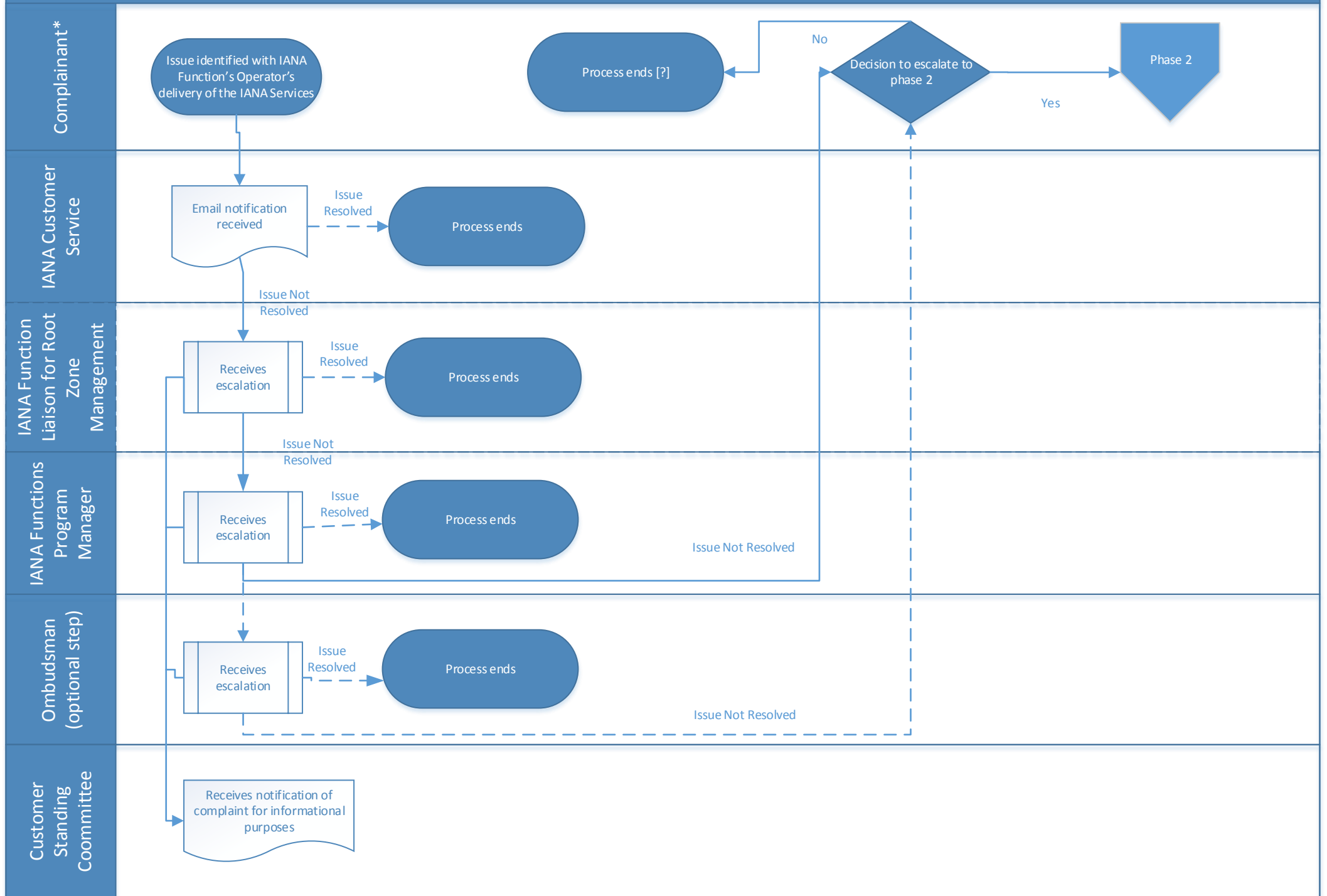


# IANA Customer Service Complaint Resolution Process for Naming Related Functions

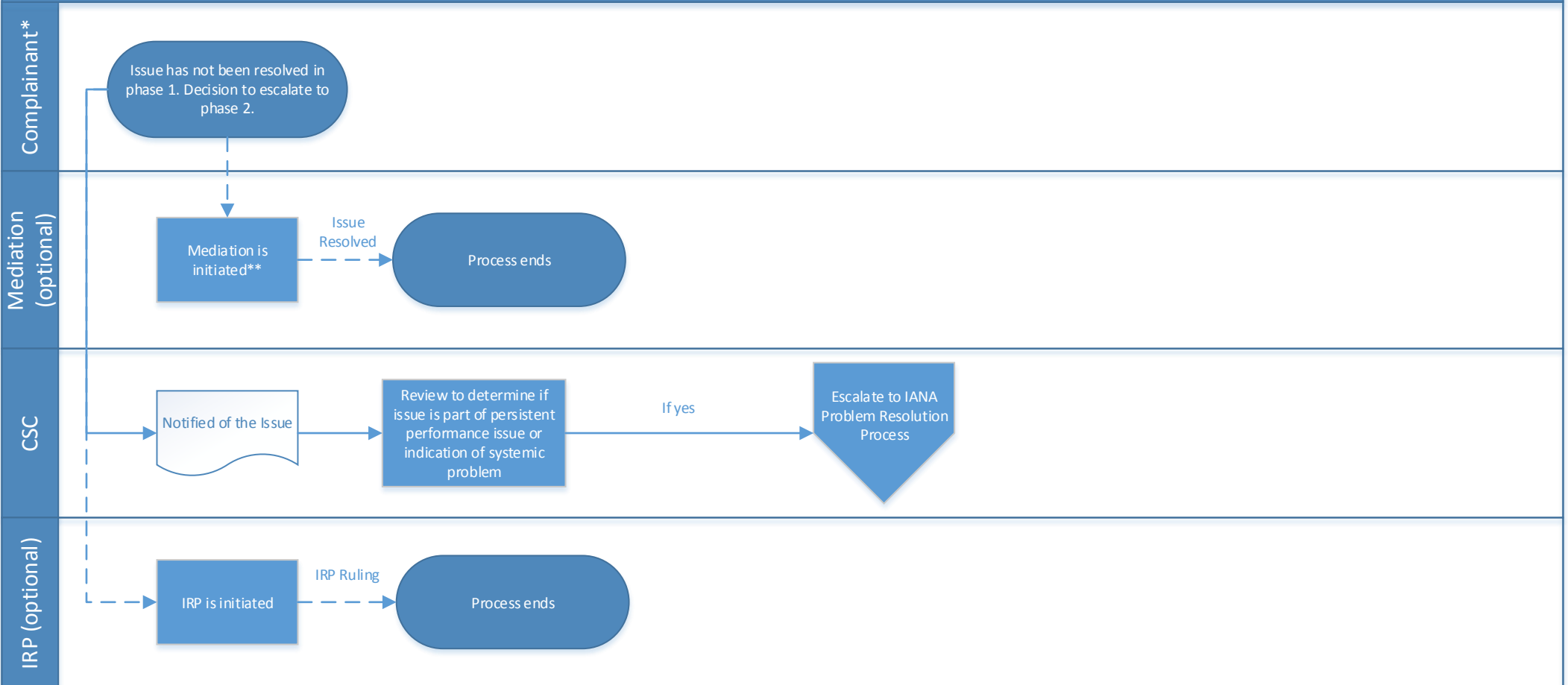
Phase 1



\* In phase 1, anyone can make use of these escalation mechanisms

# IANA Problem Resolution Process

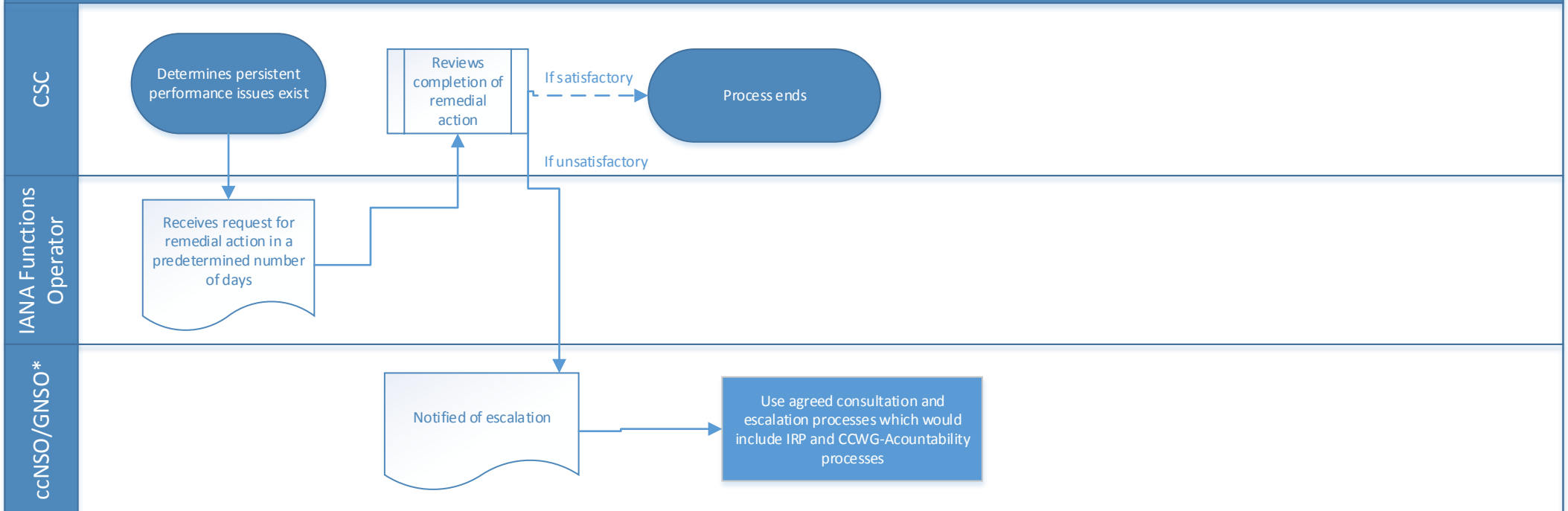
Phase 2



\* Phase 2 is reserved for direct customers

\*\* If this is approved by the CWG, it would require further implementation work that would need to be done after approval of this step in the process and before the transition occurs..

# IANA Problem Resolution Process



\* The roles of the ccNSO and GNSO in this step should be further investigated to ensure that this is consistent with their missions as well as to identify any actions that may be needed by the SOs to allow for this role.

Note: The IANA Review Function will include provision to consider whether there are any systemic issues that are impacting IANA Naming services, which might then decide to take further action using agreed consultation and escalation mechanisms which would include IRP and CWG-Accountability Work Stream 1 accountability mechanisms.