, we, PTI, do not plan to engage in further dialogue with the individual in response to the escalation which Akram Atallah received.