



## **Nominet\_Savanta Listening Process Full Tables\_Combined\_October 2021**

*Methodology: Savanta surveyed 185 Members, 54 Stakeholders and 163 Employees via an online survey between the 21st June – 23rd July 2021. Savanta is a member of the MRS and abides by its rules.*

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Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see? .....	513
BASE: All Members, would like Nominet to change the current composition of the Board. Excluding no response	
Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see? .....	516
BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response	
Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see? .....	519
BASE: All Employees, would like Nominet to change the current composition of the Board. Excluding no response	
Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect which each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet. ....	522
BASE: All respondents, Would like Nominet to launch a new forum	
Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect which each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet. ....	525
BASE: All Members, Would like Nominet to launch a new forum	
Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect which each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet. ....	528
BASE: All Stakeholders, Would like Nominet to launch a new forum	
Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect which each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet. ....	531
BASE: All Employees, Would like Nominet to launch a new forum	
Q47. As part of this research, we will be conducting several one-on-one in-depth interviews to explore some individuals' views in more detail. Please indicate whether or not you would be willing to be re-contacted below. It is worth noting that not all of those that are willing to be re-contacted will be contacted for an interview as interview places are limited in number. ....	534
BASE: All respondents	

## P013002 Nominet Listening Process 2021 Phase 2

### Respondent Type

BASE: All respondents

Significance Level: 95%		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	402 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
MEMBER	185 46%	185 100% bc	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
STAKEHOLDER	54 13%	- -	54 100% ac	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
EMPLOYEE	163 41%	- -	- -	163 100% ab	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Respondent Type

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
402	11	13	15	18	128	1	11	9	8	22	128	46	11	115	49	1	20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
185	11	13	15	18	128	-	-	-	-	-	128	46	11	115	49	1	20
46%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
13%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
163	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
41%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Respondent Type

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total	a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	402	48	106	83	91	48	112	47	91	65	44	76	4	48
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEMBER	185	23	104	41	90	20	109	52	55	63	-	-	-	-
	46%	48%	98%	49%	99%	42%	97%	25%	60%	97%	-	-	-	-
			ac	ac		a	a	a	a	a				
STAKEHOLDER	54	25	2	42	1	28	3	35	36	2	-	-	-	-
	13%	52%	2%	51%	1%	58%	3%	17%	40%	3%	-	-	-	-
		bd		bd		b		b	b					
EMPLOYEE	163	-	-	-	-	-	-	124	-	-	44	76	4	48
	41%	-	-	-	-	-	-	59%	-	-	100%	100%	100%	100%
							b	b						

## P013002 Nominet Listening Process 2021 Phase 2

### Q1. What is your primary business type?

BASE: All Members

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	182 100%	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Retail	47 26%	- -	- -	47 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Domain investor	22 12%	- -	- -	- -	22 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Wholesale	22 12%	- -	- -	- -	- -	22 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Corporate	18 10%	- -	- -	- -	- -	- -	- -	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Brand protection	6 3%	- -	- -	- -	- -	- -	6 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	40 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None of these	23 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q1. What is your primary business type?

BASE: All Members

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	182 100%	11 100%	12 100%	15 100%	18 100%	126 100%	- -	- -	- -	- -	- -	126 100%	46 100%	10 100%	113 100%	48 100%	1 100%	20 100%
Retail	47 26%	1 9%	3 25%	5 33%	7 39%	31 25%	- -	- -	- -	- -	- -	26 21%	16 35%	5 50%	26 23%	19 40%	- -	2 10%
Domain investor	22 12%	3 27%	3 25%	1 7%	1 6%	14 11%	- -	- -	- -	- -	- -	15 12%	6 13%	1 10%	16 14%	3 6%	- -	3 15%
Wholesale	22 12%	1 9%	2 17%	3 20%	4 22%	12 10%	- -	- -	- -	- -	- -	13 10%	7 15%	2 20%	17 15%	2 4%	- -	3 15%
Corporate	18 10%	- -	2 17%	2 13%	2 11%	12 10%	- -	- -	- -	- -	- -	14 11%	4 9%	- -	11 10%	5 10%	- -	2 10%
Brand protection	6 3%	- -	- -	2 13%	- -	4 3%	- -	- -	- -	- -	- -	2 2%	2 4%	2 20%	2 2%	4 8%	- -	- -
Other	40 22%	2 18%	2 17%	1 7%	3 17%	32 25%	- -	- -	- -	- -	- -	32 25%	8 17%	- -	25 22%	11 23%	1 100%	3 15%
Don't know	4 2%	- -	- -	- -	- -	4 3%	- -	- -	- -	- -	- -	3 2%	1 2%	- -	2 2%	- -	- -	2 10%
None of these	23 13%	4 36%	- -	1 7%	1 6%	17 13%	- -	- -	- -	- -	- -	21 17%	2 4%	- -	14 12%	4 8%	- -	5 25%

## P013002 Nominet Listening Process 2021 Phase 2

### Q1. What is your primary business type?

BASE: All Members

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	182 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Retail	47 26%	10 43%	26 25%	15 37%	22 24%	6 30%	30 28%	19 37%	12 26%	26 47% b	11 17%	- -	- -	- -	- -
Domain investor	22 12%	2 9%	12 12%	4 10%	13 14%	4 20%	14 13%	4 8%	10 21%	5 9%	10 16%	- -	- -	- -	- -
Wholesale	22 12%	1 4%	15 14%	2 5%	15 17%	- -	14 13%	7 13%	8 17%	4 7%	10 16%	- -	- -	- -	- -
Corporate	18 10%	2 9%	11 11%	4 10%	8 9%	3 15%	9 8%	3 6%	5 11%	4 7%	7 11%	- -	- -	- -	- -
Brand protection	6 3%	1 4%	3 3%	1 2%	2 2%	1 5%	2 2%	- -	1 2%	2 4%	2 3%	- -	- -	- -	- -
Other	40 22%	5 22%	20 19%	10 24%	18 20%	4 20%	24 22%	12 23%	7 15%	9 16%	14 22%	- -	- -	- -	- -
Don't know	4 2%	- -	3 3%	2 5%	2 2%	- -	3 3%	1 2%	- -	- -	1 2%	- -	- -	- -	- -
None of these	23 13%	2 9%	14 13%	3 7%	10 11%	2 10%	13 12%	6 12%	4 9%	5 9%	8 13%	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q2. For approximately how many years has the organisation or company you work for had a professional relationship with Nominet?

BASE: All Stakeholders

		Group			Member sub-group					Stakeholder sub-group											
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers			
Significance Level: 95%			*a	b	*c		*a	*b	*c	*d	*e		*a	*b	*c		*d	*e	*f	*g	*h
Total		53	-	53	-	-	-	-	-	-	-	5	1	15	1	10	5	6	10		
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%		
Within the last year	(0.5)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-		
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-		
1-2 years	(1.5)	11	-	11	-	-	-	-	-	-	-	1	-	4	-	5	-	1	-		
		21%	-	21%	-	-	-	-	-	-	-	20%	-	27%	-	50%	-	17%	-		
3-5 years	(4.0)	9	-	9	-	-	-	-	-	-	-	3	-	-	-	4	1	-	1		
		17%	-	17%	-	-	-	-	-	-	-	60%	-	-	-	40%	20%	-	10%		
6-10 years	(8.0)	8	-	8	-	-	-	-	-	-	-	1	-	1	1	-	2	-	3		
		15%	-	15%	-	-	-	-	-	-	-	20%	-	7%	100%	-	40%	-	30%		
More than 10 years	(15.0)	22	-	22	-	-	-	-	-	-	-	-	1	10	-	1	1	4	5		
		42%	-	42%	-	-	-	-	-	-	-	-	100%	67%	-	10%	20%	67%	50%		
Prefer not to say		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10%		
Don't know		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-		
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	20%	-	-		
Base for stats		51	-	51	-	-	-	-	-	-	-	5	1	15	1	10	4	6	9		
Mean number of years		8.76	-	8.76	-	-	-	-	-	-	-	4.30	15.00	10.93	8.00	3.85	8.75	10.33	11.44		
Standard Deviation		5.854	-	5.854	-	-	-	-	-	-	-	2.335	-	6.152	-	4.110	4.573	7.236	4.391		
Standard Error		.820	-	.820	-	-	-	-	-	-	-	1.044	-	1.589	-	1.300	2.287	2.954	1.464		
Error variance		.67	-	.67	-	-	-	-	-	-	-	1.09	-	2.52	-	1.69	5.23	8.73	2.14		

## P013002 Nominet Listening Process 2021 Phase 2

### Q2. For approximately how many years has the organisation or company you work for had a professional relationship with Nominet?

BASE: All Stakeholders

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		53	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Within the last year	(0.5)	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
1-2 years	(1.5)	11	-	-	-	-	-	-	11	-	-	-	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
3-5 years	(4.0)	9	-	-	-	-	-	-	-	9	-	-	-	-	-	-	-	-	-
		17%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
6-10 years	(8.0)	8	-	-	-	-	-	-	-	-	8	-	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
More than 10 years	(15.0)	22	-	-	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-
		42%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
Prefer not to say		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		51	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
Mean number of years		8.76	-	-	-	-	-	.50	1.50	4.00	8.00	15.00	-	-	-	-	-	-	-
Standard Deviation		5.854	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		.820	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		.67	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q2. For approximately how many years has the organisation or company you work for had a professional relationship with Nominet?

BASE: All Stakeholders

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		53	25	2	42	1	28	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Within the last year	(0.5)	1	1	-	1	-	1	-	1	-	1	-	-	-	-
		2%	4%	-	2%	-	4%	-	3%	-	3%	-	-	-	-
1-2 years	(1.5)	11	3	-	9	-	5	-	6	-	7	-	-	-	-
		21%	12%	-	21%	-	18%	-	17%	-	19%	-	-	-	-
3-5 years	(4.0)	9	5	-	8	-	4	-	6	-	6	-	-	-	-
		17%	20%	-	19%	-	14%	-	17%	-	17%	-	-	-	-
6-10 years	(8.0)	8	5	-	7	-	5	-	6	-	7	-	-	-	-
		15%	20%	-	17%	-	18%	-	17%	-	19%	-	-	-	-
More than 10 years	(15.0)	22	11	2	16	1	12	3	16	-	14	2	-	-	-
		42%	44%	100%	38%	100%	43%	100%	46%	-	39%	100%	-	-	-
Prefer not to say		1	-	-	-	-	-	-	-	-	1	-	-	-	-
		2%	-	-	-	-	-	-	-	-	3%	-	-	-	-
Don't know		1	-	-	1	-	1	-	-	-	-	-	-	-	-
		2%	-	-	2%	-	4%	-	-	-	-	-	-	-	-
Base for stats		51	25	2	41	1	27	3	35	-	35	2	-	-	-
Mean number of years		8.76	9.20	15.00	8.34	15.00	9.04	15.00	9.19	-	8.60	15.00	-	-	-
Standard Deviation		5.854	5.649	-	5.796	-	5.852	-	5.792	-	5.743	-	-	-	-
Standard Error		.820	1.130	-	.905	-	1.126	-	.979	-	.971	-	-	-	-
Error variance		.67	1.28	-	.82	-	1.27	-	.96	-	.94	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q3. Which of the following, if any, best describes why you are currently a member of Nominet?

BASE: All Members

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	177	-	-	45	21	21	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
To access discounted domain name prices	123	-	-	33	15	17	3	14	-	-	-	-	-	-	-	-
69%	69%	-	-	73%	71%	81%	50%	78%	-	-	-	-	-	-	-	-
I am a domain owner	110	-	-	20	19	8	2	12	-	-	-	-	-	-	-	-
62%	62%	-	-	44%	90%	38%	33%	67%	-	-	-	-	-	-	-	-
I am interested in the .UK registry	105	-	-	31	16	17	2	8	-	-	-	-	-	-	-	-
59%	59%	-	-	69%	76%	81%	33%	44%	-	-	-	-	-	-	-	-
I have a general interest in the internet	66	-	-	19	6	12	2	5	-	-	-	-	-	-	-	-
37%	37%	-	-	42%	29%	57%	33%	28%	-	-	-	-	-	-	-	-
I am interested in Nominet's public benefit activities	56	-	-	16	6	9	1	4	-	-	-	-	-	-	-	-
32%	32%	-	-	36%	29%	43%	17%	22%	-	-	-	-	-	-	-	-
To participate in corporate governance	45	-	-	10	3	8	-	4	-	-	-	-	-	-	-	-
25%	25%	-	-	22%	14%	38%	-	22%	-	-	-	-	-	-	-	-
To gain access to systems to drop catch	29	-	-	7	9	3	2	2	-	-	-	-	-	-	-	-
16%	16%	-	-	16%	43%	14%	33%	11%	-	-	-	-	-	-	-	-
I am interested in Nominet's work on cyber security	23	-	-	4	1	5	2	2	-	-	-	-	-	-	-	-
13%	13%	-	-	9%	5%	24%	33%	11%	-	-	-	-	-	-	-	-
Other	26	-	-	2	-	2	1	1	-	-	-	-	-	-	-	-
15%	15%	-	-	4%	-	10%	17%	6%	-	-	-	-	-	-	-	-
None of these	8	-	-	2	-	1	1	1	-	-	-	-	-	-	-	-
5%	5%	-	-	4%	-	5%	17%	6%	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q3. Which of the following, if any, best describes why you are currently a member of Nominet?

BASE: All Members

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	177 100%	11 100%	12 100%	15 100%	16 100%	123 100%	- -	- -	- -	- -	- -	122 100%	45 100%	10 100%	110 100%	48 100%	1 100%	18 100%
To access discounted domain name prices	123 69%	9 82%	9 75%	10 67%	10 63%	85 69%	- -	- -	- -	- -	- -	78 64%	37 82% a	8 80%	82 75%	30 63%	- -	11 61%
I am a domain owner	110 62%	8 73%	8 67%	6 40%	12 75%	76 62%	- -	- -	- -	- -	- -	81 66%	26 58%	3 30%	73 66%	25 52%	1 100%	11 61%
I am interested in the .UK registry	105 59%	8 73%	9 75%	10 67%	11 69%	67 54%	- -	- -	- -	- -	- -	70 57%	29 64%	6 60%	71 65%	24 50%	1 100%	9 50%
I have a general interest in the internet	66 37%	7 64%	8 67%	7 47%	9 56%	35 28%	- -	- -	- -	- -	- -	49 40%	14 31%	3 30%	43 39%	14 29%	1 100%	8 44%
I am interested in Nominet's public benefit activities	56 32%	6 55%	7 58%	6 40%	7 44%	30 24%	- -	- -	- -	- -	- -	38 31%	16 36%	2 20%	42 38%	11 23%	- -	3 17%
To participate in corporate governance	45 25%	5 45%	7 58%	2 13%	6 38%	25 20%	- -	- -	- -	- -	- -	34 28%	10 22%	1 10%	32 29%	9 19%	1 100%	3 17%
To gain access to systems to drop catch	29 16%	3 27%	4 33%	4 27%	3 19%	15 12%	- -	- -	- -	- -	- -	16 13%	11 24%	2 20%	23 21%	5 10%	- -	1 6%
I am interested in Nominet's work on cyber security	23 13%	1 9%	1 8%	1 7%	3 19%	17 14%	- -	- -	- -	- -	- -	13 11%	8 18%	2 20%	9 8%	9 19%	1 100%	4 22%
Other	26 15%	- -	- -	1 7%	3 19%	22 18%	- -	- -	- -	- -	- -	18 15%	6 13%	2 20%	17 15%	9 19%	- -	- -
None of these	8 5%	- -	1 8%	2 13%	- -	5 4%	- -	- -	- -	- -	- -	6 5%	2 4%	- -	6 5%	2 4%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q3. Which of the following, if any, best describes why you are currently a member of Nominet?

BASE: All Members

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total	*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Significance Level: 95%														
Total	177	23	104	41	90	20	109	52	47	55	63	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
To access discounted domain name prices	123	15	73	27	62	14	76	38	27	37	46	-	-	-
	69%	65%	70%	66%	69%	70%	70%	73%	57%	67%	73%	-	-	-
I am a domain owner	110	15	69	25	61	15	71	38	28	27	48	-	-	-
	62%	65%	66%	61%	68%	75%	65%	73%	60%	49%	76%	-	-	-
I am interested in the .UK registry	105	14	65	22	60	10	71	32	30	32	42	-	-	-
	59%	61%	63%	54%	67%	50%	65%	62%	64%	58%	67%	-	-	-
I have a general interest in the internet	66	5	43	13	38	6	45	25	15	20	32	-	-	-
	37%	22%	41%	32%	42%	30%	41%	48%	32%	36%	51%	-	-	-
I am interested in Nominet's public benefit activities	56	6	43	9	37	4	40	20	12	14	25	-	-	-
	32%	26%	41%	22%	41%	20%	37%	38%	26%	25%	40%	-	-	-
To participate in corporate governance	45	6	33	8	31	4	35	15	13	13	22	-	-	-
	25%	26%	32%	20%	34%	20%	32%	29%	28%	24%	35%	-	-	-
To gain access to systems to drop catch	29	4	21	4	19	3	20	11	9	6	18	-	-	-
	16%	17%	20%	10%	21%	15%	18%	21%	19%	11%	29%	-	-	-
I am interested in Nominet's work on cyber security	23	4	12	9	8	5	10	7	5	10	7	-	-	-
	13%	17%	12%	22%	9%	25%	9%	13%	11%	18%	11%	-	-	-
Other	26	4	14	4	14	4	13	7	5	7	7	-	-	-
	15%	17%	13%	10%	16%	20%	12%	13%	11%	13%	11%	-	-	-
None of these	8	-	6	1	5	-	6	-	5	1	3	-	-	-
	5%	-	6%	2%	6%	-	6%	-	11%	2%	5%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q5. Thinking about the Nominet board, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		214 100%	164 100%	50 100%	- -	43 100%	21 100%	19 100%	6 100%	15 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	31 14%	11 7%	20 40% a	- -	6 14%	- -	- -	1 17%	- -	- -	1 100%	9 75%	- -	3 30%	3 60%	2 33%	2 20%
Trust a little	(4.0)	17 8%	12 7%	5 10%	- -	4 9%	2 10%	1 5%	- -	2 13%	1 20%	- -	- -	1 100%	1 10%	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	40 19%	34 21%	6 12%	- -	7 16%	6 29%	3 16%	1 17%	2 13%	- -	- -	1 8%	- -	2 20%	2 40%	- -	1 10%
Distrust a little	(2.0)	21 10%	20 12% b	1 2%	- -	7 16%	1 5%	2 11%	1 17%	2 13%	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	85 40%	84 51% b	1 2%	- -	19 44%	11 52%	13 68%	2 33%	9 60%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		20 9%	3 2%	17 34% a	- -	- -	1 5%	- -	1 17%	- -	4 80%	- -	1 8%	- -	4 40%	- -	2 33%	6 60%
NET: Trust		48 22%	23 14%	25 50% a	- -	10 23%	2 10%	1 5%	1 17%	2 13%	1 20%	1 100%	9 75%	1 100%	4 40%	3 60%	3 50%	3 30%
NET: Distrust		106 50%	104 63% b	2 4%	- -	26 60%	12 57%	15 79%	3 50%	11 73%	- -	- -	1 8%	- -	- -	- -	1 17%	- -
Base for stats		194	161	33	-	43	20	19	5	15	1	1	11	1	6	5	4	4
Mean Score		2.42	2.04	4.27 a	-	2.33	1.95	1.58	2.40	1.80	4.00	5.00	4.55	4.00	4.17	4.20	3.75	4.25
Standard Deviation		1.505	1.286	1.069	-	1.476	1.146	.961	1.673	1.146	-	-	1.036	-	.983	1.095	1.893	.957
Standard Error		.108	.101	.186	-	.225	.256	.221	.748	.296	-	-	.312	-	.401	.490	.946	.479
Error variance		.01	.01	.03	-	.05	.07	.05	.56	.09	-	-	.10	-	.16	.24	.90	.23

## P013002 Nominet Listening Process 2021 Phase 2

### Q5. Thinking about the Nominet board, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		214 100%	11 100%	10 100%	15 100%	16 100%	112 100%	1 100%	10 100%	9 100%	8 100%	20 100%	115 100%	39 100%	10 100%	102 100%	43 100%	1 100%	18 100%
Trust a lot	(5.0)	31 14%	- -	1 10%	- -	- -	10 9%	1 100%	3 30%	3 33%	3 38%	10 50%	8 7%	2 5%	1 10%	2 2%	8 19% a	- -	1 6%
Trust a little	(4.0)	17 8%	- -	1 10%	2 13%	1 6%	8 7%	- -	- -	2 22%	2 25%	1 5%	8 7%	3 8%	1 10%	1 1%	9 21% a	- -	2 11%
Neither trust nor distrust	(3.0)	40 19%	1 9%	1 10%	2 13%	4 25%	26 23%	- -	2 20%	- -	1 13%	2 10%	24 21%	8 21%	2 20%	9 9%	17 40% a	1 100%	7 39%
Distrust a little	(2.0)	21 10%	2 18%	- -	4 27%	1 6%	13 12%	- -	- -	- -	- -	1 5%	14 12%	5 13%	1 10%	11 11%	6 14%	- -	3 17%
Distrust a lot	(1.0)	85 40%	8 73%	7 70%	6 40%	9 56%	54 48%	- -	- -	- -	- -	1 5%	59 51%	21 54%	4 40%	78 76% b	1 2%	- -	5 28%
Don't know		20 9%	- -	- -	1 7%	1 6%	1 1%	- -	5 50%	4 44%	2 25%	5 25%	2 2%	- -	1 10%	1 1%	2 5%	- -	- -
NET: Trust		48 22%	- -	2 20%	2 13%	1 6%	18 16%	1 100%	3 30%	5 56%	5 63%	11 55%	16 14%	5 13%	2 20%	3 3%	17 40% a	- -	3 17%
NET: Distrust		106 50%	10 91%	7 70%	10 67%	10 63%	67 60%	- -	- -	- -	- -	2 10%	73 63%	26 67%	5 50%	89 87% b	7 16%	- -	8 44%
Base for stats		194	11	10	14	15	111	1	5	5	6	15	113	39	9	101	41	1	18
Mean Score		2.42	1.36	1.90	2.00	1.80	2.16	5.00	4.20	4.60	4.33	4.20	2.04	1.97	2.33	1.40	3.41 a	3.00	2.50
Standard Deviation		1.505	.674	1.524	1.109	1.082	1.345	-	1.095	.548	.816	1.320	1.291	1.246	1.500	.849	1.048	-	1.200
Standard Error		.108	.203	.482	.296	.279	.128	-	.490	.245	.333	.341	.121	.199	.500	.085	.164	-	.283
Error variance		.01	.04	.23	.09	.08	.02	-	.24	.06	.11	.12	.01	.04	.25	.01	.03	-	.08



## P013002 Nominet Listening Process 2021 Phase 2

### Q5. Thinking about the Nominet board, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	*a	*b	*c	*d
Total		214	48	106	83	91	48	112	87	47	91	65	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Trust a lot	(5.0)	31	31	-	31	-	24	2	24	-	24	-	-	-	-	-
		14%	65% bcd	-	37% bd	-	50% b	2% b	28% b	-	26% b	-	-	-	-	-
Trust a little	(4.0)	17	17	-	16	1	8	4	13	1	9	2	-	-	-	-
		8%	35% bcd	-	19% bd	1%	17% b	4%	15% b	2%	10% b	3%	-	-	-	-
Neither trust nor distrust	(3.0)	40	-	-	14	5	8	12	16	4	23	8	-	-	-	-
		19%	-	-	17% abd	5% b	17% b	11%	18% b	9%	25% b	12%	-	-	-	-
Distrust a little	(2.0)	21	-	21	8	8	1	15	6	8	8	9	-	-	-	-
		10%	-	20% ad	10% a	9% a	2% a	13% a	7% a	17% a	9% a	14% a	-	-	-	-
Distrust a lot	(1.0)	85	-	85	2	77	-	78	20	34	14	45	-	-	-	-
		40%	-	80% ac	2% a	85% ac	- a	70% a	23% a	72% a	15% a	69% a	-	-	-	-
Don't know		20	-	-	12	-	7	1	8	-	13	1	-	-	-	-
		9%	-	-	14% abd	-	15% b	1% b	9% b	-	14% b	2% b	-	-	-	-
NET: Trust		48	48	-	47	1	32	6	37	1	33	2	-	-	-	-
		22%	100% bcd	-	57% bd	1% b	67% b	5% b	43% b	2% b	36% b	3% b	-	-	-	-
NET: Distrust		106	-	106	10	85	1	93	26	42	22	54	-	-	-	-
		50%	-	100% acd	12% a	93% ac	2% a	83% a	30% a	89% a	24% a	83% a	-	-	-	-
Base for stats		194	48	106	71	91	41	111	79	47	78	64	-	-	-	-
Mean Score		2.42	4.65 bcd	1.20	3.93 bd	1.23	4.34 b	1.53	3.19 b	1.40	3.27 b	1.48	-	-	-	-
Standard Deviation		1.505	.483	.400	1.163	.598	.883	.952	1.570	.742	1.456	.836	-	-	-	-
Standard Error		.108	.070	.039	.138	.063	.138	.090	.177	.108	.165	.104	-	-	-	-
Error variance		.01	*	*	.02	*	.02	.01	.03	.01	.03	.01	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

		Group			Member sub-group					Stakeholder sub-group							
		Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																	
		a	b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		214	50	-	43	21	19	6	15	5	1	12	1	10	5	6	10
		100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	58	39	-	9	-	-	1	1	4	1	9	1	9	5	2	8
		27%	78% a	-	21%	-	-	17%	7%	80%	100%	75%	100%	90%	100%	33%	80%
Trust a little	(4.0)	25	3	-	6	4	2	-	3	-	-	1	-	1	-	1	-
		12%	6%	-	14%	19%	11%	-	20%	-	-	8%	-	10%	-	17%	-
Neither trust nor distrust	(3.0)	30	2	-	6	3	2	2	3	-	-	1	-	-	-	-	1
		14%	4% b	-	14%	14%	11%	33%	20%	-	-	8%	-	-	-	-	10%
Distrust a little	(2.0)	30	-	-	12	4	6	-	1	-	-	-	-	-	-	-	-
		14%	- b	-	28%	19%	32%	-	7%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	61	1	-	10	9	9	2	7	-	-	-	-	-	-	1	-
		29%	2% b	-	23%	43%	47%	33%	47%	-	-	-	-	-	-	17%	-
Don't know		10	5	-	-	1	-	1	-	1	-	1	-	-	-	2	1
		5%	3% a	-	-	5%	-	17%	-	20%	-	8%	-	-	-	33%	10%
<b>NET: Trust</b>		83	42	-	15	4	2	1	4	4	1	10	1	10	5	3	8
		39%	84% a	-	35%	19%	11%	17%	27%	80%	100%	83%	100%	100%	100%	50%	80%
<b>NET: Distrust</b>		91	1	-	22	13	15	2	8	-	-	-	-	-	-	1	-
		43%	2% b	-	51%	62%	79%	33%	53%	-	-	-	-	-	-	17%	-
Base for stats		204	45	-	43	20	19	5	15	4	1	11	1	10	5	4	9
Mean Score		2.95	4.76 a	-	2.81	2.10	1.84	2.60	2.33	5.00	5.00	4.73	5.00	4.90	5.00	3.75	4.78
Standard Deviation		1.616	.743 a	-	1.484	1.210	1.015	1.673	1.447	-	-	.647	-	.316	-	1.893	.667
Standard Error		.113	.111 a	-	.226	.270	.233	.748	.374	-	-	.195	-	.100	-	.946	.222
Error variance		.01	.01 a	-	.05	.07	.05	.56	.14	-	-	.04	-	.01	-	.90	.05

## P013002 Nominet Listening Process 2021 Phase 2

### Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
214 100%	11 100%	10 100%	15 100%	16 100%	112 100%	1 100%	10 100%	9 100%	8 100%	20 100%	115 100%	39 100%	10 100%	102 100%	43 100%	1 100%	18 100%
58 27%	- -	1 10%	2 13%	1 6%	15 13%	- -	9 90%	7 78%	7 88%	15 75%	13 11%	5 13%	1 10%	2 2%	12 28% a	- -	5 28%
25 12%	2 18%	1 10%	2 13%	1 6%	16 14%	1 100%	- -	1 11%	- -	1 5%	16 14%	4 10%	2 20%	6 6%	12 28% a	- -	4 22%
30 14%	1 9%	- -	2 13%	3 19%	22 20%	- -	- -	- -	- -	1 5%	17 15%	8 21%	3 30%	11 11%	13 30% a	1 100%	3 17%
30 14%	3 27%	2 20%	4 27%	3 19%	18 16%	- -	- -	- -	- -	- -	24 21%	6 15%	- -	26 25% b	2 5%	- -	2 11%
61 29%	5 45%	6 60%	4 27%	7 44%	38 34%	- -	- -	- -	- -	1 5%	41 36%	16 41%	3 30%	55 54% b	1 2%	- -	4 22%
10 5%	- -	- -	1 7%	1 6%	3 3%	- -	1 10%	1 11%	1 13%	2 10%	4 3%	- -	1 10%	2 2%	3 7%	- -	- -
83 39%	2 18%	2 20%	4 27%	2 13%	31 28%	1 100%	9 90%	8 89%	7 88%	16 80%	29 25%	9 23%	3 30%	8 8%	24 56% a	- -	9 50%
91 43%	8 73%	8 80%	8 53%	10 63%	56 50%	- -	- -	- -	- -	1 5%	65 57%	22 56%	3 30%	81 79% b	3 7%	- -	6 33%
204 2.95	11 2.00	10 1.90	14 2.57	15 2.07	109 2.56	1 4.00	9 5.00	8 4.88	7 5.00	18 4.61	111 2.42	39 2.38	9 2.78	100 1.74	40 3.80 a	1 3.00	18 3.22
1.616 .113 .01	1.183 .357 .13	1.449 .458 .21	1.453 .388 .15	1.280 .330 .11	1.443 .138 .02	- - -	- - -	.354 .125 .02	- - -	1.037 .244 .06	1.411 .134 .02	1.444 .231 .05	1.481 .494 .24	1.011 .101 .01	1.018 .161 .03	- - -	1.555 .367 .13

## P013002 Nominet Listening Process 2021 Phase 2

### Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?

BASE: All Members and Stakeholders

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	*a	*b	*c	*d
Total		214 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	87 100%	47 100%	91 100%	65 100%	- -	- -	- -	- -
Trust a lot	(5.0)	58 27%	39 81% bd	2 2%	58 70% bd	- -	35 73% b	5 4%	40 46% b	1 2%	39 43% b	2 3%	- -	- -	- -	- -
Trust a little	(4.0)	25 12%	8 17% d	8 8% d	25 30% bd	- -	7 15%	10 9%	15 17% b	1 2%	16 18% b	3 5%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	30 14%	- -	10 9% acd	- -	- -	3 6%	12 11%	10 11%	4 9%	14 15%	10 15%	- -	- -	- -	- -
Distrust a little	(2.0)	30 14%	1 2%	25 24% ac	- -	30 33% ac	1 2%	27 24% a	9 10%	12 26% a	10 11%	12 18%	- -	- -	- -	- -
Distrust a lot	(1.0)	61 29%	- -	60 57% ac	- -	61 67% ac	- -	55 49% a	12 14%	29 62% a	6 7%	37 57% a	- -	- -	- -	- -
Don't know		10 5%	- -	1 1%	- -	- -	2 4%	3 3%	1 1%	- -	6 7%	1 2%	- -	- -	- -	- -
NET: Trust		83 39%	47 98% bd	10 9% d	83 100% bd	- -	42 88% b	15 13%	55 63% b	2 4%	55 60% b	5 8%	- -	- -	- -	- -
NET: Distrust		91 43%	1 2%	85 80% ac	- -	91 100% abc	1 2%	82 73% a	21 24%	41 87% a	16 18%	49 75% a	- -	- -	- -	- -
Base for stats		204	48	105	83	91	46	109	86	47	85	64	-	-	-	-
Mean Score		2.95	4.77 bd	1.73 d	4.70 bd	1.33	4.65 b	1.93	3.72 b	1.57	3.85 b	1.77	-	-	-	-
Standard Deviation		1.616	.555	1.040	.462	.473	.706	1.184	1.484	.903	1.314	1.080	-	-	-	-
Standard Error		.113	.080	.102	.051	.050	.104	.113	.160	.132	.143	.135	-	-	-	-
Error variance		.01	.01	.01	*	*	.01	.01	.03	.02	.02	.02	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?

BASE: All Members

Significance Level: 95%	Total	Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust
		*b	*c	d	*e	f	*g	*h	i
Total	164 100%	11 100%	12 100%	34 100%	20 100%	84 100%	3 100%	23 100%	104 100%
Trust a lot (5.0)	19 12%	11 100%	4 33%	2 6% f	2 10%	- -	- -	15 65%	2 2%
Trust a little (4.0)	22 13%	- -	7 58%	8 24% fi	5 25%	2 2%	- -	7 30%	7 7%
Neither trust nor distrust (3.0)	28 17%	- -	- -	18 53% fi	5 25%	5 6%	- -	- -	10 10%
Distrust a little (2.0)	30 18%	- -	1 8%	4 12%	6 30%	19 23%	- -	1 4%	25 24%
Distrust a lot (1.0)	60 37%	- -	- -	1 3%	2 10%	57 68% d	- -	- -	59 57% d
Don't know	5 3%	- -	- -	1 3%	- -	1 1%	3 100%	- -	1 1%
NET: Trust	41 25%	11 100%	11 92%	10 29% fi	7 35%	2 2%	- -	22 96%	9 9%
NET: Distrust	90 55%	- -	1 8%	5 15%	8 40%	76 90% d	- -	1 4%	84 81% d
Base for stats	159	11	12	33	20	83	-	23	103
Mean Score	2.43	5.00	4.17	3.18 fi	2.95	1.42	-	4.57	1.72 f
Standard Deviation	1.417	-	.835	.846	1.191	.718	-	.728	1.023
Standard Error	.112	-	.241	.147	.266	.079	-	.152	.101
Error variance	.01	-	.06	.02	.07	.01	-	.02	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?

BASE: All Stakeholders

		Total	Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust
			*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Total		50 100%	20 100%	5 100%	6 100%	1 100%	1 100%	17 100%	25 100%	2 100%
Trust a lot	(5.0)	39 78%	19 95%	5 100%	4 67%	- -	- -	11 65%	24 96%	- -
Trust a little	(4.0)	3 6%	1 5%	- -	- -	1 100%	- -	1 6%	1 4%	1 50%
Neither trust nor distrust	(3.0)	2 4%	- -	- -	1 17%	- -	- -	1 6%	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	- -	- -	- -	1 100%	- -	- -	1 50%
Don't know		5 10%	- -	- -	1 17%	- -	- -	4 24%	- -	- -
<b>NET: Trust</b>		42 84%	20 100%	5 100%	4 67%	1 100%	- -	12 71%	25 100%	1 50%
<b>NET: Distrust</b>		1 2%	- -	- -	- -	- -	1 100%	- -	- -	1 50%
Base for stats		45	20	5	5	1	1	13	25	2
Mean Score		4.76	4.95	5.00	4.60	4.00	1.00	4.77	4.96	2.50
Standard Deviation		.743	.224	-	.894	-	-	.599	.200	2.121
Standard Error		.111	.050	-	.400	-	-	.166	.040	1.500
Error variance		.01	*	-	.16	-	-	.03	*	2.25

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members and Stakeholders excluding no response

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
153 100%	127 100%	26 100%	- -	33 100%	19 100%	15 100%	2 100%	12 100%	1 100%	1 100%	10 100%	1 100%	4 100%	1 100%	4 100%	4 100%	
36 24%	31 24%	5 19%	- -	10 30%	3 16%	4 27%	- -	3 25%	- -	- -	1 10%	- -	2 50%	- -	1 25%	1 25%	
26 17%	26 20%	- -	- -	7 21%	3 16%	2 13%	1 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
25 16%	24 19%	1 4%	- -	6 18%	2 11%	7 47%	- -	2 17%	- -	- -	- -	- -	- -	- -	1 25%	- -	
22 14%	22 17%	- -	- -	6 18%	3 16%	2 13%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
18 12%	18 14%	- -	- -	4 12%	2 11%	2 13%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
15 10%	13 10%	2 8%	- -	2 6%	2 11%	2 13%	1 50%	1 8%	- -	- -	- -	1 100%	- -	- -	- -	1 25%	
12 8%	12 9%	- -	- -	2 6%	3 16%	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -	
8 5%	3 2%	5 19%	- -	3 9%	- -	- -	- -	- -	- -	- -	1 10%	- -	3 75%	1 100%	- -	- -	
7 5%	7 6%	- -	- -	1 3%	1 5%	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -	
5 3%	- -	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	4 40%	- -	- -	- -	- -	1 25%	
5 3%	4 3%	1 4%	- -	- -	1 5%	- -	- -	2 17%	- -	1 100%	- -	- -	- -	- -	- -	- -	
3 2%	3 2%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
8 5%	3 2%	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	4 40%	- -	- -	- -	1 25%	- -	
17 11%	13 10%	4 15%	- -	4 12%	3 16%	- -	- -	2 17%	1 100%	- -	- -	- -	- -	- -	2 50%	1 25%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members and Stakeholders excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
Total	153 100%	10 100%	9 100%	13 100%	10 100%	85 100%	1 100%	4 100%	3 100%	5 100%	13 100%	88 100%	32 100%	7 100%	91 100%	25 100%	1 100%	10 100%
Explain decisions (make info and data available)	36 24%	- -	- -	4 31%	3 30%	24 28%	- -	1 25%	1 33%	1 20%	2 15%	21 24%	7 22%	3 43%	20 22%	9 36%	1 100%	1 10%
Change board members/directors	26 17%	3 30%	4 44%	1 8%	3 30%	15 18%	- -	- -	- -	- -	- -	17 19%	7 22%	2 29%	25 27%	- -	- -	1 10%
Member involvement in decision making (listen to members)	25 16%	2 20%	2 22%	2 15%	- -	18 21%	- -	- -	- -	- -	1 8%	16 18%	5 16%	3 43%	18 20%	4 16%	- -	2 20%
Focus on registry	22 14%	2 20%	- -	1 8%	1 10%	18 21%	- -	- -	- -	- -	- -	12 14%	8 25%	2 29%	16 18%	2 8%	- -	4 40%
Follow recommendations from EGM	18 12%	4 40%	2 22%	- -	2 20%	10 12%	- -	- -	- -	- -	- -	12 14%	6 19%	- -	15 16%	- -	- -	3 30%
Support all members (large and small)	15 10%	1 10%	1 11%	2 15%	2 20%	7 8%	- -	- -	- -	2 40%	- -	11 13%	2 6%	- -	9 10%	1 4%	1 100%	2 20%
Act in members interest	12 8%	1 10%	2 22%	2 15%	- -	7 8%	- -	- -	- -	- -	- -	10 11%	2 6%	- -	10 11%	- -	1 100%	1 10%
General positive comments	8 5%	- -	- -	- -	- -	3 4%	- -	2 50%	1 33%	1 20%	1 8%	1 1%	1 3%	1 14%	1 1%	2 8%	- -	- -
Return to core values, stop commercial activity	7 5%	- -	1 11%	- -	1 10%	5 6%	- -	- -	- -	- -	- -	4 5%	2 6%	1 14%	5 5%	- -	1 100%	1 10%
Better communication	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 38%	- -	- -	- -	- -	- -	- -	- -
Reduce remuneration	5 3%	- -	- -	1 8%	- -	3 4%	- -	- -	- -	- -	1 8%	4 5%	- -	- -	3 3%	- -	- -	1 10%
Reasure people about stability	3 2%	- -	- -	1 8%	- -	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	- -	3 12%	- -	- -
Don't know	8 5%	1 10%	- -	- -	- -	2 2%	- -	1 25%	- -	1 20%	3 23%	3 3%	- -	- -	2 2%	1 4%	- -	- -
Other	17 11%	1 10%	2 22%	3 23%	2 20%	5 6%	1 100%	- -	1 33%	- -	2 15%	8 9%	5 16%	- -	4 4%	8 32%	- -	1 10%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members and Stakeholders excluding no response

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%	a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	153	31	95	44	83	23	105	60	45	58	61	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Explain decisions (make info and data available)	36	11	19	14	16	5	25	16	8	21	7	-	-	-
	24%	35%	20%	32%	19%	22%	24%	27%	18%	36% b	11%	-	-	-
Change board members/directors	26	-	26	-	24	-	26	8	12	2	21	-	-	-
	17%	-	27% ac	-	29% ac	-	25%	13%	27%	3% a	34%	-	-	-
Member involvement in decision making (listen to members)	25	2	20	6	16	1	21	11	9	8	15	-	-	-
	16%	6%	21%	14%	19%	4%	20%	18%	20%	14%	25%	-	-	-
Focus on registry	22	-	16	3	13	1	18	8	9	6	13	-	-	-
	14%	-	17% a	7% a	16% a	4%	17%	13%	20%	10%	21%	-	-	-
Follow recommendations from EGM	18	-	18	1	17	-	18	9	5	5	7	-	-	-
	12%	-	19% ac	2% ac	20% ac	-	17%	15%	11%	9%	11%	-	-	-
Support all members (large and small)	15	2	10	4	8	3	10	6	3	5	8	-	-	-
	10%	6%	11%	9%	10%	13%	10%	10%	7%	9%	13%	-	-	-
Act in members interest	12	-	9	-	8	-	10	3	5	3	6	-	-	-
	8%	-	9% c	-	10% c	-	10%	5%	11%	5%	10%	-	-	-
General positive comments	8	6	1	7	1	6	1	5	1	6	-	-	-	-
	5%	19% bd	1%	16% bd	1%	26%	1%	8%	2%	10% b	-	-	-	-
Return to core values, stop commercial activity	7	-	6	-	6	-	6	2	4	-	5	-	-	-
	5%	-	6%	-	7%	-	6%	3%	9%	-	8% a	-	-	-
Better communication	5	2	1	4	-	3	1	5	-	3	1	-	-	-
	3%	6% d	1%	9% bd	-	13%	1%	8% b	-	5%	2%	-	-	-
Reduce remuneration	5	1	3	1	2	1	4	2	1	2	3	-	-	-
	3%	3%	3%	2%	2%	4%	4%	3%	2%	3%	5%	-	-	-
Reasure people about stability	3	1	-	2	-	-	3	1	-	3	-	-	-	-
	2%	3%	-	5% b	-	-	3%	2%	-	5%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members and Stakeholders excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	153 100%	31 100%	95 100%	44 100%	83 100%	23 100%	105 100%	60 100%	45 100%	58 100%	61 100%	- -	- -	- -	- -
Don't know	8 5%	4 13% bd	2 2%	4 9%	2 2%	3 13%	2 2%	6 10% b	- -	5 9%	2 3%	- -	- -	- -	- -
Other	17 11%	6 19% d	7 7%	7 16%	5 6%	3 13%	8 8%	5 8%	5 11%	6 10%	5 8%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members excluding no response

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	127 100%	127 100%	- -	- -	33 100%	19 100%	15 100%	2 100%	12 100%	- -	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	31 24%	31 24%	- -	- -	10 30%	3 16%	4 27%	- -	3 25%	- -	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	26 20%	26 20%	- -	- -	7 21%	3 16%	2 13%	1 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement in decision making (listen to members)	24 19%	24 19%	- -	- -	6 18%	2 11%	7 47%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	22 17%	22 17%	- -	- -	6 18%	3 16%	2 13%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	18 14%	18 14%	- -	- -	4 12%	2 11%	2 13%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	13 10%	13 10%	- -	- -	2 6%	2 11%	2 13%	1 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Act in members interest	12 9%	12 9%	- -	- -	2 6%	3 16%	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
Return to core values, stop commercial activity	7 6%	7 6%	- -	- -	1 3%	1 5%	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce remuneration	4 3%	4 3%	- -	- -	- -	1 5%	- -	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
Reassure people about stability	3 2%	3 2%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
General positive comments	3 2%	3 2%	- -	- -	3 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Better communication	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	3 2%	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	13 10%	13 10%	- -	- -	4 12%	3 16%	- -	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members excluding no response

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
127 100%	10 100%	9 100%	13 100%	10 100%	85 100%	-	-	-	-	-	88 100%	32 100%	7 100%	91 100%	25 100%	1 100%	10 100%
31 24%	-	-	4 31%	3 30%	24 28%	-	-	-	-	-	21 24%	7 22%	3 43%	20 22%	9 36%	1 100%	1 10%
26 20%	3 30%	4 44%	1 8%	3 30%	15 18%	-	-	-	-	-	17 19%	7 22%	2 29%	25 27%	-	-	1 10%
24 19%	2 20%	2 22%	2 15%	-	18 21%	-	-	-	-	-	16 18%	5 16%	3 43%	18 20%	4 16%	-	2 20%
22 17%	2 20%	-	1 8%	1 10%	18 21%	-	-	-	-	-	12 14%	8 25%	2 29%	16 18%	2 8%	-	4 40%
18 14%	4 40%	2 22%	-	2 20%	10 12%	-	-	-	-	-	12 14%	6 19%	-	15 16%	-	-	3 30%
13 10%	1 10%	1 11%	2 15%	2 20%	7 8%	-	-	-	-	-	11 13%	2 6%	-	9 10%	1 4%	1 100%	2 20%
12 9%	1 10%	2 22%	2 15%	-	7 8%	-	-	-	-	-	10 11%	2 6%	-	10 11%	-	1 100%	1 10%
7 6%	-	1 11%	-	1 10%	5 6%	-	-	-	-	-	4 5%	2 6%	1 14%	5 5%	-	1 100%	1 10%
4 3%	-	-	1 8%	-	3 4%	-	-	-	-	-	4 5%	-	-	3 3%	-	-	1 10%
3 2%	-	-	1 8%	-	2 2%	-	-	-	-	-	3 3%	-	-	-	3 12%	-	-
3 2%	-	-	-	-	3 4%	-	-	-	-	-	1 1%	1 3%	1 14%	1 1%	2 8%	-	-
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13 10%	1 10%	2 22%	3 23%	2 20%	5 6%	-	-	-	-	-	8 9%	5 16%	-	4 4%	8 32%	-	1 10%
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## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	127 100%	13 100%	93 100%	23 100%	82 100%	9 100%	102 100%	40 100%	45 100%	40 100%	59 100%	- -	- -	- -	- -	
Explain decisions (make info and data available)	31 24%	6 46%	19 20%	9 39%	16 20%	2 22%	25 25%	11 28%	8 18%	17 43% b	7 12%	- -	- -	- -	- -	
Change board members/directors	26 20%	- -	26 28%	- -	24 29%	- -	26 25%	8 20%	12 27%	2 5%	21 36% a	- -	- -	- -	- -	
Member involvement in decision making (listen to members)	24 19%	1 8%	20 22%	5 22%	16 20%	- -	21 21%	10 25%	9 20%	7 18%	15 25%	- -	- -	- -	- -	
Focus on registry	22 17%	- -	16 17%	3 13%	13 16%	1 11%	18 18%	8 20%	9 20%	6 15%	13 22%	- -	- -	- -	- -	
Follow recommendations from EGM	18 14%	- -	18 19%	1 4%	17 21%	- -	18 18%	9 23%	5 11%	5 13%	7 12%	- -	- -	- -	- -	
Support all members (large and small)	13 10%	1 8%	10 11%	3 13%	8 10%	2 22%	10 10%	5 13%	3 7%	3 8%	8 14%	- -	- -	- -	- -	
Act in members interest	12 9%	- -	9 10%	- -	8 10%	- -	10 10%	3 8%	5 11%	3 8%	6 10%	- -	- -	- -	- -	
Return to core values, stop commercial activity	7 6%	- -	6 6%	- -	6 7%	- -	6 6%	2 5%	4 9%	- -	5 8%	- -	- -	- -	- -	
Reduce remuneration	4 3%	- -	3 3%	- -	2 2%	- -	4 4%	1 3%	1 2%	1 3%	3 5%	- -	- -	- -	- -	
Reasure people about stability	3 2%	1 8%	- -	2 9%	- -	- -	3 3%	1 3%	- -	3 8% b	- -	- -	- -	- -	- -	
General positive comments	3 2%	2 15%	1 1%	2 9%	1 1%	2 22%	1 1%	1 3%	1 2%	2 5%	- -	- -	- -	- -	- -	
Better communication	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know	3 2%	1 8%	2 2%	1 4%	2 2%	1 11%	2 2%	3 8%	- -	1 3%	2 3%	- -	- -	- -	- -	

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members excluding no response

Significance Level: 95%

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	127 100%	13 100%	93 100%	23 100%	82 100%	9 100%	102 100%	40 100%	45 100%	40 100%	59 100%	- -	- -	- -	- -
Other	13 10%	3 23%	6 6%	4 17%	4 5%	2 22%	6 6%	3 8%	5 11%	5 13%	4 7%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Stakeholders excluding no response

	Group			Member sub-group					Stakeholder sub-group									
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
s)		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
	26 100%	- -	26 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	10 100%	1 100%	4 100%	1 100%	4 100%	4 100%	
	5 19%	- -	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	4 40%	- -	- -	- -	- -	1 25%	
	5 19%	- -	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	3 75%	1 100%	- -	- -	
	5 19%	- -	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	2 50%	- -	1 25%	1 25%	
	2 8%	- -	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 25%	
	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	
	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	
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	5 19%	- -	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 40%	- -	- -	- -	1 25%	- -
	4 15%	- -	4 15%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	2 50%	1 25%
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## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Stakeholders excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	26 100%	- -	- -	- -	- -	- -	1 100%	4 100%	3 100%	5 100%	13 100%	- -	- -	- -	- -	- -	- -	- -
Better communication	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 38%	- -	- -	- -	- -	- -	- -	- -
General positive comments	5 19%	- -	- -	- -	- -	- -	- -	2 50%	1 33%	1 20%	1 8%	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	5 19%	- -	- -	- -	- -	- -	- -	1 25%	1 33%	1 20%	2 15%	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce remuneration	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -
Member involvement in decision making (listen to members)	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -
Act in members interest	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reasure people about stability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Return to core values, stop commercial activity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 19%	- -	- -	- -	- -	- -	- -	1 25%	- -	1 20%	3 23%	- -	- -	- -	- -	- -	- -	- -
Other	4 15%	- -	- -	- -	- -	- -	1 100%	- -	1 33%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Stakeholders excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	26 100%	18 100%	2 100%	21 100%	1 100%	14 100%	3 100%	20 100%	- -	18 100%	2 100%	- -	- -	- -	- -
Better communication	5 19%	2 11%	1 50%	4 19%	- -	3 21%	1 33%	5 25%	- -	3 17%	1 50%	- -	- -	- -	- -
General positive comments	5 19%	4 22%	- -	5 24%	- -	4 29%	- -	4 20%	- -	4 22%	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	5 19%	5 28%	- -	5 24%	- -	3 21%	- -	5 25%	- -	4 22%	- -	- -	- -	- -	- -
Support all members (large and small)	2 8%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	2 11%	- -	- -	- -	- -	- -
Reduce remuneration	1 4%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 6%	- -	- -	- -	- -	- -
Member involvement in decision making (listen to members)	1 4%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 6%	- -	- -	- -	- -	- -
Act in members interest	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reasure people about stability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Return to core values, stop commercial activity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 19%	3 17%	- -	3 14%	- -	2 14%	- -	3 15%	- -	4 22%	- -	- -	- -	- -	- -
Other	4 15%	3 17%	1 50%	3 14%	1 100%	1 7%	2 67%	2 10%	- -	1 6%	1 50%	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q6. What, if anything, would improve your trust in Nominet's decision making? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Stakeholders excluding no response

Significance Level: 95%

Total

No response given

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
26	18	2	21	1	14	3	20	-	18	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary Table: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Total	Scale								Mean Score
		Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Treat Members fairly	362 100%	94 26%	63 17%	57 16%	54 15%	75 21%	19 5%	157 43%	129 36%	3.14
Take into account Members' views in making key decisions about the .UK namespace	362 100%	73 20%	77 21%	49 14%	39 11%	103 28%	21 6%	150 41%	142 39%	2.94
Make commercial investments	362 100%	37 10%	50 14%	81 22%	43 12%	109 30%	42 12%	87 24%	152 42%	2.57
Manage the .UK registry	362 100%	241 67%	44 12%	33 9%	16 4%	18 5%	10 3%	285 79%	34 9%	4.35
Provide support for domain name owners (registrants)	362 100%	198 55%	78 22%	47 13%	9 2%	10 3%	20 6%	276 76%	19 5%	4.30
Protect the .UK domain name space	362 100%	206 57%	62 17%	39 11%	15 4%	25 7%	15 4%	268 74%	40 11%	4.18
Provide effective cybersecurity services	362 100%	120 33%	73 20%	85 23%	19 5%	29 8%	36 10%	193 53%	48 13%	3.72
Keep the .UK domain space a hostile space for criminal activity	362 100%	170 47%	83 23%	62 17%	10 3%	14 4%	23 6%	253 70%	24 7%	4.14
Manage the dispute resolution service (DRS)	362 100%	174 48%	71 20%	58 16%	16 4%	13 4%	30 8%	245 68%	29 8%	4.14
Provide technical support/registry services for registry (TLD) owners	362 100%	204 56%	74 20%	40 11%	11 3%	11 3%	22 6%	278 77%	22 6%	4.32
Deliver on its public benefit commitment (including charitable work)	362 100%	122 34%	65 18%	49 14%	38 10%	71 20%	17 5%	187 52%	109 30%	3.37
Act in the interests of all stakeholders in .UK	362 100%	106 29%	73 20%	41 11%	41 11%	81 22%	20 6%	179 49%	122 34%	3.24
Develop and manage .UK policy	362 100%	142 39%	87 24%	46 13%	31 9%	37 10%	19 5%	229 63%	68 19%	3.78
Support internet governance	362 100%	145 40%	87 24%	61 17%	22 6%	27 7%	20 6%	232 64%	49 14%	3.88

## P013002 Nominet Listening Process 2021 Phase 2

### **Q7. Summary Table: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

Significance Level: 95%

Fulfil its obligations as a responsible employer

Promote and expand the market for .UK domain names

Total	Scale								Mean Score
	Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust	
	*a	*b	*c	*d	*e	*f	*g	*h	*i
362	153	64	55	17	19	54	217	36	4.02
100%	42%	18%	15%	5%	5%	15%	60%	10%	
362	119	78	88	24	30	23	197	54	3.68
100%	33%	22%	24%	7%	8%	6%	54%	15%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
285 79%	99 63%	40 80% a	146 94% ab	32 76%	11 52%	7 41%	3 75%	9 64%	3 60%	1 100%	11 92%	1 100%	5 50%	5 100%	5 83%	9 90%
278 77%	112 72%	31 62%	135 87% ab	31 74%	14 67%	12 71%	2 50%	12 86%	4 80%	1 100%	7 58%	1 100%	1 10%	4 80%	4 67%	9 90%
276 76%	109 70%	34 68%	133 85% ab	31 74%	14 67%	8 47%	2 50%	11 79%	5 100%	1 100%	9 75%	1 100%	- -	5 100%	3 50%	10 100%
268 74%	88 56%	39 78% a	141 90% ab	31 74%	10 48%	7 41%	2 50%	4 29%	3 60%	1 100%	12 100%	1 100%	4 40%	5 100%	5 83%	8 80%
253 70%	85 54%	37 74% a	131 84% a	29 69%	11 52%	6 35%	2 50%	8 57%	3 60%	1 100%	10 83%	1 100%	5 50%	5 100%	5 83%	7 70%
245 68%	87 56%	36 72% a	122 78% a	27 64%	8 38%	10 59%	3 75%	6 43%	3 60%	1 100%	12 100%	1 100%	2 20%	5 100%	5 83%	7 70%
232 64%	69 44%	41 82% a	122 78% a	23 55%	9 43%	8 47%	2 50%	5 36%	4 80%	1 100%	9 75%	1 100%	7 70%	5 100%	5 83%	9 90%
229 63%	63 40%	38 76% a	128 82% a	23 55%	7 33%	8 47%	2 50%	4 29%	4 80%	1 100%	10 83%	1 100%	3 30%	5 100%	4 67%	10 100%
217 60%	58 37%	27 54% a	132 85% ab	24 57%	5 24%	7 41%	1 25%	3 21%	3 60%	1 100%	7 58%	1 100%	3 30%	2 40%	3 50%	7 70%
197 54%	50 32%	33 66% a	114 73% a	24 57%	4 19%	5 29%	1 25%	2 14%	2 40%	1 100%	8 67%	- -	4 40%	4 80%	5 83%	9 90%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Provide effective cybersecurity services	193 53%	43 28%	29 58% a	121 78% ab	12 29%	4 19%	5 29%	1 25%	4 29%	3 60%	1 100%	6 50%	1 100%	3 30%	4 80%	4 67%	7 70%
Deliver on its public benefit commitment (including charitable work)	187 52%	31 20%	33 66% a	123 79% a	10 24%	2 10%	2 12%	1 25%	2 14%	2 40%	- -	7 58%	1 100%	9 90%	4 80%	4 67%	6 60%
Act in the interests of all stakeholders in .UK	179 49%	32 21%	33 66% a	114 73% a	12 29%	4 19%	1 6%	1 25%	2 14%	3 60%	1 100%	8 67%	1 100%	3 30%	5 100%	4 67%	8 80%
Treat Members fairly	157 43%	38 24%	31 62% a	88 56% a	12 29%	4 19%	4 24%	1 25%	4 29%	4 80%	1 100%	10 83%	1 100%	4 40%	4 80%	2 33%	5 50%
Take into account Members' views in making key decisions about the .UK namespace	150 41%	34 22%	30 60% a	86 55% a	10 24%	5 24%	3 18%	1 25%	3 21%	3 60%	1 100%	10 83%	- -	3 30%	5 100%	2 33%	6 60%
Make commercial investments	87 24%	13 8%	6 12%	68 44% ab	6 14%	- -	3 18%	1 25%	- -	1 20%	- -	2 17%	- -	- -	1 20%	1 17%	1 10%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Manage the .UK registry	285 79%	7 64%	5 50%	11 73%	9 69%	67 63%	1 100%	6 60%	6 67%	7 88%	18 90%	71 63%	22 63%	6 67%	54 55%	33 83% a	1 100%	11 65%
Provide technical support/registry services for registry (TLD) owners	278 77%	9 82%	5 50%	12 80%	8 62%	78 73%	1 100%	2 20%	5 56%	6 75%	15 75%	81 72%	25 71%	6 67%	65 66%	33 83%	1 100%	13 76%
Provide support for domain name owners (registrants)	276 76%	8 73%	4 40%	12 80%	8 62%	77 72%	1 100%	3 30%	5 56%	7 88%	16 80%	75 67%	29 83%	5 56%	60 61%	33 83% a	1 100%	15 88%
Protect the .UK domain name space	268 74%	5 45%	3 30%	11 73%	7 54%	62 58%	1 100%	6 60%	5 56%	6 75%	19 95%	60 54%	21 60%	7 78%	43 44%	33 83% a	1 100%	11 65%
Keep the .UK domain space a hostile space for criminal activity	253 70%	7 64%	5 50%	9 60%	8 62%	56 52%	1 100%	6 60%	6 67%	5 63%	18 90%	61 54%	19 54%	5 56%	41 42%	32 80% a	1 100%	11 65%
Manage the dispute resolution service (DRS)	245 68%	5 45%	1 10%	13 87%	6 46%	62 58%	1 100%	4 40%	5 56%	5 63%	19 95%	59 53%	22 63%	6 67%	43 44%	32 80% a	1 100%	11 65%
Support internet governance	232 64%	5 45%	3 30%	6 40%	7 54%	48 45%	1 100%	7 70%	8 89%	5 63%	18 90%	49 44%	15 43%	5 56%	33 34%	27 68% a	- -	9 53%
Develop and manage .UK policy	229 63%	3 27%	2 20%	10 67%	5 38%	43 40%	1 100%	5 50%	6 67%	7 88%	17 85%	44 39%	14 40%	5 56%	25 26%	30 75% a	- -	8 47%
Fulfil its obligations as a responsible employer	217 60%	3 27%	1 10%	8 53%	3 23%	43 40%	- -	4 40%	6 67%	3 38%	13 65%	34 30%	19 54% a	5 56%	30 31%	21 53% a	1 100%	6 35%
Promote and expand the market for .UK domain names	197 54%	1 9%	2 20%	6 40%	4 31%	37 35%	1 100%	4 40%	5 56%	3 38%	18 90%	31 28%	16 46% a	3 33%	18 18%	26 65% a	1 100%	5 29%
Provide effective cybersecurity services	193 53%	1 9%	2 20%	5 33%	3 23%	32 30%	1 100%	3 30%	6 67%	4 50%	14 70%	31 28%	9 26%	3 33%	22 22%	17 43% a	1 100%	3 18%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Deliver on its public benefit commitment (including charitable work)	187 52%	- -	1 10%	1 7%	1 8%	28 26%	1 100%	7 70%	7 78%	4 50%	14 70%	25 22%	5 14%	1 11%	7 7%	19 48% a	- -	5 29%
Act in the interests of all stakeholders in .UK	179 49%	- -	1 10%	4 27%	3 23%	24 22%	1 100%	4 40%	6 67%	5 63%	15 75%	25 22%	6 17%	1 11%	7 7%	22 55% a	- -	3 18%
Treat Members fairly	157 43%	1 9%	2 20%	3 20%	4 31%	28 26%	- -	6 60%	7 78%	5 63%	12 60%	30 27%	7 20%	1 11%	8 8%	24 60% a	- -	6 35%
Take into account Members' views in making key decisions about the .UK namespace	150 41%	1 9%	3 30%	2 13%	4 31%	24 22%	1 100%	4 40%	6 67%	5 63%	12 60%	27 24%	5 14%	2 22%	6 6%	23 58% a	- -	5 29%
Make commercial investments	87 24%	- -	1 10%	3 20%	- -	9 8%	- -	- -	2 22%	- -	3 15%	8 7%	3 9%	2 22%	4 4%	8 20% a	- -	1 6%



## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Manage the .UK registry	285 79%	43 91% bd	58 57%	70 88% bd	44 50%	44 92% b	65 58%	191 91% b	23 49%	75 82% b	37 57%	42 95%	72 95%	4 100%	46 96%
Provide technical support/registry services for registry (TLD) owners	278 77%	38 81%	70 69%	60 75%	59 67%	38 79%	74 66%	174 82% b	29 62%	67 74%	42 65%	37 84%	68 89%	4 100%	41 85%
Provide support for domain name owners (registrants)	276 76%	37 79% d	65 64%	63 79% bd	52 59%	39 81% b	70 63%	178 84% b	26 55%	71 78%	42 65%	41 93%	64 84%	2 50%	43 90%
Protect the .UK domain name space	268 74%	43 91% bd	44 43%	69 86% bd	33 38%	41 85% b	53 47%	182 86% b	16 34%	71 78% b	31 48%	41 93%	69 91%	4 100%	45 94%
Keep the .UK domain space a hostile space for criminal activity	253 70%	42 89% bd	47 46%	66 83% bd	35 40%	41 85% b	55 49%	176 83% b	14 30%	70 77% b	29 45%	36 82%	66 87%	3 75%	39 81%
Manage the dispute resolution service (DRS)	245 68%	40 85% bd	48 47%	62 78% bd	36 41%	38 79% b	56 50%	167 79% b	19 40%	65 71%	37 57%	40 91% b	54 71%	4 100%	44 92% b
Support internet governance	232 64%	39 83% bd	38 37%	65 81% bd	27 31%	42 88% b	42 38%	168 80% b	13 28%	69 76% b	20 31%	34 77%	61 80%	3 75%	37 77%
Develop and manage .UK policy	229 63%	43 91% bd	26 25%	67 84% bd	17 19%	45 94% b	31 28%	170 81% b	7 15%	67 74% b	17 26%	38 86%	62 82%	4 100%	42 88%
Fulfil its obligations as a responsible employer	217 60%	32 68% bd	34 33%	48 60% bd	28 32%	27 56% b	41 37%	157 74% b	15 32%	52 57% b	18 28%	38 86%	66 87%	4 100%	42 88%
Promote and expand the market for .UK domain names	197 54%	40 85% bcd	17 17%	54 68% bd	16 18%	38 79% b	25 22%	148 70% b	8 17%	57 63% b	10 15%	33 75%	59 78%	3 75%	36 75%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	*c
Total	362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Provide effective cybersecurity services	193 53%	29 62% bd	21 21%	41 51% bd	18 20%	31 65% b	22 20%	142 67% b	6 13%	46 51% b	15 23%	31 70%	63 83%	3 75%	34 71%
Deliver on its public benefit commitment (including charitable work)	187 52%	35 74% bd	9 9%	53 66% bd	4 5%	36 75% b	10 9%	148 70% b	2 4%	47 52% b	4 6%	39 89%	56 74%	3 75%	42 88%
Act in the interests of all stakeholders in .UK	179 49%	37 79% bd	6 6%	53 66% bd	4 5%	39 81% b	8 7%	138 65% b	4 9%	46 51% b	4 6%	32 73%	57 75%	3 75%	35 73%
Treat Members fairly	157 43%	38 81% bd	6 6%	54 68% bd	4 5%	38 79% b	10 9%	118 56% b	3 6%	49 54% b	5 8%	31 70%	40 53%	1 25%	32 67%
Take into account Members' views in making key decisions about the .UK namespace	150 41%	35 74% bd	6 6%	48 60% bd	5 6%	38 79% b	10 9%	113 54% b	3 6%	45 49% b	3 5%	23 52%	42 55%	3 75%	26 54%
Make commercial investments	87 24%	13 28% bd	2 2%	13 16% bd	2 2%	9 19% b	6 5%	65 31% b	3 6%	10 11%	4 6%	16 36%	37 49%	1 25%	17 35%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
152 42%	110 71% bc	3 6%	39 25% b	29 69%	16 76%	11 65%	2 50%	11 79%	1 20%	1 100%	- -	- -	- -	- -	1 17%	- -
142 39%	106 68% bc	4 8%	32 21% b	29 69%	16 76%	13 76%	2 50%	9 64%	1 20%	- -	1 8%	1 100%	- -	- -	1 17%	- -
129 36%	100 64% bc	3 6%	26 17%	25 60%	16 76%	12 71%	2 50%	10 71%	- -	- -	1 8%	- -	- -	- -	1 17%	1 10%
122 34%	102 65% bc	2 4%	18 12%	27 64%	14 67%	13 76%	2 50%	10 71%	- -	- -	1 8%	- -	- -	- -	1 17%	- -
109 30%	94 60% bc	2 4%	13 8%	26 62%	14 67%	11 65%	2 50%	9 64%	- -	- -	1 8%	- -	- -	- -	1 17%	- -
68 19%	61 39% bc	1 2%	6 4%	9 21%	10 48%	7 41%	1 25%	7 50%	- -	- -	1 8%	- -	- -	- -	- -	- -
54 15%	48 31% bc	- -	6 4%	9 21%	6 29%	6 35%	2 50%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
49 14%	40 26% bc	1 2%	8 5%	8 19%	6 29%	5 29%	1 25%	3 21%	- -	- -	1 8%	- -	- -	- -	- -	- -
48 13%	36 23% bc	1 2%	11 7%	9 21%	6 29%	3 18%	2 50%	3 21%	- -	- -	- -	- -	- -	- -	1 17%	- -
40 11%	39 25% bc	- -	1 1%	7 17%	5 24%	6 35%	2 50%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -
36 10%	23 15% bc	1 2%	12 8%	4 10%	3 14%	4 24%	1 25%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Manage the .UK registry	34 9%	30 19% bc	- -	4 3%	5 12%	4 19%	4 24%	1 25%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	29 8%	25 16% bc	1 2%	3 2%	6 14%	5 24%	2 12%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	- -	1 10%
Keep the .UK domain space a hostile space for criminal activity	24 7%	19 12% bc	1 2%	4 3%	5 12%	2 10%	3 18%	1 25%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	22 6%	18 12% bc	1 2%	3 2%	3 7%	2 10%	4 24%	2 50%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Provide support for domain name owners (registrants)	19 5%	17 11% bc	- -	2 1%	3 7%	3 14%	4 24%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Make commercial investments	152 42%	10 91%	7 70%	11 73%	9 69%	73 68%	- -	- -	1 11%	- -	2 10%	78 70%	27 77%	5 56%	87 89% b	12 30%	1 100%	10 59%
Take into account Members' views in making key decisions about the .UK namespace	142 39%	8 73%	7 70%	11 73%	9 69%	71 66%	- -	- -	1 11%	1 13%	2 10%	73 65%	28 80%	5 56%	88 90% b	10 25%	1 100%	7 41%
Treat Members fairly	129 36%	8 73%	8 80%	10 67%	9 69%	65 61%	- -	- -	- -	- -	3 15%	68 61%	26 74%	6 67%	85 87% b	7 18%	1 100%	7 41%
Act in the interests of all stakeholders in .UK	122 34%	10 91%	8 80%	10 67%	8 62%	66 62%	- -	- -	- -	- -	2 10%	71 63%	25 71%	6 67%	83 85% b	9 23%	1 100%	9 53%
Deliver on its public benefit commitment (including charitable work)	109 30%	10 91%	8 80%	11 73%	9 69%	56 52%	- -	- -	- -	- -	2 10%	67 60%	22 63%	5 56%	77 79% b	9 23%	- -	8 47%
Develop and manage .UK policy	68 19%	7 64%	7 70%	2 13%	5 38%	40 37%	- -	- -	- -	- -	1 5%	47 42%	12 34%	2 22%	53 54% b	3 8%	1 100%	4 24%
Promote and expand the market for .UK domain names	54 15%	6 55%	3 30%	4 27%	5 38%	30 28%	- -	- -	- -	- -	- -	31 28%	15 43%	2 22%	41 42% b	4 10%	- -	3 18%
Support internet governance	49 14%	3 27%	6 60%	1 7%	4 31%	26 24%	- -	- -	- -	- -	1 5%	30 27%	7 20%	3 33%	35 36% b	2 5%	- -	3 18%
Provide effective cybersecurity services	48 13%	1 9%	4 40%	5 33%	4 31%	22 21%	- -	- -	- -	- -	1 5%	24 21%	10 29%	2 22%	33 34% b	1 3%	- -	2 12%
Protect the .UK domain name space	40 11%	5 45%	6 60%	2 13%	3 23%	23 21%	- -	- -	- -	- -	- -	31 28%	7 20%	1 11%	33 34% b	3 8%	- -	3 18%
Fulfil its obligations as a responsible employer	36 10%	1 9%	4 40%	2 13%	2 15%	14 13%	- -	- -	- -	- -	1 5%	16 14%	6 17%	1 11%	21 21% b	1 3%	- -	1 6%

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Manage the .UK registry	34 9%	4 36%	4 40%	1 7%	2 15%	19 18%	- -	- -	- -	- -	- -	24 21%	5 14%	1 11%	27 28% b	2 5%	- -	1 6%
Manage the dispute resolution service (DRS)	29 8%	4 36%	4 40%	1 7%	2 15%	14 13%	- -	- -	- -	- -	1 5%	17 15%	6 17%	2 22%	23 23% b	- -	- -	2 12%
Keep the .UK domain space a hostile space for criminal activity	24 7%	2 18%	2 20%	1 7%	- -	14 13%	- -	- -	- -	1 13%	- -	13 12%	5 14%	1 11%	17 17% b	1 3%	- -	1 6%
Provide technical support/registry services for registry (TLD) owners	22 6%	- -	4 40%	2 13%	2 15%	10 9%	- -	- -	- -	- -	1 5%	12 11%	4 11%	2 22%	17 17% b	1 3%	- -	- -
Provide support for domain name owners (registrants)	19 5%	1 9%	4 40%	2 13%	1 8%	9 8%	- -	- -	- -	- -	- -	13 12%	2 6%	2 22%	17 17% b	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Distrust board	Trust organisation	Distrust organisation			Public benefit is compatible	Public benefit is incompatible			Contact in role	No contact	Contact not in role	
	Total	Trust board				Satisfied	Dissatisfied			Satisfied	Dissatisfied				
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Make commercial investments	152 42%	4 9%	94 92% ac	14 18%	82 93% ac	3 6%	99 88% a	65 31%	40 85% a	29 32%	57 88% a	10 23%	18 24%	2 50%	12 25%
Take into account Members' views in making key decisions about the .UK namespace	142 39%	3 6%	93 91% ac	11 14%	82 93% ac	- -	98 88% a	57 27%	43 91% a	23 25%	61 94% a	11 25%	13 17%	1 25%	12 25%
Treat Members fairly	129 36%	3 6%	90 88% ac	10 13%	82 93% ac	- -	95 85% a	47 22%	41 87% a	20 22%	56 86% a	7 16%	10 13%	1 25%	8 17%
Act in the interests of all stakeholders in .UK	122 34%	3 6%	91 89% ac	10 13%	80 91% ac	- -	95 85% a	42 20%	41 87% a	22 24%	57 88% a	4 9%	8 11%	1 25%	5 10%
Deliver on its public benefit commitment (including charitable work)	109 30%	4 9%	81 79% ac	8 10%	73 83% ac	- -	85 76% a	38 18%	36 77% a	19 21%	52 80% a	1 2%	9 12%	- -	1 2%
Develop and manage .UK policy	68 19%	1 2%	57 56% ac	2 3%	53 60% ac	1 2%	56 50% a	14 7%	29 62% a	9 10%	35 54% a	1 2%	3 4%	- -	1 2%
Promote and expand the market for .UK domain names	54 15%	- -	45 44% ac	1 1%	41 47% ac	- -	43 38% a	11 5%	26 55% a	5 5%	30 46% a	1 2%	4 5%	- -	1 2%
Support internet governance	49 14%	2 4%	35 34% ac	1 1%	36 41% ac	2 4%	36 32% a	14 7%	18 38% a	4 4%	26 40% a	2 5%	4 5%	- -	2 4%
Provide effective cybersecurity services	48 13%	1 2%	33 32% ac	3 4%	31 35% ac	1 2%	35 31% a	15 7%	19 40% a	5 5%	22 34% a	1 2%	5 7%	- -	1 2%
Protect the .UK domain name space	40 11%	1 2%	36 35% ac	2 3%	36 41% ac	1 2%	36 32% a	7 3%	21 45% a	4 4%	25 38% a	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

	Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Fulfil its obligations as a responsible employer	36 10%	1 2%	23 23% ac	- - ac	23 26% ac	1 2%	21 19% a	15 7%	10 21% a	1 1%	14 22% a	2 5%	7 9%	- -	2 4%
Manage the .UK registry	34 9%	1 2%	29 28% ac	2 3%	28 32% ac	1 2%	28 25% a	8 4%	14 30% a	2 2%	18 28% a	1 2%	2 3%	- -	1 2%
Manage the dispute resolution service (DRS)	29 8%	1 2%	23 23% ac	3 4%	23 26% ac	2 4%	22 20% a	6 3%	13 28% a	5 5%	13 20% a	1 2%	1 1%	- -	1 2%
Keep the .UK domain space a hostile space for criminal activity	24 7%	2 4%	17 17% ac	2 3%	18 20% ac	2 4%	17 15%	6 3%	11 23% a	4 4%	10 15% a	2 5%	1 1%	- -	2 4%
Provide technical support/registry services for registry (TLD) owners	22 6%	1 2%	17 17% ac	1 1%	15 17% ac	- -	19 17% a	6 3%	8 17% a	2 2%	14 22% a	1 2%	1 1%	- -	1 2%
Provide support for domain name owners (registrants)	19 5%	- -	16 16% ac	- -	17 19% ac	- -	17 15% a	4 2%	10 21% a	1 1%	11 17% a	- -	1 1%	1 25%	1 2%



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.0. Treat Members fairly: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	94 26%	18 12%	23 46% a	53 34% a	7 17%	1 5%	- -	1 25%	3 21%	2 40%	1 100%	8 67%	- -	3 30%	4 80%	1 17%	4 40%
Trust a little	(4.0)	63 17%	20 13%	8 16%	35 22% a	5 12%	3 14%	4 24%	- -	1 7%	2 40%	- -	2 17%	1 100%	1 10%	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	57 16%	17 11%	4 8%	36 23% ab	5 12%	1 5%	1 6%	1 25%	- -	- -	- -	- -	1 10%	1 20%	- -	- -	2 20%
Distrust a little	(2.0)	54 15%	30 19% b	2 4%	22 14%	10 24%	6 29%	4 24%	- -	3 21%	- -	- -	1 8%	- -	- -	- -	- -	1 10%
Distrust a lot	(1.0)	75 21%	70 45% bc	1 2%	4 3%	15 36%	10 48%	8 47%	2 50%	7 50%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		19 5%	1 1%	12 24% ac	6 4%	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	5 50%	- -	3 50%	2 20%
NET: Trust		157 43%	38 24%	31 62% a	88 56% a	12 29%	4 19%	4 24%	1 25%	4 29%	4 80%	1 100%	10 83%	1 100%	4 40%	4 80%	2 33%	5 50%
NET: Distrust		129 36%	100 64% bc	3 6%	26 17%	25 60%	16 76%	12 71%	2 50%	10 71%	- -	- -	1 8%	- -	- -	- -	1 17%	1 10%
Base for stats		343	155	38	150	42	21	17	4	14	4	1	11	1	5	5	3	8
Mean Score		3.14	2.26	4.32 ac	3.74 a	2.50	2.00	2.06	2.50	2.29	4.50	5.00	4.55	4.00	4.40	4.60	3.33	4.00
Standard Deviation		1.517	1.437	1.042	1.167	1.502	1.265	1.249	1.915	1.684	.577	-	.934	-	.894	.894	2.082	1.195
Standard Error		.082	.115	.169	.095	.232	.276	.303	.957	.450	.289	-	.282	-	.400	.400	1.202	.423
Error variance		.01	.01	.03	.01	.05	.08	.09	.92	.20	.08	-	.08	-	.16	.16	1.44	.18

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.0. Treat Members fairly: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	94 26%	- -	2 20%	1 7%	2 15%	13 12%	- -	5 50%	4 44%	3 38%	10 50%	14 13%	3 9%	1 11%	3 3%	12 30% a	- -	3 18%
Trust a little	(4.0)	63 17%	1 9%	- -	2 13%	2 15%	15 14%	- -	1 10%	3 33%	2 25%	2 10%	16 14%	4 11%	- -	5 5%	12 30% a	- -	3 18%
Neither trust nor distrust	(3.0)	57 16%	2 18%	- -	2 13%	- -	13 12%	- -	1 10%	- -	- -	2 10%	13 12%	2 6%	2 22%	5 5%	9 23% a	- -	3 18%
Distrust a little	(2.0)	54 15%	4 36%	- -	6 40%	3 23%	17 16%	- -	- -	- -	- -	2 10%	20 18%	7 20%	3 33%	21 21%	5 13%	- -	4 24%
Distrust a lot	(1.0)	75 21%	4 36%	8 80%	4 27%	6 46%	48 45%	- -	- -	- -	- -	1 5%	48 43%	19 54%	3 33%	64 65% b	2 5%	1 100%	3 18%
Don't know		19 5%	- -	- -	- -	- -	1 1%	1 100%	3 30%	2 22%	3 38%	3 15%	1 1%	- -	- -	- -	- -	- -	1 6%
NET: Trust		157 43%	1 9%	2 20%	3 20%	4 31%	28 26%	- -	6 60%	7 78%	5 63%	12 60%	30 27%	7 20%	1 11%	8 8%	24 60% a	- -	6 35%
NET: Distrust		129 36%	8 73%	8 80%	10 67%	9 69%	65 61%	- -	- -	- -	- -	3 15%	68 61%	26 74%	6 67%	85 87% b	7 18%	1 100%	7 41%
Base for stats		343	11	10	15	13	106	-	7	7	5	17	111	35	9	98	40	1	16
Mean Score		3.14	2.00	1.80	2.33	2.31	2.32	-	4.57	4.57	4.60	4.06	2.35	2.00	2.22	1.59	3.68 a	1.00	2.94
Standard Deviation		1.517	1.000	1.687	1.234	1.601	1.471	-	.787	.535	.548	1.345	1.469	1.372	1.302	1.014	1.185	-	1.436
Standard Error		.082	.302	.533	.319	.444	.143	-	.297	.202	.245	.326	.139	.232	.434	.102	.187	-	.359
Error variance		.01	.09	.28	.10	.20	.02	-	.09	.04	.06	.11	.02	.05	.19	.01	.04	-	.13

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.0. Treat Members fairly: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	94 26%	28 60% bd	2 2%	38 48% bd	- -	29 60% b	2 2%	73 35% b	1 2%	27 30% b	1 2%	17 39%	27 36%	1 25%	18 38%
Trust a little	(4.0)	63 17%	10 21% bd	4 4%	16 20% bd	4 5%	9 19% b	8 7%	45 21% b	2 4%	22 24% b	4 6%	14 32%	13 17%	- -	14 29%
Neither trust nor distrust	(3.0)	57 16%	1 2%	6 6%	6 8%	2 2%	3 6%	7 6%	32 15%	3 6%	11 12%	4 6%	6 14%	21 28%	1 25%	7 15%
Distrust a little	(2.0)	54 15%	3 6%	23 23% ac	6 8%	21 24% ac	- -	26 23% a	30 14%	7 15%	9 10%	12 18%	7 16%	7 9%	1 25%	8 17%
Distrust a lot	(1.0)	75 21%	- -	67 66% ac	4 5%	61 69% ac	- -	69 62% a	17 8%	34 72% a	11 12%	44 68% a	- -	3 4%	- -	- -
Don't know		19 5%	5 11% bd	- -	10 13% bd	- -	7 15% b	- -	14 7%	- -	11 12% b	- -	- -	5 7%	1 25%	1 2%
NET: Trust		157 43%	38 81% bd	6 6%	54 68% bd	4 5%	38 79% b	10 9%	118 56% b	3 6%	49 54% b	5 8%	31 70%	40 53%	1 25%	32 67%
NET: Distrust		129 36%	3 6%	90 88% ac	10 13%	82 93% ac	- -	95 85% a	47 22%	41 87% a	20 22%	56 86% a	7 16%	10 13%	1 25%	8 17%
Base for stats		343	42	102	70	88	41	112	197	47	80	65	44	71	3	47
Mean Score		3.14	4.50 bd	1.54	4.11 bd	1.42	4.63 b	1.64	3.64 b	1.49	3.56 b	1.55	3.93	3.76	3.33	3.89
Standard Deviation		1.517	.862	.919	1.222	.754	.623	1.003	1.342	.953	1.413	.969	1.087	1.189	1.528	1.108
Standard Error		.082	.133	.091	.146	.080	.097	.095	.096	.139	.158	.120	.164	.141	.882	.162
Error variance		.01	.02	.01	.02	.01	.01	.01	.01	.02	.02	.01	.03	.02	.78	.03

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.1. Take into account Members' views in making key decisions about the .UK namespace: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	73 20%	10 6%	22 44% ac	41 26% a	7 17%	- -	- -	- -	- -	2 40%	- -	7 58%	- -	2 20%	5 100%	1 17%	5 50%
Trust a little	(4.0)	77 21%	24 15%	8 16%	45 29% a	3 7%	5 24%	3 18%	1 25%	3 21%	1 20%	1 100%	3 25%	- -	1 10%	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	49 14%	15 10%	3 6%	31 20% ab	3 7%	- -	1 6%	1 25%	2 14%	- -	- -	- -	- -	- -	- -	1 17%	2 20%
Distrust a little	(2.0)	39 11%	13 8%	3 6%	23 15%	6 14%	2 10%	2 12%	- -	- -	1 20%	- -	1 8%	1 100%	- -	- -	- -	- -
Distrust a lot	(1.0)	103 28%	93 60% bc	1 2%	9 6%	23 55%	14 67%	11 65%	2 50%	9 64%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		21 6%	1 1%	13 26% ac	7 4% a	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	7 70%	- -	2 33%	2 20%
NET: Trust		150 41%	34 22%	30 60% a	86 55% a	10 24%	5 24%	3 18%	1 25%	3 21%	3 60%	1 100%	10 83%	- -	3 30%	5 100%	2 33%	6 60%
NET: Distrust		142 39%	106 68% bc	4 8%	32 21% b	29 69%	16 76%	13 76%	2 50%	9 64%	1 20%	- -	1 8%	1 100%	- -	- -	1 17%	- -
Base for stats		341	155	37	149	42	21	17	4	14	4	1	11	1	3	5	4	8
Mean Score		2.94	2.00	4.27 ac	3.58 a	2.17	1.81	1.76	2.25	1.93	4.00	4.00	4.45	2.00	4.67	5.00	3.25	4.38
Standard Deviation		1.552	1.382	1.097	1.215	1.560	1.289	1.200	1.500	1.328	1.414	-	.934	-	.577	-	1.708	.916
Standard Error		.084	.111	.180	.100	.241	.281	.291	.750	.355	.707	-	.282	-	.333	-	.854	.324
Error variance		.01	.01	.03	.01	.06	.08	.08	.56	.13	.50	-	.08	-	.11	-	.73	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.1. Take into account Members' views in making key decisions about the .UK namespace: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	73 20%	- -	1 10%	1 7%	- -	8 7%	- -	3 30%	4 44%	4 50%	9 45%	6 5%	2 6%	2 22%	1 1%	8 20%	- -	1 6%
Trust a little	(4.0)	77 21%	1 9%	2 20%	1 7%	4 31%	16 15%	1 100%	1 10%	2 22%	1 13%	3 15%	21 19%	3 9%	- -	5 5%	15 38%	- -	4 24%
Neither trust nor distrust	(3.0)	49 14%	2 18%	- -	2 13%	- -	11 10%	- -	- -	- -	- -	3 15%	11 10%	2 6%	2 22%	4 4%	7 18%	- -	4 24%
Distrust a little	(2.0)	39 11%	- -	- -	2 13%	2 15%	9 8%	- -	- -	1 11%	1 13%	1 5%	8 7%	4 11%	1 11%	8 8%	5 13%	- -	- -
Distrust a lot	(1.0)	103 28%	8 73%	7 70%	9 60%	7 54%	62 58%	- -	- -	- -	- -	1 5%	65 58%	24 69%	4 44%	80 82%	5 13%	1 100%	7 41%
Don't know		21 6%	- -	- -	- -	- -	1 1%	- -	6 60%	2 22%	2 25%	3 15%	1 1%	- -	- -	- -	- -	- -	1 6%
NET: Trust		150 41%	1 9%	3 30%	2 13%	4 31%	24 22%	1 100%	4 40%	6 67%	5 63%	12 60%	27 24%	5 14%	2 22%	6 6%	23 58%	- -	5 29%
NET: Distrust		142 39%	8 73%	7 70%	11 73%	9 69%	71 66%	- -	- -	1 11%	1 13%	2 10%	73 65%	28 80%	5 56%	88 90%	10 25%	1 100%	7 41%
Base for stats		341	11	10	15	13	106	1	4	7	6	17	111	35	9	98	40	1	16
Mean Score		2.94	1.64	2.00	1.87	2.08	2.05	4.00	4.75	4.29	4.33	4.06	2.05	1.71	2.44	1.36	3.40	1.00	2.50
Standard Deviation		1.552	1.120	1.633	1.302	1.382	1.410	-	.500	1.113	1.211	1.249	1.394	1.250	1.667	.865	1.297	-	1.461
Standard Error		.084	.338	.516	.336	.383	.137	-	.250	.421	.494	.303	.132	.211	.556	.087	.205	-	.365
Error variance		.01	.11	.27	.11	.15	.02	-	.06	.18	.24	.09	.02	.04	.31	.01	.04	-	.13

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.1. Take into account Members' views in making key decisions about the .UK namespace: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	73 20%	20 43% bd	1 1%	29 36% bd	-	20 42% b	3 3%	58 27% b	1 2%	24 26% b	- -	14 32%	20 26%	- -	14 29%
Trust a little	(4.0)	77 21%	15 32% bd	5 5%	19 24% bd	5 6%	18 38% b	7 6%	55 26% b	2 4%	21 23% b	3 5%	9 20%	22 29%	3 75%	12 25%
Neither trust nor distrust	(3.0)	49 14%	3 6%	3 3%	9 11% bd	1 1%	3 6%	4 4%	27 13% b	1 2%	13 14% b	1 2%	8 18%	16 21%	- -	8 17%
Distrust a little	(2.0)	39 11%	2 4%	7 7%	4 5%	6 7%	- -	11 10% a	27 13%	3 6%	9 10%	5 8%	8 18%	9 12%	1 25%	9 19%
Distrust a lot	(1.0)	103 28%	1 2%	86 84% ac	7 9%	76 86% ac	- -	87 78% a	30 14%	40 85% a	14 15%	56 86% a	3 7%	4 5%	- -	3 6%
Don't know		21 6%	6 13% bd	- -	12 15% bd	-	7 15% b	- -	14 7%	- -	10 11% b	- -	2 5%	5 7%	- -	2 4%
NET: Trust		150 41%	35 74% bd	6 6%	48 60% bd	5 6%	38 79% b	10 9%	113 54% b	3 6%	45 49% b	3 5%	23 52%	42 55%	3 75%	26 54%
NET: Distrust		142 39%	3 6%	93 91% ac	11 14%	82 93% ac	- -	98 88% a	57 27%	43 91% a	23 25%	61 94% a	11 25%	13 17%	1 25%	12 25%
Base for stats		341	41	102	68	88	41	112	197	47	81	65	42	71	4	46
Mean Score		2.94	4.24 bd	1.31	3.87 bd	1.26	4.41 b	1.46	3.43 b	1.32	3.40 b	1.25	3.55	3.63	3.50	3.54
Standard Deviation		1.552	.969	.832	1.315	.750	.631	1.013	1.425	.887	1.455	.708	1.329	1.186	1.000	1.295
Standard Error		.084	.151	.082	.159	.080	.099	.096	.102	.129	.162	.088	.205	.141	.500	.191
Error variance		.01	.02	.01	.03	.01	.01	.01	.01	.02	.03	.01	.04	.02	.25	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.2. Make commercial investments: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	37 10%	4 3%	4 8%	29 19% a	3 7%	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	1 20%	1 17%	1 10%
Trust a little	(4.0)	50 14%	9 6%	2 4%	39 25% ab	3 7%	- -	3 18%	1 25%	- -	1 20%	- -	1 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	81 22%	23 15%	15 30% a	43 28% a	6 14%	2 10%	2 12%	1 25%	3 21%	2 40%	- -	4 33%	1 100%	2 20%	2 40%	- -	4 40%
Distrust a little	(2.0)	43 12%	15 10%	2 4%	26 17% b	6 14%	1 5%	- -	- -	1 7%	1 20%	1 100%	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	109 30%	95 61% bc	1 2%	13 8%	23 55%	15 71%	11 65%	2 50%	10 71%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		42 12%	10 6%	26 52% ac	6 4%	1 2%	3 14%	1 6%	- -	- -	1 20%	- -	6 50%	- -	8 80%	2 40%	4 67%	5 50%
NET: Trust		87 24%	13 8%	6 12%	68 44% ab	6 14%	- -	3 18%	1 25%	- -	1 20%	- -	2 17%	- -	- -	1 20%	1 17%	1 10%
NET: Distrust		152 42%	110 71% bc	3 6%	39 25% b	29 69%	16 76%	11 65%	2 50%	11 79%	1 20%	1 100%	- -	- -	- -	- -	1 17%	- -
Base for stats		320	146	24	150	41	18	16	4	14	4	1	6	1	2	3	2	5
Mean Score		2.57	1.71	3.25	3.30 a	1.95	1.28	1.81	2.25	1.50	3.00	2.00	3.50	3.00	3.00	3.67	3.00	3.40
Standard Deviation		1.392	1.108	.989	1.214 a	1.303	.669	1.276	1.500	.855	.816	-	.837	-	-	1.155	2.828	.894
Standard Error		.078	.092	.202	.099	.203	.158	.319	.750	.228	.408	-	.342	-	-	.667	2.000	.400
Error variance		.01	.01	.04	.01	.04	.02	.10	.56	.05	.17	-	.12	-	-	.44	4.00	.16

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.2. Make commercial investments: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	37 10%	- -	1 10%	- -	- -	3 3%	- -	- -	1 11%	- -	2 10%	3 3%	- -	1 11%	1 1%	3 8%	- -	- -
																	a		
Trust a little	(4.0)	50 14%	- -	- -	3 20%	- -	6 6%	- -	- -	1 11%	- -	1 5%	5 4%	3 9%	1 11%	3 3%	5 13%	- -	1 6%
																	a		
Neither trust nor distrust	(3.0)	81 22%	1 9%	- -	- -	3 23%	19 18%	- -	3 30%	2 22%	3 38%	6 30%	16 14%	5 14%	2 22%	5 5%	14 35%	- -	4 24%
																	a		
Distrust a little	(2.0)	43 12%	2 18%	- -	2 13%	1 8%	10 9%	- -	- -	1 11%	- -	1 5%	11 10%	2 6%	2 22%	3 3%	9 23%	- -	3 18%
																	a		
Distrust a lot	(1.0)	109 30%	8 73%	7 70%	9 60%	8 62%	63 59%	- -	- -	- -	- -	1 5%	67 60%	25 71%	3 33%	84 86%	3 8%	1 100%	7 41%
																	b		
Don't know		42 12%	- -	2 20%	1 7%	1 8%	6 6%	1 100%	7 70%	4 44%	5 63%	9 45%	10 9%	- -	- -	2 2%	6 15%	- -	2 12%
																	a		
NET: Trust		87 24%	- -	1 10%	3 20%	- -	9 8%	- -	- -	2 22%	- -	3 15%	8 7%	3 9%	2 22%	4 4%	8 20%	- -	1 6%
																	a		
NET: Distrust		152 42%	10 91%	7 70%	11 73%	9 69%	73 68%	- -	- -	1 11%	- -	2 10%	78 70%	27 77%	5 56%	87 89%	12 30%	1 100%	10 59%
																	b		
Base for stats		320	11	8	14	12	101	-	3	5	3	11	102	35	9	96	34	1	15
Mean Score		2.57	1.36	1.50	1.79	1.58	1.77	-	3.00	3.40	3.00	3.18	1.69	1.60	2.44	1.27	2.88	1.00	1.93
																	a		
Standard Deviation		1.392	.674	1.414	1.251	.900	1.130	-	-	1.140	-	1.168	1.090	1.035	1.424	.788	1.066	-	1.033
Standard Error		.078	.203	.500	.334	.260	.112	-	-	.510	-	.352	.108	.175	.475	.080	.183	-	.267
Error variance		.01	.04	.25	.11	.07	.01	-	-	.26	-	.12	.01	.03	.23	.01	.03	-	.07



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.2. Make commercial investments: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	37 10%	6 13% bd	- -	6 8% bd	- -	6 13% b	1 1%	29 14% b	- -	6 7% b	- -	7 16%	16 21%	- -	7 15%
Trust a little	(4.0)	50 14%	7 15% bd	2 2%	7 9% b	2 2%	3 6%	5 4%	36 17%	3 6%	4 4%	4 6%	9 20%	21 28%	1 25%	10 21%
Neither trust nor distrust	(3.0)	81 22%	13 28% bd	4 4%	25 31% bd	1 1%	15 31% b	4 4%	54 26% b	1 2%	26 29% b	4 6%	15 34%	20 26%	- -	15 31%
Distrust a little	(2.0)	43 12%	3 6%	7 7%	8 10%	4 5%	2 4%	10 9%	29 14%	3 6%	11 12%	3 5%	6 14%	11 14%	2 50%	8 17%
Distrust a lot	(1.0)	109 30%	1 2%	87 85% ac	6 8% ac	78 89% ac	1 2%	89 79% a	36 17%	37 79% a	18 20%	54 83% a	4 9%	7 9%	- -	4 8%
Don't know		42 12%	17 36% bd	2 2%	28 35% bd	3 3%	21 44% b	3 3%	27 13%	3 6%	26 29% b	- -	3 7%	1 1%	1 25%	4 8%
NET: Trust		87 24%	13 28% bd	2 2%	13 16% bd	2 2%	9 19% b	6 5%	65 31% b	3 6%	10 11%	4 6%	16 36%	37 49%	1 25%	17 35%
NET: Distrust		152 42%	4 9%	94 92% ac	14 18% ac	82 93% ac	3 6%	99 88% a	65 31%	40 85% a	29 32%	57 88% a	10 23%	18 24%	2 50%	12 25%
Base for stats		320	30	100	52	85	27	109	184	44	65	65	41	75	3	44
Mean Score		2.57	3.47 bd	1.21	2.98 bd	1.14	3.41	1.34	2.96 b	1.32	2.52 b	1.35	3.22	3.37	2.67	3.18
Standard Deviation		1.392	1.042	.608	1.111	.538	1.047	.830	1.332	.829	1.226	.856	1.194	1.239	1.155	1.187
Standard Error		.078	.190	.061	.154	.058	.202	.080	.098	.125	.152	.106	.186	.143	.667	.179
Error variance		.01	.04	*	.02	*	.04	.01	.01	.02	.02	.01	.03	.02	.44	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.3. Manage the .UK registry: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	241 67%	74 47%	35 70% a	132 85% ab	26 62%	7 33%	5 29%	1 25%	6 43%	2 40%	1 100%	9 75%	1 100%	4 40%	5 100%	4 67%	9 90%
Trust a little	(4.0)	44 12%	25 16%	5 10%	14 9%	6 14%	4 19%	2 12%	2 50%	3 21%	1 20%	- -	2 17%	- -	1 10%	- -	1 17%	- -
Neither trust nor distrust	(3.0)	33 9%	26 17% bc	1 2%	6 4%	5 12%	6 29%	5 29%	- -	2 14%	1 20%	- -	- -	- -	- -	- -	- -	- -
Distrust a little	(2.0)	16 4%	13 8% bc	- -	3 2%	3 7%	3 14%	1 6%	- -	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	18 5%	17 11% bc	- -	1 1%	2 5%	1 5%	3 18%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		10 3%	1 1%	9 18% ac	- -	- -	- -	1 6%	- -	- -	1 20%	- -	1 8%	- -	5 50%	- -	1 17%	1 10%
NET: Trust		285 79%	99 63%	40 80% a	146 94% ab	32 76%	11 52%	7 41%	3 75%	9 64%	3 60%	1 100%	11 92%	1 100%	5 50%	5 100%	5 83%	9 90%
NET: Distrust		34 9%	30 19% bc	- -	4 3%	5 12%	4 19%	4 24%	1 25%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		352	155	41	156	42	21	16	4	14	4	1	11	1	5	5	5	9
Mean Score		4.35	3.81	4.83 a	4.75 a	4.21	3.62	3.31	3.50	3.79	4.25	5.00	4.82	5.00	4.80	5.00	4.80	5.00
Standard Deviation		1.142	1.395	.442	.678	1.200	1.244	1.493	1.732	1.369	.957	-	.405	-	.447	-	.447	-
Standard Error		.061	.112	.069	.054	.185	.271	.373	.866	.366	.479	-	.122	-	.200	-	.200	-
Error variance		*	.01	*	*	.03	.07	.14	.75	.13	.23	-	.01	-	.04	-	.04	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.3. Manage the .UK registry: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	241 67%	5 45%	4 40%	7 47%	7 54%	51 48%	1 100%	6 60%	4 44%	7 88%	15 75%	52 46%	18 51%	4 44%	35 36%	28 70% a	1 100%	10 59%
Trust a little	(4.0)	44 12%	2 18%	1 10%	4 27%	2 15%	16 15%	- -	- -	2 22%	- -	3 15%	19 17%	4 11%	2 22%	19 19%	5 13%	- -	1 6%
Neither trust nor distrust	(3.0)	33 9%	- -	1 10%	3 20%	2 15%	20 19%	- -	- -	1 11%	- -	- -	16 14%	8 23%	2 22%	16 16%	5 13%	- -	5 29%
Distrust a little	(2.0)	16 4%	2 18%	2 20%	- -	1 8%	8 7%	- -	- -	- -	- -	- -	11 10%	2 6%	- -	11 11%	1 3%	- -	1 6%
Distrust a lot	(1.0)	18 5%	2 18%	2 20%	1 7%	1 8%	11 10%	- -	- -	- -	- -	- -	13 12%	3 9%	1 11%	16 16% b	1 3%	- -	- -
Don't know		10 3%	- -	- -	- -	- -	1 1%	- -	4 40%	2 22%	1 13%	2 10%	1 1%	- -	- -	1 1%	- -	- -	- -
NET: Trust		285 79%	7 64%	5 50%	11 73%	9 69%	67 63%	1 100%	6 60%	6 67%	7 88%	18 90%	71 63%	22 63%	6 67%	54 55%	33 83% a	1 100%	11 65%
NET: Distrust		34 9%	4 36%	4 40%	1 7%	2 15%	19 18%	- -	- -	- -	- -	- -	24 21%	5 14%	1 11%	27 28% b	2 5%	- -	1 6%
Base for stats		352	11	10	15	13	106	1	6	7	7	18	111	35	9	97	40	1	17
Mean Score		4.35	3.55	3.30	4.07	4.00	3.83	5.00	5.00	4.43	5.00	4.83	3.77	3.91	3.89	3.47	4.45 a	5.00	4.18
Standard Deviation		1.142	1.695	1.703	1.163	1.354	1.376	-	-	.787	-	.383	1.425	1.337	1.364	1.487	.986	-	1.074
Standard Error		.061	.511	.539	.300	.376	.134	-	-	.297	-	.090	.135	.226	.455	.151	.156	-	.261
Error variance		*	.26	.29	.09	.14	.02	-	-	.09	-	.01	.02	.05	.21	.02	.02	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.3. Manage the .UK registry: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	241 67%	41 87% bd	38 37%	63 79% bd	27 31%	41 85% b	44 39%	172 82% b	14 30%	66 73% b	21 32%	38 86%	65 86%	4 100%	42 88%
Trust a little	(4.0)	44 12%	2 4%	20 20% ac	7 9%	17 19% a	3 6%	21 19% a	19 9%	9 19% a	9 10%	16 25% a	4 9%	7 9%	- -	4 8%
Neither trust nor distrust	(3.0)	33 9%	1 2%	14 14% ac	1 1%	15 17% ac	- -	18 16% a	8 4%	9 19% a	8 9%	10 15%	1 2%	2 3%	- -	1 2%
Distrust a little	(2.0)	16 4%	1 2%	12 12% c	1 1%	12 14% ac	1 2%	12 11%	6 3%	5 11% a	2 2%	8 12% a	1 2%	1 1%	- -	1 2%
Distrust a lot	(1.0)	18 5%	- -	17 17% ac	1 1%	16 18% ac	- -	16 14% a	2 1%	9 19% a	- -	10 15% a	- -	1 1%	- -	- -
Don't know		10 3%	2 4%	1 1%	7 9% bd	1 1%	3 6% b	1 1%	4 2%	1 2%	6 7% b	- -	- -	- -	- -	- -
NET: Trust		285 79%	43 91% bd	58 57%	70 88% bd	44 50%	44 92% b	65 58%	191 91% b	23 49%	75 82% b	37 57%	42 95%	72 95%	4 100%	46 96%
NET: Distrust		34 9%	1 2%	29 28% ac	2 3%	28 32% ac	1 2%	28 25% a	8 4%	14 30% a	2 2%	18 28% a	1 2%	2 3%	- -	1 2%
Base for stats		352	45	101	73	87	45	111	207	46	85	65	44	76	4	48
Mean Score		4.35	4.84 bd	3.50	4.78 bd	3.31	4.87 b	3.59	4.71 b	3.30	4.64 b	3.46	4.80	4.76	5.00	4.81
Standard Deviation		1.142	.562	1.507	.672	1.497	.505	1.461	.760	1.504	.754	1.448	.594	.690	-	.571
Standard Error		.061	.084	.150	.079	.160	.075	.139	.053	.222	.082	.180	.090	.079	-	.082
Error variance		*	.01	.02	.01	.03	.01	.02	*	.05	.01	.03	.01	.01	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.4. Provide support for domain name owners (registrants): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
198 55%	65 42%	28 56%	105 67% a	26 62%	7 33%	2 12%	1 25%	7 50%	4 80%	1 100%	7 58%	- -	- -	5 100%	1 17%	10 100%
78 22%	44 28% bc	6 12%	28 18%	5 12%	7 33%	6 35%	1 25%	4 29%	1 20%	- -	2 17%	1 100%	- -	- -	2 33%	- -
47 13%	27 17% b	3 6%	17 11%	8 19%	4 19%	4 24%	1 25%	3 21%	- -	- -	- -	- -	3 30%	- -	- -	- -
9 2%	7 4%	- -	2 1%	1 2%	2 10%	3 18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
10 3%	10 6% c	- -	- -	2 5%	1 5%	1 6%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
20 6%	3 2%	13 26% ac	4 3%	- -	- -	1 6%	- -	- -	- -	- -	3 25%	- -	7 70%	- -	3 50%	- -
276 76%	109 70%	34 68%	133 85% ab	31 74%	14 67%	8 47%	2 50%	11 79%	5 100%	1 100%	9 75%	1 100%	- -	5 100%	3 50%	10 100%
19 5%	17 11% bc	- -	2 1%	3 7%	3 14%	4 24%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
342 4.30	153 3.96	37 4.68 a	152 4.55 a	42 4.24	21 3.81	16 3.31	4 3.25	14 4.29	5 4.80	1 5.00	9 4.78	1 4.00	3 3.00	5 5.00	3 4.33	10 5.00
.999 .054 *	1.175 .095 .01	.626 .103 .01	.744 .060 *	1.144 .176 .03	1.167 .255 .06	1.138 .285 .08	1.708 .854 .73	.825 .221 .05	.447 .200 .04	- - -	.441 .147 .02	- - -	- - -	- - -	.577 .333 .11	- - -

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.4. Provide support for domain name owners (registrants): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
198 55%	4 36%	3 30%	7 47%	5 38%	46 43%	- -	2 20%	5 56%	5 63%	14 70%	45 40%	18 51%	2 22%	35 36%	21 53%	1 100%	8 47%
78 22%	4 36%	1 10%	5 33%	3 23%	31 29%	1 100%	1 10%	- -	2 25%	2 10%	30 27%	11 31%	3 33%	25 26%	12 30%	- -	7 41%
47 13%	2 18%	2 20%	1 7%	3 23%	19 18%	- -	2 20%	1 11%	- -	- -	21 19%	4 11%	2 22%	18 18%	7 18%	- -	2 12%
9 2%	- -	2 20%	1 7%	- -	4 4%	- -	- -	- -	- -	- -	6 5%	- -	1 11%	7 7%	- -	- -	- -
10 3%	1 9%	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	7 6%	2 6%	1 11%	10 10%	- -	- -	- -
														b			
20 6%	- -	- -	- -	1 8%	2 2%	- -	5 50%	3 33%	1 13%	4 20%	3 3%	- -	- -	3 3%	- -	- -	- -
276 76%	8 73%	4 40%	12 80%	8 62%	77 72%	1 100%	3 30%	5 56%	7 88%	16 80%	75 67%	29 83%	5 56%	60 61%	33 83%	1 100%	15 88%
														a			
19 5%	1 9%	4 40%	2 13%	1 8%	9 8%	- -	- -	- -	- -	- -	13 12%	2 6%	2 22%	17 17%	- -	- -	- -
														b			
342 4.30	11 3.91	10 3.10	15 4.07	12 3.92	105 4.04	1 4.00	5 4.00	6 4.67	7 4.71	16 4.88	109 3.92	35 4.23	9 3.44	95 3.72	40 4.35	1 5.00	17 4.35
.999	1.221	1.595	1.223	1.240	1.100	-	1.000	.816	.488	.342	1.187	1.060	1.333	1.318	.770	-	.702
.054	.368	.504	.316	.358	.107	-	.447	.333	.184	.085	.114	.179	.444	.135	.122	-	.170
*	.14	.25	.10	.13	.01	-	.20	.11	.03	.01	.01	.03	.20	.02	.01	-	.03

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.4. Provide support for domain name owners (registrants): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	198 55%	30 64% bd	36 35% bd	49 61% bd	30 34%	32 67% b	41 37%	134 64% b	15 32%	55 60% b	18 28%	36 82% b	46 61%	2 50%	38 79% b
Trust a little	(4.0)	78 22%	7 15%	29 28%	14 18%	22 25%	7 15%	29 26%	44 21%	11 23%	16 18%	24 37% a	5 11%	18 24%	- -	5 10%
Neither trust nor distrust	(3.0)	47 13%	3 6%	18 18% c	6 8% c	16 18% c	1 2%	22 20% a	17 8%	8 17%	10 11%	11 17%	2 5%	8 11%	1 25%	3 6%
Distrust a little	(2.0)	9 2%	- -	7 7% c	- - c	7 8% ac	- -	7 6%	4 2%	3 6%	- -	5 8% a	- -	1 1%	1 25%	1 2%
Distrust a lot	(1.0)	10 3%	- -	9 9% ac	- - ac	10 11% ac	- -	10 9% a	- -	7 15% a	1 1%	6 9% a	- -	- -	- -	- -
Don't know		20 6%	7 15% bd	3 3%	11 14% bd	3 3%	8 17% b	3 3%	12 6%	3 6%	9 10% b	1 2%	1 2%	3 4%	- -	1 2%
NET: Trust		276 76%	37 79% d	65 64%	63 79% bd	52 59%	39 81% b	70 63%	178 84% b	26 55%	71 78%	42 65%	41 93%	64 84%	2 50%	43 90%
NET: Distrust		19 5%	- -	16 16% ac	- - ac	17 19% ac	- -	17 15% a	4 2%	10 21% a	1 1%	11 17% a	- -	1 1%	1 25%	1 2%
Base for stats		342	40	99	69	85	40	109	199	44	82	64	43	73	4	47
Mean Score		4.30	4.68 bd	3.77	4.62 bd	3.65	4.78 b	3.77	4.55 b	3.55	4.51 b	3.67	4.79 b	4.49	3.75	4.70
Standard Deviation		.999	.616	1.268	.644	1.351	.480	1.274	.736	1.438	.805	1.235	.514	.748	1.500	.689
Standard Error		.054	.097	.127	.078	.147	.076	.122	.052	.217	.089	.154	.078	.088	.750	.100
Error variance		*	.01	.02	.01	.02	.01	.01	*	.05	.01	.02	.01	.01	.56	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.5. Protect the .UK domain name space: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	206 57%	55 35%	35 70% a	116 74% a	20 48%	5 24%	2 12%	1 25%	3 21%	2 40%	1 100%	11 92%	1 100%	3 30%	5 100%	4 67%	8 80%
Trust a little	(4.0)	62 17%	33 21% b	4 8%	25 16%	11 26%	5 24%	5 29%	1 25%	1 7%	1 20%	- -	1 8%	- -	1 10%	- -	1 17%	- -
Neither trust nor distrust	(3.0)	39 11%	27 17% bc	1 2%	11 7%	4 10%	6 29%	3 18%	- -	6 43%	1 20%	- -	- -	- -	- -	- -	- -	- -
Distrust a little	(2.0)	15 4%	14 9% bc	- -	1 1%	3 7%	2 10%	2 12%	- -	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	25 7%	25 16% bc	- -	- -	4 10%	3 14%	4 24%	2 50%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		15 4%	2 1%	10 20% ac	3 2%	- -	- -	1 6%	- -	- -	1 20%	- -	- -	- -	6 60%	- -	1 17%	2 20%
NET: Trust		268 74%	88 56%	39 78% a	141 90% ab	31 74%	10 48%	7 41%	2 50%	4 29%	3 60%	1 100%	12 100%	1 100%	4 40%	5 100%	5 83%	8 80%
NET: Distrust		40 11%	39 25% bc	- -	1 1%	7 17%	5 24%	6 35%	2 50%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		347	154	40	153	42	21	16	4	14	4	1	12	1	4	5	5	8
Mean Score		4.18	3.51	4.85 a	4.67 a	3.95	3.33	2.94	2.75	3.07	4.25	5.00	4.92	5.00	4.75	5.00	4.80	5.00
Standard Deviation		1.225	1.461	.427	.637	1.324	1.354	1.436	2.062	1.328	.957	-	.289	-	.500	-	.447	-
Standard Error		.066	.118	.067	.051	.204	.295	.359	1.031	.355	.479	-	.083	-	.250	-	.200	-
Error variance		*	.01	*	*	.04	.09	.13	1.06	.13	.23	-	.01	-	.06	-	.04	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.5. Protect the .UK domain name space: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	206 57%	3 27%	2 20%	6 40%	3 23%	41 38%	1 100%	6 60%	3 33%	6 75%	17 85%	39 35%	12 34%	4 44%	22 22%	23 58% a	1 100%	9 53%
Trust a little	(4.0)	62 17%	2 18%	1 10%	5 33%	4 31%	21 20%	- -	- -	2 22%	- -	2 10%	21 19%	9 26%	3 33%	21 21%	10 25%	- -	2 12%
Neither trust nor distrust	(3.0)	39 11%	1 9%	1 10%	2 13%	3 23%	20 19%	- -	- -	1 11%	- -	- -	19 17%	7 20%	1 11%	20 20%	4 10%	- -	3 18%
Distrust a little	(2.0)	15 4%	2 18%	2 20%	- -	- -	10 9%	- -	- -	- -	- -	- -	12 11%	2 6%	- -	11 11%	2 5%	- -	1 6%
Distrust a lot	(1.0)	25 7%	3 27%	4 40%	2 13%	3 23%	13 12%	- -	- -	- -	- -	- -	19 17%	5 14%	1 11%	22 22% b	1 3%	- -	2 12%
Don't know		15 4%	- -	- -	- -	- -	2 2%	- -	4 40%	3 33%	2 25%	1 5%	2 2%	- -	- -	2 2%	- -	- -	- -
NET: Trust		268 74%	5 45%	3 30%	11 73%	7 54%	62 58%	1 100%	6 60%	5 56%	6 75%	19 95%	60 54%	21 60%	7 78%	43 44%	33 83% a	1 100%	11 65%
NET: Distrust		40 11%	5 45%	6 60%	2 13%	3 23%	23 21%	- -	- -	- -	- -	- -	31 28%	7 20%	1 11%	33 34% b	3 8%	- -	3 18%
Base for stats		347	11	10	15	13	105	1	6	6	6	19	110	35	9	96	40	1	17
Mean Score		4.18	3.00	2.50	3.87	3.31	3.64	5.00	5.00	4.33	5.00	4.89	3.45	3.60	4.00	3.10	4.30 a	5.00	3.88
Standard Deviation		1.225	1.673	1.650	1.356	1.494	1.401	-	-	.816	-	.315	1.494	1.397	1.323	1.476	1.018	-	1.453
Standard Error		.066	.505	.522	.350	.414	.137	-	-	.333	-	.072	.142	.236	.441	.151	.161	-	.352
Error variance		*	.25	.27	.12	.17	.02	-	-	.11	-	.01	.02	.06	.19	.02	.03	-	.12

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.5. Protect the .UK domain name space: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	206 57%	36 77% bd	25 25%	56 70% bd	19 22%	35 73% b	31 28%	151 72% b	8 17%	57 63% b	15 23%	35 80%	55 72%	4 100%	39 81%
Trust a little	(4.0)	62 17%	7 15%	19 19%	13 16%	14 16%	6 13%	22 20%	31 15%	8 17%	14 15%	16 25%	6 14%	14 18%	- -	6 13%
Neither trust nor distrust	(3.0)	39 11%	- -	20 20% ac	1 1% ac	17 19% ac	1 2%	21 19% a	14 7%	9 19% a	10 11%	9 14%	2 5%	5 7%	- -	2 4%
Distrust a little	(2.0)	15 4%	1 2%	12 12% c	1 1% ac	12 14% ac	1 2%	13 12%	5 2%	7 15% a	3 3%	8 12% a	- -	- -	- -	- -
Distrust a lot	(1.0)	25 7%	- -	24 24% ac	1 1% ac	24 27% ac	- -	23 21% a	2 1%	14 30% a	1 1%	17 26% a	- -	- -	- -	- -
Don't know		15 4%	3 6%	2 2%	8 10% bd	2 2%	5 10% b	2 2%	8 4%	1 2%	6 7% b	- -	1 2%	2 3%	- -	1 2%
NET: Trust		268 74%	43 91% bd	44 43%	69 86% bd	33 38%	41 85% b	53 47%	182 86% b	16 34%	71 78% b	31 48%	41 93%	69 91%	4 100%	45 94%
NET: Distrust		40 11%	1 2%	36 35% ac	2 3% ac	36 41% ac	1 2%	36 32% a	7 3%	21 45% a	4 4%	25 38% a	- -	- -	- -	- -
Base for stats		347	44	100	72	86	43	110	203	46	85	65	43	74	4	47
Mean Score		4.18	4.77 bd	3.09	4.69 bd	2.91	4.74 b	3.23	4.60 b	2.76	4.45 b	3.06	4.77	4.68	5.00	4.79
Standard Deviation		1.225	.565	1.512	.705	1.523	.621	1.500	.805	1.493	.919	1.540	.527	.599	-	.508
Standard Error		.066	.085	.151	.083	.164	.095	.143	.056	.220	.100	.191	.080	.070	-	.074
Error variance		*	.01	.02	.01	.03	.01	.02	*	.05	.01	.04	.01	*	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.6. Provide effective cybersecurity services: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	120 33%	18 12%	26 52% a	76 49% a	6 14%	- -	1 6%	1 25%	2 14%	3 60%	- -	6 50%	1 100%	3 30%	4 80%	3 50%	6 60%
Trust a little	(4.0)	73 20%	25 16%	3 6%	45 29% ab	6 14%	4 19%	4 24%	- -	2 14%	- -	1 100%	- -	- -	- -	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	85 23%	60 38% bc	6 12%	19 12%	20 48%	8 38%	7 41%	1 25%	3 21%	1 20%	- -	3 25%	- -	1 10%	1 20%	- -	- -
Distrust a little	(2.0)	19 5%	10 6%	- -	9 6%	4 10%	2 10%	- -	1 25%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	29 8%	26 17% bc	1 2%	2 1%	5 12%	4 19%	3 18%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		36 10%	17 11% c	14 28% ac	5 3%	1 2%	3 14%	2 12%	- -	4 29%	1 20%	- -	3 25%	- -	6 60%	- -	1 17%	3 30%
NET: Trust		193 53%	43 28%	29 58% a	121 78% ab	12 29%	4 19%	5 29%	1 25%	4 29%	3 60%	1 100%	6 50%	1 100%	3 30%	4 80%	4 67%	7 70%
NET: Distrust		48 13%	36 23% bc	1 2%	11 7%	9 21%	6 29%	3 18%	2 50%	3 21%	- -	- -	- -	- -	- -	- -	1 17%	- -
Base for stats		326	139	36	151	41	18	15	4	10	4	1	9	1	4	5	5	7
Mean Score		3.72	2.99	4.47 a	4.22 a	3.10	2.67	3.00	2.75	3.20	4.50	4.00	4.33	5.00	4.50	4.60	4.00	4.86
Standard Deviation		1.261	1.237	.971	.972	1.158	1.085	1.195	1.708	1.317	1.000	-	1.000	-	1.000	.894	1.732	.378
Standard Error		.070	.105	.162	.079	.181	.256	.309	.854	.416	.500	-	.333	-	.500	.400	.775	.143
Error variance	*		.01	.03	.01	.03	.07	.10	.73	.17	.25	-	.11	-	.25	.16	.60	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.6. Provide effective cybersecurity services: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	120 33%	1 9%	2 20%	1 7%	- -	14 13%	1 100%	3 30%	6 67%	4 50%	11 55%	15 13%	2 6%	1 11%	7 7%	9 23% a	- -	2 12%
Trust a little	(4.0)	73 20%	- -	- -	4 27%	3 23%	18 17%	- -	- -	- -	- -	3 15%	16 14%	7 20%	2 22%	15 15%	8 20%	1 100%	1 6%
Neither trust nor distrust	(3.0)	85 23%	7 64%	3 30%	4 27%	4 31%	42 39%	- -	2 20%	- -	1 13%	2 10%	42 38%	14 40%	4 44%	34 35%	18 45%	- -	8 47%
Distrust a little	(2.0)	19 5%	- -	- -	2 13%	3 23%	5 5%	- -	- -	- -	- -	- -	7 6%	3 9%	- -	9 9% b	- -	- -	1 6%
Distrust a lot	(1.0)	29 8%	1 9%	4 40%	3 20%	1 8%	17 16%	- -	- -	- -	- -	1 5%	17 15%	7 20%	2 22%	24 24% b	1 3%	- -	1 6%
Don't know		36 10%	2 18%	1 10%	1 7%	2 15%	11 10%	- -	5 50%	3 33%	3 38%	3 15%	15 13%	2 6%	- -	9 9%	4 10%	- -	4 24%
NET: Trust		193 53%	1 9%	2 20%	5 33%	3 23%	32 30%	1 100%	3 30%	6 67%	4 50%	14 70%	31 28%	9 26%	3 33%	22 22%	17 43% a	1 100%	3 18%
NET: Distrust		48 13%	1 9%	4 40%	5 33%	4 31%	22 21%	- -	- -	- -	- -	1 5%	24 21%	10 29%	2 22%	33 34% b	1 3%	- -	2 12%
Base for stats		326	9	9	14	11	96	1	5	6	5	17	97	33	9	89	36	1	13
Mean Score		3.72	3.00	2.56	2.86	2.82	3.07	5.00	4.20	5.00	4.60	4.35	3.05	2.82	3.00	2.69	3.67 a	4.00	3.15
Standard Deviation		1.261	1.000	1.667	1.292	.982	1.242	-	1.095	-	.894	1.115	1.253	1.185	1.323	1.258	.956	-	1.068
Standard Error		.070	.333	.556	.345	.296	.127	-	.490	-	.400	.270	.127	.206	.441	.133	.159	-	.296
Error variance		*	.11	.31	.12	.09	.02	-	.24	-	.16	.07	.02	.04	.19	.02	.03	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.6. Provide effective cybersecurity services: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	120 33%	24 51% bd	7 7%	33 41% bd	4 5%	21 44% b	9 8%	94 45% b	2 4%	34 37% b	4 6%	21 48%	39 51%	1 25%	22 46%
Trust a little	(4.0)	73 20%	5 11%	14 14%	8 10%	14 16%	10 21%	13 12%	48 23% b	4 9%	12 13%	11 17%	10 23%	24 32%	2 50%	12 25%
Neither trust nor distrust	(3.0)	85 23%	8 17%	37 36% a	19 24%	28 32%	6 13%	45 40% a	36 17%	18 38% a	27 30%	24 37%	9 20% b	6 8%	1 25%	10 21% b
Distrust a little	(2.0)	19 5%	1 2%	8 8% c	1 1%	7 8% c	1 2%	8 7%	9 4%	2 4%	1 1%	7 11% a	1 2%	5 7%	- -	1 2%
Distrust a lot	(1.0)	29 8%	- -	25 25% ac	2 3%	24 27% ac	- -	27 24% a	6 3%	17 36% a	4 4%	15 23% a	- -	- -	- -	- -
Don't know		36 10%	9 19%	11 11%	17 21%	11 13%	10 21% b	10 9%	18 9%	4 9%	13 14%	4 6%	3 7%	2 3%	- -	3 6%
NET: Trust		193 53%	29 62% bd	21 21%	41 51% bd	18 20%	31 65% b	22 20%	142 67% b	6 13%	46 51% b	15 23%	31 70%	63 83%	3 75%	34 71%
NET: Distrust		48 13%	1 2%	33 32% ac	3 4%	31 35% ac	1 2%	35 31% a	15 7%	19 40% a	5 5%	22 34% a	1 2%	5 7%	- -	1 2%
Base for stats		326	38	91	63	77	38	102	193	43	78	61	41	74	4	45
Mean Score		3.72	4.37 bd	2.67	4.10 bd	2.57	4.34 b	2.70	4.11 b	2.35	3.91 b	2.70	4.24	4.31	4.00	4.22
Standard Deviation		1.261	.913	1.248	1.088	1.251	.847	1.241	1.064	1.232	1.142	1.216	.888	.890	.816	.876
Standard Error		.070	.148	.131	.137	.143	.137	.123	.077	.188	.129	.156	.139	.103	.408	.131
Error variance		*	.02	.02	.02	.02	.02	.02	.01	.04	.02	.02	.02	.01	.17	.02

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.7. Keep the .UK domain space a hostile space for criminal activity: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	170 47%	38 24%	34 68% a	98 63% a	18 43%	3 14%	2 12%	1 25%	2 14%	2 40%	1 100%	9 75%	1 100%	5 50%	5 100%	4 67%	7 70%
Trust a little	(4.0)	83 23%	47 30% b	3 6%	33 21% b	11 26%	8 38%	4 24%	1 25%	6 43%	1 20%	- -	1 8%	- -	- -	- -	1 17%	- -
Neither trust nor distrust	(3.0)	62 17%	47 30% bc	3 6%	12 8%	8 19%	7 33%	6 35%	- -	6 43%	1 20%	- -	- -	- -	- -	- -	- -	2 20%
Distrust a little	(2.0)	10 3%	7 4%	- -	3 2%	3 7%	1 5%	2 12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	14 4%	12 8% c	1 2%	1 1%	2 5%	1 5%	1 6%	1 25%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Don't know		23 6%	5 3%	9 18% ac	9 6%	- -	1 5%	2 12%	1 25%	- -	1 20%	- -	1 8%	- -	5 50%	- -	1 17%	1 10%
NET: Trust		253 70%	85 54%	37 74% a	131 84% a	29 69%	11 52%	6 35%	2 50%	8 57%	3 60%	1 100%	10 83%	1 100%	5 50%	5 100%	5 83%	7 70%
NET: Distrust		24 7%	19 12% bc	1 2%	4 3%	5 12%	2 10%	3 18%	1 25%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		339	151	41	147	42	20	15	3	14	4	1	11	1	5	5	5	9
Mean Score		4.14	3.61	4.68 a	4.52 a	3.95	3.55	3.27	3.33	3.71	4.25	5.00	4.55	5.00	5.00	5.00	4.80	4.56
Standard Deviation		1.077	1.149	.820	.788	1.168	.999	1.100	2.082	.726	.957	-	1.214	-	-	-	.447	.882
Standard Error		.058	.093	.128	.065	.180	.223	.284	1.202	.194	.479	-	.366	-	-	-	.200	.294
Error variance		*	.01	.02	*	.03	.05	.08	1.44	.04	.23	-	.13	-	-	-	.04	.09

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.7. Keep the .UK domain space a hostile space for criminal activity: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
170 47%	1 9%	2 20%	1 7%	3 23%	31 29%	- -	6 60%	5 56%	5 63%	17 85%	28 25%	7 20%	3 33%	14 14%	20 50% a	1 100%	3 18%
83 23%	6 55%	3 30%	8 53%	5 38%	25 23%	1 100%	- -	1 11%	- -	1 5%	33 29%	12 34%	2 22%	27 28%	12 30%	- -	8 47%
62 17%	2 18%	3 30%	3 20%	5 38%	34 32%	- -	- -	1 11%	- -	1 5%	34 30%	11 31%	2 22%	35 36% b	7 18%	- -	5 29%
10 3%	1 9%	1 10%	- -	- -	5 5%	- -	- -	- -	- -	- -	5 4%	2 6%	- -	6 6%	- -	- -	1 6%
14 4%	1 9%	1 10%	1 7%	- -	9 8%	- -	- -	- -	1 13%	- -	8 7%	3 9%	1 11%	11 11%	1 3%	- -	- -
23 6%	- -	- -	2 13%	- -	3 3%	- -	4 40%	2 22%	2 25%	1 5%	4 4%	- -	1 11%	5 5%	- -	- -	- -
253 70%	7 64%	5 50%	9 60%	8 62%	56 52%	1 100%	6 60%	6 67%	5 63%	18 90%	61 54%	19 54%	5 56%	41 42%	32 80% a	1 100%	11 65%
24 7%	2 18%	2 20%	1 7%	- -	14 13%	- -	- -	- -	1 13%	- -	13 12%	5 14%	1 11%	17 17% b	1 3%	- -	1 6%
339 4.14	11 3.45	10 3.40	13 3.62	13 3.85	104 3.62	1 4.00	6 5.00	7 4.57	6 4.33	19 4.84	108 3.63	35 3.51	8 3.75	93 3.29	40 4.25 a	1 5.00	17 3.76
1.077 .058 *	1.128 .340 .12	1.265 .400 .16	.961 .266 .07	.801 .222 .05	1.209 .119 .01	- -	- -	.787 .297 .09	1.633 .667 .44	.501 .115 .01	1.141 .110 .01	1.147 .194 .04	1.389 .491 .24	1.166 .121 .01	.927 .147 .02	- -	.831 .202 .04

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.7. Keep the .UK domain space a hostile space for criminal activity: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	170 47%	37 79% bd	18 18% bd	50 63% bd	14 16%	33 69% b	24 21%	129 61% b	6 13%	47 52% b	11 17%	28 64%	46 61%	3 75%	31 65%
Trust a little	(4.0)	83 23%	5 11%	29 28% a	16 20%	21 24%	8 17%	31 28%	47 22%	8 17%	23 25%	18 28%	8 18%	20 26%	- -	8 17%
Neither trust nor distrust	(3.0)	62 17%	2 4%	33 32% ac	6 8%	31 35% ac	2 4%	36 32% a	19 9%	20 43% a	11 12%	24 37% a	3 7%	5 7%	1 25%	4 8%
Distrust a little	(2.0)	10 3%	1 2%	5 5%	1 1%	6 7%	1 2%	6 5%	4 2%	2 4%	2 2%	4 6%	1 2%	1 1%	- -	1 2%
Distrust a lot	(1.0)	14 4%	1 2%	12 12% c	1 1%	12 14% ac	1 2%	11 10%	2 1%	9 19% a	2 2%	6 9%	1 2%	- -	- -	1 2%
Don't know		23 6%	1 2%	5 5%	6 8%	4 5%	3 6%	4 4%	10 5%	2 4%	6 7%	2 3%	3 7%	4 5%	- -	3 6%
NET: Trust		253 70%	42 89% bd	47 46%	66 83% bd	35 40%	41 85% b	55 49%	176 83% b	14 30%	70 77% b	29 45%	36 82%	66 87%	3 75%	39 81%
NET: Distrust		24 7%	2 4%	17 17% ac	2 3%	18 20% ac	2 4%	17 15%	6 3%	11 23% a	4 4%	10 15% a	2 5%	1 1%	- -	2 4%
Base for stats		339	46	97	74	84	45	108	201	45	85	63	41	72	4	45
Mean Score		4.14	4.65 bd	3.37	4.53 bd	3.23	4.58 b	3.47	4.48 b	3.00	4.31 b	3.38	4.49	4.54	4.50	4.49
Standard Deviation		1.077	.849	1.210	.815	1.236	.866	1.195	.825	1.261	.951	1.142	.925	.691	1.000	.920
Standard Error		.058	.125	.123	.095	.135	.129	.115	.058	.188	.103	.144	.145	.081	.500	.137
Error variance		*	.02	.02	.01	.02	.02	.01	*	.04	.01	.02	.02	.01	.25	.02



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.8. Manage the dispute resolution service (DRS): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	174 48%	42 27%	33 66% a	99 63% a	18 43%	5 24%	- -	2 50%	1 7%	3 60%	1 100%	12 100%	1 100%	1 10%	5 100%	3 50%	7 70%
Trust a little	(4.0)	71 20%	45 29% bc	3 6%	23 15%	9 21%	3 14%	10 59%	1 25%	5 36%	- -	- -	- -	- -	1 10%	- -	2 33%	- -
Neither trust nor distrust	(3.0)	58 16%	36 23% bc	2 4%	20 13%	9 21%	6 29%	3 18%	- -	4 29%	1 20%	- -	- -	- -	1 10%	- -	- -	- -
Distrust a little	(2.0)	16 4%	12 8% c	1 2%	3 2%	2 5%	5 24%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	1 10%
Distrust a lot	(1.0)	13 4%	13 8% bc	- -	- -	4 10%	- -	2 12%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		30 8%	8 5%	11 22% ac	11 7%	- -	2 10%	2 12%	- -	3 21%	1 20%	- -	- -	- -	7 70%	- -	1 17%	2 20%
NET: Trust		245 68%	87 56%	36 72% a	122 78% a	27 64%	8 38%	10 59%	3 75%	6 43%	3 60%	1 100%	12 100%	1 100%	2 20%	5 100%	5 83%	7 70%
NET: Distrust		29 8%	25 16% bc	1 2%	3 2%	6 14%	5 24%	2 12%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	- -	1 10%
Base for stats		332	148	39	145	42	19	15	4	11	4	1	12	1	3	5	5	8
Mean Score		4.14	3.61	4.74 a	4.50 a	3.83	3.42	3.40	3.75	3.55	4.50	5.00	5.00	5.00	4.00	5.00	4.60	4.63
Standard Deviation		1.109	1.226	.677	.809	1.305	1.170	1.056	1.893	.820	1.000	-	-	-	1.000	-	.548	1.061
Standard Error		.061	.101	.108	.067	.201	.268	.273	.946	.247	.500	-	-	-	.577	-	.245	.375
Error variance		*	.01	.01	*	.04	.07	.07	.90	.06	.25	-	-	-	.33	-	.06	.14

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.8. Manage the dispute resolution service (DRS): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	174 48%	2 18%	1 10%	3 20%	2 15%	34 32%	- -	4 40%	4 44%	5 63%	18 90%	26 23%	11 31%	5 56%	15 15%	20 50% a	1 100%	6 35%
Trust a little	(4.0)	71 20%	3 27%	- -	10 67%	4 31%	28 26%	1 100%	- -	1 11%	- -	1 5%	33 29%	11 31%	1 11%	28 29%	12 30%	- -	5 29%
Neither trust nor distrust	(3.0)	58 16%	2 18%	2 20%	- -	3 23%	29 27%	- -	1 10%	1 11%	- -	- -	28 25%	7 20%	1 11%	26 27%	7 18%	- -	3 18%
Distrust a little	(2.0)	16 4%	3 27%	2 20%	- -	1 8%	6 6%	- -	- -	- -	- -	1 5%	9 8%	3 9%	- -	10 10% b	- -	- -	2 12%
Distrust a lot	(1.0)	13 4%	1 9%	2 20%	1 7%	1 8%	8 7%	- -	- -	- -	- -	- -	8 7%	3 9%	2 22%	13 13% b	- -	- -	- -
Don't know		30 8%	- -	3 30%	1 7%	2 15%	2 2%	- -	5 50%	3 33%	3 38%	- -	8 7%	- -	- -	6 6%	1 3%	- -	1 6%
NET: Trust		245 68%	5 45%	1 10%	13 87%	6 46%	62 58%	1 100%	4 40%	5 56%	5 63%	19 95%	59 53%	22 63%	6 67%	43 44%	32 80% a	1 100%	11 65%
NET: Distrust		29 8%	4 36%	4 40%	1 7%	2 15%	14 13%	- -	- -	- -	- -	1 5%	17 15%	6 17%	2 22%	23 23% b	- -	- -	2 12%
Base for stats		332	11	7	14	11	105	1	5	6	5	20	104	35	9	92	39	1	16
Mean Score		4.14	3.18	2.43	4.00	3.45	3.70	4.00	4.60	4.50	5.00	4.80	3.58	3.69	3.78	3.24	4.33 a	5.00	3.94
Standard Deviation		1.109	1.328	1.397	.961	1.214	1.200	-	.894	.837	-	.696	1.180	1.255	1.716	1.261	.772	-	1.063
Standard Error		.061	.400	.528	.257	.366	.117	-	.400	.342	-	.156	.116	.212	.572	.131	.124	-	.266
Error variance		*	.16	.28	.07	.13	.01	-	.16	.12	-	.02	.01	.04	.33	.02	.02	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.8. Manage the dispute resolution service (DRS): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Significance Level: 95%																
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	174 48%	33 70% bd	18 18%	50 63% bd	12 14%	31 65% b	24 21%	133 63% b	7 15%	49 54% b	14 22%	35 80% b	44 58%	3 75%	38 79% b
Trust a little	(4.0)	71 20%	7 15%	30 29% c	12 15%	24 27%	7 15%	32 29%	34 16%	12 26%	16 18%	23 35% a	5 11%	10 13%	1 25%	6 13%
Neither trust nor distrust	(3.0)	58 16%	2 4%	26 25% ac	3 4%	24 27% ac	1 2%	29 26% a	22 10%	12 26% a	13 14%	14 22%	2 5%	13 17% ad	- -	2 4%
Distrust a little	(2.0)	16 4%	1 2%	11 11% c	2 3%	11 13% ac	2 4%	10 9%	5 2%	5 11% a	4 4%	6 9%	1 2%	1 1%	- -	1 2%
Distrust a lot	(1.0)	13 4%	- -	12 12% ac	1 1%	12 14% ac	- -	12 11% a	1 *	8 17% a	1 1%	7 11% a	- -	- -	- -	- -
Don't know		30 8%	4 9%	5 5%	12 15% bd	5 6%	7 15% b	5 4%	16 8%	3 6%	8 9%	1 2%	1 2%	8 11%	- -	1 2%
<b>NET: Trust</b>		245 68%	40 85% bd	48 47%	62 78% bd	36 41%	38 79% b	56 50%	167 79% b	19 40%	65 71%	37 57%	40 91% b	54 71%	4 100%	44 92% b
<b>NET: Distrust</b>		29 8%	1 2%	23 23% ac	3 4%	23 26% ac	2 4%	22 20% a	6 3%	13 28% a	5 5%	13 20% a	1 2%	1 1%	- -	1 2%
Base for stats		332	43	97	68	83	41	107	195	44	83	64	43	68	4	47
Mean Score		4.14	4.67 bd	3.32	4.59 bd	3.16	4.63 b	3.43	4.50 b	3.11	4.30 b	3.48	4.72	4.43	4.75	4.72 b
Standard Deviation		1.109	.680	1.255	.833	1.254	.767	1.252	.833	1.333	.984	1.247	.666	.852	.500	.649
Standard Error		.061	.104	.127	.101	.138	.120	.121	.060	.201	.108	.156	.102	.103	.250	.095
Error variance		*	.01	.02	.01	.02	.01	.01	*	.04	.01	.02	.01	.01	.06	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.9. Provide technical support/registry services for registry (TLD) owners: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	204 56%	79 51%	26 52%	99 63% a	22 52%	9 43%	7 41%	1 25%	10 71%	4 80%	1 100%	5 42%	- -	1 10%	4 80%	2 33%	9 90%
Trust a little	(4.0)	74 20%	33 21%	5 10%	36 23% b	9 21%	5 24%	5 29%	1 25%	2 14%	- -	- -	2 17%	1 100%	- -	- -	2 33%	- -
Neither trust nor distrust	(3.0)	40 11%	22 14%	5 10%	13 8%	8 19%	4 19%	1 6%	- -	- -	1 20%	- -	2 17%	- -	2 20%	- -	- -	- -
Distrust a little	(2.0)	11 3%	9 6% c	- -	2 1%	1 2%	2 10%	3 18%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	11 3%	9 6% c	1 2%	1 1%	2 5%	- -	1 6%	1 25%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		22 6%	4 3%	13 26% ac	5 3%	- -	1 5%	- -	- -	2 14%	- -	- -	3 25%	- -	7 70%	1 20%	1 17%	1 10%
<b>NET: Trust</b>		278 77%	112 72%	31 62%	135 87% ab	31 74%	14 67%	12 71%	2 50%	12 86%	4 80%	1 100%	7 58%	1 100%	1 10%	4 80%	4 67%	9 90%
<b>NET: Distrust</b>		22 6%	18 12% bc	1 2%	3 2%	3 7%	2 10%	4 24%	2 50%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Base for stats		340	152	37	151	42	20	17	4	12	5	1	9	1	3	4	5	9
Mean Score		4.32	4.08	4.49	4.52 a	4.14	4.05	3.82	3.00	4.83	4.60	5.00	4.33	4.00	3.67	5.00	3.80	5.00
Standard Deviation		1.019	1.199	.932	.764 a	1.117	1.050	1.334	1.826	.389	.894	-	.866	-	1.155	-	1.643	-
Standard Error		.055	.097	.153	.062	.172	.235	.324	.913	.112	.400	-	.289	-	.667	-	.735	-
Error variance		*	.01	.02	*	.03	.06	.10	.83	.01	.16	-	.08	-	.44	-	.54	-

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### Q7.9. Provide technical support/registry services for registry (TLD) owners: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	204 56%	4 36%	5 50%	7 47%	6 46%	57 53%	- -	2 20%	5 56%	5 63%	12 60%	62 55%	14 40%	3 33%	44 45%	25 63%	1 100%	9 53%
Trust a little	(4.0)	74 20%	5 45%	- -	5 33%	2 15%	21 20%	1 100%	- -	- -	1 13%	3 15%	19 17%	11 31%	3 33%	21 21%	8 20%	- -	4 24%
Neither trust nor distrust	(3.0)	40 11%	2 18%	- -	- -	3 23%	17 16%	- -	2 20%	1 11%	1 13%	1 5%	16 14%	5 14%	1 11%	13 13%	5 13%	- -	4 24%
Distrust a little	(2.0)	11 3%	- -	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	6 5%	2 6%	1 11%	8 8%	1 3%	- -	- -
Distrust a lot	(1.0)	11 3%	- -	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	1 5%	6 5%	2 6%	1 11%	9 9%	- -	- -	- -
Don't know		22 6%	- -	1 10%	1 7%	- -	2 2%	- -	6 60%	3 33%	1 13%	3 15%	3 3%	1 3%	- -	3 3%	1 3%	- -	- -
NET: Trust		278 77%	9 82%	5 50%	12 80%	8 62%	78 73%	1 100%	2 20%	5 56%	6 75%	15 75%	81 72%	25 71%	6 67%	65 66%	33 83%	1 100%	13 76%
NET: Distrust		22 6%	- -	4 40%	2 13%	2 15%	10 9%	- -	- -	- -	- -	1 5%	12 11%	4 11%	2 22%	17 17%	1 3%	- -	- -
Base for stats		340	11	9	14	13	105	1	4	6	7	17	109	34	9	95	39	1	17
Mean Score		4.32	4.18	3.44	4.14	3.85	4.14	4.00	4.00	4.67	4.57	4.47	4.15	3.97	3.67	3.87	4.46	5.00	4.29
Standard Deviation		1.019	.751	1.878	1.231	1.345	1.147	-	1.155	.816	.787	1.068	1.193	1.167	1.414	1.339	.822	-	.849
Standard Error		.055	.226	.626	.329	.373	.112	-	.577	.333	.297	.259	.114	.200	.471	.137	.132	-	.206
Error variance		*	.05	.39	.11	.14	.01	-	.33	.11	.09	.07	.01	.04	.22	.02	.02	-	.04

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### Q7.9. Provide technical support/registry services for registry (TLD) owners: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	204 56%	31 66% bd	46 45%	51 64% bd	38 43%	33 69% b	50 45%	130 62% b	17 36%	54 59% b	25 38%	28 64%	50 66%	3 75%	31 65%
Trust a little	(4.0)	74 20%	7 15%	24 24% c	9 11%	21 24% c	5 10%	24 21%	44 21%	12 26%	13 14%	17 26%	9 20%	18 24%	1 25%	10 21%
Neither trust nor distrust	(3.0)	40 11%	3 6%	13 13%	8 10%	12 14%	3 6%	16 14%	17 8%	8 17%	12 13%	7 11%	4 9%	5 7%	- -	4 8%
Distrust a little	(2.0)	11 3%	1 2%	7 7%	1 1%	5 6%	- -	9 8% a	4 2%	3 6%	2 2%	7 11% a	- -	1 1%	- -	- -
Distrust a lot	(1.0)	11 3%	- -	10 10% ac	- -	10 11% ac	- -	10 9% a	2 1%	5 11% a	- -	7 11% a	1 2%	- -	- -	1 2%
Don't know		22 6%	5 11% bd	2 2%	11 14% bd	2 2%	7 15% b	3 3%	14 7%	2 4%	10 11%	2 3%	2 5%	2 3%	- -	2 4%
NET: Trust		278 77%	38 81%	70 69%	60 75%	59 67%	38 79%	74 66%	174 82% b	29 62%	67 74%	42 65%	37 84%	68 89%	4 100%	41 85%
NET: Distrust		22 6%	1 2%	17 17% ac	1 1%	15 17% ac	- -	19 17% a	6 3%	8 17% a	2 2%	14 22% a	1 2%	1 1%	- -	1 2%
Base for stats		340	42	100	69	86	41	109	197	45	81	63	42	74	4	46
Mean Score		4.32	4.62 bd	3.89	4.59 bd	3.84	4.73 b	3.87	4.50 b	3.73	4.47 b	3.73	4.50	4.58	4.75	4.52
Standard Deviation		1.019	.731	1.333	.754	1.362	.593	1.327	.818	1.338	.838	1.382	.862	.683	.500	.836
Standard Error		.055	.113	.133	.091	.147	.093	.127	.058	.199	.093	.174	.133	.079	.250	.123
Error variance		*	.01	.02	.01	.02	.01	.02	*	.04	.01	.03	.02	.01	.06	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.10. Deliver on its public benefit commitment (including charitable work): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	122 34%	11 7%	26 52% a	85 54% a	4 10%	- -	1 6%	1 25%	-	1 20%	-	4 33%	-	8 80%	4 80%	4 67%	5 50%
Trust a little	(4.0)	65 18%	20 13%	7 14%	38 24% a	6 14%	2 10%	1 6%	- -	2 14%	1 20%	-	3 25%	1 100%	1 10%	-	-	1 10%
Neither trust nor distrust	(3.0)	49 14%	22 14%	8 16%	19 12%	4 10%	3 14%	2 12%	1 25%	3 21%	1 20%	1 100%	2 17%	-	1 10%	1 20%	-	2 20%
Distrust a little	(2.0)	38 10%	29 19% bc	1 2%	8 5%	8 19%	3 14%	5 29%	1 25%	2 14%	- -	- -	1 8%	-	-	-	-	-
Distrust a lot	(1.0)	71 20%	65 42% bc	1 2%	5 3%	18 43%	11 52%	6 35%	1 25%	7 50%	- -	- -	-	-	-	-	1 17%	-
Don't know		17 5%	9 6% c	7 14% c	1 1%	2 5%	2 10%	2 12%	- -	-	2 40%	-	2 17%	-	-	-	1 17%	2 20%
NET: Trust		187 52%	31 20%	33 66% a	123 79% a	10 24%	2 10%	2 12%	1 25%	2 14%	2 40%	-	7 58%	1 100%	9 90%	4 80%	4 67%	6 60%
NET: Distrust		109 30%	94 60% bc	2 4%	13 8%	26 62%	14 67%	11 65%	2 50%	9 64%	- -	- -	1 8%	-	-	-	1 17%	-
Base for stats		345	147	43	155	40	19	15	4	14	3	1	10	1	10	5	5	8
Mean Score		3.37	2.20	4.30 a	4.23 a	2.25	1.79	2.07	2.75	2.00	4.00	3.00	4.00	4.00	4.70	4.60	4.20	4.38
Standard Deviation		1.550	1.334	1.013	1.060	1.428	1.084	1.223	1.708	1.177	1.000	-	1.054	-	.675	.894	1.789	.916
Standard Error		.083	.110	.154	.085	.226	.249	.316	.854	.314	.577	-	.333	-	.213	.400	.800	.324
Error variance		.01	.01	.02	.01	.05	.06	.10	.73	.10	.33	-	.11	-	.05	.16	.64	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.10. Deliver on its public benefit commitment (including charitable work): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	122 34%	- -	1 10%	1 7%	- -	9 8%	1 100%	5 50%	6 67%	2 25%	12 60%	9 8%	2 6%	- -	2 2%	8 20%	- -	1 6%
Trust a little	(4.0)	65 18%	- -	- -	- -	1 8%	19 18%	- -	2 20%	1 11%	2 25%	2 10%	16 14%	3 9%	1 11%	5 5%	11 28%	- -	4 24%
Neither trust nor distrust	(3.0)	49 14%	1 9%	- -	1 7%	2 15%	18 17%	- -	2 20%	1 11%	- -	3 15%	13 12%	7 20%	2 22%	11 11%	7 18%	1 100%	3 18%
Distrust a little	(2.0)	38 10%	2 18%	3 30%	8 53%	2 15%	14 13%	- -	- -	- -	- -	1 5%	20 18%	8 23%	1 11%	19 19%	7 18%	- -	3 18%
Distrust a lot	(1.0)	71 20%	8 73%	5 50%	3 20%	7 54%	42 39%	- -	- -	- -	- -	1 5%	47 42%	14 40%	4 44%	58 59%	2 5%	- -	5 29%
Don't know		17 5%	- -	1 10%	2 13%	1 8%	5 5%	- -	1 10%	1 11%	4 50%	1 5%	7 6%	1 3%	1 11%	3 3%	5 13%	- -	1 6%
NET: Trust		187 52%	- -	1 10%	1 7%	1 8%	28 26%	1 100%	7 70%	7 78%	4 50%	14 70%	25 22%	5 14%	1 11%	7 7%	19 48%	- -	5 29%
NET: Distrust		109 30%	10 91%	8 80%	11 73%	9 69%	56 52%	- -	- -	- -	- -	2 10%	67 60%	22 63%	5 56%	77 79%	9 23%	- -	8 47%
Base for stats		345	11	9	13	12	102	1	9	8	4	19	105	34	8	95	35	1	16
Mean Score		3.37	1.36	1.78	2.08	1.75	2.40	5.00	4.33	4.63	4.50	4.21	2.24	2.15	2.00	1.67	3.46	3.00	2.56
Standard Deviation		1.550	.674	1.302	1.038	1.055	1.409	-	.866	.744	.577	1.228	1.383	1.234	1.195	1.015	1.221	-	1.365
Standard Error		.083	.203	.434	.288	.305	.140	-	.289	.263	.289	.282	.135	.212	.423	.104	.206	-	.341
Error variance		.01	.04	.19	.08	.09	.02	-	.08	.07	.08	.08	.02	.04	.18	.01	.04	-	.12



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.10. Deliver on its public benefit commitment (including charitable work): Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	122 34%	24 51% bd	1 1%	35 44% bd	- -	25 52% b	4 4%	100 47% b	1 2%	29 32% b	- -	30 68% b	36 47%	2 50%	32 67% b
Trust a little	(4.0)	65 18%	11 23% bd	8 8%	18 23% bd	4 5%	11 23% b	6 5%	48 23% b	1 2%	18 20% b	4 6%	9 20%	20 26%	1 25%	10 21%
Neither trust nor distrust	(3.0)	49 14%	4 9%	9 9%	12 15%	8 9%	5 10%	14 13%	20 9%	6 13%	17 19%	8 12%	3 7%	11 14%	1 25%	4 8%
Distrust a little	(2.0)	38 10%	3 6%	20 20% ac	5 6%	16 18% c	- -	23 21% a	19 9%	8 17%	9 10%	13 20%	1 2%	5 7%	- -	1 2%
Distrust a lot	(1.0)	71 20%	1 2%	61 60% ac	3 4%	57 65% ac	- -	62 55% a	19 9%	28 60% a	10 11%	39 60% a	- -	4 5%	- -	- -
Don't know		17 5%	4 9%	3 3%	7 9%	3 3%	7 15% b	3 3%	5 2%	3 6%	8 9%	1 2%	1 2%	- -	- -	1 2%
NET: Trust		187 52%	35 74% bd	9 9%	53 66% bd	4 5%	36 75% b	10 9%	148 70% b	2 4%	47 52% b	4 6%	39 89%	56 74%	3 75%	42 88%
NET: Distrust		109 30%	4 9%	81 79% ac	8 10%	73 83% ac	- -	85 76% a	38 18%	36 77% a	19 21%	52 80% a	1 2%	9 12%	- -	1 2%
Base for stats		345	43	99	73	85	41	109	206	44	83	64	43	76	4	47
Mean Score		3.37	4.26 bd	1.67	4.05 bd	1.52	4.49 b	1.78	3.93 b	1.61	3.57 b	1.64	4.58 b	4.04	4.25	4.55 b
Standard Deviation		1.550	1.049	1.010	1.141	.854	.711	1.100	1.336	.970	1.381	.932	.731	1.171	.957	.746
Standard Error		.083	.160	.102	.134	.093	.111	.105	.093	.146	.152	.117	.112	.134	.479	.109
Error variance		.01	.03	.01	.02	.01	.01	.01	.01	.02	.02	.01	.01	.02	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.11. Act in the interests of all stakeholders in .UK: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	106 29%	17 11%	25 50% a	64 41% a	8 19%	- -	- -	1 25%	1 7%	2 40%	- -	6 50%	- -	3 30%	4 80%	3 50%	7 70%
Trust a little	(4.0)	73 20%	15 10%	8 16%	50 32% ab	4 10%	4 19%	1 6%	- -	1 7%	1 20%	1 100%	2 17%	1 100%	- -	1 20%	1 17%	1 10%
Neither trust nor distrust	(3.0)	41 11%	18 12%	5 10%	18 12%	3 7%	2 10%	2 12%	1 25%	2 14%	2 40%	- -	1 8%	- -	1 10%	- -	- -	1 10%
Distrust a little	(2.0)	41 11%	24 15% b	1 2%	16 10%	9 21%	2 10%	3 18%	- -	2 14%	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	81 22%	78 50% bc	1 2% a	2 1% a	18 43%	12 57%	10 59%	2 50%	8 57%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		20 6%	4 3%	10 20% ac	6 4%	- -	1 5%	1 6%	- -	- -	- -	- -	2 17%	- -	6 60%	- -	1 17%	1 10%
NET: Trust		179 49%	32 21%	33 66% a	114 73% a	12 29%	4 19%	1 6%	1 25%	2 14%	3 60%	1 100%	8 67%	1 100%	3 30%	5 100%	4 67%	8 80%
NET: Distrust		122 34%	102 65% bc	2 4%	18 12%	27 64%	14 67%	13 76%	2 50%	10 71%	- -	- -	1 8%	- -	- -	- -	1 17%	- -
Base for stats		342	152	40	150	42	20	16	4	14	5	1	10	1	4	5	5	9
Mean Score		3.24	2.14	4.38 a	4.05 a	2.40	1.90	1.63	2.50	1.93	4.00	4.00	4.30	4.00	4.50	4.80	4.00	4.67
Standard Deviation		1.572	1.424	.979	1.048	1.578	1.252	.957	1.915	1.328	1.000	-	1.059	-	1.000	.447	1.732	.707
Standard Error		.085	.115	.155	.086	.244	.280	.239	.957	.355	.447	-	.335	-	.500	.200	.775	.236
Error variance		.01	.01	.02	.01	.06	.08	.06	.92	.13	.20	-	.11	-	.25	.04	.60	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.11. Act in the interests of all stakeholders in .UK: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	106 29%	- -	1 10%	2 13%	1 8%	13 12%	1 100%	3 30%	5 56%	4 50%	11 55%	13 12%	3 9%	1 11%	4 4%	11 28%	- -	2 12%
																	a		
Trust a little	(4.0)	73 20%	- -	- -	2 13%	2 15%	11 10%	- -	1 10%	1 11%	1 13%	4 20%	12 11%	3 9%	- -	3 3%	11 28%	- -	1 6%
																	a		
Neither trust nor distrust	(3.0)	41 11%	1 9%	- -	1 7%	2 15%	14 13%	- -	1 10%	1 11%	2 25%	1 5%	13 12%	3 9%	2 22%	5 5%	8 20%	- -	5 29%
																	a		
Distrust a little	(2.0)	41 11%	- -	2 20%	5 33%	- -	17 16%	- -	- -	- -	- -	1 5%	12 11%	9 26%	3 33%	15 15%	7 18%	1 100%	1 6%
														a					
Distrust a lot	(1.0)	81 22%	10 91%	6 60%	5 33%	8 62%	49 46%	- -	- -	- -	- -	1 5%	59 53%	16 46%	3 33%	68 69%	2 5%	- -	8 47%
																b			
Don't know		20 6%	- -	1 10%	- -	- -	3 3%	- -	5 50%	2 22%	1 13%	2 10%	3 3%	1 3%	- -	3 3%	1 3%	- -	- -
NET: Trust		179 49%	- -	1 10%	4 27%	3 23%	24 22%	1 100%	4 40%	6 67%	5 63%	15 75%	25 22%	6 17%	1 11%	7 7%	22 55%	- -	3 18%
																	a		
NET: Distrust		122 34%	10 91%	8 80%	10 67%	8 62%	66 62%	- -	- -	- -	- -	2 10%	71 63%	25 71%	6 67%	83 85%	9 23%	1 100%	9 53%
																b			
Base for stats		342	11	9	15	13	104	1	5	7	7	18	109	34	9	95	39	1	17
Mean Score		3.24	1.18	1.67	2.40	2.08	2.25	5.00	4.40	4.57	4.29	4.28	2.16	2.06	2.22	1.53	3.56	2.00	2.29
																	a		
Standard Deviation		1.572	.603	1.323	1.454	1.498	1.453	-	.894	.787	.951	1.179	1.473	1.324	1.302	1.030	1.231	-	1.448
Standard Error		.085	.182	.441	.375	.415	.142	-	.400	.297	.360	.278	.141	.227	.434	.106	.197	-	.351
Error variance		.01	.03	.19	.14	.17	.02	-	.16	.09	.13	.08	.02	.05	.19	.01	.04	-	.12

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.11. Act in the interests of all stakeholders in .UK: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	106 29%	29 62% bd	- -	38 48% bd	1 1%	28 58% b	3 3%	89 42% b	1 2%	32 35% b	1 2%	18 41%	34 45%	1 25%	19 40%
Trust a little	(4.0)	73 20%	8 17% bd	6 6%	15 19% bd	3 3%	11 23% b	5 4%	49 23% b	3 6%	14 15% b	3 5%	14 32%	23 30%	2 50%	16 33%
Neither trust nor distrust	(3.0)	41 11%	3 6%	2 2%	9 11% bd	1 1%	3 6%	6 5%	21 10%	1 2%	16 18% b	2 3%	6 14%	8 11%	- -	6 13%
Distrust a little	(2.0)	41 11%	3 6%	18 18%	8 10%	11 13%	- -	22 20% a	24 11%	5 11%	8 9%	13 20% a	4 9%	7 9%	1 25%	5 10%
Distrust a lot	(1.0)	81 22%	- -	73 72% ac	2 3%	69 78% ac	- -	73 65% a	18 9%	36 77% a	14 15%	44 68% a	- -	1 1%	- -	- -
Don't know		20 6%	4 9%	3 3%	8 10% b	3 3%	6 13% b	3 3%	10 5%	1 2%	7 8%	2 3%	2 5%	3 4%	- -	2 4%
NET: Trust		179 49%	37 79% bd	6 6%	53 66% bd	4 5%	39 81% b	8 7%	138 65% b	4 9%	46 51% b	4 6%	32 73%	57 75%	3 75%	35 73%
NET: Distrust		122 34%	3 6%	91 89% ac	10 13%	80 91% ac	- -	95 85% a	42 20%	41 87% a	22 24%	57 88% a	4 9%	8 11%	1 25%	5 10%
Base for stats		342	43	99	72	85	42	109	201	46	84	63	42	73	4	46
Mean Score		3.24	4.47 bd	1.40	4.10 bd	1.31	4.60 b	1.56	3.83 b	1.43	3.50 b	1.48	4.10	4.12	3.75	4.07
Standard Deviation		1.572	.909	.807	1.165	.772	.627	.985	1.346	.981	1.493	.895	.983	1.040	1.258	.998
Standard Error		.085	.139	.081	.137	.084	.097	.094	.095	.145	.163	.113	.152	.122	.629	.147
Error variance		.01	.02	.01	.02	.01	.01	.01	.01	.02	.03	.01	.02	.01	.40	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.12. Develop and manage .UK policy: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	142 39%	28 18%	34 68% ac	80 51% a	14 33%	1 5%	1 6%	1 25%	1 7%	3 60%	1 100%	9 75%	1 100%	1 10%	5 100%	4 67%	10 100%
Trust a little	(4.0)	87 24%	35 22% b	4 8%	48 31% b	9 21%	6 29%	7 41%	1 25%	3 21%	1 20%	- -	1 8%	- -	2 20%	- -	- -	- -
Neither trust nor distrust	(3.0)	46 13%	29 19% bc	2 4%	15 10%	10 24%	4 19%	1 6%	1 25%	2 14%	- -	- -	- -	- -	1 10%	- -	1 17%	- -
Distrust a little	(2.0)	31 9%	25 16% bc	1 2%	5 3%	3 7%	5 24%	3 18%	- -	3 21%	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	37 10%	36 23% bc	- -	1 1%	6 14%	5 24%	4 24%	1 25%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		19 5%	3 2%	9 18% ac	7 4%	- -	- -	1 6%	- -	1 7%	1 20%	- -	1 8%	- -	6 60%	- -	1 17%	- -
<b>NET: Trust</b>		229 63%	63 40%	38 76% a	128 82% a	23 55%	7 33%	8 47%	2 50%	4 29%	4 80%	1 100%	10 83%	1 100%	3 30%	5 100%	4 67%	10 100%
<b>NET: Distrust</b>		68 19%	61 39% bc	1 2%	6 4%	9 21%	10 48%	7 41%	1 25%	7 50%	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		343	153	41	149	42	21	16	4	13	4	1	11	1	4	5	5	10
Mean Score		3.78	2.96	4.73 ac	4.35 a	3.52	2.67	2.88	3.25	2.54	4.75	5.00	4.64	5.00	4.00	5.00	4.60	5.00
Standard Deviation		1.355	1.441	.672	.846	1.401	1.278	1.408	1.708	1.391	.500	-	.924	-	.816	-	.894	-
Standard Error		.073	.117	.105	.069	.216	.279	.352	.854	.386	.250	-	.279	-	.408	-	.400	-
Error variance		.01	.01	.01	*	.05	.08	.12	.73	.15	.06	-	.08	-	.17	-	.16	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.12. Develop and manage .UK policy: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	142 39%	- -	2 20%	2 13%	4 31%	20 19%	1 100%	4 40%	4 44%	7 88%	16 80%	22 20%	3 9%	3 33%	7 7%	17 43%	- -	4 24%
																	a		
Trust a little	(4.0)	87 24%	3 27%	- -	8 53%	1 8%	23 21%	- -	1 10%	2 22%	- -	1 5%	22 20%	11 31%	2 22%	18 18%	13 33%	- -	4 24%
Neither trust nor distrust	(3.0)	46 13%	1 9%	1 10%	3 20%	2 15%	22 21%	- -	1 10%	- -	- -	1 5%	19 17%	8 23%	2 22%	17 17%	7 18%	- -	5 29%
Distrust a little	(2.0)	31 9%	2 18%	3 30%	1 7%	2 15%	17 16%	- -	- -	- -	- -	1 5%	19 17%	5 14%	1 11%	20 20%	2 5%	1 100%	2 12%
																	b		
Distrust a lot	(1.0)	37 10%	5 45%	4 40%	1 7%	3 23%	23 21%	- -	- -	- -	- -	- -	28 25%	7 20%	1 11%	33 34%	1 3%	- -	2 12%
																	b		
Don't know		19 5%	- -	- -	- -	1 8%	2 2%	- -	4 40%	3 33%	1 13%	1 5%	2 2%	1 3%	- -	3 3%	- -	- -	- -
NET: Trust		229 63%	3 27%	2 20%	10 67%	5 38%	43 40%	1 100%	5 50%	6 67%	7 88%	17 85%	44 39%	14 40%	5 56%	25 26%	30 75%	- -	8 47%
																	a		
NET: Distrust		68 19%	7 64%	7 70%	2 13%	5 38%	40 37%	- -	- -	- -	- -	1 5%	47 42%	12 34%	2 22%	53 54%	3 8%	1 100%	4 24%
																	b		
Base for stats		343	11	10	15	12	105	1	6	6	7	19	110	34	9	95	40	1	17
Mean Score		3.78	2.18	2.30	3.60	3.08	3.00	5.00	4.50	4.67	5.00	4.68	2.92	2.94	3.56	2.43	4.08	2.00	3.35
																	a		
Standard Deviation		1.355	1.328	1.567	1.056	1.676	1.428	-	.837	.516	-	.820	1.485	1.301	1.424	1.334	1.023	-	1.320
Standard Error		.073	.400	.496	.273	.484	.139	-	.342	.211	-	.188	.142	.223	.475	.137	.162	-	.320
Error variance		.01	.16	.25	.07	.23	.02	-	.12	.04	-	.04	.02	.05	.23	.02	.03	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.12. Develop and manage .UK policy: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	142 39%	38 81% bcd	5 5%	50 63% bd	2 2%	37 77% b	9 8%	114 54% b	- -	47 52% b	3 5%	23 52%	40 53%	2 50%	25 52%
Trust a little	(4.0)	87 24%	5 11%	21 21%	17 21%	15 17%	8 17%	22 20%	56 27%	7 15%	20 22%	14 22%	15 34%	22 29%	2 50%	17 35%
Neither trust nor distrust	(3.0)	46 13%	1 2%	16 16% ac	4 5%	15 17% ac	- -	22 20% a	16 8%	10 21% a	10 11%	12 18%	4 9%	5 7%	- -	4 8%
Distrust a little	(2.0)	31 9%	1 2%	22 22% ac	1 1%	18 20% ac	1 2%	22 20% a	8 4%	10 21% a	6 7%	15 23% a	- -	3 4%	- -	- -
Distrust a lot	(1.0)	37 10%	- -	35 34% ac	1 1%	35 40% ac	- -	34 30% a	6 3%	19 40% a	3 3%	20 31% a	1 2%	- -	- -	1 2%
Don't know		19 5%	2 4%	3 3%	7 9%	3 3%	2 4%	3 3%	11 5%	1 2%	5 5%	1 2%	1 2%	6 8%	- -	1 2%
NET: Trust		229 63%	43 91% bd	26 25%	67 84% bd	17 19%	45 94% b	31 28%	170 81% b	7 15%	67 74% b	17 26%	38 86%	62 82%	4 100%	42 88%
NET: Distrust		68 19%	1 2%	57 56% ac	2 3%	53 60% ac	1 2%	56 50% a	14 7%	29 62% a	9 10%	35 54% a	1 2%	3 4%	- -	1 2%
Base for stats		343	45	99	73	85	46	109	200	46	86	64	43	70	4	47
Mean Score		3.78	4.78 bd	2.38	4.56 bd	2.19	4.76 b	2.54	4.32 b	2.11	4.19 b	2.45	4.37	4.41	4.50	4.38
Standard Deviation		1.355	.599	1.299	.781	1.220	.565	1.337	.991	1.120	1.112	1.272	.846	.807	.577	.822
Standard Error		.073	.089	.131	.091	.132	.083	.128	.070	.165	.120	.159	.129	.097	.289	.120
Error variance		.01	.01	.02	.01	.02	.01	.02	*	.03	.01	.03	.02	.01	.08	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.13. Support internet governance: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	145 40%	21 13%	34 68% a	90 58% a	9 21%	- -	1 6%	1 25%	2 14%	3 60%	- -	8 67%	1 100%	6 60%	5 100%	4 67%	7 70%
Trust a little	(4.0)	87 24%	48 31% bc	7 14%	32 21%	14 33%	9 43%	7 41%	1 25%	3 21%	1 20%	1 100%	1 8%	- -	1 10%	- -	1 17%	2 20%
Neither trust nor distrust	(3.0)	61 17%	38 24% bc	2 4%	21 13%	9 21%	5 24%	3 18%	1 25%	5 36%	- -	- -	1 8%	- -	1 10%	- -	- -	- -
Distrust a little	(2.0)	22 6%	13 8%	1 2%	8 5%	3 7%	3 14%	2 12%	- -	2 14%	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	27 7%	27 17% bc	- -	- -	5 12%	3 14%	3 18%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		20 6%	9 6%	6 12% c	5 3%	2 5%	1 5%	1 6%	- -	1 7%	1 20%	- -	1 8%	- -	2 20%	- -	1 17%	1 10%
NET: Trust		232 64%	69 44%	41 82% a	122 78% a	23 55%	9 43%	8 47%	2 50%	5 36%	4 80%	1 100%	9 75%	1 100%	7 70%	5 100%	5 83%	9 90%
NET: Distrust		49 14%	40 26% bc	1 2%	8 5%	8 19%	6 29%	5 29%	1 25%	3 21%	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		342	147	44	151	40	20	16	4	13	4	1	11	1	8	5	5	9
Mean Score		3.88	3.16	4.68 ac	4.35 a	3.48	3.00	3.06	3.25	3.23	4.75	4.00	4.45	5.00	4.63	5.00	4.80	4.78
Standard Deviation		1.249	1.307	.674	.911	1.281	1.124	1.289	1.708	1.166	.500	-	1.036	-	.744	-	.447	.441
Standard Error		.068	.108	.102	.074	.203	.251	.322	.854	.323	.250	-	.312	-	.263	-	.200	.147
Error variance		*	.01	.01	.01	.04	.06	.10	.73	.10	.06	-	.10	-	.07	-	.04	.02



## P013002 Nominet Listening Process 2021 Phase 2

### Q7.13. Support internet governance: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	145 40%	- -	1 10%	1 7%	2 15%	17 16%	- -	6 60%	7 78%	5 63%	15 75%	16 14%	3 9%	2 22%	5 5%	13 33% a	- -	3 18%
Trust a little	(4.0)	87 24%	5 45%	2 20%	5 33%	5 38%	31 29%	1 100%	1 10%	1 11%	- -	3 15%	33 29%	12 34%	3 33%	28 29%	14 35%	- -	6 35%
Neither trust nor distrust	(3.0)	61 17%	2 18%	- -	8 53%	2 15%	26 24%	- -	1 10%	- -	1 13%	- -	25 22%	12 34%	1 11%	24 24%	9 23%	1 100%	4 24%
Distrust a little	(2.0)	22 6%	- -	1 10%	- -	1 8%	11 10%	- -	- -	- -	- -	1 5%	12 11%	1 3%	- -	11 11%	1 3%	- -	1 6%
Distrust a lot	(1.0)	27 7%	3 27%	5 50%	1 7%	3 23%	15 14%	- -	- -	- -	- -	- -	18 16%	6 17%	3 33%	24 24% b	1 3%	- -	2 12%
Don't know		20 6%	1 9%	1 10%	- -	- -	7 7%	- -	2 20%	1 11%	2 25%	1 5%	8 7%	1 3%	- -	6 6%	2 5%	- -	1 6%
NET: Trust		232 64%	5 45%	3 30%	6 40%	7 54%	48 45%	1 100%	7 70%	8 89%	5 63%	18 90%	49 44%	15 43%	5 56%	33 34%	27 68% a	- -	9 53%
NET: Distrust		49 14%	3 27%	6 60%	1 7%	4 31%	26 24%	- -	- -	- -	- -	1 5%	30 27%	7 20%	3 33%	35 36% b	2 5%	- -	3 18%
Base for stats		342	10	9	15	13	100	1	8	8	6	19	104	34	9	92	38	1	16
Mean Score		3.88	2.90	2.22	3.33	3.15	3.24	4.00	4.63	4.88	4.67	4.68	3.16	3.15	3.11	2.77	3.97 a	3.00	3.44
Standard Deviation		1.249	1.370	1.641	.900	1.463	1.288	-	.744	.354	.816	.749	1.315	1.209	1.691	1.285	.972	-	1.263
Standard Error		.068	.433	.547	.232	.406	.129	-	.263	.125	.333	.172	.129	.207	.564	.134	.158	-	.316
Error variance		*	.19	.30	.05	.16	.02	-	.07	.02	.11	.03	.02	.04	.32	.02	.02	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.13. Support internet governance: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	145 40%	34 72% bd	4 4% bd	48 60% bd	4 5%	34 71% b	8 7%	116 55% b	1 2%	39 43% b	3 5%	24 55%	44 58%	2 50%	26 54%
Trust a little	(4.0)	87 24%	5 11%	34 33% a	17 21% a	23 26% a	8 17%	34 30%	52 25%	12 26%	30 33%	17 26%	10 23%	17 22%	1 25%	11 23%
Neither trust nor distrust	(3.0)	61 17%	4 9%	24 24% ac	8 10% ac	22 25% ac	2 4%	29 26% a	21 10%	14 30% a	12 13%	17 26% a	7 16%	8 11%	1 25%	8 17%
Distrust a little	(2.0)	22 6%	2 4%	9 9% c	1 1% c	10 11% c	2 4%	12 11%	9 4%	5 11%	3 3%	8 12% a	2 5%	4 5%	- -	2 4%
Distrust a lot	(1.0)	27 7%	- -	26 25% ac	- - ac	26 30% ac	- -	24 21% a	5 2%	13 28% a	1 1%	18 28% a	- -	- -	- -	- -
Don't know		20 6%	2 4%	5 5%	6 8%	3 3%	2 4%	5 4%	8 4%	2 4%	6 7%	2 3%	1 2%	3 4%	- -	1 2%
NET: Trust		232 64%	39 83% bd	38 37%	65 81% bd	27 31%	42 88% b	42 38%	168 80% b	13 28%	69 76% b	20 31%	34 77%	61 80%	3 75%	37 77%
NET: Distrust		49 14%	2 4%	35 34% ac	1 1% ac	36 41% ac	2 4%	36 32% a	14 7%	18 38% a	4 4%	26 40% a	2 5%	4 5%	- -	2 4%
Base for stats		342	45	97	74	85	46	107	203	45	85	63	43	73	4	47
Mean Score		3.88	4.58 bd	2.80	4.51 bd	2.64	4.61 b	2.91	4.31 b	2.62	4.21 b	2.67	4.30	4.38	4.25	4.30
Standard Deviation		1.249	.839	1.288	.745	1.299	.774	1.278	.993	1.230	.901	1.283	.914	.892	.957	.907
Standard Error		.068	.125	.131	.087	.141	.114	.124	.070	.183	.098	.162	.139	.104	.479	.132
Error variance		*	.02	.02	.01	.02	.01	.02	*	.03	.01	.03	.02	.01	.23	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.14. Fulfil its obligations as a responsible employer: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	153 42%	32 21%	22 44% a	99 63% ab	13 31%	4 19%	2 12%	1 25%	2 14%	2 40%	1 100%	4 33%	1 100%	3 30%	2 40%	2 33%	7 70%
Trust a little	(4.0)	64 18%	26 17%	5 10%	33 21%	11 26%	1 5%	5 29%	- -	1 7%	1 20%	- -	3 25%	- -	- -	- -	1 17%	- -
Neither trust nor distrust	(3.0)	55 15%	41 26%	3 6%	11 7%	12 29%	8 38%	1 6%	1 25%	4 29%	- -	- -	1 8%	- -	1 10%	1 20%	- -	- -
Distrust a little	(2.0)	17 5%	10 6%	1 2%	6 4%	2 5%	1 5%	2 12%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Distrust a lot	(1.0)	19 5%	13 8%	- -	6 4%	2 5%	2 10%	2 12%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		54 15%	34 22% c	19 38% ac	1 1%	2 5%	5 24%	5 29%	1 25%	7 50%	2 40%	- -	4 33%	- -	6 60%	2 40%	2 33%	3 30%
<b>NET: Trust</b>		217 60%	58 37%	27 54% a	132 85% ab	24 57%	5 24%	7 41%	1 25%	3 21%	3 60%	1 100%	7 58%	1 100%	3 30%	2 40%	3 50%	7 70%
<b>NET: Distrust</b>		36 10%	23 15% bc	1 2%	12 8%	4 10%	3 14%	4 24%	1 25%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Base for stats		308	122	31	155	40	16	12	3	7	3	1	8	1	4	3	4	7
Mean Score		4.02	3.44	4.55	4.37	3.78	3.25	3.25	3.00	3.71	4.67	5.00	4.38	5.00	4.50	4.33	4.00	5.00
Standard Deviation		1.206	1.260	.810	1.039	1.121	1.291	1.422	2.000	.951	.577	-	.744	-	1.000	1.155	1.414	-
Standard Error		.069	.114	.145	.083	.177	.323	.411	1.155	.360	.333	-	.263	-	.500	.667	.707	-
Error variance		*	.01	.02	.01	.03	.10	.17	1.33	.13	.11	-	.07	-	.25	.44	.50	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.14. Fulfil its obligations as a responsible employer: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	153 42%	1 9%	1 10%	4 27%	1 8%	25 23%	- -	3 30%	5 56%	3 38%	10 50%	20 18%	10 29%	2 22%	12 12%	16 40% a	1 100%	3 18%
Trust a little	(4.0)	64 18%	2 18%	- -	4 27%	2 15%	18 17%	- -	1 10%	1 11%	- -	3 15%	14 13%	9 26%	3 33%	18 18%	5 13%	- -	3 18%
Neither trust nor distrust	(3.0)	55 15%	3 27%	1 10%	1 7%	6 46%	30 28%	- -	1 10%	- -	- -	1 5%	31 28%	7 20%	3 33%	25 26%	12 30%	- -	4 24%
Distrust a little	(2.0)	17 5%	1 9%	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	1 5%	7 6%	3 9%	- -	8 8%	1 3%	- -	1 6%
Distrust a lot	(1.0)	19 5%	- -	2 20%	1 7%	1 8%	9 8%	- -	- -	- -	- -	- -	9 8%	3 9%	1 11%	13 13% b	- -	- -	- -
Don't know		54 15%	4 36%	4 40%	4 27%	2 15%	20 19%	1 100%	5 50%	3 33%	5 63%	5 25%	31 28% b	3 9%	- -	22 22%	6 15%	- -	6 35%
NET: Trust		217 60%	3 27%	1 10%	8 53%	3 23%	43 40%	- -	4 40%	6 67%	3 38%	13 65%	34 30%	19 54% a	5 56%	30 31%	21 53% a	1 100%	6 35%
NET: Distrust		36 10%	1 9%	4 40%	2 13%	2 15%	14 13%	- -	- -	- -	- -	1 5%	16 14%	6 17%	1 11%	21 21% b	1 3%	- -	1 6%
Base for stats		308	7	6	11	11	87	-	5	6	3	15	81	32	9	76	34	1	11
Mean Score		4.02	3.43	2.33	3.82	3.09	3.52	-	4.40	4.83	5.00	4.47	3.36	3.63	3.56	3.11	4.06 a	5.00	3.73
Standard Deviation		1.206	.976	1.506	1.328	1.044	1.256	-	.894	.408	-	.915	1.258	1.289	1.236	1.292	.983	-	1.009
Standard Error		.069	.369	.615	.400	.315	.135	-	.400	.167	-	.236	.140	.228	.412	.148	.169	-	.304
Error variance		*	.14	.38	.16	.10	.02	-	.16	.03	-	.06	.02	.05	.17	.02	.03	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.14. Fulfil its obligations as a responsible employer: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	153 42%	28 60% bd	13 13%	38 48% bd	12 14%	24 50% b	20 18%	114 54% b	9 19%	36 40% b	6 9%	32 73%	48 63%	3 75%	35 73%
Trust a little	(4.0)	64 18%	4 9%	21 21%	10 13%	16 18%	3 6%	21 19% a	43 20%	6 13%	16 18%	12 18%	6 14%	18 24%	1 25%	7 15%
Neither trust nor distrust	(3.0)	55 15%	3 6%	24 24% ac	9 11%	18 20% a	5 10%	27 24% a	16 8%	11 23% a	16 18%	17 26%	4 9%	3 4%	- -	4 8%
Distrust a little	(2.0)	17 5%	- -	11 11% ac	- -	10 11% ac	- -	9 8% a	8 4%	2 4%	1 1%	6 9% a	1 2%	4 5%	- -	1 2%
Distrust a lot	(1.0)	19 5%	1 2%	12 12% c	- -	13 15% ac	1 2%	12 11%	7 3%	8 17% a	- -	8 12% a	1 2%	3 4%	- -	1 2%
Don't know		54 15%	11 23%	21 21%	23 29%	19 22%	15 31%	23 21%	23 11%	11 23% a	22 24%	16 25%	- -	- -	- -	- -
<b>NET: Trust</b>		217 60%	32 68% bd	34 33%	48 60% bd	28 32%	27 56% b	41 37%	157 74% b	15 32%	52 57% b	18 28%	38 86%	66 87%	4 100%	42 88%
<b>NET: Distrust</b>		36 10%	1 2%	23 23% ac	- -	23 26% ac	1 2%	21 19% a	15 7%	10 21% a	1 1%	14 22% a	2 5%	7 9%	- -	2 4%
Base for stats		308	36	81	57	69	33	89	188	36	69	49	44	76	4	48
Mean Score		4.02	4.61 bd	3.15	4.51 bd	3.06	4.48 b	3.31	4.32 b	3.17	4.26 b	3.04	4.52	4.37	4.75	4.54
Standard Deviation		1.206	.871	1.276	.759	1.360	.972	1.302	1.048	1.464	.869	1.241	.927	1.056	.500	.898
Standard Error		.069	.145	.142	.101	.164	.169	.138	.076	.244	.105	.177	.140	.121	.250	.130
Error variance		*	.02	.02	.01	.03	.03	.02	.01	.06	.01	.03	.02	.01	.06	.02

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.15. Promote and expand the market for .UK domain names: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		362 100%	156 100%	50 100%	156 100%	42 100%	21 100%	17 100%	4 100%	14 100%	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	119 33%	21 13%	28 56% a	70 45% a	11 26%	1 5%	1 6%	1 25%	- -	1 20%	1 100%	7 58%	- -	4 40%	4 80%	3 50%	8 80%
Trust a little	(4.0)	78 22%	29 19%	5 10%	44 28% ab	13 31%	3 14%	4 24%	- -	2 14%	1 20%	- -	1 8%	- -	- -	- -	2 33%	1 10%
Neither trust nor distrust	(3.0)	88 24%	54 35% bc	4 8%	30 19%	9 21%	10 48%	5 29%	1 25%	10 71%	2 40%	- -	1 8%	- -	1 10%	- -	- -	- -
Distrust a little	(2.0)	24 7%	18 12% bc	- -	6 4%	5 12%	4 19%	3 18%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	30 8%	30 19% bc	- -	- -	4 10%	2 10%	3 18%	1 25%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		23 6%	4 3%	13 26% ac	6 4%	- -	1 5%	1 6%	- -	- -	1 20%	- -	3 25%	1 100%	5 50%	1 20%	1 17%	1 10%
NET: Trust		197 54%	50 32%	33 66% a	114 73% a	24 57%	4 19%	5 29%	1 25%	2 14%	2 40%	1 100%	8 67%	- -	4 40%	4 80%	5 83%	9 90%
NET: Distrust		54 15%	48 31% bc	- -	6 4%	9 21%	6 29%	6 35%	2 50%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		339	152	37	150	42	20	16	4	14	4	1	9	-	5	4	5	9
Mean Score		3.68	2.95	4.65	4.19	3.52	2.85	2.81	2.75	2.86	3.75	5.00	4.67	-	4.60	5.00	4.60	4.89
Standard Deviation		1.263	1.288	.676	.893	1.273	.988	1.223	1.708	.864	.957	-	.707	-	.894	-	.548	.333
Standard Error		.069	.105	.111	.073	.196	.221	.306	.854	.231	.479	-	.236	-	.400	-	.245	.111
Error variance		*	.01	.01	.01	.04	.05	.09	.73	.05	.23	-	.06	-	.16	-	.06	.01

## P013002 Nominet Listening Process 2021 Phase 2

**Q7.15. Promote and expand the market for .UK domain names: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		362 100%	11 100%	10 100%	15 100%	13 100%	107 100%	1 100%	10 100%	9 100%	8 100%	20 100%	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	119 33%	- -	1 10%	2 13%	2 15%	16 15%	- -	4 40%	4 44%	3 38%	15 75%	14 13%	6 17%	1 11%	5 5%	13 33%	- -	3 18%
Trust a little	(4.0)	78 22%	1 9%	1 10%	4 27%	2 15%	21 20%	1 100%	- -	1 11%	- -	3 15%	17 15%	10 29%	2 22%	13 13%	13 33%	1 100%	2 12%
Neither trust nor distrust	(3.0)	88 24%	4 36%	4 40%	4 27%	4 31%	38 36%	- -	1 10%	2 22%	- -	1 5%	46 41%	4 11%	4 44%	38 39%	7 18%	- -	9 53%
Distrust a little	(2.0)	24 7%	2 18%	1 10%	3 20%	3 23%	9 8%	- -	- -	- -	- -	- -	13 12%	5 14%	- -	15 15%	2 5%	- -	1 6%
Distrust a lot	(1.0)	30 8%	4 36%	2 20%	1 7%	2 15%	21 20%	- -	- -	- -	- -	- -	18 16%	10 29%	2 22%	26 27%	2 5%	- -	2 12%
Don't know		23 6%	- -	1 10%	1 7%	- -	2 2%	- -	5 50%	2 22%	5 63%	1 5%	4 4%	- -	- -	1 1%	3 8%	- -	- -
NET: Trust		197 54%	1 9%	2 20%	6 40%	4 31%	37 35%	1 100%	4 40%	5 56%	3 38%	18 90%	31 28%	16 46%	3 33%	18 18%	26 65%	1 100%	5 29%
NET: Distrust		54 15%	6 55%	3 30%	4 27%	5 38%	30 28%	- -	- -	- -	- -	- -	31 28%	15 43%	2 22%	41 42%	4 10%	- -	3 18%
Base for stats		339	11	9	14	13	105	1	5	7	3	19	108	35	9	97	37	1	17
Mean Score		3.68	2.18	2.78	3.21	2.92	3.02	4.00	4.60	4.29	5.00	4.74	2.96	2.91	3.00	2.55	3.89	4.00	3.18
Standard Deviation		1.263	1.079	1.302	1.188	1.320	1.308	-	.894	.951	-	.562	1.215	1.522	1.323	1.173	1.125	-	1.185
Standard Error		.069	.325	.434	.318	.366	.128	-	.400	.360	-	.129	.117	.257	.441	.119	.185	-	.287
Error variance		*	.11	.19	.10	.13	.02	-	.16	.13	-	.02	.01	.07	.19	.01	.03	-	.08

## P013002 Nominet Listening Process 2021 Phase 2

### Q7.15. Promote and expand the market for .UK domain names: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		362 100%	47 100%	102 100%	80 100%	88 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Trust a lot	(5.0)	119 33%	31 66% bd	3 3%	41 51% bd	4 5%	31 65% b	7 6%	98 46% b	1 2%	37 41% b	3 5%	19 43%	40 53%	1 25%	20 42%
Trust a little	(4.0)	78 22%	9 19%	14 14%	13 16%	12 14%	7 15%	18 16%	50 24%	7 15%	20 22%	7 11%	14 32%	19 25%	2 50%	16 33%
Neither trust nor distrust	(3.0)	88 24%	1 2%	39 38% ac	13 16% a	30 34% ac	3 6%	43 38% a	39 18%	12 26%	19 21%	25 38% a	8 18%	9 12%	1 25%	9 19%
Distrust a little	(2.0)	24 7%	- -	16 16% ac	1 1% ac	12 14% ac	- -	16 14% a	6 3%	9 19% a	3 3%	13 20% a	1 2%	4 5%	- -	1 2%
Distrust a lot	(1.0)	30 8%	- -	29 28% ac	- -	29 33% ac	- -	27 24% a	5 2%	17 36% a	2 2%	17 26% a	- -	- -	- -	- -
Don't know		23 6%	6 13% bd	1 1%	12 15% bd	1 1%	7 15% b	1 1%	13 6%	1 2%	10 11% b	- -	2 5%	4 5%	- -	2 4%
NET: Trust		197 54%	40 85% bcd	17 17%	54 68% bd	16 18%	38 79% b	25 22%	148 70% b	8 17%	57 63% b	10 15%	33 75%	59 78%	3 75%	36 75%
NET: Distrust		54 15%	- -	45 44% ac	1 1% ac	41 47% ac	- -	43 38% a	11 5%	26 55% a	5 5%	30 46% a	1 2%	4 5%	- -	1 2%
Base for stats		339	41	101	68	87	41	111	198	46	81	65	42	72	4	46
Mean Score		3.68	4.73 bcd	2.47	4.38 bd	2.43	4.68 b	2.66	4.16 b	2.26	4.07 b	2.48	4.21	4.32	4.00	4.20
Standard Deviation		1.263	.501	1.136	.847	1.216	.610	1.195	1.010	1.182	1.034	1.133	.842	.901	.816	.833
Standard Error		.069	.078	.113	.103	.130	.095	.113	.072	.174	.115	.141	.130	.106	.408	.123
Error variance		*	.01	.01	.01	.02	.01	.01	.01	.03	.01	.02	.02	.01	.17	.02



## P013002 Nominet Listening Process 2021 Phase 2

### Q9. How satisfied or dissatisfied are you with Nominet's approach to transparency?

BASE: All Members and Stakeholders

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	199 100%	152 100%	47 100%	- -	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	12 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Very satisfied	(5.0) 19 10%	5 3%	14 30% a	- -	4 10%	1 5%	- -	- -	- -	1 25%	- -	3 25%	- -	1 13%	3 60%	2 33%	4 40%
Quite satisfied	(4.0) 29 15%	15 10%	14 30% a	- -	2 5%	3 14%	- -	1 25%	3 21%	- -	1 100%	4 33%	- -	4 50%	1 20%	2 33%	2 20%
Neither satisfied nor dissatisfied	(3.0) 30 15%	20 13%	10 21%	- -	5 12%	3 14%	2 13%	1 25%	2 14%	2 50%	- -	3 25%	1 100%	1 13%	1 20%	- -	2 20%
Quite dissatisfied	(2.0) 31 16%	29 19% b	2 4%	- -	14 34%	4 19%	2 13%	- -	2 14%	- -	- -	1 8%	- -	- -	- -	- -	1 10%
Very dissatisfied	(1.0) 81 41%	80 53% b	1 2%	- -	16 39%	10 48%	12 75%	2 50%	7 50%	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know	9 5%	3 2%	6 13% a	- -	- -	- -	- -	- -	- -	1 25%	- -	1 8%	- -	2 25%	- -	1 17%	1 10%
<b>NET: Satisfied</b>	48 24%	20 13%	28 60% a	- -	6 15%	4 19%	- -	1 25%	3 21%	1 25%	1 100%	7 58%	- -	5 63%	4 80%	4 67%	6 60%
<b>NET: Dissatisfied</b>	112 56%	109 72% b	3 6%	- -	30 73%	14 67%	14 88%	2 50%	9 64%	- -	- -	1 8%	- -	- -	- -	1 17%	1 10%
Base for stats	190	149	41	-	41	21	16	4	14	3	1	11	1	6	5	5	9
Mean Score	2.34	1.90	3.93 a	-	2.12	2.10	1.38	2.25	2.07	3.67	4.00	3.82	3.00	4.00	4.40	3.80	4.00
Standard Deviation	1.411	1.173	1.010	-	1.269	1.300	.719	1.500	1.269	1.155	-	.982	-	.632	.894	1.643	1.118
Standard Error	.102	.096	.158	-	.198	.284	.180	.750	.339	.667	-	.296	-	.258	.400	.735	.373
Error variance	.01	.01	.02	-	.04	.08	.03	.56	.11	.44	-	.09	-	.07	.16	.54	.14

## P013002 Nominet Listening Process 2021 Phase 2

### Q9. How satisfied or dissatisfied are you with Nominet's approach to transparency?

BASE: All Members and Stakeholders

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
199 100%	11 100%	10 100%	14 100%	13 100%	104 100%	1 100%	8 100%	8 100%	8 100%	20 100%	109 100%	35 100%	8 100%	94 100%	40 100%	1 100%	17 100%
19 10%	- -	1 10%	- -	- -	4 4%	- -	3 38%	2 25%	3 38%	6 30%	4 4%	- -	1 13%	1 1%	4 10%	- -	- -
29 15%	- -	1 10%	- -	2 15%	12 12%	1 100%	2 25%	2 25%	2 25%	6 30%	13 12%	2 6%	- -	1 1%	12 30%	- -	2 12%
30 15%	2 18%	- -	2 14%	2 15%	14 13%	- -	2 25%	2 25%	2 25%	3 15%	12 11%	6 17%	2 25%	4 4%	9 23%	- -	7 41%
31 16%	1 9%	1 10%	4 29%	1 8%	22 21%	- -	- -	- -	- -	2 10%	21 19%	6 17%	2 25%	14 15%	11 28%	- -	4 24%
81 41%	8 73%	7 70%	7 50%	8 62%	50 48%	- -	- -	- -	- -	1 5%	56 51%	21 60%	3 38%	74 79%	2 5%	1 100%	3 18%
9 5%	- -	- -	1 7%	- -	2 2%	- -	1 13%	2 25%	1 13%	2 10%	3 3%	- -	- -	- -	2 5%	- -	1 6%
48 24%	- -	2 20%	- -	2 15%	16 15%	1 100%	5 63%	4 50%	5 63%	12 60%	17 16%	2 6%	1 13%	2 2%	16 40%	- -	2 12%
112 56%	9 82%	8 80%	11 79%	9 69%	72 69%	- -	- -	- -	- -	3 15%	77 71%	27 77%	5 63%	88 94%	13 33%	1 100%	7 41%
190 2.34	11 1.45	10 1.80	13 1.62	13 1.85	102 2.00	1 4.00	7 4.14	6 4.00	7 4.14	18 3.78	106 1.94	35 1.69	8 2.25	94 1.31	38 3.13	1 1.00	16 2.50
1.411 .102 .01	.820 .247 .06	1.476 .467 .22	.768 .213 .05	1.214 .337 .11	1.211 .120 .01	- - -	.900 .340 .12	.894 .365 .13	.900 .340 .12	1.215 .286 .08	1.218 .118 .01	.963 .163 .03	1.389 .491 .24	.704 .073 .01	1.119 .182 .03	- - -	.966 .242 .06

## P013002 Nominet Listening Process 2021 Phase 2

### Q9. How satisfied or dissatisfied are you with Nominet's approach to transparency?

BASE: All Members and Stakeholders

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	*a	*b	*c	*d
Total		199	46	99	76	86	48	112	87	47	91	65	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	19	14	-	16	1	19	-	15	-	15	1	-	-	-	-
		10%	30% bd	-	21% bd	1%	40% b	-	17% b	-	16% b	2%	-	-	-	-
Quite satisfied	(4.0)	29	18	1	26	-	29	-	23	-	20	1	-	-	-	-
		15%	39% bd	1%	34% bd	-	60% b	-	26% b	-	22% b	2%	-	-	-	-
Neither satisfied nor dissatisfied	(3.0)	30	6	5	14	3	-	-	12	2	20	3	-	-	-	-
		15%	13% d	5%	18% bd	3%	-	-	14% b	4%	22% b	5%	-	-	-	-
Quite dissatisfied	(2.0)	31	4	16	10	15	-	31	14	10	16	12	-	-	-	-
		16%	9%	16%	13%	17%	-	28% a	16%	21%	18%	18%	-	-	-	-
Very dissatisfied	(1.0)	81	2	77	5	67	-	81	20	35	14	48	-	-	-	-
		41%	4%	78% ac	7% ac	78% ac	-	72% a	23% a	74% a	15% a	74% a	-	-	-	-
Don't know		9	2	-	5	-	-	-	3	-	6	-	-	-	-	-
		5%	4% b	-	7% bd	-	-	-	3% b	-	7% b	-	-	-	-	-
NET: Satisfied		48	32	1	42	1	48	-	38	-	35	2	-	-	-	-
		24%	70% bd	1%	55% bd	1%	100% b	-	44% b	-	38% b	3%	-	-	-	-
NET: Dissatisfied		112	6	93	15	82	-	112	34	45	30	60	-	-	-	-
		56%	13% ac	94% ac	20% ac	95% ac	-	100% a	39% a	96% a	33% a	92% a	-	-	-	-
Base for stats		190	44	99	71	86	48	112	84	47	85	65	-	-	-	-
Mean Score		2.34	3.86 bd	1.29	3.54 bd	1.29	4.40 b	1.28	2.99 b	1.30	3.07 b	1.38	-	-	-	-
Standard Deviation		1.411	1.112	.610	1.193	.648	.494	.449	1.460	.548	1.343	.784	-	-	-	-
Standard Error		.102	.168	.061	.142	.070	.071	.042	.159	.080	.146	.097	-	-	-	-
Error variance		.01	.03	*	.02	*	.01	*	.03	.01	.02	.01	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q10. Summary Table: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

Significance Level: 95%

The publication of Board meeting reports

Increased financial reporting

Meeting reports from the .UK Registry Advisory Council

Monthly calls with the acting Chair and interim CEO

Total	Scale							Mean Score
	Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of	NET: Know	NET: At least heard of	
	*a	*b	*c	*d	*e	*f	*g	*h
349	35	62	98	78	76	195	273	2.72
100%	10%	18%	28%	22%	22%	56%	78%	
349	17	48	116	81	87	181	262	2.50
100%	5%	14%	33%	23%	25%	52%	75%	
349	27	48	93	96	85	168	264	2.53
100%	8%	14%	27%	28%	24%	48%	76%	
349	52	56	91	61	89	199	260	2.77
100%	15%	16%	26%	17%	26%	57%	74%	

## P013002 Nominet Listening Process 2021 Phase 2

**Q10. Summary - Know:** In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
349 100%	150 100%	46 100%	153 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	8 100%	5 100%	6 100%	10 100%
195 56%	86 57% b	17 37% b	92 60% b	25 61%	12 57%	10 63%	3 75%	7 50%	- -	1 100%	3 27%	1 100%	2 25%	3 60%	3 50%	4 40%
181 52%	66 44%	20 43%	95 62% ab	20 49%	10 48%	9 56%	2 50%	6 43%	- -	1 100%	4 36%	1 100%	3 38%	3 60%	4 67%	4 40%
168 48%	76 51% b	13 28%	79 52% b	23 56%	9 43%	11 69%	3 75%	4 29%	- -	- -	2 18%	1 100%	2 25%	2 40%	3 50%	3 30%
199 57%	83 55% b	11 24%	105 69% ab	25 61%	13 62%	11 69%	3 75%	3 21%	- -	1 100%	2 18%	1 100%	2 25%	- -	2 33%	3 30%

## P013002 Nominet Listening Process 2021 Phase 2

**Q10. Summary - Know:** In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	349 100%	11 100%	10 100%	13 100%	13 100%	103 100%	1 100%	7 100%	8 100%	8 100%	20 100%	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	195 56%	6 55%	6 60%	6 46%	6 46%	62 60%	- -	- -	4 50%	2 25%	10 50%	61 57%	20 57%	5 63%	53 57%	24 62%	- -	9 53%
Increased financial reporting	181 52%	3 27%	4 40%	7 54%	5 38%	47 46%	- -	1 14%	5 63%	2 25%	11 55%	46 43%	16 46%	4 50%	40 43%	21 54%	- -	5 29%
Meeting reports from the .UK Registry Advisory Council	168 48%	6 55%	6 60%	8 62%	6 46%	50 49%	- -	- -	4 50%	2 25%	7 35%	55 51%	17 49%	4 50%	44 47%	22 56%	1 100%	9 53%
Monthly calls with the acting Chair and interim CEO	199 57%	8 73%	6 60%	10 77%	5 38%	54 52%	- -	- -	3 38%	1 13%	7 35%	55 51%	26 74%	2 25%	56 60%	18 46%	1 100%	8 47%

## P013002 Nominet Listening Process 2021 Phase 2

**Q10. Summary - Know:** In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	349 100%	45 100%	98 100%	75 100%	85 100%	47 100%	111 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
The publication of Board meeting reports	195 56%	24 53%	55 56%	36 48%	48 56%	27 57%	60 54%	126 60%	22 47%	49 54%	32 49%	34 77% b	37 49%	3 75%	37 77% b
Increased financial reporting	181 52%	24 53%	42 43%	36 48%	37 44%	26 55%	48 43%	126 60% b	16 34%	42 46%	24 37%	30 68%	41 54%	3 75%	33 69%
Meeting reports from the .UK Registry Advisory Council	168 48%	21 47%	47 48%	32 43%	42 49%	23 49%	53 48%	110 52%	22 47%	41 45%	31 48%	31 70% b	34 45%	2 50%	33 69% b
Monthly calls with the acting Chair and interim CEO	199 57%	17 38%	58 59% ac	29 39%	49 58% ac	16 34%	65 59% a	131 62%	27 57%	43 47%	33 51%	39 89% b	43 57%	3 75%	42 88% b

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.1. The publication of Board meeting reports: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		349 100%	150 100%	46 100%	153 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Know very well	(5.0)	35 10%	6 4%	3 7%	26 17% a	2 5%	2 10%	1 6%	- -	- -	- -	- -	- -	1 100%	- -	1 20%	1 17%	- -
Know a fair amount	(4.0)	62 18%	32 21%	7 15%	23 15%	13 32%	2 10%	5 31%	1 25%	2 14%	- -	1 100%	1 9%	- -	1 13%	1 20%	1 17%	2 20%
Know just a little	(3.0)	98 28%	48 32% b	7 15%	43 28%	10 24%	8 38%	4 25%	2 50%	5 36%	- -	- -	2 18%	- -	1 13%	1 20%	1 17%	2 20%
Heard of but know nothing about it	(2.0)	78 22%	28 19%	13 28%	37 24%	8 20%	2 10%	2 13%	1 25%	1 7%	- -	- -	5 45%	- -	3 38%	2 40%	- -	3 30%
Never heard of	(1.0)	76 22%	36 24%	16 35% c	24 16%	8 20%	7 33%	4 25%	- -	6 43%	4 100%	- -	3 27%	- -	3 38%	- -	3 50%	3 30%
NET: Know		195 56%	86 57% b	17 37%	92 60% b	25 61%	12 57%	10 63%	3 75%	7 50%	- -	1 100%	3 27%	1 100%	2 25%	3 60%	3 50%	4 40%
NET: At least heard of		273 78%	114 76%	30 65%	129 84% b	33 80%	14 67%	12 75%	4 100%	8 57%	- -	1 100%	8 73%	1 100%	5 63%	5 100%	3 50%	7 70%
Base for stats		349	150	46	153	41	21	16	4	14	4	1	11	1	8	5	6	10
Mean Score		2.72	2.63	2.30	2.93 ab	2.83	2.52	2.81	3.00	2.21	1.00	4.00	2.09	5.00	2.00	3.20	2.50	2.30
Standard Deviation		1.265	1.179	1.280	1.306	1.223	1.327	1.328	.816	1.188	-	-	.944	-	1.069	1.304	1.761	1.160
Standard Error		.068	.096	.189	.106	.191	.290	.332	.408	.318	-	-	.285	-	.378	.583	.719	.367
Error variance		*	.01	.04	.01	.04	.08	.11	.17	.10	-	-	.08	-	.14	.34	.52	.13



## P013002 Nominet Listening Process 2021 Phase 2

**Q10.1. The publication of Board meeting reports: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		349 100%	11 100%	10 100%	13 100%	13 100%	103 100%	1 100%	7 100%	8 100%	8 100%	20 100%	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	35 10%	- -	1 10%	- -	- -	5 5%	- -	- -	- -	2 25%	1 5%	3 3%	3 9%	- -	6 6%	- -	- -	- -
Know a fair amount	(4.0)	62 18%	4 36%	3 30%	2 15%	2 15%	21 20%	- -	- -	3 38%	- -	4 20%	21 20%	10 29%	1 13%	14 15%	12 31%	- -	6 35%
																a			
Know just a little	(3.0)	98 28%	2 18%	2 20%	4 31%	4 31%	36 35%	- -	- -	1 13%	- -	5 25%	37 35%	7 20%	4 50%	33 35%	12 31%	- -	3 18%
Heard of but know nothing about it	(2.0)	78 22%	4 36%	1 10%	3 23%	2 15%	18 17%	- -	1 14%	1 13%	4 50%	7 35%	22 21%	4 11%	2 25%	13 14%	11 28%	- -	4 24%
Never heard of	(1.0)	76 22%	1 9%	3 30%	4 31%	5 38%	23 22%	1 100%	6 86%	3 38%	2 25%	3 15%	24 22%	11 31%	1 13%	27 29%	4 10%	1 100%	4 24%
																b			
NET: Know		195 56%	6 55%	6 60%	6 46%	6 46%	62 60%	- -	- -	4 50%	2 25%	10 50%	61 57%	20 57%	5 63%	53 57%	24 62%	- -	9 53%
NET: At least heard of		273 78%	10 91%	7 70%	9 69%	8 62%	80 78%	- -	1 14%	5 63%	6 75%	17 85%	83 78%	24 69%	7 88%	66 71%	35 90%	- -	13 76%
																a			
Base for stats		349	11	10	13	13	103	1	7	8	8	20	107	35	8	93	39	1	17
Mean Score		2.72	2.82	2.80	2.31	2.23	2.68	1.00	1.14	2.50	2.50	2.65	2.60	2.71	2.63	2.56	2.82	1.00	2.65
Standard Deviation		1.265	1.079	1.476	1.109	1.166	1.173	-	.378	1.414	1.604	1.137	1.123	1.405	.916	1.238	.997	-	1.222
Standard Error		.068	.325	.467	.308	.323	.116	-	.143	.500	.567	.254	.109	.238	.324	.128	.160	-	.296
Error variance		*	.11	.22	.09	.10	.01	-	.02	.25	.32	.06	.01	.06	.10	.02	.03	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.1. The publication of Board meeting reports: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		349 100%	45 100%	98 100%	75 100%	85 100%	47 100%	111 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	35 10%	3 7%	5 5%	2 3%	6 7%	3 6%	5 5%	27 13%	4 9%	4 4%	3 5%	12 27%	11 14%	1 25%	13 27%
Know a fair amount	(4.0)	62 18%	11 24%	19 19%	19 25%	14 16%	11 23%	21 19%	42 20%	6 13%	24 26%	10 15%	9 20%	9 12%	- -	9 19%
Know just a little	(3.0)	98 28%	10 22%	31 32%	15 20%	28 33%	13 28%	34 31%	57 27%	12 26%	21 23%	19 29%	13 30%	17 22%	2 50%	15 31%
Heard of but know nothing about it	(2.0)	78 22%	14 31% bd	15 15%	22 29% bd	11 13%	12 26%	20 18%	47 22%	9 19%	22 24%	9 14%	9 20%	20 26%	1 25%	10 21%
Never heard of	(1.0)	76 22%	7 16%	28 29%	17 23%	26 31%	8 17%	31 28%	38 18%	16 34% a	20 22%	24 37% a	1 2%	19 25% ad	- -	1 2%
NET: Know		195 56%	24 53%	55 56%	36 48%	48 56%	27 57%	60 54%	126 60%	22 47%	49 54%	32 49%	34 77% b	37 49%	3 75%	37 77% b
NET: At least heard of		273 78%	38 84%	70 71%	58 77%	59 69%	39 83%	80 72%	173 82% b	31 66%	71 78% b	41 63%	43 98% b	57 75%	4 100%	47 98% b
Base for stats		349	45	98	75	85	47	111	211	47	91	65	44	76	4	48
Mean Score		2.72	2.76	2.57	2.56	2.56	2.77	2.54	2.87 b	2.43	2.67	2.37	3.50 b	2.64	3.25	3.48 b
Standard Deviation		1.265	1.190	1.235	1.177	1.277	1.183	1.212	1.283	1.315	1.212	1.257	1.171	1.363	1.258	1.167
Standard Error		.068	.177	.125	.136	.138	.173	.115	.088	.192	.127	.156	.177	.156	.629	.168
Error variance		*	.03	.02	.02	.02	.03	.01	.01	.04	.02	.02	.03	.02	.40	.03

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.2. Increased financial reporting: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		349 100%	150 100%	46 100%	153 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Know very well	(5.0)	17 5%	5 3%	2 4%	10 7%	1 2%	2 10%	1 6%	- -	- -	- -	- -	- -	1 100%	- -	- -	1 17%	- -
Know a fair amount	(4.0)	48 14%	19 13%	3 7%	26 17%	7 17%	2 10%	3 19%	1 25%	1 7%	- -	- -	1 9%	- -	1 13%	- -	1 17%	- -
Know just a little	(3.0)	116 33%	42 28%	15 33%	59 39%	12 29%	6 29%	5 31%	1 25%	5 36%	- -	1 100%	3 27%	- -	2 25%	3 60%	2 33%	4 40%
Heard of but know nothing about it	(2.0)	81 23%	40 27%	7 15%	34 22%	10 24%	4 19%	3 19%	1 25%	2 14%	- -	- -	3 27%	- -	2 25%	- -	- -	2 20%
Never heard of	(1.0)	87 25%	44 29%	19 41%	24 16%	11 27%	7 33%	4 25%	1 25%	6 43%	4 100%	- -	4 36%	- -	3 38%	2 40%	2 33%	4 40%
<b>NET: Know</b>		181 52%	66 44%	20 43%	95 62% ab	20 49%	10 48%	9 56%	2 50%	6 43%	- -	1 100%	4 36%	1 100%	3 38%	3 60%	4 67%	4 40%
<b>NET: At least heard of</b>		262 75%	106 71%	27 59%	129 84% ab	30 73%	14 67%	12 75%	3 75%	8 57%	- -	1 100%	7 64%	1 100%	5 63%	3 60%	4 67%	6 60%
Base for stats		349	150	46	153	41	21	16	4	14	4	1	11	1	8	5	6	10
Mean Score		2.50	2.34	2.17	2.76 ab	2.44	2.43	2.63	2.50	2.07	1.00	3.00	2.09	5.00	2.13	2.20	2.83	2.00
Standard Deviation		1.149	1.128	1.180	1.111	1.141	1.326	1.258	1.291	1.072	-	-	1.044	-	1.126	1.095	1.602	.943
Standard Error		.061	.092	.174	.090	.178	.289	.315	.645	.286	-	-	.315	-	.398	.490	.654	.298
Error variance		*	.01	.03	.01	.03	.08	.10	.42	.08	-	-	.10	-	.16	.24	.43	.09

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.2. Increased financial reporting: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		349 100%	11 100%	10 100%	13 100%	13 100%	103 100%	1 100%	7 100%	8 100%	8 100%	20 100%	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	17 5%	- -	1 10%	- -	- -	4 4%	- -	- -	- -	1 13%	1 5%	3 3%	2 6%	- -	5 5%	- -	- -	- -
Know a fair amount	(4.0)	48 14%	1 9%	3 30%	1 8%	1 8%	13 13%	- -	- -	1 13%	- -	2 10%	11 10%	6 17%	2 25%	10 11%	5 13%	- -	4 24%
Know just a little	(3.0)	116 33%	2 18%	- -	6 46%	4 31%	30 29%	- -	1 14%	4 50%	1 13%	8 40%	32 30%	8 23%	2 25%	25 27%	16 41%	- -	1 6%
Heard of but know nothing about it	(2.0)	81 23%	5 45%	4 40%	2 15%	2 15%	27 26%	- -	2 29%	- -	2 25%	3 15%	31 29%	8 23%	1 13%	21 23%	10 26%	- -	9 53%
Never heard of	(1.0)	87 25%	3 27%	2 20%	4 31%	6 46%	29 28%	1 100%	4 57%	3 38%	4 50%	6 30%	30 28%	11 31%	3 38%	32 34%	8 21%	1 100%	3 18%
NET: Know		181 52%	3 27%	4 40%	7 54%	5 38%	47 46%	- -	1 14%	5 63%	2 25%	11 55%	46 43%	16 46%	4 50%	40 43%	21 54%	- -	5 29%
NET: At least heard of		262 75%	8 73%	8 80%	9 69%	7 54%	74 72%	- -	3 43%	5 63%	4 50%	14 70%	77 72%	24 69%	5 63%	61 66%	31 79%	- -	14 82%
Base for stats		349	11	10	13	13	103	1	7	8	8	20	107	35	8	93	39	1	17
Mean Score		2.50	2.09	2.70	2.31	2.00	2.38	1.00	1.57	2.38	2.00	2.45	2.31	2.43	2.38	2.30	2.46	1.00	2.35
Standard Deviation		1.149	.944	1.418	1.032	1.080	1.139	-	.787	1.188	1.414	1.191	1.076	1.267	1.302	1.205	.969	-	1.057
Standard Error		.061	.285	.448	.286	.300	.112	-	.297	.420	.500	.266	.104	.214	.460	.125	.155	-	.256
Error variance		*	.08	.20	.08	.09	.01	-	.09	.18	.25	.07	.01	.05	.21	.02	.02	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.2. Increased financial reporting: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		349 100%	45 100%	98 100%	75 100%	85 100%	47 100%	111 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	17 5%	2 4%	4 4%	1 1%	5 6%	2 4%	4 4%	13 6%	3 6%	2 2%	3 5%	2 5%	7 9%	- -	2 4%
Know a fair amount	(4.0)	48 14%	4 9%	12 12%	8 11%	10 12%	3 6%	14 13%	32 15%	7 15%	11 12%	7 11%	10 23%	9 12%	1 25%	11 23%
Know just a little	(3.0)	116 33%	18 40%	26 27%	27 36%	22 26%	21 45%	30 27%	81 38%	6 13%	29 32%	14 22%	18 41%	25 33%	2 50%	20 42%
Heard of but know nothing about it	(2.0)	81 23%	9 20%	23 23%	17 23%	19 22%	11 23%	28 25%	43 20%	13 28%	21 23%	16 25%	9 20%	20 26%	1 25%	10 21%
Never heard of	(1.0)	87 25%	12 27%	33 34%	22 29%	29 34%	10 21%	35 32%	42 20%	18 38%	28 31%	25 38%	5 11%	15 20%	- -	5 10%
NET: Know		181 52%	24 53%	42 43%	36 48%	37 44%	26 55%	48 43%	126 60%	16 34%	42 46%	24 37%	30 68%	41 54%	3 75%	33 69%
NET: At least heard of		262 75%	33 73%	65 66%	53 71%	56 66%	37 79%	76 68%	169 80%	29 62%	63 69%	40 62%	39 89%	61 80%	4 100%	43 90%
Base for stats		349	45	98	75	85	47	111	211	47	91	65	44	76	4	48
Mean Score		2.50	2.44	2.30	2.32	2.33	2.49	2.32	2.67 b	2.23	2.32	2.18	2.89	2.64	3.00	2.90
Standard Deviation		1.149	1.119	1.177	1.055	1.229	1.040	1.152	1.139	1.289	1.104	1.198	1.039	1.197	.816	1.016
Standard Error		.061	.167	.119	.122	.133	.152	.109	.078	.188	.116	.149	.157	.137	.408	.147
Error variance		*	.03	.01	.01	.02	.02	.01	.01	.04	.01	.02	.02	.02	.17	.02

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.3. Meeting reports from the .UK Registry Advisory Council: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		349 100%	150 100%	46 100%	153 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Know very well	(5.0)	27 8%	10 7%	2 4%	15 10%	5 12%	1 5%	1 6%	- -	1 7%	- -	- -	- 100%	- -	- -	- -	1 17%	- -
Know a fair amount	(4.0)	48 14%	21 14%	4 9%	23 15%	5 12%	2 10%	4 25%	- -	- -	- -	- 9%	- -	1 13%	1 20%	- -	- 10%	
Know just a little	(3.0)	93 27%	45 30%	7 15%	41 27%	13 32%	6 29%	6 38%	3 75%	3 21%	- -	- -	1 9%	- -	1 13%	1 20%	2 33%	2 20%
Heard of but know nothing about it	(2.0)	96 28%	38 25%	12 26%	46 30%	9 22%	7 33%	1 6%	- -	4 29%	- -	1 100%	3 27%	- -	1 13%	2 40%	2 33%	3 30%
Never heard of	(1.0)	85 24%	36 24%	21 46%	28 18%	9 22%	5 24%	4 25%	1 25%	6 43%	4 100%	- -	6 55%	- -	5 63%	1 20%	1 17%	4 40%
NET: Know		168 48%	76 51%	13 28%	79 52%	23 56%	9 43%	11 69%	3 75%	4 29%	- -	- -	2 18%	1 100%	2 25%	2 40%	3 50%	3 30%
NET: At least heard of		264 76%	114 76%	25 54%	125 82%	32 78%	16 76%	12 75%	3 75%	8 57%	- -	1 100%	5 45%	1 100%	3 38%	4 80%	5 83%	6 60%
Base for stats		349	150	46	153	41	21	16	4	14	4	1	11	1	8	5	6	10
Mean Score		2.53	2.54	2.00	2.68	2.71	2.38	2.81	2.50	2.00	1.00	2.00	1.73	5.00	1.75	2.40	2.67	2.00
Standard Deviation		1.216	1.191	1.174	1.217	1.289	1.117	1.276	1.000	1.177	-	-	1.009	-	1.165	1.140	1.366	1.054
Standard Error		.065	.097	.173	.098	.201	.244	.319	.500	.314	-	-	.304	-	.412	.510	.558	.333
Error variance		*	.01	.03	.01	.04	.06	.10	.25	.10	-	-	.09	-	.17	.26	.31	.11

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.3. Meeting reports from the .UK Registry Advisory Council: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		349 100%	11 100%	10 100%	13 100%	13 100%	103 100%	1 100%	7 100%	8 100%	8 100%	20 100%	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	27 8%	- -	1 10%	- -	2 15%	7 7%	- -	- -	- -	1 13%	1 5%	7 7%	2 6%	1 13%	7 8%	3 8%	- -	- -
Know a fair amount	(4.0)	48 14%	4 36%	3 30%	1 8%	1 8%	12 12%	- -	- -	3 38%	- -	1 5%	14 13%	6 17%	1 13%	11 12%	4 10%	1 100%	5 29%
Know just a little	(3.0)	93 27%	2 18%	2 20%	7 54%	3 23%	31 30%	- -	- -	1 13%	1 13%	5 25%	34 32%	9 26%	2 25%	26 28%	15 38%	- -	4 24%
Heard of but know nothing about it	(2.0)	96 28%	2 18%	1 10%	4 31%	3 23%	28 27%	1 100%	2 29%	- -	4 50%	5 25%	27 25%	10 29%	1 13%	28 30%	7 18%	- -	3 18%
Never heard of	(1.0)	85 24%	3 27%	3 30%	1 8%	4 31%	25 24%	- -	5 71%	4 50%	2 25%	8 40%	25 23%	8 23%	3 38%	21 23%	10 26%	- -	5 29%
NET: Know		168 48%	6 55%	6 60%	8 62%	6 46%	50 49%	- -	- -	4 50%	2 25%	7 35%	55 51%	17 49%	4 50%	44 47%	22 56%	1 100%	9 53%
NET: At least heard of		264 76%	8 73%	7 70%	12 92%	9 69%	78 76%	1 100%	2 29%	4 50%	6 75%	12 60%	82 77%	27 77%	5 63%	72 77%	29 74%	1 100%	12 71%
Base for stats		349	11	10	13	13	103	1	7	8	8	20	107	35	8	93	39	1	17
Mean Score		2.53	2.64	2.80	2.62	2.54	2.50	2.00	1.29	2.38	2.25	2.10	2.54	2.54	2.50	2.52	2.56	4.00	2.53
Standard Deviation		1.216	1.286	1.476	.768	1.450	1.179	-	.488	1.506	1.282	1.165	1.176	1.197	1.512	1.185	1.209	-	1.231
Standard Error		.065	.388	.467	.213	.402	.116	-	.184	.532	.453	.261	.114	.202	.535	.123	.194	-	.298
Error variance		*	.15	.22	.05	.16	.01	-	.03	.28	.21	.07	.01	.04	.29	.02	.04	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.3. Meeting reports from the .UK Registry Advisory Council: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		349 100%	45 100%	98 100%	75 100%	85 100%	47 100%	111 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	27 8%	3 7%	7 7%	3 4%	7 8%	3 6%	7 6%	21 10%	3 6%	5 5%	4 6%	10 23% b	5 7%	- -	10 21% b
Know a fair amount	(4.0)	48 14%	3 7%	14 14%	8 11%	13 15%	3 6%	17 15%	35 17%	6 13%	13 14%	7 11%	10 23%	9 12%	- -	10 21%
Know just a little	(3.0)	93 27%	15 33%	26 27%	21 28%	22 26%	17 36%	29 26%	54 26%	13 28%	23 25%	20 31%	11 25%	20 26%	2 50%	13 27%
Heard of but know nothing about it	(2.0)	96 28%	12 27%	26 27%	19 25%	22 26%	9 19%	31 28%	55 26%	12 26%	21 23%	17 26%	10 23%	21 28%	2 50%	12 25%
Never heard of	(1.0)	85 24%	12 27%	25 26%	24 32%	21 25%	15 32%	27 24%	46 22%	13 28%	29 32%	17 26%	3 7%	21 28% ad	- -	3 6%
NET: Know		168 48%	21 47%	47 48%	32 43%	42 49%	23 49%	53 48%	110 52%	22 47%	41 45%	31 48%	31 70% b	34 45%	2 50%	33 69% b
NET: At least heard of		264 76%	33 73%	73 74%	51 68%	64 75%	32 68%	84 76%	165 78%	34 72%	62 68%	48 74%	41 93% b	55 72%	4 100%	45 94% b
Base for stats		349	45	98	75	85	47	111	211	47	91	65	44	76	4	48
Mean Score		2.53	2.40	2.51	2.29	2.56	2.36	2.51	2.67	2.45	2.38	2.45	3.32 b	2.42	2.50	3.25 b
Standard Deviation		1.216	1.156	1.220	1.148	1.248	1.187	1.197	1.263	1.212	1.227	1.173	1.253	1.203	.577	1.229
Standard Error		.065	.172	.123	.133	.135	.173	.114	.087	.177	.129	.145	.189	.138	.289	.177
Error variance		*	.03	.02	.02	.02	.03	.01	.01	.03	.02	.02	.04	.02	.08	.03



## P013002 Nominet Listening Process 2021 Phase 2

**Q10.4. Monthly calls with the acting Chair and interim CEO: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		349 100%	150 100%	46 100%	153 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Know very well	(5.0)	52 15%	20 13%	2 4%	30 20% b	9 22%	2 10%	3 19%	1 25%	1 7%	- -	- -	- -	1 100%	- -	- -	1 17%	- -
Know a fair amount	(4.0)	56 16%	29 19%	4 9%	23 15%	6 15%	3 14%	5 31%	- -	1 7%	- -	- -	1 9%	- -	1 13%	- -	1 17%	1 10%
Know just a little	(3.0)	91 26%	34 23%	5 11%	52 34% ab	10 24%	8 38%	3 19%	2 50%	1 7%	- -	1 100%	1 9%	- -	1 13%	- -	- -	2 20%
Heard of but know nothing about it	(2.0)	61 17%	26 17%	5 11%	30 20%	6 15%	5 24%	- -	- -	4 29%	- -	- -	1 9%	- -	1 13%	- -	1 17%	2 20%
Never heard of	(1.0)	89 26%	41 27% c	30 65% ac	18 12%	10 24%	3 14%	5 31%	1 25%	7 50%	4 100%	- -	8 73%	- -	5 63%	5 100%	3 50%	5 50%
NET: Know		199 57%	83 55% b	11 24% ac	105 69% ab	25 61%	13 62%	11 69%	3 75%	3 21%	- -	1 100%	2 18%	1 100%	2 25%	- -	2 33%	3 30%
NET: At least heard of		260 74%	109 73% b	16 35%	135 88% ab	31 76%	18 86%	11 69%	3 75%	7 50%	- -	1 100%	3 27%	1 100%	3 38%	- -	3 50%	5 50%
Base for stats		349	150	46	153	41	21	16	4	14	4	1	11	1	8	5	6	10
Mean Score		2.77	2.74 b	1.76	3.11 ab	2.95	2.81	3.06	3.00	1.93	1.00	3.00	1.55	5.00	1.75	1.00	2.33	1.90
Standard Deviation		1.380	1.392	1.214	1.265	1.482	1.167	1.569	1.633	1.269	-	-	1.036	-	1.165	-	1.751	1.101
Standard Error		.074	.114	.179	.102	.232	.255	.392	.816	.339	-	-	.312	-	.412	-	.715	.348
Error variance		.01	.01	.03	.01	.05	.06	.15	.67	.11	-	-	.10	-	.17	-	.51	.12

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.4. Monthly calls with the acting Chair and interim CEO: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
349 100%	11 100%	10 100%	13 100%	13 100%	103 100%	1 100%	7 100%	8 100%	8 100%	20 100%	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
52 15%	1 9%	3 30%	- -	3 23%	13 13%	- -	- -	- -	1 13%	1 5%	11 10%	9 26% a	- -	14 15%	5 13%	- -	1 6%
56 16%	5 45%	2 20%	1 8%	1 8%	20 19%	- -	- -	2 25%	- -	2 10%	21 20%	7 20%	1 13%	17 18%	6 15%	1 100%	5 29%
91 26%	2 18%	1 10%	9 69%	1 8%	21 20%	- -	- -	1 13%	- -	4 20%	23 21%	10 29%	1 13%	25 27%	7 18%	- -	2 12%
61 17%	2 18%	2 20%	1 8%	2 15%	19 18%	- -	1 14%	- -	2 25%	2 10%	20 19%	4 11%	2 25%	10 11%	14 36% a	- -	2 12%
89 26%	1 9%	2 20%	2 15%	6 46%	30 29%	1 100%	6 86%	5 63%	5 63%	11 55%	32 30%	5 14%	4 50%	27 29%	7 18%	- -	7 41%
199 57%	8 73%	6 60%	10 77%	5 38%	54 52%	- -	- -	3 38%	1 13%	7 35%	55 51%	26 74% a	2 25%	56 60%	18 46%	1 100%	8 47%
260 74%	10 91%	8 80%	11 85%	7 54%	73 71%	- -	1 14%	3 38%	3 38%	9 45%	75 70%	30 86%	4 50%	66 71%	32 82%	1 100%	10 59%
349 2.77	11 3.27	10 3.20	13 2.69	13 2.46	103 2.68	1 1.00	7 1.14	8 2.00	8 1.75	20 2.00	107 2.62	35 3.31 a	8 1.88	93 2.80	39 2.69	1 4.00	17 2.47
1.380 .074 .01	1.191 .359 .13	1.619 .512 .26	.855 .237 .06	1.713 .475 .23	1.402 .138 .02	- - -	.378 .143 .02	1.414 .500 .25	1.389 .491 .24	1.298 .290 .08	1.364 .132 .02	1.367 .231 .05	1.126 .398 .16	1.426 .148 .02	1.301 .208 .04	- - -	1.463 .355 .13

## P013002 Nominet Listening Process 2021 Phase 2

**Q10.4. Monthly calls with the acting Chair and interim CEO: In response to the Extraordinary General Meeting (EGM), Nominet has committed to providing increased transparency. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		349 100%	45 100%	98 100%	75 100%	85 100%	47 100%	111 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	52 15%	5 11%	14 14%	7 9%	12 14%	3 6%	17 15%	38 18%	5 11%	14 15%	6 9%	13 30%	12 16%	1 25%	14 29%
Know a fair amount	(4.0)	56 16%	3 7%	20 20%	10 13%	15 18%	6 13%	21 19%	37 18%	8 17%	12 13%	13 20%	11 25%	9 12%	- -	11 23%
Know just a little	(3.0)	91 26%	9 20%	24 24%	12 16%	22 26%	7 15%	27 24%	56 27%	14 30%	17 19%	14 22%	15 34%	22 29%	2 50%	17 35%
Heard of but know nothing about it	(2.0)	61 17%	6 13%	13 13%	12 16%	11 13%	10 21%	17 15%	32 15%	7 15%	16 18%	8 12%	4 9%	18 24%	1 25%	5 10%
Never heard of	(1.0)	89 26%	22 49%	27 28%	34 45%	25 29%	21 45%	29 26%	48 23%	13 28%	32 35%	24 37%	1 2%	15 20%	- -	1 2%
NET: Know		199 57%	17 38%	58 59%	29 39%	49 58%	16 34%	65 59%	131 62%	27 57%	43 47%	33 51%	39 89%	43 57%	3 75%	42 88%
NET: At least heard of		260 74%	23 51%	71 72%	41 55%	60 71%	26 55%	82 74%	163 77%	34 72%	59 65%	41 63%	43 98%	61 80%	4 100%	47 98%
Base for stats		349	45	98	75	85	47	111	211	47	91	65	44	76	4	48
Mean Score		2.77	2.18	2.81	2.25	2.74	2.15	2.82	2.93	2.68	2.56	2.52	3.70	2.80	3.25	3.67
Standard Deviation		1.380	1.403	1.412	1.396	1.416	1.302	1.409	1.401	1.337	1.470	1.404	1.069	1.327	1.258	1.078
Standard Error		.074	.209	.143	.161	.154	.190	.134	.096	.195	.154	.174	.161	.152	.629	.156
Error variance		.01	.04	.02	.03	.02	.04	.02	.01	.04	.02	.03	.03	.02	.40	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary Table: To what extent would you support or oppose each of the following?

BASE: All respondents

Significance Level: 95%

The publication of Board meeting reports

Increased financial reporting

Meeting reports from the .UK Registry Advisory Council

Monthly calls with the acting Chair and interim CEO

		Scale							
Total		Strongly support	Tend to support	Tend to oppose	Strongly oppose	Don't know	NET: Support	NET: Oppose	Mean Score
		*a	*b	*c	*d	*e	*f	*g	*h
345		205	106	6	-	28	311	6	3.63
100%		59%	31%	2%	-	8%	90%	2%	
345		183	111	7	-	44	294	7	3.58
100%		53%	32%	2%	-	13%	85%	2%	
345		172	118	4	1	50	290	5	3.56
100%		50%	34%	1%	*	14%	84%	1%	
345		148	125	5	3	64	273	8	3.49
100%		43%	36%	1%	1%	19%	79%	2%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Support: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
The publication of Board meeting reports	311 90%	138 93%	41 91%	132 87%	37 90%	21 100%	15 94%	3 75%	13 93%	3 75%	1 100%	11 100%	1 100%	5 71%	5 100%	6 100%	9 90%
Increased financial reporting	294 85%	134 90%	30 67%	130 86%	37 90%	21 100%	16 100%	4 100%	13 93%	2 50%	1 100%	9 82%	1 100%	3 43%	3 60%	6 100%	5 50%
Meeting reports from the .UK Registry Advisory Council	290 84%	127 85%	32 71%	131 87%	37 90%	20 95%	14 88%	4 100%	9 64%	1 25%	1 100%	9 82%	1 100%	3 43%	5 100%	6 100%	6 60%
Monthly calls with the acting Chair and interim CEO	273 79%	115 77%	28 62%	130 86%	33 80%	16 76%	15 94%	3 75%	12 86%	2 50%	1 100%	8 73%	1 100%	4 57%	3 60%	5 83%	4 40%

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Support: To what extent would you support or oppose each of the following?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	311 90%	11 100%	9 90%	12 92%	13 100%	93 91%	1 100%	6 86%	6 86%	7 88%	19 95%	98 92%	32 91%	8 100%	84 91%	36 92%	1 100%	17 100%
Increased financial reporting	294 85%	11 100%	9 90%	13 100%	12 92%	89 87%	1 100%	4 57%	6 86%	5 63%	13 65%	95 90%	31 89%	8 100%	83 90%	33 85%	1 100%	17 100%
Meeting reports from the .UK Registry Advisory Council	290 84%	8 73%	8 80%	11 85%	12 92%	88 86%	1 100%	4 57%	4 57%	7 88%	14 70%	89 84%	30 86%	8 100%	76 83%	36 92%	1 100%	14 82%
Monthly calls with the acting Chair and interim CEO	273 79%	11 100%	8 80%	10 77%	11 85%	75 74%	- -	5 71%	6 86%	5 63%	12 60%	79 75%	29 83%	7 88%	69 75%	33 85%	- -	13 76%

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Support: To what extent would you support or oppose each of the following?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	345 100%	44 100%	97 100%	74 100%	84 100%	47 100%	110 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
The publication of Board meeting reports	311 90%	41 93%	88 91%	68 92%	76 90%	43 91%	101 92%	193 91%	41 87%	87 96%	60 92%	38 86%	68 89%	3 75%	41 85%
Increased financial reporting	294 85%	36 82%	89 92%	57 77%	77 92%	34 72%	101 92%	182 86%	43 91%	74 81%	58 89%	40 91%	65 86%	4 100%	44 92%
			c		c		a		b						
Meeting reports from the .UK Registry Advisory Council	290 84%	37 84%	78 80%	59 80%	68 81%	38 81%	89 81%	181 86%	35 74%	78 86%	52 80%	41 93%	62 82%	4 100%	45 94%
Monthly calls with the acting Chair and interim CEO	273 79%	32 73%	74 76%	52 70%	63 75%	33 70%	83 75%	176 83%	32 68%	69 76%	49 75%	39 89%	66 87%	3 75%	42 88%
								b							

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Oppose: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
The publication of Board meeting reports	6 2%	2 1%	- -	4 3%	1 2%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Increased financial reporting	7 2%	1 1%	2 4%	4 3%	1 2%	- -	- -	- -	- -	- -	- -	- -	- 14%	- -	- -	- -	1 10%
Meeting reports from the .UK Registry Advisory Council	5 1%	4 3%	- -	1 1%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	8 2%	7 5%	- -	1 1%	2 5%	2 10%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
		c															



## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Oppose: To what extent would you support or oppose each of the following?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	6 2%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Increased financial reporting	7 2%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	2 10%	1 1%	- -	- -	- -	1 3%	- -	- -
Meeting reports from the .UK Registry Advisory Council	5 1%	2 18%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	4 4%	- -	- -	3 3%	- -	- -	1 6%
Monthly calls with the acting Chair and interim CEO	8 2%	- -	1 10%	1 8%	- -	5 5%	- -	- -	- -	- -	- -	5 5%	2 6%	- -	5 5%	1 3%	- -	1 6%

## P013002 Nominet Listening Process 2021 Phase 2

### Q11. Summary - Oppose: To what extent would you support or oppose each of the following?

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	*c	d
345 100%	44 100%	97 100%	74 100%	84 100%	47 100%	110 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
6 2%	- -	1 1%	- -	1 1%	- -	1 1%	2 1%	1 2%	- -	1 2%	1 2%	2 3%	- -	1 2%
7 2%	1 2%	- -	2 3%	- -	1 2%	- -	5 2%	- -	2 2%	- -	- -	3 4%	- -	- -
5 1%	- -	4 4%	- -	3 4%	- -	4 4%	2 1%	3 6% a	- -	3 5% a	- -	1 1%	- -	- -
8 2%	1 2%	5 5%	1 1%	5 6%	1 2%	6 5%	2 1%	5 11% a	3 3%	3 5%	- -	1 1%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.1. The publication of Board meeting reports: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
Strongly support	(4.0)	205 59%	107 72% bc	23 51%	75 50%	30 73%	19 90%	12 75%	3 75%	10 71%	- -	1 100%	6 55%	1 100%	2 29%	3 60%	5 83%	5 50%
Tend to support	(3.0)	106 31%	31 21%	18 40% a	57 38% a	7 17%	2 10%	3 19%	- -	3 21%	3 75%	- -	5 45%	- -	3 43%	2 40%	1 17%	4 40%
Tend to oppose	(2.0)	6 2%	2 1%	- -	4 3%	1 2%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		28 8%	9 6%	4 9%	15 10%	3 7%	- -	1 6%	- -	1 7%	1 25%	- -	- -	- -	2 29%	- -	- -	1 10%
NET: Support		311 90%	138 93%	41 91%	132 87%	37 90%	21 100%	15 94%	3 75%	13 93%	3 75%	1 100%	11 100%	1 100%	5 71%	5 100%	6 100%	9 90%
NET: Oppose		6 2%	2 1%	- -	4 3%	1 2%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		317	140	41	136	38	21	15	4	13	3	1	11	1	5	5	6	9
Mean Score		3.63	3.75 bc	3.56	3.52	3.76	3.90	3.80	3.50	3.77	3.00	4.00	3.55	4.00	3.40	3.60	3.83	3.56
Standard Deviation		.522	.467	.502	.557	.490	.301	.414	1.000	.439	-	-	.522	-	.548	.548	.408	.527
Standard Error		.029	.039	.078	.048	.079	.066	.107	.500	.122	-	-	.157	-	.245	.245	.167	.176
Error variance		*	*	.01	*	.01	*	.01	.25	.01	-	-	.02	-	.06	.06	.03	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.1. The publication of Board meeting reports: To what extent would you support or oppose each of the following?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	205 59%	10 91%	9 90%	9 69%	11 85%	68 67%	1 100%	2 29%	1 14%	5 63%	13 65%	77 73%	24 69%	6 75%	72 78% b	22 56%	1 100%	12 71%
Tend to support	(3.0)	106 31%	1 9%	- -	3 23%	2 15%	25 25%	- -	4 57%	5 71%	2 25%	6 30%	21 20%	8 23%	2 25%	12 13%	14 36% a	- -	5 29%
Tend to oppose	(2.0)	6 2%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		28 8%	- -	1 10%	- -	- -	8 8%	- -	1 14%	1 14%	1 13%	1 5%	7 7%	2 6%	- -	7 8%	2 5%	- -	- -
NET: Support		311 90%	11 100%	9 90%	12 92%	13 100%	93 91%	1 100%	6 86%	6 86%	7 88%	19 95%	98 92%	32 91%	8 100%	84 91%	36 92%	1 100%	17 100%
NET: Oppose		6 2%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Base for stats		317	11	9	13	13	94	1	6	6	7	19	99	33	8	85	37	1	17
Mean Score		3.63	3.91	4.00	3.62	3.85	3.71	4.00	3.33	3.17	3.71	3.68	3.77	3.70	3.75	3.84 b	3.57	4.00	3.71
Standard Deviation		.522	.302	-	.650	.376	.478	-	.516	.408	.488	.478	.448	.529	.463	.404	.555	-	.470
Standard Error		.029	.091	-	.180	.104	.049	-	.211	.167	.184	.110	.045	.092	.164	.044	.091	-	.114
Error variance		*	.01	-	.03	.01	*	-	.04	.03	.03	.01	*	.01	.03	*	.01	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.1. The publication of Board meeting reports: To what extent would you support or oppose each of the following?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		345 100%	44 100%	97 100%	74 100%	84 100%	47 100%	110 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	205 59%	24 55%	77 79% ac	41 55%	66 79% ac	25 53%	88 80% a	119 56%	36 77% a	57 63%	49 75%	23 52%	36 47%	3 75%	26 54%
Tend to support	(3.0)	106 31%	17 39% bd	11 11%	27 36% bd	10 12%	18 38% b	13 12%	74 35% b	5 11%	30 33% b	11 17%	15 34%	32 42%	- -	15 31%
Tend to oppose	(2.0)	6 2%	- -	1 1%	- -	1 1%	- -	1 1%	2 1%	1 2%	- -	1 2%	1 2%	2 3%	- -	1 2%
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		28 8%	3 7%	8 8%	6 8%	7 8%	4 9%	8 7%	16 8%	5 11%	4 4%	4 6%	5 11%	6 8%	1 25%	6 13%
NET: Support		311 90%	41 93%	88 91%	68 92%	76 90%	43 91%	101 92%	193 91%	41 87%	87 96%	60 92%	38 86%	68 89%	3 75%	41 85%
NET: Oppose		6 2%	- -	1 1%	- -	1 1%	- -	1 1%	2 1%	1 2%	- -	1 2%	1 2%	2 3%	- -	1 2%
Base for stats		317	41	89	68	77	43	102	195	42	87	61	39	70	3	42
Mean Score		3.63	3.59	3.85 ac	3.60	3.84 ac	3.58	3.85 a	3.60	3.83 a	3.66	3.79	3.56	3.49	4.00	3.60
Standard Deviation		.522	.499	.386	.493	.400	.499	.383	.512	.437	.478	.451	.552	.558	-	.544
Standard Error		.029	.078	.041	.060	.046	.076	.038	.037	.067	.051	.058	.088	.067	-	.084
Error variance		*	.01	*	*	*	.01	*	*	*	*	*	.01	*	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.2. Increased financial reporting: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
Strongly support	(4.0)	183 53%	97 65% bc	18 40%	68 45%	26 63%	17 81%	11 69%	3 75%	10 71%	- -	1 100%	7 64%	1 100%	2 29%	2 40%	3 50%	2 20%
Tend to support	(3.0)	111 32%	37 25%	12 27%	62 41% a	11 27%	4 19%	5 31%	1 25%	3 21%	2 50%	- -	2 18%	- -	1 14%	1 20%	3 50%	3 30%
Tend to oppose	(2.0)	7 2%	1 1%	2 4%	4 3%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	1 10%
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		44 13%	14 9%	13 29% ac	17 11%	3 7%	- -	- -	- -	1 7%	2 50%	- -	2 18%	- -	3 43%	2 40%	- -	4 40%
<b>NET: Support</b>		294 85%	134 90% b	30 67%	130 86% b	37 90%	21 100%	16 100%	4 100%	13 93%	2 50%	1 100%	9 82%	1 100%	3 43%	3 60%	6 100%	5 50%
<b>NET: Oppose</b>		7 2%	1 1%	2 4%	4 3%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	1 10%
Base for stats		301	135	32	134	38	21	16	4	13	2	1	9	1	4	3	6	6
Mean Score		3.58	3.71 bc	3.50	3.48	3.66	3.81	3.69	3.75	3.77	3.00	4.00	3.78	4.00	3.25	3.67	3.50	3.17
Standard Deviation		.539	.471	.622	.558	.534	.402	.479	.500	.439	-	-	.441	-	.957	.577	.548	.753
Standard Error		.031	.041	.110	.048	.087	.088	.120	.250	.122	-	-	.147	-	.479	.333	.224	.307
Error variance		*	*	.01	*	.01	.01	.01	.06	.01	-	-	.02	-	.23	.11	.05	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.2. Increased financial reporting: To what extent would you support or oppose each of the following?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	183 53%	8 73%	6 60%	10 77%	10 77%	63 62%	- -	2 29%	2 29%	4 50%	10 50%	69 65%	22 63%	6 75%	67 73% b	18 46%	1 100%	11 65%
Tend to support	(3.0)	111 32%	3 27%	3 30%	3 23%	2 15%	26 25%	1 100%	2 29%	4 57%	1 13%	3 15%	26 25%	9 26%	2 25%	16 17%	15 38% a	- -	6 35%
Tend to oppose	(2.0)	7 2%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	2 10%	1 1%	- -	- -	- -	1 3%	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		44 13%	- -	1 10%	- -	1 8%	12 12%	- -	3 43%	1 14%	3 38%	5 25%	10 9%	4 11%	- -	9 10%	5 13%	- -	- -
NET: Support		294 85%	11 100%	9 90%	13 100%	12 92%	89 87%	1 100%	4 57%	6 86%	5 63%	13 65%	95 90%	31 89%	8 100%	83 90%	33 85%	1 100%	17 100%
NET: Oppose		7 2%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	2 10%	1 1%	- -	- -	- -	1 3%	- -	- -
Base for stats		301	11	9	13	12	90	1	4	6	5	15	96	31	8	83	34	1	17
Mean Score		3.58	3.73	3.67	3.77	3.83	3.69	3.00	3.50	3.33	3.80	3.53	3.71	3.71	3.75	3.81 b	3.50	4.00	3.65
Standard Deviation		.539	.467	.500	.439	.389	.489	-	.577	.516	.447	.743	.479	.461	.463	.397	.564	-	.493
Standard Error		.031	.141	.167	.122	.112	.052	-	.289	.211	.200	.192	.049	.083	.164	.044	.097	-	.119
Error variance		*	.02	.03	.01	.01	*	-	.08	.04	.04	.04	*	.01	.03	*	.01	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.2. Increased financial reporting: To what extent would you support or oppose each of the following?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		345 100%	44 100%	97 100%	74 100%	84 100%	47 100%	110 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	183 53%	21 48%	71 73% ac	35 47% ac	60 71% ac	20 43%	81 74% a	102 48%	35 74% a	47 52%	46 71% a	21 48%	32 42%	2 50%	23 48%
Tend to support	(3.0)	111 32%	15 34% b	18 19%	22 30%	17 20%	14 30%	20 18%	80 38% b	8 17%	27 30%	12 18%	19 43%	33 43%	2 50%	21 44%
Tend to oppose	(2.0)	7 2%	1 2%	- -	2 3%	- -	1 2%	- -	5 2%	- -	2 2%	- -	- -	3 4%	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		44 13%	7 16%	8 8%	15 20% bd	7 8%	12 26% b	9 8%	24 11%	4 9%	15 16%	7 11%	4 9%	8 11%	- -	4 8%
NET: Support		294 85%	36 82%	89 92% c	57 77%	77 92% c	34 72%	101 92% a	182 86%	43 91%	74 81%	58 89%	40 91%	65 86%	4 100%	44 92%
NET: Oppose		7 2%	1 2%	- -	2 3%	- -	1 2%	- -	5 2%	- -	2 2%	- -	- -	3 4%	- -	- -
Base for stats		301	37	89	59	77	35	101	187	43	76	58	40	68	4	44
Mean Score		3.58	3.54	3.80 ac	3.56	3.78 ac	3.54	3.80 a	3.52	3.81 a	3.59	3.79 a	3.53	3.43	3.50	3.52
Standard Deviation		.539	.558	.404	.565	.417	.561	.400	.552	.394	.546	.409	.506	.581	.577	.505
Standard Error		.031	.092	.043	.074	.048	.095	.040	.040	.060	.063	.054	.080	.070	.289	.076
Error variance		*	.01	*	.01	*	.01	*	*	*	*	*	.01	*	.08	.01



## P013002 Nominet Listening Process 2021 Phase 2

### Q11.3. Meeting reports from the .UK Registry Advisory Council: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
Strongly support	(4.0)	172 50%	78 52%	19 42%	75 50%	26 63%	15 71%	9 56%	2 50%	3 21%	- -	1 100%	6 55%	1 100%	3 43%	2 40%	4 67%	2 20%
Tend to support	(3.0)	118 34%	49 33%	13 29%	56 37%	11 27%	5 24%	5 31%	2 50%	6 43%	1 25%	- -	3 27%	- -	- -	3 60%	2 33%	4 40%
Tend to oppose	(2.0)	4 1%	3 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	1 *	1 1%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		50 14%	18 12%	13 29% ac	19 13%	4 10%	1 5%	1 6%	- -	5 36%	3 75%	- -	2 18%	- -	4 57%	- -	- -	4 40%
NET: Support		290 84%	127 85% b	32 71%	131 87% b	37 90%	20 95%	14 88%	4 100%	9 64%	1 25%	1 100%	9 82%	1 100%	3 43%	5 100%	6 100%	6 60%
NET: Oppose		5 1%	4 3%	- -	1 1%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		295	131	32	132	37	20	15	4	9	1	1	9	1	3	5	6	6
Mean Score		3.56	3.56	3.59	3.56	3.70	3.75	3.47	3.50	3.33	3.00	4.00	3.67	4.00	4.00	3.40	3.67	3.33
Standard Deviation		.543	.584	.499	.513	.463	.444	.834	.577	.500	-	-	.500	-	-	.548	.516	.516
Standard Error		.032	.051	.088	.045	.076	.099	.215	.289	.167	-	-	.167	-	-	.245	.211	.211
Error variance		*	*	.01	*	.01	.01	.05	.08	.03	-	-	.03	-	-	.06	.04	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.3. Meeting reports from the .UK Registry Advisory Council: To what extent would you support or oppose each of the following?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	172 50%	5 45%	5 50%	6 46%	6 46%	56 55%	1 100%	2 29%	1 14%	4 50%	10 50%	50 47%	22 63%	6 75%	50 54%	20 51%	1 100%	7 41%
Tend to support	(3.0)	118 34%	3 27%	3 30%	5 38%	6 46%	32 31%	- -	2 29%	3 43%	3 38%	4 20%	39 37%	8 23%	2 25%	26 28%	16 41%	- -	7 41%
Tend to oppose	(2.0)	4 1%	1 9%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	3 3%	- -	- -	- -
Strongly oppose	(1.0)	1 *	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 6%
Don't know		50 14%	1 9%	2 20%	2 15%	1 8%	12 12%	- -	3 43%	3 43%	1 13%	6 30%	13 12%	5 14%	- -	13 14%	3 8%	- -	2 12%
NET: Support		290 84%	8 73%	8 80%	11 85%	12 92%	88 86%	1 100%	4 57%	4 57%	7 88%	14 70%	89 84%	30 86%	8 100%	76 83%	36 92%	1 100%	14 82%
NET: Oppose		5 1%	2 18%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	4 4%	- -	- -	3 3%	- -	- -	1 6%
Base for stats		295	10	8	11	12	90	1	4	4	7	14	93	30	8	79	36	1	15
Mean Score		3.56	3.20	3.63	3.55	3.50	3.60	4.00	3.50	3.25	3.57	3.71	3.48	3.73 a	3.75	3.59	3.56	4.00	3.33
Standard Deviation		.543	1.033	.518	.522	.522	.536	-	.577	.500	.535	.469	.619	.450	.463	.567	.504	-	.816
Standard Error		.032	.327	.183	.157	.151	.057	-	.289	.250	.202	.125	.064	.082	.164	.064	.084	-	.211
Error variance		*	.11	.03	.02	.02	*	-	.08	.06	.04	.02	*	.01	.03	*	.01	-	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.3. Meeting reports from the .UK Registry Advisory Council: To what extent would you support or oppose each of the following?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact	
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d	
	Total	345	44	97	74	84	47	110	211	47	91	65	44	76	4	48	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Strongly support	(4.0)	172	23	52	36	45	21	62	109	25	46	36	25	36	1	26
		50%	52%	54%	49%	54%	45%	56%	52%	53%	51%	55%	57%	47%	25%	54%	
	Tend to support	(3.0)	118	14	26	23	23	17	27	72	10	32	16	16	26	3	19
		34%	32%	27%	31%	27%	36%	25%	34%	21%	35%	25%	36%	34%	75%	40%	
	Tend to oppose	(2.0)	4	-	3	-	2	-	3	2	2	-	2	-	1	-	-
		1%	-	3%	-	2%	-	3%	1%	4%	-	3%	-	1%	-	-	
	Strongly oppose	(1.0)	1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
		*	-	1%	-	1%	-	1%	-	2% a	-	2%	-	-	-	-	-
	Don't know		50	7	15	15	13	9	17	28	9	13	10	3	13	-	3
		14%	16%	15%	20%	15%	19%	15%	13%	19%	14%	15%	7%	17%	-	6%	
	NET: Support		290	37	78	59	68	38	89	181	35	78	52	41	62	4	45
	84%	84%	80%	80%	81%	81%	81%	86%	74%	86%	80%	93%	82%	100%	94%		
NET: Oppose		5	-	4	-	3	-	4	2	3	-	3	-	1	-	-	
	1%	-	4%	-	4%	-	4%	1%	6% a	-	5% a	-	1%	-	-	-	
Base for stats		295	37	82	59	71	38	93	183	38	78	55	41	63	4	45	
Mean Score		3.56	3.62	3.57	3.61	3.58	3.55	3.61	3.58	3.55	3.59	3.58	3.61	3.56	3.25	3.58	
Standard Deviation		.543	.492	.629	.492	.625	.504	.608	.516	.724	.495	.658	.494	.532	.500	.499	
Standard Error		.032	.081	.069	.064	.074	.082	.063	.038	.117	.056	.089	.077	.067	.250	.074	
Error variance		*	.01	*	*	.01	.01	*	*	.01	*	.01	.01	*	.06	.01	

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.4. Monthly calls with the acting Chair and interim CEO: To what extent would you support or oppose each of the following?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		345 100%	149 100%	45 100%	151 100%	41 100%	21 100%	16 100%	4 100%	14 100%	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
Strongly support	(4.0)	148 43%	61 41%	14 31%	73 48% b	18 44%	10 48%	9 56%	1 25%	6 43%	- -	- -	5 45%	1 100%	2 29%	1 20%	2 33%	3 30%
Tend to support	(3.0)	125 36%	54 36%	14 31%	57 38%	15 37%	6 29%	6 38%	2 50%	6 43%	2 50%	1 100%	3 27%	- -	2 29%	2 40%	3 50%	1 10%
Tend to oppose	(2.0)	5 1%	4 3%	- -	1 1%	1 2%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	3 1%	3 2%	- -	- -	1 2%	1 5%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		64 19%	27 18%	17 38% ac	20 13%	6 15%	3 14%	1 6%	- -	2 14%	2 50%	- -	3 27%	- -	3 43%	2 40%	1 17%	6 60%
NET: Support		273 79%	115 77% b	28 62%	130 86% ab	33 80%	16 76%	15 94%	3 75%	12 86%	2 50%	1 100%	8 73%	1 100%	4 57%	3 60%	5 83%	4 40%
NET: Oppose		8 2%	7 5% c	- -	1 1%	2 5%	2 10%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		281	122	28	131	35	18	15	4	12	2	1	8	1	4	3	5	4
Mean Score		3.49	3.42	3.50	3.55	3.43	3.39	3.60	2.75	3.50	3.00	3.00	3.63	4.00	3.50	3.33	3.40	3.75
Standard Deviation		.592	.678	.509	.515	.698	.850	.507	1.258	.522	-	-	.518	-	.577	.577	.548	.500
Standard Error		.035	.061	.096	.045	.118	.200	.131	.629	.151	-	-	.183	-	.289	.333	.245	.250
Error variance		*	*	.01	*	.01	.04	.02	.40	.02	-	-	.03	-	.08	.11	.06	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.4. Monthly calls with the acting Chair and interim CEO: To what extent would you support or oppose each of the following?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		345 100%	11 100%	10 100%	13 100%	13 100%	102 100%	1 100%	7 100%	7 100%	8 100%	20 100%	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	148 43%	5 45%	4 40%	6 46%	5 38%	41 40%	- -	2 29%	1 14%	4 50%	7 35%	42 40%	16 46%	3 38%	41 45%	15 38%	- -	5 29%
Tend to support	(3.0)	125 36%	6 55%	4 40%	4 31%	6 46%	34 33%	- -	3 43%	5 71%	1 13%	5 25%	37 35%	13 37%	4 50%	28 30%	18 46%	- -	8 47%
Tend to oppose	(2.0)	5 1%	- -	1 10%	- -	- -	3 3%	- -	- -	- -	- -	- -	4 4%	- -	- -	3 3%	1 3%	- -	- -
Strongly oppose	(1.0)	3 1%	- -	- -	1 8%	- -	2 2%	- -	- -	- -	- -	- -	1 1%	2 6%	- -	2 2%	- -	- -	1 6%
Don't know		64 19%	- -	1 10%	2 15%	2 15%	22 22%	1 100%	2 29%	1 14%	3 38%	8 40%	22 21%	4 11%	1 13%	18 20%	5 13%	1 100%	3 18%
NET: Support		273 79%	11 100%	8 80%	10 77%	11 85%	75 74%	- -	5 71%	6 86%	5 63%	12 60%	79 75%	29 83%	7 88%	69 75%	33 85%	- -	13 76%
NET: Oppose		8 2%	- -	1 10%	1 8%	- -	5 5%	- -	- -	- -	- -	- -	5 5%	2 6%	- -	5 5%	1 3%	- -	1 6%
Base for stats		281	11	9	11	11	80	-	5	6	5	12	84	31	7	74	34	-	14
Mean Score		3.49	3.45	3.33	3.36	3.45	3.43	-	3.40	3.17	3.80	3.58	3.43	3.39	3.43	3.46	3.41	-	3.21
Standard Deviation		.592	.522	.707	.924	.522	.689	-	.548	.408	.447	.515	.645	.803	.535	.706	.557	-	.802
Standard Error		.035	.157	.236	.279	.157	.077	-	.245	.167	.200	.149	.070	.144	.202	.082	.096	-	.214
Error variance		*	.02	.06	.08	.02	.01	-	.06	.03	.04	.02	*	.02	.04	.01	.01	-	.05

## P013002 Nominet Listening Process 2021 Phase 2

### Q11.4. Monthly calls with the acting Chair and interim CEO: To what extent would you support or oppose each of the following?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		345 100%	44 100%	97 100%	74 100%	84 100%	47 100%	110 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	148 43%	15 34%	45 46%	26 35%	38 45%	12 26%	51 46% a	99 47%	20 43%	35 38%	29 45%	24 55%	38 50%	2 50%	26 54%
Tend to support	(3.0)	125 36%	17 39%	29 30%	26 35%	25 30%	21 45%	32 29%	77 36%	12 26%	34 37%	20 31%	15 34%	28 37%	1 25%	16 33%
Tend to oppose	(2.0)	5 1%	1 2%	2 2%	1 1%	2 2%	1 2%	3 3%	2 1%	2 4%	2 2%	1 2%	- -	1 1%	- -	- -
Strongly oppose	(1.0)	3 1%	- -	3 3%	- -	3 4%	- -	3 3%	- -	3 6% a	1 1%	2 3%	- -	- -	- -	- -
Don't know		64 19%	11 25%	18 19%	21 28%	16 19%	13 28%	21 19%	33 16%	10 21%	19 21%	13 20%	5 11%	9 12%	1 25%	6 13%
NET: Support		273 79%	32 73%	74 76%	52 70%	63 75%	33 70%	83 75%	176 83% b	32 68%	69 76%	49 75%	39 89%	66 87%	3 75%	42 88%
NET: Oppose		8 2%	1 2%	5 5%	1 1%	5 6%	1 2%	6 5%	2 1%	5 11% a	3 3%	3 5%	- -	1 1%	- -	- -
Base for stats		281	33	79	53	68	34	89	178	37	72	52	39	67	3	42
Mean Score		3.49	3.42	3.47	3.47	3.44	3.32	3.47	3.54 b	3.32	3.43	3.46	3.62	3.55	3.67	3.62
Standard Deviation		.592	.561	.731	.541	.761	.535	.724	.522	.915	.624	.727	.493	.530	.577	.492
Standard Error		.035	.098	.082	.074	.092	.092	.077	.039	.150	.074	.101	.079	.065	.333	.076
Error variance		*	.01	.01	.01	.01	.01	.01	*	.02	.01	.01	.01	*	.11	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members and Stakeholders excluding no response

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
118	100	18	-	28	14	13	2	7	-	1	8	1	1	2	3	2
100%	100%	100%	-	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
27	22	5	-	4	2	4	1	2	-	-	3	-	1	1	-	-
23%	22%	28%	-	14%	14%	31%	50%	29%	-	-	38%	-	100%	50%	-	-
22	21	1	-	7	2	3	1	2	-	-	-	1	-	-	-	-
19%	21%	6%	-	25%	14%	23%	50%	29%	-	-	-	100%	-	-	-	-
16	15	1	-	6	2	1	-	-	-	-	-	-	-	-	-	1
14%	15%	6%	-	21%	14%	8%	-	-	-	-	-	-	-	-	-	50%
15	12	3	-	5	1	1	-	-	-	-	1	1	-	1	-	-
13%	12%	17%	-	18%	7%	8%	-	-	-	-	13%	100%	-	50%	-	-
14	14	-	-	2	4	1	1	1	-	-	-	-	-	-	-	-
12%	14%	-	-	7%	29%	8%	50%	14%	-	-	-	-	-	-	-	-
7	7	-	-	1	1	2	-	2	-	-	-	-	-	-	-	-
6%	7%	-	-	4%	7%	15%	-	29%	-	-	-	-	-	-	-	-
7	7	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-
6%	7%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-
3	3	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
3%	3%	-	-	4%	7%	-	-	-	-	-	-	-	-	-	-	-
2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
2%	-	11%	-	-	-	-	-	-	-	-	13%	-	-	-	33%	-
1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
1%	-	6%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
17	12	5	-	4	1	1	-	-	-	-	3	-	-	-	1	1
14%	12%	28%	-	14%	7%	8%	-	-	-	-	38%	-	-	-	33%	50%
10	9	1	-	2	2	2	-	2	-	-	-	-	-	-	1	-
8%	9%	6%	-	7%	14%	15%	-	29%	-	-	-	-	-	-	33%	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members and Stakeholders excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	118 100%	8 100%	7 100%	9 100%	8 100%	68 100%	1 100%	2 100%	1 100%	4 100%	10 100%	67 100%	27 100%	6 100%	74 100%	17 100%	1 100%	8 100%
Publish more detailed minutes and reports (regular, including investment decisions)	27 23%	1 13%	1 14%	1 11%	2 25%	17 25%	- -	- -	- -	1 25%	4 40%	20 30%	2 7%	- -	19 26%	2 12%	- -	1 13%
Member involvement (on board/strategy/decisions)	22 19%	2 25%	1 14%	3 33%	3 38%	12 18%	- -	- -	- -	1 25%	- -	16 24%	3 11%	2 33%	16 22%	4 24%	- -	1 13%
Financial transparency	16 14%	1 13%	2 29%	2 22%	1 13%	9 13%	- -	- -	- -	- -	1 10%	11 16%	4 15%	- -	13 18%	2 12%	- -	- -
Explain decisions (make info and data available)	15 13%	- -	- -	- -	1 13%	11 16%	- -	1 50%	1 100%	1 25%	- -	7 10%	4 15%	1 17%	5 7%	5 29%	1 100%	1 13%
Change board members/directors	14 12%	1 13%	2 29%	1 11%	1 13%	9 13%	- -	- -	- -	- -	- -	7 10%	6 22%	1 17%	14 19%	- -	- -	- -
Follow recommendations from EGM	7 6%	- -	2 29%	2 22%	2 25%	1 1%	- -	- -	- -	- -	- -	5 7%	2 7%	- -	7 9%	- -	- -	- -
Open Member forum	7 6%	1 13%	1 14%	- -	1 13%	4 6%	- -	- -	- -	- -	- -	6 9%	1 4%	- -	6 8%	- -	- -	1 13%
Support all members (large and small)	3 3%	1 13%	- -	- -	1 13%	1 1%	- -	- -	- -	- -	- -	2 3%	1 4%	- -	2 3%	- -	- -	1 13%
Public benefit over commercial activity	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	- -	- -	- -	- -	- -	- -
New long term strategy	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Don't know	17 14%	2 25%	- -	- -	- -	10 15%	- -	1 50%	- -	2 50%	2 20%	7 10%	4 15%	1 17%	7 9%	4 24%	- -	1 13%
Other	10 8%	1 13%	- -	2 22%	- -	6 9%	1 100%	- -	- -	- -	- -	5 7%	3 11%	1 17%	6 8%	1 6%	- -	2 25%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members and Stakeholders excluding no response

	Total	Trust in Nominet				Satisfaction with transparency		Compatibility of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	118	24	78	34	69	18	90	51	39	45	56	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Publish more detailed minutes and reports (regular, including investment decisions)	27	8	16	9	14	6	20	10	6	12	10	-	-	-	-
	23%	33%	21%	26%	20%	33%	22%	20%	15%	27%	18%	-	-	-	-
Member involvement (on board/strategy/decisions)	22	3	16	5	15	1	20	7	8	7	12	-	-	-	-
	19%	13%	21%	15%	22%	6%	22%	14%	21%	16%	21%	-	-	-	-
Financial transparency	16	2	12	2	9	2	12	6	6	5	9	-	-	-	-
	14%	8%	15%	6%	13%	11%	13%	12%	15%	11%	16%	-	-	-	-
Explain decisions (make info and data available)	15	5	7	7	6	2	10	10	4	9	3	-	-	-	-
	13%	21%	9%	21%	9%	11%	11%	20%	10%	20%	5%	-	-	-	-
Change board members/directors	14	-	14	-	14	-	14	1	10	1	11	-	-	-	-
	12%	-	18%	-	20%	-	16%	2%	26%	2%	20%	-	-	-	-
			c		c				a		a				
Follow recommendations from EGM	7	-	6	-	7	-	7	1	5	3	4	-	-	-	-
	6%	-	8%	-	10%	-	8%	2%	13%	7%	7%	-	-	-	-
								a							
Open Member forum	7	1	6	2	4	-	7	4	1	3	4	-	-	-	-
	6%	4%	8%	6%	6%	-	8%	8%	3%	7%	7%	-	-	-	-
Support all members (large and small)	3	-	2	1	2	-	2	1	1	1	2	-	-	-	-
	3%	-	3%	3%	3%	-	2%	2%	3%	2%	4%	-	-	-	-
Public benefit over commercial activity	2	-	1	-	1	-	2	2	-	-	2	-	-	-	-
	2%	-	1%	-	1%	-	2%	4%	-	-	4%	-	-	-	-
New long term strategy	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	1%	4%	-	3%	-	6%	-	2%	-	2%	-	-	-	-	-
Don't know	17	6	8	8	6	5	9	11	1	7	7	-	-	-	-
	14%	25%	10%	24%	9%	28%	10%	22%	3%	16%	13%	-	-	-	-
				d				b							
Other	10	1	9	2	6	1	8	1	7	3	6	-	-	-	-
	8%	4%	12%	6%	9%	6%	9%	2%	18%	7%	11%	-	-	-	-
								a							

## P013002 Nominet Listening Process 2021 Phase 2

**Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members and Stakeholders excluding no response

Significance Level: 95%

Total

No response given

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
118	24	78	34	69	18	90	51	39	45	56	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	100	-	-	28	14	13	2	7	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Publish more detailed minutes and reports (regular, including investment decisions)	22	-	-	4	2	4	1	2	-	-	-	-	-	-	-	-
	22%	-	-	14%	14%	31%	50%	29%	-	-	-	-	-	-	-	-
Member involvement (on board/strategy/decisions)	21	-	-	7	2	3	1	2	-	-	-	-	-	-	-	-
	21%	-	-	25%	14%	23%	50%	29%	-	-	-	-	-	-	-	-
Financial transparency	15	-	-	6	2	1	-	-	-	-	-	-	-	-	-	-
	15%	-	-	21%	14%	8%	-	-	-	-	-	-	-	-	-	-
Change board members/directors	14	-	-	2	4	1	1	1	-	-	-	-	-	-	-	-
	14%	-	-	7%	29%	8%	50%	14%	-	-	-	-	-	-	-	-
Explain decisions (make info and data available)	12	-	-	5	1	1	-	-	-	-	-	-	-	-	-	-
	12%	-	-	18%	7%	8%	-	-	-	-	-	-	-	-	-	-
Follow recommendations from EGM	7	-	-	1	1	2	-	2	-	-	-	-	-	-	-	-
	7%	-	-	4%	7%	15%	-	29%	-	-	-	-	-	-	-	-
Open Member forum	7	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-
Support all members (large and small)	3	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	4%	7%	-	-	-	-	-	-	-	-	-	-	-
Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	-	4	1	1	-	-	-	-	-	-	-	-	-	-
	12%	-	-	14%	7%	8%	-	-	-	-	-	-	-	-	-	-
Other	9	-	-	2	2	2	-	2	-	-	-	-	-	-	-	-
	9%	-	-	7%	14%	15%	-	29%	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	100 100%	8 100%	7 100%	9 100%	8 100%	68 100%	- -	- -	- -	- -	- -	67 100%	27 100%	6 100%	74 100%	17 100%	1 100%	8 100%
Publish more detailed minutes and reports (regular, including investment decisions)	22 22%	1 13%	1 14%	1 11%	2 25%	17 25%	- -	- -	- -	- -	- -	20 30%	2 7%	- -	19 26%	2 12%	- -	1 13%
Member involvement (on board/strategy/decisions)	21 21%	2 25%	1 14%	3 33%	3 38%	12 18%	- -	- -	- -	- -	- -	16 24%	3 11%	2 33%	16 22%	4 24%	- -	1 13%
Financial transparency	15 15%	1 13%	2 29%	2 22%	1 13%	9 13%	- -	- -	- -	- -	- -	11 16%	4 15%	- -	13 18%	2 12%	- -	- -
Change board members/directors	14 14%	1 13%	2 29%	1 11%	1 13%	9 13%	- -	- -	- -	- -	- -	7 10%	6 22%	1 17%	14 19%	- -	- -	- -
Explain decisions (make info and data available)	12 12%	- -	- -	- -	1 13%	11 16%	- -	- -	- -	- -	- -	7 10%	4 15%	1 17%	5 7%	5 29%	1 100%	1 13%
Follow recommendations from EGM	7 7%	- -	2 29%	2 22%	2 25%	1 1%	- -	- -	- -	- -	- -	5 7%	2 7%	- -	7 9%	- -	- -	- -
Open Member forum	7 7%	1 13%	1 14%	- -	1 13%	4 6%	- -	- -	- -	- -	- -	6 9%	1 4%	- -	6 8%	- -	- -	1 13%
Support all members (large and small)	3 3%	1 13%	- -	- -	1 13%	1 1%	- -	- -	- -	- -	- -	2 3%	1 4%	- -	2 3%	- -	- -	1 13%
Public benefit over commercial activity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New long term strategy	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	12 12%	2 25%	- -	- -	- -	10 15%	- -	- -	- -	- -	- -	7 10%	4 15%	1 17%	7 9%	4 24%	- -	1 13%
Other	9 9%	1 13%	- -	2 22%	- -	6 9%	- -	- -	- -	- -	- -	5 7%	3 11%	1 17%	6 8%	1 6%	- -	2 25%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Members excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	100	11	77	20	68	8	88	35	39	31	54	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Publish more detailed minutes and reports (regular, including investment decisions)	22	3	16	4	14	2	20	5	6	9	10	-	-	-	-
	22%	27%	21%	20%	21%	25%	23%	14%	15%	29%	19%	-	-	-	-
Member involvement (on board/strategy/decisions)	21	2	16	4	15	1	20	6	8	6	12	-	-	-	-
	21%	18%	21%	20%	22%	13%	23%	17%	21%	19%	22%	-	-	-	-
Financial transparency	15	2	12	1	9	1	12	5	6	4	9	-	-	-	-
	15%	18%	16%	5%	13%	13%	14%	14%	15%	13%	17%	-	-	-	-
Change board members/directors	14	-	14	-	14	-	14	1	10	1	11	-	-	-	-
	14%	-	18%	-	21%	-	16%	3%	26% a	3%	20% a	-	-	-	-
Explain decisions (make info and data available)	12	2	7	4	6	1	10	7	4	6	3	-	-	-	-
	12%	18%	9%	20%	9%	13%	11%	20%	10%	19% b	6%	-	-	-	-
Follow recommendations from EGM	7	-	6	-	7	-	7	1	5	3	4	-	-	-	-
	7%	-	8%	-	10%	-	8%	3%	13%	10%	7%	-	-	-	-
Open Member forum	7	1	6	2	4	-	7	4	1	3	4	-	-	-	-
	7%	9%	8%	10%	6%	-	8%	11%	3%	10%	7%	-	-	-	-
Support all members (large and small)	3	-	2	1	2	-	2	1	1	1	2	-	-	-	-
	3%	-	3%	5%	3%	-	2%	3%	3%	3%	4%	-	-	-	-
Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	3	8	5	6	3	9	8	1	2	7	-	-	-	-
	12%	27%	10%	25%	9%	38%	10%	23% b	3%	6%	13%	-	-	-	-
Other	9	-	9	1	6	-	8	-	7	2	6	-	-	-	-
	9%	-	12%	5%	9%	-	9%	-	18% a	6%	11%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.**

BASE: All Members excluding no response

Significance Level: 95%

Total

No response given

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
100	11	77	20	68	8	88	35	39	31	54	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Stakeholders excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
18	-	18	-	-	-	-	-	-	-	1	8	1	1	2	3	2
100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
5	-	5	-	-	-	-	-	-	-	-	3	-	1	1	-	-
28%	-	28%	-	-	-	-	-	-	-	-	38%	-	100%	50%	-	-
3	-	3	-	-	-	-	-	-	-	-	1	1	-	1	-	-
17%	-	17%	-	-	-	-	-	-	-	-	13%	100%	-	50%	-	-
2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
11%	-	11%	-	-	-	-	-	-	-	-	13%	-	-	-	33%	-
1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
6%	-	6%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
6%	-	6%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
6%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	50%
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5	-	5	-	-	-	-	-	-	-	-	3	-	-	-	1	1
28%	-	28%	-	-	-	-	-	-	-	-	38%	-	-	-	33%	50%
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
6%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	33%	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Stakeholders excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	18 100%	- -	- -	- -	- -	- -	1 100%	2 100%	1 100%	4 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Publish more detailed minutes and reports (regular, including investment decisions)	5 28%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	4 40%	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	3 17%	- -	- -	- -	- -	- -	- -	1 50%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Public benefit over commercial activity	2 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	- -	- -	- -	- -	- -	- -
New long term strategy	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Member involvement (on board/strategy/decisions)	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Financial transparency	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open Member forum	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 28%	- -	- -	- -	- -	- -	- -	1 50%	- -	2 50%	2 20%	- -	- -	- -	- -	- -	- -	- -
Other	1 6%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q12. What could Nominet do to be more transparent? Please provide as much detail as you can about specific steps that the organisation can take.

BASE: All Stakeholders excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	18 100%	13 100%	1 100%	14 100%	1 100%	10 100%	2 100%	16 100%	- -	14 100%	2 100%	- -	- -	- -	- -
Publish more detailed minutes and reports (regular, including investment decisions)	5 28%	5 38%	- -	5 36%	- -	4 40%	- -	5 31%	- -	3 21%	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	3 17%	3 23%	- -	3 21%	- -	1 10%	- -	3 19%	- -	3 21%	- -	- -	- -	- -	- -
Public benefit over commercial activity	2 11%	- -	1 100%	- -	1 100%	- -	2 100%	2 13%	- -	- -	2 100%	- -	- -	- -	- -
New long term strategy	1 6%	1 8%	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Member involvement (on board/strategy/decisions)	1 6%	1 8%	- -	1 7%	- -	- -	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Financial transparency	1 6%	- -	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open Member forum	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 28%	3 23%	- -	3 21%	- -	2 20%	- -	3 19%	- -	5 36%	- -	- -	- -	- -	- -
Other	1 6%	1 8%	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q14. Summary Table: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Scale						
Total	Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of	NET: Know	NET: At least heard of	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h
Social impact programme	329	42	63	100	48	76	205	253
	100%	13%	19%	30%	15%	23%	62%	77%
Policy development	329	35	50	123	61	60	208	269
	100%	11%	15%	37%	19%	18%	63%	82%
Criminal domain suspension	329	72	96	91	40	30	259	299
	100%	22%	29%	28%	12%	9%	79%	91%
Dispute resolution	329	103	89	105	16	16	297	313
	100%	31%	27%	32%	5%	5%	90%	95%

## P013002 Nominet Listening Process 2021 Phase 2

### Q14. Summary - Know: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
329 100%	141 100%	43 100%	145 100%	40 100%	20 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
205 62%	66 47%	25 58%	114 79% ab	17 43%	8 40%	10 63%	2 50%	4 31%	1 25%	1 100%	3 27%	1 100%	7 100%	2 50%	4 67%	6 67%
208 63%	80 57%	33 77% a	95 66%	23 58%	9 45%	12 75%	4 100%	5 38%	1 25%	1 100%	7 64%	1 100%	7 100%	3 75%	6 100%	7 78%
259 79%	104 74%	32 74%	123 85% a	29 73%	12 60%	13 81%	4 100%	8 62%	- -	1 100%	9 82%	1 100%	3 43%	4 100%	5 83%	9 100%
297 90%	135 96% bc	36 84%	126 87%	37 93%	18 90%	15 94%	4 100%	13 100%	2 50%	1 100%	11 100%	1 100%	4 57%	4 100%	5 83%	8 89%

## P013002 Nominet Listening Process 2021 Phase 2

### Q14. Summary - Know: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	329 100%	11 100%	10 100%	12 100%	12 100%	96 100%	1 100%	7 100%	7 100%	8 100%	19 100%	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Social impact programme	205 62%	6 55%	5 50%	4 33%	6 50%	45 47%	- -	4 57%	5 71%	4 50%	12 63%	47 47%	16 47%	3 38%	46 52%	12 34%	- -	8 50%
Policy development	208 63%	7 64%	5 50%	9 75%	5 42%	54 56%	1 100%	5 71%	5 71%	4 50%	18 95%	53 54%	21 62%	6 75%	49 55%	22 63%	- -	9 56%
Criminal domain suspension	259 79%	6 55%	6 60%	11 92%	12 100%	69 72%	1 100%	3 43%	3 43%	6 75%	18 95%	71 72%	27 79%	6 75%	67 75%	26 74%	1 100%	10 63%
Dispute resolution	297 90%	11 100%	8 80%	12 100%	12 100%	92 96%	1 100%	5 71%	5 71%	6 75%	18 95%	96 97%	32 94%	7 88%	84 94%	34 97%	1 100%	16 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q14. Summary - Know: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	329 100%	42 100%	92 100%	70 100%	81 100%	44 100%	107 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Social impact programme	205 62%	19 45%	48 52%	35 50%	41 51%	23 52%	53 50%	153 73% b	20 43%	44 48%	35 54%	37 84%	58 76%	3 75%	40 83%
Policy development	208 63%	31 74% d	53 58%	50 71% d	42 52%	32 73%	60 56%	152 72% b	20 43%	61 67%	37 57%	32 73%	48 63%	3 75%	35 73%
Criminal domain suspension	259 79%	31 74%	68 74%	51 73%	58 72%	31 70%	83 78%	180 85% b	28 60%	68 75%	51 78%	42 95% b	62 82%	4 100%	46 96% b
Dispute resolution	297 90%	40 95%	88 96%	63 90%	76 94%	39 89%	102 95%	195 92%	43 91%	84 92%	63 97%	44 100% b	63 83%	4 100%	48 100% b

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.1. Social impact programme: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		329 100%	141 100%	43 100%	145 100%	40 100%	20 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
Know very well	(5.0)	42 13%	4 3%	12 28% a	26 18% a	- -	1 5%	1 6%	- -	1 8%	- -	- -	- -	1 100%	6 86%	2 50%	2 33%	1 11%
Know a fair amount	(4.0)	63 19%	16 11%	6 14%	41 28% a	3 8%	2 10%	3 19%	2 50%	1 8%	- -	1 100%	- -	1 14%	- -	- -	1 17%	3 33%
Know just a little	(3.0)	100 30%	46 33% b	7 16%	47 32% b	14 35%	5 25%	6 38%	- -	2 15%	1 25%	- -	3 27%	- -	- -	- -	1 17%	2 22%
Heard of but know nothing about it	(2.0)	48 15%	26 18%	4 9%	18 12%	7 18%	7 35%	2 13%	- -	3 23%	- -	- -	3 27%	- -	- -	- -	1 17%	- -
Never heard of	(1.0)	76 23%	49 35% c	14 33% c	13 9%	16 40%	5 25%	4 25%	2 50%	6 46%	3 75%	- -	5 45%	- -	- -	2 50%	1 17%	3 33%
NET: Know		205 62%	66 47%	25 58%	114 79% ab	17 43%	8 40%	10 63%	2 50%	4 31%	1 25%	1 100%	3 27%	1 100%	7 100%	2 50%	4 67%	6 67%
NET: At least heard of		253 77%	92 65%	29 67%	132 91% ab	24 60%	15 75%	12 75%	2 50%	7 54%	1 25%	1 100%	6 55%	1 100%	7 100%	2 50%	5 83%	6 67%
Base for stats		329	141	43	145	40	20	16	4	13	4	1	11	1	7	4	6	9
Mean Score		2.84	2.29	2.95 a	3.34 a	2.10	2.35	2.69	2.50	2.08	1.50	4.00	1.82	5.00	4.86	3.00	3.33	2.89
Standard Deviation		1.323	1.144	1.647	1.174	1.033	1.137	1.250	1.732	1.320	1.000	-	.874	-	.378	2.309	1.633	1.537
Standard Error		.073	.096	.251	.097	.163	.254	.313	.866	.366	.500	-	.263	-	.143	1.155	.667	.512
Error variance		.01	.01	.06	.01	.03	.06	.10	.75	.13	.25	-	.07	-	.02	1.33	.44	.26

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.1. Social impact programme: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		329 100%	11 100%	10 100%	12 100%	12 100%	96 100%	1 100%	7 100%	7 100%	8 100%	19 100%	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	42 13%	- -	- -	- -	1 8%	3 3%	- -	2 29%	4 57%	2 25%	4 21%	2 2%	2 6%	- -	4 4%	- -	- -	- -
Know a fair amount	(4.0)	63 19%	3 27%	3 30%	1 8%	2 17%	7 7%	- -	1 14%	1 14%	1 13%	3 16%	13 13%	3 9%	- -	10 11%	4 11%	- -	2 13%
Know just a little	(3.0)	100 30%	3 27%	2 20%	3 25%	3 25%	35 36%	- -	1 14%	- -	1 13%	5 26%	32 32%	11 32%	3 38%	32 36%	8 23%	- -	6 38%
Heard of but know nothing about it	(2.0)	48 15%	3 27%	1 10%	2 17%	1 8%	19 20%	1 100%	- -	- -	- -	3 16%	20 20%	6 18%	- -	14 16%	8 23%	1 100%	3 19%
Never heard of	(1.0)	76 23%	2 18%	4 40%	6 50%	5 42%	32 33%	- -	3 43%	2 29%	4 50%	4 21%	32 32%	12 35%	5 63%	29 33%	15 43%	- -	5 31%
NET: Know		205 62%	6 55%	5 50%	4 33%	6 50%	45 47%	- -	4 57%	5 71%	4 50%	12 63%	47 47%	16 47%	3 38%	46 52%	12 34%	- -	8 50%
NET: At least heard of		253 77%	9 82%	6 60%	6 50%	7 58%	64 67%	1 100%	4 57%	5 71%	4 50%	15 79%	67 68%	22 65%	3 38%	60 67%	20 57%	1 100%	11 69%
Base for stats		329	11	10	12	12	96	1	7	7	8	19	99	34	8	89	35	1	16
Mean Score		2.84	2.64	2.40	1.92	2.42	2.27	2.00	2.86	3.71	2.63	3.00	2.32	2.32	1.75	2.39	2.03	2.00	2.31
Standard Deviation		1.323	1.120	1.350	1.084	1.443	1.100	-	1.864	1.890	1.847	1.453	1.123	1.224	1.035	1.183	1.071	-	1.078
Standard Error		.073	.338	.427	.313	.417	.112	-	.705	.714	.653	.333	.113	.210	.366	.125	.181	-	.270
Error variance		.01	.11	.18	.10	.17	.01	-	.50	.51	.43	.11	.01	.04	.13	.02	.03	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.1. Social impact programme: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		329 100%	42 100%	92 100%	70 100%	81 100%	44 100%	107 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	42 13%	9 21% bd	3 3%	11 16% bd	4 5%	11 25% b	3 3%	38 18% b	2 4%	11 12% b	2 3%	11 25%	13 17%	1 25%	12 25%
Know a fair amount	(4.0)	63 19%	4 10%	12 13%	10 14%	9 11%	4 9%	12 11%	53 25% b	5 11%	10 11%	11 17%	16 36%	17 22%	2 50%	18 38%
Know just a little	(3.0)	100 30%	6 14%	33 36% ac	14 20%	28 35% ac	8 18%	38 36% a	62 29%	13 28%	23 25%	22 34%	10 23%	28 37%	- -	10 21%
Heard of but know nothing about it	(2.0)	48 15%	9 21%	14 15%	14 20%	12 15%	9 20%	18 17%	27 13%	6 13%	17 19%	10 15%	5 11%	11 14%	- -	5 10%
Never heard of	(1.0)	76 23%	14 33%	30 33%	21 30%	28 35%	12 27%	36 34%	31 15%	21 45% a	30 33%	20 31%	2 5%	7 9%	1 25%	3 6%
NET: Know		205 62%	19 45%	48 52%	35 50%	41 51%	23 52%	53 50%	153 73% b	20 43%	44 48%	35 54%	37 84%	58 76%	3 75%	40 83%
NET: At least heard of		253 77%	28 67%	62 67%	49 70%	53 65%	32 73%	71 66%	180 85% b	26 55%	61 67%	45 69%	42 95%	69 91%	3 75%	45 94%
Base for stats		329	42	92	70	81	44	107	211	47	91	65	44	76	4	48
Mean Score		2.84	2.64	2.39	2.66	2.37	2.84 b	2.33	3.19 b	2.17	2.51	2.46	3.66	3.24	3.50	3.65
Standard Deviation		1.323	1.559	1.167	1.443	1.209	1.554	1.139	1.288	1.239	1.369	1.187	1.119	1.176	1.732	1.158
Standard Error		.073	.241	.122	.173	.134	.234	.110	.089	.181	.144	.147	.169	.135	.866	.167
Error variance		.01	.06	.01	.03	.02	.05	.01	.01	.03	.02	.02	.03	.02	.75	.03



## P013002 Nominet Listening Process 2021 Phase 2

### Q14.2. Policy development: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		329 100%	141 100%	43 100%	145 100%	40 100%	20 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
Know very well	(5.0)	35 11%	6 4%	14 33% ac	15 10% a	2 5%	1 5%	1 6%	- -	1 8%	- -	- -	- -	1 100%	2 29%	2 50%	3 50%	6 67%
Know a fair amount	(4.0)	50 15%	16 11%	10 23%	24 17%	3 8%	2 10%	5 31%	1 25%	- -	- -	1 100%	4 36%	- -	4 57%	- -	- -	1 11%
Know just a little	(3.0)	123 37%	58 41% b	9 21%	56 39% b	18 45%	6 30%	6 38%	3 75%	4 31%	1 25%	- -	3 27%	- -	1 14%	1 25%	3 50%	- -
Heard of but know nothing about it	(2.0)	61 19%	24 17%	6 14%	31 21%	8 20%	5 25%	1 6%	- -	2 15%	1 25%	- -	3 27%	- -	- -	1 25%	- -	1 11%
Never heard of	(1.0)	60 18%	37 26% bc	4 9%	19 13%	9 23%	6 30%	3 19%	- -	6 46%	2 50%	- -	1 9%	- -	- -	- -	- -	1 11%
NET: Know		208 63%	80 57%	33 77% a	95 66%	23 58%	9 45%	12 75%	4 100%	5 38%	1 25%	1 100%	7 64%	1 100%	7 100%	3 75%	6 100%	7 78%
NET: At least heard of		269 82%	104 74%	39 91% a	126 87% a	31 78%	14 70%	13 81%	4 100%	7 54%	2 50%	1 100%	10 91%	1 100%	7 100%	4 100%	6 100%	8 89%
Base for stats		329	141	43	145	40	20	16	4	13	4	1	11	1	7	4	6	9
Mean Score		2.81	2.50	3.56 ac	2.90 a	2.53	2.35	3.00	3.25	2.08	1.75	4.00	2.91	5.00	4.14	3.75	4.00	4.11
Standard Deviation		1.209	1.125	1.333	1.147	1.086	1.182	1.211	.500	1.256	.957	-	1.044	-	.690	1.500	1.095	1.537
Standard Error		.067	.095	.203	.095	.172	.264	.303	.250	.348	.479	-	.315	-	.261	.750	.447	.512
Error variance		*	.01	.04	.01	.03	.07	.09	.06	.12	.23	-	.10	-	.07	.56	.20	.26

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.2. Policy development: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		329 100%	11 100%	10 100%	12 100%	12 100%	96 100%	1 100%	7 100%	7 100%	8 100%	19 100%	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	35 11%	- -	- -	- -	1 8%	5 5%	- -	- -	3 43%	3 38%	8 42%	2 2%	3 9%	1 13%	4 4%	2 6%	- -	- -
Know a fair amount	(4.0)	50 15%	2 18%	3 30%	3 25%	- -	8 8%	- -	2 29%	2 29%	1 13%	5 26%	8 8%	6 18%	2 25%	7 8%	5 14%	- -	4 25%
Know just a little	(3.0)	123 37%	5 45%	2 20%	6 50%	4 33%	41 43%	1 100%	3 43%	- -	- -	5 26%	43 43%	12 35%	3 38%	38 43%	15 43%	- -	5 31%
Heard of but know nothing about it	(2.0)	61 19%	1 9%	2 20%	2 17%	2 17%	17 18%	- -	1 14%	1 14%	2 25%	1 5%	19 19%	5 15%	- -	15 17%	6 17%	1 100%	2 13%
Never heard of	(1.0)	60 18%	3 27%	3 30%	1 8%	5 42%	25 26%	- -	1 14%	1 14%	2 25%	- -	27 27%	8 24%	2 25%	25 28%	7 20%	- -	5 31%
NET: Know		208 63%	7 64%	5 50%	9 75%	5 42%	54 56%	1 100%	5 71%	5 71%	4 50%	18 95%	53 54%	21 62%	6 75%	49 55%	22 63%	- -	9 56%
NET: At least heard of		269 82%	8 73%	7 70%	11 92%	7 58%	71 74%	1 100%	6 86%	6 86%	6 75%	19 100%	72 73%	26 76%	6 75%	64 72%	28 80%	1 100%	11 69%
Base for stats		329	11	10	12	12	96	1	7	7	8	19	99	34	8	89	35	1	16
Mean Score		2.81	2.55	2.50	2.92	2.17	2.49	3.00	2.86	3.71	3.13	4.05	2.38	2.74	3.00	2.44	2.69	2.00	2.50
Standard Deviation		1.209	1.128	1.269	.900	1.267	1.124	-	1.069	1.604	1.808	.970	1.037	1.263	1.414	1.118	1.132	-	1.211
Standard Error		.067	.340	.401	.260	.366	.115	-	.404	.606	.639	.223	.104	.217	.500	.118	.191	-	.303
Error variance		*	.12	.16	.07	.13	.01	-	.16	.37	.41	.05	.01	.05	.25	.01	.04	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.2. Policy development: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		329 100%	42 100%	92 100%	70 100%	81 100%	44 100%	107 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	35 11%	10 24% bd	4 4%	14 20% bd	5 6%	11 25% b	5 5%	30 14%	2 4%	15 16% b	3 5%	6 14%	7 9%	1 25%	7 15%
Know a fair amount	(4.0)	50 15%	9 21% d	9 10%	16 23% bd	6 7%	10 23% b	11 10%	41 19%	4 9%	14 15%	7 11%	14 32% b	9 12%	1 25%	15 31% b
Know just a little	(3.0)	123 37%	12 29%	40 43%	20 29%	31 38%	11 25%	44 41%	81 38%	14 30%	32 35%	27 42%	12 27%	32 42%	1 25%	13 27%
Heard of but know nothing about it	(2.0)	61 19%	6 14%	14 15%	11 16%	15 19%	6 14%	19 18%	36 17%	7 15%	18 20%	8 12%	10 23%	16 21%	- -	10 21%
Never heard of	(1.0)	60 18%	5 12%	25 27% c	9 13% ac	24 30% ac	6 14%	28 26%	23 11%	20 43% a	12 13%	20 31% a	2 5%	12 16%	1 25%	3 6%
NET: Know		208 63%	31 74% d	53 58%	50 71% d	42 52%	32 73%	60 56%	152 72% b	20 43%	61 67%	37 57%	32 73%	48 63%	3 75%	35 73%
NET: At least heard of		269 82%	37 88% d	67 73%	61 87% bd	57 70%	38 86%	79 74%	188 89% b	27 57%	79 87% b	45 69%	42 95%	64 84%	3 75%	45 94%
Base for stats		329	42	92	70	81	44	107	211	47	91	65	44	76	4	48
Mean Score		2.81	3.31 bd	2.49	3.21 bd	2.42	3.32 b	2.50	3.09 b	2.17	3.02 b	2.46	3.27 b	2.78	3.25	3.27 b
Standard Deviation		1.209	1.316	1.124	1.295	1.171	1.360	1.127	1.170	1.204	1.247	1.174	1.107	1.138	1.708	1.144
Standard Error		.067	.203	.117	.155	.130	.205	.109	.081	.176	.131	.146	.167	.131	.854	.165
Error variance		*	.04	.01	.02	.02	.04	.01	.01	.03	.02	.02	.03	.02	.73	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.3. Criminal domain suspension: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		329 100%	141 100%	43 100%	145 100%	40 100%	20 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
Know very well	(5.0)	72 22%	15 11%	16 37% a	41 28% a	3 8%	4 20%	2 13%	- -	1 8%	- -	- -	2 18%	1 100%	1 14%	3 75%	4 67%	5 56%
Know a fair amount	(4.0)	96 29%	44 31%	9 21%	43 30%	12 30%	4 20%	7 44%	3 75%	2 15%	- -	1 100%	4 36%	- -	- -	1 25%	- -	3 33%
Know just a little	(3.0)	91 28%	45 32% b	7 16%	39 27%	14 35%	4 20%	4 25%	1 25%	5 38%	- -	- -	3 27%	- -	2 29%	- -	1 17%	1 11%
Heard of but know nothing about it	(2.0)	40 12%	22 16%	5 12%	13 9%	7 18%	6 30%	- -	- -	2 15%	1 25%	- -	1 9%	- -	2 29%	- -	1 17%	- -
Never heard of	(1.0)	30 9%	15 11%	6 14%	9 6%	4 10%	2 10%	3 19%	- -	3 23%	3 75%	- -	1 9%	- -	2 29%	- -	- -	- -
NET: Know		259 79%	104 74%	32 74%	123 85% a	29 73%	12 60%	13 81%	4 100%	8 62%	- -	1 100%	9 82%	1 100%	3 43%	4 100%	5 83%	9 100%
NET: At least heard of		299 91%	126 89%	37 86%	136 94%	36 90%	18 90%	13 81%	4 100%	10 77%	1 25%	1 100%	10 91%	1 100%	5 71%	4 100%	6 100%	9 100%
Base for stats		329	141	43	145	40	20	16	4	13	4	1	11	1	7	4	6	9
Mean Score		3.43	3.16	3.56	3.65 a	3.08	3.10	3.31	3.75	2.69	1.25	4.00	3.45	5.00	2.43	4.75	4.17	4.44
Standard Deviation		1.215	1.142	1.452	1.164	1.095	1.334	1.302	.500	1.251	.500	-	1.214	-	1.397	.500	1.329	.726
Standard Error		.067	.096	.221	.097	.173	.298	.326	.250	.347	.250	-	.366	-	.528	.250	.543	.242
Error variance		*	.01	.05	.01	.03	.09	.11	.06	.12	.06	-	.13	-	.28	.06	.29	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.3. Criminal domain suspension: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		329 100%	11 100%	10 100%	12 100%	12 100%	96 100%	1 100%	7 100%	7 100%	8 100%	19 100%	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	72	1	-	-	1	13	1	-	2	5	8	5	9	1	8	4	1	2
		22%	9%	-	-	8%	14%	100%	-	29%	63%	42%	5%	26%	13%	9%	11%	100%	13%
Know a fair amount	(4.0)	96	3	6	6	3	26	-	1	-	-	7	33	9	2	28	12	-	4
		29%	27%	60%	50%	25%	27%	-	14%	-	-	37%	33%	26%	25%	31%	34%	-	25%
Know just a little	(3.0)	91	2	-	5	8	30	-	2	1	1	3	33	9	3	31	10	-	4
		28%	18%	-	42%	67%	31%	-	29%	14%	13%	16%	33%	26%	38%	35%	29%	-	25%
Heard of but know nothing about it	(2.0)	40	3	1	-	-	18	-	1	3	-	1	16	5	1	13	6	-	3
		12%	27%	10%	-	-	19%	-	14%	43%	-	5%	16%	15%	13%	15%	17%	-	19%
Never heard of	(1.0)	30	2	3	1	-	9	-	3	1	2	-	12	2	1	9	3	-	3
		9%	18%	30%	8%	-	9%	-	43%	14%	25%	-	12%	6%	13%	10%	9%	-	19%
NET: Know		259 79%	6 55%	6 60%	11 92%	12 100%	69 72%	1 100%	3 43%	3 43%	6 75%	18 95%	71 72%	27 79%	6 75%	67 75%	26 74%	1 100%	10 63%
NET: At least heard of		299 91%	9 82%	7 70%	11 92%	12 100%	87 91%	1 100%	4 57%	6 86%	6 75%	19 100%	87 88%	32 94%	7 88%	80 90%	32 91%	1 100%	13 81%
Base for stats		329	11	10	12	12	96	1	7	7	8	19	99	34	8	89	35	1	16
Mean Score		3.43	2.82	2.90	3.33	3.42	3.17	5.00	2.14	2.86	3.75	4.16	3.03	3.53 a	3.13	3.15	3.23	5.00	2.94
Standard Deviation		1.215	1.328	1.449	.888	.669	1.167	-	1.215	1.574	1.832	.898	1.092	1.212	1.246	1.103	1.140	-	1.340
Standard Error		.067	.400	.458	.256	.193	.119	-	.459	.595	.648	.206	.110	.208	.441	.117	.193	-	.335
Error variance		*	.16	.21	.07	.04	.01	-	.21	.35	.42	.04	.01	.04	.19	.01	.04	-	.11

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.3. Criminal domain suspension: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		329 100%	42 100%	92 100%	70 100%	81 100%	44 100%	107 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	72 22%	14 33% bd	10 11%	18 26% bd	10 12%	15 34% b	13 12%	59 28%	7 15%	18 20%	9 14%	21 48% b	17 22%	1 25%	22 46% b
Know a fair amount	(4.0)	96 29%	10 24%	31 34%	18 26%	26 32%	7 16%	36 34% a	66 31%	12 26%	25 27%	24 37%	17 39%	19 25%	2 50%	19 40%
Know just a little	(3.0)	91 28%	7 17%	27 29%	15 21%	22 27%	9 20%	34 32%	55 26%	9 19%	25 27%	18 28%	4 9%	26 34% ad	1 25%	5 10%
Heard of but know nothing about it	(2.0)	40 12%	7 17%	14 15%	10 14%	13 16%	9 20%	13 12%	19 9%	9 19% a	13 14%	8 12%	2 5%	7 9%	- -	2 4%
Never heard of	(1.0)	30 9%	4 10%	10 11%	9 13%	10 12%	4 9%	11 10%	12 6%	10 21% a	10 11%	6 9%	- -	7 9% ad	- -	- -
NET: Know		259 79%	31 74%	68 74%	51 73%	58 72%	31 70%	83 78%	180 85% b	28 60%	68 75%	51 78%	42 95% b	62 82%	4 100%	46 96% b
NET: At least heard of		299 91%	38 90%	82 89%	61 87%	71 88%	40 91%	96 90%	199 94% b	37 79%	81 89%	59 91%	44 100% b	69 91%	4 100%	48 100% b
Base for stats		329	42	92	70	81	44	107	211	47	91	65	44	76	4	48
Mean Score		3.43	3.55	3.18	3.37	3.16	3.45	3.25	3.67 b	2.94	3.31	3.34	4.30 b	3.42	4.00	4.27 b
Standard Deviation		1.215	1.365	1.157	1.353	1.209	1.389	1.142	1.144	1.389	1.253	1.149	.823	1.203	.816	.818
Standard Error		.067	.211	.121	.162	.134	.209	.110	.079	.203	.131	.143	.124	.138	.408	.118
Error variance		*	.04	.01	.03	.02	.04	.01	.01	.04	.02	.02	.02	.02	.17	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.4. Dispute resolution: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		329 100%	141 100%	43 100%	145 100%	40 100%	20 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
Know very well	(5.0)	103 31%	29 21%	24 56% ac	50 34% a	8 20%	4 20%	3 19%	1 25%	3 23%	1 25%	1 100%	10 91%	1 100%	- -	3 75%	3 50%	5 56%
Know a fair amount	(4.0)	89 27%	53 38% bc	4 9%	32 22%	14 35%	9 45%	6 38%	2 50%	3 23%	1 25%	- -	1 9%	- -	- -	- -	1 17%	1 11%
Know just a little	(3.0)	105 32%	53 38% b	8 19%	44 30%	15 38%	5 25%	6 38%	1 25%	7 54%	- -	- -	- -	- -	4 57%	1 25%	1 17%	2 22%
Heard of but know nothing about it	(2.0)	16 5%	2 1%	2 5%	12 8% a	1 3%	1 5%	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	1 17%	- -
Never heard of	(1.0)	16 5%	4 3%	5 12% a	7 5%	2 5%	1 5%	1 6%	- -	- -	2 50%	- -	- -	- -	2 29%	- -	- -	1 11%
NET: Know		297 90%	135 96% bc	36 84%	126 87%	37 93%	18 90%	15 94%	4 100%	13 100%	2 50%	1 100%	11 100%	1 100%	4 57%	4 100%	5 83%	8 89%
NET: At least heard of		313 95%	137 97% b	38 88%	138 95%	38 95%	19 95%	15 94%	4 100%	13 100%	2 50%	1 100%	11 100%	1 100%	5 71%	4 100%	6 100%	8 89%
Base for stats		329	141	43	145	40	20	16	4	13	4	1	11	1	7	4	6	9
Mean Score		3.75	3.72	3.93	3.73	3.63	3.70	3.63	4.00	3.69	2.75	5.00	4.91	5.00	2.29	4.50	4.00	4.00
Standard Deviation		1.098	.905	1.421	1.162	1.005	1.031	1.025	.816	.855	2.062	-	.302	-	.951	1.000	1.265	1.414
Standard Error		.061	.076	.217	.097	.159	.231	.256	.408	.237	1.031	-	.091	-	.360	.500	.516	.471
Error variance		*	.01	.05	.01	.03	.05	.07	.17	.06	1.06	-	.01	-	.13	.25	.27	.22

## P013002 Nominet Listening Process 2021 Phase 2

### Q14.4. Dispute resolution: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		329 100%	11 100%	10 100%	12 100%	12 100%	96 100%	1 100%	7 100%	7 100%	8 100%	19 100%	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	103 31%	1 9%	1 10%	1 8%	1 8%	25 26%	- -	3 43%	2 29%	5 63%	14 74%	12 12%	14 41%	3 38%	17 19%	9 26%	1 100%	2 13%
														a					
Know a fair amount	(4.0)	89 27%	5 45%	5 50%	6 50%	6 50%	31 32%	1 100%	- -	1 14%	1 13%	1 5%	41 41%	11 32%	1 13%	34 38%	12 34%	- -	7 44%
Know just a little	(3.0)	105 32%	5 45%	2 20%	5 42%	5 42%	36 38%	- -	2 29%	2 29%	- -	3 16%	43 43%	7 21%	3 38%	33 37%	13 37%	- -	7 44%
														b					
Heard of but know nothing about it	(2.0)	16 5%	- -	- -	- -	- -	2 2%	- -	- -	1 14%	- -	1 5%	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Never heard of	(1.0)	16 5%	- -	2 20%	- -	- -	2 2%	- -	2 29%	1 14%	2 25%	- -	2 2%	1 3%	1 13%	4 4%	- -	- -	- -
NET: Know		297 90%	11 100%	8 80%	12 100%	12 100%	92 96%	1 100%	5 71%	5 71%	6 75%	18 95%	96 97%	32 94%	7 88%	84 94%	34 97%	1 100%	16 100%
NET: At least heard of		313 95%	11 100%	8 80%	12 100%	12 100%	94 98%	1 100%	5 71%	6 86%	6 75%	19 100%	97 98%	33 97%	7 88%	85 96%	35 100%	1 100%	16 100%
Base for stats		329	11	10	12	12	96	1	7	7	8	19	99	34	8	89	35	1	16
Mean Score		3.75	3.64	3.30	3.67	3.67	3.78	4.00	3.29	3.29	3.88	4.47	3.61	4.06 a	3.63	3.66	3.83	5.00	3.69
Standard Deviation		1.098	.674	1.337	.651	.651	.931	-	1.799	1.496	1.808	.964	.793	1.013	1.408	.953	.857	-	.704
Standard Error		.061	.203	.423	.188	.188	.095	-	.680	.565	.639	.221	.080	.174	.498	.101	.145	-	.176
Error variance		*	.04	.18	.04	.04	.01	-	.46	.32	.41	.05	.01	.03	.25	.01	.02	-	.03



## P013002 Nominet Listening Process 2021 Phase 2

### Q14.4. Dispute resolution: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d	
Total		329 100%	42 100%	92 100%	70 100%	81 100%	44 100%	107 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
Know very well	(5.0)	103 31%	23 55% bd	18 20%	28 40% bd	18 22%	20 45% b	23 21%	81 38% b	10 21%	31 34%	15 23%	26 59% b	18 24%	1 25%	27 56% b	
Know a fair amount	(4.0)	89 27%	5 12%	36 39% ac	13 19%	29 36% ac	8 18%	41 38% a	53 25%	14 30%	27 30%	23 35%	11 25%	16 21%	2 50%	13 27%	
Know just a little	(3.0)	105 32%	12 29%	34 37%	22 31%	29 36%	11 25%	38 36%	61 29%	19 40%	26 29%	25 38%	7 16%	29 38% ad	1 25%	8 17%	
Heard of but know nothing about it	(2.0)	16 5%	2 5%	1 1%	3 4%	1 1%	3 7% b	1 1%	11 5%	- -	2 2%	- -	- -	9 12% ad	- -	- -	
Never heard of	(1.0)	16 5%	- -	3 3%	4 6%	4 5%	2 5%	4 4%	5 2%	4 9% a	5 5%	2 3%	- -	4 5%	- -	- -	
NET: Know		297 90%	40 95%	88 96%	63 90%	76 94%	39 89%	102 95%	195 92%	43 91%	84 92%	63 97%	44 100% b	63 83%	4 100%	48 100% b	
NET: At least heard of		313 95%	42 100%	89 97%	66 94%	77 95%	42 95%	103 96%	206 98% b	43 91%	86 95%	63 97%	44 100%	72 95%	4 100%	48 100%	
Base for stats		329	42	92	70	81	44	107	211	47	91	65	44	76	4	48	
Mean Score		3.75	4.17 bd	3.71	3.83	3.69	3.93	3.73	3.92 b	3.55	3.85	3.75	4.43 b	3.46	4.00	4.40 b	
Standard Deviation		1.098	1.010	.908	1.179	.996	1.189	.937	1.046	1.100	1.095	.919	.759	1.137	.816	.765	
Standard Error		.061	.156	.095	.141	.111	.179	.091	.072	.160	.115	.114	.114	.130	.408	.110	
Error variance		*	.02	.01	.02	.01	.03	.01	.01	.03	.01	.01	.01	.02	.17	.01	

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary Table: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

Significance Level: 95%

	Scale								
Total	Very satisfied	Quite satisfied	Neither satisfied no dissatisfied	Quite dissatisfied	Very dissatisfied	Don't know	NET: Satisfied	NET: Dissatisfied<F	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h	*i
253 100%	41 16%	58 23%	65 26%	22 9%	25 10%	42 17%	99 39%	47 19%	3.32
268 100%	34 13%	56 21%	92 34%	23 9%	21 8%	42 16%	90 34%	44 16%	3.26
298 100%	65 22%	82 28%	88 30%	12 4%	12 4%	39 13%	147 49%	24 8%	3.68
312 100%	79 25%	90 29%	85 27%	11 4%	7 2%	40 13%	169 54%	18 6%	3.82

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
321 100%	138 100%	41 100%	142 100%	38 100%	20 100%	15 100%	4 100%	13 100%	2 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
99 39%	8 9%	17 59%	74 56% a	4 17%	- -	- -	1 50%	- -	1 100%	- -	1 17%	1 100%	5 71%	2 100%	3 60%	4 67%
90 34%	17 16%	28 72% ac	45 36% a	9 29%	1 7%	3 23%	1 25%	1 14%	1 50%	1 100%	5 50%	1 100%	5 71%	3 75%	5 83%	7 88%
147 49%	43 34%	24 65% a	80 59% a	16 44%	4 22%	5 38%	3 75%	4 40%	- -	1 100%	6 60%	1 100%	2 40%	4 100%	4 67%	6 67%
169 54%	61 45%	29 76% ac	79 58% a	23 61%	6 32%	5 33%	3 75%	5 38%	2 100%	1 100%	11 100%	1 100%	1 20%	3 75%	4 67%	6 75%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
321 100%	11 100%	9 100%	12 100%	12 100%	94 100%	1 100%	7 100%	6 100%	7 100%	19 100%	98 100%	33 100%	7 100%	86 100%	35 100%	1 100%	16 100%
99 39%	- -	2 33%	- -	1 14%	5 8%	- -	2 50%	5 100%	3 75%	7 47%	7 10%	1 5%	- -	2 3%	6 30%	- -	- -
90 34%	- -	1 14%	- -	3 43%	13 18%	1 100%	2 33%	5 83%	5 83%	15 79%	12 17%	3 12%	2 33%	3 5%	14 50%	- -	- -
147 49%	2 22%	3 43%	6 55%	3 25%	29 33%	1 100%	2 50%	3 50%	5 83%	13 68%	30 34%	11 34%	2 29%	23 29%	18 56%	- a	2 15%
169 54%	5 45%	3 38%	7 58%	5 42%	41 44%	1 100%	3 60%	4 67%	6 100%	15 79%	40 41%	16 48%	5 71%	30 35%	25 71%	1 100%	5 31%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	321 100%	42 100%	89 100%	68 100%	78 100%	44 100%	104 100%	211 100%	44 100%	90 100%	63 100%	44 100%	76 100%	4 100%	48 100%
Nominet's social impact programme	99 39%	15 54%	2 3%	22 45% bd	1 2%	19 59% b	2 3%	94 52%	- -	21 34% b	1 2%	27 64%	36 52%	2 67%	29 64%
Nominet's Policy development	90 34%	27 73% bd	4 6%	38 62% bd	2 4%	30 79% b	7 9%	81 43%	- -	37 47% b	3 7%	17 40%	22 34%	1 33%	18 40%
Nominet's Criminal domain suspension	147 49%	26 68% bd	25 30%	37 61% bd	22 31%	26 65% b	29 30%	119 60% b	7 19%	45 56% b	16 27%	33 75% b	36 52%	2 50%	35 73% b
Nominet's Dispute resolution	169 54%	31 74% bd	34 38%	45 68% bd	27 35%	30 71% b	41 40%	133 65% b	11 26%	56 65% b	24 38%	33 75% b	36 50%	2 50%	35 73% b

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	321 100%	138 100%	41 100%	142 100%	38 100%	20 100%	15 100%	4 100%	13 100%	2 100%	1 100%	11 100%	1 100%	7 100%	4 100%	6 100%	9 100%
Nominet's social impact programme	47 19%	39 42% c	2 7%	6 5%	6 25%	7 47%	6 50%	1 50%	4 57%	- -	1 100%	- -	- -	- -	- -	1 20%	- -
Nominet's Policy development	44 16%	35 34% bc	- -	9 7%	5 16%	8 57%	6 46%	2 50%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Criminal domain suspension	24 8%	21 17% bc	- -	3 2%	5 14%	3 17%	5 38%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Dispute resolution	18 6%	17 12% bc	- -	1 1%	2 5%	4 21%	3 20%	1 25%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	321 100%	11 100%	9 100%	12 100%	12 100%	94 100%	1 100%	7 100%	6 100%	7 100%	19 100%	98 100%	33 100%	7 100%	86 100%	35 100%	1 100%	16 100%
Nominet's social impact programme	47 19%	6 67%	3 50%	3 50%	2 29%	25 39%	- -	- -	- -	- -	2 13%	28 42%	10 45%	1 33%	36 60%	- -	- -	3 27%
Nominet's Policy development	44 16%	3 38%	4 57%	3 27%	2 29%	23 32%	- -	- -	- -	- -	- -	28 39%	7 27%	- -	33 52%	1 4%	- -	1 9%
Nominet's Criminal domain suspension	24 8%	1 11%	3 43%	2 18%	2 17%	13 15%	- -	- -	- -	- -	- -	12 14%	8 25%	1 14%	21 26% b	- -	- -	- -
Nominet's Dispute resolution	18 6%	3 27%	1 13%	2 17%	3 25%	8 9%	- -	- -	- -	- -	- -	11 11%	6 18%	- -	15 18% b	- -	- -	2 13%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	321 100%	42 100%	89 100%	68 100%	78 100%	44 100%	104 100%	211 100%	44 100%	90 100%	63 100%	44 100%	76 100%	4 100%	48 100%
Nominet's social impact programme	47 19%	2 7%	38 61% c	2 4%	37 70% c	2 6%	39 55% a	17 9%	21 81%	6 10%	29 64% a	2 5%	3 4%	- -	2 4%
Nominet's Policy development	44 16%	1 3%	33 49% ac	- -	34 60% ac	1 3%	34 43% a	16 9%	17 63%	7 9%	20 44% a	5 12%	3 5%	- -	5 11%
Nominet's Criminal domain suspension	24 8%	1 3%	19 23% ac	1 2%	19 27% ac	1 3%	20 21% a	7 4%	12 32% a	6 7%	12 20% a	1 2%	1 1%	- -	1 2%
Nominet's Dispute resolution	18 6%	1 2%	15 17% ac	2 3%	15 19% ac	1 2%	15 15% a	4 2%	9 21% a	4 5%	9 14% a	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		253 100%	92 100%	29 100%	132 100%	24 100%	15 100%	12 100%	2 100%	7 100%	1 100%	1 100%	6 100%	1 100%	7 100%	2 100%	5 100%	6 100%
Very satisfied	(5.0)	41 16%	1 1%	11 38%	29 22% a	1 4%	- -	- -	- -	- -	- -	- -	- -	1 100%	5 71%	1 50%	2 40%	2 33%
Quite satisfied	(4.0)	58 23%	7 8%	6 21%	45 34% a	3 13%	- -	- -	1 50%	- -	1 100%	- -	1 17%	- -	- -	1 50%	1 20%	2 33%
Neither satisfied no dissatisfied	(3.0)	65 26%	27 29%	8 28%	30 23%	11 46%	4 27%	5 42%	- -	1 14%	- -	- -	5 83%	- -	2 29%	- -	- -	1 17%
Quite dissatisfied	(2.0)	22 9%	15 16% c	1 3%	6 5%	5 21%	3 20%	2 17%	- -	1 14%	- -	1 100%	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	25 10%	24 26% c	1 3%	- -	1 4%	4 27%	4 33%	1 50%	3 43%	- -	- -	- -	- -	- -	- -	1 20%	- -
Don't know		42 17%	18 20%	2 7%	22 17%	3 13%	4 27%	1 8%	- -	2 29%	- -	- -	- -	- -	- -	- -	1 20%	1 17%
NET: Satisfied		99 39%	8 9%	17 59%	74 56% a	4 17%	- -	- -	1 50%	- -	1 100%	- -	1 17%	1 100%	5 71%	2 100%	3 60%	4 67%
NET: Dissatisfied		47 19%	39 42% c	2 7%	6 5%	6 25%	7 47%	6 50%	1 50%	4 57%	- -	1 100%	- -	- -	- -	- -	1 20%	- -
Base for stats		211	74	27	110	21	11	11	2	5	1	1	6	1	7	2	4	5
Mean Score		3.32	2.27	3.93	3.88 a	2.90	2.00	2.09	2.50	1.60	4.00	2.00	3.17	5.00	4.43	4.50	3.75	4.20
Standard Deviation		1.238	1.064	1.107	.865 a	.889	.894	.944	2.121	.894	-	-	.408	-	.976	.707	1.893	.837
Standard Error		.085	.124	.213	.082	.194	.270	.285	1.500	.400	-	-	.167	-	.369	.500	.946	.374
Error variance		.01	.02	.05	.01	.04	.07	.08	2.25	.16	-	-	.03	-	.14	.25	.90	.14

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total		253 100%	9 100%	6 100%	6 100%	7 100%	64 100%	1 100%	4 100%	5 100%	4 100%	15 100%	67 100%	22 100%	3 100%	60 100%	20 100%	1 100%	11 100%
Very satisfied	(5.0)	41 16%	- -	- -	- -	- -	1 2%	- -	1 25%	5 100%	1 25%	4 27%	- -	1 5%	- -	- -	1 5%	- -	- -
Quite satisfied	(4.0)	58 23%	- -	2 33%	- -	1 14%	4 6%	- -	1 25%	- -	2 50%	3 20%	7 10%	- -	- -	2 3%	5 25%	- -	- -
Neither satisfied no dissatisfied	(3.0)	65 26%	2 22%	- -	2 33%	3 43%	20 31%	- -	2 50%	- -	1 25%	5 33%	18 27%	7 32%	2 67%	12 20%	9 45%	- -	6 55%
Quite dissatisfied	(2.0)	22 9%	2 22%	1 17%	1 17%	- -	11 17%	- -	- -	- -	- -	1 7%	10 15%	4 18%	1 33%	14 23%	- -	- -	1 9%
Very dissatisfied	(1.0)	25 10%	4 44%	2 33%	2 33%	2 29%	14 22%	- -	- -	- -	- -	1 7%	18 27%	6 27%	- -	22 37%	- -	- -	2 18%
Don't know		42 17%	1 11%	1 17%	1 17%	1 14%	14 22%	1 100%	- -	- -	- -	1 7%	14 21%	4 18%	- -	10 17%	5 25%	1 100%	2 18%
NET: Satisfied		99 39%	- -	2 33%	- -	1 14%	5 8%	- -	2 50%	5 100%	3 75%	7 47%	7 10%	1 5%	- -	2 3%	6 30%	- -	- -
NET: Dissatisfied		47 19%	6 67%	3 50%	3 50%	2 29%	25 39%	- -	- -	- -	- -	2 13%	28 42%	10 45%	1 33%	36 60%	- -	- -	3 27%
Base for stats		211	8	5	5	6	50	-	4	5	4	14	53	18	3	50	15	-	9
Mean Score		3.32	1.75	2.40	2.00	2.50	2.34	-	3.75	5.00	4.00	3.57	2.26	2.22	2.67	1.88	3.47	-	2.44
Standard Deviation		1.238	.886	1.517	1.000	1.225	1.042	-	.957	-	.816	1.222	1.077	1.114	.577	.918	.640	-	.882
Standard Error		.085	.313	.678	.447	.500	.147	-	.479	-	.408	.327	.148	.263	.333	.130	.165	-	.294
Error variance		.01	.10	.46	.20	.25	.02	-	.23	-	.17	.11	.02	.07	.11	.02	.03	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			*a	b	c	d	a	b	a	*b	a	b	a	b	*c	d
Total		253 100%	28 100%	62 100%	49 100%	53 100%	32 100%	71 100%	180 100%	26 100%	61 100%	45 100%	42 100%	69 100%	3 100%	45 100%
Very satisfied	(5.0)	41 16%	8 29%	- -	11 22% bd	- -	10 31% b	- -	40 22%	- -	10 16% b	- -	15 36% b	13 19%	- -	15 33%
Quite satisfied	(4.0)	58 23%	7 25%	2 3%	11 22% bd	1 2%	9 28% b	2 3%	54 30%	- -	11 18% b	1 2%	12 29%	23 33%	2 67%	14 31%
Neither satisfied no dissatisfied	(3.0)	65 26%	6 21%	15 24%	16 33%	12 23%	5 16%	19 27%	42 23%	4 15%	20 33%	10 22%	7 17%	17 25%	1 33%	8 18%
Quite dissatisfied	(2.0)	22 9%	1 4%	15 24% c	1 2%	14 26% c	1 3%	15 21% a	10 6%	8 31%	4 7%	10 22% a	2 5%	3 4%	- -	2 4%
Very dissatisfied	(1.0)	25 10%	1 4%	23 37% c	1 2%	23 43% c	1 3%	24 34% a	7 4%	13 50%	2 3%	19 42% a	- -	- -	- -	- -
Don't know		42 17%	5 18%	7 11%	9 18% d	3 6%	6 19%	11 15%	27 15%	1 4%	14 23%	5 11%	6 14%	13 19%	- -	6 13%
NET: Satisfied		99 39%	15 54%	2 3%	22 45% bd	1 2%	19 59% b	2 3%	94 52%	- -	21 34% b	1 2%	27 64%	36 52%	2 67%	29 64%
NET: Dissatisfied		47 19%	2 7%	38 61% c	2 4%	37 70% c	2 6%	39 55% a	17 9%	21 81%	6 10%	29 64% a	2 5%	3 4%	- -	2 4%
Base for stats		211	23	55	40	50	26	60	153	25	47	40	36	56	3	39
Mean Score		3.32	3.87	1.93	3.75 bd	1.82	4.00	1.98	3.72	1.64	3.49 b	1.83	4.11	3.82	3.67	4.08
Standard Deviation		1.238	1.100	.920	.981	.873	1.058	.930	1.067	.757	1.061	.903	.919	.855	.577	.900
Standard Error		.085	.229	.124	.155	.124	.208	.120	.086	.151	.155	.143	.153	.114	.333	.144
Error variance		.01	.05	.02	.02	.02	.04	.01	.01	.02	.02	.02	.02	.01	.11	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		268 100%	104 100%	39 100%	125 100%	31 100%	14 100%	13 100%	4 100%	7 100%	2 100%	1 100%	10 100%	1 100%	7 100%	4 100%	6 100%	8 100%
Very satisfied	(5.0)	34 13%	4 4%	16 41% ac	14 11% a	3 10%	- -	- -	- -	1 14%	- -	- -	1 10%	1 100%	3 43%	3 75%	3 50%	5 63%
Quite satisfied	(4.0)	56 21%	13 13%	12 31% a	31 25% a	6 19%	1 7%	3 23%	1 25%	- -	1 50%	1 100%	4 40%	- -	2 29%	- -	2 33%	2 25%
Neither satisfied no dissatisfied	(3.0)	92 34%	40 38% b	5 13%	47 38% b	14 45%	5 36%	3 23%	1 25%	2 29%	1 50%	- -	3 30%	- -	1 14%	- -	- -	- -
Quite dissatisfied	(2.0)	23 9%	15 14% bc	- -	8 6%	4 13%	4 29%	3 23%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	21 8%	20 19% bc	- -	1 1%	1 3%	4 29%	3 23%	1 25%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		42 16%	12 12%	6 15%	24 19%	3 10%	- -	1 8%	- -	1 14%	- -	- -	2 20%	- -	1 14%	1 25%	1 17%	1 13%
NET: Satisfied		90 34%	17 16%	28 72% ac	45 36% a	9 29%	1 7%	3 23%	1 25%	1 14%	1 50%	1 100%	5 50%	1 100%	5 71%	3 75%	5 83%	7 88%
NET: Dissatisfied		44 16%	35 34% bc	- -	9 7%	5 16%	8 57%	6 46%	2 50%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		226	92	33	101	28	14	12	4	6	2	1	8	1	6	3	5	7
Mean Score		3.26	2.63	4.33 ac	3.49 a	3.21	2.21	2.50	2.50	2.33	3.50	4.00	3.75	5.00	4.33	5.00	4.60	4.71
Standard Deviation		1.123	1.107	.736	.867	.957	.975	1.168	1.291	1.633	.707	-	.707	-	.816	-	.548	.488
Standard Error		.075	.115	.128	.086	.181	.261	.337	.645	.667	.500	-	.250	-	.333	-	.245	.184
Error variance		.01	.01	.02	.01	.03	.07	.11	.42	.44	.25	-	.06	-	.11	-	.06	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total		268 100%	8 100%	7 100%	11 100%	7 100%	71 100%	1 100%	6 100%	6 100%	6 100%	19 100%	72 100%	26 100%	6 100%	64 100%	28 100%	1 100%	11 100%
Very satisfied	(5.0)	34 13%	- -	- -	- -	1 14%	3 4%	1 100%	- -	4 67%	4 67%	7 37%	2 3%	1 4%	1 17%	- -	4 14%	- -	- -
Quite satisfied	(4.0)	56 21%	- -	1 14%	- -	2 29%	10 14%	- -	2 33%	1 17%	1 17%	8 42%	10 14%	2 8%	1 17%	3 5%	10 36%	- -	- -
Neither satisfied no dissatisfied	(3.0)	92 34%	3 38%	2 29%	7 64%	2 29%	26 37%	- -	2 33%	1 17%	- -	2 11%	25 35%	11 42%	4 67%	21 33%	11 39%	- -	8 73%
Quite dissatisfied	(2.0)	23 9%	1 13%	1 14%	2 18%	1 14%	10 14%	- -	- -	- -	- -	- -	13 18%	2 8%	- -	13 20%	1 4%	- -	1 9%
Very dissatisfied	(1.0)	21 8%	2 25%	3 43%	1 9%	1 14%	13 18%	- -	- -	- -	- -	- -	15 21%	5 19%	- -	20 31%	- -	- -	- -
Don't know		42 16%	2 25%	- -	1 9%	- -	9 13%	- -	2 33%	- -	1 17%	2 11%	7 10%	5 19%	- -	7 11%	2 7%	1 100%	2 18%
NET: Satisfied		90 34%	- -	1 14%	- -	3 43%	13 18%	1 100%	2 33%	5 83%	5 83%	15 79%	12 17%	3 12%	2 33%	3 5%	14 50%	- -	- -
NET: Dissatisfied		44 16%	3 38%	4 57%	3 27%	2 29%	23 32%	- -	- -	- -	- -	- -	28 39%	7 27%	- -	33 52%	1 4%	- -	1 9%
Base for stats		226	6	7	10	7	62	1	4	6	5	17	65	21	6	57	26	-	9
Mean Score		3.26	2.17	2.14	2.60	3.14	2.68	5.00	3.50	4.50	4.80	4.29	2.55	2.62	3.50	2.12	3.65	-	2.89
Standard Deviation		1.123	.983	1.215	.699	1.345	1.128	-	.577	.837	.447	.686	1.104	1.117	.837	.965	.797	-	.333
Standard Error		.075	.401	.459	.221	.508	.143	-	.289	.342	.200	.166	.137	.244	.342	.128	.156	-	.111
Error variance		.01	.16	.21	.05	.26	.02	-	.08	.12	.04	.03	.02	.06	.12	.02	.02	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	*b	a	b	a	b	*c	d	
Total		268 100%	37 100%	67 100%	61 100%	57 100%	38 100%	79 100%	188 100%	27 100%	79 100%	45 100%	42 100%	64 100%	3 100%	45 100%	
Very satisfied	(5.0)	34 13%	13 35% bd	- -	18 30% bd	- -	17 45% b	- -	32 17%	- -	18 23% b	- -	4 10%	10 16%	- -	4 9%	
Quite satisfied	(4.0)	56 21%	14 38% bd	4 6%	20 33% bd	2 4%	13 34% b	7 9%	49 26%	- -	19 24% b	3 7%	13 31%	12 19%	1 33%	14 31%	
Neither satisfied no dissatisfied	(3.0)	92 34%	6 16%	24 36% a	17 28%	17 30%	3 8%	30 38% a	59 31%	8 30%	22 28%	17 38%	15 36%	22 34%	2 67%	17 38%	
Quite dissatisfied	(2.0)	23 9%	- -	14 21% ac	- -	15 26% ac	- -	15 19% a	10 5%	7 26%	5 6%	7 16%	4 10%	3 5%	- -	4 9%	
Very dissatisfied	(1.0)	21 8%	1 3%	19 28% ac	- -	19 33% ac	1 3%	19 24% a	6 3%	10 37%	2 3%	13 29% a	1 2%	- -	- -	1 2%	
Don't know		42 16%	3 8%	6 9%	6 10%	4 7%	4 11%	8 10%	32 17%	2 7%	13 16%	5 11%	5 12%	17 27%	- -	5 11%	
NET: Satisfied		90 34%	27 73% bd	4 6%	38 62% bd	2 4%	30 79% b	7 9%	81 43%	- -	37 47% b	3 7%	17 40%	22 34%	1 33%	18 40%	
NET: Dissatisfied		44 16%	1 3%	33 49% ac	- -	34 60% ac	1 3%	34 43% a	16 9%	17 63%	7 9%	20 44% a	5 12%	3 5%	- -	5 11%	
Base for stats		226	34	61	55	53	34	71	156	25	66	40	37	47	3	40	
Mean Score		3.26	4.12 bd	2.21	4.02 bd	2.04	4.32 b	2.35	3.58	1.92	3.70 b	2.25	3.41	3.62	3.33	3.40	
Standard Deviation		1.123	.913	.968	.805	.919	.878	.987	1.009	.862	1.052	1.006	.927	.898	.577	.900	
Standard Error		.075	.157	.124	.109	.126	.151	.117	.081	.172	.129	.159	.152	.131	.333	.142	
Error variance		.01	.02	.02	.01	.02	.02	.01	.01	.03	.02	.03	.02	.02	.11	.02	

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		298 100%	126 100%	37 100%	135 100%	36 100%	18 100%	13 100%	4 100%	10 100%	1 100%	1 100%	10 100%	1 100%	5 100%	4 100%	6 100%	9 100%
Very satisfied	(5.0)	65	9	17	39	4	1	1	1	1	-	-	3	1	1	3	4	5
		22%	7%	46% a	29% a	11%	6%	8%	25%	10%	-	-	30%	100%	20%	75%	67%	56%
Quite satisfied	(4.0)	82	34	7	41	12	3	4	2	3	-	1	3	-	1	1	-	1
		28%	27%	19%	30%	33%	17%	31%	50%	30%	-	100%	30%	-	20%	25%	-	11%
Neither satisfied no dissatisfied	(3.0)	88	48	7	33	11	8	3	-	4	1	-	2	-	1	-	-	3
		30%	38% bc	19%	24%	31%	44%	23%	-	40%	100%	-	20%	-	20%	-	-	33%
Quite dissatisfied	(2.0)	12	9	-	3	4	-	3	-	-	-	-	-	-	-	-	-	-
		4%	7%	-	2%	11%	-	23%	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	12	12	-	-	1	3	2	1	-	-	-	-	-	-	-	-	-
		4%	10% c	-	-	3%	17%	15%	25%	-	-	-	-	-	-	-	-	-
Don't know		39	14	6	19	4	3	-	-	2	-	-	2	-	2	-	2	-
		13%	11%	16%	14%	11%	17%	-	-	20%	-	-	20%	-	40%	-	33%	-
NET: Satisfied		147 49%	43 34%	24 65% a	80 59% a	16 44%	4 22%	5 38%	3 75%	4 40%	- -	1 100%	6 60%	1 100%	2 40%	4 100%	4 67%	6 67%
NET: Dissatisfied		24 8%	21 17% bc	- -	3 2%	5 14%	3 17%	5 38%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		259	112	31	116	32	15	13	4	8	1	1	8	1	3	4	4	9
Mean Score		3.68	3.17	4.32 a	4.00 a	3.44	2.93	2.92	3.50	3.63	3.00	4.00	4.13	5.00	4.00	4.75	5.00	4.22
Standard Deviation		1.046	1.056	.832	.855	.982	1.163	1.256	1.732	.744	-	-	.835	-	1.000	.500	-	.972
Standard Error		.065	.100	.149	.079	.174	.300	.348	.866	.263	-	-	.295	-	.577	.250	-	.324
Error variance		*	.01	.02	.01	.03	.09	.12	.75	.07	-	-	.09	-	.33	.06	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		298 100%	9 100%	7 100%	11 100%	12 100%	87 100%	1 100%	4 100%	6 100%	6 100%	19 100%	87 100%	32 100%	7 100%	80 100%	32 100%	1 100%	13 100%
Very satisfied	(5.0)	65 22%	- -	- -	- -	1 8%	8 9%	1 100%	- -	2 33%	4 67%	10 53%	5 6%	4 13%	- -	4 5%	4 13%	- -	1 8%
Quite satisfied	(4.0)	82 28%	2 22%	3 43%	6 55%	2 17%	21 24%	- -	2 50%	1 17%	1 17%	3 16%	25 29%	7 22%	2 29%	19 24%	14 44% a	- -	1 8%
Neither satisfied no dissatisfied	(3.0)	88 30%	6 67%	- -	2 18%	6 50%	34 39%	- -	- -	2 33%	1 17%	3 16%	35 40%	10 31%	3 43%	28 35%	9 28%	1 100%	10 77%
Quite dissatisfied	(2.0)	12 4%	- -	2 29%	1 9%	1 8%	5 6%	- -	- -	- -	- -	- -	4 5%	5 16% a	- -	9 11%	- -	- -	- -
Very dissatisfied	(1.0)	12 4%	1 11%	1 14%	1 9%	1 8%	8 9%	- -	- -	- -	- -	- -	8 9%	3 9%	1 14%	12 15% b	- -	- -	- -
Don't know		39 13%	- -	1 14%	1 9%	1 8%	11 13%	- -	2 50%	1 17%	- -	3 16%	10 11%	3 9%	1 14%	8 10%	5 16%	- -	1 8%
NET: Satisfied		147 49%	2 22%	3 43%	6 55%	3 25%	29 33%	1 100%	2 50%	3 50%	5 83%	13 68%	30 34%	11 34%	2 29%	23 29%	18 56% a	- -	2 15%
NET: Dissatisfied		24 8%	1 11%	3 43%	2 18%	2 17%	13 15%	- -	- -	- -	- -	- -	12 14%	8 25%	1 14%	21 26% b	- -	- -	- -
Base for stats		259	9	6	10	11	76	1	2	5	6	16	77	29	6	72	27	1	12
Mean Score		3.68	3.00	2.83	3.30	3.09	3.21	5.00	4.00	4.00	4.50	4.44	3.19	3.14	3.00	2.92	3.81	3.00	3.25
Standard Deviation		1.046	.866	1.329	1.059	1.044	1.075	-	-	1.000	.837	.814	1.014	1.187	1.095	1.135	.681	-	.622
Standard Error		.065	.289	.543	.335	.315	.123	-	-	.447	.342	.203	.116	.220	.447	.134	.131	-	.179
Error variance		*	.08	.29	.11	.10	.02	-	-	.20	.12	.04	.01	.05	.20	.02	.02	-	.03



## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d	
Total		298 100%	38 100%	82 100%	61 100%	71 100%	40 100%	96 100%	199 100%	37 100%	81 100%	59 100%	44 100%	69 100%	4 100%	48 100%	
Very satisfied	(5.0)	65 22%	16 42% bd	5 6%	20 33% bd	5 7%	17 43% b	6 6%	57 29% b	2 5%	20 25% b	4 7%	17 39%	18 26%	1 25%	18 38%	
Quite satisfied	(4.0)	82 28%	10 26%	20 24%	17 28%	17 24%	9 23%	23 24%	62 31% b	5 14%	25 31%	12 20%	16 36%	18 26%	1 25%	17 35%	
Neither satisfied no dissatisfied	(3.0)	88 30%	6 16%	34 41% ac	15 25%	25 35% a	6 15%	39 41% a	47 24%	14 38%	18 22%	25 42% a	8 18%	18 26%	2 50%	10 21%	
Quite dissatisfied	(2.0)	12 4%	- -	8 10% a	1 2%	8 11% ac	- -	9 9% a	4 2%	4 11% a	4 5%	5 8%	1 2%	1 1%	- -	1 2%	
Very dissatisfied	(1.0)	12 4%	1 3%	11 13% c	- -	11 15% ac	1 3%	11 11%	3 2%	8 22% a	2 2%	7 12% a	- -	- -	- -	- -	
Don't know		39 13%	5 13%	4 5%	8 13%	5 7%	7 18%	8 8%	26 13%	4 11%	12 15%	6 10%	2 5%	14 20% ad	- -	2 4%	
NET: Satisfied		147 49%	26 68% bd	25 30%	37 61% bd	22 31%	26 65% b	29 30%	119 60% b	7 19%	45 56% b	16 27%	33 75% b	36 52%	2 50%	35 73% b	
NET: Dissatisfied		24 8%	1 3%	19 23% ac	1 2%	19 27% ac	1 3%	20 21% a	7 4%	12 32% a	6 7%	12 20% a	1 2%	1 1%	- -	1 2%	
Base for stats		259	33	78	53	66	33	88	173	33	69	53	42	55	4	46	
Mean Score		3.68	4.21 bd	3.00	4.06 bd	2.95	4.24 b	3.05	3.96 b	2.67	3.83 b	3.02	4.17	3.96	3.75	4.13	
Standard Deviation		1.046	.960	1.093	.864	1.169	.969	1.071	.924	1.190	1.014	1.083	.824	.860	.957	.833	
Standard Error		.065	.167	.124	.119	.144	.169	.114	.070	.207	.122	.149	.127	.116	.479	.123	
Error variance		*	.03	.02	.01	.02	.03	.01	*	.04	.01	.02	.02	.01	.23	.02	

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
312 100%	137 100%	38 100%	137 100%	38 100%	19 100%	15 100%	4 100%	13 100%	2 100%	1 100%	11 100%	1 100%	5 100%	4 100%	6 100%	8 100%
79 25%	12 9%	22 58% ac	45 33% a	5 13%	3 16%	- -	1 25%	1 8%	1 50%	1 100%	8 73%	1 100%	- -	3 75%	3 50%	5 63%
90 29%	49 36% bc	7 18%	34 25%	18 47%	3 16%	5 33%	2 50%	4 31%	1 50%	- -	3 27%	- -	1 20%	- -	1 17%	1 13%
85 27%	48 35% b	3 8%	34 25% b	12 32%	9 47%	4 27%	- -	4 31%	- -	- -	- -	- -	1 20%	- -	- -	2 25%
11 4%	10 7% c	- -	1 1%	2 5%	3 16%	1 7%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
7 2%	7 5% c	- -	- -	- -	1 5%	2 13%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
40 13%	11 8%	6 16%	23 17% a	1 3%	- -	3 20%	- -	3 23%	- -	- -	- -	- -	3 60%	1 25%	2 33%	- -
169 54%	61 45%	29 76% ac	79 58% a	23 61%	6 32%	5 33%	3 75%	5 38%	2 100%	1 100%	11 100%	1 100%	1 20%	3 75%	4 67%	6 75%
18 6%	17 12% bc	- -	1 1%	2 5%	4 21%	3 20%	1 25%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
272 3.82	126 3.39	32 4.59 ac	114 4.08 a	37 3.70	19 3.21	12 3.00	4 3.50	10 3.50	2 4.50	1 5.00	11 4.73	1 5.00	2 3.50	3 5.00	4 4.75	8 4.38
.984	.963	.665	.853	.777	1.084	1.128	1.732	.850	.707	-	.467	-	.707	-	.500	.916
.060	.086	.118	.080	.128	.249	.326	.866	.269	.500	-	.141	-	.500	-	.250	.324
*	.01	.01	.01	.02	.06	.11	.75	.07	.25	-	.02	-	.25	-	.06	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		312 100%	11 100%	8 100%	12 100%	12 100%	94 100%	1 100%	5 100%	6 100%	6 100%	19 100%	97 100%	33 100%	7 100%	85 100%	35 100%	1 100%	16 100%
Very satisfied	(5.0)	79 25%	1 9%	- -	1 8%	1 8%	9 10%	1 100%	2 40%	2 33%	5 83%	12 63%	6 6%	4 12%	2 29%	3 4%	7 20% a	- -	2 13%
Quite satisfied	(4.0)	90 29%	4 36%	3 38%	6 50%	4 33%	32 34%	- -	1 20%	2 33%	1 17%	3 16%	34 35%	12 36%	3 43%	27 32%	18 51% a	1 100%	3 19%
Neither satisfied no dissatisfied	(3.0)	85 27%	2 18%	4 50%	3 25%	4 33%	35 37%	- -	- -	1 17%	- -	1 5%	37 38%	10 30%	1 14%	34 40% b	7 20%	- -	7 44%
Quite dissatisfied	(2.0)	11 4%	2 18%	- -	1 8%	2 17%	5 5%	- -	- -	- -	- -	- -	6 6%	4 12%	- -	8 9%	- -	- -	2 13%
Very dissatisfied	(1.0)	7 2%	1 9%	1 13%	1 8%	1 8%	3 3%	- -	- -	- -	- -	- -	5 5%	2 6%	- -	7 8%	- -	- -	- -
Don't know		40 13%	1 9%	- -	- -	- -	10 11%	- -	2 40%	1 17%	- -	3 16%	9 9%	1 3%	1 14%	6 7%	3 9%	- -	2 13%
NET: Satisfied		169 54%	5 45%	3 38%	7 58%	5 42%	41 44%	1 100%	3 60%	4 67%	6 100%	15 79%	40 41%	16 48%	5 71%	30 35%	25 71% a	1 100%	5 31%
NET: Dissatisfied		18 6%	3 27%	1 13%	2 17%	3 25%	8 9%	- -	- -	- -	- -	- -	11 11%	6 18%	- -	15 18% b	- -	- -	2 13%
Base for stats		272	10	8	12	12	84	1	3	5	6	16	88	32	6	79	32	1	14
Mean Score		3.82	3.20	3.13	3.42	3.17	3.46	5.00	4.67	4.20	4.83	4.69	3.34	3.38	4.17	3.14	4.00 a	4.00	3.36
Standard Deviation		.984	1.229	.991	1.084	1.115	.898	-	.577	.837	.408	.602	.921	1.070	.753	.971	.672	-	.929
Standard Error		.060	.389	.350	.313	.322	.098	-	.333	.374	.167	.151	.098	.189	.307	.109	.119	-	.248
Error variance		*	.15	.12	.10	.10	.01	-	.11	.14	.03	.02	.01	.04	.09	.01	.01	-	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: Aware of one of Nominet's public benefit activity

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		312 100%	42 100%	89 100%	66 100%	77 100%	42 100%	103 100%	206 100%	43 100%	86 100%	63 100%	44 100%	72 100%	4 100%	48 100%
Very satisfied	(5.0)	79 25%	20 48% bd	6 7%	26 39% bd	4 5%	22 52% b	6 6%	68 33% b	5 12%	27 31% b	3 5%	21 48% b	20 28%	1 25%	22 46% b
Quite satisfied	(4.0)	90 29%	11 26%	28 31%	19 29%	23 30%	8 19%	35 34%	65 32% b	6 14%	29 34%	21 33%	12 27%	16 22%	1 25%	13 27%
Neither satisfied no dissatisfied	(3.0)	85 27%	5 12%	34 38% ac	11 17%	29 38% ac	4 10%	41 40% a	40 19%	17 40% a	17 20%	25 40% a	8 18%	20 28%	2 50%	10 21%
Quite dissatisfied	(2.0)	11 4%	- -	9 10% a	2 3%	8 10% a	- -	9 9% a	1 *	6 14% a	3 3%	4 6%	- -	- -	- -	- -
Very dissatisfied	(1.0)	7 2%	1 2%	6 7% c	- -	7 9% c	1 2%	6 6%	3 1%	3 7% a	1 1%	5 8% a	- -	- -	- -	- -
Don't know		40 13%	5 12%	6 7%	8 12%	6 8%	7 17% b	6 6%	29 14%	6 14%	9 10%	5 8%	3 7%	16 22% ad	- -	3 6%
NET: Satisfied		169 54%	31 74% bd	34 38%	45 68% bd	27 35%	30 71% b	41 40%	133 65% b	11 26%	56 65% b	24 38%	33 75% b	36 50%	2 50%	35 73% b
NET: Dissatisfied		18 6%	1 2%	15 17% ac	2 3%	15 19% ac	1 2%	15 15% a	4 2%	9 21% a	4 5%	9 14% a	- -	- -	- -	- -
Base for stats		272	37	83	58	71	35	97	177	37	77	58	41	56	4	45
Mean Score		3.82	4.32 bd	3.23	4.19 bd	3.13	4.43 b	3.27	4.10 b	3.11	4.01 b	3.22	4.32	4.00	3.75	4.27
Standard Deviation		.984	.915	.992	.868	1.027	.917	.941	.883	1.100	.925	.974	.789	.853	.957	.809
Standard Error		.060	.150	.109	.114	.122	.155	.096	.066	.181	.105	.128	.123	.114	.479	.121
Error variance		*	.02	.01	.01	.01	.02	.01	*	.03	.01	.02	.02	.01	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary Table: And how satisfied or dissatisfied are you with...?

BASE: All respondents

Significance Level: 95%

	Scale									
Total	Very satisfied	Quite satisfied	Neither satisfied no dissatisfied	Quite dissatisfied	Very dissatisfied	Don't know	Never heard of	NET: Satisfied	NET: Dissatisfied<F	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
421 100%	41 10%	58 14%	65 15%	22 5%	25 6%	42 10%	168 40%	99 24%	47 11%	3.32
421 100%	34 8%	56 13%	92 22%	23 5%	21 5%	42 10%	153 36%	90 21%	44 10%	3.26
421 100%	65 15%	82 19%	88 21%	12 3%	12 3%	39 9%	123 29%	147 35%	24 6%	3.68
421 100%	79 19%	90 21%	85 20%	11 3%	7 2%	40 10%	109 26%	169 40%	18 4%	3.82

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Nominet's social impact programme	99 24%	8 4%	17 31% a	74 45% a	4 9%	- -	- -	1 17%	- -	1 20%	- -	1 6%	1 100%	5 50%	2 29%	3 50%	4 40%
Nominet's Policy development	90 21%	17 9%	28 52% ac	45 28% a	9 19%	1 5%	3 14%	1 17%	1 6%	1 20%	1 100%	5 29%	1 100%	5 50%	3 43%	5 83%	7 70%
Nominet's Criminal domain suspension	147 35%	43 23%	24 44% a	80 49% a	16 34%	4 18%	5 23%	3 50%	4 22%	- -	1 100%	6 35%	1 100%	2 20%	4 57%	4 67%	6 60%
Nominet's Dispute resolution	169 40%	61 33%	29 54% a	79 48% a	23 49%	6 27%	5 23%	3 50%	5 28%	2 40%	1 100%	11 65%	1 100%	1 10%	3 43%	4 67%	6 60%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Nominet's social impact programme	99 24%	- -	2 15%	- -	1 6%	5 4%	- -	2 18%	5 56%	3 38%	7 32%	7 5%	1 2%	- -	2 2%	6 12% a	- -	- -
Nominet's Policy development	90 21%	- -	1 8%	- -	3 17%	13 10%	1 100%	2 18%	5 56%	5 63%	15 68%	12 9%	3 7%	2 15%	3 2%	14 28% a	- -	- -
Nominet's Criminal domain suspension	147 35%	2 18%	3 23%	6 40%	3 17%	29 23%	1 100%	2 18%	3 33%	5 63%	13 59%	30 22%	11 24%	2 15%	23 19%	18 36% a	- -	2 8%
Nominet's Dispute resolution	169 40%	5 45%	3 23%	7 47%	5 28%	41 32%	1 100%	3 27%	4 44%	6 75%	15 68%	40 29%	16 35%	5 38%	30 25%	25 50% a	1 100%	5 21%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Nominet's social impact programme	99 24%	15 31% bd	2 2% bd	22 27% bd	1 1% bd	19 40% b	2 2% bd	94 45% b	- - bd	21 23% b	1 2% bd	27 61% b	36 47% b	2 50% b	29 60% b
Nominet's Policy development	90 21%	27 56% bd	4 4% bd	38 46% bd	2 2% bd	30 63% b	7 6% bd	81 38% b	- - bd	37 41% b	3 5% bd	17 39% b	22 29% b	1 25% b	18 38% b
Nominet's Criminal domain suspension	147 35%	26 54% bd	25 24% bd	37 45% bd	22 24% bd	26 54% b	29 26% bd	119 56% b	7 15% bd	45 49% b	16 25% bd	33 75% b	36 47% b	2 50% b	35 73% b
Nominet's Dispute resolution	169 40%	31 65% bd	34 32% bd	45 54% bd	27 30% bd	30 63% b	41 37% bd	133 63% b	11 23% bd	56 62% b	24 37% bd	33 75% b	36 47% b	2 50% b	35 73% b



## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Nominet's social impact programme	47 11%	39 21% bc	2 4%	6 4%	6 13%	7 32%	6 27%	1 17%	4 22%	- -	1 100%	- -	- -	- -	- -	1 17%	- -
Nominet's Policy development	44 10%	35 19% bc	- -	9 6%	5 11%	8 36%	6 27%	2 33%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Criminal domain suspension	24 6%	21 11% bc	- -	3 2%	5 11%	3 14%	5 23%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Dispute resolution	18 4%	17 9% bc	- -	1 1%	2 4%	4 18%	3 14%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Nominet's social impact programme	47 11%	6 55%	3 23%	3 20%	2 11%	25 20%	- -	- -	- -	- -	2 9%	28 20%	10 22%	1 8%	36 30% b	- -	- -	3 13%
Nominet's Policy development	44 10%	3 27%	4 31%	3 20%	2 11%	23 18%	- -	- -	- -	- -	- -	28 20%	7 15%	- -	33 27% b	1 2%	- -	1 4%
Nominet's Criminal domain suspension	24 6%	1 9%	3 23%	2 13%	2 11%	13 10%	- -	- -	- -	- -	- -	12 9%	8 17%	1 8%	21 17% b	- -	- -	- -
Nominet's Dispute resolution	18 4%	3 27%	1 8%	2 13%	3 17%	8 6%	- -	- -	- -	- -	- -	11 8%	6 13%	- -	15 12% b	- -	- -	2 8%

## P013002 Nominet Listening Process 2021 Phase 2

### Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	*c
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Nominet's social impact programme	47 11%	2 4%	38 36% ac	2 2% ac	37 41% ac	2 4%	39 35% a	17 8%	21 45% a	6 7%	29 45% a	2 5%	3 4%	- -	2 4%
Nominet's Policy development	44 10%	1 2%	33 31% ac	- - ac	34 37% ac	1 2%	34 30% a	16 8%	17 36% a	7 8%	20 31% a	5 11%	3 4%	- -	5 10%
Nominet's Criminal domain suspension	24 6%	1 2%	19 18% ac	1 1% ac	19 21% ac	1 2%	20 18% a	7 3%	12 26% a	6 7%	12 18% a	1 2%	1 1%	- -	1 2%
Nominet's Dispute resolution	18 4%	1 2%	15 14% ac	2 2% ac	15 16% ac	1 2%	15 13% a	4 2%	9 19% a	4 4%	9 14% a	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Very satisfied	(5.0)	41 10%	1 1%	11 20% a	29 18% a	1 2%	- -	- -	- -	- -	- -	- -	1 100%	5 50%	1 14%	2 33%	2 20%	
Quite satisfied	(4.0)	58 14%	7 4%	6 11% a	45 28% ab	3 6%	- -	- -	1 17%	- -	1 20%	- -	1 6%	- -	1 14%	1 17%	2 20%	
Neither satisfied no dissatisfied	(3.0)	65 15%	27 15%	8 15%	30 18%	11 23%	4 18%	5 23%	- -	1 6%	- -	- -	5 29%	- -	2 20%	- -	- -	1 10%
Quite dissatisfied	(2.0)	22 5%	15 8%	1 2%	6 4%	5 11%	3 14%	2 9%	- -	1 6%	- -	1 100%	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	25 6%	24 13% bc	1 2%	- -	1 2%	4 18%	4 18%	1 17%	3 17%	- -	- -	- -	- -	- -	1 17%	- -	
Don't know		42 10%	18 10%	2 4%	22 13% b	3 6%	4 18%	1 5%	- -	2 11%	- -	- -	- -	- -	- -	1 17%	1 10%	
Never heard of		168 40%	93 50% c	25 46% c	31 19%	23 49%	7 32%	10 45%	4 67%	11 61%	4 80%	- -	11 65%	- -	3 30%	5 71%	1 17%	4 40%
NET: Satisfied		99 24%	8 4%	17 31% a	74 45% a	4 9%	- -	- -	1 17%	- -	1 20%	- -	1 6%	1 100%	5 50%	2 29%	3 50%	4 40%
NET: Dissatisfied		47 11%	39 21% bc	2 4%	6 4%	6 13%	7 32%	6 27%	1 17%	4 22%	- -	1 100%	- -	- -	- -	1 17%	- -	
Base for stats		211	74	27	110	21	11	11	2	5	1	1	6	1	7	2	4	5
Mean Score		3.32	2.27	3.93	3.88 a	2.90	2.00	2.09	2.50	1.60	4.00	2.00	3.17	5.00	4.43	4.50	3.75	4.20
Standard Deviation		1.238	1.064	1.107	.865	.889	.894	.944	2.121	.894	-	-	.408	-	.976	.707	1.893	.837
Standard Error		.085	.124	.213	.082	.194	.270	.285	1.500	.400	-	-	.167	-	.369	.500	.946	.374
Error variance		.01	.02	.05	.01	.04	.07	.08	2.25	.16	-	-	.03	-	.14	.25	.90	.14

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Very satisfied	(5.0)	41 10%	- -	- -	- -	- -	1 1%	- -	1 9%	5 56%	1 13%	4 18%	- -	1 2%	-	- -	1 2%	- -	- -
Quite satisfied	(4.0)	58 14%	- -	2 15%	- -	1 6%	4 3%	- -	1 9%	- -	2 25%	3 14%	7 5%	- -	- -	2 2%	5 10% a	- -	- -
Neither satisfied no dissatisfied	(3.0)	65 15%	2 18%	- -	2 13%	3 17%	20 16%	- -	2 18%	- -	1 13%	5 23%	18 13%	7 15%	2 15%	12 10%	9 18%	- -	6 25%
Quite dissatisfied	(2.0)	22 5%	2 18%	1 8%	1 7%	- -	11 9%	- -	- -	- -	- -	1 5%	10 7%	4 9%	1 8%	14 11% b	- -	- -	1 4%
Very dissatisfied	(1.0)	25 6%	4 36%	2 15%	2 13%	2 11%	14 11%	- -	- -	- -	- -	1 5%	18 13%	6 13%	- -	22 18% b	- -	- -	2 8%
Don't know		42 10%	1 9%	1 8%	1 7%	1 6%	14 11%	1 100%	- -	- -	- -	1 5%	14 10%	4 9%	- -	10 8%	5 10%	1 100%	2 8%
Never heard of		168 40%	2 18%	7 54%	9 60%	11 61%	64 50%	- -	7 64%	4 44%	4 50%	7 32%	71 51%	24 52%	10 77%	62 51%	30 60%	- -	13 54%
NET: Satisfied		99 24%	- -	2 15%	- -	1 6%	5 4%	- -	2 18%	5 56%	3 38%	7 32%	7 5%	1 2%	- -	2 2%	6 12% a	- -	- -
NET: Dissatisfied		47 11%	6 55%	3 23%	3 20%	2 11%	25 20%	- -	- -	- -	- -	2 9%	28 20%	10 22%	1 8%	36 30% b	- -	- -	3 13%
Base for stats		211	8	5	5	6	50	-	4	5	4	14	53	18	3	50	15	-	9
Mean Score		3.32	1.75	2.40	2.00	2.50	2.34	-	3.75	5.00	4.00	3.57	2.26	2.22	2.67	1.88	3.47	-	2.44
Standard Deviation		1.238	.886	1.517	1.000	1.225	1.042	-	.957	-	.816	1.222	1.077	1.114	.577	.918	.640	-	.882
Standard Error		.085	.313	.678	.447	.500	.147	-	.479	-	.408	.327	.148	.263	.333	.130	.165	-	.294
Error variance		.01	.10	.46	.20	.25	.02	-	.23	-	.17	.11	.02	.07	.11	.02	.03	-	.09

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Very satisfied	(5.0)	41 10%	8 17% bd	- -	11 13% bd	- -	10 21% b	- -	40 19% b	- -	10 11% b	- -	15 34% b	13 17%	- -	15 31%
Quite satisfied	(4.0)	58 14%	7 15% bd	2 2%	11 13% bd	1 1%	9 19% b	2 2%	54 26% b	- -	11 12% b	1 2%	12 27%	23 30%	2 50%	14 29%
Neither satisfied no dissatisfied	(3.0)	65 15%	6 13%	15 14%	16 19%	12 13%	5 10%	19 17%	42 20%	4 9%	20 22%	10 15%	7 16%	17 22%	1 25%	8 17%
Quite dissatisfied	(2.0)	22 5%	1 2%	15 14% ac	1 1% ac	14 15% ac	1 2%	15 13% a	10 5%	8 17% a	4 4%	10 15% a	2 5%	3 4%	- -	2 4%
Very dissatisfied	(1.0)	25 6%	1 2%	23 22% ac	1 1% ac	23 25% ac	1 2%	24 21% a	7 3%	13 28% a	2 2%	19 29% a	- -	- -	- -	- -
Don't know		42 10%	5 10%	7 7%	9 11%	3 3%	6 13%	11 10%	27 13% b	1 2%	14 15%	5 8%	6 14%	13 17%	- -	6 13%
Never heard of		168 40%	20 42%	44 42%	34 41%	38 42%	16 33%	41 37%	31 15%	21 45% a	30 33%	20 31%	2 5%	7 9%	1 25%	3 6%
NET: Satisfied		99 24%	15 31% bd	2 2%	22 27% bd	1 1%	19 40% b	2 2%	94 45% b	- -	21 23% b	1 2%	27 61%	36 47%	2 50%	29 60%
NET: Dissatisfied		47 11%	2 4%	38 36% ac	2 2% ac	37 41% ac	2 4%	39 35% a	17 8%	21 45% a	6 7%	29 45% a	2 5%	3 4%	- -	2 4%
Base for stats		211	23	55	40	50	26	60	153	25	47	40	36	56	3	39
Mean Score		3.32	3.87	1.93	3.75 bd	1.82	4.00	1.98	3.72	1.64	3.49 b	1.83	4.11	3.82	3.67	4.08
Standard Deviation		1.238	1.100	.920	.981	.873	1.058	.930	1.067	.757	1.061	.903	.919	.855	.577	.900
Standard Error		.085	.229	.124	.155	.124	.208	.120	.086	.151	.155	.143	.153	.114	.333	.144
Error variance		.01	.05	.02	.02	.02	.04	.01	.01	.02	.02	.02	.02	.01	.11	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
34 8%	4 2%	16 30% ac	14 9% a	3 6%	- -	- -	- -	1 6%	- -	- -	1 6%	1 100%	3 30%	3 43%	3 50%	5 50%
56 13%	13 7%	12 22% a	31 19% a	6 13%	1 5%	3 14%	1 17%	- -	1 20%	1 100%	4 24%	- -	2 20%	- -	2 33%	2 20%
92 22%	40 22% b	5 9%	47 29% b	14 30%	5 23%	3 14%	1 17%	2 11%	1 20%	- -	3 18%	- -	1 10%	- -	- -	- -
23 5%	15 8% b	- -	8 5%	4 9%	4 18%	3 14%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
21 5%	20 11% bc	- -	1 1%	1 2%	4 18%	3 14%	1 17%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
42 10%	12 6%	6 11%	24 15% a	3 6%	- -	1 5%	- -	1 6%	- -	- -	2 12%	- -	1 10%	1 14%	1 17%	1 10%
153 36%	81 44% bc	15 28%	38 23%	16 34%	8 36%	9 41%	2 33%	11 61%	3 60%	- -	7 41%	- -	3 30%	3 43%	- -	2 20%
90 21%	17 9%	28 52% ac	45 28% a	9 19%	1 5%	3 14%	1 17%	1 6%	1 20%	1 100%	5 29%	1 100%	5 50%	3 43%	5 83%	7 70%
44 10%	35 19% bc	- -	9 6%	5 11%	8 36%	6 27%	2 33%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
226 3.26	92 2.63	33 4.33 ac	101 3.49 a	28 3.21	14 2.21	12 2.50	4 2.50	6 2.33	2 3.50	1 4.00	8 3.75	1 5.00	6 4.33	3 5.00	5 4.60	7 4.71
1.123 .075 .01	1.107 .115 .01	.736 .128 .02	.867 .086 .01	.957 .181 .03	.975 .261 .07	1.168 .337 .11	1.291 .645 .42	1.633 .667 .44	.707 .500 .25	- .250 -	.707 .250 .06	- -	.816 .333 .11	- -	.548 .245 .06	.488 .184 .03

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Very satisfied	(5.0)	34 8%	- -	- -	- -	1 6%	3 2%	1 100%	- -	4 44%	4 50%	7 32%	2 1%	1 2%	1 8%	- -	4 8%	- -	- -
Quite satisfied	(4.0)	56 13%	- -	1 8%	- -	2 11%	10 8%	- -	2 18%	1 11%	1 13%	8 36%	10 7%	2 4%	1 8%	3 2%	10 20%	- -	- -
Neither satisfied no dissatisfied	(3.0)	92 22%	3 27%	2 15%	7 47%	2 11%	26 20%	- -	2 18%	1 11%	- -	2 9%	25 18%	11 24%	4 31%	21 17%	11 22%	- -	8 33%
Quite dissatisfied	(2.0)	23 5%	1 9%	1 8%	2 13%	1 6%	10 8%	- -	- -	- -	- -	- -	13 9%	2 4%	- -	13 11%	1 2%	- -	1 4%
Very dissatisfied	(1.0)	21 5%	2 18%	3 23%	1 7%	1 6%	13 10%	- -	- -	- -	- -	- -	15 11%	5 11%	- -	20 16%	- -	- -	- -
Don't know		42 10%	2 18%	- -	1 7%	- -	9 7%	- -	2 18%	- -	1 13%	2 9%	7 5%	5 11%	- -	7 6%	2 4%	1 100%	2 8%
Never heard of		153 36%	3 27%	6 46%	4 27%	11 61%	57 45%	- -	5 45%	3 33%	2 25%	3 14%	66 48%	20 43%	7 54%	58 48%	22 44%	- -	13 54%
NET: Satisfied		90 21%	- -	1 8%	- -	3 17%	13 10%	1 100%	2 18%	5 56%	5 63%	15 68%	12 9%	3 7%	2 15%	3 2%	14 28%	- -	- -
NET: Dissatisfied		44 10%	3 27%	4 31%	3 20%	2 11%	23 18%	- -	- -	- -	- -	- -	28 20%	7 15%	- -	33 27%	1 2%	- -	1 4%
Base for stats		226	6	7	10	7	62	1	4	6	5	17	65	21	6	57	26	-	9
Mean Score		3.26	2.17	2.14	2.60	3.14	2.68	5.00	3.50	4.50	4.80	4.29	2.55	2.62	3.50	2.12	3.65	-	2.89
Standard Deviation		1.123	.983	1.215	.699	1.345	1.128	-	.577	.837	.447	.686	1.104	1.117	.837	.965	.797	-	.333
Standard Error		.075	.401	.459	.221	.508	.143	-	.289	.342	.200	.166	.137	.244	.342	.128	.156	-	.111
Error variance		.01	.16	.21	.05	.26	.02	-	.08	.12	.04	.03	.02	.06	.12	.02	.02	-	.01



## P013002 Nominet Listening Process 2021 Phase 2

### Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d	
Total		421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
Very satisfied	(5.0)	34 8%	13 27% bd	- -	18 22% bd	- -	17 35% b	- -	32 15% b	- -	18 20% b	- -	4 9%	10 13%	- -	4 8%	
Quite satisfied	(4.0)	56 13%	14 29% bd	4 4%	20 24% bd	2 2%	13 27% b	7 6%	49 23% b	- -	19 21% b	3 5%	13 30%	12 16%	1 25%	14 29%	
Neither satisfied no dissatisfied	(3.0)	92 22%	6 13%	24 23%	17 20%	17 19%	3 6%	30 27% a	59 28%	8 17%	22 24%	17 26%	15 34%	22 29%	2 50%	17 35%	
Quite dissatisfied	(2.0)	23 5%	- -	14 13% ac	- -	15 16% ac	- -	15 13% a	10 5%	7 15% a	5 5%	7 11%	4 9%	3 4%	- -	4 8%	
Very dissatisfied	(1.0)	21 5%	1 2%	19 18% ac	- -	19 21% ac	1 2%	19 17% a	6 3%	10 21% a	2 2%	13 20% a	1 2%	- -	- -	1 2%	
Don't know		42 10%	3 6%	6 6%	6 7%	4 4%	4 8%	8 7%	32 15% b	2 4%	13 14%	5 8%	5 11%	17 22%	- -	5 10%	
Never heard of		153 36%	11 23%	39 37%	22 27%	34 37%	10 21%	33 29%	23 11%	20 43% a	12 13%	20 31% a	2 5%	12 16%	1 25%	3 6%	
NET: Satisfied		90 21%	27 56% bd	4 4%	38 46% bd	2 2%	30 63% b	7 6%	81 38% b	- -	37 41% b	3 5%	17 39%	22 29%	1 25%	18 38%	
NET: Dissatisfied		44 10%	1 2%	33 31% ac	- -	34 37% ac	1 2%	34 30% a	16 8%	17 36% a	7 8%	20 31% a	5 11%	3 4%	- -	5 10%	
Base for stats		226	34	61	55	53	34	71	156	25	66	40	37	47	3	40	
Mean Score		3.26	4.12 bd	2.21	4.02 bd	2.04	4.32 b	2.35	3.58	1.92	3.70 b	2.25	3.41	3.62	3.33	3.40	
Standard Deviation		1.123	.913	.968	.805	.919	.878	.987	1.009	.862	1.052	1.006	.927	.898	.577	.900	
Standard Error		.075	.157	.124	.109	.126	.151	.117	.081	.172	.129	.159	.152	.131	.333	.142	
Error variance		.01	.02	.02	.01	.02	.02	.01	.01	.03	.02	.03	.02	.02	.11	.02	

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Very satisfied	(5.0)	65 15%	9 5%	17 31% a	39 24% a	4 9%	1 5%	1 5%	1 17%	1 6%	- -	- -	3 18%	1 100%	1 10%	3 43%	4 67%	5 50%
Quite satisfied	(4.0)	82 19%	34 18%	7 13%	41 25%	12 26%	3 14%	4 18%	2 33%	3 17%	- -	1 100%	3 18%	- -	1 10%	1 14%	- -	1 10%
Neither satisfied no dissatisfied	(3.0)	88 21%	48 26% b	7 13%	33 20%	11 23%	8 36%	3 14%	- -	4 22%	1 20%	- -	2 12%	- -	1 10%	- -	- -	3 30%
Quite dissatisfied	(2.0)	12 3%	9 5%	- -	3 2%	4 9%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	12 3%	12 6% c	- -	- -	1 2%	3 14%	2 9%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		39 9%	14 8%	6 11%	19 12%	4 9%	3 14%	- -	- -	2 11%	- -	- -	2 12%	- -	2 20%	- -	2 33%	- -
Never heard of		123 29%	59 32% c	17 31% c	28 17%	11 23%	4 18%	9 41%	2 33%	8 44%	4 80%	- -	7 41%	- -	5 50%	3 43%	- -	1 10%
NET: Satisfied		147 35%	43 23%	24 44% a	80 49% a	16 34%	4 18%	5 23%	3 50%	4 22%	- -	1 100%	6 35%	1 100%	2 20%	4 57%	4 67%	6 60%
NET: Dissatisfied		24 6%	21 11% bc	- -	3 2%	5 11%	3 14%	5 23%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		259	112	31	116	32	15	13	4	8	1	1	8	1	3	4	4	9
Mean Score		3.68	3.17	4.32 a	4.00 a	3.44	2.93	2.92	3.50	3.63	3.00	4.00	4.13	5.00	4.00	4.75	5.00	4.22
Standard Deviation		1.046	1.056	.832	.855	.982	1.163	1.256	1.732	.744	-	-	.835	-	1.000	.500	-	.972
Standard Error		.065	.100	.149	.079	.174	.300	.348	.866	.263	-	-	.295	-	.577	.250	-	.324
Error variance		*	.01	.02	.01	.03	.09	.12	.75	.07	-	-	.09	-	.33	.06	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Very satisfied	(5.0)	65 15%	- -	- -	- -	1 6%	8 6%	1 100%	- -	2 22%	4 50%	10 45%	5 4%	4 9%	- -	4 3%	4 8%	- -	1 4%
Quite satisfied	(4.0)	82 19%	2 18%	3 23%	6 40%	2 11%	21 16%	- -	2 18%	1 11%	1 13%	3 14%	25 18%	7 15%	2 15%	19 16%	14 28%	- -	1 4%
Neither satisfied no dissatisfied	(3.0)	88 21%	6 55%	- -	2 13%	6 33%	34 27%	- -	- -	2 22%	1 13%	3 14%	35 25%	10 22%	3 23%	28 23%	9 18%	1 100%	10 42%
Quite dissatisfied	(2.0)	12 3%	- -	2 15%	1 7%	1 6%	5 4%	- -	- -	- -	- -	- -	4 3%	5 11% a	- -	9 7%	- -	- -	- -
Very dissatisfied	(1.0)	12 3%	1 9%	1 8%	1 7%	1 6%	8 6%	- -	- -	- -	- -	- -	8 6%	3 7%	1 8%	12 10% b	- -	- -	- -
Don't know		39 9%	- -	1 8%	1 7%	1 6%	11 9%	- -	2 18%	1 11%	- -	3 14%	10 7%	3 7%	1 8%	8 7%	5 10%	- -	1 4%
Never heard of		123 29%	2 18%	6 46%	4 27%	6 33%	41 32%	- -	7 64%	3 33%	2 25%	3 14%	51 37%	14 30%	6 46%	42 34%	18 36%	- -	11 46%
NET: Satisfied		147 35%	2 18%	3 23%	6 40%	3 17%	29 23%	1 100%	2 18%	3 33%	5 63%	13 59%	30 22%	11 24%	2 15%	23 19%	18 36% a	- -	2 8%
NET: Dissatisfied		24 6%	1 9%	3 23%	2 13%	2 11%	13 10%	- -	- -	- -	- -	- -	12 9%	8 17%	1 8%	21 17% b	- -	- -	- -
Base for stats		259	9	6	10	11	76	1	2	5	6	16	77	29	6	72	27	1	12
Mean Score		3.68	3.00	2.83	3.30	3.09	3.21	5.00	4.00	4.00	4.50	4.44	3.19	3.14	3.00	2.92	3.81	3.00	3.25
Standard Deviation		1.046	.866	1.329	1.059	1.044	1.075	-	-	1.000	.837	.814	1.014	1.187	1.095	1.135	.681	-	.622
Standard Error		.065	.289	.543	.335	.315	.123	-	-	.447	.342	.203	.116	.220	.447	.134	.131	-	.179
Error variance		*	.08	.29	.11	.10	.02	-	-	.20	.12	.04	.01	.05	.20	.02	.02	-	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d	
Total		421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
Very satisfied	(5.0)	65 15%	16 33% bd	5 5%	20 24% bd	5 5%	17 35% b	6 5%	57 27% b	2 4%	20 22% b	4 6%	17 39%	18 24%	1 25%	18 38%	
Quite satisfied	(4.0)	82 19%	10 21%	20 19%	17 20%	17 19%	9 19%	23 21%	62 29% b	5 11%	25 27%	12 18%	16 36%	18 24%	1 25%	17 35%	
Neither satisfied no dissatisfied	(3.0)	88 21%	6 13%	34 32% ac	15 18%	25 27% a	6 13%	39 35% a	47 22%	14 30%	18 20%	25 38% a	8 18%	18 24%	2 50%	10 21%	
Quite dissatisfied	(2.0)	12 3%	- -	8 8% c	1 1%	8 9% ac	- -	9 8% a	4 2%	4 9% a	4 4%	5 8%	1 2%	1 1%	- -	1 2%	
Very dissatisfied	(1.0)	12 3%	1 2%	11 10% c	- -	11 12% ac	1 2%	11 10%	3 1%	8 17% a	2 2%	7 11% a	- -	- -	- -	- -	
Don't know		39 9%	5 10%	4 4%	8 10%	5 5%	7 15%	8 7%	26 12%	4 9%	12 13%	6 9%	2 5%	14 18% ad	- -	2 4%	
Never heard of		123 29%	10 21%	24 23%	22 27%	20 22%	8 17%	16 14%	12 6%	10 21% a	10 11%	6 9%	- -	7 9% ad	- -	- -	
NET: Satisfied		147 35%	26 54% bd	25 24%	37 45% bd	22 24%	26 54% b	29 26%	119 56% b	7 15%	45 49% b	16 25%	33 75% b	36 47%	2 50%	35 73% b	
NET: Dissatisfied		24 6%	1 2%	19 18% ac	1 1%	19 21% ac	1 2%	20 18% a	7 3%	12 26% a	6 7%	12 18% a	1 2%	1 1%	- -	1 2%	
Base for stats		259	33	78	53	66	33	88	173	33	69	53	42	55	4	46	
Mean Score		3.68	4.21 bd	3.00	4.06 bd	2.95	4.24 b	3.05	3.96 b	2.67	3.83 b	3.02	4.17	3.96	3.75	4.13	
Standard Deviation		1.046	.960	1.093	.864	1.169	.969	1.071	.924	1.190	1.014	1.083	.824	.860	.957	.833	
Standard Error		.065	.167	.124	.119	.144	.169	.114	.070	.207	.122	.149	.127	.116	.479	.123	
Error variance		*	.03	.02	.01	.02	.03	.01	*	.04	.01	.02	.02	.01	.23	.02	

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Very satisfied	(5.0)	79 19%	12 6%	22 41% a	45 28% a	5 11%	3 14%	- -	1 17%	1 6%	1 20%	1 100%	8 47%	1 100%	- -	3 43%	3 50%	5 50%
Quite satisfied	(4.0)	90 21%	49 26% b	7 13%	34 21%	18 38%	3 14%	5 23%	2 33%	4 22%	1 20%	- -	3 18%	- -	1 10%	- -	1 17%	1 10%
Neither satisfied no dissatisfied	(3.0)	85 20%	48 26% b	3 6%	34 21% b	12 26%	9 41%	4 18%	- -	4 22%	- -	- -	- -	- -	1 10%	- -	- -	2 20%
Quite dissatisfied	(2.0)	11 3%	10 5% c	- -	1 1%	2 4%	3 14%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	7 2%	7 4% c	- -	- -	- -	1 5%	2 9%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		40 10%	11 6%	6 11%	23 14% a	1 2%	- -	3 14%	- -	3 17%	- -	- -	- -	- -	3 30%	1 14%	2 33%	- -
Never heard of		109 26%	48 26% c	16 30% c	26 16%	9 19%	3 14%	7 32%	2 33%	5 28%	3 60%	- -	6 35%	- -	5 50%	3 43%	- -	2 20%
NET: Satisfied		169 40%	61 33%	29 54% a	79 48% a	23 49%	6 27%	5 23%	3 50%	5 28%	2 40%	1 100%	11 65%	1 100%	1 10%	3 43%	4 67%	6 60%
NET: Dissatisfied		18 4%	17 9% bc	- -	1 1%	2 4%	4 18%	3 14%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		272	126	32	114	37	19	12	4	10	2	1	11	1	2	3	4	8
Mean Score		3.82	3.39	4.59 ac	4.08 a	3.70	3.21	3.00	3.50	3.50	4.50	5.00	4.73	5.00	3.50	5.00	4.75	4.38
Standard Deviation		.984	.963	.665	.853	.777	1.084	1.128	1.732	.850	.707	-	.467	-	.707	-	.500	.916
Standard Error		.060	.086	.118	.080	.128	.249	.326	.866	.269	.500	-	.141	-	.500	-	.250	.324
Error variance		*	.01	.01	.01	.02	.06	.11	.75	.07	.25	-	.02	-	.25	-	.06	.10

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### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Very satisfied	(5.0)	79 19%	1 9%	- -	1 7%	1 6%	9 7%	1 100%	2 18%	2 22%	5 63%	12 55%	6 4%	4 9%	2 15%	3 2%	7 14%	- -	2 8%
																	a		
Quite satisfied	(4.0)	90 21%	4 36%	3 23%	6 40%	4 22%	32 25%	- -	1 9%	2 22%	1 13%	3 14%	34 25%	12 26%	3 23%	27 22%	18 36%	1 100%	3 13%
Neither satisfied no dissatisfied	(3.0)	85 20%	2 18%	4 31%	3 20%	4 22%	35 27%	- -	- -	1 11%	- -	1 5%	37 27%	10 22%	1 8%	34 28%	7 14%	- -	7 29%
Quite dissatisfied	(2.0)	11 3%	2 18%	- -	1 7%	2 11%	5 4%	- -	- -	- -	- -	- -	6 4%	4 9%	- -	8 7%	- -	- -	2 8%
Very dissatisfied	(1.0)	7 2%	1 9%	1 8%	1 7%	1 6%	3 2%	- -	- -	- -	- -	- -	5 4%	2 4%	- -	7 6%	- -	- -	- -
Don't know		40 10%	1 9%	- -	- -	- -	10 8%	- -	2 18%	1 11%	- -	3 14%	9 7%	1 2%	1 8%	6 5%	3 6%	- -	2 8%
Never heard of		109 26%	- -	5 38%	3 20%	6 33%	34 27%	- -	6 55%	3 33%	2 25%	3 14%	41 30%	13 28%	6 46%	37 30%	15 30%	- -	8 33%
NET: Satisfied		169 40%	5 45%	3 23%	7 47%	5 28%	41 32%	1 100%	3 27%	4 44%	6 75%	15 68%	40 29%	16 35%	5 38%	30 25%	25 50%	1 100%	5 21%
																	a		
NET: Dissatisfied		18 4%	3 27%	1 8%	2 13%	3 17%	8 6%	- -	- -	- -	- -	- -	11 8%	6 13%	- -	15 12%	- -	- -	2 8%
																	b		
Base for stats		272	10	8	12	12	84	1	3	5	6	16	88	32	6	79	32	1	14
Mean Score		3.82	3.20	3.13	3.42	3.17	3.46	5.00	4.67	4.20	4.83	4.69	3.34	3.38	4.17	3.14	4.00	4.00	3.36
																	a		
Standard Deviation		.984	1.229	.991	1.084	1.115	.898	-	.577	.837	.408	.602	.921	1.070	.753	.971	.672	-	.929
Standard Error		.060	.389	.350	.313	.322	.098	-	.333	.374	.167	.151	.098	.189	.307	.109	.119	-	.248
Error variance		*	.15	.12	.10	.10	.01	-	.11	.14	.03	.02	.01	.04	.09	.01	.01	-	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Very satisfied	(5.0)	79 19%	20 42% bd	6 6%	26 31% bd	4 4%	22 46% b	6 5%	68 32% b	5 11%	27 30% b	3 5%	21 48% b	20 26%	1 25%	22 46% b
Quite satisfied	(4.0)	90 21%	11 23%	28 26%	19 23%	23 25%	8 17%	35 31%	65 31% b	6 13%	29 32%	21 32%	12 27%	16 21%	1 25%	13 27%
Neither satisfied no dissatisfied	(3.0)	85 20%	5 10%	34 32% ac	11 13%	29 32% ac	4 8%	41 37% a	40 19%	17 36% a	17 19%	25 38% a	8 18%	20 26%	2 50%	10 21%
Quite dissatisfied	(2.0)	11 3%	- -	9 8% a	2 2%	8 9% a	- -	9 8% a	1 *	6 13% a	3 3%	4 6%	- -	- -	- -	- -
Very dissatisfied	(1.0)	7 2%	1 2%	6 6% c	- -	7 8% c	1 2%	6 5%	3 1%	3 6% a	1 1%	5 8% a	- -	- -	- -	- -
Don't know		40 10%	5 10%	6 6%	8 10%	6 7%	7 15%	6 5%	29 14%	6 13%	9 10%	5 8%	3 7%	16 21% ad	- -	3 6%
Never heard of		109 26%	6 13%	17 16%	17 20%	14 15%	6 13%	9 8%	5 2%	4 9% a	5 5%	2 3%	- -	4 5%	- -	- -
NET: Satisfied		169 40%	31 65% bd	34 32%	45 54% bd	27 30%	30 63% b	41 37%	133 63% b	11 23%	56 62% b	24 37%	33 75% b	36 47%	2 50%	35 73% b
NET: Dissatisfied		18 4%	1 2%	15 14% ac	2 2%	15 16% ac	1 2%	15 13% a	4 2%	9 19% a	4 4%	9 14% a	- -	- -	- -	- -
Base for stats		272	37	83	58	71	35	97	177	37	77	58	41	56	4	45
Mean Score		3.82	4.32 bd	3.23	4.19 bd	3.13	4.43 b	3.27	4.10 b	3.11	4.01 b	3.22	4.32	4.00	3.75	4.27
Standard Deviation		.984	.915	.992	.868	1.027	.917	.941	.883	1.100	.925	.974	.789	.853	.957	.809
Standard Error		.060	.150	.109	.114	.122	.155	.096	.066	.181	.105	.128	.123	.114	.479	.121
Error variance		*	.02	.01	.01	.01	.02	.01	*	.03	.01	.02	.02	.01	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All respondents dissatisfied with Nominet's social impact programme

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	40 100%	33 100%	2 100%	5 100%	6 100%	7 100%	5 100%	1 100%	3 100%	- -	1 100%	- -	- -	- -	- -	1 100%	- -
Lack of investment	14 35%	11 33%	1 50%	2 40%	3 50%	1 14%	1 20%	- -	2 67%	- -	- -	- -	- -	- -	- -	1 100%	- -
Activity is just a PR exercise/ Reporting of benefits is disingenuous/distrust numbers	11 28%	10 30%	- -	1 20%	1 17%	3 43%	2 40%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	4 10%	4 12%	- -	- -	- -	2 29%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor investments	3 8%	2 6%	- -	1 20%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Link to the role of Nominet	2 5%	1 3%	1 50%	- -	- -	1 14%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	2 5%	2 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	2 5%	2 6%	- -	- -	- -	- -	1 20%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fund training on DNS and security	1 3%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Don't know	3 8%	1 3%	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	1 3%	1 3%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All respondents dissatisfied with Nominet's social impact programme

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*c	*d
Total	40 100%	4 100%	3 100%	3 100%	1 100%	22 100%	- -	- -	- -	- -	2 100%	23 100%	9 100%	1 100%	31 100%	- -	- -	2 100%
Lack of investment	14 35%	1 25%	2 67%	1 33%	- -	7 32%	- -	- -	- -	- -	1 50%	8 35%	3 33%	- -	11 35%	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	11 28%	1 25%	1 33%	1 33%	- -	7 32%	- -	- -	- -	- -	- -	6 26%	4 44%	- -	8 26%	- -	- -	2 100%
Should not be Nominet's job	4 10%	1 25%	- -	1 33%	- -	2 9%	- -	- -	- -	- -	- -	3 13%	- -	1 100%	4 13%	- -	- -	- -
Poor investments	3 8%	- -	- -	- -	- -	2 9%	- -	- -	- -	- -	- -	2 9%	- -	- -	2 6%	- -	- -	- -
Link to the role of Nominet	2 5%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	1 50%	- -	1 11%	- -	1 3%	- -	- -	- -
Distrust Nominet in general	2 5%	- -	- -	- -	1 100%	1 5%	- -	- -	- -	- -	- -	2 9%	- -	- -	2 6%	- -	- -	- -
Lack of information	2 5%	- -	- -	1 33%	- -	1 5%	- -	- -	- -	- -	- -	1 4%	1 11%	- -	2 6%	- -	- -	- -
Fund training on DNS and security	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -
Don't know	3 8%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 3%	- -	- -	- -
Other	1 3%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 4%	- -	- -	1 3%	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All respondents dissatisfied with Nominet's social impact programme

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	*b	*a	*b	*c	*d
Total	40 100%	2 100%	32 100%	1 100%	32 100%	2 100%	33 100%	15 100%	20 100%	5 100%	29 100%	2 100%	3 100%	- -	2 100%
Lack of investment	14 35%	- -	12 38%	- -	11 34%	- -	12 36%	8 53%	4 20%	2 40%	9 31%	- -	2 67%	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	11 28%	1 50%	8 25%	- -	9 28%	1 50%	9 27%	2 13%	8 40%	1 20%	9 31%	- -	1 33%	- -	- -
Should not be Nominet's job	4 10%	- -	4 13%	- -	4 13%	- -	4 12%	- -	2 10%	1 20%	3 10%	- -	- -	- -	- -
Poor investments	3 8%	- -	2 6%	- -	2 6%	- -	2 6%	3 20%	- -	- -	2 7%	1 50%	- -	- -	1 50%
Link to the role of Nominet	2 5%	1 50%	1 3%	1 100%	1 3%	1 50%	1 3%	1 7%	1 5%	1 20%	1 3%	- -	- -	- -	- -
Distrust Nominet in general	2 5%	- -	2 6%	- -	2 6%	- -	2 6%	- -	2 10%	- -	2 7%	- -	- -	- -	- -
Lack of information	2 5%	- -	2 6%	- -	2 6%	- -	2 6%	- -	2 10%	- -	2 7%	- -	- -	- -	- -
Fund training on DNS and security	1 3%	1 50%	- -	1 100%	- -	1 50%	- -	1 7%	- -	1 20%	- -	- -	- -	- -	- -
Don't know	3 8%	- -	1 3%	- -	1 3%	- -	1 3%	2 13%	- -	- -	1 3%	1 50%	1 33%	- -	1 50%
Other	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	- -	1 5%	- -	1 3%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Members dissatisfied with Nominet's social impact programme

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	33 100%	33 100%	- -	- -	6 100%	7 100%	5 100%	1 100%	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Lack of investment	11 33%	11 33%	- -	- -	3 50%	1 14%	1 20%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	10 30%	10 30%	- -	- -	1 17%	3 43%	2 40%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	4 12%	4 12%	- -	- -	- -	2 29%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor investments	2 6%	2 6%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	2 6%	2 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	2 6%	2 6%	- -	- -	- -	- -	1 20%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Link to the role of Nominet	1 3%	1 3%	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fund training on DNS and security	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	1 3%	1 3%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Members dissatisfied with Nominet's social impact programme

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*c	*d
Total	33 100%	4 100%	3 100%	3 100%	1 100%	22 100%	- -	- -	- -	- -	- -	23 100%	9 100%	1 100%	31 100%	- -	- -	2 100%
Lack of investment	11 33%	1 25%	2 67%	1 33%	- -	7 32%	- -	- -	- -	- -	- -	8 35%	3 33%	- -	11 35%	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	10 30%	1 25%	1 33%	1 33%	- -	7 32%	- -	- -	- -	- -	- -	6 26%	4 44%	- -	8 26%	- -	- -	2 100%
Should not be Nominet's job	4 12%	1 25%	- -	1 33%	- -	2 9%	- -	- -	- -	- -	- -	3 13%	- -	1 100%	4 13%	- -	- -	- -
Poor investments	2 6%	- -	- -	- -	- -	2 9%	- -	- -	- -	- -	- -	2 9%	- -	- -	2 6%	- -	- -	- -
Distrust Nominet in general	2 6%	- -	- -	- -	1 100%	1 5%	- -	- -	- -	- -	- -	2 9%	- -	- -	2 6%	- -	- -	- -
Lack of information	2 6%	- -	- -	1 33%	- -	1 5%	- -	- -	- -	- -	- -	1 4%	1 11%	- -	2 6%	- -	- -	- -
Link to the role of Nominet	1 3%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	1 11%	- -	1 3%	- -	- -	- -
Fund training on DNS and security	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 3%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 3%	- -	- -	- -
Other	1 3%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 4%	- -	- -	1 3%	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Members dissatisfied with Nominet's social impact programme

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	*b	*a	*b	*c	*d
Total	33 100%	1 100%	31 100%	- -	31 100%	1 100%	32 100%	9 100%	20 100%	4 100%	28 100%	- -	- -	- -	- -
Lack of investment	11 33%	- -	11 35%	- -	10 32%	- -	11 34%	5 56%	4 20%	2 50%	8 29%	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	10 30%	1 100%	8 26%	- -	9 29%	1 100%	9 28%	1 11%	8 40%	1 25%	9 32%	- -	- -	- -	- -
Should not be Nominet's job	4 12%	- -	4 13%	- -	4 13%	- -	4 13%	- -	2 10%	1 25%	3 11%	- -	- -	- -	- -
Poor investments	2 6%	- -	2 6%	- -	2 6%	- -	2 6%	2 22%	- -	- -	2 7%	- -	- -	- -	- -
Distrust Nominet in general	2 6%	- -	2 6%	- -	2 6%	- -	2 6%	- -	2 10%	- -	2 7%	- -	- -	- -	- -
Lack of information	2 6%	- -	2 6%	- -	2 6%	- -	2 6%	- -	2 10%	- -	2 7%	- -	- -	- -	- -
Link to the role of Nominet	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	- -	1 5%	- -	1 4%	- -	- -	- -	- -
Fund training on DNS and security	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	1 11%	- -	- -	1 4%	- -	- -	- -	- -
Other	1 3%	- -	1 3%	- -	1 3%	- -	1 3%	- -	1 5%	- -	1 4%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Stakeholders dissatisfied with Nominet's social impact programme

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	2 100%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	1 100%	- -
Link to the role of Nominet	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Fund training on DNS and security	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Lack of investment	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -
Poor investments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Stakeholders dissatisfied with Nominet's social impact programme

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	2 100%	-	-	-	-	-	-	-	-	-	2 100%	-	-	-	-	-	-	-
Link to the role of Nominet	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Fund training on DNS and security	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Lack of investment	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Activity is just a PR exercise/ Reporting of benefits is disingenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Stakeholders dissatisfied with Nominet's social impact programme

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	2 100%	1 100%	1 100%	1 100%	1 100%	1 100%	1 100%	2 100%	- -	1 100%	1 100%	- -	- -	- -	- -
Link to the role of Nominet	1 50%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 100%	- -	- -	- -	- -	- -
Fund training on DNS and security	1 50%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 100%	- -	- -	- -	- -	- -
Lack of investment	1 50%	- -	1 100%	- -	1 100%	- -	1 100%	1 50%	- -	- -	1 100%	- -	- -	- -	- -
Poor investments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Employees dissatisfied with Nominet's social impact programme

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	5 100%	- -	- -	5 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of investment	2 40%	- -	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Poor investments	1 20%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	1 20%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Link to the role of Nominet	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fund training on DNS and security	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	2 40%	- -	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Employees dissatisfied with Nominet's social impact programme

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	5 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	2 40%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor investments	1 20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	1 20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2 40%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q15a. You said that you are dissatisfied with Nominet's social impact programme. Why is this?

BASE: All Employees dissatisfied with Nominet's social impact programme

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	5 100%	-	-	-	-	-	-	4 100%	-	-	-	2 100%	3 100%	-	2 100%
Lack of investment	2 40%	-	-	-	-	-	-	2 50%	-	-	-	-	2 67%	-	-
Poor investments	1 20%	-	-	-	-	-	-	1 25%	-	-	-	1 50%	-	-	1 50%
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	1 20%	-	-	-	-	-	-	1 25%	-	-	-	-	1 33%	-	-
Link to the role of Nominet	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fund training on DNS and security	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2 40%	-	-	-	-	-	-	1 25%	-	-	-	1 50%	1 33%	-	1 50%
Other	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q16. Summary Table: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

Significance Level: 95%

Development of a dedicated Scouts badge focused on improving online safety

Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic

Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety

Working with Micro:bit Educational Foundation to launch micro:bit classroom

Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic

	Scale							
Total	Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of	NET: Know	NET: At least heard of	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h
323 100%	39 12%	63 20%	58 18%	45 14%	118 37%	160 50%	205 63%	2.57
323 100%	35 11%	60 19%	59 18%	43 13%	126 39%	154 48%	197 61%	2.49
323 100%	24 7%	37 11%	89 28%	51 16%	122 38%	150 46%	201 62%	2.35
323 100%	31 10%	56 17%	71 22%	42 13%	123 38%	158 49%	200 62%	2.47
323 100%	22 7%	35 11%	82 25%	45 14%	139 43%	139 43%	184 57%	2.24

## P013002 Nominet Listening Process 2021 Phase 2

**Q16. Summary - Know:** Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Development of a dedicated Scouts badge focused on improving online safety	160 50%	39 28%	13 31%	108 76% ab	13 33%	4 21%	6 38%	- -	2 15%	- -	1 100%	1 9%	- -	7 100%	1 25%	1 20%	2 22%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	154 48%	34 24%	15 36%	105 74% ab	10 25%	5 26%	5 31%	1 25%	1 8%	1 25%	1 100%	2 18%	- -	6 86%	1 25%	1 20%	3 33%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	150 46%	47 34%	16 38%	87 61% ab	15 38%	5 26%	4 25%	2 50%	3 23%	- -	1 100%	2 18%	- -	5 71%	2 50%	2 40%	4 44%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	158 49%	39 28%	9 21%	110 77% ab	13 33%	4 21%	6 38%	- -	2 15%	- -	1 100%	1 9%	- -	4 57%	1 25%	1 20%	1 11%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	139 43%	33 24%	13 31%	93 65% ab	10 25%	3 16%	4 25%	2 50%	2 15%	- -	1 100%	2 18%	- -	6 86%	1 25%	2 40%	1 11%

## P013002 Nominet Listening Process 2021 Phase 2

**Q16. Summary - Know:** Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Development of a dedicated Scouts badge focused on improving online safety	160 50%	5 45%	4 40%	2 17%	4 33%	24 26%	- -	3 43%	4 57%	2 25%	4 22%	30 31%	8 24%	1 13%	25 29%	10 29%	- -	4 25%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	154 48%	2 18%	4 40%	1 8%	1 8%	26 28%	- -	3 43%	4 57%	2 25%	6 33%	23 24%	10 29%	1 13%	24 28%	8 23%	- -	2 13%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	150 46%	5 45%	3 30%	4 33%	3 25%	32 34%	- -	1 14%	5 71%	3 38%	7 39%	37 38%	9 26%	1 13%	26 30%	17 49%	- -	4 25%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	158 49%	5 45%	4 40%	4 33%	2 17%	24 26%	- -	1 14%	4 57%	1 13%	3 17%	29 30%	9 26%	1 13%	26 30%	9 26%	- -	4 25%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	139 43%	4 36%	3 30%	3 25%	1 8%	22 23%	- -	2 29%	4 57%	1 13%	6 33%	25 26%	7 21%	1 13%	22 25%	8 23%	- -	3 19%

## P013002 Nominet Listening Process 2021 Phase 2

**Q16. Summary - Know:** Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?

BASE: All respondents

	Trust in Nominet					Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Development of a dedicated Scouts badge focused on improving online safety	160 50%	12 29%	28 31%	21 30%	24 30%	13 30%	32 30%	131 62% b	13 28%	30 33%	17 26%	40 91% b	53 70%	3 75%	43 90% b
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	154 48%	13 31%	24 27%	22 31%	18 23%	14 33%	28 27%	124 59% b	13 28%	27 30%	18 28%	39 89% b	51 67%	3 75%	42 88% b
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	150 46%	16 38%	31 34%	29 41%	24 30%	20 47%	36 34%	122 58% b	12 26%	35 38%	23 35%	34 77% b	39 51%	3 75%	37 77% b
Working with Micro:bit Educational Foundation to launch micro:bit classroom	158 49%	10 24%	30 33%	18 26%	25 32%	10 23%	34 32%	127 60% b	16 34%	21 23%	22 34%	38 86%	57 75%	3 75%	41 85%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	139 43%	10 24%	26 29%	19 27%	21 27%	12 28%	29 28%	117 55% b	14 30%	21 23%	20 31%	31 70%	48 63%	3 75%	34 71%

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.1. Development of a dedicated Scouts badge focused on improving online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Know very well	(5.0)	39 12%	5 4%	4 10%	30 21% a	2 5%	- -	- -	- -	1 8%	- -	- -	- -	- -	3 43%	- -	1 20%	- -
Know a fair amount	(4.0)	63 20%	14 10%	6 14%	43 30% ab	2 5%	2 11%	4 25%	- -	- -	- -	1 100%	- -	- -	3 43%	1 25%	- -	1 11%
Know just a little	(3.0)	58 18%	20 14%	3 7%	35 25% ab	9 23%	2 11%	2 13%	- -	1 8%	- -	- -	1 9%	- -	1 14%	- -	- -	1 11%
Heard of but know nothing about it	(2.0)	45 14%	26 19%	3 7%	16 11%	7 18%	3 16%	2 13%	2 50%	3 23%	- -	- -	- -	1 100%	- -	- -	1 20%	1 11%
Never heard of	(1.0)	118 37%	74 53% c	26 62% c	18 13%	20 50%	12 63%	8 50%	2 50%	8 62%	4 100%	- -	10 91%	- -	- -	3 75%	3 60%	6 67%
<b>NET: Know</b>		160 50%	39 28%	13 31%	108 76% ab	13 33%	4 21%	6 38%	- -	2 15%	- -	1 100%	1 9%	- -	7 100%	1 25%	1 20%	2 22%
<b>NET: At least heard of</b>		205 63%	65 47%	16 38%	124 87% ab	20 50%	7 37%	8 50%	2 50%	5 38%	- -	1 100%	1 9%	1 100%	7 100%	1 25%	2 40%	3 33%
Base for stats		323	139	42	142	40	19	16	4	13	4	1	11	1	7	4	5	9
Mean Score		2.57	1.92	2.02	3.36 ab	1.98	1.68	2.13	1.50	1.69	1.00	4.00	1.18	2.00	4.29	1.75	2.00	1.67
Standard Deviation		1.448	1.186	1.473	1.285	1.187	1.057	1.310	.577	1.182	-	-	.603	-	.756	1.500	1.732	1.118
Standard Error		.081	.101	.227	.108	.188	.242	.328	.289	.328	-	-	.182	-	.286	.750	.775	.373
Error variance		.01	.01	.05	.01	.04	.06	.11	.08	.11	-	-	.03	-	.08	.56	.60	.14



## P013002 Nominet Listening Process 2021 Phase 2

**Q16.1. Development of a dedicated Scouts badge focused on improving online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	39 12%	- -	- -	1 8%	1 8%	3 3%	- -	1 14%	2 29%	- -	1 6%	3 3%	2 6%	- -	4 5%	1 3%	- -	- -
Know a fair amount	(4.0)	63 20%	3 27%	4 40%	- -	- -	7 7%	- -	2 29%	- -	2 25%	2 11%	10 10%	4 12%	- -	9 10%	3 9%	- -	2 13%
Know just a little	(3.0)	58 18%	2 18%	- -	1 8%	3 25%	14 15%	- -	- -	2 29%	- -	1 6%	17 18%	2 6%	1 13%	12 14%	6 17%	- -	2 13%
Heard of but know nothing about it	(2.0)	45 14%	3 27%	2 20%	3 25%	2 17%	16 17%	1 100%	- -	- -	1 13%	1 6%	19 20%	6 18%	1 13%	18 21%	6 17%	- -	2 13%
Never heard of	(1.0)	118 37%	3 27%	4 40%	7 58%	6 50%	54 57%	- -	4 57%	3 43%	5 63%	13 72%	48 49%	20 59%	6 75%	44 51%	19 54%	1 100%	10 63%
NET: Know		160 50%	5 45%	4 40%	2 17%	4 33%	24 26%	- -	3 43%	4 57%	2 25%	4 22%	30 31%	8 24%	1 13%	25 29%	10 29%	- -	4 25%
NET: At least heard of		205 63%	8 73%	6 60%	5 42%	6 50%	40 43%	1 100%	3 43%	4 57%	3 38%	5 28%	49 51%	14 41%	2 25%	43 49%	16 46%	- -	6 38%
Base for stats		323	11	10	12	12	94	1	7	7	8	18	97	34	8	87	35	1	16
Mean Score		2.57	2.45	2.40	1.75	2.00	1.82	2.00	2.43	2.71	1.88	1.72	1.98	1.88	1.38	1.98	1.89	1.00	1.75
Standard Deviation		1.448	1.214	1.430	1.215	1.279	1.136	-	1.813	1.799	1.356	1.320	1.172	1.297	.744	1.220	1.157	-	1.125
Standard Error		.081	.366	.452	.351	.369	.117	-	.685	.680	.479	.311	.119	.222	.263	.131	.196	-	.281
Error variance		.01	.13	.20	.12	.14	.01	-	.47	.46	.23	.10	.01	.05	.07	.02	.04	-	.08

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.1. Development of a dedicated Scouts badge focused on improving online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	39 12%	2 5%	3 3%	4 6%	4 5%	3 7%	4 4%	37 18% b	2 4%	6 7%	2 3%	16 36% b	11 14%	- -	16 33% b
Know a fair amount	(4.0)	63 20%	6 14%	8 9%	9 13%	9 11%	6 14%	11 10%	53 25% b	5 11%	9 10%	9 14%	16 36%	21 28%	2 50%	18 38%
Know just a little	(3.0)	58 18%	4 10%	17 19%	8 11%	11 14%	4 9%	17 16%	41 19%	6 13%	15 16%	6 9%	8 18%	21 28%	1 25%	9 19%
Heard of but know nothing about it	(2.0)	45 14%	9 21%	16 18%	11 16%	15 19%	6 14%	19 18%	26 12%	6 13%	16 18%	11 17%	3 7%	11 14%	1 25%	4 8%
Never heard of	(1.0)	118 37%	21 50%	46 51%	38 54%	40 51%	24 56%	54 51%	54 26% a	28 60%	45 49%	37 57%	1 2%	12 16% ad	- -	1 2% b
NET: Know		160 50%	12 29%	28 31%	21 30%	24 30%	13 30%	32 30%	131 62% b	13 28%	30 33%	17 26%	40 91% b	53 70%	3 75%	43 90% b
NET: At least heard of		205 63%	21 50%	44 49%	32 46%	39 49%	19 44%	51 49%	157 74% b	19 40%	46 51%	28 43%	43 98% b	64 84%	4 100%	47 98% b
Base for stats		323	42	90	70	79	43	105	211	47	91	65	44	76	4	48
Mean Score		2.57	2.02	1.96	2.00	2.01	2.02	1.97	2.97 b	1.87	2.07	1.89	3.98 b	3.11	3.25	3.92 b
Standard Deviation		1.448	1.278	1.170	1.308	1.256	1.371	1.205	1.452	1.244	1.289	1.226	1.023	1.281	.957	1.028
Standard Error		.081	.197	.123	.156	.141	.209	.118	.100	.182	.135	.152	.154	.147	.479	.148
Error variance		.01	.04	.02	.02	.02	.04	.01	.01	.03	.02	.02	.02	.02	.23	.02

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Know very well	(5.0)	35 11%	3 2%	2 5%	30 21% ab	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	1 20%	- -
Know a fair amount	(4.0)	60 19%	11 8%	4 10%	45 32% ab	3 8%	1 5%	3 19%	1 25%	1 8%	- -	1 100%	- -	- -	3 43%	- -	- -	- -
Know just a little	(3.0)	59 18%	20 14%	9 21%	30 21%	6 15%	4 21%	2 13%	- -	- -	1 25%	- -	2 18%	- -	2 29%	1 25%	- -	3 33%
Heard of but know nothing about it	(2.0)	43 13%	25 18% c	4 10%	14 10%	8 20%	4 21%	2 13%	1 25%	2 15%	- -	- -	1 9%	1 100%	- -	- -	1 20%	1 11%
Never heard of	(1.0)	126 39%	80 58% c	23 55% c	23 16%	22 55%	10 53%	9 56%	2 50%	10 77%	3 75%	- -	8 73%	- -	1 14%	3 75%	3 60%	5 56%
<b>NET: Know</b>		154 48%	34 24%	15 36%	105 74% ab	10 25%	5 26%	5 31%	1 25%	1 8%	1 25%	1 100%	2 18%	- -	6 86%	1 25%	1 20%	3 33%
<b>NET: At least heard of</b>		197 61%	59 42%	19 45%	119 84% ab	18 45%	9 47%	7 44%	2 50%	3 23%	1 25%	1 100%	3 27%	1 100%	6 86%	1 25%	2 40%	4 44%
Base for stats		323	139	42	142	40	19	16	4	13	4	1	11	1	7	4	5	9
Mean Score		2.49	1.79	2.00	3.32 ab	1.83	1.79	1.94	2.00	1.38	1.50	4.00	1.45	2.00	3.43	1.50	2.00	1.78
Standard Deviation		1.435	1.093	1.269	1.349	1.107	.976	1.237	1.414	.870	1.000	-	.820	-	1.272	1.000	1.732	.972
Standard Error		.080	.093	.196	.113	.175	.224	.309	.707	.241	.500	-	.247	-	.481	.500	.775	.324
Error variance		.01	.01	.04	.01	.03	.05	.10	.50	.06	.25	-	.06	-	.23	.25	.60	.10

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	35 11%	- -	- -	1 8%	- -	2 2%	- -	- -	1 14%	- -	1 6%	1 1%	2 6%	- -	3 3%	- -	- -	- -
Know a fair amount	(4.0)	60 19%	1 9%	2 20%	- -	1 8%	7 7%	- -	1 14%	2 29%	- -	1 6%	6 6%	5 15%	- -	5 6%	5 14%	- -	1 6%
Know just a little	(3.0)	59 18%	1 9%	2 20%	- -	- -	17 18%	- -	2 29%	1 14%	2 25%	4 22%	16 16%	3 9%	1 13%	16 18%	3 9%	- -	1 6%
Heard of but know nothing about it	(2.0)	43 13%	2 18%	- -	3 25%	2 17%	18 19%	1 100%	- -	- -	1 13%	2 11%	18 19%	6 18%	1 13%	17 20%	4 11%	- -	4 25%
Never heard of	(1.0)	126 39%	7 64%	6 60%	8 67%	9 75%	50 53%	- -	4 57%	3 43%	5 63%	10 56%	56 58%	18 53%	6 75%	46 53%	23 66%	1 100%	10 63%
NET: Know		154 48%	2 18%	4 40%	1 8%	1 8%	26 28%	- -	3 43%	4 57%	2 25%	6 33%	23 24%	10 29%	1 13%	24 28%	8 23%	- -	2 13%
NET: At least heard of		197 61%	4 36%	4 40%	4 33%	3 25%	44 47%	1 100%	3 43%	4 57%	3 38%	8 44%	41 42%	16 47%	2 25%	41 47%	12 34%	- -	6 38%
Base for stats		323	11	10	12	12	94	1	7	7	8	18	97	34	8	87	35	1	16
Mean Score		2.49	1.64	2.00	1.58	1.42	1.86	2.00	2.00	2.71	1.63	1.94	1.74	2.03	1.38	1.87	1.71	1.00	1.56
Standard Deviation		1.435	1.027	1.333	1.165	.900	1.093	-	1.291	1.704	.916	1.259	1.013	1.337	.744	1.119	1.126	-	.892
Standard Error		.080	.310	.422	.336	.260	.113	-	.488	.644	.324	.297	.103	.229	.263	.120	.190	-	.223
Error variance		.01	.10	.18	.11	.07	.01	-	.24	.41	.10	.09	.01	.05	.07	.01	.04	-	.05

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	35 11%	1 2%	2 2%	2 3%	3 4%	1 2%	3 3%	32 15% b	2 4%	3 3%	1 2%	16 36% b	12 16%	- -	16 33% b
Know a fair amount	(4.0)	60 19%	6 14% b	4 4%	9 13%	4 5%	6 14%	7 7%	52 25% b	3 6%	8 9%	5 8%	16 36%	22 29%	2 50%	18 38%
Know just a little	(3.0)	59 18%	6 14%	18 20%	11 16%	11 14%	7 16%	18 17%	40 19%	8 17%	16 18%	12 18%	7 16%	17 22%	1 25%	8 17%
Heard of but know nothing about it	(2.0)	43 13%	6 14%	18 20%	11 16%	16 20%	6 14%	19 18%	25 12%	6 13%	16 18%	9 14%	2 5%	10 13%	1 25%	3 6%
Never heard of	(1.0)	126 39%	23 55%	48 53%	37 53%	45 57%	23 53%	58 55%	62 29%	28 60% a	48 53%	38 58%	3 7%	15 20% d	- -	3 6%
NET: Know		154 48%	13 31%	24 27%	22 31%	18 23%	14 33%	28 27%	124 59% b	13 28%	27 30%	18 28%	39 89% b	51 67%	3 75%	42 88% b
NET: At least heard of		197 61%	19 45%	42 47%	33 47%	34 43%	20 47%	47 45%	149 71% b	19 40%	43 47%	27 42%	41 93%	61 80%	4 100%	45 94% b
Base for stats		323	42	90	70	79	43	105	211	47	91	65	44	76	4	48
Mean Score		2.49	1.95	1.82	1.97	1.78	1.98	1.84	2.84 b	1.83	1.92	1.80	3.91 b	3.08	3.25	3.85 b
Standard Deviation		1.435	1.229	1.045	1.215	1.106	1.225	1.110	1.460	1.185	1.166	1.093	1.158	1.364	.957	1.148
Standard Error		.080	.190	.110	.145	.124	.187	.108	.101	.173	.122	.136	.175	.156	.479	.166
Error variance		.01	.04	.01	.02	.02	.03	.01	.01	.03	.01	.02	.03	.02	.23	.03

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
24 7%	2 1%	3 7% a	19 13% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	1 20%	1 11%
37 11%	8 6%	4 10%	25 18% a	3 8%	- -	1 6%	- -	2 15%	- -	1 100%	- -	- -	2 29%	1 25%	- -	- -
89 28%	37 27%	9 21%	43 30%	12 30%	5 26%	3 19%	2 50%	1 8%	- -	- -	2 18%	- -	2 29%	1 25%	1 20%	3 33%
51 16%	19 14%	8 19%	24 17%	5 13%	3 16%	3 19%	1 25%	1 8%	- -	- -	3 27%	1 100%	- -	1 25%	2 40%	1 11%
122 38%	73 53% c	18 43% c	31 22%	20 50%	11 58%	9 56%	1 25%	9 69%	4 100%	- -	6 55%	- -	2 29%	1 25%	1 20%	4 44%
150 46%	47 34%	16 38%	87 61% ab	15 38%	5 26%	4 25%	2 50%	3 23%	- -	1 100%	2 18%	- -	5 71%	2 50%	2 40%	4 44%
201 62%	66 47%	24 57%	111 78% ab	20 50%	8 42%	7 44%	3 75%	4 31%	- -	1 100%	5 45%	1 100%	5 71%	3 75%	4 80%	5 56%
323 2.35	139 1.90	42 2.19	142 2.84 ab	40 1.95	19 1.68	16 1.75	4 2.25	13 1.69	4 1.00	1 4.00	11 1.64	1 2.00	7 3.00	4 2.50	5 2.60	9 2.22
1.290 .072 .01	1.072 .091 .01	1.292 .199 .04	1.319 .111 .01	1.061 .168 .03	.885 .203 .04	1.000 .250 .06	.957 .479 .23	1.182 .328 .11	- - -	- - -	.809 .244 .06	- - -	1.528 .577 .33	1.291 .645 .42	1.517 .678 .46	1.394 .465 .22

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	24	-	-	-	-	2	-	-	1	-	2	1	1	-	1	1	-	-
		7%	-	-	-	-	2%	-	-	14%	-	11%	1%	3%	-	1%	3%	-	-
Know a fair amount	(4.0)	37	1	1	1	-	5	-	1	1	1	1	6	2	-	6	2	-	-
		11%	9%	10%	8%	-	5%	-	14%	14%	13%	6%	6%	6%	-	7%	6%	-	-
Know just a little	(3.0)	89	4	2	3	3	25	-	-	3	2	4	30	6	1	19	14	-	4
		28%	36%	20%	25%	25%	27%	-	-	43%	25%	22%	31%	18%	13%	22%	40% a	-	25%
Heard of but know nothing about it	(2.0)	51	1	1	2	-	15	1	-	-	1	6	12	6	1	13	3	-	3
		16%	9%	10%	17%	-	16%	100%	-	-	13%	33%	12%	18%	13%	15%	9%	-	19%
Never heard of	(1.0)	122	5	6	6	9	47	-	6	2	4	5	48	19	6	48	15	1	9
		38%	45%	60%	50%	75%	50%	-	86%	29%	50%	28%	49%	56%	75%	55%	43%	100%	56%
NET: Know		150	5	3	4	3	32	-	1	5	3	7	37	9	1	26	17	-	4
		46%	45%	30%	33%	25%	34%	-	14%	71%	38%	39%	38%	26%	13%	30%	49%	-	25%
NET: At least heard of		201	6	4	6	3	47	1	1	5	4	13	49	15	2	39	20	-	7
		62%	55%	40%	50%	25%	50%	100%	14%	71%	50%	72%	51%	44%	25%	45%	57%	-	44%
Base for stats		323	11	10	12	12	94	1	7	7	8	18	97	34	8	87	35	1	16
Mean Score		2.35	2.09	1.80	1.92	1.50	1.94	2.00	1.43	2.86	2.00	2.39	1.97	1.82	1.38	1.84	2.17	1.00	1.69
Standard Deviation		1.290	1.136	1.135	1.084	.905	1.086	-	1.134	1.464	1.195	1.290	1.075	1.114	.744	1.066	1.150	-	.873
Standard Error		.072	.343	.359	.313	.261	.112	-	.429	.553	.423	.304	.109	.191	.263	.114	.194	-	.218
Error variance		.01	.12	.13	.10	.07	.01	-	.18	.31	.18	.09	.01	.04	.07	.01	.04	-	.05

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	24 7%	2 5%	1 1%	3 4%	1 1%	3 7%	2 2%	22 10%	2 4%	3 3%	- -	7 16%	10 13%	- -	7 15%
Know a fair amount	(4.0)	37 11%	5 12%	5 6%	6 9%	5 6%	6 14%	6 6%	32 15% b	2 4%	7 8%	5 8%	7 16%	15 20%	- -	7 15%
Know just a little	(3.0)	89 28%	9 21%	25 28%	20 29%	18 23%	11 26%	28 27%	68 32% b	8 17%	25 27%	18 28%	20 45% b	14 18%	3 75%	23 48% b
Heard of but know nothing about it	(2.0)	51 16%	9 21%	12 13%	12 17%	12 15%	6 14%	14 13%	36 17%	7 15%	16 18%	8 12%	5 11%	17 22%	- -	5 10%
Never heard of	(1.0)	122 38%	17 40%	47 52%	29 41%	43 54%	17 40%	55 52%	53 25% a	28 60%	40 44%	34 52%	5 11%	20 26%	1 25%	6 13%
NET: Know		150 46%	16 38%	31 34%	29 41%	24 30%	20 47%	36 34%	122 58% b	12 26%	35 38%	23 35%	34 77% b	39 51%	3 75%	37 77% b
NET: At least heard of		201 62%	25 60%	43 48%	41 59%	36 46%	26 60%	50 48%	158 75% b	19 40%	51 56%	31 48%	39 89%	56 74%	3 75%	42 88%
Base for stats		323	42	90	70	79	43	105	211	47	91	65	44	76	4	48
Mean Score		2.35	2.19	1.90	2.17	1.85	2.35 b	1.91	2.69 b	1.79	2.09	1.91	3.14	2.71	2.50	3.08
Standard Deviation		1.290	1.234	1.061	1.191	1.063	1.325	1.093	1.286	1.141	1.151	1.057	1.173	1.393	1.000	1.164
Standard Error		.072	.190	.112	.142	.120	.202	.107	.089	.166	.121	.131	.177	.160	.500	.168
Error variance		.01	.04	.01	.02	.01	.04	.01	.01	.03	.01	.02	.03	.03	.25	.03



## P013002 Nominet Listening Process 2021 Phase 2

**Q16.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
31 10%	5 4%	1 2%	25 18% ab	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	- -
56 17%	9 6%	3 7%	44 31% ab	3 8%	- -	1 6%	- -	1 8%	- -	- -	- -	- -	3 43%	- -	- -	- -
71 22%	25 18%	5 12%	41 29% ab	9 23%	4 21%	5 31%	- -	1 8%	- -	1 100%	1 9%	- -	- -	1 25%	1 20%	1 11%
42 13%	26 19% bc	2 5%	14 10%	9 23%	3 16%	1 6%	2 50%	4 31%	- -	- -	- -	1 100%	- -	- -	1 20%	- -
123 38%	74 53% c	31 74% ac	18 13%	18 45%	12 63%	9 56%	2 50%	7 54%	4 100%	- -	10 91%	- -	3 43%	3 75%	3 60%	8 89%
158 49%	39 28%	9 21%	110 77% ab	13 33%	4 21%	6 38%	- -	2 15%	- -	1 100%	1 9%	- -	4 57%	1 25%	1 20%	1 11%
200 62%	65 47% b	11 26%	124 87% ab	22 55%	7 37%	7 44%	2 50%	6 46%	- -	1 100%	1 9%	1 100%	4 57%	1 25%	2 40%	1 11%
323 2.47	139 1.88	42 1.60	142 3.31 ab	40 2.00	19 1.58	16 1.88	4 1.50	13 1.69	4 1.00	1 3.00	11 1.18	1 2.00	7 2.86	4 1.50	5 1.60	9 1.22
1.393 .077 .01	1.136 .096 .01	1.106 .171 .03	1.239 .104 .01	1.109 .175 .03	.838 .192 .04	1.088 .272 .07	.577 .289 .08	.947 .263 .07	- - -	- - -	.603 .182 .03	- - -	1.773 .670 .45	1.000 .500 .25	.894 .400 .16	.667 .222 .05

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	31 10%	- -	- -	- -	1 8%	4 4%	- -	- -	1 14%	- -	- -	4 4%	1 3%	- -	3 3%	2 6%	- -	- -
Know a fair amount	(4.0)	56 17%	1 9%	2 20%	- -	1 8%	5 5%	- -	1 14%	2 29%	- -	- -	6 6%	3 9%	- -	6 7%	2 6%	- -	1 6%
Know just a little	(3.0)	71 22%	4 36%	2 20%	4 33%	- -	15 16%	- -	- -	1 14%	1 13%	3 17%	19 20%	5 15%	1 13%	17 20%	5 14%	- -	3 19%
Heard of but know nothing about it	(2.0)	42 13%	3 27%	- -	2 17%	4 33%	17 18%	1 100%	- -	- -	1 13%	- -	18 19%	7 21%	1 13%	18 21%	6 17%	- -	2 13%
Never heard of	(1.0)	123 38%	3 27%	6 60%	6 50%	6 50%	53 56%	- -	6 86%	3 43%	6 75%	15 83%	50 52%	18 53%	6 75%	43 49%	20 57%	1 100%	10 63%
NET: Know		158 49%	5 45%	4 40%	4 33%	2 17%	24 26%	- -	1 14%	4 57%	1 13%	3 17%	29 30%	9 26%	1 13%	26 30%	9 26%	- -	4 25%
NET: At least heard of		200 62%	8 73%	4 40%	6 50%	6 50%	41 44%	1 100%	1 14%	4 57%	2 25%	3 17%	47 48%	16 47%	2 25%	44 51%	15 43%	- -	6 38%
Base for stats		323	11	10	12	12	94	1	7	7	8	18	97	34	8	87	35	1	16
Mean Score		2.47	2.27	2.00	1.83	1.92	1.83	2.00	1.43	2.71	1.38	1.33	1.93	1.88	1.38	1.94	1.86	1.00	1.69
Standard Deviation		1.393	1.009	1.333	.937	1.311	1.142	-	1.134	1.704	.744	.767	1.157	1.149	.744	1.135	1.216	-	1.014
Standard Error		.077	.304	.422	.271	.379	.118	-	.429	.644	.263	.181	.117	.197	.263	.122	.206	-	.254
Error variance		.01	.09	.18	.07	.14	.01	-	.18	.41	.07	.03	.01	.04	.07	.01	.04	-	.06

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well		(5.0) 31 10%	- -	3 3%	1 1%	3 4%	- -	4 4%	28 13%	3 6%	2 2%	1 2%	12 27%	10 13%	- -	12 25%
Know a fair amount		(4.0) 56 17%	3 7%	8 9%	6 9%	6 8%	4 9%	8 8%	49 23%	2 4%	5 5%	5 8%	18 41%	20 26%	2 50%	20 42%
Know just a little		(3.0) 71 22%	7 17%	19 21%	11 16%	16 20%	6 14%	22 21%	50 24%	11 23%	14 15%	16 25%	8 18%	27 36% ad	1 25%	9 19%
Heard of but know nothing about it		(2.0) 42 13%	6 14%	17 19%	7 10%	15 19%	5 12%	17 16%	23 11%	7 15%	15 16%	9 14%	4 9%	8 11%	1 25%	5 10%
Never heard of		(1.0) 123 38%	26 62%	43 48%	45 64%	39 49%	28 65%	54 51%	61 29%	24 51%	55 60%	34 52%	2 5%	11 14%	- -	2 4%
NET: Know		158 49%	10 24%	30 33%	18 26%	25 32%	10 23%	34 32%	127 60%	16 34%	21 23%	22 34%	38 86%	57 75%	3 75%	41 85%
NET: At least heard of		200 62%	16 38%	47 52%	25 36%	40 51%	15 35%	51 49%	150 71%	23 49%	36 40%	31 48%	42 95%	65 86%	4 100%	46 96%
Base for stats		323	42	90	70	79	43	105	211	47	91	65	44	76	4	48
Mean Score		2.47	1.69	2.01	1.73	1.97	1.67	1.96	2.81 b	2.00	1.73	1.92	3.77 b	3.13	3.25	3.73 b
Standard Deviation		1.393	1.000	1.166	1.102	1.165	1.040	1.176	1.415	1.234	1.055	1.108	1.097	1.215	.957	1.086
Standard Error		.077	.154	.123	.132	.131	.159	.115	.097	.180	.111	.137	.165	.139	.479	.157
Error variance		.01	.02	.02	.02	.02	.03	.01	.01	.03	.01	.02	.03	.02	.23	.02

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		323 100%	139 100%	42 100%	142 100%	40 100%	19 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Know very well	(5.0)	22 7%	1 1%	5 12% a	16 11% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 57%	- -	1 20%	- -
Know a fair amount	(4.0)	35 11%	4 3%	3 7%	28 20% a	2 5%	- -	- -	- -	1 8%	- -	1 100%	- -	- -	2 29%	- -	- -	- -
Know just a little	(3.0)	82 25%	28 20%	5 12%	49 35% ab	8 20%	3 16%	4 25%	2 50%	1 8%	- -	- -	2 18%	- -	- -	1 25%	1 20%	1 11%
Heard of but know nothing about it	(2.0)	45 14%	20 14%	6 14%	19 13%	6 15%	2 11%	1 6%	- -	2 15%	- -	- -	- -	1 100%	- -	- -	2 40%	3 33%
Never heard of	(1.0)	139 43%	86 62% c	23 55% c	30 21%	24 60%	14 74%	11 69%	2 50%	9 69%	4 100%	- -	9 82%	- -	1 14%	3 75%	1 20%	5 56%
<b>NET: Know</b>		139 43%	33 24%	13 31%	93 65% ab	10 25%	3 16%	4 25%	2 50%	2 15%	- -	1 100%	2 18%	- -	6 86%	1 25%	2 40%	1 11%
<b>NET: At least heard of</b>		184 57%	53 38%	19 45%	112 79% ab	16 40%	5 26%	5 31%	2 50%	4 31%	- -	1 100%	2 18%	1 100%	6 86%	1 25%	4 80%	4 44%
Base for stats		323	139	42	142	40	19	16	4	13	4	1	11	1	7	4	5	9
Mean Score		2.24	1.66	2.07 a	2.87 ab	1.70	1.42	1.56	2.00	1.54	1.00	4.00	1.36	2.00	4.14	1.50	2.60	1.56
Standard Deviation		1.295	.945	1.438	1.273	.966	.769	.892	1.155	.967	-	-	.809	-	1.464	1.000	1.517	.726
Standard Error		.072	.080	.222	.107	.153	.176	.223	.577	.268	-	-	.244	-	.553	.500	.678	.242
Error variance		.01	.01	.05	.01	.02	.03	.05	.33	.07	-	-	.06	-	.31	.25	.46	.06

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		323 100%	11 100%	10 100%	12 100%	12 100%	94 100%	1 100%	7 100%	7 100%	8 100%	18 100%	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	22	-	-	-	-	1	-	2	2	-	1	1	-	-	1	-	-	-
		7%	-	-	-	-	1%	-	29%	29%	-	6%	1%	-	-	1%	-	-	-
Know a fair amount	(4.0)	35	-	1	-	1	2	-	-	1	-	2	2	2	-	1	3	-	-
		11%	-	10%	-	8%	2%	-	-	14%	-	11%	2%	6%	-	1%	9% a	-	-
Know just a little	(3.0)	82	4	2	3	-	19	-	-	1	1	3	22	5	1	20	5	-	3
		25%	36%	20%	25%	-	20%	-	-	14%	13%	17%	23%	15%	13%	23%	14%	-	19%
Heard of but know nothing about it	(2.0)	45	1	-	2	2	15	1	-	-	2	3	15	4	1	13	4	-	3
		14%	9%	-	17%	17%	16%	100%	-	-	25%	17%	15%	12%	13%	15%	11%	-	19%
Never heard of	(1.0)	139	6	7	7	9	57	-	5	3	5	9	57	23	6	52	23	1	10
		43%	55%	70%	58%	75%	61%	-	71%	43%	63%	50%	59%	68%	75%	60%	66%	100%	63%
NET: Know		139	4	3	3	1	22	-	2	4	1	6	25	7	1	22	8	-	3
		43%	36%	30%	25%	8%	23%	-	29%	57%	13%	33%	26%	21%	13%	25%	23%	-	19%
NET: At least heard of		184	5	3	5	3	37	1	2	4	3	9	40	11	2	35	12	-	6
		57%	45%	30%	42%	25%	39%	100%	29%	57%	38%	50%	41%	32%	25%	40%	34%	-	38%
Base for stats		323	11	10	12	12	94	1	7	7	8	18	97	34	8	87	35	1	16
Mean Score		2.24	1.82	1.70	1.67	1.42	1.67	2.00	2.14	2.86	1.50	2.06	1.71	1.59	1.38	1.69	1.66	1.00	1.56
Standard Deviation		1.295	.982	1.160	.888	.900	.943	-	1.952	1.864	.756	1.305	.957	.957	.744	.944	1.027	-	.814
Standard Error		.072	.296	.367	.256	.260	.097	-	.738	.705	.267	.308	.097	.164	.263	.101	.174	-	.203
Error variance		.01	.09	.13	.07	.07	.01	-	.54	.50	.07	.09	.01	.03	.07	.01	.03	-	.04

## P013002 Nominet Listening Process 2021 Phase 2

**Q16.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: Listed below are five social impact partner programmes funded by Nominet in the last three years. Before today, to what extent, if at all, did you know about each of the following?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		323 100%	42 100%	90 100%	70 100%	79 100%	43 100%	105 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Know very well	(5.0)	22 7%	3 7%	1 1%	5 7% b	1 1%	4 9% b	1 1%	21 10%	1 2%	4 4%	- -	7 16%	7 9%	- -	7 15%
Know a fair amount	(4.0)	35 11%	3 7%	1 1%	4 6%	1 1%	3 7%	2 2%	31 15%	2 4%	5 5%	1 2%	12 27%	13 17%	- -	12 25%
Know just a little	(3.0)	82 25%	4 10%	24 27% a	10 14%	19 24%	5 12%	26 25%	65 31%	11 23%	12 13%	19 29% a	12 27%	28 37%	3 75%	15 31%
Heard of but know nothing about it	(2.0)	45 14%	8 19%	12 13%	13 19%	10 13%	7 16%	13 12%	28 13%	2 4%	17 19%	7 11%	4 9%	13 17%	- -	4 8%
Never heard of	(1.0)	139 43%	24 57%	52 58%	38 54%	48 61%	24 56%	63 60%	66 31%	31 66% a	53 58%	38 58%	9 20%	15 20%	1 25%	10 21%
NET: Know		139 43%	10 24%	26 29%	19 27%	21 27%	12 28%	29 28%	117 55% b	14 30%	21 23%	20 31%	31 70%	48 63%	3 75%	34 71%
NET: At least heard of		184 57%	18 43%	38 42%	32 46%	31 39%	19 44%	42 40%	145 69% b	16 34%	38 42%	27 42%	35 80%	61 80%	3 75%	38 79%
Base for stats		323	42	90	70	79	43	105	211	47	91	65	44	76	4	48
Mean Score		2.24	1.88	1.74	1.93	1.70	1.98	1.71	2.59 b	1.72	1.79	1.74	3.09	2.79	2.50	3.04
Standard Deviation		1.295	1.273	.966	1.255	.965	1.354	.968	1.329	1.097	1.140	.940	1.361	1.215	1.000	1.336
Standard Error		.072	.196	.102	.150	.109	.206	.094	.092	.160	.120	.117	.205	.139	.500	.193
Error variance		.01	.04	.01	.02	.01	.04	.01	.01	.03	.01	.01	.04	.02	.25	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary Table: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

Significance Level: 95%

	Scale							
Total	Strongly support	Tend to support	Tend to oppose	Strongly oppose	Don't know	NET: Support	NET: Oppose	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h
320 100%	110 34%	115 36%	21 7%	23 7%	51 16%	225 70%	44 14%	3.16
320 100%	162 51%	78 24%	14 4%	18 6%	48 15%	240 75%	32 10%	3.41
320 100%	164 51%	78 24%	13 4%	18 6%	47 15%	242 76%	31 10%	3.42
320 100%	115 36%	100 31%	13 4%	16 5%	76 24%	215 67%	29 9%	3.29
320 100%	152 48%	82 26%	14 4%	17 5%	55 17%	234 73%	31 10%	3.39

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Support: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Development of a dedicated Scouts badge focused on improving online safety	225 70%	70 51%	34 81% a	121 86% a	23 58%	7 39%	6 38%	3 75%	5 38%	1 25%	1 100%	11 100%	1 100%	7 100%	4 100%	4 80%	5 56%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	240 75%	78 57%	32 76% a	130 93% ab	27 68%	8 44%	6 38%	3 75%	5 38%	1 25%	1 100%	10 91%	1 100%	7 100%	4 100%	3 60%	5 56%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	242 76%	78 57%	33 79% a	131 94% ab	27 68%	9 50%	7 44%	3 75%	6 46%	1 25%	1 100%	10 91%	1 100%	7 100%	4 100%	4 80%	5 56%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	215 67%	70 51%	25 60%	120 86% ab	25 63%	8 44%	6 38%	3 75%	3 23%	1 25%	- -	9 82%	1 100%	5 71%	4 100%	3 60%	2 22%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	234 73%	73 53%	34 81% a	127 91% a	27 68%	8 44%	4 25%	3 75%	3 23%	1 25%	1 100%	11 100%	1 100%	7 100%	4 100%	4 80%	5 56%



## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Support: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Development of a dedicated Scouts badge focused on improving online safety	225 70%	6 55%	5 50%	5 42%	9 75%	45 48%	1 100%	6 86%	5 71%	7 88%	14 78%	54 56%	14 41%	2 25%	39 45%	21 60%	1 100%	9 56%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	240 75%	8 73%	6 60%	7 58%	7 58%	50 54%	1 100%	6 86%	5 71%	6 75%	13 72%	57 59%	18 53%	3 38%	42 49%	25 71% a	1 100%	10 63%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	242 76%	5 45%	6 60%	9 75%	9 75%	49 53%	1 100%	6 86%	5 71%	7 88%	14 78%	55 57%	20 59%	3 38%	41 48%	28 80% a	1 100%	8 50%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	215 67%	9 82%	5 50%	7 58%	5 42%	44 47%	1 100%	4 57%	5 71%	5 63%	10 56%	50 52%	17 50%	3 38%	38 44%	22 63%	1 100%	9 56%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	234 73%	8 73%	4 40%	8 67%	8 67%	45 48%	1 100%	6 86%	5 71%	6 75%	15 83%	54 56%	16 47%	3 38%	40 47%	23 66%	1 100%	9 56%

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Support: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
Development of a dedicated Scouts badge focused on improving online safety	225 70%	33 79% bd	42 47%	51 73% bd	35 45%	34 79% b	51 49%	182 86% b	8 17%	63 69% b	30 46%	38 86%	66 87%	4 100%	42 88%	
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	240 75%	35 83% bd	47 53%	55 79% bd	37 47%	34 79% b	57 55%	194 92% b	11 23%	66 73% b	33 51%	41 93%	72 95%	4 100%	45 94%	
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	242 76%	36 86% bd	45 51%	56 80% bd	37 47%	36 84% b	58 56%	190 90% b	14 30%	68 75% b	33 51%	42 95%	72 95%	4 100%	46 96%	
Working with Micro:bit Educational Foundation to launch micro:bit classroom	215 67%	32 76% bd	43 48%	47 67% bd	34 44%	30 70% b	50 48%	177 84% b	12 26%	53 58% b	31 48%	38 86%	66 87%	3 75%	41 85%	
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	234 73%	34 81% bd	44 49%	54 77% bd	36 46%	33 77% b	53 51%	186 88% b	12 26%	65 71% b	30 46%	40 91%	70 92%	3 75%	43 90%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Oppose: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
s	44 14%	39 28% bc	- - 4%	9 23%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
	32 10%	30 22% bc	1 2% 1%	5 13%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	1 20%	- -
d al	31 10%	30 22% bc	- - 1%	5 13%	7 39%	5 31%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
	29 9%	27 20% bc	- - 1%	4 10%	6 33%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
a	31 10%	30 22% bc	1 2% -	4 10%	7 39%	7 44%	- -	5 38%	- -	- -	- -	- -	- -	- -	- -	1 11%

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Oppose: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Development of a dedicated Scouts badge focused on improving online safety	44 14%	2 18%	4 40%	4 33%	1 8%	28 30%	- -	- -	- -	- -	- -	23 24%	12 35%	4 50%	32 37% b	6 17%	- -	1 6%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	32 10%	1 9%	3 30%	2 17%	2 17%	22 24%	- -	- -	- -	- -	1 6%	20 21%	6 18%	4 50%	25 29% b	3 9%	- -	2 13%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	31 10%	2 18%	2 20%	2 17%	1 8%	23 25%	- -	- -	- -	- -	- -	21 22%	5 15%	4 50%	26 30% b	2 6%	- -	2 13%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	29 9%	- -	3 30%	2 17%	1 8%	21 23%	- -	- -	- -	- -	- -	19 20%	5 15%	3 38%	23 27% b	2 6%	- -	2 13%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	31 10%	- -	4 40%	2 17%	1 8%	23 25%	- -	- -	- -	1 13%	- -	19 20%	7 21%	4 50%	25 29% b	3 9%	- -	2 13%

## P013002 Nominet Listening Process 2021 Phase 2

### Q17. Summary - Oppose: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Development of a dedicated Scouts badge focused on improving online safety	44 14%	4 10%	32 36% ac	3 4%	30 38% ac	2 5%	35 34% a	9 4%	25 53% a	8 9%	25 38% a	2 5%	2 3%	- -	2 4%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	32 10%	2 5%	25 28% ac	1 1%	26 33% ac	2 5%	28 27% a	4 2%	23 49% a	5 5%	22 34% a	- -	- -	- -	- -
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	31 10%	2 5%	25 28% ac	2 3%	25 32% ac	2 5%	27 26% a	5 2%	21 45% a	5 5%	19 29% a	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	29 9%	2 5%	22 25% ac	1 1%	24 31% ac	2 5%	25 24% a	3 1%	20 43% a	5 5%	17 26% a	1 2%	- -	- -	1 2%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	31 10%	3 7%	24 27% ac	2 3%	25 32% ac	3 7%	28 27% a	4 2%	22 47% a	7 8%	21 32% a	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.1. Development of a dedicated Scouts badge focused on improving online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Strongly support	(4.0)	110 34%	21 15%	19 45% a	70 50% a	6 15%	2 11%	1 6%	1 25%	2 15%	- -	1 100%	5 45%	1 100%	5 71%	3 75%	3 60%	1 11%
Tend to support	(3.0)	115 36%	49 36%	15 36%	51 36%	17 43%	5 28%	5 31%	2 50%	3 23%	1 25%	- -	6 55%	- -	2 29%	1 25%	1 20%	4 44%
Tend to oppose	(2.0)	21 7%	18 13% bc	- -	3 2%	6 15%	1 6%	2 13%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	23 7%	21 15% bc	- -	2 1%	3 8%	6 33%	4 25%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		51 16%	29 21% c	8 19%	14 10%	8 20%	4 22%	4 25%	1 25%	5 38%	3 75%	- -	- -	- -	- -	- -	1 20%	4 44%
<b>NET: Support</b>		225 70%	70 51%	34 81% a	121 86% a	23 58%	7 39%	6 38%	3 75%	5 38%	1 25%	1 100%	11 100%	1 100%	7 100%	4 100%	4 80%	5 56%
<b>NET: Oppose</b>		44 14%	39 28% bc	- -	5 4%	9 23%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		269	109	34	126	32	14	12	3	8	1	1	11	1	7	4	4	5
Mean Score		3.16	2.64	3.56 a	3.50 a	2.81	2.21	2.25	3.33	2.75	3.00	4.00	3.45	4.00	3.71	3.75	3.75	3.20
Standard Deviation		.898	1.005	.504	.629	.859	1.188	1.055	.577	1.035	-	-	.522	-	.488	.500	.500	.447
Standard Error		.055	.096	.086	.056	.152	.318	.305	.333	.366	-	-	.157	-	.184	.250	.250	.200
Error variance		*	.01	.01	*	.02	.10	.09	.11	.13	-	-	.02	-	.03	.06	.06	.04

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.1. Development of a dedicated Scouts badge focused on improving online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	110 34%	1 9%	2 20%	1 8%	4 33%	13 14%	1 100%	2 29%	3 43%	4 50%	9 50%	15 16%	5 15%	1 13%	12 14%	5 14%	- -	4 25%
Tend to support	(3.0)	115 36%	5 45%	3 30%	4 33%	5 42%	32 34%	- -	4 57%	2 29%	3 38%	5 28%	39 41%	9 26%	1 13%	27 31%	16 46%	1 100%	5 31%
Tend to oppose	(2.0)	21 7%	1 9%	1 10%	3 25%	- -	13 14%	- -	- -	- -	- -	- -	11 11%	6 18%	1 13%	14 16%	4 11%	- -	- -
Strongly oppose	(1.0)	23 7%	1 9%	3 30%	1 8%	1 8%	15 16%	- -	- -	- -	- -	- -	12 13%	6 18%	3 38%	18 21%	2 6%	- -	1 6%
Don't know		51 16%	3 27%	1 10%	3 25%	2 17%	20 22%	- -	1 14%	2 29%	1 13%	4 22%	19 20%	8 24%	2 25%	15 17%	8 23%	- -	6 38%
NET: Support		225 70%	6 55%	5 50%	5 42%	9 75%	45 48%	1 100%	6 86%	5 71%	7 88%	14 78%	54 56%	14 41%	2 25%	39 45%	21 60%	1 100%	9 56%
NET: Oppose		44 14%	2 18%	4 40%	4 33%	1 8%	28 30%	- -	- -	- -	- -	- -	23 24%	12 35%	4 50%	32 37%	6 17%	- -	1 6%
Base for stats		269	8	9	9	10	73	1	6	5	7	14	77	26	6	71	27	1	10
Mean Score		3.16	2.75	2.44	2.56	3.20	2.59	4.00	3.33	3.60	3.57	3.64	2.74	2.50	2.00	2.46	2.89	3.00	3.20
Standard Deviation		.898	.886	1.236	.882	.919	1.012	-	.516	.548	.535	.497	.951	1.068	1.265	1.053	.801	-	.919
Standard Error		.055	.313	.412	.294	.291	.118	-	.211	.245	.202	.133	.108	.209	.516	.125	.154	-	.291
Error variance		*	.10	.17	.09	.08	.01	-	.04	.06	.04	.02	.01	.04	.27	.02	.02	-	.08

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.1. Development of a dedicated Scouts badge focused on improving online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	110 34%	16 38% bd	14 16%	25 36% bd	12 15%	17 40% b	14 13%	99 47% b	3 6%	31 34% b	8 12%	26 59%	36 47%	1 25%	27 56%
Tend to support	(3.0)	115 36%	17 40%	28 31%	26 37%	23 29%	17 40%	37 36%	83 39% b	5 11%	32 35%	22 34%	12 27%	30 39%	3 75%	15 31%
Tend to oppose	(2.0)	21 7%	2 5%	15 17% c	2 3%	13 17% c	- -	16 15% a	7 3%	9 19% a	4 4%	13 20% a	1 2%	1 1%	- -	1 2%
Strongly oppose	(1.0)	23 7%	2 5%	17 19% ac	1 1%	17 22% ac	2 5%	19 18% a	2 1%	16 34% a	4 4%	12 18% a	1 2%	1 1%	- -	1 2%
Don't know		51 16%	5 12%	15 17%	16 23%	13 17%	7 16%	18 17%	20 9%	14 30% a	20 22%	10 15%	4 9%	8 11%	- -	4 8%
NET: Support		225 70%	33 79% bd	42 47%	51 73% bd	35 45%	34 79% b	51 49%	182 86% b	8 17%	63 69% b	30 46%	38 86%	66 87%	4 100%	42 88%
NET: Oppose		44 14%	4 10%	32 36% ac	3 4%	30 38% ac	2 5%	35 34% a	9 4%	25 53% a	8 9%	25 38% a	2 5%	2 3%	- -	2 4%
Base for stats		269	37	74	54	65	36	86	191	33	71	55	40	68	4	44
Mean Score		3.16	3.27 bd	2.53	3.39 bd	2.46	3.36 b	2.53	3.46 b	1.85	3.27 b	2.47	3.58	3.49	3.25	3.55
Standard Deviation		.898	.804	1.050	.656	1.076	.762	1.014	.622	1.004	.810	.997	.675	.611	.500	.663
Standard Error		.055	.132	.122	.089	.134	.127	.109	.045	.175	.096	.134	.107	.074	.250	.100
Error variance		*	.02	.01	.01	.02	.02	.01	*	.03	.01	.02	.01	.01	.06	.01



## P013002 Nominet Listening Process 2021 Phase 2

**Q17.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Strongly support	(4.0)	162 51%	34 25%	24 57% a	104 74% ab	13 33%	4 22%	2 13%	3 75%	2 15%	1 25%	1 100%	7 64%	1 100%	6 86%	4 100%	2 40%	2 22%
Tend to support	(3.0)	78 24%	44 32% c	8 19%	26 19%	14 35%	4 22%	4 25%	- -	3 23%	- -	- -	3 27%	- -	1 14%	- -	1 20%	3 33%
Tend to oppose	(2.0)	14 4%	12 9% c	1 2%	1 1%	2 5%	1 6%	3 19%	- -	2 15%	- -	- -	- -	- -	- -	- -	1 20%	- -
Strongly oppose	(1.0)	18 6%	18 13% bc	- -	- -	3 8%	6 33%	3 19%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		48 15%	30 22% c	9 21% c	9 6%	8 20%	3 17%	4 25%	1 25%	5 38%	3 75%	- -	1 9%	- -	- -	- -	1 20%	4 44%
<b>NET: Support</b>		240 75%	78 57%	32 76% a	130 93% ab	27 68%	8 44%	6 38%	3 75%	5 38%	1 25%	1 100%	10 91%	1 100%	7 100%	4 100%	3 60%	5 56%
<b>NET: Oppose</b>		32 10%	30 22% bc	1 2%	1 1%	5 13%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	1 20%	- -
Base for stats		272	108	33	131	32	15	12	3	8	1	1	10	1	7	4	4	5
Mean Score		3.41	2.87	3.70 a	3.79 a	3.16	2.40	2.42	4.00	2.75	4.00	4.00	3.70	4.00	3.86	4.00	3.25	3.40
Standard Deviation		.863	1.042	.529	.430	.920	1.298	1.084	-	1.035	-	-	.483	-	.378	-	.957	.548
Standard Error		.052	.100	.092	.038	.163	.335	.313	-	.366	-	-	.153	-	.143	-	.479	.245
Error variance		*	.01	.01	*	.03	.11	.10	-	.13	-	-	.02	-	.02	-	.23	.06

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	162 51%	2 18%	1 10%	5 42%	3 25%	23 25%	1 100%	4 57%	4 57%	5 63%	10 56%	23 24%	10 29%	1 13%	16 19%	14 40% a	- -	4 25%
Tend to support	(3.0)	78 24%	6 55%	5 50%	2 17%	4 33%	27 29%	- -	2 29%	1 14%	1 13%	3 17%	34 35%	8 24%	2 25%	26 30%	11 31%	1 100%	6 38%
Tend to oppose	(2.0)	14 4%	1 9%	1 10%	1 8%	1 8%	8 9%	- -	- -	- -	- -	1 6%	11 11% b	- -	1 13%	10 12%	1 3%	- -	1 6%
Strongly oppose	(1.0)	18 6%	- -	2 20%	1 8%	1 8%	14 15%	- -	- -	- -	- -	- -	9 9%	6 18%	3 38%	15 17%	2 6%	- -	1 6%
Don't know		48 15%	2 18%	1 10%	3 25%	3 25%	21 23%	- -	1 14%	2 29%	2 25%	4 22%	19 20%	10 29%	1 13%	19 22%	7 20%	- -	4 25%
NET: Support		240 75%	8 73%	6 60%	7 58%	7 58%	50 54%	1 100%	6 86%	5 71%	6 75%	13 72%	57 59%	18 53%	3 38%	42 49%	25 71% a	1 100%	10 63%
NET: Oppose		32 10%	1 9%	3 30%	2 17%	2 17%	22 24%	- -	- -	- -	- -	1 6%	20 21%	6 18%	4 50%	25 29% b	3 9%	- -	2 13%
Base for stats		272	9	9	9	9	72	1	6	5	6	14	77	24	7	67	28	1	12
Mean Score		3.41	3.11	2.56	3.22	3.00	2.82	4.00	3.67	3.80	3.83	3.64	2.92	2.92	2.14	2.64	3.32	3.00	3.08
Standard Deviation		.863	.601	1.014	1.093	1.000	1.092	-	.516	.447	.408	.633	.957	1.213	1.215	1.083	.863	-	.900
Standard Error		.052	.200	.338	.364	.333	.129	-	.211	.200	.167	.169	.109	.248	.459	.132	.163	-	.260
Error variance		*	.04	.11	.13	.11	.02	-	.04	.04	.03	.03	.01	.06	.21	.02	.03	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.2. Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	162 51%	23 55% bd	19 21%	38 54% bd	13 17%	24 56% b	23 22%	141 67% b	4 9%	42 46% b	12 18%	40 91% b	51 67%	2 50%	42 88% b
Tend to support	(3.0)	78 24%	12 29%	28 31%	17 24%	24 31%	10 23%	34 33%	53 25%	7 15%	24 26%	21 32%	1 2%	21 28% ad	2 50%	3 6%
Tend to oppose	(2.0)	14 4%	- -	11 12% ac	- -	12 15% ac	- -	12 12% a	2 1%	9 19% a	1 1%	12 18% a	- -	- -	- -	- -
Strongly oppose	(1.0)	18 6%	2 5%	14 16% c	1 1%	14 18% ac	2 5%	16 15%	2 1%	14 30% a	4 4%	10 15% a	- -	- -	- -	- -
Don't know		48 15%	5 12%	17 19%	14 20%	15 19%	7 16%	19 18%	13 6%	13 28% a	20 22%	10 15%	3 7%	4 5%	- -	3 6%
NET: Support		240 75%	35 83% bd	47 53%	55 79% bd	37 47%	34 79% b	57 55%	194 92% b	11 23%	66 73% b	33 51%	41 93%	72 95%	4 100%	45 94%
NET: Oppose		32 10%	2 5%	25 28% ac	1 1%	26 33% ac	2 5%	28 27% a	4 2%	23 49% a	5 5%	22 34% a	- -	- -	- -	- -
Base for stats		272	37	72	56	63	36	85	198	34	71	55	41	72	4	45
Mean Score		3.41	3.51 bd	2.72	3.64 bd	2.57	3.56 b	2.75	3.68 b	2.03	3.46 b	2.64	3.98 b	3.71	3.50	3.93 b
Standard Deviation		.863	.768	1.064	.586	1.058	.773	1.057	.547	1.058	.790	1.025	.156	.458	.577	.252
Standard Error		.052	.126	.125	.078	.133	.129	.115	.039	.182	.094	.138	.024	.054	.289	.038
Error variance		*	.02	.02	.01	.02	.02	.01	*	.03	.01	.02	*	*	.08	*

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Strongly support	(4.0)	164 51%	34 25%	27 64% a	103 74% a	12 30%	4 22%	2 13%	2 50%	2 15%	1 25%	1 100%	6 55%	1 100%	7 100%	4 100%	3 60%	4 44%
Tend to support	(3.0)	78 24%	44 32% bc	6 14%	28 20%	15 38%	5 28%	5 31%	1 25%	4 31%	- -	- -	4 36%	- -	- -	- -	1 20%	1 11%
Tend to oppose	(2.0)	13 4%	12 9% bc	- -	1 1%	2 5%	2 11%	2 13%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	18 6%	18 13% bc	- -	- -	3 8%	5 28%	3 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		47 15%	30 22% c	9 21% c	8 6%	8 20%	2 11%	4 25%	1 25%	5 38%	3 75%	- -	1 9%	- -	- -	- -	1 20%	4 44%
<b>NET: Support</b>		242 76%	78 57%	33 79% a	131 94% ab	27 68%	9 50%	7 44%	3 75%	6 46%	1 25%	1 100%	10 91%	1 100%	7 100%	4 100%	4 80%	5 56%
<b>NET: Oppose</b>		31 10%	30 22% bc	- -	1 1%	5 13%	7 39%	5 31%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		273	108	33	132	32	16	12	3	8	1	1	10	1	7	4	4	5
Mean Score		3.42	2.87	3.82 a	3.77 a	3.13	2.50	2.50	3.67	3.00	4.00	4.00	3.60	4.00	4.00	4.00	3.75	3.80
Standard Deviation		.859	1.042	.392	.438	.907	1.211	1.087	.577	.756	-	-	.516	-	-	-	.500	.447
Standard Error		.052	.100	.068	.038	.160	.303	.314	.333	.267	-	-	.163	-	-	-	.250	.200
Error variance		*	.01	*	*	.03	.09	.10	.11	.07	-	-	.03	-	-	-	.06	.04

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
164 51%	1 9%	1 10%	5 42%	5 42%	22 24%	1 100%	5 71%	5 71%	6 75%	10 56%	22 23%	11 32%	1 13%	17 20%	13 37% a	- -	4 25%
78 24%	4 36%	5 50%	4 33%	4 33%	27 29%	- -	1 14%	- -	1 13%	4 22%	33 34%	9 26%	2 25%	24 28%	15 43%	1 100%	4 25%
13 4%	2 18%	1 10%	1 8%	- -	8 9%	- -	- -	- -	- -	- -	11 11% b	- -	1 13%	11 13% b	- -	- -	1 6%
18 6%	- -	1 10%	1 8%	1 8%	15 16%	- -	- -	- -	- -	- -	10 10%	5 15%	3 38%	15 17%	2 6%	- -	1 6%
47 15%	4 36%	2 20%	1 8%	2 17%	21 23%	- -	1 14%	2 29%	1 13%	4 22%	20 21%	9 26%	1 13%	19 22%	5 14%	- -	6 38%
242 76%	5 45%	6 60%	9 75%	9 75%	49 53%	1 100%	6 86%	5 71%	7 88%	14 78%	55 57%	20 59%	3 38%	41 48%	28 80% a	1 100%	8 50%
31 10%	2 18%	2 20%	2 17%	1 8%	23 25%	- -	- -	- -	- -	- -	21 22%	5 15%	4 50%	26 30% b	2 6%	- -	2 13%
273 3.42	7 2.86	8 2.75	11 3.18	10 3.30	72 2.78	1 4.00	6 3.83	5 4.00	7 3.86	14 3.71	76 2.88	25 3.04	7 2.14	67 2.64	30 3.30 a	1 3.00	10 3.10
.859	.690	.886	.982	.949	1.103	-	.408	-	.378	.469	.979	1.136	1.215	1.097	.794	-	.994
.052	.261	.313	.296	.300	.130	-	.167	-	.143	.125	.112	.227	.459	.134	.145	-	.314
*	.07	.10	.09	.09	.02	-	.03	-	.02	.02	.01	.05	.21	.02	.02	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.3. Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	164 51%	26 62% bd	19 21%	42 60% bd	13 17%	28 65% b	22 21%	145 69% b	5 11%	45 49% b	12 18%	39 89% b	49 64%	2 50%	41 85% b
Tend to support	(3.0)	78 24%	10 24%	26 29%	14 20%	24 31%	8 19%	36 35%	45 21%	9 19%	23 25%	21 32%	3 7%	23 30% ad	2 50%	5 10%
Tend to oppose	(2.0)	13 4%	- -	10 11% ac	1 1% ac	11 14% ac	- -	11 11% a	3 1%	8 17% a	2 2%	10 15% a	- -	- -	- -	- -
Strongly oppose	(1.0)	18 6%	2 5%	15 17% c	1 1% ac	14 18% ac	2 5%	16 15%	2 1%	13 28% a	3 3%	9 14% a	- -	- -	- -	- -
Don't know		47 15%	4 10%	19 21%	12 17%	16 21%	5 12%	19 18%	16 8%	12 26% a	18 20%	13 20%	2 5%	4 5%	- -	2 4%
NET: Support		242 76%	36 86% bd	45 51%	56 80% bd	37 47%	36 84% b	58 56%	190 90% b	14 30%	68 75% b	33 51%	42 95%	72 95%	4 100%	46 96%
NET: Oppose		31 10%	2 5%	25 28% ac	2 3% ac	25 32% ac	2 5%	27 26% a	5 2%	21 45% a	5 5%	19 29% a	- -	- -	- -	- -
Base for stats		273	38	70	58	62	38	85	195	35	73	52	42	72	4	46
Mean Score		3.42	3.58 bd	2.70	3.67 bd	2.58	3.63 b	2.75	3.71 b	2.17	3.51 b	2.69	3.93 b	3.68	3.50	3.89 b
Standard Deviation		.859	.758	1.095	.604	1.064	.751	1.045	.548	1.098	.748	1.020	.261	.470	.577	.315
Standard Error		.052	.123	.131	.079	.135	.122	.113	.039	.186	.088	.141	.040	.055	.289	.046
Error variance		*	.02	.02	.01	.02	.01	.01	*	.03	.01	.02	*	*	.08	*

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Strongly support	(4.0)	115 36%	23 17%	16 38% a	76 54% a	10 25%	2 11%	1 6%	1 25%	1 8%	- -	- -	4 36%	1 100%	5 71%	3 75%	2 40%	1 11%
Tend to support	(3.0)	100 31%	47 34%	9 21%	44 31%	15 38%	6 33%	5 31%	2 50%	2 15%	1 25%	- -	5 45%	- -	- -	1 25%	1 20%	1 11%
Tend to oppose	(2.0)	13 4%	11 8%	- -	2 1%	1 3%	2 11%	3 19%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	16 5%	16 12% bc	- -	- -	3 8%	4 22%	3 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		76 24%	41 30% c	17 40% c	18 13%	11 28%	4 22%	4 25%	1 25%	7 54%	3 75%	1 100%	2 18%	- -	2 29%	- -	2 40%	7 78%
<b>NET: Support</b>		215 67%	70 51%	25 60%	120 86% ab	25 63%	8 44%	6 38%	3 75%	3 23%	1 25%	- -	9 82%	1 100%	5 71%	4 100%	3 60%	2 22%
<b>NET: Oppose</b>		29 9%	27 20% bc	- -	2 1%	4 10%	6 33%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		244	97	25	122	29	14	12	3	6	1	-	9	1	5	4	3	2
Mean Score		3.29	2.79	3.64	3.61 a	3.10	2.43	2.33	3.33	2.67	3.00	-	3.44	4.00	4.00	3.75	3.67	3.50
Standard Deviation		.841	.989	.490	.523	.900	1.089	.985	.577	.816	-	-	.527	-	-	.500	.577	.707
Standard Error		.054	.100	.098	.047	.167	.291	.284	.333	.333	-	-	.176	-	-	.250	.333	.500
Error variance		*	.01	.01	*	.03	.08	.08	.11	.11	-	-	.03	-	-	.06	.11	.25

## P013002 Nominet Listening Process 2021 Phase 2

### Q17.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	115 36%	2 18%	- -	3 25%	3 25%	15 16%	1 100%	1 14%	3 43%	4 50%	7 39%	13 14%	9 26%	1 13%	11 13%	9 26%	- -	3 19%
Tend to support	(3.0)	100 31%	7 64%	5 50%	4 33%	2 17%	29 31%	- -	3 43%	2 29%	1 13%	3 17%	37 39%	8 24%	2 25%	27 31%	13 37%	1 100%	6 38%
Tend to oppose	(2.0)	13 4%	- -	2 20%	1 8%	- -	8 9%	- -	- -	- -	- -	- -	10 10%	- -	1 13%	10 12% b	- -	- -	1 6%
Strongly oppose	(1.0)	16 5%	- -	1 10%	1 8%	1 8%	13 14%	- -	- -	- -	- -	- -	9 9%	5 15%	2 25%	13 15%	2 6%	- -	1 6%
Don't know		76 24%	2 18%	2 20%	3 25%	6 50%	28 30%	- -	3 43%	2 29%	3 38%	8 44%	27 28%	12 35%	2 25%	25 29%	11 31%	- -	5 31%
NET: Support		215 67%	9 82%	5 50%	7 58%	5 42%	44 47%	1 100%	4 57%	5 71%	5 63%	10 56%	50 52%	17 50%	3 38%	38 44%	22 63%	1 100%	9 56%
NET: Oppose		29 9%	- -	3 30%	2 17%	1 8%	21 23%	- -	- -	- -	- -	- -	19 20%	5 15%	3 38%	23 27% b	2 6%	- -	2 13%
Base for stats		244	9	8	9	6	65	1	4	5	5	10	69	22	6	61	24	1	11
Mean Score		3.29	3.22	2.50	3.00	3.17	2.71	4.00	3.25	3.60	3.80	3.70	2.78	2.95	2.33	2.59	3.21	3.00	3.00
Standard Deviation		.841	.441	.756	1.000	1.169	1.042	-	.500	.548	.447	.483	.905	1.174	1.211	1.023	.833	-	.894
Standard Error		.054	.147	.267	.333	.477	.129	-	.250	.245	.200	.153	.109	.250	.494	.131	.170	-	.270
Error variance		*	.02	.07	.11	.23	.02	-	.06	.06	.04	.02	.01	.06	.24	.02	.03	-	.07



## P013002 Nominet Listening Process 2021 Phase 2

**Q17.4. Working with Micro:bit Educational Foundation to launch micro:bit classroom: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	115 36%	14 33% bd	15 17%	24 34% bd	9 12%	16 37% b	15 14%	103 49% b	4 9%	28 31% b	9 14%	28 64%	37 49%	3 75%	31 65%
Tend to support	(3.0)	100 31%	18 43%	28 31%	23 33%	25 32%	14 33%	35 34%	74 35% b	8 17%	25 27%	22 34%	10 23%	29 38% d	- -	10 21%
Tend to oppose	(2.0)	13 4%	- -	9 10% ac	- -	11 14% ac	- -	11 11% a	1 *	9 19% a	2 2%	9 14% a	1 2%	- -	- -	1 2%
Strongly oppose	(1.0)	16 5%	2 5%	13 15% c	1 1% c	13 17% c	2 5%	14 13%	2 1%	11 23% a	3 3%	8 12% a	- -	- -	- -	- -
Don't know		76 24%	8 19%	24 27%	22 31%	20 26%	11 26%	29 28%	31 15%	15 32% a	33 36%	17 26%	5 11%	10 13%	1 25%	6 13%
NET: Support		215 67%	32 76% bd	43 48%	47 67% bd	34 44%	30 70% b	50 48%	177 84% b	12 26%	53 58%	31 48%	38 86%	66 87%	3 75%	41 85%
NET: Oppose		29 9%	2 5%	22 25% ac	1 1% ac	24 31% ac	2 5%	25 24% a	3 1%	20 43% a	5 5%	17 26% a	1 2%	- -	- -	1 2%
Base for stats		244	34	65	48	58	32	75	180	32	58	48	39	66	3	42
Mean Score		3.29	3.29 bd	2.69	3.46 bd	2.52	3.38 b	2.68	3.54 b	2.16	3.34 b	2.67	3.69	3.56	4.00	3.71
Standard Deviation		.841	.760	1.045	.617	1.013	.793	1.002	.572	1.051	.785	.975	.521	.500	-	.508
Standard Error		.054	.130	.130	.089	.133	.140	.116	.043	.186	.103	.141	.083	.062	-	.078
Error variance		*	.02	.02	.01	.02	.02	.01	*	.03	.01	.02	.01	*	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																		
Total		320 100%	138 100%	42 100%	140 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Strongly support	(4.0)	152 48%	30 22%	23 55% a	99 71% a	10 25%	3 17%	2 13%	2 50%	2 15%	1 25%	- -	6 55%	1 100%	6 86%	3 75%	3 60%	3 33%
Tend to support	(3.0)	82 26%	43 31% c	11 26%	28 20%	17 43%	5 28%	2 13%	1 25%	1 8%	- -	1 100%	5 45%	- -	1 14%	1 25%	1 20%	2 22%
Tend to oppose	(2.0)	14 4%	13 9% c	1 2%	- -	- -	2 11%	4 25%	- -	4 31%	- -	- -	- -	- -	- -	- -	- -	1 11%
Strongly oppose	(1.0)	17 5%	17 12% bc	- -	- -	4 10%	5 28%	3 19%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		55 17%	35 25% c	7 17%	13 9%	9 23%	3 17%	5 31%	1 25%	5 38%	3 75%	- -	- -	- -	- -	- -	1 20%	3 33%
<b>NET: Support</b>		234 73%	73 53%	34 81% a	127 91% a	27 68%	8 44%	4 25%	3 75%	3 23%	1 25%	1 100%	11 100%	1 100%	7 100%	4 100%	4 80%	5 56%
<b>NET: Oppose</b>		31 10%	30 22% bc	1 2%	- -	4 10%	7 39%	7 44%	- -	5 38%	- -	- -	- -	- -	- -	- -	- -	1 11%
Base for stats		265	103	35	127	31	15	11	3	8	1	1	11	1	7	4	4	6
Mean Score		3.39	2.83	3.63 a	3.78 a	3.06	2.40	2.27	3.67	2.50	4.00	3.00	3.55	4.00	3.86	3.75	3.75	3.33
Standard Deviation		.855	1.030	.547	.416	.929	1.183	1.104	.577	1.069	-	-	.522	-	.378	.500	.500	.816
Standard Error		.053	.101	.092	.037	.167	.306	.333	.333	.378	-	-	.157	-	.143	.250	.250	.333
Error variance		*	.01	.01	*	.03	.09	.11	.11	.14	-	-	.02	-	.02	.06	.06	.11

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		320 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	152 48%	3 27%	1 10%	4 33%	2 17%	20 22%	1 100%	4 57%	3 43%	4 50%	10 56%	22 23%	7 21%	1 13%	14 16%	12 34%	- a	4 25%
Tend to support	(3.0)	82 26%	5 45%	3 30%	4 33%	6 50%	25 27%	- -	2 29%	2 29%	2 25%	5 28%	32 33%	9 26%	2 25%	26 30%	11 31%	1 100%	5 31%
Tend to oppose	(2.0)	14 4%	- -	3 30%	1 8%	- -	9 10%	- -	- -	- -	1 13%	- -	11 11%	1 3%	1 13%	11 13%	1 3%	- -	1 6%
Strongly oppose	(1.0)	17 5%	- -	1 10%	1 8%	1 8%	14 15%	- -	- -	- -	- -	- -	8 8%	6 18%	3 38%	14 16%	2 6%	- -	1 6%
Don't know		55 17%	3 27%	2 20%	2 17%	3 25%	25 27%	- -	1 14%	2 29%	1 13%	3 17%	23 24%	11 32%	1 13%	21 24%	9 26%	- -	5 31%
NET: Support		234 73%	8 73%	4 40%	8 67%	8 67%	45 48%	1 100%	6 86%	5 71%	6 75%	15 83%	54 56%	16 47%	3 38%	40 47%	23 66%	1 100%	9 56%
NET: Oppose		31 10%	- -	4 40%	2 17%	1 8%	23 25%	- -	- -	- -	1 13%	- -	19 20%	7 21%	4 50%	25 29%	3 9%	- b	2 13%
Base for stats		265	8	8	10	9	68	1	6	5	7	15	73	23	7	65	26	1	11
Mean Score		3.39	3.38	2.50	3.10	3.00	2.75	4.00	3.67	3.60	3.43	3.67	2.93	2.74	2.14	2.62	3.27	3.00	3.09
Standard Deviation		.855	.518	.926	.994	.866	1.098	-	.516	.548	.787	.488	.948	1.176	1.215	1.056	.874	-	.944
Standard Error		.053	.183	.327	.314	.289	.133	-	.211	.245	.297	.126	.111	.245	.459	.131	.171	-	.285
Error variance		*	.03	.11	.10	.08	.02	-	.04	.06	.09	.02	.01	.06	.21	.02	.03	-	.08

## P013002 Nominet Listening Process 2021 Phase 2

**Q17.5. Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic: To what extent do you support or oppose Nominet's investment in each of the following social impact partner programmes?**

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		320 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Strongly support	(4.0)	152 48%	21 50% bd	17 19% bd	34 49% bd	11 14%	23 53% b	19 18%	132 63% b	6 13%	37 41% b	10 15%	36 82% b	48 63%	2 50%	38 79%
Tend to support	(3.0)	82 26%	13 31%	27 30%	20 29%	25 32%	10 23%	34 33%	54 26%	6 13%	28 31%	20 31%	4 9%	22 29% ad	1 25%	5 10%
Tend to oppose	(2.0)	14 4%	1 2%	10 11% c	1 1% c	12 15% ac	1 2%	13 13%	2 1%	9 19% a	4 4%	10 15% a	- -	- -	- -	- -
Strongly oppose	(1.0)	17 5%	2 5%	14 16% c	1 1% c	13 17% c	2 5%	15 14%	2 1%	13 28% a	3 3%	11 17% a	- -	- -	- -	- -
Don't know		55 17%	5 12%	21 24%	14 20%	17 22%	7 16%	23 22%	21 10%	13 28% a	19 21%	14 22%	4 9%	6 8%	1 25%	5 10%
NET: Support		234 73%	34 81% bd	44 49%	54 77% bd	36 46%	33 77% b	53 51%	186 88% b	12 26%	65 71% b	30 46%	40 91%	70 92%	3 75%	43 90%
NET: Oppose		31 10%	3 7%	24 27% ac	2 3%	25 32% ac	3 7%	28 27% a	4 2%	22 47% a	7 8%	21 32% a	- -	- -	- -	- -
Base for stats		265	37	68	56	61	36	81	190	34	72	51	40	70	3	43
Mean Score		3.39	3.43 bd	2.69	3.55 bd	2.56	3.50 b	2.70	3.66 b	2.15	3.38 b	2.57	3.90 b	3.69	3.67	3.88 b
Standard Deviation		.855	.801	1.069	.630	1.025	.811	1.030	.556	1.132	.777	1.044	.304	.468	.577	.324
Standard Error		.053	.132	.130	.084	.131	.135	.114	.040	.194	.092	.146	.048	.056	.333	.049
Error variance		*	.02	.02	.01	.02	.02	.01	*	.04	.01	.02	*	*	.11	*

## P013002 Nominet Listening Process 2021 Phase 2

### Q19. Which of the following statements best fits your view?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	317 100%	138 100%	42 100%	137 100%	40 100%	18 100%	16 100%	4 100%	13 100%	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Nominet's role is compatible with their public benefit activities	211 67%	52 38%	35 83% a	124 91% a	19 48%	4 22%	7 44%	- -	3 23%	2 50%	1 100%	10 91%	1 100%	7 100%	4 100%	4 80%	6 67%
Nominet's role is incompatible with their public benefit activities	47 15%	47 34% bc	- -	- -	12 30%	10 56%	8 50%	1 25%	5 38%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	59 19%	39 28% c	7 17%	13 9%	9 23%	4 22%	1 6%	3 75%	5 38%	2 50%	- -	1 9%	- -	- -	- -	1 20%	3 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q19. Which of the following statements best fits your view?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	317 100%	11 100%	10 100%	12 100%	12 100%	93 100%	1 100%	7 100%	7 100%	8 100%	18 100%	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Nominet's role is compatible with their public benefit activities	211 67%	5 45%	4 40%	3 25%	5 42%	35 38%	1 100%	6 86%	6 86%	6 75%	16 89%	36 38%	14 41%	2 25%	22 26%	20 57% a	1 100%	9 56%
Nominet's role is incompatible with their public benefit activities	47 15%	3 27%	5 50%	6 50%	1 8%	32 34%	- -	- -	- -	- -	- -	29 30%	15 44%	3 38%	38 44% b	5 14%	- -	4 25%
Don't know	59 19%	3 27%	1 10%	3 25%	6 50%	26 28%	- -	1 14%	1 14%	2 25%	2 11%	31 32%	5 15%	3 38%	26 30%	10 29%	- -	3 19%

## P013002 Nominet Listening Process 2021 Phase 2

### Q19. Which of the following statements best fits your view?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	317 100%	42 100%	89 100%	70 100%	78 100%	43 100%	104 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Nominet's role is compatible with their public benefit activities	211 67%	37 88% bd	26 29%	55 79% bd	21 27%	38 88% b	34 33%	211 100% b	- -	57 63% b	24 37%	41 93%	69 91%	4 100%	45 94%
Nominet's role is incompatible with their public benefit activities	47 15%	1 2%	42 47% ac	2 3%	41 53% ac	- -	45 43% a	- -	47 100% a	9 10%	29 45% a	- -	- -	- -	- -
Don't know	59 19%	4 10%	21 24%	13 19%	16 21%	5 12%	25 24%	- -	- -	25 27%	12 18%	3 7%	7 9%	- -	3 6%

## P013002 Nominet Listening Process 2021 Phase 2

### Q21. And what do you think should be the purpose of the organisation going forward?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	143	65	16	62	22	5	9	1	7	1	1	5	-	2	2	3
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Act as registrar - with other things	65	15	6	44	4	-	2	-	-	-	-	2	-	1	-	2
	45%	23%	38%	71% a	18%	-	22%	-	-	-	-	40%	-	50%	50%	67%
Profit for purpose	44	10	5	29	3	-	2	-	-	-	-	1	-	1	1	2
	31%	15%	31%	47% a	14%	-	22%	-	-	-	-	20%	-	50%	50%	67%
Protect uk domain space	43	6	8	29	1	-	1	-	-	1	1	-	-	1	2	1
	30%	9%	50%	47% a	5%	-	11%	-	-	100%	100%	-	-	50%	100%	33%
Act as registrar - only	36	32	1	3	12	4	4	-	5	-	-	1	-	-	-	-
	25%	49% c	6%	5%	55%	80%	44%	-	71%	-	-	20%	-	-	-	-
Diversify outside remit	15	2	1	12	1	-	-	-	1	-	-	-	-	-	-	1
	10%	3%	6%	19% a	5%	-	-	-	14%	-	-	-	-	-	-	33%
Member input/act in interests of members	11	10	-	1	2	-	4	-	1	-	-	-	-	-	-	-
	8%	15% c	-	2%	9%	-	44%	-	14%	-	-	-	-	-	-	-
Not for profit	6	6	-	-	3	-	-	-	1	-	-	-	-	-	-	-
	4%	9% c	-	-	14%	-	-	-	14%	-	-	-	-	-	-	-
Bring stability	4	1	3	-	1	-	-	-	-	-	1	2	-	-	-	-
	3%	2%	19%	-	5%	-	-	-	-	-	100%	40%	-	-	-	-
Profit generation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know / None	3	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	2%	5%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-
Other	9	4	-	5	1	1	-	1	-	-	-	-	-	-	-	-
	6%	6%	-	8%	5%	20%	-	100%	-	-	-	-	-	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q21. And what do you think should be the purpose of the organisation going forward?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	143 100%	4 100%	4 100%	7 100%	6 100%	44 100%	1 100%	3 100%	2 100%	4 100%	6 100%	43 100%	20 100%	2 100%	45 100%	13 100%	1 100%	6 100%
Act as registrar - with other things	65 45%	3 75%	- -	- -	1 17%	11 25%	- -	1 33%	1 50%	3 75%	1 17%	12 28%	3 15%	- -	4 9%	6 46%	1 100%	4 67%
Profit for purpose	44 31%	2 50%	1 25%	- -	2 33%	5 11%	- -	- -	1 50%	1 25%	3 50%	9 21%	1 5%	- -	6 13%	1 8%	- -	3 50%
Protect uk domain space	43 30%	1 25%	- -	1 14%	- -	4 9%	1 100%	2 67%	1 50%	1 25%	3 50%	4 9%	2 10%	- -	1 2%	3 23%	1 100%	1 17%
Act as registrar - only	36 25%	- -	1 25%	4 57%	3 50%	24 55%	- -	- -	- -	- -	1 17%	21 49%	9 45%	2 100%	25 56%	5 38%	- -	2 33%
Diversify outside remit	15 10%	- -	- -	1 14%	- -	1 2%	- -	- -	- -	1 25%	- -	1 2%	1 5%	- -	1 2%	1 8%	- -	- -
Member input/act in interests of members	11 8%	2 50%	- -	1 14%	- -	7 16%	- -	- -	- -	- -	- -	6 14%	4 20%	- -	8 18%	- -	- -	2 33%
Not for profit	6 4%	1 25%	- -	- -	1 17%	4 9%	- -	- -	- -	- -	- -	2 5%	4 20%	- -	5 11%	- -	- -	1 17%
Bring stability	4 3%	- -	- -	- -	- -	1 2%	- -	1 33%	- -	- -	2 33%	1 2%	- -	- -	- -	1 8%	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	3 2%	1 25%	1 25%	- -	- -	1 2%	- -	- -	- -	- -	- -	2 5%	1 5%	- -	3 7%	- -	- -	- -
Other	9 6%	- -	1 25%	1 14%	1 17%	1 2%	- -	- -	- -	- -	- -	3 7%	1 5%	- -	3 7%	1 8%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q21. And what do you think should be the purpose of the organisation going forward?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	a	*b	a	b	*a	b	*c	*d
Total	143 100%	19 100%	47 100%	29 100%	40 100%	20 100%	57 100%	100 100%	26 100%	42 100%	37 100%	22 100%	37 100%	3 100%	25 100%
Act as registrar - with other things	65 45%	7 37%	8 17%	12 41%	5 13%	8 40%	10 18%	60 60%	2 8%	13 31%	7 19%	17 77%	24 65%	3 100%	20 80%
Profit for purpose	44 31%	2 11%	9 19%	7 24%	6 15%	4 20%	10 18%	38 38%	1 4%	8 19%	6 16%	8 36%	20 54%	1 33%	9 36%
Protect uk domain space	43 30%	6 32%	3 6%	10 34%	1 3%	9 45%	3 5%	38 38%	2 8%	12 29%	1 3%	11 50%	16 43%	2 67%	13 52%
Act as registrar - only	36 25%	6 32%	23 49%	8 28%	20 50%	4 20%	29 51%	16 16%	14 54%	14 33%	19 51%	1 5%	2 5%	- -	1 4%
Diversify outside remit	15 10%	1 5%	2 4%	2 7%	1 3%	- -	2 4%	11 11%	1 4%	3 7%	- -	4 18%	8 22%	- -	4 16%
Member input/act in interests of members	11 8%	- -	10 21%	1 3%	9 23%	- -	10 18%	4 4%	6 23%	3 7%	7 19%	- -	1 3%	- -	- -
Not for profit	6 4%	- -	6 13%	1 3%	4 10%	- -	6 11%	2 2%	2 8%	4 10%	2 5%	- -	- -	- -	- -
Bring stability	4 3%	3 16%	1 2%	4 14%	- -	3 15%	1 2%	4 4%	- -	4 10%	- -	- -	- -	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	3 2%	- -	3 6%	- -	3 8%	- -	3 5%	1 1%	1 4%	- -	3 8%	- -	- -	- -	- -
Other	9 6%	- -	2 4%	- -	3 8%	- -	3 5%	6 6%	3 12%	2 5%	2 5%	3 14%	2 5%	- -	3 12%

## P013002 Nominet Listening Process 2021 Phase 2

### Q22. To what extent, if at all, should Nominet support the commercial growth of its members?

BASE: All Members

		Group			Member sub-group					Stakeholder sub-group							
		Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																	
Total		131	-	-	38	17	15	4	12	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Support a lot	(4.0)	21	-	-	9	5	3	-	2	-	-	-	-	-	-	-	-
		16%	-	-	24%	29%	20%	-	17%	-	-	-	-	-	-	-	-
Support to some extent	(3.0)	35	-	-	13	3	5	1	4	-	-	-	-	-	-	-	-
		27%	-	-	34%	18%	33%	25%	33%	-	-	-	-	-	-	-	-
Support a small amount	(2.0)	23	-	-	6	3	3	-	1	-	-	-	-	-	-	-	-
		18%	-	-	16%	18%	20%	-	8%	-	-	-	-	-	-	-	-
Not support at all	(1.0)	45	-	-	8	5	4	3	3	-	-	-	-	-	-	-	-
		34%	-	-	21%	29%	27%	75%	25%	-	-	-	-	-	-	-	-
Don't know		7	-	-	2	1	-	-	2	-	-	-	-	-	-	-	-
		5%	-	-	5%	6%	-	-	17%	-	-	-	-	-	-	-	-
<b>NET: Support</b>		79	-	-	28	11	11	1	7	-	-	-	-	-	-	-	-
		60%	-	-	74%	65%	73%	25%	58%	-	-	-	-	-	-	-	-
Base for stats		124	-	-	36	16	15	4	10	-	-	-	-	-	-	-	-
Mean Score		2.26	-	-	2.64	2.50	2.47	1.50	2.50	-	-	-	-	-	-	-	-
Standard Deviation		1.125	-	-	1.099	1.265	1.125	1.000	1.179	-	-	-	-	-	-	-	-
Standard Error		.101	-	-	.183	.316	.291	.500	.373	-	-	-	-	-	-	-	-
Error variance		.01	-	-	.03	.10	.08	.25	.14	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q22. To what extent, if at all, should Nominet support the commercial growth of its members?

BASE: All Members

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		131 100%	10 100%	9 100%	11 100%	11 100%	90 100%	- -	- -	- -	- -	- -	90 100%	33 100%	8 100%	83 100%	32 100%	1 100%	15 100%
Support a lot	(4.0)	21 16%	1 10%	- -	3 27%	3 27%	14 16%	- -	- -	- -	- -	- -	14 16%	6 18%	1 13%	11 13%	8 25%	- -	2 13%
Support to some extent	(3.0)	35 27%	1 10%	4 44%	3 27%	4 36%	23 26%	- -	- -	- -	- -	- -	22 24%	10 30%	3 38%	18 22%	12 38%	- -	5 33%
Support a small amount	(2.0)	23 18%	3 30%	1 11%	1 9%	2 18%	16 18%	- -	- -	- -	- -	- -	18 20%	3 9%	2 25%	19 23%	3 9%	- -	1 7%
Not support at all	(1.0)	45 34%	4 40%	3 33%	3 27%	2 18%	33 37%	- -	- -	- -	- -	- -	30 33%	13 39%	2 25%	30 36%	8 25%	1 100%	6 40%
Don't know		7 5%	1 10%	1 11%	1 9%	- -	4 4%	- -	- -	- -	- -	- -	6 7%	1 3%	- -	5 6%	1 3%	- -	1 7%
NET: Support		79 60%	5 50%	5 56%	7 64%	9 82%	53 59%	- -	- -	- -	- -	- -	54 60%	19 58%	6 75%	48 58%	23 72%	- -	8 53%
Base for stats		124	9	8	10	11	86	-	-	-	-	-	84	32	8	78	31	1	14
Mean Score		2.26	1.89	2.13	2.60	2.73	2.21	-	-	-	-	-	2.24	2.28	2.38	2.13	2.65	1.00	2.21
Standard Deviation		1.125	1.054	.991	1.265	1.104	1.128	-	-	-	-	-	1.115	1.198	1.061	1.085	1.142	-	1.188
Standard Error		.101	.351	.350	.400	.333	.122	-	-	-	-	-	.122	.212	.375	.123	.205	-	.318
Error variance		.01	.12	.12	.16	.11	.01	-	-	-	-	-	.01	.04	.14	.02	.04	-	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q22. To what extent, if at all, should Nominet support the commercial growth of its members?

BASE: All Members

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Significance Level: 95%															
Total		131	19	83	33	72	17	98	50	44	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Support a lot	(4.0)	21	4	12	7	12	5	13	5	8	10	9	-	-	-
		16%	21%	14%	21%	17%	29%	13%	10%	18%	18%	14%	-	-	-
Support to some extent	(3.0)	35	8	18	14	14	6	24	19	7	23	10	-	-	-
		27%	42%	22%	42%	19%	35%	24%	38%	16%	42%	16%	-	-	-
				bd				b		b					
Support a small amount	(2.0)	23	4	16	4	15	2	21	9	6	7	14	-	-	-
		18%	21%	19%	12%	21%	12%	21%	18%	14%	13%	22%	-	-	-
Not support at all	(1.0)	45	2	32	6	27	3	35	15	20	13	28	-	-	-
		34%	11%	39%	18%	38%	18%	36%	30%	45%	24%	44%	-	-	-
				c							a				
Don't know		7	1	5	2	4	1	5	2	3	2	2	-	-	-
		5%	5%	6%	6%	6%	6%	5%	4%	7%	4%	3%	-	-	-
NET: Support		79	16	46	25	41	13	58	33	21	40	33	-	-	-
		60%	84%	55%	76%	57%	76%	59%	66%	48%	73%	52%	-	-	-
				b						b					
Base for stats		124	18	78	31	68	16	93	48	41	53	61	-	-	-
Mean Score		2.26	2.78	2.13	2.71	2.16	2.81	2.16	2.29	2.07	2.57	2.00	-	-	-
				bd						b					
Standard Deviation		1.125	.943	1.121	1.039	1.141	1.109	1.086	1.031	1.212	1.065	1.111	-	-	-
Standard Error		.101	.222	.127	.187	.138	.277	.113	.149	.189	.146	.142	-	-	-
Error variance		.01	.05	.02	.03	.02	.08	.01	.02	.04	.02	.02	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q23. What role would you like to see Nominet play in helping to support the commercial success of your business?

BASE: Would like Nominet to support commercial success of business, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	56	-	-	21	9	8	-	5	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	-	100%	-	-	-	-	-	-	-	-
Base pricing for members	16	-	-	4	3	2	-	4	-	-	-	-	-	-	-	-
	29%	-	-	19%	33%	25%	-	80%	-	-	-	-	-	-	-	-
Marketing/promotion of namespace/comarketing	15	-	-	7	2	3	-	2	-	-	-	-	-	-	-	-
	27%	-	-	33%	22%	38%	-	40%	-	-	-	-	-	-	-	-
Discounts/offers for members	10	-	-	4	3	1	-	-	-	-	-	-	-	-	-	-
	18%	-	-	19%	33%	13%	-	-	-	-	-	-	-	-	-	-
Fair treatment of members	9	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-
	16%	-	-	14%	33%	-	-	-	-	-	-	-	-	-	-	-
Information and best practice	4	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
	7%	-	-	5%	-	13%	-	-	-	-	-	-	-	-	-	-
Give surplus back to members	3	-	-	2	-	1	-	-	-	-	-	-	-	-	-	-
	5%	-	-	10%	-	13%	-	-	-	-	-	-	-	-	-	-
Don't know	4	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	-	-	1	-	3	-	1	-	-	-	-	-	-	-	-
	11%	-	-	5%	-	38%	-	20%	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q23. What role would you like to see Nominet play in helping to support the commercial success of your business?

BASE: Would like Nominet to support commercial success of business, excluding no response

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
56 100%	4 100%	3 100%	6 100%	7 100%	36 100%	- -	- -	- -	- -	- -	35 100%	17 100%	4 100%	40 100%	11 100%	- -	5 100%
16 29%	2 50%	1 33%	1 17%	4 57%	8 22%	- -	- -	- -	- -	- -	11 31%	5 29%	- -	13 33%	- -	- -	3 60%
15 27%	1 25%	- -	3 50%	2 29%	9 25%	- -	- -	- -	- -	- -	7 20%	7 41%	1 25%	13 33%	2 18%	- -	- -
10 18%	1 25%	- -	- -	1 14%	8 22%	- -	- -	- -	- -	- -	5 14%	5 29%	- -	4 10%	4 36%	- -	2 40%
9 16%	- -	1 33%	- -	1 14%	7 19%	- -	- -	- -	- -	- -	6 17%	2 12%	1 25%	7 18%	2 18%	- -	- -
4 7%	- -	- -	1 17%	1 14%	2 6%	- -	- -	- -	- -	- -	3 9%	1 6%	- -	1 3%	3 27%	- -	- -
3 5%	- -	- -	- -	- -	3 8%	- -	- -	- -	- -	- -	1 3%	1 6%	1 25%	2 5%	1 9%	- -	- -
4 7%	1 25%	1 33%	1 17%	- -	1 3%	- -	- -	- -	- -	- -	4 11%	- -	- -	4 10%	- -	- -	- -
6 11%	- -	- -	1 17%	- -	5 14%	- -	- -	- -	- -	- -	4 11%	1 6%	1 25%	4 10%	1 9%	- -	1 20%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q23. What role would you like to see Nominet play in helping to support the commercial success of your business?

BASE: Would like Nominet to support commercial success of business, excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	*b	*a	*b	*c	*d
Total	56 100%	8 100%	40 100%	15 100%	36 100%	6 100%	47 100%	23 100%	16 100%	27 100%	26 100%	- -	- -	- -	- -
Base pricing for members	16 29%	1 13%	14 35%	1 7%	13 36%	1 17%	14 30%	7 30%	6 38%	6 22%	9 35%	- -	- -	- -	- -
Marketing/promotion of namespace/comarketing	15 27%	2 25%	11 28%	3 20%	11 31%	2 33%	13 28%	7 30%	3 19%	7 26%	7 27%	- -	- -	- -	- -
Discounts/offers for members	10 18%	2 25%	5 13%	4 27%	3 8%	2 33%	6 13%	6 26%	2 13%	8 30%	2 8%	- -	- -	- -	- -
Fair treatment of members	9 16%	- -	8 20%	2 13%	7 19%	- -	9 19%	2 9%	4 25%	4 15%	4 15%	- -	- -	- -	- -
Information and best practice	4 7%	2 25%	- -	3 20%	- -	- -	3 6%	2 9%	- -	4 15%	- -	- -	- -	- -	- -
Give surpluss back to members	3 5%	1 13%	2 5%	1 7%	2 6%	- -	3 6%	1 4%	2 13%	2 7%	1 4%	- -	- -	- -	- -
Don't know	4 7%	- -	4 10%	- -	4 11%	- -	4 9%	2 9%	1 6%	- -	4 15%	- -	- -	- -	- -
Other	6 11%	2 25%	4 10%	3 20%	3 8%	2 33%	4 9%	3 13%	2 13%	2 7%	3 12%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q24. Why do you think that Nominet should not have a role in supporting the commercial success of your business?

BASE: Would not like Nominet to support commercial success of business, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	42 100%	- -	- -	7 100%	5 100%	4 100%	2 100%	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Not Nominet's job/not appropriate	16 38%	- -	- -	2 29%	3 60%	- -	1 50%	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
Would not be fair	8 19%	- -	- -	1 14%	- -	1 25%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Promote competitiveness	7 17%	- -	- -	2 29%	1 20%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on proper domain registry	6 14%	- -	- -	1 14%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Create disadvantages for small businesses	2 5%	- -	- -	- -	1 20%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 7%	- -	- -	1 14%	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q24. Why do you think that Nominet should not have a role in supporting the commercial success of your business?

BASE: Would not like Nominet to support commercial success of business, excluding no response

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*c	*d
42 100%	4 100%	3 100%	3 100%	2 100%	30 100%	- -	- -	- -	- -	- -	29 100%	12 100%	1 100%	30 100%	6 100%	1 100%	5 100%
16 38%	3 75%	- -	1 33%	- -	12 40%	- -	- -	- -	- -	- -	13 45%	3 25%	- -	9 30%	3 50%	- -	4 80%
8 19%	- -	1 33%	1 33%	1 50%	5 17%	- -	- -	- -	- -	- -	7 24%	1 8%	- -	6 20%	2 33%	- -	- -
7 17%	- -	2 67%	- -	- -	5 17%	- -	- -	- -	- -	- -	4 14%	3 25%	- -	7 23%	- -	- -	- -
6 14%	1 25%	- -	- -	- -	5 17%	- -	- -	- -	- -	- -	3 10%	3 25%	- -	4 13%	- -	1 100%	1 20%
2 5%	- -	- -	1 33%	- -	1 3%	- -	- -	- -	- -	- -	- -	2 17%	- -	2 7%	- -	- -	- -
- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
3 7%	- -	- -	- -	1 50%	2 7%	- -	- -	- -	- -	- -	2 7%	- -	1 100%	2 7%	1 17%	- -	- -
- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q24. Why do you think that Nominet should not have a role in supporting the commercial success of your business?

BASE: Would not like Nominet to support commercial success of business, excluding no response

		Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	*d	*a	b	*a	*b	*a	*b	*a	*b	*c	*d
Total	42 100%	1 100%	32 100%	4 100%	27 100%	3 100%	35 100%	14 100%	20 100%	10 100%	28 100%	- -	- -	- -	- -
Not Nominet's job/not appropriate	16 38%	- -	10 31%	3 75%	8 30%	1 33%	11 31%	3 21%	8 40%	2 20%	13 46%	- -	- -	- -	- -
Would not be fair	8 19%	1 100%	6 19%	1 25%	5 19%	1 33%	7 20%	5 36%	3 15%	2 20%	5 18%	- -	- -	- -	- -
Promote competitiveness	7 17%	- -	7 22%	- -	6 22%	- -	7 20%	2 14%	4 20%	4 40%	3 11%	- -	- -	- -	- -
Focus on proper domain registry	6 14%	- -	5 16%	- -	4 15%	- -	6 17%	3 21%	2 10%	1 10%	4 14%	- -	- -	- -	- -
Create disadvantages for small businesses	2 5%	- -	2 6%	- -	2 7%	- -	2 6%	- -	2 10%	- -	2 7%	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 7%	- -	2 6%	- -	2 7%	1 33%	2 6%	1 7%	1 5%	1 10%	1 4%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	301 100%	129 100%	40 100%	132 100%	38 100%	16 100%	15 100%	4 100%	12 100%	4 100%	1 100%	10 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Managing the .UK registry	268 89%	115 89%	34 85%	119 90%	34 89%	15 94%	13 87%	4 100%	10 83%	3 75%	1 100%	10 100%	1 100%	3 50%	3 75%	4 80%	9 100%
Protecting the .UK domain name space	260 86%	111 86%	33 83%	116 88%	34 89%	14 88%	13 87%	4 100%	10 83%	3 75%	1 100%	9 90%	1 100%	3 50%	3 75%	4 80%	9 100%
Managing the domain name dispute resolution service (DRS)	243 81%	104 81%	33 83%	106 80%	33 87%	14 88%	11 73%	4 100%	9 75%	3 75%	1 100%	10 100%	1 100%	3 50%	3 75%	4 80%	8 89%
.UK policy development	240 80%	103 80%	31 78%	106 80%	32 84%	11 69%	11 73%	2 50%	9 75%	2 50%	1 100%	10 100%	- -	2 33%	3 75%	4 80%	9 100%
Keeping the .UK domain space free of criminal activity	236 78%	99 77%	29 73%	108 82%	29 76%	14 88%	12 80%	4 100%	9 75%	2 50%	1 100%	10 100%	1 100%	3 50%	3 75%	4 80%	5 56%
Promoting and expanding the market for .UK domain names	203 67%	78 60%	27 68%	98 74% a	27 71%	11 69%	11 73%	2 50%	5 42%	2 50%	1 100%	8 80%	- -	3 50%	2 50%	4 80%	7 78%
Operating Critical National Infrastructure	199 66%	75 58%	22 55%	102 77% ab	25 66%	7 44%	7 47%	4 100%	9 75%	1 25%	1 100%	4 40%	1 100%	2 33%	2 50%	4 80%	7 78%
Providing Protective Domain Name System Service (PDNS) for the UK Government	194 64%	75 58%	24 60%	95 72% a	23 61%	6 38%	6 40%	3 75%	8 67%	2 50%	1 100%	6 60%	1 100%	2 33%	2 50%	4 80%	6 67%
Contributing to the wider public benefit	193 64%	66 51%	24 60%	103 78% ab	21 55%	9 56%	8 53%	1 25%	5 42%	2 50%	1 100%	9 90%	- -	3 50%	3 75%	1 20%	5 56%
Internet governance	184 61%	71 55%	26 65%	87 66%	22 58%	7 44%	8 53%	2 50%	6 50%	2 50%	1 100%	8 80%	1 100%	2 33%	3 75%	3 60%	6 67%
Providing technical services to other registry owners	166 55%	61 47%	21 53%	84 64% a	18 47%	6 38%	8 53%	2 50%	7 58%	2 50%	1 100%	5 50%	- -	1 17%	3 75%	3 60%	6 67%
Helping members grow their business	112 37%	47 36% b	7 18%	58 44% b	19 50%	7 44%	7 47%	- -	5 42%	1 25%	- -	- -	- -	- -	2 50%	1 20%	3 33%

## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
301	129	40	132	38	16	15	4	12	4	1	10	1	6	4	5	9
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
16	11	1	4	2	-	1	-	2	-	1	-	-	-	-	-	-
5%	9%	3%	3%	5%	-	7%	-	17%	-	100%	-	-	-	-	-	-
27	8	6	13	3	1	1	-	1	1	-	-	-	3	1	1	-
9%	6%	15%	10%	8%	6%	7%	-	8%	25%	-	-	-	50%	25%	20%	-
2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
269	116	34	119	35	15	13	4	10	3	1	10	1	3	3	4	9
89%	90%	85%	90%	92%	94%	87%	100%	83%	75%	100%	100%	100%	50%	75%	80%	100%
263	111	34	118	34	14	13	4	10	3	1	10	1	3	3	4	9
87%	86%	85%	89%	89%	88%	87%	100%	83%	75%	100%	100%	100%	50%	75%	80%	100%
252	107	30	115	32	14	13	4	9	3	1	10	1	3	3	4	5
84%	83%	75%	87%	84%	88%	87%	100%	75%	75%	100%	100%	100%	50%	75%	80%	56%
247	105	34	108	33	11	11	3	9	3	1	10	1	3	3	4	9
82%	81%	85%	82%	87%	69%	73%	75%	75%	75%	100%	100%	100%	50%	75%	80%	100%
112	47	7	58	19	7	7	-	5	1	-	-	-	-	2	1	3
37%	36% b	18%	44% b	50%	44%	47%	-	42%	25%	-	-	-	-	50%	20%	33%

## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	301 100%	10 100%	9 100%	11 100%	11 100%	88 100%	1 100%	7 100%	6 100%	8 100%	17 100%	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Managing the .UK registry	268 89%	10 100%	8 89%	11 100%	10 91%	76 86%	1 100%	5 71%	4 67%	7 88%	16 94%	80 91%	29 88%	6 75%	70 85%	30 97%	1 100%	14 93%
Protecting the .UK domain name space	260 86%	8 80%	7 78%	11 100%	9 82%	76 86%	1 100%	5 71%	4 67%	7 88%	15 88%	77 88%	28 85%	6 75%	65 79%	31 100%	1 100%	14 93%
Managing the domain name dispute resolution service (DRS)	243 81%	8 80%	7 78%	10 91%	10 91%	69 78%	1 100%	5 71%	4 67%	7 88%	15 88%	71 81%	28 85%	5 63%	61 74%	31 100%	1 100%	11 73%
.UK policy development	240 80%	7 70%	7 78%	10 91%	9 82%	70 80%	1 100%	4 57%	3 50%	6 75%	16 94%	73 83%	27 82%	3 38%	61 74%	29 94%	1 100%	12 80%
Keeping the .UK domain space free of criminal activity	236 78%	6 60%	6 67%	11 100%	9 82%	67 76%	1 100%	5 71%	3 50%	5 63%	15 88%	66 75%	27 82%	6 75%	58 71%	29 94%	1 100%	11 73%
Promoting and expanding the market for .UK domain names	203 67%	7 70%	4 44%	8 73%	7 64%	52 59%	1 100%	4 57%	2 33%	5 63%	14 82%	51 58%	23 70%	4 50%	42 51%	26 84%	1 100%	9 60%
Operating Critical National Infrastructure	199 66%	6 60%	5 56%	10 91%	7 64%	47 53%	1 100%	1 14%	3 50%	4 50%	12 71%	53 60%	19 58%	3 38%	43 52%	24 77%	1 100%	7 47%
Providing Protective Domain Name System Service (PDNS) for the UK Government	194 64%	6 60%	5 56%	10 91%	7 64%	47 53%	1 100%	2 29%	3 50%	6 75%	12 71%	54 61%	19 58%	2 25%	40 49%	25 81%	1 100%	9 60%
Contributing to the wider public benefit	193 64%	6 60%	6 67%	6 55%	7 64%	41 47%	- -	4 57%	4 67%	4 50%	12 71%	46 52%	19 58%	1 13%	40 49%	15 48%	1 100%	10 67%
Internet governance	184 61%	5 50%	6 67%	10 91%	8 73%	42 48%	1 100%	3 43%	4 67%	6 75%	12 71%	50 57%	18 55%	3 38%	41 50%	22 71%	1 100%	7 47%
Providing technical services to other registry owners	166 55%	3 30%	3 33%	9 82%	6 55%	40 45%	- -	2 29%	4 67%	3 38%	11 65%	40 45%	19 58%	2 25%	30 37%	22 71%	1 100%	8 53%

## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	301 100%	10 100%	9 100%	11 100%	11 100%	88 100%	1 100%	7 100%	6 100%	8 100%	17 100%	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Helping members grow their business	112 37%	3 30%	3 33%	5 45%	5 45%	31 35%	- -	- -	2 33%	2 25%	3 18%	31 35%	13 39%	3 38%	25 30%	16 52% a	1 100%	5 33%
Other	16 5%	- -	1 11%	2 18%	- -	8 9%	- -	- -	- -	- -	1 6%	6 7%	4 12%	1 13%	7 9%	4 13%	- -	- -
Don't know	27 9%	- -	1 11%	- -	1 9%	6 7%	- -	2 29%	2 33%	1 13%	1 6%	4 5%	2 6%	2 25%	7 9%	- -	- -	1 7%
None of these	2 1%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	- -	- -	2 2%	- -	- -	- -
<b>NET: Registry</b>	269 89%	10 100%	8 89%	11 100%	10 91%	77 88%	1 100%	5 71%	4 67%	7 88%	16 94%	81 92%	29 88%	6 75%	70 85%	31 100% a	1 100%	14 93%
<b>NET: Security</b>	263 87%	8 80%	7 78%	11 100%	9 82%	76 86%	1 100%	5 71%	4 67%	7 88%	16 94%	77 88%	28 85%	6 75%	65 79%	31 100% a	1 100%	14 93%
<b>NET: Public benefit</b>	252 84%	8 80%	7 78%	11 100%	10 91%	71 81%	1 100%	5 71%	4 67%	5 63%	15 88%	72 82%	29 88%	6 75%	64 78%	29 94%	1 100%	13 87%
<b>NET: Policy</b>	247 82%	7 70%	7 78%	11 100%	10 91%	70 80%	1 100%	5 71%	4 67%	7 88%	16 94%	74 84%	28 85%	3 38%	63 77%	29 94% a	1 100%	12 80%
<b>NET: Member support</b>	112 37%	3 30%	3 33%	5 45%	5 45%	31 35%	- -	- -	2 33%	2 25%	3 18%	31 35%	13 39%	3 38%	25 30%	16 52% a	1 100%	5 33%

## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	301 100%	38 100%	84 100%	65 100%	72 100%	39 100%	99 100%	204 100%	43 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Managing the .UK registry	268 89%	36 95%	72 86%	57 88%	62 86%	36 92%	87 88%	186 91%	35 81%	82 90%	57 88%	40 91%	68 89%	4 100%	44 92%
Protecting the .UK domain name space	260 86%	37 97% bd	67 80%	58 89%	57 79%	37 95%	81 82%	182 89% b	33 77%	83 91% b	52 80%	40 91%	67 88%	4 100%	44 92%
Managing the domain name dispute resolution service (DRS)	243 81%	36 95% bd	64 76%	53 82%	55 76%	35 90%	78 79%	171 84% b	30 70%	78 86%	52 80%	34 77%	61 80%	4 100%	38 79%
.UK policy development	240 80%	35 92% d	65 77%	54 83%	54 75%	36 92% b	77 78%	172 84% b	28 65%	76 84%	52 80%	37 84%	61 80%	4 100%	41 85%
Keeping the .UK domain space free of criminal activity	236 78%	34 89% bd	60 71%	53 82%	51 71%	32 82%	74 75%	169 83% b	28 65%	71 78%	51 78%	38 86%	61 80%	4 100%	42 88%
Promoting and expanding the market for .UK domain names	203 67%	32 84% bd	47 56%	48 74% bd	38 53%	34 87% b	54 55%	151 74% b	23 53%	62 68%	36 55%	34 77%	56 74%	3 75%	37 77%
Operating Critical National Infrastructure	199 66%	23 61%	49 58%	37 57%	39 54%	25 64%	59 60%	148 73% b	18 42%	55 60%	39 60%	35 80%	58 76%	3 75%	38 79%
Providing Protective Domain Name System Service (PDNS) for the UK Government	194 64%	27 71%	47 56%	42 65%	38 53%	30 77% b	55 56%	147 72% b	19 44%	56 62%	38 58%	33 75%	54 71%	3 75%	36 75%
Contributing to the wider public benefit	193 64%	23 61%	45 54%	38 58%	37 51%	24 62%	52 53%	155 76% b	15 35%	51 56%	36 55%	31 70%	62 82%	3 75%	34 71%
Internet governance	184 61%	27 71%	46 55%	41 63%	38 53%	28 72%	53 54%	139 68% b	20 47%	55 60%	39 60%	30 68%	50 66%	4 100%	34 71%



## P013002 Nominet Listening Process 2021 Phase 2

**Q25. The Memorandum and Articles of Association set out the activities that Nominet may undertake. Which, if any, of the following activities do you think is within the legal remit of Nominet.**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	301 100%	38 100%	84 100%	65 100%	72 100%	39 100%	99 100%	204 100%	43 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Providing technical services to other registry owners	166 55%	25 66% bd	33 39%	36 55% d	26 36%	26 67% b	42 42%	126 62% b	14 33%	47 52%	33 51%	31 70%	45 59%	3 75%	34 71%
Helping members grow their business	112 37%	14 37%	28 33%	20 31%	26 36%	14 36%	32 32%	84 41%	14 33%	29 32%	22 34%	23 52%	30 39%	3 75%	26 54%
Other	16 5%	3 8%	8 10%	6 9%	5 7%	2 5%	10 10%	7 3%	4 9%	6 7%	6 9%	1 2%	3 4%	- -	1 2%
Don't know	27 9%	1 3%	7 8%	6 9%	6 8%	2 5%	7 7%	16 8%	4 9%	8 9%	4 6%	4 9%	8 11%	- -	4 8%
None of these	2 1%	- -	2 2%	- -	2 3%	- -	2 2%	- -	2 5% a	- -	1 2%	- -	- -	- -	- -
NET: Registry	269 89%	37 97%	72 86%	58 89%	62 86%	37 95%	87 88%	187 92% b	35 81%	83 91%	57 88%	40 91%	68 89%	4 100%	44 92%
NET: Security	263 87%	37 97% bd	67 80%	58 89%	57 79%	37 95%	82 83%	185 91% b	33 77%	83 91%	53 82%	40 91%	67 88%	4 100%	44 92%
NET: Public benefit	252 84%	35 92%	66 79%	55 85%	56 78%	33 85%	80 81%	181 89% b	30 70%	75 82%	54 83%	39 89%	65 86%	4 100%	43 90%
NET: Policy	247 82%	36 95% bd	67 80%	56 86%	56 78%	36 92%	79 80%	177 87% b	29 67%	79 87%	54 83%	37 84%	63 83%	4 100%	41 85%
NET: Member support	112 37%	14 37%	28 33%	20 31%	26 36%	14 36%	32 32%	84 41%	14 33%	29 32%	22 34%	23 52%	30 39%	3 75%	26 54%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
300 100%	129 100%	39 100%	132 100%	38 100%	16 100%	15 100%	4 100%	12 100%	4 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
258 86%	115 89%	30 77%	113 86%	35 92%	15 94%	12 80%	4 100%	11 92%	2 50%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	8 89%
248 83%	107 83%	30 77%	111 84%	34 89%	14 88%	12 80%	4 100%	9 75%	2 50%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	8 89%
242 81%	101 78%	28 72%	113 86% b	31 82%	13 81%	13 87%	3 75%	10 83%	3 75%	1 100%	7 78%	1 100%	3 50%	4 100%	3 60%	6 67%
238 79%	103 80%	28 72%	107 81%	33 87%	12 75%	12 80%	4 100%	10 83%	2 50%	1 100%	7 78%	1 100%	3 50%	4 100%	3 60%	7 78%
235 78%	99 77%	27 69%	109 83%	30 79%	11 69%	12 80%	4 100%	9 75%	2 50%	1 100%	6 67%	- -	3 50%	4 100%	3 60%	8 89%
203 68%	70 54%	23 59%	110 83% ab	25 66%	7 44%	7 47%	2 50%	7 58%	1 25%	1 100%	4 44%	1 100%	3 50%	3 75%	3 60%	7 78%
200 67%	75 58%	23 59%	102 77% ab	26 68%	6 38%	7 47%	3 75%	7 58%	2 50%	1 100%	6 67%	1 100%	2 33%	2 50%	3 60%	6 67%
197 66%	71 55%	27 69%	99 75% a	22 58%	6 38%	9 60%	2 50%	7 58%	2 50%	1 100%	7 78%	1 100%	3 50%	4 100%	3 60%	6 67%
196 65%	76 59%	23 59%	97 73% a	30 79%	11 69%	8 53%	2 50%	6 50%	1 25%	1 100%	5 56%	- -	3 50%	3 75%	3 60%	7 78%
192 64%	63 49%	25 64%	104 79% a	21 55%	8 50%	9 60%	1 25%	3 25%	3 75%	- -	7 78%	- -	4 67%	4 100%	2 40%	5 56%
167 56%	58 45%	19 49%	90 68% ab	21 55%	7 44%	7 47%	1 25%	5 42%	2 50%	1 100%	2 22%	- -	3 50%	4 100%	2 40%	5 56%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
300 100%	129 100%	39 100%	132 100%	38 100%	16 100%	15 100%	4 100%	12 100%	4 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
121 40%	48 37%	9 23%	64 48% b	17 45%	8 50%	6 40%	1 25%	5 42%	1 25%	- -	- -	- -	2 33%	2 50%	1 20%	3 33%
14 5%	7 5%	1 3%	6 5%	2 5%	- -	1 7%	- -	1 8%	- -	1 100%	- -	- -	- -	- -	- -	- -
29 10%	7 5%	8 21% a	14 11%	2 5%	- -	2 13%	- -	1 8%	1 25%	- -	2 22%	- -	2 33%	- -	2 40%	1 11%
1 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
262 87%	118 91% b	30 77%	114 86%	36 95%	15 94%	12 80%	4 100%	11 92%	2 50%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	8 89%
256 85%	110 85%	30 77%	116 88%	34 89%	14 88%	12 80%	4 100%	11 92%	2 50%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	8 89%
251 84%	107 83%	29 74%	115 87%	32 84%	14 88%	13 87%	3 75%	10 83%	3 75%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	6 67%
242 81%	101 78%	31 79%	110 83%	31 82%	11 69%	12 80%	4 100%	9 75%	3 75%	1 100%	7 78%	1 100%	4 67%	4 100%	3 60%	8 89%
121 40%	48 37%	9 23%	64 48% b	17 45%	8 50%	6 40%	1 25%	5 42%	1 25%	- -	- -	- -	2 33%	2 50%	1 20%	3 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	300 100%	10 100%	9 100%	11 100%	11 100%	88 100%	1 100%	7 100%	6 100%	8 100%	16 100%	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Managing the .UK registry	258 86%	9 90%	6 67%	11 100%	10 91%	79 90%	- -	5 71%	4 67%	7 88%	13 81%	78 89%	30 91%	7 88%	72 88%	29 94%	1 100%	13 87%
Protecting the .UK domain name space	248 83%	8 80%	6 67%	11 100%	9 82%	73 83%	- -	5 71%	4 67%	7 88%	13 81%	72 82%	30 91%	5 63%	64 78%	30 97% a	1 100%	12 80%
Keeping the .UK domain space free of criminal activity	242 81%	7 70%	6 67%	11 100%	9 82%	68 77%	- -	5 71%	4 67%	6 75%	12 75%	70 80%	27 82%	4 50%	60 73%	29 94% a	1 100%	11 73%
Managing the domain name dispute resolution service (DRS)	238 79%	7 70%	6 67%	11 100%	10 91%	69 78%	- -	4 57%	4 67%	7 88%	12 75%	70 80%	27 82%	6 75%	63 77%	30 97% a	1 100%	9 60%
.UK policy development	235 78%	8 80%	7 78%	11 100%	7 64%	66 75%	- -	4 57%	4 67%	5 63%	13 81%	69 78%	26 79%	4 50%	57 70%	29 94% a	1 100%	12 80%
Operating Critical National Infrastructure	203 68%	5 50%	4 44%	9 82%	6 55%	46 52%	- -	2 29%	3 50%	5 63%	12 75%	49 56%	19 58%	2 25%	40 49%	23 74% a	1 100%	6 40%
Providing Protective Domain Name System Service (PDNS) for the UK Government	200 67%	5 50%	4 44%	10 91%	6 55%	50 57%	- -	2 29%	3 50%	7 88%	11 69%	49 56%	22 67%	4 50%	40 49%	24 77% a	1 100%	10 67%
Internet governance	197 66%	5 50%	5 56%	10 91%	6 55%	45 51%	- -	5 71%	3 50%	7 88%	12 75%	51 58%	17 52%	3 38%	39 48%	23 74% a	1 100%	8 53%
Promoting and expanding the market for .UK domain names	196 65%	7 70%	4 44%	8 73%	6 55%	51 58%	- -	3 43%	2 33%	6 75%	11 69%	47 53%	23 70%	6 75%	41 50%	25 81% a	1 100%	9 60%
Contributing to the wider public benefit	192 64%	6 60%	5 56%	6 55%	5 45%	41 47%	- -	6 86%	4 67%	5 63%	10 63%	44 50%	18 55%	1 13%	39 48%	15 48%	1 100%	8 53%
Providing technical services to other registry owners	167 56%	3 30%	1 11%	8 73%	6 55%	40 45%	- -	2 29%	4 67%	4 50%	9 56%	40 45%	16 48%	2 25%	31 38%	20 65% a	1 100%	6 40%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	300 100%	10 100%	9 100%	11 100%	11 100%	88 100%	1 100%	7 100%	6 100%	8 100%	16 100%	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Helping members grow their business	121 40%	3 30%	3 33%	6 55%	6 55%	30 34%	- -	2 29%	2 33%	3 38%	2 13%	31 35%	15 45%	2 25%	28 34%	16 52%	1 100%	3 20%
Other	14 5%	- -	1 11%	1 9%	- -	5 6%	- -	- -	- -	- -	1 6%	2 2%	4 12% a	1 13%	5 6%	2 6%	- -	- -
Don't know	29 10%	- -	1 11%	- -	1 9%	5 6%	1 100%	1 14%	2 33%	1 13%	3 19%	4 5%	2 6%	1 13%	5 6%	- -	- -	2 13%
None of these	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -
<b>NET: Registry</b>	262 87%	10 100%	6 67%	11 100%	10 91%	81 92%	- -	5 71%	4 67%	7 88%	13 81%	81 92%	30 91%	7 88%	73 89%	31 100%	1 100%	13 87%
<b>NET: Security</b>	256 85%	8 80%	6 67%	11 100%	9 82%	76 86%	- -	5 71%	4 67%	7 88%	13 81%	75 85%	30 91%	5 63%	66 80%	30 97% a	1 100%	13 87%
<b>NET: Public benefit</b>	251 84%	8 80%	7 78%	11 100%	10 91%	71 81%	- -	6 86%	4 67%	6 75%	12 75%	75 85%	28 85%	4 50%	65 79%	29 94%	1 100%	12 80%
<b>NET: Policy</b>	242 81%	8 80%	7 78%	11 100%	7 64%	68 77%	- -	6 86%	4 67%	7 88%	13 81%	71 81%	26 79%	4 50%	58 71%	30 97% a	1 100%	12 80%
<b>NET: Member support</b>	121 40%	3 30%	3 33%	6 55%	6 55%	30 34%	- -	2 29%	2 33%	3 38%	2 13%	31 35%	15 45%	2 25%	28 34%	16 52%	1 100%	3 20%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	300 100%	37 100%	84 100%	64 100%	72 100%	39 100%	99 100%	203 100%	43 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Managing the .UK registry	258 86%	33 89%	76 90%	54 84%	65 90%	33 85%	90 91%	176 87%	39 91%	78 86%	61 94%	39 89%	65 86%	4 100%	43 90%
Protecting the .UK domain name space	248 83%	31 84%	69 82%	52 81%	58 81%	32 82%	84 85%	174 86%	34 79%	77 85%	57 88%	39 89%	63 83%	4 100%	43 90%
Keeping the .UK domain space free of criminal activity	242 81%	31 84%	63 75%	51 80%	55 76%	30 77%	79 80%	172 85%	32 74%	72 79%	52 80%	40 91%	64 84%	4 100%	44 92%
Managing the domain name dispute resolution service (DRS)	238 79%	32 86%	67 80%	47 73%	58 81%	31 79%	82 83%	169 83%	33 77%	70 77%	57 88%	36 82%	62 82%	4 100%	40 83%
.UK policy development	235 78%	29 78%	64 76%	48 75%	55 76%	30 77%	77 78%	170 84%	31 72%	71 78%	51 78%	37 84%	64 84%	4 100%	41 85%
Operating Critical National Infrastructure	203 68%	26 70%	43 51%	40 63%	34 47%	26 67%	56 57%	159 78%	15 35%	56 62%	35 54%	39 89%	64 84%	3 75%	42 88%
Providing Protective Domain Name System Service (PDNS) for the UK Government	200 67%	27 73%	46 55%	42 66%	36 50%	28 72%	55 56%	154 76%	18 42%	58 64%	37 57%	38 86%	56 74%	4 100%	42 88%
Internet governance	197 66%	30 81%	43 51%	47 73%	36 50%	31 79%	52 53%	155 76%	18 42%	59 65%	38 58%	36 82%	56 74%	4 100%	40 83%
Promoting and expanding the market for .UK domain names	196 65%	30 81%	46 55%	45 70%	38 53%	31 79%	54 55%	146 72%	22 51%	63 69%	33 51%	33 75%	57 75%	3 75%	36 75%
Contributing to the wider public benefit	192 64%	23 62%	42 50%	40 63%	35 49%	25 64%	52 53%	156 77%	15 35%	54 59%	32 49%	33 75%	62 82%	4 100%	37 77%
Providing technical services to other registry owners	167 56%	20 54%	33 39%	33 52%	27 38%	23 59%	42 42%	131 65%	13 30%	48 53%	29 45%	33 75%	50 66%	4 100%	37 77%

## P013002 Nominet Listening Process 2021 Phase 2

### Q26. Which, if any, of the following do you think should be within Nominet's legal remit?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	300 100%	37 100%	84 100%	64 100%	72 100%	39 100%	99 100%	203 100%	43 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Helping members grow their business	121 40%	14 38%	29 35%	22 34%	28 39%	14 36%	36 36%	88 43%	15 35%	34 37%	22 34%	26 59%	34 45%	2 50%	28 58%
Other	14 5%	2 5%	6 7%	4 6%	4 6%	1 3%	7 7%	9 4%	2 5%	3 3%	5 8%	1 2%	5 7%	- -	1 2%
Don't know	29 10%	4 11%	4 5%	9 14% bd	2 3%	4 10%	3 3%	19 9%	1 2%	9 10%	3 5%	3 7%	8 11%	- -	3 6%
None of these	1 *	- -	1 1%	- -	1 1%	- -	1 1%	- -	1 2% a	- -	- -	- -	- -	- -	- -
NET: Registry	262 87%	33 89%	77 92%	54 84%	66 92%	34 87%	92 93%	178 88%	39 91%	80 88%	61 94%	39 89%	66 87%	4 100%	43 90%
NET: Security	256 85%	32 86%	70 83%	53 83%	59 82%	33 85%	85 86%	180 89%	35 81%	79 87%	57 88%	40 91%	67 88%	4 100%	44 92%
NET: Public benefit	251 84%	31 84%	68 81%	52 81%	59 82%	31 79%	84 85%	178 88%	34 79%	75 82%	56 86%	40 91%	66 87%	4 100%	44 92%
NET: Policy	242 81%	32 86%	65 77%	53 83%	55 76%	34 87%	78 79%	176 87% b	31 72%	76 84%	52 80%	37 84%	65 86%	4 100%	41 85%
NET: Member support	121 40%	14 38%	29 35%	22 34%	28 39%	14 36%	36 36%	88 43%	15 35%	34 37%	22 34%	26 59%	34 45%	2 50%	28 58%

## P013002 Nominet Listening Process 2021 Phase 2

### Q25/26 analysis

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	257	115	29	113	34	15	13	4	11	3	1	7	1	3	3	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Have the right remit	173	63	20	90	27	8	6	2	4	1	-	4	1	2	3	7
	67%	55%	69%	80%	79%	53%	46%	50%	36%	33%	-	57%	100%	67%	67%	88%
			a													
Net: Have the wrong remit	84	52	9	23	7	7	7	2	7	2	1	3	-	1	-	1
	33%	45%	31%	20%	21%	47%	54%	50%	64%	67%	100%	43%	-	33%	-	33%
		c														
Net: Want larger remit	60	40	6	14	7	5	5	1	6	1	1	3	-	-	-	1
	23%	35%	21%	12%	21%	33%	38%	25%	55%	33%	100%	43%	-	-	-	33%
		c														
Net: Want smaller remit	74	31	9	34	10	3	5	2	2	1	-	2	-	2	1	2
	29%	27%	31%	30%	29%	20%	38%	50%	18%	33%	-	29%	-	67%	33%	25%



## P013002 Nominet Listening Process 2021 Phase 2

### Q25/26 analysis

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
257	10	8	11	9	77	-	5	4	7	12	79	30	6	70	31	1	13
100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
173	5	1	9	5	43	-	1	3	6	10	40	20	3	37	17	1	8
67%	50%	13%	82%	56%	56%	-	20%	75%	86%	83%	51%	67%	50%	53%	55%	100%	62%
84	5	7	2	4	34	-	4	1	1	2	39	10	3	33	14	-	5
33%	50%	88%	18%	44%	44%	-	80%	25%	14%	17%	49%	33%	50%	47%	45%	-	38%
60	4	6	2	4	24	-	3	-	1	2	31	7	2	25	11	-	4
23%	40%	75%	18%	44%	31%	-	60%	-	14%	17%	39%	23%	33%	36%	35%	-	31%
74	3	-	3	2	23	-	2	1	3	3	20	9	2	21	6	-	4
29%	30%	-	27%	22%	30%	-	40%	25%	43%	25%	25%	30%	33%	30%	19%	-	31%

## P013002 Nominet Listening Process 2021 Phase 2

### Q25/26 analysis

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total	a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	257	33	73	53	63	34	89	37	78	58	40	64	4	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Have the right remit	173	21	42	35	35	23	51	19	46	36	32	50	3	35
	67%	64%	58%	66%	56%	68%	57%	51%	59%	62%	80%	78%	75%	80%
Net: Have the wrong remit	84	12	31	18	28	11	38	18	32	22	8	14	1	9
	33%	36%	42%	34%	44%	32%	43%	26%	41%	38%	20%	22%	25%	20%
Net: Want larger remit	60	10	24	14	21	10	29	12	22	19	6	8	-	6
	23%	30%	33%	26%	33%	29%	33%	32%	28%	33%	15%	13%	-	14%
Net: Want smaller remit	74	10	21	14	19	9	25	11	21	19	11	21	1	12
	29%	30%	29%	26%	30%	26%	28%	30%	27%	33%	28%	33%	25%	27%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary Table: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

	Total	Scale													NET: Top Rank	NET: Top 3 Rank
		Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8	Rank 9	Rank 10	Rank 11	Rank 12	Rank 13		
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Members	186	29	36	31	37	23	9	12	8	-	-	-	-	1	29	96
	100%	16%	19%	17%	20%	12%	5%	6%	4%	-	-	-	-	1%	16%	52%
The general public	158	27	21	17	19	24	14	13	18	4	-	-	1	-	27	65
	100%	17%	13%	11%	12%	15%	9%	8%	11%	3%	-	-	1%	-	17%	41%
Third party stakeholders	139	4	16	24	22	20	20	16	15	2	-	-	-	-	4	44
	100%	3%	12%	17%	16%	14%	14%	12%	11%	1%	-	-	-	-	3%	32%
The UK Government	176	24	45	36	27	21	14	7	1	-	1	-	-	-	24	105
	100%	14%	26%	20%	15%	12%	8%	4%	1%	-	1%	-	-	-	14%	60%
The Nominet Board	212	107	31	26	15	9	9	7	8	-	-	-	-	-	107	164
	100%	50%	15%	12%	7%	4%	4%	3%	4%	-	-	-	-	-	50%	77%
Third party commercial interests	144	11	31	29	14	6	15	22	16	-	-	-	-	-	11	71
	100%	8%	22%	20%	10%	4%	10%	15%	11%	-	-	-	-	-	8%	49%
Employees (beyond the Board)	166	8	36	30	23	23	25	12	8	1	-	-	-	-	8	74
	100%	5%	22%	18%	14%	14%	15%	7%	5%	1%	-	-	-	-	5%	45%
The domain name industry	175	49	25	34	21	22	9	6	8	-	-	1	-	-	49	108
	100%	28%	14%	19%	12%	13%	5%	3%	5%	-	-	1%	-	-	28%	62%
Other	31	15	10	1	3	-	1	-	-	1	-	-	-	-	15	26
	100%	48%	32%	3%	10%	-	3%	-	-	3%	-	-	-	-	48%	84%
Other 2	3	-	-	-	2	1	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	67%	33%	-	-	-	-	-	-	-	-	-	-
Other 3	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Other 4	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Other 5	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Members	29 7%	6 3%	7 13% a	16 10% a	2 4%	- -	- -	- -	1 6%	- -	1 100%	5 29%	- -	- -	- -	- -	1 10%
The general public	27 6%	4 2%	8 15% a	15 9% a	2 4%	- -	- -	- -	1 6%	- -	- -	2 12%	- -	1 10%	2 29%	- -	3 30%
Third party stakeholders	4 1%	- -	1 2%	3 2%	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -
The UK Government	24 6%	5 3%	3 6%	16 10% a	1 2%	- -	1 5%	1 17%	1 6%	- -	- -	1 6%	- -	- -	1 14%	- -	1 10%
The Nominet Board	107 25%	75 41% bc	3 6%	29 18% b	23 49%	10 45%	11 50%	3 50%	5 28%	- -	- -	1 6%	1 100%	- -	- -	1 17%	- -
Third party commercial interests	11 3%	8 4%	- -	3 2%	2 4%	1 5%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	8 2%	6 3%	- -	2 1%	2 4%	1 5%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
The domain name industry	49 12%	7 4%	7 13% a	35 21% a	1 2%	1 5%	- -	- -	- -	1 20%	- -	- -	- -	1 10%	- -	2 33%	3 30%
Other	15 4%	8 4%	1 2%	6 4%	3 6%	3 14%	- -	- -	1 6%	- -	- -	- -	- -	1 10%	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Members	29 7%	- -	- -	2 13%	1 6%	3 2%	- -	2 18%	- -	- -	5 23%	5 4%	1 2%	- -	- -	5 10%	- -	1 4%
																a		
The general public	27 6%	- -	- -	- -	1 6%	3 2%	- -	- -	2 22%	3 38%	2 9%	4 3%	- -	- -	- -	3 6%	- -	1 4%
																a		
Third party stakeholders	4 1%	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	24 6%	- -	- -	- -	- -	5 4%	- -	- -	1 11%	1 13%	1 5%	4 3%	1 2%	- -	1 1%	3 6%	- -	1 4%
																a		
The Nominet Board	107 25%	7 64%	7 54%	7 47%	6 33%	48 38%	- -	- -	- -	1 13%	2 9%	49 36%	20 43%	6 46%	60 49%	9 18%	- -	6 25%
															b			
Third party commercial interests	11 3%	1 9%	1 8%	1 7%	1 6%	4 3%	- -	- -	- -	- -	- -	4 3%	4 9%	- -	5 4%	1 2%	1 100%	1 4%
Employees (beyond the Board)	8 2%	- -	1 8%	- -	- -	5 4%	- -	- -	- -	- -	- -	5 4%	1 2%	- -	6 5%	- -	- -	- -
The domain name industry	49 12%	1 9%	- -	- -	- -	6 5%	1 100%	1 9%	1 11%	1 13%	3 14%	5 4%	2 4%	- -	1 1%	3 6%	- -	3 13%
															a			
Other	15 4%	1 9%	- -	1 7%	2 11%	4 3%	- -	- -	- -	- -	1 5%	6 4%	2 4%	- -	5 4%	2 4%	- -	1 4%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members	29 7%	8 17% bd	- -	11 13% bd	- -	8 17% b	2 2%	25 12% b	- -	12 13% b	1 2%	7 16%	8 11%	1 25%	8 17%
The general public	27 6%	7 15% bd	1 1%	10 12% bd	- -	6 13% b	- -	25 12% b	- -	12 13% b	- -	7 16%	6 8%	2 50%	9 19%
Third party stakeholders	4 1%	- -	- -	1 1%	- -	1 2%	- -	4 2%	- -	1 1%	- -	2 5%	1 1%	- -	2 4%
The UK Government	24 6%	2 4%	2 2%	3 4%	2 2%	4 8%	3 3%	21 10%	1 2%	5 5%	3 5%	2 5%	11 14%	1 25%	3 6%
The Nominet Board	107 25%	5 10%	64 60% ac	12 14%	55 60% ac	2 4%	70 63% a	52 25%	35 74% a	27 30%	46 71% a	5 11%	23 30% ad	- -	5 10%
Third party commercial interests	11 3%	1 2%	4 4%	1 1%	5 5%	- -	8 7%	7 3%	1 2%	4 4%	3 5%	- -	2 3%	- -	- -
Employees (beyond the Board)	8 2%	1 2%	3 3%	1 1%	3 3%	1 2%	4 4%	3 1%	1 2%	2 2%	4 6%	- -	2 3%	- -	- -
The domain name industry	49 12%	6 13% bd	1 1%	11 13% bd	- -	8 17% b	- -	43 20% b	- -	12 13% b	1 2%	16 36%	16 21%	- -	16 33%
Other	15 4%	2 4%	5 5%	3 4%	5 5%	2 4%	5 4%	9 4%	2 4%	5 5%	4 6%	3 7%	3 4%	- -	3 6%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top 3 Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
96 23%	19 10%	19 35% a	58 36% a	8 17%	- -	- -	- -	2 11%	1 20%	1 100%	7 41%	- -	2 20%	2 29%	1 17%	5 50%
65 15%	11 6%	19 35% ac	35 21% a	2 4%	- -	1 5%	- -	2 11%	- -	- -	5 29%	1 100%	1 10%	3 43%	1 17%	8 80%
44 10%	22 12%	5 9%	17 10%	8 17%	3 14%	1 5%	1 17%	3 17%	1 20%	- -	3 18%	- -	- -	- -	- -	1 10%
105 25%	22 12%	12 22%	71 44% ab	10 21%	- -	4 18%	1 17%	4 22%	1 20%	1 100%	3 18%	- -	1 10%	1 14%	1 17%	4 40%
164 39%	98 53% bc	7 13%	59 36% b	28 60%	15 68%	12 55%	4 67%	8 44%	1 20%	- -	3 18%	1 100%	- -	- -	2 33%	- -
71 17%	48 26% bc	3 6%	20 12%	15 32%	9 41%	4 18%	1 17%	3 17%	- -	- -	1 6%	- -	- -	1 14%	- -	1 10%
74 18%	40 22% b	2 4%	32 20% b	11 23%	7 32%	6 27%	1 17%	2 11%	- -	- -	- -	- -	1 10%	- -	1 17%	- -
108 26%	24 13%	18 33% a	66 40% a	8 17%	2 9%	2 9%	- -	1 6%	2 40%	1 100%	3 18%	1 100%	2 20%	2 29%	3 50%	4 40%
26 6%	19 10% c	1 2%	6 4%	6 13%	5 23%	3 14%	- -	1 6%	- -	- -	- -	- -	1 10%	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top 3 Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Members	96 23%	- -	- -	3 20%	1 6%	15 12%	- -	3 27%	3 33%	2 25%	11 50%	14 10%	4 9%	1 8%	5 4%	12 24%	- -	2 8%
The general public	65 15%	- -	- -	2 13%	2 11%	7 5%	1 100%	1 9%	3 33%	6 75%	7 32%	9 7%	1 2%	1 8%	2 2%	6 12%	- -	3 13%
Third party stakeholders	44 10%	2 18%	2 15%	3 20%	3 17%	12 9%	- -	2 18%	- -	- -	3 14%	15 11%	7 15%	- -	16 13%	3 6%	- -	3 13%
The UK Government	105 25%	- -	1 8%	3 20%	1 6%	17 13%	- -	1 9%	2 22%	3 38%	5 23%	13 9%	7 15%	2 15%	9 7%	9 18%	- -	4 17%
The Nominet Board	164 39%	10 91%	9 69%	8 53%	8 44%	63 49%	1 100%	1 9%	1 11%	1 13%	3 14%	66 48%	26 57%	6 46%	72 59%	15 30%	1 100%	10 42%
Third party commercial interests	71 17%	5 45%	4 31%	4 27%	8 44%	27 21%	- -	- -	1 11%	1 13%	1 5%	35 25%	12 26%	1 8%	37 30%	6 12%	1 100%	4 17%
Employees (beyond the Board)	74 18%	3 27%	3 23%	2 13%	- -	32 25%	- -	- -	1 11%	- -	1 5%	28 20%	10 22%	2 15%	30 25%	7 14%	1 100%	2 8%
The domain name industry	108 26%	3 27%	- -	3 20%	2 11%	16 13%	1 100%	3 27%	1 11%	5 63%	8 36%	19 14%	4 9%	1 8%	8 7%	10 20%	- -	6 25%
Other	26 6%	3 27%	3 23%	1 7%	5 28%	7 5%	- -	- -	- -	- -	1 5%	15 11%	4 9%	- -	13 11%	3 6%	- -	3 13%



## P013002 Nominet Listening Process 2021 Phase 2

### Q27. Summary - Top 3 Rank: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...?

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	*c
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members	96 23%	18 38% bd	5 5%	30 36% bd	2 2%	23 48% b	6 5%	86 41% b	- -	31 34% b	6 9%	23 52%	30 39%	2 50%	25 52%
The general public	65 15%	15 31% bd	3 3%	24 29% bd	2 2%	16 33% b	3 3%	57 27% b	1 2%	28 31% b	2 3%	13 30%	18 24%	3 75%	16 33%
Third party stakeholders	44 10%	5 10%	16 15%	10 12%	14 15%	5 10%	19 17%	27 13%	7 15%	13 14%	12 18%	9 20%	7 9%	- -	9 19%
The UK Government	105 25%	13 27% bd	10 9%	18 22% bd	8 9%	11 23%	15 13%	88 42% b	4 9%	27 30% b	7 11%	19 43%	45 59%	4 100%	23 48%
The Nominet Board	164 39%	11 23%	74 70% ac	21 25%	64 70% ac	7 15%	85 76% a	93 44%	37 79% a	43 47%	56 86% a	14 32%	39 51% a	3 75%	17 35%
Third party commercial interests	71 17%	5 10%	37 35% ac	8 10%	33 36% ac	3 6%	43 38% a	38 18%	14 30%	21 23%	26 40% a	3 7%	15 20% d	- -	3 6%
Employees (beyond the Board)	74 18%	6 13%	27 25% c	11 13%	21 23%	5 10%	32 29% a	49 23%	11 23%	17 19%	23 35% a	10 23%	20 26%	- -	10 21%
The domain name industry	108 26%	17 35% bd	11 10%	28 34% bd	7 8%	19 40% b	12 11%	94 45% b	3 6%	32 35% b	9 14%	27 61%	33 43%	- -	27 56%
Other	26 6%	2 4%	13 12%	4 5%	14 15% c	2 4%	15 13%	14 7%	7 15%	10 11%	10 15%	3 7%	3 4%	- -	3 6%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.1. Members: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	186 100%	55 100%	25 100%	106 100%	22 100%	5 100%	3 100%	1 100%	4 100%	1 100%	1 100%	8 100%	1 100%	2 100%	3 100%	2 100%	7 100%
Rank 1	29 16%	6 11%	7 28%	16 15%	2 9%	- -	- -	- -	1 25%	- -	1 100%	5 63%	- -	- -	- -	- -	1 14%
Rank 2	36 19%	7 13%	7 28%	22 21%	3 14%	- -	- -	- -	- -	1 100%	- -	1 13%	- -	1 50%	2 67%	1 50%	1 14%
Rank 3	31 17%	6 11%	5 20%	20 19%	3 14%	- -	- -	- -	1 25%	- -	- -	1 13%	- -	1 50%	- -	- -	3 43%
Rank 4	37 20%	9 16%	4 16%	24 23%	1 5%	1 20%	2 67%	1 100%	- -	- -	- -	- -	1 100%	- -	1 33%	1 50%	1 14%
Rank 5	23 12%	12 22%	1 4%	10 9%	7 32%	2 40%	- -	- -	2 50%	- -	- -	1 13%	- -	- -	- -	- -	- -
Rank 6	9 5%	5 9%	- -	4 4%	2 9%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	12 6%	5 9%	1 4%	6 6%	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
Rank 8	8 4%	4 7%	- -	4 4%	1 5%	1 20%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 13	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	29 16%	6 11%	7 28%	16 15%	2 9%	- -	- -	- -	1 25%	- -	1 100%	5 63%	- -	- -	- -	- -	1 14%
NET: Top 3 Rank	96 52%	19 35%	19 76%	58 55%	8 36%	- -	- -	- -	2 50%	1 100%	1 100%	7 88%	- -	2 100%	2 67%	1 50%	5 71%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.1. Members: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	186 100%	4 100%	3 100%	6 100%	6 100%	36 100%	- -	3 100%	3 100%	6 100%	13 100%	38 100%	14 100%	3 100%	30 100%	18 100%	1 100%	6 100%
Rank 1	29 16%	- -	- -	2 33%	1 17%	3 8%	- -	2 67%	- -	- -	5 38%	5 13%	1 7%	- -	- -	5 28%	- -	1 17%
Rank 2	36 19%	- -	- -	- -	- -	7 19%	- -	1 33%	2 67%	1 17%	3 23%	5 13%	2 14%	- -	1 3%	6 33%	- -	- -
Rank 3	31 17%	- -	- -	1 17%	- -	5 14%	- -	- -	1 33%	1 17%	3 23%	4 11%	1 7%	1 33%	4 13%	1 6%	- -	1 17%
Rank 4	37 20%	1 25%	- -	- -	1 17%	7 19%	- -	- -	- -	3 50%	1 8%	6 16%	1 7%	2 67%	5 17%	2 11%	- -	2 33%
Rank 5	23 12%	2 50%	- -	2 33%	1 17%	7 19%	- -	- -	- -	- -	1 8%	7 18%	5 36%	- -	10 33%	1 6%	- -	1 17%
Rank 6	9 5%	- -	1 33%	- -	2 33%	2 6%	- -	- -	- -	- -	- -	5 13%	- -	- -	5 17%	- -	- -	- -
Rank 7	12 6%	- -	- -	1 17%	- -	4 11%	- -	- -	- -	1 17%	- -	2 5%	3 21%	- -	2 7%	2 11%	1 100%	- -
Rank 8	8 4%	1 25%	2 67%	- -	- -	1 3%	- -	- -	- -	- -	- -	3 8%	1 7%	- -	2 7%	1 6%	- -	1 17%
Rank 13	1 1%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 3%	- -	- -	- -
<b>NET: Top Rank</b>	29 16%	- -	- -	2 33%	1 17%	3 8%	- -	2 67%	- -	- -	5 38%	5 13%	1 7%	- -	- -	5 28%	- -	1 17%
<b>NET: Top 3 Rank</b>	96 52%	- -	- -	3 50%	1 17%	15 42%	- -	3 100%	3 100%	2 33%	11 85%	14 37%	4 29%	1 33%	5 17%	12 67%	- -	2 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.1. Members: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
		*a	b	c	*d	*a	b	a	*b	a	*b	a	b	*c	d
Total	186 100%	25 100%	32 100%	41 100%	23 100%	28 100%	37 100%	152 100%	9 100%	58 100%	19 100%	36 100%	60 100%	3 100%	39 100%
Rank 1	29 16%	8 32%	- -	11 27% b	- -	8 29%	2 5%	25 16%	- -	12 21%	1 5%	7 19%	8 13%	1 33%	8 21%
Rank 2	36 19%	8 32%	1 3%	11 27% b	- -	11 39%	- -	34 22%	- -	12 21%	1 5%	8 22%	12 20%	- -	8 21%
Rank 3	31 17%	2 8%	4 13%	8 20%	2 9%	4 14%	4 11%	27 18%	- -	7 12%	4 21%	8 22%	10 17%	1 33%	9 23%
Rank 4	37 20%	4 16%	5 16%	5 12%	3 13%	3 11%	7 19%	29 19%	2 22%	9 16%	4 21%	8 22%	14 23%	- -	8 21%
Rank 5	23 12%	1 4%	10 31% c	1 2%	10 43%	1 4%	10 27%	16 11%	3 33%	8 14%	4 21%	1 3%	8 13%	1 33%	2 5%
Rank 6	9 5%	- -	4 13% c	- -	3 13%	- -	5 14%	5 3%	- -	3 5%	2 11%	1 3%	2 3%	- -	1 3%
Rank 7	12 6%	1 4%	4 13%	3 7%	2 9%	- -	5 14%	8 5%	3 33%	4 7%	1 5%	1 3%	4 7%	- -	1 3%
Rank 8	8 4%	1 4%	3 9%	2 5%	2 9%	1 4%	3 8%	7 5%	1 11%	3 5%	1 5%	2 6%	2 3%	- -	2 5%
Rank 13	1 1%	- -	1 3%	- -	1 4%	- -	1 3%	1 1%	- -	- -	1 5%	- -	- -	- -	- -
NET: Top Rank	29 16%	8 32%	- -	11 27% b	- -	8 29%	2 5%	25 16%	- -	12 21%	1 5%	7 19%	8 13%	1 33%	8 21%
NET: Top 3 Rank	96 52%	18 72%	5 16%	30 73% b	2 9%	23 82%	6 16%	86 57%	- -	31 53%	6 32%	23 64%	30 50%	2 67%	25 64%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.2. The general public: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	158 100%	43 100%	24 100%	91 100%	15 100%	4 100%	3 100%	1 100%	3 100%	1 100%	- -	7 100%	1 100%	2 100%	3 100%	2 100%	8 100%
Rank 1	27 17%	4 9%	8 33%	15 16%	2 13%	- -	- -	- -	1 33%	- -	- -	2 29%	- -	1 50%	2 67%	- -	3 38%
Rank 2	21 13%	3 7%	5 21%	13 14%	- -	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	- -	1 50%	2 25%
Rank 3	17 11%	4 9%	6 25%	7 8%	- -	- -	1 33%	- -	1 33%	- -	- -	1 14%	1 100%	- -	1 33%	- -	3 38%
Rank 4	19 12%	3 7%	5 21%	11 12%	3 20%	- -	- -	- -	- -	1 100%	- -	2 29%	- -	1 50%	- -	1 50%	- -
Rank 5	24 15%	8 19%	- -	16 18%	1 7%	2 50%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	14 9%	4 9%	- -	10 11%	4 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	13 8%	4 9%	- -	9 10%	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	18 11%	8 19%	- -	10 11%	4 27%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	4 3%	4 9%	- -	- -	1 7%	- -	1 33%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 12	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	27 17%	4 9%	8 33%	15 16%	2 13%	- -	- -	- -	1 33%	- -	- -	2 29%	- -	1 50%	2 67%	- -	3 38%
NET: Top 3 Rank	65 41%	11 26%	19 79%	35 38%	2 13%	- -	1 33%	- -	2 67%	- -	- -	5 71%	1 100%	1 50%	3 100%	1 50%	8 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.2. The general public: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*c	*d
Total	158 100%	2 100%	3 100%	4 100%	6 100%	28 100%	1 100%	3 100%	3 100%	6 100%	10 100%	30 100%	10 100%	3 100%	22 100%	14 100%	1 100%	6 100%
Rank 1	27 17%	-	-	-	1 17%	3 11%	-	-	2 67%	3 50%	2 20%	4 13%	-	-	-	3 21%	-	1 17%
Rank 2	21 13%	-	-	1 25%	-	2 7%	1 100%	1 33%	1 33%	-	2 20%	3 10%	-	-	-	2 14%	-	1 17%
Rank 3	17 11%	-	-	1 25%	1 17%	2 7%	-	-	-	3 50%	3 30%	2 7%	1 10%	1 33%	2 9%	1 7%	-	1 17%
Rank 4	19 12%	-	1 33%	-	-	2 7%	-	2 67%	-	-	3 30%	3 10%	-	-	-	3 21%	-	-
Rank 5	24 15%	-	-	-	1 17%	7 25%	-	-	-	-	-	5 17%	2 20%	1 33%	5 23%	1 7%	1 100%	1 17%
Rank 6	14 9%	-	-	-	-	4 14%	-	-	-	-	-	-	4 40%	-	4 18%	-	-	-
Rank 7	13 8%	1 50%	-	-	1 17%	2 7%	-	-	-	-	-	3 10%	1 10%	-	3 14%	-	-	1 17%
Rank 8	18 11%	-	1 33%	1 25%	-	6 21%	-	-	-	-	-	5 17%	2 20%	1 33%	4 18%	4 29%	-	-
Rank 9	4 3%	1 50%	1 33%	1 25%	1 17%	-	-	-	-	-	-	4 13%	-	-	3 14%	-	-	1 17%
Rank 12	1 1%	-	-	-	1 17%	-	-	-	-	-	-	1 3%	-	-	1 5%	-	-	-
NET: Top Rank	27 17%	-	-	-	1 17%	3 11%	-	-	2 67%	3 50%	2 20%	4 13%	-	-	-	3 21%	-	1 17%
NET: Top 3 Rank	65 41%	-	-	2 50%	2 33%	7 25%	1 100%	1 33%	3 100%	6 100%	7 70%	9 30%	1 10%	1 33%	2 9%	6 43%	-	3 50%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.2. The general public: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	a	b	*c	d
Total	158 100%	23 100%	23 100%	39 100%	16 100%	24 100%	29 100%	129 100%	8 100%	54 100%	12 100%	31 100%	51 100%	4 100%	35 100%	
Rank 1	27 17%	7 30%	1 4%	10 26%	- -	6 25%	- -	25 19%	- -	12 22%	- -	7 23%	6 12%	2 50%	9 26%	
Rank 2	21 13%	4 17%	- -	8 21%	- -	5 21%	1 3%	17 13%	- -	8 15%	- -	4 13%	9 18%	- -	4 11%	
Rank 3	17 11%	4 17%	2 9%	6 15%	2 13%	5 21%	2 7%	15 12%	1 13%	8 15%	2 17%	2 6%	3 6%	1 25%	3 9%	
Rank 4	19 12%	6 26%	1 4%	8 21%	- -	6 25%	2 7%	19 15%	- -	8 15%	- -	1 3%	8 16%	- -	1 3%	
Rank 5	24 15%	- -	4 17%	1 3%	3 19%	1 4%	6 21%	19 15%	3 38%	4 7%	4 33%	6 19%	9 18%	1 25%	7 20%	
Rank 6	14 9%	- -	3 13%	1 3%	3 19%	- -	4 14%	9 7%	1 13%	4 7%	- -	6 19% b	2 4%	- -	6 17% b	
Rank 7	13 8%	1 4%	1 4%	1 3%	- -	- -	2 7%	9 7%	- -	3 6%	1 8%	1 3%	8 16%	- -	1 3%	
Rank 8	18 11%	1 4%	6 26%	3 8%	4 25%	1 4%	7 24%	13 10%	3 38%	5 9%	2 17%	4 13%	6 12%	- -	4 11%	
Rank 9	4 3%	- -	4 17%	1 3%	3 19%	- -	4 14%	2 2%	- -	2 4%	2 17%	- -	- -	- -	- -	
Rank 12	1 1%	- -	1 4%	- -	1 6%	- -	1 3%	1 1%	- -	- -	1 8%	- -	- -	- -	- -	
NET: Top Rank	27 17%	7 30%	1 4%	10 26%	- -	6 25%	- -	25 19%	- -	12 22%	- -	7 23%	6 12%	2 50%	9 26%	
NET: Top 3 Rank	65 41%	15 65%	3 13%	24 62%	2 13%	16 67%	3 10%	57 44%	1 13%	28 52%	2 17%	13 42%	18 35%	3 75%	16 46%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.3. Third party stakeholders: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	139 100%	48 100%	13 100%	78 100%	15 100%	6 100%	3 100%	2 100%	5 100%	1 100%	- -	4 100%	1 100%	2 100%	2 100%	- -	3 100%
Rank 1	4 3%	- -	1 8%	3 4%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -
Rank 2	16 12%	8 17% c	4 31%	4 5%	4 27%	2 33%	- -	- -	- -	- -	- -	3 75%	- -	- -	- -	- -	1 33%
Rank 3	24 17%	14 29% c	- -	10 13%	4 27%	1 17%	1 33%	1 50%	3 60%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	22 16%	10 21%	- -	12 15%	2 13%	3 50%	1 33%	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	20 14%	6 13%	3 23%	11 14%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	2 100%	1 50%	- -	- -
Rank 6	20 14%	4 8%	1 8%	15 19%	3 20%	- -	- -	- -	1 20%	- -	- -	1 25%	- -	- -	- -	- -	- -
Rank 7	16 12%	4 8%	3 23%	9 12%	1 7%	- -	1 33%	1 50%	- -	- -	- -	- -	1 100%	- -	1 50%	- -	1 33%
Rank 8	15 11%	2 4%	1 8%	12 15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%
Rank 9	2 1%	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	4 3%	- -	1 8%	3 4%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	44 32%	22 46% c	5 38%	17 22%	8 53%	3 50%	1 33%	1 50%	3 60%	1 100%	- -	3 75%	- -	- -	- -	- -	1 33%



## P013002 Nominet Listening Process 2021 Phase 2

### Q27.3. Third party stakeholders: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	139 100%	5 100%	4 100%	6 100%	4 100%	29 100%	- -	2 100%	1 100%	3 100%	7 100%	36 100%	11 100%	1 100%	30 100%	10 100%	- -	8 100%
Rank 1	4 3%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	16 12%	- -	1 25%	1 17%	1 25%	5 17%	- -	1 50%	- -	- -	3 43%	4 11%	4 36%	- -	5 17%	2 20%	- -	1 13%
Rank 3	24 17%	2 40%	1 25%	2 33%	2 50%	7 24%	- -	- -	- -	- -	- -	11 31%	3 27%	- -	11 37%	1 10%	- -	2 25%
Rank 4	22 16%	1 20%	2 50%	1 17%	- -	6 21%	- -	- -	- -	- -	- -	7 19%	3 27%	- -	8 27%	1 10%	- -	1 13%
Rank 5	20 14%	1 20%	- -	- -	- -	5 17%	- -	- -	1 100%	1 33%	1 14%	5 14%	- -	1 100%	2 7%	2 20%	- -	2 25%
Rank 6	20 14%	- -	- -	1 17%	- -	3 10%	- -	- -	- -	- -	1 14%	3 8%	1 9%	- -	2 7%	2 20%	- -	- -
Rank 7	16 12%	1 20%	- -	- -	1 25%	2 7%	- -	- -	- -	2 67%	1 14%	4 11%	- -	- -	2 7%	1 10%	- -	1 13%
Rank 8	15 11%	- -	- -	1 17%	- -	1 3%	- -	- -	- -	- -	1 14%	2 6%	- -	- -	- -	1 10%	- -	1 13%
Rank 9	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	4 3%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	44 32%	2 40%	2 50%	3 50%	3 75%	12 41%	- -	2 100%	- -	- -	3 43%	15 42%	7 64%	- -	16 53%	3 30%	- -	3 38%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.3. Third party stakeholders: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	*d	*a	b	a	*b	a	*b	*a	b	*c	d
Total	139 100%	15 100%	32 100%	28 100%	25 100%	14 100%	38 100%	108 100%	10 100%	37 100%	20 100%	29 100%	44 100%	2 100%	31 100%
Rank 1	4 3%	-	-	1 4%	-	1 7%	-	4 4%	-	1 3%	-	2 7%	1 2%	-	2 6%
Rank 2	16 12%	4 27%	4 13%	7 25%	3 12%	3 21%	7 18%	10 9%	2 20%	6 16%	6 30%	1 3%	2 5%	-	1 3%
Rank 3	24 17%	1 7%	12 38%	2 7%	11 44%	1 7%	12 32%	13 12%	5 50%	6 16%	6 30%	6 21%	4 9%	-	6 19%
Rank 4	22 16%	-	8 25%	1 4%	6 24%	1 7%	8 21%	17 16%	2 20%	4 11%	5 25%	4 14%	8 18%	-	4 13%
Rank 5	20 14%	4 27%	3 9%	6 21%	1 4%	2 14%	4 11%	16 15%	1 10%	8 22%	-	4 14%	6 14%	-	4 13%
Rank 6	20 14%	2 13%	3 9%	3 11%	2 8%	2 14%	3 8%	19 18%	-	3 8%	2 10%	4 14%	9 20%	1 50%	5 16%
Rank 7	16 12%	4 27%	2 6%	5 18%	2 8%	3 21%	3 8%	14 13%	-	6 16%	1 5%	5 17%	4 9%	-	5 16%
Rank 8	15 11%	-	-	3 11%	-	1 7%	1 3%	13 12%	-	3 8%	-	2 7%	9 20%	1 50%	3 10%
Rank 9	2 1%	-	-	-	-	-	-	2 2%	-	-	-	1 3%	1 2%	-	1 3%
NET: Top Rank	4 3%	-	-	1 4%	-	1 7%	-	4 4%	-	1 3%	-	2 7%	1 2%	-	2 6%
NET: Top 3 Rank	44 32%	5 33%	16 50%	10 36%	14 56%	5 36%	19 50%	27 25%	7 70%	13 35%	12 60%	9 31%	7 16%	-	9 29%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.4. The UK Government: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																	
Total	176 100%	51 100%	17 100%	108 100%	22 100%	4 100%	6 100%	1 100%	4 100%	1 100%	1 100%	3 100%	1 100%	1 100%	2 100%	1 100%	7 100%
Rank 1	24 14%	5 10%	3 18%	16 15%	1 5%	- -	1 17%	1 100%	1 25%	- -	- -	1 33%	- -	- -	1 50%	- -	1 14%
Rank 2	45 26%	9 18%	5 29%	31 29%	5 23%	- -	1 17%	- -	2 50%	1 100%	- -	- -	- -	1 100%	- -	- -	3 43%
Rank 3	36 20%	8 16%	4 24%	24 22%	4 18%	- -	2 33%	- -	1 25%	- -	1 100%	2 67%	- -	- -	- -	1 100%	- -
Rank 4	27 15%	10 20%	3 18%	14 13%	6 27%	1 25%	1 17%	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	2 29%
Rank 5	21 12%	7 14%	1 6%	13 12%	5 23%	1 25%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -
Rank 6	14 8%	7 14%	1 6%	6 6%	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
Rank 7	7 4%	3 6%	- -	4 4%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 1%	1 2%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 10	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	24 14%	5 10%	3 18%	16 15%	1 5%	- -	1 17%	1 100%	1 25%	- -	- -	1 33%	- -	- -	1 50%	- -	1 14%
NET: Top 3 Rank	105 60%	22 43%	12 71%	71 66%	10 45%	- -	4 67%	1 100%	4 100%	1 100%	1 100%	3 100%	- -	1 100%	1 50%	1 100%	4 57%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.4. The UK Government: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*c	*d
Total	176 100%	2 100%	4 100%	5 100%	5 100%	35 100%	- -	1 100%	2 100%	5 100%	8 100%	33 100%	15 100%	3 100%	29 100%	14 100%	1 100%	7 100%
Rank 1	24 14%	- -	- -	- -	- -	5 14%	- -	- -	1 50%	1 20%	1 13%	4 12%	1 7%	- -	1 3%	3 21%	- -	1 14%
Rank 2	45 26%	- -	- -	2 40%	- -	7 20%	- -	1 100%	1 50%	2 40%	- -	4 12%	3 20%	2 67%	3 10%	3 21%	- -	3 43%
Rank 3	36 20%	- -	1 25%	1 20%	1 20%	5 14%	- -	- -	- -	- -	4 50%	5 15%	3 20%	- -	5 17%	3 21%	- -	- -
Rank 4	27 15%	- -	- -	2 40%	3 60%	5 14%	- -	- -	- -	1 20%	2 25%	9 27%	1 7%	- -	7 24%	2 14%	- -	1 14%
Rank 5	21 12%	- -	1 25%	- -	- -	6 17%	- -	- -	- -	1 20%	- -	4 12%	3 20%	- -	4 14%	3 21%	- -	- -
Rank 6	14 8%	2 100%	- -	- -	- -	5 14%	- -	- -	- -	- -	1 13%	4 12%	2 13%	1 33%	4 14%	- -	1 100%	2 29%
Rank 7	7 4%	- -	2 50%	- -	- -	1 3%	- -	- -	- -	- -	- -	2 6%	1 7%	- -	3 10%	- -	- -	- -
Rank 8	1 1%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 7%	- -	1 3%	- -	- -	- -
Rank 10	1 1%	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 3%	- -	- -	- -
<b>NET: Top Rank</b>	24 14%	- -	- -	- -	- -	5 14%	- -	- -	1 50%	1 20%	1 13%	4 12%	1 7%	- -	1 3%	3 21%	- -	1 14%
<b>NET: Top 3 Rank</b>	105 60%	- -	1 25%	3 60%	1 20%	17 49%	- -	1 100%	2 100%	3 60%	5 63%	13 39%	7 47%	2 67%	9 31%	9 64%	- -	4 57%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.4. The UK Government: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	*d	*a	b	a	*b	a	*b	a	b	*c	d
Total	176 100%	19 100%	30 100%	32 100%	23 100%	16 100%	39 100%	142 100%	11 100%	47 100%	20 100%	37 100%	61 100%	4 100%	41 100%
Rank 1	24 14%	2 11%	2 7%	3 9%	2 9%	4 25%	3 8%	21 15%	1 9%	5 11%	3 15%	2 5%	11 18%	1 25%	3 7%
Rank 2	45 26%	4 21%	4 13%	8 25%	3 13%	2 13%	6 15%	37 26%	3 27%	13 28%	1 5%	9 24%	19 31%	2 50%	11 27%
Rank 3	36 20%	7 37%	4 13%	7 22%	3 13%	5 31%	6 15%	30 21%	- -	9 19%	3 15%	8 22%	15 25%	1 25%	9 22%
Rank 4	27 15%	1 5%	6 20%	6 19%	5 22%	2 13%	8 21%	20 14%	2 18%	8 17%	5 25%	6 16%	6 10%	- -	6 15%
Rank 5	21 12%	3 16%	4 13%	5 16%	3 13%	2 13%	5 13%	17 12%	2 18%	6 13%	2 10%	7 19%	5 8%	- -	7 17%
Rank 6	14 8%	2 11%	5 17%	3 9%	2 9%	1 6%	6 15%	9 6%	3 27%	5 11%	2 10%	3 8%	3 5%	- -	3 7%
Rank 7	7 4%	- -	3 10%	- -	3 13%	- -	3 8%	6 4%	- -	- -	3 15%	2 5%	2 3%	- -	2 5%
Rank 8	1 1%	- -	1 3%	- -	1 4%	- -	1 3%	1 1%	- -	1 2%	- -	- -	- -	- -	- -
Rank 10	1 1%	- -	1 3%	- -	1 4%	- -	1 3%	1 1%	- -	- -	1 5%	- -	- -	- -	- -
NET: Top Rank	24 14%	2 11%	2 7%	3 9%	2 9%	4 25%	3 8%	21 15%	1 9%	5 11%	3 15%	2 5%	11 18%	1 25%	3 7%
NET: Top 3 Rank	105 60%	13 68%	10 33%	18 56%	8 35%	11 69%	15 38%	88 62%	4 36%	27 57%	7 35%	19 51%	45 74% a	4 100%	23 56%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.5. The Nominet Board: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	212 100%	104 100%	13 100%	95 100%	29 100%	15 100%	13 100%	4 100%	8 100%	1 100%	- -	3 100%	1 100%	1 100%	2 100%	2 100%	3 100%
Rank 1	107 50%	75 72% c	3 23%	29 31%	23 79%	10 67%	11 85%	3 75%	5 63%	- -	- -	1 33%	1 100%	- -	- -	1 50%	- -
Rank 2	31 15%	18 17%	1 8%	12 13%	4 14%	1 7%	1 8%	1 25%	3 38%	- -	- -	1 33%	- -	- -	- -	- -	- -
Rank 3	26 12%	5 5%	3 23%	18 19% a	1 3%	4 27%	- -	- -	- -	1 100%	- -	1 33%	- -	- -	- -	1 50%	- -
Rank 4	15 7%	4 4%	1 8%	10 11%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -
Rank 5	9 4%	2 2%	2 15%	5 5%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 67%
Rank 6	9 4%	- -	3 23%	6 6% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 100%	- -	1 33%
Rank 7	7 3%	- -	- -	7 7% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	8 4%	- -	- -	8 8% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	107 50%	75 72% c	3 23%	29 31%	23 79%	10 67%	11 85%	3 75%	5 63%	- -	- -	1 33%	1 100%	- -	- -	1 50%	- -
NET: Top 3 Rank	164 77%	98 94% c	7 54%	59 62%	28 97%	15 100%	12 92%	4 100%	8 100%	1 100%	- -	3 100%	1 100%	- -	- -	2 100%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.5. The Nominet Board: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	212 100%	10 100%	9 100%	9 100%	8 100%	68 100%	1 100%	1 100%	2 100%	4 100%	5 100%	72 100%	26 100%	6 100%	73 100%	18 100%	1 100%	12 100%
Rank 1	107 50%	7 70%	7 78%	7 78%	6 75%	48 71%	- -	- -	- -	1 25%	2 40%	49 68%	20 77%	6 100%	60 82%	9 50%	- -	6 50%
Rank 2	31 15%	3 30%	2 22%	1 11%	1 13%	11 16%	- -	- -	- -	- -	1 20%	14 19%	4 15%	- -	8 11%	5 28%	1 100%	4 33%
Rank 3	26 12%	- -	- -	- -	1 13%	4 6%	1 100%	1 100%	1 50%	- -	- -	3 4%	2 8%	- -	4 5%	1 6%	- -	- -
Rank 4	15 7%	- -	- -	- -	- -	4 6%	- -	- -	1 50%	- -	- -	4 6%	- -	- -	- -	2 11%	- -	2 17%
Rank 5	9 4%	- -	- -	1 11%	- -	1 1%	- -	- -	- -	1 25%	1 20%	2 3%	- -	- -	1 1%	1 6%	- -	- -
Rank 6	9 4%	- -	- -	- -	- -	- -	- -	- -	- -	2 50%	1 20%	- -	- -	- -	- -	- -	- -	- -
Rank 7	7 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	8 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	107 50%	7 70%	7 78%	7 78%	6 75%	48 71%	- -	- -	- -	1 25%	2 40%	49 68%	20 77%	6 100%	60 82%	9 50%	- -	6 50%
NET: Top 3 Rank	164 77%	10 100%	9 100%	8 89%	8 100%	63 93%	1 100%	1 100%	1 50%	1 25%	3 60%	66 92%	26 100%	6 100%	72 99%	15 83%	1 100%	10 83%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.5. The Nominet Board: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	b	*c	d
Total	212 100%	18 100%	75 100%	32 100%	65 100%	13 100%	87 100%	138 100%	37 100%	54 100%	57 100%	29 100%	57 100%	4 100%	33 100%
Rank 1	107 50%	5 28%	64 85% c	12 38%	55 85% c	2 15%	70 80%	52 38%	35 95% a	27 50%	46 81% a	5 17%	23 40% d	- -	5 15%
Rank 2	31 15%	3 17%	10 13%	5 16%	8 12%	1 8%	13 15%	19 14%	2 5%	10 19%	8 14%	2 7%	8 14%	2 50%	4 12%
Rank 3	26 12%	3 17%	- -	4 13% bd	1 2%	4 31%	2 2%	22 16% b	- -	6 11%	2 4%	7 24%	8 14%	1 25%	8 24%
Rank 4	15 7%	3 17%	- -	5 16% bd	- -	2 15%	- -	13 9%	- -	5 9% b	- -	3 10%	7 12%	- -	3 9%
Rank 5	9 4%	2 11%	1 1%	3 9% b	1 2%	1 8%	2 2%	8 6%	- -	3 6%	1 2%	4 14%	- -	- -	4 12% b
Rank 6	9 4%	2 11%	- -	3 9% bd	- -	3 23%	- -	9 7%	- -	3 6%	- -	1 3%	3 5%	1 25%	2 6%
Rank 7	7 3%	- -	- -	- -	- -	- -	- -	7 5%	- -	- -	- -	3 10%	4 7%	- -	3 9%
Rank 8	8 4%	- -	- -	- -	- -	- -	- -	8 6%	- -	- -	- -	4 14%	4 7%	- -	4 12%
NET: Top Rank	107 50%	5 28%	64 85% c	12 38%	55 85% c	2 15%	70 80%	52 38%	35 95% a	27 50%	46 81% a	5 17%	23 40% d	- -	5 15%
NET: Top 3 Rank	164 77%	11 61%	74 99% c	21 66%	64 98% c	7 54%	85 98%	93 67%	37 100% a	43 80%	56 98% a	14 48%	39 68%	3 75%	17 52%



## P013002 Nominet Listening Process 2021 Phase 2

**Q27.6. Third party commercial interests: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	144 100%	67 100%	8 100%	69 100%	21 100%	9 100%	7 100%	2 100%	6 100%	- -	- -	1 100%	1 100%	- -	3 100%	- -	3 100%
Rank 1	11 8%	8 12%	- -	3 4%	2 10%	1 11%	1 14%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	31 22%	20 30%	- -	11 16%	7 33%	5 56%	- -	1 50%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	29 20%	20 30%	3 38%	6 9%	6 29%	3 33%	3 43%	- -	- -	- -	- -	1 100%	- -	- -	1 33%	- -	1 33%
Rank 4	14 10%	9 13%	- -	5 7%	3 14%	- -	1 14%	- -	3 50%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	6 4%	- -	- -	6 9% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	15 10%	6 9%	1 13%	8 12%	1 5%	- -	1 14%	1 50%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -
Rank 7	22 15%	3 4%	1 13%	18 26% a	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%
Rank 8	16 11%	1 1%	3 38%	12 17% a	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	2 67%	- -	1 33%
<b>NET: Top Rank</b>	11 8%	8 12%	- -	3 4%	2 10%	1 11%	1 14%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Top 3 Rank</b>	71 49%	48 72% c	3 38%	20 29%	15 71%	9 100%	4 57%	1 50%	3 50%	- -	- -	1 100%	- -	- -	1 33%	- -	1 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.6. Third party commercial interests: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	144 100%	7 100%	6 100%	7 100%	8 100%	39 100%	- -	- -	1 100%	4 100%	3 100%	49 100%	16 100%	2 100%	46 100%	11 100%	1 100%	9 100%
Rank 1	11 8%	1 14%	1 17%	1 14%	1 13%	4 10%	- -	- -	- -	- -	- -	4 8%	4 25%	- -	5 11%	1 9%	1 100%	1 11%
Rank 2	31 22%	3 43%	1 17%	3 43%	4 50%	9 23%	- -	- -	- -	- -	- -	17 35%	3 19%	- -	19 41%	1 9%	- -	- -
Rank 3	29 20%	1 14%	2 33%	- -	3 38%	14 36%	- -	- -	1 100%	1 25%	1 33%	14 29%	5 31%	1 50%	13 28%	4 36%	- -	3 33%
Rank 4	14 10%	2 29%	1 17%	2 29%	- -	4 10%	- -	- -	- -	- -	- -	6 12%	3 19%	- -	5 11%	1 9%	- -	3 33%
Rank 5	6 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	15 10%	- -	1 17%	1 14%	- -	4 10%	- -	- -	- -	1 25%	- -	5 10%	1 6%	- -	2 4%	3 27%	- -	1 11%
Rank 7	22 15%	- -	- -	- -	- -	3 8%	- -	- -	- -	- -	1 33%	2 4%	- -	1 50%	1 2%	1 9%	- -	1 11%
Rank 8	16 11%	- -	- -	- -	- -	1 3%	- -	- -	- -	2 50%	1 33%	1 2%	- -	- -	1 2%	- -	- -	- -
NET: Top Rank	11 8%	1 14%	1 17%	1 14%	1 13%	4 10%	- -	- -	- -	- -	- -	4 8%	4 25%	- -	5 11%	1 9%	1 100%	1 11%
NET: Top 3 Rank	71 49%	5 71%	4 67%	4 57%	8 100%	27 69%	- -	- -	1 100%	1 25%	1 33%	35 71%	12 75%	1 50%	37 80%	6 55%	1 100%	4 44%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.6. Third party commercial interests: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	a	*b	a	b	*a	b	*c	*d
Total	144 100%	13 100%	48 100%	23 100%	42 100%	10 100%	57 100%	101 100%	18 100%	37 100%	34 100%	25 100%	39 100%	2 100%	27 100%
Rank 1	11 8%	1 8%	4 8%	1 4%	5 12%	- -	8 14%	7 7%	1 6%	4 11%	3 9%	- -	2 5%	- -	- -
Rank 2	31 22%	1 8%	17 35%	1 4%	17 40%	2 20%	17 30%	16 16%	6 33%	5 14%	13 38% a	2 8%	9 23%	- -	2 7%
Rank 3	29 20%	3 23%	16 33%	6 26%	11 26%	1 10%	18 32%	15 15%	7 39%	12 32%	10 29%	1 4%	4 10%	- -	1 4%
Rank 4	14 10%	1 8%	7 15%	4 17%	5 12%	1 10%	8 14%	7 7%	4 22%	5 14%	4 12%	3 12%	2 5%	- -	3 11%
Rank 5	6 4%	- -	- -	- -	- -	- -	- -	6 6%	- -	- -	- -	1 4%	4 10%	- -	1 4%
Rank 6	15 10%	4 31%	2 4%	5 22%	2 5%	2 20%	3 5%	13 13%	- -	5 14%	2 6%	2 8%	6 15%	- -	2 7%
Rank 7	22 15%	- -	2 4%	3 13%	1 2%	1 10%	2 4%	21 21%	- -	3 8%	1 3%	9 36%	8 21%	1 50%	10 37%
Rank 8	16 11%	3 23%	- -	3 13%	1 2%	3 30%	1 2%	16 16%	- -	3 8%	1 3%	7 28%	4 10%	1 50%	8 30%
NET: Top Rank	11 8%	1 8%	4 8%	1 4%	5 12%	- -	8 14%	7 7%	1 6%	4 11%	3 9%	- -	2 5%	- -	- -
NET: Top 3 Rank	71 49%	5 38%	37 77%	8 35%	33 79%	3 30%	43 75%	38 38%	14 78%	21 57%	26 76%	3 12%	15 38%	- -	3 11%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.7. Employees (beyond the Board): Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	166 100%	61 100%	12 100%	93 100%	18 100%	9 100%	8 100%	1 100%	4 100%	- -	- -	3 100%	1 100%	1 100%	2 100%	1 100%	4 100%
Rank 1	8 5%	6 10% c	- -	2 2%	2 11%	1 11%	1 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	36 22%	21 34% c	- -	15 16%	5 28%	4 44%	5 63%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	30 18%	13 21%	2 17%	15 16%	4 22%	2 22%	- -	1 100%	1 25%	- -	- -	- -	- -	1 100%	- -	1 100%	- -
Rank 4	23 14%	6 10%	3 25%	14 15%	3 17%	1 11%	1 13%	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	2 50%
Rank 5	23 14%	5 8%	3 25%	15 16%	2 11%	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	2 50%
Rank 6	25 15%	4 7%	1 8%	20 22% a	1 6%	- -	1 13%	- -	1 25%	- -	- -	1 33%	- -	- -	- -	- -	- -
Rank 7	12 7%	3 5%	2 17%	7 8%	1 6%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	1 50%	- -	- -
Rank 8	8 5%	2 3%	1 8%	5 5%	- -	- -	- -	- -	1 25%	- -	- -	- -	1 100%	- -	- -	- -	- -
Rank 9	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 5%	6 10% c	- -	2 2%	2 11%	1 11%	1 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	74 45%	40 66% c	2 17%	32 34%	11 61%	7 78%	6 75%	1 100%	2 50%	- -	- -	- -	- -	1 100%	- -	1 100%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.7. Employees (beyond the Board): Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
166 100%	6 100%	5 100%	5 100%	3 100%	42 100%	- -	- -	1 100%	4 100%	7 100%	44 100%	14 100%	3 100%	39 100%	13 100%	1 100%	8 100%
8 5%	- -	1 20%	- -	- -	5 12%	- -	- -	- -	- -	- -	5 11%	1 7%	- -	6 15%	- -	- -	- -
36 22%	1 17%	2 40%	1 20%	- -	17 40%	- -	- -	- -	- -	- -	13 30%	6 43%	2 67%	18 46%	2 15%	- -	1 13%
30 18%	2 33%	- -	1 20%	- -	10 24%	- -	- -	1 100%	- -	1 14%	10 23%	3 21%	- -	6 15%	5 38%	1 100%	1 13%
23 14%	1 17%	- -	- -	- -	5 12%	- -	- -	- -	1 25%	2 29%	3 7%	2 14%	1 33%	2 5%	2 15%	- -	2 25%
23 14%	1 17%	- -	1 20%	2 67%	1 2%	- -	- -	- -	1 25%	2 29%	4 9%	1 7%	- -	2 5%	1 8%	- -	2 25%
25 15%	- -	1 20%	- -	- -	3 7%	- -	- -	- -	- -	1 14%	3 7%	1 7%	- -	3 8%	- -	- -	1 13%
12 7%	- -	1 20%	1 20%	- -	1 2%	- -	- -	- -	1 25%	1 14%	3 7%	- -	- -	- -	3 23%	- -	- -
8 5%	1 17%	- -	1 20%	- -	- -	- -	- -	- -	1 25%	- -	2 5%	- -	- -	1 3%	- -	- -	1 13%
1 1%	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 3%	- -	- -	- -
8 5%	- -	1 20%	- -	- -	5 12%	- -	- -	- -	- -	- -	5 11%	1 7%	- -	6 15%	- -	- -	- -
74 45%	3 50%	3 60%	2 40%	- -	32 76%	- -	- -	1 100%	- -	1 14%	28 64%	10 71%	2 67%	30 77%	7 54%	1 100%	2 25%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.7. Employees (beyond the Board): Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	*d	*a	b	a	*b	a	b	a	b	*c	d
Total	166 100%	15 100%	40 100%	29 100%	29 100%	13 100%	47 100%	125 100%	14 100%	41 100%	30 100%	33 100%	53 100%	2 100%	35 100%
Rank 1	8 5%	1 7%	3 8%	1 3%	3 10%	1 8%	4 9%	3 2%	1 7%	2 5%	4 13%	- -	2 4%	- -	- -
Rank 2	36 22%	2 13%	17 43%	5 17%	12 41%	1 8%	19 40%	23 18%	8 57%	7 17%	13 43% a	7 21%	7 13%	- -	7 20%
Rank 3	30 18%	3 20%	7 18%	5 17%	6 21%	3 23%	9 19%	23 18%	2 14%	8 20%	6 20%	3 9%	11 21%	- -	3 9%
Rank 4	23 14%	3 20%	4 10%	5 17%	2 7%	2 15%	4 9%	19 15%	- -	7 17%	2 7%	8 24%	5 9%	1 50%	9 26% b
Rank 5	23 14%	1 7%	3 8%	6 21%	1 3%	2 15%	4 9%	19 15%	1 7%	7 17%	1 3%	4 12%	9 17%	- -	4 11%
Rank 6	25 15%	1 7%	3 8%	2 7%	3 10%	1 8%	3 6%	22 18%	2 14%	3 7%	2 7%	8 24%	12 23%	- -	8 23%
Rank 7	12 7%	3 20%	- -	4 14%	- -	3 23%	2 4%	10 8%	- -	5 12%	- -	2 6%	3 6%	1 50%	3 9%
Rank 8	8 5%	1 7%	2 5%	1 3%	1 3%	- -	1 2%	5 4%	- -	2 5%	1 3%	1 3%	4 8%	- -	1 3%
Rank 9	1 1%	- -	1 3%	- -	1 3%	- -	1 2%	1 1%	- -	- -	1 3%	- -	- -	- -	- -
NET: Top Rank	8 5%	1 7%	3 8%	1 3%	3 10%	1 8%	4 9%	3 2%	1 7%	2 5%	4 13%	- -	2 4%	- -	- -
NET: Top 3 Rank	74 45%	6 40%	27 68%	11 38%	21 72%	5 38%	32 68%	49 39%	11 79%	17 41%	23 77% a	10 30%	20 38%	- -	10 29%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.8. The domain name industry: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	175 100%	52 100%	21 100%	102 100%	18 100%	6 100%	5 100%	1 100%	4 100%	2 100%	1 100%	5 100%	1 100%	2 100%	2 100%	3 100%	5 100%
Rank 1	49 28%	7 13%	7 33%	35 34% a	1 6%	1 17%	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	2 67%	3 60%
Rank 2	25 14%	4 8%	7 33%	14 14%	1 6%	- -	1 20%	- -	1 25%	- -	1 100%	1 20%	1 100%	1 50%	1 50%	1 33%	1 20%
Rank 3	34 19%	13 25%	4 19%	17 17%	6 33%	1 17%	1 20%	- -	- -	1 50%	- -	2 40%	- -	- -	1 50%	- -	- -
Rank 4	21 12%	7 13%	1 5%	13 13%	3 17%	1 17%	- -	- -	1 25%	- -	- -	1 20%	- -	- -	- -	- -	- -
Rank 5	22 13%	7 13%	1 5%	14 14%	2 11%	- -	2 40%	1 100%	1 25%	- -	- -	1 20%	- -	- -	- -	- -	- -
Rank 6	9 5%	5 10%	1 5%	3 3%	2 11%	1 17%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
Rank 7	6 3%	3 6%	- -	3 3%	1 6%	1 17%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	8 5%	5 10%	- -	3 3%	2 11%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 11	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Top Rank</b>	49 28%	7 13%	7 33%	35 34% a	1 6%	1 17%	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	2 67%	3 60%
<b>NET: Top 3 Rank</b>	108 62%	24 46%	18 86%	66 65% a	8 44%	2 33%	2 40%	- -	1 25%	2 100%	1 100%	3 60%	1 100%	2 100%	2 100%	3 100%	4 80%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.8. The domain name industry: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*c	*d
Total	175 100%	4 100%	3 100%	5 100%	5 100%	35 100%	1 100%	3 100%	1 100%	6 100%	10 100%	37 100%	13 100%	2 100%	29 100%	16 100%	1 100%	6 100%
Rank 1	49 28%	1 25%	-	-	-	6 17%	1 100%	1 33%	1 100%	1 17%	3 30%	5 14%	2 15%	-	1 3%	3 19%	-	3 50%
Rank 2	25 14%	-	-	-	2 40%	2 6%	-	-	-	3 50%	4 40%	4 11%	-	-	2 7%	2 13%	-	-
Rank 3	34 19%	2 50%	-	3 60%	-	8 23%	-	2 67%	-	1 17%	1 10%	10 27%	2 15%	1 50%	5 17%	5 31%	-	3 50%
Rank 4	21 12%	1 25%	-	-	-	6 17%	-	-	-	-	1 10%	4 11%	3 23%	-	6 21%	-	1 100%	-
Rank 5	22 13%	-	3 100%	-	-	4 11%	-	-	-	-	1 10%	6 16%	1 8%	-	5 17%	2 13%	-	-
Rank 6	9 5%	-	-	1 20%	-	4 11%	-	-	-	1 17%	-	2 5%	2 15%	1 50%	2 7%	3 19%	-	-
Rank 7	6 3%	-	-	1 20%	-	2 6%	-	-	-	-	-	1 3%	2 15%	-	3 10%	-	-	-
Rank 8	8 5%	-	-	-	2 40%	3 9%	-	-	-	-	-	4 11%	1 8%	-	4 14%	1 6%	-	-
Rank 11	1 1%	-	-	-	1 20%	-	-	-	-	-	-	1 3%	-	-	1 3%	-	-	-
<b>NET: Top Rank</b>	49 28%	1 25%	-	-	-	6 17%	1 100%	1 33%	1 100%	1 17%	3 30%	5 14%	2 15%	-	1 3%	3 19%	-	3 50%
<b>NET: Top 3 Rank</b>	108 62%	3 75%	-	3 60%	2 40%	16 46%	1 100%	3 100%	1 100%	5 83%	8 80%	19 51%	4 31%	1 50%	8 28%	10 63%	-	6 100%



## P013002 Nominet Listening Process 2021 Phase 2

**Q27.8. The domain name industry: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	b	c	*d	*a	b	a	*b	a	*b	a	b	*c	d
Total	175 100%	23 100%	31 100%	38 100%	24 100%	23 100%	37 100%	144 100%	9 100%	50 100%	20 100%	35 100%	57 100%	4 100%	39 100%	
Rank 1	49 28%	6 26%	1 3%	11 29% b	- -	8 35%	- -	43 30%	- -	12 24%	1 5%	16 46%	16 28%	- -	16 41%	
Rank 2	25 14%	5 22%	3 10%	6 16%	2 8%	6 26%	3 8%	23 16%	- -	8 16%	3 15%	8 23% b	4 7%	- -	8 21%	
Rank 3	34 19%	6 26%	7 23%	11 29%	5 21%	5 22%	9 24%	28 19%	3 33%	12 24%	5 25%	3 9%	13 23%	- -	3 8%	
Rank 4	21 12%	1 4%	6 19% c	1 3%	6 25%	1 4%	7 19%	16 11%	3 33%	4 8%	2 10%	1 3%	9 16%	3 75%	4 10%	
Rank 5	22 13%	3 13%	5 16%	4 11%	4 17%	3 13%	5 14%	17 12%	1 11%	4 8%	4 20%	4 11%	9 16%	1 25%	5 13%	
Rank 6	9 5%	1 4%	2 6%	3 8%	1 4%	- -	4 11%	7 5%	1 11%	5 10%	1 5%	1 3%	2 4%	- -	1 3%	
Rank 7	6 3%	- -	3 10%	- -	3 13%	- -	3 8%	4 3%	1 11%	2 4%	1 5%	1 3%	2 4%	- -	1 3%	
Rank 8	8 5%	1 4%	3 10%	2 5%	2 8%	- -	5 14%	5 3%	- -	3 6%	2 10%	1 3%	2 4%	- -	1 3%	
Rank 11	1 1%	- -	1 3%	- -	1 4%	- -	1 3%	1 1%	- -	- -	1 5%	- -	- -	- -	- -	
NET: Top Rank	49 28%	6 26%	1 3%	11 29% b	- -	8 35%	- -	43 30%	- -	12 24%	1 5%	16 46%	16 28%	- -	16 41%	
NET: Top 3 Rank	108 62%	17 74%	11 35%	28 74% b	7 29%	19 83%	12 32%	94 65%	3 33%	32 64%	9 45%	27 77%	33 58%	- -	27 69%	

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.90. Other: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	31 100%	22 100%	2 100%	7 100%	6 100%	5 100%	4 100%	- -	1 100%	- -	1 100%	- -	- -	1 100%	- -	- -	- -
Rank 1	15 48%	8 36%	1 50%	6 86%	3 50%	3 60%	- -	- -	1 100%	- -	- -	- -	- -	1 100%	- -	- -	- -
Rank 2	10 32%	10 45%	- -	- -	3 50%	2 40%	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	1 3%	1 5%	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	3 10%	1 5%	1 50%	1 14%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Rank 6	1 3%	1 5%	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 3%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	15 48%	8 36%	1 50%	6 86%	3 50%	3 60%	- -	- -	1 100%	- -	- -	- -	- -	1 100%	- -	- -	- -
NET: Top 3 Rank	26 84%	19 86%	1 50%	6 86%	6 100%	5 100%	3 75%	- -	1 100%	- -	- -	- -	- -	1 100%	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.90. Other: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	31 100%	3 100%	4 100%	1 100%	6 100%	8 100%	- -	- -	- -	- -	2 100%	17 100%	5 100%	- -	16 100%	3 100%	- -	3 100%
Rank 1	15 48%	1 33%	- -	1 100%	2 33%	4 50%	- -	- -	- -	- -	1 50%	6 35%	2 40%	- -	5 31%	2 67%	- -	1 33%
Rank 2	10 32%	2 67%	2 50%	- -	3 50%	3 38%	- -	- -	- -	- -	- -	8 47%	2 40%	- -	7 44%	1 33%	- -	2 67%
Rank 3	1 3%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -
Rank 4	3 10%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	1 50%	1 6%	- -	- -	1 6%	- -	- -	- -
Rank 6	1 3%	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 6%	- -	- -	- -
Rank 9	1 3%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -
NET: Top Rank	15 48%	1 33%	- -	1 100%	2 33%	4 50%	- -	- -	- -	- -	1 50%	6 35%	2 40%	- -	5 31%	2 67%	- -	1 33%
NET: Top 3 Rank	26 84%	3 100%	3 75%	1 100%	5 83%	7 88%	- -	- -	- -	- -	1 50%	15 88%	4 80%	- -	13 81%	3 100%	- -	3 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27.90. Other: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
	Total 100%	3 100%	16 100%	6 100%	16 100%	3 100%	18 100%	18 100%	7 100%	11 100%	13 100%	3 100%	4 100%	- -	3 100%
Rank 1	15 48%	2 67%	5 31%	3 50%	5 31%	2 67%	5 28%	9 50%	2 29%	5 45%	4 31%	3 100%	3 75%	- -	3 100%
Rank 2	10 32%	- -	7 44%	1 17%	8 50%	- -	9 50%	5 28%	4 57%	5 45%	5 38%	- -	- -	- -	- -
Rank 3	1 3%	- -	1 6%	- -	1 6%	- -	1 6%	- -	1 14%	- -	1 8%	- -	- -	- -	- -
Rank 4	3 10%	1 33%	1 6%	1 17%	1 6%	1 33%	1 6%	3 17%	- -	1 9%	1 8%	- -	1 25%	- -	- -
Rank 6	1 3%	- -	1 6%	1 17%	- -	- -	1 6%	1 6%	- -	- -	1 8%	- -	- -	- -	- -
Rank 9	1 3%	- -	1 6%	- -	1 6%	- -	1 6%	- -	- -	- -	1 8%	- -	- -	- -	- -
NET: Top Rank	15 48%	2 67%	5 31%	3 50%	5 31%	2 67%	5 28%	9 50%	2 29%	5 45%	4 31%	3 100%	3 75%	- -	3 100%
NET: Top 3 Rank	26 84%	2 67%	13 81%	4 67%	14 88%	2 67%	15 83%	14 78%	7 100%	10 91%	10 77%	3 100%	3 75%	- -	3 100%

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.91. Other 2: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	3 100%	2 100%	- -	1 100%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	2 67%	1 50%	- -	1 100%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	1 33%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.91. Other 2: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
3	-	1	-	1	-	-	-	-	-	-	2	-	-	2	-	-	-
100%	-	100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
2	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-
67%	-	100%	-	-	-	-	-	-	-	-	50%	-	-	50%	-	-	-
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
33%	-	-	-	100%	-	-	-	-	-	-	50%	-	-	50%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.91. Other 2: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
3	-	2	-	2	-	2	2	1	-	2	1	-	-	1
100%	-	100%	-	100%	-	100%	100%	100%	-	100%	100%	-	-	100%
2	-	1	-	1	-	1	1	1	-	1	1	-	-	1
67%	-	50%	-	50%	-	50%	50%	100%	-	50%	100%	-	-	100%
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
33%	-	50%	-	50%	-	50%	50%	-	-	50%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.92. Other 3: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 6

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

**Q27.92. Other 3: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.92. Other 3: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 6

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.93. Other 4: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 7

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.93. Other 4: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
	100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	-
Rank 7	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
	100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.93. Other 4: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 7

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.94. Other 5: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 8

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.94. Other 5: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q27.94. Other 5: Thinking about Nominet's decision making, in whose interests do you believe that Nominet currently acts? Nominet currently acts in the interests of...**

BASE: All respondents

Significance Level: 95%

Total

Rank 8

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary Table: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Scale																			<FB>NE Top Rank<FB
Total	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8	Rank 9	Rank 10	Rank 11	Rank 12	Rank 13	Rank 14	Rank 15	Rank 16	Rank 17	Rank 18		
247 100%	126 51%	54 22%	33 13%	23 9%	8 3%	2 1%	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	126 51%	
222 100%	74 33%	73 33%	20 9%	19 9%	11 5%	13 6%	6 3%	5 2%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	74 33%	
127 100%	1 1%	13 10%	24 19%	7 6%	28 22%	21 17%	21 17%	12 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	
188 100%	16 9%	46 24%	50 27%	41 22%	20 11%	13 7%	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	16 9%	
124 100%	3 2%	10 8%	8 6%	21 17%	24 19%	21 17%	13 10%	23 19%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 2%	
98 100%	- -	2 2%	2 2%	8 8%	7 7%	15 15%	37 38%	27 28%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
193 100%	14 7%	22 11%	51 26%	38 20%	36 19%	20 10%	9 5%	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	14 7%	
187 100%	31 17%	30 16%	37 20%	37 20%	24 13%	15 8%	7 4%	6 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	31 17%	
8 100%	3 38%	- -	1 13%	2 25%	- -	- -	1 13%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 38%	
18 100%	10 56%	1 6%	3 17%	1 6%	- -	1 6%	1 6%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	10 56%	
2 100%	- -	1 50%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
1 100%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary Table: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Scale	
Total	NET:	Top 3
	Rank	
Members	247	213
	100%	86%
The general public	222	167
	100%	75%
Third party stakeholders	127	38
	100%	30%
The UK Government	188	112
	100%	60%
The Nominet Board	124	21
	100%	17%
Third party commercial interests	98	4
	100%	4%
Employees (beyond the Board)	193	87
	100%	45%
The domain name industry	187	98
	100%	52%
Other 1	8	4
	100%	50%
Other 6	18	14
	100%	78%
Other 7	2	1
	100%	50%
Other 8	1	-
	100%	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
126 30%	80 43% bc	13 24%	33 20%	24 51%	11 50%	9 41%	3 50%	9 50%	1 20%	- -	6 35%	- -	2 20%	1 14%	- -	3 30%
74 18%	23 12%	17 31% a	34 21% a	5 11%	3 14%	2 9%	1 17%	- -	1 20%	1 100%	2 12%	1 100%	3 30%	3 43%	3 50%	3 30%
1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
16 4%	3 2%	1 2%	12 7% a	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%
3 1%	- -	- -	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
14 3%	2 1%	1 2%	11 7% a	- -	- -	2 9%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -
31 7%	8 4%	1 2%	22 13% ab	2 4%	2 9%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	1 10%
3 1%	1 1%	- -	2 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
10 2%	8 4% c	1 2%	1 1%	4 9%	- -	1 5%	- -	2 11%	- -	- -	- -	- -	- -	- -	1 17%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
Members	126 30%	8 73%	8 62%	7 47%	7 39%	50 39%	- -	4 36%	1 11%	2 25%	6 27%	59 43%	17 37%	4 31%	55 45%	15 30%	- -	10 42%
The general public	74 18%	2 18%	1 8%	1 7%	2 11%	17 13%	1 100%	2 18%	2 22%	5 63%	6 27%	17 12%	5 11%	1 8%	13 11%	6 12%	1 100%	3 13%
Third party stakeholders	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	16 4%	- -	- -	- -	- -	3 2%	- -	- -	1 11%	- -	- -	2 1%	1 2%	- -	1 1%	2 4%	- -	- -
The Nominet Board	3 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	14 3%	- -	- -	- -	- -	2 2%	- -	- -	1 11%	- -	- -	- -	1 2%	1 8%	- -	- -	- -	2 8%
The domain name industry	31 7%	- -	- -	1 7%	1 6%	6 5%	- -	- -	- -	- -	1 5%	5 4%	3 7%	- -	3 2%	5 10% a	- -	- -
Other 1	3 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Other 6	10 2%	- -	- -	2 13%	1 6%	5 4%	- -	- -	- -	- -	1 5%	2 1%	4 9% a	2 15%	7 6%	1 2%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members	126 30%	17 35%	57 54% ac	32 39%	48 53%	17 35%	64 57% a	73 35%	28 60% a	45 49%	41 63%	7 16%	21 28%	1 25%	8 17%
The general public	74 18%	13 27% b	14 13%	20 24%	13 14%	13 27%	18 16%	57 27% b	4 9%	28 31%	12 18%	13 30%	19 25%	2 50%	15 31%
Third party stakeholders	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 2%	- -	- -	1 2%
The UK Government	16 4%	1 2%	1 1%	2 2%	- -	1 2%	2 2%	14 7%	1 2%	3 3%	1 2%	3 7%	9 12%	- -	3 6%
The Nominet Board	3 1%	- -	- -	- -	- -	- -	- -	3 1%	- -	- -	- -	1 2%	1 1%	1 25%	2 4%
Employees (beyond the Board)	14 3%	- -	- -	- -	- -	- -	- -	12 6%	- -	3 3%	- -	5 11%	5 7%	- -	5 10%
The domain name industry	31 7%	1 2%	3 3%	3 4%	3 3%	3 6%	5 4%	23 11%	3 6%	5 5%	4 6%	9 20%	11 14%	- -	9 19%
Other 1	3 1%	1 2%	- -	1 1%	- -	1 2%	- -	3 1%	- -	1 1%	- -	1 2%	1 1%	- -	1 2%
Other 6	10 2%	2 4%	7 7%	2 2%	7 8%	2 4%	7 6%	3 1%	5 11% a	2 2%	6 9%	- -	1 1%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top 3 Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
213 51%	111 60% bc	22 41%	80 49%	33 70%	15 68%	14 64%	3 50%	11 61%	3 60%	1 100%	8 47%	- -	3 30%	2 29%	- -	5 50%
167 40%	67 36%	32 59% ac	68 42%	16 34%	10 45%	8 36%	1 17%	4 22%	3 60%	1 100%	8 47%	1 100%	4 40%	4 57%	3 50%	8 80%
38 9%	9 5%	7 13% a	22 13% a	4 9%	- -	2 9%	- -	- -	2 40%	- -	2 12%	- -	2 20%	- -	- -	1 10%
112 27%	35 19%	14 26%	63 39% a	8 17%	4 18%	3 14%	- -	3 17%	- -	1 100%	1 6%	1 100%	1 10%	2 29%	2 33%	6 60%
21 5%	4 2%	1 2%	16 10% a	2 4%	- -	- -	1 17%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -
4 1%	2 1%	- -	2 1%	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
87 21%	35 19%	7 13%	45 28% b	12 26%	4 18%	4 18%	2 33%	4 22%	1 20%	- -	1 6%	- -	2 20%	1 14%	- -	2 20%
98 23%	36 19%	11 20%	51 31% a	9 19%	7 32%	5 23%	1 17%	3 17%	- -	- -	3 18%	1 100%	1 10%	3 43%	2 33%	1 10%
4 1%	1 1%	- -	3 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
14 3%	11 6% c	1 2%	2 1%	5 11%	- -	1 5%	- -	3 17%	- -	- -	- -	- -	- -	- -	1 17%	- -
1 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top 3 Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
213 51%	9 82%	9 69%	10 67%	10 56%	73 57%	- -	5 45%	5 56%	3 38%	9 41%	79 57%	27 59%	5 38%	72 59%	24 48%	1 100%	14 58%
167 40%	7 64%	5 38%	5 33%	5 28%	45 35%	1 100%	5 45%	5 56%	7 88%	13 59%	50 36%	14 30%	3 23%	42 34%	16 32%	1 100%	8 33%
38 9%	1 9%	2 15%	2 13%	1 6%	3 2%	- -	3 27%	1 11%	- -	3 14%	6 4%	2 4%	1 8%	4 3%	4 8%	- -	1 4%
112 27%	4 36%	2 15%	3 20%	4 22%	22 17%	1 100%	1 9%	1 11%	6 75%	4 18%	25 18%	10 22%	- -	22 18%	8 16%	- -	5 21%
21 5%	- -	- -	- -	- -	4 3%	- -	1 9%	- -	- -	- -	3 2%	1 2%	- -	1 1%	2 4%	- -	1 4%
4 1%	- -	- -	1 7%	1 6%	- -	- -	- -	- -	- -	- -	1 1%	1 2%	- -	- -	2 4%	- -	- -
87 21%	4 36%	1 8%	2 13%	3 17%	25 20%	- -	1 9%	3 33%	1 13%	1 5%	23 17%	10 22%	2 15%	22 18%	9 18%	1 100%	3 13%
98 23%	1 9%	3 23%	3 20%	2 11%	27 21%	1 100%	1 9%	- -	4 50%	5 23%	22 16%	11 24%	3 23%	21 17%	10 20%	- -	5 21%
4 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
14 3%	- -	- -	2 13%	2 11%	7 5%	- -	- -	- -	- -	1 5%	4 3%	5 11%	2 15%	8 7%	2 4%	- -	1 4%
1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	1 1%	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28. Summary - Top 3 Rank: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	*c
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members	213 51%	24 50%	73 69% a	47 57% a	64 70% a	27 56%	88 79% a	141 67%	35 74%	70 77%	56 86%	26 59%	44 58%	4 100%	30 63%
The general public	167 40%	26 54%	43 41%	46 55% bd	35 38%	29 60%	51 46%	120 57% b	16 34%	60 66%	35 54%	26 59%	36 47%	3 75%	29 60%
Third party stakeholders	38 9%	5 10%	5 5%	9 11%	3 3%	6 13%	6 5%	31 15% b	1 2%	13 14%	3 5%	9 20%	13 17%	- -	9 19%
The UK Government	112 27%	14 29%	19 18%	23 28%	15 16%	13 27%	25 22%	87 41% b	8 17%	31 34%	17 26%	18 41%	39 51%	4 100%	22 46%
The Nominet Board	21 5%	2 4%	1 1%	4 5% d	- -	3 6% b	1 1%	18 9% b	- -	5 5%	- -	4 9%	9 12%	1 25%	5 10%
Third party commercial interests	4 1%	- -	1 1%	1 1%	- -	- -	1 1%	2 1%	1 2%	2 2%	- -	- -	2 3%	- -	- -
Employees (beyond the Board)	87 21%	9 19%	25 24%	12 14%	20 22%	8 17%	29 26%	63 30%	8 17%	23 25%	17 26%	15 34%	26 34%	- -	15 31%
The domain name industry	98 23%	13 27%	20 19%	22 27%	17 19%	12 25%	23 21%	74 35%	10 21%	28 31%	18 28%	19 43%	30 39%	- -	19 40%
Other 1	4 1%	1 2%	- -	1 1%	- -	1 2%	- -	4 2%	- -	1 1%	- -	1 2%	2 3%	- -	1 2%
Other 6	14 3%	2 4%	10 9%	2 2%	10 11% c	2 4%	9 8%	4 2%	7 15% a	3 3%	8 12% a	- -	2 3%	- -	- -
Other 7	1 *	- -	1 1%	- -	1 1%	- -	1 1%	- -	1 2% a	- -	1 2%	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q28.1. Members: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	b	c	d	e	a	b	c	d	e	f	g	h
247 100%	113 100%	27 100%	107 100%	34 100%	15 100%	14 100%	3 100%	12 100%	3 100%	1 100%	8 100%	1 100%	4 100%	3 100%	- -	7 100%
126 51%	80 71% c	13 48%	33 31%	24 71%	11 73%	9 64%	3 100%	9 75%	1 33%	- -	6 75%	- -	2 50%	1 33%	- -	3 43%
54 22%	23 20%	4 15%	27 25%	8 24%	2 13%	4 29%	- -	- -	1 33%	- -	1 13%	- -	- -	1 33%	- -	1 14%
33 13%	8 7%	5 19%	20 19% a	1 3%	2 13%	1 7%	- -	2 17%	1 33%	1 100%	1 13%	- -	1 25%	- -	- -	1 14%
23 9%	2 2%	2 7%	19 18% a	1 3%	- -	- -	- -	1 8%	- -	- -	- -	1 100%	- -	- -	- -	1 14%
8 3%	- -	3 11%	5 5% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	1 33%	- -	1 14%
2 1%	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
126 51%	80 71% c	13 48%	33 31%	24 71%	11 73%	9 64%	3 100%	9 75%	1 33%	- -	6 75%	- -	2 50%	1 33%	- -	3 43%
213 86%	111 98% c	22 81%	80 75%	33 97%	15 100%	14 100%	3 100%	11 92%	3 100%	1 100%	8 100%	- -	3 75%	2 67%	- -	5 71%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.1. Members: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	247 100%	9 100%	9 100%	10 100%	10 100%	75 100%	- -	5 100%	5 100%	6 100%	10 100%	79 100%	29 100%	5 100%	73 100%	25 100%	1 100%	14 100%
Rank 1	126 51%	8 89%	8 89%	7 70%	7 70%	50 67%	- -	4 80%	1 20%	2 33%	6 60%	59 75%	17 59%	4 80%	55 75%	15 60%	- -	10 71%
Rank 2	54 22%	- -	- -	2 20%	1 10%	20 27%	- -	1 20%	2 40%	- -	1 10%	14 18%	8 28%	1 20%	10 14%	8 32%	1 100%	4 29%
Rank 3	33 13%	1 11%	1 11%	1 10%	2 20%	3 4%	- -	- -	2 40%	1 17%	2 20%	6 8%	2 7%	- -	7 10%	1 4%	- -	- -
Rank 4	23 9%	- -	- -	- -	- -	2 3%	- -	- -	- -	1 17%	- -	- -	2 7%	- -	1 1%	1 4%	- -	- -
Rank 5	8 3%	- -	- -	- -	- -	- -	- -	- -	- -	2 33%	1 10%	- -	- -	- -	- -	- -	- -	- -
Rank 6	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	126 51%	8 89%	8 89%	7 70%	7 70%	50 67%	- -	4 80%	1 20%	2 33%	6 60%	59 75%	17 59%	4 80%	55 75%	15 60%	- -	10 71%
NET: Top 3 Rank	213 86%	9 100%	9 100%	10 100%	10 100%	73 97%	- -	5 100%	5 100%	3 50%	9 90%	79 100%	27 93%	5 100%	72 99%	24 96%	1 100%	14 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.1. Members: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	a	b	*c	d
Total	247 100%	29 100%	74 100%	52 100%	65 100%	29 100%	89 100%	169 100%	36 100%	76 100%	57 100%	37 100%	60 100%	4 100%	41 100%	
Rank 1	126 51%	17 59%	57 77%	32 62%	48 74%	17 59%	64 72%	73 43%	28 78% a	45 59%	41 72%	7 19%	21 35%	1 25%	8 20%	
Rank 2	54 22%	4 14%	8 11%	10 19%	9 14%	7 24%	16 18%	42 25%	5 14%	16 21%	11 19%	11 30%	12 20%	2 50%	13 32%	
Rank 3	33 13%	3 10%	8 11%	5 10%	7 11%	3 10%	8 9%	26 15%	2 6%	9 12%	4 7%	8 22%	11 18%	1 25%	9 22%	
Rank 4	23 9%	2 7%	1 1%	2 4%	1 2%	- -	1 1%	17 10%	1 3%	3 4%	1 2%	6 16%	13 22%	- -	6 15%	
Rank 5	8 3%	3 10%	- -	3 6% b	- -	2 7%	- -	8 5%	- -	3 4%	- -	2 5%	3 5%	- -	2 5%	
Rank 6	2 1%	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	2 5%	- -	- -	2 5%	
Rank 8	1 *	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 3%	- -	- -	1 2%	
NET: Top Rank	126 51%	17 59%	57 77%	32 62%	48 74%	17 59%	64 72%	73 43%	28 78% a	45 59%	41 72%	7 19%	21 35%	1 25%	8 20%	
NET: Top 3 Rank	213 86%	24 83%	73 99% c	47 90%	64 98%	27 93%	88 99%	141 83%	35 97% a	70 92%	56 98%	26 70%	44 73%	4 100%	30 73%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.2. The general public: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	222 100%	87 100%	34 100%	101 100%	24 100%	11 100%	12 100%	2 100%	5 100%	3 100%	1 100%	8 100%	1 100%	5 100%	4 100%	4 100%	8 100%
Rank 1	74 33%	23 26%	17 50% a	34 34%	5 21%	3 27%	2 17%	1 50%	-	1 33%	1 100%	2 25%	1 100%	3 60%	3 75%	3 75%	3 38%
Rank 2	73 33%	37 43% c	12 35%	24 24%	9 38%	5 45%	5 42%	-	4 80%	2 67%	-	5 63%	-	1 20%	-	-	4 50%
Rank 3	20 9%	7 8%	3 9%	10 10%	2 8%	2 18%	1 8%	-	-	-	-	1 13%	-	-	1 25%	-	1 13%
Rank 4	19 9%	9 10%	1 3%	9 9%	4 17%	1 9%	3 25%	-	-	-	-	-	-	-	-	1 25%	-
Rank 5	11 5%	4 5%	-	7 7%	3 13%	-	-	-	-	-	-	-	-	-	-	-	-
Rank 6	13 6%	5 6%	1 3%	7 7%	1 4%	-	1 8%	1 50%	1 20%	-	-	-	-	1 20%	-	-	-
Rank 7	6 3%	-	-	6 6% a	-	-	-	-	-	-	-	-	-	-	-	-	-
Rank 8	5 2%	2 2%	-	3 3%	-	-	-	-	-	-	-	-	-	-	-	-	-
Rank 9	1 *	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: Top Rank</b>	74 33%	23 26%	17 50% a	34 34%	5 21%	3 27%	2 17%	1 50%	-	1 33%	1 100%	2 25%	1 100%	3 60%	3 75%	3 75%	3 38%
<b>NET: Top 3 Rank</b>	167 75%	67 77%	32 94% ac	68 67%	16 67%	10 91%	8 67%	1 50%	4 80%	3 100%	1 100%	8 100%	1 100%	4 80%	4 100%	3 75%	8 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.2. The general public: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	222 100%	7 100%	6 100%	8 100%	6 100%	60 100%	1 100%	6 100%	5 100%	7 100%	14 100%	60 100%	22 100%	5 100%	51 100%	24 100%	1 100%	11 100%
Rank 1	74 33%	2 29%	1 17%	1 13%	2 33%	17 28%	1 100%	2 33%	2 40%	5 71%	6 43%	17 28%	5 23%	1 20%	13 25%	6 25%	1 100%	3 27%
Rank 2	73 33%	5 71%	3 50%	4 50%	3 50%	22 37%	- -	3 50%	2 40%	2 29%	5 36%	29 48%	6 27%	2 40%	26 51%	7 29%	- -	4 36%
Rank 3	20 9%	- -	1 17%	- -	- -	6 10%	- -	- -	1 20%	- -	2 14%	4 7%	3 14%	- -	3 6%	3 13%	- -	1 9%
Rank 4	19 9%	- -	- -	1 13%	1 17%	7 12%	- -	- -	- -	- -	1 7%	3 5%	5 23%	1 20%	3 6%	4 17%	- -	2 18%
Rank 5	11 5%	- -	- -	1 13%	- -	3 5%	- -	- -	- -	- -	- -	2 3%	1 5%	1 20%	2 4%	1 4%	- -	1 9%
Rank 6	13 6%	- -	1 17%	1 13%	- -	3 5%	- -	1 17%	- -	- -	- -	3 5%	2 9%	- -	3 6%	2 8%	- -	- -
Rank 7	6 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	5 2%	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	2 3%	- -	- -	1 2%	1 4%	- -	- -
Rank 9	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Top Rank</b>	74 33%	2 29%	1 17%	1 13%	2 33%	17 28%	1 100%	2 33%	2 40%	5 71%	6 43%	17 28%	5 23%	1 20%	13 25%	6 25%	1 100%	3 27%
<b>NET: Top 3 Rank</b>	167 75%	7 100%	5 83%	5 63%	5 83%	45 75%	1 100%	5 83%	5 100%	7 100%	13 93%	50 83%	14 64%	3 60%	42 82%	16 67%	1 100%	8 73%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.2. The general public: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	*b	a	b	a	b	*c	d
Total	222 100%	31 100%	53 100%	55 100%	43 100%	33 100%	65 100%	165 100%	21 100%	75 100%	42 100%	35 100%	57 100%	4 100%	39 100%
Rank 1	74 33%	13 42%	14 26%	20 36%	13 30%	13 39%	18 28%	57 35%	4 19%	28 37%	12 29%	13 37%	19 33%	2 50%	15 38%
Rank 2	73 33%	9 29%	26 49%	19 35%	19 44%	13 39%	29 45%	46 28%	11 52%	25 33%	20 48%	10 29%	12 21%	1 25%	11 28%
Rank 3	20 9%	4 13%	3 6%	7 13%	3 7%	3 9%	4 6%	17 10%	1 5%	7 9%	3 7%	3 9%	5 9%	- -	3 8%
Rank 4	19 9%	3 10%	3 6%	3 5%	3 7%	2 6%	5 8%	16 10%	2 10%	6 8%	4 10%	2 6%	6 11%	1 25%	3 8%
Rank 5	11 5%	- -	3 6%	2 4%	2 5%	- -	3 5%	8 5%	2 10%	3 4%	1 2%	1 3%	5 9%	- -	1 3%
Rank 6	13 6%	1 3%	4 8%	3 5%	3 7%	2 6%	4 6%	10 6%	1 5%	4 5%	2 5%	3 9%	4 7%	- -	3 8%
Rank 7	6 3%	- -	- -	- -	- -	- -	- -	6 4%	- -	- -	- -	2 6%	3 5%	- -	2 5%
Rank 8	5 2%	1 3%	- -	1 2%	- -	- -	2 3%	4 2%	- -	2 3%	- -	1 3%	2 4%	- -	1 3%
Rank 9	1 *	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -	- -
NET: Top Rank	74 33%	13 42%	14 26%	20 36%	13 30%	13 39%	18 28%	57 35%	4 19%	28 37%	12 29%	13 37%	19 33%	2 50%	15 38%
NET: Top 3 Rank	167 75%	26 84%	43 81%	46 84%	35 81%	29 88%	51 78%	120 73%	16 76%	60 80%	35 83%	26 74%	36 63%	3 75%	29 74%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.3. Third party stakeholders: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	127 100%	33 100%	18 100%	76 100%	15 100%	2 100%	3 100%	1 100%	1 100%	3 100%	1 100%	3 100%	1 100%	4 100%	3 100%	- -	3 100%
Rank 1	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	13 10%	1 3%	4 22%	8 11%	1 7%	- -	- -	- -	- -	- -	- -	1 33%	- -	2 50%	- -	- -	1 33%
Rank 3	24 19%	8 24%	3 17%	13 17%	3 20%	- -	2 67%	- -	- -	2 67%	- -	1 33%	- -	- -	- -	- -	- -
Rank 4	7 6%	2 6%	2 11%	3 4%	2 13%	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	1 33%	- -	- -
Rank 5	28 22%	12 36%	3 17%	13 17%	5 33%	- -	1 33%	- -	1 100%	- -	- -	1 33%	- -	1 25%	1 33%	- -	- -
Rank 6	21 17%	5 15%	2 11%	14 18%	2 13%	1 50%	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	1 33%
Rank 7	21 17%	3 9%	4 22%	14 18%	1 7%	1 50%	- -	1 100%	- -	- -	1 100%	- -	1 100%	- -	1 33%	- -	1 33%
Rank 8	12 9%	2 6%	- -	10 13%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	38 30%	9 27%	7 39%	22 29%	4 27%	- -	2 67%	- -	- -	2 67%	- -	2 67%	- -	2 50%	- -	- -	1 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.3. Third party stakeholders: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	127 100%	2 100%	2 100%	6 100%	3 100%	20 100%	- -	5 100%	3 100%	4 100%	6 100%	22 100%	9 100%	2 100%	20 100%	9 100%	- -	4 100%
Rank 1	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	13 10%	- -	- -	1 17%	- -	- -	- -	1 20%	- -	- -	3 50%	- -	1 11%	- -	- -	1 11%	- -	- -
Rank 3	24 19%	1 50%	2 100%	1 17%	1 33%	3 15%	- -	2 40%	1 33%	- -	- -	6 27%	1 11%	1 50%	4 20%	3 33%	- -	1 25%
Rank 4	7 6%	- -	- -	1 17%	- -	1 5%	- -	- -	1 33%	1 25%	- -	1 5%	1 11%	- -	2 10%	- -	- -	- -
Rank 5	28 22%	1 50%	- -	3 50%	- -	8 40%	- -	2 40%	- -	1 25%	- -	9 41%	3 33%	- -	7 35%	3 33%	- -	2 50%
Rank 6	21 17%	- -	- -	- -	- -	5 25%	- -	- -	1 33%	- -	1 17%	3 14%	2 22%	- -	4 20%	- -	- -	1 25%
Rank 7	21 17%	- -	- -	- -	2 67%	1 5%	- -	- -	- -	2 50%	2 33%	3 14%	- -	- -	2 10%	1 11%	- -	- -
Rank 8	12 9%	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	1 11%	1 50%	1 5%	1 11%	- -	- -
NET: Top Rank	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	38 30%	1 50%	2 100%	2 33%	1 33%	3 15%	- -	3 60%	1 33%	- -	3 50%	6 27%	2 22%	1 50%	4 20%	4 44%	- -	1 25%



## P013002 Nominet Listening Process 2021 Phase 2

### Q28.3. Third party stakeholders: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	a	*b	a	*b	*a	b	*c	d
Total	127 100%	15 100%	22 100%	28 100%	16 100%	13 100%	27 100%	106 100%	7 100%	39 100%	11 100%	28 100%	44 100%	3 100%	31 100%
Rank 1	1 1%	-	-	-	-	-	-	1 1%	-	-	-	1 4%	-	-	1 3%
Rank 2	13 10%	3 20%	-	5 18%	-	3 23%	1 4%	12 11%	-	4 10%	1 9%	3 11%	5 11%	-	3 10%
Rank 3	24 19%	2 13%	5 23%	4 14%	3 19%	3 23%	5 19%	18 17%	1 14%	9 23%	2 18%	5 18%	8 18%	-	5 16%
Rank 4	7 6%	1 7%	2 9%	1 4%	2 13%	1 8%	2 7%	5 5%	2 29%	3 8%	1 9%	1 4%	1 2%	1 33%	2 6%
Rank 5	28 22%	4 27%	8 36%	9 32%	5 31%	2 15%	11 41%	24 23%	1 14%	10 26%	5 45%	2 7%	9 20%	1 33%	3 10%
Rank 6	21 17%	1 7%	4 18%	3 11%	4 25%	2 15%	4 15%	17 16%	3 43%	6 15%	-	7 25%	7 16%	-	7 23%
Rank 7	21 17%	4 27%	1 5%	5 18%	1 6%	2 15%	2 7%	17 16%	-	6 15%	1 9%	5 18%	8 18%	1 33%	6 19%
Rank 8	12 9%	-	2 9%	1 4%	1 6%	-	2 7%	12 11%	-	1 3%	1 9%	4 14%	6 14%	-	4 13%
NET: Top Rank	1 1%	-	-	-	-	-	-	1 1%	-	-	-	1 4%	-	-	1 3%
NET: Top 3 Rank	38 30%	5 33%	5 23%	9 32%	3 19%	6 46%	6 22%	31 29%	1 14%	13 33%	3 27%	9 32%	13 30%	-	9 29%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.4. The UK Government: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	188 100%	63 100%	21 100%	104 100%	18 100%	7 100%	6 100%	1 100%	6 100%	1 100%	1 100%	3 100%	1 100%	3 100%	3 100%	2 100%	7 100%
Rank 1	16 9%	3 5%	1 5%	12 12%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
Rank 2	46 24%	13 21%	4 19%	29 28%	2 11%	- -	2 33%	- -	2 33%	- -	1 100%	- -	- -	- -	1 33%	- -	2 29%
Rank 3	50 27%	19 30%	9 43%	22 21%	5 28%	4 57%	1 17%	- -	1 17%	- -	- -	1 33%	1 100%	1 33%	1 33%	2 100%	3 43%
Rank 4	41 22%	15 24%	3 14%	23 22%	7 39%	1 14%	- -	- -	1 17%	- -	- -	1 33%	- -	1 33%	- -	- -	1 14%
Rank 5	20 11%	10 16%	2 10%	8 8%	2 11%	2 29%	1 17%	1 100%	2 33%	- -	- -	1 33%	- -	1 33%	- -	- -	- -
Rank 6	13 7%	3 5%	2 10%	8 8%	1 6%	- -	2 33%	- -	- -	1 100%	- -	- -	- -	- -	1 33%	- -	- -
Rank 7	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	16 9%	3 5%	1 5%	12 12%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
NET: Top 3 Rank	112 60%	35 56%	14 67%	63 61%	8 44%	4 57%	3 50%	- -	3 50%	- -	1 100%	1 33%	1 100%	1 33%	2 67%	2 100%	6 86%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.4. The UK Government: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	188 100%	5 100%	5 100%	6 100%	6 100%	41 100%	1 100%	2 100%	3 100%	6 100%	8 100%	43 100%	17 100%	3 100%	41 100%	15 100%	1 100%	6 100%
Rank 1	16 9%	- -	- -	- -	- -	3 7%	- -	- -	1 33%	- -	- -	2 5%	1 6%	- -	1 2%	2 13%	- -	- -
Rank 2	46 24%	2 40%	2 40%	- -	2 33%	7 17%	- -	- -	- -	2 33%	1 13%	10 23%	3 18%	- -	9 22%	2 13%	- -	2 33%
Rank 3	50 27%	2 40%	- -	3 50%	2 33%	12 29%	1 100%	1 50%	- -	4 67%	3 38%	13 30%	6 35%	- -	12 29%	4 27%	- -	3 50%
Rank 4	41 22%	1 20%	2 40%	1 17%	1 17%	10 24%	- -	1 50%	- -	- -	2 25%	10 23%	4 24%	1 33%	9 22%	4 27%	1 100%	1 17%
Rank 5	20 11%	- -	1 20%	1 17%	1 17%	7 17%	- -	- -	1 33%	- -	1 13%	6 14%	3 18%	1 33%	7 17%	3 20%	- -	- -
Rank 6	13 7%	- -	- -	1 17%	- -	2 5%	- -	- -	1 33%	- -	1 13%	2 5%	- -	1 33%	3 7%	- -	- -	- -
Rank 7	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	16 9%	- -	- -	- -	- -	3 7%	- -	- -	1 33%	- -	- -	2 5%	1 6%	- -	1 2%	2 13%	- -	- -
NET: Top 3 Rank	112 60%	4 80%	2 40%	3 50%	4 67%	22 54%	1 100%	1 50%	1 33%	6 100%	4 50%	25 58%	10 59%	- -	22 54%	8 53%	- -	5 83%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.4. The UK Government: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	*b	a	b	a	b	*c	d
Total	188 100%	20 100%	40 100%	37 100%	31 100%	20 100%	49 100%	145 100%	16 100%	51 100%	31 100%	37 100%	59 100%	4 100%	41 100%
Rank 1	16 9%	1 5%	1 3%	2 5%	- -	1 5%	2 4%	14 10%	1 6%	3 6%	1 3%	3 8%	9 15%	- -	3 7%
Rank 2	46 24%	5 25%	9 23%	5 14%	8 26%	3 15%	8 16%	38 26%	3 19%	11 22%	6 19%	5 14%	22 37% ad	1 25%	6 15%
Rank 3	50 27%	8 40%	9 23%	16 43%	7 23%	9 45%	15 31%	35 24%	4 25%	17 33%	10 32%	10 27%	8 14%	3 75%	13 32% b
Rank 4	41 22%	1 5%	12 30%	7 19%	7 23%	2 10%	14 29%	34 23%	3 19%	11 22%	7 23%	8 22%	14 24%	- -	8 20%
Rank 5	20 11%	5 25%	7 18%	5 14%	6 19%	5 25%	7 14%	12 8%	4 25%	7 14%	4 13%	6 16% b	2 3%	- -	6 15% b
Rank 6	13 7%	- -	2 5%	2 5%	3 10%	- -	3 6%	10 7%	1 6%	2 4%	3 10%	4 11%	3 5%	- -	4 10%
Rank 7	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -	- -
Rank 8	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 3%	- -	- -	1 2%
NET: Top Rank	16 9%	1 5%	1 3%	2 5%	- -	1 5%	2 4%	14 10%	1 6%	3 6%	1 3%	3 8%	9 15%	- -	3 7%
NET: Top 3 Rank	112 60%	14 70%	19 48%	23 62%	15 48%	13 65%	25 51%	87 60%	8 50%	31 61%	17 55%	18 49%	39 66%	4 100%	22 54%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.5. The Nominet Board: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	124 100%	37 100%	13 100%	74 100%	14 100%	5 100%	3 100%	1 100%	3 100%	1 100%	1 100%	1 100%	1 100%	2 100%	3 100%	1 100%	3 100%
Rank 1	3 2%	-	-	3 4%	-	-	-	-	-	-	-	-	-	-	-	-	-
Rank 2	10 8%	2 5%	1 8%	7 9%	2 14%	-	-	-	-	-	-	-	-	1 50%	-	-	-
Rank 3	8 6%	2 5%	-	6 8%	-	-	-	1 100%	-	-	-	-	-	-	-	-	-
Rank 4	21 17%	7 19%	3 23%	11 15%	1 7%	1 20%	-	-	1 33%	-	-	-	-	-	1 33%	-	2 67%
Rank 5	24 19%	8 22%	2 15%	14 19%	2 14%	1 20%	-	-	1 33%	-	-	-	1 100%	-	1 33%	-	-
Rank 6	21 17%	7 19%	2 15%	12 16%	4 29%	2 40%	-	-	-	-	-	1 100%	-	-	-	1 100%	-
Rank 7	13 10%	6 16%	1 8%	6 8%	1 7%	1 20%	2 67%	-	1 33%	-	-	-	-	-	1 33%	-	-
Rank 8	23 19%	4 11%	4 31%	15 20%	4 29%	-	-	-	-	1 100%	1 100%	-	-	1 50%	-	-	1 33%
Rank 9	1 1%	1 3%	-	-	-	-	1 33%	-	-	-	-	-	-	-	-	-	-
NET: Top Rank	3 2%	-	-	3 4%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Top 3 Rank	21 17%	4 11%	1 8%	16 22%	2 14%	-	-	1 100%	-	-	-	-	-	1 50%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.5. The Nominet Board: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	124 100%	1 100%	2 100%	5 100%	3 100%	26 100%	- -	1 100%	2 100%	5 100%	5 100%	26 100%	8 100%	3 100%	22 100%	11 100%	- -	4 100%
Rank 1	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	10 8%	- -	- -	- -	- -	2 8%	- -	1 100%	- -	- -	- -	1 4%	1 13%	- -	1 5%	1 9%	- -	- -
Rank 3	8 6%	- -	- -	- -	- -	2 8%	- -	- -	- -	- -	- -	2 8%	- -	- -	- -	1 9%	- -	1 25%
Rank 4	21 17%	- -	- -	- -	2 67%	5 19%	- -	- -	- -	3 60%	- -	7 27%	- -	- -	2 9%	3 27%	- -	2 50%
Rank 5	24 19%	1 100%	1 50%	- -	- -	6 23%	- -	- -	- -	1 20%	1 20%	7 27%	1 13%	- -	5 23%	2 18%	- -	1 25%
Rank 6	21 17%	- -	- -	1 20%	1 33%	5 19%	- -	- -	- -	- -	2 40%	3 12%	2 25%	2 67%	5 23%	2 18%	- -	- -
Rank 7	13 10%	- -	- -	2 40%	- -	4 15%	- -	- -	- -	1 20%	- -	3 12%	2 25%	1 33%	6 27%	- -	- -	- -
Rank 8	23 19%	- -	- -	2 40%	- -	2 8%	- -	- -	2 100%	- -	2 40%	2 8%	2 25%	- -	2 9%	2 18%	- -	- -
Rank 9	1 1%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 5%	- -	- -	- -
NET: Top Rank	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	21 17%	- -	- -	- -	- -	4 15%	- -	1 100%	- -	- -	- -	3 12%	1 13%	- -	1 5%	2 18%	- -	1 25%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.5. The Nominet Board: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	a	*b	a	*b	*a	b	*c	*d
Total	124 100%	15 100%	22 100%	26 100%	17 100%	14 100%	28 100%	96 100%	8 100%	37 100%	12 100%	26 100%	40 100%	3 100%	29 100%
Rank 1	3 2%	-	-	-	-	-	-	3 3%	-	-	-	1 4%	1 3%	1 33%	2 7%
Rank 2	10 8%	1 7%	1 5%	2 8%	-	2 14%	1 4%	9 9%	-	3 8%	-	2 8%	3 8%	-	2 7%
Rank 3	8 6%	1 7%	-	2 8%	-	1 7%	-	6 6%	-	2 5%	-	1 4%	5 13%	-	1 3%
Rank 4	21 17%	5 33%	2 9%	6 23%	1 6%	4 29%	4 14%	16 17%	1 13%	7 19%	2 17%	5 19%	5 13%	-	5 17%
Rank 5	24 19%	2 13%	5 23%	4 15%	5 29%	1 7%	6 21%	20 21%	-	7 19%	3 25%	4 15%	10 25%	-	4 14%
Rank 6	21 17%	2 13%	5 23%	4 15%	3 18%	2 14%	6 21%	14 15%	2 25%	7 19%	2 17%	3 12%	7 18%	-	3 10%
Rank 7	13 10%	2 13%	4 18%	2 8%	5 29%	1 7%	6 21%	9 9%	2 25%	4 11%	3 25%	4 15%	2 5%	-	4 14%
Rank 8	23 19%	2 13%	4 18%	6 23%	2 12%	3 21%	4 14%	18 19%	3 38%	7 19%	1 8%	6 23%	7 18%	2 67%	8 28%
Rank 9	1 1%	-	1 5%	-	1 6%	-	1 4%	1 1%	-	-	1 8%	-	-	-	-
NET: Top Rank	3 2%	-	-	-	-	-	-	3 3%	-	-	-	1 4%	1 3%	1 33%	2 7%
NET: Top 3 Rank	21 17%	2 13%	1 5%	4 15%	-	3 21%	1 4%	18 19%	-	5 14%	-	4 15%	9 23%	1 33%	5 17%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.6. Third party commercial interests: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	98 100%	26 100%	11 100%	61 100%	9 100%	4 100%	3 100%	1 100%	1 100%	2 100%	1 100%	- -	1 100%	2 100%	3 100%	- -	2 100%
Rank 2	2 2%	2 8%	- -	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	2 2%	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	8 8%	4 15%	1 9%	3 5%	- -	- -	1 33%	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Rank 5	7 7%	- -	- -	7 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	15 15%	4 15%	3 27%	8 13%	1 11%	1 25%	- -	- -	1 100%	1 50%	- -	- -	- -	- -	1 33%	- -	1 50%
Rank 7	37 38%	9 35%	3 27%	25 41%	5 56%	1 25%	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	- -	1 50%
Rank 8	27 28%	7 27%	4 36%	16 26%	1 11%	2 50%	2 67%	1 100%	- -	- -	- -	1 100%	1 50%	2 67%	- -	- -	- -
NET: Top 3 Rank	4 4%	2 8%	- -	2 3%	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q28.6. Third party commercial interests: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	98 100%	3 100%	2 100%	5 100%	3 100%	13 100%	- -	1 100%	3 100%	4 100%	3 100%	19 100%	5 100%	2 100%	15 100%	8 100%	- -	3 100%
Rank 2	2 2%	- -	- -	1 20%	1 33%	- -	- -	- -	- -	- -	- -	1 5%	1 20%	- -	- -	2 25%	- -	- -
Rank 3	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	8 8%	1 33%	1 50%	- -	- -	2 15%	- -	- -	- -	- -	1 33%	3 16%	1 20%	- -	3 20%	- -	- -	1 33%
Rank 5	7 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	15 15%	1 33%	- -	1 20%	- -	2 15%	- -	- -	1 33%	2 50%	- -	4 21%	- -	- -	2 13%	2 25%	- -	- -
Rank 7	37 38%	1 33%	1 50%	1 20%	- -	6 46%	- -	- -	2 67%	- -	1 33%	6 32%	2 40%	1 50%	5 33%	2 25%	- -	2 67%
Rank 8	27 28%	- -	- -	2 40%	2 67%	3 23%	- -	1 100%	- -	2 50%	1 33%	5 26%	1 20%	1 50%	5 33%	2 25%	- -	- -
NET: Top 3 Rank	4 4%	- -	- -	1 20%	1 33%	- -	- -	- -	- -	- -	- -	1 5%	1 20%	- -	- -	2 25%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.6. Third party commercial interests: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Total	98 100%	9 100%	16 100%	19 100%	11 100%	8 100%	20 100%	78 100%	6 100%	27 100%	9 100%	25 100%	33 100%	2 100%	27 100%
Rank 2	2 2%	-	1 6%	1 5%	-	-	1 5%	-	1 17%	2 7%	-	-	-	-	-
Rank 3	2 2%	-	-	-	-	-	-	2 3%	-	-	-	-	2 6%	-	-
Rank 4	8 8%	2 22%	3 19%	2 11%	2 18%	1 13%	3 15%	5 6%	-	3 11%	2 22%	-	3 9%	-	-
Rank 5	7 7%	-	-	-	-	-	-	6 8%	-	-	-	3 12%	4 12%	-	3 11%
Rank 6	15 15%	2 22%	3 19%	3 16%	1 9%	1 13%	4 20%	14 18%	-	5 19%	2 22%	2 8%	5 15%	1 50%	3 11%
Rank 7	37 38%	2 22%	6 38%	7 37%	4 36%	3 38%	6 30%	31 40%	3 50%	9 33%	2 22%	12 48%	12 36%	1 50%	13 48%
Rank 8	27 28%	3 33%	3 19%	6 32%	4 36%	3 38%	6 30%	20 26%	2 33%	8 30%	3 33%	8 32%	7 21%	-	8 30%
NET: Top 3 Rank	4 4%	-	1 6%	1 5%	-	-	1 5%	2 3%	1 17%	2 7%	-	-	2 6%	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.7. Employees (beyond the Board): In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	193 100%	67 100%	21 100%	105 100%	20 100%	8 100%	9 100%	2 100%	5 100%	3 100%	1 100%	4 100%	1 100%	2 100%	4 100%	1 100%	5 100%
Rank 1	14 7%	2 3%	1 5%	11 10%	- -	- -	2 22%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Rank 2	22 11%	11 16%	1 5%	10 10%	4 20%	2 25%	- -	2 100%	1 20%	- -	- -	- -	- -	1 50%	- -	- -	- -
Rank 3	51 26%	22 33%	5 24%	24 23%	8 40%	2 25%	2 22%	- -	3 60%	- -	- -	1 25%	- -	1 50%	1 25%	- -	2 40%
Rank 4	38 20%	12 18%	3 14%	23 22%	2 10%	3 38%	3 33%	- -	1 20%	- -	- -	2 50%	- -	- -	1 25%	- -	- -
Rank 5	36 19%	8 12%	6 29%	22 21%	2 10%	- -	1 11%	- -	- -	2 67%	- -	- -	- -	- -	- -	1 100%	3 60%
Rank 6	20 10%	6 9%	4 19%	10 10%	2 10%	1 13%	- -	- -	- -	- -	1 100%	1 25%	1 100%	- -	1 25%	- -	- -
Rank 7	9 5%	3 4%	1 5%	5 5%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -
Rank 8	3 2%	3 4% c	- -	- -	1 5%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	14 7%	2 3%	1 5%	11 10%	- -	- -	2 22%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	87 45%	35 52%	7 33%	45 43%	12 60%	4 50%	4 44%	2 100%	4 80%	1 33%	- -	1 25%	- -	2 100%	1 25%	- -	2 40%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.7. Employees (beyond the Board): In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Significance Level: 95%																		
Total	193 100%	6 100%	4 100%	8 100%	4 100%	45 100%	- -	3 100%	4 100%	5 100%	8 100%	44 100%	19 100%	4 100%	42 100%	16 100%	1 100%	8 100%
Rank 1	14 7%	- -	- -	- -	- -	2 4%	- -	- -	1 25%	- -	- -	- -	1 5%	1 25%	- -	- -	- -	2 25%
Rank 2	22 11%	1 17%	- -	1 13%	1 25%	8 18%	- -	- -	1 25%	- -	- -	8 18%	2 11%	1 25%	7 17%	4 25%	- -	- -
Rank 3	51 26%	3 50%	1 25%	1 13%	2 50%	15 33%	- -	1 33%	1 25%	1 20%	1 13%	15 34%	7 37%	- -	15 36%	5 31%	1 100%	1 13%
Rank 4	38 20%	- -	- -	1 13%	- -	11 24%	- -	1 33%	- -	- -	2 25%	6 14%	5 26%	1 25%	9 21%	2 13%	- -	1 13%
Rank 5	36 19%	1 17%	1 25%	2 25%	- -	4 9%	- -	1 33%	1 25%	1 20%	3 38%	5 11%	2 11%	1 25%	5 12%	1 6%	- -	2 25%
Rank 6	20 10%	1 17%	1 25%	1 13%	1 25%	2 4%	- -	- -	- -	2 40%	2 25%	5 11%	1 5%	- -	4 10%	1 6%	- -	1 13%
Rank 7	9 5%	- -	- -	2 25%	- -	1 2%	- -	- -	- -	1 20%	- -	2 5%	1 5%	- -	- -	3 19%	- -	- -
Rank 8	3 2%	- -	1 25%	- -	- -	2 4%	- -	- -	- -	- -	- -	3 7%	- -	- -	2 5%	- -	- -	1 13%
NET: Top Rank	14 7%	- -	- -	- -	- -	2 4%	- -	- -	1 25%	- -	- -	- -	1 5%	1 25%	- -	- -	- -	2 25%
NET: Top 3 Rank	87 45%	4 67%	1 25%	2 25%	3 75%	25 56%	- -	1 33%	3 75%	1 20%	1 13%	23 52%	10 53%	2 50%	22 52%	9 56%	1 100%	3 38%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.7. Employees (beyond the Board): In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	*b	a	b	a	b	*c	d
Total	193 100%	22 100%	44 100%	38 100%	33 100%	19 100%	55 100%	145 100%	15 100%	53 100%	33 100%	37 100%	58 100%	3 100%	40 100%
Rank 1	14 7%	- -	- -	- -	- -	- -	- -	12 8%	- -	3 6%	- -	5 14%	5 9%	- -	5 13%
Rank 2	22 11%	2 9%	9 20%	4 11%	7 21%	2 11%	10 18%	13 9%	1 7%	7 13%	5 15%	4 11%	6 10%	- -	4 10%
Rank 3	51 26%	7 32%	16 36%	8 21%	13 39%	6 32%	19 35%	38 26%	7 47%	13 25%	12 36%	6 16%	15 26%	- -	6 15%
Rank 4	38 20%	4 18%	6 14%	8 21%	5 15%	2 11%	9 16%	31 21%	2 13%	9 17%	6 18%	11 30%	9 16%	2 67%	13 33%
Rank 5	36 19%	2 9%	7 16%	7 18%	4 12%	4 21%	7 13%	25 17%	3 20%	9 17%	5 15%	7 19%	13 22%	- -	7 18%
Rank 6	20 10%	6 27%	3 7%	7 18%	2 6%	4 21%	5 9%	16 11%	1 7%	7 13%	3 9%	2 5%	7 12%	1 33%	3 8%
Rank 7	9 5%	1 5%	1 2%	3 8%	- -	1 5%	3 5%	7 5%	1 7%	4 8%	- -	2 5%	3 5%	- -	2 5%
Rank 8	3 2%	- -	2 5%	1 3%	2 6%	- -	2 4%	3 2%	- -	1 2%	2 6%	- -	- -	- -	- -
NET: Top Rank	14 7%	- -	- -	- -	- -	- -	- -	12 8%	- -	3 6%	- -	5 14%	5 9%	- -	5 13%
NET: Top 3 Rank	87 45%	9 41%	25 57%	12 32%	20 61%	8 42%	29 53%	63 43%	8 53%	23 43%	17 52%	15 41%	26 45%	- -	15 38%
			c		c										

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.8. The domain name industry: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	187 100%	63 100%	24 100%	100 100%	17 100%	10 100%	6 100%	2 100%	6 100%	3 100%	1 100%	5 100%	1 100%	4 100%	3 100%	2 100%	5 100%
Rank 1	31 17%	8 13%	1 4%	22 22%	2 12%	2 20%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	1 20%
Rank 2	30 16%	12 19%	6 25%	12 12%	2 12%	4 40%	1 17%	- -	1 17%	- -	- -	1 20%	1 100%	- -	2 67%	2 100%	- -
Rank 3	37 20%	16 25%	4 17%	17 17%	5 29%	1 10%	3 50%	1 50%	1 17%	- -	- -	2 40%	- -	1 25%	1 33%	- -	- -
Rank 4	37 20%	15 24%	8 33%	14 14%	3 18%	1 10%	1 17%	1 50%	2 33%	2 67%	- -	1 20%	- -	2 50%	- -	- -	3 60%
Rank 5	24 13%	5 8%	3 13%	16 16%	2 12%	2 20%	- -	- -	- -	1 33%	1 100%	1 20%	- -	- -	- -	- -	- -
Rank 6	15 8%	3 5%	1 4%	11 11%	1 6%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	1 20%
Rank 7	7 4%	2 3%	1 4%	4 4%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -
Rank 8	6 3%	2 3%	- -	4 4%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	31 17%	8 13%	1 4%	22 22%	2 12%	2 20%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	1 20%
NET: Top 3 Rank	98 52%	36 57%	11 46%	51 51%	9 53%	7 70%	5 83%	1 50%	3 50%	- -	- -	3 60%	1 100%	1 25%	3 100%	2 100%	1 20%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.8. The domain name industry: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Significance Level: 95%																		
Total	187 100%	4 100%	6 100%	7 100%	5 100%	41 100%	1 100%	4 100%	4 100%	6 100%	9 100%	44 100%	15 100%	4 100%	37 100%	19 100%	- -	7 100%
Rank 1	31 17%	- -	- -	1 14%	1 20%	6 15%	- -	- -	- -	- -	1 11%	5 11%	3 20%	- -	3 8%	5 26%	- -	- -
Rank 2	30 16%	1 25%	2 33%	- -	1 20%	8 20%	1 100%	- -	- -	3 50%	2 22%	8 18%	4 27%	- -	9 24%	1 5%	- -	2 29%
Rank 3	37 20%	- -	1 17%	2 29%	- -	13 32%	- -	1 25%	- -	1 17%	2 22%	9 20%	4 27%	3 75%	9 24%	4 21%	- -	3 43%
Rank 4	37 20%	2 50%	2 33%	3 43%	1 20%	7 17%	- -	2 50%	3 75%	1 17%	2 22%	13 30%	1 7%	1 25%	9 24%	5 26%	- -	1 14%
Rank 5	24 13%	1 25%	- -	- -	2 40%	2 5%	- -	- -	1 25%	- -	2 22%	4 9%	1 7%	- -	3 8%	2 11%	- -	- -
Rank 6	15 8%	- -	- -	1 14%	- -	2 5%	- -	- -	- -	1 17%	- -	2 5%	1 7%	- -	2 5%	- -	- -	1 14%
Rank 7	7 4%	- -	- -	- -	- -	2 5%	- -	1 25%	- -	- -	- -	1 2%	1 7%	- -	1 3%	1 5%	- -	- -
Rank 8	6 3%	- -	1 17%	- -	- -	1 2%	- -	- -	- -	- -	- -	2 5%	- -	- -	1 3%	1 5%	- -	- -
NET: Top Rank	31 17%	- -	- -	1 14%	1 20%	6 15%	- -	- -	- -	- -	1 11%	5 11%	3 20%	- -	3 8%	5 26%	- -	- -
NET: Top 3 Rank	98 52%	1 25%	3 50%	3 43%	2 40%	27 66%	1 100%	1 25%	- -	4 67%	5 56%	22 50%	11 73%	3 75%	21 57%	10 53%	- -	5 71%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.8. The domain name industry: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	*b	a	*b	a	b	*c	d
Total	187 100%	22 100%	37 100%	42 100%	30 100%	26 100%	44 100%	142 100%	15 100%	55 100%	29 100%	35 100%	57 100%	2 100%	37 100%
Rank 1	31 17%	1 5%	3 8%	3 7%	3 10%	3 12%	5 11%	23 16%	3 20%	5 9%	4 14%	9 26%	11 19%	- -	9 24%
Rank 2	30 16%	8 36%	8 22%	10 24%	8 27%	5 19%	9 20%	22 15%	5 33%	11 20%	6 21%	4 11%	8 14%	- -	4 11%
Rank 3	37 20%	4 18%	9 24%	9 21%	6 20%	4 15%	9 20%	29 20%	2 13%	12 22%	8 28%	6 17%	11 19%	- -	6 16%
Rank 4	37 20%	5 23%	10 27%	13 31%	8 27%	9 35%	12 27%	24 17%	4 27%	16 29%	6 21%	3 9%	8 14%	- -	3 8%
Rank 5	24 13%	3 14%	1 3%	3 7%	1 3%	2 8%	3 7%	22 15%	- -	6 11%	2 7%	7 20%	6 11%	2 100%	9 24%
Rank 6	15 8%	- -	3 8%	1 2%	2 7%	1 4%	3 7%	12 8%	- -	2 4%	2 7%	4 11%	7 12%	- -	4 11%
Rank 7	7 4%	- -	2 5%	2 5%	1 3%	1 4%	2 5%	5 4%	- -	2 4%	1 3%	- -	4 7%	- -	- -
Rank 8	6 3%	1 5%	1 3%	1 2%	1 3%	1 4%	1 2%	5 4%	1 7%	1 2%	- -	2 6%	2 4%	- -	2 5%
NET: Top Rank	31 17%	1 5%	3 8%	3 7%	3 10%	3 12%	5 11%	23 16%	3 20%	5 9%	4 14%	9 26%	11 19%	- -	9 24%
NET: Top 3 Rank	98 52%	13 59%	20 54%	22 52%	17 57%	12 46%	23 52%	74 52%	10 67%	28 51%	18 62%	19 54%	30 53%	- -	19 51%



## P013002 Nominet Listening Process 2021 Phase 2

### Q28.90. Other 1: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	8 100%	3 100%	1 100%	4 100%	2 100%	- -	1 100%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -
Rank 1	3 38%	1 33%	- -	2 50%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	1 13%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	2 25%	- -	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -
Rank 7	1 13%	1 33%	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 13%	1 33%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	3 38%	1 33%	- -	2 50%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	4 50%	1 33%	- -	3 75%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.90. Other 1: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	8 100%	-	1	-	1	1	-	-	-	-	1	2	1	-	2	1	-	-
		-	100%	-	100%	100%	-	-	-	-	100%	100%	100%	-	100%	100%	-	-
Rank 1	3 38%	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-
Rank 3	1 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rank 4	2 25%	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
Rank 7	1 13%	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-
		-	100%	-	-	-	-	-	-	-	-	50%	-	-	50%	-	-	-
Rank 9	1 13%	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
		-	-	-	100%	-	-	-	-	-	-	50%	-	-	50%	-	-	-
<b>NET: Top Rank</b>	3 38%	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-
<b>NET: Top 3 Rank</b>	4 50%	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.90. Other 1: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
8 100%	2 100%	2 100%	2 100%	2 100%	2 100%	2 100%	7 100%	- -	3 100%	1 100%	1 100%	3 100%	- -	1 100%
3 38%	1 50%	- -	1 50%	- -	1 50%	- -	3 43%	- -	1 33%	- -	1 100%	1 33%	- -	1 100%
1 13%	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	1 33%	- -	- -
2 25%	1 50%	- -	1 50%	- -	1 50%	- -	2 29%	- -	1 33%	- -	- -	1 33%	- -	- -
1 13%	- -	1 50%	- -	1 50%	- -	1 50%	1 14%	- -	- -	1 100%	- -	- -	- -	- -
1 13%	- -	1 50%	- -	1 50%	- -	1 50%	- -	- -	1 33%	- -	- -	- -	- -	- -
3 38%	1 50%	- -	1 50%	- -	1 50%	- -	3 43%	- -	1 33%	- -	1 100%	1 33%	- -	1 100%
4 50%	1 50%	- -	1 50%	- -	1 50%	- -	4 57%	- -	1 33%	- -	1 100%	2 67%	- -	1 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.80. Other 6: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	18 100%	13 100%	2 100%	3 100%	5 100%	- -	1 100%	- -	3 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%
Rank 1	10 56%	8 62%	1 50%	1 33%	4 80%	- -	1 100%	- -	2 67%	- -	- -	- -	- -	- -	- -	1 100%	- -
Rank 2	1 6%	1 8%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	3 17%	2 15%	- -	1 33%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 6%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 6%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	1 6%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%
Rank 8	1 6%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	10 56%	8 62%	1 50%	1 33%	4 80%	- -	1 100%	- -	2 67%	- -	- -	- -	- -	- -	- -	1 100%	- -
NET: Top 3 Rank	14 78%	11 85%	1 50%	2 67%	5 100%	- -	1 100%	- -	3 100%	- -	- -	- -	- -	- -	- -	1 100%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.80. Other 6: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	18 100%	- -	- -	2 100%	2 100%	9 100%	- -	- -	- -	1 100%	1 100%	6 100%	5 100%	2 100%	10 100%	2 100%	- -	1 100%
Rank 1	10 56%	- -	- -	2 100%	1 50%	5 56%	- -	- -	- -	- -	1 100%	2 33%	4 80%	2 100%	7 70%	1 50%	- -	- -
Rank 2	1 6%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	1 100%
Rank 3	3 17%	- -	- -	- -	1 50%	1 11%	- -	- -	- -	- -	- -	2 33%	- -	- -	1 10%	1 50%	- -	- -
Rank 4	1 6%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	1 17%	- -	- -	1 10%	- -	- -	- -
Rank 6	1 6%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	1 17%	- -	- -	1 10%	- -	- -	- -
Rank 7	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	10 56%	- -	- -	2 100%	1 50%	5 56%	- -	- -	- -	- -	1 100%	2 33%	4 80%	2 100%	7 70%	1 50%	- -	- -
NET: Top 3 Rank	14 78%	- -	- -	2 100%	2 100%	7 78%	- -	- -	- -	- -	1 100%	4 67%	5 100%	2 100%	8 80%	2 100%	- -	1 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.80. Other 6: In whose interests do you think Nominet should be acting?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	18 100%	2 100%	12 100%	2 100%	12 100%	3 100%	11 100%	4 100%	7 100%	4 100%	10 100%	- -	3 100%	- -	- -
Rank 1	10 56%	2 100%	7 58%	2 100%	7 58%	2 67%	7 64%	3 75%	5 71%	2 50%	6 60%	- -	1 33%	- -	- -
Rank 2	1 6%	- -	1 8%	- -	1 8%	- -	- -	- -	1 14%	- -	1 10%	- -	- -	- -	- -
Rank 3	3 17%	- -	2 17%	- -	2 17%	- -	2 18%	1 25%	1 14%	1 25%	1 10%	- -	1 33%	- -	- -
Rank 4	1 6%	- -	1 8%	- -	1 8%	- -	1 9%	- -	- -	- -	1 10%	- -	- -	- -	- -
Rank 6	1 6%	- -	1 8%	- -	1 8%	- -	1 9%	- -	- -	- -	1 10%	- -	- -	- -	- -
Rank 7	1 6%	- -	- -	- -	- -	1 33%	- -	- -	- -	1 25%	- -	- -	- -	- -	- -
Rank 8	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -
NET: Top Rank	10 56%	2 100%	7 58%	2 100%	7 58%	2 67%	7 64%	3 75%	5 71%	2 50%	6 60%	- -	1 33%	- -	- -
NET: Top 3 Rank	14 78%	2 100%	10 83%	2 100%	10 83%	2 67%	9 82%	4 100%	7 100%	3 75%	8 80%	- -	2 67%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.81. Other 7: In whose interests do you think Nominet should be acting?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	2 100%	2 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	1 50%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	1 50%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	1 50%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.81. Other 7: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
2	-	-	-	-	2	-	-	-	-	-	1	1	-	2	-	-	-
100%	-	-	-	-	100%	-	-	-	-	-	100%	100%	-	100%	-	-	-
1	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	-	-
50%	-	-	-	-	50%	-	-	-	-	-	-	100%	-	50%	-	-	-
1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
50%	-	-	-	-	50%	-	-	-	-	-	100%	-	-	50%	-	-	-
1	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	-	-
50%	-	-	-	-	50%	-	-	-	-	-	-	100%	-	50%	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q28.81. Other 7: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
2	-	2	-	2	-	2	-	1	-	2	-	-	-	-
100%	-	100%	-	100%	-	100%	-	100%	-	100%	-	-	-	-
1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
50%	-	50%	-	50%	-	50%	-	100%	-	50%	-	-	-	-
1	-	1	-	1	-	1	-	-	-	1	-	-	-	-
50%	-	50%	-	50%	-	50%	-	-	-	50%	-	-	-	-
1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
50%	-	50%	-	50%	-	50%	-	100%	-	50%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.82. Other 8: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

Total

Rank 8

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.82. Other 8: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	-
1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q28.82. Other 8: In whose interests do you think Nominet should be acting?

BASE: All respondents

Significance Level: 95%

Total

Rank 8

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
1	-	1	-	1	-	1	-	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	-
1	-	1	-	1	-	1	-	-	-	1	-	-	-	-
100%	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q27 + Q28. Summary Table

BASE: All respondents

Significance Level: 95%

	Options			
	Total level top rank for Q27	Total level top rank for Q28	Total level top three rank for Q27	Total level top three rank for Q28
Total	a 421 100%	b 421 100%	c 421 100%	d 421 100%
Members	29 16%	96 52% a	126 51% a	213 86% abc
The general public	27 17%	65 41% a	74 33% a	167 75% abc
Third party stakeholders	4 3%	44 32% ac	1 1%	38 30% ac
The UK Government	24 14%	105 60% ac	16 9%	112 60% ac
The Nominet Board	107 50% cd	164 77% acd	3 2%	21 17% c
Third party commercial interests	11 8% c	71 49% acd	- -	4 4% c
Employees (beyond the Board)	8 5%	74 45% ac	14 7%	87 45% ac
The domain name industry	49 28% c	108 62% ac	31 17%	98 52% ac

## P013002 Nominet Listening Process 2021 Phase 2

### Q27/28 analysis

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
Acts in the right interests																
159 38%	51 28%	18 33%	90 55% ab	22 47%	5 23%	3 14%	1 17%	4 22%	1 20%	1 100%	7 41%	1 100%	1 10%	2 29%	- -	5 50%
143 34%	40 22%	21 39% a	82 50% a	14 30%	4 18%	3 14%	1 17%	2 11%	1 20%	- -	6 35%	1 100%	1 10%	3 43%	2 33%	7 70%
99 24%	26 14%	9 17%	64 39% ab	10 21%	2 9%	2 9%	1 17%	1 6%	1 20%	- -	2 12%	1 100%	1 10%	2 29%	- -	2 20%
148 35%	40 22%	15 28%	93 57% ab	17 36%	4 18%	4 18%	1 17%	1 6%	- -	1 100%	3 18%	1 100%	1 10%	2 29%	1 17%	6 60%
109 26%	35 19%	6 11%	68 42% ab	14 30%	5 23%	3 14%	1 17%	2 11%	- -	- -	1 6%	1 100%	- -	2 29%	- -	2 20%
85 20%	24 13%	5 9%	56 34% ab	8 17%	4 18%	2 9%	1 17%	1 6%	- -	- -	- -	1 100%	- -	2 29%	- -	2 20%
137 33%	44 24%	8 15%	85 52% ab	15 32%	5 23%	6 27%	1 17%	2 11%	- -	- -	2 12%	1 100%	- -	2 29%	- -	3 30%
138 33%	36 19%	18 33% a	84 52% ab	14 30%	6 27%	2 9%	1 17%	2 11%	2 40%	1 100%	5 29%	1 100%	2 20%	2 29%	2 33%	3 30%
Acts in the wrong interests																
262 62%	134 72% c	36 67% c	73 45%	25 53%	17 77%	19 86%	5 83%	14 78%	4 80%	- -	10 59%	- -	9 90%	5 71%	6 100%	5 50%
278 66%	145 78% bc	33 61%	81 50%	33 70%	18 82%	19 86%	5 83%	16 89%	4 80%	1 100%	11 65%	- -	9 90%	4 57%	4 67%	3 30%
322 76%	159 86% c	45 83% c	99 61%	37 79%	20 91%	20 91%	5 83%	17 94%	4 80%	1 100%	15 88%	- -	9 90%	5 71%	6 100%	8 80%
273 65%	145 78% c	39 72% c	70 43%	30 64%	18 82%	18 82%	5 83%	17 94%	5 100%	- -	14 82%	- -	9 90%	5 71%	5 83%	4 40%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27/28 analysis

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%
312 74%	150 81% c	48 89% c	95 58%	33 70%	17 77%	19 86%	5 83%	16 89%	5 100%	1 100%	16 94%	- -	10 100%	5 71%	6 100%	8 80%
336 80%	161 87% c	49 91% c	107 66%	39 83%	18 82%	20 91%	5 83%	17 94%	5 100%	1 100%	17 100%	- -	10 100%	5 71%	6 100%	8 80%
284 67%	141 76% c	46 85% c	78 48%	32 68%	17 77%	16 73%	5 83%	16 89%	5 100%	1 100%	15 88%	- -	10 100%	5 71%	6 100%	7 70%
283 67%	149 81% bc	36 67% c	79 48%	33 70%	16 73%	20 91%	5 83%	16 89%	3 60%	- -	12 71%	- -	8 80%	5 71%	4 67%	7 70%
206 49%	67 36%	26 48%	113 69% ab	26 55%	8 36%	7 32%	1 17%	4 22%	2 40%	1 100%	8 47%	1 100%	2 20%	3 43%	2 33%	7 70%
421 100%	185 100%	54 100%	163 100%	47 100%	22 100%	22 100%	6 100%	18 100%	5 100%	1 100%	17 100%	1 100%	10 100%	7 100%	6 100%	10 100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27/28 analysis

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
421 100%	11 100%	13 100%	15 100%	18 100%	128 100%	1 100%	11 100%	9 100%	8 100%	22 100%	138 100%	46 100%	13 100%	122 100%	50 100%	1 100%	24 100%
159 38%	3 27%	3 23%	6 40%	6 33%	33 26%	- -	3 27%	2 22%	5 63%	8 36%	34 25%	14 30%	3 23%	29 24%	16 32%	1 100%	5 21%
143 34%	2 18%	3 23%	4 27%	4 22%	27 21%	1 100%	3 27%	2 22%	6 75%	8 36%	27 20%	10 22%	3 23%	21 17%	13 26%	1 100%	5 21%
99 24%	2 18%	2 15%	4 27%	2 11%	16 13%	- -	2 18%	- -	3 38%	4 18%	18 13%	7 15%	1 8%	14 11%	8 16%	- -	4 17%
148 35%	2 18%	4 31%	4 27%	3 17%	27 21%	- -	1 9%	1 11%	5 63%	7 32%	26 19%	12 26%	2 15%	24 20%	11 22%	1 100%	4 17%
109 26%	1 9%	2 15%	5 33%	2 11%	25 20%	- -	- -	- -	4 50%	2 9%	24 17%	8 17%	3 23%	21 17%	10 20%	- -	4 17%
85 20%	3 27%	2 15%	4 27%	2 11%	13 10%	- -	- -	- -	4 50%	1 5%	18 13%	5 11%	1 8%	14 11%	7 14%	- -	3 13%
137 33%	4 36%	3 23%	5 33%	2 11%	30 23%	- -	- -	- -	4 50%	4 18%	28 20%	13 28%	3 23%	26 21%	11 22%	1 100%	6 25%
138 33%	2 18%	3 23%	4 27%	3 17%	24 19%	1 100%	3 27%	1 11%	5 63%	8 36%	26 19%	8 17%	2 15%	19 16%	14 28%	- -	3 13%
262 62%	8 73%	10 77%	9 60%	12 67%	95 74%	1 100%	8 73%	7 78%	3 38%	14 64%	104 75%	32 70%	10 77%	93 76%	34 68%	- -	19 79%
278 66%	9 82%	10 77%	11 73%	14 78%	101 79%	- -	8 73%	7 78%	2 25%	14 64%	111 80%	36 78%	10 77%	101 83%	37 74%	- -	19 79%
322 76%	9 82%	11 85%	11 73%	16 89%	112 88%	1 100%	9 82%	9 100%	5 63%	18 82%	120 87%	39 85%	12 92%	108 89%	42 84%	1 100%	20 83%
273 65%	9 82%	9 69%	11 73%	15 83%	101 79%	1 100%	10 91%	8 89%	3 38%	15 68%	112 81%	34 74%	11 85%	98 80%	39 78%	- -	20 83%
312 74%	10 91%	11 85%	10 67%	16 89%	103 80%	1 100%	11 100%	9 100%	4 50%	20 91%	114 83%	38 83%	10 77%	101 83%	40 80%	1 100%	20 83%
336 80%	8 73%	11 85%	11 73%	16 89%	115 90%	1 100%	11 100%	9 100%	4 50%	21 95%	120 87%	41 89%	12 92%	108 89%	43 86%	1 100%	21 88%
284 67%	7 64%	10 77%	10 67%	16 89%	98 77%	1 100%	11 100%	9 100%	4 50%	18 82%	110 80%	33 72%	10 77%	96 79%	39 78%	- -	18 75%



P013002 Nominet Listening Process 2021 Phase 2

Q27/28 analysis

BASE: All respondents

Significance Level: 95%

Total

The domain name industry

NET: Acts in the right interests

NET: Acts in the wrong interests

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
421	11	13	15	18	128	1	11	9	8	22	138	46	13	122	50	1	24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
283	9	10	11	15	104	-	8	8	3	14	112	38	11	103	36	1	21
67%	82%	77%	73%	83%	81%	-	73%	89%	38%	64%	81%	83%	85%	84%	72%	100%	88%
206	6	4	7	7	43	1	4	3	6	11	46	17	4	36	21	1	9
49%	55%	31%	47%	39%	34%	100%	36%	33%	75%	50%	33%	37%	31%	30%	42%	100%	38%
421	11	13	15	18	128	1	11	9	8	22	138	46	13	122	50	1	24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

## P013002 Nominet Listening Process 2021 Phase 2

### Q27/28 analysis

BASE: All respondents

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total	a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Significance Level: 95%														
Total	421	48	106	83	91	48	112	47	91	65	44	76	4	48
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Acts in the right interests</b>														
Members	159	20	30	34	22	22	36	9	49	18	32	49	3	35
	38%	42%	28%	41%	24%	46%	32%	19%	54%	28%	73%	64%	75%	73%
		d		d			b		b					
The general public	143	21	22	36	15	22	28	8	49	11	30	44	4	34
	34%	44%	21%	43%	16%	46%	25%	17%	54%	17%	68%	58%	100%	71%
		bd		bd		b			b					
Third party stakeholders	99	11	16	20	10	9	21	4	27	7	25	36	2	27
	24%	23%	15%	24%	11%	19%	19%	9%	30%	11%	57%	47%	50%	56%
				d			b		b					
The UK Government	148	15	25	28	17	13	32	8	39	15	34	51	4	38
	35%	31%	24%	34%	19%	27%	29%	17%	43%	23%	77%	67%	100%	79%
				d			b		b					
The Nominet Board	109	12	21	20	16	8	27	8	29	11	23	38	3	26
	26%	25%	20%	24%	18%	17%	24%	17%	32%	17%	52%	50%	75%	54%
							b		b					
Third party commercial interests	85	7	15	14	10	5	19	5	20	8	24	29	2	26
	20%	15%	14%	17%	11%	10%	17%	11%	22%	12%	55%	38%	50%	54%
							b							
Employees (beyond the Board)	137	13	28	25	18	10	35	8	34	17	32	46	2	34
	33%	27%	26%	30%	20%	21%	31%	17%	37%	26%	73%	61%	50%	71%
							b							
The domain name industry	138	18	20	32	15	19	25	7	41	11	31	46	2	33
	33%	38%	19%	39%	16%	40%	22%	15%	45%	17%	70%	61%	50%	69%
		bd		bd		b			b					
<b>Acts in the wrong interests</b>														
Members	262	28	76	49	69	26	76	38	42	47	12	27	1	13
	62%	58%	72%	59%	76%	54%	68%	81%	46%	72%	27%	36%	25%	27%
				ac			a		a					
The general public	278	27	84	47	76	26	84	39	42	54	14	32	-	14
	66%	56%	79%	57%	84%	54%	75%	83%	46%	83%	32%	42%	-	29%
			ac	ac	ac		a	a		a				
Third party stakeholders	322	37	90	63	81	39	91	43	64	58	19	40	2	21
	76%	77%	85%	76%	89%	81%	81%	91%	70%	89%	43%	53%	50%	44%
				c			a	a		a				

## P013002 Nominet Listening Process 2021 Phase 2

### Q27/28 analysis

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact	
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	*c	d
Significance Level: 95%																
Total	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
The UK Government	273 65%	33 69%	81 76%	55 66%	74 81% c	35 73%	80 71%	90 43%	39 83% a	52 57%	50 77% a	10 23%	25 33%	- -	10 21%	
The Nominet Board	312 74%	36 75%	85 80%	63 76%	75 82%	40 83%	85 76%	126 60%	39 83% a	62 68%	54 83% a	21 48%	38 50%	1 25%	22 46%	
Third party commercial interests	336 80%	41 85%	91 86%	69 83%	81 89%	43 90%	93 83%	143 68%	42 89% a	71 78%	57 88%	20 45%	47 62%	2 50%	22 46%	
Employees (beyond the Board)	284 67%	35 73%	78 74%	58 70%	73 80%	38 79%	77 69%	103 49%	39 83% a	57 63%	48 74%	12 27%	30 39%	2 50%	14 29%	
The domain name industry	283 67%	30 63%	86 81% ac	51 61%	76 84% ac	29 60%	87 78% a	98 46%	40 85% a	50 55%	54 83% a	13 30%	30 39%	2 50%	15 31%	
NET: Acts in the right interests	206 49%	27 56% bd	39 37%	47 57% bd	27 30%	28 58%	47 42%	163 77% b	12 26%	64 70% b	27 42%	40 91%	63 83%	4 100%	44 92%	
NET: Acts in the wrong interests	421 100%	48 100%	106 100%	83 100%	91 100%	48 100%	112 100%	211 100%	47 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q29. Summary Table: Which of the following statements best describes your view?

BASE: All respondents

Significance Level: 95%

Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately

If domain name revenues decline, Nominet's revenues and reserves should decline

Nominet should be run at the lowest cost possible

Nominet should only focus on developing and delivering services that benefit .UK domain name registrars

Total	Scale							
	1	2	3	4	5	N/A	NET: Code 1, 2	NET: Code 4, 5
	*a	*b	*c	*d	*e	*f	*g	*h
293	85	78	32	40	40	18	163	80
100%	29%	27%	11%	14%	14%	6%	56%	27%
293	58	55	32	64	61	23	113	125
100%	20%	19%	11%	22%	21%	8%	39%	43%
293	31	31	37	87	89	18	62	176
100%	11%	11%	13%	30%	30%	6%	21%	60%
293	23	24	32	86	110	18	47	196
100%	8%	8%	11%	29%	38%	6%	16%	67%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.1. Nominet should be run at the lowest cost possible | Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities: Which of the following statements best describes your view?**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	293 100%	125 100%	38 100%	130 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
1 Nominet should be run at the lowest cost possible	31 11%	30 24% bc	- -	1 1%	6 16%	9 56%	4 27%	2 50%	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
2	31 11%	29 23% bc	2 5% c	- -	9 24%	2 13%	1 7%	1 25%	5 45%	- -	- -	1 11%	- -	- -	- -	- -	1 11%
3	37 13%	25 20% c	7 18% c	5 4%	6 16%	1 6%	4 27%	- -	3 27%	2 67%	- -	1 11%	1 100%	1 17%	1 25%	- -	1 11%
4	87 30%	29 23%	10 26%	48 37% a	14 37%	2 13%	4 27%	1 25%	- -	1 33%	1 100%	3 33%	- -	1 17%	- -	1 20%	3 33%
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	89 30%	4 3%	15 39% a	70 54% a	1 3%	- -	1 7%	- -	- -	- -	- -	3 33%	- -	4 67%	2 50%	3 60%	3 33%
N/A	18 6%	8 6%	4 11%	6 5%	2 5%	2 13%	1 7%	- -	- -	- -	- -	1 11%	- -	- -	1 25%	1 20%	1 11%
NET: Code 1, 2	62 21%	59 47% bc	2 5%	1 1%	15 39%	11 69%	5 33%	3 75%	8 73%	- -	- -	1 11%	- -	- -	- -	- -	1 11%
NET: Code 4, 5	176 60%	33 26%	25 66% a	118 91% ab	15 39%	2 13%	5 33%	1 25%	- -	1 33%	1 100%	6 67%	- -	5 83%	2 50%	4 80%	6 67%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.1. Nominet should be run at the lowest cost possible | Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities: Which of the following statements best describes your view?**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	293 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
1 Nominet should be run at the lowest cost possible	31 11%	3 30%	3 33%	3 27%	3 27%	18 21%	- -	- -	- -	- -	- -	18 21%	8 25%	4 50%	24 30%	4 13%	- -	2 13%
2	31 11%	1 10%	4 44%	1 9%	3 27%	20 24%	- -	- -	- -	1 14%	1 6%	19 22%	8 25%	2 25%	20 25%	7 23%	- -	2 13%
3	37 13%	- -	- -	2 18%	2 18%	21 25%	- -	1 14%	2 33%	2 29%	1 6%	18 21%	5 16%	2 25%	13 16%	7 23%	1 100%	4 27%
4	87 30%	4 40%	1 11%	3 27%	2 18%	19 23%	- -	4 57%	- -	2 29%	4 25%	22 26%	7 22%	- -	11 14%	12 40%	- -	6 40%
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	89 30%	1 10%	- -	1 9%	- -	2 2%	1 100%	1 14%	4 67%	1 14%	8 50%	2 2%	2 6%	- -	4 5%	- -	- -	- -
N/A	18 6%	1 10%	1 11%	1 9%	1 9%	4 5%	- -	1 14%	- -	1 14%	2 13%	6 7%	2 6%	- -	7 9%	- -	- -	1 7%
NET: Code 1, 2	62 21%	4 40%	7 78%	4 36%	6 55%	38 45%	- -	- -	- -	1 14%	1 6%	37 44%	16 50%	6 75%	44 56%	11 37%	- -	4 27%
NET: Code 4, 5	176 60%	5 50%	1 11%	4 36%	2 18%	21 25%	1 100%	5 71%	4 67%	3 43%	12 75%	24 28%	9 28%	- -	15 19%	12 40%	- -	6 40%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.1. Nominet should be run at the lowest cost possible | Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities: Which of the following statements best describes your view?**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	293 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	201 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%	
1 Nominet should be run at the lowest cost possible	31 11%	4 11%	21 26% c	4 6%	22 31% ac	4 10%	23 24%	9 4%	16 39% a	8 9%	19 29% a	- -	1 1%	- -	- -	
2	31 11%	5 14%	19 23%	7 11%	16 23%	5 13%	19 20%	8 4%	10 24% a	12 13%	19 29% a	- -	- -	- -	- -	
3	37 13%	4 11%	15 19%	10 16%	9 13%	3 8%	19 20%	21 10%	5 12%	22 24%	9 14%	1 2%	3 4%	- -	1 2%	
4	87 30%	13 35% d	16 20%	24 39% bd	12 17%	13 33%	22 23%	73 36% b	5 12%	29 32% b	10 15%	13 30%	28 37%	4 100%	17 35%	
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	89 30%	10 27% bd	4 5%	15 24% bd	4 6%	12 31% b	5 5%	84 42% b	1 2%	15 16% b	3 5%	26 59%	42 55%	- -	26 54%	
N/A	18 6%	1 3%	6 7%	2 3%	7 10%	2 5%	7 7%	6 3%	4 10% a	5 5%	5 8%	4 9%	2 3%	- -	4 8%	
NET: Code 1, 2	62 21%	9 24%	40 49% ac	11 18%	38 54% ac	9 23%	42 44% a	17 8%	26 63% a	20 22%	38 58% a	- -	1 1%	- -	- -	
NET: Code 4, 5	176 60%	23 62% bd	20 25%	39 63% bd	16 23%	25 64% b	27 28%	157 78% b	6 15%	44 48% b	13 20%	39 89%	70 92%	4 100%	43 90%	

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.2. Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately | Nominet should be an efficient administrator of the registry systems, investing only when necessary: Which of the following statements best describes your view?**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	293 100%	125 100%	38 100%	130 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	85 29%	10 8%	14 37% a	61 47% a	4 11%	3 19%	3 20%	- -	- -	- -	1 100%	3 33%	- -	2 33%	1 25%	3 60%	4 44%
2	78 27%	21 17%	15 39% a	42 32% a	8 21%	1 6%	4 27%	1 25%	1 9%	2 67%	- -	2 22%	1 100%	4 67%	1 25%	1 20%	4 44%
3	32 11%	21 17% c	3 8%	8 6%	5 13%	1 6%	1 7%	- -	3 27%	1 33%	- -	2 22%	- -	- -	- -	- -	- -
4	40 14%	33 26% bc	1 3%	6 5%	9 24%	3 19%	4 27%	- -	5 45%	- -	- -	1 11%	- -	- -	- -	- -	- -
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	40 14%	32 26% bc	2 5%	6 5%	9 24%	6 38%	3 20%	2 50%	2 18%	- -	- -	- -	- -	- -	2 50%	- -	- -
N/A	18 6%	8 6%	3 8%	7 5%	3 8%	2 13%	- -	1 25%	- -	- -	- -	1 11%	- -	- -	- -	1 20%	1 11%
NET: Code 1, 2	163 56%	31 25%	29 76% a	103 79% a	12 32%	4 25%	7 47%	1 25%	1 9%	2 67%	1 100%	5 56%	1 100%	6 100%	2 50%	4 80%	8 89%
NET: Code 4, 5	80 27%	65 52% bc	3 8%	12 9%	18 47%	9 56%	7 47%	2 50%	7 64%	- -	- -	1 11%	- -	- -	2 50%	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

**Q29.2. Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately | Nominet should be an efficient administrator of the registry systems, investing only when necessary: Which of the following statements best describes your view?**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%																		
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	293 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	85 29%	- -	1 11%	- -	- -	9 11%	1 100%	- -	3 50%	- -	9 56%	8 9%	2 6%	- -	4 5%	5 17%	- -	1 7%
2	78 27%	1 10%	2 22%	1 9%	1 9%	16 19%	- -	4 57%	2 33%	4 57%	5 31%	14 16%	5 16%	2 25%	10 13%	7 23%	1 100%	3 20%
3	32 11%	3 30%	- -	2 18%	2 18%	14 17%	- -	2 29%	1 17%	- -	- -	17 20%	3 9%	1 13%	9 11%	7 23%	- -	5 33%
4	40 14%	1 10%	2 22%	6 55%	3 27%	21 25%	- -	- -	- -	- -	1 6%	22 26%	10 31%	1 13%	22 28%	6 20%	- -	5 33%
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	40 14%	4 40%	2 22%	1 9%	4 36%	21 25%	- -	- -	- -	2 29%	- -	19 22%	9 28%	4 50%	27 34% b	4 13%	- -	1 7%
N/A	18 6%	1 10%	2 22%	1 9%	1 9%	3 4%	- -	1 14%	- -	1 14%	1 6%	5 6%	3 9%	- -	7 9%	1 3%	- -	- -
NET: Code 1, 2	163 56%	1 10%	3 33%	1 9%	1 9%	25 30%	1 100%	4 57%	5 83%	4 57%	14 88%	22 26%	7 22%	2 25%	14 18%	12 40% a	1 100%	4 27%
NET: Code 4, 5	80 27%	5 50%	4 44%	7 64%	7 64%	42 50%	- -	- -	- -	2 29%	1 6%	41 48%	19 59%	5 63%	49 62% b	10 33%	- -	6 40%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.2. Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately | Nominet should be an efficient administrator of the registry systems, investing only when necessary: Which of the following statements best describes your view?**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	293 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	201 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	85 29%	13 35% bd	5 6%	17 27% bd	6 9%	13 33% b	7 7%	78 39% b	2 5%	18 20%	6 9%	23 52%	34 45%	3 75%	26 54%
2	78 27%	9 24%	11 14%	21 34% bd	8 11%	13 33% b	15 16%	64 32%	7 17%	28 31% b	7 11%	12 27%	25 33%	1 25%	13 27%
3	32 11%	6 16%	13 16%	11 18%	8 11%	5 13%	15 16%	21 10%	4 10%	16 18%	7 11%	3 7%	5 7%	- -	3 6%
4	40 14%	4 11%	20 25% c	7 11%	20 29% ac	2 5%	26 27% a	17 8%	11 27% a	13 14%	20 31% a	2 5%	4 5%	- -	2 4%
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	40 14%	4 11%	26 32% ac	5 8%	22 31% ac	4 10%	26 27% a	15 7%	14 34% a	10 11%	21 32% a	- -	6 8% d	- -	- -
N/A	18 6%	1 3%	6 7%	1 2%	6 9%	2 5%	6 6%	6 3%	3 7%	6 7%	4 6%	4 9%	2 3%	- -	4 8%
NET: Code 1, 2	163 56%	22 59% bd	16 20%	38 61% bd	14 20%	26 67% b	22 23%	142 71% b	9 22%	46 51% b	13 20%	35 80%	59 78%	4 100%	39 81%
NET: Code 4, 5	80 27%	8 22%	46 57% ac	12 19%	42 60% ac	6 15%	52 55% a	32 16%	25 61% a	23 25%	41 63% a	2 5%	10 13%	- -	2 4%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.3. If domain name revenues decline, Nominet's revenues and reserves should decline | If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue: Which of the following statements best describes your view?**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	293 100%	125 100%	38 100%	130 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
1 If domain name revenues decline, Nominet's revenues and reserves should decline	58 20%	51 41% bc	2 5%	5 4%	12 32%	8 50%	8 53%	3 75%	7 64%	- -	- -	1 11%	- -	- -	- -	1 20%	- -
2	55 19%	39 31% c	7 18% c	9 7%	11 29%	5 31%	4 27%	- -	3 27%	1 33%	1 100%	3 33%	- -	1 17%	- -	1 20%	- -
3	32 11%	16 13%	4 11%	12 9%	6 16%	- -	3 20%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	3 33%
4	64 22%	8 6%	16 42% a	40 31% a	5 13%	- -	- -	1 25%	- -	2 67%	- -	2 22%	1 100%	4 67%	3 75%	1 20%	3 33%
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	61 21%	5 4%	3 8%	53 41% ab	2 5%	2 13%	- -	- -	1 9%	- -	- -	- -	- -	1 17%	- -	- -	2 22%
N/A	23 8%	6 5%	6 16% a	11 8%	2 5%	1 6%	- -	- -	- -	- -	- -	2 22%	- -	- -	1 25%	2 40%	1 11%
NET: Code 1, 2	113 39%	90 72% bc	9 24% c	14 11%	23 61%	13 81%	12 80%	3 75%	10 91%	1 33%	1 100%	4 44%	- -	1 17%	- -	2 40%	- -
NET: Code 4, 5	125 43%	13 10%	19 50% a	93 72% ab	7 18%	2 13%	- -	1 25%	1 9%	2 67%	- -	2 22%	1 100%	5 83%	3 75%	1 20%	5 56%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.3. If domain name revenues decline, Nominet's revenues and reserves should decline | If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue: Which of the following statements best describes your view?**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%																		
		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	293 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
1 If domain name revenues decline, Nominet's revenues and reserves should decline	58 20%	3 30%	6 67%	3 27%	6 55%	33 39%	- -	- -	- -	- -	2 13%	33 39%	14 44%	4 50%	42 53% b	4 13%	- -	5 33%
2	55 19%	4 40%	1 11%	5 45%	3 27%	26 31%	- -	2 29%	1 17%	- -	4 25%	28 33%	8 25%	3 38%	21 27%	14 47% a	1 100%	3 20%
3	32 11%	1 10%	- -	1 9%	1 9%	13 15%	- -	- -	- -	- -	3 19%	10 12%	5 16%	1 13%	7 9%	3 10%	- -	6 40%
4	64 22%	1 10%	1 11%	1 9%	- -	5 6%	1 100%	3 43%	4 67%	4 57%	4 25%	6 7%	2 6%	- -	- -	7 23% a	- -	1 7%
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	61 21%	- -	- -	1 9%	- -	4 5%	- -	- -	1 17%	1 14%	1 6%	3 4%	2 6%	- -	3 4%	2 7%	- -	- -
N/A	23 8%	1 10%	1 11%	- -	1 9%	3 4%	- -	2 29%	- -	2 29%	2 13%	5 6%	1 3%	- -	6 8%	- -	- -	- -
NET: Code 1, 2	113 39%	7 70%	7 78%	8 73%	9 82%	59 70%	- -	2 29%	1 17%	- -	6 38%	61 72%	22 69%	7 88%	63 80% b	18 60%	1 100%	8 53%
NET: Code 4, 5	125 43%	1 10%	1 11%	2 18%	- -	9 11%	1 100%	3 43%	5 83%	5 71%	5 31%	9 11%	4 13%	- -	3 4%	9 30% a	- -	1 7%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.3. If domain name revenues decline, Nominet's revenues and reserves should decline | If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue: Which of the following statements best describes your view?**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	293 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	201 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
1 If domain name revenues decline, Nominet's revenues and reserves should decline	58 20%	4 11%	45 56% ac	4 6% ac	44 63% ac	3 8%	46 48% a	18 9%	28 68% a	15 16%	34 52% a	1 2%	4 5%	- -	1 2%
2	55 19%	9 24%	20 25%	18 29%	15 21%	9 23%	31 33%	34 17%	7 17%	23 25%	22 34%	3 7%	6 8%	- -	3 6%
3	32 11%	3 8%	8 10%	10 16%	4 6%	2 5%	8 8%	22 11%	2 5%	17 19% b	3 5%	4 9%	7 9%	- -	4 8%
4	64 22%	13 35% bd	1 1%	21 34% bd	- -	17 44% b	3 3%	60 30% b	- -	23 25% b	1 2%	17 39%	19 25%	2 50%	19 40%
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	61 21%	4 11%	2 2%	5 8%	2 3%	4 10% b	2 2%	54 27% b	2 5%	6 7%	2 3%	13 30%	36 47%	2 50%	15 31%
N/A	23 8%	4 11%	5 6%	4 6%	5 7%	4 10%	5 5%	13 6%	2 5%	7 8%	3 5%	6 14%	4 5%	- -	6 13%
NET: Code 1, 2	113 39%	13 35%	65 80% ac	22 35% ac	59 84% ac	12 31%	77 81% a	52 26%	35 85% a	38 42%	56 86% a	4 9%	10 13%	- -	4 8%
NET: Code 4, 5	125 43%	17 46% bd	3 4%	26 42% bd	2 3%	21 54% b	5 5%	114 57% b	2 5%	29 32% b	3 5%	30 68%	55 72%	4 100%	34 71%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.4. Nominet should only focus on developing and delivering services that benefit .UK domain name registrars | Nominet should focus on developing and delivering services that benefit all .UK stakeholders: Which of the following statements best describes your view?**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	293 100%	125 100%	38 100%	130 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	23 8%	20 16% bc	- -	3 2%	5 13%	4 25%	5 33%	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
2	24 8%	23 18% bc	- -	1 1%	9 24%	1 6%	4 27%	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
3	32 11%	26 21% c	3 8%	3 2%	10 26%	3 19%	- -	1 25%	2 18%	- -	- -	1 11%	- -	- -	- -	- -	2 22%
4	86 29%	28 22%	14 37%	44 34% a	6 16%	3 19%	3 20%	1 25%	3 27%	3 100%	- -	2 22%	1 100%	4 67%	1 25%	1 20%	2 22%
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	110 38%	21 17%	18 47% a	71 55% a	5 13%	4 25%	3 20%	2 50%	2 18%	- -	1 100%	5 56%	- -	2 33%	3 75%	3 60%	4 44%
N/A	18 6%	7 6%	3 8%	8 6%	3 8%	1 6%	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	1 20%	1 11%
NET: Code 1, 2	47 16%	43 34% bc	- -	4 3%	14 37%	5 31%	9 60%	- -	4 36%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	196 67%	49 39%	32 84% a	115 88% a	11 29%	7 44%	6 40%	3 75%	5 45%	3 100%	1 100%	7 78%	1 100%	6 100%	4 100%	4 80%	6 67%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.4. Nominet should only focus on developing and delivering services that benefit .UK domain name registrars | Nominet should focus on developing and delivering services that benefit all .UK stakeholders: Which of the following statements best describes your view?**

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	293 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	23 8%	4 40%	3 33%	1 9%	2 18%	10 12%	- -	- -	- -	- -	- -	13 15%	5 16%	2 25%	14 18%	2 7%	- -	4 27%
2	24 8%	2 20%	3 33%	2 18%	2 18%	14 17%	- -	- -	- -	- -	- -	18 21%	5 16%	- -	16 20%	4 13%	- -	3 20%
3	32 11%	1 10%	- -	3 27%	1 9%	21 25%	- -	- -	- -	1 14%	1 6%	14 16%	10 31%	2 25%	19 24%	5 17%	- -	2 13%
4	86 29%	2 20%	1 11%	3 27%	3 27%	19 23%	- -	5 71%	3 50%	2 29%	4 25%	21 25%	5 16%	2 25%	12 15%	11 37% a	1 100%	4 27%
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	110 38%	1 10%	1 11%	2 18%	1 9%	16 19%	1 100%	1 14%	3 50%	3 43%	10 63%	14 16%	6 19%	1 13%	11 14%	8 27%	- -	2 13%
N/A	18 6%	- -	1 11%	- -	2 18%	4 5%	- -	1 14%	- -	1 14%	1 6%	5 6%	1 3%	1 13%	7 9%	- -	- -	- -
NET: Code 1, 2	47 16%	6 60%	6 67%	3 27%	4 36%	24 29%	- -	- -	- -	- -	- -	31 36%	10 31%	2 25%	30 38%	6 20%	- -	7 47%
NET: Code 4, 5	196 67%	3 30%	2 22%	5 45%	4 36%	35 42%	1 100%	6 86%	6 100%	5 71%	14 88%	35 41%	11 34%	3 38%	23 29%	19 63% a	1 100%	6 40%

## P013002 Nominet Listening Process 2021 Phase 2

**Q29.4. Nominet should only focus on developing and delivering services that benefit .UK domain name registrars | Nominet should focus on developing and delivering services that benefit all .UK stakeholders: Which of the following statements best describes your view?**

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	293 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	201 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	23 8%	1 3%	17 21% ac	2 3%	16 23% ac	1 3%	17 18% a	7 3%	12 29% a	5 5%	13 20% a	- -	3 4%	- -	- -
2	24 8%	6 16%	16 20%	7 11%	15 21%	5 13%	16 17%	13 6%	9 22% a	9 10%	12 18%	- -	1 1%	- -	- -
3	32 11%	4 11%	18 22%	8 13%	11 16%	3 8%	20 21%	13 6%	7 17% a	14 15%	14 22%	1 2%	2 3%	- -	1 2%
4	86 29%	8 22%	12 15%	22 35% bd	10 14%	13 33%	21 22%	70 35% b	3 7%	27 30%	15 23%	14 32%	22 29%	3 75%	17 35%
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	110 38%	18 49% bd	11 14%	23 37% bd	11 16%	16 41% b	14 15%	92 46% b	6 15%	32 35% b	6 9%	24 55%	45 59%	1 25%	25 52%
N/A	18 6%	- -	7 9% c	- -	7 10% ac	1 3%	7 7%	6 3%	4 10% a	4 4%	5 8%	5 11%	3 4%	- -	5 10%
NET: Code 1, 2	47 16%	7 19%	33 41% ac	9 15%	31 44% ac	6 15%	33 35% a	20 10%	21 51% a	14 15%	25 38% a	- -	4 5%	- -	- -
NET: Code 4, 5	196 67%	26 70% bd	23 28%	45 73% bd	21 30%	29 74% b	35 37%	162 81% b	9 22%	59 65% b	21 32%	38 86%	67 88%	4 100%	42 88%



## P013002 Nominet Listening Process 2021 Phase 2

### Q29. Analysis 1: Which of the following statements best describes your view?

BASE: All respondents

Significance Level: 95%

	Statements			
	Nominet should be run at the lowest cost possible	Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	If domain name revenues decline, Nominet's revenues and reserves should decline	Nominet should only focus on developing and delivering services that benefit .UK domain name registrars
	a	b	c	d
Total	293 100%	293 100%	293 100%	293 100%
1	31 11%	85 29% acd	58 20% ad	23 8%
2	31 11%	78 27% acd	55 19% ad	24 8%
3	37 13%	32 11%	32 11%	32 11%
4	87 30% bc	40 14%	64 22% b	86 29% bc
5	89 30% bc	40 14%	61 21% b	110 38% bc
N/A	18 6%	18 6%	23 8%	18 6%
NET: Code 1, 2	62 21%	163 56% acd	113 39% ad	47 16%
NET: Code 4, 5	176 60% bc	80 27%	125 43% b	196 67% bc

## P013002 Nominet Listening Process 2021 Phase 2

### Q29. Analysis 2: Which of the following statements best describes your view?

BASE: All Members

Significance Level: 95%

	Statements			
	Nominet should be run at the lowest cost possible	Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	If domain name revenues decline, Nominet's revenues and reserves should decline	Nominet should only focus on developing and delivering services that benefit .UK domain name registrars
	a	b	c	d
Total	125 100%	125 100%	125 100%	125 100%
1	30 24% b	10 8%	51 41% abd	20 16%
2	29 23%	21 17%	39 31% bd	23 18%
3	25 20%	21 17%	16 13%	26 21%
4	29 23% c	33 26% c	8 6%	28 22% c
5	4 3%	32 26% ac	5 4%	21 17% ac
N/A	8 6%	8 6%	6 5%	7 6%
NET: Code 1, 2	59 47% bd	31 25%	90 72% abd	43 34%
NET: Code 4, 5	33 26% c	65 52% acd	13 10%	49 39% ac

## P013002 Nominet Listening Process 2021 Phase 2

### Q31. Summary Table: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Scale							
	Total	Members should have the ultimate say	Members should have some say	Members should have a limited say	Members should have no say at all	Don't know	NET: More than limited say	NET: At least some say	Mean Score
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Governance decisions	292	61	120	73	21	17	181	254	2.80
	100%	21%	41%	25%	7%	6%	62%	87%	
Commercial decisions (e.g. those relating to domain prices)	292	51	113	79	33	16	164	243	2.66
	100%	17%	39%	27%	11%	5%	56%	83%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	292	87	101	71	20	13	188	259	2.91
	100%	30%	35%	24%	7%	4%	64%	89%	
Public benefit (inc. charitable) activities	292	57	138	67	15	15	195	262	2.86
	100%	20%	47%	23%	5%	5%	67%	90%	
Nominet's company strategy	292	63	110	79	25	15	173	252	2.76
	100%	22%	38%	27%	9%	5%	59%	86%	
.UK policy development	292	35	162	74	7	14	197	271	2.81
	100%	12%	55%	25%	2%	5%	67%	93%	
Internet governance	292	25	133	88	21	25	158	246	2.61
	100%	9%	46%	30%	7%	9%	54%	84%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q31. Summary - More than limited say: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Governance decisions	181 62%	112 90% bc	19 50%	50 39%	32 84%	15 94%	15 100%	4 100%	10 91%	2 67%	- -	6 67%	1 100%	4 67%	2 50%	2 40%	2 22%
Commercial decisions (e.g. those relating to domain prices)	164 56%	110 88% bc	9 24%	45 35%	33 87%	16 100%	14 93%	4 100%	8 73%	2 67%	- -	1 11%	1 100%	1 17%	1 25%	1 20%	2 22%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	188 64%	116 93% bc	21 55%	51 40%	35 92%	15 94%	15 100%	3 75%	10 91%	1 33%	- -	6 67%	1 100%	3 50%	3 75%	2 40%	5 56%
Public benefit (inc. charitable) activities	195 67%	110 88% bc	18 47%	67 52%	33 87%	16 100%	13 87%	3 75%	9 82%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
Nominet's company strategy	173 59%	109 87% bc	15 39%	49 38%	31 82%	14 88%	15 100%	3 75%	10 91%	- -	- -	5 56%	1 100%	4 67%	2 50%	2 40%	1 11%
.UK policy development	197 67%	112 90% bc	20 53%	65 50%	34 89%	15 94%	15 100%	4 100%	9 82%	2 67%	- -	7 78%	1 100%	3 50%	2 50%	2 40%	3 33%
Internet governance	158 54%	95 76% bc	18 47%	45 35%	25 66%	14 88%	15 100%	4 100%	7 64%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31. Summary - More than limited say: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
181 62%	9 90%	8 89%	9 82%	11 100%	75 89%	1 100%	5 71%	4 67%	3 43%	5 31%	77 91%	28 88%	7 88%	77 97% b	24 80%	1 100%	10 67%
164 56%	8 80%	8 89%	9 82%	11 100%	74 88%	- -	2 29%	2 33%	2 29%	3 19%	74 87%	29 91%	7 88%	74 94%	25 83%	1 100%	10 67%
188 64%	10 100%	7 78%	11 100%	10 91%	78 93%	1 100%	3 43%	2 33%	6 86%	8 50%	79 93%	30 94%	7 88%	76 96%	26 87%	1 100%	13 87%
195 67%	9 90%	8 89%	10 91%	10 91%	73 87%	1 100%	4 57%	1 17%	5 71%	6 38%	78 92%	26 81%	6 75%	73 92%	26 87%	1 100%	10 67%
173 59%	9 90%	7 78%	9 82%	10 91%	74 88%	1 100%	3 43%	1 17%	4 57%	6 38%	76 89%	28 88%	5 63%	75 95% b	23 77%	1 100%	10 67%
197 67%	8 80%	8 89%	9 82%	11 100%	76 90%	1 100%	4 57%	2 33%	5 71%	8 50%	74 87%	30 94%	8 100%	76 96%	27 90%	1 100%	8 53%
158 54%	8 80%	7 78%	6 55%	9 82%	65 77%	1 100%	3 43%	2 33%	5 71%	6 38%	66 78%	24 75%	5 63%	64 81%	21 70%	1 100%	9 60%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31. Summary - More than limited say: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Governance decisions	181 62%	26 70%	75 93% ac	41 66%	64 91% ac	24 62%	86 91% a	110 55%	36 88% a	64 70%	61 94% a	16 36%	28 37%	3 75%	19 40%
Commercial decisions (e.g. those relating to domain prices)	164 56%	19 51%	72 89% ac	33 53%	65 93% ac	17 44%	88 93% a	95 48%	37 90% a	54 59%	59 91% a	12 27%	29 38%	1 25%	13 27%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	188 64%	29 78%	77 95% ac	45 73%	67 96% ac	26 67%	91 96% a	112 56%	39 95% a	69 76%	61 94% a	17 39%	31 41%	1 25%	18 38%
Public benefit (inc. charitable) activities	195 67%	25 68%	72 89% ac	40 65%	64 91% ac	25 64%	87 92% a	125 63%	38 93% a	62 68%	60 92% a	24 55%	38 50%	2 50%	26 54%
Nominet's company strategy	173 59%	21 57%	76 94% ac	35 56%	66 94% ac	22 56%	86 91% a	101 51%	38 93% a	59 65%	60 92% a	19 43%	28 37%	2 50%	21 44%
.UK policy development	197 67%	28 76%	75 93% ac	41 66%	66 94% ac	27 69%	87 92% a	122 61%	38 93% a	65 71%	61 94% a	22 50%	37 49%	2 50%	24 50%
Internet governance	158 54%	25 68%	65 80% c	36 58%	56 80% c	22 56%	74 78% a	97 49%	32 78% a	53 58%	55 85% a	12 27%	28 37%	2 50%	14 29%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.1.Governance decisions: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		292	125	38	129	38	16	15	4	11	3	1	9	1	6	4	5	9
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	61	57	-	4	15	8	7	2	4	-	-	-	-	-	-	-	-
		21%	46% bc	-	3%	39%	50%	47%	50%	36%	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	120	55	19	46	17	7	8	2	6	2	-	6	1	4	2	2	2
		41%	44%	50%	36%	45%	44%	53%	50%	55%	67%	-	67%	100%	67%	50%	40%	22%
Members should have a limited say	(2.0)	73	5	8	60	2	-	-	-	-	1	1	2	-	1	1	-	2
		25%	4%	21% a	47% ab	5%	-	-	-	-	33%	100%	22%	-	17%	25%	-	22%
Members should have no say at all	(1.0)	21	2	5	14	1	1	-	-	-	-	-	-	-	-	-	1	4
		7%	2%	13% a	11% a	3%	6%	-	-	-	-	-	-	-	-	-	20%	44%
Don't know		17	6	6	5	3	-	-	-	1	-	-	1	-	1	1	2	1
		6%	5%	16% ac	4%	8%	-	-	-	9%	-	-	11%	-	17%	25%	40%	11%
NET: More than limited say		181	112	19	50	32	15	15	4	10	2	-	6	1	4	2	2	2
		62%	90% bc	50%	39%	84%	94%	100%	100%	91%	67%	-	67%	100%	67%	50%	40%	22%
NET: At least some say		254	117	27	110	34	15	15	4	10	3	1	8	1	5	3	2	4
		87%	94% bc	71%	85% b	89%	94%	100%	100%	91%	100%	100%	89%	100%	83%	75%	40%	44%
Base for stats		275	119	32	124	35	16	15	4	10	3	1	8	1	5	3	3	8
Mean Score		2.80	3.40 bc	2.44	2.32	3.31	3.38	3.47	3.50	3.40	2.67	2.00	2.75	3.00	2.80	2.67	2.33	1.75
Standard Deviation		.870	.655	.759	.716	.718	.806	.516	.577	.516	.577	-	.463	-	.447	.577	1.155	.886
Standard Error		.052	.060	.134	.064	.121	.202	.133	.289	.163	.333	-	.164	-	.200	.333	.667	.313
Error variance		*	*	.02	*	.01	.04	.02	.08	.03	.11	-	.03	-	.04	.11	.44	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.1.Governance decisions: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	61 21%	5 50%	6 67%	3 27%	5 45%	38 45%	- -	- -	- -	- -	- -	38 45%	17 53%	2 25%	46 58% b	5 17%	1 100%	5 33%
Members should have some say	(3.0)	120 41%	4 40%	2 22%	6 55%	6 55%	37 44%	1 100%	5 71%	4 67%	3 43%	5 31%	39 46%	11 34%	5 63%	31 39%	19 63% a	- -	5 33%
Members should have a limited say	(2.0)	73 25%	1 10%	- -	2 18%	- -	2 2%	- -	- -	1 17%	2 29%	5 31%	3 4%	2 6%	- -	- -	3 10% a	- -	2 13%
Members should have no say at all	(1.0)	21 7%	- -	- -	- -	- -	2 2%	- -	- -	1 17%	1 14%	3 19%	2 2%	- -	- -	- -	1 3%	- -	1 7%
Don't know		17 6%	- -	1 11%	- -	- -	5 6%	- -	2 29%	- -	1 14%	3 19%	3 4%	2 6%	1 13%	2 3%	2 7%	- -	2 13%
NET: More than limited say		181 62%	9 90%	8 89%	9 82%	11 100%	75 89%	1 100%	5 71%	4 67%	3 43%	5 31%	77 91%	28 88%	7 88%	77 97% b	24 80%	1 100%	10 67%
NET: At least some say		254 87%	10 100%	8 89%	11 100%	11 100%	77 92%	1 100%	5 71%	5 83%	5 71%	10 63%	80 94%	30 94%	7 88%	77 97%	27 90%	1 100%	12 80%
Base for stats		275	10	8	11	11	79	1	5	6	6	13	82	30	7	77	28	1	13
Mean Score		2.80	3.40	3.75	3.09	3.45	3.41	3.00	3.00	2.50	2.33	2.15	3.38	3.50	3.29	3.60	3.00	4.00	3.08
Standard Deviation		.870	.699	.463	.701	.522	.670	-	-	.837	.816	.801	.678	.630	.488	.494	.667	-	.954
Standard Error		.052	.221	.164	.211	.157	.075	-	-	.342	.333	.222	.075	.115	.184	.056	.126	-	.265
Error variance		*	.05	.03	.04	.02	.01	-	-	.12	.11	.05	.01	.01	.03	*	.02	-	.07



## P013002 Nominet Listening Process 2021 Phase 2

### Q31.1.Governance decisions: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	61 21%	4 11%	47 58% ac	8 13%	40 57% ac	4 10%	50 53% a	26 13%	22 54% a	16 18%	38 58% a	2 5%	2 3%	- -	2 4%
Members should have some say	(3.0)	120 41%	22 59% bd	28 35%	33 53% bd	24 34%	20 51%	36 38%	84 42%	14 34%	48 53% b	23 35%	14 32%	26 34%	3 75%	17 35%
Members should have a limited say	(2.0)	73 25%	6 16% bd	2 2%	11 18% bd	1 1%	6 15% b	3 3%	65 33% b	1 2%	12 13% b	1 2%	17 39%	40 53%	1 25%	18 38%
Members should have no say at all	(1.0)	21 7%	1 3%	2 2%	4 6%	3 4%	4 10%	3 3%	17 9%	2 5%	5 5%	2 3%	10 23% b	4 5%	- -	10 21% b
Don't know		17 6%	4 11%	2 2%	6 10%	2 3%	5 13% b	3 3%	8 4%	2 5%	10 11% b	1 2%	1 2%	4 5%	- -	1 2%
NET: More than limited say		181 62%	26 70%	75 93% ac	41 66%	64 91% ac	24 62%	86 91% a	110 55%	36 88% a	64 70%	61 94% a	16 36%	28 37%	3 75%	19 40%
NET: At least some say		254 87%	32 86%	77 95% c	52 84%	65 93%	30 77%	89 94% a	175 88%	37 90%	76 84%	62 95% a	33 75%	68 89% a	4 100%	37 77%
Base for stats		275	33	79	56	68	34	92	192	39	81	64	43	72	4	47
Mean Score		2.80	2.88	3.52 ac	2.80	3.49 ac	2.71	3.45 a	2.62	3.44 a	2.93	3.52 a	2.19	2.36	2.75	2.23
Standard Deviation		.870	.650	.677	.773	.743	.836	.717	.829	.788	.771	.690	.852	.635	.500	.840
Standard Error		.052	.113	.076	.103	.090	.143	.075	.060	.126	.086	.086	.130	.075	.250	.122
Error variance		*	.01	.01	.01	.01	.02	.01	*	.02	.01	.01	.02	.01	.06	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.2.Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	51 17%	49 39% bc	- -	2 2%	15 39%	10 63%	5 33%	2 50%	4 36%	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	113 39%	61 49% bc	9 24%	43 33%	18 47%	6 38%	9 60%	2 50%	4 36%	2 67%	- -	1 11%	1 100%	1 17%	1 25%	1 20%	2 22%
Members should have a limited say	(2.0)	79 27%	8 6%	17 45% a	54 42% a	3 8%	- -	1 7%	- -	1 9%	1 33%	1 100%	6 67%	- -	3 50%	2 50%	2 40%	2 22%
Members should have no say at all	(1.0)	33 11%	3 2%	4 11% a	26 20% a	1 3%	- -	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	4 44%
Don't know		16 5%	4 3%	8 21% ac	4 3%	1 3%	- -	- -	- -	1 9%	- -	- -	2 22%	- -	2 33%	1 25%	2 40%	1 11%
NET: More than limited say		164 56%	110 88% bc	9 24%	45 35%	33 87%	16 100%	14 93%	4 100%	8 73%	2 67%	- -	1 11%	1 100%	1 17%	1 25%	1 20%	2 22%
NET: At least some say		243 83%	118 94% bc	26 68%	99 77%	36 95%	16 100%	15 100%	4 100%	9 82%	3 100%	1 100%	7 78%	1 100%	4 67%	3 75%	3 60%	4 44%
Base for stats		276	121	30	125	37	16	15	4	10	3	1	7	1	4	3	3	8
Mean Score		2.66	3.29 bc	2.17	2.17	3.27	3.63	3.27	3.50	3.10	2.67	2.00	2.14	3.00	2.25	2.33	2.33	1.75
Standard Deviation		.915	.700	.648	.770	.732	.500	.594	.577	.994	.577	-	.378	-	.500	.577	.577	.886
Standard Error		.055	.064	.118	.069	.120	.125	.153	.289	.314	.333	-	.143	-	.250	.333	.333	.313
Error variance		*	*	.01	*	.01	.02	.02	.08	.10	.11	-	.02	-	.06	.11	.11	.10

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.2.Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	51 17%	4 40%	6 67%	2 18%	6 55%	31 37%	- -	- -	- -	- -	- -	30 35%	18 56% a	1 13%	42 53% b	3 10%	1 100%	3 20%
Members should have some say	(3.0)	113 39%	4 40%	2 22%	7 64%	5 45%	43 51%	- -	2 29%	2 33%	2 29%	3 19%	44 52%	11 34%	6 75%	32 41%	22 73% a	- -	7 47%
Members should have a limited say	(2.0)	79 27%	2 20%	- -	1 9%	- -	5 6%	1 100%	2 29%	4 67%	2 29%	7 44%	6 7%	1 3%	1 13%	2 3%	4 13% a	- -	2 13%
Members should have no say at all	(1.0)	33 11%	- -	- -	1 9%	- -	2 2%	- -	- -	- -	2 29%	2 13%	2 2%	1 3%	- -	1 1%	1 3%	- -	1 7%
Don't know		16 5%	- -	1 11%	- -	- -	3 4%	- -	3 43%	- -	1 14%	4 25%	3 4%	1 3%	- -	2 3%	- -	- -	2 13%
NET: More than limited say		164 56%	8 80%	8 89%	9 82%	11 100%	74 88%	- -	2 29%	2 33%	2 29%	3 19%	74 87%	29 91%	7 88%	74 94%	25 83%	1 100%	10 67%
NET: At least some say		243 83%	10 100%	8 89%	10 91%	11 100%	79 94%	1 100%	4 57%	6 100%	4 57%	10 63%	80 94%	30 94%	8 100%	76 96%	29 97%	1 100%	12 80%
Base for stats		276	10	8	11	11	81	1	4	6	6	12	82	31	8	77	30	1	13
Mean Score		2.66	3.20	3.75	2.91	3.55	3.27	2.00	2.50	2.33	2.00	2.08	3.24	3.48	3.00	3.49 b	2.90	4.00	2.92
Standard Deviation		.915	.789	.463	.831	.522	.689	-	.577	.516	.894	.669	.695	.724	.535	.620	.607	-	.862
Standard Error		.055	.249	.164	.251	.157	.077	-	.289	.211	.365	.193	.077	.130	.189	.071	.111	-	.239
Error variance		*	.06	.03	.06	.02	.01	-	.08	.04	.13	.04	.01	.02	.04	*	.01	-	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.2.Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	51 17%	2 5%	42 52% ac	4 6%	41 59% ac	1 3%	46 48% a	16 8%	25 61% a	14 15%	30 46% a	1 2%	1 1%	- -	1 2%
Members should have some say	(3.0)	113 39%	17 46%	30 37%	29 47%	24 34%	16 41%	42 44%	79 40%	12 29%	40 44%	29 45%	11 25%	28 37%	1 25%	12 25%
Members should have a limited say	(2.0)	79 27%	13 35% bd	6 7%	16 26% bd	4 6%	14 36% b	4 4%	67 34% b	2 5%	20 22% b	4 6%	19 43%	30 39%	3 75%	22 46%
Members should have no say at all	(1.0)	33 11%	1 3%	1 1%	6 10% bd	- -	2 5%	1 1%	27 14% b	1 2%	7 8% b	- -	12 27%	14 18%	- -	12 25%
Don't know		16 5%	4 11% d	2 2%	7 11% bd	1 1%	6 15% b	2 2%	11 6%	1 2%	10 11%	2 3%	1 2%	3 4%	- -	1 2%
NET: More than limited say		164 56%	19 51%	72 89% ac	33 53%	65 93% ac	17 44%	88 93% a	95 48%	37 90% a	54 59%	59 91% a	12 27%	29 38%	1 25%	13 27%
NET: At least some say		243 83%	32 86%	78 96% c	49 79%	69 99% ac	31 79%	92 97% a	162 81%	39 95% a	74 81%	63 97% a	31 70%	59 78%	4 100%	35 73%
Base for stats		276	33	79	55	69	33	93	189	40	81	63	43	73	4	47
Mean Score		2.66	2.61	3.43 ac	2.56	3.54 ac	2.48	3.43 a	2.44	3.53 a	2.75	3.41 a	2.02	2.22	2.25	2.04
Standard Deviation		.915	.659	.692	.788	.608	.667	.632	.840	.716	.845	.613	.801	.768	.500	.779
Standard Error		.055	.115	.078	.106	.073	.116	.066	.061	.113	.094	.077	.122	.090	.250	.114
Error variance		*	.01	.01	.01	.01	.01	*	*	.01	.01	.01	.01	.01	.06	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	87 30%	80 64% bc	1 3%	6 5%	22 58%	12 75%	10 67%	3 75%	7 64%	- -	- -	- -	- -	- -	- -	1 20%	- -
Members should have some say	(3.0)	101 35%	36 29%	20 53% a	45 35%	13 34%	3 19%	5 33%	- -	3 27%	1 33%	- -	6 67%	1 100%	3 50%	3 75%	1 20%	5 56%
Members should have a limited say	(2.0)	71 24%	6 5%	9 24% a	56 43% ab	2 5%	1 6%	- -	1 25%	- -	2 67%	1 100%	2 22%	- -	1 17%	1 25%	- -	2 22%
Members should have no say at all	(1.0)	20 7%	- -	2 5% a	18 14% a	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	1 11%
Don't know		13 4%	3 2%	6 16% ac	4 3%	1 3%	- -	- -	- -	1 9%	- -	- -	1 11%	- -	2 33%	- -	2 40%	1 11%
<b>NET: More than limited say</b>		188 64%	116 93% bc	21 55%	51 40%	35 92%	15 94%	15 100%	3 75%	10 91%	1 33%	- -	6 67%	1 100%	3 50%	3 75%	2 40%	5 56%
<b>NET: At least some say</b>		259 89%	122 98% bc	30 79%	107 83%	37 97%	16 100%	15 100%	4 100%	10 91%	3 100%	1 100%	8 89%	1 100%	4 67%	4 100%	2 40%	7 78%
Base for stats		279	122	32	125	37	16	15	4	10	3	1	8	1	4	4	3	8
Mean Score		2.91	3.61 bc	2.63 c	2.31	3.54	3.69	3.67	3.50	3.70	2.33	2.00	2.75	3.00	2.75	2.75	2.67	2.50
Standard Deviation		.921	.583	.660	.777	.605	.602	.488	1.000	.483	.577	-	.463	-	.500	.500	1.528	.756
Standard Error		.055	.053	.117	.069	.100	.151	.126	.500	.153	.333	-	.164	-	.250	.250	.882	.267
Error variance		*	*	.01	*	.01	.02	.02	.25	.02	.11	-	.03	-	.06	.06	.78	.07

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### Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	87 30%	9 90%	6 67%	4 36%	7 64%	54 64%	1 100%	- -	- -	- -	- -	56 66%	20 63%	4 50%	59 75% b	12 40%	1 100%	8 53%
Members should have some say	(3.0)	101 35%	1 10%	1 11%	7 64%	3 27%	24 29%	- -	3 43%	2 33%	6 86%	8 50%	23 27%	10 31%	3 38%	17 22%	14 47% a	- -	5 33%
Members should have a limited say	(2.0)	71 24%	- -	1 11%	- -	1 9%	4 5%	- -	1 14%	4 67%	- -	4 25%	4 5%	1 3%	1 13%	2 3%	4 13% a	- -	- -
Members should have no say at all	(1.0)	20 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 13%	- -	- -	- -	- -	- -	- -	- -
Don't know		13 4%	- -	1 11%	- -	- -	2 2%	- -	3 43%	- -	1 14%	2 13%	2 2%	1 3%	- -	1 1%	- -	- -	2 13%
NET: More than limited say		188 64%	10 100%	7 78%	11 100%	10 91%	78 93%	1 100%	3 43%	2 33%	6 86%	8 50%	79 93%	30 94%	7 88%	76 96%	26 87%	1 100%	13 87%
NET: At least some say		259 89%	10 100%	8 89%	11 100%	11 100%	82 98%	1 100%	4 57%	6 100%	6 86%	12 75%	83 98%	31 97%	8 100%	78 99%	30 100%	1 100%	13 87%
Base for stats		279	10	8	11	11	82	1	4	6	6	14	83	31	8	78	30	1	13
Mean Score		2.91	3.90	3.63	3.36	3.55	3.61	4.00	2.75	2.33	3.00	2.43	3.63	3.61	3.38	3.73 b	3.27	4.00	3.62
Standard Deviation		.921	.316	.744	.505	.688	.583	-	.500	.516	-	.756	.578	.558	.744	.501	.691	-	.506
Standard Error		.055	.100	.263	.152	.207	.064	-	.250	.211	-	.202	.063	.100	.263	.057	.126	-	.140
Error variance		*	.01	.07	.02	.04	*	-	.06	.04	-	.04	*	.01	.07	*	.02	-	.02

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### Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	87 30%	10 27%	59 73% ac	14 23% ac	52 74% ac	8 21%	68 72% a	32 16%	31 76% a	30 33%	45 69% a	2 5%	3 4%	- -	2 4%
Members should have some say	(3.0)	101 35%	19 51% bd	18 22%	31 50% bd	15 21%	18 46% b	23 24%	80 40% b	8 20%	39 43% b	16 25%	15 34%	28 37%	1 25%	16 33%
Members should have a limited say	(2.0)	71 24%	4 11% d	2 2%	11 18% bd	1 1%	7 18% b	2 2%	61 31% b	1 2%	13 14% b	2 3%	17 39%	34 45%	2 50%	19 40%
Members should have no say at all	(1.0)	20 7%	1 3%	1 1%	1 2%	1 1%	1 3%	1 1%	19 10% b	- -	1 1%	1 2%	9 20%	8 11%	1 25%	10 21%
Don't know		13 4%	3 8%	1 1%	5 8% b	1 1%	5 13% b	1 1%	8 4%	1 2%	8 9%	1 2%	1 2%	3 4%	- -	1 2%
NET: More than limited say		188 64%	29 78%	77 95% ac	45 73% ac	67 96% ac	26 67%	91 96% a	112 56%	39 95% a	69 76%	61 94% a	17 39%	31 41%	1 25%	18 38%
NET: At least some say		259 89%	33 89%	79 98%	56 90%	68 97%	33 85%	93 98% a	173 87%	40 98% a	82 90%	63 97%	34 77%	65 86%	3 75%	37 77%
Base for stats		279	34	80	57	69	34	94	192	40	83	64	43	73	4	47
Mean Score		2.91	3.12	3.69 ac	3.02	3.71 ac	2.97	3.68 a	2.65	3.75 a	3.18	3.64 a	2.23	2.36	2.00	2.21
Standard Deviation		.921	.729	.587	.719	.571	.758	.572	.873	.494	.735	.627	.841	.734	.816	.832
Standard Error		.055	.125	.066	.095	.069	.130	.059	.063	.078	.081	.078	.128	.086	.408	.121
Error variance		*	.02	*	.01	*	.02	*	*	.01	.01	.01	.02	.01	.17	.01

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### Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	57 20%	55 44% bc	- -	2 2%	18 47%	11 69%	4 27%	3 75%	4 36%	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	138 47%	55 44%	18 47%	65 50%	15 39%	5 31%	9 60%	- -	5 45%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
Members should have a limited say	(2.0)	67 23%	9 7%	11 29% a	47 36% a	3 8%	- -	2 13%	1 25%	1 9%	2 67%	1 100%	1 11%	- -	2 33%	1 25%	- -	4 44%
Members should have no say at all	(1.0)	15 5%	2 2%	3 8%	10 8% a	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	1 17%	- -	1 20%	1 11%
Don't know		15 5%	4 3%	6 16% ac	5 4%	2 5%	- -	- -	- -	- -	- -	- -	1 11%	- -	1 17%	1 25%	2 40%	1 11%
NET: More than limited say		195 67%	110 88% bc	18 47%	67 52%	33 87%	16 100%	13 87%	3 75%	9 82%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
NET: At least some say		262 90%	119 95% bc	29 76%	114 88%	36 95%	16 100%	15 100%	4 100%	10 91%	3 100%	1 100%	8 89%	1 100%	4 67%	3 75%	2 40%	7 78%
Base for stats		277	121	32	124	36	16	15	4	11	3	1	8	1	5	3	3	8
Mean Score		2.86	3.35 bc	2.47	2.48	3.42	3.69	3.13	3.50	3.09	2.33	2.00	2.88	3.00	2.20	2.67	2.33	2.25
Standard Deviation		.804	.692	.671	.668	.649	.479	.640	1.000	.944	.577	-	.354	-	.837	.577	1.155	.707
Standard Error		.048	.063	.119	.060	.108	.120	.165	.500	.285	.333	-	.125	-	.374	.333	.667	.250
Error variance		*	*	.01	*	.01	.01	.03	.25	.08	.11	-	.02	-	.14	.11	.44	.06



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### Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say		(4.0) 57 20%	6 60%	5 56%	3 27%	4 36%	37 44%	- -	- -	- -	- -	- -	38 45%	14 44%	3 38%	44 56% b	7 23%	- -	4 27%
Members should have some say		(3.0) 138 47%	3 30%	3 33%	7 64%	6 55%	36 43%	1 100%	4 57%	1 17%	5 71%	6 38%	40 47%	12 38%	3 38%	29 37%	19 63% a	1 100%	6 40%
Members should have a limited say		(2.0) 67 23%	1 10%	- -	1 9%	- -	7 8%	- -	1 14%	4 67%	1 14%	5 31%	3 4%	5 16% a	1 13%	4 5%	3 10%	- -	2 13%
Members should have no say at all		(1.0) 15 5%	- -	- -	- -	- -	2 2%	- -	- -	1 17%	- -	2 13%	2 2%	- -	- -	- -	- -	- -	2 13%
Don't know		15 5%	- -	1 11%	- -	1 9%	2 2%	- -	2 29%	- -	1 14%	3 19%	2 2%	1 3%	1 13%	2 3%	1 3%	- -	1 7%
NET: More than limited say		195 67%	9 90%	8 89%	10 91%	10 91%	73 87%	1 100%	4 57%	1 17%	5 71%	6 38%	78 92%	26 81%	6 75%	73 92%	26 87%	1 100%	10 67%
NET: At least some say		262 90%	10 100%	8 89%	11 100%	10 91%	80 95%	1 100%	5 71%	5 83%	6 86%	11 69%	81 95%	31 97%	7 88%	77 97%	29 97%	1 100%	12 80%
Base for stats		277	10	8	11	10	82	1	5	6	6	13	83	31	7	77	29	1	14
Mean Score		2.86	3.50	3.63	3.18	3.40	3.32	3.00	2.80	2.00	2.83	2.31	3.37	3.29	3.29	3.52	3.14	3.00	2.86
Standard Deviation		.804	.707	.518	.603	.516	.735	-	.447	.632	.408	.751	.676	.739	.756	.598	.581	-	1.027
Standard Error		.048	.224	.183	.182	.163	.081	-	.200	.258	.167	.208	.074	.133	.286	.068	.108	-	.275
Error variance		*	.05	.03	.03	.03	.01	-	.04	.07	.03	.04	.01	.02	.08	*	.01	-	.08

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### Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	57 20%	5 14%	44 54% ac	7 11%	41 59% ac	4 10%	47 49% a	18 9%	25 61% a	16 18%	35 54% a	1 2%	1 1%	- -	1 2%
Members should have some say	(3.0)	138 47%	20 54% bd	28 35%	33 53% bd	23 33%	21 54%	40 42%	107 54% b	13 32%	46 51%	25 38%	23 52%	37 49%	2 50%	25 52%
Members should have a limited say	(2.0)	67 23%	7 19% d	6 7%	13 21% bd	3 4%	7 18% b	5 5%	53 27% b	1 2%	18 20% b	2 3%	13 30%	31 41%	1 25%	14 29%
Members should have no say at all	(1.0)	15 5%	2 5%	1 1%	4 6%	1 1%	3 8% b	1 1%	14 7%	- -	4 4%	1 2%	5 11%	4 5%	1 25%	6 13%
Don't know		15 5%	3 8%	2 2%	5 8%	2 3%	4 10% b	2 2%	8 4%	2 5%	7 8%	2 3%	2 5%	3 4%	- -	2 4%
NET: More than limited say		195 67%	25 68%	72 89% ac	40 65%	64 91% ac	25 64%	87 92% a	125 63%	38 93% a	62 68%	60 92% a	24 55%	38 50%	2 50%	26 54%
NET: At least some say		262 90%	32 86%	78 96% c	53 85%	67 96% c	32 82%	92 97% a	178 89%	39 95%	80 88%	62 95%	37 84%	69 91%	3 75%	40 83%
Base for stats		277	34	79	57	68	35	93	192	39	84	63	42	73	4	46
Mean Score		2.86	2.82	3.46 ac	2.75	3.53 ac	2.74	3.43 a	2.67	3.62 a	2.88	3.49 a	2.48	2.48	2.25	2.46
Standard Deviation		.804	.758	.694	.763	.657	.780	.649	.746	.544	.767	.644	.740	.626	.957	.751
Standard Error		.048	.130	.078	.101	.080	.132	.067	.054	.087	.084	.081	.114	.073	.479	.111
Error variance		*	.02	.01	.01	.01	.02	*	*	.01	.01	.01	.01	.01	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.5.Nominet's company strategy: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	63 22%	61 49% bc	- -	2 2%	18 47%	9 56%	8 53%	2 50%	5 45%	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	110 38%	48 38%	15 39%	47 36%	13 34%	5 31%	7 47%	1 25%	5 45%	- -	- -	5 56%	1 100%	4 67%	2 50%	2 40%	1 11%
Members should have a limited say	(2.0)	79 27%	9 7%	14 37% a	56 43% a	4 11%	2 13%	- -	- -	- -	1 33%	1 100%	3 33%	- -	1 17%	1 25%	1 20%	6 67%
Members should have no say at all	(1.0)	25 9%	4 3%	1 3%	20 16% ab	2 5%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 11%
Don't know		15 5%	3 2%	8 21% ac	4 3%	1 3%	- -	- -	- -	1 9%	2 67%	- -	1 11%	- -	1 17%	1 25%	2 40%	1 11%
NET: More than limited say		173 59%	109 87% bc	15 39%	49 38%	31 82%	14 88%	15 100%	3 75%	10 91%	- -	- -	5 56%	1 100%	4 67%	2 50%	2 40%	1 11%
NET: At least some say		252 86%	118 94% bc	29 76%	105 81%	35 92%	16 100%	15 100%	3 75%	10 91%	1 33%	1 100%	8 89%	1 100%	5 83%	3 75%	3 60%	7 78%
Base for stats		277	122	30	125	37	16	15	4	10	1	1	8	1	5	3	3	8
Mean Score		2.76	3.36 bc	2.47	2.25	3.27	3.44	3.53	3.00	3.50	2.00	2.00	2.63	3.00	2.80	2.67	2.67	2.00
Standard Deviation		.905	.761	.571	.737	.871	.727	.516	1.414	.527	-	-	.518	-	.447	.577	.577	.535
Standard Error		.054	.069	.104	.066	.143	.182	.133	.707	.167	-	-	.183	-	.200	.333	.333	.189
Error variance		*	*	.01	*	.02	.03	.02	.50	.03	-	-	.03	-	.04	.11	.11	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.5.Nominet's company strategy: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	63 22%	5 50%	6 67%	3 27%	7 64%	40 48%	- -	- -	- -	- -	- -	43 51%	16 50%	2 25%	50 63% b	6 20%	- -	5 33%
Members should have some say	(3.0)	110 38%	4 40%	1 11%	6 55%	3 27%	34 40%	1 100%	3 43%	1 17%	4 57%	6 38%	33 39%	12 38%	3 38%	25 32%	17 57% a	1 100%	5 33%
Members should have a limited say	(2.0)	79 27%	1 10%	1 11%	1 9%	1 9%	5 6%	- -	1 14%	4 67%	1 14%	7 44%	6 7%	2 6%	1 13%	3 4%	4 13%	- -	2 13%
Members should have no say at all	(1.0)	25 9%	- -	- -	1 9%	- -	3 4%	- -	- -	- -	1 14%	- -	1 1%	1 3%	2 25%	- -	3 10% a	- -	1 7%
Don't know		15 5%	- -	1 11%	- -	- -	2 2%	- -	3 43%	1 17%	1 14%	3 19%	2 2%	1 3%	- -	1 1%	- -	- -	2 13%
NET: More than limited say		173 59%	9 90%	7 78%	9 82%	10 91%	74 88%	1 100%	3 43%	1 17%	4 57%	6 38%	76 89%	28 88%	5 63%	75 95% b	23 77%	1 100%	10 67%
NET: At least some say		252 86%	10 100%	8 89%	10 91%	11 100%	79 94%	1 100%	4 57%	5 83%	5 71%	13 81%	82 96%	30 94%	6 75%	78 99% b	27 90%	1 100%	12 80%
Base for stats		277	10	8	11	11	82	1	4	5	6	13	83	31	8	78	30	1	13
Mean Score		2.76	3.40	3.63	3.00	3.55	3.35	3.00	2.75	2.20	2.50	2.46	3.42	3.39	2.63	3.60 b	2.87	3.00	3.08
Standard Deviation		.905	.699	.744	.894	.688	.760	-	.500	.447	.837	.519	.683	.761	1.188	.566	.860	-	.954
Standard Error		.054	.221	.263	.270	.207	.084	-	.250	.200	.342	.144	.075	.137	.420	.064	.157	-	.265
Error variance		*	.05	.07	.07	.04	.01	-	.06	.04	.12	.02	.01	.02	.18	*	.02	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.5.Nominet's company strategy: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	63 22%	4 11%	49 60% ac	8 13%	46 66% ac	4 10%	53 56% a	24 12%	27 66% a	20 22%	37 57% a	- -	2 3%	- -	- -
Members should have some say	(3.0)	110 38%	17 46%	27 33%	27 44%	20 29%	18 46%	33 35%	77 39%	11 27%	39 43%	23 35%	19 43%	26 34%	2 50%	21 44%
Members should have a limited say	(2.0)	79 27%	12 32% bd	3 4%	17 27% bd	3 4%	10 26% b	7 7%	69 35% b	1 2%	18 20% b	4 6%	17 39%	33 43%	1 25%	18 38%
Members should have no say at all	(1.0)	25 9%	1 3%	1 1%	4 6% d	- -	2 5%	1 1%	20 10%	1 2%	4 4%	- -	7 16%	12 16%	1 25%	8 17%
Don't know		15 5%	3 8%	1 1%	6 10% bd	1 1%	5 13% b	1 1%	10 5%	1 2%	10 11% b	1 2%	1 2%	3 4%	- -	1 2%
NET: More than limited say		173 59%	21 57%	76 94% ac	35 56%	66 94% ac	22 56%	86 91% a	101 51%	38 93% a	59 65%	60 92% a	19 43%	28 37%	2 50%	21 44%
NET: At least some say		252 86%	33 89%	79 98% c	52 84%	69 99% ac	32 82%	93 98% a	170 85%	39 95%	77 85%	64 98% a	36 82%	61 80%	3 75%	39 81%
Base for stats		277	34	80	56	69	34	94	190	40	81	64	43	73	4	47
Mean Score		2.76	2.71	3.55 ac	2.70	3.62 ac	2.71	3.47 a	2.55	3.60 a	2.93	3.52 a	2.28	2.25	2.25	2.28
Standard Deviation		.905	.719	.634	.807	.571	.760	.683	.845	.672	.818	.617	.734	.760	.957	.743
Standard Error		.054	.123	.071	.108	.069	.130	.070	.061	.106	.091	.077	.112	.089	.479	.108
Error variance		*	.02	.01	.01	*	.02	*	*	.01	.01	.01	.01	.01	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.6..UK policy development: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	35 12%	32 26% bc	- -	3 2%	11 29%	6 38%	3 20%	1 25%	4 36%	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	162 55%	80 64% c	20 53%	62 48%	23 61%	9 56%	12 80%	3 75%	5 45%	2 67%	- -	7 78%	1 100%	3 50%	2 50%	2 40%	3 33%
Members should have a limited say	(2.0)	74 25%	9 7%	11 29% a	54 42% a	3 8%	- -	- -	- -	2 18%	1 33%	1 100%	1 11%	- -	2 33%	1 25%	1 20%	4 44%
Members should have no say at all	(1.0)	7 2%	2 2%	1 3%	4 3%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%
Don't know		14 5%	2 2%	6 16% ac	6 5%	1 3%	- -	- -	- -	- -	- -	- -	1 11%	- -	1 17%	1 25%	2 40%	1 11%
NET: More than limited say		197 67%	112 90% bc	20 53%	65 50%	34 89%	15 94%	15 100%	4 100%	9 82%	2 67%	- -	7 78%	1 100%	3 50%	2 50%	2 40%	3 33%
NET: At least some say		271 93%	121 97% b	31 82%	119 92%	37 97%	15 94%	15 100%	4 100%	11 100%	3 100%	1 100%	8 89%	1 100%	5 83%	3 75%	3 60%	7 78%
Base for stats		278	123	32	123	37	16	15	4	11	3	1	8	1	5	3	3	8
Mean Score		2.81	3.15 bc	2.59	2.52	3.22	3.25	3.20	3.25	3.18	2.67	2.00	2.88	3.00	2.60	2.67	2.67	2.25
Standard Deviation		.677	.614	.560	.605	.584	.775	.414	.500	.751	.577	-	.354	-	.548	.577	.577	.707
Standard Error		.041	.055	.099	.055	.096	.194	.107	.250	.226	.333	-	.125	-	.245	.333	.333	.250
Error variance		*	*	.01	*	.01	.04	.01	.06	.05	.11	-	.02	-	.06	.11	.11	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.6..UK policy development: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say		(4.0) 35 12%	1 10%	4 44%	3 27%	3 27%	21 25%	- -	- -	- -	- -	- -	19 22%	12 38%	1 13%	26 33% b	3 10%	- -	3 20%
Members should have some say		(3.0) 162 55%	7 70%	4 44%	6 55%	8 73%	55 65%	1 100%	4 57%	2 33%	5 71%	8 50%	55 65%	18 56%	7 88%	50 63%	24 80%	1 100%	5 33%
Members should have a limited say		(2.0) 74 25%	2 20%	- -	2 18%	- -	5 6%	- -	1 14%	3 50%	1 14%	5 31%	8 9%	1 3%	- -	2 3%	3 10%	- -	4 27%
Members should have no say at all		(1.0) 7 2%	- -	- -	- -	- -	2 2%	- -	- -	1 17%	- -	- -	2 2%	- -	- -	- -	- -	- -	2 13%
Don't know		14 5%	- -	1 11%	- -	- -	1 1%	- -	2 29%	- -	1 14%	3 19%	1 1%	1 3%	- -	1 1%	- -	- -	1 7%
NET: More than limited say		197 67%	8 80%	8 89%	9 82%	11 100%	76 90%	1 100%	4 57%	2 33%	5 71%	8 50%	74 87%	30 94%	8 100%	76 96%	27 90%	1 100%	8 53%
NET: At least some say		271 93%	10 100%	8 89%	11 100%	11 100%	81 96%	1 100%	5 71%	5 83%	6 86%	13 81%	82 96%	31 97%	8 100%	78 99%	30 100%	1 100%	12 80%
Base for stats		278	10	8	11	11	83	1	5	6	6	13	84	31	8	78	30	1	14
Mean Score		2.81	2.90	3.50	3.09	3.27	3.14	3.00	2.80	2.17	2.83	2.62	3.08	3.35 a	3.13	3.31 b	3.00	3.00	2.64
Standard Deviation		.677	.568	.535	.701	.467	.627	-	.447	.753	.408	.506	.644	.551	.354	.517	.455	-	1.008
Standard Error		.041	.180	.189	.211	.141	.069	-	.200	.307	.167	.140	.070	.099	.125	.059	.083	-	.269
Error variance		*	.03	.04	.04	.02	*	-	.04	.09	.03	.02	*	.01	.02	*	.01	-	.07

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.6..UK policy development: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	35 12%	3 8%	26 32% ac	5 8%	27 39% ac	2 5%	28 29% a	12 6%	20 49% a	9 10%	22 34% a	1 2%	2 3%	- -	1 2%
Members should have some say	(3.0)	162 55%	25 68%	49 60%	36 58%	39 56%	25 64%	59 62%	110 55%	18 44%	56 62%	39 60%	21 48%	35 46%	2 50%	23 48%
Members should have a limited say	(2.0)	74 25%	7 19% bd	5 6%	15 24% bd	2 3%	8 21% b	6 6%	64 32% b	1 2%	17 19% b	2 3%	18 41%	33 43%	2 50%	20 42%
Members should have no say at all	(1.0)	7 2%	- -	- -	2 3%	1 1%	1 3%	1 1%	6 3%	1 2%	2 2%	1 2%	3 7%	1 1%	- -	3 6%
Don't know		14 5%	2 5%	1 1%	4 6%	1 1%	3 8% b	1 1%	8 4%	1 2%	7 8%	1 2%	1 2%	5 7%	- -	1 2%
NET: More than limited say		197 67%	28 76%	75 93% ac	41 66%	66 94% ac	27 69%	87 92% a	122 61%	38 93% a	65 71%	61 94% a	22 50%	37 49%	2 50%	24 50%
NET: At least some say		271 93%	35 95%	80 99% c	56 90%	68 97%	35 90%	93 98% a	186 93%	39 95%	82 90%	63 97%	40 91%	70 92%	4 100%	44 92%
Base for stats		278	35	80	58	69	36	94	192	40	84	64	43	71	4	47
Mean Score		2.81	2.89	3.26 ac	2.76	3.33 ac	2.78	3.21 a	2.67	3.43 a	2.86	3.28 a	2.47	2.54	2.50	2.47
Standard Deviation		.677	.530	.568	.657	.610	.591	.602	.642	.675	.624	.603	.667	.581	.577	.654
Standard Error		.041	.090	.064	.086	.073	.098	.062	.046	.107	.068	.075	.102	.069	.289	.095
Error variance		*	.01	*	.01	.01	.01	*	*	.01	*	.01	.01	*	.08	.01



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### Q31.7.Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		292 100%	125 100%	38 100%	129 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	25 9%	24 19% bc	- -	1 1%	5 13%	5 31%	3 20%	1 25%	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	133 46%	71 57% c	18 47%	44 34%	20 53%	9 56%	12 80%	3 75%	5 45%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
Members should have a limited say	(2.0)	88 30%	18 14%	7 18%	63 49% ab	8 21%	1 6%	- -	- -	3 27%	1 33%	1 100%	1 11%	- -	2 33%	1 25%	1 20%	- -
Members should have no say at all	(1.0)	21 7%	2 2%	5 13% a	14 11% a	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 56%
Don't know		25 9%	10 8%	8 21% ac	7 5%	5 13%	- -	- -	- -	1 9%	1 33%	- -	1 11%	- -	2 33%	1 25%	2 40%	1 11%
NET: More than limited say		158 54%	95 76% bc	18 47%	45 35%	25 66%	14 88%	15 100%	4 100%	7 64%	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
NET: At least some say		246 84%	113 90% b	25 66%	108 84% b	33 87%	15 94%	15 100%	4 100%	10 91%	2 67%	1 100%	8 89%	1 100%	4 67%	3 75%	3 60%	3 33%
Base for stats		267	115	30	122	33	16	15	4	10	2	1	8	1	4	3	3	8
Mean Score		2.61	3.02 bc	2.43	2.26	2.91	3.13	3.20	3.25	2.90	2.50	2.00	2.88	3.00	2.50	2.67	2.67	1.75
Standard Deviation		.765	.662	.774	.666	.631	.806	.414	.500	.738	.707	-	.354	-	.577	.577	.577	1.035
Standard Error		.047	.062	.141	.060	.110	.202	.107	.250	.233	.500	-	.125	-	.289	.333	.333	.366
Error variance		*	*	.02	*	.01	.04	.01	.06	.05	.25	-	.02	-	.08	.11	.11	.13

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### Q31.7.Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		292 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	25 9%	1 10%	2 22%	1 9%	1 9%	19 23%	- -	- -	- -	- -	- -	16 19%	8 25%	- -	16 20%	5 17%	- -	3 20%
Members should have some say	(3.0)	133 46%	7 70%	5 56%	5 45%	8 73%	46 55%	1 100%	3 43%	2 33%	5 71%	6 38%	50 59%	16 50%	5 63%	48 61%	16 53%	1 100%	6 40%
Members should have a limited say	(2.0)	88 30%	1 10%	1 11%	5 45%	1 9%	10 12%	- -	- -	3 50%	- -	4 25%	12 14%	5 16%	1 13%	9 11%	7 23%	- -	2 13%
Members should have no say at all	(1.0)	21 7%	1 10%	- -	- -	- -	1 1%	- -	- -	1 17%	1 14%	3 19%	2 2%	- -	- -	- -	- -	- -	2 13%
Don't know		25 9%	- -	1 11%	- -	1 9%	8 10%	- -	4 57%	- -	1 14%	3 19%	5 6%	3 9%	2 25%	6 8%	2 7%	- -	2 13%
NET: More than limited say		158 54%	8 80%	7 78%	6 55%	9 82%	65 77%	1 100%	3 43%	2 33%	5 71%	6 38%	66 78%	24 75%	5 63%	64 81%	21 70%	1 100%	9 60%
NET: At least some say		246 84%	9 90%	8 89%	11 100%	10 91%	75 89%	1 100%	3 43%	5 83%	5 71%	10 63%	78 92%	29 91%	6 75%	73 92%	28 93%	1 100%	11 73%
Base for stats		267	10	8	11	10	76	1	3	6	6	13	80	29	6	73	28	1	13
Mean Score		2.61	2.80	3.13	2.64	3.00	3.09	3.00	3.00	2.17	2.67	2.23	3.00	3.10	2.83	3.10	2.93	3.00	2.77
Standard Deviation		.765	.789	.641	.674	.471	.657	-	-	.753	.816	.832	.675	.673	.408	.581	.663	-	1.013
Standard Error		.047	.249	.227	.203	.149	.075	-	-	.307	.333	.231	.075	.125	.167	.068	.125	-	.281
Error variance		*	.06	.05	.04	.02	.01	-	-	.09	.11	.05	.01	.02	.03	*	.02	-	.08

## P013002 Nominet Listening Process 2021 Phase 2

### Q31.7. Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		292 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	200 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Members should have the ultimate say	(4.0)	25 9%	4 11%	18 22% c	5 8%	18 26% c	5 13%	17 18%	11 6%	13 32% a	8 9%	14 22% a	1 2%	- -	- -	1 2%
Members should have some say	(3.0)	133 46%	21 57%	47 58%	31 50%	38 54%	17 44%	57 60%	86 43%	19 46%	45 49%	41 63%	11 25%	28 37%	2 50%	13 27%
Members should have a limited say	(2.0)	88 30%	6 16%	9 11%	13 21%	8 11%	7 18%	13 14%	72 36% b	3 7%	19 21% b	5 8%	23 52%	37 49%	1 25%	24 50%
Members should have no say at all	(1.0)	21 7%	2 5%	1 1%	5 8% b	1 1% b	3 8% b	1 1%	18 9%	1 2%	6 7%	1 2%	8 18%	5 7%	1 25%	9 19% b
Don't know		25 9%	4 11%	6 7%	8 13%	5 7%	7 18%	7 7%	13 7%	5 12%	13 14%	4 6%	1 2%	6 8%	- -	1 2%
NET: More than limited say		158 54%	25 68%	65 80% c	36 58%	56 80% c	22 56%	74 78% a	97 49%	32 78% a	53 58%	55 85% a	12 27%	28 37%	2 50%	14 29%
NET: At least some say		246 84%	31 84%	74 91% c	49 79%	64 91% c	29 74%	87 92% a	169 85%	35 85%	72 79%	60 92% a	35 80%	65 86%	3 75%	38 79%
Base for stats		267	33	75	54	65	32	88	187	36	78	61	43	70	4	47
Mean Score		2.61	2.82	3.09 c	2.67	3.12 ac	2.75	3.02	2.48	3.22 a	2.71	3.11 a	2.12	2.33	2.25	2.13
Standard Deviation		.765	.727	.640	.777	.673	.842	.625	.750	.722	.758	.608	.731	.607	.957	.741
Standard Error		.047	.127	.074	.106	.084	.149	.067	.055	.120	.086	.078	.111	.073	.479	.108
Error variance		*	.02	.01	.01	.01	.02	*	*	.01	.01	.01	.01	.01	.23	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33. Summary Table: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Scale							
	Total	Stakeholders should have the ultimate say	Stakeholders should have some say	Stakeholders should have a limited say	Stakeholders should have no say at all	Don't know	NET: More than limited say	NET: At least some say	Mean Score
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Governance decisions	288	4	51	106	99	28	55	161	1.85
	100%	1%	18%	37%	34%	10%	19%	56%	
Commercial decisions (e.g. those relating to domain prices)	288	4	37	82	136	29	41	123	1.65
	100%	1%	13%	28%	47%	10%	14%	43%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	288	7	41	93	118	29	48	141	1.76
	100%	2%	14%	32%	41%	10%	17%	49%	
Public benefit (inc. charitable) activities	288	7	66	110	81	24	73	183	2.00
	100%	2%	23%	38%	28%	8%	25%	64%	
Nominet's company strategy	288	4	50	100	110	24	54	154	1.80
	100%	1%	17%	35%	38%	8%	19%	53%	
.UK policy development	288	5	78	122	58	25	83	205	2.11
	100%	2%	27%	42%	20%	9%	29%	71%	
Internet governance	288	5	81	120	51	31	86	206	2.16
	100%	2%	28%	42%	18%	11%	30%	72%	

## P013002 Nominet Listening Process 2021 Phase 2

### Q33. Summary - More than limited say: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Governance decisions	55 19%	20 16%	12 32% a	23 18%	7 18%	2 13%	3 20%	- -	2 18%	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%
Commercial decisions (e.g. those relating to domain prices)	41 14%	15 12%	10 26% ac	16 13%	8 21%	1 6%	2 13%	- -	1 9%	2 67%	- -	3 33%	1 100%	- -	2 50%	2 40%	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	48 17%	16 13%	11 29% a	21 17%	7 18%	1 6%	2 13%	- -	2 18%	1 33%	- -	2 22%	1 100%	1 17%	2 50%	2 40%	2 22%
Public benefit (inc. charitable) activities	73 25%	20 16%	15 39% a	38 30% a	7 18%	2 13%	3 20%	- -	2 18%	1 33%	- -	3 33%	1 100%	3 50%	2 50%	2 40%	3 33%
Nominet's company strategy	54 19%	16 13%	14 37% ac	24 19%	5 13%	2 13%	2 13%	- -	2 18%	- -	- -	3 33%	1 100%	3 50%	2 50%	3 60%	2 22%
.UK policy development	83 29%	30 24%	16 42% a	37 30%	14 37%	3 19%	3 20%	- -	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	3 60%	2 22%
Internet governance	86 30%	33 26%	17 45% a	36 29%	13 34%	4 25%	3 20%	1 25%	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	4 80%	2 22%

## P013002 Nominet Listening Process 2021 Phase 2

### Q33. Summary - More than limited say: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Governance decisions	55 19%	1 10%	1 11%	- -	2 18%	16 19%	1 100%	1 14%	1 17%	3 43%	6 38%	16 19%	3 9%	1 13%	9 11%	10 33% a	- -	1 7%
Commercial decisions (e.g. those relating to domain prices)	41 14%	- -	1 11%	- -	2 18%	12 14%	1 100%	1 14%	1 17%	3 43%	4 25%	9 11%	4 13%	2 25%	8 10%	6 20%	- -	1 7%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	48 17%	- -	1 11%	- -	- -	15 18%	1 100%	1 14%	- -	4 57%	5 31%	11 13%	3 9%	2 25%	7 9%	8 27% a	- -	1 7%
Public benefit (inc. charitable) activities	73 25%	2 20%	1 11%	1 9%	2 18%	14 17%	1 100%	1 14%	2 33%	5 71%	6 38%	16 19%	2 6%	2 25%	9 11%	9 30% a	- -	2 13%
Nominet's company strategy	54 19%	- -	1 11%	- -	2 18%	13 15%	1 100%	1 14%	1 17%	4 57%	7 44%	12 14%	2 6%	2 25%	6 8%	9 30% a	- -	1 7%
.UK policy development	83 29%	2 20%	1 11%	- -	4 36%	23 27%	1 100%	2 29%	1 17%	4 57%	8 50%	23 27%	5 16%	2 25%	14 18%	14 47% a	- -	2 13%
Internet governance	86 30%	3 30%	3 33%	- -	3 27%	24 29%	1 100%	2 29%	1 17%	4 57%	9 56%	24 28%	7 22%	2 25%	14 18%	16 53% a	- -	3 20%

## P013002 Nominet Listening Process 2021 Phase 2

### Q33. Summary - More than limited say: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	288 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	197 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Governance decisions	55 19%	12 32% bd	9 11%	16 26% bd	8 11%	14 36% b	12 13%	42 21%	6 15%	22 24%	9 14%	8 18%	15 20%	- -	8 17%
Commercial decisions (e.g. those relating to domain prices)	41 14%	11 30% bd	8 10%	12 19%	7 10%	10 26% b	11 12%	30 15%	6 15%	17 19%	8 12%	4 9%	12 16%	- -	4 8%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	48 17%	11 30% bd	8 10%	14 23% bd	6 9%	12 31% b	11 12%	34 17%	6 15%	19 21%	7 11%	5 11%	16 21%	- -	5 10%
Public benefit (inc. charitable) activities	73 25%	11 30% bd	10 12%	17 27% bd	9 13%	15 38% b	14 15%	56 28%	7 17%	24 26%	9 14%	11 25%	26 34%	1 25%	12 25%
Nominet's company strategy	54 19%	13 35% bd	7 9%	17 27% bd	6 9%	17 44% b	10 11%	43 22%	6 15%	22 24%	8 12%	6 14%	18 24%	- -	6 13%
.UK policy development	83 29%	16 43% bd	14 17%	23 37% bd	11 16%	17 44% b	19 20%	64 32%	7 17%	33 36% b	12 18%	12 27%	24 32%	1 25%	13 27%
Internet governance	86 30%	18 49% bd	16 20%	25 40% bd	13 19%	20 51% b	21 22%	66 34% b	6 15%	35 38% b	13 20%	15 34%	20 26%	1 25%	16 33%

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say		(4.0) 4 1%	3 2%	- -	1 1%	1 3%	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say		(3.0) 51 18%	17 14%	12 32%	22 18%	6 16%	2 13%	2 13%	- -	2 18%	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%
Stakeholders should have a limited say		(2.0) 106 37%	42 34%	11 29%	53 42%	12 32%	4 25%	5 33%	3 75%	4 36%	- -	1 100%	3 33%	- -	2 33%	1 25%	- -	4 44%
Stakeholders should have no say at all		(1.0) 99 34%	53 42%	11 29%	35 28%	13 34%	9 56%	6 40%	1 25%	5 45%	1 33%	- -	2 22%	- -	2 33%	1 25%	1 20%	4 44%
Don't know		28 10%	10 8%	4 11%	14 11%	6 16%	1 6%	1 7%	- -	- -	- -	- -	1 11%	- -	1 17%	- -	2 40%	- -
NET: More than limited say		55 19%	20 16%	12 32%	23 18%	7 18%	2 13%	3 20%	- -	2 18%	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%
NET: At least some say		161 56%	62 50%	23 61%	76 61%	19 50%	6 38%	8 53%	3 75%	6 55%	2 67%	1 100%	6 67%	1 100%	3 50%	3 75%	2 40%	5 56%
Base for stats		260	115	34	111	32	15	14	4	11	3	1	8	1	5	4	3	9
Mean Score		1.85	1.74	2.03	1.90	1.84	1.53	1.86	1.75	1.73	2.33	2.00	2.13	3.00	1.80	2.25	2.33	1.67
Standard Deviation		.786	.807	.834	.738	.847	.743	.949	.500	.786	1.155	-	.835	-	.837	.957	1.155	.707
Standard Error		.049	.075	.143	.070	.150	.192	.254	.250	.237	.667	-	.295	-	.374	.479	.667	.236
Error variance		*	.01	.02	*	.02	.04	.06	.06	.06	.44	-	.09	-	.14	.23	.44	.06



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### Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say (4.0)		4 1%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 3%	1 3%	- -	- -
Stakeholders should have some say (3.0)		51 18%	1 10%	- -	- -	2 18%	14 17%	1 100%	1 14%	1 17%	3 43%	6 38%	13 15%	3 9%	1 13%	7 9%	9 30%	- a	1 7%
Stakeholders should have a limited say (2.0)		106 37%	4 40%	1 11%	4 36%	5 45%	28 33%	- -	1 14%	2 33%	3 43%	4 25%	27 32%	11 34%	4 50%	26 33%	12 40%	- -	4 27%
Stakeholders should have no say at all (1.0)		99 34%	4 40%	6 67%	6 55%	4 36%	33 39%	- -	3 43%	3 50%	1 14%	4 25%	37 44%	15 47%	1 13%	39 49%	6 20%	1 100%	7 47%
Don't know		28 10%	1 10%	1 11%	1 9%	- -	7 8%	- -	2 29%	- -	- -	2 13%	5 6%	3 9%	2 25%	5 6%	2 7%	- -	3 20%
NET: More than limited say		55 19%	1 10%	1 11%	- -	2 18%	16 19%	1 100%	1 14%	1 17%	3 43%	6 38%	16 19%	3 9%	1 13%	9 11%	10 33%	- a	1 7%
NET: At least some say		161 56%	5 50%	2 22%	4 36%	7 64%	44 52%	1 100%	2 29%	3 50%	6 86%	10 63%	43 51%	14 44%	5 63%	35 44%	22 73%	- a	5 33%
Base for stats		260	9	8	10	11	77	1	5	6	7	14	80	29	6	74	28	1	12
Mean Score		1.85	1.67	1.50	1.40	1.82	1.81	3.00	1.60	1.67	2.29	2.14	1.78	1.59	2.00	1.62	2.18	1.00	1.50
Standard Deviation		.786	.707	1.069	.516	.751	.828	-	.894	.816	.756	.864	.856	.682	.632	.771	.819	-	.674
Standard Error		.049	.236	.378	.163	.226	.094	-	.400	.333	.286	.231	.096	.127	.258	.090	.155	-	.195
Error variance		*	.06	.14	.03	.05	.01	-	.16	.11	.08	.05	.01	.02	.07	.01	.02	-	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288	37	81	62	70	39	95	41	91	65	44	76	4	48
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	4	1	2	1	2	1	2	2	1	2	1	-	-	1
		1%	3%	2%	2%	3%	3%	2%	1%	1%	3%	2%	-	-	2%
Stakeholders should have some say	(3.0)	51	11	7	15	6	13	10	4	21	7	7	15	-	7
		18%	30%	9%	24%	9%	33%	11%	20%	23%	11%	16%	20%	-	15%
			bd		bd		b								
Stakeholders should have a limited say	(2.0)	106	11	28	19	22	12	30	7	33	17	16	33	4	20
		37%	30%	35%	31%	31%	31%	32%	39%	36%	26%	36%	43%	100%	42%
								b							
Stakeholders should have no say at all	(1.0)	99	11	38	22	33	10	46	22	28	34	16	19	-	16
		34%	30%	47%	35%	47%	26%	48%	54%	31%	52%	36%	25%	-	33%
								a			a				
Don't know		28	3	6	5	7	3	7	6	8	5	4	9	-	4
		10%	8%	7%	8%	10%	8%	7%	9%	9%	8%	9%	12%	-	8%
<b>NET: More than limited say</b>		55	12	9	16	8	14	12	6	22	9	8	15	-	8
		19%	32%	11%	26%	11%	36%	13%	21%	24%	14%	18%	20%	-	17%
			bd		bd		b								
<b>NET: At least some say</b>		161	23	37	35	30	26	42	13	55	26	24	48	4	28
		56%	62%	46%	56%	43%	67%	44%	32%	60%	40%	55%	63%	100%	58%
							b			b					
Base for stats		260	34	75	57	63	36	88	35	83	60	40	67	4	44
Mean Score		1.85	2.06	1.64	1.91	1.63	2.14	1.64	1.91	1.94	1.62	1.83	1.94	2.00	1.84
			bd				b		b	b					
Standard Deviation		.786	.886	.765	.851	.789	.867	.776	.914	.802	.825	.813	.715	-	.776
Standard Error		.049	.152	.088	.113	.099	.144	.083	.154	.088	.107	.129	.087	-	.117
Error variance		*	.02	.01	.01	.01	.02	.01	.02	.01	.01	.02	.01	-	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.2. Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say		(4.0) 1%	3 2%	- -	1 1%	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say		(3.0) 13%	12 10%	10 26% ac	15 12%	6 16%	1 6%	2 13%	- -	1 9%	2 67%	- -	3 33%	1 100%	- -	2 50%	2 40%	- -
Stakeholders should have a limited say		(2.0) 28%	34 27%	9 24%	39 31%	7 18%	3 19%	5 33%	1 25%	3 27%	- -	1 100%	3 33%	- -	1 17%	1 25%	1 20%	2 22%
Stakeholders should have no say at all		(1.0) 47%	64 51%	15 39%	57 46%	18 47%	10 63%	7 47%	3 75%	7 64%	1 33%	- -	2 22%	- -	3 50%	1 25%	1 20%	7 78%
Don't know		29 10%	12 10%	4 11%	13 10%	5 13%	2 13%	1 7%	- -	- -	- -	- -	1 11%	- -	2 33%	- -	1 20%	- -
NET: More than limited say		41 14%	15 12%	10 26% ac	16 13%	8 21%	1 6%	2 13%	- -	1 9%	2 67%	- -	3 33%	1 100%	- -	2 50%	2 40%	- -
NET: At least some say		123 43%	49 39%	19 50%	55 44%	15 39%	4 25%	7 47%	1 25%	4 36%	2 67%	1 100%	6 67%	1 100%	1 17%	3 75%	3 60%	2 22%
Base for stats		259	113	34	112	33	14	14	4	11	3	1	8	1	4	4	4	9
Mean Score		1.65	1.59	1.85	1.64	1.76	1.36	1.64	1.25	1.45	2.33	2.00	2.13	3.00	1.25	2.25	2.25	1.22
Standard Deviation		.780	.786	.857	.746	.969	.633	.745	.500	.688	1.155	-	.835	-	.500	.957	.957	.441
Standard Error		.048	.074	.147	.070	.169	.169	.199	.250	.207	.667	-	.295	-	.250	.479	.479	.147
Error variance		*	.01	.02	*	.03	.03	.04	.06	.04	.44	-	.09	-	.06	.23	.23	.02

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.2. Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say (4.0)		4 1%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 3%	1 3%	- -	- -
Stakeholders should have some say (3.0)		37 13%	- -	- -	- -	2 18%	10 12%	1 100%	1 14%	1 17%	3 43%	4 25%	6 7%	4 13%	2 25%	6 8%	5 17%	- -	1 7%
Stakeholders should have a limited say (2.0)		82 28%	2 20%	2 22%	3 27%	6 55%	21 25%	- -	2 29%	1 17%	1 14%	5 31%	27 32%	5 16%	2 25%	22 28%	8 27%	- -	4 27%
Stakeholders should have no say at all (1.0)		136 47%	6 60%	5 56%	7 64%	3 27%	43 51%	- -	1 14%	4 67%	3 43%	6 38%	42 49%	20 63%	2 25%	42 53%	14 47%	1 100%	7 47%
Don't know		29 10%	2 20%	1 11%	1 9%	- -	8 10%	- -	3 43%	- -	- -	1 6%	7 8%	3 9%	2 25%	7 9%	2 7%	- -	3 20%
NET: More than limited say		41 14%	- -	1 11%	- -	2 18%	12 14%	1 100%	1 14%	1 17%	3 43%	4 25%	9 11%	4 13%	2 25%	8 10%	6 20%	- -	1 7%
NET: At least some say		123 43%	2 20%	3 33%	3 27%	8 73%	33 39%	1 100%	3 43%	2 33%	4 57%	9 56%	36 42%	9 28%	4 50%	30 38%	14 47%	- -	5 33%
Base for stats		259	8	8	10	11	76	1	4	6	7	15	78	29	6	72	28	1	12
Mean Score		1.65	1.25	1.63	1.30	1.91	1.62	3.00	2.00	1.50	2.00	1.87	1.62	1.45	2.00	1.56	1.75	1.00	1.50
Standard Deviation		.780	.463	1.061	.483	.701	.816	-	.816	.837	1.000	.834	.793	.736	.894	.767	.887	-	.674
Standard Error		.048	.164	.375	.153	.211	.094	-	.408	.342	.378	.215	.090	.137	.365	.090	.168	-	.195
Error variance		*	.03	.14	.02	.04	.01	-	.17	.12	.14	.05	.01	.02	.13	.01	.03	-	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.2. Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	197 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Stakeholders should have the ultimate say	(4.0)	4 1%	1 3%	2 2%	1 2%	1 1%	1 3%	2 2%	2 1%	1 2%	1 1%	2 3%	1 2%	- -	- -	1 2%
Stakeholders should have some say	(3.0)	37 13%	10 27% bd	6 7%	11 18%	6 9%	9 23% b	9 9%	28 14%	5 12%	16 18%	6 9%	3 7%	12 16%	- -	3 6%
Stakeholders should have a limited say	(2.0)	82 28%	10 27%	22 27%	15 24%	16 23%	11 28%	23 24%	59 30% b	5 12%	25 27%	16 25%	10 23%	28 37%	1 25%	11 23%
Stakeholders should have no say at all	(1.0)	136 47%	13 35%	45 56% a	28 45%	40 57% a	13 33%	54 57% a	91 46%	25 61%	41 45%	36 55%	26 59% b	28 37%	3 75%	29 60% b
Don't know		29 10%	3 8%	6 7%	7 11%	7 10%	5 13%	7 7%	17 9%	5 12%	8 9%	5 8%	4 9%	8 11%	- -	4 8%
NET: More than limited say		41 14%	11 30% bd	8 10%	12 19%	7 10%	10 26% b	11 12%	30 15%	6 15%	17 19%	8 12%	4 9%	12 16%	- -	4 8%
NET: At least some say		123 43%	21 57% bd	30 37%	27 44%	23 33%	21 54%	34 36%	89 45% b	11 27%	42 46%	24 37%	14 32%	40 53% ad	1 25%	15 31%
Base for stats		259	34	75	55	63	34	88	180	36	83	60	40	68	4	44
Mean Score		1.65	1.97 bd	1.53	1.73	1.49	1.94 b	1.53	1.67	1.50	1.72	1.57	1.48	1.76 d	1.25	1.45
Standard Deviation		.780	.904	.759	.849	.738	.886	.772	.776	.845	.816	.810	.751	.735	.500	.730
Standard Error		.048	.155	.088	.114	.093	.152	.082	.058	.141	.090	.105	.119	.089	.250	.110
Error variance		*	.02	.01	.01	.01	.02	.01	*	.02	.01	.01	.01	.01	.06	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.3. Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say	(4.0)	7 2%	5 4%	1 3%	1 1%	2 5%	- -	1 7%	- -	1 9%	- -	- -	- -	- -	- -	1 20%	- -	
Stakeholders should have some say	(3.0)	41 14%	11 9%	10 26%	20 16%	5 13%	1 6%	1 7%	- -	1 9%	1 33%	- -	2 22%	1 100%	1 17%	2 50%	1 20%	2 22%
Stakeholders should have a limited say	(2.0)	93 32%	36 29%	9 24%	48 38%	11 29%	2 13%	5 33%	3 75%	2 18%	- -	1 100%	3 33%	- -	2 33%	1 25%	- -	2 22%
Stakeholders should have no say at all	(1.0)	118 41%	61 49%	14 37%	43 34%	15 39%	10 63%	7 47%	1 25%	7 64%	2 67%	- -	3 33%	- -	2 33%	1 25%	1 20%	5 56%
Don't know		29 10%	12 10%	4 11%	13 10%	5 13%	3 19%	1 7%	- -	- -	- -	- -	1 11%	- -	1 17%	- -	2 40%	- -
NET: More than limited say		48 17%	16 13%	11 29%	21 17%	7 18%	1 6%	2 13%	- -	2 18%	1 33%	- -	2 22%	1 100%	1 17%	2 50%	2 40%	2 22%
NET: At least some say		141 49%	52 42%	20 53%	69 55%	18 47%	3 19%	7 47%	3 75%	4 36%	1 33%	1 100%	5 56%	1 100%	3 50%	3 75%	2 40%	4 44%
Base for stats		259	113	34	112	33	13	14	4	11	3	1	8	1	5	4	3	9
Mean Score		1.76	1.65	1.94	1.81	1.82	1.31	1.71	1.75	1.64	1.67	2.00	1.88	3.00	1.80	2.25	2.67	1.67
Standard Deviation		.816	.834	.919	.754	.917	.630	.914	.500	1.027	1.155	-	.835	-	.837	.957	1.528	.866
Standard Error		.051	.078	.158	.071	.160	.175	.244	.250	.310	.667	-	.295	-	.374	.479	.882	.289
Error variance		*	.01	.02	.01	.03	.03	.06	.06	.10	.44	-	.09	-	.14	.23	.78	.08

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### Q33.3. Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say	(4.0)	7 2%	- -	1 11%	- -	- -	4 5%	- -	- -	- -	- -	1 6%	4 5%	- -	1 13%	3 4%	2 7%	- -	- -
Stakeholders should have some say	(3.0)	41 14%	- -	- -	- -	- -	11 13%	1 100%	1 14%	- -	4 57%	4 25%	7 8%	3 9%	1 13%	4 5%	6 20%	- a	1 7%
Stakeholders should have a limited say	(2.0)	93 32%	2 20%	1 11%	4 36%	6 55%	23 27%	- -	3 43%	1 17%	1 14%	4 25%	25 29%	8 25%	3 38%	23 29%	9 30%	- -	4 27%
Stakeholders should have no say at all	(1.0)	118 41%	7 70%	5 56%	6 55%	5 45%	38 45%	- -	1 14%	5 83%	2 29%	5 31%	43 51%	17 53%	1 13%	42 53%	11 37%	1 100%	7 47%
Don't know		29 10%	1 10%	2 22%	1 9%	- -	8 10%	- -	2 29%	- -	- -	2 13%	6 7%	4 13%	2 25%	7 9%	2 7%	- -	3 20%
NET: More than limited say		48 17%	- -	1 11%	- -	- -	15 18%	1 100%	1 14%	- -	4 57%	5 31%	11 13%	3 9%	2 25%	7 9%	8 27%	- a	1 7%
NET: At least some say		141 49%	2 20%	2 22%	4 36%	6 55%	38 45%	1 100%	4 57%	1 17%	5 71%	9 56%	36 42%	11 34%	5 63%	30 38%	17 57%	- -	5 33%
Base for stats		259	9	7	10	11	76	1	5	6	7	14	79	28	6	72	28	1	12
Mean Score		1.76	1.22	1.57	1.40	1.55	1.75	3.00	2.00	1.17	2.29	2.07	1.65	1.50	2.33	1.56	1.96	1.00	1.50
Standard Deviation		.816	.441	1.134	.516	.522	.896	-	.707	.408	.951	.997	.848	.694	1.033	.785	.962	-	.674
Standard Error		.051	.147	.429	.163	.157	.103	-	.316	.167	.360	.267	.095	.131	.422	.093	.182	-	.195
Error variance		*	.02	.18	.03	.02	.01	-	.10	.03	.13	.07	.01	.02	.18	.01	.03	-	.04

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### Q33.3. Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	197 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Stakeholders should have the ultimate say	(4.0)	7 2%	2 5%	3 4%	2 3%	3 4%	1 3%	4 4%	4 2%	2 5%	3 3%	3 5%	1 2%	- -	- -	1 2%
Stakeholders should have some say	(3.0)	41 14%	9 24% bd	5 6%	12 19% bd	3 4%	11 28% b	7 7%	30 15%	4 10%	16 18% b	4 6%	4 9%	16 21%	- -	4 8%
Stakeholders should have a limited say	(2.0)	93 32%	12 32%	22 27%	19 31%	20 29%	10 26%	26 27%	72 37% b	5 12%	27 30%	16 25%	15 34%	30 39%	3 75%	18 38%
Stakeholders should have no say at all	(1.0)	118 41%	11 30%	45 56% ac	23 37% a	37 53% a	13 33%	51 54% a	74 38%	25 61% a	36 40%	36 55%	19 43%	23 30%	1 25%	20 42%
Don't know		29 10%	3 8%	6 7%	6 10%	7 10%	4 10%	7 7%	17 9%	5 12%	9 10%	6 9%	5 11%	7 9%	- -	5 10%
NET: More than limited say		48 17%	11 30% bd	8 10%	14 23% bd	6 9%	12 31% b	11 12%	34 17%	6 15%	19 21%	7 11%	5 11%	16 21%	- -	5 10%
NET: At least some say		141 49%	23 62% bd	30 37%	33 53%	26 37%	22 56%	37 39%	106 54% b	11 27%	46 51%	23 35%	20 45%	46 61%	3 75%	23 48%
Base for stats		259	34	75	56	63	35	88	180	36	82	59	39	69	4	43
Mean Score		1.76	2.06 bd	1.55	1.88 bd	1.56	2.00 b	1.59	1.80	1.53	1.83	1.56	1.67	1.90	1.75	1.67
Standard Deviation		.816	.919	.793	.875	.799	.907	.825	.794	.910	.872	.836	.772	.750	.500	.747
Standard Error		.051	.158	.092	.117	.101	.153	.088	.059	.152	.096	.109	.124	.090	.250	.114
Error variance		*	.02	.01	.01	.01	.02	.01	*	.02	.01	.01	.02	.01	.06	.01



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### Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say	(4.0)	7 2%	5 4%	- -	2 2%	3 8%	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	66 23%	15 12%	15 39% a	36 29% a	4 11%	2 13%	2 13%	- -	2 18%	1 33%	- -	3 33%	1 100%	3 50%	2 50%	2 40%	3 33%
Stakeholders should have a limited say	(2.0)	110 38%	50 40%	12 32%	48 38%	12 32%	4 25%	8 53%	3 75%	5 45%	1 33%	1 100%	2 22%	- -	1 17%	1 25%	1 20%	5 56%
Stakeholders should have no say at all	(1.0)	81 28%	46 37% bc	7 18%	28 22%	14 37%	9 56%	3 20%	1 25%	4 36%	1 33%	- -	3 33%	- -	1 17%	1 25%	- -	1 11%
Don't know		24 8%	9 7%	4 11%	11 9%	5 13%	1 6%	1 7%	- -	- -	- -	- -	1 11%	- -	1 17%	- -	2 40%	- -
NET: More than limited say		73 25%	20 16%	15 39% a	38 30% a	7 18%	2 13%	3 20%	- -	2 18%	1 33%	- -	3 33%	1 100%	3 50%	2 50%	2 40%	3 33%
NET: At least some say		183 64%	70 56%	27 71%	86 69% a	19 50%	6 38%	11 73%	3 75%	7 64%	2 67%	1 100%	5 56%	1 100%	4 67%	3 75%	3 60%	8 89%
Base for stats		264	116	34	114	33	15	14	4	11	3	1	8	1	5	4	3	9
Mean Score		2.00	1.82	2.24 a	2.11 a	1.88	1.53	2.07	1.75	1.82	2.00	2.00	2.00	3.00	2.40	2.25	2.67	2.22
Standard Deviation		.816	.819	.781	.791	.960	.743	.829	.500	.751	1.000	-	.926	-	.894	.957	.577	.667
Standard Error		.050	.076	.134	.074	.167	.192	.221	.250	.226	.577	-	.327	-	.400	.479	.333	.222
Error variance		*	.01	.02	.01	.03	.04	.05	.06	.05	.33	-	.11	-	.16	.23	.11	.05

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### Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say		(4.0) 7 2%	- -	1 11%	- -	- -	4 5%	- -	- -	- -	- -	- -	4 5%	- -	1 13%	3 4%	2 7%	- -	- -
Stakeholders should have some say		(3.0) 66 23%	2 20%	- -	1 9%	2 18%	10 12%	1 100%	1 14%	2 33%	5 71%	6 38%	12 14%	2 6%	1 13%	6 8%	7 23%	- -	2 13%
Stakeholders should have a limited say		(2.0) 110 38%	4 40%	1 11%	7 64%	7 64%	31 37%	- -	2 29%	2 33%	1 14%	6 38%	32 38%	16 50%	2 25%	32 41%	12 40%	- -	6 40%
Stakeholders should have no say at all		(1.0) 81 28%	3 30%	6 67%	2 18%	2 18%	33 39%	- -	2 29%	2 33%	1 14%	2 13%	33 39%	11 34%	2 25%	33 42%	8 27%	1 100%	4 27%
Don't know		24 8%	1 10%	1 11%	1 9%	- -	6 7%	- -	2 29%	- -	- -	2 13%	4 5%	3 9%	2 25%	5 6%	1 3%	- -	3 20%
NET: More than limited say		73 25%	2 20%	1 11%	1 9%	2 18%	14 17%	1 100%	1 14%	2 33%	5 71%	6 38%	16 19%	2 6%	2 25%	9 11%	9 30%	- -	2 13%
NET: At least some say		183 64%	6 60%	2 22%	8 73%	9 82%	45 54%	1 100%	3 43%	4 67%	6 86%	12 75%	48 56%	18 56%	4 50%	41 52%	21 70%	- -	8 53%
Base for stats		264	9	8	10	11	78	1	5	6	7	14	81	29	6	74	29	1	12
Mean Score		2.00	1.89	1.50	1.90	2.00	1.81	3.00	1.80	2.00	2.57	2.29	1.84	1.69	2.17	1.72	2.10	1.00	1.83
Standard Deviation		.816	.782	1.069	.568	.632	.854	-	.837	.894	.787	.726	.858	.604	1.169	.785	.900	-	.718
Standard Error		.050	.261	.378	.180	.191	.097	-	.374	.365	.297	.194	.095	.112	.477	.091	.167	-	.207
Error variance		*	.07	.14	.03	.04	.01	-	.14	.13	.09	.04	.01	.01	.23	.01	.03	-	.04

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### Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Significance Level: 95%															
Total		288	37	81	62	70	39	95	41	91	65	44	76	4	48
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	7	2	3	2	2	1	4	2	2	3	1	1	-	1
		2%	5%	4%	3%	3%	3%	4%	5%	2%	5%	2%	1%	-	2%
Stakeholders should have some say	(3.0)	66	9	7	15	7	14	10	5	22	6	10	25	1	11
		23%	24%	9%	24%	10%	36%	11%	12%	24%	9%	23%	33%	25%	23%
			b		bd		b			b					
Stakeholders should have a limited say	(2.0)	110	13	31	25	24	14	37	8	38	23	19	26	2	21
		38%	35%	38%	40%	34%	36%	39%	20%	42%	35%	43%	34%	50%	44%
							b								
Stakeholders should have no say at all	(1.0)	81	10	35	15	31	7	38	21	22	28	10	17	1	11
		28%	27%	43%	24%	44%	18%	40%	51%	24%	43%	23%	22%	25%	23%
				c		c		a		a					
Don't know		24	3	5	5	6	3	6	5	7	5	4	7	-	4
		8%	8%	6%	8%	9%	8%	6%	12%	8%	8%	9%	9%	-	8%
<b>NET: More than limited say</b>		73	11	10	17	9	15	14	7	24	9	11	26	1	12
		25%	30%	12%	27%	13%	38%	15%	17%	26%	14%	25%	34%	25%	25%
			bd		bd		b								
<b>NET: At least some say</b>		183	24	41	42	33	29	51	15	62	32	30	52	3	33
		64%	65%	51%	68%	47%	74%	54%	37%	68%	49%	68%	68%	75%	69%
					bd		b			b					
Base for stats		264	34	76	57	64	36	89	36	84	60	40	69	4	44
Mean Score		2.00	2.09	1.71	2.07	1.69	2.25	1.78	1.67	2.05	1.73	2.05	2.14	2.00	2.05
			bd		bd		b			b					
Standard Deviation		.816	.900	.797	.821	.794	.806	.822	.926	.790	.841	.783	.809	.816	.776
Standard Error		.050	.154	.091	.109	.099	.134	.087	.154	.086	.109	.124	.097	.408	.117
Error variance		*	.02	.01	.01	.01	.02	.01	.02	.01	.01	.02	.01	.17	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say		(4.0) 4 1%	4 3% c	- -	- -	2 5%	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say		(3.0) 50 17%	12 10%	14 37% ac	24 19% a	3 8%	2 13%	1 7%	- -	2 18%	- -	- -	3 33%	1 100%	3 50%	2 50%	3 60%	2 22%
Stakeholders should have a limited say		(2.0) 100 35%	39 31%	10 26%	51 41%	13 34%	4 25%	6 40%	2 50%	2 18%	1 33%	1 100%	4 44%	- -	1 17%	1 25%	- -	2 22%
Stakeholders should have no say at all		(1.0) 110 38%	61 49% bc	11 29%	38 30%	15 39%	9 56%	6 40%	2 50%	7 64%	2 67%	- -	1 11%	- -	1 17%	1 25%	1 20%	5 56%
Don't know		24 8%	9 7%	3 8%	12 10%	5 13%	1 6%	1 7%	- -	- -	- -	- -	1 11%	- -	1 17%	- -	1 20%	- -
NET: More than limited say		54 19%	16 13%	14 37% ac	24 19% a	5 13%	2 13%	2 13%	- -	2 18%	- -	- -	3 33%	1 100%	3 50%	2 50%	3 60%	2 22%
NET: At least some say		154 53%	55 44%	24 63% a	75 60% a	18 47%	6 38%	8 53%	2 50%	4 36%	1 33%	1 100%	7 78%	1 100%	4 67%	3 75%	3 60%	4 44%
Base for stats		264	116	35	113	33	15	14	4	11	3	1	8	1	5	4	4	9
Mean Score		1.80	1.65	2.09 a	1.88 a	1.76	1.53	1.79	1.50	1.55	1.33	2.00	2.25	3.00	2.40	2.25	2.50	1.67
Standard Deviation		.794	.805	.853	.734	.867	.743	.893	.577	.820	.577	-	.707	-	.894	.957	1.000	.866
Standard Error		.049	.075	.144	.069	.151	.192	.239	.289	.247	.333	-	.250	-	.400	.479	.500	.289
Error variance		*	.01	.02	*	.02	.04	.06	.08	.06	.11	-	.06	-	.16	.23	.25	.08

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say	(4.0)	4 1%	- -	1 11%	- -	- -	3 4%	- -	- -	- -	- -	- -	4 5%	- -	- -	3 4%	1 3%	- -	- -
Stakeholders should have some say	(3.0)	50 17%	- -	- -	- -	2 18%	10 12%	1 100%	1 14%	1 17%	4 57%	7 44%	8 9%	2 6%	2 25%	3 4%	8 27%	- a	1 7%
Stakeholders should have a limited say	(2.0)	100 35%	5 50%	1 11%	3 27%	5 45%	25 30%	- -	3 43%	2 33%	1 14%	4 25%	27 32%	10 31%	2 25%	22 28%	10 33%	1 100%	6 40%
Stakeholders should have no say at all	(1.0)	110 38%	4 40%	6 67%	7 64%	4 36%	40 48%	- -	1 14%	3 50%	2 29%	4 25%	42 49%	17 53%	2 25%	46 58%	10 33%	- b	5 33%
Don't know		24 8%	1 10%	1 11%	1 9%	- -	6 7%	- -	2 29%	- -	- -	1 6%	4 5%	3 9%	2 25%	5 6%	1 3%	- -	3 20%
NET: More than limited say		54 19%	- -	1 11%	- -	2 18%	13 15%	1 100%	1 14%	1 17%	4 57%	7 44%	12 14%	2 6%	2 25%	6 8%	9 30%	- a	1 7%
NET: At least some say		154 53%	5 50%	2 22%	3 27%	7 64%	38 45%	1 100%	4 57%	3 50%	5 71%	11 69%	39 46%	12 38%	4 50%	28 35%	19 63%	1 100%	7 47%
Base for stats		264	9	8	10	11	78	1	5	6	7	15	81	29	6	74	29	1	12
Mean Score		1.80	1.56	1.50	1.30	1.82	1.69	3.00	2.00	1.67	2.29	2.20	1.68	1.48	2.00	1.50	2.00	2.00	1.67
Standard Deviation		.794	.527	1.069	.483	.751	.842	-	.707	.816	.951	.862	.849	.634	.894	.763	.886	-	.651
Standard Error		.049	.176	.378	.153	.226	.095	-	.316	.333	.360	.223	.094	.118	.365	.089	.165	-	.188
Error variance		*	.03	.14	.02	.05	.01	-	.10	.11	.13	.05	.01	.01	.13	.01	.03	-	.04

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### Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288 100%	37 100%	81 100%	62 100%	70 100%	39 100%	95 100%	197 100%	41 100%	91 100%	65 100%	44 100%	76 100%	4 100%	48 100%
Stakeholders should have the ultimate say	(4.0)	4 1%	1 3%	3 4%	1 2%	2 3%	1 3%	3 3%	1 1%	2 5% a	1 1%	3 5%	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	50 17%	12 32% bd	4 5%	16 26% bd	4 6%	16 41% b	7 7%	42 21%	4 10%	21 23% b	5 8%	6 14%	18 24%	- -	6 13%
Stakeholders should have a limited say	(2.0)	100 35%	15 41%	22 27%	22 35%	17 24%	11 28%	25 26%	75 38% b	6 15%	30 33%	17 26%	19 43%	30 39%	2 50%	21 44%
Stakeholders should have no say at all	(1.0)	110 38%	7 19%	47 58% ac	19 31% ac	41 59% ac	9 23%	54 57% a	65 33%	24 59% a	33 36%	35 54% a	15 34%	21 28%	2 50%	17 35%
Don't know		24 8%	2 5%	5 6%	4 6%	6 9%	2 5%	6 6%	14 7%	5 12%	6 7%	5 8%	4 9%	7 9%	- -	4 8%
NET: More than limited say		54 19%	13 35% bd	7 9%	17 27% bd	6 9%	17 44% b	10 11%	43 22%	6 15%	22 24%	8 12%	6 14%	18 24%	- -	6 13%
NET: At least some say		154 53%	28 76% bd	29 36%	39 63% bd	23 33%	28 72% b	35 37%	118 60% b	12 29%	52 57% b	25 38%	25 57%	48 63%	2 50%	27 56%
Base for stats		264	35	76	58	64	37	89	183	36	85	60	40	69	4	44
Mean Score		1.80	2.20 bd	1.51	1.98 bd	1.48	2.24 b	1.54	1.89 b	1.56	1.88 b	1.60	1.78	1.96	1.50	1.75
Standard Deviation		.794	.797	.774	.827	.756	.863	.784	.772	.909	.822	.848	.698	.756	.577	.686
Standard Error		.049	.135	.089	.109	.094	.142	.083	.057	.151	.089	.109	.110	.091	.289	.103
Error variance		*	.02	.01	.01	.01	.02	.01	*	.02	.01	.01	.01	.01	.08	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.6. .UK policy development: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say	(4.0)	5 2%	3 2%	1 3%	1 1%	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	- -
Stakeholders should have some say	(3.0)	78 27%	27 22%	15 39% a	36 29%	12 32%	3 19%	3 20%	- -	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	2 40%	2 22%
Stakeholders should have a limited say	(2.0)	122 42%	48 38%	16 42%	58 46%	6 16%	7 44%	8 53%	3 75%	6 55%	- -	1 100%	5 56%	- -	2 33%	1 25%	1 20%	6 67%
Stakeholders should have no say at all	(1.0)	58 20%	36 29% bc	3 8%	19 15%	13 34%	5 31%	3 20%	1 25%	3 27%	1 33%	- -	- -	- -	1 17%	- -	- -	1 11%
Don't know		25 9%	11 9%	3 8%	11 9%	5 13%	1 6%	1 7%	- -	- -	- -	- -	1 11%	- -	1 17%	- -	1 20%	- -
NET: More than limited say		83 29%	30 24%	16 42% a	37 30%	14 37%	3 19%	3 20%	- -	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	3 60%	2 22%
NET: At least some say		205 71%	78 62%	32 84% a	95 76% a	20 53%	10 63%	11 73%	3 75%	8 73%	2 67%	1 100%	8 89%	1 100%	4 67%	4 100%	4 80%	8 89%
Base for stats		263	114	35	114	33	15	14	4	11	3	1	8	1	5	4	4	9
Mean Score		2.11	1.97	2.40 a	2.17	2.09	1.87	2.00	1.75	1.91	2.33	2.00	2.38	3.00	2.20	2.75	3.00	2.11
Standard Deviation		.763	.814	.695	.703	1.011	.743	.679	.500	.701	1.155	-	.518	-	.837	.500	.816	.601
Standard Error		.047	.076	.117	.066	.176	.192	.182	.250	.211	.667	-	.183	-	.374	.250	.408	.200
Error variance		*	.01	.01	*	.03	.04	.03	.06	.04	.44	-	.03	-	.14	.06	.17	.04

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.6. .UK policy development: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status					
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present	
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d	
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%	
Stakeholders should have the ultimate say		(4.0)	5 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	1 6%	2 2%	1 3%	- -	2 3%	1 3%	- -	- -	
Stakeholders should have some say		(3.0)	78 27%	2 20%	- -	- -	4 36%	21 25%	1 100%	2 29%	1 17%	4 57%	7 44%	21 25%	4 13%	2 25%	12 15%	13 43%	- a	2 13%
Stakeholders should have a limited say		(2.0)	122 42%	4 40%	5 56%	5 45%	6 55%	28 33%	- -	3 43%	3 50%	3 43%	7 44%	32 38%	13 41%	3 38%	35 44%	7 23%	1 100%	5 33%
Stakeholders should have no say at all		(1.0)	58 20%	2 20%	2 22%	5 45%	1 9%	26 31%	- -	- -	2 33%	- -	- -	24 28%	11 34%	1 13%	23 29%	8 27%	- -	5 33%
Don't know			25 9%	2 20%	1 11%	1 9%	- -	7 8%	- -	2 29%	- -	- -	1 6%	6 7%	3 9%	2 25%	7 9%	1 3%	- -	3 20%
NET: More than limited say			83 29%	2 20%	1 11%	- -	4 36%	23 27%	1 100%	2 29%	1 17%	4 57%	8 50%	23 27%	5 16%	2 25%	14 18%	14 47%	- a	2 13%
NET: At least some say			205 71%	6 60%	6 67%	5 45%	10 91%	51 61%	1 100%	5 71%	4 67%	7 100%	15 94%	55 65%	18 56%	5 63%	49 62%	21 70%	1 100%	7 47%
Base for stats			263	8	8	10	11	77	1	5	6	7	15	79	29	6	72	29	1	12
Mean Score			2.11	2.00	2.00	1.50	2.27	1.99	3.00	2.40	1.83	2.57	2.60	2.01	1.83	2.17	1.90	2.24	2.00	1.75
Standard Deviation			.763	.756	.926	.527	.647	.851	-	.548	.753	.535	.632	.824	.805	.753	.772	.912	-	.754
Standard Error			.047	.267	.327	.167	.195	.097	-	.245	.307	.202	.163	.093	.149	.307	.091	.169	-	.218
Error variance			*	.07	.11	.03	.04	.01	-	.06	.09	.04	.03	.01	.02	.09	.01	.03	-	.05



## P013002 Nominet Listening Process 2021 Phase 2

### Q33.6. .UK policy development: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288	37	81	62	70	39	95	41	91	65	44	76	4	48
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	5	1	2	2	2	1	3	1	2	2	1	-	-	1
		2%	3%	2%	3%	3%	3%	3%	2%	2%	3%	2%	-	-	2%
Stakeholders should have some say	(3.0)	78	15	12	21	9	16	16	6	31	10	11	24	1	12
		27%	41%	15%	34%	13%	41%	17%	15%	34%	15%	25%	32%	25%	25%
			bd		bd		b		b		b				
Stakeholders should have a limited say	(2.0)	122	14	35	25	28	16	39	12	34	28	21	35	2	23
		42%	38%	43%	40%	40%	41%	41%	29%	37%	43%	48%	46%	50%	48%
Stakeholders should have no say at all	(1.0)	58	4	26	9	24	3	30	17	18	20	8	10	1	9
		20%	11%	32%	15%	34%	8%	32%	41%	20%	31%	18%	13%	25%	19%
			ac		ac		a		a						
Don't know		25	3	6	5	7	3	7	5	6	5	3	7	-	3
		9%	8%	7%	8%	10%	8%	7%	12%	7%	8%	7%	9%	-	6%
<b>NET: More than limited say</b>		83	16	14	23	11	17	19	7	33	12	12	24	1	13
		29%	43%	17%	37%	16%	44%	20%	17%	36%	18%	27%	32%	25%	27%
			bd		bd		b				b				
<b>NET: At least some say</b>		205	30	49	48	39	33	58	19	67	40	33	59	3	36
		71%	81%	60%	77%	56%	85%	61%	46%	74%	62%	75%	78%	75%	75%
			bd		bd		b		b						
Base for stats		263	34	75	57	63	36	88	36	85	60	41	69	4	45
Mean Score		2.11	2.38	1.87	2.28	1.83	2.42	1.91	1.75	2.20	1.90	2.12	2.20	2.00	2.11
			bd		bd		b		b		b				
Standard Deviation		.763	.739	.777	.774	.794	.692	.811	.841	.799	.796	.748	.677	.816	.745
Standard Error		.047	.127	.090	.102	.100	.115	.086	.140	.087	.103	.117	.081	.408	.111
Error variance		*	.02	.01	.01	.01	.01	.01	.02	.01	.01	.01	.01	.17	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.7. Internet governance: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		288 100%	125 100%	38 100%	125 100%	38 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say		(4.0) 5 2%	3 2%	1 3%	1 1%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	- -
Stakeholders should have some say		(3.0) 81 28%	30 24%	16 42%	35 28%	12 32%	4 25%	3 20%	1 25%	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	3 60%	2 22%
Stakeholders should have a limited say		(2.0) 120 42%	52 42%	15 39%	53 42%	11 29%	7 44%	8 53%	2 50%	6 55%	- -	1 100%	5 56%	- -	3 50%	1 25%	- -	5 56%
Stakeholders should have no say at all		(1.0) 51 18%	26 21%	3 8%	22 18%	8 21%	4 25%	3 20%	- -	2 18%	1 33%	- -	- -	- -	- -	- -	- -	2 22%
Don't know		31 11%	14 11%	3 8%	14 11%	6 16%	1 6%	1 7%	1 25%	1 9%	- -	- -	1 11%	- -	1 17%	- -	1 20%	- -
NET: More than limited say		86 30%	33 26%	17 45%	36 29%	13 34%	4 25%	3 20%	1 25%	2 18%	2 67%	- -	3 33%	1 100%	2 33%	3 75%	4 80%	2 22%
NET: At least some say		206 72%	85 68%	32 84%	89 71%	24 63%	11 69%	11 73%	3 75%	8 73%	2 67%	1 100%	8 89%	1 100%	5 83%	4 100%	4 80%	7 78%
Base for stats		257	111	35	111	32	15	14	3	10	3	1	8	1	5	4	4	9
Mean Score		2.16	2.09	2.43	2.14	2.19	2.00	2.00	2.33	2.00	2.33	2.00	2.38	3.00	2.40	2.75	3.25	2.00
Standard Deviation		.755	.781	.698	.732	.859	.756	.679	.577	.667	1.155	-	.518	-	.548	.500	.500	.707
Standard Error		.047	.074	.118	.069	.152	.195	.182	.333	.211	.667	-	.183	-	.245	.250	.250	.236
Error variance		*	.01	.01	*	.02	.04	.03	.11	.04	.44	-	.03	-	.06	.06	.06	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.7. Internet governance: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		288 100%	10 100%	9 100%	11 100%	11 100%	84 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say		(4.0) 5 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	1 6%	3 4%	- -	- -	1 1%	2 7%	- -	- -
Stakeholders should have some say		(3.0) 81 28%	3 30%	2 22%	- -	3 27%	22 26%	1 100%	2 29%	1 17%	4 57%	8 50%	21 25%	7 22%	2 25%	13 16%	14 47%	- -	3 20%
Stakeholders should have a limited say		(2.0) 120 42%	4 40%	3 33%	6 55%	7 64%	32 38%	- -	3 43%	4 67%	2 29%	5 31%	36 42%	12 38%	4 50%	38 48%	9 30%	1 100%	4 27%
Stakeholders should have no say at all		(1.0) 51 18%	2 20%	2 22%	3 27%	- -	19 23%	- -	- -	1 17%	1 14%	1 6%	17 20%	9 28%	- -	18 23%	4 13%	- -	4 27%
Don't know		31 11%	1 10%	1 11%	2 18%	1 9%	9 11%	- -	2 29%	- -	- -	1 6%	8 9%	4 13%	2 25%	9 11%	1 3%	- -	4 27%
NET: More than limited say		86 30%	3 30%	3 33%	- -	3 27%	24 29%	1 100%	2 29%	1 17%	4 57%	9 56%	24 28%	7 22%	2 25%	14 18%	16 53%	- -	3 20%
NET: At least some say		206 72%	7 70%	6 67%	6 55%	10 91%	56 67%	1 100%	5 71%	5 83%	6 86%	14 88%	60 71%	19 59%	6 75%	52 66%	25 83%	1 100%	7 47%
Base for stats		257	9	8	9	10	75	1	5	6	7	15	77	28	6	70	29	1	11
Mean Score		2.16	2.11	2.25	1.67	2.30	2.09	3.00	2.40	2.00	2.43	2.60	2.13	1.93	2.33	1.96	2.48	2.00	1.91
Standard Deviation		.755	.782	1.035	.500	.483	.808	-	.548	.632	.787	.737	.801	.766	.516	.711	.829	-	.831
Standard Error		.047	.261	.366	.167	.153	.093	-	.245	.258	.297	.190	.091	.145	.211	.085	.154	-	.251
Error variance		*	.07	.13	.03	.02	.01	-	.06	.07	.09	.04	.01	.02	.04	.01	.02	-	.06

## P013002 Nominet Listening Process 2021 Phase 2

### Q33.7. Internet governance: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total		288	37	81	62	70	39	95	41	91	65	44	76	4	48
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	5	1	2	1	2	1	3	1	2	2	1	-	-	1
		2%	3%	2%	2%	3%	3%	2%	2%	2%	3%	2%	-	-	2%
Stakeholders should have some say	(3.0)	81	17	14	24	11	19	18	5	33	11	14	20	1	15
		28%	46%	17%	39%	16%	49%	19%	12%	36%	17%	32%	26%	25%	31%
			bd		bd		b		b		b				
Stakeholders should have a limited say	(2.0)	120	13	35	25	28	13	42	13	37	27	17	34	2	19
		42%	35%	43%	40%	40%	33%	44%	43%	41%	42%	39%	45%	50%	40%
Stakeholders should have no say at all	(1.0)	51	3	21	7	19	3	22	15	11	17	8	13	1	9
		18%	8%	26%	11%	27%	8%	23%	37%	12%	26%	18%	17%	25%	19%
				ac		ac		a	a		a				
Don't know		31	3	9	5	10	3	10	7	8	8	4	9	-	4
		11%	8%	11%	8%	14%	8%	11%	9%	9%	12%	9%	12%	-	8%
<b>NET: More than limited say</b>		86	18	16	25	13	20	21	6	35	13	15	20	1	16
		30%	49%	20%	40%	19%	51%	22%	15%	38%	20%	34%	26%	25%	33%
			bd		bd		b		b		b				
<b>NET: At least some say</b>		206	31	51	50	41	33	63	19	72	40	32	54	3	35
		72%	84%	63%	81%	59%	85%	66%	46%	79%	62%	73%	71%	75%	73%
			bd		bd		b		b		b				
Base for stats		257	34	72	57	60	36	85	34	83	57	40	67	4	44
Mean Score		2.16	2.47	1.96	2.33	1.93	2.50	2.02	1.76	2.31	1.96	2.20	2.10	2.00	2.18
			bd		bd		b		b		b				
Standard Deviation		.755	.706	.777	.715	.800	.697	.786	.819	.731	.801	.791	.699	.816	.786
Standard Error		.047	.121	.092	.095	.103	.116	.085	.140	.080	.106	.125	.085	.408	.118
Error variance		*	.01	.01	.01	.01	.01	.01	.02	.01	.01	.02	.01	.17	.01

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Total	Members have a greater say	Non-member stakeholders have a greater say
Significance Level: 95%		*b	*c
Governance decisions	169 100%	153 91%	16 9%
Commercial decisions (e.g. those relating to domain prices)	180 100%	161 89%	19 11%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	188 100%	170 90%	18 10%
Public benefit (inc. charitable) activities	170 100%	150 88%	20 12%
Nominet's company strategy	172 100%	154 90%	18 10%
.UK policy development	151 100%	136 90%	15 10%
Internet governance	133 100%	107 80%	26 20%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	241	110	27	104	31	14	12	4	10	3	-	6	-	4	3	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	-	100%	100%	100%
<b>Members have a greater say</b>																
Governance decisions	153	95	11	47	25	14	12	4	8	1	-	4	-	3	1	1
	63%	86%	41%	45%	81%	100%	100%	100%	80%	33%	-	67%	-	75%	33%	13%
		c														
Commercial decisions (e.g. those relating to domain prices)	161	95	12	54	25	14	12	4	8	1	-	2	-	4	1	4
	67%	86%	44%	52%	81%	100%	100%	100%	80%	33%	-	33%	-	100%	-	50%
		c														
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	170	99	17	54	27	13	12	3	8	2	-	4	-	3	2	5
	71%	90%	63%	52%	87%	93%	100%	75%	80%	67%	-	67%	-	75%	67%	63%
		c														
Public benefit (inc. charitable) activities	150	92	10	48	26	14	10	3	7	1	-	4	-	2	1	2
	62%	84%	37%	46%	84%	100%	83%	75%	70%	33%	-	67%	-	50%	33%	25%
		c														
Nominet's company strategy	154	97	10	47	26	13	12	3	9	1	-	3	-	1	1	4
	64%	88%	37%	45%	84%	93%	100%	75%	90%	33%	-	50%	-	25%	33%	50%
		c														
.UK policy development	136	84	11	41	19	13	11	4	9	1	-	4	-	2	1	3
	56%	76%	41%	39%	61%	93%	92%	100%	90%	33%	-	67%	-	50%	33%	38%
		c														
Internet governance	107	72	8	27	15	13	11	2	5	1	-	4	-	1	-	2
	44%	65%	30%	26%	48%	93%	92%	50%	50%	33%	-	67%	-	25%	-	25%
		c														
<b>Non-member stakeholders have a greater say</b>																
Governance decisions	16	-	4	12	-	-	-	-	-	-	-	1	-	1	1	-
	7%	-	15%	12%	-	-	-	-	-	-	-	17%	-	25%	33%	-
				a												
Commercial decisions (e.g. those relating to domain prices)	19	3	3	13	2	-	-	-	-	-	-	1	-	1	1	-
	8%	3%	11%	13%	6%	-	-	-	-	-	-	17%	-	33%	33%	-
				a												

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	a	*b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
241 100%	110 100%	27 100%	104 100%	31 100%	14 100%	12 100%	4 100%	10 100%	3 100%	- -	6 100%	- -	4 100%	3 100%	3 100%	8 100%	
18 7%	1 1%	2 7%	15 14% a	1 3%	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	1 33%	- -	
20 8%	2 2%	4 15%	14 13% a	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	2 50%	- -	1 33%	1 13%	
18 7%	3 3%	2 7%	13 13% a	2 6%	- -	- -	1 25%	- -	- -	- -	1 17%	- -	- -	- -	1 33%	- -	
15 6%	3 3%	3 11%	9 9%	1 3%	- -	- -	- -	1 10%	- -	- -	- -	- -	1 25%	- -	1 33%	1 13%	
26 11%	3 3%	6 22%	17 16% a	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	1 33%	4 50%	
215 89%	109 99% c	22 81%	84 81%	31 100%	14 100%	12 100%	4 100%	10 100%	2 67%	- -	5 83%	- -	4 100%	2 67%	2 67%	7 88%	
16 7%	- -	4 15%	12 12% a	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	1 25%	1 33%	1 33%	- -	

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	241 100%	9 100%	7 100%	10 100%	11 100%	73 100%	1 100%	4 100%	6 100%	4 100%	11 100%	77 100%	28 100%	5 100%	72 100%	26 100%	1 100%	11 100%
<b>Members have a greater say</b>																		
Governance decisions	153 63%	8 89%	7 100%	9 90%	10 91%	61 84%	- -	3 75%	4 67%	1 25%	2 18%	65 84%	25 89%	5 100%	68 94%	16 62%	1 100%	10 91%
Commercial decisions (e.g. those relating to domain prices)	161 67%	7 78%	7 100%	9 90%	10 91%	62 85%	- -	2 50%	4 67%	1 25%	4 36%	65 84%	26 93%	4 80%	65 90%	21 81%	1 100%	8 73%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	170 71%	9 100%	6 86%	10 100%	10 91%	64 88%	1 100%	3 75%	5 83%	3 75%	4 36%	70 91%	26 93%	3 60%	68 94%	20 77%	1 100%	10 91%
Public benefit (inc. charitable) activities	150 62%	7 78%	7 100%	8 80%	9 82%	61 84%	- -	3 75%	2 33%	1 25%	3 27%	64 83%	25 89%	3 60%	64 89%	21 81%	1 100%	6 55%
Nominet's company strategy	154 64%	9 100%	7 100%	9 90%	11 100%	61 84%	- -	2 50%	2 33%	1 25%	4 36%	69 90%	25 89%	3 60%	69 96%	19 73%	1 100%	8 73%
.UK policy development	136 56%	6 67%	7 100%	9 90%	8 73%	54 74%	- -	2 50%	3 50%	2 50%	3 27%	55 71%	25 89%	4 80%	60 83%	15 58%	1 100%	8 73%
Internet governance	107 44%	6 67%	5 71%	6 60%	6 55%	49 67%	- -	2 50%	2 33%	2 50%	1 9%	51 66%	18 64%	3 60%	51 71%	12 46%	1 100%	8 73%
<b>Non-member stakeholders have a greater say</b>																		
Governance decisions	16 7%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	19 8%	- -	- -	- -	- -	3 4%	1 100%	- -	- -	1 25%	1 9%	3 4%	- -	- -	2 3%	1 4%	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	18 7%	- -	- -	- -	- -	1 1%	- -	1 25%	- -	- -	1 9%	1 1%	- -	- -	- -	1 4%	- -	- -
Public benefit (inc. charitable) activities	20 8%	- -	- -	- -	- -	2 3%	- -	- -	2 33%	- -	2 18%	2 3%	- -	- -	1 1%	- -	- -	1 9%



## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	241 100%	9 100%	7 100%	10 100%	11 100%	73 100%	1 100%	4 100%	6 100%	4 100%	11 100%	77 100%	28 100%	5 100%	72 100%	26 100%	1 100%	11 100%
Nominet's company strategy	18 7%	- -	- -	- -	- -	3 4%	- -	- -	- -	- -	2 18%	1 1%	- -	2 40%	1 1%	2 8%	- -	- -
.UK policy development	15 6%	1 11%	- -	- -	- -	2 3%	- -	1 25%	1 17%	- -	1 9%	3 4%	- -	- -	1 1%	1 4%	- -	1 9%
Internet governance	26 11%	1 11%	- -	- -	- -	2 3%	- -	- -	1 17%	1 25%	4 36%	3 4%	- -	- -	1 1%	1 4%	- -	1 9%
<b>NET: Members have a greater say</b>	215 89%	9 100%	7 100%	10 100%	11 100%	72 99%	1 100%	3 75%	6 100%	3 75%	8 73%	76 99%	28 100%	5 100%	71 99%	26 100%	1 100%	11 100%
<b>NET: Non-member stakeholders have a greater say</b>	16 7%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

Significance Level: 95%		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact	
		*a	b	c	d	*a	b	a	b	a	b	a	b	*c	d	
	Total	241	28	74	49	62	28	86	165	34	74	57	39	60	4	43
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Members have a greater say																
	Governance decisions	153	18	68	30	57	13	77	93	30	48	53	17	27	3	20
		63%	64%	92%	61%	92%	46%	90%	56%	88%	65%	93%	44%	45%	75%	47%
				c		c				a		a				
	Commercial decisions (e.g. those relating to domain prices)	161	17	65	30	58	16	77	100	31	52	51	20	31	3	23
		67%	61%	88%	61%	94%	57%	90%	61%	91%	70%	89%	51%	52%	75%	53%
				c		c				a		a				
	Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	170	20	69	36	59	20	80	106	32	57	53	20	32	2	22
		71%	71%	93%	73%	95%	71%	93%	64%	94%	77%	93%	51%	53%	50%	51%
				c		c				a		a				
	Public benefit (inc. charitable) activities	150	19	63	29	54	15	74	91	29	47	50	17	28	2	19
		62%	68%	85%	59%	87%	54%	86%	55%	85%	64%	88%	44%	47%	50%	44%
				c		c				a		a				
	Nominet's company strategy	154	15	68	27	59	14	78	90	30	49	52	20	24	3	23
		64%	54%	92%	55%	95%	50%	91%	55%	88%	66%	91%	51%	40%	75%	53%
				c		c				a		a				
	.UK policy development	136	16	62	24	54	13	69	77	31	44	48	18	21	2	20
		56%	57%	84%	49%	87%	46%	80%	47%	91%	59%	84%	46%	35%	50%	47%
				c		c				a		a				
	Internet governance	107	11	53	21	45	9	59	61	29	33	43	8	18	1	9
		44%	39%	72%	43%	73%	32%	69%	37%	85%	45%	75%	21%	30%	25%	21%
				c		c				a		a				
Non-member stakeholders have a greater say																
	Governance decisions	16	3	1	3	1	3	1	15	-	3	1	5	7	-	5
		7%	11%	1%	6%	2%	11%	1%	9%	-	4%	2%	13%	12%	-	12%
	Commercial decisions (e.g. those relating to domain prices)	19	3	2	3	1	4	2	16	1	4	2	4	9	-	4
		8%	11%	3%	6%	2%	14%	2%	10%	3%	5%	4%	10%	15%	-	9%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	a	b	*c	d
Total	241 100%	28 100%	74 100%	49 100%	62 100%	28 100%	86 100%	165 100%	34 100%	74 100%	57 100%	39 100%	60 100%	4 100%	43 100%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	18 7%	- -	2 3%	2 4%	1 2%	1 4%	2 2%	16 10%	- -	2 3%	1 2%	4 10%	10 17%	1 25%	5 12%
Public benefit (inc. charitable) activities	20 8%	2 7%	2 3%	4 8%	2 3%	3 11%	2 2%	17 10%	1 3%	4 5%	2 4%	4 10%	9 15%	1 25%	5 12%
Nominet's company strategy	18 7%	2 7%	2 3%	2 4%	1 2%	1 4%	3 3%	15 9%	- -	3 4%	2 4%	4 10%	9 15%	- -	4 9%
.UK policy development	15 6%	1 4%	2 3%	3 6%	1 2%	1 4%	2 2%	13 8%	- -	5 7%	1 2%	4 10%	5 8%	- -	4 9%
Internet governance	26 11%	2 7%	4 5%	6 12%	2 3%	3 11%	3 3%	22 13%	1 3%	7 9%	2 4%	11 28% b	6 10%	- -	11 26% b
NET: Members have a greater say	215 89%	26 93%	72 97%	45 92%	60 97%	25 89%	84 98%	143 87%	33 97%	70 95%	55 96%	31 79%	48 80%	4 100%	35 81%
NET: Non-member stakeholders have a greater say	16 7%	3 11%	1 1%	3 6%	1 2%	3 11%	1 1%	15 9%	- -	3 4%	1 2%	5 13%	7 12%	- -	5 12%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	169 100%	95 100%	15 100%	59 100%	25 100%	14 100%	12 100%	4 100%	8 100%	1 100%	- -	5 100%	- -	4 100%	2 100%	2 100%	1 100%
Net: Members have a greater say	153 91%	95 100% c	11 73%	47 80%	25 100%	14 100%	12 100%	4 100%	8 100%	1 100%	- -	4 80%	- -	3 75%	1 50%	1 50%	1 100%
Net: Non-member stakeholders have a greater say	16 9%	- -	4 27%	12 20% a	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	1 25%	1 50%	1 50%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
169 100%	8 100%	7 100%	9 100%	10 100%	61 100%	- -	3 100%	4 100%	2 100%	5 100%	65 100%	25 100%	5 100%	68 100%	16 100%	1 100%	10 100%
153 91%	8 100%	7 100%	9 100%	10 100%	61 100%	- -	3 100%	4 100%	1 50%	2 40%	65 100%	25 100%	5 100%	68 100%	16 100%	1 100%	10 100%
16 9%	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	3 60%	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	c	d	*a	b	a	b	a	b	*a	b	*c	*d
169	21	69	33	58	16	78	108	30	51	54	22	34	3	25
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
153	18	68	30	57	13	77	93	30	48	53	17	27	3	20
91%	86%	99%	91%	98%	81%	99%	86%	100% a	94%	98%	77%	79%	100%	80%
16	3	1	3	1	3	1	15	-	3	1	5	7	-	5
9%	14%	1%	9%	2%	19%	1%	14% b	-	6%	2%	23%	21%	-	20%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Commercial decisions (e.g. those relating to domain prices)

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	180	15	67	27	14	12	4	8	1	-	3	-	4	1	2	4
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%
Net: Members have a greater say	161	12	54	25	14	12	4	8	1	-	2	-	4	-	1	4
	89%	80%	81%	93%	100%	100%	100%	100%	100%	-	67%	-	100%	-	50%	100%
Net: Non-member stakeholders have a greater say	19	3	13	2	-	-	-	-	-	-	1	-	-	1	1	-
	11%	3%	19%	7%	-	-	-	-	-	-	33%	-	-	100%	50%	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Commercial decisions (e.g. those relating to domain prices)

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
180 100%	7 100%	7 100%	9 100%	10 100%	65 100%	1 100%	2 100%	4 100%	2 100%	5 100%	68 100%	26 100%	4 100%	67 100%	22 100%	1 100%	8 100%
161 89%	7 100%	7 100%	9 100%	10 100%	62 95%	- -	2 100%	4 100%	1 50%	4 80%	65 96%	26 100%	4 100%	65 97%	21 95%	1 100%	8 100%
19 11%	- -	- -	- -	- -	3 5%	1 100%	- -	- -	1 50%	1 20%	3 4%	- -	- -	2 3%	1 5%	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Commercial decisions (e.g. those relating to domain prices)

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	c	d	*a	b	a	b	a	b	*a	b	*c	*d
180	20	67	33	59	20	79	116	32	56	53	24	40	3	27
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
161	17	65	30	58	16	77	100	31	52	51	20	31	3	23
89%	85%	97%	91%	98%	80%	97%	86%	97%	93%	96%	83%	78%	100%	85%
19	3	2	3	1	4	2	16	1	4	2	4	9	-	4
11%	15%	3%	9%	2%	20%	3%	14%	3%	7%	4%	17%	23%	-	15%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	188	100	19	69	28	13	12	3	8	3	-	4	-	3	1	3	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%
Net: Members have a greater say	170	99	17	54	27	13	12	3	8	2	-	4	-	3	1	2	5
	90%	99% c	89%	78%	96%	100%	100%	100%	100%	67%	-	100%	-	100%	100%	67%	100%
Net: Non-member stakeholders have a greater say	18	1	2	15	1	-	-	-	-	1	-	-	-	-	-	1	-
	10%	1%	11%	22% a	4%	-	-	-	-	33%	-	-	-	-	-	33%	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	188 100%	9 100%	6 100%	10 100%	10 100%	65 100%	1 100%	4 100%	5 100%	3 100%	5 100%	71 100%	26 100%	3 100%	68 100%	21 100%	1 100%	10 100%
Net: Members have a greater say	170 90%	9 100%	6 100%	10 100%	10 100%	64 98%	1 100%	3 75%	5 100%	3 100%	4 80%	70 99%	26 100%	3 100%	68 100%	20 95%	1 100%	10 100%
Net: Non-member stakeholders have a greater say	18 10%	- -	- -	- -	- -	1 2%	- -	1 25%	- -	- -	1 20%	1 1%	- -	- -	- -	1 5%	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	c	d	*a	b	a	b	a	b	*a	b	*c	*d
188	20	71	38	60	21	82	122	32	59	54	24	42	3	27
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
170	20	69	36	59	20	80	106	32	57	53	20	32	2	22
90%	100%	97%	95%	98%	95%	98%	87%	100% a	97%	98%	83%	76%	67%	81%
18	-	2	2	1	1	2	16	-	2	1	4	10	1	5
10%	-	3%	5%	2%	5%	2%	13% b	-	3%	2%	17%	24%	33%	19%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Public benefit (inc. charitable) activities

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	170	94	14	62	26	14	10	3	8	1	-	4	-	4	-	2	3
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	150	92	10	48	26	14	10	3	7	1	-	4	-	2	-	1	2
	88%	98%	71%	77%	100%	100%	100%	100%	88%	100%	-	100%	-	50%	-	50%	67%
		c															
Net: Non-member stakeholders have a greater say	20	2	4	14	-	-	-	-	1	-	-	-	-	2	-	1	1
	12%	2%	29%	23%	-	-	-	-	13%	-	-	-	-	50%	-	50%	33%
				a													

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Public benefit (inc. charitable) activities

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
170	7	7	8	9	63	-	3	4	1	5	66	25	3	65	21	1	7
100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
150	7	7	8	9	61	-	3	2	1	3	64	25	3	64	21	1	6
88%	100%	100%	100%	100%	97%	-	100%	50%	100%	60%	97%	100%	100%	98%	100%	100%	86%
20	-	-	-	-	2	-	-	2	-	2	2	-	-	1	-	-	1
12%	-	-	-	-	3%	-	-	50%	-	40%	3%	-	-	2%	-	-	14%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Public benefit (inc. charitable) activities

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	c	d	*a	b	a	b	a	b	*a	b	*c	*d
170	21	65	33	56	18	76	108	30	51	52	21	37	3	24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
150	19	63	29	54	15	74	91	29	47	50	17	28	2	19
88%	90%	97%	88%	96%	83%	97%	84%	97%	92%	96%	81%	76%	67%	79%
20	2	2	4	2	3	2	17	1	4	2	4	9	1	5
12%	10%	3%	12%	4%	17%	3%	16%	3%	8%	4%	19%	24%	33%	21%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Nominet's company strategy

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	172 100%	100 100%	12 100%	60 100%	28 100%	13 100%	12 100%	4 100%	9 100%	1 100%	- -	4 100%	- -	1 100%	- -	2 100%	4 100%
Net: Members have a greater say	154 90%	97 97% c	10 83%	47 78%	26 93%	13 100%	12 100%	3 75%	9 100%	1 100%	- -	3 75%	- -	1 100%	- -	1 50%	4 100%
Net: Non-member stakeholders have a greater say	18 10%	3 3%	2 17%	13 22% a	2 7%	- -	- -	1 25%	- -	- -	- -	1 25%	- -	- -	- -	1 50%	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Nominet's company strategy

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
172	9	7	9	11	64	-	2	2	1	6	70	25	5	70	21	1	8
100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
154	9	7	9	11	61	-	2	2	1	4	69	25	3	69	19	1	8
90%	100%	100%	100%	100%	95%	-	100%	100%	100%	67%	99%	100%	60%	99%	90%	100%	100%
18	-	-	-	-	3	-	-	-	-	2	1	-	2	1	2	-	-
10%	-	-	-	-	5%	-	-	-	-	33%	1%	-	40%	1%	10%	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Nominet's company strategy

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	*c	d	*a	b	a	b	a	b	*a	b	*c	*d
172	17	70	29	60	15	81	105	30	52	54	24	33	3	27
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
154	15	68	27	59	14	78	90	30	49	52	20	24	3	23
90%	88%	97%	93%	98%	93%	96%	86%	100% a	94%	96%	83%	73%	100%	85%
18	2	2	2	1	1	3	15	-	3	2	4	9	-	4
10%	12%	3%	7%	2%	7%	4%	14% b	-	6%	4%	17%	27%	-	15%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - .UK policy development

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	151 100%	87 100%	14 100%	50 100%	20 100%	13 100%	11 100%	4 100%	10 100%	1 100%	- -	4 100%	- -	3 100%	- -	2 100%	4 100%
Net: Members have a greater say	136 90%	84 97% c	11 79%	41 82%	19 95%	13 100%	11 100%	4 100%	9 90%	1 100%	- -	4 100%	- -	2 67%	- -	1 50%	3 75%
Net: Non-member stakeholders have a greater say	15 10%	3 3%	3 21%	9 18% a	1 5%	- -	- -	- -	1 10%	- -	- -	- -	- -	1 33%	- -	1 50%	1 25%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - .UK policy development

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
151 100%	7 100%	7 100%	9 100%	8 100%	56 100%	- -	3 100%	4 100%	2 100%	4 100%	58 100%	25 100%	4 100%	61 100%	16 100%	1 100%	9 100%
136 90%	6 86%	7 100%	9 100%	8 100%	54 96%	- -	2 67%	3 75%	2 100%	3 75%	55 95%	25 100%	4 100%	60 98%	15 94%	1 100%	8 89%
15 10%	1 14%	- -	- -	- -	2 4%	- -	1 33%	1 25%	- -	1 25%	3 5%	- -	- -	1 2%	1 6%	- -	1 11%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - .UK policy development

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
151	17	64	27	55	14	71	90	31	49	49	22	26	2	24
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
136	16	62	24	54	13	69	77	31	44	48	18	21	2	20
90%	94%	97%	89%	98%	93%	97%	86%	100% a	90%	98%	82%	81%	100%	83%
15	1	2	3	1	1	2	13	-	5	1	4	5	-	4
10%	6%	3%	11%	2%	7%	3%	14% b	-	10%	2%	18%	19%	-	17%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Internet governance

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	133	75	14	44	16	13	11	2	5	1	-	4	-	2	-	1	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	107	72	8	27	15	13	11	2	5	1	-	4	-	1	-	-	2
	80%	96%	57%	61%	94%	100%	100%	100%	100%	100%	-	100%	-	50%	-	-	33%
		c															
Net: Non-member stakeholders have a greater say	26	3	6	17	1	-	-	-	-	-	-	-	-	1	-	1	4
	20%	4%	43%	39%	6%	-	-	-	-	-	-	-	-	50%	-	100%	67%
				a													

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Internet governance

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
133	7	5	6	6	51	-	2	3	3	5	54	18	3	52	13	1	9
100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
107	6	5	6	6	49	-	2	2	2	1	51	18	3	51	12	1	8
80%	86%	100%	100%	100%	96%	-	100%	67%	67%	20%	94%	100%	100%	98%	92%	100%	89%
26	1	-	-	-	2	-	-	1	1	4	3	-	-	1	1	-	1
20%	14%	-	-	-	4%	-	-	33%	33%	80%	6%	-	-	2%	8%	-	11%

## P013002 Nominet Listening Process 2021 Phase 2

### Q31 vs Q33. Analysis - Internet governance

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	b	*c	d	*a	b	a	b	a	b	*a	*b	*c	*d
133	13	57	27	47	12	62	83	30	40	45	19	24	1	20
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
107	11	53	21	45	9	59	61	29	33	43	8	18	1	9
80%	85%	93%	78%	96%	75%	95%	73%	97% a	83%	96%	42%	75%	100%	45%
26	2	4	6	2	3	3	22	1	7	2	11	6	-	11
20%	15%	7%	22%	4%	25%	5%	27% b	3%	18%	4%	58%	25%	-	55%



## P013002 Nominet Listening Process 2021 Phase 2

### Q35. How would you describe your overall satisfaction with the engagement you have with Nominet?

BASE: All respondents

		Group				Member sub-group					Stakeholder sub-group							
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			a	b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		162 100%	124 100%	38 100%	- -	37 100%	16 100%	15 100%	4 100%	11 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Very satisfied	(5.0)	46	17	29	-	10	-	1	-	2	2	1	5	1	6	4	4	6
		28%	14%	76% a	-	27%	-	7%	-	18%	67%	100%	56%	100%	100%	100%	80%	67%
Somewhat satisfied	(4.0)	45	38	7	-	16	5	3	2	2	1	-	3	-	-	-	-	3
		28%	31%	18%	-	43%	31%	20%	50%	18%	33%	-	33%	-	-	-	-	33%
Not very satisfied	(3.0)	30	29	1	-	5	5	7	-	3	-	-	1	-	-	-	-	-
		19%	23% b	3%	-	14%	31%	47%	-	27%	-	-	11%	-	-	-	-	-
Not at all satisfied	(2.0)	35	34	1	-	6	5	3	2	4	-	-	-	-	-	-	1	-
		22%	27% b	3%	-	16%	31%	20%	50%	36%	-	-	-	-	-	-	20%	-
I have no engagement with Nominet	(1.0)	6	6	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
		4%	5%	-	-	-	6%	7%	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		91 56%	55 44%	36 95% a	- -	26 70%	5 31%	4 27%	2 50%	4 36%	3 100%	1 100%	8 89%	1 100%	6 100%	4 100%	4 80%	9 100%
NET: Dissatisfied		65 40%	63 51% b	2 5%	-	11 30%	10 63%	10 67%	2 50%	7 64%	- -	- -	1 11%	- -	- -	- -	1 20%	- -
Base for stats		162	124	38	-	37	16	15	4	11	3	1	9	1	6	4	5	9
Mean Score		3.56	3.21	4.68 a	-	3.81	2.88	3.00	3.00	3.18	4.67	5.00	4.44	5.00	5.00	5.00	4.40	4.67
Standard Deviation		1.216	1.135	.662	-	1.023	.957	1.000	1.155	1.168	.577	-	.726	-	-	-	1.342	.500
Standard Error		.096	.102	.107	-	.168	.239	.258	.577	.352	.333	-	.242	-	-	-	.600	.167
Error variance		.01	.01	.01	-	.03	.06	.07	.33	.12	.11	-	.06	-	-	-	.36	.03

## P013002 Nominet Listening Process 2021 Phase 2

### Q35. How would you describe your overall satisfaction with the engagement you have with Nominet?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
Total		162 100%	10 100%	9 100%	11 100%	11 100%	83 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	32 100%	7 100%	79 100%	29 100%	1 100%	15 100%
Very satisfied	(5.0)	46 28%	- -	1 11%	2 18%	2 18%	12 14%	1 100%	6 86%	5 83%	6 86%	11 69%	11 13%	6 19%	- -	3 4%	12 41%	- -	2 13%
Somewhat satisfied	(4.0)	45 28%	3 30%	1 11%	1 9%	3 27%	30 36%	- -	1 14%	1 17%	1 14%	3 19%	24 28%	10 31%	4 57%	16 20%	14 48%	- -	8 53%
Not very satisfied	(3.0)	30 19%	2 20%	2 22%	3 27%	2 18%	20 24%	- -	- -	- -	- -	1 6%	21 25%	6 19%	2 29%	24 30%	2 7%	- -	3 20%
Not at all satisfied	(2.0)	35 22%	3 30%	5 56%	5 45%	4 36%	17 20%	- -	- -	- -	- -	1 6%	23 27%	10 31%	1 14%	30 38%	1 3%	1 100%	2 13%
I have no engagement with Nominet	(1.0)	6 4%	2 20%	- -	- -	- -	4 5%	- -	- -	- -	- -	- -	6 7%	- -	- -	6 8%	- -	- -	- -
NET: Satisfied		91 56%	3 30%	2 22%	3 27%	5 45%	42 51%	1 100%	7 100%	6 100%	7 100%	14 88%	35 41%	16 50%	4 57%	19 24%	26 90%	- -	10 67%
NET: Dissatisfied		65 40%	5 50%	7 78%	8 73%	6 55%	37 45%	- -	- -	- -	- -	2 13%	44 52%	16 50%	3 43%	54 68%	3 10%	1 100%	5 33%
Base for stats		162	10	9	11	11	83	1	7	6	7	16	85	32	7	79	29	1	15
Mean Score		3.56	2.60	2.78	3.00	3.27	3.35	5.00	4.86	4.83	4.86	4.50	3.13	3.38	3.43	2.75	4.28	2.00	3.67
Standard Deviation		1.216	1.174	1.093	1.183	1.191	1.109	-	.378	.408	.378	.894	1.163	1.129	.787	.993	.751	-	.900
Standard Error		.096	.371	.364	.357	.359	.122	-	.143	.167	.143	.224	.126	.200	.297	.112	.139	-	.232
Error variance		.01	.14	.13	.13	.13	.01	-	.02	.03	.02	.05	.02	.04	.09	.01	.02	-	.05

## P013002 Nominet Listening Process 2021 Phase 2

### Q35. How would you describe your overall satisfaction with the engagement you have with Nominet?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			a	b	c	d	a	b	a	b	a	b	*a	*b	*c	*d
Total		162 100%	36 100%	81 100%	61 100%	70 100%	38 100%	95 100%	82 100%	41 100%	91 100%	65 100%	- -	- -	- -	- -
Very satisfied	(5.0)	46 28%	26 72% bd	3 4%	38 62% bd	2 3%	28 74% b	6 6%	39 48% b	2 5%	46 51% b	- -	- -	- -	- -	- -
Somewhat satisfied	(4.0)	45 28%	7 19%	19 23%	17 28%	14 20%	7 18%	24 25%	18 22%	7 17%	45 49% b	- -	- -	- -	- -	- -
Not very satisfied	(3.0)	30 19%	- -	24 30% ac	1 2%	21 30% ac	1 3%	29 31% a	12 15%	12 29%	- -	30 46% a	- -	- -	- -	- -
Not at all satisfied	(2.0)	35 22%	2 6%	30 37% ac	4 7%	28 40% ac	1 3%	31 33% a	12 15%	17 41% a	- -	35 54% a	- -	- -	- -	- -
I have no engagement with Nominet	(1.0)	6 4%	1 3%	5 6%	1 2%	5 7%	1 3%	5 5%	1 1%	3 7%	- -	- -	- -	- -	- -	- -
NET: Satisfied		91 56%	33 92% bd	22 27%	55 90% bd	16 23%	35 92% b	30 32%	57 70% b	9 22%	91 100% b	- -	- -	- -	- -	- -
NET: Dissatisfied		65 40%	2 6%	54 67% ac	5 8%	49 70% ac	2 5%	60 63% a	24 29% a	29 71% a	- -	65 100% a	- -	- -	- -	- -
Base for stats		162	36	81	61	70	38	95	82	41	91	65	-	-	-	-
Mean Score		3.56	4.53 bd	2.81	4.43 bd	2.71	4.58 b	2.95	4.00 b	2.71	4.51 b	2.46	-	-	-	-
Standard Deviation		1.216	.971	.989	.939	.965	.889	1.025	1.155	1.006	.503	.502	-	-	-	-
Standard Error		.096	.162	.110	.120	.115	.144	.105	.128	.157	.053	.062	-	-	-	-
Error variance		.01	.03	.01	.01	.01	.02	.01	.02	.02	*	*	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - satisfied, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	36 100%	36 100%	- -	20 100%	4 100%	2 100%	1 100%	2 100%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet do their job/No issues	3 8%	3 8%	- -	2 10%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -
Responsive	3 8%	3 8%	- -	1 5%	1 25%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -
Good past experience	3 8%	3 8%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Good contacts within Nominet	3 8%	3 8%	- -	3 15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't listen/one way engagement	3 8%	3 8%	- -	2 10%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Disconnect between members and board	3 8%	3 8%	- -	2 10%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open communication	2 6%	2 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More regular contact	2 6%	2 6%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Closed forum	1 3%	1 3%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Need more information	1 3%	1 3%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Need board change	1 3%	1 3%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of structure	1 3%	1 3%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other dissatisfied	5 14%	5 14%	- -	3 15%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 14%	5 14%	- -	3 15%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Satisfied</b>	19 53%	19 53%	- -	10 50%	1 25%	1 50%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Dissatisfied</b>	17 47%	17 47%	- -	10 50%	3 75%	1 50%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - satisfied, excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	36 100%	1 100%	1 100%	2 100%	4 100%	28 100%	-	-	-	-	-	22 100%	12 100%	2 100%	15 100%	18 100%	-	3 100%
Nominet do their job/No issues	3 8%	-	-	-	1 25%	2 7%	-	-	-	-	-	2 9%	1 8%	-	-	3 17%	-	-
Responsive	3 8%	-	-	-	-	3 11%	-	-	-	-	-	3 14%	-	-	1 7%	1 6%	-	1 33%
Good past experience	3 8%	-	-	2 100%	-	1 4%	-	-	-	-	-	2 9%	1 8%	-	1 7%	2 11%	-	-
Good contacts within Nominet	3 8%	-	-	-	-	3 11%	-	-	-	-	-	1 5%	1 8%	1 50%	1 7%	2 11%	-	-
Don't listen/one way engagement	3 8%	-	-	-	1 25%	2 7%	-	-	-	-	-	2 9%	1 8%	-	2 13%	1 6%	-	-
Disconnect between members and board	3 8%	-	1 100%	-	-	2 7%	-	-	-	-	-	1 5%	1 8%	1 50%	2 13%	1 6%	-	-
Open communication	2 6%	-	-	-	-	2 7%	-	-	-	-	-	2 9%	-	-	-	2 11%	-	-
More regular contact	2 6%	1 100%	-	-	-	1 4%	-	-	-	-	-	2 9%	-	-	-	1 6%	-	1 33%
Closed forum	1 3%	-	-	-	1 25%	-	-	-	-	-	-	-	1 8%	-	1 7%	-	-	-
Need more information	1 3%	-	-	-	-	1 4%	-	-	-	-	-	1 5%	-	-	1 7%	-	-	-
Need board change	1 3%	-	-	-	-	1 4%	-	-	-	-	-	1 5%	-	-	-	1 6%	-	-
Lack of structure	1 3%	-	-	-	-	1 4%	-	-	-	-	-	-	1 8%	-	1 7%	-	-	-
Other dissatisfied	5 14%	-	-	-	-	5 18%	-	-	-	-	-	2 9%	3 25%	-	3 20%	1 6%	-	1 33%
Other	5 14%	-	-	-	1 25%	4 14%	-	-	-	-	-	3 14%	2 17%	-	2 13%	3 17%	-	-
<b>NET: Satisfied</b>	19 53%	-	-	2 100%	2 50%	15 54%	-	-	-	-	-	13 59%	5 42%	1 50%	5 33%	13 72%	-	1 33%
<b>NET: Dissatisfied</b>	17 47%	1 100%	1 100%	-	2 50%	13 46%	-	-	-	-	-	9 41%	7 58%	1 50%	10 67%	5 28%	-	2 67%

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - satisfied, excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	a	*b	*a	*b	*c	*d
Total	36 100%	10 100%	18 100%	17 100%	13 100%	8 100%	26 100%	18 100%	9 100%	36 100%	- -	- -	- -	- -	- -
Nominet do their job/No issues	3 8%	1 10%	1 6%	1 6%	1 8%	2 25%	1 4%	2 11%	1 11%	3 8%	- -	- -	- -	- -	- -
Responsive	3 8%	2 20%	1 6%	2 12%	1 8%	2 25%	1 4%	2 11%	1 11%	3 8%	- -	- -	- -	- -	- -
Good past experience	3 8%	1 10%	1 6%	3 18%	- -	- -	3 12%	- -	1 11%	3 8%	- -	- -	- -	- -	- -
Good contacts within Nominet	3 8%	- -	2 11%	3 18%	- -	- -	3 12%	2 11%	- -	3 8%	- -	- -	- -	- -	- -
Don't listen/one way engagement	3 8%	- -	2 11%	1 6%	2 15%	1 13%	2 8%	1 6%	1 11%	3 8%	- -	- -	- -	- -	- -
Disconnect between members and board	3 8%	1 10%	1 6%	1 6%	1 8%	- -	3 12%	1 6%	1 11%	3 8%	- -	- -	- -	- -	- -
Open communication	2 6%	1 10%	- -	1 6%	- -	1 13%	1 4%	2 11%	- -	2 6%	- -	- -	- -	- -	- -
More regular contact	2 6%	1 10%	1 6%	2 12%	- -	1 13%	1 4%	2 11%	- -	2 6%	- -	- -	- -	- -	- -
Closed forum	1 3%	- -	1 6%	- -	1 8%	- -	1 4%	1 6%	- -	1 3%	- -	- -	- -	- -	- -
Need more information	1 3%	- -	1 6%	- -	1 8%	- -	1 4%	1 6%	- -	1 3%	- -	- -	- -	- -	- -
Need board change	1 3%	1 10%	- -	1 6%	- -	1 13%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
Lack of structure	1 3%	- -	1 6%	- -	1 8%	- -	1 4%	- -	1 11%	1 3%	- -	- -	- -	- -	- -
Other dissatisfied	5 14%	- -	4 22%	- -	4 31%	- -	4 15%	1 6%	3 33%	5 14%	- -	- -	- -	- -	- -
Other	5 14%	2 20%	2 11%	2 12%	1 8%	- -	4 15%	3 17%	- -	5 14%	- -	- -	- -	- -	- -
NET: Satisfied	19 53%	7 70%	7 39%	12 71%	3 23%	5 63%	13 50%	11 61%	3 33%	19 53%	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Members - satisfied, excluding no response

Significance Level: 95%

Total

NET: Dissatisfied

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	a	*b	*a	*b	*c	*d
36	10	18	17	13	8	26	18	9	36	-	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-	-
17	3	11	5	10	3	13	7	6	17	-	-	-	-	-
47%	30%	61%	29%	77%	38%	50%	39%	67%	47%	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - dissatisfied, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	57	-	-	9	10	10	2	5	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Disconnect between members and board	9	-	-	2	-	4	-	-	-	-	-	-	-	-	-	-
	16%	-	-	22%	-	40%	-	-	-	-	-	-	-	-	-	-
More regular contact	7	-	-	-	1	1	-	2	-	-	-	-	-	-	-	-
	12%	-	-	-	10%	10%	-	40%	-	-	-	-	-	-	-	-
Don't listen/one way engagement	7	-	-	2	2	1	1	-	-	-	-	-	-	-	-	-
	12%	-	-	22%	20%	10%	50%	-	-	-	-	-	-	-	-	-
Closed forum	5	-	-	-	2	1	-	-	-	-	-	-	-	-	-	-
	9%	-	-	-	20%	10%	-	-	-	-	-	-	-	-	-	-
Distrust/dishonesty	5	-	-	1	-	-	1	1	-	-	-	-	-	-	-	-
	9%	-	-	11%	-	-	50%	20%	-	-	-	-	-	-	-	-
Need board change	5	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-
	9%	-	-	-	10%	-	-	20%	-	-	-	-	-	-	-	-
Not fair to all members	3	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
	5%	-	-	11%	10%	-	-	-	-	-	-	-	-	-	-	-
Need more information	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-
Lack of structure	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-
Other dissatisfied	13	-	-	1	3	3	-	-	-	-	-	-	-	-	-	-
	23%	-	-	11%	30%	30%	-	-	-	-	-	-	-	-	-	-
Other	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-	-
<b>NET: Satisfied</b>	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-	-
<b>NET: Dissatisfied</b>	56	-	-	9	10	10	2	4	-	-	-	-	-	-	-	-
	98%	-	-	100%	100%	100%	100%	80%	-	-	-	-	-	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - dissatisfied, excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	57 100%	4 100%	6 100%	7 100%	6 100%	34 100%	- -	- -	- -	- -	- -	40 100%	14 100%	3 100%	50 100%	1 100%	1 100%	5 100%
Disconnect between members and board	9 16%	2 50%	- -	1 14%	2 33%	4 12%	- -	- -	- -	- -	- -	9 23%	- -	- -	8 16%	- -	- -	1 20%
More regular contact	7 12%	1 25%	1 17%	2 29%	- -	3 9%	- -	- -	- -	- -	- -	6 15%	1 7%	- -	7 14%	- -	- -	- -
Don't listen/one way engagement	7 12%	- -	2 33%	1 14%	2 33%	2 6%	- -	- -	- -	- -	- -	5 13%	2 14%	- -	7 14%	- -	- -	- -
Closed forum	5 9%	1 25%	1 17%	- -	- -	3 9%	- -	- -	- -	- -	- -	5 13%	- -	- -	4 8%	- -	- -	1 20%
Distrust/dishonesty	5 9%	- -	1 17%	1 14%	- -	3 9%	- -	- -	- -	- -	- -	3 8%	2 14%	- -	5 10%	- -	- -	- -
Need board change	5 9%	- -	- -	- -	1 17%	4 12%	- -	- -	- -	- -	- -	2 5%	3 21%	- -	5 10%	- -	- -	- -
Not fair to all members	3 5%	- -	- -	- -	- -	3 9%	- -	- -	- -	- -	- -	1 3%	1 7%	1 33%	2 4%	1 100%	- -	- -
Need more information	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -
Lack of structure	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -
Other dissatisfied	13 23%	- -	1 17%	2 29%	1 17%	9 26%	- -	- -	- -	- -	- -	7 18%	4 29%	2 67%	10 20%	- -	1 100%	2 40%
Other	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	1 20%
<b>NET: Satisfied</b>	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	1 20%
<b>NET: Dissatisfied</b>	56 98%	4 100%	6 100%	7 100%	6 100%	33 97%	- -	- -	- -	- -	- -	40 100%	13 93%	3 100%	50 100%	1 100%	1 100%	4 80%

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - dissatisfied, excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	b	*a	*b	*c	*d
Total	57 100%	1 100%	49 100%	4 100%	44 100%	2 100%	52 100%	20 100%	25 100%	- -	57 100%	- -	- -	- -	- -
Disconnect between members and board	9 16%	- -	7 14%	1 25%	8 18%	- -	8 15%	3 15%	3 12%	- -	9 16%	- -	- -	- -	- -
More regular contact	7 12%	- -	7 14%	- -	6 14%	- -	7 13%	1 5%	3 12%	- -	7 12%	- -	- -	- -	- -
Don't listen/one way engagement	7 12%	- -	6 12%	- -	6 14%	- -	7 13%	4 20%	1 4%	- -	7 12%	- -	- -	- -	- -
Closed forum	5 9%	1 100%	3 6%	1 25%	3 7%	1 50%	3 6%	2 10%	3 12%	- -	5 9%	- -	- -	- -	- -
Distrust/dishonesty	5 9%	- -	5 10%	- -	5 11%	- -	5 10%	1 5%	3 12%	- -	5 9%	- -	- -	- -	- -
Need board change	5 9%	- -	5 10%	- -	4 9%	- -	5 10%	2 10%	2 8%	- -	5 9%	- -	- -	- -	- -
Not fair to all members	3 5%	- -	2 4%	- -	2 5%	1 50%	2 4%	1 5%	2 8%	- -	3 5%	- -	- -	- -	- -
Need more information	1 2%	- -	1 2%	- -	1 2%	- -	1 2%	1 5%	- -	- -	1 2%	- -	- -	- -	- -
Lack of structure	1 2%	- -	1 2%	- -	1 2%	- -	1 2%	- -	1 4%	- -	1 2%	- -	- -	- -	- -
Other dissatisfied	13 23%	- -	11 22%	2 50%	7 16%	- -	13 25%	5 25%	6 24%	- -	13 23%	- -	- -	- -	- -
Other	1 2%	- -	1 2%	- -	1 2%	- -	- -	- -	1 4%	- -	1 2%	- -	- -	- -	- -
NET: Satisfied	1 2%	- -	1 2%	- -	1 2%	- -	- -	- -	1 4%	- -	1 2%	- -	- -	- -	- -
NET: Dissatisfied	56 98%	1 100%	48 98%	4 100%	43 98%	2 100%	52 100%	20 100%	24 96%	- -	56 98%	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - no engagement, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																
Total	5 100%	- -	- -	- -	1 100%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Disconnect between members and board	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust/dishonesty	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other dissatisfied	2 40%	- -	- -	- -	1 100%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Satisfied</b>	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>NET: Dissatisfied</b>	4 80%	- -	- -	- -	1 100%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - no engagement, excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	5 100%	1 100%	-	-	-	4 100%	-	-	-	-	-	5 100%	-	-	5 100%	-	-	-
Disconnect between members and board	1 20%	-	-	-	-	1 25%	-	-	-	-	-	1 20%	-	-	1 20%	-	-	-
Distrust/dishonesty	1 20%	-	-	-	-	1 25%	-	-	-	-	-	1 20%	-	-	1 20%	-	-	-
Other dissatisfied	2 40%	1 100%	-	-	-	1 25%	-	-	-	-	-	2 40%	-	-	2 40%	-	-	-
Other	1 20%	-	-	-	-	1 25%	-	-	-	-	-	1 20%	-	-	1 20%	-	-	-
<b>NET: Satisfied</b>	1 20%	-	-	-	-	1 25%	-	-	-	-	-	1 20%	-	-	1 20%	-	-	-
<b>NET: Dissatisfied</b>	4 80%	1 100%	-	-	-	3 75%	-	-	-	-	-	4 80%	-	-	4 80%	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Members - no engagement, excluding no response

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%														
Total	5 100%	1 100%	4 100%	1 100%	4 100%	1 100%	4 100%	1 100%	3 100%	- -	- -	- -	- -	- -
Disconnect between members and board	1 20%	- -	1 25%	- -	1 25%	- -	1 25%	- -	1 33%	- -	- -	- -	- -	- -
Distrust/dishonesty	1 20%	- -	1 25%	- -	1 25%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -
Other dissatisfied	2 40%	- -	2 50%	- -	2 50%	- -	2 50%	- -	2 67%	- -	- -	- -	- -	- -
Other	1 20%	1 100%	- -	1 100%	- -	1 100%	- -	1 100%	- -	- -	- -	- -	- -	- -
<b>NET: Satisfied</b>	1 20%	1 100%	- -	1 100%	- -	1 100%	- -	1 100%	- -	- -	- -	- -	- -	- -
<b>NET: Dissatisfied</b>	4 80%	- -	4 100%	- -	4 100%	- -	4 100%	3 100%	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	27	27	-	-	-	-	-	-	3	1	5	1	4	4	4	5
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Responsive	5	5	-	-	-	-	-	-	-	-	1	-	1	1	1	1
19%	-	19%	-	-	-	-	-	-	-	-	20%	-	25%	25%	25%	20%
Good past experience	5	5	-	-	-	-	-	-	1	-	1	-	1	1	1	-
19%	-	19%	-	-	-	-	-	-	33%	-	20%	-	25%	25%	25%	-
Open communication	4	4	-	-	-	-	-	-	-	-	-	-	1	2	1	-
15%	-	15%	-	-	-	-	-	-	-	-	-	-	25%	50%	25%	-
Good customer service	4	4	-	-	-	-	-	-	1	-	-	-	1	-	-	2
15%	-	15%	-	-	-	-	-	-	33%	-	-	-	25%	-	-	40%
Good contacts within Nominet	3	3	-	-	-	-	-	-	-	-	1	1	-	-	-	1
11%	-	11%	-	-	-	-	-	-	-	-	20%	100%	-	-	-	20%
Nominet do their job/No issues	2	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-
7%	-	7%	-	-	-	-	-	-	-	-	20%	-	25%	-	-	-
Good information/marketing	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
4%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%
More regular contact	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
4%	-	4%	-	-	-	-	-	-	-	-	20%	-	-	-	-	-
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
4%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	25%	-
Other	2	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-
7%	-	7%	-	-	-	-	-	-	33%	100%	-	-	-	-	-	-
<b>NET: Satisfied</b>	25	25	-	-	-	-	-	-	3	1	4	1	4	4	3	5
	93%	93%	-	-	-	-	-	-	100%	100%	80%	100%	100%	100%	75%	100%
<b>NET: Dissatisfied</b>	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	4%	4%	-	-	-	-	-	-	-	-	20%	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	27 100%	- -	- -	- -	- -	- -	1 100%	4 100%	6 100%	6 100%	9 100%	- -	- -	- -	- -	- -	- -	- -
Responsive	5 19%	- -	- -	- -	- -	- -	1 100%	- -	1 17%	- -	3 33%	- -	- -	- -	- -	- -	- -	- -
Good past experience	5 19%	- -	- -	- -	- -	- -	- -	1 25%	2 33%	1 17%	1 11%	- -	- -	- -	- -	- -	- -	- -
Open communication	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	3 33%	- -	- -	- -	- -	- -	- -	- -
Good customer service	4 15%	- -	- -	- -	- -	- -	- -	1 25%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Good contacts within Nominet	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	2 33%	1 11%	- -	- -	- -	- -	- -	- -	- -
Nominet do their job/No issues	2 7%	- -	- -	- -	- -	- -	- -	1 25%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Good information/marketing	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
More regular contact	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
Don't know	1 4%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 7%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
<b>NET: Satisfied</b>	25 93%	- -	- -	- -	- -	- -	1 100%	3 75%	6 100%	6 100%	8 89%	- -	- -	- -	- -	- -	- -	- -
<b>NET: Dissatisfied</b>	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	27 100%	15 100%	- -	22 100%	- -	18 100%	- -	22 100%	- -	27 100%	- -	- -	- -	- -	- -
Responsive	5 19%	4 27%	- -	5 23%	- -	5 28%	- -	5 23%	- -	5 19%	- -	- -	- -	- -	- -
Good past experience	5 19%	3 20%	- -	5 23%	- -	3 17%	- -	4 18%	- -	5 19%	- -	- -	- -	- -	- -
Open communication	4 15%	3 20%	- -	4 18%	- -	3 17%	- -	4 18%	- -	4 15%	- -	- -	- -	- -	- -
Good customer service	4 15%	1 7%	- -	3 14%	- -	3 17%	- -	3 14%	- -	4 15%	- -	- -	- -	- -	- -
Good contacts within Nominet	3 11%	2 13%	- -	2 9%	- -	- -	- -	2 9%	- -	3 11%	- -	- -	- -	- -	- -
Nominet do their job/No issues	2 7%	1 7%	- -	2 9%	- -	2 11%	- -	2 9%	- -	2 7%	- -	- -	- -	- -	- -
Good information/marketing	1 4%	- -	- -	- -	- -	1 6%	- -	- -	- -	1 4%	- -	- -	- -	- -	- -
More regular contact	1 4%	1 7%	- -	1 5%	- -	1 6%	- -	1 5%	- -	1 4%	- -	- -	- -	- -	- -
Don't know	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	- -
Other	2 7%	1 7%	- -	1 5%	- -	1 6%	- -	2 9%	- -	2 7%	- -	- -	- -	- -	- -
NET: Satisfied	25 93%	14 93%	- -	21 95%	- -	17 94%	- -	21 95%	- -	25 93%	- -	- -	- -	- -	- -
NET: Dissatisfied	1 4%	1 7%	- -	1 5%	- -	1 6%	- -	1 5%	- -	1 4%	- -	- -	- -	- -	- -



P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

Significance Level: 95%		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	2 100%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 100%	- -
More regular contact	2 100%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 100%	- -
NET: Dissatisfied	2 100%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 100%	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
More regular contact	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
<b>NET: Dissatisfied</b>	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

Significance Level: 95%

Total

More regular contact

**NET: Dissatisfied**

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
2	-	1	-	1	-	2	2	-	-	2	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-
2	-	1	-	1	-	2	2	-	-	2	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-
2	-	1	-	1	-	2	2	-	-	2	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	-	-	100%	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q38. In your role at Nominet do you currently have any contact with Nominet Members?

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	125	-	-	125	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet Members in my current role	44	-	-	44	-	-	-	-	-	-	-	-	-	-	-	-	-
	35%	-	-	35%	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I do not come into contact with Nominet Members in my current role	76	-	-	76	-	-	-	-	-	-	-	-	-	-	-	-	-
	61%	-	-	61%	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet members, but not as part of my role	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Does have contact	48	-	-	48	-	-	-	-	-	-	-	-	-	-	-	-	-
	38%	-	-	38%	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q38. In your role at Nominet do you currently have any contact with Nominet Members?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	125 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet Members in my current role	44 35%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I do not come into contact with Nominet Members in my current role	76 61%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet members, but not as part of my role	4 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: Does have contact</b>	48 38%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



## P013002 Nominet Listening Process 2021 Phase 2

### Q38. In your role at Nominet do you currently have any contact with Nominet Members?

BASE: All respondents

	Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
		*a	*b	*c	*d	*a	*b	a	*b	*a	*b	a	b	*c	d
Significance Level: 95%															
Total	125 100%	- -	- -	- -	- -	- -	- -	115 100%	- -	- -	- -	44 100%	76 100%	4 100%	48 100%
Yes, I come into contact with Nominet Members in my current role	44 35%	- -	- -	- -	- -	- -	- -	41 36%	- -	- -	- -	44 100% b	- -	- -	44 92% b
No, I do not come into contact with Nominet Members in my current role	76 61%	- -	- -	- -	- -	- -	- -	69 60%	- -	- -	- -	- -	76 100% ad	- -	- -
Yes, I come into contact with Nominet members, but not as part of my role	4 3%	- -	- -	- -	- -	- -	- -	4 3%	- -	- -	- -	- -	- -	4 100%	4 8% b
Don't know	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -
<b>NET: Does have contact</b>	48 38%	- -	- -	- -	- -	- -	- -	45 39%	- -	- -	- -	44 100% b	- -	4 100%	48 100% b

## P013002 Nominet Listening Process 2021 Phase 2

### Q39. Approximately how often, if at all, do you come into contact with Nominet Members?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		48	-	-	48	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily	(30.0)	17	-	-	17	-	-	-	-	-	-	-	-	-	-	-	-	-
		35%	-	-	35%	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a week	(6.0)	5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-
		10%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-
Every couple of weeks	(3.0)	5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-
		10%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a month	(2.0)	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-
		6%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-
Less often than once a month	(0.8)	6	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-
		13%	-	-	13%	-	-	-	-	-	-	-	-	-	-	-	-	-
Sporadically, whenever there is an issue		12	-	-	12	-	-	-	-	-	-	-	-	-	-	-	-	-
		25%	-	-	25%	-	-	-	-	-	-	-	-	-	-	-	-	-
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least weekly		22	-	-	22	-	-	-	-	-	-	-	-	-	-	-	-	-
		46%	-	-	46%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least monthly		30	-	-	30	-	-	-	-	-	-	-	-	-	-	-	-	-
		63%	-	-	63%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Regularly		36	-	-	36	-	-	-	-	-	-	-	-	-	-	-	-	-
		75%	-	-	75%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Has interacted		48	-	-	48	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		36	-	-	36	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean times per month (for those with regular contact)		15.71	-	-	15.71	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		13.792	-	-	13.792	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		2.299	-	-	2.299	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		5.28	-	-	5.28	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q39. Approximately how often, if at all, do you come into contact with Nominet Members?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily	(30.0)	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		35%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a week	(6.0)	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Every couple of weeks	(3.0)	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a month	(2.0)	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less often than once a month	(0.8)	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sporadically, whenever there is an issue		12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		25%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least weekly		22	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		46%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least monthly		30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		63%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Regularly		36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Has interacted		48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean times per month (for those with regular contact)		15.71	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		13.792	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		2.299	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		5.28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q39. Approximately how often, if at all, do you come into contact with Nominet Members?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	*c	*d	*a	*b	a	*b	*a	*b	a	*b	*c	d
Significance Level: 95%															
Total		48	-	-	-	-	-	45	-	-	-	44	-	4	48
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	100%
Daily	(30.0)	17	-	-	-	-	-	15	-	-	-	17	-	-	17
		35%	-	-	-	-	-	33%	-	-	-	39%	-	-	35%
At least once a week	(6.0)	5	-	-	-	-	-	5	-	-	-	5	-	-	5
		10%	-	-	-	-	-	11%	-	-	-	11%	-	-	10%
Every couple of weeks	(3.0)	5	-	-	-	-	-	5	-	-	-	3	-	2	5
		10%	-	-	-	-	-	11%	-	-	-	7%	-	50%	10%
At least once a month	(2.0)	3	-	-	-	-	-	3	-	-	-	3	-	-	3
		6%	-	-	-	-	-	7%	-	-	-	7%	-	-	6%
Less often than once a month	(0.8)	6	-	-	-	-	-	6	-	-	-	6	-	-	6
		13%	-	-	-	-	-	13%	-	-	-	14%	-	-	13%
Sporadically, whenever there is an issue		12	-	-	-	-	-	11	-	-	-	10	-	2	12
		25%	-	-	-	-	-	24%	-	-	-	23%	-	50%	25%
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>NET: At least weekly</b>		22	-	-	-	-	-	20	-	-	-	22	-	-	22
		46%	-	-	-	-	-	44%	-	-	-	50%	-	-	46%
<b>NET: At least monthly</b>		30	-	-	-	-	-	28	-	-	-	28	-	2	30
		63%	-	-	-	-	-	62%	-	-	-	64%	-	50%	63%
<b>NET: Regularly</b>		36	-	-	-	-	-	34	-	-	-	34	-	2	36
		75%	-	-	-	-	-	76%	-	-	-	77%	-	50%	75%
<b>NET: Has interacted</b>		48	-	-	-	-	-	45	-	-	-	44	-	4	48
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	100%
Base for stats		36	-	-	-	-	-	34	-	-	-	34	-	2	36
Mean times per month (for those with regular contact)		15.71	-	-	-	-	-	14.87	-	-	-	16.46	-	3.00	15.71
Standard Deviation		13.792	-	-	-	-	-	13.734	-	-	-	13.834	-	-	13.792
Standard Error		2.299	-	-	-	-	-	2.355	-	-	-	2.372	-	-	2.299
Error variance		5.28	-	-	-	-	-	5.55	-	-	-	5.63	-	-	5.28

## P013002 Nominet Listening Process 2021 Phase 2

### Q41. In your opinion what positive steps can Nominet and members take to work together moving forward?

BASE: All Employees excluding no response

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
70	-	-	70	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
22	-	-	22	-	-	-	-	-	-	-	-	-	-	-	-	-
31%	-	-	31%	-	-	-	-	-	-	-	-	-	-	-	-	-
11	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-
16%	-	-	16%	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-
11%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-
10%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-
6	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-
9%	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	-
5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-
7%	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
6%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-
2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-
5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-
7%	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q41. In your opinion what positive steps can Nominet and members take to work together moving forward?

BASE: All Employees excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	70 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better engagement with members	22 31%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clarify relationship with members/clarify responsibilities	11 16%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Avoid public confrontation (eg social media)	8 11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transparency/openness/honesty	7 10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove negative members	6 9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Communicate Nominet's responsibilities (eg promote cyber)	5 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to members/follow EGM results	4 6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q41. In your opinion what positive steps can Nominet and members take to work together moving forward?

BASE: All Employees excluding no response

	Total	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	a	*b	*a	*b	a	b	*c	d
Total	70 100%	- -	- -	- -	- -	- -	- -	68 100%	- -	- -	- -	34 100%	33 100%	3 100%	37 100%
Better engagement with members	22 31%	- -	- -	- -	- -	- -	- -	22 32%	- -	- -	- -	11 32%	10 30%	1 33%	12 32%
Clarify relationship with members/clarify responsibilities	11 16%	- -	- -	- -	- -	- -	- -	11 16%	- -	- -	- -	6 18%	4 12%	1 33%	7 19%
Avoid public confrontation (eg social media)	8 11%	- -	- -	- -	- -	- -	- -	8 12%	- -	- -	- -	3 9%	5 15%	- -	3 8%
Transparency/openness/honesty	7 10%	- -	- -	- -	- -	- -	- -	6 9%	- -	- -	- -	1 3%	6 18% ad	- -	1 3%
Remove negative members	6 9%	- -	- -	- -	- -	- -	- -	6 9%	- -	- -	- -	3 9%	2 6%	1 33%	4 11%
Communicate Nominet's responsibilities (eg promote cyber)	5 7%	- -	- -	- -	- -	- -	- -	5 7%	- -	- -	- -	4 12%	1 3%	- -	4 11%
Listen to members/follow EGM results	4 6%	- -	- -	- -	- -	- -	- -	4 6%	- -	- -	- -	1 3%	3 9%	- -	1 3%
Don't know	2 3%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	2 6%	- -	- -
Other	5 7%	- -	- -	- -	- -	- -	- -	5 7%	- -	- -	- -	5 15% b	- -	- -	5 14% b
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee		Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	b	c		a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																	
Total	286 100%	123 100%	38 100%	125 100%	37 100%	16 100%	15 100%	4 100%	10 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Provide more detail on board decisions and meetings	168 59%	93 76% bc	9 24%	66 53% b	30 81%	14 88%	10 67%	3 75%	8 80%	- -	1 100%	4 44%	1 100%	1 17%	- -	1 20%	1 11%
Share more financial information	143 50%	91 74% bc	7 18%	45 36% b	26 70%	14 88%	10 67%	3 75%	9 90%	- -	1 100%	3 33%	1 100%	- -	- -	1 20%	1 11%
Lower executive and board remuneration	128 45%	82 67% bc	5 13%	41 33% b	23 62%	12 75%	10 67%	3 75%	9 90%	1 33%	1 100%	2 22%	- -	- -	- -	1 20%	- -
Increase public benefit (charity) work	122 43%	51 41%	15 39%	56 45%	18 49%	5 31%	8 53%	3 75%	3 30%	1 33%	- -	4 44%	- -	6 100%	1 25%	2 40%	1 11%
Relaunch a member forum	105 37%	78 63% bc	5 13%	22 18%	22 59%	13 81%	9 60%	1 25%	7 70%	- -	- -	1 11%	1 100%	- -	1 25%	2 40%	- -
Change the voting structure, e.g. to one member one vote	87 30%	65 53% bc	3 8%	19 15%	22 59%	11 69%	9 60%	3 75%	2 20%	- -	- -	- -	- -	- -	1 25%	1 20%	1 11%
Increase involvement in cyber security work for Government	81 28%	21 17%	8 21%	52 42% ab	8 22%	3 19%	- -	1 25%	2 20%	- -	1 100%	2 22%	1 100%	- -	2 50%	1 20%	1 11%
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	75 26%	58 47% bc	4 11%	13 10%	21 57%	6 38%	6 40%	2 50%	5 50%	- -	1 100%	1 11%	- -	- -	- -	1 20%	1 11%
Reduce involvement in cyber security work for private companies and individuals	74 26%	47 38% bc	2 5%	25 20% b	14 38%	8 50%	5 33%	3 75%	2 20%	- -	- -	- -	- -	1 17%	- -	1 20%	- -
Reduce domain name prices	71 25%	60 49% bc	1 3%	10 8%	22 59%	11 69%	4 27%	3 75%	8 80%	1 33%	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																	
Total	286 100%	123 100%	38 100%	125 100%	37 100%	16 100%	15 100%	4 100%	10 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Run more domain name promotions	55 19%	38 31% bc	1 3%	16 13%	13 35%	9 56%	6 40%	2 50%	1 10%	- -	- -	- -	- -	- -	- -	- -	1 11%
Increase involvement in cyber security work for private companies and individuals	52 18%	12 10%	8 21%	32 26% a	4 11%	1 6%	1 7%	- -	1 10%	2 67%	- -	2 22%	- -	1 17%	2 50%	1 20%	- -
Change the current composition of the Senior Management Team	46 16%	37 30% bc	2 5%	7 6%	11 30%	6 38%	6 40%	1 25%	3 30%	- -	1 100%	- -	- -	- -	- -	1 20%	- -
Reduce involvement in cyber security work for Government	32 11%	27 22% bc	- -	5 4%	5 14%	6 38%	5 33%	1 25%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	30 10%	7 6%	2 5%	21 17% a	4 11%	- -	- -	- -	1 10%	- -	- -	- -	1 100%	- -	- -	1 20%	- -
Reduce public benefit (charity) work	20 7%	20 16% bc	- -	- -	6 16%	4 25%	2 13%	1 25%	4 40%	- -	- -	- -	- -	- -	- -	- -	- -
Increase domain name prices	12 4%	6 5%	3 8%	3 2%	- -	2 13%	1 7%	- -	1 10%	- -	1 100%	1 11%	- -	- -	- -	1 20%	- -
Other 1	60 21%	35 28% c	5 13%	20 16%	9 24%	2 13%	4 27%	- -	3 30%	- -	1 100%	1 11%	- -	- -	- -	2 40%	1 11%
Other 2	18 6%	10 8%	1 3%	7 6%	1 3%	- -	1 7%	- -	2 20%	- -	1 100%	- -	- -	- -	- -	- -	- -
Other 3	14 5%	8 7%	1 3%	5 4%	1 3%	- -	1 7%	- -	2 20%	- -	1 100%	- -	- -	- -	- -	- -	- -
Other 4	7 2%	3 2%	- -	4 3%	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	286 100%	123 100%	38 100%	125 100%	37 100%	16 100%	15 100%	4 100%	10 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Other 5	3 1%	2 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I do not think Nominet needs to do anything differently	14 5%	2 2%	4 11% a	8 6%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	1 25%	- -	2 22%
Don't know	26 9%	5 4%	12 32% ac	9 7%	1 3%	- -	2 13%	- -	- -	1 33%	- -	3 33%	- -	- -	1 25%	2 40%	5 56%
None of the above	3 1%	1 1%	- -	2 2%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
Total	286 100%	10 100%	9 100%	11 100%	11 100%	82 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	31 100%	7 100%	79 100%	29 100%	1 100%	14 100%
Provide more detail on board decisions and meetings	168 59%	8 80%	6 67%	9 82%	11 100%	59 72%	- -	- -	- -	2 29%	7 44%	65 76%	22 71%	6 86%	62 78%	24 83%	1 100%	6 43%
Share more financial information	143 50%	10 100%	7 78%	10 91%	10 91%	54 66%	- -	- -	- -	2 29%	5 31%	65 76%	21 68%	5 71%	64 81%	18 62%	1 100%	8 57%
Lower executive and board remuneration	128 45%	8 80%	7 78%	8 73%	8 73%	51 62%	- -	- -	1 17%	- -	4 25%	56 66%	21 68%	5 71%	67 85%	9 31%	- -	6 43%
Increase public benefit (charity) work	122 43%	7 70%	4 44%	6 55%	5 45%	29 35%	1 100%	4 57%	3 50%	1 14%	6 38%	37 44%	11 35%	3 43%	36 46%	11 38%	- -	4 29%
Relaunch a member forum	105 37%	8 80%	6 67%	9 82%	10 91%	45 55%	1 100%	- -	1 17%	1 14%	2 13%	53 62%	22 71%	3 43%	60 76%	13 45%	- -	5 36%
Change the voting structure, e.g. to one member one vote	87 30%	7 70%	7 78%	7 64%	7 64%	37 45%	- -	- -	1 17%	1 14%	1 6%	48 56%	15 48%	2 29%	42 53%	16 55%	- -	7 50%
Increase involvement in cyber security work for Government	81 28%	2 20%	2 22%	3 27%	2 18%	12 15%	1 100%	- -	1 17%	4 57%	2 13%	16 19%	5 16%	- -	11 14%	6 21%	- -	4 29%
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	75 26%	8 80%	5 56%	8 73%	4 36%	33 40%	- -	- -	- -	1 14%	3 19%	35 41%	19 61%	4 57%	47 59%	7 24%	1 100%	3 21%
Reduce involvement in cyber security work for private companies and individuals	74 26%	7 70%	5 56%	5 45%	4 36%	26 32%	- -	1 14%	- -	- -	1 6%	28 33%	13 42%	6 86%	35 44%	8 28%	- -	4 29%
Reduce domain name prices	71 25%	8 80%	7 78%	7 64%	8 73%	30 37%	- -	- -	1 17%	- -	- -	39 46%	17 55%	4 57%	47 59%	8 28%	- -	5 36%
Run more domain name promotions	55 19%	6 60%	2 22%	4 36%	3 27%	23 28%	- -	- -	- -	1 14%	- -	26 31%	11 35%	1 14%	21 27%	13 45%	- -	4 29%
Increase involvement in cyber security work for private companies and individuals	52 18%	2 20%	1 11%	- -	1 9%	8 10%	1 100%	2 29%	2 33%	2 29%	1 6%	10 12%	2 6%	- -	4 5%	4 14%	- -	4 29%

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
Total	286 100%	10 100%	9 100%	11 100%	11 100%	82 100%	1 100%	7 100%	6 100%	7 100%	16 100%	85 100%	31 100%	7 100%	79 100%	29 100%	1 100%	14 100%
Change the current composition of the Senior Management Team	46 16%	6 60%	4 44%	5 45%	4 36%	18 22%	- -	- -	- -	- -	2 13%	23 27%	11 35%	3 43%	34 43%	1 3%	- -	2 14%
Reduce involvement in cyber security work for Government	32 11%	4 40%	2 22%	1 9%	4 36%	16 20%	- -	- -	- -	- -	- -	17 20%	5 16%	5 71%	19 24%	4 14%	- -	4 29%
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	30 10%	- -	1 11%	1 9%	1 9%	4 5%	1 100%	- -	- -	1 14%	- -	2 2%	4 13% a	1 14%	2 3%	5 17%	- -	- -
Reduce public benefit (charity) work	20 7%	- -	1 11%	3 27%	1 9%	15 18%	- -	- -	- -	- -	- -	10 12%	7 23%	3 43%	15 19%	3 10%	- -	2 14%
Increase domain name prices	12 4%	1 10%	- -	- -	1 9%	4 5%	1 100%	- -	- -	1 14%	1 6%	5 6%	1 3%	- -	3 4%	1 3%	- -	2 14%
Other 1	60 21%	2 20%	3 33%	3 27%	4 36%	23 28%	- -	- -	- -	1 14%	4 25%	23 27%	12 39%	- -	27 34%	5 17%	1 100%	2 14%
Other 2	18 6%	- -	1 11%	1 9%	1 9%	7 9%	- -	- -	- -	- -	1 6%	6 7%	4 13%	- -	9 11%	- -	1 100%	- -
Other 3	14 5%	- -	1 11%	1 9%	1 9%	5 6%	- -	- -	- -	- -	1 6%	5 6%	3 10%	- -	8 10%	- -	- -	- -
Other 4	7 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	1 1%	2 6%	- -	3 4%	- -	- -	- -
Other 5	3 1%	- -	1 11%	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
I do not think Nominet needs to do anything differently	14 5%	- -	- -	- -	- -	2 2%	- -	1 14%	1 17%	1 14%	1 6%	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Don't know	26 9%	- -	1 11%	- -	- -	4 5%	- -	2 29%	1 17%	1 14%	7 44%	2 2%	2 6%	1 14%	2 3%	- -	- -	3 21%
None of the above	3 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	286 100%	36 100%	80 100%	61 100%	69 100%	38 100%	95 100%	197 100%	40 100%	91 100%	64 100%	44 100%	76 100%	4 100%	48 100%
Provide more detail on board decisions and meetings	168 59%	20 56%	62 78% ac	30 49%	52 75% ac	15 39%	77 81% a	108 55%	30 75% a	46 51%	52 81% a	24 55%	40 53%	2 50%	26 54%
Share more financial information	143 50%	14 39%	65 81% ac	23 38%	54 78% ac	11 29%	76 80% a	82 42%	34 85% a	43 47%	51 80% a	16 36%	29 38%	- -	16 33%
Lower executive and board remuneration	128 45%	10 28%	65 81% ac	15 25%	60 87% ac	6 16%	74 78% a	73 37%	31 78% a	29 32%	53 83% a	11 25%	28 37%	2 50%	13 27%
Increase public benefit (charity) work	122 43%	14 39%	39 49%	24 39%	31 45%	14 37%	44 46%	95 48% b	10 25%	35 38%	29 45%	16 36%	38 50%	2 50%	18 38%
Relaunch a member forum	105 37%	10 28%	62 78% ac	18 30%	51 74% ac	7 18%	70 74% a	55 28%	29 73% a	31 34%	49 77% a	6 14%	14 18%	2 50%	8 17%
Change the voting structure, e.g. to one member one vote	87 30%	15 42%	42 53%	22 36%	40 58% c	11 29%	52 55% a	45 23%	21 53% a	33 36%	31 48%	8 18%	10 13%	1 25%	9 19%
Increase involvement in cyber security work for Government	81 28%	14 39% bd	12 15%	16 26%	10 14%	11 29%	14 15%	70 36% b	6 15%	17 19%	12 19%	10 23%	40 53% ad	2 50%	12 25%
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	75 26%	7 19%	49 61% ac	11 18%	42 61% ac	2 5%	57 60% a	36 18%	23 58% a	22 24%	36 56% a	3 7%	10 13%	- -	3 6%
Reduce involvement in cyber security work for private companies and individuals	74 26%	6 17%	37 46% ac	11 18%	31 45% ac	2 5%	43 45% a	38 19%	18 45% a	18 20%	29 45% a	8 18%	16 21%	1 25%	9 19%

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	286 100%	36 100%	80 100%	61 100%	69 100%	38 100%	95 100%	197 100%	40 100%	91 100%	64 100%	44 100%	76 100%	4 100%	48 100%
Reduce domain name prices	71 25%	7 19%	45 56% ac	11 18%	43 62% ac	6 16%	51 54% a	32 16%	22 55% a	25 27%	34 53% a	1 2%	9 12%	- -	1 2%
Run more domain name promotions	55 19%	12 33%	19 24%	16 26%	19 28%	9 24%	25 26%	37 19%	7 18%	21 23%	16 25%	8 18%	8 11%	- -	8 17%
Increase involvement in cyber security work for private companies and individuals	52 18%	8 22% bd	6 8%	12 20% bd	5 7%	9 24% b	7 7%	47 24% b	2 5%	13 14%	7 11%	8 18%	23 30%	1 25%	9 19%
Change the current composition of the Senior Management Team	46 16%	3 8%	33 41% ac	4 7%	34 49% ac	3 8%	35 37% a	18 9%	20 50% a	9 10%	27 42% a	3 7%	4 5%	- -	3 6%
Reduce involvement in cyber security work for Government	32 11%	4 11%	19 24% c	5 8%	20 29% ac	1 3%	24 25% a	13 7%	14 35% a	8 9%	19 30% a	3 7%	2 3%	- -	3 6%
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	30 10%	5 14% bd	3 4%	6 10%	2 3%	4 11%	4 4%	28 14%	2 5%	7 8%	2 3%	7 16%	14 18%	- -	7 15%
Reduce public benefit (charity) work	20 7%	3 8%	15 19% c	3 5%	14 20% c	1 3%	17 18% a	2 1%	14 35% a	9 10%	11 17%	- -	- -	- -	- -
Increase domain name prices	12 4%	6 17% bd	2 3%	6 10%	3 4%	6 16% b	2 2%	11 6%	1 3%	6 7%	3 5%	2 5%	1 1%	- -	2 4%
Other 1	60 21%	4 11%	31 39% ac	8 13%	24 35% ac	4 11%	33 35% a	37 19%	11 28%	15 16%	24 38% a	11 25% b	8 11%	1 25%	12 25% b
Other 2	18 6%	2 6%	8 10%	3 5%	6 9%	1 3%	10 11%	12 6%	1 3%	3 3%	8 13% a	4 9%	3 4%	- -	4 8%

## P013002 Nominet Listening Process 2021 Phase 2

### Q42. Which, if any, of the following would you like Nominet to do?

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	a	b	c	d	a	b	a	b	a	b	a	b	*c	d
286 100%	36 100%	80 100%	61 100%	69 100%	38 100%	95 100%	197 100%	40 100%	91 100%	64 100%	44 100%	76 100%	4 100%	48 100%
14 5%	2 6%	7 9%	3 5%	6 9%	1 3%	8 8%	9 5%	1 3%	2 2%	7 11% a	3 7%	2 3%	- -	3 6%
7 2%	- -	3 4%	- -	3 4%	- -	3 3%	5 3%	1 3%	- -	3 5% a	2 5%	2 3%	- -	2 4%
3 1%	1 3%	1 1%	1 2%	1 1%	1 3%	1 1%	3 2%	- -	1 1%	1 2%	- -	1 1%	- -	- -
14 5%	4 11% bd	- -	5 8% bd	- -	6 16% b	- -	14 7%	- -	4 4%	1 2%	4 9%	4 5%	- -	4 8%
26 9%	3 8%	1 1%	11 18% bd	1 1%	5 13% b	1 1%	17 9%	1 3%	15 16% b	2 3%	3 7%	5 7%	- -	3 6%
3 1%	- -	1 1%	- -	1 1%	- -	1 1%	2 1%	1 3%	1 1%	- -	1 2%	1 1%	- -	1 2%

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All respondents, would like Nominet to change the current composition of the Board. Excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	62 100%	47 100%	4 100%	11 100%	16 100%	6 100%	5 100%	2 100%	4 100%	- -	1 100%	1 100%	- -	- -	1 100%	1 100%
Follow EGM recommendations	11 18%	11 23%	- -	- -	4 25%	3 50%	2 40%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	11 18%	7 15%	- -	4 36%	4 25%	- -	2 40%	- -	1 25%	- -	- -	- -	- 25%	- -	- -	- -
Remove current members (whole or specific)	10 16%	10 21%	- -	- -	- -	1 17%	- -	1 50%	1 25%	- -	- -	- -	- -	- -	- -	- -
Diversity (different backgrounds)	9 15%	5 11%	1 25%	3 27%	3 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%
More elected directors/NEDs	8 13%	8 17%	- -	- -	3 19%	1 17%	1 20%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -
Less elected directors/NEDs	5 8%	1 2%	- -	4 36%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	2 3%	1 2%	- -	1 9%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Independent remuneration Committee	1 2%	- -	1 25%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Focus on registry	1 2%	1 2%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	3 5%	1 2%	1 25%	1 9%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -
Other	9 15%	6 13%	1 25%	2 18%	1 6%	1 17%	1 20%	- -	1 25%	- -	- -	- -	- -	- -	1 100%	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All respondents, would like Nominet to change the current composition of the Board. Excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*c	*d
Total	62 100%	6 100%	4 100%	5 100%	3 100%	29 100%	- -	- -	- -	1 100%	3 100%	28 100%	16 100%	3 100%	41 100%	3 100%	1 100%	2 100%
Follow EGM recommendations	11 18%	2 33%	- -	1 20%	- -	8 28%	- -	- -	- -	- -	- -	6 21%	4 25%	1 33%	10 24%	- -	- -	1 50%
Member involvement on board	11 18%	- -	1 25%	- -	- -	6 21%	- -	- -	- -	- -	- -	3 11%	3 19%	1 33%	5 12%	2 67%	- -	- -
Remove current members (whole or specific)	10 16%	1 17%	2 50%	1 20%	1 33%	5 17%	- -	- -	- -	- -	- -	8 29%	2 13%	- -	10 24%	- -	- -	- -
Diversity (different backgrounds)	9 15%	- -	- -	1 20%	1 33%	3 10%	- -	- -	- -	1 100%	- -	3 11%	1 6%	1 33%	4 10%	1 33%	- -	- -
More elected directors/NEDs	8 13%	1 17%	2 50%	1 20%	1 33%	3 10%	- -	- -	- -	- -	- -	6 21%	1 6%	1 33%	8 20%	- -	- -	- -
Less elected directors/NEDs	5 8%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 33%	- -	- -
New chair	2 3%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 6%	- -	1 2%	- -	- -	- -
Independent remuneration Committee	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Focus on registry	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 6%	- -	1 2%	- -	- -	- -
Don't know	3 5%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	1 4%	- -	- -	1 2%	- -	- -	- -
Other	9 15%	1 17%	- -	- -	- -	5 17%	- -	- -	- -	- -	1 33%	3 11%	3 19%	- -	4 10%	- -	1 100%	1 50%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All respondents, would like Nominet to change the current composition of the Board. Excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	b	*a	*b	*c	*d
Total	62 100%	4 100%	42 100%	8 100%	37 100%	1 100%	48 100%	28 100%	21 100%	18 100%	30 100%	3 100%	8 100%	- -	3 100%
Follow EGM recommendations	11 18%	- -	11 26%	- -	10 27%	- -	11 23%	1 4%	7 33%	5 28%	5 17%	- -	- -	- -	- -
Member involvement on board	11 18%	2 50%	5 12%	2 25%	4 11%	- -	7 15%	7 25%	3 14%	5 28%	2 7%	1 33%	3 38%	- -	1 33%
Remove current members (whole or specific)	10 16%	- -	10 24%	- -	10 27%	- -	10 21%	1 4%	6 29%	- -	9 30%	- -	- -	- -	- -
Diversity (different backgrounds)	9 15%	2 50%	3 7%	2 25%	4 11%	- -	5 10%	6 21%	2 10%	3 17%	2 7%	- -	3 38%	- -	- -
More elected directors/NEDs	8 13%	- -	8 19%	- -	7 19%	- -	8 17%	2 7%	2 10%	1 6%	7 23%	- -	- -	- -	- -
Less elected directors/NEDs	5 8%	- -	1 2%	1 13%	- -	- -	1 2%	4 14%	1 5%	1 6%	- -	2 67%	2 25%	- -	2 67%
New chair	2 3%	- -	1 2%	- -	1 3%	- -	1 2%	1 4%	1 5%	1 6%	- -	- -	1 13%	- -	- -
Independent remuneration Committee	1 2%	1 25%	- -	1 13%	- -	1 100%	- -	1 4%	- -	1 6%	- -	- -	- -	- -	- -
Focus on registry	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	1 4%	- -	1 6%	- -	- -	- -	- -	- -
Don't know	3 5%	- -	1 2%	- -	1 3%	- -	2 4%	3 11%	- -	- -	2 7%	1 33%	- -	- -	1 33%
Other	9 15%	- -	4 10%	3 38%	2 5%	- -	6 13%	6 21%	1 5%	2 11%	5 17%	- -	2 25%	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Members, would like Nominet to change the current composition of the Board. Excluding no response

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
47	47	-	-	16	6	5	2	4	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
11	11	-	-	4	3	2	-	1	-	-	-	-	-	-	-	-
23%	23%	-	-	25%	50%	40%	-	25%	-	-	-	-	-	-	-	-
10	10	-	-	-	1	-	1	1	-	-	-	-	-	-	-	-
21%	21%	-	-	-	17%	-	50%	25%	-	-	-	-	-	-	-	-
8	8	-	-	3	1	1	1	-	-	-	-	-	-	-	-	-
17%	17%	-	-	19%	17%	20%	50%	-	-	-	-	-	-	-	-	-
7	7	-	-	4	-	2	-	1	-	-	-	-	-	-	-	-
15%	15%	-	-	25%	-	40%	-	25%	-	-	-	-	-	-	-	-
5	5	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-
11%	11%	-	-	19%	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
2%	2%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
2%	2%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
2%	2%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6	6	-	-	1	1	1	-	1	-	-	-	-	-	-	-	-
13%	13%	-	-	6%	17%	20%	-	25%	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Members, would like Nominet to change the current composition of the Board. Excluding no response

	Member length of membership						Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*c	*d
Total	47 100%	6 100%	4 100%	5 100%	3 100%	29 100%	- -	- -	- -	- -	- -	28 100%	16 100%	3 100%	41 100%	3 100%	1 100%	2 100%
Follow EGM recommendations	11 23%	2 33%	- -	1 20%	- -	8 28%	- -	- -	- -	- -	- -	6 21%	4 25%	1 33%	10 24%	- -	- -	1 50%
Remove current members (whole or specific)	10 21%	1 17%	2 50%	1 20%	1 33%	5 17%	- -	- -	- -	- -	- -	8 29%	2 13%	- -	10 24%	- -	- -	- -
More elected directors/NEDs	8 17%	1 17%	2 50%	1 20%	1 33%	3 10%	- -	- -	- -	- -	- -	6 21%	1 6%	1 33%	8 20%	- -	- -	- -
Member involvement on board	7 15%	- -	1 25%	- -	- -	6 21%	- -	- -	- -	- -	- -	3 11%	3 19%	1 33%	5 12%	2 67%	- -	- -
Diversity (different backgrounds)	5 11%	- -	- -	1 20%	1 33%	3 10%	- -	- -	- -	- -	- -	3 11%	1 6%	1 33%	4 10%	1 33%	- -	- -
Less elected directors/NEDs	1 2%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 33%	- -	- -
Focus on registry	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 6%	- -	1 2%	- -	- -	- -
New chair	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 6%	- -	1 2%	- -	- -	- -
Independent remuneration Committee	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 2%	- -	- -	- -
Other	6 13%	1 17%	- -	- -	- -	5 17%	- -	- -	- -	- -	- -	3 11%	3 19%	- -	4 10%	- -	1 100%	1 50%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Members, would like Nominet to change the current composition of the Board. Excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	*b	*a	*b	*c	*d
Total	47 100%	2 100%	41 100%	6 100%	36 100%	- -	46 100%	13 100%	21 100%	16 100%	28 100%	- -	- -	- -	- -
Follow EGM recommendations	11 23%	- -	11 27%	- -	10 28%	- -	11 24%	1 8%	7 33%	5 31%	5 18%	- -	- -	- -	- -
Remove current members (whole or specific)	10 21%	- -	10 24%	- -	10 28%	- -	10 22%	1 8%	6 29%	- -	9 32%	- -	- -	- -	- -
More elected directors/NEDs	8 17%	- -	8 20%	- -	7 19%	- -	8 17%	2 15%	2 10%	1 6%	7 25%	- -	- -	- -	- -
Member involvement on board	7 15%	2 100%	5 12%	2 33%	4 11%	- -	7 15%	3 23%	3 14%	5 31%	2 7%	- -	- -	- -	- -
Diversity (different backgrounds)	5 11%	1 50%	3 7%	1 17%	4 11%	- -	5 11%	2 15%	2 10%	2 13%	2 7%	- -	- -	- -	- -
Less elected directors/NEDs	1 2%	- -	1 2%	1 17%	- -	- -	1 2%	- -	1 5%	1 6%	- -	- -	- -	- -	- -
Focus on registry	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	1 8%	- -	1 6%	- -	- -	- -	- -	- -
New chair	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	- -	1 5%	1 6%	- -	- -	- -	- -	- -
Independent remuneration Committee	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	1 8%	- -	- -	1 4%	- -	- -	- -	- -
Other	6 13%	- -	3 7%	3 50%	1 3%	- -	5 11%	3 23%	1 5%	2 13%	4 14%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
4	-	4	-	-	-	-	-	-	-	1	1	-	-	-	1	1	
100%	-	100%	-	-	-	-	-	-	-	100%	100%	-	-	-	100%	100%	
1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
25%	-	25%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
25%	-	25%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	
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25%	-	25%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
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25%	-	25%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	
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## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	4 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	3 100%	- -	- -	- -	- -	- -	- -	- -
Independent remuneration Committee	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Diversity (different backgrounds)	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Less elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow EGM recommendations	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Remove current members (whole or specific)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Other	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	4 100%	2 100%	1 100%	2 100%	1 100%	1 100%	2 100%	4 100%	- -	2 100%	2 100%	- -	- -	- -	- -
Independent remuneration Committee	1 25%	1 50%	- -	1 50%	- -	1 100%	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Diversity (different backgrounds)	1 25%	1 50%	- -	1 50%	- -	- -	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Less elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow EGM recommendations	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Remove current members (whole or specific)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 25%	- -	- -	- -	- -	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
Other	1 25%	- -	1 100%	- -	1 100%	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -



## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Employees, would like Nominet to change the current composition of the Board. Excluding no response

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
11	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-
100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
36%	-	-	36%	-	-	-	-	-	-	-	-	-	-	-	-	-
4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
36%	-	-	36%	-	-	-	-	-	-	-	-	-	-	-	-	-
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## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Employees, would like Nominet to change the current composition of the Board. Excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	11 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less elected directors/NEDs	4 36%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement on board	4 36%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diversity (different backgrounds)	3 27%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New chair	1 9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2 18%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

### Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Employees, would like Nominet to change the current composition of the Board. Excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	11 100%	-	-	-	-	-	-	11 100%	-	-	-	3 100%	8 100%	-	3 100%
Less elected directors/NEDs	4 36%	-	-	-	-	-	-	4 36%	-	-	-	2 67%	2 25%	-	2 67%
Member involvement on board	4 36%	-	-	-	-	-	-	4 36%	-	-	-	1 33%	3 38%	-	1 33%
Diversity (different backgrounds)	3 27%	-	-	-	-	-	-	3 27%	-	-	-	-	3 38%	-	-
New chair	1 9%	-	-	-	-	-	-	1 9%	-	-	-	-	1 13%	-	-
Independent remuneration Committee	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on registry	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow EGM recommendations	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove current members (whole or specific)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More elected directors/NEDs	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 9%	-	-	-	-	-	-	1 9%	-	-	-	1 33%	-	-	1 33%
Other	2 18%	-	-	-	-	-	-	2 18%	-	-	-	-	2 25%	-	-
No response given	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All respondents, Would like Nominet to launch a new forum

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	61 100%	50 100%	2 100%	9 100%	13 100%	9 100%	7 100%	1 100%	3 100%	- -	- -	- -	- -	- -	1 100%	1 100%	- -
Well moderated/respectful	18 30%	14 28%	1 50%	3 33%	3 23%	3 33%	1 14%	1 100%	1 33%	- -	- -	- -	- -	- -	1 100%	- -	- -
Free/open discussion/independent	13 21%	9 18%	- -	4 44%	1 8%	3 33%	1 14%	- -	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
High involvement/ participative	9 15%	9 18%	- -	- -	3 23%	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Include board/staff	3 5%	1 2%	1 50%	1 11%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -
Different topic areas	2 3%	2 4%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Aimed at finding solutions	1 2%	1 2%	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Launch quickly	1 2%	1 2%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	16 26%	15 30%	- -	1 11%	3 23%	3 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All respondents, Would like Nominet to launch a new forum

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
61 100%	5 100%	4 100%	4 100%	6 100%	31 100%	- -	- -	1 100%	- -	1 100%	34 100%	15 100%	1 100%	39 100%	7 100%	- -	4 100%
18 30%	2 40%	2 50%	2 50%	2 33%	6 19%	- -	- -	1 100%	- -	- -	10 29%	4 27%	- -	8 21%	4 57%	- -	2 50%
13 21%	1 20%	- -	- -	1 17%	7 23%	- -	- -	- -	- -	- -	5 15%	3 20%	1 100%	7 18%	2 29%	- -	- -
9 15%	1 20%	2 50%	- -	2 33%	4 13%	- -	- -	- -	- -	- -	7 21%	2 13%	- -	7 18%	1 14%	- -	1 25%
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2 3%	- -	- -	1 25%	1 17%	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	1 3%	1 14%	- -	- -
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16 26%	- -	1 25%	1 25%	1 17%	12 39%	- -	- -	- -	- -	- -	10 29%	5 33%	- -	14 36%	- -	- -	1 25%
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## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All respondents, Would like Nominet to launch a new forum

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	b	*a	*b	*c	*d
Total	61 100%	4 100%	42 100%	11 100%	36 100%	4 100%	46 100%	29 100%	19 100%	19 100%	32 100%	3 100%	4 100%	2 100%	5 100%
Well moderated/respectful	18 30%	2 50%	9 21%	7 64%	7 19%	3 75%	11 24%	12 41%	2 11%	10 53%	5 16%	1 33%	2 50%	- -	1 20%
Free/open discussion/independent	13 21%	1 25%	7 17%	1 9%	6 17%	1 25%	8 17%	6 21%	5 26%	3 16%	6 19%	1 33%	2 50%	1 50%	2 40%
High involvement/ participative	9 15%	- -	8 19%	1 9%	6 17%	- -	8 17%	5 17%	2 11%	2 11%	7 22%	- -	- -	- -	- -
Include board/staff	3 5%	- -	2 5%	- -	2 6%	- -	2 4%	2 7%	1 5%	1 5%	1 3%	- -	- -	1 50%	1 20%
Different topic areas	2 3%	- -	1 2%	1 9%	1 3%	- -	2 4%	- -	- -	2 11%	- -	- -	- -	- -	- -
Aimed at finding solutions	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	- -	1 5%	- -	1 3%	- -	- -	- -	- -
Launch quickly	1 2%	- -	1 2%	1 9%	- -	- -	1 2%	- -	1 5%	1 5%	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	1 3%	- -	- -	1 3%	- -	- -	- -	- -
Other	16 26%	1 25%	13 31%	1 9%	13 36%	1 25%	14 30%	5 17%	7 37%	2 11%	12 38%	1 33%	- -	- -	1 20%
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	50 100%	50 100%	- -	- -	13 100%	9 100%	7 100%	1 100%	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Well moderated/respectful	14 28%	14 28%	- -	- -	3 23%	3 33%	1 14%	1 100%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Free/open discussion/independent	9 18%	9 18%	- -	- -	1 8%	3 33%	1 14%	- -	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
High involvement/ participative	9 18%	9 18%	- -	- -	3 23%	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Different topic areas	2 4%	2 4%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Include board/staff	1 2%	1 2%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Aimed at finding solutions	1 2%	1 2%	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Launch quickly	1 2%	1 2%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	15 30%	15 30%	- -	- -	3 23%	3 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
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	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
50 100%	5 100%	4 100%	4 100%	6 100%	31 100%	-	-	-	-	-	34 100%	15 100%	1 100%	39 100%	7 100%	-	4 100%
14 28%	2 40%	2 50%	2 50%	2 33%	6 19%	-	-	-	-	-	10 29%	4 27%	-	8 21%	4 57%	-	2 50%
9 18%	1 20%	-	-	1 17%	7 23%	-	-	-	-	-	5 15%	3 20%	1 100%	7 18%	2 29%	-	-
9 18%	1 20%	2 50%	-	2 33%	4 13%	-	-	-	-	-	7 21%	2 13%	-	7 18%	1 14%	-	1 25%
2 4%	-	-	1 25%	1 17%	-	-	-	-	-	-	2 6%	-	-	1 3%	1 14%	-	-
1 2%	-	-	-	-	1 3%	-	-	-	-	-	-	1 7%	-	1 3%	-	-	-
1 2%	-	-	-	-	1 3%	-	-	-	-	-	1 3%	-	-	1 3%	-	-	-
1 2%	-	-	1 25%	-	-	-	-	-	-	-	-	1 7%	-	-	1 14%	-	-
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15 30%	-	1 25%	1 25%	1 17%	12 39%	-	-	-	-	-	10 29%	5 33%	-	14 36%	-	-	1 25%
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		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	b	*c	d	*a	b	*a	*b	*a	b	*a	*b	*c	*d
Total	50 100%	3 100%	41 100%	10 100%	35 100%	3 100%	45 100%	18 100%	19 100%	18 100%	31 100%	- -	- -	- -	- -
Well moderated/respectful	14 28%	1 33%	9 22%	6 60%	7 20%	2 67%	11 24%	8 44%	2 11%	9 50%	5 16%	- -	- -	- -	- -
Free/open discussion/independent	9 18%	1 33%	7 17%	1 10%	6 17%	1 33%	8 18%	2 11%	5 26%	3 17%	6 19%	- -	- -	- -	- -
High involvement/ participative	9 18%	- -	8 20%	1 10%	6 17%	- -	8 18%	5 28%	2 11%	2 11%	7 23%	- -	- -	- -	- -
Different topic areas	2 4%	- -	1 2%	1 10%	1 3%	- -	2 4%	- -	- -	2 11%	- -	- -	- -	- -	- -
Include board/staff	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	- -	1 5%	1 6%	- -	- -	- -	- -	- -
Aimed at finding solutions	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	- -	1 5%	- -	1 3%	- -	- -	- -	- -
Launch quickly	1 2%	- -	1 2%	1 10%	- -	- -	1 2%	- -	1 5%	1 6%	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 2%	- -	1 2%	- -	1 3%	- -	1 2%	1 6%	- -	- -	1 3%	- -	- -	- -	- -
Other	15 30%	1 33%	13 32%	1 10%	13 37%	1 33%	14 31%	4 22%	7 37%	2 11%	12 39%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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BASE: All Stakeholders, Would like Nominet to launch a new forum

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
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2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	-	100%	-	100%	-	-	-	-	-	-	-
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## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All Stakeholders, Would like Nominet to launch a new forum

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	2 100%	1 100%	1 100%	1 100%	1 100%	1 100%	1 100%	2 100%	- -	1 100%	1 100%	- -	- -	- -	- -
Well moderated/respectful	1 50%	1 100%	-	1 100%	-	1 100%	-	1 50%	-	1 100%	-	- -	- -	- -	- -
Include board/staff	1 50%	-	1 100%	-	1 100%	-	1 100%	1 50%	-	-	1 100%	- -	- -	- -	- -
Different topic areas	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Aimed at finding solutions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Free/open discussion/independent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Launch quickly	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
High involvement/ participative	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All Employees, Would like Nominet to launch a new forum

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
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## P013002 Nominet Listening Process 2021 Phase 2

**Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.**

BASE: All Employees, Would like Nominet to launch a new forum

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
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## P013002 Nominet Listening Process 2021 Phase 2

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BASE: All Employees, Would like Nominet to launch a new forum

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	9 100%	-	-	-	-	-	-	9 100%	-	-	-	3 100%	4 100%	2 100%	5 100%
Free/open discussion/independent	4 44%	-	-	-	-	-	-	4 44%	-	-	-	1 33%	2 50%	1 50%	2 40%
Well moderated/respectful	3 33%	-	-	-	-	-	-	3 33%	-	-	-	1 33%	2 50%	-	1 20%
Include board/staff	1 11%	-	-	-	-	-	-	1 11%	-	-	-	-	-	1 50%	1 20%
Different topic areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Publish some of the discussions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Aimed at finding solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Launch quickly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Use to spread information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
High involvement/ participative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1 11%	-	-	-	-	-	-	1 11%	-	-	-	1 33%	-	-	1 20%
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## P013002 Nominet Listening Process 2021 Phase 2

**Q47. As part of this research, we will be conducting several one-on-one in-depth interviews to explore some individuals' views in more detail. Please indicate whether or not you would be willing to be re-contacted below. It is worth noting that not all of those that are willing to be re-contacted will be contacted for an interview as interview places are limited in number.**

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	284 100%	122 100%	38 100%	124 100%	37 100%	16 100%	15 100%	4 100%	9 100%	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
I would be willing to be re-contacted for an in-depth interview	84 30%	49 40% c	11 29%	24 19%	17 46%	6 38%	6 40%	2 50%	1 11%	- -	1 100%	3 33%	- -	1 17%	2 50%	2 40%	2 22%
I would not be willing to be re-contacted for an in-depth interview	200 70%	73 60%	27 71%	100 81% a	20 54%	10 63%	9 60%	2 50%	8 89%	3 100%	- -	6 67%	1 100%	5 83%	2 50%	3 60%	7 78%



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BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	*b	*c	*d
284 100%	10 100%	9 100%	10 100%	11 100%	82 100%	1 100%	7 100%	6 100%	7 100%	16 100%	84 100%	31 100%	7 100%	78 100%	29 100%	1 100%	14 100%
84 30%	5 50%	4 44%	5 50%	3 27%	32 39%	- -	2 29%	- -	3 43%	6 38%	31 37%	15 48%	3 43%	29 37%	13 45%	1 100%	6 43%
200 70%	5 50%	5 56%	5 50%	8 73%	50 61%	1 100%	5 71%	6 100%	4 57%	10 63%	53 63%	16 52%	4 57%	49 63%	16 55%	- -	8 57%

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BASE: All respondents

Significance Level: 95%

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	*c	d
Total	284 100%	36 100%	79 100%	61 100%	69 100%	38 100%	94 100%	195 100%	40 100%	91 100%	63 100%	43 100%	76 100%	4 100%	47 100%
I would be willing to be re-contacted for an in-depth interview	84 30%	15 42%	33 42%	24 39%	29 42%	15 39%	41 44%	52 27%	16 40%	34 37%	24 38%	11 26%	12 16%	1 25%	12 26%
I would not be willing to be re-contacted for an in-depth interview	200 70%	21 58%	46 58%	37 61%	40 58%	23 61%	53 56%	143 73%	24 60%	57 63%	39 62%	32 74%	64 84%	3 75%	35 74%