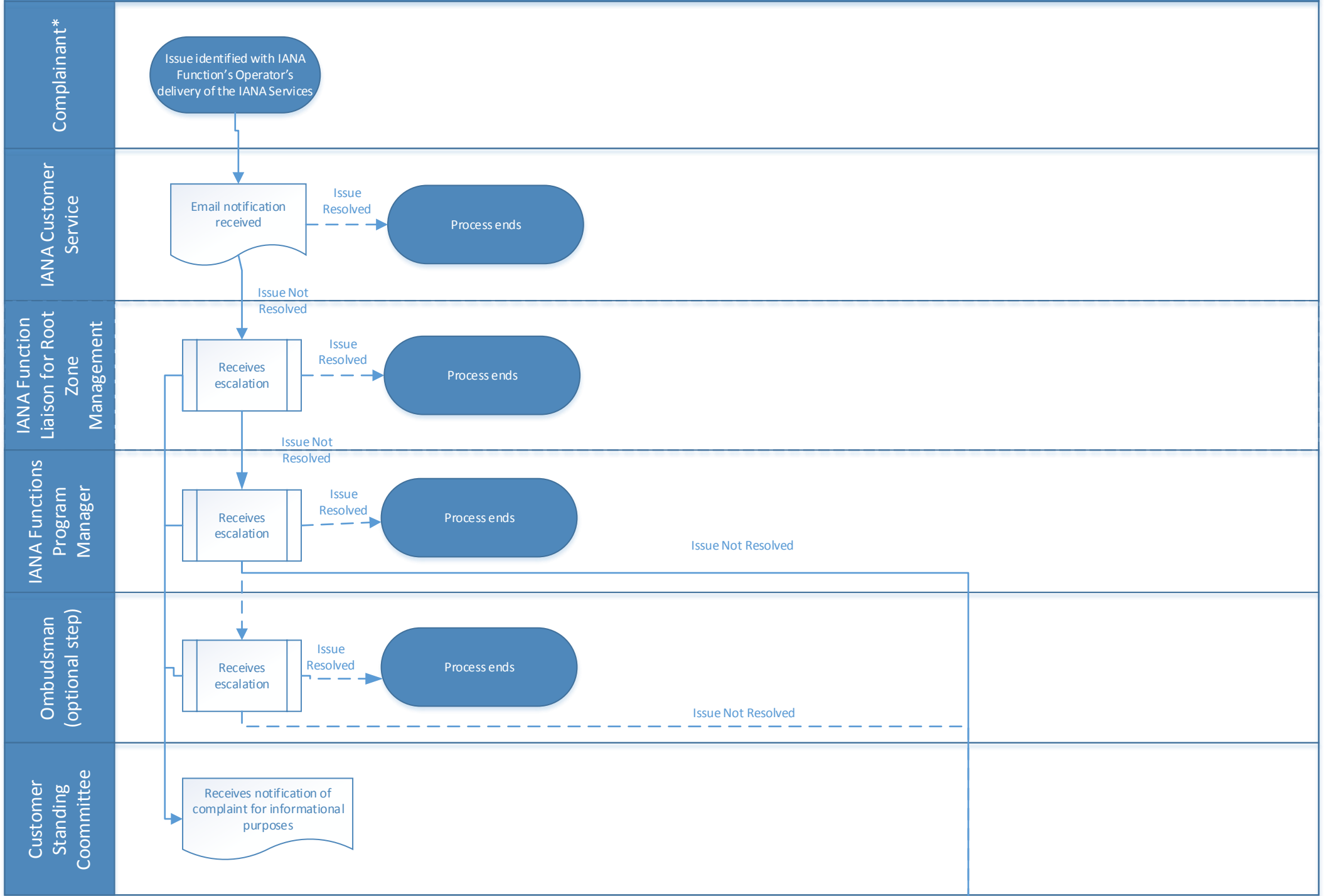
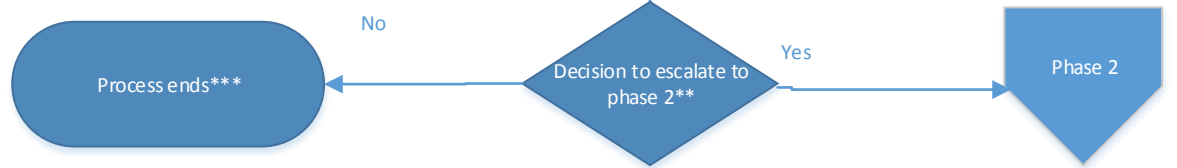


IANA Customer Service Complaint Resolution Process for Naming Related Functions

Phase 1

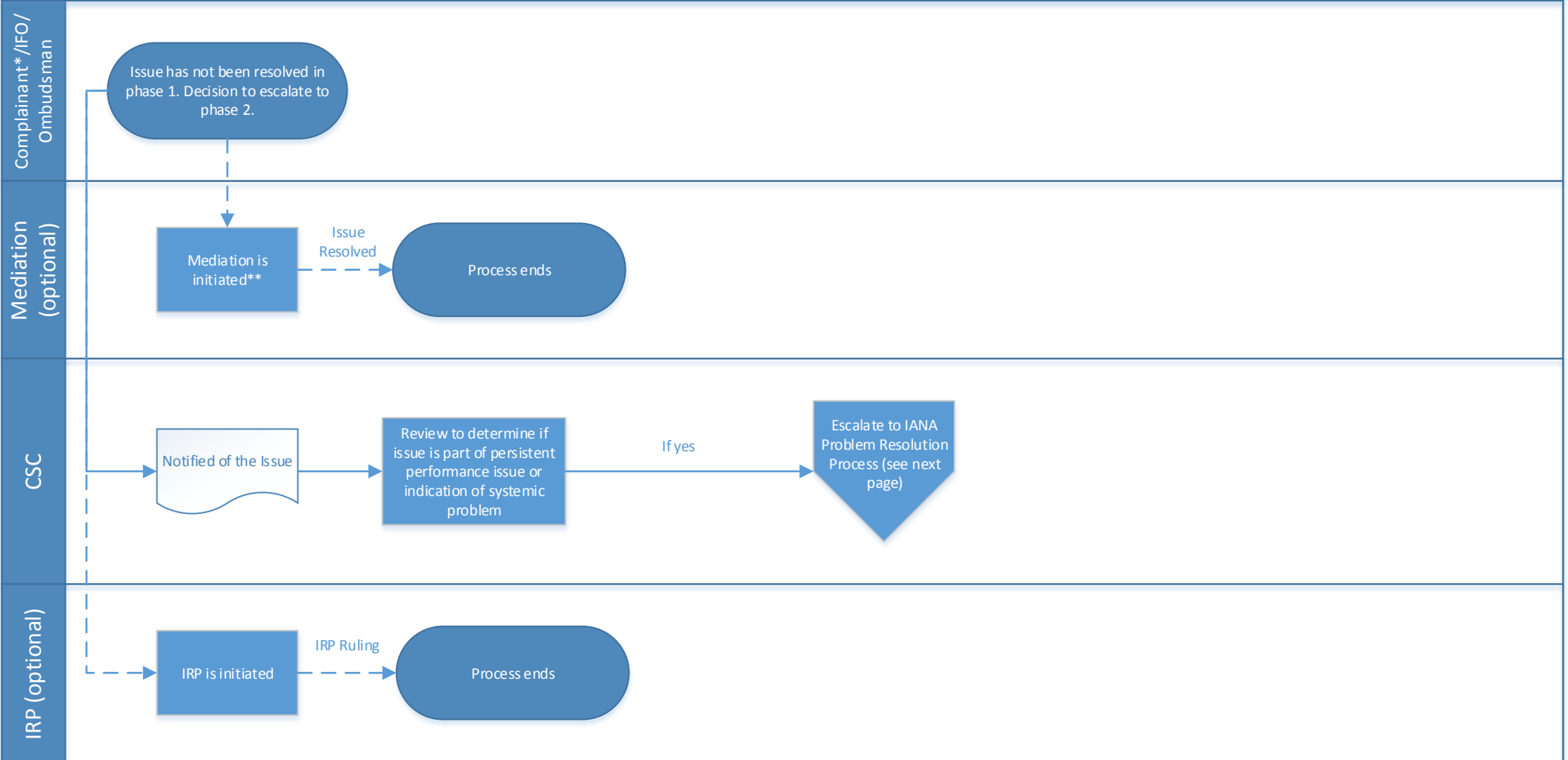


* In phase 1, anyone can make use of these escalation mechanisms
 ** The complainant (if a direct customer), IFO and/or ombudsman can decide whether or not to escalate to phase 2
 *** Nothing in these processes prevents a complainant to pursue other applicable legal recourses that may be available



IANA Customer Service Complaint Resolution Process for Naming Related Functions

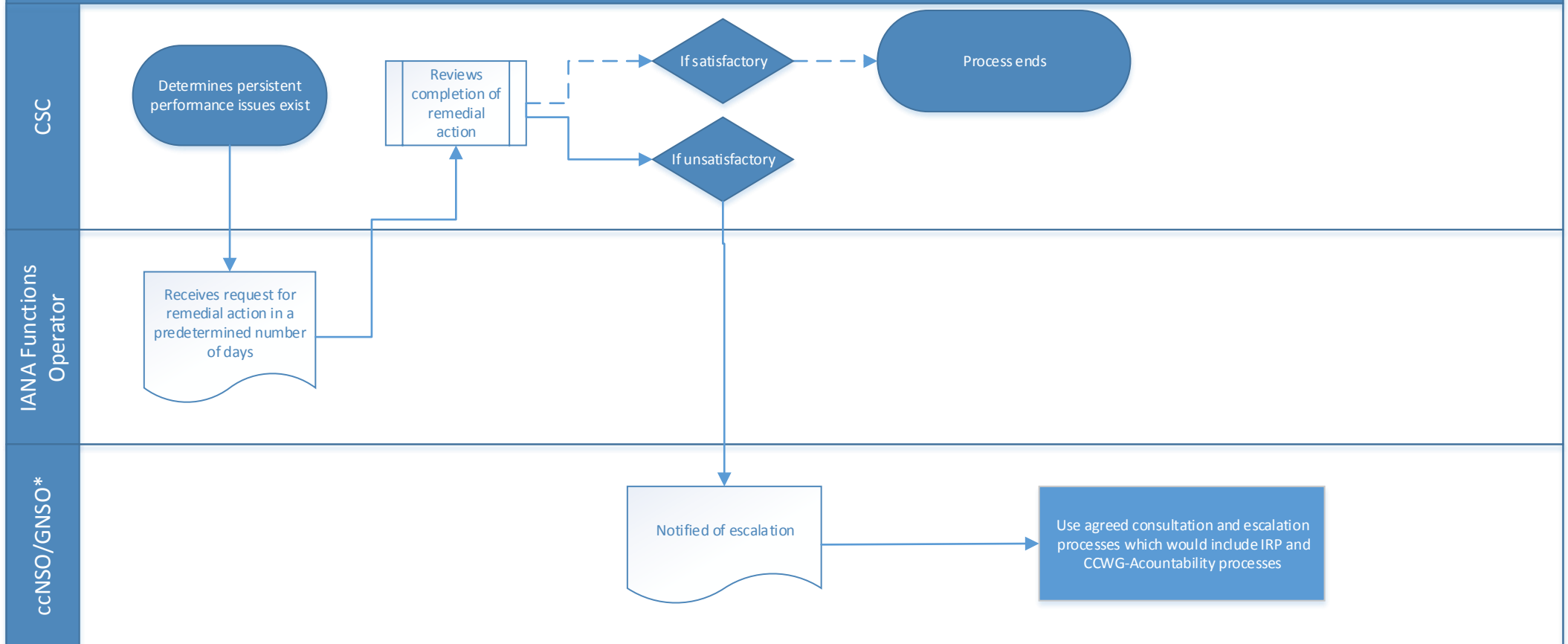
Phase 2



* Phase 2 is reserved for direct customers complaints (either initiated by complainant, IFO or ombudsman)

** 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.