

Wednesday, May 22, 2019 at 12:56 PM

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**From:** ICANN Global Support <noreply-globalsupport@icann.org>

**Date:** Wednesday, May 22, 2019 at 12:56 PM

**Subject:** 2019 Contracted Parties Satisfaction Survey Results



Dear GDD Industry Stakeholder,

Earlier this year ICANN org's Global Domains Division (GDD) requested your participation in the 2019 Contracted Parties Satisfaction Survey. The goal of the survey is to determine how GDD is fulfilling its stated mission and objectives and what steps GDD can take to work more effectively with the ICANN community and contracted parties as a group.

We commissioned an independent third-party market research company, the MITA Group, to conduct the survey and tabulate the responses while preserving the anonymity of the respondents. Consistent with the positive direction beginning with the original survey from 2017, your feedback indicates GDD's performance has continued to improve. This includes GDD's adherence to its stated mission and confidence in GDD's ability to meet commitments with the contracted parties. Opportunities to improve, as indicated in the survey findings, include broadening our engagement with those not in the stakeholder groups and overall responsiveness.

We will use the results for continuous improvement in our services and deliverables. The complete results of the 2019 Survey are now posted on the [GDD Metrics](#) page on icann.org.

We sincerely appreciate your participation in the survey. If you should have any questions or comments, please contact us via [globalsupport@icann.org](mailto:globalsupport@icann.org).

Regards,

Cyrus Namazi

Senior Vice President, Global Domains Division, ICANN

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