



**Subject:** [Ext] Case 00034777 Assigned to Complaint Queue  
**Date:** Sunday, July 2, 2023 at 4:49:48 PM Pacific Daylight Time  
**From:** [Redacted]  
**To:** Krista Papad [Redacted]



One World, One Internet

\*\*\* NEW CASE ASSIGNMENT NOTIFICATION \*\*\*

The following case has been assigned to the Complaint queue.

Company: Independent - Complaints  
Contact Name: Caramel Petty  
Case #: 00034777  
Subject: ICANN the company and/or a department within ICANN

Hello. I have submitted one complaint already assuming I'd be prompted for expand on it given how small this field is. This is an addendum. I am writing on behalf of Candy Horses LLC, a small and passionate infrastructure provider, to express our profound concerns and dissatisfaction with the recent decision made by ICANN to approve the .mov and .zip top-level domains (TLDs) and to allow Google Domains' business, including its Registry Operator operations, to be sold to Squarespace without adequate scrutiny. Our primary concern lies in the apparent lack of due diligence by ICANN in evaluating the potential risks associated with these newly introduced TLDs. We firmly believe that the public's safety and security should be a top priority when considering the addition of new TLDs to the Root zone. The introduction of .mov and .zip TLDs without proper investigation exposes innocent internet users to higher risks of scams, phishing, and cyber threats. The lack of transparency in ICANN's approval process for these TLDs raises questions about the organization's commitment to safeguarding the integrity of the domain space. Furthermore, the acquisition of Google Domains by Squarespace has raised concerns about ICANN's oversight in vetting Registry Operators' financial capacity and intentions. We understand that the substantial fees associated with application, registration, and renewal of Registry Operator status are designed to assess the seriousness and stability of potential operators. However, the approval of this acquisition seemingly overlooks the responsibility to ensure that the acquiring party is genuinely committed to the long-term management and security of the TLDs. We believe that ICANN should be more transparent in disclosing the checks conducted on Squarespace to verify its capabilities as a Registry Operator. The public deserves to know the measures taken to ensure Squarespace's proficiency in managing TLDs to safeguard the interests of domain owners and internet users alike. Moreover, we request that ICANN provides more comprehensive documentation regarding the process of becoming a Registry Operator and the associated fees. The current high financial barriers may limit the diversity and inclusivity of the domain space, as smaller and more innovative companies like Candy Horses LLC may find it challenging to afford the exorbitant costs. Lowering the financial burden for operators by charging smaller amounts per domain registration would foster a more competitive and dynamic domain space, benefitting both consumers and service providers. In conclusion, we strongly urge ICANN to reevaluate its approval process for new TLDs and to provide more transparency in the assessment of Registry Operators' capabilities. As a small and passionate infrastructure provider, we believe that the public's trust and safety must be upheld above all else, and it is ICANN's responsibility to ensure this. We kindly request a prompt response to our concerns and look forward to witnessing positive changes that will benefit the entire domain community.

