



Nominet_Savanta Listening Process Full Tables_Member_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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For information about this research please contact [**Nominet.Listening@Savanta.com**](mailto:Nominet.Listening@Savanta.com)

Page: i
Table of Contents

Respondent Type	1
BASE: All respondents	
Q1. What is your primary business type?	4
BASE: All Members	
Q2. For approximately how many years has the organisation or company you work for had a professional relationship with Nominet?	7
BASE: All Stakeholders	
Q3. Which of the following, if any, best describes why you are currently a member of Nominet?	10
BASE: All Members	
Q5. Thinking about the Nominet board, how much do you trust them to make good decisions?	13
BASE: All Members and Stakeholders	
Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?	16
BASE: All Members and Stakeholders	
Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?	19
BASE: All Members	
Q5b. Now thinking about Nominet as an organisation, how much do you trust them to make good decisions?	20
BASE: All Stakeholders	
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.	21
BASE: All Members and Stakeholders excluding no response	
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.	25
BASE: All Members excluding no response	
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.	29
BASE: All Stakeholders excluding no response	
Q7. Summary Table: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?	33
BASE: All respondents	
Q7. Summary - Trust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?	35
BASE: All respondents	
Q7. Summary - Distrust: Thinking about Nominet's different activities, how much confidence do you have in Nominet to do each of the following effectively?	41
BASE: All respondents	
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?	47
BASE: All respondents	
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?	50
BASE: All respondents	
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?	53
BASE: All respondents	
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?	56
BASE: All respondents	
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?	59
BASE: All respondents	
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?	62
BASE: All respondents	
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?	65
BASE: All respondents	

Page: ii
Table of Contents

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?	68
BASE: All respondents	
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?	71
BASE: All respondents	
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?	74
BASE: All respondents	
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?	77
BASE: All respondents	
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?	80
BASE: All respondents	
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?	83
BASE: All respondents	
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?	86
BASE: All respondents	
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?	89
BASE: All respondents	
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?	92
BASE: All respondents	
Q9. How satisfied or dissatisfied are you with Nominet's approach to transparency?	95
BASE: All Members and Stakeholders	
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?	98
BASE: All respondents	
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?	99
BASE: All respondents	
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?	102
BASE: All respondents	
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?	105
BASE: All respondents	
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?	108
BASE: All respondents	
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?	111
BASE: All respondents	
Q11. Summary Table: To what extent would you support or oppose each of the following?	114
BASE: All respondents	
Q11. Summary - Support: To what extent would you support or oppose each of the following?	115
BASE: All respondents	
Q11. Summary - Oppose: To what extent would you support or oppose each of the following?	118
BASE: All respondents	
Q11.1. The publication of Board meeting reports: To what extent would you support or oppose each of the following?	121
BASE: All respondents	
Q11.2. Increased financial reporting: To what extent would you support or oppose each of the following?	124
BASE: All respondents	

Page: iii
Table of Contents

Q11.3. Meeting reports from the .UK Registry Advisory Council: To what extent would you support or oppose each of the following?	127
BASE: All respondents	
Q11.4. Monthly calls with the acting Chair and interim CEO: To what extent would you support or oppose each of the following?	130
BASE: All respondents	
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.	133
BASE: All Members and Stakeholders excluding no response	
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.	137
BASE: All Members excluding no response	
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.	141
BASE: All Stakeholders excluding no response	
Q14. Summary Table: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?	144
BASE: All respondents	
Q14. Summary - Know: Before today, to what extent, if at all, did you know about the following public benefit activities carried out by Nominet?	145
BASE: All respondents	
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?	148
BASE: All respondents	
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?	151
BASE: All respondents	
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?	154
BASE: All respondents	
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?	157
BASE: All respondents	
Q15. Summary Table: And how satisfied or dissatisfied are you with...?	160
BASE: Aware of one of Nominet's public benefit activity	
Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?	161
BASE: Aware of one of Nominet's public benefit activity	
Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?	164
BASE: Aware of one of Nominet's public benefit activity	
Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...?	167
BASE: Aware of one of Nominet's public benefit activity	
Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...?	170
BASE: Aware of one of Nominet's public benefit activity	
Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...?	173
BASE: Aware of one of Nominet's public benefit activity	
Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...?	176
BASE: Aware of one of Nominet's public benefit activity	
Q15. Summary Table: And how satisfied or dissatisfied are you with...?	179
BASE: All respondents	
Q15. Summary - Satisfied: And how satisfied or dissatisfied are you with...?	180
BASE: All respondents	
Q15. Summary - Dissatisfied: And how satisfied or dissatisfied are you with...?	183
BASE: All respondents	

Page: iv

Table of Contents

Q15.1. Nominet's social impact programme: And how satisfied or dissatisfied are you with...? BASE: All respondents	186
Q15.2. Nominet's Policy development: And how satisfied or dissatisfied are you with...? BASE: All respondents	189
Q15.3. Nominet's Criminal domain suspension: And how satisfied or dissatisfied are you with...? BASE: All respondents	192
Q15.4. Nominet's Dispute resolution: And how satisfied or dissatisfied are you with...? BASE: All respondents	195
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	198
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	201
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	204
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	207
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	210
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	211
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	214
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	217
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	220
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	223
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	226
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	229
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	230
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	233
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	236
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	239

Page: v
Table of Contents

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?	242
BASE: All respondents	
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?	245
BASE: All respondents	
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?	248
BASE: All respondents	
Q19. Which of the following statements best fits your view?	251
BASE: All respondents	
Q21. And what do you think should be the purpose of the organisation going forward?	254
BASE: All respondents	
Q22. To what extent, if at all, should Nominet support the commercial growth of its members?	257
BASE: All Members	
Q23. What role would you like to see Nominet play in helping to support the commercial success of your business?	260
BASE: Would like Nominet to support commercial success of business, excluding no response	
Q24. Why do you think that Nominet should not have a role in supporting the commercial success of your business?	263
BASE: Would not like Nominet to support commercial success of business, excluding no response	
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.	266
BASE: All respondents	
Q26. Which, if any, of the following do you think should be within Nominet's legal remit?	272
BASE: All respondents	
Q25/26 analysis	278
BASE: All respondents	
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...?	281
BASE: All respondents	
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...?	282
BASE: All respondents	
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...?	285
BASE: All respondents	
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... ..	288
BASE: All respondents	
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... ..	291
BASE: All respondents	
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... ..	294
BASE: All respondents	
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... ..	297
BASE: All respondents	
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... ..	300
BASE: All respondents	
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... ..	303
BASE: All respondents	
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... ..	306
BASE: All respondents	

Page: vi
Table of Contents

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...	309
BASE: All respondents	
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...	312
BASE: All respondents	
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...	315
BASE: All respondents	
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...	318
BASE: All respondents	
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...	321
BASE: All respondents	
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...	324
BASE: All respondents	
Q28. Summary Table: In whose interests do you think Nominet should be acting?	327
BASE: All respondents	
Q28. Summary - Top Rank: In whose interests do you think Nominet should be acting?	329
BASE: All respondents	
Q28. Summary - Top 3 Rank: In whose interests do you think Nominet should be acting?	332
BASE: All respondents	
Q28.1. Members: In whose interests do you think Nominet should be acting?	335
BASE: All respondents	
Q28.2. The general public: In whose interests do you think Nominet should be acting?	338
BASE: All respondents	
Q28.3. Third party stakeholders: In whose interests do you think Nominet should be acting?	341
BASE: All respondents	
Q28.4. The UK Government: In whose interests do you think Nominet should be acting?	344
BASE: All respondents	
Q28.5. The Nominet Board: In whose interests do you think Nominet should be acting?	347
BASE: All respondents	
Q28.6. Third party commercial interests: In whose interests do you think Nominet should be acting?	350
BASE: All respondents	
Q28.7. Employees (beyond the Board): In whose interests do you think Nominet should be acting?	353
BASE: All respondents	
Q28.8. The domain name industry: In whose interests do you think Nominet should be acting?	356
BASE: All respondents	
Q28.90. Other 1: In whose interests do you think Nominet should be acting?	359
BASE: All respondents	
Q28.80. Other 6: In whose interests do you think Nominet should be acting?	362
BASE: All respondents	
Q28.81. Other 7: In whose interests do you think Nominet should be acting?	365
BASE: All respondents	
Q28.82. Other 8: In whose interests do you think Nominet should be acting?	368
BASE: All respondents	

Page: vii
Table of Contents

Q27 + Q28. Summary Table	371
BASE: All respondents	
Q27/28 analysis	372
BASE: All respondents	
Q29. Summary Table: Which of the following statements best describes your view?	378
BASE: All respondents	
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?	379
BASE: All respondents	
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?	382
BASE: All respondents	
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?	385
BASE: All respondents	
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?	388
BASE: All respondents	
Q29. Analysis 1: Which of the following statements best describes your view?	391
BASE: All respondents	
Q29. Analysis 2: Which of the following statements best describes your view?	392
BASE: All Members	
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?	393
BASE: All respondents	
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?	394
BASE: All respondents	
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?	397
BASE: All respondents	
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?	400
BASE: All respondents	
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?	403
BASE: All respondents	
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?	406
BASE: All respondents	
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?	409
BASE: All respondents	
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?	412
BASE: All respondents	
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?	415
BASE: All respondents	
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?	418
BASE: All respondents	
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?	419
BASE: All respondents	
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?	422
BASE: All respondents	

Page: viii
Table of Contents

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?	425
BASE: All respondents	
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?	428
BASE: All respondents	
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?	431
BASE: All respondents	
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?	434
BASE: All respondents	
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?	437
BASE: All respondents	
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?	440
BASE: All respondents	
Q31 vs Q33. Analysis - Summary Table	443
BASE: All respondents	
Q31 vs Q33. Analysis - Summary Table	444
BASE: All respondents	
Q31 vs Q33. Analysis - Governance decisions	450
BASE: All respondents	
Q31 vs Q33. Analysis - Commercial decisions (e.g. those relating to domain prices)	453
BASE: All respondents	
Q31 vs Q33. Analysis - Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	456
BASE: All respondents	
Q31 vs Q33. Analysis - Public benefit (inc. charitable) activities	459
BASE: All respondents	
Q31 vs Q33. Analysis - Nominet's company strategy	462
BASE: All respondents	
Q31 vs Q33. Analysis - .UK policy development	465
BASE: All respondents	
Q31 vs Q33. Analysis - Internet governance	468
BASE: All respondents	
Q35. How would you describe your overall satisfaction with the engagement you have with Nominet?	471
BASE: All respondents	
Q36. Why is this?	474
BASE: Members - satisfied, excluding no response	
Q36. Why is this?	478
BASE: Members - dissatisfied, excluding no response	
Q36. Why is this?	481
BASE: Members - no engagement, excluding no response	
Q36. Why is this?	484
BASE: Stakeholders - satisfied, excluding no response	
Q36. Why is this?	487
BASE: Stakeholders - dissatisfied, excluding no response	

Page: ix

Table of Contents

Q36. Why is this?	490
BASE: Stakeholders - no engagement, excluding no response	
Q38. In your role at Nominet do you currently have any contact with Nominet Members?	493
BASE: All respondents	
Q39. Approximately how often, if at all, do you come into contact with Nominet Members?	496
BASE: All respondents	
Q41. In your opinion what positive steps can Nominet and members take to work together moving forward?	499
BASE: All Employees excluding no response	
Q42. Which, if any, of the following would you like Nominet to do?	502
BASE: All respondents	
Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?	509
BASE: All respondents, 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?	512
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?	515
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?	518
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.	521
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.	524
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.	527
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.	530
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.	533
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	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
MEMBER	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
STAKEHOLDER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EMPLOYEE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
185	11	13	15	18	128	-	-	-	-	-	128	46	11	115	49	1	20
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
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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			
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
185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	23	104	41	90	20	109	52	47	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Retail	47	10	26	15	22	6	30	19	12	26	11	-	-	-	-
	26%	43%	25%	37%	24%	30%	28%	37%	26%	47% b	17%	-	-	-	-
Domain investor	22	2	12	4	13	4	14	4	10	5	10	-	-	-	-
	12%	9%	12%	10%	14%	20%	13%	8%	21%	9%	16%	-	-	-	-
Wholesale	22	1	15	2	15	-	14	7	8	4	10	-	-	-	-
	12%	4%	14%	5%	17%	-	13%	13%	17%	7%	16%	-	-	-	-
Corporate	18	2	11	4	8	3	9	3	5	4	7	-	-	-	-
	10%	9%	11%	10%	9%	15%	8%	6%	11%	7%	11%	-	-	-	-
Brand protection	6	1	3	1	2	1	2	-	1	2	2	-	-	-	-
	3%	4%	3%	2%	2%	5%	2%	-	2%	4%	3%	-	-	-	-
Other	40	5	20	10	18	4	24	12	7	9	14	-	-	-	-
	22%	22%	19%	24%	20%	20%	22%	23%	15%	16%	22%	-	-	-	-
Don't know	4	-	3	2	2	-	3	1	-	-	1	-	-	-	-
	2%	-	3%	5%	2%	-	3%	2%	-	-	2%	-	-	-	-
None of these	23	2	14	3	10	2	13	6	4	5	8	-	-	-	-
	13%	9%	13%	7%	11%	10%	12%	12%	9%	9%	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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Within the last year	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1-2 years	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3-5 years	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6-10 years	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 10 years	(15.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of years		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Significance Level: 95%																		
Total		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Within the last year	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1-2 years	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3-5 years	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6-10 years	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 10 years	(15.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of years		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Within the last year	(0.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
1-2 years	(1.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
3-5 years	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
6-10 years	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 10 years	(15.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of years		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	177 100%	- -	- -	45 100%	21 100%	21 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
To access discounted domain name prices	123 69%	- -	- -	33 73%	15 71%	17 81%	3 50%	14 78%	- -	- -	- -	- -	- -	- -	- -	- -
I am a domain owner	110 62%	- -	- -	20 44%	19 90%	8 38%	2 33%	12 67%	- -	- -	- -	- -	- -	- -	- -	- -
I am interested in the .UK registry	105 59%	- -	- -	31 69%	16 76%	17 81%	2 33%	8 44%	- -	- -	- -	- -	- -	- -	- -	- -
I have a general interest in the internet	66 37%	- -	- -	19 42%	6 29%	12 57%	2 33%	5 28%	- -	- -	- -	- -	- -	- -	- -	- -
I am interested in Nominet's public benefit activities	56 32%	- -	- -	16 36%	6 29%	9 43%	1 17%	4 22%	- -	- -	- -	- -	- -	- -	- -	- -
To participate in corporate governance	45 25%	- -	- -	10 22%	3 14%	8 38%	- -	4 22%	- -	- -	- -	- -	- -	- -	- -	- -
To gain access to systems to drop catch	29 16%	- -	- -	7 16%	9 43%	3 14%	2 33%	2 11%	- -	- -	- -	- -	- -	- -	- -	- -
I am interested in Nominet's work on cyber security	23 13%	- -	- -	4 9%	1 5%	5 24%	2 33%	2 11%	- -	- -	- -	- -	- -	- -	- -	- -
Other	26 15%	- -	- -	2 4%	- -	2 10%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
None of these	8 5%	- -	- -	2 4%	- -	1 5%	1 17%	1 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			
	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	177 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
To access discounted domain name prices	123 69%	15 65%	73 70%	27 66%	62 69%	14 70%	76 70%	38 73%	27 57%	37 67%	46 73%	- -	- -	- -	- -
I am a domain owner	110 62%	15 65%	69 66%	25 61%	61 68%	15 75%	71 65%	38 73%	28 60%	27 49%	48 76%	- -	- -	- -	- -
I am interested in the .UK registry	105 59%	14 61%	65 63%	22 54%	60 67%	10 50%	71 65%	32 62%	30 64%	32 58%	42 67%	- -	- -	- -	- -
I have a general interest in the internet	66 37%	5 22%	43 41%	13 32%	38 42%	6 30%	45 41%	25 48%	15 32%	20 36%	32 51%	- -	- -	- -	- -
I am interested in Nominet's public benefit activities	56 32%	6 26%	43 41%	9 22%	37 41%	4 20%	40 37%	20 38%	12 26%	14 25%	25 40%	- -	- -	- -	- -
To participate in corporate governance	45 25%	6 26%	33 32%	8 20%	31 34%	4 20%	35 32%	15 29%	13 28%	13 24%	22 35%	- -	- -	- -	- -
To gain access to systems to drop catch	29 16%	4 17%	21 20%	4 10%	19 21%	3 15%	20 18%	11 21%	9 19%	6 11%	18 29%	- -	- -	- -	- -
I am interested in Nominet's work on cyber security	23 13%	4 17%	12 12%	9 22%	8 9%	5 25%	10 9%	7 13%	5 11%	10 18%	7 11%	- -	- -	- -	- -
Other	26 15%	4 17%	14 13%	4 10%	14 16%	4 20%	13 12%	7 13%	5 11%	7 13%	7 11%	- -	- -	- -	- -
None of these	8 5%	- -	6 6%	1 2%	5 6%	- -	6 6%	- -	5 11%	1 2%	3 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		164	164	-	-	43	21	19	6	15	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	11	11	-	-	6	-	-	1	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	14%	-	-	17%	-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	12	12	-	-	4	2	1	-	2	-	-	-	-	-	-	-	-
		7%	7%	-	-	9%	10%	5%	-	13%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	34	34	-	-	7	6	3	1	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	16%	29%	16%	17%	13%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	20	20	-	-	7	1	2	1	2	-	-	-	-	-	-	-	-
		12%	12%	-	-	16%	5%	11%	17%	13%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	84	84	-	-	19	11	13	2	9	-	-	-	-	-	-	-	-
		51%	51%	-	-	44%	52%	68%	33%	60%	-	-	-	-	-	-	-	-
Don't know		3	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	-	5%	-	17%	-	-	-	-	-	-	-	-	-
NET: Trust		23	23	-	-	10	2	1	1	2	-	-	-	-	-	-	-	-
		14%	14%	-	-	23%	10%	5%	17%	13%	-	-	-	-	-	-	-	-
NET: Distrust		104	104	-	-	26	12	15	3	11	-	-	-	-	-	-	-	-
		63%	63%	-	-	60%	57%	79%	50%	73%	-	-	-	-	-	-	-	-
Base for stats		161	161	-	-	43	20	19	5	15	-	-	-	-	-	-	-	-
Mean Score		2.04	2.04	-	-	2.33	1.95	1.58	2.40	1.80	-	-	-	-	-	-	-	-
Standard Deviation		1.286	1.286	-	-	1.476	1.146	.961	1.673	1.146	-	-	-	-	-	-	-	-
Standard Error		.101	.101	-	-	.225	.256	.221	.748	.296	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.07	.05	.56	.09	-	-	-	-	-	-	-	-

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		164 100%	11 100%	10 100%	15 100%	16 100%	112 100%	- -	- -	- -	- -	- -	115 100%	39 100%	10 100%	102 100%	43 100%	1 100%	18 100%
Trust a lot	(5.0)	11 7%	- -	1 10%	- -	- -	10 9%	- -	- -	- -	- -	- -	8 7%	2 5%	1 10%	2 2%	8 19% a	- -	1 6%
Trust a little	(4.0)	12 7%	- -	1 10%	2 13%	1 6%	8 7%	- -	- -	- -	- -	- -	8 7%	3 8%	1 10%	1 1%	9 21% a	- -	2 11%
Neither trust nor distrust	(3.0)	34 21%	1 9%	1 10%	2 13%	4 25%	26 23%	- -	- -	- -	- -	- -	24 21%	8 21%	2 20%	9 9%	17 40% a	1 100%	7 39%
Distrust a little	(2.0)	20 12%	2 18%	- -	4 27%	1 6%	13 12%	- -	- -	- -	- -	- -	14 12%	5 13%	1 10%	11 11%	6 14%	- -	3 17%
Distrust a lot	(1.0)	84 51%	8 73%	7 70%	6 40%	9 56%	54 48%	- -	- -	- -	- -	- -	59 51%	21 54%	4 40%	78 76% b	1 2%	- -	5 28%
Don't know		3 2%	- -	- -	1 7%	1 6%	1 1%	- -	- -	- -	- -	- -	2 2%	- -	1 10%	1 1%	2 5%	- -	- -
NET: Trust		23 14%	- -	2 20%	2 13%	1 6%	18 16%	- -	- -	- -	- -	- -	16 14%	5 13%	2 20%	3 3%	17 40% a	- -	3 17%
NET: Distrust		104 63%	10 91%	7 70%	10 67%	10 63%	67 60%	- -	- -	- -	- -	- -	73 63%	26 67%	5 50%	89 87% b	7 16%	- -	8 44%
Base for stats		161	11	10	14	15	111	-	-	-	-	-	113	39	9	101	41	1	18
Mean Score		2.04	1.36	1.90	2.00	1.80	2.16	-	-	-	-	-	2.04	1.97	2.33	1.40	3.41 a	3.00	2.50
Standard Deviation		1.286	.674	1.524	1.109	1.082	1.345	-	-	-	-	-	1.291	1.246	1.500	.849	1.048	-	1.200
Standard Error		.101	.203	.482	.296	.279	.128	-	-	-	-	-	.121	.199	.500	.085	.164	-	.283
Error variance		.01	.04	.23	.09	.08	.02	-	-	-	-	-	.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		164 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	11 7%	11 48%	- -	11 27% bd	- -	8 40%	1 1%	7 13% b	- -	9 16% b	- -	- -	- -	- -	- -
Trust a little	(4.0)	12 7%	12 52%	- -	11 27% bd	1 1%	6 30%	4 4%	9 17% b	1 2%	6 11%	2 3%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	34 21%	- -	- -	10 24% bd	5 6% b	5 25%	11 10%	12 23%	4 9%	19 35% b	7 11%	- -	- -	- -	- -
Distrust a little	(2.0)	20 12%	- -	20 19% d	7 17%	8 9%	1 5%	15 14%	5 10%	8 17%	7 13%	9 14%	- -	- -	- -	- -
Distrust a lot	(1.0)	84 51%	- -	84 81% c	2 5% c	76 84% c	- -	77 71%	19 37%	34 72% a	14 25%	44 70% a	- -	- -	- -	- -
Don't know		3 2%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -	- -	- -
NET: Trust		23 14%	23 100%	- -	22 54% bd	1 1%	14 70%	5 5%	16 31% b	1 2%	15 27% b	2 3%	- -	- -	- -	- -
NET: Distrust		104 63%	- -	104 100% cd	9 22% c	84 93% c	1 5%	92 84%	24 46%	42 89% a	21 38%	53 84% a	- -	- -	- -	- -
Base for stats		161	23	104	41	90	20	108	52	47	55	62	-	-	-	-
Mean Score		2.04	4.48	1.19	3.54 bd	1.23	4.05	1.49	2.62 b	1.40	2.80 b	1.47	-	-	-	-
Standard Deviation		1.286	.511	.396	1.206	.601	.945	.891	1.471	.742	1.380	.824	-	-	-	-
Standard Error		.101	.106	.039	.188	.063	.211	.086	.204	.108	.186	.105	-	-	-	-
Error variance		.01	.01	*	.04	*	.04	.01	.04	.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							
		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		164	164	-	-	43	21	19	6	15	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	19	19	-	-	9	-	-	1	1	-	-	-	-	-	-	-	-
		12%	12%	-	-	21%	-	-	17%	7%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	22	22	-	-	6	4	2	-	3	-	-	-	-	-	-	-	-
		13%	13%	-	-	14%	19%	11%	-	20%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	28	28	-	-	6	3	2	2	3	-	-	-	-	-	-	-	-
		17%	17%	-	-	14%	14%	11%	33%	20%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	30	30	-	-	12	4	6	-	1	-	-	-	-	-	-	-	-
		18%	18%	-	-	28%	19%	32%	-	7%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	60	60	-	-	10	9	9	2	7	-	-	-	-	-	-	-	-
		37%	37%	-	-	23%	43%	47%	33%	47%	-	-	-	-	-	-	-	-
Don't know		5	5	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	-	5%	-	17%	-	-	-	-	-	-	-	-	-
NET: Trust		41	41	-	-	15	4	2	1	4	-	-	-	-	-	-	-	-
		25%	25%	-	-	35%	19%	11%	17%	27%	-	-	-	-	-	-	-	-
NET: Distrust		90	90	-	-	22	13	15	2	8	-	-	-	-	-	-	-	-
		55%	55%	-	-	51%	62%	79%	33%	53%	-	-	-	-	-	-	-	-
Base for stats		159	159	-	-	43	20	19	5	15	-	-	-	-	-	-	-	-
Mean Score		2.43	2.43	-	-	2.81	2.10	1.84	2.60	2.33	-	-	-	-	-	-	-	-
Standard Deviation		1.417	1.417	-	-	1.484	1.210	1.015	1.673	1.447	-	-	-	-	-	-	-	-
Standard Error		.112	.112	-	-	.226	.270	.233	.748	.374	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.07	.05	.56	.14	-	-	-	-	-	-	-	-

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
164 100%	11 100%	10 100%	15 100%	16 100%	112 100%	- -	- -	- -	- -	- -	115 100%	39 100%	10 100%	102 100%	43 100%	1 100%	18 100%
19 12%	- -	1 10%	2 13%	1 6%	15 13%	- -	- -	- -	- -	- -	13 11%	5 13%	1 10%	2 2%	12 28% a	- -	5 28%
22 13%	2 18%	1 10%	2 13%	1 6%	16 14%	- -	- -	- -	- -	- -	16 14%	4 10%	2 20%	6 6%	12 28% a	- -	4 22%
28 17%	1 9%	- -	2 13%	3 19%	22 20%	- -	- -	- -	- -	- -	17 15%	8 21%	3 30%	11 11%	13 30% a	1 100%	3 17%
30 18%	3 27%	2 20%	4 27%	3 19%	18 16%	- -	- -	- -	- -	- -	24 21%	6 15%	- -	26 25% b	2 5%	- -	2 11%
60 37%	5 45%	6 60%	4 27%	7 44%	38 34%	- -	- -	- -	- -	- -	41 36%	16 41%	3 30%	55 54% b	1 2% a	- -	4 22%
5 3%	- -	- -	1 7%	1 6%	3 3%	- -	- -	- -	- -	- -	4 3%	- -	1 10%	2 2%	3 7%	- -	- -
41 25%	2 18%	2 20%	4 27%	2 13%	31 28%	- -	- -	- -	- -	- -	29 25%	9 23%	3 30%	8 8%	24 56% a	- -	9 50%
90 55%	8 73%	8 80%	8 53%	10 63%	56 50%	- -	- -	- -	- -	- -	65 57%	22 56%	3 30%	81 79% b	3 7%	- -	6 33%
159 2.43	11 2.00	10 1.90	14 2.57	15 2.07	109 2.56	- -	- -	- -	- -	- -	111 2.42	39 2.38	9 2.78	100 1.74	40 3.80 a	1 3.00	18 3.22
1.417 .112 .01	1.183 .357 .13	1.449 .458 .21	1.453 .388 .15	1.280 .330 .11	1.443 .138 .02	- -	- -	- -	- -	- -	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		164 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	19 12%	15 65%	2 2%	19 46% bd	- -	10 50%	4 4%	11 21% b	1 2%	11 20% b	2 3%	- -	- -	- -	- -
Trust a little	(4.0)	22 13%	7 30%	7 7% d	22 54% bd	- -	6 30%	10 9%	12 23% b	1 2%	13 24% b	3 5%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	28 17%	- -	10 10% cd	- -	- -	3 15%	11 10%	9 17%	4 9%	13 24%	9 14%	- -	- -	- -	- -
Distrust a little	(2.0)	30 18%	1 4%	25 24% c	- -	30 33% c	1 5%	27 25%	9 17%	12 26%	10 18%	12 19%	- -	- -	- -	- -
Distrust a lot	(1.0)	60 37%	- -	59 57% c	- -	60 67% c	- -	54 50%	11 21%	29 62% a	6 11%	36 57% a	- -	- -	- -	- -
Don't know		5 3%	- -	1 1%	- -	- -	- -	3 3%	- -	- -	2 4%	1 2%	- -	- -	- -	- -
NET: Trust		41 25%	22 96%	9 9% d	41 100% bd	- -	16 80%	14 13%	23 44% b	2 4%	24 44% b	5 8%	- -	- -	- -	- -
NET: Distrust		90 55%	1 4%	84 81% c	- -	90 100% bc	1 5%	81 74%	20 38%	41 87% a	16 29%	48 76% a	- -	- -	- -	- -
Base for stats		159	23	103	41	90	20	106	52	47	53	62	-	-	-	-
Mean Score		2.43	4.57	1.72 d	4.46 bd	1.33	4.25	1.90	3.06 b	1.57	3.25 b	1.76	-	-	-	-
Standard Deviation		1.417	.728	1.023	.505	.474	.910	1.154	1.461	.903	1.299	1.082	-	-	-	-
Standard Error		.112	.152	.101	.079	.050	.204	.112	.203	.132	.178	.137	-	-	-	-
Error variance		.01	.02	.01	.01	*	.04	.01	.04	.02	.03	.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		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
NET: Trust		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
NET: Distrust		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-
Mean Score		-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-

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
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 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	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%
Explain decisions (make info and data available)	31 24%	- -	- -	4 31%	3 30%	24 28%	- -	- -	- -	- -	- -	21 24%	7 22%	3 43%	20 22%	9 36%	1 100%	1 10%
Change board members/directors	26 20%	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)	24 19%	2 20%	2 22%	2 15%	- -	18 21%	- -	- -	- -	- -	- -	16 18%	5 16%	3 43%	18 20%	4 16%	- -	2 20%
Focus on registry	22 17%	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 14%	4 40%	2 22%	- -	2 20%	10 12%	- -	- -	- -	- -	- -	12 14%	6 19%	- -	15 16%	- -	- -	3 30%
Support all members (large and small)	13 10%	1 10%	1 11%	2 15%	2 20%	7 8%	- -	- -	- -	- -	- -	11 13%	2 6%	- -	9 10%	1 4%	1 100%	2 20%
Act in members interest	12 9%	1 10%	2 22%	2 15%	- -	7 8%	- -	- -	- -	- -	- -	10 11%	2 6%	- -	10 11%	- -	1 100%	1 10%
Return to core values, stop commercial activity	7 6%	- -	1 11%	- -	1 10%	5 6%	- -	- -	- -	- -	- -	4 5%	2 6%	1 14%	5 5%	- -	1 100%	1 10%
Reduce remuneration	4 3%	- -	- -	1 8%	- -	3 4%	- -	- -	- -	- -	- -	4 5%	- -	- -	3 3%	- -	- -	1 10%
Reassure people about stability	3 2%	- -	- -	1 8%	- -	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	- -	3 12%	- -	- -
General positive comments	3 2%	- -	- -	- -	- -	3 4%	- -	- -	- -	- -	- -	1 1%	1 3%	1 14%	1 1%	2 8%	- -	- -
Better communication	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	3 2%	1 10%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	2 2%	1 4%	- -	- -
Other	13 10%	1 10%	2 22%	3 23%	2 20%	5 6%	- -	- -	- -	- -	- -	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				
		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 and Stakeholders excluding no response

Significance Level: 95%

Total

Other

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
127	13	93	23	82	9	102	40	45	40	59	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
13	3	6	4	4	2	6	3	5	5	4	-	-	-	-
10%	23%	6%	17%	5%	22%	6%	8%	11%	13%	7%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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%	- -	- -	- -	- -	- -	- -	- -	- -
Reasure 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

	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%	10 100%	9 100%	13 100%	10 100%	85 100%	-	-	-	-	-	88 100%	32 100%	7 100%	91 100%	25 100%	1 100%	10 100%
Explain decisions (make info and data available)	31 24%	-	-	4 31%	3 30%	24 28%	-	-	-	-	-	21 24%	7 22%	3 43%	20 22%	9 36%	1 100%	1 10%
Change board members/directors	26 20%	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)	24 19%	2 20%	2 22%	2 15%	-	18 21%	-	-	-	-	-	16 18%	5 16%	3 43%	18 20%	4 16%	-	2 20%
Focus on registry	22 17%	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 14%	4 40%	2 22%	-	2 20%	10 12%	-	-	-	-	-	12 14%	6 19%	-	15 16%	-	-	3 30%
Support all members (large and small)	13 10%	1 10%	1 11%	2 15%	2 20%	7 8%	-	-	-	-	-	11 13%	2 6%	-	9 10%	1 4%	1 100%	2 20%
Act in members interest	12 9%	1 10%	2 22%	2 15%	-	7 8%	-	-	-	-	-	10 11%	2 6%	-	10 11%	-	1 100%	1 10%
Return to core values, stop commercial activity	7 6%	-	1 11%	-	1 10%	5 6%	-	-	-	-	-	4 5%	2 6%	1 14%	5 5%	-	1 100%	1 10%
Reduce remuneration	4 3%	-	-	1 8%	-	3 4%	-	-	-	-	-	4 5%	-	-	3 3%	-	-	1 10%
Reassure people about stability	3 2%	-	-	1 8%	-	2 2%	-	-	-	-	-	3 3%	-	-	-	3 12%	-	-
General positive comments	3 2%	-	-	-	-	3 4%	-	-	-	-	-	1 1%	1 3%	1 14%	1 1%	2 8%	-	-
Better communication	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 2%	1 10%	-	-	-	2 2%	-	-	-	-	-	3 3%	-	-	2 2%	1 4%	-	-
Other	13 10%	1 10%	2 22%	3 23%	2 20%	5 6%	-	-	-	-	-	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 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			
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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
	*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

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

	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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Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better communication	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Reduce remuneration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Act in members interest	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Reasure people about stability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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General positive comments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Explain decisions (make info and data available)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement in decision making (listen to members)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support all members (large and small)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow recommendations from EGM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Return to core values, stop commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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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
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	156 100%	18 12%	20 13%	17 11%	30 19%	70 45%	1 1%	38 24%	100 64%	2.26
Take into account Members' views in making key decisions about the .UK namespace	156 100%	10 6%	24 15%	15 10%	13 8%	93 60%	1 1%	34 22%	106 68%	2.00
Make commercial investments	156 100%	4 3%	9 6%	23 15%	15 10%	95 61%	10 6%	13 8%	110 71%	1.71
Manage the .UK registry	156 100%	74 47%	25 16%	26 17%	13 8%	17 11%	1 1%	99 63%	30 19%	3.81
Provide support for domain name owners (registrants)	156 100%	65 42%	44 28%	27 17%	7 4%	10 6%	3 2%	109 70%	17 11%	3.96
Protect the .UK domain name space	156 100%	55 35%	33 21%	27 17%	14 9%	25 16%	2 1%	88 56%	39 25%	3.51
Provide effective cybersecurity services	156 100%	18 12%	25 16%	60 38%	10 6%	26 17%	17 11%	43 28%	36 23%	2.99
Keep the .UK domain space a hostile space for criminal activity	156 100%	38 24%	47 30%	47 30%	7 4%	12 8%	5 3%	85 54%	19 12%	3.61
Manage the dispute resolution service (DRS)	156 100%	42 27%	45 29%	36 23%	12 8%	13 8%	8 5%	87 56%	25 16%	3.61
Provide technical support/registry services for registry (TLD) owners	156 100%	79 51%	33 21%	22 14%	9 6%	9 6%	4 3%	112 72%	18 12%	4.08
Deliver on its public benefit commitment (including charitable work)	156 100%	11 7%	20 13%	22 14%	29 19%	65 42%	9 6%	31 20%	94 60%	2.20
Act in the interests of all stakeholders in .UK	156 100%	17 11%	15 10%	18 12%	24 15%	78 50%	4 3%	32 21%	102 65%	2.14
Develop and manage .UK policy	156 100%	28 18%	35 22%	29 19%	25 16%	36 23%	3 2%	63 40%	61 39%	2.96
Support internet governance	156 100%	21 13%	48 31%	38 24%	13 8%	27 17%	9 6%	69 44%	40 26%	3.16

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

	Scale								
Total	Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust	Mean Score
	*a	*b	*c	*d	*e	*f	*g	*h	*i
156	32	26	41	10	13	34	58	23	3.44
100%	21%	17%	26%	6%	8%	22%	37%	15%	
156	21	29	54	18	30	4	50	48	2.95
100%	13%	19%	35%	12%	19%	3%	32%	31%	

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	
156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-	
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
112	112	-	-	31	14	12	2	12	-	-	-	-	-	-	-	-	
72%	72%	-	-	74%	67%	71%	50%	86%	-	-	-	-	-	-	-	-	
109	109	-	-	31	14	8	2	11	-	-	-	-	-	-	-	-	
70%	70%	-	-	74%	67%	47%	50%	79%	-	-	-	-	-	-	-	-	
99	99	-	-	32	11	7	3	9	-	-	-	-	-	-	-	-	
63%	63%	-	-	76%	52%	41%	75%	64%	-	-	-	-	-	-	-	-	
88	88	-	-	31	10	7	2	4	-	-	-	-	-	-	-	-	
56%	56%	-	-	74%	48%	41%	50%	29%	-	-	-	-	-	-	-	-	
87	87	-	-	27	8	10	3	6	-	-	-	-	-	-	-	-	
56%	56%	-	-	64%	38%	59%	75%	43%	-	-	-	-	-	-	-	-	
85	85	-	-	29	11	6	2	8	-	-	-	-	-	-	-	-	
54%	54%	-	-	69%	52%	35%	50%	57%	-	-	-	-	-	-	-	-	
69	69	-	-	23	9	8	2	5	-	-	-	-	-	-	-	-	
44%	44%	-	-	55%	43%	47%	50%	36%	-	-	-	-	-	-	-	-	
63	63	-	-	23	7	8	2	4	-	-	-	-	-	-	-	-	
40%	40%	-	-	55%	33%	47%	50%	29%	-	-	-	-	-	-	-	-	
58	58	-	-	24	5	7	1	3	-	-	-	-	-	-	-	-	
37%	37%	-	-	57%	24%	41%	25%	21%	-	-	-	-	-	-	-	-	
50	50	-	-	24	4	5	1	2	-	-	-	-	-	-	-	-	
32%	32%	-	-	57%	19%	29%	25%	14%	-	-	-	-	-	-	-	-	
43	43	-	-	12	4	5	1	4	-	-	-	-	-	-	-	-	
28%	28%	-	-	29%	19%	29%	25%	29%	-	-	-	-	-	-	-	-	
38	38	-	-	12	4	4	1	4	-	-	-	-	-	-	-	-	
24%	24%	-	-	29%	19%	24%	25%	29%	-	-	-	-	-	-	-	-	
34	34	-	-	10	5	3	1	3	-	-	-	-	-	-	-	-	
22%	22%	-	-	24%	24%	18%	25%	21%	-	-	-	-	-	-	-	-	

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							
	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	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Act in the interests of all stakeholders in .UK	32	-	-	12	4	1	1	2	-	-	-	-	-	-	-	-
	21%	-	-	29%	19%	6%	25%	14%	-	-	-	-	-	-	-	-
Deliver on its public benefit commitment (including charitable work)	31	-	-	10	2	2	1	2	-	-	-	-	-	-	-	-
	20%	-	-	24%	10%	12%	25%	14%	-	-	-	-	-	-	-	-
Make commercial investments	13	-	-	6	-	3	1	-	-	-	-	-	-	-	-	-
	8%	-	-	14%	-	18%	25%	-	-	-	-	-	-	-	-	-

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	156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Provide technical support/registry services for registry (TLD) owners	112 72%	9 82%	5 50%	12 80%	8 62%	78 73%	- -	- -	- -	- -	- -	81 72%	25 71%	6 67%	65 66%	33 83%	1 100%	13 76%
Provide support for domain name owners (registrants)	109 70%	8 73%	4 40%	12 80%	8 62%	77 72%	- -	- -	- -	- -	- -	75 67%	29 83%	5 56%	60 61%	33 83% a	1 100%	15 88%
Manage the .UK registry	99 63%	7 64%	5 50%	11 73%	9 69%	67 63%	- -	- -	- -	- -	- -	71 63%	22 63%	6 67%	54 55%	33 83% a	1 100%	11 65%
Protect the .UK domain name space	88 56%	5 45%	3 30%	11 73%	7 54%	62 58%	- -	- -	- -	- -	- -	60 54%	21 60%	7 78%	43 44%	33 83% a	1 100%	11 65%
Manage the dispute resolution service (DRS)	87 56%	5 45%	1 10%	13 87%	6 46%	62 58%	- -	- -	- -	- -	- -	59 53%	22 63%	6 67%	43 44%	32 80% a	1 100%	11 65%
Keep the .UK domain space a hostile space for criminal activity	85 54%	7 64%	5 50%	9 60%	8 62%	56 52%	- -	- -	- -	- -	- -	61 54%	19 54%	5 56%	41 42%	32 80% a	1 100%	11 65%
Support internet governance	69 44%	5 45%	3 30%	6 40%	7 54%	48 45%	- -	- -	- -	- -	- -	49 44%	15 43%	5 56%	33 34%	27 68% a	- -	9 53%
Develop and manage .UK policy	63 40%	3 27%	2 20%	10 67%	5 38%	43 40%	- -	- -	- -	- -	- -	44 39%	14 40%	5 56%	25 26%	30 75% a	- -	8 47%
Fulfil its obligations as a responsible employer	58 37%	3 27%	1 10%	8 53%	3 23%	43 40%	- -	- -	- -	- -	- -	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	50 32%	1 9%	2 20%	6 40%	4 31%	37 35%	- -	- -	- -	- -	- -	31 28%	16 46% a	3 33%	18 18%	26 65% a	1 100%	5 29%
Provide effective cybersecurity services	43 28%	1 9%	2 20%	5 33%	3 23%	32 30%	- -	- -	- -	- -	- -	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

	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	156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Treat Members fairly	38 24%	1 9%	2 20%	3 20%	4 31%	28 26%	- -	- -	- -	- -	- -	30 27%	7 20%	1 11%	8 8%	24 60%	- -	6 35%
Take into account Members' views in making key decisions about the .UK namespace	34 22%	1 9%	3 30%	2 13%	4 31%	24 22%	- -	- -	- -	- -	- -	27 24%	5 14%	2 22%	6 6%	23 58%	- -	5 29%
Act in the interests of all stakeholders in .UK	32 21%	- -	1 10%	4 27%	3 23%	24 22%	- -	- -	- -	- -	- -	25 22%	6 17%	1 11%	7 7%	22 55%	- -	3 18%
Deliver on its public benefit commitment (including charitable work)	31 20%	- -	1 10%	1 7%	1 8%	28 26%	- -	- -	- -	- -	- -	25 22%	5 14%	1 11%	7 7%	19 48%	- -	5 29%
Make commercial investments	13 8%	- -	1 10%	3 20%	- -	9 8%	- -	- -	- -	- -	- -	8 7%	3 9%	2 22%	4 4%	8 20%	- -	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		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	156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	112 72%	21 95%	69 69%	34 89% bd	59 68%	20 100%	72 66%	46 88% b	29 62%	44 80%	41 65%	- -	- -	- -	- -
Provide support for domain name owners (registrants)	109 70%	20 91%	63 63%	35 92% bd	51 59%	20 100%	67 61%	46 88% b	26 55%	46 84% b	40 63%	- -	- -	- -	- -
Manage the .UK registry	99 63%	20 91%	56 56%	35 92% bd	43 49%	19 95%	62 57%	43 83% b	23 49%	46 84% b	35 56%	- -	- -	- -	- -
Protect the .UK domain name space	88 56%	21 95%	42 42%	35 92% bd	32 37%	18 90%	50 46%	40 77% b	16 34%	42 76% b	29 46%	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	87 56%	17 77%	46 46%	31 82% bd	35 40%	16 80%	53 49%	41 79% b	19 40%	38 69%	35 56%	- -	- -	- -	- -
Keep the .UK domain space a hostile space for criminal activity	85 54%	19 86%	45 45%	32 84% bd	34 39%	18 90%	52 48%	40 77% b	14 30%	44 80% b	27 43%	- -	- -	- -	- -
Support internet governance	69 44%	15 68%	36 36%	28 74% bd	26 30%	17 85%	40 37%	34 65% b	13 28%	39 71% b	19 30%	- -	- -	- -	- -
Develop and manage .UK policy	63 40%	20 91%	25 25%	33 87% bd	17 20%	19 95%	30 28%	36 69% b	7 15%	36 65% b	17 27%	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	58 37%	15 68%	33 33%	24 63% bd	28 32%	12 60%	39 36%	29 56% b	15 32%	32 58% b	17 27%	- -	- -	- -	- -
Promote and expand the market for .UK domain names	50 32%	20 91%	15 15%	25 66% bd	15 17%	16 80%	23 21%	27 52% b	8 17%	33 60% b	9 14%	- -	- -	- -	- -

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
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Provide effective cybersecurity services	43 28%	11 50%	20 20%	15 39% bd	18 21%	13 65%	21 19%	21 40% b	6 13%	21 38%	15 24%	- -	- -	- -	- -
Treat Members fairly	38 24%	18 82%	5 5%	26 68% bd	4 5%	20 100%	10 9%	23 44% b	3 6%	26 47% b	5 8%	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	34 22%	17 77%	5 5%	21 55% bd	5 6%	20 100%	9 8%	23 44% b	3 6%	23 42% b	3 5%	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	32 21%	16 73%	5 5%	22 58% bd	4 5%	18 90%	7 6%	19 37% b	4 9%	21 38% b	4 6%	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	31 20%	14 64%	8 8%	21 55% bd	4 5%	15 75%	9 8%	21 40% b	2 4%	22 40% b	4 6%	- -	- -	- -	- -
Make commercial investments	13 8%	10 45%	2 2%	10 26% bd	2 2%	6 30%	5 5%	7 13%	3 6%	7 13%	3 5%	- -	- -	- -	- -

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	156 100%	156 100%	- -	- -	42 100%	21 100%	17 100%	4 100%	14 100%	- -	- -	- -	- -	- -	- -	- -	- -
Make commercial investments	110 71%	110 71%	- -	- -	29 69%	16 76%	11 65%	2 50%	11 79%	- -	- -	- -	- -	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	106 68%	106 68%	- -	- -	29 69%	16 76%	13 76%	2 50%	9 64%	- -	- -	- -	- -	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	102 65%	102 65%	- -	- -	27 64%	14 67%	13 76%	2 50%	10 71%	- -	- -	- -	- -	- -	- -	- -	- -
Treat Members fairly	100 64%	100 64%	- -	- -	25 60%	16 76%	12 71%	2 50%	10 71%	- -	- -	- -	- -	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	94 60%	94 60%	- -	- -	26 62%	14 67%	11 65%	2 50%	9 64%	- -	- -	- -	- -	- -	- -	- -	- -
Develop and manage .UK policy	61 39%	61 39%	- -	- -	9 21%	10 48%	7 41%	1 25%	7 50%	- -	- -	- -	- -	- -	- -	- -	- -
Promote and expand the market for .UK domain names	48 31%	48 31%	- -	- -	9 21%	6 29%	6 35%	2 50%	2 14%	- -	- -	- -	- -	- -	- -	- -	- -
Support internet governance	40 26%	40 26%	- -	- -	8 19%	6 29%	5 29%	1 25%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -
Protect the .UK domain name space	39 25%	39 25%	- -	- -	7 17%	5 24%	6 35%	2 50%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -
Provide effective cybersecurity services	36 23%	36 23%	- -	- -	9 21%	6 29%	3 18%	2 50%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -
Manage the .UK registry	30 19%	30 19%	- -	- -	5 12%	4 19%	4 24%	1 25%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	25 16%	25 16%	- -	- -	6 14%	5 24%	2 12%	1 25%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	23 15%	23 15%	- -	- -	4 10%	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

	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	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Keep the .UK domain space a hostile space for criminal activity	19	-	-	5	2	3	1	-	-	-	-	-	-	-	-	-
	12%	-	-	12%	10%	18%	25%	-	-	-	-	-	-	-	-	-
Provide technical support/registry services for registry (TLD) owners	18	-	-	3	2	4	2	-	-	-	-	-	-	-	-	-
	12%	-	-	7%	10%	24%	50%	-	-	-	-	-	-	-	-	-
Provide support for domain name owners (registrants)	17	-	-	3	3	4	1	-	-	-	-	-	-	-	-	-
	11%	-	-	7%	14%	24%	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	156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Make commercial investments	110 71%	10 91%	7 70%	11 73%	9 69%	73 68%	- -	- -	- -	- -	- -	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	106 68%	8 73%	7 70%	11 73%	9 69%	71 66%	- -	- -	- -	- -	- -	73 65%	28 80%	5 56%	88 90% b	10 25%	1 100%	7 41%
Act in the interests of all stakeholders in .UK	102 65%	10 91%	8 80%	10 67%	8 62%	66 62%	- -	- -	- -	- -	- -	71 63%	25 71%	6 67%	83 85% b	9 23%	1 100%	9 53%
Treat Members fairly	100 64%	8 73%	8 80%	10 67%	9 69%	65 61%	- -	- -	- -	- -	- -	68 61%	26 74%	6 67%	85 87% b	7 18%	1 100%	7 41%
Deliver on its public benefit commitment (including charitable work)	94 60%	10 91%	8 80%	11 73%	9 69%	56 52%	- -	- -	- -	- -	- -	67 60%	22 63%	5 56%	77 79% b	9 23%	- -	8 47%
Develop and manage .UK policy	61 39%	7 64%	7 70%	2 13%	5 38%	40 37%	- -	- -	- -	- -	- -	47 42%	12 34%	2 22%	53 54% b	3 8%	1 100%	4 24%
Promote and expand the market for .UK domain names	48 31%	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	40 26%	3 27%	6 60%	1 7%	4 31%	26 24%	- -	- -	- -	- -	- -	30 27%	7 20%	3 33%	35 36% b	2 5%	- -	3 18%
Protect the .UK domain name space	39 25%	5 45%	6 60%	2 13%	3 23%	23 21%	- -	- -	- -	- -	- -	31 28%	7 20%	1 11%	33 34% b	3 8%	- -	3 18%
Provide effective cybersecurity services	36 23%	1 9%	4 40%	5 33%	4 31%	22 21%	- -	- -	- -	- -	- -	24 21%	10 29%	2 22%	33 34% b	1 3%	- -	2 12%
Manage the .UK registry	30 19%	4 36%	4 40%	1 7%	2 15%	19 18%	- -	- -	- -	- -	- -	24 21%	5 14%	1 11%	27 28% b	2 5%	- -	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

	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	156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Manage the dispute resolution service (DRS)	25 16%	4 36%	4 40%	1 7%	2 15%	14 13%	- -	- -	- -	- -	- -	17 15%	6 17%	2 22%	23 23% b	- -	- -	2 12%
Fulfil its obligations as a responsible employer	23 15%	1 9%	4 40%	2 13%	2 15%	14 13%	- -	- -	- -	- -	- -	16 14%	6 17%	1 11%	21 21% b	1 3%	- -	1 6%
Keep the .UK domain space a hostile space for criminal activity	19 12%	2 18%	2 20%	1 7%	- -	14 13%	- -	- -	- -	- -	- -	13 12%	5 14%	1 11%	17 17% b	1 3%	- -	1 6%
Provide technical support/registry services for registry (TLD) owners	18 12%	- -	4 40%	2 13%	2 15%	10 9%	- -	- -	- -	- -	- -	12 11%	4 11%	2 22%	17 17% b	1 3%	- -	- -
Provide support for domain name owners (registrants)	17 11%	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			
		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	156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Make commercial investments	110 71%	3 14%	93 93% c	13 34%	81 93% c	2 10%	98 90%	32 62%	40 85% a	27 49%	56 89% a	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	106 68%	2 9%	92 92% c	10 26%	81 93% c	- -	96 88%	27 52%	43 91% a	21 38%	59 94% a	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	102 65%	3 14%	90 90% c	10 26%	79 91% c	- -	93 85%	27 52%	41 87% a	22 40%	55 87% a	- -	- -	- -	- -
Treat Members fairly	100 64%	2 9%	89 89% c	9 24%	81 93% c	- -	92 84%	25 48%	41 87% a	20 36%	54 86% a	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	94 60%	4 18%	80 80% c	8 21%	72 83% c	- -	83 76%	25 48%	36 77% a	19 35%	50 79% a	- -	- -	- -	- -
Develop and manage .UK policy	61 39%	1 5%	57 57% c	2 5%	53 61% c	1 5%	55 50%	9 17%	29 62% a	9 16%	34 54% a	- -	- -	- -	- -
Promote and expand the market for .UK domain names	48 31%	- -	45 45% c	1 3%	41 47% c	- -	43 39%	7 13%	26 55% a	5 9%	30 48% a	- -	- -	- -	- -
Support internet governance	40 26%	2 9%	35 35% c	1 3%	36 41% c	2 10%	35 32%	9 17%	18 38% a	4 7%	25 40% a	- -	- -	- -	- -
Protect the .UK domain name space	39 25%	1 5%	36 36% c	2 5%	36 41% c	1 5%	36 33%	7 13%	21 45% a	4 7%	25 40% a	- -	- -	- -	- -
Provide effective cybersecurity services	36 23%	1 5%	32 32% c	3 8%	30 34% c	1 5%	34 31%	9 17%	19 40% a	5 9%	21 33% 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

		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	156	22	100	38	87	20	109	52	47	55	63	-	-	-	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-	
Manage the .UK registry	30	1	29	2	28	1	28	5	14	2	18	-	-	-	-	
	19%	5%	29%	5%	32%	5%	26%	10%	30%	4%	29%	-	-	-	-	
			c		c				a		a					
Manage the dispute resolution service (DRS)	25	1	23	2	23	1	22	4	13	4	13	-	-	-	-	
	16%	5%	23%	5%	26%	5%	20%	8%	28%	7%	21%	-	-	-	-	
			c		c				a		a					
Fulfil its obligations as a responsible employer	23	1	22	-	22	1	20	6	10	1	13	-	-	-	-	
	15%	5%	22%	-	25%	5%	18%	12%	21%	2%	21%	-	-	-	-	
			c		c						a					
Keep the .UK domain space a hostile space for criminal activity	19	1	17	1	18	1	17	3	11	3	10	-	-	-	-	
	12%	5%	17%	3%	21%	5%	16%	6%	23%	5%	16%	-	-	-	-	
			c		c				a							
Provide technical support/registry services for registry (TLD) owners	18	1	16	1	14	-	18	3	8	2	13	-	-	-	-	
	12%	5%	16%	3%	16%	-	17%	6%	17%	4%	21%	-	-	-	-	
			c		c						a					
Provide support for domain name owners (registrants)	17	-	16	-	17	-	17	2	10	1	11	-	-	-	-	
	11%	-	16%	-	20%	-	16%	4%	21%	2%	17%	-	-	-	-	
			c		c				a		a					

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	18	18	-	-	7	1	-	1	3	-	-	-	-	-	-	-	-
		12%	12%	-	-	17%	5%	-	25%	21%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	20	20	-	-	5	3	4	-	1	-	-	-	-	-	-	-	-
		13%	13%	-	-	12%	14%	24%	-	7%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	17	17	-	-	5	1	1	1	-	-	-	-	-	-	-	-	-
		11%	11%	-	-	12%	5%	6%	25%	-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	30	30	-	-	10	6	4	-	3	-	-	-	-	-	-	-	-
		19%	19%	-	-	24%	29%	24%	-	21%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	70	70	-	-	15	10	8	2	7	-	-	-	-	-	-	-	-
		45%	45%	-	-	36%	48%	47%	50%	50%	-	-	-	-	-	-	-	-
Don't know		1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Trust		38	38	-	-	12	4	4	1	4	-	-	-	-	-	-	-	-
		24%	24%	-	-	29%	19%	24%	25%	29%	-	-	-	-	-	-	-	-
NET: Distrust		100	100	-	-	25	16	12	2	10	-	-	-	-	-	-	-	-
		64%	64%	-	-	60%	76%	71%	50%	71%	-	-	-	-	-	-	-	-
Base for stats		155	155	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
Mean Score		2.26	2.26	-	-	2.50	2.00	2.06	2.50	2.29	-	-	-	-	-	-	-	-
Standard Deviation		1.437	1.437	-	-	1.502	1.265	1.249	1.915	1.684	-	-	-	-	-	-	-	-
Standard Error		.115	.115	-	-	.232	.276	.303	.957	.450	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.08	.09	.92	.20	-	-	-	-	-	-	-	-

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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	18 12%	- -	2 20%	1 7%	2 15%	13 12%	- -	- -	- -	- -	- -	14 13%	3 9%	1 11%	3 3%	12 30% a	- -	3 18%
Trust a little	(4.0)	20 13%	1 9%	- -	2 13%	2 15%	15 14%	- -	- -	- -	- -	- -	16 14%	4 11%	- -	5 5%	12 30% a	- -	3 18%
Neither trust nor distrust	(3.0)	17 11%	2 18%	- -	2 13%	- -	13 12%	- -	- -	- -	- -	- -	13 12%	2 6%	2 22%	5 5%	9 23% a	- -	3 18%
Distrust a little	(2.0)	30 19%	4 36%	- -	6 40%	3 23%	17 16%	- -	- -	- -	- -	- -	20 18%	7 20%	3 33%	21 21%	5 13%	- -	4 24%
Distrust a lot	(1.0)	70 45%	4 36%	8 80%	4 27%	6 46%	48 45%	- -	- -	- -	- -	- -	48 43%	19 54%	3 33%	64 65% b	2 5%	1 100%	3 18%
Don't know		1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 6%
NET: Trust		38 24%	1 9%	2 20%	3 20%	4 31%	28 26%	- -	- -	- -	- -	- -	30 27%	7 20%	1 11%	8 8%	24 60% a	- -	6 35%
NET: Distrust		100 64%	8 73%	8 80%	10 67%	9 69%	65 61%	- -	- -	- -	- -	- -	68 61%	26 74%	6 67%	85 87% b	7 18%	1 100%	7 41%
Base for stats		155	11	10	15	13	106	-	-	-	-	-	111	35	9	98	40	1	16
Mean Score		2.26	2.00	1.80	2.33	2.31	2.32	-	-	-	-	-	2.35	2.00	2.22	1.59	3.68 a	1.00	2.94
Standard Deviation		1.437	1.000	1.687	1.234	1.601	1.471	-	-	-	-	-	1.469	1.372	1.302	1.014	1.185	-	1.436
Standard Error		.115	.302	.533	.319	.444	.143	-	-	-	-	-	.139	.232	.434	.102	.187	-	.359
Error variance		.01	.09	.28	.10	.20	.02	-	-	-	-	-	.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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	18 12%	13 59%	2 2%	17 45% bd	- -	13 65%	2 2%	10 19% b	1 2%	12 22% b	1 2%	- -	- -	- -	- -
Trust a little	(4.0)	20 13%	5 23%	3 3%	9 24% bd	4 5%	7 35%	8 7%	13 25% b	2 4%	14 25% b	4 6%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	17 11%	1 5%	6 6%	2 5%	2 2%	- -	7 6%	3 6%	3 6%	8 15%	4 6%	- -	- -	- -	- -
Distrust a little	(2.0)	30 19%	2 9%	23 23%	5 13%	21 24%	- -	24 22%	11 21%	7 15%	9 16%	11 17%	- -	- -	- -	- -
Distrust a lot	(1.0)	70 45%	- -	66 66% c	4 11%	60 69% c	- -	68 62%	14 27%	34 72% a	11 20%	43 68% a	- -	- -	- -	- -
Don't know		1 1%	1 5%	- -	1 3%	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -
NET: Trust		38 24%	18 82%	5 5%	26 68% bd	4 5%	20 100%	10 9%	23 44% b	3 6%	26 47% b	5 8%	- -	- -	- -	- -
NET: Distrust		100 64%	2 9%	89 89% c	9 24%	81 93% c	- -	92 84%	25 48%	41 87% a	20 36%	54 86% a	- -	- -	- -	- -
Base for stats		155	21	100	37	87	20	109	51	47	54	63	-	-	-	-
Mean Score		2.26	4.38	1.52	3.81 bd	1.43	4.65	1.64	2.88 b	1.49	3.13 b	1.56	-	-	-	-
Standard Deviation		1.437	.973	.893	1.431	.757	.489	1.014	1.545	.953	1.467	.980	-	-	-	-
Standard Error		.115	.212	.089	.235	.081	.109	.097	.216	.139	.200	.123	-	-	-	-
Error variance		.01	.05	.01	.06	.01	.01	.01	.05	.02	.04	.02	-	-	-	-

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	10	10	-	-	7	-	-	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	17%	-	-	-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	24	24	-	-	3	5	3	1	3	-	-	-	-	-	-	-
		15%	15%	-	-	7%	24%	18%	25%	21%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	15	15	-	-	3	-	1	1	2	-	-	-	-	-	-	-
		10%	10%	-	-	7%	-	6%	25%	14%	-	-	-	-	-	-	-
Distrust a little	(2.0)	13	13	-	-	6	2	2	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	14%	10%	12%	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	93	93	-	-	23	14	11	2	9	-	-	-	-	-	-	-
		60%	60%	-	-	55%	67%	65%	50%	64%	-	-	-	-	-	-	-
Don't know		1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Trust		34	34	-	-	10	5	3	1	3	-	-	-	-	-	-	-
		22%	22%	-	-	24%	24%	18%	25%	21%	-	-	-	-	-	-	-
NET: Distrust		106	106	-	-	29	16	13	2	9	-	-	-	-	-	-	-
		68%	68%	-	-	69%	76%	76%	50%	64%	-	-	-	-	-	-	-
Base for stats		155	155	-	-	42	21	17	4	14	-	-	-	-	-	-	-
Mean Score		2.00	2.00	-	-	2.17	1.81	1.76	2.25	1.93	-	-	-	-	-	-	-
Standard Deviation		1.382	1.382	-	-	1.560	1.289	1.200	1.500	1.328	-	-	-	-	-	-	-
Standard Error		.111	.111	-	-	.241	.281	.291	.750	.355	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.06	.08	.08	.56	.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

			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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	10 6%	- -	1 10%	1 7%	- -	8 7%	- -	- -	- -	- -	- -	6 5%	2 6%	2 22%	1 1%	8 20%	- -	1 6%
Trust a little	(4.0)	24 15%	1 9%	2 20%	1 7%	4 31%	16 15%	- -	- -	- -	- -	- -	21 19%	3 9%	- -	5 5%	15 38%	- -	4 24%
Neither trust nor distrust	(3.0)	15 10%	2 18%	- -	2 13%	- -	11 10%	- -	- -	- -	- -	- -	11 10%	2 6%	2 22%	4 4%	7 18%	- -	4 24%
Distrust a little	(2.0)	13 8%	- -	- -	2 13%	2 15%	9 8%	- -	- -	- -	- -	- -	8 7%	4 11%	1 11%	8 8%	5 13%	- -	- -
Distrust a lot	(1.0)	93 60%	8 73%	7 70%	9 60%	7 54%	62 58%	- -	- -	- -	- -	- -	65 58%	24 69%	4 44%	80 82%	5 13%	1 100%	7 41%
Don't know		1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 6%
NET: Trust		34 22%	1 9%	3 30%	2 13%	4 31%	24 22%	- -	- -	- -	- -	- -	27 24%	5 14%	2 22%	6 6%	23 58%	- -	5 29%
NET: Distrust		106 68%	8 73%	7 70%	11 73%	9 69%	71 66%	- -	- -	- -	- -	- -	73 65%	28 80%	5 56%	88 90%	10 25%	1 100%	7 41%
Base for stats		155	11	10	15	13	106	-	-	-	-	-	111	35	9	98	40	1	16
Mean Score		2.00	1.64	2.00	1.87	2.08	2.05	-	-	-	-	-	2.05	1.71	2.44	1.36	3.40	1.00	2.50
Standard Deviation		1.382	1.120	1.633	1.302	1.382	1.410	-	-	-	-	-	1.394	1.250	1.667	.865	1.297	-	1.461
Standard Error		.111	.338	.516	.336	.383	.137	-	-	-	-	-	.132	.211	.556	.087	.205	-	.365
Error variance		.01	.11	.27	.11	.15	.02	-	-	-	-	-	.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

			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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	10 6%	8 36%	1 1%	10 26% bd	- -	6 30%	3 3%	7 13% b	1 2%	9 16% b	- -	- -	- -	- -	- -
Trust a little	(4.0)	24 15%	9 41%	4 4%	11 29% bd	5 6%	14 70%	6 6%	16 31% b	2 4%	14 25% b	3 5%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	15 10%	2 9%	3 3%	6 16% bd	1 1%	- -	4 4%	1 2%	1 2%	10 18% b	1 2%	- -	- -	- -	- -
Distrust a little	(2.0)	13 8%	1 5%	7 7%	3 8%	6 7%	- -	10 9%	5 10%	3 6%	7 13%	4 6%	- -	- -	- -	- -
Distrust a lot	(1.0)	93 60%	1 5%	85 85% c	7 18%	75 86% c	- -	86 79%	22 42%	40 85% a	14 25%	55 87% a	- -	- -	- -	- -
Don't know		1 1%	1 5%	- -	1 3%	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -
NET: Trust		34 22%	17 77%	5 5%	21 55% bd	5 6%	20 100%	9 8%	23 44% b	3 6%	23 42% b	3 5%	- -	- -	- -	- -
NET: Distrust		106 68%	2 9%	92 92% c	10 26%	81 93% c	- -	96 88%	27 52%	43 91% a	21 38%	59 94% a	- -	- -	- -	- -
Base for stats		155	21	100	37	87	20	109	51	47	54	63	-	-	-	-
Mean Score		2.00	4.05	1.29	3.38 bd	1.26	4.30	1.44	2.63 b	1.32	2.94 b	1.24	-	-	-	-
Standard Deviation		1.382	1.071	.795	1.460	.754	.470	.995	1.612	.887	1.459	.712	-	-	-	-
Standard Error		.111	.234	.080	.240	.081	.105	.095	.226	.129	.199	.090	-	-	-	-
Error variance		.01	.05	.01	.06	.01	.01	.01	.05	.02	.04	.01	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	4	4	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	9	9	-	-	3	-	3	1	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	7%	-	18%	25%	-	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	23	23	-	-	6	2	2	1	3	-	-	-	-	-	-	-	-
		15%	15%	-	-	14%	10%	12%	25%	21%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	15	15	-	-	6	1	-	-	1	-	-	-	-	-	-	-	-
		10%	10%	-	-	14%	5%	-	-	7%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	95	95	-	-	23	15	11	2	10	-	-	-	-	-	-	-	-
		61%	61%	-	-	55%	71%	65%	50%	71%	-	-	-	-	-	-	-	-
Don't know		10	10	-	-	1	3	1	-	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	2%	14%	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		13	13	-	-	6	-	3	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	14%	-	18%	25%	-	-	-	-	-	-	-	-	-
NET: Distrust		110	110	-	-	29	16	11	2	11	-	-	-	-	-	-	-	-
		71%	71%	-	-	69%	76%	65%	50%	79%	-	-	-	-	-	-	-	-
Base for stats		146	146	-	-	41	18	16	4	14	-	-	-	-	-	-	-	-
Mean Score		1.71	1.71	-	-	1.95	1.28	1.81	2.25	1.50	-	-	-	-	-	-	-	-
Standard Deviation		1.108	1.108	-	-	1.303	.669	1.276	1.500	.855	-	-	-	-	-	-	-	-
Standard Error		.092	.092	-	-	.203	.158	.319	.750	.228	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.02	.10	.56	.05	-	-	-	-	-	-	-	-

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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	4 3%	- -	1 10%	- -	- -	3 3%	- -	- -	- -	- -	- -	3 3%	- -	1 11%	1 1%	3 8%	- -	- -
Trust a little	(4.0)	9 6%	- -	- -	3 20%	- -	6 6%	- -	- -	- -	- -	- -	5 4%	3 9%	1 11%	3 3%	5 13%	- -	1 6%
Neither trust nor distrust	(3.0)	23 15%	1 9%	- -	- -	3 23%	19 18%	- -	- -	- -	- -	- -	16 14%	5 14%	2 22%	5 5%	14 35%	- -	4 24%
Distrust a little	(2.0)	15 10%	2 18%	- -	2 13%	1 8%	10 9%	- -	- -	- -	- -	- -	11 10%	2 6%	2 22%	3 3%	9 23%	- -	3 18%
Distrust a lot	(1.0)	95 61%	8 73%	7 70%	9 60%	8 62%	63 59%	- -	- -	- -	- -	- -	67 60%	25 71%	3 33%	84 86%	3 8%	1 100%	7 41%
Don't know		10 6%	- -	2 20%	1 7%	1 8%	6 6%	- -	- -	- -	- -	- -	10 9%	- -	- -	2 2%	6 15%	- -	2 12%
NET: Trust		13 8%	- -	1 10%	3 20%	- -	9 8%	- -	- -	- -	- -	- -	8 7%	3 9%	2 22%	4 4%	8 20%	- -	1 6%
NET: Distrust		110 71%	10 91%	7 70%	11 73%	9 69%	73 68%	- -	- -	- -	- -	- -	78 70%	27 77%	5 56%	87 89%	12 30%	1 100%	10 59%
Base for stats		146	11	8	14	12	101	-	-	-	-	-	102	35	9	96	34	1	15
Mean Score		1.71	1.36	1.50	1.79	1.58	1.77	-	-	-	-	-	1.69	1.60	2.44	1.27	2.88	1.00	1.93
Standard Deviation		1.108	.674	1.414	1.251	.900	1.130	-	-	-	-	-	1.090	1.035	1.424	.788	1.066	-	1.033
Standard Error		.092	.203	.500	.334	.260	.112	-	-	-	-	-	.108	.175	.475	.080	.183	-	.267
Error variance		.01	.04	.25	.11	.07	.01	-	-	-	-	-	.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		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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	4 3%	4 18%	- -	4 11% bd	- -	3 15%	1 1%	2 4%	- -	3 5%	- -	- -	- -	- -	- -
Trust a little	(4.0)	9 6%	6 27%	2 2%	6 16% bd	2 2%	3 15%	4 4%	5 10%	3 6%	4 7%	3 5%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	23 15%	5 23%	3 3%	10 26% bd	1 1%	8 40%	3 3%	9 17% b	1 2%	15 27% b	4 6%	- -	- -	- -	- -
Distrust a little	(2.0)	15 10%	2 9%	7 7%	7 18% bd	4 5%	1 5%	10 9%	6 12%	3 6%	9 16% b	3 5%	- -	- -	- -	- -
Distrust a lot	(1.0)	95 61%	1 5%	86 86% c	6 16%	77 89% c	1 5%	88 81%	26 50%	37 79% a	18 33%	53 84% a	- -	- -	- -	- -
Don't know		10 6%	4 18%	2 2%	5 13% bd	3 3%	4 20%	3 3%	4 8%	3 6%	6 11% b	- -	- -	- -	- -	- -
NET: Trust		13 8%	10 45%	2 2%	10 26% bd	2 2%	6 30%	5 5%	7 13%	3 6%	7 13%	3 5%	- -	- -	- -	- -
NET: Distrust		110 71%	3 14%	93 93% c	13 34%	81 93% c	2 10%	98 90%	32 62%	40 85% a	27 49%	56 89% a	- -	- -	- -	- -
Base for stats		146	18	98	33	84	16	106	48	44	49	63	-	-	-	-
Mean Score		1.71	3.56	1.19	2.85 bd	1.14	3.38	1.30	1.98 b	1.32	2.29 b	1.32	-	-	-	-
Standard Deviation		1.108	1.149	.586	1.278	.541	1.088	.783	1.246	.829	1.225	.800	-	-	-	-
Standard Error		.092	.271	.059	.222	.059	.272	.076	.180	.125	.175	.101	-	-	-	-
Error variance		.01	.07	*	.05	*	.07	.01	.03	.02	.03	.01	-	-	-	-

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							
		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		156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	74	-	-	26	7	5	1	6	-	-	-	-	-	-	-	-
		47%	-	-	62%	33%	29%	25%	43%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	25	-	-	6	4	2	2	3	-	-	-	-	-	-	-	-
		16%	-	-	14%	19%	12%	50%	21%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	26	-	-	5	6	5	-	2	-	-	-	-	-	-	-	-
		17%	-	-	12%	29%	29%	-	14%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	13	-	-	3	3	1	-	2	-	-	-	-	-	-	-	-
		8%	-	-	7%	14%	6%	-	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	17	-	-	2	1	3	1	1	-	-	-	-	-	-	-	-
		11%	-	-	5%	5%	18%	25%	7%	-	-	-	-	-	-	-	-
Don't know		1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		99	-	-	32	11	7	3	9	-	-	-	-	-	-	-	-
		63%	-	-	76%	52%	41%	75%	64%	-	-	-	-	-	-	-	-
NET: Distrust		30	-	-	5	4	4	1	3	-	-	-	-	-	-	-	-
		19%	-	-	12%	19%	24%	25%	21%	-	-	-	-	-	-	-	-
Base for stats		155	-	-	42	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		3.81	-	-	4.21	3.62	3.31	3.50	3.79	-	-	-	-	-	-	-	-
Standard Deviation		1.395	-	-	1.200	1.244	1.493	1.732	1.369	-	-	-	-	-	-	-	-
Standard Error		.112	-	-	.185	.271	.373	.866	.366	-	-	-	-	-	-	-	-
Error variance		.01	-	-	.03	.07	.14	.75	.13	-	-	-	-	-	-	-	-

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		156	11	10	15	13	107	-	-	-	-	-	112	35	9	98	40	1	17
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	74	5	4	7	7	51	-	-	-	-	-	52	18	4	35	28	1	10
		47%	45%	40%	47%	54%	48%	-	-	-	-	-	46%	51%	44%	36%	70% a	100%	59%
Trust a little	(4.0)	25	2	1	4	2	16	-	-	-	-	-	19	4	2	19	5	-	1
		16%	18%	10%	27%	15%	15%	-	-	-	-	-	17%	11%	22%	19%	13%	-	6%
Neither trust nor distrust	(3.0)	26	-	1	3	2	20	-	-	-	-	-	16	8	2	16	5	-	5
		17%	-	10%	20%	15%	19%	-	-	-	-	-	14%	23%	22%	16%	13%	-	29%
Distrust a little	(2.0)	13	2	2	-	1	8	-	-	-	-	-	11	2	-	11	1	-	1
		8%	18%	20%	-	8%	7%	-	-	-	-	-	10%	6%	-	11%	3%	-	6%
Distrust a lot	(1.0)	17	2	2	1	1	11	-	-	-	-	-	13	3	1	16	1	-	-
		11%	18%	20%	7%	8%	10%	-	-	-	-	-	12%	9%	11%	16% b	3%	-	-
Don't know		1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
		1%	-	-	-	-	1%	-	-	-	-	-	1%	-	-	1%	-	-	-
NET: Trust		99	7	5	11	9	67	-	-	-	-	-	71	22	6	54	33	1	11
		63%	64%	50%	73%	69%	63%	-	-	-	-	-	63%	63%	67%	55%	83% a	100%	65%
NET: Distrust		30	4	4	1	2	19	-	-	-	-	-	24	5	1	27	2	-	1
		19%	36%	40%	7%	15%	18%	-	-	-	-	-	21%	14%	11%	28% b	5%	-	6%
Base for stats		155	11	10	15	13	106	-	-	-	-	-	111	35	9	97	40	1	17
Mean Score		3.81	3.55	3.30	4.07	4.00	3.83	-	-	-	-	-	3.77	3.91	3.89	3.47	4.45 a	5.00	4.18
Standard Deviation		1.395	1.695	1.703	1.163	1.354	1.376	-	-	-	-	-	1.425	1.337	1.364	1.487	.986	-	1.074
Standard Error		.112	.511	.539	.300	.376	.134	-	-	-	-	-	.135	.226	.455	.151	.156	-	.261
Error variance		.01	.26	.29	.09	.14	.02	-	-	-	-	-	.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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	74 47%	19 86%	38 38%	31 82% bd	27 31%	17 85%	43 39%	39 75% b	14 30%	40 73% b	21 33%	- -	- -	- -	- -
Trust a little	(4.0)	25 16%	1 5%	18 18%	4 11%	16 18%	2 10%	19 17%	4 8%	9 19%	6 11%	14 22%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	26 17%	1 5%	14 14%	1 3%	15 17% c	- -	18 17%	4 8%	9 19%	7 13%	10 16%	- -	- -	- -	- -
Distrust a little	(2.0)	13 8%	1 5%	12 12%	1 3%	12 14%	1 5%	12 11%	4 8%	5 11%	2 4%	8 13%	- -	- -	- -	- -
Distrust a lot	(1.0)	17 11%	- -	17 17% c	1 3%	16 18% c	- -	16 15%	1 2%	9 19% a	- -	10 16% a	- -	- -	- -	- -
Don't know		1 1%	- -	1 1%	- -	1 1%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -
NET: Trust		99 63%	20 91%	56 56%	35 92% bd	43 49%	19 95%	62 57%	43 83% b	23 49%	46 84% b	35 56%	- -	- -	- -	- -
NET: Distrust		30 19%	1 5%	29 29% c	2 5%	28 32% c	1 5%	28 26%	5 10%	14 30% a	2 4%	18 29% a	- -	- -	- -	- -
Base for stats		155	22	99	38	86	20	108	52	46	55	63	-	-	-	-
Mean Score		3.81	4.73	3.48	4.66 bd	3.30	4.75	3.56	4.46 b	3.30	4.53 b	3.44	-	-	-	-
Standard Deviation		1.395	.767	1.521	.878	1.503	.716	1.474	1.056	1.504	.858	1.468	-	-	-	-
Standard Error		.112	.164	.153	.143	.162	.160	.142	.147	.222	.116	.185	-	-	-	-
Error variance		.01	.03	.02	.02	.03	.03	.02	.02	.05	.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

		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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	65	65	-	-	26	7	2	1	7	-	-	-	-	-	-	-	-
		42%	42%	-	-	62%	33%	12%	25%	50%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	44	44	-	-	5	7	6	1	4	-	-	-	-	-	-	-	-
		28%	28%	-	-	12%	33%	35%	25%	29%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	27	27	-	-	8	4	4	1	3	-	-	-	-	-	-	-	-
		17%	17%	-	-	19%	19%	24%	25%	21%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	7	7	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	2%	10%	18%	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	10	10	-	-	2	1	1	1	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	5%	5%	6%	25%	-	-	-	-	-	-	-	-	-
Don't know		3	3	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		109	109	-	-	31	14	8	2	11	-	-	-	-	-	-	-	-
		70%	70%	-	-	74%	67%	47%	50%	79%	-	-	-	-	-	-	-	-
NET: Distrust		17	17	-	-	3	3	4	1	-	-	-	-	-	-	-	-	-
		11%	11%	-	-	7%	14%	24%	25%	-	-	-	-	-	-	-	-	-
Base for stats		153	153	-	-	42	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		3.96	3.96	-	-	4.24	3.81	3.31	3.25	4.29	-	-	-	-	-	-	-	-
Standard Deviation		1.175	1.175	-	-	1.144	1.167	1.138	1.708	.825	-	-	-	-	-	-	-	-
Standard Error		.095	.095	-	-	.176	.255	.285	.854	.221	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.06	.08	.73	.05	-	-	-	-	-	-	-	-

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
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	65 42%	4 36%	3 30%	7 47%	5 38%	46 43%	- -	- -	- -	- -	- -	45 40%	18 51%	2 22%	35 36%	21 53%	1 100%	8 47%
Trust a little	(4.0)	44 28%	4 36%	1 10%	5 33%	3 23%	31 29%	- -	- -	- -	- -	- -	30 27%	11 31%	3 33%	25 26%	12 30%	- -	7 41%
Neither trust nor distrust	(3.0)	27 17%	2 18%	2 20%	1 7%	3 23%	19 18%	- -	- -	- -	- -	- -	21 19%	4 11%	2 22%	18 18%	7 18%	- -	2 12%
Distrust a little	(2.0)	7 4%	- -	2 20%	1 7%	- -	4 4%	- -	- -	- -	- -	- -	6 5%	- -	1 11%	7 7%	- -	- -	- -
Distrust a lot	(1.0)	10 6%	1 9%	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	7 6%	2 6%	1 11%	10 10%	- -	- -	- -
Don't know		3 2%	- -	- -	- -	1 8%	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	3 3%	- -	- -	- -
NET: Trust		109 70%	8 73%	4 40%	12 80%	8 62%	77 72%	- -	- -	- -	- -	- -	75 67%	29 83%	5 56%	60 61%	33 83%	1 100%	15 88%
NET: Distrust		17 11%	1 9%	4 40%	2 13%	1 8%	9 8%	- -	- -	- -	- -	- -	13 12%	2 6%	2 22%	17 17%	- -	- -	- -
Base for stats		153	11	10	15	12	105	-	-	-	-	-	109	35	9	95	40	1	17
Mean Score		3.96	3.91	3.10	4.07	3.92	4.04	-	-	-	-	-	3.92	4.23	3.44	3.72	4.35	5.00	4.35
Standard Deviation		1.175	1.221	1.595	1.223	1.240	1.100	-	-	-	-	-	1.187	1.060	1.333	1.318	.770	-	.702
Standard Error		.095	.368	.504	.316	.358	.107	-	-	-	-	-	.114	.179	.444	.135	.122	-	.170
Error variance		.01	.14	.25	.10	.13	.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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	65 42%	16 73%	35 35%	25 66% bd	30 34%	14 70%	40 37%	27 52% b	15 32%	33 60% b	18 29%	- -	- -	- -	- -
Trust a little	(4.0)	44 28%	4 18%	28 28%	10 26%	21 24%	6 30%	27 25%	19 37%	11 23%	13 24%	22 35%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	27 17%	2 9%	18 18%	3 8%	16 18%	- -	22 20%	4 8%	8 17%	8 15%	11 17%	- -	- -	- -	- -
Distrust a little	(2.0)	7 4%	- -	7 7%	- -	7 8%	- -	7 6%	2 4%	3 6%	- -	5 8% a	- -	- -	- -	- -
Distrust a lot	(1.0)	10 6%	- -	9 9%	- -	10 11% c	- -	10 9%	- -	7 15% a	1 2%	6 10%	- -	- -	- -	- -
Don't know		3 2%	- -	3 3%	- -	3 3%	- -	3 3%	- -	3 6%	- -	1 2%	- -	- -	- -	- -
NET: Trust		109 70%	20 91%	63 63%	35 92% bd	51 59%	20 100%	67 61%	46 88% b	26 55%	46 84% b	40 63%	- -	- -	- -	- -
NET: Distrust		17 11%	- -	16 16% c	- -	17 20% c	- -	17 16%	2 4%	10 21% a	1 2%	11 17% a	- -	- -	- -	- -
Base for stats		153	22	97	38	84	20	106	52	44	55	62	-	-	-	-
Mean Score		3.96	4.64	3.75	4.58 bd	3.64	4.70	3.75	4.37 b	3.55	4.40 b	3.66	-	-	-	-
Standard Deviation		1.175	.658	1.275	.642	1.359	.470	1.286	.793	1.438	.873	1.254	-	-	-	-
Standard Error		.095	.140	.129	.104	.148	.105	.125	.110	.217	.118	.159	-	-	-	-
Error variance		.01	.02	.02	.01	.02	.01	.02	.01	.05	.01	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	55	55	-	-	20	5	2	1	3	-	-	-	-	-	-	-	-
		35%	35%	-	-	48%	24%	12%	25%	21%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	33	33	-	-	11	5	5	1	1	-	-	-	-	-	-	-	-
		21%	21%	-	-	26%	24%	29%	25%	7%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	27	27	-	-	4	6	3	-	6	-	-	-	-	-	-	-	-
		17%	17%	-	-	10%	29%	18%	-	43%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	14	14	-	-	3	2	2	-	2	-	-	-	-	-	-	-	-
		9%	9%	-	-	7%	10%	12%	-	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	25	25	-	-	4	3	4	2	2	-	-	-	-	-	-	-	-
		16%	16%	-	-	10%	14%	24%	50%	14%	-	-	-	-	-	-	-	-
Don't know		2	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		88	88	-	-	31	10	7	2	4	-	-	-	-	-	-	-	-
		56%	56%	-	-	74%	48%	41%	50%	29%	-	-	-	-	-	-	-	-
NET: Distrust		39	39	-	-	7	5	6	2	4	-	-	-	-	-	-	-	-
		25%	25%	-	-	17%	24%	35%	50%	29%	-	-	-	-	-	-	-	-
Base for stats		154	154	-	-	42	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		3.51	3.51	-	-	3.95	3.33	2.94	2.75	3.07	-	-	-	-	-	-	-	-
Standard Deviation		1.461	1.461	-	-	1.324	1.354	1.436	2.062	1.328	-	-	-	-	-	-	-	-
Standard Error		.118	.118	-	-	.204	.295	.359	1.031	.355	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.09	.13	1.06	.13	-	-	-	-	-	-	-	-

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		156	11	10	15	13	107	-	-	-	-	-	112	35	9	98	40	1	17
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	55	3	2	6	3	41	-	-	-	-	-	39	12	4	22	23	1	9
		35%	27%	20%	40%	23%	38%	-	-	-	-	-	35%	34%	44%	22%	58%	100%	53%
																	a		
Trust a little	(4.0)	33	2	1	5	4	21	-	-	-	-	-	21	9	3	21	10	-	2
		21%	18%	10%	33%	31%	20%	-	-	-	-	-	19%	26%	33%	21%	25%	-	12%
Neither trust nor distrust	(3.0)	27	1	1	2	3	20	-	-	-	-	-	19	7	1	20	4	-	3
		17%	9%	10%	13%	23%	19%	-	-	-	-	-	17%	20%	11%	20%	10%	-	18%
Distrust a little	(2.0)	14	2	2	-	-	10	-	-	-	-	-	12	2	-	11	2	-	1
		9%	18%	20%	-	-	9%	-	-	-	-	-	11%	6%	-	11%	5%	-	6%
Distrust a lot	(1.0)	25	3	4	2	3	13	-	-	-	-	-	19	5	1	22	1	-	2
		16%	27%	40%	13%	23%	12%	-	-	-	-	-	17%	14%	11%	22%	3%	-	12%
																b			
Don't know		2	-	-	-	-	2	-	-	-	-	-	2	-	-	2	-	-	-
		1%	-	-	-	-	2%	-	-	-	-	-	2%	-	-	2%	-	-	-
NET: Trust		88	5	3	11	7	62	-	-	-	-	-	60	21	7	43	33	1	11
		56%	45%	30%	73%	54%	58%	-	-	-	-	-	54%	60%	78%	44%	83%	100%	65%
																	a		
NET: Distrust		39	5	6	2	3	23	-	-	-	-	-	31	7	1	33	3	-	3
		25%	45%	60%	13%	23%	21%	-	-	-	-	-	28%	20%	11%	34%	8%	-	18%
																b			
Base for stats		154	11	10	15	13	105	-	-	-	-	-	110	35	9	96	40	1	17
Mean Score		3.51	3.00	2.50	3.87	3.31	3.64	-	-	-	-	-	3.45	3.60	4.00	3.10	4.30	5.00	3.88
																	a		
Standard Deviation		1.461	1.673	1.650	1.356	1.494	1.401	-	-	-	-	-	1.494	1.397	1.323	1.476	1.018	-	1.453
Standard Error		.118	.505	.522	.350	.414	.137	-	-	-	-	-	.142	.236	.441	.151	.161	-	.352
Error variance		.01	.25	.27	.12	.17	.02	-	-	-	-	-	.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		156	22	100	38	87	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Trust a lot	(5.0)	55	16	23	25	18	14	29	29	8	31	14	-	-	-	-
		35%	73%	23%	66% bd	21%	70%	27%	56% b	17%	56% b	22%	-	-	-	-
Trust a little	(4.0)	33	5	19	10	14	4	21	11	8	11	15	-	-	-	-
		21%	23%	19%	26%	16%	20%	19%	21%	17%	20%	24%	-	-	-	-
Neither trust nor distrust	(3.0)	27	-	20	1	17	1	21	5	9	9	9	-	-	-	-
		17%	-	20% c	3%	20% c	5%	19%	10%	19%	16%	14%	-	-	-	-
Distrust a little	(2.0)	14	1	12	1	12	1	13	5	7	3	8	-	-	-	-
		9%	5%	12%	3%	14%	5%	12%	10%	15%	5%	13%	-	-	-	-
Distrust a lot	(1.0)	25	-	24	1	24	-	23	2	14	1	17	-	-	-	-
		16%	-	24% c	3%	28% c	-	21%	4%	30% a	2%	27% a	-	-	-	-
Don't know		2	-	2	-	2	-	2	-	1	-	-	-	-	-	-
		1%	-	2%	-	2%	-	2%	-	2%	-	-	-	-	-	-
NET: Trust		88	21	42	35	32	18	50	40	16	42	29	-	-	-	-
		56%	95%	42% bd	92% bd	37%	90%	46%	77% b	34%	76% b	46%	-	-	-	-
NET: Distrust		39	1	36	2	36	1	36	7	21	4	25	-	-	-	-
		25%	5%	36% c	5% c	41% c	5%	33%	13% a	45% a	7% a	40% a	-	-	-	-
Base for stats		154	22	98	38	85	20	107	52	46	55	63	-	-	-	-
Mean Score		3.51	4.64	3.05	4.50 bd	2.88	4.55	3.19	4.15 b	2.76	4.24 b	3.02	-	-	-	-
Standard Deviation		1.461	.727	1.502	.893	1.515	.826	1.499	1.178	1.493	1.036	1.540	-	-	-	-
Standard Error		.118	.155	.152	.145	.164	.185	.145	.163	.220	.140	.194	-	-	-	-
Error variance		.01	.02	.02	.02	.03	.03	.02	.03	.05	.02	.04	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	18	18	-	-	6	-	1	1	2	-	-	-	-	-	-	-	-
		12%	12%	-	-	14%	-	6%	25%	14%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	25	25	-	-	6	4	4	-	2	-	-	-	-	-	-	-	-
		16%	16%	-	-	14%	19%	24%	-	14%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	60	60	-	-	20	8	7	1	3	-	-	-	-	-	-	-	-
		38%	38%	-	-	48%	38%	41%	25%	21%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	10	10	-	-	4	2	-	1	2	-	-	-	-	-	-	-	-
		6%	6%	-	-	10%	10%	-	25%	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	26	26	-	-	5	4	3	1	1	-	-	-	-	-	-	-	-
		17%	17%	-	-	12%	19%	18%	25%	7%	-	-	-	-	-	-	-	-
Don't know		17	17	-	-	1	3	2	-	4	-	-	-	-	-	-	-	-
		11%	11%	-	-	2%	14%	12%	-	29%	-	-	-	-	-	-	-	-
NET: Trust		43	43	-	-	12	4	5	1	4	-	-	-	-	-	-	-	-
		28%	28%	-	-	29%	19%	29%	25%	29%	-	-	-	-	-	-	-	-
NET: Distrust		36	36	-	-	9	6	3	2	3	-	-	-	-	-	-	-	-
		23%	23%	-	-	21%	23%	18%	50%	21%	-	-	-	-	-	-	-	-
Base for stats		139	139	-	-	41	18	15	4	10	-	-	-	-	-	-	-	-
Mean Score		2.99	2.99	-	-	3.10	2.67	3.00	2.75	3.20	-	-	-	-	-	-	-	-
Standard Deviation		1.237	1.237	-	-	1.158	1.085	1.195	1.708	1.317	-	-	-	-	-	-	-	-
Standard Error		.105	.105	-	-	.181	.256	.309	.854	.416	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.07	.10	.73	.17	-	-	-	-	-	-	-	-

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
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
18 12%	1 9%	2 20%	1 7%	- -	14 13%	- -	- -	- -	- -	- -	15 13%	2 6%	1 11%	7 7%	9 23% a	- -	2 12%
25 16%	- -	- -	4 27%	3 23%	18 17%	- -	- -	- -	- -	- -	16 14%	7 20%	2 22%	15 15%	8 20%	1 100%	1 6%
60 38%	7 64%	3 30%	4 27%	4 31%	42 39%	- -	- -	- -	- -	- -	42 38%	14 40%	4 44%	34 35%	18 45%	- -	8 47%
10 6%	- -	- -	2 13%	3 23%	5 5%	- -	- -	- -	- -	- -	7 6%	3 9%	- -	9 9% b	- -	- -	1 6%
26 17%	1 9%	4 40%	3 20%	1 8%	17 16%	- -	- -	- -	- -	- -	17 15%	7 20%	2 22%	24 24% b	1 3%	- -	1 6%
17 11%	2 18%	1 10%	1 7%	2 15%	11 10%	- -	- -	- -	- -	- -	15 13%	2 6%	- -	9 9%	4 10%	- -	4 24%
43 28%	1 9%	2 20%	5 33%	3 23%	32 30%	- -	- -	- -	- -	- -	31 28%	9 26%	3 33%	22 22%	17 43% a	1 100%	3 18%
36 23%	1 9%	4 40%	5 33%	4 31%	22 21%	- -	- -	- -	- -	- -	24 21%	10 29%	2 22%	33 34% b	1 3%	- -	2 12%
139 2.99	9 3.00	9 2.56	14 2.86	11 2.82	96 3.07	- -	- -	- -	- -	- -	97 3.05	33 2.82	9 3.00	89 2.69	36 3.67 a	1 4.00	13 3.15
1.237 .105 .01	1.000 .333 .11	1.667 .556 .31	1.292 .345 .12	.982 .296 .09	1.242 .127 .02	- -	- -	- -	- -	- -	1.253 .127 .02	1.185 .206 .04	1.323 .441 .19	1.258 .133 .02	.956 .159 .03	- -	1.068 .296 .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		156	22	100	38	87	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Trust a lot	(5.0)	18	8	6	10	4	6	8	10	2	12	4	-	-	-	-
		12%	36%	6%	26% bd	5%	30%	7%	19% b	4%	22% b	6%	-	-	-	-
Trust a little	(4.0)	25	3	14	5	14	7	13	11	4	9	11	-	-	-	-
		16%	14%	14%	13%	16%	35%	12%	21%	9%	16%	17%	-	-	-	-
Neither trust nor distrust	(3.0)	60	6	37	14	28	3	44	16	18	25	23	-	-	-	-
		38%	27%	37%	37%	32%	15%	40%	31%	38%	45%	37%	-	-	-	-
Distrust a little	(2.0)	10	1	8	1	7	1	8	4	2	1	7	-	-	-	-
		6%	5%	8%	3%	8%	5%	7%	8%	4%	2%	11% a	-	-	-	-
Distrust a lot	(1.0)	26	-	24	2	23	-	26	5	17	4	14	-	-	-	-
		17%	-	24% c	5% c	26% c	-	24%	10% a	36% a	7% a	22% a	-	-	-	-
Don't know		17	4	11	6	11	3	10	6	4	4	4	-	-	-	-
		11%	18%	11%	16%	13%	15%	9%	12%	9%	7%	6%	-	-	-	-
NET: Trust		43	11	20	15	18	13	21	21	6	21	15	-	-	-	-
		28%	50%	20% bd	39% bd	21%	65%	19%	40% b	13%	38%	24%	-	-	-	-
NET: Distrust		36	1	32	3	30	1	34	9	19	5	21	-	-	-	-
		23%	5%	32% c	8% c	34% c	5%	31%	17% a	40% a	9% a	33% a	-	-	-	-
Base for stats		139	18	89	32	76	17	99	46	43	51	59	-	-	-	-
Mean Score		2.99	4.00	2.66	3.63 bd	2.59	4.06	2.69	3.37 b	2.35	3.47 b	2.73	-	-	-	-
Standard Deviation		1.237	1.029	1.224	1.157	1.246	.899	1.226	1.236	1.232	1.120	1.215	-	-	-	-
Standard Error		.105	.243	.130	.205	.143	.218	.123	.182	.188	.157	.158	-	-	-	-
Error variance		.01	.06	.02	.04	.02	.05	.02	.03	.04	.02	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	38	38	-	-	18	3	2	1	2	-	-	-	-	-	-	-	-
		24%	24%	-	-	43%	14%	12%	25%	14%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	47	47	-	-	11	8	4	1	6	-	-	-	-	-	-	-	-
		30%	30%	-	-	26%	38%	24%	25%	43%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	47	47	-	-	8	7	6	-	6	-	-	-	-	-	-	-	-
		30%	30%	-	-	19%	33%	35%	-	43%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	7	7	-	-	3	1	2	-	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	7%	5%	12%	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	12	12	-	-	2	1	1	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	5%	5%	6%	25%	-	-	-	-	-	-	-	-	-
Don't know		5	5	-	-	-	1	2	1	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	-	5%	12%	25%	-	-	-	-	-	-	-	-	-
NET: Trust		85	85	-	-	29	11	6	2	8	-	-	-	-	-	-	-	-
		54%	54%	-	-	69%	52%	35%	50%	57%	-	-	-	-	-	-	-	-
NET: Distrust		19	19	-	-	5	2	3	1	-	-	-	-	-	-	-	-	-
		12%	12%	-	-	12%	10%	18%	25%	-	-	-	-	-	-	-	-	-
Base for stats		151	151	-	-	42	20	15	3	14	-	-	-	-	-	-	-	-
Mean Score		3.61	3.61	-	-	3.95	3.55	3.27	3.33	3.71	-	-	-	-	-	-	-	-
Standard Deviation		1.149	1.149	-	-	1.168	.999	1.100	2.082	.726	-	-	-	-	-	-	-	-
Standard Error		.093	.093	-	-	.180	.223	.284	1.202	.194	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.05	.08	1.44	.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

	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
156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
38 24%	1 9%	2 20%	1 7%	3 23%	31 29%	- -	- -	- -	- -	- -	28 25%	7 20%	3 33%	14 14%	20 50% a	1 100%	3 18%
47 30%	6 55%	3 30%	8 53%	5 38%	25 23%	- -	- -	- -	- -	- -	33 29%	12 34%	2 22%	27 28%	12 30%	- -	8 47%
47 30%	2 18%	3 30%	3 20%	5 38%	34 32%	- -	- -	- -	- -	- -	34 30%	11 31%	2 22%	35 36% b	7 18%	- -	5 29%
7 4%	1 9%	1 10%	- -	- -	5 5%	- -	- -	- -	- -	- -	5 4%	2 6%	- -	6 6%	- -	- -	1 6%
12 8%	1 9%	1 10%	1 7%	- -	9 8%	- -	- -	- -	- -	- -	8 7%	3 9%	1 11%	11 11%	1 3%	- -	- -
5 3%	- -	- -	2 13%	- -	3 3%	- -	- -	- -	- -	- -	4 4%	- -	1 11%	5 5%	- -	- -	- -
85 54%	7 64%	5 50%	9 60%	8 62%	56 52%	- -	- -	- -	- -	- -	61 54%	19 54%	5 56%	41 42%	32 80% a	1 100%	11 65%
19 12%	2 18%	2 20%	1 7%	- -	14 13%	- -	- -	- -	- -	- -	13 12%	5 14%	1 11%	17 17% b	1 3%	- -	1 6%
151 3.61	11 3.45	10 3.40	13 3.62	13 3.85	104 3.62	- -	- -	- -	- -	- -	108 3.63	35 3.51	8 3.75	93 3.29	40 4.25 a	1 5.00	17 3.76
1.149 .093 .01	1.128 .340 .12	1.265 .400 .16	.961 .266 .07	.801 .222 .05	1.209 .119 .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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	38 24%	15 68%	16 16%	18 47% bd	13 15%	11 55%	22 20%	21 40% b	6 13%	23 42% b	10 16%	- -	- -	- -	- -
Trust a little	(4.0)	47 30%	4 18%	29 29%	14 37%	21 24%	7 35%	30 28%	19 37% b	8 17%	21 38%	17 27%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	47 30%	2 9%	33 33% c	5 13%	31 36% c	1 5%	36 33%	9 17%	20 43% a	8 15%	24 38% a	- -	- -	- -	- -
Distrust a little	(2.0)	7 4%	1 5%	5 5%	1 3%	6 7%	1 5%	6 6%	3 6%	2 4%	2 4%	4 6%	- -	- -	- -	- -
Distrust a lot	(1.0)	12 8%	- -	12 12% c	- -	12 14% c	- -	11 10%	- -	9 19% a	1 2%	6 10%	- -	- -	- -	- -
Don't know		5 3%	- -	5 5%	- -	4 5%	- -	4 4%	- -	2 4%	- -	2 3%	- -	- -	- -	- -
NET: Trust		85 54%	19 86%	45 45%	32 84% bd	34 39%	18 90%	52 48%	40 77% b	14 30%	44 80% b	27 43%	- -	- -	- -	- -
NET: Distrust		19 12%	1 5%	17 17% c	1 3%	18 21% c	1 5%	17 16%	3 6%	11 23% a	3 5%	10 16%	- -	- -	- -	- -
Base for stats		151	22	95	38	83	20	105	52	45	55	61	-	-	-	-
Mean Score		3.61	4.50	3.34	4.29 bd	3.20	4.40	3.44	4.12 b	3.00	4.15 b	3.34	-	-	-	-
Standard Deviation		1.149	.859	1.199	.802	1.227	.821	1.192	.900	1.261	.931	1.138	-	-	-	-
Standard Error		.093	.183	.123	.130	.135	.184	.116	.125	.188	.126	.146	-	-	-	-
Error variance		.01	.03	.02	.02	.02	.03	.01	.02	.04	.02	.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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	42	42	-	-	18	5	-	2	1	-	-	-	-	-	-	-	-
		27%	27%	-	-	43%	24%	-	50%	7%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	45	45	-	-	9	3	10	1	5	-	-	-	-	-	-	-	-
		29%	29%	-	-	21%	14%	59%	25%	36%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	36	36	-	-	9	6	3	-	4	-	-	-	-	-	-	-	-
		23%	23%	-	-	21%	29%	18%	-	29%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	12	12	-	-	2	5	-	-	1	-	-	-	-	-	-	-	-
		8%	8%	-	-	5%	24%	-	-	7%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	13	13	-	-	4	-	2	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	10%	-	12%	25%	-	-	-	-	-	-	-	-	-
Don't know		8	8	-	-	-	2	2	-	3	-	-	-	-	-	-	-	-
		5%	5%	-	-	-	10%	12%	-	21%	-	-	-	-	-	-	-	-
NET: Trust		87	87	-	-	27	8	10	3	6	-	-	-	-	-	-	-	-
		56%	56%	-	-	64%	38%	59%	75%	43%	-	-	-	-	-	-	-	-
NET: Distrust		25	25	-	-	6	5	2	1	1	-	-	-	-	-	-	-	-
		16%	16%	-	-	14%	24%	12%	25%	7%	-	-	-	-	-	-	-	-
Base for stats		148	148	-	-	42	19	15	4	11	-	-	-	-	-	-	-	-
Mean Score		3.61	3.61	-	-	3.83	3.42	3.40	3.75	3.55	-	-	-	-	-	-	-	-
Standard Deviation		1.226	1.226	-	-	1.305	1.170	1.056	1.893	.820	-	-	-	-	-	-	-	-
Standard Error		.101	.101	-	-	.201	.268	.273	.946	.247	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.07	.07	.90	.06	-	-	-	-	-	-	-	-

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		156	11	10	15	13	107	-	-	-	-	-	112	35	9	98	40	1	17
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	42	2	1	3	2	34	-	-	-	-	-	26	11	5	15	20	1	6
		27%	18%	10%	20%	15%	32%	-	-	-	-	-	23%	31%	56%	15%	50% a	100%	35%
Trust a little	(4.0)	45	3	-	10	4	28	-	-	-	-	-	33	11	1	28	12	-	5
		29%	27%	-	67%	31%	26%	-	-	-	-	-	29%	31%	11%	29%	30%	-	29%
Neither trust nor distrust	(3.0)	36	2	2	-	3	29	-	-	-	-	-	28	7	1	26	7	-	3
		23%	18%	20%	-	23%	27%	-	-	-	-	-	25%	20%	11%	27%	18%	-	18%
Distrust a little	(2.0)	12	3	2	-	1	6	-	-	-	-	-	9	3	-	10	-	-	2
		8%	27%	20%	-	8%	6%	-	-	-	-	-	8%	9%	-	10% b	-	-	12%
Distrust a lot	(1.0)	13	1	2	1	1	8	-	-	-	-	-	8	3	2	13	-	-	-
		8%	9%	20%	7%	8%	7%	-	-	-	-	-	7%	9%	22%	13% b	-	-	-
Don't know		8	-	3	1	2	2	-	-	-	-	-	8	-	-	6	1	-	1
		5%	-	30%	7%	15%	2%	-	-	-	-	-	7%	-	-	6%	3%	-	6%
NET: Trust		87	5	1	13	6	62	-	-	-	-	-	59	22	6	43	32	1	11
		56%	45%	10%	87%	46%	58%	-	-	-	-	-	53%	63%	67%	44%	80% a	100%	65%
NET: Distrust		25	4	4	1	2	14	-	-	-	-	-	17	6	2	23	-	-	2
		16%	36%	40%	7%	15%	13%	-	-	-	-	-	15%	17%	22%	23% b	-	-	12%
Base for stats		148	11	7	14	11	105	-	-	-	-	-	104	35	9	92	39	1	16
Mean Score		3.61	3.18	2.43	4.00	3.45	3.70	-	-	-	-	-	3.58	3.69	3.78	3.24	4.33 a	5.00	3.94
Standard Deviation		1.226	1.328	1.397	.961	1.214	1.200	-	-	-	-	-	1.180	1.255	1.716	1.261	.772	-	1.063
Standard Error		.101	.400	.528	.257	.366	.117	-	-	-	-	-	.116	.212	.572	.131	.124	-	.266
Error variance		.01	.16	.28	.07	.13	.01	-	-	-	-	-	.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

			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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	42 27%	13 59%	16 16%	22 58% bd	11 13%	12 60%	21 19%	25 48% b	7 15%	25 45% b	12 19%	- -	- -	- -	- -
Trust a little	(4.0)	45 29%	4 18%	30 30%	9 24%	24 28%	4 20%	32 29%	16 31%	12 26%	13 24%	23 37%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	36 23%	2 9%	26 26% c	2 5%	24 28% c	1 5%	29 27%	6 12%	12 26%	12 22%	14 22%	- -	- -	- -	- -
Distrust a little	(2.0)	12 8%	1 5%	11 11%	1 3%	11 13%	1 5%	10 9%	3 6%	5 11%	3 5%	6 10%	- -	- -	- -	- -
Distrust a lot	(1.0)	13 8%	- -	12 12%	1 3%	12 14%	- -	12 11%	1 2%	8 17% a	1 2%	7 11% a	- -	- -	- -	- -
Don't know		8 5%	2 9%	5 5%	3 8%	5 6%	2 10%	5 5%	1 2%	3 6%	1 2%	1 2%	- -	- -	- -	- -
NET: Trust		87 56%	17 77%	46 46%	31 82% bd	35 40%	16 80%	53 49%	41 79% b	19 40%	38 69%	35 56%	- -	- -	- -	- -
NET: Distrust		25 16%	1 5%	23 23% c	2 5%	23 26% c	1 5%	22 20%	4 8%	13 28% a	4 7%	13 21% a	- -	- -	- -	- -
Base for stats		148	20	95	35	82	18	104	51	44	54	62	-	-	-	-
Mean Score		3.61	4.45	3.28	4.43 bd	3.13	4.50	3.38	4.20 b	3.11	4.07 b	3.44	-	-	-	-
Standard Deviation		1.226	.887	1.243	.948	1.245	.857	1.241	1.000	1.333	1.043	1.236	-	-	-	-
Standard Error		.101	.198	.128	.160	.137	.202	.122	.140	.201	.142	.157	-	-	-	-
Error variance		.01	.04	.02	.03	.02	.04	.01	.02	.04	.02	.02	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	79	79	-	-	22	9	7	1	10	-	-	-	-	-	-	-	-
		51%	51%	-	-	52%	43%	41%	25%	71%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	33	33	-	-	9	5	5	1	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	21%	24%	29%	25%	14%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	22	22	-	-	8	4	1	-	-	-	-	-	-	-	-	-	-
		14%	14%	-	-	19%	19%	6%	-	-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	9	9	-	-	1	2	3	1	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	2%	10%	18%	25%	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	9	9	-	-	2	-	1	1	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	5%	-	6%	25%	-	-	-	-	-	-	-	-	-
Don't know		4	4	-	-	-	1	-	-	2	-	-	-	-	-	-	-	-
		3%	3%	-	-	-	5%	-	-	14%	-	-	-	-	-	-	-	-
NET: Trust		112	112	-	-	31	14	12	2	12	-	-	-	-	-	-	-	-
		72%	72%	-	-	74%	67%	71%	50%	86%	-	-	-	-	-	-	-	-
NET: Distrust		18	18	-	-	3	2	4	2	-	-	-	-	-	-	-	-	-
		12%	12%	-	-	7%	10%	24%	50%	-	-	-	-	-	-	-	-	-
Base for stats		152	152	-	-	42	20	17	4	12	-	-	-	-	-	-	-	-
Mean Score		4.08	4.08	-	-	4.14	4.05	3.82	3.00	4.83	-	-	-	-	-	-	-	-
Standard Deviation		1.199	1.199	-	-	1.117	1.050	1.334	1.826	.389	-	-	-	-	-	-	-	-
Standard Error		.097	.097	-	-	.172	.235	.324	.913	.112	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.06	.10	.83	.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

		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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	79 51%	4 36%	5 50%	7 47%	6 46%	57 53%	- -	- -	- -	- -	- -	62 55%	14 40%	3 33%	44 45%	25 63%	1 100%	9 53%
Trust a little	(4.0)	33 21%	5 45%	- -	5 33%	2 15%	21 20%	- -	- -	- -	- -	- -	19 17%	11 31%	3 33%	21 21%	8 20%	- -	4 24%
Neither trust nor distrust	(3.0)	22 14%	2 18%	- -	- -	3 23%	17 16%	- -	- -	- -	- -	- -	16 14%	5 14%	1 11%	13 13%	5 13%	- -	4 24%
Distrust a little	(2.0)	9 6%	- -	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	6 5%	2 6%	1 11%	8 8%	1 3%	- -	- -
Distrust a lot	(1.0)	9 6%	- -	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	6 5%	2 6%	1 11%	9 9%	- -	- -	- -
Don't know		4 3%	- -	1 10%	1 7%	- -	2 2%	- -	- -	- -	- -	- -	3 3%	1 3%	- -	3 3%	1 3%	- -	- -
NET: Trust		112 72%	9 82%	5 50%	12 80%	8 62%	78 73%	- -	- -	- -	- -	- -	81 72%	25 71%	6 67%	65 66%	33 83%	1 100%	13 76%
NET: Distrust		18 12%	- -	4 40%	2 13%	2 15%	10 9%	- -	- -	- -	- -	- -	12 11%	4 11%	2 22%	17 17%	1 3%	- -	- -
Base for stats		152	11	9	14	13	105	-	-	-	-	-	109	34	9	95	39	1	17
Mean Score		4.08	4.18	3.44	4.14	3.85	4.14	-	-	-	-	-	4.15	3.97	3.67	3.87	4.46	5.00	4.29
Standard Deviation		1.199	.751	1.878	1.231	1.345	1.147	-	-	-	-	-	1.193	1.167	1.414	1.339	.822	-	.849
Standard Error		.097	.226	.626	.329	.373	.112	-	-	-	-	-	.114	.200	.471	.137	.132	-	.206
Error variance		.01	.05	.39	.11	.14	.01	-	-	-	-	-	.01	.04	.22	.02	.02	-	.04

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

			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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	79 51%	17 77%	46 46%	29 76% bd	38 44%	17 85%	49 45%	33 63% b	17 36%	35 64% b	25 40%	- -	- -	- -	- -
Trust a little	(4.0)	33 21%	4 18%	23 23%	5 13%	21 24%	3 15%	23 21%	13 25%	12 26%	9 16% b	16 25%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	22 14%	- -	13 13%	3 8%	12 14%	- -	16 15%	2 4%	8 17% a	8 15%	7 11%	- -	- -	- -	- -
Distrust a little	(2.0)	9 6%	1 5%	7 7%	1 3%	5 6%	- -	9 8%	3 6%	3 6%	2 4%	7 11%	- -	- -	- -	- -
Distrust a lot	(1.0)	9 6%	- -	9 9%	- -	9 10% c	- -	9 8%	- -	5 11% a	- -	6 10% a	- -	- -	- -	- -
Don't know		4 3%	- -	2 2%	- -	2 2%	- -	3 3%	1 2%	2 4%	1 2%	2 3%	- -	- -	- -	- -
NET: Trust		112 72%	21 95%	69 69%	34 89% bd	59 68%	20 100%	72 66%	46 88% b	29 62%	44 80%	41 65%	- -	- -	- -	- -
NET: Distrust		18 12%	1 5%	16 16% c	1 3%	14 16% c	- -	18 17%	3 6%	8 17%	2 4%	13 21% a	- -	- -	- -	- -
Base for stats		152	22	98	38	85	20	106	51	45	54	61	-	-	-	-
Mean Score		4.08	4.68	3.92	4.63 bd	3.87	4.85	3.89	4.49 b	3.73	4.43 b	3.77	-	-	-	-
Standard Deviation		1.199	.716	1.313	.751	1.334	.366	1.312	.834	1.338	.882	1.359	-	-	-	-
Standard Error		.097	.153	.133	.122	.145	.082	.127	.117	.199	.120	.174	-	-	-	-
Error variance		.01	.02	.02	.01	.02	.01	.02	.01	.04	.01	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	11	11	-	-	4	-	1	1	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	10%	-	6%	25%	-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	20	20	-	-	6	2	1	-	2	-	-	-	-	-	-	-	-
		13%	13%	-	-	14%	10%	6%	-	14%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	22	22	-	-	4	3	2	1	3	-	-	-	-	-	-	-	-
		14%	14%	-	-	10%	14%	12%	25%	21%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	29	29	-	-	8	3	5	1	2	-	-	-	-	-	-	-	-
		19%	19%	-	-	19%	14%	29%	25%	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	65	65	-	-	18	11	6	1	7	-	-	-	-	-	-	-	-
		42%	42%	-	-	43%	52%	35%	25%	50%	-	-	-	-	-	-	-	-
Don't know		9	9	-	-	2	2	2	-	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	5%	10%	12%	-	-	-	-	-	-	-	-	-	-
NET: Trust		31	31	-	-	10	2	2	1	2	-	-	-	-	-	-	-	-
		20%	20%	-	-	24%	10%	12%	25%	14%	-	-	-	-	-	-	-	-
NET: Distrust		94	94	-	-	26	14	11	2	9	-	-	-	-	-	-	-	-
		60%	60%	-	-	62%	67%	65%	50%	64%	-	-	-	-	-	-	-	-
Base for stats		147	147	-	-	40	19	15	4	14	-	-	-	-	-	-	-	-
Mean Score		2.20	2.20	-	-	2.25	1.79	2.07	2.75	2.00	-	-	-	-	-	-	-	-
Standard Deviation		1.334	1.334	-	-	1.428	1.084	1.223	1.708	1.177	-	-	-	-	-	-	-	-
Standard Error		.110	.110	-	-	.226	.249	.316	.854	.314	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.06	.10	.73	.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
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
11 7%	- -	1 10%	1 7%	- -	9 8%	- -	- -	- -	- -	- -	9 8%	2 6%	- -	2 2%	8 20% a	- -	1 6%
20 13%	- -	- -	- -	1 8%	19 18%	- -	- -	- -	- -	- -	16 14%	3 9%	1 11%	5 5%	11 28% a	- -	4 24%
22 14%	1 9%	- -	1 7%	2 15%	18 17%	- -	- -	- -	- -	- -	13 12%	7 20%	2 22%	11 11%	7 18%	1 100%	3 18%
29 19%	2 18%	3 30%	8 53%	2 15%	14 13%	- -	- -	- -	- -	- -	20 18%	8 23%	1 11%	19 19%	7 18%	- -	3 18%
65 42%	8 73%	5 50%	3 20%	7 54%	42 39%	- -	- -	- -	- -	- -	47 42%	14 40%	4 44%	58 59% b	2 5%	- -	5 29%
9 6%	- -	1 10%	2 13%	1 8%	5 5%	- -	- -	- -	- -	- -	7 6%	1 3%	1 11%	3 3%	5 13% a	- -	1 6%
31 20%	- -	1 10%	1 7%	1 8%	28 26%	- -	- -	- -	- -	- -	25 22%	5 14%	1 11%	7 7%	19 48% a	- -	5 29%
94 60%	10 91%	8 80%	11 73%	9 69%	56 52%	- -	- -	- -	- -	- -	67 60%	22 63%	5 56%	77 79% b	9 23%	- -	8 47%
147 2.20	11 1.36	9 1.78	13 2.08	12 1.75	102 2.40	- -	- -	- -	- -	- -	105 2.24	34 2.15	8 2.00	95 1.67	35 3.46 a	1 3.00	16 2.56
1.334 .110 .01	.674 .203 .04	1.302 .434 .19	1.038 .288 .08	1.055 .305 .09	1.409 .140 .02	- -	- -	- -	- -	- -	1.383 .135 .02	1.234 .212 .04	1.195 .423 .18	1.015 .104 .01	1.221 .206 .04	- -	1.365 .341 .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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	11 7%	8 36%	1 1%	10 26% bd	- -	6 30%	3 3%	7 13% b	1 2%	10 18% b	- -	- -	- -	- -	- -
Trust a little	(4.0)	20 13%	6 27%	7 7%	11 29% bd	4 5%	9 45%	6 6%	14 27% b	1 2%	12 22% b	4 6%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	22 14%	1 5%	9 9%	5 13%	8 9%	1 5%	14 13%	4 8%	6 13%	12 22%	8 13%	- -	- -	- -	- -
Distrust a little	(2.0)	29 19%	3 14%	20 20%	5 13%	16 18%	- -	22 20%	10 19%	8 17%	9 16%	12 19%	- -	- -	- -	- -
Distrust a lot	(1.0)	65 42%	1 5%	60 60% c	3 8%	56 64% c	- -	61 56%	15 29%	28 60% a	10 18%	38 60% a	- -	- -	- -	- -
Don't know		9 6%	3 14%	3 3%	4 11%	3 3%	4 20%	3 3%	2 4%	3 6%	2 4%	1 2%	- -	- -	- -	- -
NET: Trust		31 20%	14 64%	8 8%	21 55% bd	4 5%	15 75%	9 8%	21 40% b	2 4%	22 40% b	4 6%	- -	- -	- -	- -
NET: Distrust		94 60%	4 18%	80 80% c	8 21%	72 83% c	- -	83 76%	25 48%	36 77% a	19 35%	50 79% a	- -	- -	- -	- -
Base for stats		147	19	97	34	84	16	106	50	44	53	62	-	-	-	-
Mean Score		2.20	3.89	1.65	3.59 bd	1.52	4.31	1.75	2.76 b	1.61	3.06 b	1.65	-	-	-	-
Standard Deviation		1.334	1.286	.990	1.305	.857	.602	1.067	1.492	.970	1.392	.943	-	-	-	-
Standard Error		.110	.295	.101	.224	.094	.151	.104	.211	.146	.191	.120	-	-	-	-
Error variance		.01	.09	.01	.05	.01	.02	.01	.04	.02	.04	.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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	17	17	-	-	8	-	-	1	1	-	-	-	-	-	-	-	-
		11%	11%	-	-	19%	-	-	25%	7%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	15	15	-	-	4	4	1	-	1	-	-	-	-	-	-	-	-
		10%	10%	-	-	10%	19%	6%	-	7%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	18	18	-	-	3	2	2	1	2	-	-	-	-	-	-	-	-
		12%	12%	-	-	7%	10%	12%	25%	14%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	24	24	-	-	9	2	3	-	2	-	-	-	-	-	-	-	-
		15%	15%	-	-	21%	10%	18%	-	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	78	78	-	-	18	12	10	2	8	-	-	-	-	-	-	-	-
		50%	50%	-	-	43%	57%	59%	50%	57%	-	-	-	-	-	-	-	-
Don't know		4	4	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	-	5%	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		32	32	-	-	12	4	1	1	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	29%	19%	6%	25%	14%	-	-	-	-	-	-	-	-
NET: Distrust		102	102	-	-	27	14	13	2	10	-	-	-	-	-	-	-	-
		65%	65%	-	-	64%	67%	76%	50%	71%	-	-	-	-	-	-	-	-
Base for stats		152	152	-	-	42	20	16	4	14	-	-	-	-	-	-	-	-
Mean Score		2.14	2.14	-	-	2.40	1.90	1.63	2.50	1.93	-	-	-	-	-	-	-	-
Standard Deviation		1.424	1.424	-	-	1.578	1.252	.957	1.915	1.328	-	-	-	-	-	-	-	-
Standard Error		.115	.115	-	-	.244	.280	.239	.957	.355	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.06	.08	.06	.92	.13	-	-	-	-	-	-	-	-

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
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
156	11	10	15	13	107	-	-	-	-	-	112	35	9	98	40	1	17
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
17	-	1	2	1	13	-	-	-	-	-	13	3	1	4	11	-	2
11%	-	10%	13%	8%	12%	-	-	-	-	-	12%	9%	11%	4%	28% a	-	12%
15	-	-	2	2	11	-	-	-	-	-	12	3	-	3	11	-	1
10%	-	-	13%	15%	10%	-	-	-	-	-	11%	9%	-	3%	28% a	-	6%
18	1	-	1	2	14	-	-	-	-	-	13	3	2	5	8	-	5
12%	9%	-	7%	15%	13%	-	-	-	-	-	12%	9%	22%	5%	20% a	-	29%
24	-	2	5	-	17	-	-	-	-	-	12	9	3	15	7	1	1
15%	-	20%	33%	-	16%	-	-	-	-	-	11%	26% a	33%	15%	18%	100%	6%
78	10	6	5	8	49	-	-	-	-	-	59	16	3	68	2	-	8
50%	91%	60%	33%	62%	46%	-	-	-	-	-	53%	46%	33%	69% b	5%	-	47%
4	-	1	-	-	3	-	-	-	-	-	3	1	-	3	1	-	-
3%	-	10%	-	-	3%	-	-	-	-	-	3%	3%	-	3%	3%	-	-
32	-	1	4	3	24	-	-	-	-	-	25	6	1	7	22	-	3
21%	-	10%	27%	23%	22%	-	-	-	-	-	22%	17%	11%	7%	55% a	-	18%
102	10	8	10	8	66	-	-	-	-	-	71	25	6	83	9	1	9
65%	91%	80%	67%	62%	62%	-	-	-	-	-	63%	71%	67%	85% b	23%	100%	53%
152	11	9	15	13	104	-	-	-	-	-	109	34	9	95	39	1	17
2.14	1.18	1.67	2.40	2.08	2.25	-	-	-	-	-	2.16	2.06	2.22	1.53	3.56 a	2.00	2.29
1.424	.603	1.323	1.454	1.498	1.453	-	-	-	-	-	1.473	1.324	1.302	1.030	1.231	-	1.448
.115	.182	.441	.375	.415	.142	-	-	-	-	-	.141	.227	.434	.106	.197	-	.351
.01	.03	.19	.14	.17	.02	-	-	-	-	-	.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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	17 11%	13 59%	- -	15 39% bd	1 1%	10 50%	3 3%	12 23% b	1 2%	13 24% b	1 2%	- -	- -	- -	- -
Trust a little	(4.0)	15 10%	3 14%	5 5%	7 18% bd	3 3%	8 40%	4 4%	7 13%	3 6%	8 15%	3 5%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	18 12%	2 9%	2 2%	5 13% bd	1 1%	1 5%	6 6%	4 8%	1 2%	12 22% b	2 3%	- -	- -	- -	- -
Distrust a little	(2.0)	24 15%	3 14%	18 18%	8 21%	11 13%	- -	21 19%	11 21%	5 11%	8 15%	12 19%	- -	- -	- -	- -
Distrust a lot	(1.0)	78 50%	- -	72 72% c	2 5%	68 78% c	- -	72 66%	16 31%	36 77% a	14 25%	43 68% a	- -	- -	- -	- -
Don't know		4 3%	1 5%	3 3%	1 3%	3 3%	1 5%	3 3%	2 4%	1 2%	- -	2 3%	- -	- -	- -	- -
NET: Trust		32 21%	16 73%	5 5%	22 58% bd	4 5%	18 90%	7 6%	19 37% b	4 9%	21 38% b	4 6%	- -	- -	- -	- -
NET: Distrust		102 65%	3 14%	90 90% c	10 26%	79 91% c	- -	93 85%	27 52%	41 87% a	22 40%	55 87% a	- -	- -	- -	- -
Base for stats		152	21	97	37	84	19	106	50	46	55	61	-	-	-	-
Mean Score		2.14	4.24	1.38	3.68 bd	1.31	4.47	1.54	2.76 b	1.43	2.96 b	1.48	-	-	-	-
Standard Deviation		1.424	1.136	.770	1.355	.776	.612	.968	1.611	.981	1.515	.906	-	-	-	-
Standard Error		.115	.248	.078	.223	.085	.140	.094	.228	.145	.204	.116	-	-	-	-
Error variance		.01	.06	.01	.05	.01	.02	.01	.05	.02	.04	.01	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	28	28	-	-	14	1	1	1	1	-	-	-	-	-	-	-	-
		18%	18%	-	-	33%	5%	6%	25%	7%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	35	35	-	-	9	6	7	1	3	-	-	-	-	-	-	-	-
		22%	22%	-	-	21%	29%	41%	25%	21%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	29	29	-	-	10	4	1	1	2	-	-	-	-	-	-	-	-
		19%	19%	-	-	24%	19%	6%	25%	14%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	25	25	-	-	3	5	3	-	3	-	-	-	-	-	-	-	-
		16%	16%	-	-	7%	24%	18%	-	21%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	36	36	-	-	6	5	4	1	4	-	-	-	-	-	-	-	-
		23%	23%	-	-	14%	24%	24%	25%	29%	-	-	-	-	-	-	-	-
Don't know		3	3	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
		2%	2%	-	-	-	-	6%	-	7%	-	-	-	-	-	-	-	-
NET: Trust		63	63	-	-	23	7	8	2	4	-	-	-	-	-	-	-	-
		40%	40%	-	-	55%	33%	47%	50%	29%	-	-	-	-	-	-	-	-
NET: Distrust		61	61	-	-	9	10	7	1	7	-	-	-	-	-	-	-	-
		39%	39%	-	-	21%	48%	41%	25%	50%	-	-	-	-	-	-	-	-
Base for stats		153	153	-	-	42	21	16	4	13	-	-	-	-	-	-	-	-
Mean Score		2.96	2.96	-	-	3.52	2.67	2.88	3.25	2.54	-	-	-	-	-	-	-	-
Standard Deviation		1.441	1.441	-	-	1.401	1.278	1.408	1.708	1.391	-	-	-	-	-	-	-	-
Standard Error		.117	.117	-	-	.216	.279	.352	.854	.386	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.08	.12	.73	.15	-	-	-	-	-	-	-	-

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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	28 18%	- -	2 20%	2 13%	4 31%	20 19%	- -	- -	- -	- -	- -	22 20%	3 9%	3 33%	7 7%	17 43% a	- -	4 24%
Trust a little	(4.0)	35 22%	3 27%	- -	8 53%	1 8%	23 21%	- -	- -	- -	- -	- -	22 20%	11 31%	2 22%	18 18%	13 33%	- -	4 24%
Neither trust nor distrust	(3.0)	29 19%	1 9%	1 10%	3 20%	2 15%	22 21%	- -	- -	- -	- -	- -	19 17%	8 23%	2 22%	17 17%	7 18%	- -	5 29%
Distrust a little	(2.0)	25 16%	2 18%	3 30%	1 7%	2 15%	17 16%	- -	- -	- -	- -	- -	19 17%	5 14%	1 11%	20 20% b	2 5%	1 100%	2 12%
Distrust a lot	(1.0)	36 23%	5 45%	4 40%	1 7%	3 23%	23 21%	- -	- -	- -	- -	- -	28 25%	7 20%	1 11%	33 34% b	1 3%	- -	2 12%
Don't know		3 2%	- -	- -	- -	1 8%	2 2%	- -	- -	- -	- -	- -	2 2%	1 3%	- -	3 3%	- -	- -	- -
NET: Trust		63 40%	3 27%	2 20%	10 67%	5 38%	43 40%	- -	- -	- -	- -	- -	44 39%	14 40%	5 56%	25 26%	30 75% a	- -	8 47%
NET: Distrust		61 39%	7 64%	7 70%	2 13%	5 38%	40 37%	- -	- -	- -	- -	- -	47 42%	12 34%	2 22%	53 54% b	3 8%	1 100%	4 24%
Base for stats		153	11	10	15	12	105	-	-	-	-	-	110	34	9	95	40	1	17
Mean Score		2.96	2.18	2.30	3.60	3.08	3.00	-	-	-	-	-	2.92	2.94	3.56	2.43	4.08 a	2.00	3.35
Standard Deviation		1.441	1.328	1.567	1.056	1.676	1.428	-	-	-	-	-	1.485	1.301	1.424	1.334	1.023	-	1.320
Standard Error		.117	.400	.496	.273	.484	.139	-	-	-	-	-	.142	.223	.475	.137	.162	-	.320
Error variance		.01	.16	.25	.07	.23	.02	-	-	-	-	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		156	22	100	38	87	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Trust a lot	(5.0)	28	16	5	20	2	13	8	18	-	20	3	-	-	-	-
		18%	73%	5%	53% bd	2%	65%	7%	35% b	-	36% b	5%	-	-	-	-
Trust a little	(4.0)	35	4	20	13	15	6	22	18	7	16	14	-	-	-	-
		22%	18%	20%	34% d	17%	30%	20%	35% b	15%	29%	22%	-	-	-	-
Neither trust nor distrust	(3.0)	29	1	15	3	14	-	21	6	10	10	11	-	-	-	-
		19%	5%	15%	8%	16%	-	19%	12%	21%	18%	17%	-	-	-	-
Distrust a little	(2.0)	25	1	22	1	18	1	21	4	10	6	14	-	-	-	-
		16%	5%	22% c	3%	21% c	5%	19%	8%	21%	11%	22%	-	-	-	-
Distrust a lot	(1.0)	36	-	35	1	35	-	34	5	19	3	20	-	-	-	-
		23%	-	35% c	3%	40% c	-	31%	10%	40% a	5%	32% a	-	-	-	-
Don't know		3	-	3	-	3	-	3	1	1	-	1	-	-	-	-
		2%	-	3%	-	3%	-	3%	2%	2%	-	2%	-	-	-	-
NET: Trust		63	20	25	33	17	19	30	36	7	36	17	-	-	-	-
		40%	91%	25%	87% bd	20%	95%	28%	69% b	15%	65% b	27%	-	-	-	-
NET: Distrust		61	1	57	2	53	1	55	9	29	9	34	-	-	-	-
		39%	5%	57% c	5%	61% c	5%	50%	17%	62% a	16%	54% a	-	-	-	-
Base for stats		153	22	97	38	84	20	106	51	46	55	62	-	-	-	-
Mean Score		2.96	4.59	2.36	4.32 bd	2.18	4.55	2.52	3.78 b	2.11	3.80 b	2.45	-	-	-	-
Standard Deviation		1.441	.796	1.301	.933	1.224	.759	1.333	1.286	1.120	1.208	1.289	-	-	-	-
Standard Error		.117	.170	.132	.151	.134	.170	.129	.180	.165	.163	.164	-	-	-	-
Error variance		.01	.03	.02	.02	.02	.03	.02	.03	.03	.03	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	21	21	-	-	9	-	1	1	2	-	-	-	-	-	-	-	-
		13%	13%	-	-	21%	-	6%	25%	14%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	48	48	-	-	14	9	7	1	3	-	-	-	-	-	-	-	-
		31%	31%	-	-	33%	43%	41%	25%	21%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	38	38	-	-	9	5	3	1	5	-	-	-	-	-	-	-	-
		24%	24%	-	-	21%	24%	18%	25%	36%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	13	13	-	-	3	3	2	-	2	-	-	-	-	-	-	-	-
		8%	8%	-	-	7%	14%	12%	-	14%	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	27	27	-	-	5	3	3	1	1	-	-	-	-	-	-	-	-
		17%	17%	-	-	12%	14%	18%	25%	7%	-	-	-	-	-	-	-	-
Don't know		9	9	-	-	2	1	1	-	1	-	-	-	-	-	-	-	-
		6%	6%	-	-	5%	5%	6%	-	7%	-	-	-	-	-	-	-	-
NET: Trust		69	69	-	-	23	9	8	2	5	-	-	-	-	-	-	-	-
		44%	44%	-	-	55%	43%	47%	50%	36%	-	-	-	-	-	-	-	-
NET: Distrust		40	40	-	-	8	6	5	1	3	-	-	-	-	-	-	-	-
		26%	26%	-	-	19%	29%	29%	25%	21%	-	-	-	-	-	-	-	-
Base for stats		147	147	-	-	40	20	16	4	13	-	-	-	-	-	-	-	-
Mean Score		3.16	3.16	-	-	3.48	3.00	3.06	3.25	3.23	-	-	-	-	-	-	-	-
Standard Deviation		1.307	1.307	-	-	1.281	1.124	1.289	1.708	1.166	-	-	-	-	-	-	-	-
Standard Error		.108	.108	-	-	.203	.251	.322	.854	.323	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.06	.10	.73	.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

	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
156	11	10	15	13	107	-	-	-	-	-	112	35	9	98	40	1	17
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
21	-	1	1	2	17	-	-	-	-	-	16	3	2	5	13	-	3
13%	-	10%	7%	15%	16%	-	-	-	-	-	14%	9%	22%	5%	33% a	-	18%
48	5	2	5	5	31	-	-	-	-	-	33	12	3	28	14	-	6
31%	45%	20%	33%	38%	29%	-	-	-	-	-	29%	34%	33%	29%	35%	-	35%
38	2	-	8	2	26	-	-	-	-	-	25	12	1	24	9	1	4
24%	18%	-	53%	15%	24%	-	-	-	-	-	22%	34%	11%	24%	23%	100%	24%
13	-	1	-	1	11	-	-	-	-	-	12	1	-	11	1	-	1
8%	-	10%	-	8%	10%	-	-	-	-	-	11%	3%	-	11%	3%	-	6%
27	3	5	1	3	15	-	-	-	-	-	18	6	3	24	1	-	2
17%	27%	50%	7%	23%	14%	-	-	-	-	-	16%	17%	33%	24% b	3%	-	12%
9	1	1	-	-	7	-	-	-	-	-	8	1	-	6	2	-	1
6%	9%	10%	-	-	7%	-	-	-	-	-	7%	3%	-	6%	5%	-	6%
69	5	3	6	7	48	-	-	-	-	-	49	15	5	33	27	-	9
44%	45%	30%	40%	54%	45%	-	-	-	-	-	44%	43%	56%	34%	68% a	-	53%
40	3	6	1	4	26	-	-	-	-	-	30	7	3	35	2	-	3
26%	27%	60%	7%	31%	24%	-	-	-	-	-	27%	20%	33%	36% b	5%	-	18%
147	10	9	15	13	100	-	-	-	-	-	104	34	9	92	38	1	16
3.16	2.90	2.22	3.33	3.15	3.24	-	-	-	-	-	3.16	3.15	3.11	2.77	3.97 a	3.00	3.44
1.307	1.370	1.641	.900	1.463	1.288	-	-	-	-	-	1.315	1.209	1.691	1.285	.972	-	1.263
.108	.433	.547	.232	.406	.129	-	-	-	-	-	.129	.207	.564	.134	.158	-	.316
.01	.19	.30	.05	.16	.02	-	-	-	-	-	.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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	21 13%	13 59%	3 3%	16 42% bd	3 3%	12 60%	7 6%	14 27% b	1 2%	15 27% b	2 3%	- -	- -	- -	- -
Trust a little	(4.0)	48 31%	2 9%	33 33%	12 32%	23 26%	5 25%	33 30%	20 38%	12 26%	24 44%	17 27%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	38 24%	3 14%	24 24%	6 16%	22 25%	- -	29 27%	6 12%	14 30% a	10 18%	17 27%	- -	- -	- -	- -
Distrust a little	(2.0)	13 8%	2 9%	9 9%	1 3%	10 11%	2 10%	11 10%	4 8%	5 11%	3 5%	7 11%	- -	- -	- -	- -
Distrust a lot	(1.0)	27 17%	- -	26 26% c	- -	26 30% c	- -	24 22%	5 10%	13 28% a	1 2%	18 29% a	- -	- -	- -	- -
Don't know		9 6%	2 9%	5 5%	3 8%	3 3%	1 5%	5 5%	3 6%	2 4%	2 4%	2 3%	- -	- -	- -	- -
NET: Trust		69 44%	15 68%	36 36%	28 74% bd	26 30%	17 85%	40 37%	34 65% b	13 28%	39 71% b	19 30%	- -	- -	- -	- -
NET: Distrust		40 26%	2 9%	35 35% c	1 3%	36 41% c	2 10%	35 32%	9 17%	18 38% a	4 7%	25 40% a	- -	- -	- -	- -
Base for stats		147	20	95	35	84	19	104	49	45	53	61	-	-	-	-
Mean Score		3.16	4.30	2.77	4.23 bd	2.61	4.42	2.88	3.69 b	2.62	3.92 b	2.64	-	-	-	-
Standard Deviation		1.307	1.081	1.275	.843	1.280	.961	1.272	1.262	1.230	.937	1.265	-	-	-	-
Standard Error		.108	.242	.131	.143	.140	.221	.125	.180	.183	.129	.162	-	-	-	-
Error variance		.01	.06	.02	.02	.02	.05	.02	.03	.03	.02	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	32	32	-	-	13	4	2	1	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	31%	19%	12%	25%	14%	-	-	-	-	-	-	-	-
Trust a little	(4.0)	26	26	-	-	11	1	5	-	1	-	-	-	-	-	-	-	-
		17%	17%	-	-	26%	5%	29%	-	7%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	41	41	-	-	12	8	1	1	4	-	-	-	-	-	-	-	-
		26%	26%	-	-	29%	38%	6%	25%	29%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	10	10	-	-	2	1	2	-	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	5%	5%	12%	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	13	13	-	-	2	2	2	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	5%	10%	12%	25%	-	-	-	-	-	-	-	-	-
Don't know		34	34	-	-	2	5	5	1	7	-	-	-	-	-	-	-	-
		22%	22%	-	-	5%	24%	29%	25%	50%	-	-	-	-	-	-	-	-
NET: Trust		58	58	-	-	24	5	7	1	3	-	-	-	-	-	-	-	-
		37%	37%	-	-	57%	24%	41%	25%	21%	-	-	-	-	-	-	-	-
NET: Distrust		23	23	-	-	4	3	4	1	-	-	-	-	-	-	-	-	-
		15%	15%	-	-	10%	14%	24%	25%	-	-	-	-	-	-	-	-	-
Base for stats		122	122	-	-	40	16	12	3	7	-	-	-	-	-	-	-	-
Mean Score		3.44	3.44	-	-	3.78	3.25	3.25	3.00	3.71	-	-	-	-	-	-	-	-
Standard Deviation		1.260	1.260	-	-	1.121	1.291	1.422	2.000	.951	-	-	-	-	-	-	-	-
Standard Error		.114	.114	-	-	.177	.323	.411	1.155	.360	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.10	.17	1.33	.13	-	-	-	-	-	-	-	-

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		156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
Trust a lot	(5.0)	32 21%	1 9%	1 10%	4 27%	1 8%	25 23%	- -	- -	- -	- -	- -	20 18%	10 29%	2 22%	12 12%	16 40% a	1 100%	3 18%
Trust a little	(4.0)	26 17%	2 18%	- -	4 27%	2 15%	18 17%	- -	- -	- -	- -	- -	14 13%	9 26%	3 33%	18 18%	5 13%	- -	3 18%
Neither trust nor distrust	(3.0)	41 26%	3 27%	1 10%	1 7%	6 46%	30 28%	- -	- -	- -	- -	- -	31 28%	7 20%	3 33%	25 26%	12 30%	- -	4 24%
Distrust a little	(2.0)	10 6%	1 9%	2 20%	1 7%	1 8%	5 5%	- -	- -	- -	- -	- -	7 6%	3 9%	- -	8 8%	1 3%	- -	1 6%
Distrust a lot	(1.0)	13 8%	- -	2 20%	1 7%	1 8%	9 8%	- -	- -	- -	- -	- -	9 8%	3 9%	1 11%	13 13% b	- -	- -	- -
Don't know		34 22%	4 36%	4 40%	4 27%	2 15%	20 19%	- -	- -	- -	- -	- -	31 28% b	3 9%	- -	22 22%	6 15%	- -	6 35%
NET: Trust		58 37%	3 27%	1 10%	8 53%	3 23%	43 40%	- -	- -	- -	- -	- -	34 30%	19 54% a	5 56%	30 31%	21 53% a	1 100%	6 35%
NET: Distrust		23 15%	1 9%	4 40%	2 13%	2 15%	14 13%	- -	- -	- -	- -	- -	16 14%	6 17%	1 11%	21 21% b	1 3%	- -	1 6%
Base for stats		122	7	6	11	11	87	-	-	-	-	-	81	32	9	76	34	1	11
Mean Score		3.44	3.43	2.33	3.82	3.09	3.52	-	-	-	-	-	3.36	3.63	3.56	3.11	4.06 a	5.00	3.73
Standard Deviation		1.260	.976	1.506	1.328	1.044	1.256	-	-	-	-	-	1.258	1.289	1.236	1.292	.983	-	1.009
Standard Error		.114	.369	.615	.400	.315	.135	-	-	-	-	-	.140	.228	.412	.148	.169	-	.304
Error variance		.01	.14	.38	.16	.10	.02	-	-	-	-	-	.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

			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		156 100%	22 100%	100 100%	38 100%	87 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Trust a lot	(5.0)	32 21%	13 59%	13 13%	18 47% bd	12 14%	10 50%	19 17%	16 31%	9 19%	20 36% b	6 10%	- -	- -	- -	- -
Trust a little	(4.0)	26 17%	2 9%	20 20%	6 16%	16 18%	2 10%	20 18%	13 25%	6 13%	12 22%	11 17%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	41 26%	2 9%	24 24%	6 16%	18 21%	3 15%	27 25%	7 13%	11 23%	15 27%	17 27%	- -	- -	- -	- -
Distrust a little	(2.0)	10 6%	- -	10 10% c	- -	9 10% c	- -	8 7%	4 8%	2 4%	1 2%	5 8%	- -	- -	- -	- -
Distrust a lot	(1.0)	13 8%	1 5%	12 12% c	- -	13 15% c	1 5%	12 11%	2 4%	8 17% a	- -	8 13% a	- -	- -	- -	- -
Don't know		34 22%	4 18%	21 21%	8 21%	19 22%	4 20%	23 21%	10 19%	11 23%	7 13%	16 25%	- -	- -	- -	- -
NET: Trust		58 37%	15 68%	33 33%	24 63% bd	28 32%	12 60%	39 36%	29 56% b	15 32%	32 58% b	17 27%	- -	- -	- -	- -
NET: Distrust		23 15%	1 5%	22 22% c	- -	22 25% c	1 5%	20 18%	6 12%	10 21%	1 2%	13 21% a	- -	- -	- -	- -
Base for stats		122	18	79	30	68	16	86	42	36	48	47	-	-	-	-
Mean Score		3.44	4.44	3.15	4.40 bd	3.07	4.25	3.30	3.88 b	3.17	4.06 b	3.04	-	-	-	-
Standard Deviation		1.260	1.097	1.282	.814	1.364	1.183	1.302	1.173	1.464	.909	1.250	-	-	-	-
Standard Error		.114	.258	.144	.149	.165	.296	.140	.181	.244	.131	.182	-	-	-	-
Error variance		.01	.07	.02	.02	.03	.09	.02	.03	.06	.02	.03	-	-	-	-

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		156	156	-	-	42	21	17	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Trust a lot	(5.0)	21	21	-	-	11	1	1	1	-	-	-	-	-	-	-	-	-
		13%	13%	-	-	26%	5%	6%	25%	-	-	-	-	-	-	-	-	-
Trust a little	(4.0)	29	29	-	-	13	3	4	-	2	-	-	-	-	-	-	-	-
		19%	19%	-	-	31%	14%	24%	-	14%	-	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	54	54	-	-	9	10	5	1	10	-	-	-	-	-	-	-	-
		35%	35%	-	-	21%	48%	29%	25%	71%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	18	18	-	-	5	4	3	1	-	-	-	-	-	-	-	-	-
		12%	12%	-	-	12%	19%	18%	25%	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	30	30	-	-	4	2	3	1	2	-	-	-	-	-	-	-	-
		19%	19%	-	-	10%	10%	18%	25%	14%	-	-	-	-	-	-	-	-
Don't know		4	4	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	-	5%	6%	-	-	-	-	-	-	-	-	-	-
NET: Trust		50	50	-	-	24	4	5	1	2	-	-	-	-	-	-	-	-
		32%	32%	-	-	57%	19%	29%	25%	14%	-	-	-	-	-	-	-	-
NET: Distrust		48	48	-	-	9	6	6	2	2	-	-	-	-	-	-	-	-
		31%	31%	-	-	21%	29%	35%	50%	14%	-	-	-	-	-	-	-	-
Base for stats		152	152	-	-	42	20	16	4	14	-	-	-	-	-	-	-	-
Mean Score		2.95	2.95	-	-	3.52	2.85	2.81	2.75	2.86	-	-	-	-	-	-	-	-
Standard Deviation		1.288	1.288	-	-	1.273	.988	1.223	1.708	.864	-	-	-	-	-	-	-	-
Standard Error		.105	.105	-	-	.196	.221	.306	.854	.231	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.05	.09	.73	.05	-	-	-	-	-	-	-	-

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
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
156 100%	11 100%	10 100%	15 100%	13 100%	107 100%	- -	- -	- -	- -	- -	112 100%	35 100%	9 100%	98 100%	40 100%	1 100%	17 100%
21 13%	- -	1 10%	2 13%	2 15%	16 15%	- -	- -	- -	- -	- -	14 13%	6 17%	1 11%	5 5%	13 33% a	- -	3 18%
29 19%	1 9%	1 10%	4 27%	2 15%	21 20%	- -	- -	- -	- -	- -	17 15%	10 29%	2 22%	13 13%	13 33% a	1 100%	2 12%
54 35%	4 36%	4 40%	4 27%	4 31%	38 36%	- -	- -	- -	- -	- -	46 41% b	4 11%	4 44%	38 39% b	7 18%	- -	9 53%
18 12%	2 18%	1 10%	3 20%	3 23%	9 8%	- -	- -	- -	- -	- -	13 12%	5 14%	- -	15 15%	2 5%	- -	1 6%
30 19%	4 36%	2 20%	1 7%	2 15%	21 20%	- -	- -	- -	- -	- -	18 16%	10 29%	2 22%	26 27% b	2 5%	- -	2 12%
4 3%	- -	1 10%	1 7%	- -	2 2%	- -	- -	- -	- -	- -	4 4%	- -	- -	1 1%	3 8% a	- -	- -
50 32%	1 9%	2 20%	6 40%	4 31%	37 35%	- -	- -	- -	- -	- -	31 28%	16 46% a	3 33%	18 18%	26 65% a	1 100%	5 29%
48 31%	6 55%	3 30%	4 27%	5 38%	30 28%	- -	- -	- -	- -	- -	31 28%	15 43%	2 22%	41 42% b	4 10%	- -	3 18%
152 2.95	11 2.18	9 2.78	14 3.21	13 2.92	105 3.02	- -	- -	- -	- -	- -	108 2.96	35 2.91	9 3.00	97 2.55	37 3.89 a	1 4.00	17 3.18
1.288 .105 .01	1.079 .325 .11	1.302 .434 .19	1.188 .318 .10	1.320 .366 .13	1.308 .128 .02	- - -	- - -	- - -	- - -	- - -	1.215 .117 .01	1.522 .257 .07	1.323 .441 .19	1.173 .119 .01	1.125 .185 .03	- - -	1.185 .287 .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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		156	22	100	38	87	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Trust a lot	(5.0)	21	15	2	17	3	11	6	14	1	16	2	-	-	-	-
		13%	68%	2%	45% bd	3%	55%	6%	27% b	2%	29% b	3%	-	-	-	-
Trust a little	(4.0)	29	5	13	8	12	5	17	13	7	17	7	-	-	-	-
		19%	23%	13%	21%	14%	25%	16%	25%	15%	31% b	11%	-	-	-	-
Neither trust nor distrust	(3.0)	54	1	39	11	30	3	42	17	12	16	24	-	-	-	-
		35%	5%	39%	29%	34%	15%	39%	33%	26%	29%	38%	-	-	-	-
Distrust a little	(2.0)	18	-	16	1	12	-	16	2	9	3	13	-	-	-	-
		12%	-	16% c	3%	14%	-	15%	4%	19% a	5% a	21% a	-	-	-	-
Distrust a lot	(1.0)	30	-	29	-	29	-	27	5	17	2	17	-	-	-	-
		19%	-	29% c	-	33% c	-	25%	10% a	36% a	4% a	27% a	-	-	-	-
Don't know		4	1	1	1	1	1	1	1	1	1	-	-	-	-	-
		3%	5%	1%	3%	1%	5%	1%	2%	2%	2%	-	-	-	-	-
NET: Trust		50	20	15	25	15	16	23	27	8	33	9	-	-	-	-
		32%	91%	15%	66% bd	17%	80%	21%	52% b	17%	60% b	14%	-	-	-	-
NET: Distrust		48	-	45	1	41	-	43	7	26	5	30	-	-	-	-
		31%	-	45% c	3% c	47% c	-	39%	13% a	55% a	9% a	48% a	-	-	-	-
Base for stats		152	21	99	37	86	19	108	51	46	54	63	-	-	-	-
Mean Score		2.95	4.67	2.42	4.11 bd	2.40	4.42	2.62	3.57 b	2.26	3.78 b	2.43	-	-	-	-
Standard Deviation		1.288	.577	1.107	.936	1.191	.769	1.182	1.221	1.182	1.058	1.103	-	-	-	-
Standard Error		.105	.126	.111	.154	.128	.176	.114	.171	.174	.144	.139	-	-	-	-
Error variance		.01	.02	.01	.02	.02	.03	.01	.03	.03	.02	.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							
		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		152	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	5	-	-	4	1	-	-	-	-	-	-	-	-	-	-	-
		3%	-	-	10%	5%	-	-	-	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	15	-	-	2	3	-	1	3	-	-	-	-	-	-	-	-
		10%	-	-	5%	14%	-	25%	21%	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	(3.0)	20	-	-	5	3	2	1	2	-	-	-	-	-	-	-	-
		13%	-	-	12%	14%	13%	25%	14%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	29	-	-	14	4	2	-	2	-	-	-	-	-	-	-	-
		19%	-	-	34%	19%	13%	-	14%	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	80	-	-	16	10	12	2	7	-	-	-	-	-	-	-	-
		53%	-	-	39%	48%	75%	50%	50%	-	-	-	-	-	-	-	-
Don't know		3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		20	-	-	6	4	-	1	3	-	-	-	-	-	-	-	-
		13%	-	-	15%	19%	-	25%	21%	-	-	-	-	-	-	-	-
NET: Dissatisfied		109	-	-	30	14	14	2	9	-	-	-	-	-	-	-	-
		72%	-	-	73%	67%	88%	50%	64%	-	-	-	-	-	-	-	-
Base for stats		149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		1.90	-	-	2.12	2.10	1.38	2.25	2.07	-	-	-	-	-	-	-	-
Standard Deviation		1.173	-	-	1.269	1.300	.719	1.500	1.269	-	-	-	-	-	-	-	-
Standard Error		.096	-	-	.198	.284	.180	.750	.339	-	-	-	-	-	-	-	-
Error variance		.01	-	-	.04	.08	.03	.56	.11	-	-	-	-	-	-	-	-

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
152 100%	11 100%	10 100%	14 100%	13 100%	104 100%	- -	- -	- -	- -	- -	109 100%	35 100%	8 100%	94 100%	40 100%	1 100%	17 100%
5 3%	- -	1 10%	- -	- -	4 4%	- -	- -	- -	- -	- -	4 4%	- -	1 13%	1 1%	4 10%	- -	- -
															a		
15 10%	- -	1 10%	- -	2 15%	12 12%	- -	- -	- -	- -	- -	13 12%	2 6%	- -	1 1%	12 30%	- -	2 12%
															a		
20 13%	2 18%	- -	2 14%	2 15%	14 13%	- -	- -	- -	- -	- -	12 11%	6 17%	2 25%	4 4%	9 23%	- -	7 41%
															a		
29 19%	1 9%	1 10%	4 29%	1 8%	22 21%	- -	- -	- -	- -	- -	21 19%	6 17%	2 25%	14 15%	11 28%	- -	4 24%
80 53%	8 73%	7 70%	7 50%	8 62%	50 48%	- -	- -	- -	- -	- -	56 51%	21 60%	3 38%	74 79%	2 5%	1 100%	3 18%
														b			
3 2%	- -	- -	1 7%	- -	2 2%	- -	- -	- -	- -	- -	3 3%	- -	- -	- -	2 5%	- -	1 6%
															a		
20 13%	- -	2 20%	- -	2 15%	16 15%	- -	- -	- -	- -	- -	17 16%	2 6%	1 13%	2 2%	16 40%	- -	2 12%
															a		
109 72%	9 82%	8 80%	11 79%	9 69%	72 69%	- -	- -	- -	- -	- -	77 71%	27 77%	5 63%	88 94%	13 33%	1 100%	7 41%
														b			
149 1.90	11 1.45	10 1.80	13 1.62	13 1.85	102 2.00	- -	- -	- -	- -	- -	106 1.94	35 1.69	8 2.25	94 1.31	38 3.13	1 1.00	16 2.50
															a		
1.173 .096 .01	.820 .247 .06	1.476 .467 .22	.768 .213 .05	1.214 .337 .11	1.211 .120 .01	- - -	- - -	- - -	- - -	- - -	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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		152	22	97	37	85	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	5	5	-	4	1	5	-	4	-	3	1	-	-	-	-
		3%	23%	-	11% bd	1%	25%	-	8%	-	5%	2%	-	-	-	-
Quite satisfied	(4.0)	15	9	1	12	-	15	-	11	-	9	1	-	-	-	-
		10%	41%	1%	32% bd	-	75%	-	21% b	-	16% b	2%	-	-	-	-
Neither satisfied nor dissatisfied	(3.0)	20	2	4	6	3	-	-	4	2	11	3	-	-	-	-
		13%	9%	4%	16% bd	4%	-	-	8%	4%	20% b	5%	-	-	-	-
Quite dissatisfied	(2.0)	29	3	16	9	15	-	29	13	10	16	11	-	-	-	-
		19%	14%	16%	24%	18%	-	27%	25%	21%	29%	17%	-	-	-	-
Very dissatisfied	(1.0)	80	2	76	5	66	-	80	19	35	14	47	-	-	-	-
		53%	9%	78% c	14%	78% c	-	73%	37%	74% a	25%	75% a	-	-	-	-
Don't know		3	1	-	1	-	-	-	1	-	2	-	-	-	-	-
		2%	5%	-	3%	-	-	-	2%	-	4%	-	-	-	-	-
NET: Satisfied		20	14	1	16	1	20	-	15	-	12	2	-	-	-	-
		13%	64%	1%	43% bd	1%	100%	-	29% b	-	22% b	3%	-	-	-	-
NET: Dissatisfied		109	5	92	14	81	-	109	32	45	30	58	-	-	-	-
		72%	23%	95% c	38%	95% c	-	100%	62%	96% a	55%	92% a	-	-	-	-
Base for stats		149	21	97	36	85	20	109	51	47	53	63	-	-	-	-
Mean Score		1.90	3.57	1.28	3.03 bd	1.29	4.25	1.27	2.37 b	1.30	2.45 b	1.38	-	-	-	-
Standard Deviation		1.173	1.287	.591	1.276	.651	.444	.444	1.385	.548	1.218	.792	-	-	-	-
Standard Error		.096	.281	.060	.213	.071	.099	.043	.194	.080	.167	.100	-	-	-	-
Error variance		.01	.08	*	.05	*	.01	*	.04	.01	.03	.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
150	6	32	48	28	36	86	114	2.63
100%	4%	21%	32%	19%	24%	57%	76%	
150	5	19	42	40	44	66	106	2.34
100%	3%	13%	28%	27%	29%	44%	71%	
150	10	21	45	38	36	76	114	2.54
100%	7%	14%	30%	25%	24%	51%	76%	
150	20	29	34	26	41	83	109	2.74
100%	13%	19%	23%	17%	27%	55%	73%	

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	150 100%	150 100%	- -	- -	41 100%	21 100%	16 100%	4 100%	14 100%	- -	- -	- -	- -	- -	- -	- -	- -
The publication of Board meeting reports	86 57%	86 57%	- -	- -	25 61%	12 57%	10 63%	3 75%	7 50%	- -	- -	- -	- -	- -	- -	- -	- -
Increased financial reporting	66 44%	66 44%	- -	- -	20 49%	10 48%	9 56%	2 50%	6 43%	- -	- -	- -	- -	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	76 51%	76 51%	- -	- -	23 56%	9 43%	11 69%	3 75%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	83 55%	83 55%	- -	- -	25 61%	13 62%	11 69%	3 75%	3 21%	- -	- -	- -	- -	- -	- -	- -	- -

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	150 100%	11 100%	10 100%	13 100%	13 100%	103 100%	- -	- -	- -	- -	- -	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	86 57%	6 55%	6 60%	6 46%	6 46%	62 60%	- -	- -	- -	- -	- -	61 57%	20 57%	5 63%	53 57%	24 62%	- -	9 53%
Increased financial reporting	66 44%	3 27%	4 40%	7 54%	5 38%	47 46%	- -	- -	- -	- -	- -	46 43%	16 46%	4 50%	40 43%	21 54%	- -	5 29%
Meeting reports from the .UK Registry Advisory Council	76 51%	6 55%	6 60%	8 62%	6 46%	50 49%	- -	- -	- -	- -	- -	55 51%	17 49%	4 50%	44 47%	22 56%	1 100%	9 53%
Monthly calls with the acting Chair and interim CEO	83 55%	8 73%	6 60%	10 77%	5 38%	54 52%	- -	- -	- -	- -	- -	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	150 100%	22 100%	96 100%	37 100%	84 100%	20 100%	108 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
The publication of Board meeting reports	86 57%	13 59%	54 56%	20 54%	48 57%	15 75%	59 55%	35 67% b	22 47%	37 67%	32 51%	- -	- -	- -	- -
Increased financial reporting	66 44%	12 55%	40 42%	18 49%	36 43%	11 55%	47 44%	27 52%	16 34%	27 49%	23 37%	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	76 51%	14 64%	46 48%	20 54%	42 50%	14 70%	53 49%	29 56%	22 47%	29 53%	31 49%	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	83 55%	11 50%	57 59%	19 51%	49 58%	9 45%	64 59%	31 60%	27 57%	34 62%	33 52%	- -	- -	- -	- -

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		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	6	6	-	-	2	2	1	-	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	5%	10%	6%	-	-	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	32	32	-	-	13	2	5	1	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	32%	10%	31%	25%	14%	-	-	-	-	-	-	-	-
Know just a little	(3.0)	48	48	-	-	10	8	4	2	5	-	-	-	-	-	-	-	-
		32%	32%	-	-	24%	38%	25%	50%	36%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	28	28	-	-	8	2	2	1	1	-	-	-	-	-	-	-	-
		19%	19%	-	-	20%	10%	13%	25%	7%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	36	36	-	-	8	7	4	-	6	-	-	-	-	-	-	-	-
		24%	24%	-	-	20%	33%	25%	-	43%	-	-	-	-	-	-	-	-
NET: Know		86	86	-	-	25	12	10	3	7	-	-	-	-	-	-	-	-
		57%	57%	-	-	61%	57%	63%	75%	50%	-	-	-	-	-	-	-	-
NET: At least heard of		114	114	-	-	33	14	12	4	8	-	-	-	-	-	-	-	-
		76%	76%	-	-	80%	67%	75%	100%	57%	-	-	-	-	-	-	-	-
Base for stats		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		2.63	2.63	-	-	2.83	2.52	2.81	3.00	2.21	-	-	-	-	-	-	-	-
Standard Deviation		1.179	1.179	-	-	1.223	1.327	1.328	.816	1.188	-	-	-	-	-	-	-	-
Standard Error		.096	.096	-	-	.191	.290	.332	.408	.318	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.08	.11	.17	.10	-	-	-	-	-	-	-	-

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		150 100%	11 100%	10 100%	13 100%	13 100%	103 100%	- -	- -	- -	- -	- -	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	6 4%	- -	1 10%	- -	- -	5 5%	- -	- -	- -	- -	- -	3 3%	3 9%	- -	6 6%	- -	- -	- -
Know a fair amount	(4.0)	32 21%	4 36%	3 30%	2 15%	2 15%	21 20%	- -	- -	- -	- -	- -	21 20%	10 29%	1 13%	14 15%	12 31%	- -	6 35%
																	a		
Know just a little	(3.0)	48 32%	2 18%	2 20%	4 31%	4 31%	36 35%	- -	- -	- -	- -	- -	37 35%	7 20%	4 50%	33 35%	12 31%	- -	3 18%
Heard of but know nothing about it	(2.0)	28 19%	4 36%	1 10%	3 23%	2 15%	18 17%	- -	- -	- -	- -	- -	22 21%	4 11%	2 25%	13 14%	11 28%	- -	4 24%
Never heard of	(1.0)	36 24%	1 9%	3 30%	4 31%	5 38%	23 22%	- -	- -	- -	- -	- -	24 22%	11 31%	1 13%	27 29%	4 10%	1 100%	4 24%
																	b		
NET: Know		86 57%	6 55%	6 60%	6 46%	6 46%	62 60%	- -	- -	- -	- -	- -	61 57%	20 57%	5 63%	53 57%	24 62%	- -	9 53%
NET: At least heard of		114 76%	10 91%	7 70%	9 69%	8 62%	80 78%	- -	- -	- -	- -	- -	83 78%	24 69%	7 88%	66 71%	35 90%	- -	13 76%
																	a		
Base for stats		150	11	10	13	13	103	-	-	-	-	-	107	35	8	93	39	1	17
Mean Score		2.63	2.82	2.80	2.31	2.23	2.68	-	-	-	-	-	2.60	2.71	2.63	2.56	2.82	1.00	2.65
Standard Deviation		1.179	1.079	1.476	1.109	1.166	1.173	-	-	-	-	-	1.123	1.405	.916	1.238	.997	-	1.222
Standard Error		.096	.325	.467	.308	.323	.116	-	-	-	-	-	.109	.238	.324	.128	.160	-	.296
Error variance		.01	.11	.22	.09	.10	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		150 100%	22 100%	96 100%	37 100%	84 100%	20 100%	108 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	6 4%	1 5%	5 5%	- -	6 7%	1 5%	5 5%	2 4%	4 9%	2 4%	3 5%	- -	- -	- -	- -
Know a fair amount	(4.0)	32 21%	7 32%	18 19%	12 32%	14 17%	6 30%	21 19%	16 31%	6 13%	17 31%	10 16%	- -	- -	- -	- -
Know just a little	(3.0)	48 32%	5 23%	31 32%	8 22%	28 33%	8 40%	33 31%	17 33%	12 26%	18 33%	19 30%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	28 19%	6 27%	15 16%	10 27%	11 13%	4 20%	19 18%	7 13%	9 19%	11 20%	8 13%	- -	- -	- -	- -
Never heard of	(1.0)	36 24%	3 14%	27 28%	7 19%	25 30%	1 5%	30 28%	10 19%	16 34%	7 13%	23 37%	- -	- -	- -	- -
NET: Know		86 57%	13 59%	54 56%	20 54%	48 57%	15 75%	59 55%	35 67%	22 47%	37 67%	32 51%	- -	- -	- -	- -
NET: At least heard of		114 76%	19 86%	69 72%	30 81%	59 70%	19 95%	78 72%	42 81%	31 66%	48 87%	40 63%	- -	- -	- -	- -
Base for stats		150	22	96	37	84	20	108	52	47	55	63	-	-	-	-
Mean Score		2.63	2.86	2.57	2.68	2.58	3.10	2.56	2.87	2.43	2.93 b	2.40	-	-	-	-
Standard Deviation		1.179	1.167	1.229	1.132	1.273	.968	1.218	1.172	1.315	1.086	1.264	-	-	-	-
Standard Error		.096	.249	.125	.186	.139	.216	.117	.163	.192	.146	.159	-	-	-	-
Error variance		.01	.06	.02	.03	.02	.05	.01	.03	.04	.02	.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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	-
Know very well	(5.0)	5	5	-	-	1	2	1	-	-	-	-	-	-	-	-	-	-
	3%	3%	-	-	2%	10%	6%	-	-	-	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	19	19	-	-	7	2	3	1	1	-	-	-	-	-	-	-	-
	13%	13%	-	-	17%	10%	19%	25%	7%	-	-	-	-	-	-	-	-	-
Know just a little	(3.0)	42	42	-	-	12	6	5	1	5	-	-	-	-	-	-	-	-
	28%	28%	-	-	29%	29%	31%	25%	36%	-	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	40	40	-	-	10	4	3	1	2	-	-	-	-	-	-	-	-
	27%	27%	-	-	24%	19%	19%	25%	14%	-	-	-	-	-	-	-	-	-
Never heard of	(1.0)	44	44	-	-	11	7	4	1	6	-	-	-	-	-	-	-	-
	29%	29%	-	-	27%	33%	25%	25%	43%	-	-	-	-	-	-	-	-	-
NET: Know	66	66	-	-	20	10	9	2	6	-	-	-	-	-	-	-	-	-
	44%	44%	-	-	49%	48%	56%	50%	43%	-	-	-	-	-	-	-	-	-
NET: At least heard of	106	106	-	-	30	14	12	3	8	-	-	-	-	-	-	-	-	-
	71%	71%	-	-	73%	67%	75%	75%	57%	-	-	-	-	-	-	-	-	-
Base for stats	150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-	-
Mean Score	2.34	2.34	-	-	2.44	2.43	2.63	2.50	2.07	-	-	-	-	-	-	-	-	-
Standard Deviation	1.128	1.128	-	-	1.141	1.326	1.258	1.291	1.072	-	-	-	-	-	-	-	-	-
Standard Error	.092	.092	-	-	.178	.289	.315	.645	.286	-	-	-	-	-	-	-	-	-
Error variance	.01	.01	-	-	.03	.08	.10	.42	.08	-	-	-	-	-	-	-	-	-

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		150 100%	11 100%	10 100%	13 100%	13 100%	103 100%	- -	- -	- -	- -	- -	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	5 3%	- -	1 10%	- -	- -	4 4%	- -	- -	- -	- -	- -	3 3%	2 6%	- -	5 5%	- -	- -	- -
Know a fair amount	(4.0)	19 13%	1 9%	3 30%	1 8%	1 8%	13 13%	- -	- -	- -	- -	- -	11 10%	6 17%	2 25%	10 11%	5 13%	- -	4 24%
Know just a little	(3.0)	42 28%	2 18%	- -	6 46%	4 31%	30 29%	- -	- -	- -	- -	- -	32 30%	8 23%	2 25%	25 27%	16 41%	- -	1 6%
Heard of but know nothing about it	(2.0)	40 27%	5 45%	4 40%	2 15%	2 15%	27 26%	- -	- -	- -	- -	- -	31 29%	8 23%	1 13%	21 23%	10 26%	- -	9 53%
Never heard of	(1.0)	44 29%	3 27%	2 20%	4 31%	6 46%	29 28%	- -	- -	- -	- -	- -	30 28%	11 31%	3 38%	32 34%	8 21%	1 100%	3 18%
NET: Know		66 44%	3 27%	4 40%	7 54%	5 38%	47 46%	- -	- -	- -	- -	- -	46 43%	16 46%	4 50%	40 43%	21 54%	- -	5 29%
NET: At least heard of		106 71%	8 73%	8 80%	9 69%	7 54%	74 72%	- -	- -	- -	- -	- -	77 72%	24 69%	5 63%	61 66%	31 79%	- -	14 82%
Base for stats		150	11	10	13	13	103	-	-	-	-	-	107	35	8	93	39	1	17
Mean Score		2.34	2.09	2.70	2.31	2.00	2.38	-	-	-	-	-	2.31	2.43	2.38	2.30	2.46	1.00	2.35
Standard Deviation		1.128	.944	1.418	1.032	1.080	1.139	-	-	-	-	-	1.076	1.267	1.302	1.205	.969	-	1.057
Standard Error		.092	.285	.448	.286	.300	.112	-	-	-	-	-	.104	.214	.460	.125	.155	-	.256
Error variance		.01	.08	.20	.08	.09	.01	-	-	-	-	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		150 100%	22 100%	96 100%	37 100%	84 100%	20 100%	108 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	5 3%	1 5%	4 4%	- -	5 6%	1 5%	4 4%	2 4%	3 6%	1 2%	3 5%	- -	- -	- -	- -
Know a fair amount	(4.0)	19 13%	3 14%	11 11%	5 14%	10 12%	2 10%	14 13%	7 13%	7 15%	8 15%	7 11%	- -	- -	- -	- -
Know just a little	(3.0)	42 28%	8 36%	25 26%	13 35%	21 25%	8 40%	29 27%	18 35%	6 13%	18 33%	13 21%	- -	- -	- -	- -
									b							
Heard of but know nothing about it	(2.0)	40 27%	6 27%	23 24%	11 30%	19 23%	8 40%	27 25%	12 23%	13 28%	16 29%	15 24%	- -	- -	- -	- -
Never heard of	(1.0)	44 29%	4 18%	33 34%	8 22%	29 35%	1 5%	34 31%	13 25%	18 38%	12 22%	25 40%	- -	- -	- -	- -
												a				
NET: Know		66 44%	12 55%	40 42%	18 49%	36 43%	11 55%	47 44%	27 52%	16 34%	27 49%	23 37%	- -	- -	- -	- -
NET: At least heard of		106 71%	18 82%	63 66%	29 78%	55 65%	19 95%	74 69%	39 75%	29 62%	43 78%	38 60%	- -	- -	- -	- -
												b				
Base for stats		150	22	96	37	84	20	108	52	47	55	63	-	-	-	-
Mean Score		2.34	2.59	2.27	2.41	2.32	2.70	2.32	2.48	2.23	2.45	2.17	-	-	-	-
Standard Deviation		1.128	1.098	1.174	.985	1.234	.923	1.159	1.129	1.289	1.051	1.212	-	-	-	-
Standard Error		.092	.234	.120	.162	.135	.206	.111	.157	.188	.142	.153	-	-	-	-
Error variance		.01	.05	.01	.03	.02	.04	.01	.02	.04	.02	.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		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	10	10	-	-	5	1	1	-	1	-	-	-	-	-	-	-	-
		7%	7%	-	-	12%	5%	6%	-	7%	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	21	21	-	-	5	2	4	-	-	-	-	-	-	-	-	-	-
		14%	14%	-	-	12%	10%	25%	-	-	-	-	-	-	-	-	-	-
Know just a little	(3.0)	45	45	-	-	13	6	6	3	3	-	-	-	-	-	-	-	-
		30%	30%	-	-	32%	29%	38%	75%	21%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	38	38	-	-	9	7	1	-	4	-	-	-	-	-	-	-	-
		25%	25%	-	-	22%	33%	6%	-	29%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	36	36	-	-	9	5	4	1	6	-	-	-	-	-	-	-	-
		24%	24%	-	-	22%	24%	25%	25%	43%	-	-	-	-	-	-	-	-
NET: Know		76	76	-	-	23	9	11	3	4	-	-	-	-	-	-	-	-
		51%	51%	-	-	56%	43%	69%	75%	29%	-	-	-	-	-	-	-	-
NET: At least heard of		114	114	-	-	32	16	12	3	8	-	-	-	-	-	-	-	-
		76%	76%	-	-	78%	76%	75%	75%	57%	-	-	-	-	-	-	-	-
Base for stats		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		2.54	2.54	-	-	2.71	2.38	2.81	2.50	2.00	-	-	-	-	-	-	-	-
Standard Deviation		1.191	1.191	-	-	1.289	1.117	1.276	1.000	1.177	-	-	-	-	-	-	-	-
Standard Error		.097	.097	-	-	.201	.244	.319	.500	.314	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.06	.10	.25	.10	-	-	-	-	-	-	-	-

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		150 100%	11 100%	10 100%	13 100%	13 100%	103 100%	- -	- -	- -	- -	- -	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	10 7%	- -	1 10%	- -	2 15%	7 7%	- -	- -	- -	- -	- -	7 7%	2 6%	1 13%	7 8%	3 8%	- -	- -
Know a fair amount	(4.0)	21 14%	4 36%	3 30%	1 8%	1 8%	12 12%	- -	- -	- -	- -	- -	14 13%	6 17%	1 13%	11 12%	4 10%	1 100%	5 29%
Know just a little	(3.0)	45 30%	2 18%	2 20%	7 54%	3 23%	31 30%	- -	- -	- -	- -	- -	34 32%	9 26%	2 25%	26 28%	15 38%	- -	4 24%
Heard of but know nothing about it	(2.0)	38 25%	2 18%	1 10%	4 31%	3 23%	28 27%	- -	- -	- -	- -	- -	27 25%	10 29%	1 13%	28 30%	7 18%	- -	3 18%
Never heard of	(1.0)	36 24%	3 27%	3 30%	1 8%	4 31%	25 24%	- -	- -	- -	- -	- -	25 23%	8 23%	3 38%	21 23%	10 26%	- -	5 29%
NET: Know		76 51%	6 55%	6 60%	8 62%	6 46%	50 49%	- -	- -	- -	- -	- -	55 51%	17 49%	4 50%	44 47%	22 56%	1 100%	9 53%
NET: At least heard of		114 76%	8 73%	7 70%	12 92%	9 69%	78 76%	- -	- -	- -	- -	- -	82 77%	27 77%	5 63%	72 77%	29 74%	1 100%	12 71%
Base for stats		150	11	10	13	13	103	-	-	-	-	-	107	35	8	93	39	1	17
Mean Score		2.54	2.64	2.80	2.62	2.54	2.50	-	-	-	-	-	2.54	2.54	2.50	2.52	2.56	4.00	2.53
Standard Deviation		1.191	1.286	1.476	.768	1.450	1.179	-	-	-	-	-	1.176	1.197	1.512	1.185	1.209	-	1.231
Standard Error		.097	.388	.467	.213	.402	.116	-	-	-	-	-	.114	.202	.535	.123	.194	-	.298
Error variance		.01	.15	.22	.05	.16	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
	Total	150	22	96	37	84	20	108	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Know very well	(5.0)	10	2	7	2	7	2	7	5	3	4	4	-	-	-	-
		7%	9%	7%	5%	8%	10%	6%	10%	6%	7%	6%	-	-	-	-
Know a fair amount	(4.0)	21	2	13	4	13	1	17	10	6	9	7	-	-	-	-
		14%	9%	14%	11%	15%	5%	16%	19%	13%	16%	11%	-	-	-	-
Know just a little	(3.0)	45	10	26	14	22	11	29	14	13	16	20	-	-	-	-
		30%	45%	27%	38%	26%	55%	27%	27%	28%	29%	32%	-	-	-	-
Heard of but know nothing about it	(2.0)	38	4	26	8	22	1	31	11	12	11	17	-	-	-	-
		25%	18%	27%	22%	26%	5%	29%	21%	26%	20%	27%	-	-	-	-
Never heard of	(1.0)	36	4	24	9	20	5	24	12	13	15	15	-	-	-	-
		24%	18%	25%	24%	24%	25%	22%	23%	28%	27%	24%	-	-	-	-
NET: Know		76	14	46	20	42	14	53	29	22	29	31	-	-	-	-
		51%	64%	48%	54%	50%	70%	49%	56%	47%	53%	49%	-	-	-	-
NET: At least heard of		114	18	72	28	64	15	84	40	34	40	48	-	-	-	-
		76%	82%	75%	76%	76%	75%	78%	77%	72%	73%	76%	-	-	-	-
Base for stats		150	22	96	37	84	20	108	52	47	55	63	-	-	-	-
Mean Score		2.54	2.73	2.51	2.51	2.58	2.70	2.56	2.71	2.45	2.56	2.49	-	-	-	-
Standard Deviation		1.191	1.162	1.214	1.146	1.244	1.218	1.187	1.289	1.212	1.259	1.162	-	-	-	-
Standard Error		.097	.248	.124	.188	.136	.272	.114	.179	.177	.170	.146	-	-	-	-
Error variance		.01	.06	.02	.04	.02	.07	.01	.03	.03	.03	.02	-	-	-	-

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		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	20	20	-	-	9	2	3	1	1	-	-	-	-	-	-	-	-
		13%	13%	-	-	22%	10%	19%	25%	7%	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	29	29	-	-	6	3	5	-	1	-	-	-	-	-	-	-	-
		19%	19%	-	-	15%	14%	31%	-	7%	-	-	-	-	-	-	-	-
Know just a little	(3.0)	34	34	-	-	10	8	3	2	1	-	-	-	-	-	-	-	-
		23%	23%	-	-	24%	38%	19%	50%	7%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	26	26	-	-	6	5	-	-	4	-	-	-	-	-	-	-	-
		17%	17%	-	-	15%	24%	-	-	29%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	41	41	-	-	10	3	5	1	7	-	-	-	-	-	-	-	-
		27%	27%	-	-	24%	14%	31%	25%	50%	-	-	-	-	-	-	-	-
NET: Know		83	83	-	-	25	13	11	3	3	-	-	-	-	-	-	-	-
		55%	55%	-	-	61%	62%	69%	75%	21%	-	-	-	-	-	-	-	-
NET: At least heard of		109	109	-	-	31	18	11	3	7	-	-	-	-	-	-	-	-
		73%	73%	-	-	76%	86%	69%	75%	50%	-	-	-	-	-	-	-	-
Base for stats		150	150	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
Mean Score		2.74	2.74	-	-	2.95	2.81	3.06	3.00	1.93	-	-	-	-	-	-	-	-
Standard Deviation		1.392	1.392	-	-	1.482	1.167	1.569	1.633	1.269	-	-	-	-	-	-	-	-
Standard Error		.114	.114	-	-	.232	.255	.392	.816	.339	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.05	.06	.15	.67	.11	-	-	-	-	-	-	-	-

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
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		150 100%	11 100%	10 100%	13 100%	13 100%	103 100%	- -	- -	- -	- -	- -	107 100%	35 100%	8 100%	93 100%	39 100%	1 100%	17 100%
Know very well	(5.0)	20	1	3	-	3	13	-	-	-	-	-	11	9	-	14	5	-	1
		13%	9%	30%	-	23%	13%	-	-	-	-	-	10%	26% a	-	15%	13%	-	6%
Know a fair amount	(4.0)	29	5	2	1	1	20	-	-	-	-	-	21	7	1	17	6	1	5
		19%	45%	20%	8%	8%	19%	-	-	-	-	-	20%	20%	13%	18%	15%	100%	29%
Know just a little	(3.0)	34	2	1	9	1	21	-	-	-	-	-	23	10	1	25	7	-	2
		23%	18%	10%	69%	8%	20%	-	-	-	-	-	21%	29%	13%	27%	18%	-	12%
Heard of but know nothing about it	(2.0)	26	2	2	1	2	19	-	-	-	-	-	20	4	2	10	14	-	2
		17%	18%	20%	8%	15%	18%	-	-	-	-	-	19%	11%	25%	11%	36% a	-	12%
Never heard of	(1.0)	41	1	2	2	6	30	-	-	-	-	-	32	5	4	27	7	-	7
		27%	9%	20%	15%	46%	29%	-	-	-	-	-	30%	14%	50%	29%	18%	-	41%
NET: Know		83	8	6	10	5	54	-	-	-	-	-	55	26	2	56	18	1	8
		55%	73%	60%	77%	38%	52%	-	-	-	-	-	51%	74% a	25%	60%	46%	100%	47%
NET: At least heard of		109	10	8	11	7	73	-	-	-	-	-	75	30	4	66	32	1	10
		73%	91%	80%	85%	54%	71%	-	-	-	-	-	70%	86%	50%	71%	82%	100%	59%
Base for stats		150	11	10	13	13	103	-	-	-	-	-	107	35	8	93	39	1	17
Mean Score		2.74	3.27	3.20	2.69	2.46	2.68	-	-	-	-	-	2.62	3.31 a	1.88	2.80	2.69	4.00	2.47
Standard Deviation		1.392	1.191	1.619	.855	1.713	1.402	-	-	-	-	-	1.364	1.367	1.126	1.426	1.301	-	1.463
Standard Error		.114	.359	.512	.237	.475	.138	-	-	-	-	-	.132	.231	.398	.148	.208	-	.355
Error variance		.01	.13	.26	.06	.23	.02	-	-	-	-	-	.02	.05	.16	.02	.04	-	.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		150 100%	22 100%	96 100%	37 100%	84 100%	20 100%	108 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	20 13%	4 18%	14 15%	6 16%	12 14%	2 10%	17 16%	10 19%	5 11%	13 24% b	6 10%	- -	- -	- -	- -
Know a fair amount	(4.0)	29 19%	2 9%	19 20%	6 16%	15 18%	4 20%	21 19%	11 21%	8 17%	8 15%	13 21%	- -	- -	- -	- -
Know just a little	(3.0)	34 23%	5 23%	24 25%	7 19%	22 26%	3 15%	26 24%	10 19%	14 30%	13 24%	14 22%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	26 17%	4 18%	12 13%	8 22%	10 12%	7 35%	16 15%	9 17%	7 15%	13 24%	7 11%	- -	- -	- -	- -
Never heard of	(1.0)	41 27%	7 32%	27 28%	10 27%	25 30%	4 20%	28 26%	12 23%	13 28%	8 15%	23 37% a	- -	- -	- -	- -
NET: Know		83 55%	11 50%	57 59%	19 51%	49 58%	9 45%	64 59%	31 60%	27 57%	34 62%	33 52%	- -	- -	- -	- -
NET: At least heard of		109 73%	15 68%	69 72%	27 73%	59 70%	16 80%	80 74%	40 77%	34 72%	47 85% b	40 63%	- -	- -	- -	- -
Base for stats		150	22	96	37	84	20	108	52	47	55	63	-	-	-	-
Mean Score		2.74	2.64	2.80	2.73	2.75	2.65	2.84	2.96	2.68	3.09 b	2.56	-	-	-	-
Standard Deviation		1.392	1.497	1.419	1.446	1.422	1.309	1.415	1.455	1.337	1.391	1.412	-	-	-	-
Standard Error		.114	.319	.145	.238	.155	.293	.136	.202	.195	.188	.178	-	-	-	-
Error variance		.01	.10	.02	.06	.02	.09	.02	.04	.04	.04	.03	-	-	-	-

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%

		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
The publication of Board meeting reports	149	107	31	2	-	9	138	2	3.75
	100%	72%	21%	1%	-	6%	93%	1%	
Increased financial reporting	149	97	37	1	-	14	134	1	3.71
	100%	65%	25%	1%	-	9%	90%	1%	
Meeting reports from the .UK Registry Advisory Council	149	78	49	3	1	18	127	4	3.56
	100%	52%	33%	2%	1%	12%	85%	3%	
Monthly calls with the acting Chair and interim CEO	149	61	54	4	3	27	115	7	3.42
	100%	41%	36%	3%	2%	18%	77%	5%	

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	149	149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
The publication of Board meeting reports	138	138	-	-	37	21	15	3	13	-	-	-	-	-	-	-	-
	93%	93%	-	-	90%	100%	94%	75%	93%	-	-	-	-	-	-	-	-
Increased financial reporting	134	134	-	-	37	21	16	4	13	-	-	-	-	-	-	-	-
	90%	90%	-	-	90%	100%	100%	100%	93%	-	-	-	-	-	-	-	-
Meeting reports from the .UK Registry Advisory Council	127	127	-	-	37	20	14	4	9	-	-	-	-	-	-	-	-
	85%	85%	-	-	90%	95%	88%	100%	64%	-	-	-	-	-	-	-	-
Monthly calls with the acting Chair and interim CEO	115	115	-	-	33	16	15	3	12	-	-	-	-	-	-	-	-
	77%	77%	-	-	80%	76%	94%	75%	86%	-	-	-	-	-	-	-	-

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	149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	- -	- -	- -	- -	- -	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	138 93%	11 100%	9 90%	12 92%	13 100%	93 91%	- -	- -	- -	- -	- -	98 92%	32 91%	8 100%	84 91%	36 92%	1 100%	17 100%
Increased financial reporting	134 90%	11 100%	9 90%	13 100%	12 92%	89 87%	- -	- -	- -	- -	- -	95 90%	31 89%	8 100%	83 90%	33 85%	1 100%	17 100%
Meeting reports from the .UK Registry Advisory Council	127 85%	8 73%	8 80%	11 85%	12 92%	88 86%	- -	- -	- -	- -	- -	89 84%	30 86%	8 100%	76 83%	36 92%	1 100%	14 82%
Monthly calls with the acting Chair and interim CEO	115 77%	11 100%	8 80%	10 77%	11 85%	75 74%	- -	- -	- -	- -	- -	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	149 100%	22 100%	95 100%	37 100%	83 100%	20 100%	107 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
The publication of Board meeting reports	138 93%	21 95%	86 91%	35 95%	75 90%	19 95%	98 92%	51 98% b	41 87%	53 96%	58 92%	- -	- -	- -	- -
Increased financial reporting	134 90%	19 86%	87 92%	32 86%	76 92%	16 80%	98 92%	47 90%	43 91%	51 93%	56 89%	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	127 85%	20 91%	76 80%	33 89%	67 81%	19 95%	87 81%	47 90% b	35 74%	52 95% b	50 79%	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	115 77%	16 73%	72 76%	29 78%	62 75%	16 80%	80 75%	43 83%	32 68%	46 84%	47 75%	- -	- -	- -	- -

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	149 100%	149 100%	- -	- -	41 100%	21 100%	16 100%	4 100%	14 100%	- -	- -	- -	- -	- -	- -	- -	- -
The publication of Board meeting reports	2 1%	2 1%	- -	- -	1 2%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Increased financial reporting	1 1%	1 1%	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	4 3%	4 3%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	7 5%	7 5%	- -	- -	2 5%	2 10%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	- -	- -	- -	- -	- -	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
The publication of Board meeting reports	2 1%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Increased financial reporting	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 3%	- -	- -
Meeting reports from the .UK Registry Advisory Council	4 3%	2 18%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	4 4%	- -	- -	3 3%	- -	- -	1 6%
Monthly calls with the acting Chair and interim CEO	7 5%	- -	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
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	149 100%	22 100%	95 100%	37 100%	83 100%	20 100%	107 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
The publication of Board meeting reports	2 1%	-	1 1%	-	1 1%	-	1 1%	-	1 2%	-	1 2%	-	-	-	-
Increased financial reporting	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meeting reports from the .UK Registry Advisory Council	4 3%	-	4 4%	-	3 4%	-	4 4%	1 2%	3 6%	-	3 5%	-	-	-	-
Monthly calls with the acting Chair and interim CEO	7 5%	1 5%	5 5%	1 3%	5 6%	1 5%	6 6%	1 2%	5 11%	3 5%	3 5%	- -	- -	- -	- -

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	149	149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Strongly support	(4.0)	107	107	-	-	30	19	12	3	10	-	-	-	-	-	-	-	
	72%	72%	-	-	73%	90%	75%	75%	71%	-	-	-	-	-	-	-	-	
Tend to support	(3.0)	31	31	-	-	7	2	3	-	3	-	-	-	-	-	-	-	
	21%	21%	-	-	17%	10%	19%	-	21%	-	-	-	-	-	-	-	-	
Tend to oppose	(2.0)	2	2	-	-	1	-	-	1	-	-	-	-	-	-	-	-	
	1%	1%	-	-	2%	-	-	25%	-	-	-	-	-	-	-	-	-	
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know		9	9	-	-	3	-	1	-	1	-	-	-	-	-	-	-	
	6%	6%	-	-	7%	-	6%	-	7%	-	-	-	-	-	-	-	-	
NET: Support	138	138	-	-	37	21	15	3	13	-	-	-	-	-	-	-	-	
	93%	93%	-	-	90%	100%	94%	75%	93%	-	-	-	-	-	-	-	-	
NET: Oppose	2	2	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	
	1%	1%	-	-	2%	-	-	25%	-	-	-	-	-	-	-	-	-	
Base for stats	140	140	-	-	38	21	15	4	13	-	-	-	-	-	-	-	-	
Mean Score	3.75	3.75	-	-	3.76	3.90	3.80	3.50	3.77	-	-	-	-	-	-	-	-	
Standard Deviation	.467	.467	-	-	.490	.301	.414	1.000	.439	-	-	-	-	-	-	-	-	
Standard Error	.039	.039	-	-	.079	.066	.107	.500	.122	-	-	-	-	-	-	-	-	
Error variance	*	*	-	-	.01	*	.01	.25	.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

			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		149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	- -	- -	- -	- -	- -	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	107 72%	10 91%	9 90%	9 69%	11 85%	68 67%	- -	- -	- -	- -	- -	77 73%	24 69%	6 75%	72 78% b	22 56%	1 100%	12 71%
Tend to support	(3.0)	31 21%	1 9%	- -	3 23%	2 15%	25 25%	- -	- -	- -	- -	- -	21 20%	8 23%	2 25%	12 13%	14 36% a	- -	5 29%
Tend to oppose	(2.0)	2 1%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		9 6%	- -	1 10%	- -	- -	8 8%	- -	- -	- -	- -	- -	7 7%	2 6%	- -	7 8%	2 5%	- -	- -
NET: Support		138 93%	11 100%	9 90%	12 92%	13 100%	93 91%	- -	- -	- -	- -	- -	98 92%	32 91%	8 100%	84 91%	36 92%	1 100%	17 100%
NET: Oppose		2 1%	- -	- -	1 8%	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Base for stats		140	11	9	13	13	94	-	-	-	-	-	99	33	8	85	37	1	17
Mean Score		3.75	3.91	4.00	3.62	3.85	3.71	-	-	-	-	-	3.77	3.70	3.75	3.84 b	3.57	4.00	3.71
Standard Deviation		.467	.302	-	.650	.376	.478	-	-	-	-	-	.448	.529	.463	.404	.555	-	.470
Standard Error		.039	.091	-	.180	.104	.049	-	-	-	-	-	.045	.092	.164	.044	.091	-	.114
Error variance		*	.01	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		149	22	95	37	83	20	107	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Strongly support	(4.0)	107	11	75	21	65	10	85	37	36	40	47	-	-	-	-
		72%	50%	79%	57%	78%	50%	79%	71%	77%	73%	75%	-	-	-	-
				c		c										
Tend to support	(3.0)	31	10	11	14	10	9	13	14	5	13	11	-	-	-	-
		21%	45%	12%	38%	12%	45%	12%	27%	11%	24%	17%	-	-	-	-
					bd				b							
Tend to oppose	(2.0)	2	-	1	-	1	-	1	-	1	-	1	-	-	-	-
		1%	-	1%	-	1%	-	1%	-	2%	-	2%	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	1	8	2	7	1	8	1	5	2	4	-	-	-	-
		6%	5%	8%	5%	8%	5%	7%	2%	11%	4%	6%	-	-	-	-
NET: Support		138	21	86	35	75	19	98	51	41	53	58	-	-	-	-
		93%	95%	91%	95%	90%	95%	92%	98%	87%	96%	92%	-	-	-	-
									b							
NET: Oppose		2	-	1	-	1	-	1	-	1	-	1	-	-	-	-
		1%	-	1%	-	1%	-	1%	-	2%	-	2%	-	-	-	-
Base for stats		140	21	87	35	76	19	99	51	42	53	59	-	-	-	-
Mean Score		3.75	3.52	3.85	3.60	3.84	3.53	3.85	3.73	3.83	3.75	3.78	-	-	-	-
				c		c										
Standard Deviation		.467	.512	.390	.497	.402	.513	.388	.451	.437	.434	.457	-	-	-	-
Standard Error		.039	.112	.042	.084	.046	.118	.039	.063	.067	.060	.060	-	-	-	-
Error variance		*	.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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		149	149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	
Strongly support	(4.0)	97	97	-	-	26	17	11	3	10	-	-	-	-	-	-	-	
		65%	65%	-	-	63%	81%	69%	75%	71%	-	-	-	-	-	-	-	
Tend to support	(3.0)	37	37	-	-	11	4	5	1	3	-	-	-	-	-	-	-	
		25%	25%	-	-	27%	19%	31%	25%	21%	-	-	-	-	-	-	-	
Tend to oppose	(2.0)	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
		1%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know		14	14	-	-	3	-	-	-	1	-	-	-	-	-	-	-	
		9%	9%	-	-	7%	-	-	-	7%	-	-	-	-	-	-	-	
NET: Support		134	134	-	-	37	21	16	4	13	-	-	-	-	-	-	-	
		90%	90%	-	-	90%	100%	100%	100%	93%	-	-	-	-	-	-	-	
NET: Oppose		1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
		1%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	
Base for stats		135	135	-	-	38	21	16	4	13	-	-	-	-	-	-	-	
Mean Score		3.71	3.71	-	-	3.66	3.81	3.69	3.75	3.77	-	-	-	-	-	-	-	
Standard Deviation		.471	.471	-	-	.534	.402	.479	.500	.439	-	-	-	-	-	-	-	
Standard Error		.041	.041	-	-	.087	.088	.120	.250	.122	-	-	-	-	-	-	-	
Error variance		*	*	-	-	.01	.01	.01	.06	.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

			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		149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	- -	- -	- -	- -	- -	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	97 65%	8 73%	6 60%	10 77%	10 77%	63 62%	- -	- -	- -	- -	- -	69 65%	22 63%	6 75%	67 73% b	18 46%	1 100%	11 65%
Tend to support	(3.0)	37 25%	3 27%	3 30%	3 23%	2 15%	26 25%	- -	- -	- -	- -	- -	26 25%	9 26%	2 25%	16 17%	15 38% a	- -	6 35%
Tend to oppose	(2.0)	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 3%	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		14 9%	- -	1 10%	- -	1 8%	12 12%	- -	- -	- -	- -	- -	10 9%	4 11%	- -	9 10%	5 13%	- -	- -
NET: Support		134 90%	11 100%	9 90%	13 100%	12 92%	89 87%	- -	- -	- -	- -	- -	95 90%	31 89%	8 100%	83 90%	33 85%	1 100%	17 100%
NET: Oppose		1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 3%	- -	- -
Base for stats		135	11	9	13	12	90	-	-	-	-	-	96	31	8	83	34	1	17
Mean Score		3.71	3.73	3.67	3.77	3.83	3.69	-	-	-	-	-	3.71	3.71	3.75	3.81 b	3.50	4.00	3.65
Standard Deviation		.471	.467	.500	.439	.389	.489	-	-	-	-	-	.479	.461	.463	.397	.564	-	.493
Standard Error		.041	.141	.167	.122	.112	.052	-	-	-	-	-	.049	.083	.164	.044	.097	-	.119
Error variance		*	.02	.03	.01	.01	*	-	-	-	-	-	*	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		149	22	95	37	83	20	107	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Strongly support	(4.0)	97	10	69	20	59	9	78	30	35	35	44	-	-	-	-
		65%	45%	73% c	54%	71%	45%	73%	58%	74%	64%	70%	-	-	-	-
Tend to support	(3.0)	37	9	18	12	17	7	20	17	8	16	12	-	-	-	-
		25%	41%	19%	32%	20%	35%	19%	33%	17%	29%	19%	-	-	-	-
Tend to oppose	(2.0)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		14	3	8	5	7	4	9	5	4	4	7	-	-	-	-
		9%	14%	8%	14%	8%	20%	8%	10%	9%	7%	11%	-	-	-	-
NET: Support		134	19	87	32	76	16	98	47	43	51	56	-	-	-	-
		90%	86%	92%	86%	92%	80%	92%	90%	91%	93%	89%	-	-	-	-
NET: Oppose		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		135	19	87	32	76	16	98	47	43	51	56	-	-	-	-
Mean Score		3.71	3.53	3.79	3.63	3.78	3.56	3.80	3.64	3.81	3.69	3.79	-	-	-	-
Standard Deviation		.471	.513	.407	.492	.419	.512	.405	.486	.394	.469	.414	-	-	-	-
Standard Error		.041	.118	.044	.087	.048	.128	.041	.071	.060	.066	.055	-	-	-	-
Error variance		*	.01	*	.01	*	.02	*	.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							
		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	149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	78	-	-	26	15	9	2	3	-	-	-	-	-	-	-	-
		52%	-	-	63%	71%	56%	50%	21%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	49	-	-	11	5	5	2	6	-	-	-	-	-	-	-	-
		33%	-	-	27%	24%	31%	50%	43%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-
Don't know		18	-	-	4	1	1	-	5	-	-	-	-	-	-	-	-
		12%	-	-	10%	5%	6%	-	36%	-	-	-	-	-	-	-	-
NET: Support		127	-	-	37	20	14	4	9	-	-	-	-	-	-	-	-
		85%	-	-	90%	95%	88%	100%	64%	-	-	-	-	-	-	-	-
NET: Oppose		4	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
		3%	-	-	-	-	6%	-	-	-	-	-	-	-	-	-	-
Base for stats		131	-	-	37	20	15	4	9	-	-	-	-	-	-	-	-
Mean Score		3.56	-	-	3.70	3.75	3.47	3.50	3.33	-	-	-	-	-	-	-	-
Standard Deviation		.584	-	-	.463	.444	.834	.577	.500	-	-	-	-	-	-	-	-
Standard Error		.051	-	-	.076	.099	.215	.289	.167	-	-	-	-	-	-	-	-
Error variance		*	-	-	.01	.01	.05	.08	.03	-	-	-	-	-	-	-	-

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		149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	-	-	-	-	-	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support	(4.0)	78 52%	5 45%	5 50%	6 46%	6 46%	56 55%	-	-	-	-	-	50 47%	22 63%	6 75%	50 54%	20 51%	1 100%	7 41%
Tend to support	(3.0)	49 33%	3 27%	3 30%	5 38%	6 46%	32 31%	-	-	-	-	-	39 37%	8 23%	2 25%	26 28%	16 41%	-	7 41%
Tend to oppose	(2.0)	3 2%	1 9%	-	-	-	2 2%	-	-	-	-	-	3 3%	-	-	3 3%	-	-	-
Strongly oppose	(1.0)	1 1%	1 9%	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	1 6%
Don't know		18 12%	1 9%	2 20%	2 15%	1 8%	12 12%	-	-	-	-	-	13 12%	5 14%	-	13 14%	3 8%	-	2 12%
NET: Support		127 85%	8 73%	8 80%	11 85%	12 92%	88 86%	-	-	-	-	-	89 84%	30 86%	8 100%	76 83%	36 92%	1 100%	14 82%
NET: Oppose		4 3%	2 18%	-	-	-	2 2%	-	-	-	-	-	4 4%	-	-	3 3%	-	-	1 6%
Base for stats		131	10	8	11	12	90	-	-	-	-	-	93	30	8	79	36	1	15
Mean Score		3.56	3.20	3.63	3.55	3.50	3.60	-	-	-	-	-	3.48	3.73	3.75	3.59	3.56	4.00	3.33
Standard Deviation		.584	1.033	.518	.522	.522	.536	-	-	-	-	-	.619	.450	.463	.567	.504	-	.816
Standard Error		.051	.327	.183	.157	.151	.057	-	-	-	-	-	.064	.082	.164	.064	.084	-	.211
Error variance		*	.11	.03	.02	.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			
		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		149	22	95	37	83	20	107	52	47	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Strongly support	(4.0)	78	13	50	20	44	8	60	30	25	32	34	-	-	-
		52%	59%	53%	54%	53%	40%	56%	58%	53%	58%	54%	-	-	-
Tend to support	(3.0)	49	7	26	13	23	11	27	17	10	20	16	-	-	-
		33%	32%	27%	35%	28%	55%	25%	33%	21%	36%	25%	-	-	-
Tend to oppose	(2.0)	3	-	3	-	2	-	3	1	2	-	2	-	-	-
		2%	-	3%	-	2%	-	3%	2%	4%	-	3%	-	-	-
Strongly oppose	(1.0)	1	-	1	-	1	-	1	-	1	-	1	-	-	-
		1%	-	1%	-	1%	-	1%	-	2%	-	2%	-	-	-
Don't know		18	2	15	4	13	1	16	4	9	3	10	-	-	-
		12%	9%	16%	11%	16%	5%	15%	8%	19%	5%	16%	-	-	-
NET: Support		127	20	76	33	67	19	87	47	35	52	50	-	-	-
		85%	91%	80%	89%	81%	95%	81%	90%	74%	95%	79%	-	-	-
NET: Oppose		4	-	4	-	3	-	4	1	3	-	3	-	-	-
		3%	-	4%	-	4%	-	4%	2%	6%	-	5%	-	-	-
Base for stats		131	20	80	33	70	19	91	48	38	52	53	-	-	-
Mean Score		3.56	3.65	3.56	3.61	3.57	3.42	3.60	3.60	3.55	3.62	3.57	-	-	-
Standard Deviation		.584	.489	.633	.496	.627	.507	.612	.536	.724	.491	.665	-	-	-
Standard Error		.051	.109	.071	.086	.075	.116	.064	.077	.117	.068	.091	-	-	-
Error variance		*	.01	.01	.01	.01	.01	*	.01	.01	*	.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		149	149	-	-	41	21	16	4	14	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	61	61	-	-	18	10	9	1	6	-	-	-	-	-	-	-	-
		41%	41%	-	-	44%	48%	56%	25%	43%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	54	54	-	-	15	6	6	2	6	-	-	-	-	-	-	-	-
		36%	36%	-	-	37%	29%	38%	50%	43%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	4	4	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	2%	5%	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	3	3	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	2%	5%	-	25%	-	-	-	-	-	-	-	-	-
Don't know		27	27	-	-	6	3	1	-	2	-	-	-	-	-	-	-	-
		18%	18%	-	-	15%	14%	6%	-	14%	-	-	-	-	-	-	-	-
NET: Support		115	115	-	-	33	16	15	3	12	-	-	-	-	-	-	-	-
		77%	77%	-	-	80%	76%	94%	75%	86%	-	-	-	-	-	-	-	-
NET: Oppose		7	7	-	-	2	2	-	1	-	-	-	-	-	-	-	-	-
		5%	5%	-	-	5%	10%	-	25%	-	-	-	-	-	-	-	-	-
Base for stats		122	122	-	-	35	18	15	4	12	-	-	-	-	-	-	-	-
Mean Score		3.42	3.42	-	-	3.43	3.39	3.60	2.75	3.50	-	-	-	-	-	-	-	-
Standard Deviation		.678	.678	-	-	.698	.850	.507	1.258	.522	-	-	-	-	-	-	-	-
Standard Error		.061	.061	-	-	.118	.200	.131	.629	.151	-	-	-	-	-	-	-	-
Error variance		*	*	-	-	.01	.04	.02	.40	.02	-	-	-	-	-	-	-	-

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		149 100%	11 100%	10 100%	13 100%	13 100%	102 100%	- -	- -	- -	- -	- -	106 100%	35 100%	8 100%	92 100%	39 100%	1 100%	17 100%
Strongly support		(4.0) 41%	5 45%	4 40%	6 46%	5 38%	41 40%	- -	- -	- -	- -	- -	42 40%	16 46%	3 38%	41 45%	15 38%	- -	5 29%
Tend to support		(3.0) 36%	6 55%	4 40%	4 31%	6 46%	34 33%	- -	- -	- -	- -	- -	37 35%	13 37%	4 50%	28 30%	18 46%	- -	8 47%
Tend to oppose		(2.0) 3%	- -	1 10%	- -	- -	3 3%	- -	- -	- -	- -	- -	4 4%	- -	- -	3 3%	1 3%	- -	- -
Strongly oppose		(1.0) 2%	- -	- -	1 8%	- -	2 2%	- -	- -	- -	- -	- -	1 1%	2 6%	- -	2 2%	- -	- -	1 6%
Don't know		27 18%	- -	1 10%	2 15%	2 15%	22 22%	- -	- -	- -	- -	- -	22 21%	4 11%	1 13%	18 20%	5 13%	1 100%	3 18%
NET: Support		115 77%	11 100%	8 80%	10 77%	11 85%	75 74%	- -	- -	- -	- -	- -	79 75%	29 83%	7 88%	69 75%	33 85%	- -	13 76%
NET: Oppose		7 5%	- -	1 10%	1 8%	- -	5 5%	- -	- -	- -	- -	- -	5 5%	2 6%	- -	5 5%	1 3%	- -	1 6%
Base for stats		122	11	9	11	11	80	-	-	-	-	-	84	31	7	74	34	-	14
Mean Score		3.42	3.45	3.33	3.36	3.45	3.43	-	-	-	-	-	3.43	3.39	3.43	3.46	3.41	-	3.21
Standard Deviation		.678	.522	.707	.924	.522	.689	-	-	-	-	-	.645	.803	.535	.706	.557	-	.802
Standard Error		.061	.157	.236	.279	.157	.077	-	-	-	-	-	.070	.144	.202	.082	.096	-	.214
Error variance		*	.02	.06	.08	.02	.01	-	-	-	-	-	*	.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		149	22	95	37	83	20	107	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Strongly support	(4.0)	61	8	43	15	37	6	48	23	20	25	27	-	-	-	-
		41%	36%	45%	41%	45%	30%	45%	44%	43%	45%	43%	-	-	-	-
Tend to support	(3.0)	54	8	29	14	25	10	32	20	12	21	20	-	-	-	-
		36%	36%	31%	38%	30%	50%	30%	38%	26%	38%	32%	-	-	-	-
Tend to oppose	(2.0)	4	1	2	1	2	1	3	1	2	2	1	-	-	-	-
		3%	5%	2%	3%	2%	5%	3%	2%	4%	4%	2%	-	-	-	-
Strongly oppose	(1.0)	3	-	3	-	3	-	3	-	3	1	2	-	-	-	-
		2%	-	3%	-	4%	-	3%	-	6%	2%	3%	-	-	-	-
Don't know		27	5	18	7	16	3	21	8	10	6	13	-	-	-	-
		18%	23%	19%	19%	19%	15%	20%	15%	21%	11%	21%	-	-	-	-
NET: Support		115	16	72	29	62	16	80	43	32	46	47	-	-	-	-
		77%	73%	76%	78%	75%	80%	75%	83%	68%	84%	75%	-	-	-	-
NET: Oppose		7	1	5	1	5	1	6	1	5	3	3	-	-	-	-
		5%	5%	5%	3%	6%	5%	6%	2%	11%	5%	5%	-	-	-	-
Base for stats		122	17	77	30	67	17	86	44	37	49	50	-	-	-	-
Mean Score		3.42	3.41	3.45	3.47	3.43	3.29	3.45	3.50	3.32	3.43	3.44	-	-	-	-
Standard Deviation		.678	.618	.735	.571	.763	.588	.730	.550	.915	.677	.733	-	-	-	-
Standard Error		.061	.150	.084	.104	.093	.143	.079	.083	.150	.097	.104	-	-	-	-
Error variance		*	.02	.01	.01	.01	.02	.01	.01	.02	.01	.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							
	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 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	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 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	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 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
100	11	77	20	68	8	88	35	39	31	54	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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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
	a	*b	*c		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
100	100	-	-		28	14	13	2	7	-	-	-	-	-	-	-	-
100%	100%	-	-		100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
22	22	-	-		4	2	4	1	2	-	-	-	-	-	-	-	-
22%	22%	-	-		14%	14%	31%	50%	29%	-	-	-	-	-	-	-	-
21	21	-	-		7	2	3	1	2	-	-	-	-	-	-	-	-
21%	21%	-	-		25%	14%	23%	50%	29%	-	-	-	-	-	-	-	-
15	15	-	-		6	2	1	-	-	-	-	-	-	-	-	-	-
15%	15%	-	-		21%	14%	8%	-	-	-	-	-	-	-	-	-	-
14	14	-	-		2	4	1	1	1	-	-	-	-	-	-	-	-
14%	14%	-	-		7%	29%	8%	50%	14%	-	-	-	-	-	-	-	-
12	12	-	-		5	1	1	-	-	-	-	-	-	-	-	-	-
12%	12%	-	-		18%	7%	8%	-	-	-	-	-	-	-	-	-	-
7	7	-	-		1	1	2	-	2	-	-	-	-	-	-	-	-
7%	7%	-	-		4%	7%	15%	-	29%	-	-	-	-	-	-	-	-
7	7	-	-		3	-	-	-	-	-	-	-	-	-	-	-	-
7%	7%	-	-		11%	-	-	-	-	-	-	-	-	-	-	-	-
3	3	-	-		1	1	-	-	-	-	-	-	-	-	-	-	-
3%	3%	-	-		4%	7%	-	-	-	-	-	-	-	-	-	-	-
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12	12	-	-		4	1	1	-	-	-	-	-	-	-	-	-	-
12%	12%	-	-		14%	7%	8%	-	-	-	-	-	-	-	-	-	-
9	9	-	-		2	2	2	-	2	-	-	-	-	-	-	-	-
9%	9%	-	-		7%	14%	15%	-	29%	-	-	-	-	-	-	-	-
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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.

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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	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

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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%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Publish more detailed minutes and reports (regular, including investment decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Explain decisions (make info and data available)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement (on board/strategy/decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Financial transparency	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow recommendations from EGM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Support all members (large and small)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Open Member forum	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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	*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

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	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Publish more detailed minutes and reports (regular, including investment decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Explain decisions (make info and data available)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement (on board/strategy/decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Financial transparency	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow recommendations from EGM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Support all members (large and small)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Open Member forum	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	141	4	16	46	26	49	66	92
	100%	3%	11%	33%	18%	35%	47%	65%
Policy development	141	6	16	58	24	37	80	104
	100%	4%	11%	41%	17%	26%	57%	74%
Criminal domain suspension	141	15	44	45	22	15	104	126
	100%	11%	31%	32%	16%	11%	74%	89%
Dispute resolution	141	29	53	53	2	4	135	137
	100%	21%	38%	38%	1%	3%	96%	97%

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	141 100%	141 100%	- -	- -	40 100%	20 100%	16 100%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -
Social impact programme	66 47%	66 47%	- -	- -	17 43%	8 40%	10 63%	2 50%	4 31%	- -	- -	- -	- -	- -	- -	- -	- -
Policy development	80 57%	80 57%	- -	- -	23 58%	9 45%	12 75%	4 100%	5 38%	- -	- -	- -	- -	- -	- -	- -	- -
Criminal domain suspension	104 74%	104 74%	- -	- -	29 73%	12 60%	13 81%	4 100%	8 62%	- -	- -	- -	- -	- -	- -	- -	- -
Dispute resolution	135 96%	135 96%	- -	- -	37 93%	18 90%	15 94%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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	141 100%	11 100%	10 100%	12 100%	12 100%	96 100%	- -	- -	- -	- -	- -	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Social impact programme	66 47%	6 55%	5 50%	4 33%	6 50%	45 47%	- -	- -	- -	- -	- -	47 47%	16 47%	3 38%	46 52%	12 34%	- -	8 50%
Policy development	80 57%	7 64%	5 50%	9 75%	5 42%	54 56%	- -	- -	- -	- -	- -	53 54%	21 62%	6 75%	49 55%	22 63%	- -	9 56%
Criminal domain suspension	104 74%	6 55%	6 60%	11 92%	12 100%	69 72%	- -	- -	- -	- -	- -	71 72%	27 79%	6 75%	67 75%	26 74%	1 100%	10 63%
Dispute resolution	135 96%	11 100%	8 80%	12 100%	12 100%	92 96%	- -	- -	- -	- -	- -	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	141	21	90	35	80	18	105	52	47	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Social impact programme	66	7	46	13	40	7	51	26	20	24	33	-	-	-	-
	47%	33%	51%	37%	50%	39%	49%	50%	43%	44%	52%	-	-	-	-
Policy development	80	15	51	22	41	11	58	36	20	34	35	-	-	-	-
	57%	71%	57%	63%	51%	61%	55%	69%	43%	62%	56%	-	-	-	-
								b							
Criminal domain suspension	104	15	66	26	57	12	81	44	28	41	49	-	-	-	-
	74%	71%	73%	74%	71%	67%	77%	85%	60%	75%	78%	-	-	-	-
								b							
Dispute resolution	135	21	86	34	75	17	100	52	43	53	61	-	-	-	-
	96%	100%	96%	97%	94%	94%	95%	100%	91%	96%	97%	-	-	-	-
								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	141 100%	141 100%	- -	- -	40 100%	20 100%	16 100%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -	
Know very well	(5.0) 4 3%	4 3%	- -	- -	- -	1 5%	1 6%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Know a fair amount	(4.0) 16 11%	16 11%	- -	- -	3 8%	2 10%	3 19%	2 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Know just a little	(3.0) 46 33%	46 33%	- -	- -	14 35%	5 25%	6 38%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -	
Heard of but know nothing about it	(2.0) 26 18%	26 18%	- -	- -	7 18%	7 35%	2 13%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	
Never heard of	(1.0) 49 35%	49 35%	- -	- -	16 40%	5 25%	4 25%	2 50%	6 46%	- -	- -	- -	- -	- -	- -	- -	- -	
NET: Know	66 47%	66 47%	- -	- -	17 43%	8 40%	10 63%	2 50%	4 31%	- -	- -	- -	- -	- -	- -	- -	- -	
NET: At least heard of	92 65%	92 65%	- -	- -	24 60%	15 75%	12 75%	2 50%	7 54%	- -	- -	- -	- -	- -	- -	- -	- -	
Base for stats	141	141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	-	
Mean Score	2.29	2.29	-	-	2.10	2.35	2.69	2.50	2.08	-	-	-	-	-	-	-	-	
Standard Deviation	1.144	1.144	-	-	1.033	1.137	1.250	1.732	1.320	-	-	-	-	-	-	-	-	
Standard Error	.096	.096	-	-	.163	.254	.313	.866	.366	-	-	-	-	-	-	-	-	
Error variance	.01	.01	-	-	.03	.06	.10	.75	.13	-	-	-	-	-	-	-	-	

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		141 100%	11 100%	10 100%	12 100%	12 100%	96 100%	- -	- -	- -	- -	- -	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	4 3%	- -	- -	- -	1 8%	3 3%	- -	- -	- -	- -	- -	2 2%	2 6%	- -	4 4%	- -	- -	- -
Know a fair amount	(4.0)	16 11%	3 27%	3 30%	1 8%	2 17%	7 7%	- -	- -	- -	- -	- -	13 13%	3 9%	- -	10 11%	4 11%	- -	2 13%
Know just a little	(3.0)	46 33%	3 27%	2 20%	3 25%	3 25%	35 36%	- -	- -	- -	- -	- -	32 32%	11 32%	3 38%	32 36%	8 23%	- -	6 38%
Heard of but know nothing about it	(2.0)	26 18%	3 27%	1 10%	2 17%	1 8%	19 20%	- -	- -	- -	- -	- -	20 20%	6 18%	- -	14 16%	8 23%	1 100%	3 19%
Never heard of	(1.0)	49 35%	2 18%	4 40%	6 50%	5 42%	32 33%	- -	- -	- -	- -	- -	32 32%	12 35%	5 63%	29 33%	15 43%	- -	5 31%
NET: Know		66 47%	6 55%	5 50%	4 33%	6 50%	45 47%	- -	- -	- -	- -	- -	47 47%	16 47%	3 38%	46 52%	12 34%	- -	8 50%
NET: At least heard of		92 65%	9 82%	6 60%	6 50%	7 58%	64 67%	- -	- -	- -	- -	- -	67 68%	22 65%	3 38%	60 67%	20 57%	1 100%	11 69%
Base for stats		141	11	10	12	12	96	-	-	-	-	-	99	34	8	89	35	1	16
Mean Score		2.29	2.64	2.40	1.92	2.42	2.27	-	-	-	-	-	2.32	2.32	1.75	2.39	2.03	2.00	2.31
Standard Deviation		1.144	1.120	1.350	1.084	1.443	1.100	-	-	-	-	-	1.123	1.224	1.035	1.183	1.071	-	1.078
Standard Error		.096	.338	.427	.313	.417	.112	-	-	-	-	-	.113	.210	.366	.125	.181	-	.270
Error variance		.01	.11	.18	.10	.17	.01	-	-	-	-	-	.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			
		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		141	21	90	35	80	18	105	52	47	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Know very well	(5.0)	4	1	3	-	4	1	3	2	2	1	2	-	-	-
		3%	5%	3%	-	5%	6%	3%	4%	4%	2%	3%	-	-	-
Know a fair amount	(4.0)	16	2	11	5	8	2	11	8	5	5	10	-	-	-
		11%	10%	12%	14%	10%	11%	10%	15%	11%	9%	16%	-	-	-
Know just a little	(3.0)	46	4	32	8	28	4	37	16	13	18	21	-	-	-
		33%	19%	36%	23%	35%	22%	35%	31%	28%	33%	33%	-	-	-
Heard of but know nothing about it	(2.0)	26	5	14	10	12	5	18	11	6	13	10	-	-	-
		18%	24%	16%	29%	15%	28%	17%	21%	13%	24%	16%	-	-	-
Never heard of	(1.0)	49	9	30	12	28	6	36	15	21	18	20	-	-	-
		35%	43%	33%	34%	35%	33%	34%	29%	45%	33%	32%	-	-	-
NET: Know		66	7	46	13	40	7	51	26	20	24	33	-	-	-
		47%	33%	51%	37%	50%	39%	49%	50%	43%	44%	52%	-	-	-
NET: At least heard of		92	12	60	23	52	12	69	37	26	37	43	-	-	-
		65%	57%	67%	66%	65%	67%	66%	71%	55%	67%	68%	-	-	-
Base for stats		141	21	90	35	80	18	105	52	47	55	63	-	-	-
Mean Score		2.29	2.10	2.37	2.17	2.35	2.28	2.30	2.44	2.17	2.24	2.43	-	-	-
Standard Deviation		1.144	1.221	1.166	1.071	1.202	1.227	1.136	1.178	1.239	1.071	1.187	-	-	-
Standard Error		.096	.266	.123	.181	.134	.289	.111	.163	.181	.144	.150	-	-	-
Error variance		.01	.07	.02	.03	.02	.08	.01	.03	.03	.02	.02	-	-	-

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							
		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		141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	6	-	-	2	1	1	-	1	-	-	-	-	-	-	-	-
		4%	-	-	5%	5%	6%	-	8%	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	16	-	-	3	2	5	1	-	-	-	-	-	-	-	-	-
		11%	-	-	8%	10%	31%	25%	-	-	-	-	-	-	-	-	-
Know just a little	(3.0)	58	-	-	18	6	6	3	4	-	-	-	-	-	-	-	-
		41%	-	-	45%	30%	38%	75%	31%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	24	-	-	8	5	1	-	2	-	-	-	-	-	-	-	-
		17%	-	-	20%	25%	6%	-	15%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	37	-	-	9	6	3	-	6	-	-	-	-	-	-	-	-
		26%	-	-	23%	30%	19%	-	46%	-	-	-	-	-	-	-	-
NET: Know		80	-	-	23	9	12	4	5	-	-	-	-	-	-	-	-
		57%	-	-	58%	45%	75%	100%	38%	-	-	-	-	-	-	-	-
NET: At least heard of		104	-	-	31	14	13	4	7	-	-	-	-	-	-	-	-
		74%	-	-	78%	70%	81%	100%	54%	-	-	-	-	-	-	-	-
Base for stats		141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	-
Mean Score		2.50	-	-	2.53	2.35	3.00	3.25	2.08	-	-	-	-	-	-	-	-
Standard Deviation		1.125	-	-	1.086	1.182	1.211	.500	1.256	-	-	-	-	-	-	-	-
Standard Error		.095	-	-	.172	.264	.303	.250	.348	-	-	-	-	-	-	-	-
Error variance		.01	-	-	.03	.07	.09	.06	.12	-	-	-	-	-	-	-	-

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		141 100%	11 100%	10 100%	12 100%	12 100%	96 100%	- -	- -	- -	- -	- -	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	6	-	-	-	1	5	-	-	-	-	-	2	3	1	4	2	-	-
		4%	-	-	-	8%	5%	-	-	-	-	-	2%	9%	13%	4%	6%	-	-
Know a fair amount	(4.0)	16	2	3	3	-	8	-	-	-	-	-	8	6	2	7	5	-	4
		11%	18%	30%	25%	-	8%	-	-	-	-	-	8%	18%	25%	8%	14%	-	25%
Know just a little	(3.0)	58	5	2	6	4	41	-	-	-	-	-	43	12	3	38	15	-	5
		41%	45%	20%	50%	33%	43%	-	-	-	-	-	43%	35%	38%	43%	43%	-	31%
Heard of but know nothing about it	(2.0)	24	1	2	2	2	17	-	-	-	-	-	19	5	-	15	6	1	2
		17%	9%	20%	17%	17%	18%	-	-	-	-	-	19%	15%	-	17%	17%	100%	13%
Never heard of	(1.0)	37	3	3	1	5	25	-	-	-	-	-	27	8	2	25	7	-	5
		26%	27%	30%	8%	42%	26%	-	-	-	-	-	27%	24%	25%	28%	20%	-	31%
NET: Know		80	7	5	9	5	54	-	-	-	-	-	53	21	6	49	22	-	9
		57%	64%	50%	75%	42%	56%	-	-	-	-	-	54%	62%	75%	55%	63%	-	56%
NET: At least heard of		104	8	7	11	7	71	-	-	-	-	-	72	26	6	64	28	1	11
		74%	73%	70%	92%	58%	74%	-	-	-	-	-	73%	76%	75%	72%	80%	100%	69%
Base for stats		141	11	10	12	12	96	-	-	-	-	-	99	34	8	89	35	1	16
Mean Score		2.50	2.55	2.50	2.92	2.17	2.49	-	-	-	-	-	2.38	2.74	3.00	2.44	2.69	2.00	2.50
Standard Deviation		1.125	1.128	1.269	.900	1.267	1.124	-	-	-	-	-	1.037	1.263	1.414	1.118	1.132	-	1.211
Standard Error		.095	.340	.401	.260	.366	.115	-	-	-	-	-	.104	.217	.500	.118	.191	-	.303
Error variance		.01	.12	.16	.07	.13	.01	-	-	-	-	-	.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			
		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		141	21	90	35	80	18	105	52	47	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Know very well	(5.0)	6	3	3	2	4	2	4	4	2	3	2	-	-	-
		4%	14%	3%	6%	5%	11%	4%	8%	4%	5%	3%	-	-	-
Know a fair amount	(4.0)	16	3	8	6	6	2	11	7	4	6	7	-	-	-
		11%	14%	9%	17%	8%	11%	10%	13%	9%	11%	11%	-	-	-
Know just a little	(3.0)	58	9	40	14	31	7	43	25	14	25	26	-	-	-
		41%	43%	44%	40%	39%	39%	41%	48%	30%	45%	41%	-	-	-
Heard of but know nothing about it	(2.0)	24	2	14	7	15	3	19	7	7	12	8	-	-	-
		17%	10%	16%	20%	19%	17%	18%	13%	15%	22%	13%	-	-	-
Never heard of	(1.0)	37	4	25	6	24	4	28	9	20	9	20	-	-	-
		26%	19%	28%	17%	30%	22%	27%	17%	43%	16%	32%	-	-	-
NET: Know		80	15	51	22	41	11	58	36	20	34	35	-	-	-
		57%	71%	57%	63%	51%	61%	55%	69%	43%	62%	56%	-	-	-
NET: At least heard of		104	17	65	29	56	14	77	43	27	46	43	-	-	-
		74%	81%	72%	83%	70%	78%	73%	83%	57%	84%	68%	-	-	-
Base for stats		141	21	90	35	80	18	105	52	47	55	63	-	-	-
Mean Score		2.50	2.95	2.44	2.74	2.39	2.72	2.47	2.81	2.17	2.67	2.41	-	-	-
Standard Deviation		1.125	1.284	1.092	1.120	1.142	1.274	1.110	1.121	1.204	1.055	1.145	-	-	-
Standard Error		.095	.280	.115	.189	.128	.300	.108	.155	.176	.142	.144	-	-	-
Error variance		.01	.08	.01	.04	.02	.09	.01	.02	.03	.02	.02	-	-	-

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	141	141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Know very well	(5.0)	15	15	-	-	3	4	2	-	1	-	-	-	-	-	-	-	
		11%	11%	-	-	8%	20%	13%	-	8%	-	-	-	-	-	-	-	
Know a fair amount	(4.0)	44	44	-	-	12	4	7	3	2	-	-	-	-	-	-	-	
		31%	31%	-	-	30%	20%	44%	75%	15%	-	-	-	-	-	-	-	
Know just a little	(3.0)	45	45	-	-	14	4	4	1	5	-	-	-	-	-	-	-	
		32%	32%	-	-	35%	20%	25%	25%	38%	-	-	-	-	-	-	-	
Heard of but know nothing about it	(2.0)	22	22	-	-	7	6	-	-	2	-	-	-	-	-	-	-	
		16%	16%	-	-	18%	30%	-	-	15%	-	-	-	-	-	-	-	
Never heard of	(1.0)	15	15	-	-	4	2	3	-	3	-	-	-	-	-	-	-	
		11%	11%	-	-	10%	10%	19%	-	23%	-	-	-	-	-	-	-	
NET: Know		104	104	-	-	29	12	13	4	8	-	-	-	-	-	-	-	
		74%	74%	-	-	73%	60%	81%	100%	62%	-	-	-	-	-	-	-	
NET: At least heard of		126	126	-	-	36	18	13	4	10	-	-	-	-	-	-	-	
		89%	89%	-	-	90%	90%	81%	100%	77%	-	-	-	-	-	-	-	
Base for stats		141	141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	
Mean Score		3.16	3.16	-	-	3.08	3.10	3.31	3.75	2.69	-	-	-	-	-	-	-	
Standard Deviation		1.142	1.142	-	-	1.095	1.334	1.302	.500	1.251	-	-	-	-	-	-	-	
Standard Error		.096	.096	-	-	.173	.298	.326	.250	.347	-	-	-	-	-	-	-	
Error variance		.01	.01	-	-	.03	.09	.11	.06	.12	-	-	-	-	-	-	-	

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		141	11	10	12	12	96	-	-	-	-	-	99	34	8	89	35	1	16
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	15	1	-	-	1	13	-	-	-	-	-	5	9	1	8	4	1	2
		11%	9%	-	-	8%	14%	-	-	-	-	-	5%	26%	13%	9%	11%	100%	13%
Know a fair amount	(4.0)	44	3	6	6	3	26	-	-	-	-	-	33	9	2	28	12	-	4
		31%	27%	60%	50%	25%	27%	-	-	-	-	-	33%	26%	25%	31%	34%	-	25%
Know just a little	(3.0)	45	2	-	5	8	30	-	-	-	-	-	33	9	3	31	10	-	4
		32%	18%	-	42%	67%	31%	-	-	-	-	-	33%	26%	38%	35%	29%	-	25%
Heard of but know nothing about it	(2.0)	22	3	1	-	-	18	-	-	-	-	-	16	5	1	13	6	-	3
		16%	27%	10%	-	-	19%	-	-	-	-	-	16%	15%	13%	15%	17%	-	19%
Never heard of	(1.0)	15	2	3	1	-	9	-	-	-	-	-	12	2	1	9	3	-	3
		11%	18%	30%	8%	-	9%	-	-	-	-	-	12%	6%	13%	10%	9%	-	19%
NET: Know		104	6	6	11	12	69	-	-	-	-	-	71	27	6	67	26	1	10
		74%	55%	60%	92%	100%	72%	-	-	-	-	-	72%	79%	75%	75%	74%	100%	63%
NET: At least heard of		126	9	7	11	12	87	-	-	-	-	-	87	32	7	80	32	1	13
		89%	82%	70%	92%	100%	91%	-	-	-	-	-	88%	94%	88%	90%	91%	100%	81%
Base for stats		141	11	10	12	12	96	-	-	-	-	-	99	34	8	89	35	1	16
Mean Score		3.16	2.82	2.90	3.33	3.42	3.17	-	-	-	-	-	3.03	3.53	3.13	3.15	3.23	5.00	2.94
			a																
Standard Deviation		1.142	1.328	1.449	.888	.669	1.167	-	-	-	-	-	1.092	1.212	1.246	1.103	1.140	-	1.340
Standard Error		.096	.400	.458	.256	.193	.119	-	-	-	-	-	.110	.208	.441	.117	.193	-	.335
Error variance		.01	.16	.21	.07	.04	.01	-	-	-	-	-	.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			
		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		141	21	90	35	80	18	105	52	47	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Know very well	(5.0)	15	4	8	4	9	3	12	8	7	4	8	-	-	-
		11%	19%	9%	11%	11%	17%	11%	15%	15%	7%	13%	-	-	-
Know a fair amount	(4.0)	44	5	31	10	26	3	36	19	12	17	24	-	-	-
		31%	24%	34%	29%	33%	17%	34%	37%	26%	31%	38%	-	-	-
Know just a little	(3.0)	45	6	27	12	22	6	33	17	9	20	17	-	-	-
		32%	29%	30%	34%	28%	33%	31%	33%	19%	36%	27%	-	-	-
Heard of but know nothing about it	(2.0)	22	3	14	6	13	5	13	5	9	9	8	-	-	-
		16%	14%	16%	17%	16%	28%	12%	10%	19%	16%	13%	-	-	-
Never heard of	(1.0)	15	3	10	3	10	1	11	3	10	5	6	-	-	-
		11%	14%	11%	9%	13%	6%	10%	6%	21%	9%	10%	-	-	-
								a							
NET: Know		104	15	66	26	57	12	81	44	28	41	49	-	-	-
		74%	71%	73%	74%	71%	67%	77%	85%	60%	75%	78%	-	-	-
								b							
NET: At least heard of		126	18	80	32	70	17	94	49	37	50	57	-	-	-
		89%	86%	89%	91%	88%	94%	90%	94%	79%	91%	90%	-	-	-
								b							
Base for stats		141	21	90	35	80	18	105	52	47	55	63	-	-	-
Mean Score		3.16	3.19	3.14	3.17	3.14	3.11	3.24	3.46	2.94	3.11	3.32	-	-	-
								b							
Standard Deviation		1.142	1.327	1.137	1.124	1.199	1.183	1.140	1.056	1.389	1.066	1.148	-	-	-
Standard Error		.096	.290	.120	.190	.134	.279	.111	.147	.203	.144	.145	-	-	-
Error variance		.01	.08	.01	.04	.02	.08	.01	.02	.04	.02	.02	-	-	-

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		141	141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	
Know very well	(5.0)	29	29	-	-	8	4	3	1	3	-	-	-	-	-	-	-	
		21%	21%	-	-	20%	20%	19%	25%	23%	-	-	-	-	-	-	-	
Know a fair amount	(4.0)	53	53	-	-	14	9	6	2	3	-	-	-	-	-	-	-	
		38%	38%	-	-	35%	45%	38%	50%	23%	-	-	-	-	-	-	-	
Know just a little	(3.0)	53	53	-	-	15	5	6	1	7	-	-	-	-	-	-	-	
		38%	38%	-	-	38%	25%	38%	25%	54%	-	-	-	-	-	-	-	
Heard of but know nothing about it	(2.0)	2	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	
		1%	1%	-	-	3%	5%	-	-	-	-	-	-	-	-	-	-	
Never heard of	(1.0)	4	4	-	-	2	1	1	-	-	-	-	-	-	-	-	-	
		3%	3%	-	-	5%	5%	6%	-	-	-	-	-	-	-	-	-	
NET: Know		135	135	-	-	37	18	15	4	13	-	-	-	-	-	-	-	
		96%	96%	-	-	93%	90%	94%	100%	100%	-	-	-	-	-	-	-	
NET: At least heard of		137	137	-	-	38	19	15	4	13	-	-	-	-	-	-	-	
		97%	97%	-	-	95%	95%	94%	100%	100%	-	-	-	-	-	-	-	
Base for stats		141	141	-	-	40	20	16	4	13	-	-	-	-	-	-	-	
Mean Score		3.72	3.72	-	-	3.63	3.70	3.63	4.00	3.69	-	-	-	-	-	-	-	
Standard Deviation		.905	.905	-	-	1.005	1.031	1.025	.816	.855	-	-	-	-	-	-	-	
Standard Error		.076	.076	-	-	.159	.231	.256	.408	.237	-	-	-	-	-	-	-	
Error variance		.01	.01	-	-	.03	.05	.07	.17	.06	-	-	-	-	-	-	-	

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		141 100%	11 100%	10 100%	12 100%	12 100%	96 100%	- -	- -	- -	- -	- -	99 100%	34 100%	8 100%	89 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	29 21%	1 9%	1 10%	1 8%	1 8%	25 26%	- -	- -	- -	- -	- -	12 12%	14 41%	3 38%	17 19%	9 26%	1 100%	2 13%
													a						
Know a fair amount	(4.0)	53 38%	5 45%	5 50%	6 50%	6 50%	31 32%	- -	- -	- -	- -	- -	41 41%	11 32%	1 13%	34 38%	12 34%	- -	7 44%
Know just a little	(3.0)	53 38%	5 45%	2 20%	5 42%	5 42%	36 38%	- -	- -	- -	- -	- -	43 43%	7 21%	3 38%	33 37%	13 37%	- -	7 44%
													b						
Heard of but know nothing about it	(2.0)	2 1%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Never heard of	(1.0)	4 3%	- -	2 20%	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	1 3%	1 13%	4 4%	- -	- -	- -
NET: Know		135 96%	11 100%	8 80%	12 100%	12 100%	92 96%	- -	- -	- -	- -	- -	96 97%	32 94%	7 88%	84 94%	34 97%	1 100%	16 100%
NET: At least heard of		137 97%	11 100%	8 80%	12 100%	12 100%	94 98%	- -	- -	- -	- -	- -	97 98%	33 97%	7 88%	85 96%	35 100%	1 100%	16 100%
Base for stats		141	11	10	12	12	96	-	-	-	-	-	99	34	8	89	35	1	16
Mean Score		3.72	3.64	3.30	3.67	3.67	3.78	-	-	-	-	-	3.61	4.06 a	3.63	3.66	3.83	5.00	3.69
Standard Deviation		.905	.674	1.337	.651	.651	.931	-	-	-	-	-	.793	1.013	1.408	.953	.857	-	.704
Standard Error		.076	.203	.423	.188	.188	.095	-	-	-	-	-	.080	.174	.498	.101	.145	-	.176
Error variance		.01	.04	.18	.04	.04	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		141 100%	21 100%	90 100%	35 100%	80 100%	18 100%	105 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	29	7	16	7	17	4	22	16	10	11	14	-	-	-	-
		21%	33%	18%	20%	21%	22%	21%	31%	21%	20%	22%	-	-	-	-
Know a fair amount	(4.0)	53	4	36	11	29	6	40	18	14	24	22	-	-	-	-
		38%	19%	40%	31%	36%	33%	38%	35%	30%	44%	35%	-	-	-	-
Know just a little	(3.0)	53	10	34	16	29	7	38	18	19	18	25	-	-	-	-
		38%	48%	38%	46%	36%	39%	36%	35%	40%	33%	40%	-	-	-	-
Heard of but know nothing about it	(2.0)	2	-	1	1	1	1	1	-	-	1	-	-	-	-	-
		1%	-	1%	3%	1%	6%	1%	-	-	2%	-	-	-	-	-
Never heard of	(1.0)	4	-	3	-	4	-	4	-	4	1	2	-	-	-	-
		3%	-	3%	-	5%	-	4%	-	9%	2%	3%	-	-	-	-
NET: Know		135 96%	21 100%	86 96%	34 97%	75 94%	17 94%	100 95%	52 100%	43 91%	53 96%	61 97%	- -	- -	- -	- -
NET: At least heard of		137 97%	21 100%	87 97%	35 100%	76 95%	18 100%	101 96%	52 100%	43 91%	54 98%	61 97%	- -	- -	- -	- -
Base for stats		141	21	90	35	80	18	105	52	47	55	63	-	-	-	-
Mean Score		3.72	3.86	3.68	3.69	3.68	3.72	3.71	3.96 b	3.55	3.78	3.73	-	-	-	-
Standard Deviation		.905	.910	.897	.832	.991	.895	.938	.816 b	1.100	.854	.919	-	-	-	-
Standard Error		.076	.199	.095	.141	.111	.211	.092	.113	.160	.115	.116	-	-	-	-
Error variance		.01	.04	.01	.02	.01	.04	.01	.01	.03	.01	.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
92	1	7	27	15	24	18	8	39	2.27
100%	1%	8%	29%	16%	26%	20%	9%	42%	
104	4	13	40	15	20	12	17	35	2.63
100%	4%	13%	38%	14%	19%	12%	16%	34%	
126	9	34	48	9	12	14	43	21	3.17
100%	7%	27%	38%	7%	10%	11%	34%	17%	
137	12	49	48	10	7	11	61	17	3.39
100%	9%	36%	35%	7%	5%	8%	45%	12%	

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							
	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	138	-	-	38	20	15	4	13	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Nominet's social impact programme	8	-	-	4	-	-	1	-	-	-	-	-	-	-	-	-
	9%	-	-	17%	-	-	50%	-	-	-	-	-	-	-	-	-
Nominet's Policy development	17	-	-	9	1	3	1	1	-	-	-	-	-	-	-	-
	16%	-	-	29%	7%	23%	25%	14%	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	43	-	-	16	4	5	3	4	-	-	-	-	-	-	-	-
	34%	-	-	44%	22%	38%	75%	40%	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	61	-	-	23	6	5	3	5	-	-	-	-	-	-	-	-
	45%	-	-	61%	32%	33%	75%	38%	-	-	-	-	-	-	-	-

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
138	11	9	12	12	94	-	-	-	-	-	98	33	7	86	35	1	16
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
8	-	2	-	1	5	-	-	-	-	-	7	1	-	2	6	-	-
9%	-	33%	-	14%	8%	-	-	-	-	-	10%	5%	-	3%	30%	-	-
17	-	1	-	3	13	-	-	-	-	-	12	3	2	3	14	-	-
16%	-	14%	-	43%	18%	-	-	-	-	-	17%	12%	33%	5%	50%	-	-
43	2	3	6	3	29	-	-	-	-	-	30	11	2	23	18	-	2
34%	22%	43%	55%	25%	33%	-	-	-	-	-	34%	34%	29%	29%	56%	-	15%
														a			
61	5	3	7	5	41	-	-	-	-	-	40	16	5	30	25	1	5
45%	45%	38%	58%	42%	44%	-	-	-	-	-	41%	48%	71%	35%	71%	100%	31%
														a			

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	138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	44 100%	55 100%	61 100%	- -	- -	- -	- -
Nominet's social impact programme	8 9%	5 42%	2 3%	6 26%	1 2%	5 42%	2 3%	6 16%	- -	6 16% b	1 2%	- -	- -	- -	- -
Nominet's Policy development	17 16%	10 59%	2 3%	12 41%	1 2%	9 64%	6 8%	13 30%	- -	14 30% b	2 5%	- -	- -	- -	- -
Nominet's Criminal domain suspension	43 34%	10 56%	23 29%	15 47%	21 30%	9 53%	28 30%	22 45% b	7 19%	23 46% b	15 26%	- -	- -	- -	- -
Nominet's Dispute resolution	61 45%	13 62%	32 37%	21 60% bd	26 34%	11 61%	39 39%	33 63% b	11 26%	32 59% b	22 36%	- -	- -	- -	- -

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							
	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	138	-	-	38	20	15	4	13	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Nominet's social impact programme	39	-	-	6	7	6	1	4	-	-	-	-	-	-	-	-
	42%	-	-	25%	47%	50%	50%	57%	-	-	-	-	-	-	-	-
Nominet's Policy development	35	-	-	5	8	6	2	3	-	-	-	-	-	-	-	-
	34%	-	-	16%	57%	46%	50%	43%	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	21	-	-	5	3	5	1	-	-	-	-	-	-	-	-	-
	17%	-	-	14%	17%	38%	25%	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	17	-	-	2	4	3	1	1	-	-	-	-	-	-	-	-
	12%	-	-	5%	21%	20%	25%	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

	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
138	11	9	12	12	94	-	-	-	-	-	98	33	7	86	35	1	16
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
39	6	3	3	2	25	-	-	-	-	-	28	10	1	36	-	-	3
42%	67%	50%	50%	29%	39%	-	-	-	-	-	42%	45%	33%	60%	-	-	27%
35	3	4	3	2	23	-	-	-	-	-	28	7	-	33	1	-	1
34%	38%	57%	27%	29%	32%	-	-	-	-	-	39%	27%	-	52%	4%	-	9%
21	1	3	2	2	13	-	-	-	-	-	12	8	1	21	-	-	-
17%	11%	43%	18%	17%	15%	-	-	-	-	-	14%	25%	14%	26%	-	-	-
														b			
17	3	1	2	3	8	-	-	-	-	-	11	6	-	15	-	-	2
12%	27%	13%	17%	25%	9%	-	-	-	-	-	11%	18%	-	18%	-	-	13%
														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

		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	138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	44 100%	55 100%	61 100%	- -	- -	- -	- -
Nominet's social impact programme	39 42%	1 8%	37 62%	1 4%	36 69%	1 8%	38 55%	11 30%	21 81%	5 14%	28 65% a	- -	- -	- -	- -
Nominet's Policy development	35 34%	1 6%	33 51%	- -	34 61%	1 7%	34 44%	8 19%	17 63%	7 15%	20 47% a	- -	- -	- -	- -
Nominet's Criminal domain suspension	21 17%	1 6%	19 24% c	1 3%	19 27% c	1 6%	20 21%	5 10%	12 32% a	6 12%	12 21%	- -	- -	- -	- -
Nominet's Dispute resolution	17 12%	1 5%	15 17%	2 6%	15 20%	1 6%	15 15%	4 8%	9 21%	4 7%	9 15%	- -	- -	- -	- -

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		92	92	-	-	24	15	12	2	7	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	7	-	-	3	-	-	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	13%	-	-	50%	-	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	27	27	-	-	11	4	5	-	1	-	-	-	-	-	-	-	-
		29%	29%	-	-	46%	27%	42%	-	14%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	15	15	-	-	5	3	2	-	1	-	-	-	-	-	-	-	-
		16%	16%	-	-	21%	20%	17%	-	14%	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	24	24	-	-	1	4	4	1	3	-	-	-	-	-	-	-	-
		26%	26%	-	-	4%	27%	33%	50%	43%	-	-	-	-	-	-	-	-
Don't know		18	18	-	-	3	4	1	-	2	-	-	-	-	-	-	-	-
		20%	20%	-	-	13%	27%	8%	-	29%	-	-	-	-	-	-	-	-
NET: Satisfied		8	8	-	-	4	-	-	1	-	-	-	-	-	-	-	-	-
		9%	9%	-	-	17%	-	-	50%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied		39	39	-	-	6	7	6	1	4	-	-	-	-	-	-	-	-
		42%	42%	-	-	25%	47%	50%	50%	57%	-	-	-	-	-	-	-	-
Base for stats		74	74	-	-	21	11	11	2	5	-	-	-	-	-	-	-	-
Mean Score		2.27	2.27	-	-	2.90	2.00	2.09	2.50	1.60	-	-	-	-	-	-	-	-
Standard Deviation		1.064	1.064	-	-	.889	.894	.944	2.121	.894	-	-	-	-	-	-	-	-
Standard Error		.124	.124	-	-	.194	.270	.285	1.500	.400	-	-	-	-	-	-	-	-
Error variance		.02	.02	-	-	.04	.07	.08	2.25	.16	-	-	-	-	-	-	-	-

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		92 100%	9 100%	6 100%	6 100%	7 100%	64 100%	- -	- -	- -	- -	- -	67 100%	22 100%	3 100%	60 100%	20 100%	1 100%	11 100%
Very satisfied		(5.0) 1 1%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	1 5%	- -	- -
Quite satisfied		(4.0) 7 8%	- -	2 33%	- -	1 14%	4 6%	- -	- -	- -	- -	- -	7 10%	- -	- -	2 3%	5 25%	- -	- -
Neither satisfied no dissatisfied		(3.0) 27 29%	2 22%	- -	2 33%	3 43%	20 31%	- -	- -	- -	- -	- -	18 27%	7 32%	2 67%	12 20%	9 45%	- -	6 55%
Quite dissatisfied		(2.0) 15 16%	2 22%	1 17%	1 17%	- -	11 17%	- -	- -	- -	- -	- -	10 15%	4 18%	1 33%	14 23%	- -	- -	1 9%
Very dissatisfied		(1.0) 24 26%	4 44%	2 33%	2 33%	2 29%	14 22%	- -	- -	- -	- -	- -	18 27%	6 27%	- -	22 37%	- -	- -	2 18%
Don't know		18 20%	1 11%	1 17%	1 17%	1 14%	14 22%	- -	- -	- -	- -	- -	14 21%	4 18%	- -	10 17%	5 25%	1 100%	2 18%
NET: Satisfied		8 9%	- -	2 33%	- -	1 14%	5 8%	- -	- -	- -	- -	- -	7 10%	1 5%	- -	2 3%	6 30%	- -	- -
NET: Dissatisfied		39 42%	6 67%	3 50%	3 50%	2 29%	25 39%	- -	- -	- -	- -	- -	28 42%	10 45%	1 33%	36 60%	- -	- -	3 27%
Base for stats		74	8	5	5	6	50	-	-	-	-	-	53	18	3	50	15	-	9
Mean Score		2.27	1.75	2.40	2.00	2.50	2.34	-	-	-	-	-	2.26	2.22	2.67	1.88	3.47	-	2.44
Standard Deviation		1.064	.886	1.517	1.000	1.225	1.042	-	-	-	-	-	1.077	1.114	.577	.918	.640	-	.882
Standard Error		.124	.313	.678	.447	.500	.147	-	-	-	-	-	.148	.263	.333	.130	.165	-	.294
Error variance		.02	.10	.46	.20	.25	.02	-	-	-	-	-	.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		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
Significance Level: 95%			*a	b	*c	d	*a	b	a	*b	a	b	*a	*b	*c	*d
Total		92 100%	12 100%	60 100%	23 100%	52 100%	12 100%	69 100%	37 100%	26 100%	37 100%	43 100%	- -	- -	- -	- -
Very satisfied	(5.0)	1 1%	1 8%	- -	1 4%	- -	1 8%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
		7 8%	4 33%	2 3%	5 22%	1 2%	4 33%	2 3%	5 14%	- -	5 14%	1 2%	- -	- -	- -	- -
Quite satisfied	(4.0)															
Neither satisfied no dissatisfied	(3.0)	27 29%	2 17%	14 23%	9 39%	12 23%	2 17%	18 26%	13 35%	4 15%	14 38%	9 21%	- -	- -	- -	- -
		15 16%	- -	15 25%	- -	14 27%	- -	15 22%	5 14%	8 31%	3 8%	10 23%	- -	- -	- -	- -
Quite dissatisfied	(2.0)															
Very dissatisfied	(1.0)	24 26%	1 8%	22 37%	1 4%	22 42%	1 8%	23 33%	6 16%	13 50%	2 5%	18 42%	- -	- -	- -	- -
		18 20%	4 33%	7 12%	7 30%	3 6%	4 33%	11 16%	7 19%	1 4%	12 32%	5 12%	- -	- -	- -	- -
Don't know																
NET: Satisfied		8 9%	5 42%	2 3%	6 26%	1 2%	5 42%	2 3%	6 16%	- -	6 16%	1 2%	- -	- -	- -	- -
		39 42%	1 8%	37 62%	1 4%	36 69%	1 8%	38 55%	11 30%	21 81%	5 14%	28 65%	- -	- -	- -	- -
NET: Dissatisfied																
Base for stats		74	8	53	16	49	8	58	30	25	25	38	-	-	-	-
Mean Score		2.27	3.50	1.92	3.31	1.84	3.50	1.98	2.67	1.64	3.00	1.82	-	-	-	-
Standard Deviation		1.064	1.195	.917	.873	.874	1.195	.927	1.093	.757	.913	.896	-	-	-	-
Standard Error		.124	.423	.126	.218	.125	.423	.122	.200	.151	.183	.145	-	-	-	-
Error variance		.02	.18	.02	.05	.02	.18	.01	.04	.02	.03	.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		104	104	-	-	31	14	13	4	7	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	4	4	-	-	3	-	-	-	1	-	-	-	-	-	-	-	-
		4%	4%	-	-	10%	-	-	-	14%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	13	13	-	-	6	1	3	1	-	-	-	-	-	-	-	-	-
		13%	13%	-	-	19%	7%	23%	25%	-	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	40	40	-	-	14	5	3	1	2	-	-	-	-	-	-	-	-
		38%	38%	-	-	45%	36%	23%	25%	29%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	15	15	-	-	4	4	3	1	-	-	-	-	-	-	-	-	-
		14%	14%	-	-	13%	29%	23%	25%	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	20	20	-	-	1	4	3	1	3	-	-	-	-	-	-	-	-
		19%	19%	-	-	3%	29%	23%	25%	43%	-	-	-	-	-	-	-	-
Don't know		12	12	-	-	3	-	1	-	1	-	-	-	-	-	-	-	-
		12%	12%	-	-	10%	-	8%	-	14%	-	-	-	-	-	-	-	-
NET: Satisfied		17	17	-	-	9	1	3	1	1	-	-	-	-	-	-	-	-
		16%	16%	-	-	29%	7%	23%	25%	14%	-	-	-	-	-	-	-	-
NET: Dissatisfied		35	35	-	-	5	8	6	2	3	-	-	-	-	-	-	-	-
		34%	34%	-	-	16%	57%	46%	50%	43%	-	-	-	-	-	-	-	-
Base for stats		92	92	-	-	28	14	12	4	6	-	-	-	-	-	-	-	-
Mean Score		2.63	2.63	-	-	3.21	2.21	2.50	2.50	2.33	-	-	-	-	-	-	-	-
Standard Deviation		1.107	1.107	-	-	.957	.975	1.168	1.291	1.633	-	-	-	-	-	-	-	-
Standard Error		.115	.115	-	-	.181	.261	.337	.645	.667	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.07	.11	.42	.44	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q15.2. Nominet's Policy development: And how satisfied 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		104 100%	8 100%	7 100%	11 100%	7 100%	71 100%	- -	- -	- -	- -	- -	72 100%	26 100%	6 100%	64 100%	28 100%	1 100%	11 100%
Very satisfied		(5.0) 4 4%	- -	- -	- -	1 14%	3 4%	- -	- -	- -	- -	- -	2 3%	1 4%	1 17%	- -	4 14%	- -	- -
Quite satisfied		(4.0) 13 13%	- -	1 14%	- -	2 29%	10 14%	- -	- -	- -	- -	- -	10 14%	2 8%	1 17%	3 5%	10 36%	- -	- -
Neither satisfied no dissatisfied		(3.0) 40 38%	3 38%	2 29%	7 64%	2 29%	26 37%	- -	- -	- -	- -	- -	25 35%	11 42%	4 67%	21 33%	11 39%	- -	8 73%
Quite dissatisfied		(2.0) 15 14%	1 13%	1 14%	2 18%	1 14%	10 14%	- -	- -	- -	- -	- -	13 18%	2 8%	- -	13 20%	1 4%	- -	1 9%
Very dissatisfied		(1.0) 20 19%	2 25%	3 43%	1 9%	1 14%	13 18%	- -	- -	- -	- -	- -	15 21%	5 19%	- -	20 31%	- -	- -	- -
Don't know		12 12%	2 25%	- -	1 9%	- -	9 13%	- -	- -	- -	- -	- -	7 10%	5 19%	- -	7 11%	2 7%	1 100%	2 18%
NET: Satisfied		17 16%	- -	1 14%	- -	3 43%	13 18%	- -	- -	- -	- -	- -	12 17%	3 12%	2 33%	3 5%	14 50%	- -	- -
NET: Dissatisfied		35 34%	3 38%	4 57%	3 27%	2 29%	23 32%	- -	- -	- -	- -	- -	28 39%	7 27%	- -	33 52%	1 4%	- -	1 9%
Base for stats		92	6	7	10	7	62	-	-	-	-	-	65	21	6	57	26	-	9
Mean Score		2.63	2.17	2.14	2.60	3.14	2.68	-	-	-	-	-	2.55	2.62	3.50	2.12	3.65	-	2.89
Standard Deviation		1.107	.983	1.215	.699	1.345	1.128	-	-	-	-	-	1.104	1.117	.837	.965	.797	-	.333
Standard Error		.115	.401	.459	.221	.508	.143	-	-	-	-	-	.137	.244	.342	.128	.156	-	.111
Error variance		.01	.16	.21	.05	.26	.02	-	-	-	-	-	.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		104	17	65	29	56	14	77	43	27	46	43	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	4	3	-	3	-	4	-	3	-	3	-	-	-	-	-
		4%	18%	-	10%	-	29%	-	7%	-	7%	-	-	-	-	-
Quite satisfied	(4.0)	13	7	2	9	1	5	6	10	-	11	2	-	-	-	-
		13%	41%	3%	31%	2%	36%	8%	23%	-	24% b	5%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	40	4	24	14	17	2	29	16	8	18	16	-	-	-	-
		38%	24%	37%	48%	30%	14%	38%	37%	30%	39%	37%	-	-	-	-
Quite dissatisfied	(2.0)	15	-	14	-	15	-	15	3	7	5	7	-	-	-	-
		14%	-	22%	-	27%	-	19%	7%	26%	11%	16%	-	-	-	-
Very dissatisfied	(1.0)	20	1	19	-	19	1	19	5	10	2	13	-	-	-	-
		19%	6%	29%	-	34%	7%	25%	12%	37%	4%	30% a	-	-	-	-
Don't know		12	2	6	3	4	2	8	6	2	7	5	-	-	-	-
		12%	12%	9%	10%	7%	14%	10%	14%	7%	15%	12%	-	-	-	-
NET: Satisfied		17	10	2	12	1	9	6	13	-	14	2	-	-	-	-
		16%	59%	3%	41%	2%	64%	8%	30%	-	30% b	5%	-	-	-	-
NET: Dissatisfied		35	1	33	-	34	1	34	8	17	7	20	-	-	-	-
		34%	6%	51%	-	61%	7%	44%	19%	63%	15%	47% a	-	-	-	-
Base for stats		92	15	59	26	52	12	69	37	25	39	38	-	-	-	-
Mean Score		2.63	3.73	2.15	3.58	2.00	3.92	2.32	3.08	1.92	3.21 b	2.18	-	-	-	-
Standard Deviation		1.107	1.033	.925	.703	.886	1.165	.978	1.115	.862	.951	.982	-	-	-	-
Standard Error		.115	.267	.120	.138	.123	.336	.118	.183	.172	.152	.159	-	-	-	-
Error variance		.01	.07	.01	.02	.02	.11	.01	.03	.03	.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

		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		126	126	-	-	36	18	13	4	10	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	9	9	-	-	4	1	1	1	1	-	-	-	-	-	-	-	-
		7%	7%	-	-	11%	6%	8%	25%	10%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	34	34	-	-	12	3	4	2	3	-	-	-	-	-	-	-	-
		27%	27%	-	-	33%	17%	31%	50%	30%	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	48	-	-	11	8	3	-	4	-	-	-	-	-	-	-	-
		38%	38%	-	-	31%	44%	23%	-	40%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	9	9	-	-	4	-	3	-	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	11%	-	23%	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	12	12	-	-	1	3	2	1	-	-	-	-	-	-	-	-	-
		10%	10%	-	-	3%	17%	15%	25%	-	-	-	-	-	-	-	-	-
Don't know		14	14	-	-	4	3	-	-	2	-	-	-	-	-	-	-	-
		11%	11%	-	-	11%	17%	-	-	20%	-	-	-	-	-	-	-	-
NET: Satisfied		43	43	-	-	16	4	5	3	4	-	-	-	-	-	-	-	-
		34%	34%	-	-	44%	22%	38%	75%	40%	-	-	-	-	-	-	-	-
NET: Dissatisfied		21	21	-	-	5	3	5	1	-	-	-	-	-	-	-	-	-
		17%	17%	-	-	14%	17%	38%	25%	-	-	-	-	-	-	-	-	-
Base for stats		112	112	-	-	32	15	13	4	8	-	-	-	-	-	-	-	-
Mean Score		3.17	3.17	-	-	3.44	2.93	2.92	3.50	3.63	-	-	-	-	-	-	-	-
Standard Deviation		1.056	1.056	-	-	.982	1.163	1.256	1.732	.744	-	-	-	-	-	-	-	-
Standard Error		.100	.100	-	-	.174	.300	.348	.866	.263	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.09	.12	.75	.07	-	-	-	-	-	-	-	-

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		126	9	7	11	12	87	-	-	-	-	-	87	32	7	80	32	1	13
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(5.0)	9	-	-	-	1	8	-	-	-	-	-	5	4	-	4	4	-	1
		7%	-	-	-	8%	9%	-	-	-	-	-	6%	13%	-	5%	13%	-	8%
Quite satisfied	(4.0)	34	2	3	6	2	21	-	-	-	-	-	25	7	2	19	14	-	1
		27%	22%	43%	55%	17%	24%	-	-	-	-	-	29%	22%	29%	24%	44% a	-	8%
Neither satisfied no dissatisfied	(3.0)	48	6	-	2	6	34	-	-	-	-	-	35	10	3	28	9	1	10
		38%	67%	-	18%	50%	39%	-	-	-	-	-	40%	31%	43%	35%	28%	100%	77%
Quite dissatisfied	(2.0)	9	-	2	1	1	5	-	-	-	-	-	4	5	-	9	-	-	-
		7%	-	29%	9%	8%	6%	-	-	-	-	-	5%	16% a	-	11%	-	-	-
Very dissatisfied	(1.0)	12	1	1	1	1	8	-	-	-	-	-	8	3	1	12	-	-	-
		10%	11%	14%	9%	8%	9%	-	-	-	-	-	9%	9%	14%	15% b	-	-	-
Don't know		14	-	1	1	1	11	-	-	-	-	-	10	3	1	8	5	-	1
		11%	-	14%	9%	8%	13%	-	-	-	-	-	11%	9%	14%	10%	16%	-	8%
NET: Satisfied		43	2	3	6	3	29	-	-	-	-	-	30	11	2	23	18	-	2
		34%	22%	43%	55%	25%	33%	-	-	-	-	-	34%	34%	29%	29%	56% a	-	15%
NET: Dissatisfied		21	1	3	2	2	13	-	-	-	-	-	12	8	1	21	-	-	-
		17%	11%	43%	18%	17%	15%	-	-	-	-	-	14%	25%	14%	26% b	-	-	-
Base for stats		112	9	6	10	11	76	-	-	-	-	-	77	29	6	72	27	1	12
Mean Score		3.17	3.00	2.83	3.30	3.09	3.21	-	-	-	-	-	3.19	3.14	3.00	2.92	3.81	3.00	3.25
Standard Deviation		1.056	.866	1.329	1.059	1.044	1.075	-	-	-	-	-	1.014	1.187	1.095	1.135	.681	-	.622
Standard Error		.100	.289	.543	.335	.315	.123	-	-	-	-	-	.116	.220	.447	.134	.131	-	.179
Error variance		.01	.08	.29	.11	.10	.02	-	-	-	-	-	.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		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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		126 100%	18 100%	80 100%	32 100%	70 100%	17 100%	94 100%	49 100%	37 100%	50 100%	57 100%	- -	- -	- -	- -
Very satisfied	(5.0)	9 7%	4 22%	4 5%	5 16%	4 6%	4 24%	5 5%	5 10%	2 5%	5 10%	3 5%	- -	- -	- -	- -
Quite satisfied	(4.0)	34 27%	6 33%	19 24%	10 31%	17 24%	5 29%	23 24%	17 35%	5 14%	18 36%	12 21%	- -	- -	- -	- -
Neither satisfied no dissatisfied	(3.0)	48 38%	3 17%	34 43%	11 34%	25 36%	2 12%	39 41%	16 33%	14 38%	14 28%	25 44%	- -	- -	- -	- -
Quite dissatisfied	(2.0)	9 7%	- -	8 10%	1 3%	8 11%	- -	9 10%	2 4%	4 11%	4 8%	5 9%	- -	- -	- -	- -
Very dissatisfied	(1.0)	12 10%	1 6%	11 14%	- -	11 16%	1 6%	11 12%	3 6%	8 22%	2 4%	7 12%	- -	- -	- -	- -
Don't know		14 11%	4 22%	4 5%	5 16%	5 7%	5 29%	7 7%	6 12%	4 11%	7 14%	5 9%	- -	- -	- -	- -
NET: Satisfied		43 34%	10 56%	23 29%	15 47%	21 30%	9 53%	28 30%	22 45%	7 19%	23 46%	15 26%	- -	- -	- -	- -
NET: Dissatisfied		21 17%	1 6%	19 24%	1 3%	19 27%	1 6%	20 21%	5 10%	12 32%	6 12%	12 21%	- -	- -	- -	- -
Base for stats		112	14	76	27	65	12	87	43	33	43	52	-	-	-	-
Mean Score		3.17	3.86	2.96	3.70	2.92	3.92	3.02	3.44 b	2.67	3.47 b	2.98	-	-	-	-
Standard Deviation		1.056	1.099	1.076	.823	1.150	1.165	1.056	1.007	1.190	.984	1.057	-	-	-	-
Standard Error		.100	.294	.123	.158	.143	.336	.113	.154	.207	.150	.147	-	-	-	-
Error variance		.01	.09	.02	.03	.02	.11	.01	.02	.04	.02	.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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		137	137	-	-	38	19	15	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	12	12	-	-	5	3	-	1	1	-	-	-	-	-	-	-	-
		9%	9%	-	-	13%	16%	-	25%	8%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	49	49	-	-	18	3	5	2	4	-	-	-	-	-	-	-	-
		36%	36%	-	-	47%	16%	33%	50%	31%	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	48	-	-	12	9	4	-	4	-	-	-	-	-	-	-	-
		35%	35%	-	-	32%	47%	27%	-	31%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	10	10	-	-	2	3	1	-	1	-	-	-	-	-	-	-	-
		7%	7%	-	-	5%	16%	7%	-	8%	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	7	7	-	-	-	1	2	1	-	-	-	-	-	-	-	-	-
		5%	5%	-	-	-	5%	13%	25%	-	-	-	-	-	-	-	-	-
Don't know		11	11	-	-	1	-	3	-	3	-	-	-	-	-	-	-	-
		8%	8%	-	-	3%	-	20%	-	23%	-	-	-	-	-	-	-	-
NET: Satisfied		61	61	-	-	23	6	5	3	5	-	-	-	-	-	-	-	-
		45%	45%	-	-	61%	32%	33%	75%	38%	-	-	-	-	-	-	-	-
NET: Dissatisfied		17	17	-	-	2	4	3	1	1	-	-	-	-	-	-	-	-
		12%	12%	-	-	5%	21%	20%	25%	8%	-	-	-	-	-	-	-	-
Base for stats		126	126	-	-	37	19	12	4	10	-	-	-	-	-	-	-	-
Mean Score		3.39	3.39	-	-	3.70	3.21	3.00	3.50	3.50	-	-	-	-	-	-	-	-
Standard Deviation		.963	.963	-	-	.777	1.084	1.128	1.732	.850	-	-	-	-	-	-	-	-
Standard Error		.086	.086	-	-	.128	.249	.326	.866	.269	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.06	.11	.75	.07	-	-	-	-	-	-	-	-

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		137 100%	11 100%	8 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	97 100%	33 100%	7 100%	85 100%	35 100%	1 100%	16 100%
Very satisfied	(5.0)	12 9%	1 9%	- -	1 8%	1 8%	9 10%	- -	- -	- -	- -	- -	6 6%	4 12%	2 29%	3 4%	7 20% a	- -	2 13%
Quite satisfied	(4.0)	49 36%	4 36%	3 38%	6 50%	4 33%	32 34%	- -	- -	- -	- -	- -	34 35%	12 36%	3 43%	27 32%	18 51% a	1 100%	3 19%
Neither satisfied no dissatisfied	(3.0)	48 35%	2 18%	4 50%	3 25%	4 33%	35 37%	- -	- -	- -	- -	- -	37 38%	10 30%	1 14%	34 40% b	7 20%	- -	7 44%
Quite dissatisfied	(2.0)	10 7%	2 18%	- -	1 8%	2 17%	5 5%	- -	- -	- -	- -	- -	6 6%	4 12%	- -	8 9%	- -	- -	2 13%
Very dissatisfied	(1.0)	7 5%	1 9%	1 13%	1 8%	1 8%	3 3%	- -	- -	- -	- -	- -	5 5%	2 6%	- -	7 8%	- -	- -	- -
Don't know		11 8%	1 9%	- -	- -	- -	10 11%	- -	- -	- -	- -	- -	9 9%	1 3%	1 14%	6 7%	3 9%	- -	2 13%
NET: Satisfied		61 45%	5 45%	3 38%	7 58%	5 42%	41 44%	- -	- -	- -	- -	- -	40 41%	16 48%	5 71%	30 35%	25 71% a	1 100%	5 31%
NET: Dissatisfied		17 12%	3 27%	1 13%	2 17%	3 25%	8 9%	- -	- -	- -	- -	- -	11 11%	6 18%	- -	15 18% b	- -	- -	2 13%
Base for stats		126	10	8	12	12	84	-	-	-	-	-	88	32	6	79	32	1	14
Mean Score		3.39	3.20	3.13	3.42	3.17	3.46	-	-	-	-	-	3.34	3.38	4.17	3.14	4.00 a	4.00	3.36
Standard Deviation		.963	1.229	.991	1.084	1.115	.898	-	-	-	-	-	.921	1.070	.753	.971	.672	-	.929
Standard Error		.086	.389	.350	.313	.322	.098	-	-	-	-	-	.098	.189	.307	.109	.119	-	.248
Error variance		.01	.15	.12	.10	.10	.01	-	-	-	-	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		137 100%	21 100%	87 100%	35 100%	76 100%	18 100%	101 100%	52 100%	43 100%	54 100%	61 100%	- -	- -	- -	- -
Very satisfied	(5.0)	12 9%	4 19%	5 6%	5 14%	4 5%	5 28%	6 6%	6 12%	5 12%	8 15%	3 5%	- -	- -	- -	- -
Quite satisfied	(4.0)	49 36%	9 43%	27 31%	16 46%	22 29%	6 33%	33 33%	27 52%	6 14%	24 44%	19 31%	- -	- -	- -	- -
Neither satisfied no dissatisfied	(3.0)	48 35%	4 19%	34 39%	9 26%	29 38%	2 11%	41 41%	12 23%	17 40%	15 28%	25 41%	- -	- -	- -	- -
Quite dissatisfied	(2.0)	10 7%	- -	9 10%	2 6%	8 11%	- -	9 9%	1 2%	6 14%	3 6%	4 7%	- -	- -	- -	- -
Very dissatisfied	(1.0)	7 5%	1 5%	6 7%	- -	7 9%	1 6%	6 6%	3 6%	3 7%	1 2%	5 8%	- -	- -	- -	- -
Don't know		11 8%	3 14%	6 7%	3 9%	6 8%	4 22%	6 6%	3 6%	6 14%	3 6%	5 8%	- -	- -	- -	- -
NET: Satisfied		61 45%	13 62%	32 37%	21 60%	26 34%	11 61%	39 39%	33 63%	11 26%	32 59%	22 36%	- -	- -	- -	- -
NET: Dissatisfied		17 12%	1 5%	15 17%	2 6%	15 20%	1 6%	15 15%	4 8%	9 21%	4 7%	9 15%	- -	- -	- -	- -
Base for stats		126	18	81	32	70	14	95	49	37	51	56	-	-	-	-
Mean Score		3.39	3.83	3.20	3.75	3.11	4.00	3.25	3.65	3.11	3.69	3.20	-	-	-	-
Standard Deviation		.963	.985	.980	.803	1.029	1.109	.945	.948	1.100	.883	.980	-	-	-	-
Standard Error		.086	.232	.109	.142	.123	.296	.097	.135	.181	.124	.131	-	-	-	-
Error variance		.01	.05	.01	.02	.02	.09	.01	.02	.03	.02	.02	-	-	-	-

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
185	1	7	27	15	24	18	93	8	39	2.27
100%	1%	4%	15%	8%	13%	10%	50%	4%	21%	
185	4	13	40	15	20	12	81	17	35	2.63
100%	2%	7%	22%	8%	11%	6%	44%	9%	19%	
185	9	34	48	9	12	14	59	43	21	3.17
100%	5%	18%	26%	5%	6%	8%	32%	23%	11%	
185	12	49	48	10	7	11	48	61	17	3.39
100%	6%	26%	26%	5%	4%	6%	26%	33%	9%	

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	185 100%	185 100%	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's social impact programme	8 4%	8 4%	- -	- -	4 9%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Policy development	17 9%	17 9%	- -	- -	9 19%	1 5%	3 14%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Criminal domain suspension	43 23%	43 23%	- -	- -	16 34%	4 18%	5 23%	3 50%	4 22%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Dispute resolution	61 33%	61 33%	- -	- -	23 49%	6 27%	5 23%	3 50%	5 28%	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q15. Summary - Satisfied: 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	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Nominet's social impact programme	8 4%	- -	2 15%	- -	1 6%	5 4%	- -	- -	- -	- -	- -	7 5%	1 2%	- -	2 2%	6 12% a	- -	- -
Nominet's Policy development	17 9%	- -	1 8%	- -	3 17%	13 10%	- -	- -	- -	- -	- -	12 9%	3 7%	2 18%	3 3%	14 29% a	- -	- -
Nominet's Criminal domain suspension	43 23%	2 18%	3 23%	6 40%	3 17%	29 23%	- -	- -	- -	- -	- -	30 23%	11 24%	2 18%	23 20%	18 37% a	- -	2 10%
Nominet's Dispute resolution	61 33%	5 45%	3 23%	7 47%	5 28%	41 32%	- -	- -	- -	- -	- -	40 31%	16 35%	5 45%	30 26%	25 51% a	1 100%	5 25%

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	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Nominet's social impact programme	8 4%	5 22%	2 2%	6 15% bd	1 1%	5 25%	2 2%	6 12% b	- -	6 11% b	1 2%	- -	- -	- -	- -
Nominet's Policy development	17 9%	10 43%	2 2%	12 29% bd	1 1%	9 45%	6 6%	13 25% b	- -	14 25% b	2 3%	- -	- -	- -	- -
Nominet's Criminal domain suspension	43 23%	10 43%	23 22%	15 37%	21 23%	9 45%	28 26%	22 42% b	7 15%	23 42% b	15 24%	- -	- -	- -	- -
Nominet's Dispute resolution	61 33%	13 57%	32 31%	21 51% bd	26 29%	11 55%	39 36%	33 63% b	11 23%	32 58% b	22 35%	- -	- -	- -	- -

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							
	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	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Nominet's social impact programme	39	-	-	6	7	6	1	4	-	-	-	-	-	-	-	-
	21%	-	-	13%	32%	27%	17%	22%	-	-	-	-	-	-	-	-
Nominet's Policy development	35	-	-	5	8	6	2	3	-	-	-	-	-	-	-	-
	19%	-	-	11%	36%	27%	33%	17%	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	21	-	-	5	3	5	1	-	-	-	-	-	-	-	-	-
	11%	-	-	11%	14%	23%	17%	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	17	-	-	2	4	3	1	1	-	-	-	-	-	-	-	-
	9%	-	-	4%	18%	14%	17%	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	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Nominet's social impact programme	39 21%	6 55%	3 23%	3 20%	2 11%	25 20%	- -	- -	- -	- -	- -	28 22%	10 22%	1 9%	36 31% b	- -	- -	3 15%
Nominet's Policy development	35 19%	3 27%	4 31%	3 20%	2 11%	23 18%	- -	- -	- -	- -	- -	28 22%	7 15%	- -	33 29% b	1 2%	- -	1 5%
Nominet's Criminal domain suspension	21 11%	1 9%	3 23%	2 13%	2 11%	13 10%	- -	- -	- -	- -	- -	12 9%	8 17%	1 9%	21 18% b	- -	- -	- -
Nominet's Dispute resolution	17 9%	3 27%	1 8%	2 13%	3 17%	8 6%	- -	- -	- -	- -	- -	11 9%	6 13%	- -	15 13% b	- -	- -	2 10%

P013002 Nominet Listening Process 2021 Phase 2

Q15. Summary - Dissatisfied: 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	185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Nominet's social impact programme	39	1	37	1	36	1	38	11	21	5	28	-	-	-	-
	21%	4%	36%	2%	40%	5%	35%	21%	45%	9%	44%	-	-	-	-
			c		c			a	a		a				
Nominet's Policy development	35	1	33	-	34	1	34	8	17	7	20	-	-	-	-
	19%	4%	32%	-	38%	5%	31%	15%	36%	13%	32%	-	-	-	-
			c		c			a	a		a				
Nominet's Criminal domain suspension	21	1	19	1	19	1	20	5	12	6	12	-	-	-	-
	11%	4%	18%	2%	21%	5%	18%	10%	26%	11%	19%	-	-	-	-
			c		c			a	a						
Nominet's Dispute resolution	17	1	15	2	15	1	15	4	9	4	9	-	-	-	-
	9%	4%	14%	5%	17%	5%	14%	8%	19%	7%	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

		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		185	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	7	-	-	3	-	-	1	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	6%	-	-	17%	-	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	27	27	-	-	11	4	5	-	1	-	-	-	-	-	-	-	-
		15%	15%	-	-	23%	18%	23%	-	6%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	15	15	-	-	5	3	2	-	1	-	-	-	-	-	-	-	-
		8%	8%	-	-	11%	14%	9%	-	6%	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	24	24	-	-	1	4	4	1	3	-	-	-	-	-	-	-	-
		13%	13%	-	-	2%	18%	18%	17%	17%	-	-	-	-	-	-	-	-
Don't know		18	18	-	-	3	4	1	-	2	-	-	-	-	-	-	-	-
		10%	10%	-	-	6%	18%	5%	-	11%	-	-	-	-	-	-	-	-
Never heard of		93	93	-	-	23	7	10	4	11	-	-	-	-	-	-	-	-
		50%	50%	-	-	49%	32%	45%	67%	61%	-	-	-	-	-	-	-	-
NET: Satisfied		8	8	-	-	4	-	-	1	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	9%	-	-	17%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied		39	39	-	-	6	7	6	1	4	-	-	-	-	-	-	-	-
		21%	21%	-	-	13%	32%	27%	17%	22%	-	-	-	-	-	-	-	-
Base for stats		74	74	-	-	21	11	11	2	5	-	-	-	-	-	-	-	-
Mean Score		2.27	2.27	-	-	2.90	2.00	2.09	2.50	1.60	-	-	-	-	-	-	-	-
Standard Deviation		1.064	1.064	-	-	.889	.894	.944	2.121	.894	-	-	-	-	-	-	-	-
Standard Error		.124	.124	-	-	.194	.270	.285	1.500	.400	-	-	-	-	-	-	-	-
Error variance		.02	.02	-	-	.04	.07	.08	2.25	.16	-	-	-	-	-	-	-	-

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		185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Very satisfied	(5.0)	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Quite satisfied	(4.0)	7 4%	- -	2 15%	- -	1 6%	4 3%	- -	- -	- -	- -	- -	7 5%	- -	- -	2 2%	5 10% a	- -	- -
Neither satisfied no dissatisfied	(3.0)	27 15%	2 18%	- -	2 13%	3 17%	20 16%	- -	- -	- -	- -	- -	18 14%	7 15%	2 18%	12 10%	9 18%	- -	6 30%
Quite dissatisfied	(2.0)	15 8%	2 18%	1 8%	1 7%	- -	11 9%	- -	- -	- -	- -	- -	10 8%	4 9%	1 9%	14 12% b	- -	- -	1 5%
Very dissatisfied	(1.0)	24 13%	4 36%	2 15%	2 13%	2 11%	14 11%	- -	- -	- -	- -	- -	18 14%	6 13%	- -	22 19% b	- -	- -	2 10%
Don't know		18 10%	1 9%	1 8%	1 7%	1 6%	14 11%	- -	- -	- -	- -	- -	14 11%	4 9%	- -	10 9%	5 10%	1 100%	2 10%
Never heard of		93 50%	2 18%	7 54%	9 60%	11 61%	64 50%	- -	- -	- -	- -	- -	61 48%	24 52%	8 73%	55 48%	29 59%	- -	9 45%
NET: Satisfied		8 4%	- -	2 15%	- -	1 6%	5 4%	- -	- -	- -	- -	- -	7 5%	1 2%	- -	2 2%	6 12% a	- -	- -
NET: Dissatisfied		39 21%	6 55%	3 23%	3 20%	2 11%	25 20%	- -	- -	- -	- -	- -	28 22%	10 22%	1 9%	36 31% b	- -	- -	3 15%
Base for stats		74	8	5	5	6	50	-	-	-	-	-	53	18	3	50	15	-	9
Mean Score		2.27	1.75	2.40	2.00	2.50	2.34	-	-	-	-	-	2.26	2.22	2.67	1.88	3.47	-	2.44
Standard Deviation		1.064	.886	1.517	1.000	1.225	1.042	-	-	-	-	-	1.077	1.114	.577	.918	.640	-	.882
Standard Error		.124	.313	.678	.447	.500	.147	-	-	-	-	-	.148	.263	.333	.130	.165	-	.294
Error variance		.02	.10	.46	.20	.25	.02	-	-	-	-	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
		1%	4%	-	2%	-	5%	-	2%	-	2%	-	-	-	-	-
Quite satisfied	(4.0)	7	4	2	5	1	4	2	5	-	5	1	-	-	-	-
		4%	17%	2%	12%	1%	20%	2%	10%	-	9%	2%	-	-	-	-
					bd				b							
Neither satisfied no dissatisfied	(3.0)	27	2	14	9	12	2	18	13	4	14	9	-	-	-	-
		15%	9%	13%	22%	13%	10%	17%	25%	9%	25%	14%	-	-	-	-
									b							
Quite dissatisfied	(2.0)	15	-	15	-	14	-	15	5	8	3	10	-	-	-	-
		8%	-	14%	-	16%	-	14%	10%	17%	5%	16%	-	-	-	-
				c		c										
Very dissatisfied	(1.0)	24	1	22	1	22	1	23	6	13	2	18	-	-	-	-
		13%	4%	21%	2%	24%	5%	21%	12%	28%	4%	29%	-	-	-	-
				c		c				a		a				
Don't know		18	4	7	7	3	4	11	7	1	12	5	-	-	-	-
		10%	17%	7%	17%	3%	20%	10%	13%	2%	22%	8%	-	-	-	-
					d				b		b					
Never heard of		93	11	44	18	38	8	40	15	21	18	20	-	-	-	-
		50%	48%	42%	44%	42%	40%	37%	29%	45%	33%	32%	-	-	-	-
NET: Satisfied		8	5	2	6	1	5	2	6	-	6	1	-	-	-	-
		4%	22%	2%	15%	1%	25%	2%	12%	-	11%	2%	-	-	-	-
					bd				b		b					
NET: Dissatisfied		39	1	37	1	36	1	38	11	21	5	28	-	-	-	-
		21%	4%	36%	2%	40%	5%	35%	21%	45%	9%	44%	-	-	-	-
				c		c				a		a				
Base for stats		74	8	53	16	49	8	58	30	25	25	38	-	-	-	-
Mean Score		2.27	3.50	1.92	3.31	1.84	3.50	1.98	2.67	1.64	3.00	1.82	-	-	-	-
Standard Deviation		1.064	1.195	.917	.873	.874	1.195	.927	1.093	.757	.913	.896	-	-	-	-
Standard Error		.124	.423	.126	.218	.125	.423	.122	.200	.151	.183	.145	-	-	-	-
Error variance		.02	.18	.02	.05	.02	.18	.01	.04	.02	.03	.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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		185 100%	185 100%	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Very satisfied	(5.0)	4	4	-	-	3	-	-	-	1	-	-	-	-	-	-	-	-
		2%	2%	-	-	6%	-	-	-	6%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	13	13	-	-	6	1	3	1	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	13%	5%	14%	17%	-	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	40	40	-	-	14	5	3	1	2	-	-	-	-	-	-	-	-
		22%	22%	-	-	30%	23%	14%	17%	11%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	15	15	-	-	4	4	3	1	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	9%	18%	14%	17%	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	20	20	-	-	1	4	3	1	3	-	-	-	-	-	-	-	-
		11%	11%	-	-	2%	18%	14%	17%	17%	-	-	-	-	-	-	-	-
Don't know		12	12	-	-	3	-	1	-	1	-	-	-	-	-	-	-	-
		6%	6%	-	-	6%	-	5%	-	6%	-	-	-	-	-	-	-	-
Never heard of		81	81	-	-	16	8	9	2	11	-	-	-	-	-	-	-	-
		44%	44%	-	-	34%	36%	41%	33%	61%	-	-	-	-	-	-	-	-
NET: Satisfied		17 9%	17 9%	- -	- -	9 19%	1 5%	3 14%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied		35 19%	35 19%	- -	- -	5 11%	8 36%	6 27%	2 33%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		92	92	-	-	28	14	12	4	6	-	-	-	-	-	-	-	-
Mean Score		2.63	2.63	-	-	3.21	2.21	2.50	2.50	2.33	-	-	-	-	-	-	-	-
Standard Deviation		1.107	1.107	-	-	.957	.975	1.168	1.291	1.633	-	-	-	-	-	-	-	-
Standard Error		.115	.115	-	-	.181	.261	.337	.645	.667	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.07	.11	.42	.44	-	-	-	-	-	-	-	-

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		185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Very satisfied	(5.0)	4 2%	- -	- -	- -	1 6%	3 2%	- -	- -	- -	- -	- -	2 2%	1 2%	1 9%	- -	4 8% a	- -	- -
Quite satisfied	(4.0)	13 7%	- -	1 8%	- -	2 11%	10 8%	- -	- -	- -	- -	- -	10 8%	2 4%	1 9%	3 3%	10 20% a	- -	- -
Neither satisfied no dissatisfied	(3.0)	40 22%	3 27%	2 15%	7 47%	2 11%	26 20%	- -	- -	- -	- -	- -	25 20%	11 24%	4 36%	21 18%	11 22%	- -	8 40%
Quite dissatisfied	(2.0)	15 8%	1 9%	1 8%	2 13%	1 6%	10 8%	- -	- -	- -	- -	- -	13 10%	2 4%	- -	13 11%	1 2%	- -	1 5%
Very dissatisfied	(1.0)	20 11%	2 18%	3 23%	1 7%	1 6%	13 10%	- -	- -	- -	- -	- -	15 12%	5 11%	- -	20 17% b	- -	- -	- -
Don't know		12 6%	2 18%	- -	1 7%	- -	9 7%	- -	- -	- -	- -	- -	7 5%	5 11%	- -	7 6%	2 4%	1 100%	2 10%
Never heard of		81 44%	3 27%	6 46%	4 27%	11 61%	57 45%	- -	- -	- -	- -	- -	56 44%	20 43%	5 45%	51 44%	21 43%	- -	9 45%
NET: Satisfied		17 9%	- -	1 8%	- -	3 17%	13 10%	- -	- -	- -	- -	- -	12 9%	3 7%	2 18%	3 3%	14 29% a	- -	- -
NET: Dissatisfied		35 19%	3 27%	4 31%	3 20%	2 11%	23 18%	- -	- -	- -	- -	- -	28 22%	7 15%	- -	33 29% b	1 2%	- -	1 5%
Base for stats		92	6	7	10	7	62	-	-	-	-	-	65	21	6	57	26	-	9
Mean Score		2.63	2.17	2.14	2.60	3.14	2.68	-	-	-	-	-	2.55	2.62	3.50	2.12	3.65	-	2.89
Standard Deviation		1.107	.983	1.215	.699	1.345	1.128	-	-	-	-	-	1.104	1.117	.837	.965	.797	-	.333
Standard Error		.115	.401	.459	.221	.508	.143	-	-	-	-	-	.137	.244	.342	.128	.156	-	.111
Error variance		.01	.16	.21	.05	.26	.02	-	-	-	-	-	.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		185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Very satisfied	(5.0)	4	3	-	3	-	4	-	3	-	3	-	-	-	-	-
		2%	13%	-	7% bd	-	20%	-	6%	-	5%	-	-	-	-	-
Quite satisfied	(4.0)	13	7	2	9	1	5	6	10	-	11	2	-	-	-	-
		7%	30%	2%	22% bd	1%	25%	6%	19% b	-	20% b	3%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	40	4	24	14	17	2	29	16	8	18	16	-	-	-	-
		22%	17%	23%	34%	19%	10%	27%	31%	17%	33%	25%	-	-	-	-
Quite dissatisfied	(2.0)	15	-	14	-	15	-	15	3	7	5	7	-	-	-	-
		8%	-	13% c	-	17% c	-	14%	6%	15%	9%	11%	-	-	-	-
Very dissatisfied	(1.0)	20	1	19	-	19	1	19	5	10	2	13	-	-	-	-
		11%	4% c	18% c	-	21% c	5%	17%	10% a	21% a	4% a	21% a	-	-	-	-
Don't know		12 6%	2 9%	6 6%	3 7%	4 4%	2 10%	8 7%	6 12%	2 4%	7 13%	5 8%	- -	- -	- -	- -
Never heard of		81 44%	6 26%	39 38%	12 29%	34 38%	6 30%	32 29%	9 17%	20 43% a	9 16%	20 32%	- -	- -	- -	- -
NET: Satisfied		17 9%	10 43%	2 2%	12 29% bd	1 1%	9 45%	6 6%	13 25% b	- -	14 25% b	2 3%	- -	- -	- -	- -
NET: Dissatisfied		35 19%	1 4%	33 32% c	- -	34 38% c	1 5%	34 31%	8 15%	17 36% a	7 13%	20 32% a	- -	- -	- -	- -
Base for stats		92	15	59	26	52	12	69	37	25	39	38	-	-	-	-
Mean Score		2.63	3.73	2.15	3.58	2.00	3.92	2.32	3.08	1.92	3.21 b	2.18	-	-	-	-
Standard Deviation		1.107	1.033	.925	.703	.886	1.165	.978	1.115	.862	.951	.982	-	-	-	-
Standard Error		.115	.267	.120	.138	.123	.336	.118	.183	.172	.152	.159	-	-	-	-
Error variance		.01	.07	.01	.02	.02	.11	.01	.03	.03	.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

		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		185	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	9	9	-	-	4	1	1	1	1	-	-	-	-	-	-	-	-
		5%	5%	-	-	9%	5%	5%	17%	6%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	34	34	-	-	12	3	4	2	3	-	-	-	-	-	-	-	-
		18%	18%	-	-	26%	14%	18%	33%	17%	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	48	-	-	11	8	3	-	4	-	-	-	-	-	-	-	-
		26%	26%	-	-	23%	36%	14%	-	22%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	9	9	-	-	4	-	3	-	-	-	-	-	-	-	-	-	-
		5%	5%	-	-	9%	-	14%	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	12	12	-	-	1	3	2	1	-	-	-	-	-	-	-	-	-
		6%	6%	-	-	2%	14%	9%	17%	-	-	-	-	-	-	-	-	-
Don't know		14	14	-	-	4	3	-	-	2	-	-	-	-	-	-	-	-
		8%	8%	-	-	9%	14%	-	-	11%	-	-	-	-	-	-	-	-
Never heard of		59	59	-	-	11	4	9	2	8	-	-	-	-	-	-	-	-
		32%	32%	-	-	23%	18%	41%	33%	44%	-	-	-	-	-	-	-	-
NET: Satisfied		43	43	-	-	16	4	5	3	4	-	-	-	-	-	-	-	-
		23%	23%	-	-	34%	18%	23%	50%	22%	-	-	-	-	-	-	-	-
NET: Dissatisfied		21	21	-	-	5	3	5	1	-	-	-	-	-	-	-	-	-
		11%	11%	-	-	11%	14%	23%	17%	-	-	-	-	-	-	-	-	-
Base for stats		112	112	-	-	32	15	13	4	8	-	-	-	-	-	-	-	-
Mean Score		3.17	3.17	-	-	3.44	2.93	2.92	3.50	3.63	-	-	-	-	-	-	-	-
Standard Deviation		1.056	1.056	-	-	.982	1.163	1.256	1.732	.744	-	-	-	-	-	-	-	-
Standard Error		.100	.100	-	-	.174	.300	.348	.866	.263	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.09	.12	.75	.07	-	-	-	-	-	-	-	-

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		185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Very satisfied (5.0)		9 5%	- -	- -	- -	1 6%	8 6%	- -	- -	- -	- -	- -	5 4%	4 9%	- -	4 3%	4 8%	- -	1 5%
Quite satisfied (4.0)		34 18%	2 18%	3 23%	6 40%	2 11%	21 16%	- -	- -	- -	- -	- -	25 20%	7 15%	2 18%	19 17%	14 29%	- -	1 5%
Neither satisfied no dissatisfied (3.0)		48 26%	6 55%	- -	2 13%	6 33%	34 27%	- -	- -	- -	- -	- -	35 27%	10 22%	3 27%	28 24%	9 18%	1 100%	10 50%
Quite dissatisfied (2.0)		9 5%	- -	2 15%	1 7%	1 6%	5 4%	- -	- -	- -	- -	- -	4 3%	5 11% a	- -	9 8% b	- -	- -	- -
Very dissatisfied (1.0)		12 6%	1 9%	1 8%	1 7%	1 6%	8 6%	- -	- -	- -	- -	- -	8 6%	3 7%	1 9%	12 10% b	- -	- -	- -
Don't know		14 8%	- -	1 8%	1 7%	1 6%	11 9%	- -	- -	- -	- -	- -	10 8%	3 7%	1 9%	8 7%	5 10%	- -	1 5%
Never heard of		59 32%	2 18%	6 46%	4 27%	6 33%	41 32%	- -	- -	- -	- -	- -	41 32%	14 30%	4 36%	35 30%	17 35%	- -	7 35%
NET: Satisfied		43 23%	2 18%	3 23%	6 40%	3 17%	29 23%	- -	- -	- -	- -	- -	30 23%	11 24%	2 18%	23 20%	18 37% a	- -	2 10%
NET: Dissatisfied		21 11%	1 9%	3 23%	2 13%	2 11%	13 10%	- -	- -	- -	- -	- -	12 9%	8 17%	1 9%	21 18% b	- -	- -	- -
Base for stats		112	9	6	10	11	76	-	-	-	-	-	77	29	6	72	27	1	12
Mean Score		3.17	3.00	2.83	3.30	3.09	3.21	-	-	-	-	-	3.19	3.14	3.00	2.92	3.81	3.00	3.25
Standard Deviation		1.056	.866	1.329	1.059	1.044	1.075	-	-	-	-	-	1.014	1.187	1.095	1.135	.681	-	.622
Standard Error		.100	.289	.543	.335	.315	.123	-	-	-	-	-	.116	.220	.447	.134	.131	-	.179
Error variance		.01	.08	.29	.11	.10	.02	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	9	4	4	5	4	4	5	5	2	5	3	-	-	-	-
		5%	17%	4%	12%	4%	20%	5%	10%	4%	9%	5%	-	-	-	-
Quite satisfied	(4.0)	34	6	19	10	17	5	23	17	5	18	12	-	-	-	-
		18%	26%	18%	24%	19%	25%	21%	33%	11%	33%	19%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	3	34	11	25	2	39	16	14	14	25	-	-	-	-
		26%	13%	33%	27%	28%	10%	36%	31%	30%	25%	40%	-	-	-	-
Quite dissatisfied	(2.0)	9	-	8	1	8	-	9	2	4	4	5	-	-	-	-
		5%	-	8%	2%	9%	-	8%	4%	9%	7%	8%	-	-	-	-
Very dissatisfied	(1.0)	12	1	11	-	11	1	11	3	8	2	7	-	-	-	-
		6%	4%	11%	-	12%	5%	10%	6%	17%	4%	11%	-	-	-	-
Don't know		14	4	4	5	5	5	7	6	4	7	5	-	-	-	-
		8%	17%	4%	12%	6%	25%	6%	12%	9%	13%	8%	-	-	-	-
Never heard of		59	5	24	9	20	3	15	3	10	5	6	-	-	-	-
		32%	22%	23%	22%	22%	15%	14%	6%	21%	9%	10%	-	-	-	-
NET: Satisfied		43	10	23	15	21	9	28	22	7	23	15	-	-	-	-
		23%	43%	22%	37%	23%	45%	26%	42%	15%	42%	24%	-	-	-	-
NET: Dissatisfied		21	1	19	1	19	1	20	5	12	6	12	-	-	-	-
		11%	4%	18%	2%	21%	5%	18%	10%	26%	11%	19%	-	-	-	-
Base for stats		112	14	76	27	65	12	87	43	33	43	52	-	-	-	-
Mean Score		3.17	3.86	2.96	3.70	2.92	3.92	3.02	3.44	2.67	3.47	2.98	-	-	-	-
Standard Deviation		1.056	1.099	1.076	.823	1.150	1.165	1.056	1.007	1.190	.984	1.057	-	-	-	-
Standard Error		.100	.294	.123	.158	.143	.336	.113	.154	.207	.150	.147	-	-	-	-
Error variance		.01	.09	.02	.03	.02	.11	.01	.02	.04	.02	.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		185	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	12	12	-	-	5	3	-	1	1	-	-	-	-	-	-	-	-
		6%	6%	-	-	11%	14%	-	17%	6%	-	-	-	-	-	-	-	-
Quite satisfied	(4.0)	49	49	-	-	18	3	5	2	4	-	-	-	-	-	-	-	-
		26%	26%	-	-	38%	14%	23%	33%	22%	-	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	48	-	-	12	9	4	-	4	-	-	-	-	-	-	-	-
		26%	26%	-	-	26%	41%	18%	-	22%	-	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	10	10	-	-	2	3	1	-	1	-	-	-	-	-	-	-	-
		5%	5%	-	-	4%	14%	5%	-	6%	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	7	7	-	-	-	1	2	1	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	-	5%	9%	17%	-	-	-	-	-	-	-	-	-
Don't know		11	11	-	-	1	-	3	-	3	-	-	-	-	-	-	-	-
		6%	6%	-	-	2%	-	14%	-	17%	-	-	-	-	-	-	-	-
Never heard of		48	48	-	-	9	3	7	2	5	-	-	-	-	-	-	-	-
		26%	26%	-	-	19%	14%	32%	33%	28%	-	-	-	-	-	-	-	-
NET: Satisfied		61	61	-	-	23	6	5	3	5	-	-	-	-	-	-	-	-
		33%	33%	-	-	49%	27%	23%	50%	28%	-	-	-	-	-	-	-	-
NET: Dissatisfied		17	17	-	-	2	4	3	1	1	-	-	-	-	-	-	-	-
		9%	9%	-	-	4%	18%	14%	17%	6%	-	-	-	-	-	-	-	-
Base for stats		126	126	-	-	37	19	12	4	10	-	-	-	-	-	-	-	-
Mean Score		3.39	3.39	-	-	3.70	3.21	3.00	3.50	3.50	-	-	-	-	-	-	-	-
Standard Deviation		.963	.963	-	-	.777	1.084	1.128	1.732	.850	-	-	-	-	-	-	-	-
Standard Error		.086	.086	-	-	.128	.249	.326	.866	.269	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.06	.11	.75	.07	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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		185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Very satisfied	(5.0)	12 6%	1 9%	- -	1 7%	1 6%	9 7%	- -	- -	- -	- -	- -	6 5%	4 9%	2 18%	3 3%	7 14% a	- -	2 10%
Quite satisfied	(4.0)	49 26%	4 36%	3 23%	6 40%	4 22%	32 25%	- -	- -	- -	- -	- -	34 27%	12 26%	3 27%	27 23%	18 37%	1 100%	3 15%
Neither satisfied no dissatisfied	(3.0)	48 26%	2 18%	4 31%	3 20%	4 22%	35 27%	- -	- -	- -	- -	- -	37 29%	10 22%	1 9%	34 30% b	7 14%	- -	7 35%
Quite dissatisfied	(2.0)	10 5%	2 18%	- -	1 7%	2 11%	5 4%	- -	- -	- -	- -	- -	6 5%	4 9%	- -	8 7%	- -	- -	2 10%
Very dissatisfied	(1.0)	7 4%	1 9%	1 8%	1 7%	1 6%	3 2%	- -	- -	- -	- -	- -	5 4%	2 4%	- -	7 6%	- -	- -	- -
Don't know		11 6%	1 9%	- -	- -	- -	10 8%	- -	- -	- -	- -	- -	9 7%	1 2%	1 9%	6 5%	3 6%	- -	2 10%
Never heard of		48 26%	- -	5 38%	3 20%	6 33%	34 27%	- -	- -	- -	- -	- -	31 24%	13 28%	4 36%	30 26%	14 29%	- -	4 20%
NET: Satisfied		61 33%	5 45%	3 23%	7 47%	5 28%	41 32%	- -	- -	- -	- -	- -	40 31%	16 35%	5 45%	30 26%	25 51% a	1 100%	5 25%
NET: Dissatisfied		17 9%	3 27%	1 8%	2 13%	3 17%	8 6%	- -	- -	- -	- -	- -	11 9%	6 13%	- -	15 13% b	- -	- -	2 10%
Base for stats		126	10	8	12	12	84	-	-	-	-	-	88	32	6	79	32	1	14
Mean Score		3.39	3.20	3.13	3.42	3.17	3.46	-	-	-	-	-	3.34	3.38	4.17	3.14	4.00 a	4.00	3.36
Standard Deviation		.963	1.229	.991	1.084	1.115	.898	-	-	-	-	-	.921	1.070	.753	.971	.672	-	.929
Standard Error		.086	.389	.350	.313	.322	.098	-	-	-	-	-	.098	.189	.307	.109	.119	-	.248
Error variance		.01	.15	.12	.10	.10	.01	-	-	-	-	-	.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

			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		185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Very satisfied	(5.0)	12	4	5	5	4	5	6	6	5	8	3	-	-	-	-
		6%	17%	5%	12%	4%	25%	6%	12%	11%	15%	5%	-	-	-	-
Quite satisfied	(4.0)	49	9	27	16	22	6	33	27	6	24	19	-	-	-	-
		26%	39%	26%	39%	24%	30%	30%	52% b	13%	44%	30%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	48	4	34	9	29	2	41	12	17	15	25	-	-	-	-
		26%	17%	33%	22%	32%	10%	38%	23%	36%	27%	40%	-	-	-	-
Quite dissatisfied	(2.0)	10	-	9	2	8	-	9	1	6	3	4	-	-	-	-
		5%	-	9%	5%	9%	-	8%	2%	13% a	5%	6%	-	-	-	-
Very dissatisfied	(1.0)	7	1	6	-	7	1	6	3	3	1	5	-	-	-	-
		4%	4%	6%	-	8%	5%	6%	6%	6%	2%	8%	-	-	-	-
Don't know		11	3	6	3	6	4	6	3	6	3	5	-	-	-	-
		6%	13%	6%	7%	7%	20%	6%	6%	13%	5%	8%	-	-	-	-
Never heard of		48	2	17	6	14	2	8	-	4	1	2	-	-	-	-
		26%	9%	16%	15%	16%	10%	7%	-	9% a	2%	3%	-	-	-	-
NET: Satisfied		61	13	32	21	26	11	39	33	11	32	22	-	-	-	-
		33%	57%	31%	51% bd	29%	55%	36%	63% b	23%	58% b	35%	-	-	-	-
NET: Dissatisfied		17	1	15	2	15	1	15	4	9	4	9	-	-	-	-
		9%	4%	14%	5%	17%	5%	14%	8%	19%	7%	14%	-	-	-	-
Base for stats		126	18	81	32	70	14	95	49	37	51	56	-	-	-	-
Mean Score		3.39	3.83	3.20	3.75 bd	3.11	4.00	3.25	3.65 b	3.11	3.69 b	3.20	-	-	-	-
Standard Deviation		.963	.985	.980	.803	1.029	1.109	.945	.948	1.100	.883	.980	-	-	-	-
Standard Error		.086	.232	.109	.142	.123	.296	.097	.135	.181	.124	.131	-	-	-	-
Error variance		.01	.05	.01	.02	.02	.09	.01	.02	.03	.02	.02	-	-	-	-

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	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 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	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 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	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 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 disingenuous/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

	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	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fund training on DNS and security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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%

	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
Development of a dedicated Scouts badge focused on improving online safety	139 100%	5 4%	14 10%	20 14%	26 19%	74 53%	39 28%	65 47%	1.92
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	139 100%	3 2%	11 8%	20 14%	25 18%	80 58%	34 24%	59 42%	1.79
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	139 100%	2 1%	8 6%	37 27%	19 14%	73 53%	47 34%	66 47%	1.90
Working with Micro:bit Educational Foundation to launch micro:bit classroom	139 100%	5 4%	9 6%	25 18%	26 19%	74 53%	39 28%	65 47%	1.88
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	139 100%	1 1%	4 3%	28 20%	20 14%	86 62%	33 24%	53 38%	1.66

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	139 100%	139 100%	- -	- -	40 100%	19 100%	16 100%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	39 28%	39 28%	- -	- -	13 33%	4 21%	6 38%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	34 24%	34 24%	- -	- -	10 25%	5 26%	5 31%	1 25%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
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	47 34%	47 34%	- -	- -	15 38%	5 26%	4 25%	2 50%	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	39 28%	39 28%	- -	- -	13 33%	4 21%	6 38%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
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	33 24%	33 24%	- -	- -	10 25%	3 16%	4 25%	2 50%	2 15%	- -	- -	- -	- -	- -	- -	- -	- -

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	139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	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	39 28%	5 45%	4 40%	2 17%	4 33%	24 26%	- -	- -	- -	- -	- -	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	34 24%	2 18%	4 40%	1 8%	1 8%	26 28%	- -	- -	- -	- -	- -	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	47 34%	5 45%	3 30%	4 33%	3 25%	32 34%	- -	- -	- -	- -	- -	37 38%	9 26%	1 13%	26 30%	17 49%	- -	4 25%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	39 28%	5 45%	4 40%	4 33%	2 17%	24 26%	- -	- -	- -	- -	- -	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	33 24%	4 36%	3 30%	3 25%	1 8%	22 23%	- -	- -	- -	- -	- -	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	139 100%	21 100%	88 100%	35 100%	78 100%	18 100%	103 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	39 28%	5 24%	27 31%	8 23%	24 31%	4 22%	32 31%	19 37%	13 28%	18 33%	17 27%	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	34 24%	5 24%	23 26%	8 23%	18 23%	4 22%	27 26%	13 25%	13 28%	14 25%	17 27%	- -	- -	- -	- -
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	47 34%	8 38%	29 33%	15 43%	23 29%	9 50%	34 33%	25 48% b	12 26%	22 40%	21 33%	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	39 28%	5 24%	29 33%	9 26%	25 32%	3 17%	34 33%	18 35%	16 34%	13 24%	22 35%	- -	- -	- -	- -
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	33 24%	4 19%	24 27%	8 23%	20 26%	4 22%	27 26%	15 29%	14 30%	11 20%	18 29%	- -	- -	- -	- -

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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	5	5	-	-	2	-	-	-	1	-	-	-	-	-	-	-	-
		4%	4%	-	-	5%	-	-	-	8%	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	14	14	-	-	2	2	4	-	-	-	-	-	-	-	-	-	-
		10%	10%	-	-	5%	11%	25%	-	-	-	-	-	-	-	-	-	-
Know just a little	(3.0)	20	20	-	-	9	2	2	-	1	-	-	-	-	-	-	-	-
		14%	14%	-	-	23%	11%	13%	-	8%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	26	26	-	-	7	3	2	2	3	-	-	-	-	-	-	-	-
		19%	19%	-	-	18%	16%	13%	50%	23%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	74	74	-	-	20	12	8	2	8	-	-	-	-	-	-	-	-
		53%	53%	-	-	50%	63%	50%	50%	62%	-	-	-	-	-	-	-	-
NET: Know		39	39	-	-	13	4	6	-	2	-	-	-	-	-	-	-	-
		28%	28%	-	-	33%	21%	38%	-	15%	-	-	-	-	-	-	-	-
NET: At least heard of		65	65	-	-	20	7	8	2	5	-	-	-	-	-	-	-	-
		47%	47%	-	-	50%	37%	50%	50%	38%	-	-	-	-	-	-	-	-
Base for stats		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-
Mean Score		1.92	1.92	-	-	1.98	1.68	2.13	1.50	1.69	-	-	-	-	-	-	-	-
Standard Deviation		1.186	1.186	-	-	1.187	1.057	1.310	.577	1.182	-	-	-	-	-	-	-	-
Standard Error		.101	.101	-	-	.188	.242	.328	.289	.328	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.04	.06	.11	.08	.11	-	-	-	-	-	-	-	-

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		139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	5 4%	- -	- -	1 8%	1 8%	3 3%	- -	- -	- -	- -	- -	3 3%	2 6%	- -	4 5%	1 3%	- -	- -
Know a fair amount	(4.0)	14 10%	3 27%	4 40%	- -	- -	7 7%	- -	- -	- -	- -	- -	10 10%	4 12%	- -	9 10%	3 9%	- -	2 13%
Know just a little	(3.0)	20 14%	2 18%	- -	1 8%	3 25%	14 15%	- -	- -	- -	- -	- -	17 18%	2 6%	1 13%	12 14%	6 17%	- -	2 13%
Heard of but know nothing about it	(2.0)	26 19%	3 27%	2 20%	3 25%	2 17%	16 17%	- -	- -	- -	- -	- -	19 20%	6 18%	1 13%	18 21%	6 17%	- -	2 13%
Never heard of	(1.0)	74 53%	3 27%	4 40%	7 58%	6 50%	54 57%	- -	- -	- -	- -	- -	48 49%	20 59%	6 75%	44 51%	19 54%	1 100%	10 63%
NET: Know		39 28%	5 45%	4 40%	2 17%	4 33%	24 26%	- -	- -	- -	- -	- -	30 31%	8 24%	1 13%	25 29%	10 29%	- -	4 25%
NET: At least heard of		65 47%	8 73%	6 60%	5 42%	6 50%	40 43%	- -	- -	- -	- -	- -	49 51%	14 41%	2 25%	43 49%	16 46%	- -	6 38%
Base for stats		139	11	10	12	12	94	-	-	-	-	-	97	34	8	87	35	1	16
Mean Score		1.92	2.45	2.40	1.75	2.00	1.82	-	-	-	-	-	1.98	1.88	1.38	1.98	1.89	1.00	1.75
Standard Deviation		1.186	1.214	1.430	1.215	1.279	1.136	-	-	-	-	-	1.172	1.297	.744	1.220	1.157	-	1.125
Standard Error		.101	.366	.452	.351	.369	.117	-	-	-	-	-	.119	.222	.263	.131	.196	-	.281
Error variance		.01	.13	.20	.12	.14	.01	-	-	-	-	-	.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		139 100%	21 100%	88 100%	35 100%	78 100%	18 100%	103 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	5	-	3	-	4	-	4	3	2	2	2	-	-	-	-
		4%	-	3%	-	5%	-	4%	6%	4%	4%	3%	-	-	-	-
Know a fair amount	(4.0)	14	2	8	3	9	2	11	8	5	3	9	-	-	-	-
		10%	10%	9%	9%	12%	11%	11%	15%	11%	5%	14%	-	-	-	-
Know just a little	(3.0)	20	3	16	5	11	2	17	8	6	13	6	-	-	-	-
		14%	14%	18%	14%	14%	11%	17%	15%	13%	24% b	10%	-	-	-	-
Heard of but know nothing about it	(2.0)	26	6	16	8	15	4	19	11	6	13	11	-	-	-	-
		19%	29%	18%	23%	19%	22%	18%	21%	13%	24%	17%	-	-	-	-
Never heard of	(1.0)	74	10	45	19	39	10	52	22	28	24	35	-	-	-	-
		53%	48%	51%	54%	50%	56%	50%	42%	60%	44%	56%	-	-	-	-
NET: Know		39	5	27	8	24	4	32	19	13	18	17	-	-	-	-
		28%	24%	31%	23%	31%	22%	31%	37%	28%	33%	27%	-	-	-	-
NET: At least heard of		65	11	43	16	39	8	51	30	19	31	28	-	-	-	-
		47%	52%	49%	46%	50%	44%	50%	58%	40%	56%	44%	-	-	-	-
Base for stats		139	21	88	35	78	18	103	52	47	55	63	-	-	-	-
Mean Score		1.92	1.86	1.95	1.77	2.03	1.78	1.99	2.21	1.87	2.02	1.92	-	-	-	-
Standard Deviation		1.186	1.014	1.174	1.003	1.258	1.060	1.209	1.304	1.244	1.114	1.235	-	-	-	-
Standard Error		.101	.221	.125	.169	.142	.250	.119	.181	.182	.150	.156	-	-	-	-
Error variance		.01	.05	.02	.03	.02	.06	.01	.03	.03	.02	.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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total	139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Know very well	(5.0)	3	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	
Know a fair amount	(4.0)	11	11	-	-	3	1	3	1	1	-	-	-	-	-	-	-	
	8%	8%	-	-	8%	5%	19%	25%	8%	-	-	-	-	-	-	-	-	
Know just a little	(3.0)	20	20	-	-	6	4	2	-	-	-	-	-	-	-	-	-	
	14%	14%	-	-	15%	21%	13%	-	-	-	-	-	-	-	-	-	-	
Heard of but know nothing about it	(2.0)	25	25	-	-	8	4	2	1	2	-	-	-	-	-	-	-	
	18%	18%	-	-	20%	21%	13%	25%	15%	-	-	-	-	-	-	-	-	
Never heard of	(1.0)	80	80	-	-	22	10	9	2	10	-	-	-	-	-	-	-	
	58%	58%	-	-	55%	53%	56%	50%	77%	-	-	-	-	-	-	-	-	
NET: Know	34	34	-	-	10	5	5	1	1	-	-	-	-	-	-	-	-	
	24%	24%	-	-	25%	26%	31%	25%	8%	-	-	-	-	-	-	-	-	
NET: At least heard of	59	59	-	-	18	9	7	2	3	-	-	-	-	-	-	-	-	
	42%	42%	-	-	45%	47%	44%	50%	23%	-	-	-	-	-	-	-	-	
Base for stats	139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-	
Mean Score	1.79	1.79	-	-	1.83	1.79	1.94	2.00	1.38	-	-	-	-	-	-	-	-	
Standard Deviation	1.093	1.093	-	-	1.107	.976	1.237	1.414	.870	-	-	-	-	-	-	-	-	
Standard Error	.093	.093	-	-	.175	.224	.309	.707	.241	-	-	-	-	-	-	-	-	
Error variance	.01	.01	-	-	.03	.05	.10	.50	.06	-	-	-	-	-	-	-	-	

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		139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	3 2%	- -	- -	1 8%	- -	2 2%	- -	- -	- -	- -	- -	1 1%	2 6%	- -	3 3%	- -	- -	- -
Know a fair amount	(4.0)	11 8%	1 9%	2 20%	- -	1 8%	7 7%	- -	- -	- -	- -	- -	6 6%	5 15%	- -	5 6%	5 14%	- -	1 6%
Know just a little	(3.0)	20 14%	1 9%	2 20%	- -	- -	17 18%	- -	- -	- -	- -	- -	16 16%	3 9%	1 13%	16 18%	3 9%	- -	1 6%
Heard of but know nothing about it	(2.0)	25 18%	2 18%	- -	3 25%	2 17%	18 19%	- -	- -	- -	- -	- -	18 19%	6 18%	1 13%	17 20%	4 11%	- -	4 25%
Never heard of	(1.0)	80 58%	7 64%	6 60%	8 67%	9 75%	50 53%	- -	- -	- -	- -	- -	56 58%	18 53%	6 75%	46 53%	23 66%	1 100%	10 63%
NET: Know		34 24%	2 18%	4 40%	1 8%	1 8%	26 28%	- -	- -	- -	- -	- -	23 24%	10 29%	1 13%	24 28%	8 23%	- -	2 13%
NET: At least heard of		59 42%	4 36%	4 40%	4 33%	3 25%	44 47%	- -	- -	- -	- -	- -	41 42%	16 47%	2 25%	41 47%	12 34%	- -	6 38%
Base for stats		139	11	10	12	12	94	-	-	-	-	-	97	34	8	87	35	1	16
Mean Score		1.79	1.64	2.00	1.58	1.42	1.86	-	-	-	-	-	1.74	2.03	1.38	1.87	1.71	1.00	1.56
Standard Deviation		1.093	1.027	1.333	1.165	.900	1.093	-	-	-	-	-	1.013	1.337	.744	1.119	1.126	-	.892
Standard Error		.093	.310	.422	.336	.260	.113	-	-	-	-	-	.103	.229	.263	.120	.190	-	.223
Error variance		.01	.10	.18	.11	.07	.01	-	-	-	-	-	.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		139 100%	21 100%	88 100%	35 100%	78 100%	18 100%	103 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	3	-	2	-	3	-	3	1	2	1	1	-	-	-	-
		2%	-	2%	-	4%	-	3%	2%	4%	2%	2%	-	-	-	-
Know a fair amount	(4.0)	11	3	4	5	4	2	7	6	3	5	5	-	-	-	-
		8%	14%	5%	14%	5%	11%	7%	12%	6%	9%	8%	-	-	-	-
Know just a little	(3.0)	20	2	17	3	11	2	17	6	8	8	11	-	-	-	-
		14%	10%	19%	9%	14%	11%	17%	12%	17%	15%	17%	-	-	-	-
Heard of but know nothing about it	(2.0)	25	3	18	7	16	3	19	11	6	12	9	-	-	-	-
		18%	14%	20%	20%	21%	17%	18%	21%	13%	22%	14%	-	-	-	-
Never heard of	(1.0)	80	13	47	20	44	11	57	28	28	29	37	-	-	-	-
		58%	62%	53%	57%	56%	61%	55%	54%	60%	53%	59%	-	-	-	-
NET: Know		34	5	23	8	18	4	27	13	13	14	17	-	-	-	-
		24%	24%	26%	23%	23%	22%	26%	25%	28%	25%	27%	-	-	-	-
NET: At least heard of		59	8	41	15	34	7	46	24	19	26	26	-	-	-	-
		42%	38%	47%	43%	44%	39%	45%	46%	40%	47%	41%	-	-	-	-
Base for stats		139	21	88	35	78	18	103	52	47	55	63	-	-	-	-
Mean Score		1.79	1.76	1.82	1.80	1.79	1.72	1.83	1.87	1.83	1.85	1.79	-	-	-	-
Standard Deviation		1.093	1.136	1.045	1.106	1.109	1.074	1.112	1.138	1.185	1.096	1.095	-	-	-	-
Standard Error		.093	.248	.111	.187	.126	.253	.110	.158	.173	.148	.138	-	-	-	-
Error variance		.01	.06	.01	.03	.02	.06	.01	.02	.03	.02	.02	-	-	-	-

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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Know very well	(5.0)	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	8	8	-	-	3	-	1	-	2	-	-	-	-	-	-	-	-
		6%	6%	-	-	8%	-	6%	-	15%	-	-	-	-	-	-	-	-
Know just a little	(3.0)	37	37	-	-	12	5	3	2	1	-	-	-	-	-	-	-	-
		27%	27%	-	-	30%	26%	19%	50%	8%	-	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	19	19	-	-	5	3	3	1	1	-	-	-	-	-	-	-	-
		14%	14%	-	-	13%	16%	19%	25%	8%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	73	73	-	-	20	11	9	1	9	-	-	-	-	-	-	-	-
		53%	53%	-	-	50%	58%	56%	25%	69%	-	-	-	-	-	-	-	-
NET: Know		47	47	-	-	15	5	4	2	3	-	-	-	-	-	-	-	-
		34%	34%	-	-	38%	26%	25%	50%	23%	-	-	-	-	-	-	-	-
NET: At least heard of		66	66	-	-	20	8	7	3	4	-	-	-	-	-	-	-	-
		47%	47%	-	-	50%	42%	44%	75%	31%	-	-	-	-	-	-	-	-
Base for stats		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-
Mean Score		1.90	1.90	-	-	1.95	1.68	1.75	2.25	1.69	-	-	-	-	-	-	-	-
Standard Deviation	1.072	1.072	-	-	1.061	.885	1.000	.957	1.182		-	-	-	-	-	-	-	-
Standard Error	.091	.091	-	-	.168	.203	.250	.479	.328		-	-	-	-	-	-	-	-
Error variance	.01	.01	-	-	.03	.04	.06	.23	.11		-	-	-	-	-	-	-	-

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		139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	2	-	-	-	-	2	-	-	-	-	-	1	1	-	1	1	-	-
		1%	-	-	-	-	2%	-	-	-	-	-	1%	3%	-	1%	3%	-	-
Know a fair amount	(4.0)	8	1	1	1	-	5	-	-	-	-	-	6	2	-	6	2	-	-
		6%	9%	10%	8%	-	5%	-	-	-	-	-	6%	6%	-	7%	6%	-	-
Know just a little	(3.0)	37	4	2	3	3	25	-	-	-	-	-	30	6	1	19	14	-	4
		27%	36%	20%	25%	25%	27%	-	-	-	-	-	31%	18%	13%	22%	40% a	-	25%
Heard of but know nothing about it	(2.0)	19	1	1	2	-	15	-	-	-	-	-	12	6	1	13	3	-	3
		14%	9%	10%	17%	-	16%	-	-	-	-	-	12%	18%	13%	15%	9%	-	19%
Never heard of	(1.0)	73	5	6	6	9	47	-	-	-	-	-	48	19	6	48	15	1	9
		53%	45%	60%	50%	75%	50%	-	-	-	-	-	49%	56%	75%	55%	43%	100%	56%
NET: Know		47	5	3	4	3	32	-	-	-	-	-	37	9	1	26	17	-	4
		34%	45%	30%	33%	25%	34%	-	-	-	-	-	38%	26%	13%	30%	49%	-	25%
NET: At least heard of		66	6	4	6	3	47	-	-	-	-	-	49	15	2	39	20	-	7
		47%	55%	40%	50%	25%	50%	-	-	-	-	-	51%	44%	25%	45%	57%	-	44%
Base for stats		139	11	10	12	12	94	-	-	-	-	-	97	34	8	87	35	1	16
Mean Score		1.90	2.09	1.80	1.92	1.50	1.94	-	-	-	-	-	1.97	1.82	1.38	1.84	2.17	1.00	1.69
Standard Deviation		1.072	1.136	1.135	1.084	.905	1.086	-	-	-	-	-	1.075	1.114	.744	1.066	1.150	-	.873
Standard Error		.091	.343	.359	.313	.261	.112	-	-	-	-	-	.109	.191	.263	.114	.194	-	.218
Error variance		.01	.12	.13	.10	.07	.01	-	-	-	-	-	.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		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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		139 100%	21 100%	88 100%	35 100%	78 100%	18 100%	103 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	2	-	1	-	1	-	2	-	2	-	-	-	-	-	-
		1%	-	1%	-	1%	-	2%	-	4%	-	-	-	-	-	-
Know a fair amount	(4.0)	8	2	5	2	5	2	6	6	2	3	5	-	-	-	-
		6%	10%	6%	6%	6%	11%	6%	12%	4%	5%	8%	-	-	-	-
Know just a little	(3.0)	37	6	23	13	17	7	26	19	8	19	16	-	-	-	-
		27%	29%	26%	37%	22%	39%	25%	37%	17%	35%	25%	-	-	-	-
Heard of but know nothing about it	(2.0)	19	2	12	4	12	1	14	7	7	9	8	-	-	-	-
		14%	10%	14%	11%	15%	6%	14%	13%	15%	16%	13%	-	-	-	-
Never heard of	(1.0)	73	11	47	16	43	8	55	20	28	24	34	-	-	-	-
		53%	52%	53%	46%	55%	44%	53%	38%	60%	44%	54%	-	-	-	-
NET: Know		47	8	29	15	23	9	34	25	12	22	21	-	-	-	-
		34%	38%	33%	43%	29%	50%	33%	48%	26%	40%	33%	-	-	-	-
NET: At least heard of		66	10	41	19	35	10	48	32	19	31	29	-	-	-	-
		47%	48%	47%	54%	45%	56%	47%	62%	40%	56%	46%	-	-	-	-
Base for stats		139	21	88	35	78	18	103	52	47	55	63	-	-	-	-
Mean Score		1.90	1.95	1.88	2.03	1.83	2.17	1.89	2.21	1.79	2.02	1.87	-	-	-	-
Standard Deviation		1.072	1.117	1.059	1.043	1.062	1.150	1.093	1.091	1.141	1.009	1.055	-	-	-	-
Standard Error		.091	.244	.113	.176	.120	.271	.108	.151	.166	.136	.133	-	-	-	-
Error variance		.01	.06	.01	.03	.01	.07	.01	.02	.03	.02	.02	-	-	-	-

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
Total		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	
Know very well	(5.0)	5	5	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
		4%	4%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	
Know a fair amount	(4.0)	9	9	-	-	3	-	1	-	1	-	-	-	-	-	-	-	
		6%	6%	-	-	8%	-	6%	-	8%	-	-	-	-	-	-	-	
Know just a little	(3.0)	25	25	-	-	9	4	5	-	1	-	-	-	-	-	-	-	
		18%	18%	-	-	23%	21%	31%	-	8%	-	-	-	-	-	-	-	
Heard of but know nothing about it	(2.0)	26	26	-	-	9	3	1	2	4	-	-	-	-	-	-	-	
		19%	19%	-	-	23%	16%	6%	50%	31%	-	-	-	-	-	-	-	
Never heard of	(1.0)	74	74	-	-	18	12	9	2	7	-	-	-	-	-	-	-	
		53%	53%	-	-	45%	63%	56%	50%	54%	-	-	-	-	-	-	-	
NET: Know		39	39	-	-	13	4	6	-	2	-	-	-	-	-	-	-	
		28%	28%	-	-	33%	21%	38%	-	15%	-	-	-	-	-	-	-	
NET: At least heard of		65	65	-	-	22	7	7	2	6	-	-	-	-	-	-	-	
		47%	47%	-	-	55%	37%	44%	50%	46%	-	-	-	-	-	-	-	
Base for stats		139	139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	
Mean Score		1.88	1.88	-	-	2.00	1.58	1.88	1.50	1.69	-	-	-	-	-	-	-	
Standard Deviation		1.136	1.136	-	-	1.109	.838	1.088	.577	.947	-	-	-	-	-	-	-	
Standard Error		.096	.096	-	-	.175	.192	.272	.289	.263	-	-	-	-	-	-	-	
Error variance		.01	.01	-	-	.03	.04	.07	.08	.07	-	-	-	-	-	-	-	

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		139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	- -	- -	- -	- -	- -	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	5 4%	- -	- -	- -	1 8%	4 4%	- -	- -	- -	- -	- -	4 4%	1 3%	- -	3 3%	2 6%	- -	- -
Know a fair amount	(4.0)	9 6%	1 9%	2 20%	- -	1 8%	5 5%	- -	- -	- -	- -	- -	6 6%	3 9%	- -	6 7%	2 6%	- -	1 6%
Know just a little	(3.0)	25 18%	4 36%	2 20%	4 33%	- -	15 16%	- -	- -	- -	- -	- -	19 20%	5 15%	1 13%	17 20%	5 14%	- -	3 19%
Heard of but know nothing about it	(2.0)	26 19%	3 27%	- -	2 17%	4 33%	17 18%	- -	- -	- -	- -	- -	18 19%	7 21%	1 13%	18 21%	6 17%	- -	2 13%
Never heard of	(1.0)	74 53%	3 27%	6 60%	6 50%	6 50%	53 56%	- -	- -	- -	- -	- -	50 52%	18 53%	6 75%	43 49%	20 57%	1 100%	10 63%
NET: Know		39 28%	5 45%	4 40%	4 33%	2 17%	24 26%	- -	- -	- -	- -	- -	29 30%	9 26%	1 13%	26 30%	9 26%	- -	4 25%
NET: At least heard of		65 47%	8 73%	4 40%	6 50%	6 50%	41 44%	- -	- -	- -	- -	- -	47 48%	16 47%	2 25%	44 51%	15 43%	- -	6 38%
Base for stats		139	11	10	12	12	94	-	-	-	-	-	97	34	8	87	35	1	16
Mean Score		1.88	2.27	2.00	1.83	1.92	1.83	-	-	-	-	-	1.93	1.88	1.38	1.94	1.86	1.00	1.69
Standard Deviation		1.136	1.009	1.333	.937	1.311	1.142	-	-	-	-	-	1.157	1.149	.744	1.135	1.216	-	1.014
Standard Error		.096	.304	.422	.271	.379	.118	-	-	-	-	-	.117	.197	.263	.122	.206	-	.254
Error variance		.01	.09	.18	.07	.14	.01	-	-	-	-	-	.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

			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	21	88	35	78	18	103	52	47	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Know very well	(5.0)	5	-	3	-	3	-	4	2	3	1	1	-	-	-	-
		4%	-	3%	-	4%	-	4%	4%	6%	2%	2%	-	-	-	-
Know a fair amount	(4.0)	9	1	8	3	6	1	8	4	2	3	5	-	-	-	-
		6%	5%	9%	9%	8%	6%	8%	8%	4%	5%	8%	-	-	-	-
Know just a little	(3.0)	25	4	18	6	16	2	22	12	11	9	16	-	-	-	-
		18%	19%	20%	17%	21%	11%	21%	23%	23%	16%	25%	-	-	-	-
Heard of but know nothing about it	(2.0)	26	4	17	5	15	4	17	9	7	13	9	-	-	-	-
		19%	19%	19%	14%	19%	22%	17%	17%	15%	24%	14%	-	-	-	-
Never heard of	(1.0)	74	12	42	21	38	11	52	25	24	29	32	-	-	-	-
		53%	57%	48%	60%	49%	61%	50%	48%	51%	53%	51%	-	-	-	-
NET: Know		39	5	29	9	25	3	34	18	16	13	22	-	-	-	-
		28%	24%	33%	26%	32%	17%	33%	35%	34%	24%	35%	-	-	-	-
NET: At least heard of		65	9	46	14	40	7	51	27	23	26	31	-	-	-	-
		47%	43%	52%	40%	51%	39%	50%	52%	49%	47%	49%	-	-	-	-
Base for stats		139	21	88	35	78	18	103	52	47	55	63	-	-	-	-
Mean Score		1.88	1.71	2.01	1.74	1.99	1.61	1.98	2.02	2.00	1.80	1.95	-	-	-	-
Standard Deviation		1.136	.956	1.169	1.039	1.168	.916	1.180	1.180	1.234	1.026	1.113	-	-	-	-
Standard Error		.096	.209	.125	.176	.132	.216	.116	.164	.180	.138	.140	-	-	-	-
Error variance		.01	.04	.02	.03	.02	.05	.01	.03	.03	.02	.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		139 100%	139 100%	- -	- -	40 100%	19 100%	16 100%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -
Know very well		(5.0)	1 1%	- 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Know a fair amount		(4.0)	4 3%	- 3%	- -	2 5%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Know just a little		(3.0)	28 20%	- 20%	- -	8 20%	3 16%	4 25%	2 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
Heard of but know nothing about it		(2.0)	20 14%	- 14%	- -	6 15%	2 11%	1 6%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Never heard of		(1.0)	86 62%	- 62%	- -	24 60%	14 74%	11 69%	2 50%	9 69%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Know			33 24%	- 24%	- -	10 25%	3 16%	4 25%	2 50%	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
NET: At least heard of			53 38%	- 38%	- -	16 40%	5 26%	5 31%	2 50%	4 31%	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats			139	-	-	40	19	16	4	13	-	-	-	-	-	-	-	-
Mean Score			1.66	-	-	1.70	1.42	1.56	2.00	1.54	-	-	-	-	-	-	-	-
Standard Deviation			.945	-	-	.966	.769	.892	1.155	.967	-	-	-	-	-	-	-	-
Standard Error			.080	-	-	.153	.176	.223	.577	.268	-	-	-	-	-	-	-	-
Error variance			.01	-	-	.02	.03	.05	.33	.07	-	-	-	-	-	-	-	-

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		139 100%	11 100%	10 100%	12 100%	12 100%	94 100%	-	-	-	-	-	97 100%	34 100%	8 100%	87 100%	35 100%	1 100%	16 100%
Know very well	(5.0)	1	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-
		1%	-	-	-	-	1%	-	-	-	-	-	1%	-	-	1%	-	-	-
Know a fair amount	(4.0)	4	-	1	-	1	2	-	-	-	-	-	2	2	-	1	3	-	-
		3%	-	10%	-	8%	2%	-	-	-	-	-	2%	6%	-	1%	9% a	-	-
Know just a little	(3.0)	28	4	2	3	-	19	-	-	-	-	-	22	5	1	20	5	-	3
		20%	36%	20%	25%	-	20%	-	-	-	-	-	23%	15%	13%	23%	14%	-	19%
Heard of but know nothing about it	(2.0)	20	1	-	2	2	15	-	-	-	-	-	15	4	1	13	4	-	3
		14%	9%	-	17%	17%	16%	-	-	-	-	-	15%	12%	13%	15%	11%	-	19%
Never heard of	(1.0)	86	6	7	7	9	57	-	-	-	-	-	57	23	6	52	23	1	10
		62%	55%	70%	58%	75%	61%	-	-	-	-	-	59%	68%	75%	60%	66%	100%	63%
NET: Know		33	4	3	3	1	22	-	-	-	-	-	25	7	1	22	8	-	3
		24%	36%	30%	25%	8%	23%	-	-	-	-	-	26%	21%	13%	25%	23%	-	19%
NET: At least heard of		53	5	3	5	3	37	-	-	-	-	-	40	11	2	35	12	-	6
		38%	45%	30%	42%	25%	39%	-	-	-	-	-	41%	32%	25%	40%	34%	-	38%
Base for stats		139	11	10	12	12	94	-	-	-	-	-	97	34	8	87	35	1	16
Mean Score		1.66	1.82	1.70	1.67	1.42	1.67	-	-	-	-	-	1.71	1.59	1.38	1.69	1.66	1.00	1.56
Standard Deviation		.945	.982	1.160	.888	.900	.943	-	-	-	-	-	.957	.957	.744	.944	1.027	-	.814
Standard Error		.080	.296	.367	.256	.260	.097	-	-	-	-	-	.097	.164	.263	.101	.174	-	.203
Error variance		.01	.09	.13	.07	.07	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
	Total	139 100%	21 100%	88 100%	35 100%	78 100%	18 100%	103 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Know very well	(5.0)	1 1%	- -	1 1%	- -	1 1%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -
Know a fair amount	(4.0)	4 3%	1 5%	1 1%	1 3%	1 1%	1 6%	2 2%	2 4%	2 4%	2 4%	1 2%	- -	- -	- -	- -
Know just a little	(3.0)	28 20%	3 14%	22 25%	7 20%	18 23%	3 17%	24 23%	13 25%	11 23%	9 16%	17 27%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	20 14%	3 14%	12 14%	7 20%	10 13%	3 17%	13 13%	9 17%	2 4%	11 20%	7 11%	- -	- -	- -	- -
Never heard of	(1.0)	86 62%	14 67%	52 59%	20 57%	48 62%	11 61%	63 61%	28 54%	31 66%	33 60%	38 60%	- -	- -	- -	- -
NET: Know		33 24%	4 19%	24 27%	8 23%	20 26%	4 22%	27 26%	15 29%	14 30%	11 20%	18 29%	- -	- -	- -	- -
NET: At least heard of		53 38%	7 33%	36 41%	15 43%	30 38%	7 39%	40 39%	24 46%	16 34%	22 40%	25 40%	- -	- -	- -	- -
Base for stats		139	21	88	35	78	18	103	52	47	55	63	-	-	-	-
Mean Score		1.66	1.57	1.72	1.69	1.68	1.67	1.69	1.79	1.72	1.64	1.70	-	-	-	-
Standard Deviation		.945	.926	.958	.900	.960	.970	.960	.957	1.097	.890	.927	-	-	-	-
Standard Error		.080	.202	.102	.152	.109	.229	.095	.133	.160	.120	.117	-	-	-	-
Error variance		.01	.04	.01	.02	.01	.05	.01	.02	.03	.01	.01	-	-	-	-

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
138 100%	21 15%	49 36%	18 13%	21 15%	29 21%	70 51%	39 28%	2.64
138 100%	34 25%	44 32%	12 9%	18 13%	30 22%	78 57%	30 22%	2.87
138 100%	34 25%	44 32%	12 9%	18 13%	30 22%	78 57%	30 22%	2.87
138 100%	23 17%	47 34%	11 8%	16 12%	41 30%	70 51%	27 20%	2.79
138 100%	30 22%	43 31%	13 9%	17 12%	35 25%	73 53%	30 22%	2.83

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							
	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	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Development of a dedicated Scouts badge focused on improving online safety	70	-	-	23	7	6	3	5	-	-	-	-	-	-	-	-
51%	51%	-	-	58%	39%	38%	75%	38%	-	-	-	-	-	-	-	-
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	78	-	-	27	8	6	3	5	-	-	-	-	-	-	-	-
57%	57%	-	-	68%	44%	38%	75%	38%	-	-	-	-	-	-	-	-
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	78	-	-	27	9	7	3	6	-	-	-	-	-	-	-	-
57%	57%	-	-	68%	50%	44%	75%	46%	-	-	-	-	-	-	-	-
Working with Micro:bit Educational Foundation to launch micro:bit classroom	70	-	-	25	8	6	3	3	-	-	-	-	-	-	-	-
51%	51%	-	-	63%	44%	38%	75%	23%	-	-	-	-	-	-	-	-
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	73	-	-	27	8	4	3	3	-	-	-	-	-	-	-	-
53%	53%	-	-	68%	44%	25%	75%	23%	-	-	-	-	-	-	-	-

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	138 100%	11 100%	10 100%	12 100%	12 100%	93 100%	- -	- -	- -	- -	- -	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	70 51%	6 55%	5 50%	5 42%	9 75%	45 48%	- -	- -	- -	- -	- -	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	78 57%	8 73%	6 60%	7 58%	7 58%	50 54%	- -	- -	- -	- -	- -	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	78 57%	5 45%	6 60%	9 75%	9 75%	49 53%	- -	- -	- -	- -	- -	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	70 51%	9 82%	5 50%	7 58%	5 42%	44 47%	- -	- -	- -	- -	- -	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	73 53%	8 73%	4 40%	8 67%	8 67%	45 48%	- -	- -	- -	- -	- -	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	138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -	
Development of a dedicated Scouts badge focused on improving online safety	70 51%	13 62%	40 46%	22 63%	34 44%	12 67%	49 48%	40 77%	8 17%	34 62%	28 44%	- -	- -	- -	- -	
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	78 57%	15 71%	46 53%	25 71%	37 48%	12 67%	56 55%	44 85%	11 23%	38 69%	32 51%	- -	- -	- -	- -	
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	78 57%	16 76%	43 49%	26 74%	36 47%	13 72%	56 55%	40 77%	14 30%	40 73%	31 49%	- -	- -	- -	- -	
Working with Micro:bit Educational Foundation to launch micro:bit classroom	70 51%	15 71%	41 47%	23 66%	33 43%	12 67%	49 48%	43 83%	12 26%	32 58%	30 48%	- -	- -	- -	- -	
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	73 53%	14 67%	42 48%	24 69%	35 45%	11 61%	51 50%	38 73%	12 26%	36 65%	28 44%	- -	- -	- -	- -	

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	138 100%	138 100%	- -	- -	40 100%	18 100%	16 100%	4 100%	13 100%	- -	- -	- -	- -	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	39 28%	39 28%	- -	- -	9 23%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	30 22%	30 22%	- -	- -	5 13%	7 39%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
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	30 22%	30 22%	- -	- -	5 13%	7 39%	5 31%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	27 20%	27 20%	- -	- -	4 10%	6 33%	6 38%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -
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	30 22%	30 22%	- -	- -	4 10%	7 39%	7 44%	- -	5 38%	- -	- -	- -	- -	- -	- -	- -	- -

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	138 100%	11 100%	10 100%	12 100%	12 100%	93 100%	- -	- -	- -	- -	- -	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	39 28%	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	30 22%	1 9%	3 30%	2 17%	2 17%	22 24%	- -	- -	- -	- -	- -	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	30 22%	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	27 20%	- -	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	30 22%	- -	4 40%	2 17%	1 8%	23 25%	- -	- -	- -	- -	- -	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

	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	138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	39 28%	4 19%	32 37% c	3 9%	30 39% c	2 11%	35 34%	7 13%	25 53% a	8 15%	25 40% a	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	30 22%	2 10%	24 28% c	1 3%	25 32% c	2 11%	27 26%	3 6%	23 49% a	5 9%	21 33% 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	30 22%	2 10%	25 29% c	2 6%	25 32% c	2 11%	27 26%	5 10%	21 45% a	5 9%	19 30% a	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	27 20%	2 10%	22 25% c	1 3%	24 31% c	2 11%	25 25%	2 4%	20 43% a	5 9%	17 27% a	- -	- -	- -	- -
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	30 22%	3 14%	24 28% c	2 6%	25 32% c	2 11%	28 27%	4 8%	22 47% a	6 11%	21 33% 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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Strongly support	(4.0)	21	21	-	-	6	2	1	1	2	-	-	-	-	-	-	-
		15%	15%	-	-	15%	11%	6%	25%	15%	-	-	-	-	-	-	-
Tend to support	(3.0)	49	49	-	-	17	5	5	2	3	-	-	-	-	-	-	-
		36%	36%	-	-	43%	28%	31%	50%	23%	-	-	-	-	-	-	-
Tend to oppose	(2.0)	18	18	-	-	6	1	2	-	2	-	-	-	-	-	-	-
		13%	13%	-	-	15%	6%	13%	-	15%	-	-	-	-	-	-	-
Strongly oppose	(1.0)	21	21	-	-	3	6	4	-	1	-	-	-	-	-	-	-
		15%	15%	-	-	8%	33%	25%	-	8%	-	-	-	-	-	-	-
Don't know		29	29	-	-	8	4	4	1	5	-	-	-	-	-	-	-
		21%	21%	-	-	20%	22%	25%	25%	38%	-	-	-	-	-	-	-
NET: Support		70	70	-	-	23	7	6	3	5	-	-	-	-	-	-	-
		51%	51%	-	-	58%	39%	38%	75%	38%	-	-	-	-	-	-	-
NET: Oppose		39	39	-	-	9	7	6	-	3	-	-	-	-	-	-	-
		28%	28%	-	-	23%	39%	38%	-	23%	-	-	-	-	-	-	-
Base for stats		109	109	-	-	32	14	12	3	8	-	-	-	-	-	-	-
Mean Score		2.64	2.64	-	-	2.81	2.21	2.25	3.33	2.75	-	-	-	-	-	-	-
Standard Deviation		1.005	1.005	-	-	.859	1.188	1.055	.577	1.035	-	-	-	-	-	-	-
Standard Error		.096	.096	-	-	.152	.318	.305	.333	.366	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.10	.09	.11	.13	-	-	-	-	-	-	-

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		138	11	10	12	12	93	-	-	-	-	-	96	34	8	86	35	1	16
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	21	1	2	1	4	13	-	-	-	-	-	15	5	1	12	5	-	4
		15%	9%	20%	8%	33%	14%	-	-	-	-	-	16%	15%	13%	14%	14%	-	25%
Tend to support	(3.0)	49	5	3	4	5	32	-	-	-	-	-	39	9	1	27	16	1	5
		36%	45%	30%	33%	42%	34%	-	-	-	-	-	41%	26%	13%	31%	46%	100%	31%
Tend to oppose	(2.0)	18	1	1	3	-	13	-	-	-	-	-	11	6	1	14	4	-	-
		13%	9%	10%	25%	-	14%	-	-	-	-	-	11%	18%	13%	16%	11%	-	-
Strongly oppose	(1.0)	21	1	3	1	1	15	-	-	-	-	-	12	6	3	18	2	-	1
		15%	9%	30%	8%	8%	16%	-	-	-	-	-	13%	18%	38%	21% b	6%	-	6%
Don't know		29	3	1	3	2	20	-	-	-	-	-	19	8	2	15	8	-	6
		21%	27%	10%	25%	17%	22%	-	-	-	-	-	20%	24%	25%	17%	23%	-	38%
NET: Support		70	6	5	5	9	45	-	-	-	-	-	54	14	2	39	21	1	9
		51%	55%	50%	42%	75%	48%	-	-	-	-	-	56%	41%	25%	45%	60%	100%	56%
NET: Oppose		39	2	4	4	1	28	-	-	-	-	-	23	12	4	32	6	-	1
		28%	18%	40%	33%	8%	30%	-	-	-	-	-	24%	35%	50%	37% b	17%	-	6%
Base for stats		109	8	9	9	10	73	-	-	-	-	-	77	26	6	71	27	1	10
Mean Score		2.64	2.75	2.44	2.56	3.20	2.59	-	-	-	-	-	2.74	2.50	2.00	2.46	2.89	3.00	3.20
Standard Deviation		1.005	.886	1.236	.882	.919	1.012	-	-	-	-	-	.951	1.068	1.265	1.053	.801	-	.919
Standard Error		.096	.313	.412	.294	.291	.118	-	-	-	-	-	.108	.209	.516	.125	.154	-	.291
Error variance		.01	.10	.17	.09	.08	.01	-	-	-	-	-	.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		138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Strongly support	(4.0)	21 15%	3 14%	13 15%	7 20%	12 16%	3 17%	14 14%	13 25% b	3 6%	13 24%	8 13%	- -	- -	- -	- -
Tend to support	(3.0)	49 36%	10 48%	27 31%	15 43%	22 29%	9 50%	35 34%	27 52% b	5 11%	21 38%	20 32%	- -	- -	- -	- -
Tend to oppose	(2.0)	18 13%	2 10%	15 17%	2 6%	13 17%	- -	16 16%	5 10%	9 19%	4 7%	13 21% a	- -	- -	- -	- -
Strongly oppose	(1.0)	21 15%	2 10%	17 20% c	1 3%	17 22% c	2 11%	19 19%	2 4%	16 34% a	4 7%	12 19%	- -	- -	- -	- -
Don't know		29 21%	4 19%	15 17%	10 29%	13 17%	4 22%	18 18%	5 10%	14 30% a	13 24%	10 16%	- -	- -	- -	- -
NET: Support		70 51%	13 62%	40 46%	22 63%	34 44%	12 67%	49 48%	40 77% b	8 17%	34 62%	28 44%	- -	- -	- -	- -
NET: Oppose		39 28%	4 19%	32 37% c	3 9%	30 39% c	2 11%	35 34%	7 13%	25 53% a	8 15%	25 40% a	- -	- -	- -	- -
Base for stats		109	17	72	25	64	14	84	47	33	42	53	-	-	-	-
Mean Score		2.64	2.82	2.50	3.12	2.45	2.93	2.52	3.09 b	1.85	3.02 b	2.45	-	-	-	-
Standard Deviation		1.005	.883	1.048	.726	1.083	.917	1.024	.747	1.004	.897	1.011	-	-	-	-
Standard Error		.096	.214	.124	.145	.135	.245	.112	.109	.175	.138	.139	-	-	-	-
Error variance		.01	.05	.02	.02	.02	.06	.01	.01	.03	.02	.02	-	-	-	-

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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	34	34	-	-	13	4	2	3	2	-	-	-	-	-	-	-	-
		25%	25%	-	-	33%	22%	13%	75%	15%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	44	44	-	-	14	4	4	-	3	-	-	-	-	-	-	-	-
		32%	32%	-	-	35%	22%	25%	-	23%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	12	12	-	-	2	1	3	-	2	-	-	-	-	-	-	-	-
		9%	9%	-	-	5%	6%	19%	-	15%	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	18	18	-	-	3	6	3	-	1	-	-	-	-	-	-	-	-
		13%	13%	-	-	8%	33%	19%	-	8%	-	-	-	-	-	-	-	-
Don't know		30	30	-	-	8	3	4	1	5	-	-	-	-	-	-	-	-
		22%	22%	-	-	20%	17%	25%	25%	38%	-	-	-	-	-	-	-	-
NET: Support		78	78	-	-	27	8	6	3	5	-	-	-	-	-	-	-	-
		57%	57%	-	-	68%	44%	38%	75%	38%	-	-	-	-	-	-	-	-
NET: Oppose		30	30	-	-	5	7	6	-	3	-	-	-	-	-	-	-	-
		22%	22%	-	-	13%	39%	38%	-	23%	-	-	-	-	-	-	-	-
Base for stats		108	108	-	-	32	15	12	3	8	-	-	-	-	-	-	-	-
Mean Score		2.87	2.87	-	-	3.16	2.40	2.42	4.00	2.75	-	-	-	-	-	-	-	-
Standard Deviation		1.042	1.042	-	-	.920	1.298	1.084	-	1.035	-	-	-	-	-	-	-	-
Standard Error		.100	.100	-	-	.163	.335	.313	-	.366	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.11	.10	-	.13	-	-	-	-	-	-	-	-

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		138 100%	11 100%	10 100%	12 100%	12 100%	93 100%	- -	- -	- -	- -	- -	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	34 25%	2 18%	1 10%	5 42%	3 25%	23 25%	- -	- -	- -	- -	- -	23 24%	10 29%	1 13%	16 19%	14 40% a	- -	4 25%
Tend to support	(3.0)	44 32%	6 55%	5 50%	2 17%	4 33%	27 29%	- -	- -	- -	- -	- -	34 35%	8 24%	2 25%	26 30%	11 31%	1 100%	6 38%
Tend to oppose	(2.0)	12 9%	1 9%	1 10%	1 8%	1 8%	8 9%	- -	- -	- -	- -	- -	11 11% b	- -	1 13%	10 12%	1 3%	- -	1 6%
Strongly oppose	(1.0)	18 13%	- -	2 20%	1 8%	1 8%	14 15%	- -	- -	- -	- -	- -	9 9%	6 18%	3 38%	15 17%	2 6%	- -	1 6%
Don't know		30 22%	2 18%	1 10%	3 25%	3 25%	21 23%	- -	- -	- -	- -	- -	19 20%	10 29%	1 13%	19 22%	7 20%	- -	4 25%
NET: Support		78 57%	8 73%	6 60%	7 58%	7 58%	50 54%	- -	- -	- -	- -	- -	57 59%	18 53%	3 38%	42 49%	25 71% a	1 100%	10 63%
NET: Oppose		30 22%	1 9%	3 30%	2 17%	2 17%	22 24%	- -	- -	- -	- -	- -	20 21%	6 18%	4 50%	25 29% b	3 9%	- -	2 13%
Base for stats		108	9	9	9	9	72	-	-	-	-	-	77	24	7	67	28	1	12
Mean Score		2.87	3.11	2.56	3.22	3.00	2.82	-	-	-	-	-	2.92	2.92	2.14	2.64	3.32	3.00	3.08
Standard Deviation		1.042	.601	1.014	1.093	1.000	1.092	-	-	-	-	-	.957	1.213	1.215	1.083	.863	-	.900
Standard Error		.100	.200	.338	.364	.333	.129	-	-	-	-	-	.109	.248	.459	.132	.163	-	.260
Error variance		.01	.04	.11	.13	.11	.02	-	-	-	-	-	.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		138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Strongly support	(4.0)	34 25%	8 38%	18 21%	15 43% bd	13 17%	7 39%	22 22%	21 40% b	4 9%	20 36% b	11 17%	- -	- -	- -	- -
Tend to support	(3.0)	44 32%	7 33%	28 32%	10 29%	24 31%	5 28%	34 33%	23 44% b	7 15%	18 33%	21 33%	- -	- -	- -	- -
Tend to oppose	(2.0)	12 9%	- -	10 11% c	- -	11 14% c	- -	11 11%	1 2%	9 19% a	1 2%	11 17% a	- -	- -	- -	- -
Strongly oppose	(1.0)	18 13%	2 10%	14 16% c	1 3%	14 18% c	2 11%	16 16%	2 4%	14 30% a	4 7%	10 16%	- -	- -	- -	- -
Don't know		30 22%	4 19%	17 20%	9 26%	15 19%	4 22%	19 19%	5 10%	13 28% a	12 22%	10 16%	- -	- -	- -	- -
NET: Support		78 57%	15 71%	46 53%	25 71% d	37 48%	12 67%	56 55%	44 85% b	11 23%	38 69% b	32 51%	- -	- -	- -	- -
NET: Oppose		30 22%	2 10%	24 28% c	1 3%	25 32% c	2 11%	27 26%	3 6%	23 49% a	5 9%	21 33% a	- -	- -	- -	- -
Base for stats		108	17	70	26	62	14	83	47	34	43	53	-	-	-	-
Mean Score		2.87	3.24	2.71	3.50	2.58	3.21	2.75	3.34 b	2.03	3.26 b	2.62	-	-	-	-
Standard Deviation		1.042	.970	1.065	.707	1.064	1.051	1.057	.731	1.058	.902	1.023	-	-	-	-
Standard Error		.100	.235	.127	.139	.135	.281	.116	.107	.182	.138	.141	-	-	-	-
Error variance		.01	.06	.02	.02	.02	.08	.01	.01	.03	.02	.02	-	-	-	-

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		138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	34	34	-	-	12	4	2	2	2	-	-	-	-	-	-	-	-
		25%	25%	-	-	30%	22%	13%	50%	15%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	44	44	-	-	15	5	5	1	4	-	-	-	-	-	-	-	-
		32%	32%	-	-	38%	28%	31%	25%	31%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	12	12	-	-	2	2	2	-	2	-	-	-	-	-	-	-	-
		9%	9%	-	-	5%	11%	13%	-	15%	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	18	18	-	-	3	5	3	-	-	-	-	-	-	-	-	-	-
		13%	13%	-	-	8%	28%	19%	-	-	-	-	-	-	-	-	-	-
Don't know		30	30	-	-	8	2	4	1	5	-	-	-	-	-	-	-	-
		22%	22%	-	-	20%	11%	25%	25%	38%	-	-	-	-	-	-	-	-
NET: Support		78	78	-	-	27	9	7	3	6	-	-	-	-	-	-	-	-
		57%	57%	-	-	68%	50%	44%	75%	46%	-	-	-	-	-	-	-	-
NET: Oppose		30	30	-	-	5	7	5	-	2	-	-	-	-	-	-	-	-
		22%	22%	-	-	13%	39%	31%	-	15%	-	-	-	-	-	-	-	-
Base for stats		108	108	-	-	32	16	12	3	8	-	-	-	-	-	-	-	-
Mean Score		2.87	2.87	-	-	3.13	2.50	2.50	3.67	3.00	-	-	-	-	-	-	-	-
Standard Deviation		1.042	1.042	-	-	.907	1.211	1.087	.577	.756	-	-	-	-	-	-	-	-
Standard Error		.100	.100	-	-	.160	.303	.314	.333	.267	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.09	.10	.11	.07	-	-	-	-	-	-	-	-

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
Significance Level: 95%			*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total		138	11	10	12	12	93	-	-	-	-	-	96	34	8	86	35	1	16
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	34	1	1	5	5	22	-	-	-	-	-	22	11	1	17	13	-	4
		25%	9%	10%	42%	42%	24%	-	-	-	-	-	23%	32%	13%	20%	37%	-	25%
																	a		
Tend to support	(3.0)	44	4	5	4	4	27	-	-	-	-	-	33	9	2	24	15	1	4
		32%	36%	50%	33%	33%	29%	-	-	-	-	-	34%	26%	25%	28%	43%	100%	25%
Tend to oppose	(2.0)	12	2	1	1	-	8	-	-	-	-	-	11	-	1	11	-	-	1
		9%	18%	10%	8%	-	9%	-	-	-	-	-	11%	-	13%	13%	-	-	6%
													b			b			
Strongly oppose	(1.0)	18	-	1	1	1	15	-	-	-	-	-	10	5	3	15	2	-	1
		13%	-	10%	8%	8%	16%	-	-	-	-	-	10%	15%	38%	17%	6%	-	6%
Don't know		30	4	2	1	2	21	-	-	-	-	-	20	9	1	19	5	-	6
		22%	36%	20%	8%	17%	23%	-	-	-	-	-	21%	26%	13%	22%	14%	-	38%
NET: Support		78	5	6	9	9	49	-	-	-	-	-	55	20	3	41	28	1	8
		57%	45%	60%	75%	75%	53%	-	-	-	-	-	57%	59%	38%	48%	80%	100%	50%
																	a		
NET: Oppose		30	2	2	2	1	23	-	-	-	-	-	21	5	4	26	2	-	2
		22%	18%	20%	17%	8%	25%	-	-	-	-	-	22%	15%	50%	30%	6%	-	13%
																b			
Base for stats		108	7	8	11	10	72	-	-	-	-	-	76	25	7	67	30	1	10
Mean Score		2.87	2.86	2.75	3.18	3.30	2.78	-	-	-	-	-	2.88	3.04	2.14	2.64	3.30	3.00	3.10
																	a		
Standard Deviation		1.042	.690	.886	.982	.949	1.103	-	-	-	-	-	.979	1.136	1.215	1.097	.794	-	.994
Standard Error		.100	.261	.313	.296	.300	.130	-	-	-	-	-	.112	.227	.459	.134	.145	-	.314
Error variance		.01	.07	.10	.09	.09	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Strongly support	(4.0)	34 25%	9 43%	18 21%	15 43% bd	13 17%	7 39%	22 22%	22 42% b	5 11%	19 35%	12 19%	- -	- -	- -	- -
Tend to support	(3.0)	44 32%	7 33%	25 29%	11 31%	23 30%	6 33%	34 33%	18 35%	9 19%	21 38%	19 30%	- -	- -	- -	- -
Tend to oppose	(2.0)	12 9%	- -	10 11%	1 3%	11 14%	- -	11 11%	3 6%	8 17%	2 4%	10 16% a	- -	- -	- -	- -
Strongly oppose	(1.0)	18 13%	2 10%	15 17% c	1 3%	14 18% c	2 11%	16 16%	2 4%	13 28% a	3 5%	9 14%	- -	- -	- -	- -
Don't know		30 22%	3 14%	19 22%	7 20%	16 21%	3 17%	19 19%	7 13%	12 26%	10 18%	13 21%	- -	- -	- -	- -
NET: Support		78 57%	16 76%	43 49%	26 74% bd	36 47%	13 72%	56 55%	40 77% b	14 30%	40 73% b	31 49%	- -	- -	- -	- -
NET: Oppose		30 22%	2 10%	25 29% c	2 6%	25 32% c	2 11%	27 26%	5 10%	21 45% a	5 9%	19 30% a	- -	- -	- -	- -
Base for stats		108	18	68	28	61	15	83	45	35	45	50	-	-	-	-
Mean Score		2.87	3.28	2.68	3.43	2.57	3.20	2.75	3.33 b	2.17	3.24 b	2.68	-	-	-	-
Standard Deviation		1.042	.958	1.099	.742	1.072	1.014	1.057	.798	1.098	.830	1.039	-	-	-	-
Standard Error		.100	.226	.133	.140	.137	.262	.116	.119	.186	.124	.147	-	-	-	-
Error variance		.01	.05	.02	.02	.02	.07	.01	.01	.03	.02	.02	-	-	-	-

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	23	23	-	-	10	2	1	1	1	-	-	-	-	-	-	-
	17%	17%	-	-	25%	11%	6%	25%	8%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	47	47	-	-	15	6	5	2	2	-	-	-	-	-	-	-
	34%	34%	-	-	38%	33%	31%	50%	15%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	11	11	-	-	1	2	3	-	3	-	-	-	-	-	-	-
	8%	8%	-	-	3%	11%	19%	-	23%	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	16	16	-	-	3	4	3	-	-	-	-	-	-	-	-	-
	12%	12%	-	-	8%	22%	19%	-	-	-	-	-	-	-	-	-	-
Don't know		41	41	-	-	11	4	4	1	7	-	-	-	-	-	-	-
	30%	30%	-	-	28%	22%	25%	25%	54%	-	-	-	-	-	-	-	-
NET: Support		70	70	-	-	25	8	6	3	3	-	-	-	-	-	-	-
	51%	51%	-	-	63%	44%	38%	75%	23%	-	-	-	-	-	-	-	-
NET: Oppose		27	27	-	-	4	6	6	-	3	-	-	-	-	-	-	-
	20%	20%	-	-	10%	33%	38%	-	23%	-	-	-	-	-	-	-	-
Base for stats	97	97	-	-	29	14	12	3	6	-	-	-	-	-	-	-	-
Mean Score	2.79	2.79	-	-	3.10	2.43	2.33	3.33	2.67	-	-	-	-	-	-	-	-
Standard Deviation	.989	.989	-	-	.900	1.089	.985	.577	.816	-	-	-	-	-	-	-	-
Standard Error	.100	.100	-	-	.167	.291	.284	.333	.333	-	-	-	-	-	-	-	-
Error variance	.01	.01	-	-	.03	.08	.08	.11	.11	-	-	-	-	-	-	-	-

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		138 100%	11 100%	10 100%	12 100%	12 100%	93 100%	- -	- -	- -	- -	- -	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Strongly support	(4.0)	23 17%	2 18%	- -	3 25%	3 25%	15 16%	- -	- -	- -	- -	- -	13 14%	9 26%	1 13%	11 13%	9 26%	- -	3 19%
Tend to support	(3.0)	47 34%	7 64%	5 50%	4 33%	2 17%	29 31%	- -	- -	- -	- -	- -	37 39%	8 24%	2 25%	27 31%	13 37%	1 100%	6 38%
Tend to oppose	(2.0)	11 8%	- -	2 20%	1 8%	- -	8 9%	- -	- -	- -	- -	- -	10 10%	- -	1 13%	10 12% b	- -	- -	1 6%
Strongly oppose	(1.0)	16 12%	- -	1 10%	1 8%	1 8%	13 14%	- -	- -	- -	- -	- -	9 9%	5 15%	2 25%	13 15%	2 6%	- -	1 6%
Don't know		41 30%	2 18%	2 20%	3 25%	6 50%	28 30%	- -	- -	- -	- -	- -	27 28%	12 35%	2 25%	25 29%	11 31%	- -	5 31%
NET: Support		70 51%	9 82%	5 50%	7 58%	5 42%	44 47%	- -	- -	- -	- -	- -	50 52%	17 50%	3 38%	38 44%	22 63%	1 100%	9 56%
NET: Oppose		27 20%	- -	3 30%	2 17%	1 8%	21 23%	- -	- -	- -	- -	- -	19 20%	5 15%	3 38%	23 27% b	2 6%	- -	2 13%
Base for stats		97	9	8	9	6	65	-	-	-	-	-	69	22	6	61	24	1	11
Mean Score		2.79	3.22	2.50	3.00	3.17	2.71	-	-	-	-	-	2.78	2.95	2.33	2.59	3.21	3.00	3.00
Standard Deviation		.989	.441	.756	1.000	1.169	1.042	-	-	-	-	-	.905	1.174	1.211	1.023	.833	-	.894
Standard Error		.100	.147	.267	.333	.477	.129	-	-	-	-	-	.109	.250	.494	.131	.170	-	.270
Error variance		.01	.02	.07	.11	.23	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Strongly support	(4.0)	23 17%	3 14%	14 16%	8 23%	9 12%	4 22%	15 15%	16 31% b	4 9%	13 24%	9 14%	- -	- -	- -	- -
Tend to support	(3.0)	47 34%	12 57%	27 31%	15 43%	24 31%	8 44%	34 33%	27 52% b	8 17%	19 35%	21 33%	- -	- -	- -	- -
Tend to oppose	(2.0)	11 8%	- -	9 10%	- -	11 14% c	- -	11 11%	- -	9 19% a	2 4%	9 14% a	- -	- -	- -	- -
Strongly oppose	(1.0)	16 12%	2 10%	13 15%	1 3%	13 17% c	2 11%	14 14%	2 4%	11 23% a	3 5%	8 13%	- -	- -	- -	- -
Don't know		41 30%	4 19%	24 28%	11 31%	20 26%	4 22%	28 27%	7 13%	15 32% a	18 33%	16 25%	- -	- -	- -	- -
NET: Support		70 51%	15 71%	41 47%	23 66% d	33 43%	12 67%	49 48%	43 83% b	12 26%	32 58%	30 48%	- -	- -	- -	- -
NET: Oppose		27 20%	2 10%	22 25% c	1 3%	24 31% c	2 11%	25 25%	2 4%	20 43% a	5 9%	17 27% a	- -	- -	- -	- -
Base for stats		97	17	63	24	57	14	74	45	32	37	47	-	-	-	-
Mean Score		2.79	2.94	2.67	3.25	2.51	3.00	2.68	3.27 b	2.16	3.14 b	2.66	-	-	-	-
Standard Deviation		.989	.827	1.047	.676	1.020	.961	1.008	.688	1.051	.855	.984	-	-	-	-
Standard Error		.100	.201	.132	.138	.135	.257	.117	.102	.186	.141	.144	-	-	-	-
Error variance		.01	.04	.02	.02	.02	.07	.01	.01	.03	.02	.02	-	-	-	-

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
Significance Level: 95%			a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Strongly support	(4.0)	30	30	-	-	10	3	2	2	2	-	-	-	-	-	-	-	-
		22%	22%	-	-	25%	17%	13%	50%	15%	-	-	-	-	-	-	-	-
Tend to support	(3.0)	43	43	-	-	17	5	2	1	1	-	-	-	-	-	-	-	-
		31%	31%	-	-	43%	28%	13%	25%	8%	-	-	-	-	-	-	-	-
Tend to oppose	(2.0)	13	13	-	-	-	2	4	-	4	-	-	-	-	-	-	-	-
		9%	9%	-	-	-	11%	25%	-	31%	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	17	17	-	-	4	5	3	-	1	-	-	-	-	-	-	-	-
		12%	12%	-	-	10%	28%	19%	-	8%	-	-	-	-	-	-	-	-
Don't know		35	35	-	-	9	3	5	1	5	-	-	-	-	-	-	-	-
		25%	25%	-	-	23%	17%	31%	25%	38%	-	-	-	-	-	-	-	-
NET: Support		73	73	-	-	27	8	4	3	3	-	-	-	-	-	-	-	-
		53%	53%	-	-	68%	44%	25%	75%	23%	-	-	-	-	-	-	-	-
NET: Oppose		30	30	-	-	4	7	7	-	5	-	-	-	-	-	-	-	-
		22%	22%	-	-	10%	39%	44%	-	38%	-	-	-	-	-	-	-	-
Base for stats		103	103	-	-	31	15	11	3	8	-	-	-	-	-	-	-	-
Mean Score		2.83	2.83	-	-	3.06	2.40	2.27	3.67	2.50	-	-	-	-	-	-	-	-
Standard Deviation		1.030	1.030	-	-	.929	1.183	1.104	.577	1.069	-	-	-	-	-	-	-	-
Standard Error		.101	.101	-	-	.167	.306	.333	.333	.378	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.09	.11	.11	.14	-	-	-	-	-	-	-	-

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		138	11	10	12	12	93	-	-	-	-	-	96	34	8	86	35	1	16
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	30	3	1	4	2	20	-	-	-	-	-	22	7	1	14	12	-	4
		22%	27%	10%	33%	17%	22%	-	-	-	-	-	23%	21%	13%	16%	34%	-	25%
																a			
Tend to support	(3.0)	43	5	3	4	6	25	-	-	-	-	-	32	9	2	26	11	1	5
		31%	45%	30%	33%	50%	27%	-	-	-	-	-	33%	26%	25%	30%	31%	100%	31%
Tend to oppose	(2.0)	13	-	3	1	-	9	-	-	-	-	-	11	1	1	11	1	-	1
		9%	-	30%	8%	-	10%	-	-	-	-	-	11%	3%	13%	13%	3%	-	6%
Strongly oppose	(1.0)	17	-	1	1	1	14	-	-	-	-	-	8	6	3	14	2	-	1
		12%	-	10%	8%	8%	15%	-	-	-	-	-	8%	18%	38%	16%	6%	-	6%
Don't know		35	3	2	2	3	25	-	-	-	-	-	23	11	1	21	9	-	5
		25%	27%	20%	17%	25%	27%	-	-	-	-	-	24%	32%	13%	24%	26%	-	31%
NET: Support		73	8	4	8	8	45	-	-	-	-	-	54	16	3	40	23	1	9
		53%	73%	40%	67%	67%	48%	-	-	-	-	-	56%	47%	38%	47%	66%	100%	56%
NET: Oppose		30	-	4	2	1	23	-	-	-	-	-	19	7	4	25	3	-	2
		22%	-	40%	17%	8%	25%	-	-	-	-	-	20%	21%	50%	29%	9%	-	13%
																b			
Base for stats		103	8	8	10	9	68	-	-	-	-	-	73	23	7	65	26	1	11
Mean Score		2.83	3.38	2.50	3.10	3.00	2.75	-	-	-	-	-	2.93	2.74	2.14	2.62	3.27	3.00	3.09
Standard Deviation		1.030	.518	.926	.994	.866	1.098	-	-	-	-	-	.948	1.176	1.215	1.056	.874	-	.944
Standard Error		.101	.183	.327	.314	.289	.133	-	-	-	-	-	.111	.245	.459	.131	.171	-	.285
Error variance		.01	.03	.11	.10	.08	.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

			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		138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Strongly support	(4.0)	30 22%	8 38%	16 18%	13 37% bd	11 14%	8 44%	18 18%	19 37% b	6 13%	16 29%	9 14%	- -	- -	- -	- -
Tend to support	(3.0)	43 31%	6 29%	26 30%	11 31%	24 31%	3 17%	33 32%	19 37% b	6 13%	20 36%	19 30%	- -	- -	- -	- -
Tend to oppose	(2.0)	13 9%	1 5%	10 11%	1 3%	12 16%	- -	13 13%	2 4%	9 19% a	3 5%	10 16%	- -	- -	- -	- -
Strongly oppose	(1.0)	17 12%	2 10%	14 16% c	1 3%	13 17% c	2 11%	15 15%	2 4%	13 28% a	3 5%	11 17% a	- -	- -	- -	- -
Don't know		35 25%	4 19%	21 24%	9 26%	17 22%	5 28%	23 23%	10 19%	13 28%	13 24%	14 22%	- -	- -	- -	- -
NET: Support		73 53%	14 67%	42 48%	24 69% bd	35 45%	11 61%	51 50%	38 73% b	12 26%	36 65% b	28 44%	- -	- -	- -	- -
NET: Oppose		30 22%	3 14%	24 28% c	2 6%	25 32% c	2 11%	28 27%	4 8%	22 47% a	6 11%	21 33% a	- -	- -	- -	- -
Base for stats		103	17	66	26	60	13	79	42	34	42	49	-	-	-	-
Mean Score		2.83	3.18	2.67	3.38	2.55	3.31	2.68	3.31 b	2.15	3.17 b	2.53	-	-	-	-
Standard Deviation		1.030	1.015	1.072	.752	1.032	1.109	1.032	.780	1.132	.853	1.043	-	-	-	-
Standard Error		.101	.246	.132	.148	.133	.308	.116	.120	.194	.132	.149	-	-	-	-
Error variance		.01	.06	.02	.02	.02	.09	.01	.01	.04	.02	.02	-	-	-	-

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	138	138	-	-	40	18	16	4	13	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Nominet's role is compatible with their public benefit activities	52	52	-	-	19	4	7	-	3	-	-	-	-	-	-	-	-
	38%	38%	-	-	48%	22%	44%	-	23%	-	-	-	-	-	-	-	-
Nominet's role is incompatible with their public benefit activities	47	47	-	-	12	10	8	1	5	-	-	-	-	-	-	-	-
	34%	34%	-	-	30%	56%	50%	25%	38%	-	-	-	-	-	-	-	-
Don't know	39	39	-	-	9	4	1	3	5	-	-	-	-	-	-	-	-
	28%	28%	-	-	23%	22%	6%	75%	38%	-	-	-	-	-	-	-	-

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	138 100%	11 100%	10 100%	12 100%	12 100%	93 100%	- -	- -	- -	- -	- -	96 100%	34 100%	8 100%	86 100%	35 100%	1 100%	16 100%
Nominet's role is compatible with their public benefit activities	52 38%	5 45%	4 40%	3 25%	5 42%	35 38%	- -	- -	- -	- -	- -	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 34%	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	39 28%	3 27%	1 10%	3 25%	6 50%	26 28%	- -	- -	- -	- -	- -	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	138 100%	21 100%	87 100%	35 100%	77 100%	18 100%	102 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Nominet's role is compatible with their public benefit activities	52 38%	16 76%	24 28%	23 66% bd	20 26%	15 83%	32 31%	52 100% b	- -	27 49%	22 35%	- -	- -	- -	- -
Nominet's role is incompatible with their public benefit activities	47 34%	1 5%	42 48% c	2 6% c	41 53% c	- -	45 44%	- -	47 100% a	9 16%	29 46% a	- -	- -	- -	- -
Don't know	39 28%	4 19%	21 24%	10 29%	16 21%	3 17%	25 25%	- -	- -	19 35%	12 19%	- -	- -	- -	- -

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	65 100%	65 100%	- -	22 100%	5 100%	9 100%	1 100%	7 100%	- -	- -	- -	- -	- -	- -	- -	- -
Act as registrar - only	32 49%	32 49%	- -	12 55%	4 80%	4 44%	- -	5 71%	- -	- -	- -	- -	- -	- -	- -	- -
Act as registrar - with other things	15 23%	15 23%	- -	4 18%	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Profit for purpose	10 15%	10 15%	- -	3 14%	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member input/act in interests of members	10 15%	10 15%	- -	2 9%	- -	4 44%	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -
Protect uk domain space	6 9%	6 9%	- -	1 5%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not for profit	6 9%	6 9%	- -	3 14%	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -
Diversify outside remit	2 3%	2 3%	- -	1 5%	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -
Bring stability	1 2%	1 2%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	3 5%	3 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	4 6%	4 6%	- -	1 5%	1 20%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

	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	65 100%	4 100%	4 100%	7 100%	6 100%	44 100%	- -	- -	- -	- -	- -	43 100%	20 100%	2 100%	45 100%	13 100%	1 100%	6 100%
Act as registrar - only	32 49%	- -	1 25%	4 57%	3 50%	24 55%	- -	- -	- -	- -	- -	21 49%	9 45%	2 100%	25 56%	5 38%	- -	2 33%
Act as registrar - with other things	15 23%	3 75%	- -	- -	1 17%	11 25%	- -	- -	- -	- -	- -	12 28%	3 15%	- -	4 9%	6 46%	1 100%	4 67%
Profit for purpose	10 15%	2 50%	1 25%	- -	2 33%	5 11%	- -	- -	- -	- -	- -	9 21%	1 5%	- -	6 13%	1 8%	- -	3 50%
Member input/act in interests of members	10 15%	2 50%	- -	1 14%	- -	7 16%	- -	- -	- -	- -	- -	6 14%	4 20%	- -	8 18%	- -	- -	2 33%
Protect uk domain space	6 9%	1 25%	- -	1 14%	- -	4 9%	- -	- -	- -	- -	- -	4 9%	2 10%	- -	1 2%	3 23%	1 100%	1 17%
Not for profit	6 9%	1 25%	- -	- -	1 17%	4 9%	- -	- -	- -	- -	- -	2 5%	4 20%	- -	5 11%	- -	- -	1 17%
Diversify outside remit	2 3%	- -	- -	1 14%	- -	1 2%	- -	- -	- -	- -	- -	1 2%	1 5%	- -	1 2%	1 8%	- -	- -
Bring stability	1 2%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 8%	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	3 5%	1 25%	1 25%	- -	- -	1 2%	- -	- -	- -	- -	- -	2 5%	1 5%	- -	3 7%	- -	- -	- -
Other	4 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	65 100%	8 100%	47 100%	14 100%	40 100%	6 100%	56 100%	26 100%	26 100%	27 100%	36 100%	- -	- -	- -	- -
Act as registrar - only	32 49%	5 63%	23 49%	7 50%	20 50%	3 50%	29 52%	12 46%	14 54%	13 48%	19 53%	- -	- -	- -	- -
Act as registrar - with other things	15 23%	3 38%	8 17%	6 43%	5 13%	3 50%	10 18%	10 38%	2 8%	7 26%	7 19%	- -	- -	- -	- -
Profit for purpose	10 15%	- -	9 19%	3 21%	6 15%	- -	9 16%	6 23%	1 4%	4 15%	5 14%	- -	- -	- -	- -
Member input/act in interests of members	10 15%	- -	10 21%	1 7%	9 23%	- -	10 18%	4 15%	6 23%	3 11%	7 19%	- -	- -	- -	- -
Protect uk domain space	6 9%	1 13%	3 6%	2 14%	1 3%	1 17%	3 5%	2 8%	2 8%	4 15%	1 3%	- -	- -	- -	- -
Not for profit	6 9%	- -	6 13%	1 7%	4 10%	- -	6 11%	2 8%	2 8%	4 15%	2 6%	- -	- -	- -	- -
Diversify outside remit	2 3%	- -	2 4%	1 7%	1 3%	- -	2 4%	- -	1 4%	2 7%	- -	- -	- -	- -	- -
Bring stability	1 2%	- -	1 2%	1 7%	- -	- -	1 2%	1 4%	- -	1 4%	- -	- -	- -	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	3 5%	- -	3 6%	- -	3 8%	- -	3 5%	1 4%	1 4%	- -	3 8%	- -	- -	- -	- -
Other	4 6%	- -	2 4%	- -	3 8%	- -	3 5%	1 4%	3 12%	2 7%	2 6%	- -	- -	- -	- -

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%	-	-	-	-	-	-	-	-
NET: Support		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			
			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		131 100%	19 100%	83 100%	33 100%	72 100%	17 100%	98 100%	50 100%	44 100%	55 100%	63 100%	- -	- -	- -	- -
Support a lot	(4.0)	21 16%	4 21%	12 14%	7 21%	12 17%	5 29%	13 13%	5 10%	8 18%	10 18%	9 14%	- -	- -	- -	- -
Support to some extent	(3.0)	35 27%	8 42%	18 22%	14 42%	14 19%	6 35%	24 24%	19 38%	7 16%	23 42%	10 16%	- -	- -	- -	- -
Support a small amount	(2.0)	23 18%	4 21%	16 19%	4 12%	15 21%	2 12%	21 21%	9 18%	6 14%	7 13%	14 22%	- -	- -	- -	- -
Not support at all	(1.0)	45 34%	2 11%	32 39%	6 18%	27 38%	3 18%	35 36%	15 30%	20 45%	13 24%	28 44%	- -	- -	- -	- -
Don't know		7 5%	1 5%	5 6%	2 6%	4 6%	1 6%	5 5%	2 4%	3 7%	2 4%	2 3%	- -	- -	- -	- -
NET: Support		79 60%	16 84%	46 55%	25 76%	41 57%	13 76%	58 59%	33 66%	21 48%	40 73%	33 52%	- -	- -	- -	- -
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	-	-	-	-
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								
	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
56 100%	56 100%	- -	- -	21 100%	9 100%	8 100%	- -	5 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
16 29%	16 29%	- -	- -	4 19%	3 33%	2 25%	- -	4 80%	- -	- -	- -	- -	- -	- -	- -	- -	- -
15 27%	15 27%	- -	- -	7 33%	2 22%	3 38%	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -
10 18%	10 18%	- -	- -	4 19%	3 33%	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
9 16%	9 16%	- -	- -	3 14%	3 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
4 7%	4 7%	- -	- -	1 5%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
3 5%	3 5%	- -	- -	2 10%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
4 7%	4 7%	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
6 11%	6 11%	- -	- -	1 5%	- -	3 38%	- -	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

	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	1	32	4	27	3	35	14	20	10	28	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Not Nominet's job/not appropriate	16	-	10	3	8	1	11	3	8	2	13	-	-	-	-
	38%	-	31%	75%	30%	33%	31%	21%	40%	20%	46%	-	-	-	-
Would not be fair	8	1	6	1	5	1	7	5	3	2	5	-	-	-	-
	19%	100%	19%	25%	19%	33%	20%	36%	15%	20%	18%	-	-	-	-
Promote competitiveness	7	-	7	-	6	-	7	2	4	4	3	-	-	-	-
	17%	-	22%	-	22%	-	20%	14%	20%	40%	11%	-	-	-	-
Focus on proper domain registry	6	-	5	-	4	-	6	3	2	1	4	-	-	-	-
	14%	-	16%	-	15%	-	17%	21%	10%	10%	14%	-	-	-	-
Create disadvantages for small businesses	2	-	2	-	2	-	2	-	2	-	2	-	-	-	-
	5%	-	6%	-	7%	-	6%	-	10%	-	7%	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	3	-	2	-	2	1	2	1	1	1	1	-	-	-	-
	7%	-	6%	-	7%	33%	6%	7%	5%	10%	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	129 100%	129 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	12 100%	- -	- -	- -	- -	- -	- -	- -	- -
Managing the .UK registry	115 89%	115 89%	- -	- -	34 89%	15 94%	13 87%	4 100%	10 83%	- -	- -	- -	- -	- -	- -	- -	- -
Protecting the .UK domain name space	111 86%	111 86%	- -	- -	34 89%	14 88%	13 87%	4 100%	10 83%	- -	- -	- -	- -	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	104 81%	104 81%	- -	- -	33 87%	14 88%	11 73%	4 100%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
.UK policy development	103 80%	103 80%	- -	- -	32 84%	11 69%	11 73%	2 50%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	99 77%	99 77%	- -	- -	29 76%	14 88%	12 80%	4 100%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	78 60%	78 60%	- -	- -	27 71%	11 69%	11 73%	2 50%	5 42%	- -	- -	- -	- -	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	75 58%	75 58%	- -	- -	23 61%	6 38%	6 40%	3 75%	8 67%	- -	- -	- -	- -	- -	- -	- -	- -
Operating Critical National Infrastructure	75 58%	75 58%	- -	- -	25 66%	7 44%	7 47%	4 100%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
Internet governance	71 55%	71 55%	- -	- -	22 58%	7 44%	8 53%	2 50%	6 50%	- -	- -	- -	- -	- -	- -	- -	- -
Contributing to the wider public benefit	66 51%	66 51%	- -	- -	21 55%	9 56%	8 53%	1 25%	5 42%	- -	- -	- -	- -	- -	- -	- -	- -
Providing technical services to other registry owners	61 47%	61 47%	- -	- -	18 47%	6 38%	8 53%	2 50%	7 58%	- -	- -	- -	- -	- -	- -	- -	- -
Helping members grow their business	47 36%	47 36%	- -	- -	19 50%	7 44%	7 47%	- -	5 42%	- -	- -	- -	- -	- -	- -	- -	- -
Other	11 9%	11 9%	- -	- -	2 5%	- -	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -

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							
	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	129	-	-	38	16	15	4	12	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Don't know	8	-	-	3	1	1	-	1	-	-	-	-	-	-	-	-
	6%	-	-	8%	6%	7%	-	8%	-	-	-	-	-	-	-	-
None of these	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Registry	116	-	-	35	15	13	4	10	-	-	-	-	-	-	-	-
	90%	-	-	92%	94%	87%	100%	83%	-	-	-	-	-	-	-	-
NET: Security	111	-	-	34	14	13	4	10	-	-	-	-	-	-	-	-
	86%	-	-	89%	88%	87%	100%	83%	-	-	-	-	-	-	-	-
NET: Public benefit	107	-	-	32	14	13	4	9	-	-	-	-	-	-	-	-
	83%	-	-	84%	88%	87%	100%	75%	-	-	-	-	-	-	-	-
NET: Policy	105	-	-	33	11	11	3	9	-	-	-	-	-	-	-	-
	81%	-	-	87%	69%	73%	75%	75%	-	-	-	-	-	-	-	-
NET: Member support	47	-	-	19	7	7	-	5	-	-	-	-	-	-	-	-
	36%	-	-	50%	44%	47%	-	42%	-	-	-	-	-	-	-	-

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

	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	129 100%	10 100%	9 100%	11 100%	11 100%	88 100%	- -	- -	- -	- -	- -	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Managing the .UK registry	115 89%	10 100%	8 89%	11 100%	10 91%	76 86%	- -	- -	- -	- -	- -	80 91%	29 88%	6 75%	70 85%	30 97%	1 100%	14 93%
Protecting the .UK domain name space	111 86%	8 80%	7 78%	11 100%	9 82%	76 86%	- -	- -	- -	- -	- -	77 88%	28 85%	6 75%	65 79%	31 100%	1 100%	14 93%
Managing the domain name dispute resolution service (DRS)	104 81%	8 80%	7 78%	10 91%	10 91%	69 78%	- -	- -	- -	- -	- -	71 81%	28 85%	5 63%	61 74%	31 100%	1 100%	11 73%
.UK policy development	103 80%	7 70%	7 78%	10 91%	9 82%	70 80%	- -	- -	- -	- -	- -	73 83%	27 82%	3 38%	61 74%	29 94%	1 100%	12 80%
Keeping the .UK domain space free of criminal activity	99 77%	6 60%	6 67%	11 100%	9 82%	67 76%	- -	- -	- -	- -	- -	66 75%	27 82%	6 75%	58 71%	29 94%	1 100%	11 73%
Promoting and expanding the market for .UK domain names	78 60%	7 70%	4 44%	8 73%	7 64%	52 59%	- -	- -	- -	- -	- -	51 58%	23 70%	4 50%	42 51%	26 84%	1 100%	9 60%
Providing Protective Domain Name System Service (PDNS) for the UK Government	75 58%	6 60%	5 56%	10 91%	7 64%	47 53%	- -	- -	- -	- -	- -	54 61%	19 58%	2 25%	40 49%	25 81%	1 100%	9 60%
Operating Critical National Infrastructure	75 58%	6 60%	5 56%	10 91%	7 64%	47 53%	- -	- -	- -	- -	- -	53 60%	19 58%	3 38%	43 52%	24 77%	1 100%	7 47%
Internet governance	71 55%	5 50%	6 67%	10 91%	8 73%	42 48%	- -	- -	- -	- -	- -	50 57%	18 55%	3 38%	41 50%	22 71%	1 100%	7 47%
Contributing to the wider public benefit	66 51%	6 60%	6 67%	6 55%	7 64%	41 47%	- -	- -	- -	- -	- -	46 52%	19 58%	1 13%	40 49%	15 48%	1 100%	10 67%
Providing technical services to other registry owners	61 47%	3 30%	3 33%	9 82%	6 55%	40 45%	- -	- -	- -	- -	- -	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	129 100%	10 100%	9 100%	11 100%	11 100%	88 100%	- -	- -	- -	- -	- -	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Helping members grow their business	47 36%	3 30%	3 33%	5 45%	5 45%	31 35%	- -	- -	- -	- -	- -	31 35%	13 39%	3 38%	25 30%	16 52% a	1 100%	5 33%
Other	11 9%	- -	1 11%	2 18%	- -	8 9%	- -	- -	- -	- -	- -	6 7%	4 12%	1 13%	7 9%	4 13%	- -	- -
Don't know	8 6%	- -	1 11%	- -	1 9%	6 7%	- -	- -	- -	- -	- -	4 5%	2 6%	2 25%	7 9%	- -	- -	1 7%
None of these	2 2%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	- -	- -	2 2%	- -	- -	- -
NET: Registry	116 90%	10 100%	8 89%	11 100%	10 91%	77 88%	- -	- -	- -	- -	- -	81 92%	29 88%	6 75%	70 85%	31 100% a	1 100%	14 93%
NET: Security	111 86%	8 80%	7 78%	11 100%	9 82%	76 86%	- -	- -	- -	- -	- -	77 88%	28 85%	6 75%	65 79%	31 100% a	1 100%	14 93%
NET: Public benefit	107 83%	8 80%	7 78%	11 100%	10 91%	71 81%	- -	- -	- -	- -	- -	72 82%	29 88%	6 75%	64 78%	29 94%	1 100%	13 87%
NET: Policy	105 81%	7 70%	7 78%	11 100%	10 91%	70 80%	- -	- -	- -	- -	- -	74 84%	28 85%	3 38%	63 77%	29 94% a	1 100%	12 80%
NET: Member support	47 36%	3 30%	3 33%	5 45%	5 45%	31 35%	- -	- -	- -	- -	- -	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	129 100%	19 100%	82 100%	32 100%	71 100%	16 100%	97 100%	50 100%	43 100%	55 100%	63 100%	- -	- -	- -	- -
Managing the .UK registry	115 89%	18 95%	70 85%	29 91%	61 86%	15 94%	85 88%	47 94%	35 81%	51 93%	55 87%	- -	- -	- -	- -
Protecting the .UK domain name space	111 86%	19 100%	65 79%	30 94%	56 79%	16 100%	80 82%	47 94% b	33 77%	52 95% b	51 81%	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	104 81%	18 95%	62 76%	26 81%	54 76%	15 94%	76 78%	44 88% b	30 70%	48 87%	50 79%	- -	- -	- -	- -
.UK policy development	103 80%	18 95%	63 77%	28 88%	53 75%	15 94%	75 77%	48 96% b	28 65%	48 87%	50 79%	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	99 77%	17 89%	58 71%	27 84%	50 70%	13 81%	72 74%	42 84% b	28 65%	45 82%	49 78%	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	78 60%	18 95%	45 55%	25 78% bd	37 52%	15 94%	53 55%	38 76% b	23 53%	37 67%	35 56%	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	75 58%	14 74%	45 55%	22 69%	37 52%	13 81%	53 55%	38 76% b	19 44%	34 62%	36 57%	- -	- -	- -	- -
Operating Critical National Infrastructure	75 58%	11 58%	48 59%	19 59%	38 54%	10 63%	57 59%	36 72% b	18 42%	35 64%	37 59%	- -	- -	- -	- -
Internet governance	71 55%	12 63%	44 54%	19 59%	37 52%	11 69%	52 54%	36 72% b	20 47%	30 55%	38 60%	- -	- -	- -	- -
Contributing to the wider public benefit	66 51%	11 58%	43 52%	18 56%	36 51%	9 56%	50 52%	37 74% b	15 35%	29 53%	34 54%	- -	- -	- -	- -

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	129 100%	19 100%	82 100%	32 100%	71 100%	16 100%	97 100%	50 100%	43 100%	55 100%	63 100%	- -	- -	- -	- -
Providing technical services to other registry owners	61 47%	14 74%	31 38%	20 63% bd	25 35%	13 81%	40 41%	32 64% b	14 33%	28 51%	31 49%	- -	- -	- -	- -
Helping members grow their business	47 36%	11 58%	27 33%	14 44%	25 35%	10 63%	31 32%	24 48%	14 33%	23 42%	21 33%	- -	- -	- -	- -
Other	11 9%	2 11%	8 10%	5 16%	5 7%	1 6%	10 10%	3 6%	4 9%	5 9%	6 10%	- -	- -	- -	- -
Don't know	8 6%	- -	7 9%	1 3%	6 8%	- -	7 7%	1 2%	4 9%	3 5%	4 6%	- -	- -	- -	- -
None of these	2 2%	- -	2 2%	- -	2 3%	- -	2 2%	- -	2 5%	- -	1 2%	- -	- -	- -	- -
NET: Registry	116 90%	19 100%	70 85%	30 94%	61 86%	16 100%	85 88%	48 96% b	35 81%	52 95%	55 87%	- -	- -	- -	- -
NET: Security	111 86%	19 100%	65 79%	30 94%	56 79%	16 100%	80 82%	47 94% b	33 77%	52 95% b	51 81%	- -	- -	- -	- -
NET: Public benefit	107 83%	18 95%	64 78%	29 91%	55 77%	14 88%	78 80%	46 92% b	30 70%	48 87%	52 83%	- -	- -	- -	- -
NET: Policy	105 81%	18 95%	65 79%	28 88%	55 77%	15 94%	77 79%	48 96% b	29 67%	48 87%	52 83%	- -	- -	- -	- -
NET: Member support	47 36%	11 58%	27 33%	14 44%	25 35%	10 63%	31 32%	24 48%	14 33%	23 42%	21 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

	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	129	129	-	-	38	16	15	4	12	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Managing the .UK registry	115	115	-	-	35	15	12	4	11	-	-	-	-	-	-	-	-
	89%	89%	-	-	92%	94%	80%	100%	92%	-	-	-	-	-	-	-	-
Protecting the .UK domain name space	107	107	-	-	34	14	12	4	9	-	-	-	-	-	-	-	-
	83%	83%	-	-	89%	88%	80%	100%	75%	-	-	-	-	-	-	-	-
Managing the domain name dispute resolution service (DRS)	103	103	-	-	33	12	12	4	10	-	-	-	-	-	-	-	-
	80%	80%	-	-	87%	75%	80%	100%	83%	-	-	-	-	-	-	-	-
Keeping the .UK domain space free of criminal activity	101	101	-	-	31	13	13	3	10	-	-	-	-	-	-	-	-
	78%	78%	-	-	82%	81%	87%	75%	83%	-	-	-	-	-	-	-	-
.UK policy development	99	99	-	-	30	11	12	4	9	-	-	-	-	-	-	-	-
	77%	77%	-	-	79%	69%	80%	100%	75%	-	-	-	-	-	-	-	-
Promoting and expanding the market for .UK domain names	76	76	-	-	30	11	8	2	6	-	-	-	-	-	-	-	-
	59%	59%	-	-	79%	69%	53%	50%	50%	-	-	-	-	-	-	-	-
Providing Protective Domain Name System Service (PDNS) for the UK Government	75	75	-	-	26	6	7	3	7	-	-	-	-	-	-	-	-
	58%	58%	-	-	68%	38%	47%	75%	58%	-	-	-	-	-	-	-	-
Internet governance	71	71	-	-	22	6	9	2	7	-	-	-	-	-	-	-	-
	55%	55%	-	-	58%	38%	60%	50%	58%	-	-	-	-	-	-	-	-
Operating Critical National Infrastructure	70	70	-	-	25	7	7	2	7	-	-	-	-	-	-	-	-
	54%	54%	-	-	66%	44%	47%	50%	58%	-	-	-	-	-	-	-	-
Contributing to the wider public benefit	63	63	-	-	21	8	9	1	3	-	-	-	-	-	-	-	-
	49%	49%	-	-	55%	50%	60%	25%	25%	-	-	-	-	-	-	-	-
Providing technical services to other registry owners	58	58	-	-	21	7	7	1	5	-	-	-	-	-	-	-	-
	45%	45%	-	-	55%	44%	47%	25%	42%	-	-	-	-	-	-	-	-
Helping members grow their business	48	48	-	-	17	8	6	1	5	-	-	-	-	-	-	-	-
	37%	37%	-	-	45%	50%	40%	25%	42%	-	-	-	-	-	-	-	-
Other	7	7	-	-	2	-	1	-	1	-	-	-	-	-	-	-	-
	5%	5%	-	-	5%	-	7%	-	8%	-	-	-	-	-	-	-	-

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	129	129	-	-	38	16	15	4	12	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Don't know	7	7	-	-	2	-	2	-	1	-	-	-	-	-	-	-	-
	5%	5%	-	-	5%	-	13%	-	8%	-	-	-	-	-	-	-	-
None of these	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Registry	118	118	-	-	36	15	12	4	11	-	-	-	-	-	-	-	-
	91%	91%	-	-	95%	94%	80%	100%	92%	-	-	-	-	-	-	-	-
NET: Security	110	110	-	-	34	14	12	4	11	-	-	-	-	-	-	-	-
	85%	85%	-	-	89%	88%	80%	100%	92%	-	-	-	-	-	-	-	-
NET: Public benefit	107	107	-	-	32	14	13	3	10	-	-	-	-	-	-	-	-
	83%	83%	-	-	84%	88%	87%	75%	83%	-	-	-	-	-	-	-	-
NET: Policy	101	101	-	-	31	11	12	4	9	-	-	-	-	-	-	-	-
	78%	78%	-	-	82%	69%	80%	100%	75%	-	-	-	-	-	-	-	-
NET: Member support	48	48	-	-	17	8	6	1	5	-	-	-	-	-	-	-	-
	37%	37%	-	-	45%	50%	40%	25%	42%	-	-	-	-	-	-	-	-

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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	129 100%	10 100%	9 100%	11 100%	11 100%	88 100%	- -	- -	- -	- -	- -	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Managing the .UK registry	115 89%	9 90%	6 67%	11 100%	10 91%	79 90%	- -	- -	- -	- -	- -	78 89%	30 91%	7 88%	72 88%	29 94%	1 100%	13 87%
Protecting the .UK domain name space	107 83%	8 80%	6 67%	11 100%	9 82%	73 83%	- -	- -	- -	- -	- -	72 82%	30 91%	5 63%	64 78%	30 97% a	1 100%	12 80%
Managing the domain name dispute resolution service (DRS)	103 80%	7 70%	6 67%	11 100%	10 91%	69 78%	- -	- -	- -	- -	- -	70 80%	27 82%	6 75%	63 77%	30 97% a	1 100%	9 60%
Keeping the .UK domain space free of criminal activity	101 78%	7 70%	6 67%	11 100%	9 82%	68 77%	- -	- -	- -	- -	- -	70 80%	27 82%	4 50%	60 73%	29 94% a	1 100%	11 73%
.UK policy development	99 77%	8 80%	7 78%	11 100%	7 64%	66 75%	- -	- -	- -	- -	- -	69 78%	26 79%	4 50%	57 70%	29 94% a	1 100%	12 80%
Promoting and expanding the market for .UK domain names	76 59%	7 70%	4 44%	8 73%	6 55%	51 58%	- -	- -	- -	- -	- -	47 53%	23 70%	6 75%	41 50%	25 81% a	1 100%	9 60%
Providing Protective Domain Name System Service (PDNS) for the UK Government	75 58%	5 50%	4 44%	10 91%	6 55%	50 57%	- -	- -	- -	- -	- -	49 56%	22 67%	4 50%	40 49%	24 77% a	1 100%	10 67%
Internet governance	71 55%	5 50%	5 56%	10 91%	6 55%	45 51%	- -	- -	- -	- -	- -	51 58%	17 52%	3 38%	39 48%	23 74% a	1 100%	8 53%
Operating Critical National Infrastructure	70 54%	5 50%	4 44%	9 82%	6 55%	46 52%	- -	- -	- -	- -	- -	49 56%	19 58%	2 25%	40 49%	23 74% a	1 100%	6 40%
Contributing to the wider public benefit	63 49%	6 60%	5 56%	6 55%	5 45%	41 47%	- -	- -	- -	- -	- -	44 50%	18 55%	1 13%	39 48%	15 48%	1 100%	8 53%
Providing technical services to other registry owners	58 45%	3 30%	1 11%	8 73%	6 55%	40 45%	- -	- -	- -	- -	- -	40 45%	16 48%	2 25%	31 38%	20 65% a	1 100%	6 40%

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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	129 100%	10 100%	9 100%	11 100%	11 100%	88 100%	- -	- -	- -	- -	- -	88 100%	33 100%	8 100%	82 100%	31 100%	1 100%	15 100%
Helping members grow their business	48 37%	3 30%	3 33%	6 55%	6 55%	30 34%	- -	- -	- -	- -	- -	31 35%	15 45%	2 25%	28 34%	16 52%	1 100%	3 20%
Other	7 5%	- -	1 11%	1 9%	- -	5 6%	- -	- -	- -	- -	- -	2 2%	4 12% a	1 13%	5 6%	2 6%	- -	- -
Don't know	7 5%	- -	1 11%	- -	1 9%	5 6%	- -	- -	- -	- -	- -	4 5%	2 6%	1 13%	5 6%	- -	- -	2 13%
None of these	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	- -
NET: Registry	118 91%	10 100%	6 67%	11 100%	10 91%	81 92%	- -	- -	- -	- -	- -	81 92%	30 91%	7 88%	73 89%	31 100%	1 100%	13 87%
NET: Security	110 85%	8 80%	6 67%	11 100%	9 82%	76 86%	- -	- -	- -	- -	- -	75 85%	30 91%	5 63%	66 80%	30 97% a	1 100%	13 87%
NET: Public benefit	107 83%	8 80%	7 78%	11 100%	10 91%	71 81%	- -	- -	- -	- -	- -	75 85%	28 85%	4 50%	65 79%	29 94%	1 100%	12 80%
NET: Policy	101 78%	8 80%	7 78%	11 100%	7 64%	68 77%	- -	- -	- -	- -	- -	71 81%	26 79%	4 50%	58 71%	30 97% a	1 100%	12 80%
NET: Member support	48 37%	3 30%	3 33%	6 55%	6 55%	30 34%	- -	- -	- -	- -	- -	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		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
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	129 100%	19 100%	82 100%	32 100%	71 100%	16 100%	97 100%	50 100%	43 100%	55 100%	63 100%	- -	- -	- -	- -
Managing the .UK registry	115 89%	18 95%	75 91%	29 91%	64 90%	14 88%	88 91%	46 92%	39 91%	50 91%	59 94%	- -	- -	- -	- -
Protecting the .UK domain name space	107 83%	16 84%	68 83%	27 84%	57 80%	13 81%	82 85%	46 92%	34 79%	49 89%	55 87%	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	103 80%	17 89%	66 80%	24 75%	57 80%	14 88%	80 82%	44 88%	33 77%	44 80%	55 87%	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	101 78%	16 84%	62 76%	27 84%	54 76%	13 81%	77 79%	42 84%	32 74%	46 84%	50 79%	- -	- -	- -	- -
.UK policy development	99 77%	16 84%	63 77%	26 81%	54 76%	13 81%	75 77%	46 92% b	31 72%	46 84%	49 78%	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	76 59%	18 95%	45 55%	25 78% bd	37 52%	15 94%	53 55%	37 74% b	22 51%	41 75% b	32 51%	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	75 58%	14 74%	45 55%	23 72% d	35 49%	12 75%	53 55%	39 78% b	18 42%	37 67%	35 56%	- -	- -	- -	- -
Internet governance	71 55%	15 79%	42 51%	23 72% bd	35 49%	12 75%	50 52%	37 74% b	18 42%	34 62%	36 57%	- -	- -	- -	- -
Operating Critical National Infrastructure	70 54%	14 74%	42 51%	21 66%	33 46%	11 69%	54 56%	38 76% b	15 35%	35 64%	33 52%	- -	- -	- -	- -
Contributing to the wider public benefit	63 49%	11 58%	41 50%	18 56%	34 48%	9 56%	50 52%	35 70% b	15 35%	31 56%	30 48%	- -	- -	- -	- -
Providing technical services to other registry owners	58 45%	12 63%	32 39%	18 56%	26 37%	11 69%	40 41%	32 64% b	13 30%	31 56%	27 43%	- -	- -	- -	- -

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	129	19	82	32	71	16	97	50	43	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Helping members grow their business	48	12	28	15	27	9	35	22	15	26	21	-	-	-	-
	37%	63%	34%	47%	38%	56%	36%	44%	35%	47%	33%	-	-	-	-
Other	7	1	6	3	4	-	7	3	2	2	5	-	-	-	-
	5%	5%	7%	9%	6%	-	7%	6%	5%	4%	8%	-	-	-	-
Don't know	7	1	3	3	2	1	3	2	1	2	3	-	-	-	-
	5%	5%	4%	9%	3%	6%	3%	4%	2%	4%	5%	-	-	-	-
None of these	1	-	1	-	1	-	1	-	1	-	-	-	-	-	-
	1%	-	1%	-	1%	-	1%	-	2%	-	-	-	-	-	-
NET: Registry	118	18	76	29	65	15	90	47	39	52	59	-	-	-	-
	91%	95%	93%	91%	92%	94%	93%	94%	91%	95%	94%	-	-	-	-
NET: Security	110	17	69	28	58	14	83	47	35	51	55	-	-	-	-
	85%	89%	84%	88%	82%	88%	86%	94%	81%	93%	87%	-	-	-	-
NET: Public benefit	107	16	67	27	58	13	82	45	34	48	54	-	-	-	-
	83%	84%	82%	84%	82%	81%	85%	90%	79%	87%	86%	-	-	-	-
NET: Policy	101	17	64	27	54	14	76	47	31	47	50	-	-	-	-
	78%	89%	78%	84%	76%	88%	78%	b	72%	85%	79%	-	-	-	-
NET: Member support	48	12	28	15	27	9	35	22	15	26	21	-	-	-	-
	37%	63%	34%	47%	38%	56%	36%	44%	35%	47%	33%	-	-	-	-

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
Significance Level: 95%																
Total	115	-	-	34	15	13	4	11	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Have the right remit	63	-	-	27	8	6	2	4	-	-	-	-	-	-	-	-
55%	55%	-	-	79%	53%	46%	50%	36%	-	-	-	-	-	-	-	-
Net: Have the wrong remit	52	-	-	7	7	7	2	7	-	-	-	-	-	-	-	-
45%	45%	-	-	21%	47%	54%	50%	64%	-	-	-	-	-	-	-	-
Net: Want larger remit	40	-	-	7	5	5	1	6	-	-	-	-	-	-	-	-
35%	35%	-	-	21%	33%	38%	25%	55%	-	-	-	-	-	-	-	-
Net: Want smaller remit	31	-	-	10	3	5	2	2	-	-	-	-	-	-	-	-
27%	27%	-	-	29%	20%	38%	50%	18%	-	-	-	-	-	-	-	-

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
Total	115	10	8	11	9	77	-	-	-	-	79	30	6	70	31	1	13
	100%	100%	100%	100%	100%	100%	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Net: Have the right remit	63	5	1	9	5	43	-	-	-	-	40	20	3	37	17	1	8
	55%	50%	13%	82%	56%	56%	-	-	-	-	51%	67%	50%	53%	55%	100%	62%
Net: Have the wrong remit	52	5	7	2	4	34	-	-	-	-	39	10	3	33	14	-	5
	45%	50%	88%	18%	44%	44%	-	-	-	-	49%	33%	50%	47%	45%	-	38%
Net: Want larger remit	40	4	6	2	4	24	-	-	-	-	31	7	2	25	11	-	4
	35%	40%	75%	18%	44%	31%	-	-	-	-	39%	23%	33%	36%	35%	-	31%
Net: Want smaller remit	31	3	-	3	2	23	-	-	-	-	20	9	2	21	6	-	4
	27%	30%	-	27%	22%	30%	-	-	-	-	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			
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
115	18	72	29	62	15	87	47	37	51	56	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
63	11	41	18	34	9	49	31	19	28	34	-	-	-	-
55%	61%	57%	62%	55%	60%	56%	66%	51%	55%	61%	-	-	-	-
52	7	31	11	28	6	38	16	18	23	22	-	-	-	-
45%	39%	43%	38%	45%	40%	44%	34%	49%	45%	39%	-	-	-	-
40	5	24	8	21	5	29	13	12	16	19	-	-	-	-
35%	28%	33%	28%	34%	33%	33%	28%	32%	31%	34%	-	-	-	-
31	6	21	8	19	4	24	14	11	13	18	-	-	-	-
27%	33%	29%	28%	31%	27%	28%	30%	30%	25%	32%	-	-	-	-

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	55	6	7	6	9	12	5	5	4	-	-	-	-	1	6	19
	100%	11%	13%	11%	16%	22%	9%	9%	7%	-	-	-	-	2%	11%	35%
The general public	43	4	3	4	3	8	4	4	8	4	-	-	1	-	4	11
	100%	9%	7%	9%	7%	19%	9%	9%	19%	9%	-	-	2%	-	9%	26%
Third party stakeholders	48	-	8	14	10	6	4	4	2	-	-	-	-	-	-	22
	100%	-	17%	29%	21%	13%	8%	8%	4%	-	-	-	-	-	-	46%
The UK Government	51	5	9	8	10	7	7	3	1	-	1	-	-	-	5	22
	100%	10%	18%	16%	20%	14%	14%	6%	2%	-	2%	-	-	-	10%	43%
The Nominet Board	104	75	18	5	4	2	-	-	-	-	-	-	-	-	75	98
	100%	72%	17%	5%	4%	2%	-	-	-	-	-	-	-	-	72%	94%
Third party commercial interests	67	8	20	20	9	-	6	3	1	-	-	-	-	-	8	48
	100%	12%	30%	30%	13%	-	9%	4%	1%	-	-	-	-	-	12%	72%
Employees (beyond the Board)	61	6	21	13	6	5	4	3	2	1	-	-	-	-	6	40
	100%	10%	34%	21%	10%	8%	7%	5%	3%	2%	-	-	-	-	10%	66%
The domain name industry	52	7	4	13	7	7	5	3	5	-	-	1	-	-	7	24
	100%	13%	8%	25%	13%	13%	10%	6%	10%	-	-	2%	-	-	13%	46%
Other	22	8	10	1	1	-	1	-	-	1	-	-	-	-	8	19
	100%	36%	45%	5%	5%	-	5%	-	-	5%	-	-	-	-	36%	86%
Other 2	2	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	50%	50%	-	-	-	-	-	-	-	-	-	-
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	185 100%	185 100%	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Members	6 3%	6 3%	- -	- -	2 4%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
The general public	4 2%	4 2%	- -	- -	2 4%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	5 3%	5 3%	- -	- -	1 2%	- -	1 5%	1 17%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	75 41%	75 41%	- -	- -	23 49%	10 45%	11 50%	3 50%	5 28%	- -	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	8 4%	8 4%	- -	- -	2 4%	1 5%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	6 3%	6 3%	- -	- -	2 4%	1 5%	1 5%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
The domain name industry	7 4%	7 4%	- -	- -	1 2%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	8 4%	8 4%	- -	- -	3 6%	3 14%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Members	6 3%	- -	- -	2 13%	1 6%	3 2%	- -	- -	- -	- -	- -	5 4%	1 2%	- -	- -	5 10% a	- -	1 5%
The general public	4 2%	- -	- -	- -	1 6%	3 2%	- -	- -	- -	- -	- -	4 3%	- -	- -	- -	3 6% a	- -	1 5%
The UK Government	5 3%	- -	- -	- -	- -	5 4%	- -	- -	- -	- -	- -	4 3%	1 2%	- -	1 1%	3 6% a	- -	1 5%
The Nominet Board	75 41%	7 64%	7 54%	7 47%	6 33%	48 38%	- -	- -	- -	- -	- -	49 38%	20 43%	6 55%	60 52% b	9 18%	- -	6 30%
Third party commercial interests	8 4%	1 9%	1 8%	1 7%	1 6%	4 3%	- -	- -	- -	- -	- -	4 3%	4 9%	- -	5 4%	1 2%	1 100%	1 5%
Employees (beyond the Board)	6 3%	- -	1 8%	- -	- -	5 4%	- -	- -	- -	- -	- -	5 4%	1 2%	- -	6 5%	- -	- -	- -
The domain name industry	7 4%	1 9%	- -	- -	- -	6 5%	- -	- -	- -	- -	- -	5 4%	2 4%	- -	1 1%	3 6% a	- -	3 15%
Other	8 4%	1 9%	- -	1 7%	2 11%	4 3%	- -	- -	- -	- -	- -	6 5%	2 4%	- -	5 4%	2 4%	- -	1 5%

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	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Members	6 3%	3 13%	- -	5 12% bd	- -	3 15%	2 2%	5 10% b	- -	5 9%	1 2%	- -	- -	- -	- -
The general public	4 2%	3 13%	- -	3 7% bd	- -	3 15%	- -	3 6%	- -	4 7% b	- -	- -	- -	- -	- -
The UK Government	5 3%	1 4%	2 2%	1 2%	2 2%	2 10%	2 2%	3 6%	1 2%	3 5%	2 3%	- -	- -	- -	- -
The Nominet Board	75 41%	3 13%	63 61% c	10 24%	54 60% c	1 5%	69 63%	23 44%	35 74% a	25 45%	45 71% a	- -	- -	- -	- -
Third party commercial interests	8 4%	1 4%	4 4%	1 2%	5 6%	- -	8 7%	5 10%	1 2%	4 7%	3 5%	- -	- -	- -	- -
Employees (beyond the Board)	6 3%	1 4%	3 3%	1 2%	3 3%	1 5%	4 4%	1 2%	1 2%	2 4%	4 6%	- -	- -	- -	- -
The domain name industry	7 4%	3 13%	1 1%	5 12% bd	- -	3 15%	- -	4 8%	- -	5 9%	1 2%	- -	- -	- -	- -
Other	8 4%	1 4%	5 5%	2 5%	5 6%	1 5%	5 5%	2 4%	2 4%	4 7%	4 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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	185 100%	185 100%	- -	- -	47 100%	22 100%	22 100%	6 100%	18 100%	- -	- -	- -	- -	- -	- -	- -	- -
Members	19 10%	19 10%	- -	- -	8 17%	- -	- -	- -	2 11%	- -	- -	- -	- -	- -	- -	- -	- -
The general public	11 6%	11 6%	- -	- -	2 4%	- -	1 5%	- -	2 11%	- -	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	22 12%	22 12%	- -	- -	8 17%	3 14%	1 5%	1 17%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	22 12%	22 12%	- -	- -	10 21%	- -	4 18%	1 17%	4 22%	- -	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	98 53%	98 53%	- -	- -	28 60%	15 68%	12 55%	4 67%	8 44%	- -	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	48 26%	48 26%	- -	- -	15 32%	9 41%	4 18%	1 17%	3 17%	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	40 22%	40 22%	- -	- -	11 23%	7 32%	6 27%	1 17%	2 11%	- -	- -	- -	- -	- -	- -	- -	- -
The domain name industry	24 13%	24 13%	- -	- -	8 17%	2 9%	2 9%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -
Other	19 10%	19 10%	- -	- -	6 13%	5 23%	3 14%	- -	1 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

		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	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Members	19 10%	- -	- -	3 20%	1 6%	15 12%	- -	- -	- -	- -	- -	14 11%	4 9%	1 9%	5 4%	12 24%	- -	2 10%
The general public	11 6%	- -	- -	2 13%	2 11%	7 5%	- -	- -	- -	- -	- -	9 7%	1 2%	1 9%	2 2%	6 12%	- -	3 15%
Third party stakeholders	22 12%	2 18%	2 15%	3 20%	3 17%	12 9%	- -	- -	- -	- -	- -	15 12%	7 15%	- -	16 14%	3 6%	- -	3 15%
The UK Government	22 12%	- -	1 8%	3 20%	1 6%	17 13%	- -	- -	- -	- -	- -	13 10%	7 15%	2 18%	9 8%	9 18%	- -	4 20%
The Nominet Board	98 53%	10 91%	9 69%	8 53%	8 44%	63 49%	- -	- -	- -	- -	- -	66 52%	26 57%	6 55%	72 63%	15 31%	1 100%	10 50%
Third party commercial interests	48 26%	5 45%	4 31%	4 27%	8 44%	27 21%	- -	- -	- -	- -	- -	35 27%	12 26%	1 9%	37 32%	6 12%	1 100%	4 20%
Employees (beyond the Board)	40 22%	3 27%	3 23%	2 13%	- -	32 25%	- -	- -	- -	- -	- -	28 22%	10 22%	2 18%	30 26%	7 14%	1 100%	2 10%
The domain name industry	24 13%	3 27%	- -	3 20%	2 11%	16 13%	- -	- -	- -	- -	- -	19 15%	4 9%	1 9%	8 7%	10 20%	- -	6 30%
Other	19 10%	3 27%	3 23%	1 7%	5 28%	7 5%	- -	- -	- -	- -	- -	15 12%	4 9%	- -	13 11%	3 6%	- -	3 15%

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

		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	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Members	19 10%	7 30%	4 4%	12 29% bd	2 2%	9 45%	6 6%	15 29% b	- -	12 22%	6 10%	- -	- -	- -	- -
The general public	11 6%	5 22%	2 2%	7 17% bd	2 2%	5 25%	3 3%	7 13% b	1 2%	9 16% b	2 3%	- -	- -	- -	- -
Third party stakeholders	22 12%	3 13%	16 15%	6 15%	14 16%	2 10%	19 17%	8 15%	7 15%	8 15%	12 19%	- -	- -	- -	- -
The UK Government	22 12%	7 30%	10 10%	9 22% bd	8 9%	4 20%	14 13%	11 21%	4 9%	16 29% b	6 10%	- -	- -	- -	- -
The Nominet Board	98 53%	7 30%	73 70% c	17 41%	63 70% c	4 20%	83 76%	32 62%	37 79%	38 69%	54 86% a	- -	- -	- -	- -
Third party commercial interests	48 26%	3 13%	37 36% c	6 15%	33 37% c	2 10%	42 39%	19 37%	14 30%	19 35%	25 40%	- -	- -	- -	- -
Employees (beyond the Board)	40 22%	6 26%	26 25%	10 24%	20 22%	5 25%	31 28%	15 29%	11 23%	16 29%	22 35%	- -	- -	- -	- -
The domain name industry	24 13%	7 30%	9 9%	12 29% bd	6 7%	7 35%	11 10%	15 29% b	3 6%	15 27% b	8 13%	- -	- -	- -	- -
Other	19 10%	1 4%	13 13%	3 7%	14 16%	1 5%	15 14%	7 13%	7 15%	9 16%	10 16%	- -	- -	- -	- -

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	55 100%	55 100%	- -	- -	22 100%	5 100%	3 100%	1 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	6 11%	6 11%	- -	- -	2 9%	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	7 13%	7 13%	- -	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	6 11%	6 11%	- -	- -	3 14%	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	9 16%	9 16%	- -	- -	1 5%	1 20%	2 67%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	12 22%	12 22%	- -	- -	7 32%	2 40%	- -	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	5 9%	5 9%	- -	- -	2 9%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	5 9%	5 9%	- -	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	4 7%	4 7%	- -	- -	1 5%	1 20%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 13	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	6 11%	6 11%	- -	- -	2 9%	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	19 35%	19 35%	- -	- -	8 36%	- -	- -	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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	55 100%	4 100%	3 100%	6 100%	6 100%	36 100%	- -	- -	- -	- -	- -	38 100%	14 100%	3 100%	30 100%	18 100%	1 100%	6 100%
Rank 1	6 11%	- -	- -	2 33%	1 17%	3 8%	- -	- -	- -	- -	- -	5 13%	1 7%	- -	- -	5 28%	- -	1 17%
Rank 2	7 13%	- -	- -	- -	- -	7 19%	- -	- -	- -	- -	- -	5 13%	2 14%	- -	1 3%	6 33%	- -	- -
Rank 3	6 11%	- -	- -	1 17%	- -	5 14%	- -	- -	- -	- -	- -	4 11%	1 7%	1 33%	4 13%	1 6%	- -	1 17%
Rank 4	9 16%	1 25%	- -	- -	1 17%	7 19%	- -	- -	- -	- -	- -	6 16%	1 7%	2 67%	5 17%	2 11%	- -	2 33%
Rank 5	12 22%	2 50%	- -	2 33%	1 17%	7 19%	- -	- -	- -	- -	- -	7 18%	5 36%	- -	10 33%	1 6%	- -	1 17%
Rank 6	5 9%	- -	1 33%	- -	2 33%	2 6%	- -	- -	- -	- -	- -	5 13%	- -	- -	5 17%	- -	- -	- -
Rank 7	5 9%	- -	- -	1 17%	- -	4 11%	- -	- -	- -	- -	- -	2 5%	3 21%	- -	2 7%	2 11%	1 100%	- -
Rank 8	4 7%	1 25%	2 67%	- -	- -	1 3%	- -	- -	- -	- -	- -	3 8%	1 7%	- -	2 7%	1 6%	- -	1 17%
Rank 13	1 2%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 3%	- -	- -	- -
NET: Top Rank	6 11%	- -	- -	2 33%	1 17%	3 8%	- -	- -	- -	- -	- -	5 13%	1 7%	- -	- -	5 28%	- -	1 17%
NET: Top 3 Rank	19 35%	- -	- -	3 50%	1 17%	15 42%	- -	- -	- -	- -	- -	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

		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	55 100%	10 100%	30 100%	18 100%	22 100%	11 100%	36 100%	29 100%	9 100%	34 100%	18 100%	- -	- -	- -	- -
Rank 1	6 11%	3 30%	- -	5 28%	- -	3 27%	2 6%	5 17%	- -	5 15%	1 6%	- -	- -	- -	- -
Rank 2	7 13%	4 40%	- -	4 22%	- -	6 55%	- -	6 21%	- -	5 15%	1 6%	- -	- -	- -	- -
Rank 3	6 11%	- -	4 13%	3 17%	2 9%	- -	4 11%	4 14%	- -	2 6%	4 22%	- -	- -	- -	- -
Rank 4	9 16%	2 20%	4 13%	2 11%	2 9%	1 9%	6 17%	2 7%	2 22%	6 18%	3 17%	- -	- -	- -	- -
Rank 5	12 22%	- -	10 33%	- -	10 45%	- -	10 28%	5 17%	3 33%	7 21%	4 22%	- -	- -	- -	- -
Rank 6	5 9%	- -	4 13%	- -	3 14%	- -	5 14%	1 3%	- -	3 9%	2 11%	- -	- -	- -	- -
Rank 7	5 9%	- -	4 13%	2 11%	2 9%	- -	5 14%	2 7%	3 33%	3 9%	1 6%	- -	- -	- -	- -
Rank 8	4 7%	1 10%	3 10%	2 11%	2 9%	1 9%	3 8%	3 10%	1 11%	3 9%	1 6%	- -	- -	- -	- -
Rank 13	1 2%	- -	1 3%	- -	1 5%	- -	1 3%	1 3%	- -	- -	1 6%	- -	- -	- -	- -
NET: Top Rank	6 11%	3 30%	- -	5 28%	- -	3 27%	2 6%	5 17%	- -	5 15%	1 6%	- -	- -	- -	- -
NET: Top 3 Rank	19 35%	7 70%	4 13%	12 67%	2 9%	9 82%	6 17%	15 52%	- -	12 35%	6 33%	- -	- -	- -	- -

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	43 100%	43 100%	- -	- -	15 100%	4 100%	3 100%	1 100%	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	4 9%	4 9%	- -	- -	2 13%	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	3 7%	3 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	4 9%	4 9%	- -	- -	- -	- -	1 33%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	3 7%	3 7%	- -	- -	3 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	8 19%	8 19%	- -	- -	1 7%	2 50%	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	4 9%	4 9%	- -	- -	4 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	4 9%	4 9%	- -	- -	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	8 19%	8 19%	- -	- -	4 27%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	4 9%	4 9%	- -	- -	1 7%	- -	1 33%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 12	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	4 9%	4 9%	- -	- -	2 13%	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	11 26%	11 26%	- -	- -	2 13%	- -	1 33%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -

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%

	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	43 100%	2 100%	3 100%	4 100%	6 100%	28 100%	-	-	-	-	-	30 100%	10 100%	3 100%	22 100%	14 100%	1 100%	6 100%
Rank 1	4 9%	-	-	-	1 17%	3 11%	-	-	-	-	-	4 13%	-	-	-	3 21%	-	1 17%
Rank 2	3 7%	-	-	1 25%	-	2 7%	-	-	-	-	-	3 10%	-	-	-	2 14%	-	1 17%
Rank 3	4 9%	-	-	1 25%	1 17%	2 7%	-	-	-	-	-	2 7%	1 10%	1 33%	2 9%	1 7%	-	1 17%
Rank 4	3 7%	-	1 33%	-	-	2 7%	-	-	-	-	-	3 10%	-	-	-	3 21%	-	-
Rank 5	8 19%	-	-	-	1 17%	7 25%	-	-	-	-	-	5 17%	2 20%	1 33%	5 23%	1 7%	1 100%	1 17%
Rank 6	4 9%	-	-	-	-	4 14%	-	-	-	-	-	-	4 40%	-	4 18%	-	-	-
Rank 7	4 9%	1 50%	-	-	1 17%	2 7%	-	-	-	-	-	3 10%	1 10%	-	3 14%	-	-	1 17%
Rank 8	8 19%	-	1 33%	1 25%	-	6 21%	-	-	-	-	-	5 17%	2 20%	1 33%	4 18%	4 29%	-	-
Rank 9	4 9%	1 50%	1 33%	1 25%	1 17%	-	-	-	-	-	-	4 13%	-	-	3 14%	-	-	1 17%
Rank 12	1 2%	-	-	-	1 17%	-	-	-	-	-	-	1 3%	-	-	1 5%	-	-	-
NET: Top Rank	4 9%	-	-	-	1 17%	3 11%	-	-	-	-	-	4 13%	-	-	-	3 21%	-	1 17%
NET: Top 3 Rank	11 26%	-	-	2 50%	2 33%	7 25%	-	-	-	-	-	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	43 100%	9 100%	22 100%	17 100%	16 100%	8 100%	29 100%	21 100%	8 100%	30 100%	12 100%	- -	- -	- -	- -
Rank 1	4 9%	3 33%	- -	3 18%	- -	3 38%	- -	3 14%	- -	4 13%	- -	- -	- -	- -	- -
Rank 2	3 7%	1 11%	- -	3 18%	- -	1 13%	1 3%	1 5%	- -	3 10%	- -	- -	- -	- -	- -
Rank 3	4 9%	1 11%	2 9%	1 6%	2 13%	1 13%	2 7%	3 14%	1 13%	2 7%	2 17%	- -	- -	- -	- -
Rank 4	3 7%	2 22%	1 5%	3 18%	- -	1 13%	2 7%	3 14%	- -	3 10%	- -	- -	- -	- -	- -
Rank 5	8 19%	- -	4 18%	1 6%	3 19%	1 13%	6 21%	4 19%	3 38%	4 13%	4 33%	- -	- -	- -	- -
Rank 6	4 9%	- -	3 14%	1 6%	3 19%	- -	4 14%	1 5%	1 13%	4 13%	- -	- -	- -	- -	- -
Rank 7	4 9%	1 11%	1 5%	1 6%	- -	- -	2 7%	- -	- -	3 10%	1 8%	- -	- -	- -	- -
Rank 8	8 19%	1 11%	6 27%	3 18%	4 25%	1 13%	7 24%	3 14%	3 38%	5 17%	2 17%	- -	- -	- -	- -
Rank 9	4 9%	- -	4 18%	1 6%	3 19%	- -	4 14%	2 10%	- -	2 7%	2 17%	- -	- -	- -	- -
Rank 12	1 2%	- -	1 5%	- -	1 6%	- -	1 3%	1 5%	- -	- -	1 8%	- -	- -	- -	- -
NET: Top Rank	4 9%	3 33%	- -	3 18%	- -	3 38%	- -	3 14%	- -	4 13%	- -	- -	- -	- -	- -
NET: Top 3 Rank	11 26%	5 56%	2 9%	7 41%	2 13%	5 63%	3 10%	7 33%	1 13%	9 30%	2 17%	- -	- -	- -	- -

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	48 100%	48 100%	- -	- -	15 100%	6 100%	3 100%	2 100%	5 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	8 17%	8 17%	- -	- -	4 27%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	14 29%	14 29%	- -	- -	4 27%	1 17%	1 33%	1 50%	3 60%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	10 21%	10 21%	- -	- -	2 13%	3 50%	1 33%	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	6 13%	6 13%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	4 8%	4 8%	- -	- -	3 20%	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	4 8%	4 8%	- -	- -	1 7%	- -	1 33%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	2 4%	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	22 46%	22 46%	- -	- -	8 53%	3 50%	1 33%	1 50%	3 60%	- -	- -	- -	- -	- -	- -	- -	- -

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

		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%	5 100%	4 100%	6 100%	4 100%	29 100%	- -	- -	- -	- -	- -	36 100%	11 100%	1 100%	30 100%	10 100%	- -	8 100%
Rank 2	8 17%	- -	1 25%	1 17%	1 25%	5 17%	- -	- -	- -	- -	- -	4 11%	4 36%	- -	5 17%	2 20%	- -	1 13%
Rank 3	14 29%	2 40%	1 25%	2 33%	2 50%	7 24%	- -	- -	- -	- -	- -	11 31%	3 27%	- -	11 37%	1 10%	- -	2 25%
Rank 4	10 21%	1 20%	2 50%	1 17%	- -	6 21%	- -	- -	- -	- -	- -	7 19%	3 27%	- -	8 27%	1 10%	- -	1 13%
Rank 5	6 13%	1 20%	- -	- -	- -	5 17%	- -	- -	- -	- -	- -	5 14%	- -	1 100%	2 7%	2 20%	- -	2 25%
Rank 6	4 8%	- -	- -	1 17%	- -	3 10%	- -	- -	- -	- -	- -	3 8%	1 9%	- -	2 7%	2 20%	- -	- -
Rank 7	4 8%	1 20%	- -	- -	1 25%	2 7%	- -	- -	- -	- -	- -	4 11%	- -	- -	2 7%	1 10%	- -	1 13%
Rank 8	2 4%	- -	- -	1 17%	- -	1 3%	- -	- -	- -	- -	- -	2 6%	- -	- -	- -	1 10%	- -	1 13%
NET: Top 3 Rank	22 46%	2 40%	2 50%	3 50%	3 75%	12 41%	- -	- -	- -	- -	- -	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	48 100%	7 100%	32 100%	16 100%	25 100%	5 100%	38 100%	23 100%	10 100%	24 100%	20 100%	- -	- -	- -	- -
Rank 2	8 17%	2 29%	4 13%	4 25%	3 12%	1 20%	7 18%	4 17%	2 20%	2 8%	6 30%	- -	- -	- -	- -
Rank 3	14 29%	1 14%	12 38%	2 13%	11 44%	1 20%	12 32%	4 17%	5 50%	6 25%	6 30%	- -	- -	- -	- -
Rank 4	10 21%	- -	8 25%	1 6%	6 24%	1 20%	8 21%	6 26%	2 20%	4 17%	5 25%	- -	- -	- -	- -
Rank 5	6 13%	2 29%	3 9%	3 19%	1 4%	- -	4 11%	3 13%	1 10%	5 21%	- -	- -	- -	- -	- -
Rank 6	4 8%	1 14%	3 9%	2 13%	2 8%	1 20%	3 8%	3 13%	- -	2 8%	2 10%	- -	- -	- -	- -
Rank 7	4 8%	1 14%	2 6%	2 13%	2 8%	1 20%	3 8%	2 9%	- -	3 13%	1 5%	- -	- -	- -	- -
Rank 8	2 4%	- -	- -	2 13%	- -	- -	1 3%	1 4%	- -	2 8%	- -	- -	- -	- -	- -
NET: Top 3 Rank	22 46%	3 43%	16 50%	6 38%	14 56%	2 40%	19 50%	8 35%	7 70%	8 33%	12 60%	- -	- -	- -	- -

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
Significance Level: 95%		a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	51 100%	51 100%	- -	- -	22 100%	4 100%	6 100%	1 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	5 10%	5 10%	- -	- -	1 5%	- -	1 17%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	9 18%	9 18%	- -	- -	5 23%	- -	1 17%	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	8 16%	8 16%	- -	- -	4 18%	- -	2 33%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	10 20%	10 20%	- -	- -	6 27%	1 25%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	7 14%	7 14%	- -	- -	5 23%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	7 14%	7 14%	- -	- -	- -	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 6%	3 6%	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 2%	1 2%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 10	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	5 10%	5 10%	- -	- -	1 5%	- -	1 17%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	22 43%	22 43%	- -	- -	10 45%	- -	4 67%	1 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -

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%

	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
51 100%	2 100%	4 100%	5 100%	5 100%	35 100%	-	-	-	-	-	33 100%	15 100%	3 100%	29 100%	14 100%	1 100%	7 100%
5 10%	-	-	-	-	5 14%	-	-	-	-	-	4 12%	1 7%	-	1 3%	3 21%	-	1 14%
9 18%	-	-	2 40%	-	7 20%	-	-	-	-	-	4 12%	3 20%	2 67%	3 10%	3 21%	-	3 43%
8 16%	-	1 25%	1 20%	1 20%	5 14%	-	-	-	-	-	5 15%	3 20%	-	5 17%	3 21%	-	-
10 20%	-	-	2 40%	3 60%	5 14%	-	-	-	-	-	9 27%	1 7%	-	7 24%	2 14%	-	1 14%
7 14%	-	1 25%	-	-	6 17%	-	-	-	-	-	4 12%	3 20%	-	4 14%	3 21%	-	-
7 14%	2 100%	-	-	-	5 14%	-	-	-	-	-	4 12%	2 13%	1 33%	4 14%	-	1 100%	2 29%
3 6%	-	2 50%	-	-	1 3%	-	-	-	-	-	2 6%	1 7%	-	3 10%	-	-	-
1 2%	-	-	-	-	1 3%	-	-	-	-	-	-	1 7%	-	1 3%	-	-	-
1 2%	-	-	-	1 20%	-	-	-	-	-	-	1 3%	-	-	1 3%	-	-	-
5 10%	-	-	-	-	5 14%	-	-	-	-	-	4 12%	1 7%	-	1 3%	3 21%	-	1 14%
22 43%	-	1 25%	3 60%	1 20%	17 49%	-	-	-	-	-	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	51 100%	10 100%	30 100%	18 100%	23 100%	6 100%	38 100%	26 100%	11 100%	31 100%	19 100%	- -	- -	- -	- -	
Rank 1	5 10%	1 10%	2 7%	1 6%	2 9%	2 33%	2 5%	3 12%	1 9%	3 10%	2 11%	- -	- -	- -	- -	
Rank 2	9 18%	3 30%	4 13%	5 28%	3 13%	1 17%	6 16%	5 19%	3 27%	8 26%	1 5%	- -	- -	- -	- -	
Rank 3	8 16%	3 30%	4 13%	3 17%	3 13%	1 17%	6 16%	3 12%	- -	5 16%	3 16%	- -	- -	- -	- -	
Rank 4	10 20%	- -	6 20%	3 17%	5 22%	- -	8 21%	5 19%	2 18%	5 16%	5 26%	- -	- -	- -	- -	
Rank 5	7 14%	2 20%	4 13%	4 22%	3 13%	2 33%	5 13%	4 15%	2 18%	5 16%	2 11%	- -	- -	- -	- -	
Rank 6	7 14%	1 10%	5 17%	2 11%	2 9%	- -	6 16%	2 8%	3 27%	4 13%	2 11%	- -	- -	- -	- -	
Rank 7	3 6%	- -	3 10%	- -	3 13%	- -	3 8%	2 8%	- -	- -	3 16%	- -	- -	- -	- -	
Rank 8	1 2%	- -	1 3%	- -	1 4%	- -	1 3%	1 4%	- -	1 3%	- -	- -	- -	- -	- -	
Rank 10	1 2%	- -	1 3%	- -	1 4%	- -	1 3%	1 4%	- -	- -	1 5%	- -	- -	- -	- -	
NET: Top Rank	5 10%	1 10%	2 7%	1 6%	2 9%	2 33%	2 5%	3 12%	1 9%	3 10%	2 11%	- -	- -	- -	- -	
NET: Top 3 Rank	22 43%	7 70%	10 33%	9 50%	8 35%	4 67%	14 37%	11 42%	4 36%	16 52%	6 32%	- -	- -	- -	- -	

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	104 100%	104 100%	- -	- -	29 100%	15 100%	13 100%	4 100%	8 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	75 72%	75 72%	- -	- -	23 79%	10 67%	11 85%	3 75%	5 63%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	18 17%	18 17%	- -	- -	4 14%	1 7%	1 8%	1 25%	3 38%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	5 5%	5 5%	- -	- -	1 3%	4 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	4 4%	4 4%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	2 2%	2 2%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	75 72%	75 72%	- -	- -	23 79%	10 67%	11 85%	3 75%	5 63%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	98 94%	98 94%	- -	- -	28 97%	15 100%	12 92%	4 100%	8 100%	- -	- -	- -	- -	- -	- -	- -	- -

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

		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	104 100%	10 100%	9 100%	9 100%	8 100%	68 100%	-	-	-	-	-	72 100%	26 100%	6 100%	73 100%	18 100%	1 100%	12 100%
Rank 1	75 72%	7 70%	7 78%	7 78%	6 75%	48 71%	-	-	-	-	-	49 68%	20 77%	6 100%	60 82%	9 50%	-	6 50%
Rank 2	18 17%	3 30%	2 22%	1 11%	1 13%	11 16%	-	-	-	-	-	14 19%	4 15%	-	8 11%	5 28%	1 100%	4 33%
Rank 3	5 5%	-	-	-	1 13%	4 6%	-	-	-	-	-	3 4%	2 8%	-	4 5%	1 6%	-	-
Rank 4	4 4%	-	-	-	-	4 6%	-	-	-	-	-	4 6%	-	-	-	2 11%	-	2 17%
Rank 5	2 2%	-	-	1 11%	-	1 1%	-	-	-	-	-	2 3%	-	-	1 1%	1 6%	-	-
NET: Top Rank	75 72%	7 70%	7 78%	7 78%	6 75%	48 71%	-	-	-	-	-	49 68%	20 77%	6 100%	60 82%	9 50%	-	6 50%
NET: Top 3 Rank	98 94%	10 100%	9 100%	8 89%	8 100%	63 93%	-	-	-	-	-	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

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
104 100%	10 100%	74 100%	22 100%	64 100%	6 100%	85 100%	36 100%	37 100%	43 100%	55 100%	- -	- -	- -	- -
75 72%	3 30%	63 85%	10 45%	54 84%	1 17%	69 81%	23 64%	35 95% a	25 58%	45 82% a	- -	- -	- -	- -
18 17%	3 30%	10 14%	5 23%	8 13%	1 17%	12 14%	7 19%	2 5%	10 23%	7 13%	- -	- -	- -	- -
5 5%	1 10%	- -	2 9%	1 2%	2 33%	2 2%	2 6%	- -	3 7%	2 4%	- -	- -	- -	- -
4 4%	3 30%	- -	4 18%	- -	2 33%	- -	3 8%	- -	4 9% b	- -	- -	- -	- -	- -
2 2%	- -	1 1%	1 5%	1 2%	- -	2 2%	1 3%	- -	1 2%	1 2%	- -	- -	- -	- -
75 72%	3 30%	63 85%	10 45%	54 84%	1 17%	69 81%	23 64%	35 95% a	25 58%	45 82% a	- -	- -	- -	- -
98 94%	7 70%	73 99%	17 77%	63 98%	4 67%	83 98%	32 89%	37 100% a	38 88%	54 98% a	- -	- -	- -	- -

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							
	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	67 100%	- -	- -	21 100%	9 100%	7 100%	2 100%	6 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	8 12%	- -	- -	2 10%	1 11%	1 14%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	20 30%	- -	- -	7 33%	5 56%	- -	1 50%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	20 30%	- -	- -	6 29%	3 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	9 13%	- -	- -	3 14%	- -	1 14%	- -	3 50%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	6 9%	- -	- -	1 5%	- -	1 14%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 4%	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 1%	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 12%	- -	- -	2 10%	1 11%	1 14%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	48 72%	- -	- -	15 71%	9 100%	4 57%	1 50%	3 50%	- -	- -	- -	- -	- -	- -	- -	- -

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%

	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
67 100%	7 100%	6 100%	7 100%	8 100%	39 100%	-	-	-	-	-	49 100%	16 100%	2 100%	46 100%	11 100%	1 100%	9 100%
8 12%	1 14%	1 17%	1 14%	1 13%	4 10%	-	-	-	-	-	4 8%	4 25%	-	5 11%	1 9%	1 100%	1 11%
20 30%	3 43%	1 17%	3 43%	4 50%	9 23%	-	-	-	-	-	17 35%	3 19%	-	19 41%	1 9%	-	-
20 30%	1 14%	2 33%	-	3 38%	14 36%	-	-	-	-	-	14 29%	5 31%	1 50%	13 28%	4 36%	-	3 33%
9 13%	2 29%	1 17%	2 29%	-	4 10%	-	-	-	-	-	6 12%	3 19%	-	5 11%	1 9%	-	3 33%
6 9%	-	1 17%	1 14%	-	4 10%	-	-	-	-	-	5 10%	1 6%	-	2 4%	3 27%	-	1 11%
3 4%	-	-	-	-	3 8%	-	-	-	-	-	2 4%	-	1 50%	1 2%	1 9%	-	1 11%
1 1%	-	-	-	-	1 3%	-	-	-	-	-	1 2%	-	-	1 2%	-	-	-
8 12%	1 14%	1 17%	1 14%	1 13%	4 10%	-	-	-	-	-	4 8%	4 25%	-	5 11%	1 9%	1 100%	1 11%
48 72%	5 71%	4 67%	4 57%	8 100%	27 69%	-	-	-	-	-	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

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
67 100%	7 100%	48 100%	16 100%	42 100%	5 100%	56 100%	29 100%	18 100%	30 100%	33 100%	- -	- -	- -	- -
8 12%	1 14%	4 8%	1 6%	5 12%	- -	8 14%	5 17%	1 6%	4 13%	3 9%	- -	- -	- -	- -
20 30%	1 14%	17 35%	1 6%	17 40%	2 40%	17 30%	7 24%	6 33%	5 17%	13 39%	- -	- -	- -	- -
20 30%	1 14%	16 33%	4 25%	11 26%	- -	17 30%	7 24%	7 39%	10 33%	9 27%	- -	- -	- -	- -
9 13%	1 14%	7 15%	4 25%	5 12%	1 20%	8 14%	2 7%	4 22%	5 17%	4 12%	- -	- -	- -	- -
6 9%	3 43%	2 4%	4 25%	2 5%	2 40%	3 5%	4 14%	- -	4 13%	2 6%	- -	- -	- -	- -
3 4%	- -	2 4%	2 13%	1 2%	- -	2 4%	3 10%	- -	2 7%	1 3%	- -	- -	- -	- -
1 1%	- -	- -	- -	1 2%	- -	1 2%	1 3%	- -	- -	1 3%	- -	- -	- -	- -
8 12%	1 14%	4 8%	1 6%	5 12%	- -	8 14%	5 17%	1 6%	4 13%	3 9%	- -	- -	- -	- -
48 72%	3 43%	37 77%	6 38%	33 79%	2 40%	42 75%	19 66%	14 78%	19 63%	25 76%	- -	- -	- -	- -

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	61 100%	61 100%	- -	- -	18 100%	9 100%	8 100%	1 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	6 10%	6 10%	- -	- -	2 11%	1 11%	1 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	21 34%	21 34%	- -	- -	5 28%	4 44%	5 63%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	13 21%	13 21%	- -	- -	4 22%	2 22%	- -	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	6 10%	6 10%	- -	- -	3 17%	1 11%	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	5 8%	5 8%	- -	- -	2 11%	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	4 7%	4 7%	- -	- -	1 6%	- -	1 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 5%	3 5%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	2 3%	2 3%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	6 10%	6 10%	- -	- -	2 11%	1 11%	1 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	40 66%	40 66%	- -	- -	11 61%	7 78%	6 75%	1 100%	2 50%	- -	- -	- -	- -	- -	- -	- -	- -

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
61 100%	6 100%	5 100%	5 100%	3 100%	42 100%	-	-	-	-	-	44 100%	14 100%	3 100%	39 100%	13 100%	1 100%	8 100%
6 10%	- -	1 20%	- -	- -	5 12%	-	-	-	-	-	5 11%	1 7%	- -	6 15%	- -	- -	- -
21 34%	1 17%	2 40%	1 20%	- -	17 40%	-	-	-	-	-	13 30%	6 43%	2 67%	18 46%	2 15%	- -	1 13%
13 21%	2 33%	- -	1 20%	- -	10 24%	-	-	-	-	-	10 23%	3 21%	- -	6 15%	5 38%	1 100%	1 13%
6 10%	1 17%	- -	- -	- -	5 12%	-	-	-	-	-	3 7%	2 14%	1 33%	2 5%	2 15%	- -	2 25%
5 8%	1 17%	- -	1 20%	2 67%	1 2%	-	-	-	-	-	4 9%	1 7%	- -	2 5%	1 8%	- -	2 25%
4 7%	- -	1 20%	- -	- -	3 7%	-	-	-	-	-	3 7%	1 7%	- -	3 8%	- -	- -	1 13%
3 5%	- -	1 20%	1 20%	- -	1 2%	-	-	-	-	-	3 7%	- -	- -	- -	3 23%	- -	- -
2 3%	1 17%	- -	1 20%	- -	- -	-	-	-	-	-	2 5%	- -	- -	1 3%	- -	- -	1 13%
1 2%	- -	- -	- -	1 33%	- -	-	-	-	-	-	1 2%	- -	- -	1 3%	- -	- -	- -
6 10%	- -	1 20%	- -	- -	5 12%	-	-	-	-	-	5 11%	1 7%	- -	6 15%	- -	- -	- -
40 66%	3 50%	3 60%	2 40%	- -	32 76%	-	-	-	-	-	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	61 100%	8 100%	39 100%	19 100%	28 100%	7 100%	46 100%	26 100%	14 100%	30 100%	29 100%	- -	- -	- -	- -
Rank 1	6 10%	1 13%	3 8%	1 5%	3 11%	1 14%	4 9%	1 4%	1 7%	2 7%	4 14%	- -	- -	- -	- -
Rank 2	21 34%	2 25%	17 44%	5 26%	12 43%	1 14%	19 41%	8 31%	8 57%	7 23%	13 45%	- -	- -	- -	- -
Rank 3	13 21%	3 38%	6 15%	4 21%	5 18%	3 43%	8 17%	6 23%	2 14%	7 23%	5 17%	- -	- -	- -	- -
Rank 4	6 10%	1 13%	4 10%	3 16%	2 7%	1 14%	4 9%	5 19%	- -	4 13%	2 7%	- -	- -	- -	- -
Rank 5	5 8%	- -	3 8%	3 16%	1 4%	- -	4 9%	1 4%	1 7%	4 13%	1 3%	- -	- -	- -	- -
Rank 6	4 7%	- -	3 8%	1 5%	3 11%	- -	3 7%	2 8%	2 14%	2 7%	2 7%	- -	- -	- -	- -
Rank 7	3 5%	1 13%	- -	2 11%	- -	1 14%	2 4%	2 8%	- -	3 10%	- -	- -	- -	- -	- -
Rank 8	2 3%	- -	2 5%	- -	1 4%	- -	1 2%	- -	- -	1 3%	1 3%	- -	- -	- -	- -
Rank 9	1 2%	- -	1 3%	- -	1 4%	- -	1 2%	1 4%	- -	- -	1 3%	- -	- -	- -	- -
NET: Top Rank	6 10%	1 13%	3 8%	1 5%	3 11%	1 14%	4 9%	1 4%	1 7%	2 7%	4 14%	- -	- -	- -	- -
NET: Top 3 Rank	40 66%	6 75%	26 67%	10 53%	20 71%	5 71%	31 67%	15 58%	11 79%	16 53%	22 76%	- -	- -	- -	- -

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	52 100%	52 100%	- -	- -	18 100%	6 100%	5 100%	1 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	7 13%	7 13%	- -	- -	1 6%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	4 8%	4 8%	- -	- -	1 6%	- -	1 20%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	13 25%	13 25%	- -	- -	6 33%	1 17%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	7 13%	7 13%	- -	- -	3 17%	1 17%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	7 13%	7 13%	- -	- -	2 11%	- -	2 40%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	5 10%	5 10%	- -	- -	2 11%	1 17%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 6%	3 6%	- -	- -	1 6%	1 17%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	5 10%	5 10%	- -	- -	2 11%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 11	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	7 13%	7 13%	- -	- -	1 6%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	24 46%	24 46%	- -	- -	8 44%	2 33%	2 40%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -

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

		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	52 100%	4 100%	3 100%	5 100%	5 100%	35 100%	-	-	-	-	-	37 100%	13 100%	2 100%	29 100%	16 100%	1 100%	6 100%
Rank 1	7 13%	1 25%	-	-	-	6 17%	-	-	-	-	-	5 14%	2 15%	-	1 3%	3 19%	-	3 50%
Rank 2	4 8%	-	-	-	2 40%	2 6%	-	-	-	-	-	4 11%	-	-	2 7%	2 13%	-	-
Rank 3	13 25%	2 50%	-	3 60%	-	8 23%	-	-	-	-	-	10 27%	2 15%	1 50%	5 17%	5 31%	-	3 50%
Rank 4	7 13%	1 25%	-	-	-	6 17%	-	-	-	-	-	4 11%	3 23%	-	6 21%	-	1 100%	-
Rank 5	7 13%	-	3 100%	-	-	4 11%	-	-	-	-	-	6 16%	1 8%	-	5 17%	2 13%	-	-
Rank 6	5 10%	-	-	1 20%	-	4 11%	-	-	-	-	-	2 5%	2 15%	1 50%	2 7%	3 19%	-	-
Rank 7	3 6%	-	-	1 20%	-	2 6%	-	-	-	-	-	1 3%	2 15%	-	3 10%	-	-	-
Rank 8	5 10%	-	-	-	2 40%	3 9%	-	-	-	-	-	4 11%	1 8%	-	4 14%	1 6%	-	-
Rank 11	1 2%	-	-	-	1 20%	-	-	-	-	-	-	1 3%	-	-	1 3%	-	-	-
NET: Top Rank	7 13%	1 25%	-	-	-	6 17%	-	-	-	-	-	5 14%	2 15%	-	1 3%	3 19%	-	3 50%
NET: Top 3 Rank	24 46%	3 75%	-	3 60%	2 40%	16 46%	-	-	-	-	-	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	52 100%	10 100%	29 100%	19 100%	23 100%	9 100%	36 100%	28 100%	9 100%	30 100%	19 100%	- -	- -	- -	- -
Rank 1	7 13%	3 30%	1 3%	5 26%	- -	3 33%	- -	4 14%	- -	5 17%	1 5%	- -	- -	- -	- -
Rank 2	4 8%	- -	2 7%	- -	1 4%	1 11%	2 6%	2 7%	- -	2 7%	2 11%	- -	- -	- -	- -
Rank 3	13 25%	4 40%	6 21%	7 37%	5 22%	3 33%	9 25%	9 32%	3 33%	8 27%	5 26%	- -	- -	- -	- -
Rank 4	7 13%	- -	6 21%	- -	6 26%	- -	7 19%	2 7%	3 33%	3 10%	2 11%	- -	- -	- -	- -
Rank 5	7 13%	2 20%	5 17%	3 16%	4 17%	2 22%	5 14%	4 14%	1 11%	3 10%	4 21%	- -	- -	- -	- -
Rank 6	5 10%	- -	2 7%	2 11%	1 4%	- -	4 11%	3 11%	1 11%	4 13%	1 5%	- -	- -	- -	- -
Rank 7	3 6%	- -	3 10%	- -	3 13%	- -	3 8%	1 4%	1 11%	2 7%	1 5%	- -	- -	- -	- -
Rank 8	5 10%	1 10%	3 10%	2 11%	2 9%	- -	5 14%	2 7%	- -	3 10%	2 11%	- -	- -	- -	- -
Rank 11	1 2%	- -	1 3%	- -	1 4%	- -	1 3%	1 4%	- -	- -	1 5%	- -	- -	- -	- -
NET: Top Rank	7 13%	3 30%	1 3%	5 26%	- -	3 33%	- -	4 14%	- -	5 17%	1 5%	- -	- -	- -	- -
NET: Top 3 Rank	24 46%	7 70%	9 31%	12 63%	6 26%	7 78%	11 31%	15 54%	3 33%	15 50%	8 42%	- -	- -	- -	- -

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							
	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	22 100%	- -	- -	6 100%	5 100%	4 100%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	8 36%	- -	- -	3 50%	3 60%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	10 45%	- -	- -	3 50%	2 40%	2 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	1 5%	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 5%	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 36%	- -	- -	3 50%	3 60%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	19 86%	- -	- -	6 100%	5 100%	3 75%	- -	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	22 100%	3 100%	4 100%	1 100%	6 100%	8 100%	- -	- -	- -	- -	- -	17 100%	5 100%	- -	16 100%	3 100%	- -	3 100%
Rank 1	8 36%	1 33%	- -	1 100%	2 33%	4 50%	- -	- -	- -	- -	- -	6 35%	2 40%	- -	5 31%	2 67%	- -	1 33%
Rank 2	10 45%	2 67%	2 50%	- -	3 50%	3 38%	- -	- -	- -	- -	- -	8 47%	2 40%	- -	7 44%	1 33%	- -	2 67%
Rank 3	1 5%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -
Rank 4	1 5%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -
Rank 6	1 5%	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 6%	- -	- -	- -
Rank 9	1 5%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -
NET: Top Rank	8 36%	1 33%	- -	1 100%	2 33%	4 50%	- -	- -	- -	- -	- -	6 35%	2 40%	- -	5 31%	2 67%	- -	1 33%
NET: Top 3 Rank	19 86%	3 100%	3 75%	1 100%	5 83%	7 88%	- -	- -	- -	- -	- -	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%	1 100%	16 100%	4 100%	16 100%	1 100%	18 100%	9 100%	7 100%	9 100%	13 100%	- -	- -	- -	- -
Rank 1	8 36%	1 100%	5 31%	2 50%	5 31%	1 100%	5 28%	2 22%	2 29%	4 44%	4 31%	- -	- -	- -	- -
Rank 2	10 45%	- -	7 44%	1 25%	8 50%	- -	9 50%	5 56%	4 57%	5 56%	5 38%	- -	- -	- -	- -
Rank 3	1 5%	- -	1 6%	- -	1 6%	- -	1 6%	- -	1 14%	- -	1 8%	- -	- -	- -	- -
Rank 4	1 5%	- -	1 6%	- -	1 6%	- -	1 6%	1 11%	- -	- -	1 8%	- -	- -	- -	- -
Rank 6	1 5%	- -	1 6%	1 25%	- -	- -	1 6%	1 11%	- -	- -	1 8%	- -	- -	- -	- -
Rank 9	1 5%	- -	1 6%	- -	1 6%	- -	1 6%	- -	- -	- -	1 8%	- -	- -	- -	- -
NET: Top Rank	8 36%	1 100%	5 31%	2 50%	5 31%	1 100%	5 28%	2 22%	2 29%	4 44%	4 31%	- -	- -	- -	- -
NET: Top 3 Rank	19 86%	1 100%	13 81%	3 75%	14 88%	1 100%	15 83%	7 78%	7 100%	9 100%	10 77%	- -	- -	- -	- -

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	2 100%	2 100%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 50%	1 50%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	1 50%	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
2	-	1	-	1	-	-	-	-	-	-	2	-	-	2	-	-	-
100%	-	100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
1	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-
50%	-	100%	-	-	-	-	-	-	-	-	50%	-	-	50%	-	-	-
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
50%	-	-	-	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
2	-	2	-	2	-	2	1	1	-	2	-	-	-	-
100%	-	100%	-	100%	-	100%	100%	100%	-	100%	-	-	-	-
1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
50%	-	50%	-	50%	-	50%	-	100%	-	50%	-	-	-	-
1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
50%	-	50%	-	50%	-	50%	100%	-	-	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
1	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	-
100%	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	-
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%

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
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	
Members	113 100%	80 71%	23 20%	8 7%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	80 71%
The general public	87 100%	23 26%	37 43%	7 8%	9 10%	4 5%	5 6%	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	23 26%
Third party stakeholders	33 100%	- -	1 3%	8 24%	2 6%	12 36%	5 15%	3 9%	2 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	63 100%	3 5%	13 21%	19 30%	15 24%	10 16%	3 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 5%
The Nominet Board	37 100%	- -	2 5%	2 5%	7 19%	8 22%	7 19%	6 16%	4 11%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	26 100%	- -	2 8%	- -	4 15%	- -	4 15%	9 35%	7 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	67 100%	2 3%	11 16%	22 33%	12 18%	8 12%	6 9%	3 4%	3 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 3%
The domain name industry	63 100%	8 13%	12 19%	16 25%	15 24%	5 8%	3 5%	2 3%	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	8 13%
Other 1	3 100%	1 33%	- -	- -	- -	- -	- -	1 33%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%
Other 6	13 100%	8 62%	1 8%	2 15%	1 8%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	8 62%
Other 7	2 100%	- -	1 50%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other 8	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	113 100%	111 98%
The general public	87 100%	67 77%
Third party stakeholders	33 100%	9 27%
The UK Government	63 100%	35 56%
The Nominet Board	37 100%	4 11%
Third party commercial interests	26 100%	2 8%
Employees (beyond the Board)	67 100%	35 52%
The domain name industry	63 100%	36 57%
Other 1	3 100%	1 33%
Other 6	13 100%	11 85%
Other 7	2 100%	1 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							
	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	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Members	80	-	-	24	11	9	3	9	-	-	-	-	-	-	-	-
	43%	-	-	51%	50%	41%	50%	50%	-	-	-	-	-	-	-	-
The general public	23	-	-	5	3	2	1	-	-	-	-	-	-	-	-	-
	12%	-	-	11%	14%	9%	17%	-	-	-	-	-	-	-	-	-
The UK Government	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
Employees (beyond the Board)	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	9%	-	-	-	-	-	-	-	-	-	-
The domain name industry	8	-	-	2	2	1	-	1	-	-	-	-	-	-	-	-
	4%	-	-	4%	9%	5%	-	6%	-	-	-	-	-	-	-	-
Other 1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
Other 6	8	-	-	4	-	1	-	2	-	-	-	-	-	-	-	-
	4%	-	-	9%	-	5%	-	11%	-	-	-	-	-	-	-	-

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	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Members	80 43%	8 73%	8 62%	7 47%	7 39%	50 39%	- -	- -	- -	- -	- -	59 46%	17 37%	4 36%	55 48% b	15 31%	- -	10 50%
The general public	23 12%	2 18%	1 8%	1 7%	2 11%	17 13%	- -	- -	- -	- -	- -	17 13%	5 11%	1 9%	13 11%	6 12%	1 100%	3 15%
The UK Government	3 2%	- -	- -	- -	- -	3 2%	- -	- -	- -	- -	- -	2 2%	1 2%	- -	1 1%	2 4%	- -	- -
Employees (beyond the Board)	2 1%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	1 2%	1 9%	- -	- -	- -	2 10%
The domain name industry	8 4%	- -	- -	1 7%	1 6%	6 5%	- -	- -	- -	- -	- -	5 4%	3 7%	- -	3 3%	5 10% a	- -	- -
Other 1	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Other 6	8 4%	- -	- -	2 13%	1 6%	5 4%	- -	- -	- -	- -	- -	2 2%	4 9% a	2 18%	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	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
Members	80 43%	12 52%	56 54%	20 49%	48 53%	9 45%	64 59%	33 63%	28 60%	32 58%	41 65%	- -	- -	- -	- -
The general public	23 12%	2 9%	13 13%	6 15%	12 13%	2 10%	16 15%	9 17%	4 9%	13 24%	10 16%	- -	- -	- -	- -
The UK Government	3 2%	1 4%	1 1%	1 2%	- -	- -	2 2%	1 2%	1 2%	2 4%	1 2%	- -	- -	- -	- -
Employees (beyond the Board)	2 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	2 4%	- -	- -	- -	- -	- -
The domain name industry	8 4%	1 4%	3 3%	2 5%	3 3%	2 10%	5 5%	3 6%	3 6%	4 7%	4 6%	- -	- -	- -	- -
Other 1	1 1%	1 4%	- -	1 2%	- -	1 5%	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -
Other 6	8 4%	1 4%	7 7%	1 2%	7 8%	1 5%	7 6%	1 2%	5 11%	1 2%	6 10%	- -	- -	- -	- -

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
Significance Level: 95%																
Total	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Members	111	-	-	33	15	14	3	11	-	-	-	-	-	-	-	-
	60%	-	-	70%	68%	64%	50%	61%	-	-	-	-	-	-	-	-
The general public	67	-	-	16	10	8	1	4	-	-	-	-	-	-	-	-
	36%	-	-	34%	45%	36%	17%	22%	-	-	-	-	-	-	-	-
Third party stakeholders	9	-	-	4	-	2	-	-	-	-	-	-	-	-	-	-
	5%	-	-	9%	-	9%	-	-	-	-	-	-	-	-	-	-
The UK Government	35	-	-	8	4	3	-	3	-	-	-	-	-	-	-	-
	19%	-	-	17%	18%	14%	-	17%	-	-	-	-	-	-	-	-
The Nominet Board	4	-	-	2	-	-	1	-	-	-	-	-	-	-	-	-
	2%	-	-	4%	-	-	17%	-	-	-	-	-	-	-	-	-
Third party commercial interests	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-
Employees (beyond the Board)	35	-	-	12	4	4	2	4	-	-	-	-	-	-	-	-
	19%	-	-	26%	18%	18%	33%	22%	-	-	-	-	-	-	-	-
The domain name industry	36	-	-	9	7	5	1	3	-	-	-	-	-	-	-	-
	19%	-	-	19%	32%	23%	17%	17%	-	-	-	-	-	-	-	-
Other 1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-
Other 6	11	-	-	5	-	1	-	3	-	-	-	-	-	-	-	-
	6%	-	-	11%	-	5%	-	17%	-	-	-	-	-	-	-	-
Other 7	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
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Members	111 60%	9 82%	9 69%	10 67%	10 56%	73 57%	- -	- -	- -	- -	- -	79 62%	27 59%	5 45%	72 63%	24 49%	1 100%	14 70%
The general public	67 36%	7 64%	5 38%	5 33%	5 28%	45 35%	- -	- -	- -	- -	- -	50 39%	14 30%	3 27%	42 37%	16 33%	1 100%	8 40%
Third party stakeholders	9 5%	1 9%	2 15%	2 13%	1 6%	3 2%	- -	- -	- -	- -	- -	6 5%	2 4%	1 9%	4 3%	4 8%	- -	1 5%
The UK Government	35 19%	4 36%	2 15%	3 20%	4 22%	22 17%	- -	- -	- -	- -	- -	25 20%	10 22%	- -	22 19%	8 16%	- -	5 25%
The Nominet Board	4 2%	- -	- -	- -	- -	4 3%	- -	- -	- -	- -	- -	3 2%	1 2%	- -	1 1%	2 4%	- -	1 5%
Third party commercial interests	2 1%	- -	- -	1 7%	1 6%	- -	- -	- -	- -	- -	- -	1 1%	1 2%	- -	- -	2 4% a	- -	- -
Employees (beyond the Board)	35 19%	4 36%	1 8%	2 13%	3 17%	25 20%	- -	- -	- -	- -	- -	23 18%	10 22%	2 18%	22 19%	9 18%	1 100%	3 15%
The domain name industry	36 19%	1 9%	3 23%	3 20%	2 11%	27 21%	- -	- -	- -	- -	- -	22 17%	11 24%	3 27%	21 18%	10 20%	- -	5 25%
Other 1	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Other 6	11 6%	- -	- -	2 13%	2 11%	7 5%	- -	- -	- -	- -	- -	4 3%	5 11% a	2 18%	8 7%	2 4%	- -	1 5%
Other 7	1 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

		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	185	23	104	41	90	20	109	52	47	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Members	111	15	72	28	64	13	87	47	35	49	55	-	-	-	-
	60%	65%	69%	68%	71%	65%	80%	90% b	74%	89%	87%	-	-	-	-
The general public	67	10	41	19	34	9	49	30	16	30	33	-	-	-	-
	36%	43%	39%	46%	38%	45%	45%	58% b	34%	55%	52%	-	-	-	-
Third party stakeholders	9	2	5	2	3	1	6	5	1	6	3	-	-	-	-
	5%	9%	5%	5%	3%	5%	6%	10%	2%	11%	5%	-	-	-	-
The UK Government	35	6	19	11	15	3	25	16	8	17	17	-	-	-	-
	19%	26%	18%	27%	17%	15%	23%	31%	17%	31%	27%	-	-	-	-
The Nominet Board	4	2	1	3	-	2	1	2	-	4	-	-	-	-	-
	2%	9%	1%	7% bd	-	10%	1%	4%	-	7% b	-	-	-	-	-
Third party commercial interests	2	-	1	1	-	-	1	-	1	2	-	-	-	-	-
	1%	-	1%	2%	-	-	1%	-	2%	4%	-	-	-	-	-
Employees (beyond the Board)	35	6	25	8	20	5	28	17	8	17	16	-	-	-	-
	19%	26%	24%	20%	22%	25%	26%	33%	17%	31%	25%	-	-	-	-
The domain name industry	36	5	19	11	17	5	23	16	10	17	18	-	-	-	-
	19%	22%	18%	27%	19%	25%	21%	31%	21%	31%	29%	-	-	-	-
Other 1	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	1%	4%	-	2%	-	5%	-	2%	-	2%	-	-	-	-	-
Other 6	11	1	10	1	10	1	9	1	7	2	8	-	-	-	-
	6%	4%	10%	2%	11%	5%	8%	2%	15% a	4%	13%	-	-	-	-
Other 7	1	-	1	-	1	-	1	-	1	-	1	-	-	-	-
	1%	-	1%	-	1%	-	1%	-	2%	-	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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	113 100%	113 100%	- -	- -	34 100%	15 100%	14 100%	3 100%	12 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	80 71%	80 71%	- -	- -	24 71%	11 73%	9 64%	3 100%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	23 20%	23 20%	- -	- -	8 24%	2 13%	4 29%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	8 7%	8 7%	- -	- -	1 3%	2 13%	1 7%	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	2 2%	2 2%	- -	- -	1 3%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	80 71%	80 71%	- -	- -	24 71%	11 73%	9 64%	3 100%	9 75%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	111 98%	111 98%	- -	- -	33 97%	15 100%	14 100%	3 100%	11 92%	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q28.1. Members: 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
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	113 100%	9 100%	9 100%	10 100%	10 100%	75 100%	- -	- -	- -	- -	- -	79 100%	29 100%	5 100%	73 100%	25 100%	1 100%	14 100%
Rank 1	80 71%	8 89%	8 89%	7 70%	7 70%	50 67%	- -	- -	- -	- -	- -	59 75%	17 59%	4 80%	55 75%	15 60%	- -	10 71%
Rank 2	23 20%	- -	- -	2 20%	1 10%	20 27%	- -	- -	- -	- -	- -	14 18%	8 28%	1 20%	10 14%	8 32%	1 100%	4 29%
Rank 3	8 7%	1 11%	1 11%	1 10%	2 20%	3 4%	- -	- -	- -	- -	- -	6 8%	2 7%	- -	7 10%	1 4%	- -	- -
Rank 4	2 2%	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	2 7%	- -	1 1%	1 4%	- -	- -
NET: Top Rank	80 71%	8 89%	8 89%	7 70%	7 70%	50 67%	- -	- -	- -	- -	- -	59 75%	17 59%	4 80%	55 75%	15 60%	- -	10 71%
NET: Top 3 Rank	111 98%	9 100%	9 100%	10 100%	10 100%	73 97%	- -	- -	- -	- -	- -	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

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	113 100%	16 100%	73 100%	29 100%	65 100%	13 100%	88 100%	47 100%	36 100%	50 100%	56 100%	- -	- -	- -	- -
Rank 1	80 71%	12 75%	56 77%	20 69%	48 74%	9 69%	64 73%	33 70%	28 78%	32 64%	41 73%	- -	- -	- -	- -
Rank 2	23 20%	3 19%	8 11%	7 24%	9 14%	4 31%	15 17%	12 26%	5 14%	13 26%	10 18%	- -	- -	- -	- -
Rank 3	8 7%	- -	8 11%	1 3%	7 11%	- -	8 9%	2 4%	2 6%	4 8%	4 7%	- -	- -	- -	- -
Rank 4	2 2%	1 6%	1 1%	1 3%	1 2%	- -	1 1%	- -	1 3%	1 2%	1 2%	- -	- -	- -	- -
NET: Top Rank	80 71%	12 75%	56 77%	20 69%	48 74%	9 69%	64 73%	33 70%	28 78%	32 64%	41 73%	- -	- -	- -	- -
NET: Top 3 Rank	111 98%	15 94%	72 99%	28 97%	64 98%	13 100%	87 99%	47 100%	35 97%	49 98%	55 98%	- -	- -	- -	- -

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	87 100%	87 100%	- -	- -	24 100%	11 100%	12 100%	2 100%	5 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	23 26%	23 26%	- -	- -	5 21%	3 27%	2 17%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	37 43%	37 43%	- -	- -	9 38%	5 45%	5 42%	- -	4 80%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	7 8%	7 8%	- -	- -	2 8%	2 18%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	9 10%	9 10%	- -	- -	4 17%	1 9%	3 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	4 5%	4 5%	- -	- -	3 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	5 6%	5 6%	- -	- -	1 4%	- -	1 8%	1 50%	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	2 2%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	23 26%	23 26%	- -	- -	5 21%	3 27%	2 17%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	67 77%	67 77%	- -	- -	16 67%	10 91%	8 67%	1 50%	4 80%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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	87 100%	7 100%	6 100%	8 100%	6 100%	60 100%	- -	- -	- -	- -	- -	60 100%	22 100%	5 100%	51 100%	24 100%	1 100%	11 100%
Rank 1	23 26%	2 29%	1 17%	1 13%	2 33%	17 28%	- -	- -	- -	- -	- -	17 28%	5 23%	1 20%	13 25%	6 25%	1 100%	3 27%
Rank 2	37 43%	5 71%	3 50%	4 50%	3 50%	22 37%	- -	- -	- -	- -	- -	29 48%	6 27%	2 40%	26 51%	7 29%	- -	4 36%
Rank 3	7 8%	- -	1 17%	- -	- -	6 10%	- -	- -	- -	- -	- -	4 7%	3 14%	- -	3 6%	3 13%	- -	1 9%
Rank 4	9 10%	- -	- -	1 13%	1 17%	7 12%	- -	- -	- -	- -	- -	3 5%	5 23%	1 20%	3 6%	4 17%	- -	2 18%
Rank 5	4 5%	- -	- -	1 13%	- -	3 5%	- -	- -	- -	- -	- -	2 3%	1 5%	1 20%	2 4%	1 4%	- -	1 9%
Rank 6	5 6%	- -	1 17%	1 13%	- -	3 5%	- -	- -	- -	- -	- -	3 5%	2 9%	- -	3 6%	2 8%	- -	- -
Rank 8	2 2%	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	2 3%	- -	- -	1 2%	1 4%	- -	- -
NET: Top Rank	23 26%	2 29%	1 17%	1 13%	2 33%	17 28%	- -	- -	- -	- -	- -	17 28%	5 23%	1 20%	13 25%	6 25%	1 100%	3 27%
NET: Top 3 Rank	67 77%	7 100%	5 83%	5 63%	5 83%	45 75%	- -	- -	- -	- -	- -	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	87 100%	14 100%	51 100%	26 100%	42 100%	11 100%	63 100%	41 100%	21 100%	43 100%	40 100%	- -	- -	- -	- -
Rank 1	23 26%	2 14%	13 25%	6 23%	12 29%	2 18%	16 25%	9 22%	4 19%	13 30%	10 25%	- -	- -	- -	- -
Rank 2	37 43%	5 36%	25 49%	9 35%	19 45%	6 55%	29 46%	16 39%	11 52%	13 30%	20 50%	- -	- -	- -	- -
Rank 3	7 8%	3 21%	3 6%	4 15%	3 7%	1 9%	4 6%	5 12%	1 5%	4 9%	3 8%	- -	- -	- -	- -
Rank 4	9 10%	2 14%	3 6%	2 8%	3 7%	1 9%	5 8%	6 15%	2 10%	5 12%	4 10%	- -	- -	- -	- -
Rank 5	4 5%	- -	3 6%	2 8%	2 5%	- -	3 5%	2 5%	2 10%	3 7%	1 3%	- -	- -	- -	- -
Rank 6	5 6%	1 7%	4 8%	2 8%	3 7%	1 9%	4 6%	2 5%	1 5%	3 7%	2 5%	- -	- -	- -	- -
Rank 8	2 2%	1 7%	- -	1 4%	- -	- -	2 3%	1 2%	- -	2 5%	- -	- -	- -	- -	- -
NET: Top Rank	23 26%	2 14%	13 25%	6 23%	12 29%	2 18%	16 25%	9 22%	4 19%	13 30%	10 25%	- -	- -	- -	- -
NET: Top 3 Rank	67 77%	10 71%	41 80%	19 73%	34 81%	9 82%	49 78%	30 73%	16 76%	30 70%	33 83%	- -	- -	- -	- -

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							
	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	33 100%	- -	- -	15 100%	2 100%	3 100%	1 100%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	1 3%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	8 24%	- -	- -	3 20%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	2 6%	- -	- -	2 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	12 36%	- -	- -	5 33%	- -	1 33%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	5 15%	- -	- -	2 13%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 9%	- -	- -	1 7%	1 50%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	2 6%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	9 27%	- -	- -	4 27%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	33 100%	2 100%	2 100%	6 100%	3 100%	20 100%	- -	- -	- -	- -	- -	22 100%	9 100%	2 100%	20 100%	9 100%	- -	4 100%
Rank 2	1 3%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	1 11%	- -	- -
Rank 3	8 24%	1 50%	2 100%	1 17%	1 33%	3 15%	- -	- -	- -	- -	- -	6 27%	1 11%	1 50%	4 20%	3 33%	- -	1 25%
Rank 4	2 6%	- -	- -	1 17%	- -	1 5%	- -	- -	- -	- -	- -	1 5%	1 11%	- -	2 10%	- -	- -	- -
Rank 5	12 36%	1 50%	- -	3 50%	- -	8 40%	- -	- -	- -	- -	- -	9 41%	3 33%	- -	7 35%	3 33%	- -	2 50%
Rank 6	5 15%	- -	- -	- -	- -	5 25%	- -	- -	- -	- -	- -	3 14%	2 22%	- -	4 20%	- -	- -	1 25%
Rank 7	3 9%	- -	- -	- -	2 67%	1 5%	- -	- -	- -	- -	- -	3 14%	- -	- -	2 10%	1 11%	- -	- -
Rank 8	2 6%	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	1 11%	1 50%	1 5%	1 11%	- -	- -
NET: Top 3 Rank	9 27%	1 50%	2 100%	2 33%	1 33%	3 15%	- -	- -	- -	- -	- -	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	33 100%	5 100%	22 100%	11 100%	16 100%	2 100%	27 100%	18 100%	7 100%	21 100%	11 100%	- -	- -	- -	- -
Rank 2	1 3%	1 20%	- -	1 9%	- -	- -	1 4%	1 6%	- -	- -	1 9%	- -	- -	- -	- -
Rank 3	8 24%	1 20%	5 23%	1 9%	3 19%	1 50%	5 19%	4 22%	1 14%	6 29%	2 18%	- -	- -	- -	- -
Rank 4	2 6%	- -	2 9%	- -	2 13%	- -	2 7%	- -	2 29%	1 5%	1 9%	- -	- -	- -	- -
Rank 5	12 36%	2 40%	8 36%	6 55%	5 31%	- -	11 41%	9 50%	1 14%	7 33%	5 45%	- -	- -	- -	- -
Rank 6	5 15%	- -	4 18%	1 9%	4 25%	- -	4 15%	2 11%	3 43%	4 19%	- -	- -	- -	- -	- -
Rank 7	3 9%	1 20%	1 5%	1 9%	1 6%	1 50%	2 7%	- -	- -	2 10%	1 9%	- -	- -	- -	- -
Rank 8	2 6%	- -	2 9%	1 9%	1 6%	- -	2 7%	2 11%	- -	1 5%	1 9%	- -	- -	- -	- -
NET: Top 3 Rank	9 27%	2 40%	5 23%	2 18%	3 19%	1 50%	6 22%	5 28%	1 14%	6 29%	3 27%	- -	- -	- -	- -

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	63 100%	63 100%	- -	- -	18 100%	7 100%	6 100%	1 100%	6 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	3 5%	3 5%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	13 21%	13 21%	- -	- -	2 11%	- -	2 33%	- -	2 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	19 30%	19 30%	- -	- -	5 28%	4 57%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	15 24%	15 24%	- -	- -	7 39%	1 14%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	10 16%	10 16%	- -	- -	2 11%	2 29%	1 17%	1 100%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	3 5%	3 5%	- -	- -	1 6%	- -	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	3 5%	3 5%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	35 56%	35 56%	- -	- -	8 44%	4 57%	3 50%	- -	3 50%	- -	- -	- -	- -	- -	- -	- -	- -

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

		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	63 100%	5 100%	5 100%	6 100%	6 100%	41 100%	-	-	-	-	-	43 100%	17 100%	3 100%	41 100%	15 100%	1 100%	6 100%
Rank 1	3 5%	-	-	-	-	3 7%	-	-	-	-	-	2 5%	1 6%	-	1 2%	2 13%	-	-
Rank 2	13 21%	2 40%	2 40%	-	2 33%	7 17%	-	-	-	-	-	10 23%	3 18%	-	9 22%	2 13%	-	2 33%
Rank 3	19 30%	2 40%	-	3 50%	2 33%	12 29%	-	-	-	-	-	13 30%	6 35%	-	12 29%	4 27%	-	3 50%
Rank 4	15 24%	1 20%	2 40%	1 17%	1 17%	10 24%	-	-	-	-	-	10 23%	4 24%	1 33%	9 22%	4 27%	1 100%	1 17%
Rank 5	10 16%	-	1 20%	1 17%	1 17%	7 17%	-	-	-	-	-	6 14%	3 18%	1 33%	7 17%	3 20%	-	-
Rank 6	3 5%	-	-	1 17%	-	2 5%	-	-	-	-	-	2 5%	-	1 33%	3 7%	-	-	-
NET: Top Rank	3 5%	-	-	-	-	3 7%	-	-	-	-	-	2 5%	1 6%	-	1 2%	2 13%	-	-
NET: Top 3 Rank	35 56%	4 80%	2 40%	3 50%	4 67%	22 54%	-	-	-	-	-	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	63 100%	10 100%	40 100%	19 100%	31 100%	7 100%	48 100%	30 100%	16 100%	31 100%	30 100%	- -	- -	- -	- -
Rank 1	3 5%	1 10%	1 3%	1 5%	- -	- -	2 4%	1 3%	1 6%	2 6%	1 3%	- -	- -	- -	- -
Rank 2	13 21%	2 20%	9 23%	2 11%	8 26%	1 14%	8 17%	7 23%	3 19%	7 23%	6 20%	- -	- -	- -	- -
Rank 3	19 30%	3 30%	9 23%	8 42%	7 23%	2 29%	15 31%	8 27%	4 25%	8 26%	10 33%	- -	- -	- -	- -
Rank 4	15 24%	1 10%	12 30%	5 26%	7 23%	1 14%	13 27%	9 30%	3 19%	9 29%	6 20%	- -	- -	- -	- -
Rank 5	10 16%	3 30%	7 18%	3 16%	6 19%	3 43%	7 15%	3 10%	4 25%	5 16%	4 13%	- -	- -	- -	- -
Rank 6	3 5%	- -	2 5%	- -	3 10%	- -	3 6%	2 7%	1 6%	- -	3 10%	- -	- -	- -	- -
NET: Top Rank	3 5%	1 10%	1 3%	1 5%	- -	- -	2 4%	1 3%	1 6%	2 6%	1 3%	- -	- -	- -	- -
NET: Top 3 Rank	35 56%	6 60%	19 48%	11 58%	15 48%	3 43%	25 52%	16 53%	8 50%	17 55%	17 57%	- -	- -	- -	- -

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	37 100%	37 100%	- -	- -	14 100%	5 100%	3 100%	1 100%	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	2 5%	2 5%	- -	- -	2 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	2 5%	2 5%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	7 19%	7 19%	- -	- -	1 7%	1 20%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	8 22%	8 22%	- -	- -	2 14%	1 20%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	7 19%	7 19%	- -	- -	4 29%	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	6 16%	6 16%	- -	- -	1 7%	1 20%	2 67%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	4 11%	4 11%	- -	- -	4 29%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 3%	1 3%	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	4 11%	4 11%	- -	- -	2 14%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	37 100%	1 100%	2 100%	5 100%	3 100%	26 100%	- -	- -	- -	- -	- -	26 100%	8 100%	3 100%	22 100%	11 100%	- -	4 100%
Rank 2	2 5%	- -	- -	- -	- -	2 8%	- -	- -	- -	- -	- -	1 4%	1 13%	- -	1 5%	1 9%	- -	- -
Rank 3	2 5%	- -	- -	- -	- -	2 8%	- -	- -	- -	- -	- -	2 8%	- -	- -	- -	1 9%	- -	1 25%
Rank 4	7 19%	- -	- -	- -	2 67%	5 19%	- -	- -	- -	- -	- -	7 27%	- -	- -	2 9%	3 27%	- -	2 50%
Rank 5	8 22%	1 100%	1 50%	- -	- -	6 23%	- -	- -	- -	- -	- -	7 27%	1 13%	- -	5 23%	2 18%	- -	1 25%
Rank 6	7 19%	- -	- -	1 20%	1 33%	5 19%	- -	- -	- -	- -	- -	3 12%	2 25%	2 67%	5 23%	2 18%	- -	- -
Rank 7	6 16%	- -	- -	2 40%	- -	4 15%	- -	- -	- -	- -	- -	3 12%	2 25%	1 33%	6 27%	- -	- -	- -
Rank 8	4 11%	- -	- -	2 40%	- -	2 8%	- -	- -	- -	- -	- -	2 8%	2 25%	- -	2 9%	2 18%	- -	- -
Rank 9	1 3%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 5%	- -	- -	- -
NET: Top 3 Rank	4 11%	- -	- -	- -	- -	4 15%	- -	- -	- -	- -	- -	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

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
37 100%	7 100%	22 100%	14 100%	17 100%	5 100%	28 100%	17 100%	8 100%	24 100%	12 100%	- -	- -	- -	- -
2 5%	1 14%	1 5%	1 7%	- -	1 20%	1 4%	1 6%	- -	2 8%	- -	- -	- -	- -	- -
2 5%	1 14%	- -	2 14%	- -	1 20%	- -	1 6%	- -	2 8%	- -	- -	- -	- -	- -
7 19%	3 43%	2 9%	4 29%	1 6%	2 40%	4 14%	5 29%	1 13%	4 17%	2 17%	- -	- -	- -	- -
8 22%	1 14%	5 23%	2 14%	5 29%	1 20%	6 21%	4 24%	- -	5 21%	3 25%	- -	- -	- -	- -
7 19%	- -	5 23%	2 14%	3 18%	- -	6 21%	2 12%	2 25%	5 21%	2 17%	- -	- -	- -	- -
6 16%	1 14%	4 18%	1 7%	5 29%	- -	6 21%	2 12%	2 25%	3 13%	3 25%	- -	- -	- -	- -
4 11%	- -	4 18%	2 14%	2 12%	- -	4 14%	1 6%	3 38%	3 13%	1 8%	- -	- -	- -	- -
1 3%	- -	1 5%	- -	1 6%	- -	1 4%	1 6%	- -	- -	1 8%	- -	- -	- -	- -
4 11%	2 29%	1 5%	3 21%	- -	2 40%	1 4%	2 12%	- -	4 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	26 100%	26 100%	- -	- -	9 100%	4 100%	3 100%	1 100%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	2 8%	2 8%	- -	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	4 15%	4 15%	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	4 15%	4 15%	- -	- -	1 11%	1 25%	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	9 35%	9 35%	- -	- -	5 56%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	7 27%	7 27%	- -	- -	1 11%	2 50%	2 67%	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	2 8%	2 8%	- -	- -	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

		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	26 100%	3 100%	2 100%	5 100%	3 100%	13 100%	- -	- -	- -	- -	- -	19 100%	5 100%	2 100%	15 100%	8 100%	- -	3 100%
Rank 2	2 8%	- -	- -	1 20%	1 33%	- -	- -	- -	- -	- -	- -	1 5%	1 20%	- -	- -	2 25%	- -	- -
Rank 4	4 15%	1 33%	1 50%	- -	- -	2 15%	- -	- -	- -	- -	- -	3 16%	1 20%	- -	3 20%	- -	- -	1 33%
Rank 6	4 15%	1 33%	- -	1 20%	- -	2 15%	- -	- -	- -	- -	- -	4 21%	- -	- -	2 13%	2 25%	- -	- -
Rank 7	9 35%	1 33%	1 50%	1 20%	- -	6 46%	- -	- -	- -	- -	- -	6 32%	2 40%	1 50%	5 33%	2 25%	- -	2 67%
Rank 8	7 27%	- -	- -	2 40%	2 67%	3 23%	- -	- -	- -	- -	- -	5 26%	1 20%	1 50%	5 33%	2 25%	- -	- -
NET: Top 3 Rank	2 8%	- -	- -	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	26 100%	3 100%	16 100%	9 100%	11 100%	2 100%	20 100%	11 100%	6 100%	16 100%	9 100%	- -	- -	- -	- -
Rank 2	2 8%	-	1 6%	1 11%	-	-	1 5%	-	1 17%	2 13%	-	-	-	-	-
Rank 4	4 15%	1 33%	3 19%	1 11%	2 18%	-	3 15%	2 18%	-	2 13%	2 22%	-	-	-	-
Rank 6	4 15%	-	3 19%	1 11%	1 9%	-	4 20%	3 27%	-	2 13%	2 22%	-	-	-	-
Rank 7	9 35%	1 33%	6 38%	4 44%	4 36%	1 50%	6 30%	5 45%	3 50%	6 38%	2 22%	-	-	-	-
Rank 8	7 27%	1 33%	3 19%	2 22%	4 36%	1 50%	6 30%	1 9%	2 33%	4 25%	3 33%	-	-	-	-
NET: Top 3 Rank	2 8%	-	1 6%	1 11%	-	-	1 5%	-	1 17%	2 13%	-	-	-	-	-

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							
	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	67 100%	67 100%	- -	20 100%	8 100%	9 100%	2 100%	5 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	2 3%	2 3%	- -	- -	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	11 16%	11 16%	- -	4 20%	2 25%	- -	2 100%	1 20%	- -	- -	- -	- -	- 20%	- -	- -	- -
Rank 3	22 33%	22 33%	- -	8 40%	2 25%	2 22%	- -	3 60%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	12 18%	12 18%	- -	2 10%	3 38%	3 33%	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	8 12%	8 12%	- -	2 10%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	6 9%	6 9%	- -	2 10%	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 4%	3 4%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	3 4%	3 4%	- -	1 5%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	2 3%	2 3%	- -	- -	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	35 52%	35 52%	- -	12 60%	4 50%	4 44%	2 100%	4 80%	- -	- -	- -	- -	- -	- -	- -	- -

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
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	67 100%	6 100%	4 100%	8 100%	4 100%	45 100%	- -	- -	- -	- -	- -	44 100%	19 100%	4 100%	42 100%	16 100%	1 100%	8 100%
Rank 1	2 3%	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -	1 5%	1 25%	- -	- -	- -	2 25%
Rank 2	11 16%	1 17%	- -	1 13%	1 25%	8 18%	- -	- -	- -	- -	- -	8 18%	2 11%	1 25%	7 17%	4 25%	- -	- -
Rank 3	22 33%	3 50%	1 25%	1 13%	2 50%	15 33%	- -	- -	- -	- -	- -	15 34%	7 37%	- -	15 36%	5 31%	1 100%	1 13%
Rank 4	12 18%	- -	- -	1 13%	- -	11 24%	- -	- -	- -	- -	- -	6 14%	5 26%	1 25%	9 21%	2 13%	- -	1 13%
Rank 5	8 12%	1 17%	1 25%	2 25%	- -	4 9%	- -	- -	- -	- -	- -	5 11%	2 11%	1 25%	5 12%	1 6%	- -	2 25%
Rank 6	6 9%	1 17%	1 25%	1 13%	1 25%	2 4%	- -	- -	- -	- -	- -	5 11%	1 5%	- -	4 10%	1 6%	- -	1 13%
Rank 7	3 4%	- -	- -	2 25%	- -	1 2%	- -	- -	- -	- -	- -	2 5%	1 5%	- -	- -	3 19%	- -	- -
Rank 8	3 4%	- -	1 25%	- -	- -	2 4%	- -	- -	- -	- -	- -	3 7%	- -	- -	2 5%	- -	- -	1 13%
NET: Top Rank	2 3%	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -	1 5%	1 25%	- -	- -	- -	2 25%
NET: Top 3 Rank	35 52%	4 67%	1 25%	2 25%	3 75%	25 56%	- -	- -	- -	- -	- -	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	67 100%	11 100%	44 100%	21 100%	33 100%	7 100%	54 100%	31 100%	15 100%	33 100%	32 100%	- -	- -	- -	- -
Rank 1	2 3%	-	-	-	-	-	-	1 3%	-	2 6%	-	-	-	-	-
Rank 2	11 16%	1 9%	9 20%	3 14%	7 21%	1 14%	10 19%	4 13%	1 7%	6 18%	5 16%	-	-	-	-
Rank 3	22 33%	5 45%	16 36%	5 24%	13 39%	4 57%	18 33%	12 39%	7 47%	9 27%	11 34%	-	-	-	-
Rank 4	12 18%	2 18%	6 14%	5 24%	5 15%	1 14%	9 17%	5 16%	2 13%	6 18%	6 19%	-	-	-	-
Rank 5	8 12%	1 9%	7 16%	2 10%	4 12%	-	7 13%	2 6%	3 20%	3 9%	5 16%	-	-	-	-
Rank 6	6 9%	2 18%	3 7%	3 14%	2 6%	1 14%	5 9%	3 10%	1 7%	3 9%	3 9%	-	-	-	-
Rank 7	3 4%	-	1 2%	2 10%	-	-	3 6%	1 3%	1 7%	3 9%	-	-	-	-	-
Rank 8	3 4%	-	2 5%	1 5%	2 6%	-	2 4%	3 10%	-	1 3%	2 6%	-	-	-	-
NET: Top Rank	2 3%	-	-	-	-	-	-	1 3%	-	2 6%	-	-	-	-	-
NET: Top 3 Rank	35 52%	6 55%	25 57%	8 38%	20 61%	5 71%	28 52%	17 55%	8 53%	17 52%	16 50%	-	-	-	-

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	63 100%	63 100%	- -	- -	17 100%	10 100%	6 100%	2 100%	6 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	8 13%	8 13%	- -	- -	2 12%	2 20%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	12 19%	12 19%	- -	- -	2 12%	4 40%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	16 25%	16 25%	- -	- -	5 29%	1 10%	3 50%	1 50%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	15 24%	15 24%	- -	- -	3 18%	1 10%	1 17%	1 50%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	5 8%	5 8%	- -	- -	2 12%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	3 5%	3 5%	- -	- -	1 6%	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	2 3%	2 3%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 8	2 3%	2 3%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 13%	8 13%	- -	- -	2 12%	2 20%	1 17%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	36 57%	36 57%	- -	- -	9 53%	7 70%	5 83%	1 50%	3 50%	- -	- -	- -	- -	- -	- -	- -	- -

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
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
Total	63 100%	4 100%	6 100%	7 100%	5 100%	41 100%	-	-	-	-	-	44 100%	15 100%	4 100%	37 100%	19 100%	-	7 100%
Rank 1	8 13%	-	-	1 14%	1 20%	6 15%	-	-	-	-	-	5 11%	3 20%	-	3 8%	5 26%	-	-
Rank 2	12 19%	1 25%	2 33%	-	1 20%	8 20%	-	-	-	-	-	8 18%	4 27%	-	9 24%	1 5%	-	2 29%
Rank 3	16 25%	-	1 17%	2 29%	-	13 32%	-	-	-	-	-	9 20%	4 27%	3 75%	9 24%	4 21%	-	3 43%
Rank 4	15 24%	2 50%	2 33%	3 43%	1 20%	7 17%	-	-	-	-	-	13 30%	1 7%	1 25%	9 24%	5 26%	-	1 14%
Rank 5	5 8%	1 25%	-	-	2 40%	2 5%	-	-	-	-	-	4 9%	1 7%	-	3 8%	2 11%	-	-
Rank 6	3 5%	-	-	1 14%	-	2 5%	-	-	-	-	-	2 5%	1 7%	-	2 5%	-	-	1 14%
Rank 7	2 3%	-	-	-	-	2 5%	-	-	-	-	-	1 2%	1 7%	-	1 3%	1 5%	-	-
Rank 8	2 3%	-	1 17%	-	-	1 2%	-	-	-	-	-	2 5%	-	-	1 3%	1 5%	-	-
NET: Top Rank	8 13%	-	-	1 14%	1 20%	6 15%	-	-	-	-	-	5 11%	3 20%	-	3 8%	5 26%	-	-
NET: Top 3 Rank	36 57%	1 25%	3 50%	3 43%	2 40%	27 66%	-	-	-	-	-	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	63 100%	10 100%	36 100%	20 100%	30 100%	9 100%	44 100%	29 100%	15 100%	31 100%	29 100%	- -	- -	- -	- -
Rank 1	8 13%	1 10%	3 8%	2 10%	3 10%	2 22%	5 11%	3 10%	3 20%	4 13%	4 14%	- -	- -	- -	- -
Rank 2	12 19%	3 30%	8 22%	4 20%	8 27%	1 11%	9 20%	5 17%	5 33%	5 16%	6 21%	- -	- -	- -	- -
Rank 3	16 25%	1 10%	8 22%	5 25%	6 20%	2 22%	9 20%	8 28%	2 13%	8 26%	8 28%	- -	- -	- -	- -
Rank 4	15 24%	3 30%	10 28%	5 25%	8 27%	3 33%	12 27%	5 17%	4 27%	8 26%	6 21%	- -	- -	- -	- -
Rank 5	5 8%	1 10%	1 3%	1 5%	1 3%	- -	3 7%	3 10%	- -	3 10%	2 7%	- -	- -	- -	- -
Rank 6	3 5%	- -	3 8%	1 5%	2 7%	- -	3 7%	2 7%	- -	1 3%	2 7%	- -	- -	- -	- -
Rank 7	2 3%	- -	2 6%	1 5%	1 3%	- -	2 5%	2 7%	- -	1 3%	1 3%	- -	- -	- -	- -
Rank 8	2 3%	1 10%	1 3%	1 5%	1 3%	1 11%	1 2%	1 3%	1 7%	1 3%	- -	- -	- -	- -	- -
NET: Top Rank	8 13%	1 10%	3 8%	2 10%	3 10%	2 22%	5 11%	3 10%	3 20%	4 13%	4 14%	- -	- -	- -	- -
NET: Top 3 Rank	36 57%	5 50%	19 53%	11 55%	17 57%	5 56%	23 52%	16 55%	10 67%	17 55%	18 62%	- -	- -	- -	- -

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	3 100%	- -	- -	2 100%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	1 33%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	1 33%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 9	1 33%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	1 33%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	1 33%	- -	- -	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	3 100%	- -	1 100%	- -	1 100%	1 100%	- -	- -	- -	- -	- -	2 100%	1 100%	- -	2 100%	1 100%	- -	- -
Rank 1	1 33%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 100%	- -	- -
Rank 7	1 33%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	1 50%	- -	- -	- -
Rank 9	1 33%	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	1 50%	- -	- -	- -
NET: Top Rank	1 33%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 100%	- -	- -
NET: Top 3 Rank	1 33%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 100%	- -	- -

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%

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	3 100%	1 100%	2 100%	1 100%	2 100%	1 100%	2 100%	2 100%	- -	2 100%	1 100%	- -	- -	- -	- -
Rank 1	1 33%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 50%	- -	- -	- -	- -	- -
Rank 7	1 33%	- -	1 50%	- -	1 50%	- -	1 50%	1 50%	- -	- -	1 100%	- -	- -	- -	- -
Rank 9	1 33%	- -	1 50%	- -	1 50%	- -	1 50%	- -	- -	1 50%	- -	- -	- -	- -	- -
NET: Top Rank	1 33%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 50%	- -	- -	- -	- -	- -
NET: Top 3 Rank	1 33%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 50%	- -	- -	- -	- -	- -

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							
	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	13 100%	- -	- -	5 100%	- -	1 100%	- -	3 100%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 1	8 62%	- -	- -	4 80%	- -	1 100%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	1 8%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	2 15%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 62%	- -	- -	4 80%	- -	1 100%	- -	2 67%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	11 85%	- -	- -	5 100%	- -	1 100%	- -	3 100%	- -	- -	- -	- -	- -	- -	- -	- -

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	13 100%	- -	- -	2 100%	2 100%	9 100%	- -	- -	- -	- -	- -	6 100%	5 100%	2 100%	10 100%	2 100%	- -	1 100%
Rank 1	8 62%	- -	- -	2 100%	1 50%	5 56%	- -	- -	- -	- -	- -	2 33%	4 80%	2 100%	7 70%	1 50%	- -	- -
Rank 2	1 8%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	1 100%
Rank 3	2 15%	- -	- -	- -	1 50%	1 11%	- -	- -	- -	- -	- -	2 33%	- -	- -	1 10%	1 50%	- -	- -
Rank 4	1 8%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	1 17%	- -	- -	1 10%	- -	- -	- -
Rank 6	1 8%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	1 17%	- -	- -	1 10%	- -	- -	- -
NET: Top Rank	8 62%	- -	- -	2 100%	1 50%	5 56%	- -	- -	- -	- -	- -	2 33%	4 80%	2 100%	7 70%	1 50%	- -	- -
NET: Top 3 Rank	11 85%	- -	- -	2 100%	2 100%	7 78%	- -	- -	- -	- -	- -	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

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
13 100%	1 100%	12 100%	1 100%	12 100%	1 100%	11 100%	1 100%	7 100%	2 100%	10 100%	- -	- -	- -	- -
8 62%	1 100%	7 58%	1 100%	7 58%	1 100%	7 64%	1 100%	5 71%	1 50%	6 60%	- -	- -	- -	- -
1 8%	- -	1 8%	- -	1 8%	- -	- -	- -	1 14%	- -	1 10%	- -	- -	- -	- -
2 15%	- -	2 17%	- -	2 17%	- -	2 18%	- -	1 14%	1 50%	1 10%	- -	- -	- -	- -
1 8%	- -	1 8%	- -	1 8%	- -	1 9%	- -	- -	- -	1 10%	- -	- -	- -	- -
1 8%	- -	1 8%	- -	1 8%	- -	1 9%	- -	- -	- -	1 10%	- -	- -	- -	- -
8 62%	1 100%	7 58%	1 100%	7 58%	1 100%	7 64%	1 100%	5 71%	1 50%	6 60%	- -	- -	- -	- -
11 85%	1 100%	10 83%	1 100%	10 83%	1 100%	9 82%	1 100%	7 100%	2 100%	8 80%	- -	- -	- -	- -

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%

Total

Rank 8

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
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
	a	b	c	d
Total	185 100%	185 100%	185 100%	185 100%
Members	6 11%	19 35% a	80 71% ab	111 98% abc
The general public	4 9%	11 26% a	23 26% a	67 77% abc
Third party stakeholders	- -	22 46% ac	- -	9 27% ac
The UK Government	5 10%	22 43% ac	3 5%	35 56% ac
The Nominet Board	75 72% cd	98 94% acd	- -	4 11% c
Third party commercial interests	8 12%	48 72% a	- -	2 8%
Employees (beyond the Board)	6 10%	40 66% ac	2 3%	35 52% ac
The domain name industry	7 13%	24 46% ac	8 13%	36 57% ac

P013002 Nominet Listening Process 2021 Phase 2

Q27/28 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	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Acts in the right interests																
Members	51	-	-	22	5	3	1	4	-	-	-	-	-	-	-	-
28%	28%	-	-	47%	23%	14%	17%	22%	-	-	-	-	-	-	-	-
The general public	40	-	-	14	4	3	1	2	-	-	-	-	-	-	-	-
22%	22%	-	-	30%	18%	14%	17%	11%	-	-	-	-	-	-	-	-
Third party stakeholders	26	-	-	10	2	2	1	1	-	-	-	-	-	-	-	-
14%	14%	-	-	21%	9%	9%	17%	6%	-	-	-	-	-	-	-	-
The UK Government	40	-	-	17	4	4	1	1	-	-	-	-	-	-	-	-
22%	22%	-	-	36%	18%	18%	17%	6%	-	-	-	-	-	-	-	-
The Nominet Board	35	-	-	14	5	3	1	2	-	-	-	-	-	-	-	-
19%	19%	-	-	30%	23%	14%	17%	11%	-	-	-	-	-	-	-	-
Third party commercial interests	24	-	-	8	4	2	1	1	-	-	-	-	-	-	-	-
13%	13%	-	-	17%	18%	9%	17%	6%	-	-	-	-	-	-	-	-
Employees (beyond the Board)	44	-	-	15	5	6	1	2	-	-	-	-	-	-	-	-
24%	24%	-	-	32%	23%	27%	17%	11%	-	-	-	-	-	-	-	-
The domain name industry	36	-	-	14	6	2	1	2	-	-	-	-	-	-	-	-
19%	19%	-	-	30%	27%	9%	17%	11%	-	-	-	-	-	-	-	-
Acts in the wrong interests																
Members	134	-	-	25	17	19	5	14	-	-	-	-	-	-	-	-
72%	72%	-	-	53%	77%	86%	83%	78%	-	-	-	-	-	-	-	-
The general public	145	-	-	33	18	19	5	16	-	-	-	-	-	-	-	-
78%	78%	-	-	70%	82%	86%	83%	89%	-	-	-	-	-	-	-	-
Third party stakeholders	159	-	-	37	20	20	5	17	-	-	-	-	-	-	-	-
86%	86%	-	-	79%	91%	91%	83%	94%	-	-	-	-	-	-	-	-
The UK Government	145	-	-	30	18	18	5	17	-	-	-	-	-	-	-	-
78%	78%	-	-	64%	82%	82%	83%	94%	-	-	-	-	-	-	-	-
The Nominet Board	150	-	-	33	17	19	5	16	-	-	-	-	-	-	-	-
81%	81%	-	-	70%	77%	86%	83%	89%	-	-	-	-	-	-	-	-
Third party commercial interests	161	-	-	39	18	20	5	17	-	-	-	-	-	-	-	-
87%	87%	-	-	83%	82%	91%	83%	94%	-	-	-	-	-	-	-	-
Employees (beyond the Board)	141	-	-	32	17	16	5	16	-	-	-	-	-	-	-	-
76%	76%	-	-	68%	77%	73%	83%	89%	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q27/28 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	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
The domain name industry	149	-	-	33	16	20	5	16	-	-	-	-	-	-	-	-
81%	81%	-	-	70%	73%	91%	83%	89%	-	-	-	-	-	-	-	-
NET: Acts in the right interests	67	-	-	26	8	7	1	4	-	-	-	-	-	-	-	-
36%	36%	-	-	55%	36%	32%	17%	22%	-	-	-	-	-	-	-	-
NET: Acts in the wrong interests	185	-	-	47	22	22	6	18	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	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
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	b	*c	a	b	*c	*d
Total	185 100%	11 100%	13 100%	15 100%	18 100%	128 100%	- -	- -	- -	- -	- -	128 100%	46 100%	11 100%	115 100%	49 100%	1 100%	20 100%
Acts in the right interests																		
Members	51 28%	3 27%	3 23%	6 40%	6 33%	33 26%	- -	- -	- -	- -	- -	34 27%	14 30%	3 27%	29 25%	16 33%	1 100%	5 25%
The general public	40 22%	2 18%	3 23%	4 27%	4 22%	27 21%	- -	- -	- -	- -	- -	27 21%	10 22%	3 27%	21 18%	13 27%	1 100%	5 25%
Third party stakeholders	26 14%	2 18%	2 15%	4 27%	2 11%	16 13%	- -	- -	- -	- -	- -	18 14%	7 15%	1 9%	14 12%	8 16%	- -	4 20%
The UK Government	40 22%	2 18%	4 31%	4 27%	3 17%	27 21%	- -	- -	- -	- -	- -	26 20%	12 26%	2 18%	24 21%	11 22%	1 100%	4 20%
The Nominet Board	35 19%	1 9%	2 15%	5 33%	2 11%	25 20%	- -	- -	- -	- -	- -	24 19%	8 17%	3 27%	21 18%	10 20%	- -	4 20%
Third party commercial interests	24 13%	3 27%	2 15%	4 27%	2 11%	13 10%	- -	- -	- -	- -	- -	18 14%	5 11%	1 9%	14 12%	7 14%	- -	3 15%
Employees (beyond the Board)	44 24%	4 36%	3 23%	5 33%	2 11%	30 23%	- -	- -	- -	- -	- -	28 22%	13 28%	3 27%	26 23%	11 22%	1 100%	6 30%
The domain name industry	36 19%	2 18%	3 23%	4 27%	3 17%	24 19%	- -	- -	- -	- -	- -	26 20%	8 17%	2 18%	19 17%	14 29%	- -	3 15%
Acts in the wrong interests																		
Members	134 72%	8 73%	10 77%	9 60%	12 67%	95 74%	- -	- -	- -	- -	- -	94 73%	32 70%	8 73%	86 75%	33 67%	- -	15 75%
The general public	145 78%	9 82%	10 77%	11 73%	14 78%	101 79%	- -	- -	- -	- -	- -	101 79%	36 78%	8 73%	94 82%	36 73%	- -	15 75%
Third party stakeholders	159 86%	9 82%	11 85%	11 73%	16 89%	112 88%	- -	- -	- -	- -	- -	110 86%	39 85%	10 91%	101 88%	41 84%	1 100%	16 80%
The UK Government	145 78%	9 82%	9 69%	11 73%	15 83%	101 79%	- -	- -	- -	- -	- -	102 80%	34 74%	9 82%	91 79%	38 78%	- -	16 80%
The Nominet Board	150 81%	10 91%	11 85%	10 67%	16 89%	103 80%	- -	- -	- -	- -	- -	104 81%	38 83%	8 73%	94 82%	39 80%	1 100%	16 80%
Third party commercial interests	161 87%	8 73%	11 85%	11 73%	16 89%	115 90%	- -	- -	- -	- -	- -	110 86%	41 89%	10 91%	101 88%	42 86%	1 100%	17 85%
Employees (beyond the Board)	141 76%	7 64%	10 77%	10 67%	16 89%	98 77%	- -	- -	- -	- -	- -	100 78%	33 72%	8 73%	89 77%	38 78%	- -	14 70%

P013002 Nominet Listening Process 2021 Phase 2

Q27/28 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
185	11	13	15	18	128	-	-	-	-	-	128	46	11	115	49	1	20
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
149	9	10	11	15	104	-	-	-	-	-	102	38	9	96	35	1	17
81%	82%	77%	73%	83%	81%	-	-	-	-	-	80%	83%	82%	83%	71%	100%	85%
67	6	4	7	7	43	-	-	-	-	-	46	17	4	36	21	1	9
36%	55%	31%	47%	39%	34%	-	-	-	-	-	36%	37%	36%	31%	43%	100%	45%
185	11	13	15	18	128	-	-	-	-	-	128	46	11	115	49	1	20
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	185	23	104	41	90	20	109	52	47	55	63	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Acts in the right interests														
Members	51	8	29	16	22	9	36	27	9	31	18	-	-	-
	28%	35%	28%	39%	24%	45%	33%	52% b	19%	56% b	29%	-	-	-
The general public	40	8	21	16	15	7	28	19	8	28	11	-	-	-
	22%	35%	20%	39% bd	17%	35%	26%	37% b	17%	51% b	17%	-	-	-
Third party stakeholders	26	5	16	11	10	2	21	14	4	18	7	-	-	-
	14%	22%	15%	27% d	11%	10%	19%	27% b	9%	33% b	11%	-	-	-
The UK Government	40	7	25	15	17	4	31	20	8	25	14	-	-	-
	22%	30%	24%	37% d	19%	20%	28%	38% b	17%	45% b	22%	-	-	-
The Nominet Board	35	7	21	14	16	4	27	16	8	23	11	-	-	-
	19%	30%	20%	34% d	18%	20%	25%	31% b	17%	42% b	17%	-	-	-
Third party commercial interests	24	3	15	9	10	2	19	11	5	15	8	-	-	-
	13%	13%	14%	22%	11%	10%	17%	21% b	11%	27% b	13%	-	-	-
Employees (beyond the Board)	44	7	28	17	18	5	35	20	8	26	17	-	-	-
	24%	30%	27%	41% d	20%	25%	32%	38% b	17%	47% b	27%	-	-	-
The domain name industry	36	7	19	15	15	6	25	17	7	23	11	-	-	-
	19%	30%	18%	37% bd	17%	30%	23%	33% b	15%	42% b	17%	-	-	-
Acts in the wrong interests														
Members	134	15	75	25	68	11	73	25	38	24	45	-	-	-
	72%	65%	72%	61%	76%	55%	67%	48% a	81% a	44% a	71% a	-	-	-
The general public	145	15	83	25	75	13	81	33	39	27	52	-	-	-
	78%	65%	80% c	61% c	83% c	65%	74%	63% a	83% a	49% a	83% a	-	-	-
Third party stakeholders	159	18	88	30	80	18	88	38	43	37	56	-	-	-
	86%	78%	85%	73% c	89% c	90%	81%	73% a	91% a	67% a	89% 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
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -
The UK Government	145 78%	16 70%	79 76%	26 63%	73 81% c	16 80%	78 72%	32 62%	39 83% a	30 55%	49 78% a	- -	- -	- -	- -
The Nominet Board	150 81%	16 70%	83 80%	27 66%	74 82% c	16 80%	82 75%	36 69%	39 83%	32 58%	52 83% a	- -	- -	- -	- -
Third party commercial interests	161 87%	20 87%	89 86%	32 78%	80 89%	18 90%	90 83%	41 79%	42 89%	40 73%	55 87% a	- -	- -	- -	- -
Employees (beyond the Board)	141 76%	16 70%	76 73%	24 59%	72 80% c	15 75%	74 68%	32 62%	39 83% a	29 53%	46 73% a	- -	- -	- -	- -
The domain name industry	149 81%	16 70%	85 82% c	26 63%	75 83% c	14 70%	84 77%	35 67%	40 85% a	32 58%	52 83% a	- -	- -	- -	- -
NET: Acts in the right interests	67 36%	12 52%	38 37%	24 59% bd	27 30%	11 55%	46 42%	34 65% b	12 26%	39 71% b	26 41%	- -	- -	- -	- -
NET: Acts in the wrong interests	185 100%	23 100%	104 100%	41 100%	90 100%	20 100%	109 100%	52 100%	47 100%	55 100%	63 100%	- -	- -	- -	- -

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%

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

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

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
125	51	39	16	8	5	6	90	13
100%	41%	31%	13%	6%	4%	5%	72%	10%
125	30	29	25	29	4	8	59	33
100%	24%	23%	20%	23%	3%	6%	47%	26%
125	20	23	26	28	21	7	43	49
100%	16%	18%	21%	22%	17%	6%	34%	39%
125	10	21	21	33	32	8	31	65
100%	8%	17%	17%	26%	26%	6%	25%	52%

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
1 Nominet should be run at the lowest cost possible	30 24%	30 24%	- -	- -	6 16%	9 56%	4 27%	2 50%	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
2	29 23%	29 23%	- -	- -	9 24%	2 13%	1 7%	1 25%	5 45%	- -	- -	- -	- -	- -	- -	- -	- -
3	25 20%	25 20%	- -	- -	6 16%	1 6%	4 27%	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
4	29 23%	29 23%	- -	- -	14 37%	2 13%	4 27%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	4 3%	4 3%	- -	- -	1 3%	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
N/A	8 6%	8 6%	- -	- -	2 5%	2 13%	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	59 47%	59 47%	- -	- -	15 39%	11 69%	5 33%	3 75%	8 73%	- -	- -	- -	- -	- 73%	- -	- -	- -
NET: Code 4, 5	33 26%	33 26%	- -	- -	15 39%	2 13%	5 33%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
1 Nominet should be run at the lowest cost possible	30 24%	3 30%	3 33%	3 27%	3 27%	18 21%	- -	- -	- -	- -	- -	18 21%	8 25%	4 50%	24 30%	4 13%	- -	2 13%
2	29 23%	1 10%	4 44%	1 9%	3 27%	20 24%	- -	- -	- -	- -	- -	19 22%	8 25%	2 25%	20 25%	7 23%	- -	2 13%
3	25 20%	- -	- -	2 18%	2 18%	21 25%	- -	- -	- -	- -	- -	18 21%	5 16%	2 25%	13 16%	7 23%	1 100%	4 27%
4	29 23%	4 40%	1 11%	3 27%	2 18%	19 23%	- -	- -	- -	- -	- -	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	4 3%	1 10%	- -	1 9%	- -	2 2%	- -	- -	- -	- -	- -	2 2%	2 6%	- -	4 5%	- -	- -	- -
N/A	8 6%	1 10%	1 11%	1 9%	1 9%	4 5%	- -	- -	- -	- -	- -	6 7%	2 6%	- -	7 9%	- -	- -	1 7%
NET: Code 1, 2	59 47%	4 40%	7 78%	4 36%	6 55%	38 45%	- -	- -	- -	- -	- -	37 44%	16 50%	6 75%	44 56%	11 37%	- -	4 27%
NET: Code 4, 5	33 26%	5 50%	1 11%	4 36%	2 18%	21 25%	- -	- -	- -	- -	- -	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	125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
1 Nominet should be run at the lowest cost possible	30 24%	4 21%	21 27%	4 13%	22 32% c	4 25%	23 25%	8 16%	16 39% a	8 15%	19 30% a	- -	- -	- -	- -
2	29 23%	4 21%	19 24%	5 16%	16 23%	3 19%	19 20%	7 14%	10 24%	10 18%	19 30%	- -	- -	- -	- -
3	25 20%	2 11%	14 18%	5 16%	9 13%	2 13%	19 20%	11 22%	5 12%	15 27%	9 14%	- -	- -	- -	- -
4	29 23%	8 42%	16 20%	15 48% bd	12 17%	6 38%	21 23%	19 38% b	5 12%	20 36% b	9 14%	- -	- -	- -	- -
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	4 3%	- -	3 4%	1 3%	3 4%	- -	4 4%	3 6%	1 2%	1 2%	2 3%	- -	- -	- -	- -
N/A	8 6%	1 5%	6 8%	1 3%	7 10%	1 6%	7 8%	2 4%	4 10%	1 2%	5 8%	- -	- -	- -	- -
NET: Code 1, 2	59 47%	8 42%	40 51% c	9 29%	38 55% c	7 44%	42 45%	15 30%	26 63% a	18 33%	38 60% a	- -	- -	- -	- -
NET: Code 4, 5	33 26%	8 42%	19 24%	16 52% bd	15 22%	6 38%	25 27%	22 44% b	6 15%	21 38% b	11 17%	- -	- -	- -	- -

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	10 8%	10 8%	- -	- -	4 11%	3 19%	3 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2	21 17%	21 17%	- -	- -	8 21%	1 6%	4 27%	1 25%	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
3	21 17%	21 17%	- -	- -	5 13%	1 6%	1 7%	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
4	33 26%	33 26%	- -	- -	9 24%	3 19%	4 27%	- -	5 45%	- -	- -	- -	- -	- -	- -	- -	- -
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	32 26%	32 26%	- -	- -	9 24%	6 38%	3 20%	2 50%	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
N/A	8 6%	8 6%	- -	- -	3 8%	2 13%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	31 25%	31 25%	- -	- -	12 32%	4 25%	7 47%	1 25%	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	65 52%	65 52%	- -	- -	18 47%	9 56%	7 47%	2 50%	7 64%	- -	- -	- -	- -	- -	- -	- -	- -

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	125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	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	10 8%	- -	1 11%	- -	- -	9 11%	- -	- -	- -	- -	- -	8 9%	2 6%	- -	4 5%	5 17%	- -	1 7%
2	21 17%	1 10%	2 22%	1 9%	1 9%	16 19%	- -	- -	- -	- -	- -	14 16%	5 16%	2 25%	10 13%	7 23%	1 100%	3 20%
3	21 17%	3 30%	- -	2 18%	2 18%	14 17%	- -	- -	- -	- -	- -	17 20%	3 9%	1 13%	9 11%	7 23%	- -	5 33%
4	33 26%	1 10%	2 22%	6 55%	3 27%	21 25%	- -	- -	- -	- -	- -	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	32 26%	4 40%	2 22%	1 9%	4 36%	21 25%	- -	- -	- -	- -	- -	19 22%	9 28%	4 50%	27 34% b	4 13%	- -	1 7%
N/A	8 6%	1 10%	2 22%	1 9%	1 9%	3 4%	- -	- -	- -	- -	- -	5 6%	3 9%	- -	7 9%	1 3%	- -	- -
NET: Code 1, 2	31 25%	1 10%	3 33%	1 9%	1 9%	25 30%	- -	- -	- -	- -	- -	22 26%	7 22%	2 25%	14 18%	12 40% a	1 100%	4 27%
NET: Code 4, 5	65 52%	5 50%	4 44%	7 64%	7 64%	42 50%	- -	- -	- -	- -	- -	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	125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -	
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	10 8%	5 26%	3 4%	5 16% b	5 7%	4 25%	6 6%	8 16%	2 5%	5 9%	5 8%	- -	- -	- -	- -	
2	21 17%	3 16%	11 14%	7 23%	8 12%	3 19%	15 16%	10 20%	7 17%	13 24%	7 11%	- -	- -	- -	- -	
3	21 17%	4 21%	13 16%	8 26%	8 12%	4 25%	15 16%	11 22%	4 10%	13 24%	7 11%	- -	- -	- -	- -	
4	33 26%	4 21%	20 25%	7 23%	20 29%	2 13%	25 27%	11 22%	11 27%	13 24%	19 30%	- -	- -	- -	- -	
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	32 26%	2 11%	26 33% c	3 10%	22 32% c	2 13%	26 28%	8 16%	14 34% a	8 15%	21 33% a	- -	- -	- -	- -	
N/A	8 6%	1 5%	6 8%	1 3%	6 9%	1 6%	6 6%	2 4%	3 7%	3 5%	4 6%	- -	- -	- -	- -	
NET: Code 1, 2	31 25%	8 42%	14 18%	12 39% bd	13 19%	7 44%	21 23%	18 36%	9 22%	18 33%	12 19%	- -	- -	- -	- -	
NET: Code 4, 5	65 52%	6 32%	46 58% c	10 32%	42 61% c	4 25%	51 55%	19 38%	25 61% a	21 38%	40 63% a	- -	- -	- -	- -	

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
1 If domain name revenues decline, Nominet's revenues and reserves should decline	51 41%	51 41%	- -	- -	12 32%	8 50%	8 53%	3 75%	7 64%	- -	- -	- -	- -	- -	- -	- -	- -
2	39 31%	39 31%	- -	- -	11 29%	5 31%	4 27%	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
3	16 13%	16 13%	- -	- -	6 16%	- -	3 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
4	8 6%	8 6%	- -	- -	5 13%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	5 4%	5 4%	- -	- -	2 5%	2 13%	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
N/A	6 5%	6 5%	- -	- -	2 5%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	90 72%	90 72%	- -	- -	23 61%	13 81%	12 80%	3 75%	10 91%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	13 10%	13 10%	- -	- -	7 18%	2 13%	- -	1 25%	1 9%	- -	- -	- -	- -	- -	- -	- -	- -

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	125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	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	51 41%	3 30%	6 67%	3 27%	6 55%	33 39%	- -	- -	- -	- -	- -	33 39%	14 44%	4 50%	42 53% b	4 13%	- -	5 33%
2	39 31%	4 40%	1 11%	5 45%	3 27%	26 31%	- -	- -	- -	- -	- -	28 33%	8 25%	3 38%	21 27%	14 47% a	1 100%	3 20%
3	16 13%	1 10%	- -	1 9%	1 9%	13 15%	- -	- -	- -	- -	- -	10 12%	5 16%	1 13%	7 9%	3 10%	- -	6 40%
4	8 6%	1 10%	1 11%	1 9%	- -	5 6%	- -	- -	- -	- -	- -	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	5 4%	- -	- -	1 9%	- -	4 5%	- -	- -	- -	- -	- -	3 4%	2 6%	- -	3 4%	2 7%	- -	- -
N/A	6 5%	1 10%	1 11%	- -	1 9%	3 4%	- -	- -	- -	- -	- -	5 6%	1 3%	- -	6 8%	- -	- -	- -
NET: Code 1, 2	90 72%	7 70%	7 78%	8 73%	9 82%	59 70%	- -	- -	- -	- -	- -	61 72%	22 69%	7 88%	63 80% b	18 60%	1 100%	8 53%
NET: Code 4, 5	13 10%	1 10%	1 11%	2 18%	- -	9 11%	- -	- -	- -	- -	- -	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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total	125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -	
1 If domain name revenues decline, Nominet's revenues and reserves should decline	51 41%	3 16%	44 56% c	3 10%	43 62% c	2 13%	45 48%	12 24%	28 68% a	14 25%	33 52% a	- -	- -	- -	- -	
2	39 31%	5 26%	20 25%	12 39%	15 22%	5 31%	30 32%	19 38% b	7 17%	17 31%	21 33%	- -	- -	- -	- -	
3	16 13%	3 16%	7 9%	7 23% d	4 6%	1 6%	8 9%	9 18%	2 5%	13 24% b	3 5%	- -	- -	- -	- -	
4	8 6%	5 26%	1 1%	6 19% bd	- -	5 31%	3 3%	6 12% b	- -	7 13% b	1 2%	- -	- -	- -	- -	
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	5 4%	2 11%	2 3%	2 6%	2 3%	2 13%	2 2%	2 4%	2 5%	3 5%	2 3%	- -	- -	- -	- -	
N/A	6 5%	1 5%	5 6%	1 3%	5 7%	1 6%	5 5%	2 4%	2 5%	1 2%	3 5%	- -	- -	- -	- -	
NET: Code 1, 2	90 72%	8 42%	64 81% c	15 48%	58 84% c	7 44%	75 81%	31 62%	35 85% a	31 56%	54 86% a	- -	- -	- -	- -	
NET: Code 4, 5	13 10%	7 37%	3 4%	8 26% bd	2 3%	7 44%	5 5%	8 16%	2 5%	10 18% b	3 5%	- -	- -	- -	- -	

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	20 16%	20 16%	- -	- -	5 13%	4 25%	5 33%	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
2	23 18%	23 18%	- -	- -	9 24%	1 6%	4 27%	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
3	26 21%	26 21%	- -	- -	10 26%	3 19%	- -	1 25%	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
4	28 22%	28 22%	- -	- -	6 16%	3 19%	3 20%	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -	- -
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	21 17%	21 17%	- -	- -	5 13%	4 25%	3 20%	2 50%	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
N/A	7 6%	7 6%	- -	- -	3 8%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	43 34%	43 34%	- -	- -	14 37%	5 31%	9 60%	- -	4 36%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	49 39%	49 39%	- -	- -	11 29%	7 44%	6 40%	3 75%	5 45%	- -	- -	- -	- -	- -	- -	- -	- -

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	125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	-	-	-	-	-	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	20 16%	4 40%	3 33%	1 9%	2 18%	10 12%	-	-	-	-	-	13 15%	5 16%	2 25%	14 18%	2 7%	-	4 27%
2	23 18%	2 20%	3 33%	2 18%	2 18%	14 17%	-	-	-	-	-	18 21%	5 16%	-	16 20%	4 13%	-	3 20%
3	26 21%	1 10%	-	3 27%	1 9%	21 25%	-	-	-	-	-	14 16%	10 31%	2 25%	19 24%	5 17%	-	2 13%
4	28 22%	2 20%	1 11%	3 27%	3 27%	19 23%	-	-	-	-	-	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	21 17%	1 10%	1 11%	2 18%	1 9%	16 19%	-	-	-	-	-	14 16%	6 19%	1 13%	11 14%	8 27%	-	2 13%
N/A	7 6%	-	1 11%	-	2 18%	4 5%	-	-	-	-	-	5 6%	1 3%	1 13%	7 9%	-	-	-
NET: Code 1, 2	43 34%	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	49 39%	3 30%	2 22%	5 45%	4 36%	35 42%	-	-	-	-	-	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

	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	125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	20 16%	1 5%	17 22%	2 6%	16 23% c	1 6%	17 18%	4 8%	12 29% a	5 9%	13 21%	- -	- -	- -	- -
2	23 18%	6 32%	16 20%	7 23%	15 22%	5 31%	16 17%	12 24%	9 22%	9 16%	12 19%	- -	- -	- -	- -
3	26 21%	3 16%	18 23%	6 19%	11 16%	1 6%	20 22%	9 18%	7 17%	11 20%	14 22%	- -	- -	- -	- -
4	28 22%	4 21%	12 15%	10 32% bd	10 14%	6 38%	20 22%	17 34% b	3 7%	14 25%	14 22%	- -	- -	- -	- -
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	21 17%	5 26%	9 11%	6 19%	10 14%	3 19%	13 14%	7 14%	6 15%	15 27% b	5 8%	- -	- -	- -	- -
N/A	7 6%	- -	7 9%	- -	7 10%	- -	7 8%	1 2%	4 10%	1 2%	5 8%	- -	- -	- -	- -
NET: Code 1, 2	43 34%	7 37%	33 42%	9 29%	31 45%	6 38%	33 35%	16 32%	21 51%	14 25%	25 40%	- -	- -	- -	- -
NET: Code 4, 5	49 39%	9 47%	21 27%	16 52% bd	20 29%	9 56%	33 35%	24 48% b	9 22%	29 53% b	19 30%	- -	- -	- -	- -

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	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

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	125	57	55	5	2	6	112	117	3.40
	100%	46%	44%	4%	2%	5%	90%	94%	
Commercial decisions (e.g. those relating to domain prices)	125	49	61	8	3	4	110	118	3.29
	100%	39%	49%	6%	2%	3%	88%	94%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	125	80	36	6	-	3	116	122	3.61
	100%	64%	29%	5%	-	2%	93%	98%	
Public benefit (inc. charitable) activities	125	55	55	9	2	4	110	119	3.35
	100%	44%	44%	7%	2%	3%	88%	95%	
Nominet's company strategy	125	61	48	9	4	3	109	118	3.36
	100%	49%	38%	7%	3%	2%	87%	94%	
.UK policy development	125	32	80	9	2	2	112	121	3.15
	100%	26%	64%	7%	2%	2%	90%	97%	
Internet governance	125	24	71	18	2	10	95	113	3.02
	100%	19%	57%	14%	2%	8%	76%	90%	

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
Governance decisions	112 90%	112 90%	- -	- -	32 84%	15 94%	15 100%	4 100%	10 91%	- -	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	110 88%	110 88%	- -	- -	33 87%	16 100%	14 93%	4 100%	8 73%	- -	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	116 93%	116 93%	- -	- -	35 92%	15 94%	15 100%	3 75%	10 91%	- -	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	110 88%	110 88%	- -	- -	33 87%	16 100%	13 87%	3 75%	9 82%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	109 87%	109 87%	- -	- -	31 82%	14 88%	15 100%	3 75%	10 91%	- -	- -	- -	- -	- -	- -	- -	- -
.UK policy development	112 90%	112 90%	- -	- -	34 89%	15 94%	15 100%	4 100%	9 82%	- -	- -	- -	- -	- -	- -	- -	- -
Internet governance	95 76%	95 76%	- -	- -	25 66%	14 88%	15 100%	4 100%	7 64%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Governance decisions	112 90%	9 90%	8 89%	9 82%	11 100%	75 89%	- -	- -	- -	- -	- -	77 91%	28 88%	7 88%	77 97% b	24 80%	1 100%	10 67%
Commercial decisions (e.g. those relating to domain prices)	110 88%	8 80%	8 89%	9 82%	11 100%	74 88%	- -	- -	- -	- -	- -	74 87%	29 91%	7 88%	74 94%	25 83%	1 100%	10 67%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	116 93%	10 100%	7 78%	11 100%	10 91%	78 93%	- -	- -	- -	- -	- -	79 93%	30 94%	7 88%	76 96%	26 87%	1 100%	13 87%
Public benefit (inc. charitable) activities	110 88%	9 90%	8 89%	10 91%	10 91%	73 87%	- -	- -	- -	- -	- -	78 92%	26 81%	6 75%	73 92%	26 87%	1 100%	10 67%
Nominet's company strategy	109 87%	9 90%	7 78%	9 82%	10 91%	74 88%	- -	- -	- -	- -	- -	76 89%	28 88%	5 63%	75 95% b	23 77%	1 100%	10 67%
.UK policy development	112 90%	8 80%	8 89%	9 82%	11 100%	76 90%	- -	- -	- -	- -	- -	74 87%	30 94%	8 100%	76 96%	27 90%	1 100%	8 53%
Internet governance	95 76%	8 80%	7 78%	6 55%	9 82%	65 77%	- -	- -	- -	- -	- -	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		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	125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -	
Governance decisions	112 90%	16 84%	74 94% c	25 81%	64 93%	13 81%	85 91%	45 90%	36 88%	46 84%	60 95% a	- -	- -	- -	- -	
Commercial decisions (e.g. those relating to domain prices)	110 88%	16 84%	72 91%	26 84%	65 94%	12 75%	87 94%	44 88%	37 90%	46 84%	58 92%	- -	- -	- -	- -	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	116 93%	17 89%	77 97% c	27 87%	67 97%	14 88%	90 97%	46 92%	39 95%	49 89%	60 95%	- -	- -	- -	- -	
Public benefit (inc. charitable) activities	110 88%	15 79%	71 90%	25 81%	64 93%	14 88%	86 92%	44 88%	38 93%	45 82%	59 94% a	- -	- -	- -	- -	
Nominet's company strategy	109 87%	12 63%	75 95% c	21 68%	66 96% c	13 81%	85 91%	42 84%	38 93%	45 82%	59 94% a	- -	- -	- -	- -	
.UK policy development	112 90%	15 79%	74 94% c	23 74%	66 96% c	14 88%	86 92%	43 86%	38 93%	46 84%	60 95% a	- -	- -	- -	- -	
Internet governance	95 76%	15 79%	64 81%	21 68%	56 81%	12 75%	73 78%	39 78%	32 78%	36 65%	54 86% a	- -	- -	- -	- -	

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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	57	57	-	-	15	8	7	2	4	-	-	-	-	-	-	-	-
		46%	46%	-	-	39%	50%	47%	50%	36%	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	55	55	-	-	17	7	8	2	6	-	-	-	-	-	-	-	-
		44%	44%	-	-	45%	44%	53%	50%	55%	-	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	5	5	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	2	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	3%	6%	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	6	-	-	3	-	-	-	1	-	-	-	-	-	-	-	-
		5%	5%	-	-	8%	-	-	-	9%	-	-	-	-	-	-	-	-
NET: More than limited say		112	112	-	-	32	15	15	4	10	-	-	-	-	-	-	-	-
		90%	90%	-	-	84%	94%	100%	100%	91%	-	-	-	-	-	-	-	-
NET: At least some say		117	117	-	-	34	15	15	4	10	-	-	-	-	-	-	-	-
		94%	94%	-	-	89%	94%	100%	100%	91%	-	-	-	-	-	-	-	-
Base for stats		119	119	-	-	35	16	15	4	10	-	-	-	-	-	-	-	-
Mean Score		3.40	3.40	-	-	3.31	3.38	3.47	3.50	3.40	-	-	-	-	-	-	-	-
Standard Deviation		.655	.655	-	-	.718	.806	.516	.577	.516	-	-	-	-	-	-	-	-
Standard Error		.060	.060	-	-	.121	.202	.133	.289	.163	-	-	-	-	-	-	-	-
Error variance		*	*	-	-	.01	.04	.02	.08	.03	-	-	-	-	-	-	-	-

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say		(4.0) 57 46%	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) 55 44%	4 40%	2 22%	6 55%	6 55%	37 44%	- -	- -	- -	- -	- -	39 46%	11 34%	5 63%	31 39%	19 63% a	- -	5 33%
Members should have a limited say		(2.0) 5 4%	1 10%	- -	2 18%	- -	2 2%	- -	- -	- -	- -	- -	3 4%	2 6%	- -	- -	3 10% a	- -	2 13%
Members should have no say at all		(1.0) 2 2%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	- -	- -	- -	1 3%	- -	1 7%
Don't know		6 5%	- -	1 11%	- -	- -	5 6%	- -	- -	- -	- -	- -	3 4%	2 6%	1 13%	2 3%	2 7%	- -	2 13%
NET: More than limited say		112 90%	9 90%	8 89%	9 82%	11 100%	75 89%	- -	- -	- -	- -	- -	77 91%	28 88%	7 88%	77 97% b	24 80%	1 100%	10 67%
NET: At least some say		117 94%	10 100%	8 89%	11 100%	11 100%	77 92%	- -	- -	- -	- -	- -	80 94%	30 94%	7 88%	77 97%	27 90%	1 100%	12 80%
Base for stats		119	10	8	11	11	79	-	-	-	-	-	82	30	7	77	28	1	13
Mean Score		3.40	3.40	3.75	3.09	3.45	3.41	-	-	-	-	-	3.38	3.50	3.29	3.60	3.00	4.00	3.08
Standard Deviation		.655	.699	.463	.701	.522	.670	-	-	-	-	-	.678	.630	.488	.494	.667	-	.954
Standard Error		.060	.221	.164	.211	.157	.075	-	-	-	-	-	.075	.115	.184	.056	.126	-	.265
Error variance		*	.05	.03	.04	.02	.01	-	-	-	-	-	.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	Any contact
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		125	19	79	31	69	16	93	50	41	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	57	4	47	8	40	4	50	22	22	16	38	-	-	-	-
		46%	21%	59%	26%	58%	25%	54%	44%	54%	29%	60%	-	-	-	-
				c		c						a				
Members should have some say	(3.0)	55	12	27	17	24	9	35	23	14	30	22	-	-	-	-
		44%	63%	34%	55%	35%	56%	38%	46%	34%	55%	35%	-	-	-	-
					b						b					
Members should have a limited say	(2.0)	5	-	2	3	1	1	3	3	1	4	1	-	-	-	-
		4%	-	3%	10%	1%	6%	3%	6%	2%	7%	2%	-	-	-	-
Members should have no say at all	(1.0)	2	-	1	-	2	-	2	-	2	1	1	-	-	-	-
		2%	-	1%	-	3%	-	2%	-	5%	2%	2%	-	-	-	-
Don't know		6	3	2	3	2	2	3	2	2	4	1	-	-	-	-
		5%	16%	3%	10%	3%	13%	3%	4%	5%	7%	2%	-	-	-	-
NET: More than limited say		112	16	74	25	64	13	85	45	36	46	60	-	-	-	-
		90%	84%	94%	81%	93%	81%	91%	90%	88%	84%	95%	-	-	-	-
				c								a				
NET: At least some say		117	16	76	28	65	14	88	48	37	50	61	-	-	-	-
		94%	84%	96%	90%	94%	88%	95%	96%	90%	91%	97%	-	-	-	-
Base for stats		119	16	77	28	67	14	90	48	39	51	62	-	-	-	-
Mean Score		3.40	3.25	3.56	3.18	3.52	3.21	3.48	3.40	3.44	3.20	3.56	-	-	-	-
												a				
Standard Deviation		.655	.447	.618	.612	.682	.579	.674	.610	.788	.664	.617	-	-	-	-
Standard Error		.060	.112	.070	.116	.083	.155	.071	.088	.126	.093	.078	-	-	-	-
Error variance		*	.01	*	.01	.01	.02	.01	.01	.02	.01	.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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	49	49	-	-	15	10	5	2	4	-	-	-	-	-	-	-	-
		39%	39%	-	-	39%	63%	33%	50%	36%	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	61	61	-	-	18	6	9	2	4	-	-	-	-	-	-	-	-
		49%	49%	-	-	47%	38%	60%	50%	36%	-	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	8	8	-	-	3	-	1	-	1	-	-	-	-	-	-	-	-
		6%	6%	-	-	8%	-	7%	-	9%	-	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	3	3	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
		2%	2%	-	-	3%	-	-	-	9%	-	-	-	-	-	-	-	-
Don't know		4	4	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
		3%	3%	-	-	3%	-	-	-	9%	-	-	-	-	-	-	-	-
NET: More than limited say		110	110	-	-	33	16	14	4	8	-	-	-	-	-	-	-	-
		88%	88%	-	-	87%	100%	93%	100%	73%	-	-	-	-	-	-	-	-
NET: At least some say		118	118	-	-	36	16	15	4	9	-	-	-	-	-	-	-	-
		94%	94%	-	-	95%	100%	100%	100%	82%	-	-	-	-	-	-	-	-
Base for stats		121	121	-	-	37	16	15	4	10	-	-	-	-	-	-	-	-
Mean Score		3.29	3.29	-	-	3.27	3.63	3.27	3.50	3.10	-	-	-	-	-	-	-	-
Standard Deviation		.700	.700	-	-	.732	.500	.594	.577	.994	-	-	-	-	-	-	-	-
Standard Error		.064	.064	-	-	.120	.125	.153	.289	.314	-	-	-	-	-	-	-	-
Error variance		*	*	-	-	.01	.02	.02	.08	.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		125	10	9	11	11	84	-	-	-	-	-	85	32	8	79	30	1	15
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	49	4	6	2	6	31	-	-	-	-	-	30	18	1	42	3	1	3
		39%	40%	67%	18%	55%	37%	-	-	-	-	-	35%	56% a	13%	53% b	10%	100%	20%
Members should have some say	(3.0)	61	4	2	7	5	43	-	-	-	-	-	44	11	6	32	22	-	7
		49%	40%	22%	64%	45%	51%	-	-	-	-	-	52%	34%	75%	41%	73% a	-	47%
Members should have a limited say	(2.0)	8	2	-	1	-	5	-	-	-	-	-	6	1	1	2	4	-	2
		6%	20%	-	9%	-	6%	-	-	-	-	-	7%	3%	13%	3%	13% a	-	13%
Members should have no say at all	(1.0)	3	-	-	1	-	2	-	-	-	-	-	2	1	-	1	1	-	1
		2%	-	-	9%	-	2%	-	-	-	-	-	2%	3%	-	1%	3%	-	7%
Don't know		4	-	1	-	-	3	-	-	-	-	-	3	1	-	2	-	-	2
		3%	-	11%	-	-	4%	-	-	-	-	-	4%	3%	-	3%	-	-	13%
NET: More than limited say		110	8	8	9	11	74	-	-	-	-	-	74	29	7	74	25	1	10
		88%	80%	89%	82%	100%	88%	-	-	-	-	-	87%	91%	88%	94%	83%	100%	67%
NET: At least some say		118	10	8	10	11	79	-	-	-	-	-	80	30	8	76	29	1	12
		94%	100%	89%	91%	100%	94%	-	-	-	-	-	94%	94%	100%	96%	97%	100%	80%
Base for stats		121	10	8	11	11	81	-	-	-	-	-	82	31	8	77	30	1	13
Mean Score		3.29	3.20	3.75	2.91	3.55	3.27	-	-	-	-	-	3.24	3.48	3.00	3.49 b	2.90	4.00	2.92
Standard Deviation		.700	.789	.463	.831	.522	.689	-	-	-	-	-	.695	.724	.535	.620	.607	-	.862
Standard Error		.064	.249	.164	.251	.157	.077	-	-	-	-	-	.077	.130	.189	.071	.111	-	.239
Error variance		*	.06	.03	.06	.02	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	49 39%	2 11%	42 53% c	4 13%	41 59% c	1 6%	46 49%	14 28%	25 61% a	14 25%	30 48% a	- -	- -	- -	- -
Members should have some say	(3.0)	61 49%	14 74%	30 38%	22 71% bd	24 35%	11 69%	41 44%	30 60% b	12 29%	32 58%	28 44%	- -	- -	- -	- -
Members should have a limited say	(2.0)	8 6%	1 5%	4 5%	1 3%	3 4%	3 19%	3 3%	2 4%	2 5%	4 7%	3 5%	- -	- -	- -	- -
Members should have no say at all	(1.0)	3 2%	- -	1 1%	2 6% d	- -	- -	1 1%	1 2%	1 2%	3 5%	- -	- -	- -	- -	- -
Don't know		4 3%	2 11%	2 3%	2 6%	1 1%	1 6%	2 2%	3 6%	1 2%	2 4%	2 3%	- -	- -	- -	- -
NET: More than limited say		110 88%	16 84%	72 91%	26 84%	65 94%	12 75%	87 94%	44 88%	37 90%	46 84%	58 92%	- -	- -	- -	- -
NET: At least some say		118 94%	17 89%	76 96%	27 87%	68 99% c	15 94%	90 97%	46 92%	39 95%	50 91%	61 97%	- -	- -	- -	- -
Base for stats		121	17	77	29	68	15	91	47	40	53	61	-	-	-	-
Mean Score		3.29	3.06	3.47	2.97	3.56	2.87	3.45	3.21	3.53 a	3.08	3.44 a	-	-	-	-
Standard Deviation		.700	.429	.661	.680	.583	.516	.619	.623	.716	.756	.592	-	-	-	-
Standard Error		.064	.104	.075	.126	.071	.133	.065	.091	.113	.104	.076	-	-	-	-
Error variance		*	.01	.01	.02	*	.02	*	.01	.01	.01	.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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	80	80	-	-	22	12	10	3	7	-	-	-	-	-	-	-
	64%	64%	-	-	58%	75%	67%	75%	64%	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	36	36	-	-	13	3	5	-	3	-	-	-	-	-	-	-
	29%	29%	-	-	34%	19%	33%	-	27%	-	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	6	6	-	-	2	1	-	1	-	-	-	-	-	-	-	-
	5%	5%	-	-	5%	6%	-	25%	-	-	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		3	3	-	-	1	-	-	-	1	-	-	-	-	-	-	-
	2%	2%	-	-	3%	-	-	-	9%	-	-	-	-	-	-	-	-
NET: More than limited say		116	116	-	-	35	15	15	3	10	-	-	-	-	-	-	-
	93%	93%	-	-	92%	94%	100%	75%	91%	-	-	-	-	-	-	-	-
NET: At least some say		122	122	-	-	37	16	15	4	10	-	-	-	-	-	-	-
	98%	98%	-	-	97%	100%	100%	100%	91%	-	-	-	-	-	-	-	-
Base for stats		122	122	-	-	37	16	15	4	10	-	-	-	-	-	-	-
Mean Score		3.61	3.61	-	-	3.54	3.69	3.67	3.50	3.70	-	-	-	-	-	-	-
Standard Deviation		.583	.583	-	-	.605	.602	.488	1.000	.483	-	-	-	-	-	-	-
Standard Error		.053	.053	-	-	.100	.151	.126	.500	.153	-	-	-	-	-	-	-
Error variance		*	*	-	-	.01	.02	.02	.25	.02	-	-	-	-	-	-	-

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

		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		125	10	9	11	11	84	-	-	-	-	-	85	32	8	79	30	1	15
		100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	80	9	6	4	7	54	-	-	-	-	-	56	20	4	59	12	1	8
		64%	90%	67%	36%	64%	64%	-	-	-	-	-	66%	63%	50%	75% b	40%	100%	53%
Members should have some say	(3.0)	36	1	1	7	3	24	-	-	-	-	-	23	10	3	17	14	-	5
		29%	10%	11%	64%	27%	29%	-	-	-	-	-	27%	31%	38%	22% a	47%	-	33%
Members should have a limited say	(2.0)	6	-	1	-	1	4	-	-	-	-	-	4	1	1	2	4	-	-
		5%	-	11%	-	9%	5%	-	-	-	-	-	5%	3%	13%	3% a	13%	-	-
Members should have no say at all	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		3	-	1	-	-	2	-	-	-	-	-	2	1	-	1	-	-	2
		2%	-	11%	-	-	2%	-	-	-	-	-	2%	3%	-	1%	-	-	13%
NET: More than limited say		116	10	7	11	10	78	-	-	-	-	-	79	30	7	76	26	1	13
		93%	100%	78%	100%	91%	93%	-	-	-	-	-	93%	94%	88%	96%	87%	100%	87%
NET: At least some say		122	10	8	11	11	82	-	-	-	-	-	83	31	8	78	30	1	13
		98%	100%	89%	100%	100%	98%	-	-	-	-	-	98%	97%	100%	99%	100%	100%	87%
Base for stats		122	10	8	11	11	82	-	-	-	-	-	83	31	8	78	30	1	13
Mean Score		3.61	3.90	3.63	3.36	3.55	3.61	-	-	-	-	-	3.63	3.61	3.38	3.73 b	3.27	4.00	3.62
Standard Deviation		.583	.316	.744	.505	.688	.583	-	-	-	-	-	.578	.558	.744	.501	.691	-	.506
Standard Error		.053	.100	.263	.152	.207	.064	-	-	-	-	-	.063	.100	.263	.057	.126	-	.140
Error variance		*	.01	.07	.02	.04	*	-	-	-	-	-	*	.01	.07	*	.02	-	.02

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

			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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	80 64%	9 47%	59 75% c	13 42%	52 75% c	7 44%	68 73%	26 52%	31 76% a	29 53%	45 71% a	- -	- -	- -	- -
Members should have some say	(3.0)	36 29%	8 42%	18 23%	14 45% bd	15 22%	7 44%	22 24%	20 40% b	8 20%	20 36%	15 24%	- -	- -	- -	- -
Members should have a limited say	(2.0)	6 5%	- -	1 1%	2 6%	1 1%	1 6%	2 2%	2 4%	1 2%	4 7%	2 3%	- -	- -	- -	- -
Members should have no say at all	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		3 2%	2 11%	1 1%	2 6%	1 1%	1 6%	1 1%	2 4%	1 2%	2 4%	1 2%	- -	- -	- -	- -
NET: More than limited say		116 93%	17 89%	77 97% c	27 87%	67 97%	14 88%	90 97%	46 92%	39 95%	49 89%	60 95%	- -	- -	- -	- -
NET: At least some say		122 98%	17 89%	78 99%	29 94%	68 99%	15 94%	92 99%	48 96%	40 98%	53 96%	62 98%	- -	- -	- -	- -
Base for stats		122	17	78	29	68	15	92	48	40	53	62	-	-	-	-
Mean Score		3.61	3.53	3.74	3.38	3.75	3.40	3.72	3.50	3.75 a	3.47	3.69 a	-	-	-	-
Standard Deviation		.583	.514	.468	.622	.469	.632	.499	.583	.494	.639	.531	-	-	-	-
Standard Error		.053	.125	.053	.115	.057	.163	.052	.084	.078	.088	.067	-	-	-	-
Error variance		*	.02	*	.01	*	.03	*	.01	.01	.01	*	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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	125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Members should have the ultimate say	(4.0)	55	55	-	-	18	11	4	3	4	-	-	-	-	-	-	-	
	44%	44%	-	-	47%	69%	27%	75%	36%	-	-	-	-	-	-	-	-	
Members should have some say	(3.0)	55	55	-	-	15	5	9	-	5	-	-	-	-	-	-	-	
	44%	44%	-	-	39%	31%	60%	-	45%	-	-	-	-	-	-	-	-	
Members should have a limited say	(2.0)	9	9	-	-	3	-	2	1	1	-	-	-	-	-	-	-	
	7%	7%	-	-	8%	-	13%	25%	9%	-	-	-	-	-	-	-	-	
Members should have no say at all	(1.0)	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	2%	2%	-	-	-	-	-	-	-	9%	-	-	-	-	-	-	-	
Don't know		4	4	-	-	2	-	-	-	-	-	-	-	-	-	-	-	
	3%	3%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	
NET: More than limited say	110	110	-	-	33	16	13	3	9	-	-	-	-	-	-	-	-	
	88%	88%	-	-	87%	100%	87%	75%	82%	-	-	-	-	-	-	-	-	
NET: At least some say	119	119	-	-	36	16	15	4	10	-	-	-	-	-	-	-	-	
	95%	95%	-	-	95%	100%	100%	100%	91%	-	-	-	-	-	-	-	-	
Base for stats	121	121	-	-	36	16	15	4	11	-	-	-	-	-	-	-	-	
Mean Score	3.35	3.35	-	-	3.42	3.69	3.13	3.50	3.09	-	-	-	-	-	-	-	-	
Standard Deviation	.692	.692	-	-	.649	.479	.640	1.000	.944	-	-	-	-	-	-	-	-	
Standard Error	.063	.063	-	-	.108	.120	.165	.500	.285	-	-	-	-	-	-	-	-	
Error variance	*	*	-	-	.01	.01	.03	.25	.08	-	-	-	-	-	-	-	-	

P013002 Nominet Listening Process 2021 Phase 2

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	55	6	5	3	4	37	-	-	-	-	-	38	14	3	44	7	-	4
		44%	60%	56%	27%	36%	44%	-	-	-	-	-	45%	44%	38%	56% b	23%	-	27%
Members should have some say	(3.0)	55	3	3	7	6	36	-	-	-	-	-	40	12	3	29	19	1	6
		44%	30%	33%	64%	55%	43%	-	-	-	-	-	47%	38%	38%	37%	63% a	100%	40%
Members should have a limited say	(2.0)	9	1	-	1	-	7	-	-	-	-	-	3	5	1	4	3	-	2
		7%	10%	-	9%	-	8%	-	-	-	-	-	4%	16% a	13%	5%	10%	-	13%
Members should have no say at all	(1.0)	2	-	-	-	-	2	-	-	-	-	-	2	-	-	-	-	-	2
		2%	-	-	-	-	2%	-	-	-	-	-	2%	-	-	-	-	-	13%
Don't know		4	-	1	-	1	2	-	-	-	-	-	2	1	1	2	1	-	1
		3%	-	11%	-	9%	2%	-	-	-	-	-	2%	3%	13%	3%	3%	-	7%
NET: More than limited say		110 88%	9 90%	8 89%	10 91%	10 91%	73 87%	- -	- -	- -	- -	- -	78 92%	26 81%	6 75%	73 92%	26 87%	1 100%	10 67%
NET: At least some say		119 95%	10 100%	8 89%	11 100%	10 91%	80 95%	- -	- -	- -	- -	- -	81 95%	31 97%	7 88%	77 97%	29 97%	1 100%	12 80%
Base for stats		121	10	8	11	10	82	-	-	-	-	-	83	31	7	77	29	1	14
Mean Score		3.35	3.50	3.63	3.18	3.40	3.32	-	-	-	-	-	3.37	3.29	3.29	3.52	3.14	3.00	2.86
Standard Deviation		.692	.707	.518	.603	.516	.735	-	-	-	-	-	.676	.739	.756	.598	.581	-	1.027
Standard Error		.063	.224	.183	.182	.163	.081	-	-	-	-	-	.074	.133	.286	.068	.108	-	.275
Error variance		*	.05	.03	.03	.03	.01	-	-	-	-	-	.01	.02	.08	*	.01	-	.08

P013002 Nominet Listening Process 2021 Phase 2

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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	55 44%	5 26%	44 56%	7 23%	41 59%	4 25%	47 51%	16 32%	25 61%	16 29%	35 56%	- -	- -	- -	- -
				c		c				a		a				
Members should have some say	(3.0)	55 44%	10 53%	27 34%	18 58%	23 33%	10 63%	39 42%	28 56%	13 32%	29 53%	24 38%	- -	- -	- -	- -
					bd				b							
Members should have a limited say	(2.0)	9 7%	1 5%	6 8%	2 6%	3 4%	- -	5 5%	3 6%	1 2%	7 13%	2 3%	- -	- -	- -	- -
Members should have no say at all	(1.0)	2 2%	1 5%	- -	2 6%	- -	1 6%	- -	2 4%	- -	2 4%	- -	- -	- -	- -	- -
					bd											
Don't know		4 3%	2 11%	2 3%	2 6%	2 3%	1 6%	2 2%	1 2%	2 5%	1 2%	2 3%	- -	- -	- -	- -
NET: More than limited say		110 88%	15 79%	71 90%	25 81%	64 93%	14 88%	86 92%	44 88%	38 93%	45 82%	59 94%	- -	- -	- -	- -
												a				
NET: At least some say		119 95%	16 84%	77 97%	27 87%	67 97%	14 88%	91 98%	47 94%	39 95%	52 95%	61 97%	- -	- -	- -	- -
					c											
Base for stats		121	17	77	29	67	15	91	49	39	54	61	-	-	-	-
Mean Score		3.35	3.12	3.49	3.03	3.57	3.13	3.46	3.18	3.62	3.09	3.54	-	-	-	-
										a		a				
Standard Deviation		.692	.781	.641	.778	.583	.743	.602	.727	.544	.759	.565	-	-	-	-
Standard Error		.063	.189	.073	.145	.071	.192	.063	.104	.087	.103	.072	-	-	-	-
Error variance		*	.04	.01	.02	.01	.04	*	.01	.01	.01	.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	125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Members should have the ultimate say	(4.0)	61	61	-	-	18	9	8	2	5	-	-	-	-	-	-	-	
	49%	49%	-	-	47%	56%	53%	50%	45%	-	-	-	-	-	-	-	-	
Members should have some say	(3.0)	48	48	-	-	13	5	7	1	5	-	-	-	-	-	-	-	
	38%	38%	-	-	34%	31%	47%	25%	45%	-	-	-	-	-	-	-	-	
Members should have a limited say	(2.0)	9	9	-	-	4	2	-	-	-	-	-	-	-	-	-	-	
	7%	7%	-	-	11%	13%	-	-	-	-	-	-	-	-	-	-	-	
Members should have no say at all	(1.0)	4	4	-	-	2	-	-	1	-	-	-	-	-	-	-	-	
	3%	3%	-	-	5%	-	-	25%	-	-	-	-	-	-	-	-	-	
Don't know		3	3	-	-	1	-	-	-	1	-	-	-	-	-	-	-	
	2%	2%	-	-	3%	-	-	-	9%	-	-	-	-	-	-	-	-	
NET: More than limited say	109	109	-	-	31	14	15	3	10	-	-	-	-	-	-	-	-	
	87%	87%	-	-	82%	88%	100%	75%	91%	-	-	-	-	-	-	-	-	
NET: At least some say	118	118	-	-	35	16	15	3	10	-	-	-	-	-	-	-	-	
	94%	94%	-	-	92%	100%	100%	75%	91%	-	-	-	-	-	-	-	-	
Base for stats	122	122	-	-	37	16	15	4	10	-	-	-	-	-	-	-	-	
Mean Score	3.36	3.36	-	-	3.27	3.44	3.53	3.00	3.50	-	-	-	-	-	-	-	-	
Standard Deviation	.761	.761	-	-	.871	.727	.516	1.414	.527	-	-	-	-	-	-	-	-	
Standard Error	.069	.069	-	-	.143	.182	.133	.707	.167	-	-	-	-	-	-	-	-	
Error variance	*	*	-	-	.02	.03	.02	.50	.03	-	-	-	-	-	-	-	-	

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	61 49%	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)	48 38%	4 40%	1 11%	6 55%	3 27%	34 40%	- -	- -	- -	- -	- -	33 39%	12 38%	3 38%	25 32%	17 57% a	1 100%	5 33%
Members should have a limited say	(2.0)	9 7%	1 10%	1 11%	1 9%	1 9%	5 6%	- -	- -	- -	- -	- -	6 7%	2 6%	1 13%	3 4%	4 13%	- -	2 13%
Members should have no say at all	(1.0)	4 3%	- -	- -	1 9%	- -	3 4%	- -	- -	- -	- -	- -	1 1%	1 3%	2 25%	- -	3 10% a	- -	1 7%
Don't know		3 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	1 3%	- -	1 1%	- -	- -	2 13%
NET: More than limited say		109 87%	9 90%	7 78%	9 82%	10 91%	74 88%	- -	- -	- -	- -	- -	76 89%	28 88%	5 63%	75 95% b	23 77%	1 100%	10 67%
NET: At least some say		118 94%	10 100%	8 89%	10 91%	11 100%	79 94%	- -	- -	- -	- -	- -	82 96%	30 94%	6 75%	78 99% b	27 90%	1 100%	12 80%
Base for stats		122	10	8	11	11	82	-	-	-	-	-	83	31	8	78	30	1	13
Mean Score		3.36	3.40	3.63	3.00	3.55	3.35	-	-	-	-	-	3.42	3.39	2.63	3.60 b	2.87	3.00	3.08
Standard Deviation		.761	.699	.744	.894	.688	.760	-	-	-	-	-	.683	.761	1.188	.566	.860	-	.954
Standard Error		.069	.221	.263	.270	.207	.084	-	-	-	-	-	.075	.137	.420	.064	.157	-	.265
Error variance		*	.05	.07	.07	.04	.01	-	-	-	-	-	.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
Significance Level: 95%			*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	61 49%	4 21%	49 62% c	8 26%	46 67% c	4 25%	53 57%	22 44%	27 66% a	20 36%	37 59% a	- -	- -	- -	- -
Members should have some say	(3.0)	48 38%	8 42%	26 33%	13 42%	20 29%	9 56%	32 34%	20 40%	11 27%	25 45%	22 35%	- -	- -	- -	- -
Members should have a limited say	(2.0)	9 7%	4 21%	2 3%	5 16% bd	2 3%	1 6%	6 6%	5 10%	1 2%	5 9%	3 5%	- -	- -	- -	- -
Members should have no say at all	(1.0)	4 3%	1 5%	1 1%	3 10% bd	- -	1 6%	1 1%	1 2%	1 2%	3 5%	- -	- -	- -	- -	- -
Don't know		3 2%	2 11%	1 1%	2 6%	1 1%	1 6%	1 1%	2 4%	1 2%	2 4%	1 2%	- -	- -	- -	- -
NET: More than limited say		109 87%	12 63%	75 95% c	21 68%	66 96% c	13 81%	85 91%	42 84%	38 93%	45 82%	59 94% a	- -	- -	- -	- -
NET: At least some say		118 94%	16 84%	77 97% c	26 84%	68 99% c	14 88%	91 98%	47 94%	39 95%	50 91%	62 98%	- -	- -	- -	- -
Base for stats		122	17	78	29	68	15	92	48	40	53	62	-	-	-	-
Mean Score		3.36	2.88	3.58	2.90	3.65	3.07	3.49	3.31	3.60	3.17	3.55 a	-	-	-	-
Standard Deviation		.761	.857	.614	.939	.540	.799	.671	.748	.672	.826	.592	-	-	-	-
Standard Error		.069	.208	.070	.174	.065	.206	.070	.108	.106	.113	.075	-	-	-	-
Error variance		*	.04	*	.03	*	.04	*	.01	.01	.01	.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	125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Members should have the ultimate say	(4.0)	32	32	-	-	11	6	3	1	4	-	-	-	-	-	-	-	
	26%	26%	-	-	29%	38%	20%	25%	36%	-	-	-	-	-	-	-	-	
Members should have some say	(3.0)	80	80	-	-	23	9	12	3	5	-	-	-	-	-	-	-	
	64%	64%	-	-	61%	56%	80%	75%	45%	-	-	-	-	-	-	-	-	
Members should have a limited say	(2.0)	9	9	-	-	3	-	-	-	2	-	-	-	-	-	-	-	
	7%	7%	-	-	8%	-	-	-	18%	-	-	-	-	-	-	-	-	
Members should have no say at all	(1.0)	2	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	
Don't know		2	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	
NET: More than limited say	112	112	-	-	34	15	15	4	9	-	-	-	-	-	-	-	-	
	90%	90%	-	-	89%	94%	100%	100%	82%	-	-	-	-	-	-	-	-	
NET: At least some say	121	121	-	-	37	15	15	4	11	-	-	-	-	-	-	-	-	
	97%	97%	-	-	97%	94%	100%	100%	100%	-	-	-	-	-	-	-	-	
Base for stats	123	123	-	-	37	16	15	4	11	-	-	-	-	-	-	-	-	
Mean Score	3.15	3.15	-	-	3.22	3.25	3.20	3.25	3.18	-	-	-	-	-	-	-	-	
Standard Deviation	.614	.614	-	-	.584	.775	.414	.500	.751	-	-	-	-	-	-	-	-	
Standard Error	.055	.055	-	-	.096	.194	.107	.250	.226	-	-	-	-	-	-	-	-	
Error variance	*	*	-	-	.01	.04	.01	.06	.05	-	-	-	-	-	-	-	-	

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say	(4.0)	32	1	4	3	3	21	-	-	-	-	-	19	12	1	26	3	-	3
		26%	10%	44%	27%	27%	25%	-	-	-	-	-	22%	38%	13%	33%	10%	-	20%
																b			
Members should have some say	(3.0)	80	7	4	6	8	55	-	-	-	-	-	55	18	7	50	24	1	5
		64%	70%	44%	55%	73%	65%	-	-	-	-	-	65%	56%	88%	63%	80%	100%	33%
Members should have a limited say	(2.0)	9	2	-	2	-	5	-	-	-	-	-	8	1	-	2	3	-	4
		7%	20%	-	18%	-	6%	-	-	-	-	-	9%	3%	-	3%	10%	-	27%
Members should have no say at all	(1.0)	2	-	-	-	-	2	-	-	-	-	-	2	-	-	-	-	-	2
		2%	-	-	-	-	2%	-	-	-	-	-	2%	-	-	-	-	-	13%
Don't know		2	-	1	-	-	1	-	-	-	-	-	1	1	-	1	-	-	1
		2%	-	11%	-	-	1%	-	-	-	-	-	1%	3%	-	1%	-	-	7%
NET: More than limited say		112 90%	8 80%	8 89%	9 82%	11 100%	76 90%	- -	- -	- -	- -	- -	74 87%	30 94%	8 100%	76 96%	27 90%	1 100%	8 53%
NET: At least some say		121 97%	10 100%	8 89%	11 100%	11 100%	81 96%	- -	- -	- -	- -	- -	82 96%	31 97%	8 100%	78 99%	30 100%	1 100%	12 80%
Base for stats		123	10	8	11	11	83	-	-	-	-	-	84	31	8	78	30	1	14
Mean Score		3.15	2.90	3.50	3.09	3.27	3.14	-	-	-	-	-	3.08	3.35	3.13	3.31	3.00	3.00	2.64
Standard Deviation		.614	.568	.535	.701	.467	.627	-	-	-	-	-	.644	.551	.354	.517	.455	-	1.008
Standard Error		.055	.180	.189	.211	.141	.069	-	-	-	-	-	.070	.099	.125	.059	.083	-	.269
Error variance		*	.03	.04	.04	.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

		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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	32 26%	3 16%	26 33%	5 16%	27 39% c	2 13%	28 30%	9 18%	20 49% a	9 16%	22 35% a	- -	- -	- -	- -
Members should have some say	(3.0)	80 64%	12 63%	48 61%	18 58%	39 57%	12 75%	58 62%	34 68% b	18 44%	37 67%	38 60%	- -	- -	- -	- -
Members should have a limited say	(2.0)	9 7%	3 16%	4 5%	6 19% bd	1 1%	2 13%	5 5%	5 10%	1 2%	7 13% b	1 2%	- -	- -	- -	- -
Members should have no say at all	(1.0)	2 2%	- -	- -	1 3%	1 1%	- -	1 1%	1 2%	1 2%	1 2%	1 2%	- -	- -	- -	- -
Don't know		2 2%	1 5%	1 1%	1 3%	1 1%	- -	1 1%	1 2%	1 2%	1 2%	1 2%	- -	- -	- -	- -
NET: More than limited say		112 90%	15 79%	74 94% c	23 74%	66 96% c	14 88%	86 92%	43 86%	38 93%	46 84%	60 95% a	- -	- -	- -	- -
NET: At least some say		121 97%	18 95%	78 99%	29 94%	67 97%	16 100%	91 98%	48 96%	39 95%	53 96%	61 97%	- -	- -	- -	- -
Base for stats		123	18	78	30	68	16	92	49	40	54	62	-	-	-	-
Mean Score		3.15	3.00	3.28 c	2.90	3.35 c	3.00	3.23	3.04	3.43 a	3.00	3.31 a	-	-	-	-
Standard Deviation		.614	.594	.556	.712	.593	.516	.595	.611	.675	.614	.589	-	-	-	-
Standard Error		.055	.140	.063	.130	.072	.129	.062	.087	.107	.084	.075	-	-	-	-
Error variance		*	.02	*	.02	.01	.02	*	.01	.01	.01	.01	-	-	-	-

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

		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	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Members should have the ultimate say	(4.0)	24	24	-	-	5	5	3	1	2	-	-	-	-	-	-	-	
	19%	19%	-	-	13%	31%	20%	25%	18%	-	-	-	-	-	-	-	-	
Members should have some say	(3.0)	71	71	-	-	20	9	12	3	5	-	-	-	-	-	-	-	
	57%	57%	-	-	53%	56%	80%	75%	45%	-	-	-	-	-	-	-	-	
Members should have a limited say	(2.0)	18	18	-	-	8	1	-	-	3	-	-	-	-	-	-	-	
	14%	14%	-	-	21%	6%	-	-	27%	-	-	-	-	-	-	-	-	
Members should have no say at all	(1.0)	2	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	
Don't know	10	10	-	-	5	-	-	-	1	-	-	-	-	-	-	-	-	
	8%	8%	-	-	13%	-	-	-	9%	-	-	-	-	-	-	-	-	
NET: More than limited say	95	95	-	-	25	14	15	4	7	-	-	-	-	-	-	-	-	
	76%	76%	-	-	66%	88%	100%	100%	64%	-	-	-	-	-	-	-	-	
NET: At least some say	113	113	-	-	33	15	15	4	10	-	-	-	-	-	-	-	-	
	90%	90%	-	-	87%	94%	100%	100%	91%	-	-	-	-	-	-	-	-	
Base for stats	115	115	-	-	33	16	15	4	10	-	-	-	-	-	-	-	-	
Mean Score	3.02	3.02	-	-	2.91	3.13	3.20	3.25	2.90	-	-	-	-	-	-	-	-	
Standard Deviation	.662	.662	-	-	.631	.806	.414	.500	.738	-	-	-	-	-	-	-	-	
Standard Error	.062	.062	-	-	.110	.202	.107	.250	.233	-	-	-	-	-	-	-	-	
Error variance	*	*	-	-	.01	.04	.01	.06	.05	-	-	-	-	-	-	-	-	

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

		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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Members should have the ultimate say		(4.0) 24 19%	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) 71 57%	7 70%	5 56%	5 45%	8 73%	46 55%	- -	- -	- -	- -	- -	50 59%	16 50%	5 63%	48 61%	16 53%	1 100%	6 40%
Members should have a limited say		(2.0) 18 14%	1 10%	1 11%	5 45%	1 9%	10 12%	- -	- -	- -	- -	- -	12 14%	5 16%	1 13%	9 11%	7 23%	- -	2 13%
Members should have no say at all		(1.0) 2 2%	1 10%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	2 13%
Don't know		10 8%	- -	1 11%	- -	1 9%	8 10%	- -	- -	- -	- -	- -	5 6%	3 9%	2 25%	6 8%	2 7%	- -	2 13%
NET: More than limited say		95 76%	8 80%	7 78%	6 55%	9 82%	65 77%	- -	- -	- -	- -	- -	66 78%	24 75%	5 63%	64 81%	21 70%	1 100%	9 60%
NET: At least some say		113 90%	9 90%	8 89%	11 100%	10 91%	75 89%	- -	- -	- -	- -	- -	78 92%	29 91%	6 75%	73 92%	28 93%	1 100%	11 73%
Base for stats		115	10	8	11	10	76	-	-	-	-	-	80	29	6	73	28	1	13
Mean Score		3.02	2.80	3.13	2.64	3.00	3.09	-	-	-	-	-	3.00	3.10	2.83	3.10	2.93	3.00	2.77
Standard Deviation		.662	.789	.641	.674	.471	.657	-	-	-	-	-	.675	.673	.408	.581	.663	-	1.013
Standard Error		.062	.249	.227	.203	.149	.075	-	-	-	-	-	.075	.125	.167	.068	.125	-	.281
Error variance		*	.06	.05	.04	.02	.01	-	-	-	-	-	.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

		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		125	19	79	31	69	16	93	50	41	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	24	4	18	5	18	5	17	10	13	8	14	-	-	-	-
		19%	21%	23%	16%	26%	31%	18%	20%	32%	15%	22%	-	-	-	-
Members should have some say	(3.0)	71	11	46	16	38	7	56	29	19	28	40	-	-	-	-
		57%	58%	58%	52%	55%	44%	60%	58%	46%	51%	63%	-	-	-	-
Members should have a limited say	(2.0)	18	1	8	7	7	2	12	8	3	13	4	-	-	-	-
		14%	5%	10%	23%	10%	13%	13%	16%	7%	24% b	6%	-	-	-	-
Members should have no say at all	(1.0)	2	-	1	-	1	-	1	-	1	1	1	-	-	-	-
		2%	-	1%	-	1%	-	1%	-	2%	2%	2%	-	-	-	-
Don't know		10	3	6	3	5	2	7	3	5	5	4	-	-	-	-
		8%	16%	8%	10%	7%	13%	8%	6%	12%	9%	6%	-	-	-	-
NET: More than limited say		95	15	64	21	56	12	73	39	32	36	54	-	-	-	-
		76%	79%	81%	68%	81%	75%	78%	78%	78%	65%	86% a	-	-	-	-
NET: At least some say		113	16	72	28	63	14	85	47	35	49	58	-	-	-	-
		90%	84%	91%	90%	91%	88%	91%	94%	85%	89%	92%	-	-	-	-
Base for stats		115	16	73	28	64	14	86	47	36	50	59	-	-	-	-
Mean Score		3.02	3.19	3.11	2.93	3.14	3.21	3.03	3.04	3.22	2.86	3.14 a	-	-	-	-
Standard Deviation		.662	.544	.636	.663	.663	.699	.622	.624	.722	.700	.601	-	-	-	-
Standard Error		.062	.136	.074	.125	.083	.187	.067	.091	.120	.099	.078	-	-	-	-
Error variance		*	.02	.01	.02	.01	.03	*	.01	.01	.01	.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

	Total	Scale							Mean Score
		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	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h
Governance decisions	125	3	17	42	53	10	20	62	1.74
	100%	2%	14%	34%	42%	8%	16%	50%	
Commercial decisions (e.g. those relating to domain prices)	125	3	12	34	64	12	15	49	1.59
	100%	2%	10%	27%	51%	10%	12%	39%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	125	5	11	36	61	12	16	52	1.65
	100%	4%	9%	29%	49%	10%	13%	42%	
Public benefit (inc. charitable) activities	125	5	15	50	46	9	20	70	1.82
	100%	4%	12%	40%	37%	7%	16%	56%	
Nominet's company strategy	125	4	12	39	61	9	16	55	1.65
	100%	3%	10%	31%	49%	7%	13%	44%	
.UK policy development	125	3	27	48	36	11	30	78	1.97
	100%	2%	22%	38%	29%	9%	24%	62%	
Internet governance	125	3	30	52	26	14	33	85	2.09
	100%	2%	24%	42%	21%	11%	26%	68%	

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	125 100%	125 100%	- -	- -	38 100%	16 100%	15 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -	- -
Governance decisions	20 16%	20 16%	- -	- -	7 18%	2 13%	3 20%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	15 12%	15 12%	- -	- -	8 21%	1 6%	2 13%	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	16 13%	16 13%	- -	- -	7 18%	1 6%	2 13%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	20 16%	20 16%	- -	- -	7 18%	2 13%	3 20%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	16 13%	16 13%	- -	- -	5 13%	2 13%	2 13%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
.UK policy development	30 24%	30 24%	- -	- -	14 37%	3 19%	3 20%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -	- -
Internet governance	33 26%	33 26%	- -	- -	13 34%	4 25%	3 20%	1 25%	2 18%	- -	- -	- -	- -	- -	- -	- -	- -

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

	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%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Governance decisions	20 16%	1 10%	1 11%	- -	2 18%	16 19%	- -	- -	- -	- -	- -	16 19%	3 9%	1 13%	9 11%	10 33% a	- -	1 7%
Commercial decisions (e.g. those relating to domain prices)	15 12%	- -	1 11%	- -	2 18%	12 14%	- -	- -	- -	- -	- -	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)	16 13%	- -	1 11%	- -	- -	15 18%	- -	- -	- -	- -	- -	11 13%	3 9%	2 25%	7 9%	8 27% a	- -	1 7%
Public benefit (inc. charitable) activities	20 16%	2 20%	1 11%	1 9%	2 18%	14 17%	- -	- -	- -	- -	- -	16 19%	2 6%	2 25%	9 11%	9 30% a	- -	2 13%
Nominet's company strategy	16 13%	- -	1 11%	- -	2 18%	13 15%	- -	- -	- -	- -	- -	12 14%	2 6%	2 25%	6 8%	9 30% a	- -	1 7%
.UK policy development	30 24%	2 20%	1 11%	- -	4 36%	23 27%	- -	- -	- -	- -	- -	23 27%	5 16%	2 25%	14 18%	14 47% a	- -	2 13%
Internet governance	33 26%	3 30%	3 33%	- -	3 27%	24 29%	- -	- -	- -	- -	- -	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	125	19	79	31	69	16	93	50	41	55	63	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Governance decisions	20	5	8	7	7	6	10	9	6	12	7	-	-	-	-
	16%	26%	10%	23%	10%	38%	11%	18%	15%	22%	11%	-	-	-	-
Commercial decisions (e.g. those relating to domain prices)	15	4	8	4	7	3	10	5	6	8	7	-	-	-	-
	12%	21%	10%	13%	10%	19%	11%	10%	15%	15%	11%	-	-	-	-
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	16	5	7	6	5	4	9	6	6	10	5	-	-	-	-
	13%	26%	9%	19%	7%	25%	10%	12%	15%	18%	8%	-	-	-	-
Public benefit (inc. charitable) activities	20	4	9	6	8	5	12	7	7	11	7	-	-	-	-
	16%	21%	11%	19%	12%	31%	13%	14%	17%	20%	11%	-	-	-	-
Nominet's company strategy	16	5	6	6	5	7	8	8	6	10	6	-	-	-	-
	13%	26%	8%	19%	7%	44%	9%	16%	15%	18%	10%	-	-	-	-
.UK policy development	30	8	13	11	10	7	17	15	7	19	10	-	-	-	-
	24%	42%	16%	35% bd	14%	44%	18%	30%	17%	35% b	16%	-	-	-	-
Internet governance	33	9	15	12	12	9	19	18	6	20	11	-	-	-	-
	26%	47%	19%	39% bd	17%	56%	20%	36% b	15%	36% b	17%	-	-	-	-

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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3	3	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	3%	-	7%	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	17	17	-	-	6	2	2	-	2	-	-	-	-	-	-	-	-
		14%	14%	-	-	16%	13%	13%	-	18%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	42	42	-	-	12	4	5	3	4	-	-	-	-	-	-	-	-
		34%	34%	-	-	32%	25%	33%	75%	36%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	53	53	-	-	13	9	6	1	5	-	-	-	-	-	-	-	-
		42%	42%	-	-	34%	56%	40%	25%	45%	-	-	-	-	-	-	-	-
Don't know		10	10	-	-	6	1	1	-	-	-	-	-	-	-	-	-	-
		8%	8%	-	-	16%	6%	7%	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		20	20	-	-	7	2	3	-	2	-	-	-	-	-	-	-	-
		16%	16%	-	-	18%	13%	20%	-	18%	-	-	-	-	-	-	-	-
NET: At least some say		62	62	-	-	19	6	8	3	6	-	-	-	-	-	-	-	-
		50%	50%	-	-	50%	38%	53%	75%	55%	-	-	-	-	-	-	-	-
Base for stats		115	115	-	-	32	15	14	4	11	-	-	-	-	-	-	-	-
Mean Score		1.74	1.74	-	-	1.84	1.53	1.86	1.75	1.73	-	-	-	-	-	-	-	-
Standard Deviation		.807	.807	-	-	.847	.743	.949	.500	.786	-	-	-	-	-	-	-	-
Standard Error		.075	.075	-	-	.150	.192	.254	.250	.237	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.04	.06	.06	.06	-	-	-	-	-	-	-	-

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

		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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say	(4.0)	3 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 3%	1 3%	- -	- -
Stakeholders should have some say	(3.0)	17 14%	1 10%	- -	- -	2 18%	14 17%	- -	- -	- -	- -	- -	13 15%	3 9%	1 13%	7 9%	9 30% a	- -	1 7%
Stakeholders should have a limited say	(2.0)	42 34%	4 40%	1 11%	4 36%	5 45%	28 33%	- -	- -	- -	- -	- -	27 32%	11 34%	4 50%	26 33%	12 40%	- -	4 27%
Stakeholders should have no say at all	(1.0)	53 42%	4 40%	6 67%	6 55%	4 36%	33 39%	- -	- -	- -	- -	- -	37 44%	15 47%	1 13%	39 49% b	6 20%	1 100%	7 47%
Don't know		10 8%	1 10%	1 11%	1 9%	- -	7 8%	- -	- -	- -	- -	- -	5 6%	3 9%	2 25%	5 6%	2 7%	- -	3 20%
NET: More than limited say		20 16%	1 10%	1 11%	- -	2 18%	16 19%	- -	- -	- -	- -	- -	16 19%	3 9%	1 13%	9 11% a	10 33%	- -	1 7%
NET: At least some say		62 50%	5 50%	2 22%	4 36%	7 64%	44 52%	- -	- -	- -	- -	- -	43 51%	14 44%	5 63%	35 44% a	22 73%	- -	5 33%
Base for stats		115	9	8	10	11	77	-	-	-	-	-	80	29	6	74	28	1	12
Mean Score		1.74	1.67	1.50	1.40	1.82	1.81	-	-	-	-	-	1.78	1.59	2.00	1.62	2.18	1.00	1.50
Standard Deviation		.807	.707	1.069	.516	.751	.828	-	-	-	-	-	.856	.682	.632	.771	.819	-	.674
Standard Error		.075	.236	.378	.163	.226	.094	-	-	-	-	-	.096	.127	.258	.090	.155	-	.195
Error variance		.01	.06	.14	.03	.05	.01	-	-	-	-	-	.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				
		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		125	19	79	31	69	16	93	50	41	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3	1	2	1	2	1	2	1	2	1	2	-	-	-	-
		2%	5%	3%	3%	3%	6%	2%	2%	5%	2%	3%	-	-	-	-
Stakeholders should have some say	(3.0)	17	4	6	6	5	5	8	8	4	11	5	-	-	-	-
		14%	21%	8%	19%	7%	31%	9%	16%	10%	20%	8%	-	-	-	-
Stakeholders should have a limited say	(2.0)	42	6	27	10	22	6	30	19	7	22	17	-	-	-	-
		34%	32%	34%	32%	32%	38%	32%	38%	17%	40%	27%	-	-	-	-
Stakeholders should have no say at all	(1.0)	53	6	38	11	33	3	46	20	22	17	34	-	-	-	-
		42%	32%	48%	35%	48%	19%	49%	40%	54%	31%	54%	-	-	-	-
Don't know		10	2	6	3	7	1	7	2	6	4	5	-	-	-	-
		8%	11%	8%	10%	10%	6%	8%	4%	15%	7%	8%	-	-	-	-
NET: More than limited say		20	5	8	7	7	6	10	9	6	12	7	-	-	-	-
		16%	26%	10%	23%	10%	38%	11%	18%	15%	22%	11%	-	-	-	-
NET: At least some say		62	11	35	17	29	12	40	28	13	34	24	-	-	-	-
		50%	58%	44%	55%	42%	75%	43%	56%	32%	62%	38%	-	-	-	-
Base for stats		115	17	73	28	62	15	86	48	35	51	58	-	-	-	-
Mean Score		1.74	2.00	1.62	1.89	1.61	2.27	1.60	1.79	1.60	1.92	1.57	-	-	-	-
Standard Deviation		.807	.935	.757	.875	.776	.884	.756	.798	.914	.796	.797	-	-	-	-
Standard Error		.075	.227	.089	.165	.099	.228	.082	.115	.154	.111	.105	-	-	-	-
Error variance		.01	.05	.01	.03	.01	.05	.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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	12	12	-	-	6	1	2	-	1	-	-	-	-	-	-	-	-
		10%	10%	-	-	16%	6%	13%	-	9%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	34	34	-	-	7	3	5	1	3	-	-	-	-	-	-	-	-
		27%	27%	-	-	18%	19%	33%	25%	27%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	64	64	-	-	18	10	7	3	7	-	-	-	-	-	-	-	-
		51%	51%	-	-	47%	63%	47%	75%	64%	-	-	-	-	-	-	-	-
Don't know		12	12	-	-	5	2	1	-	-	-	-	-	-	-	-	-	-
		10%	10%	-	-	13%	13%	7%	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		15	15	-	-	8	1	2	-	1	-	-	-	-	-	-	-	-
		12%	12%	-	-	21%	6%	13%	-	9%	-	-	-	-	-	-	-	-
NET: At least some say		49	49	-	-	15	4	7	1	4	-	-	-	-	-	-	-	-
		39%	39%	-	-	39%	25%	47%	25%	36%	-	-	-	-	-	-	-	-
Base for stats		113	113	-	-	33	14	14	4	11	-	-	-	-	-	-	-	-
Mean Score		1.59	1.59	-	-	1.76	1.36	1.64	1.25	1.45	-	-	-	-	-	-	-	-
Standard Deviation		.786	.786	-	-	.969	.633	.745	.500	.688	-	-	-	-	-	-	-	-
Standard Error		.074	.074	-	-	.169	.169	.199	.250	.207	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.03	.04	.06	.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

		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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say	(4.0)	3 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 3%	1 3%	- -	- -
Stakeholders should have some say	(3.0)	12 10%	- -	- -	- -	2 18%	10 12%	- -	- -	- -	- -	- -	6 7%	4 13%	2 25%	6 8%	5 17%	- -	1 7%
Stakeholders should have a limited say	(2.0)	34 27%	2 20%	2 22%	3 27%	6 55%	21 25%	- -	- -	- -	- -	- -	27 32%	5 16%	2 25%	22 28%	8 27%	- -	4 27%
Stakeholders should have no say at all	(1.0)	64 51%	6 60%	5 56%	7 64%	3 27%	43 51%	- -	- -	- -	- -	- -	42 49%	20 63%	2 25%	42 53%	14 47%	1 100%	7 47%
Don't know		12 10%	2 20%	1 11%	1 9%	- -	8 10%	- -	- -	- -	- -	- -	7 8%	3 9%	2 25%	7 9%	2 7%	- -	3 20%
NET: More than limited say		15 12%	- -	1 11%	- -	2 18%	12 14%	- -	- -	- -	- -	- -	9 11%	4 13%	2 25%	8 10%	6 20%	- -	1 7%
NET: At least some say		49 39%	2 20%	3 33%	3 27%	8 73%	33 39%	- -	- -	- -	- -	- -	36 42%	9 28%	4 50%	30 38%	14 47%	- -	5 33%
Base for stats		113	8	8	10	11	76	-	-	-	-	-	78	29	6	72	28	1	12
Mean Score		1.59	1.25	1.63	1.30	1.91	1.62	-	-	-	-	-	1.62	1.45	2.00	1.56	1.75	1.00	1.50
Standard Deviation		.786	.463	1.061	.483	.701	.816	-	-	-	-	-	.793	.736	.894	.767	.887	-	.674
Standard Error		.074	.164	.375	.153	.211	.094	-	-	-	-	-	.090	.137	.365	.090	.168	-	.195
Error variance		.01	.03	.14	.02	.04	.01	-	-	-	-	-	.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

		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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3 2%	1 5%	2 3%	1 3%	1 1%	1 6%	2 2%	1 2%	1 2%	1 2%	2 3%	-	-	-	-
Stakeholders should have some say	(3.0)	12 10%	3 16%	6 8%	3 10%	6 9%	2 13%	8 9%	4 8%	5 12%	7 13%	5 8%	-	-	-	-
Stakeholders should have a limited say	(2.0)	34 27%	6 32%	20 25%	8 26%	15 22%	5 31%	22 24%	15 30%	5 12%	17 31%	15 24%	-	-	-	-
Stakeholders should have no say at all	(1.0)	64 51%	6 32%	45 57%	14 45%	40 58%	5 31%	54 58%	26 52%	25 61%	26 47%	36 57%	-	-	-	-
Don't know		12 10%	3 16%	6 8%	5 16%	7 10%	3 19%	7 8%	4 8%	5 12%	4 7%	5 8%	-	-	-	-
NET: More than limited say		15 12%	4 21%	8 10%	4 13%	7 10%	3 19%	10 11%	5 10%	6 15%	8 15%	7 11%	-	-	-	-
NET: At least some say		49 39%	10 53%	28 35%	12 39%	22 32%	8 50%	32 34%	20 40%	11 27%	25 45%	22 35%	-	-	-	-
Base for stats		113	16	73	26	62	13	86	46	36	51	58	-	-	-	-
Mean Score		1.59	1.94	1.52	1.65	1.48	1.92	1.51	1.57	1.50	1.67	1.53	-	-	-	-
Standard Deviation		.786	.929	.766	.846	.741	.954	.763	.750	.845	.792	.799	-	-	-	-
Standard Error		.074	.232	.090	.166	.094	.265	.082	.111	.141	.111	.105	-	-	-	-
Error variance		.01	.05	.01	.03	.01	.07	.01	.01	.02	.01	.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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	5	5	-	-	2	-	1	-	1	-	-	-	-	-	-	-	-
		4%	4%	-	-	5%	-	7%	-	9%	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	11	11	-	-	5	1	1	-	1	-	-	-	-	-	-	-	-
		9%	9%	-	-	13%	6%	7%	-	9%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	36	36	-	-	11	2	5	3	2	-	-	-	-	-	-	-	-
		29%	29%	-	-	29%	13%	33%	75%	18%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	61	61	-	-	15	10	7	1	7	-	-	-	-	-	-	-	-
		49%	49%	-	-	39%	63%	47%	25%	64%	-	-	-	-	-	-	-	-
Don't know		12	12	-	-	5	3	1	-	-	-	-	-	-	-	-	-	-
		10%	10%	-	-	13%	19%	7%	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		16	16	-	-	7	1	2	-	2	-	-	-	-	-	-	-	-
		13%	13%	-	-	18%	6%	13%	-	18%	-	-	-	-	-	-	-	-
NET: At least some say		52	52	-	-	18	3	7	3	4	-	-	-	-	-	-	-	-
		42%	42%	-	-	47%	19%	47%	75%	36%	-	-	-	-	-	-	-	-
Base for stats		113	113	-	-	33	13	14	4	11	-	-	-	-	-	-	-	-
Mean Score		1.65	1.65	-	-	1.82	1.31	1.71	1.75	1.64	-	-	-	-	-	-	-	-
Standard Deviation		.834	.834	-	-	.917	.630	.914	.500	1.027	-	-	-	-	-	-	-	-
Standard Error		.078	.078	-	-	.160	.175	.244	.250	.310	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.03	.06	.06	.10	-	-	-	-	-	-	-	-

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

		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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say		(4.0)	5 4%	- -	1 11%	- -	- 5%	4 -	- -	- -	- -	- -	4 5%	- -	1 13%	3 4%	2 7%	- -	- -
Stakeholders should have some say		(3.0)	11 9%	- -	- -	- -	11 13%	- -	- -	- -	- -	- -	7 8%	3 9%	1 13%	4 5%	6 20%	- -	1 7%
Stakeholders should have a limited say		(2.0)	36 29%	2 20%	1 11%	4 36%	6 55%	23 27%	- -	- -	- -	- -	25 29%	8 25%	3 38%	23 29%	9 30%	- -	4 27%
Stakeholders should have no say at all		(1.0)	61 49%	7 70%	5 56%	6 55%	5 45%	38 45%	- -	- -	- -	- -	43 51%	17 53%	1 13%	42 53%	11 37%	1 100%	7 47%
Don't know			12 10%	1 10%	2 22%	1 9%	- -	8 10%	- -	- -	- -	- -	6 7%	4 13%	2 25%	7 9%	2 7%	- -	3 20%
NET: More than limited say			16 13%	- -	1 11%	- -	- -	15 18%	- -	- -	- -	- -	11 13%	3 9%	2 25%	7 9%	8 27%	- -	1 7%
NET: At least some say			52 42%	2 20%	2 22%	4 36%	6 55%	38 45%	- -	- -	- -	- -	36 42%	11 34%	5 63%	30 38%	17 57%	- -	5 33%
Base for stats		113	9	7	10	11	76	-	-	-	-	-	79	28	6	72	28	1	12
Mean Score		1.65	1.22	1.57	1.40	1.55	1.75	-	-	-	-	-	1.65	1.50	2.33	1.56	1.96	1.00	1.50
Standard Deviation		.834	.441	1.134	.516	.522	.896	-	-	-	-	-	.848	.694	1.033	.785	.962	-	.674
Standard Error		.078	.147	.429	.163	.157	.103	-	-	-	-	-	.095	.131	.422	.093	.182	-	.195
Error variance		.01	.02	.18	.03	.02	.01	-	-	-	-	-	.01	.02	.18	.01	.03	-	.04

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

		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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Stakeholders should have the ultimate say	(4.0)	5 4%	2 11%	2 3%	2 6%	2 3%	1 6%	3 3%	2 4%	2 5%	3 5%	2 3%	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	11 9%	3 16%	5 6%	4 13%	3 4%	3 19%	6 6%	4 8%	4 10%	7 13%	3 5%	- -	- -	- -	- -
Stakeholders should have a limited say	(2.0)	36 29%	7 37%	21 27%	10 32%	20 29%	5 31%	26 28%	17 34%	5 12%	18 33%	16 25%	- -	- -	- -	- -
Stakeholders should have no say at all	(1.0)	61 49%	5 26%	45 57%	11 35%	37 54%	5 31%	51 55%	24 48%	25 61%	22 40%	36 57%	- -	- -	- -	- -
Don't know		12 10%	2 11%	6 8%	4 13%	7 10%	2 13%	7 8%	3 6%	5 12%	5 9%	6 10%	- -	- -	- -	- -
NET: More than limited say		16 13%	5 26%	7 9%	6 19%	5 7%	4 25%	9 10%	6 12%	6 15%	10 18%	5 8%	- -	- -	- -	- -
NET: At least some say		52 42%	12 63%	28 35%	16 52%	25 36%	9 56%	35 38%	23 46%	11 27%	28 51%	21 33%	- -	- -	- -	- -
Base for stats		113	17	73	27	62	14	86	47	36	50	57	-	-	-	-
Mean Score		1.65	2.12	1.51	1.89	1.52	2.00	1.55	1.66	1.53	1.82 b	1.49	-	-	-	-
Standard Deviation		.834	.993	.748	.934	.741	.961	.777	.815	.910	.896	.759	-	-	-	-
Standard Error		.078	.241	.088	.180	.094	.257	.084	.119	.152	.127	.101	-	-	-	-
Error variance		.01	.06	.01	.03	.01	.07	.01	.01	.02	.02	.01	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	5	5	-	-	3	-	1	-	-	-	-	-	-	-	-	-	-
		4%	4%	-	-	8%	-	7%	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	15	15	-	-	4	2	2	-	2	-	-	-	-	-	-	-	-
		12%	12%	-	-	11%	13%	13%	-	18%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	50	50	-	-	12	4	8	3	5	-	-	-	-	-	-	-	-
		40%	40%	-	-	32%	25%	53%	75%	45%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	46	46	-	-	14	9	3	1	4	-	-	-	-	-	-	-	-
		37%	37%	-	-	37%	56%	20%	25%	36%	-	-	-	-	-	-	-	-
Don't know		9	9	-	-	5	1	1	-	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	13%	6%	7%	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		20	20	-	-	7	2	3	-	2	-	-	-	-	-	-	-	-
		16%	16%	-	-	18%	13%	20%	-	18%	-	-	-	-	-	-	-	-
NET: At least some say		70	70	-	-	19	6	11	3	7	-	-	-	-	-	-	-	-
		56%	56%	-	-	50%	38%	73%	75%	64%	-	-	-	-	-	-	-	-
Base for stats		116	116	-	-	33	15	14	4	11	-	-	-	-	-	-	-	-
Mean Score		1.82	1.82	-	-	1.88	1.53	2.07	1.75	1.82	-	-	-	-	-	-	-	-
Standard Deviation		.819	.819	-	-	.960	.743	.829	.500	.751	-	-	-	-	-	-	-	-
Standard Error		.076	.076	-	-	.167	.192	.221	.250	.226	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.04	.05	.06	.05	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%	
Stakeholders should have the ultimate say		(4.0)	5 4%	- 11%	- -	- -	4 5%	- -	- -	- -	- -	- -	4 5%	- -	1 13%	3 4%	2 7%	- -	- -	
Stakeholders should have some say		(3.0)	15 12%	2 20%	- -	1 9%	2 18%	10 12%	- -	- -	- -	- -	12 14%	2 6%	1 13%	6 8%	7 23%	- -	2 13%	
Stakeholders should have a limited say		(2.0)	50 40%	4 40%	1 11%	7 64%	7 64%	31 37%	- -	- -	- -	- -	32 38%	16 50%	2 25%	32 41%	12 40%	- -	6 40%	
Stakeholders should have no say at all		(1.0)	46 37%	3 30%	6 67%	2 18%	2 18%	33 39%	- -	- -	- -	- -	33 39%	11 34%	2 25%	33 42%	8 27%	1 100%	4 27%	
Don't know			9 7%	1 10%	1 11%	1 9%	- -	6 7%	- -	- -	- -	- -	4 5%	3 9%	2 25%	5 6%	1 3%	- -	3 20%	
NET: More than limited say			20 16%	2 20%	1 11%	1 9%	2 18%	14 17%	- -	- -	- -	- -	16 19%	2 6%	2 25%	9 11%	9 30%	- -	2 13%	
NET: At least some say			70 56%	6 60%	2 22%	8 73%	9 82%	45 54%	- -	- -	- -	- -	48 56%	18 56%	4 50%	41 52%	21 70%	- -	8 53%	
Base for stats			116	9	8	10	11	78	-	-	-	-	-	81	29	6	74	29	1	12
Mean Score			1.82	1.89	1.50	1.90	2.00	1.81	-	-	-	-	-	1.84	1.69	2.17	1.72	2.10	1.00	1.83
Standard Deviation			.819	.782	1.069	.568	.632	.854	-	-	-	-	-	.858	.604	1.169	.785	.900	-	.718
Standard Error			.076	.261	.378	.180	.191	.097	-	-	-	-	-	.095	.112	.477	.091	.167	-	.207
Error variance			.01	.07	.14	.03	.04	.01	-	-	-	-	-	.01	.01	.23	.01	.03	-	.04

P013002 Nominet Listening Process 2021 Phase 2

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
Significance Level: 95%		*a	b	c	d	*a	b	a	b	a	b	*a	*b	*c	*d
Total		125	19	79	31	69	16	93	50	41	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	5	2	3	2	2	1	4	2	2	2	3	-	-	-
		4%	11%	4%	6%	3%	6%	4%	4%	5%	4%	5%	-	-	-
Stakeholders should have some say	(3.0)	15	2	6	4	6	4	8	5	5	9	4	-	-	-
		12%	11%	8%	13%	9%	25%	9%	10%	12%	16%	6%	-	-	-
Stakeholders should have a limited say	(2.0)	50	8	30	14	24	7	37	27	8	26	23	-	-	-
		40%	42%	38%	45%	35%	44%	40%	54%	20%	47%	37%	-	-	-
Stakeholders should have no say at all	(1.0)	46	5	35	8	31	3	38	14	21	15	28	-	-	-
		37%	26%	44%	26%	45%	19%	41%	28%	51%	27%	44%	-	-	-
Don't know		9	2	5	3	6	1	6	2	5	3	5	-	-	-
		7%	11%	6%	10%	9%	6%	6%	4%	12%	5%	8%	-	-	-
NET: More than limited say		20	4	9	6	8	5	12	7	7	11	7	-	-	-
		16%	21%	11%	19%	12%	31%	13%	14%	17%	20%	11%	-	-	-
NET: At least some say		70	12	39	20	32	12	49	34	15	37	30	-	-	-
		56%	63%	49%	65%	46%	75%	53%	68%	37%	67%	48%	-	-	-
Base for stats		116	17	74	28	63	15	87	48	36	52	58	-	-	-
Mean Score		1.82	2.06	1.69	2.00	1.67	2.20	1.75	1.90	1.67	1.96	1.69	-	-	-
Standard Deviation		.819	.966	.793	.861	.783	.862	.810	.751	.926	.791	.821	-	-	-
Standard Error		.076	.234	.092	.163	.099	.223	.087	.108	.154	.110	.108	-	-	-
Error variance		.01	.05	.01	.03	.01	.05	.01	.01	.02	.01	.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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	4	4	-	-	2	-	1	-	-	-	-	-	-	-	-	-	-
		3%	3%	-	-	5%	-	7%	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	12	12	-	-	3	2	1	-	2	-	-	-	-	-	-	-	-
		10%	10%	-	-	8%	13%	7%	-	18%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	39	39	-	-	13	4	6	2	2	-	-	-	-	-	-	-	-
		31%	31%	-	-	34%	25%	40%	50%	18%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	61	61	-	-	15	9	6	2	7	-	-	-	-	-	-	-	-
		49%	49%	-	-	39%	56%	40%	50%	64%	-	-	-	-	-	-	-	-
Don't know		9	9	-	-	5	1	1	-	-	-	-	-	-	-	-	-	-
		7%	7%	-	-	13%	6%	7%	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		16	16	-	-	5	2	2	-	2	-	-	-	-	-	-	-	-
		13%	13%	-	-	13%	13%	13%	-	18%	-	-	-	-	-	-	-	-
NET: At least some say		55	55	-	-	18	6	8	2	4	-	-	-	-	-	-	-	-
		44%	44%	-	-	47%	38%	53%	50%	36%	-	-	-	-	-	-	-	-
Base for stats		116	116	-	-	33	15	14	4	11	-	-	-	-	-	-	-	-
Mean Score		1.65	1.65	-	-	1.76	1.53	1.79	1.50	1.55	-	-	-	-	-	-	-	-
Standard Deviation		.805	.805	-	-	.867	.743	.893	.577	.820	-	-	-	-	-	-	-	-
Standard Error		.075	.075	-	-	.151	.192	.239	.289	.247	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.04	.06	.08	.06	-	-	-	-	-	-	-	-

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say	(4.0)	4 3%	- -	1 11%	- -	- -	3 4%	- -	- -	- -	- -	- -	4 5%	- -	- -	3 4%	1 3%	- -	- -
Stakeholders should have some say	(3.0)	12 10%	- -	- -	- -	2 18%	10 12%	- -	- -	- -	- -	- -	8 9%	2 6%	2 25%	3 4%	8 27% a	- -	1 7%
Stakeholders should have a limited say	(2.0)	39 31%	5 50%	1 11%	3 27%	5 45%	25 30%	- -	- -	- -	- -	- -	27 32%	10 31%	2 25%	22 28%	10 33%	1 100%	6 40%
Stakeholders should have no say at all	(1.0)	61 49%	4 40%	6 67%	7 64%	4 36%	40 48%	- -	- -	- -	- -	- -	42 49%	17 53%	2 25%	46 58% b	10 33%	- -	5 33%
Don't know		9 7%	1 10%	1 11%	1 9%	- -	6 7%	- -	- -	- -	- -	- -	4 5%	3 9%	2 25%	5 6%	1 3%	- -	3 20%
NET: More than limited say		16 13%	- -	1 11%	- -	2 18%	13 15%	- -	- -	- -	- -	- -	12 14%	2 6%	2 25%	6 8%	9 30% a	- -	1 7%
NET: At least some say		55 44%	5 50%	2 22%	3 27%	7 64%	38 45%	- -	- -	- -	- -	- -	39 46%	12 38%	4 50%	28 35%	19 63% a	1 100%	7 47%
Base for stats		116	9	8	10	11	78	-	-	-	-	-	81	29	6	74	29	1	12
Mean Score		1.65	1.56	1.50	1.30	1.82	1.69	-	-	-	-	-	1.68	1.48	2.00	1.50	2.00	2.00	1.67
Standard Deviation		.805	.527	1.069	.483	.751	.842	-	-	-	-	-	.849	.634	.894	.763	.886	-	.651
Standard Error		.075	.176	.378	.153	.226	.095	-	-	-	-	-	.094	.118	.365	.089	.165	-	.188
Error variance		.01	.03	.14	.02	.05	.01	-	-	-	-	-	.01	.01	.13	.01	.03	-	.04

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

		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		125	19	79	31	69	16	93	50	41	55	63	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	4	1	3	1	2	1	3	1	2	1	3	-	-	-
		3%	5%	4%	3%	3%	6%	3%	2%	5%	2%	5%	-	-	-
Stakeholders should have some say	(3.0)	12	4	3	5	3	6	5	7	4	9	3	-	-	-
		10%	21%	4%	16%	4%	38%	5%	14%	10%	16%	5%	-	-	-
				bd							b				
Stakeholders should have a limited say	(2.0)	39	8	21	12	17	5	25	18	6	20	17	-	-	-
		31%	42%	27%	39%	25%	31%	27%	36%	15%	36%	27%	-	-	-
									b						
Stakeholders should have no say at all	(1.0)	61	4	47	10	41	3	54	22	24	22	35	-	-	-
		49%	21%	59%	32%	59%	19%	58%	44%	59%	40%	56%	-	-	-
				c		c									
Don't know		9	2	5	3	6	1	6	2	5	3	5	-	-	-
		7%	11%	6%	10%	9%	6%	6%	4%	12%	5%	8%	-	-	-
NET: More than limited say		16	5	6	6	5	7	8	8	6	10	6	-	-	-
		13%	26%	8%	19%	7%	44%	9%	16%	15%	18%	10%	-	-	-
NET: At least some say		55	13	27	18	22	12	33	26	12	30	23	-	-	-
		44%	68%	34%	58%	32%	75%	35%	52%	29%	55%	37%	-	-	-
				bd					b						
Base for stats		116	17	74	28	63	15	87	48	36	52	58	-	-	-
Mean Score		1.65	2.12	1.49	1.89	1.46	2.33	1.51	1.73	1.56	1.79	1.55	-	-	-
Standard Deviation		.805	.857	.763	.832	.737	.900	.761	.792	.909	.800	.820	-	-	-
Standard Error		.075	.208	.089	.157	.093	.232	.082	.114	.151	.111	.108	-	-	-
Error variance		.01	.04	.01	.02	.01	.05	.01	.01	.02	.01	.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	125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Stakeholders should have the ultimate say	(4.0)	3	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	
	2%	2%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	
Stakeholders should have some say	(3.0)	27	27	-	-	12	3	3	-	2	-	-	-	-	-	-	-	
	22%	22%	-	-	32%	19%	20%	-	18%	-	-	-	-	-	-	-	-	
Stakeholders should have a limited say	(2.0)	48	48	-	-	6	7	8	3	6	-	-	-	-	-	-	-	
	38%	38%	-	-	16%	44%	53%	75%	55%	-	-	-	-	-	-	-	-	
Stakeholders should have no say at all	(1.0)	36	36	-	-	13	5	3	1	3	-	-	-	-	-	-	-	
	29%	29%	-	-	34%	31%	20%	25%	27%	-	-	-	-	-	-	-	-	
Don't know	11	11	-	-	5	1	1	-	-	-	-	-	-	-	-	-	-	
	9%	9%	-	-	13%	6%	7%	-	-	-	-	-	-	-	-	-	-	
NET: More than limited say	30	30	-	-	14	3	3	-	2	-	-	-	-	-	-	-	-	
	24%	24%	-	-	37%	19%	20%	-	18%	-	-	-	-	-	-	-	-	
NET: At least some say	78	78	-	-	20	10	11	3	8	-	-	-	-	-	-	-	-	
	62%	62%	-	-	53%	63%	73%	75%	73%	-	-	-	-	-	-	-	-	
Base for stats	114	114	-	-	33	15	14	4	11	-	-	-	-	-	-	-	-	
Mean Score	1.97	1.97	-	-	2.09	1.87	2.00	1.75	1.91	-	-	-	-	-	-	-	-	
Standard Deviation	.814	.814	-	-	1.011	.743	.679	.500	.701	-	-	-	-	-	-	-	-	
Standard Error	.076	.076	-	-	.176	.192	.182	.250	.211	-	-	-	-	-	-	-	-	
Error variance	.01	.01	-	-	.03	.04	.03	.06	.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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say		(4.0) 3 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	2 2%	1 3%	- -	2 3%	1 3%	- -	- -
Stakeholders should have some say		(3.0) 27 22%	2 20%	- -	- -	4 36%	21 25%	- -	- -	- -	- -	- -	21 25%	4 13%	2 25%	12 15%	13 43%	- -	2 13%
Stakeholders should have a limited say		(2.0) 48 38%	4 40%	5 56%	5 45%	6 55%	28 33%	- -	- -	- -	- -	- -	32 38%	13 41%	3 38%	35 44%	7 23%	1 100%	5 33%
Stakeholders should have no say at all		(1.0) 36 29%	2 20%	2 22%	5 45%	1 9%	26 31%	- -	- -	- -	- -	- -	24 28%	11 34%	1 13%	23 29%	8 27%	- -	5 33%
Don't know		11 9%	2 20%	1 11%	1 9%	- -	7 8%	- -	- -	- -	- -	- -	6 7%	3 9%	2 25%	7 9%	1 3%	- -	3 20%
NET: More than limited say		30 24%	2 20%	1 11%	- -	4 36%	23 27%	- -	- -	- -	- -	- -	23 27%	5 16%	2 25%	14 18%	14 47%	- -	2 13%
NET: At least some say		78 62%	6 60%	6 67%	5 45%	10 91%	51 61%	- -	- -	- -	- -	- -	55 65%	18 56%	5 63%	49 62%	21 70%	1 100%	7 47%
Base for stats		114	8	8	10	11	77	-	-	-	-	-	79	29	6	72	29	1	12
Mean Score		1.97	2.00	2.00	1.50	2.27	1.99	-	-	-	-	-	2.01	1.83	2.17	1.90	2.24	2.00	1.75
Standard Deviation		.814	.756	.926	.527	.647	.851	-	-	-	-	-	.824	.805	.753	.772	.912	-	.754
Standard Error		.076	.267	.327	.167	.195	.097	-	-	-	-	-	.093	.149	.307	.091	.169	-	.218
Error variance		.01	.07	.11	.03	.04	.01	-	-	-	-	-	.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		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		125 100%	19 100%	79 100%	31 100%	69 100%	16 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Stakeholders should have the ultimate say	(4.0)	3 2%	1 5%	1 1%	2 6%	1 1%	1 6%	2 2%	1 2%	1 2%	2 4%	1 2%	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	27 22%	7 37%	12 15%	9 29%	9 13%	6 38%	15 16%	14 28%	6 15%	17 31%	9 14%	- -	- -	- -	- -
Stakeholders should have a limited say	(2.0)	48 38%	5 26%	34 43%	9 29%	28 41%	5 31%	39 42%	19 38%	12 29%	18 33%	28 44%	- -	- -	- -	- -
Stakeholders should have no say at all	(1.0)	36 29%	3 16%	26 33%	7 23%	24 35%	2 13%	30 32%	13 26%	17 41%	15 27%	20 32%	- -	- -	- -	- -
Don't know		11 9%	3 16%	6 8%	4 13%	7 10%	2 13%	7 8%	3 6%	5 12%	3 5%	5 8%	- -	- -	- -	- -
NET: More than limited say		30 24%	8 42%	13 16%	11 35%	10 14%	7 44%	17 18%	15 30%	7 17%	19 35%	10 16%	- -	- -	- -	- -
NET: At least some say		78 62%	13 68%	47 59%	20 65%	38 55%	12 75%	56 60%	34 68%	19 46%	37 67%	38 60%	- -	- -	- -	- -
Base for stats		114	16	73	27	62	14	86	47	36	52	58	-	-	-	-
Mean Score		1.97	2.38	1.84	2.22	1.79	2.43	1.87	2.06	1.75	2.12	1.84	-	-	-	-
Standard Deviation		.814	.885	.746	.934	.750	.852	.779	.818	.841	.878	.745	-	-	-	-
Standard Error		.076	.221	.087	.180	.095	.228	.084	.119	.140	.122	.098	-	-	-	-
Error variance		.01	.05	.01	.03	.01	.05	.01	.01	.02	.01	.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		125	125	-	-	38	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
		2%	2%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	30	30	-	-	12	4	3	1	2	-	-	-	-	-	-	-	-
		24%	24%	-	-	32%	25%	20%	25%	18%	-	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	52	52	-	-	11	7	8	2	6	-	-	-	-	-	-	-	-
		42%	42%	-	-	29%	44%	53%	50%	55%	-	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	26	26	-	-	8	4	3	-	2	-	-	-	-	-	-	-	-
		21%	21%	-	-	21%	25%	20%	-	18%	-	-	-	-	-	-	-	-
Don't know		14	14	-	-	6	1	1	1	1	-	-	-	-	-	-	-	-
		11%	11%	-	-	16%	6%	7%	25%	9%	-	-	-	-	-	-	-	-
NET: More than limited say		33	33	-	-	13	4	3	1	2	-	-	-	-	-	-	-	-
		26%	26%	-	-	34%	25%	20%	25%	18%	-	-	-	-	-	-	-	-
NET: At least some say		85	85	-	-	24	11	11	3	8	-	-	-	-	-	-	-	-
		68%	68%	-	-	63%	69%	73%	75%	73%	-	-	-	-	-	-	-	-
Base for stats		111	111	-	-	32	15	14	3	10	-	-	-	-	-	-	-	-
Mean Score		2.09	2.09	-	-	2.19	2.00	2.00	2.33	2.00	-	-	-	-	-	-	-	-
Standard Deviation		.781	.781	-	-	.859	.756	.679	.577	.667	-	-	-	-	-	-	-	-
Standard Error		.074	.074	-	-	.152	.195	.182	.333	.211	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.02	.04	.03	.11	.04	-	-	-	-	-	-	-	-

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		125 100%	10 100%	9 100%	11 100%	11 100%	84 100%	- -	- -	- -	- -	- -	85 100%	32 100%	8 100%	79 100%	30 100%	1 100%	15 100%
Stakeholders should have the ultimate say		(4.0)	3 2%	- 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	3 4%	- -	- -	1 1%	2 7%	- -	- -
Stakeholders should have some say		(3.0)	30 24%	3 30%	2 22%	- -	3 27%	22 26%	- -	- -	- -	- -	21 25%	7 22%	2 25%	13 16%	14 47%	- -	3 20%
Stakeholders should have a limited say		(2.0)	52 42%	4 40%	3 33%	6 55%	7 64%	32 38%	- -	- -	- -	- -	36 42%	12 38%	4 50%	38 48%	9 30%	1 100%	4 27%
Stakeholders should have no say at all		(1.0)	26 21%	2 20%	2 22%	3 27%	- -	19 23%	- -	- -	- -	- -	17 20%	9 28%	- -	18 23%	4 13%	- -	4 27%
Don't know			14 11%	1 10%	1 11%	2 18%	1 9%	9 11%	- -	- -	- -	- -	8 9%	4 13%	2 25%	9 11%	1 3%	- -	4 27%
NET: More than limited say			33 26%	3 30%	3 33%	- -	3 27%	24 29%	- -	- -	- -	- -	24 28%	7 22%	2 25%	14 18%	16 53%	- -	3 20%
NET: At least some say			85 68%	7 70%	6 67%	6 55%	10 91%	56 67%	- -	- -	- -	- -	60 71%	19 59%	6 75%	52 66%	25 83%	1 100%	7 47%
Base for stats		111	9	8	9	10	75	-	-	-	-	-	77	28	6	70	29	1	11
Mean Score		2.09	2.11	2.25	1.67	2.30	2.09	-	-	-	-	-	2.13	1.93	2.33	1.96	2.48	2.00	1.91
Standard Deviation		.781	.782	1.035	.500	.483	.808	-	-	-	-	-	.801	.766	.516	.711	.829	-	.831
Standard Error		.074	.261	.366	.167	.153	.093	-	-	-	-	-	.091	.145	.211	.085	.154	-	.251
Error variance		.01	.07	.13	.03	.02	.01	-	-	-	-	-	.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			
			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		125	19	79	31	69	16	93	50	41	55	63	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	3	1	1	1	1	1	2	1	1	2	1	-	-	-	-
		2%	5%	1%	3%	1%	6%	2%	2%	2%	4%	2%	-	-	-	-
Stakeholders should have some say	(3.0)	30	8	14	11	11	8	17	17	5	18	10	-	-	-	-
		24%	42%	18%	35%	16%	50%	18%	34%	12%	33%	16%	-	-	-	-
					bd				b		b					
Stakeholders should have a limited say	(2.0)	52	5	34	11	28	4	42	21	13	22	27	-	-	-	-
		42%	26%	43%	35%	41%	25%	45%	42%	32%	40%	43%	-	-	-	-
Stakeholders should have no say at all	(1.0)	26	2	21	4	19	1	22	8	15	8	17	-	-	-	-
		21%	11%	27%	13%	28%	6%	24%	16%	37%	15%	27%	-	-	-	-
									a							
Don't know		14	3	9	4	10	2	10	3	7	5	8	-	-	-	-
		11%	16%	11%	13%	14%	13%	11%	6%	17%	9%	13%	-	-	-	-
NET: More than limited say		33	9	15	12	12	9	19	18	6	20	11	-	-	-	-
		26%	47%	19%	39%	17%	56%	20%	36%	15%	36%	17%	-	-	-	-
					bd				b		b					
NET: At least some say		85	14	49	23	40	13	61	39	19	42	38	-	-	-	-
		68%	74%	62%	74%	58%	81%	66%	78%	46%	76%	60%	-	-	-	-
									b							
Base for stats		111	16	70	27	59	14	83	47	34	50	55	-	-	-	-
Mean Score		2.09	2.50	1.93	2.33	1.90	2.64	1.99	2.23	1.76	2.28	1.91	-	-	-	-
									b		b					
Standard Deviation		.781	.816	.748	.784	.759	.745	.757	.758	.819	.784	.752	-	-	-	-
Standard Error		.074	.204	.089	.151	.099	.199	.083	.111	.140	.111	.101	-	-	-	-
Error variance		.01	.04	.01	.02	.01	.04	.01	.01	.02	.01	.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	95 100%	95 100%	- -
Commercial decisions (e.g. those relating to domain prices)	98 100%	95 97%	3 3%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	100 100%	99 99%	1 1%
Public benefit (inc. charitable) activities	94 100%	92 98%	2 2%
Nominet's company strategy	100 100%	97 97%	3 3%
.UK policy development	87 100%	84 97%	3 3%
Internet governance	75 100%	72 96%	3 4%

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	
Significance Level: 95%	110	110	-	-	31	14	12	4	10	-	-	-	-	-	-	-	
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	
	95	95	-	-	25	14	12	4	8	-	-	-	-	-	-	-	
	86%	86%	-	-	81%	100%	100%	100%	80%	-	-	-	-	-	-	-	
	95	95	-	-	25	14	12	4	8	-	-	-	-	-	-	-	
	86%	86%	-	-	81%	100%	100%	100%	80%	-	-	-	-	-	-	-	
	99	99	-	-	27	13	12	3	8	-	-	-	-	-	-	-	
	90%	90%	-	-	87%	93%	100%	75%	80%	-	-	-	-	-	-	-	
	92	92	-	-	26	14	10	3	7	-	-	-	-	-	-	-	
	84%	84%	-	-	84%	100%	83%	75%	70%	-	-	-	-	-	-	-	
Significance Level: 90%	97	97	-	-	26	13	12	3	9	-	-	-	-	-	-	-	
	88%	88%	-	-	84%	93%	100%	75%	90%	-	-	-	-	-	-	-	
	84	84	-	-	19	13	11	4	9	-	-	-	-	-	-	-	
	76%	76%	-	-	61%	93%	92%	100%	90%	-	-	-	-	-	-	-	
	72	72	-	-	15	13	11	2	5	-	-	-	-	-	-	-	
	65%	65%	-	-	48%	93%	92%	50%	50%	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	3	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	
	3%	3%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	
Significance Level: 80%	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	1%	1%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	
	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	2%	-	-	-	-	-	-	10%	-	-	-	-	-	-	-	-	

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
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	110	110	-	-	31	14	12	4	10	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Nominet's company strategy	3	3	-	-	2	-	-	1	-	-	-	-	-	-	-	-	-
	3%	3%	-	-	6%	-	-	25%	-	-	-	-	-	-	-	-	-
.UK policy development	3	3	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
	3%	3%	-	-	3%	-	-	-	10%	-	-	-	-	-	-	-	-
Internet governance	3	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-
NET: Members have a greater say	109	109	-	-	31	14	12	4	10	-	-	-	-	-	-	-	-
	99%	99%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
NET: Non-member stakeholders have a greater say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	110 100%	9 100%	7 100%	10 100%	11 100%	73 100%	- -	- -	- -	- -	- -	77 100%	28 100%	5 100%	72 100%	26 100%	1 100%	11 100%
Members have a greater say																		
Governance decisions	95 86%	8 89%	7 100%	9 90%	10 91%	61 84%	- -	- -	- -	- -	- -	65 84%	25 89%	5 100%	68 94%	16 62%	1 100%	10 91%
Commercial decisions (e.g. those relating to domain prices)	95 86%	7 78%	7 100%	9 90%	10 91%	62 85%	- -	- -	- -	- -	- -	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)	99 90%	9 100%	6 86%	10 100%	10 91%	64 88%	- -	- -	- -	- -	- -	70 91%	26 93%	3 60%	68 94%	20 77%	1 100%	10 91%
Public benefit (inc. charitable) activities	92 84%	7 78%	7 100%	8 80%	9 82%	61 84%	- -	- -	- -	- -	- -	64 83%	25 89%	3 60%	64 89%	21 81%	1 100%	6 55%
Nominet's company strategy	97 88%	9 100%	7 100%	9 90%	11 100%	61 84%	- -	- -	- -	- -	- -	69 90%	25 89%	3 60%	69 96%	19 73%	1 100%	8 73%
.UK policy development	84 76%	6 67%	7 100%	9 90%	8 73%	54 74%	- -	- -	- -	- -	- -	55 71%	25 89%	4 80%	60 83%	15 58%	1 100%	8 73%
Internet governance	72 65%	6 67%	5 71%	6 60%	6 55%	49 67%	- -	- -	- -	- -	- -	51 66%	18 64%	3 60%	51 71%	12 46%	1 100%	8 73%
Non-member stakeholders have a greater say																		
Governance decisions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	3 3%	- -	- -	- -	- -	3 4%	- -	- -	- -	- -	- -	3 4%	- -	- -	2 3%	1 4%	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 4%	- -	- -
Public benefit (inc. charitable) activities	2 2%	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	2 3%	- -	- -	1 1%	- -	- -	1 9%

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Summary Table

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
110	9	7	10	11	73	-	-	-	-	-	77	28	5	72	26	1	11
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
3	-	-	-	-	3	-	-	-	-	-	1	-	2	1	2	-	-
3%	-	-	-	-	4%	-	-	-	-	-	1%	-	40%	1%	8%	-	-
3	1	-	-	-	2	-	-	-	-	-	3	-	-	1	1	-	1
3%	11%	-	-	-	3%	-	-	-	-	-	4%	-	-	1%	4%	-	9%
3	1	-	-	-	2	-	-	-	-	-	3	-	-	1	1	-	1
3%	11%	-	-	-	3%	-	-	-	-	-	4%	-	-	1%	4%	-	9%
109	9	7	10	11	72	-	-	-	-	-	76	28	5	71	26	1	11
99%	100%	100%	100%	100%	99%	-	-	-	-	-	99%	100%	100%	99%	100%	100%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	110 100%	15 100%	72 100%	25 100%	61 100%	12 100%	85 100%	45 100%	34 100%	48 100%	56 100%	- -	- -	- -	- -
Members have a greater say															
Governance decisions	95 86%	12 80%	67 93%	20 80%	57 93%	8 67%	77 91%	39 87%	30 88%	37 77%	53 95% a	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	95 86%	11 73%	65 90%	19 76%	58 95%	9 75%	77 91%	38 84%	31 91%	40 83%	51 91%	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	99 90%	12 80%	69 96%	21 84%	59 97%	11 92%	80 94%	42 93%	32 94%	40 83%	53 95%	- -	- -	- -	- -
Public benefit (inc. charitable) activities	92 84%	13 87%	62 86%	20 80%	54 89%	10 83%	74 87%	38 84%	29 85%	37 77%	50 89%	- -	- -	- -	- -
Nominet's company strategy	97 88%	11 73%	67 93%	18 72%	59 97%	9 75%	78 92%	39 87%	30 88%	39 81%	52 93%	- -	- -	- -	- -
.UK policy development	84 76%	9 60%	61 85%	14 56%	54 89%	8 67%	69 81%	31 69%	31 91% a	33 69%	48 86% a	- -	- -	- -	- -
Internet governance	72 65%	8 53%	52 72%	14 56%	45 74%	6 50%	59 69%	29 64%	29 85% a	25 52%	43 77% a	- -	- -	- -	- -
Non-member stakeholders have a greater say															
Governance decisions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	3 3%	- -	2 3%	- -	1 2%	1 8%	2 2%	1 2%	1 3%	1 2%	2 4%	- -	- -	- -	- -

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	110	15	72	25	61	12	85	45	34	48	56	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	1	-	1	1	-	-	1	1	-	1	-	-	-	-	-
	1%	-	1%	4%	-	-	1%	2%	-	2%	-	-	-	-	-
Public benefit (inc. charitable) activities	2	1	1	1	1	1	1	1	1	1	1	-	-	-	-
	2%	7%	1%	4%	2%	8%	1%	2%	3%	2%	2%	-	-	-	-
Nominet's company strategy	3	1	1	1	-	-	2	1	-	2	1	-	-	-	-
	3%	7%	1%	4%	-	-	2%	2%	-	4%	2%	-	-	-	-
.UK policy development	3	1	1	1	-	-	1	1	-	3	-	-	-	-	-
	3%	7%	1%	4%	-	-	1%	2%	-	6%	-	-	-	-	-
Internet governance	3	-	3	1	1	-	2	1	1	2	1	-	-	-	-
	3%	-	4%	4%	2%	-	2%	2%	3%	4%	2%	-	-	-	-
NET: Members have a greater say	109	15	71	25	60	12	84	45	33	48	55	-	-	-	-
	99%	100%	99%	100%	98%	100%	99%	100%	97%	100%	98%	-	-	-	-
NET: Non-member stakeholders have a greater say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Governance decisions

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	95	-	-	25	14	12	4	8	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	95	-	-	25	14	12	4	8	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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
95	8	7	9	10	61	-	-	-	-	-	65	25	5	68	16	1	10
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
95	8	7	9	10	61	-	-	-	-	-	65	25	5	68	16	1	10
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
95	12	67	20	57	8	77	39	30	37	53	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
95	12	67	20	57	8	77	39	30	37	53	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	98	-	-	27	14	12	4	8	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	95	-	-	25	14	12	4	8	-	-	-	-	-	-	-	-
	97%	-	-	93%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Commercial decisions (e.g. those relating to domain prices)

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	98 100%	7 100%	7 100%	9 100%	10 100%	65 100%	- -	- -	- -	- -	- -	68 100%	26 100%	4 100%	67 100%	22 100%	1 100%	8 100%
Net: Members have a greater say	95 97%	7 100%	7 100%	9 100%	10 100%	62 95%	- -	- -	- -	- -	- -	65 96%	26 100%	4 100%	65 97%	21 95%	1 100%	8 100%
Net: Non-member stakeholders have a greater say	3 3%	- -	- -	- -	- -	3 5%	- -	- -	- -	- -	- -	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
98	11	67	19	59	10	79	39	32	41	53	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
95	11	65	19	58	9	77	38	31	40	51	-	-	-	-
97%	100%	97%	100%	98%	90%	97%	97%	97%	98%	96%	-	-	-	-
3	-	2	-	1	1	2	1	1	1	2	-	-	-	-
3%	-	3%	-	2%	10%	3%	3%	3%	2%	4%	-	-	-	-

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							
	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	13	12	3	8	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	99	-	-	27	13	12	3	8	-	-	-	-	-	-	-	-
	99%	-	-	96%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-

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	100	9	6	10	10	65	-	-	-	-	-	71	26	3	68	21	1	10
	100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Net: Members have a greater say	99	9	6	10	10	64	-	-	-	-	-	70	26	3	68	20	1	10
	99%	100%	100%	100%	100%	98%	-	-	-	-	-	99%	100%	100%	100%	95%	100%	100%
Net: Non-member stakeholders have a greater say	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-
	1%	-	-	-	-	2%	-	-	-	-	-	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
100	12	70	22	59	11	81	43	32	41	53	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
99	12	69	21	59	11	80	42	32	40	53	-	-	-	-
99%	100%	99%	95%	100%	100%	99%	98%	100%	98%	100%	-	-	-	-
1	-	1	1	-	-	1	1	-	1	-	-	-	-	-
1%	-	1%	5%	-	-	1%	2%	-	2%	-	-	-	-	-

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	94	94	-	-	26	14	10	3	8	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	92	92	-	-	26	14	10	3	7	-	-	-	-	-	-	-	-
	98%	98%	-	-	100%	100%	100%	100%	88%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	2%	-	-	-	-	-	-	13%	-	-	-	-	-	-	-	-

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
94	7	7	8	9	63	-	-	-	-	-	66	25	3	65	21	1	7
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
92	7	7	8	9	61	-	-	-	-	-	64	25	3	64	21	1	6
98%	100%	100%	100%	100%	97%	-	-	-	-	-	97%	100%	100%	98%	100%	100%	86%
2	-	-	-	-	2	-	-	-	-	-	2	-	-	1	-	-	1
2%	-	-	-	-	3%	-	-	-	-	-	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
94	14	63	21	55	11	75	39	30	38	51	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
92	13	62	20	54	10	74	38	29	37	50	-	-	-	-
98%	93%	98%	95%	98%	91%	99%	97%	97%	97%	98%	-	-	-	-
2	1	1	1	1	1	1	1	1	1	1	-	-	-	-
2%	7%	2%	5%	2%	9%	1%	3%	3%	3%	2%	-	-	-	-

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	100	100	-	-	28	13	12	4	9	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	97	97	-	-	26	13	12	3	9	-	-	-	-	-	-	-	-
	97%	97%	-	-	93%	100%	100%	75%	100%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	3	3	-	-	2	-	-	1	-	-	-	-	-	-	-	-	-
	3%	3%	-	-	7%	-	-	25%	-	-	-	-	-	-	-	-	-

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
100	9	7	9	11	64	-	-	-	-	-	70	25	5	70	21	1	8
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
97	9	7	9	11	61	-	-	-	-	-	69	25	3	69	19	1	8
97%	100%	100%	100%	100%	95%	-	-	-	-	-	99%	100%	60%	99%	90%	100%	100%
3	-	-	-	-	3	-	-	-	-	-	1	-	2	1	2	-	-
3%	-	-	-	-	5%	-	-	-	-	-	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
100	12	68	19	59	9	80	40	30	41	53	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
97	11	67	18	59	9	78	39	30	39	52	-	-	-	-
97%	92%	99%	95%	100%	100%	98%	98%	100%	95%	98%	-	-	-	-
3	1	1	1	-	-	2	1	-	2	1	-	-	-	-
3%	8%	1%	5%	-	-	3%	3%	-	5%	2%	-	-	-	-

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	87	87	-	-	20	13	11	4	10	-	-	-	-	-	-	-	-
	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	84	84	-	-	19	13	11	4	9	-	-	-	-	-	-	-	-
	97%	97%	-	-	95%	100%	100%	100%	90%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	3	3	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-
	3%	3%	-	-	5%	-	-	-	10%	-	-	-	-	-	-	-	-

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
87	7	7	9	8	56	-	-	-	-	-	58	25	4	61	16	1	9
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
84	6	7	9	8	54	-	-	-	-	-	55	25	4	60	15	1	8
97%	86%	100%	100%	100%	96%	-	-	-	-	-	95%	100%	100%	98%	94%	100%	89%
3	1	-	-	-	2	-	-	-	-	-	3	-	-	1	1	-	1
3%	14%	-	-	-	4%	-	-	-	-	-	5%	-	-	2%	6%	-	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
87	10	62	15	54	8	70	32	31	36	48	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
84	9	61	14	54	8	69	31	31	33	48	-	-	-	-
97%	90%	98%	93%	100%	100%	99%	97%	100%	92%	100% a	-	-	-	-
3	1	1	1	-	-	1	1	-	3	-	-	-	-	-
3%	10%	2%	7%	-	-	1%	3%	-	8% b	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Internet governance

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	75	-	-	16	13	11	2	5	-	-	-	-	-	-	-	-
	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Members have a greater say	72	-	-	15	13	11	2	5	-	-	-	-	-	-	-	-
	96%	-	-	94%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Net: Non-member stakeholders have a greater say	3	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-

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
75	7	5	6	6	51	-	-	-	-	-	54	18	3	52	13	1	9
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
72	6	5	6	6	49	-	-	-	-	-	51	18	3	51	12	1	8
96%	86%	100%	100%	100%	96%	-	-	-	-	-	94%	100%	100%	98%	92%	100%	89%
3	1	-	-	-	2	-	-	-	-	-	3	-	-	1	1	-	1
4%	14%	-	-	-	4%	-	-	-	-	-	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
75	8	55	15	46	6	61	30	30	27	44	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
72	8	52	14	45	6	59	29	29	25	43	-	-	-	-
96%	100%	95%	93%	98%	100%	97%	97%	97%	93%	98%	-	-	-	-
3	-	3	1	1	-	2	1	1	2	1	-	-	-	-
4%	-	5%	7%	2%	-	3%	3%	3%	7%	2%	-	-	-	-

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		124	124	-	-	37	16	15	4	11	-	-	-	-	-	-	-	-
		100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Very satisfied	(5.0)	17	17	-	-	10	-	1	-	2	-	-	-	-	-	-	-	-
		14%	14%	-	-	27%	-	7%	-	18%	-	-	-	-	-	-	-	-
Somewhat satisfied	(4.0)	38	38	-	-	16	5	3	2	2	-	-	-	-	-	-	-	-
		31%	31%	-	-	43%	31%	20%	50%	18%	-	-	-	-	-	-	-	-
Not very satisfied	(3.0)	29	29	-	-	5	5	7	-	3	-	-	-	-	-	-	-	-
		23%	23%	-	-	14%	31%	47%	-	27%	-	-	-	-	-	-	-	-
Not at all satisfied	(2.0)	34	34	-	-	6	5	3	2	4	-	-	-	-	-	-	-	-
		27%	27%	-	-	16%	31%	20%	50%	36%	-	-	-	-	-	-	-	-
I have no engagement with Nominet	(1.0)	6	6	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
		5%	5%	-	-	-	6%	7%	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		55	55	-	-	26	5	4	2	4	-	-	-	-	-	-	-	-
		44%	44%	-	-	70%	31%	27%	50%	36%	-	-	-	-	-	-	-	-
NET: Dissatisfied		63	63	-	-	11	10	10	2	7	-	-	-	-	-	-	-	-
		51%	51%	-	-	30%	63%	67%	50%	64%	-	-	-	-	-	-	-	-
Base for stats		124	124	-	-	37	16	15	4	11	-	-	-	-	-	-	-	-
Mean Score		3.21	3.21	-	-	3.81	2.88	3.00	3.00	3.18	-	-	-	-	-	-	-	-
Standard Deviation		1.135	1.135	-	-	1.023	.957	1.000	1.155	1.168	-	-	-	-	-	-	-	-
Standard Error		.102	.102	-	-	.168	.239	.258	.577	.352	-	-	-	-	-	-	-	-
Error variance		.01	.01	-	-	.03	.06	.07	.33	.12	-	-	-	-	-	-	-	-

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		124 100%	10 100%	9 100%	11 100%	11 100%	83 100%	- -	- -	- -	- -	- -	85 100%	32 100%	7 100%	79 100%	29 100%	1 100%	15 100%
Very satisfied	(5.0)	17 14%	- -	1 11%	2 18%	2 18%	12 14%	- -	- -	- -	- -	- -	11 13%	6 19%	- -	3 4%	12 41%	- -	2 13%
Somewhat satisfied	(4.0)	38 31%	3 30%	1 11%	1 9%	3 27%	30 36%	- -	- -	- -	- -	- -	24 28%	10 31%	4 57%	16 20%	14 48%	- -	8 53%
Not very satisfied	(3.0)	29 23%	2 20%	2 22%	3 27%	2 18%	20 24%	- -	- -	- -	- -	- -	21 25%	6 19%	2 29%	24 30%	2 7%	- -	3 20%
Not at all satisfied	(2.0)	34 27%	3 30%	5 56%	5 45%	4 36%	17 20%	- -	- -	- -	- -	- -	23 27%	10 31%	1 14%	30 38%	1 3%	1 100%	2 13%
I have no engagement with Nominet	(1.0)	6 5%	2 20%	- -	- -	- -	4 5%	- -	- -	- -	- -	- -	6 7%	- -	- -	6 8%	- -	- -	- -
NET: Satisfied		55 44%	3 30%	2 22%	3 27%	5 45%	42 51%	- -	- -	- -	- -	- -	35 41%	16 50%	4 57%	19 24%	26 90%	- -	10 67%
NET: Dissatisfied		63 51%	5 50%	7 78%	8 73%	6 55%	37 45%	- -	- -	- -	- -	- -	44 52%	16 50%	3 43%	54 68%	3 10%	1 100%	5 33%
Base for stats		124	10	9	11	11	83	-	-	-	-	-	85	32	7	79	29	1	15
Mean Score		3.21	2.60	2.78	3.00	3.27	3.35	-	-	-	-	-	3.13	3.38	3.43	2.75	4.28	2.00	3.67
Standard Deviation		1.135	1.174	1.093	1.183	1.191	1.109	-	-	-	-	-	1.163	1.129	.787	.993	.751	-	.900
Standard Error		.102	.371	.364	.357	.359	.122	-	-	-	-	-	.126	.200	.297	.112	.139	-	.232
Error variance		.01	.14	.13	.13	.13	.01	-	-	-	-	-	.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		124 100%	18 100%	79 100%	30 100%	69 100%	15 100%	93 100%	50 100%	41 100%	55 100%	63 100%	- -	- -	- -	- -
Very satisfied	(5.0)	17	12	2	13	2	8	6	13	2	17	-	-	-	-	-
		14%	67%	3%	43% bd	3%	53%	6%	26% b	5%	31% b	-	-	-	-	-
Somewhat satisfied	(4.0)	38	3	19	11	14	4	24	14	7	38	-	-	-	-	-
		31%	17%	24%	37%	20%	27%	26%	28%	17%	69% b	-	-	-	-	-
Not very satisfied	(3.0)	29	-	24	1	21	1	28	11	12	-	29	-	-	-	-
		23%	-	30% c	3%	30% c	7%	30%	22%	29%	-	46% a	-	-	-	-
Not at all satisfied	(2.0)	34	2	29	4	27	1	30	11	17	-	34	-	-	-	-
		27%	11%	37% c	13% c	39% c	7%	32%	22%	41% a	-	54% a	-	-	-	-
I have no engagement with Nominet	(1.0)	6	1	5	1	5	1	5	1	3	-	-	-	-	-	-
		5%	6%	6%	3%	7%	7%	5%	2%	7%	-	-	-	-	-	-
NET: Satisfied		55 44%	15 83%	21 27%	24 80% bd	16 23%	12 80%	30 32%	27 54% b	9 22%	55 100% b	- -	- -	- -	- -	- -
NET: Dissatisfied		63 51%	2 11%	53 67% c	5 17%	48 70% c	2 13%	58 62%	22 44%	29 71% a	- -	63 100% a	- -	- -	- -	- -
Base for stats		124	18	79	30	69	15	93	50	41	55	63	-	-	-	-
Mean Score		3.21	4.28	2.80	4.03 bd	2.72	4.13	2.96	3.54 b	2.71	4.31 b	2.46	-	-	-	-
Standard Deviation		1.135	1.274	.966	1.159	.968	1.246	1.031	1.164	1.006	.466	.502	-	-	-	-
Standard Error		.102	.300	.109	.212	.117	.322	.107	.165	.157	.063	.063	-	-	-	-
Error variance		.01	.09	.01	.04	.01	.10	.01	.03	.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%	- 100%	- -	20 100%	4 100%	2 100%	1 100%	2 100%	- -	- -	- -	- -	- -	- -	- -	- -
Nominet do their job/No issues	3 8%	- 8%	- -	2 10%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -
Responsive	3 8%	- 8%	- -	1 5%	1 25%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -
Good past experience	3 8%	- 8%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Good contacts within Nominet	3 8%	- 8%	- -	3 15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't listen/one way engagement	3 8%	- 8%	- -	2 10%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Disconnect between members and board	3 8%	- 8%	- -	2 10%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open communication	2 6%	- 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More regular contact	2 6%	- 6%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Closed forum	1 3%	- 3%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Need more information	1 3%	- 3%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Need board change	1 3%	- 3%	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of structure	1 3%	- 3%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other dissatisfied	5 14%	- 14%	- -	3 15%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 14%	- 14%	- -	3 15%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	19 53%	- -	- -	10 50%	1 25%	1 50%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied	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%	-	-
NET: Satisfied	19 53%	-	-	2 100%	2 50%	15 54%	-	-	-	-	-	13 59%	5 42%	1 50%	5 33%	13 72%	-	1 33%
NET: Dissatisfied	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%	-	-	-	-	-	-	-	-
NET: Satisfied	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-	-
NET: Dissatisfied	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
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e	a	*b	*c	a	*b	*c	*d
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%
9 16%	2 50%	- -	1 14%	2 33%	4 12%	- -	- -	- -	- -	- -	9 23%	- -	- -	8 16%	- -	- -	1 20%
7 12%	1 25%	1 17%	2 29%	- -	3 9%	- -	- -	- -	- -	- -	6 15%	1 7%	- -	7 14%	- -	- -	- -
7 12%	- -	2 33%	1 14%	2 33%	2 6%	- -	- -	- -	- -	- -	5 13%	2 14%	- -	7 14%	- -	- -	- -
5 9%	1 25%	1 17%	- -	- -	3 9%	- -	- -	- -	- -	- -	5 13%	- -	- -	4 8%	- -	- -	1 20%
5 9%	- -	1 17%	1 14%	- -	3 9%	- -	- -	- -	- -	- -	3 8%	2 14%	- -	5 10%	- -	- -	- -
5 9%	- -	- -	- -	1 17%	4 12%	- -	- -	- -	- -	- -	2 5%	3 21%	- -	5 10%	- -	- -	- -
3 5%	- -	- -	- -	- -	3 9%	- -	- -	- -	- -	- -	1 3%	1 7%	1 33%	2 4%	1 100%	- -	- -
1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -
1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -
13 23%	- -	1 17%	2 29%	1 17%	9 26%	- -	- -	- -	- -	- -	7 18%	4 29%	2 67%	10 20%	- -	1 100%	2 40%
1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	1 20%
1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	1 20%
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		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	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%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied	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%	-	-	-
NET: Satisfied	1 20%	-	-	-	-	1 25%	-	-	-	-	-	1 20%	-	-	1 20%	-	-	-
NET: Dissatisfied	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			
	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%	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%	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	1 20%	1 100%	- -	1 100%	- -	1 100%	- -	1 100%	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied	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

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 - satisfied, 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 - satisfied, 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

Q36. Why is this?

BASE: Stakeholders - dissatisfied, 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 - dissatisfied, 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 - dissatisfied, 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

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I do not come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet members, but not as part of my role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Does have contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I do not come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet members, but not as part of my role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Does have contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I do not come into contact with Nominet Members in my current role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes, I come into contact with Nominet members, but not as part of my role	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Does have contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily	(30.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a week	(6.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Every couple of weeks	(3.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a month	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less often than once a month	(0.8)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sporadically, whenever there is an issue		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least weekly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least monthly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Regularly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Has interacted		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean times per month (for those with regular contact)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Significance Level: 95%																		
Total		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily	(30.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a week	(6.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Every couple of weeks	(3.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a month	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less often than once a month	(0.8)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sporadically, whenever there is an issue		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least weekly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least monthly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Regularly		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Has interacted		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean times per month (for those with regular contact)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Daily	(30.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a week	(6.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Every couple of weeks	(3.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
At least once a month	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less often than once a month	(0.8)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sporadically, whenever there is an issue		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have never interacted with Nominet Members		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least weekly		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least monthly		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Regularly		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Has interacted		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean times per month (for those with regular contact)		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-

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							
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Avoid public confrontation (eg social media)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clarify relationship with members/clarify responsibilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better engagement with members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to members/follow EGM results	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Communicate Nominet's responsibilities (eg promote cyber)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transparency/openness/honesty	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove negative members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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

		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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Avoid public confrontation (eg social media)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clarify relationship with members/clarify responsibilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better engagement with members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to members/follow EGM results	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Communicate Nominet's responsibilites (eg promote cyber)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transparency/openness/honesty	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove negative members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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

		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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Avoid public confrontation (eg social media)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clarify relationship with members/clarify responsibilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Better engagement with members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Listen to members/follow EGM results	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Communicate Nominet's responsibilites (eg promote cyber)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transparency/openness/honesty	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove negative members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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							
	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	123 100%	123 100%	- -	- -	37 100%	16 100%	15 100%	4 100%	10 100%	- -	- -	- -	- -	- -	- -	- -	- -
Provide more detail on board decisions and meetings	93 76%	93 76%	- -	- -	30 81%	14 88%	10 67%	3 75%	8 80%	- -	- -	- -	- -	- -	- -	- -	- -
Share more financial information	91 74%	91 74%	- -	- -	26 70%	14 88%	10 67%	3 75%	9 90%	- -	- -	- -	- -	- -	- -	- -	- -
Lower executive and board remuneration	82 67%	82 67%	- -	- -	23 62%	12 75%	10 67%	3 75%	9 90%	- -	- -	- -	- -	- -	- -	- -	- -
Relaunch a member forum	78 63%	78 63%	- -	- -	22 59%	13 81%	9 60%	1 25%	7 70%	- -	- -	- -	- -	- -	- -	- -	- -
Change the voting structure, e.g. to one member one vote	65 53%	65 53%	- -	- -	22 59%	11 69%	9 60%	3 75%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce domain name prices	60 49%	60 49%	- -	- -	22 59%	11 69%	4 27%	3 75%	8 80%	- -	- -	- -	- -	- -	- -	- -	- -
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	58 47%	58 47%	- -	- -	21 57%	6 38%	6 40%	2 50%	5 50%	- -	- -	- -	- -	- -	- -	- -	- -
Increase public benefit (charity) work	51 41%	51 41%	- -	- -	18 49%	5 31%	8 53%	3 75%	3 30%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce involvement in cyber security work for private companies and individuals	47 38%	47 38%	- -	- -	14 38%	8 50%	5 33%	3 75%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Run more domain name promotions	38 31%	38 31%	- -	- -	13 35%	9 56%	6 40%	2 50%	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
Change the current composition of the Senior Management Team	37 30%	37 30%	- -	- -	11 30%	6 38%	6 40%	1 25%	3 30%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce involvement in cyber security work for Government	27 22%	27 22%	- -	- -	5 14%	6 38%	5 33%	1 25%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -

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	123 100%	123 100%	- -	- -	37 100%	16 100%	15 100%	4 100%	10 100%	- -	- -	- -	- -	- -	- -	- -	- -
Increase involvement in cyber security work for Government	21 17%	21 17%	- -	- -	8 22%	3 19%	- -	1 25%	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce public benefit (charity) work	20 16%	20 16%	- -	- -	6 16%	4 25%	2 13%	1 25%	4 40%	- -	- -	- -	- -	- -	- -	- -	- -
Increase involvement in cyber security work for private companies and individuals	12 10%	12 10%	- -	- -	4 11%	1 6%	1 7%	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	7 6%	7 6%	- -	- -	4 11%	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
Increase domain name prices	6 5%	6 5%	- -	- -	- -	2 13%	1 7%	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
Other 1	35 28%	35 28%	- -	- -	9 24%	2 13%	4 27%	- -	3 30%	- -	- -	- -	- -	- -	- -	- -	- -
Other 2	10 8%	10 8%	- -	- -	1 3%	- -	1 7%	- -	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Other 3	8 7%	8 7%	- -	- -	1 3%	- -	1 7%	- -	2 20%	- -	- -	- -	- -	- -	- -	- -	- -
Other 4	3 2%	3 2%	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
Other 5	2 2%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I do not think Nominet needs to do anything differently	2 2%	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 4%	5 4%	- -	- -	1 3%	- -	2 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None of the above	1 1%	1 1%	- -	- -	- -	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	123 100%	10 100%	9 100%	11 100%	11 100%	82 100%	- -	- -	- -	- -	- -	85 100%	31 100%	7 100%	79 100%	29 100%	1 100%	14 100%
Provide more detail on board decisions and meetings	93 76%	8 80%	6 67%	9 82%	11 100%	59 72%	- -	- -	- -	- -	- -	65 76%	22 71%	6 86%	62 78%	24 83%	1 100%	6 43%
Share more financial information	91 74%	10 100%	7 78%	10 91%	10 91%	54 66%	- -	- -	- -	- -	- -	65 76%	21 68%	5 71%	64 81%	18 62%	1 100%	8 57%
Lower executive and board remuneration	82 67%	8 80%	7 78%	8 73%	8 73%	51 62%	- -	- -	- -	- -	- -	56 66%	21 68%	5 71%	67 85%	9 31%	- -	6 43%
Relaunch a member forum	78 63%	8 80%	6 67%	9 82%	10 91%	45 55%	- -	- -	- -	- -	- -	53 62%	22 71%	3 43%	60 76%	13 45%	- -	5 36%
Change the voting structure, e.g. to one member one vote	65 53%	7 70%	7 78%	7 64%	7 64%	37 45%	- -	- -	- -	- -	- -	48 56%	15 48%	2 29%	42 53%	16 55%	- -	7 50%
Reduce domain name prices	60 49%	8 80%	7 78%	7 64%	8 73%	30 37%	- -	- -	- -	- -	- -	39 46%	17 55%	4 57%	47 59%	8 28%	- -	5 36%
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	58 47%	8 80%	5 56%	8 73%	4 36%	33 40%	- -	- -	- -	- -	- -	35 41%	19 61%	4 57%	47 59%	7 24%	1 100%	3 21%
Increase public benefit (charity) work	51 41%	7 70%	4 44%	6 55%	5 45%	29 35%	- -	- -	- -	- -	- -	37 44%	11 35%	3 43%	36 46%	11 38%	- -	4 29%
Reduce involvement in cyber security work for private companies and individuals	47 38%	7 70%	5 56%	5 45%	4 36%	26 32%	- -	- -	- -	- -	- -	28 33%	13 42%	6 86%	35 44%	8 28%	- -	4 29%
Run more domain name promotions	38 31%	6 60%	2 22%	4 36%	3 27%	23 28%	- -	- -	- -	- -	- -	26 31%	11 35%	1 14%	21 27%	13 45%	- -	4 29%
Change the current composition of the Senior Management Team	37 30%	6 60%	4 44%	5 45%	4 36%	18 22%	- -	- -	- -	- -	- -	23 27%	11 35%	3 43%	34 43%	1 3%	- -	2 14%
Reduce involvement in cyber security work for Government	27 22%	4 40%	2 22%	1 9%	4 36%	16 20%	- -	- -	- -	- -	- -	17 20%	5 16%	5 71%	19 24%	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	123 100%	10 100%	9 100%	11 100%	11 100%	82 100%	- -	- -	- -	- -	- -	85 100%	31 100%	7 100%	79 100%	29 100%	1 100%	14 100%
Increase involvement in cyber security work for Government	21 17%	2 20%	2 22%	3 27%	2 18%	12 15%	- -	- -	- -	- -	- -	16 19%	5 16%	- -	11 14%	6 21%	- -	4 29%
Reduce public benefit (charity) work	20 16%	- -	1 11%	3 27%	1 9%	15 18%	- -	- -	- -	- -	- -	10 12%	7 23%	3 43%	15 19%	3 10%	- -	2 14%
Increase involvement in cyber security work for private companies and individuals	12 10%	2 20%	1 11%	- -	1 9%	8 10%	- -	- -	- -	- -	- -	10 12%	2 6%	- -	4 5%	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	7 6%	- -	1 11%	1 9%	1 9%	4 5%	- -	- -	- -	- -	- -	2 2%	4 13% a	1 14%	2 3%	5 17%	- -	- -
Increase domain name prices	6 5%	1 10%	- -	- -	1 9%	4 5%	- -	- -	- -	- -	- -	5 6%	1 3%	- -	3 4%	1 3%	- -	2 14%
Other 1	35 28%	2 20%	3 33%	3 27%	4 36%	23 28%	- -	- -	- -	- -	- -	23 27%	12 39%	- -	27 34%	5 17%	1 100%	2 14%
Other 2	10 8%	- -	1 11%	1 9%	1 9%	7 9%	- -	- -	- -	- -	- -	6 7%	4 13%	- -	9 11%	- -	1 100%	- -
Other 3	8 7%	- -	1 11%	1 9%	1 9%	5 6%	- -	- -	- -	- -	- -	5 6%	3 10%	- -	8 10%	- -	- -	- -
Other 4	3 2%	- -	1 11%	- -	- -	2 2%	- -	- -	- -	- -	- -	1 1%	2 6%	- -	3 4%	- -	- -	- -
Other 5	2 2%	- -	1 11%	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
I do not think Nominet needs to do anything differently	2 2%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	- -	- -
Don't know	5 4%	- -	1 11%	- -	- -	4 5%	- -	- -	- -	- -	- -	2 2%	2 6%	1 14%	2 3%	- -	- -	3 21%
None of the above	1 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	123 100%	18 100%	78 100%	30 100%	68 100%	15 100%	93 100%	50 100%	40 100%	55 100%	62 100%	- -	- -	- -	- -
Provide more detail on board decisions and meetings	93 76%	14 78%	60 77%	23 77%	51 75%	11 73%	75 81%	39 78%	30 75%	39 71%	50 81%	- -	- -	- -	- -
Share more financial information	91 74%	10 56%	63 81%	18 60%	53 78%	9 60%	74 80%	32 64%	34 85%	38 69%	49 79%	- -	- -	- -	- -
Lower executive and board remuneration	82 67%	8 44%	64 82%	13 43%	59 87%	4 27%	72 77%	29 58%	31 78%	26 47%	51 82%	- -	- -	- -	- -
Relaunch a member forum	78 63%	7 39%	60 77%	14 47%	50 74%	5 33%	69 74%	28 56%	29 73%	27 49%	48 77%	- -	- -	- -	- -
Change the voting structure, e.g. to one member one vote	65 53%	13 72%	41 53%	20 67%	39 57%	10 67%	51 55%	26 52%	21 53%	31 56%	30 48%	- -	- -	- -	- -
Reduce domain name prices	60 49%	7 39%	45 58%	11 37%	43 63%	6 40%	51 55%	23 46%	22 55%	24 44%	34 55%	- -	- -	- -	- -
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	58 47%	5 28%	48 62%	9 30%	41 60%	1 7%	55 59%	19 38%	23 58%	20 36%	34 55%	- -	- -	- -	- -
Increase public benefit (charity) work	51 41%	7 39%	37 47%	11 37%	30 44%	5 33%	42 45%	27 54%	10 25%	22 40%	27 44%	- -	- -	- -	- -
Reduce involvement in cyber security work for private companies and individuals	47 38%	6 33%	36 46%	10 33%	30 44%	1 7%	42 45%	16 32%	18 45%	17 31%	28 45%	- -	- -	- -	- -
Run more domain name promotions	38 31%	11 61%	19 24%	15 50%	19 28%	9 60%	25 27%	21 42%	7 18%	20 36%	16 26%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q42. Which, if any, of the following would you like Nominet to do?

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	123 100%	18 100%	78 100%	30 100%	68 100%	15 100%	93 100%	50 100%	40 100%	55 100%	62 100%	- -	- -	- -	- -
Change the current composition of the Senior Management Team	37 30%	2 11%	32 41% c	3 10%	33 49% c	2 13%	34 37%	10 20%	20 50% a	8 15%	26 42% a	- -	- -	- -	- -
Reduce involvement in cyber security work for Government	27 22%	4 22%	19 24%	5 17%	20 29%	1 7%	24 26%	10 20%	14 35%	8 15%	19 31% a	- -	- -	- -	- -
Increase involvement in cyber security work for Government	21 17%	6 33%	12 15%	8 27%	10 15%	5 33%	14 15%	13 26%	6 15%	9 16%	12 19%	- -	- -	- -	- -
Reduce public benefit (charity) work	20 16%	3 17%	15 19%	3 10%	14 21%	1 7%	17 18%	2 4%	14 35% a	9 16%	11 18%	- -	- -	- -	- -
Increase involvement in cyber security work for private companies and individuals	12 10%	3 17%	6 8%	5 17%	5 7%	2 13%	7 8%	8 16%	2 5%	5 9%	7 11%	- -	- -	- -	- -
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	7 6%	3 17%	3 4%	4 13%	2 3%	3 20%	4 4%	5 10%	2 5%	5 9%	2 3%	- -	- -	- -	- -
Increase domain name prices	6 5%	3 17%	2 3%	3 10%	3 4%	3 20%	2 2%	5 10%	1 3%	3 5%	3 5%	- -	- -	- -	- -
Other 1	35 28%	2 11%	30 38%	6 20%	23 34%	1 7%	31 33%	14 28%	11 28%	12 22%	22 35%	- -	- -	- -	- -
Other 2	10 8%	1 6%	8 10%	2 7%	6 9%	- -	10 11%	4 8%	1 3%	2 4%	8 13%	- -	- -	- -	- -
Other 3	8 7%	1 6%	7 9%	2 7%	6 9%	- -	8 9%	3 6%	1 3%	1 2%	7 11% a	- -	- -	- -	- -
Other 4	3 2%	- -	3 4%	- -	3 4%	- -	3 3%	1 2%	1 3%	- -	3 5%	- -	- -	- -	- -

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%

Total

Other 5

I do not think Nominet needs to do anything differently

Don't know

None of the above

	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
123	18	78	30	68	15	93	50	40	55	62	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
2	1	1	1	1	1	1	2	-	1	1	-	-	-	-
2%	6%	1%	3%	1%	7%	1%	4%	-	2%	2%	-	-	-	-
2	1	-	1	-	2	-	2	-	-	1	-	-	-	-
2%	6%	-	3%	-	13%	-	4%	-	-	2%	-	-	-	-
5	-	1	2	1	-	1	2	1	3	2	-	-	-	-
4%	-	1%	7%	1%	-	1%	4%	3%	5%	3%	-	-	-	-
1	-	1	-	1	-	1	-	1	1	-	-	-	-	-
1%	-	1%	-	1%	-	1%	-	3%	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							
	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	47 100%	47 100%	- -	- -	16 100%	6 100%	5 100%	2 100%	4 100%	- -	- -	- -	- -	- -	- -	- -	- -
Follow EGM recommendations	11 23%	11 23%	- -	- -	4 25%	3 50%	2 40%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Remove current members (whole or specific)	10 21%	10 21%	- -	- -	- -	1 17%	- -	1 50%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
More elected directors/NEDs	8 17%	8 17%	- -	- -	3 19%	1 17%	1 20%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	7 15%	7 15%	- -	- -	4 25%	- -	2 40%	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Diversity (different backgrounds)	5 11%	5 11%	- -	- -	3 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Less elected directors/NEDs	1 2%	1 2%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	1 2%	1 2%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	1 2%	1 2%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 13%	6 13%	- -	- -	1 6%	1 17%	1 20%	- -	1 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 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	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 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	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 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	-	-	-	-	-	-	-	-
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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 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
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Diversity (different backgrounds)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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

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			
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Diversity (different backgrounds)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Diversity (different backgrounds)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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	*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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	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Independent remuneration Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Diversity (different backgrounds)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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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%	-	-	-
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1 2%	-	-	1 25%	-	-	-	-	-	-	-	-	1 7%	-	-	1 14%	-	-
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1 2%	1 20%	-	-	-	-	-	-	-	-	-	1 3%	-	-	1 3%	-	-	-
15 30%	-	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

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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%	- -	- -	- -	- -
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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 af 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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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	a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
50	50	-	-	13	9	7	1	3	-	-	-	-	-	-	-	-
100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-
14	14	-	-	3	3	1	1	1	-	-	-	-	-	-	-	-
28%	28%	-	-	23%	33%	14%	100%	33%	-	-	-	-	-	-	-	-
9	9	-	-	1	3	1	-	3	-	-	-	-	-	-	-	-
18%	18%	-	-	8%	33%	14%	-	100%	-	-	-	-	-	-	-	-
9	9	-	-	3	-	1	-	-	-	-	-	-	-	-	-	-
18%	18%	-	-	23%	-	14%	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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	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
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%	- -	- -
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P013002 Nominet Listening Process 2021 Phase 2

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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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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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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	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
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Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Well moderated/respectful	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Different topic areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Publish some of the discussions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Include board/staff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Aimed at finding solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Free/open discussion/independent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Launch quickly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Use to spread information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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High involvement/ participative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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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P013002 Nominet Listening Process 2021 Phase 2

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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Well moderated/respectful	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Different topic areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Publish some of the discussions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Include board/staff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Aimed at finding solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Free/open discussion/independent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Launch quickly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Use to spread information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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High involvement/ participative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	122 100%	122 100%	- -	- -	37 100%	16 100%	15 100%	4 100%	9 100%	- -	- -	- -	- -	- -	- -	- -	- -
I would be willing to be re-contacted for an in-depth interview	49 40%	49 40%	- -	- -	17 46%	6 38%	6 40%	2 50%	1 11%	- -	- -	- -	- -	- -	- -	- -	- -
I would not be willing to be re-contacted for an in-depth interview	73 60%	73 60%	- -	- -	20 54%	10 63%	9 60%	2 50%	8 89%	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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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
122	10	9	10	11	82	-	-	-	-	-	84	31	7	78	29	1	14
100%	100%	100%	100%	100%	100%	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
49	5	4	5	3	32	-	-	-	-	-	31	15	3	29	13	1	6
40%	50%	44%	50%	27%	39%	-	-	-	-	-	37%	48%	43%	37%	45%	100%	43%
73	5	5	5	8	50	-	-	-	-	-	53	16	4	49	16	-	8
60%	50%	56%	50%	73%	61%	-	-	-	-	-	63%	52%	57%	63%	55%	-	57%

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

		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	122 100%	18 100%	77 100%	30 100%	68 100%	15 100%	92 100%	49 100%	40 100%	55 100%	61 100%	- -	- -	- -	- -
I would be willing to be re-contacted for an in-depth interview	49 40%	10 56%	32 42%	17 57%	28 41%	7 47%	39 42%	20 41%	16 40%	25 45%	22 36%	- -	- -	- -	- -
I would not be willing to be re-contacted for an in-depth interview	73 60%	8 44%	45 58%	13 43%	40 59%	8 53%	53 58%	29 59%	24 60%	30 55%	39 64%	- -	- -	- -	- -