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Mr. John Jeffrey
General Counsel
Internet Corporation for Assigned Names and Numbers
12025 Waterfront Drive, Suite 300
Los Angeles, CA 90094-2536, USA

December 18, 2019

Subject: Operational Stability of .ORG

Dear John,

This is in reference to a letter¹ from Packet Clearing House (PCH) to ICANN dated December 12, 2019, where a claim was made that .org will suffer DNS outages in the event of an ownership transfer to a for-profit entity.

Afilias – not PCH – is responsible for ensuring that .org names remain available 100% of the time. The Afilias global DNS network is diverse and robust; PCH is a contracted secondary DNS provider. Since Afilias began supporting .org in 2003, we have maintained an exemplary record of uptime, and will continue performing at world-standard levels.

Afilias states for the record that, for .org and PIR's other TLDs, we will continue our exemplary performance at pricing consistent with our current contract with PIR. Afilias continually invests in and upgrades its capacity and capabilities in all aspects of registry and DNS services, and is backed by a top-notch engineering team.

Afilias supports over 200 top level domains and we take our role as responsible stewards seriously. We will continue to provide world class support and services with exemplary performance for all TLDs in our care, including those at PIR, regardless of their ownership status.

We would be happy to answer any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Ram Mohan".

Ram Mohan
Chief Operating Officer

cc: Jon Nevett, CEO, Public Interest Registry
Göran Marby, CEO, ICANN
Maarten Botterman, Chair, ICANN Board of Directors

¹ <https://www.icann.org/en/system/files/correspondence/mitchell-woodcock-to-jeffrey-12dec19-en.pdf>