

17 May 2021

Craig Parsonage
14 Mount Osmond Road
Mount Osmond, SA 5064
Australia

Dear Mr. Parsonage,

Thank you for your [letter dated 5 January 2021](#). In response, I would like to explain the role of the Internet Corporation for Assigned Names and Numbers (“ICANN”) in the Internet ecosystem.

The mission of ICANN is to ensure the stable and secure operation of the unique identifier systems of the Internet. According to the [ICANN Bylaws](#), “ICANN shall not act outside its mission.” Specifically, “ICANN shall not regulate (i.e., impose rules and restrictions on) services that use the unique identifiers of the Internet or the content that such services carry or provide.” This narrow remit limits ICANN to technical work and policy development in specific areas that are described in the ICANN Bylaws.

Fulfilling its mission means that ICANN coordinates the development and implementation of policies for generic top-level domains and country code top-level domains and facilitates the development of policies for a global number registry. The ICANN Bylaws mandate that these policies be developed through a bottom-up, consensus-based [multistakeholder process](#). In this regard, the ICANN Bylaws prescribe specific policy mandates for the three Supporting Organizations and four Advisory Committees. Policy development within ICANN takes place through open and sequential global consultation processes that occur through meetings, teleconferences, and Public Comment opportunities. Policy recommendations developed by the ICANN community through these processes are forwarded to the ICANN Board, which makes the ultimate decision on their acceptance.

ICANN regularly consults with national governments. The ICANN Bylaws establish the [Governmental Advisory Committee \(“GAC”\)](#) to provide advice on public policy aspects of ICANN activities with regard to the Domain Name System (“DNS”). GAC consensus advice must be duly taken into account by the ICANN Board, and if the ICANN Board proposes actions that would be inconsistent with GAC consensus advice, it must provide reasons for doing so and attempt to reach a mutually acceptable solution. GAC membership consists of national governments and distinct economies recognized in international forums. Multinational governmental and treaty organizations as well as public authorities participate in the GAC in an observer capacity. Moreover, the ICANN organization maintains a robust [Governmental Engagement function](#) to support its government relations work around the world.

Abuse and fraud are serious issues that present challenges to the security, stability, and resiliency of the DNS. These topics are a primary focus of current ICANN community

discussions, and ICANN continues to facilitate these efforts. Your proposal to establish an “Internet Abuse/Fraud/Scam Minimisation Group” is a matter for the ICANN community to consider since working groups to develop policies are formed by the ICANN community not the ICANN organization.

To the extent that you have encountered an issue with how an ICANN-accredited registrar handled a domain name registration, you may wish to consider [submitting a complaint to ICANN Contractual Compliance](#). ICANN Contractual Compliance ensures that ICANN contracted parties fulfill the requirements in their agreements with ICANN. The ICANN organization also maintains a [Complaints Office](#), which handles complaints about the ICANN organization.

Through open and transparent processes, stakeholders with diverse backgrounds and points of view help ICANN fulfil its mission for the benefit of the Internet ecosystem and carry out its activities in conformity with relevant principles of international law and local laws. Consensus policies developed through the multistakeholder model are highly effective and have the greatest legitimacy. I encourage you to consider participating in one of the ICANN community groups that may be working on issues of importance to you. I also encourage you to read the [latest Annual Report](#) for more information about the work of ICANN.

I appreciate that you shared your concerns and proposals with me.

Sincerely,



Göran Marby
President and Chief Executive Officer
Internet Corporation for Assigned Names and Numbers (ICANN)