

PTI Customer Service Survey

Report on Names function results

Name of Presenter

Event Date

DD Month 2017



Methodology

- Fieldwork: 24 October –28 November 2017
- Ebiquity sent email invitations to 4,070 PTI customers
- The email invitation named ICANN as the sponsor of the research and explained Ebiquity's role as an objective third-party providing anonymous results.
- Each initial email invite contained a unique URL that allowed them to enter and complete the survey only once.
- Prior to Ebiquity's email invitation, PTI alerted customers of the upcoming survey and introduced Ebiquity as the independent research firm hired to oversee the work.
- Customers who did not respond to the email invitation received email reminders 7 November and 20 November asking for their participation.

Response Statistics

A 20% contact rate was achieved and 7% completed the survey.

Customer Service Areas	Number of emails	Completed survey*
Routine Root Zone Management (ccTLD)	274	56
Routine Root Zone Management (gTLD)	431	20
ccTLD Delegations & Redelegations	13	3
gTLD Delegations & Redelegations	66	4

Key Findings

- In consideration of PTI's delivery of services, customers prioritized accuracy, timeliness, and process quality and revealed met expectations for these areas of performance.
- An area of exceeded expectations by PTI staff is for courteous interaction with the customer. Polite behavior is an area ranked below average for importance, but satisfaction is above average.
- Virtually all customers feel comfortable approaching their operator with an issue, although just one-half are aware of PTI's process of resolving customer service issues.
- There is not a high level of awareness of the fact that PTI began performing the IANA functions, and many who are aware are not familiar with the specific changes.

General Satisfaction by Performance Aspect

	Importance (1 or 2)	LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES				
		Very Satisfied or Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy	72%	94%	51%	43%	-	5%
Timeliness	36%	89%	43%	46%	4%	7%
Process quality	35%	89%	39%	50%	2%	8%
Transparency	28%	83%	36%	47%	5%	12%
Documentation quality	19%	87%	32%	55%	5%	8%
Courtesy	5%	88%	47%	41%	-	11%
Reporting	5%	80%	31%	49%	3%	17%

ROUTINE ROOT ZONE MANAGEMENT

ccTLD

ROUTINE ROOT ZONE MANAGEMENT (ccTLD)

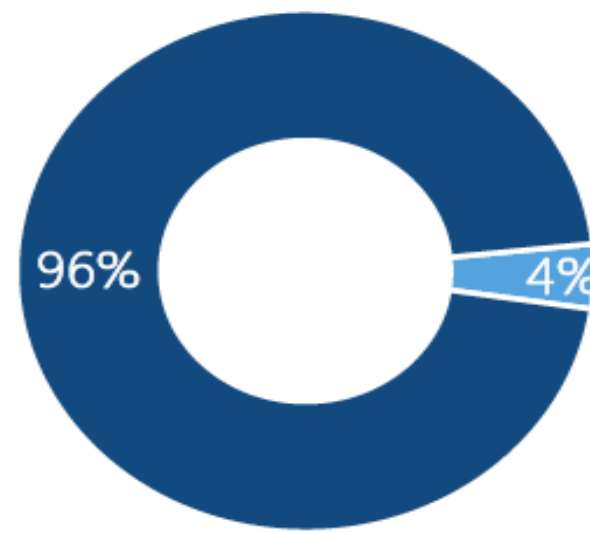
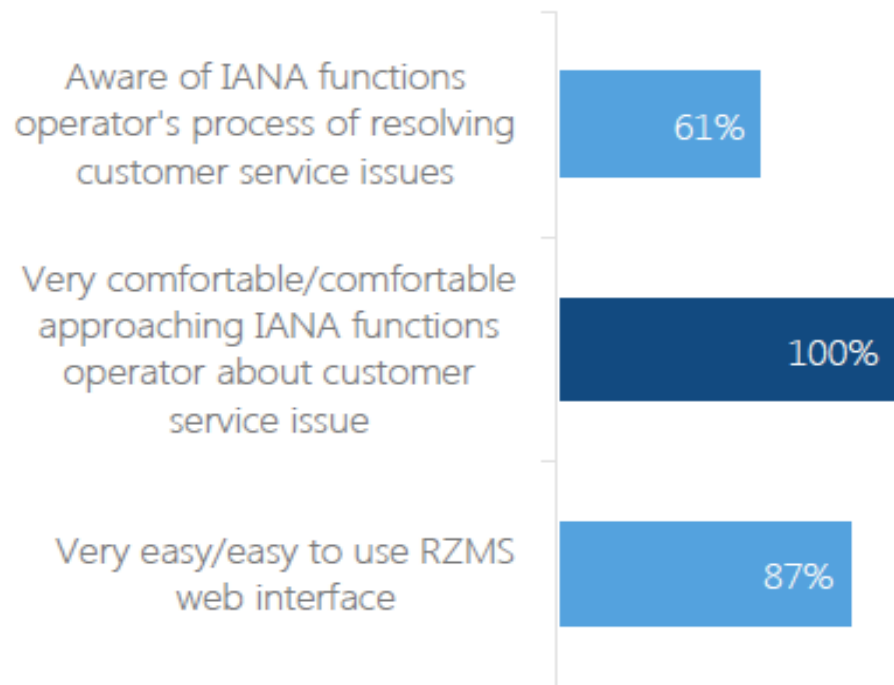
	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy of the Root Zone Database	75%	100%	57%	43%	-	-
Timeliness with which your changes are processed	54%	96%	48%	48%	4%	-
Information provided to you on the status of your requests ¹	36%	98%	52%	46%	2%	-
Published performance reports ²	6%	90%	29%	61%	-	11%
Level of staff courtesy	2%	93%	41%	52%	-	7%

* 20% response rate

Three in five (61%) customers in this segment are aware of the IANA functions operator's customer service issue resolution process. They are universally comfortable approaching the IANA functions operator with issues.

ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUNCTIONS OPERATOR

CUSTOMER SERVICE PROBLEM PERTAINING TO THE IANA FUNCTIONS WITHIN THE LAST 12 MONTHS



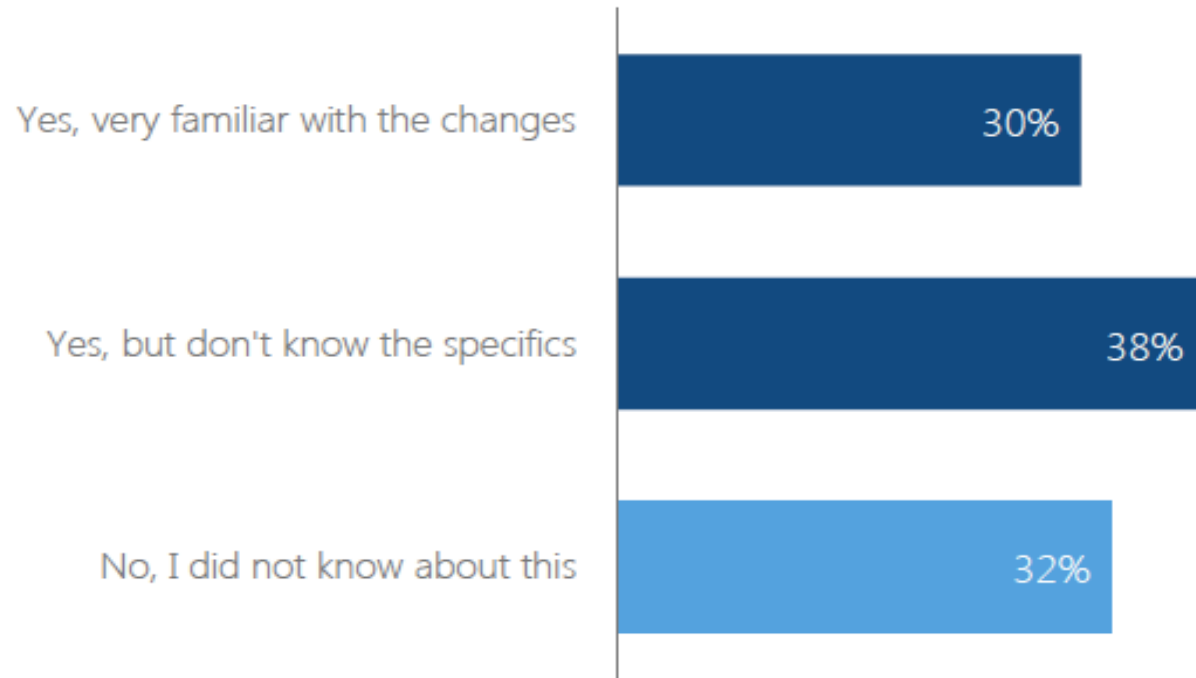
N=2 CUSTOMERS WHO REPORT A CUSTOMER SERVICE PROBLEM. Both were very satisfied/satisfied with the resolution.

■ Experienced problem ■ No problem

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
 Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
 Q15 How easy or difficult is it to use the web interface to the Root Zone Management System (RZMS)?
 Q4 Have you experienced a customer service problem pertaining to the IANA functions within the last 12 months?
 Q5 How satisfied were you about the resolution of the customer service issue?

More than two-thirds (68%) of ccTLD Routine Root Zone Management respondents are aware of the fact that PTI began performing the IANA functions in 2016, but 38% say they are not familiarly with the specifics.

FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR



68% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

ROUTINE ROOT ZONE MANAGEMENT

gTLD

ROUTINE ROOT ZONE MANAGEMENT (gTLD)

	Importance (1 or 2)	Very Satisfied/ Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Accuracy of the Root Zone Database	70%	85%	45%	40%	0%	15%
Information provided to you on the status of your requests ¹	45%	75%	40%	35%	10%	15%
Timeliness with which your changes are processed	30%	80%	35%	45%	0%	20%
Level of staff courtesy	10%	85%	60%	25%	0%	15%
Published performance reports ²	0%	80%	30%	50%	0%	20%

¹Importance based on 'Process Quality' ranking in Q1

²Importance based on 'Reporting' ranking in Q1

***5% response rate**

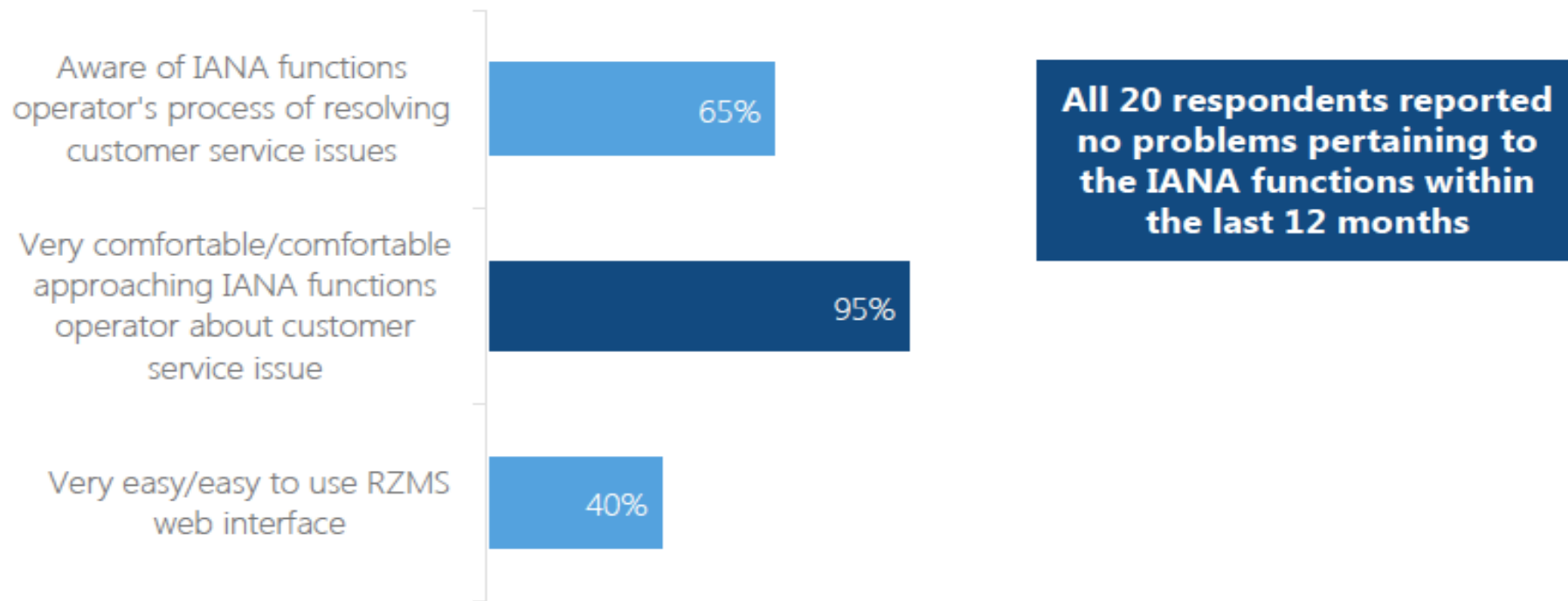
ROUTINE ROOT ZONE MANAGEMENT (gTLD)

n = 20

More than three in five (65%) customers in this segment are aware of the IANA functions operator's customer service issue resolution process. A much lower percentage of gTLD-Routine respondents think the RZMS web interface is easy to use compared to ccTLD-Routine respondents (40% vs. 87%).



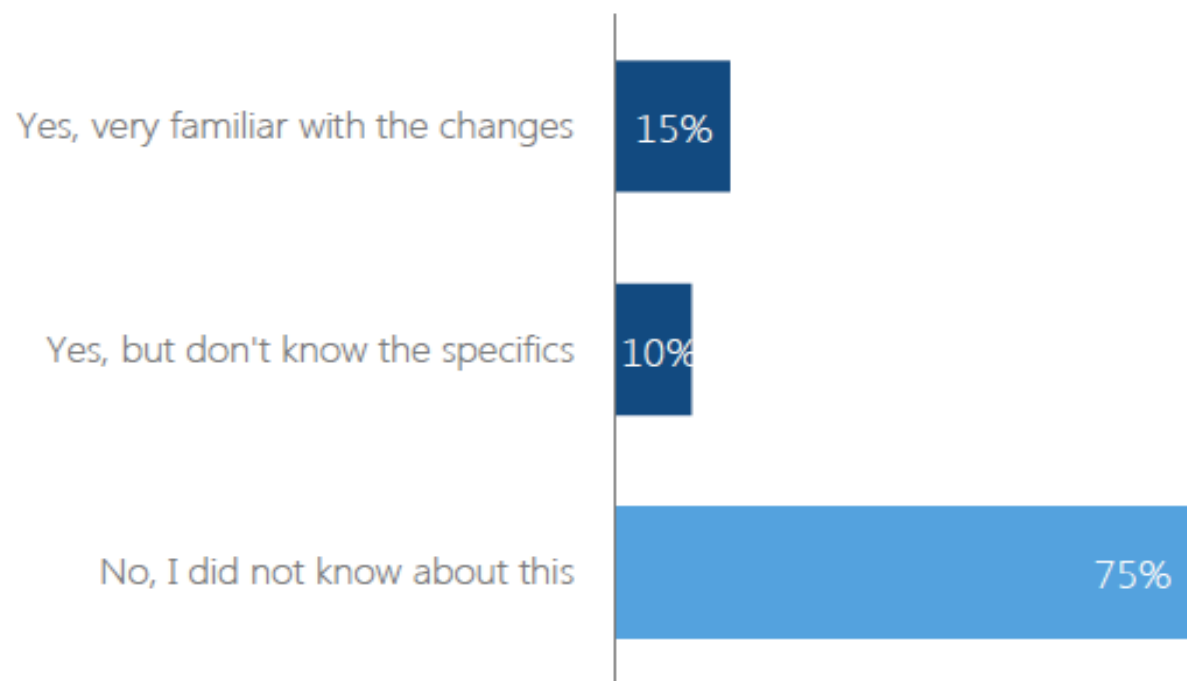
ISSUES PERTAINING TO CUSTOMER SERVICE PROVIDED BY THE IANA FUNCTIONS OPERATOR



- Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
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- Q15 How easy or difficult is it to use the web interface to the Root Zone Management System (RZMS)?
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- Q5 How satisfied were you about the resolution of the customer service issue?

Most customers (75%) are not aware that Public Technical Identifiers (PTI) began performing the IANA functions in October 2016. Of the 25% aware with the new affiliate of ICANN, 15% say they are very familiar with the changes.

FAMILIARITY WITH PTI AS IANA FUNCTIONS OPERATOR



25% AWARE THAT THE NEW AFFILIATE OF ICANN CALLED PUBLIC TECHNICAL IDENTIFIERS (PTI) STARTED PERFORMING THE IANA FUNCTIONS

Q23 Did you know that a new affiliate of ICANN called Public Technical Identifiers (PTI) started performing the IANA functions as of October 1, 2016?

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to Root Zone Management

	2017* n=73	2016 n=82	2015 n=67	2014 n=61	2013 n=34
Accuracy of the Root Zone Database	96%	100%	97%	96%	100%
Timeliness with which your changes are processed	92%	84%	84%	85%	80%
Information provided to you on the status of your requests	91%	89%	89%	91%	91%
Published performance reports	87%	94%	90%	92%	97%
Level of staff courtesy	90%	96%	99%	97%	97%

Q14 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

*In 2017, a 'Not Applicable' option was added to this question

DELEGATIONS AND TRANSFERS

ccTLD and gTLD

Satisfaction based on few responses

	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied	Not applicable
Information provided to you on the status of your requests ¹	33%	100%	-	100%	-	-
Quality of the Root Zone Management process ¹	33%	67%	33%	33%	33%	-
Timeliness with which your request was processed	33%	67%	-	67%	33%	-
Level of staff courtesy	0%	100%	33%	67%	-	-
Quality of published user instructions ²	0%	67%	67%	-	-	33%

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to ccTLD delegations and transfers

	2017* n=3	2016 n=0	2015 n=0	2014 n=5	2013 n=0
Information provided to you on the status of your requests	100%	-	-	80%	-
Quality of the Root Zone Management process	67%	-	-	100%	-
Timeliness with which your request was processed	67%	-	-	-	-
Level of staff courtesy	100%	-	-	100%	-
Quality of published user instructions	67%	-	-	80%	-

Satisfaction based on few responses

	Importance (1 or 2)	Very Satisfied / Satisfied	Very Satisfied	Satisfied	Not applicable
Timeliness with which your request was processed	50%	75%	25%	50%	25%
Information provided to you on the status of your requests ¹	25%	75%	25%	50%	25%
Quality of the Root Zone Management process ¹	25%	75%	25%	5%	25%
Level of staff courtesy	0%	75%	-	75%	25%
Quality of published user instructions ²	0%	75%	-	75%	25%

Performance (Very Satisfied/Satisfied) with IANA Function's Operator's Delivery as it Pertains to gTLD delegations, transfers or revocations

	2017* n=4	2016 n=21	2015 n=34	2014 n=35	2013 n=0
Timeliness with which your request was processed	75%	81%	82%	77%	-
Information provided to you on the status of your requests	75%	81%	77%	85%	-
Quality of the Root Zone Management process	75%	81%	95%	88%	-
Level of staff courtesy	75%	95%	88%	97%	-
Quality of published user instructions	75%	81%	88%	85%	-

Open Ended Comments

ccTLD and gTLD

- I'm just bothered by the time taken to effect a request. There has been some inconsistency in the time taken to effect the same request, say adding a nameserver to the TLD. Timelines should be clear.
- The change of servers. However, I found that as an administrative contact, one of the changes was made by IANA without my agreement.
- Not clear which criteria is used for automated technical checks, more details should be available
- The registration certificate for a TLD (Delegation Record) could be more visible. Also a simple search window would be appreciated. This is what I mean by Registration Certificate: <https://www.iana.org/domains/root/db/is.html>
- We hope to use the multi language interface.
- It's become apparent in the ccTLD world that Registries are essentially being Sold/Bought without any corresponding update in the IANA database of the ccTLD Operator.
- Changes to ccTLD authoritative secondaries should be same-day. Why does it take longer than that? And I still have no clue what 'reporting' might be.

- The transparency is bad, as there is no history of the changes done to the IANA registries, i.e., it is impossible to know when and why some change or addition was done.
- I would like to see a tad more information in the databases, especially wrt ccTLD countries as well as operator contacts (particularly important with IDN TLDs) and being able to understand how many TLDs are controlled and/or operated by the same parties.
- Some search functions, not just scrolling down (with or without an alphabetical first-letter index) would help. Some things may need rethinking as the number of domains rises from around 300 to thousands.