



# ICANN OMBUDSMAN

Kia ora e Te Aotearoa



# Greetings

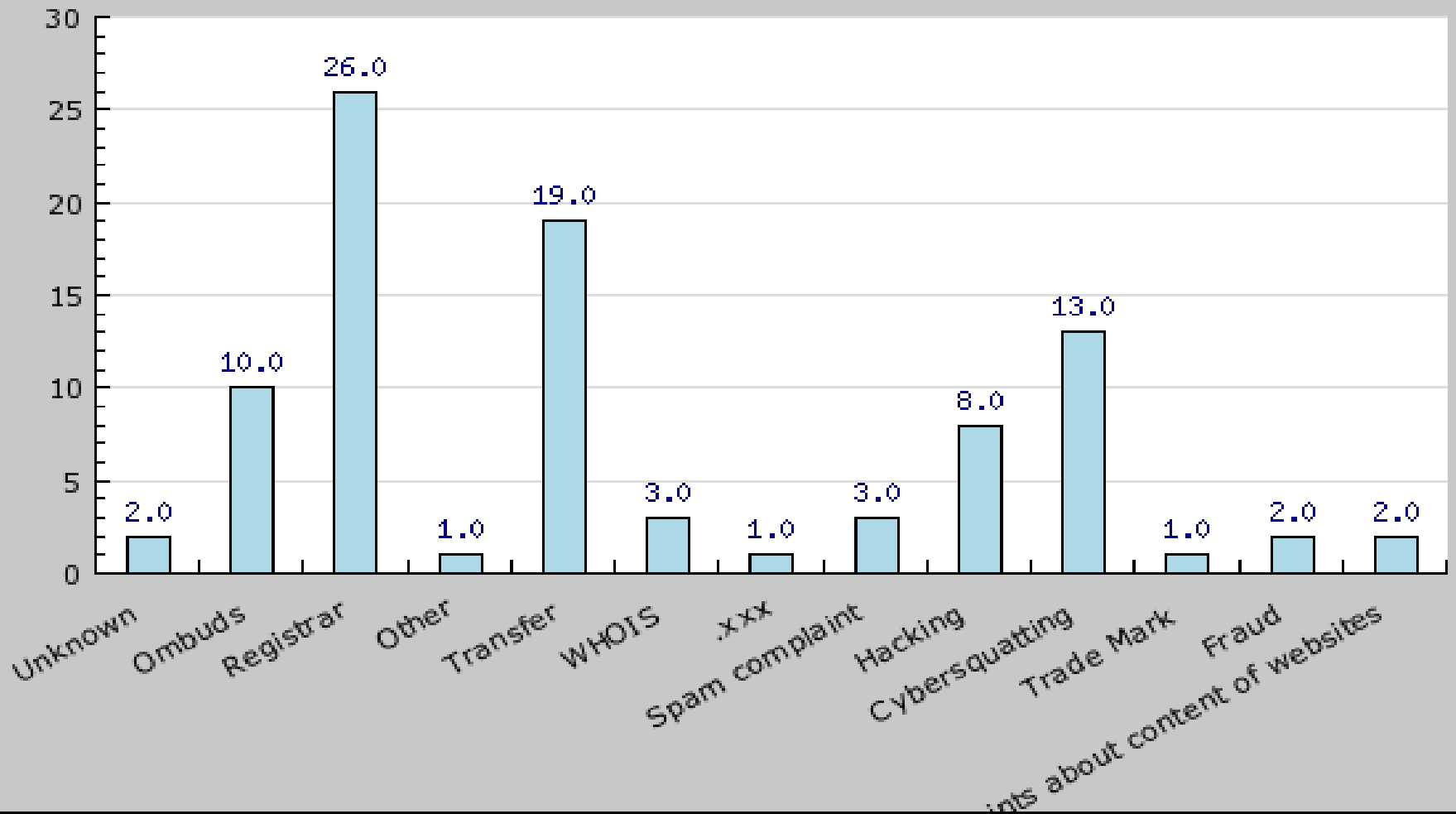
- Tena koe, tena koe tena koutou katoa
- Haere mai ki te Kaitiaki Mana Tangata
- Greetings from the Ombudsman

# Ombudsman

- Chris LaHatte
- Ombudsman since July 2011
- At Toronto Herb Waye  
Adjunct ombudsman

# Statistics 91 Files 3 months

First Quarter Report Cases



# Numbers Since Prague

- July 24
- August 29
- September 38
- October (so far) 21
- 15 cases are in jurisdiction


# Outreach

- NetHui New Zealand
- Ombudsman Training with IOI in Vienna
- AMINZ Conference Wellington
- Ombudsman Orientations for staff in Los Angeles and Brussels
- Blog Articles

# Other Activity

- Web pages almost all rewritten
- Member Internet Society both in New Zealand and international
- Communication initiative starting in Toronto
- New office in central Wellington NZ
- ATRT review report posted on my website and my blog

# Future

- Bylaw and Framework to be reviewed
  - New Complaints Process-  
comments needed-see blog
  - Review of Publications
  - New case management system
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# Closing

- **Ki te kahore he whakakitenga ka ngaro te iwi**
- *Without foresight or vision the people will be lost*
- **Haere ra, haere ra, haere ra**
- Farewell to those leaving