

DNS Suffix Usage and new gTLD Delegation

This survey has been commissioned to better help ICANN understand the impact of delegating new generic top-level domains (gTLDs). Your responses will remain anonymous.

This survey uses the term “DNS suffix” to refer to a domain name used in the DNS resolver search list of a device, e.g., the “domain” and “search” entries in `/etc/resolv.conf` on UNIX/Linux, “Search Domains” in the macOS DNS configuration pane, and “DNS suffix search list” on Windows.

To communicate with us about this research or this survey, please contact Casey Deccio <casey.deccio@icann.org>.

1. What DNS suffix was referenced in the email?

For example, “foo.network”. Your response will be kept anonymous.

2. Which gTLD corresponds to the DNS suffix referenced in the email?

For example: the gTLD for the DNS suffix “foo.network” would be “network”. This is helpful in the case you chose not to provide the actual DNS suffix.

3. Has your organization ever used the DNS suffix referenced in the email?

Mark only one oval.

Yes

No *Skip to question 15*

Not sure

DNS Suffix Use

4. Did your organization ever use the DNS suffix **before** the date indicated?

Mark only one oval.

- Yes
- No
- Not sure

5. Is the DNS suffix **still** in use by your organization?

Mark only one oval.

- Yes
- No
- Not sure

6. Are your organization's DNS resolvers configured to answer authoritatively for the DNS suffix (i.e., without querying servers on the Internet)?

Mark only one oval.

- Yes, its DNS resolvers have always been configured this way.
- Yes, its DNS resolvers are currently configured this way, but it has not always been this way.
- No.
- Not sure.

7. Has your organization experienced technical problems with the use of the DNS suffix *since* the date indicated in the email?

Mark only one oval.

- Yes
- No *Skip to question 15*
- Not sure

Technical Issues with DNS Suffixes

8. When did you become aware of the technical issues regarding the DNS suffix?

Mark only one oval.

- Within days after the date listed
- Within weeks after the date listed
- Within months after the date listed

9. How many individuals or computer systems were affected by the technical issues associated with the DNS suffix?

Mark only one oval.

- Only a few individuals or systems were affected.
- Many individuals or systems were affected.
- Nearly all individuals or systems were affected.

10. How many computer systems are in your organization?

Mark only one oval.

- Fewer than 1,000
- Between 1,000 and 10,000
- More than 10,000

11. How long did it take for your organization to *resolve* the technical problem(s) related to the DNS suffix after they were discovered?

Mark only one oval.

- Days after they were discovered
- Weeks after they were discovered
- Months after they were discovered
- Years after they were discovered
- They have not been resolved

12. When did your organization learn that the technical issues might be related to the delegation of a new gTLD in the DNS?

Mark only one oval.

- Some time before the problem was resolved
- Some time after the problem was resolved
- Not until now

13. What role did the IP address 127.0.53.53 have in identifying the cause of the problem?

Mark only one oval.

- 127.0.53.53 was not observed.
- 127.0.53.53 was observed, but its meaning and origin were unclear or not helpful.
- 127.0.53.53 led us to ICANN and the delegation of the new gTLD.

14. What more are you willing to share with regard to your organization's experience? For example, you might include additional details about your organization's system configuration, the problems experienced, other DNS suffixes affected, how you solved the issue, what other entities got involved, what it cost your organization in terms of time, effort, and money, and more.

Skip to question 16

Additional Information

15. What more are you willing to share with regard to your organization's DNS experience with gTLDs? For example, you might include additional details about your organization's system configuration, any other suffixes that might be in use, any questions you have, etc.

Skip to question 16

Contact Information

16. If you wish to communicate further, please share your email address. It will only be used for communications related to this survey. Any record of your email address will be deleted at the conclusion of the research project, which is expected to end in mid-2022.

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