



Nominet_Savanta Listening Process Full Tables_Stakeholder_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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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.	505
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.	508
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.	511
BASE: All respondents	

P013002 Nominet Listening Process 2021 Phase 2

Respondent Type

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	54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
MEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
STAKEHOLDER	54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
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
54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
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
54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
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
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Domain investor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wholesale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brand protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

Q1. What is your primary business type?

BASE: All Members

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
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Domain investor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wholesale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brand protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Corporate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Stakeholders

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Stakeholders

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Stakeholders

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To gain access to systems to drop catch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's public benefit activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's work on cyber security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have a general interest in the internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To access discounted domain name prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am a domain owner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To participate in corporate governance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in the .UK registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To gain access to systems to drop catch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's public benefit activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's work on cyber security	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have a general interest in the internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To access discounted domain name prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am a domain owner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To participate in corporate governance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in the .UK registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%														
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To gain access to systems to drop catch	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's public benefit activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in Nominet's work on cyber security	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I have a general interest in the internet	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To access discounted domain name prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am a domain owner	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To participate in corporate governance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am interested in the .UK registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	20 40%	- -	20 40%	- -	- -	- -	- -	- -	- -	- -	1 100%	9 75%	- -	3 30%	3 60%	2 33%	2 20%
Trust a little	(4.0)	5 10%	- -	5 10%	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	1 100%	1 10%	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	6 12%	- -	6 12%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	2 20%	2 40%	- -	1 10%
Distrust a little	(2.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		17 34%	- -	17 34%	- -	- -	- -	- -	- -	- -	4 80%	- -	1 8%	- -	4 40%	- -	2 33%	6 60%
NET: Trust		25 50%	- -	25 50%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	9 75%	1 100%	4 40%	3 60%	3 50%	3 30%
NET: Distrust		2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	1 17%	- -
Base for stats		33	-	33	-	-	-	-	-	-	1	1	11	1	6	5	4	4
Mean Score		4.27	-	4.27	-	-	-	-	-	-	4.00	5.00	4.55	4.00	4.17	4.20	3.75	4.25
Standard Deviation		1.069	-	1.069	-	-	-	-	-	-	-	-	1.036	-	.983	1.095	1.893	.957
Standard Error		.186	-	.186	-	-	-	-	-	-	-	-	.312	-	.401	.490	.946	.479
Error variance		.03	-	.03	-	-	-	-	-	-	-	-	.10	-	.16	.24	.90	.23

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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		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	20	-	-	-	-	-	1	3	3	3	10	-	-	-	-	-	-	-
		40%	-	-	-	-	-	100%	30%	33%	38%	50%	-	-	-	-	-	-	-
Trust a little	(4.0)	5	-	-	-	-	-	-	-	2	2	1	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	-	22%	25%	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	6	-	-	-	-	-	-	2	-	1	2	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	20%	-	13%	10%	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		17	-	-	-	-	-	-	5	4	2	5	-	-	-	-	-	-	-
		34%	-	-	-	-	-	-	50%	44%	25%	25%	-	-	-	-	-	-	-
NET: Trust		25	-	-	-	-	-	1	3	5	5	11	-	-	-	-	-	-	-
		50%	-	-	-	-	-	100%	30%	56%	63%	55%	-	-	-	-	-	-	-
NET: Distrust		2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	-	-
Base for stats		33	-	-	-	-	-	1	5	5	6	15	-	-	-	-	-	-	-
Mean Score		4.27	-	-	-	-	-	5.00	4.20	4.60	4.33	4.20	-	-	-	-	-	-	-
Standard Deviation		1.069	-	-	-	-	-	-	1.095	.548	.816	1.320	-	-	-	-	-	-	-
Standard Error		.186	-	-	-	-	-	-	.490	.245	.333	.341	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.24	.06	.11	.12	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	20 40%	20 80%	- -	20 48%	- -	16 57%	1 33%	17 49%	- -	15 42%	- -	- -	- -	- -	- -
Trust a little	(4.0)	5 10%	5 20%	- -	5 12%	- -	2 7%	- -	4 11%	- -	3 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	6 12%	- -	- -	4 10%	- -	3 11%	1 33%	4 11%	- -	4 11%	1 50%	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	1 50%	1 2%	- -	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		17 34%	- -	- -	12 29%	- -	7 25%	- -	8 23%	- -	13 36%	- -	- -	- -	- -	- -
NET: Trust		25 50%	25 100%	- -	25 60%	- -	18 64%	1 33%	21 60%	- -	18 50%	- -	- -	- -	- -	- -
NET: Distrust		2 4%	- -	2 100%	1 2%	1 100%	- -	1 33%	2 6%	- -	1 3%	1 50%	- -	- -	- -	- -
Base for stats		33	25	2	30	1	21	3	27	-	23	2	-	-	-	-
Mean Score		4.27	4.80	1.50	4.47	1.00	4.62	3.00	4.30	-	4.39	2.00	-	-	-	-
Standard Deviation		1.069	.408	.707	.860	-	.740	2.000	1.103	-	.941	1.414	-	-	-	-
Standard Error		.186	.082	.500	.157	-	.161	1.155	.212	-	.196	1.000	-	-	-	-
Error variance		.03	.01	.25	.02	-	.03	1.33	.05	-	.04	1.00	-	-	-	-

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

BASE: All Members and Stakeholders

		Group			Member sub-group					Stakeholder sub-group							
		Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																	
Total		50	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	39	39	-	-	-	-	-	-	4	1	9	1	9	5	2	8
		78%	78%	-	-	-	-	-	-	80%	100%	75%	100%	90%	100%	33%	80%
Trust a little	(4.0)	3	3	-	-	-	-	-	-	-	-	1	-	1	-	1	-
		6%	6%	-	-	-	-	-	-	-	-	8%	-	10%	-	17%	-
Neither trust nor distrust	(3.0)	2	2	-	-	-	-	-	-	-	-	1	-	-	-	-	1
		4%	4%	-	-	-	-	-	-	-	-	8%	-	-	-	-	10%
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		5	5	-	-	-	-	-	-	1	-	1	-	-	-	2	1
		10%	10%	-	-	-	-	-	-	20%	-	8%	-	-	-	33%	10%
NET: Trust		42	42	-	-	-	-	-	-	4	1	10	1	10	5	3	8
		84%	84%	-	-	-	-	-	-	80%	100%	83%	100%	100%	100%	50%	80%
NET: Distrust		1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Base for stats		45	45	-	-	-	-	-	-	4	1	11	1	10	5	4	9
Mean Score		4.76	4.76	-	-	-	-	-	-	5.00	5.00	4.73	5.00	4.90	5.00	3.75	4.78
Standard Deviation		.743	.743	-	-	-	-	-	-	-	-	.647	-	.316	-	1.893	.667
Standard Error		.111	.111	-	-	-	-	-	-	-	-	.195	-	.100	-	.946	.222
Error variance		.01	.01	-	-	-	-	-	-	-	-	.04	-	.01	-	.90	.05

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members and Stakeholders

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	39	-	-	-	-	-	-	9	7	7	15	-	-	-	-	-	-	-
		78%	-	-	-	-	-	-	90%	78%	88%	75%	-	-	-	-	-	-	-
Trust a little	(4.0)	3	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	100%	-	11%	-	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	2	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		5	-	-	-	-	-	-	1	1	1	2	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	10%	11%	13%	10%	-	-	-	-	-	-	-
NET: Trust		42	-	-	-	-	-	1	9	8	7	16	-	-	-	-	-	-	-
		84%	-	-	-	-	-	100%	90%	89%	88%	80%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		45	-	-	-	-	-	1	9	8	7	18	-	-	-	-	-	-	-
Mean Score		4.76	-	-	-	-	-	4.00	5.00	4.88	5.00	4.61	-	-	-	-	-	-	-
Standard Deviation		.743	-	-	-	-	-	-	-	.354	-	1.037	-	-	-	-	-	-	-
Standard Error		.111	-	-	-	-	-	-	-	.125	-	.244	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	-	.02	-	.06	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	39 78%	24 96%	- -	39 93%	- -	25 89%	1 33%	29 83%	- -	28 78%	- -	- -	- -	- -	- -
Trust a little	(4.0)	3 6%	1 4%	1 50%	3 7%	- -	1 4%	- -	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	2 4%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	1 3%	1 50%	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		5 10%	- -	- -	- -	- -	2 7%	- -	1 3%	- -	4 11%	- -	- -	- -	- -	- -
NET: Trust		42 84%	25 100%	1 50%	42 100%	- -	26 93%	1 33%	32 91%	- -	31 86%	- -	- -	- -	- -	- -
NET: Distrust		1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		45	25	2	42	1	26	3	34	-	32	2	-	-	-	-
Mean Score		4.76	4.96	2.50	4.93	1.00	4.96	3.00	4.74	-	4.84	2.00	-	-	-	-
Standard Deviation		.743	.200	2.121	.261	-	.196	2.000	.790	-	.448	1.414	-	-	-	-
Standard Error		.111	.040	1.500	.040	-	.038	1.155	.136	-	.079	1.000	-	-	-	-
Error variance		.01	*	2.25	*	-	*	1.33	.02	-	.01	1.00	-	-	-	-

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

		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

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

BASE: All Stakeholders

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members and Stakeholders excluding no response

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

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

BASE: All 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	26 100%	- -	- -	- -	- -	- -	1 100%	4 100%	3 100%	5 100%	13 100%	- -	- -	- -	- -	- -	- -	- -
Better communication	5 19%	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 38%	- -	- -	- -	- -	- -	- -	- -
General positive comments	5 19%	- -	- -	- -	- -	- -	- -	2 50%	1 33%	1 20%	1 8%	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	5 19%	- -	- -	- -	- -	- -	- -	1 25%	1 33%	1 20%	2 15%	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -
Reduce remuneration	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -
Member involvement in decision making (listen to members)	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -
Act in members interest	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reasure people about stability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Return to core values, stop commercial activity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 19%	- -	- -	- -	- -	- -	- -	1 25%	- -	1 20%	3 23%	- -	- -	- -	- -	- -	- -	- -
Other	4 15%	- -	- -	- -	- -	- -	1 100%	- -	1 33%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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	26 100%	18 100%	2 100%	21 100%	1 100%	14 100%	3 100%	20 100%	- -	18 100%	2 100%	- -	- -	- -	- -
Better communication	5 19%	2 11%	1 50%	4 19%	- -	3 21%	1 33%	5 25%	- -	3 17%	1 50%	- -	- -	- -	- -
General positive comments	5 19%	4 22%	- -	5 24%	- -	4 29%	- -	4 20%	- -	4 22%	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	5 19%	5 28%	- -	5 24%	- -	3 21%	- -	5 25%	- -	4 22%	- -	- -	- -	- -	- -
Support all members (large and small)	2 8%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	2 11%	- -	- -	- -	- -	- -
Reduce remuneration	1 4%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 6%	- -	- -	- -	- -	- -
Member involvement in decision making (listen to members)	1 4%	1 6%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 6%	- -	- -	- -	- -	- -
Act in members interest	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reasure people about stability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Return to core values, stop commercial activity	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 19%	3 17%	- -	3 14%	- -	2 14%	- -	3 15%	- -	4 22%	- -	- -	- -	- -	- -
Other	4 15%	3 17%	1 50%	3 14%	1 100%	1 7%	2 67%	2 10%	- -	1 6%	1 50%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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
26	18	2	21	1	14	3	20	-	18	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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
	*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 Members excluding no response

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
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P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members excluding no response

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement in decision making (listen to members)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Support all members (large and small)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Follow recommendations from EGM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Return to core values, stop commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members excluding no response

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
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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

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

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BASE: All Stakeholders excluding no response

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

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

BASE: All Stakeholders excluding no response

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Stakeholders excluding no response

Significance Level: 95%

Total

No response given

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Scale								Mean Score
		Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Treat Members fairly	50 100%	23 46%	8 16%	4 8%	2 4%	1 2%	12 24%	31 62%	3 6%	4.32
Take into account Members' views in making key decisions about the .UK namespace	50 100%	22 44%	8 16%	3 6%	3 6%	1 2%	13 26%	30 60%	4 8%	4.27
Make commercial investments	50 100%	4 8%	2 4%	15 30%	2 4%	1 2%	26 52%	6 12%	3 6%	3.25
Manage the .UK registry	50 100%	35 70%	5 10%	1 2%	- -	- -	9 18%	40 80%	- -	4.83
Provide support for domain name owners (registrants)	50 100%	28 56%	6 12%	3 6%	- -	- -	13 26%	34 68%	- -	4.68
Protect the .UK domain name space	50 100%	35 70%	4 8%	1 2%	- -	- -	10 20%	39 78%	- -	4.85
Provide effective cybersecurity services	50 100%	26 52%	3 6%	6 12%	- -	1 2%	14 28%	29 58%	1 2%	4.47
Keep the .UK domain space a hostile space for criminal activity	50 100%	34 68%	3 6%	3 6%	- -	1 2%	9 18%	37 74%	1 2%	4.68
Manage the dispute resolution service (DRS)	50 100%	33 66%	3 6%	2 4%	1 2%	- -	11 22%	36 72%	1 2%	4.74
Provide technical support/registry services for registry (TLD) owners	50 100%	26 52%	5 10%	5 10%	- -	1 2%	13 26%	31 62%	1 2%	4.49
Deliver on its public benefit commitment (including charitable work)	50 100%	26 52%	7 14%	8 16%	1 2%	1 2%	7 14%	33 66%	2 4%	4.30
Act in the interests of all stakeholders in .UK	50 100%	25 50%	8 16%	5 10%	1 2%	1 2%	10 20%	33 66%	2 4%	4.38
Develop and manage .UK policy	50 100%	34 68%	4 8%	2 4%	1 2%	- -	9 18%	38 76%	1 2%	4.73
Support internet governance	50 100%	34 68%	7 14%	2 4%	1 2%	- -	6 12%	41 82%	1 2%	4.68

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

Fulfil its obligations as a responsible employer

Promote and expand the market for .UK domain names

Total	Scale								Mean Score
	Trust a lot	Trust a little	Neither trust nor distrust	Distrust a little	Distrust a lot	Don't know	NET: Trust	NET: Distrust	
	*a	*b	*c	*d	*e	*f	*g	*h	*i
50	22	5	3	1	-	19	27	1	4.55
100%	44%	10%	6%	2%	-	38%	54%	2%	
50	28	5	4	-	-	13	33	-	4.65
100%	56%	10%	8%	-	-	26%	66%	-	

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	
50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
41	-	41	-	-	-	-	-	-	4	1	9	1	7	5	5	9	
82%	-	82%	-	-	-	-	-	-	80%	100%	75%	100%	70%	100%	83%	90%	
40	-	40	-	-	-	-	-	-	3	1	11	1	5	5	5	9	
80%	-	80%	-	-	-	-	-	-	60%	100%	92%	100%	50%	100%	83%	90%	
39	-	39	-	-	-	-	-	-	3	1	12	1	4	5	5	8	
78%	-	78%	-	-	-	-	-	-	60%	100%	100%	100%	40%	100%	83%	80%	
38	-	38	-	-	-	-	-	-	4	1	10	1	3	5	4	10	
76%	-	76%	-	-	-	-	-	-	80%	100%	83%	100%	30%	100%	67%	100%	
37	-	37	-	-	-	-	-	-	3	1	10	1	5	5	5	7	
74%	-	74%	-	-	-	-	-	-	60%	100%	83%	100%	50%	100%	83%	70%	
36	-	36	-	-	-	-	-	-	3	1	12	1	2	5	5	7	
72%	-	72%	-	-	-	-	-	-	60%	100%	100%	100%	20%	100%	83%	70%	
34	-	34	-	-	-	-	-	-	5	1	9	1	-	5	3	10	
68%	-	68%	-	-	-	-	-	-	100%	100%	75%	100%	-	100%	50%	100%	
33	-	33	-	-	-	-	-	-	2	-	7	1	9	4	4	6	
66%	-	66%	-	-	-	-	-	-	40%	-	58%	100%	90%	80%	67%	60%	
33	-	33	-	-	-	-	-	-	3	1	8	1	3	5	4	8	
66%	-	66%	-	-	-	-	-	-	60%	100%	67%	100%	30%	100%	67%	80%	
33	-	33	-	-	-	-	-	-	2	1	8	-	4	4	5	9	
66%	-	66%	-	-	-	-	-	-	40%	100%	67%	-	40%	80%	83%	90%	
31	-	31	-	-	-	-	-	-	4	1	10	1	4	4	2	5	
62%	-	62%	-	-	-	-	-	-	80%	100%	83%	100%	40%	80%	33%	50%	
31	-	31	-	-	-	-	-	-	4	1	7	1	1	4	4	9	
62%	-	62%	-	-	-	-	-	-	80%	100%	58%	100%	10%	80%	67%	90%	
30	-	30	-	-	-	-	-	-	3	1	10	-	3	5	2	6	
60%	-	60%	-	-	-	-	-	-	60%	100%	83%	-	30%	100%	33%	60%	

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Provide effective cybersecurity services	29 58%	- -	29 58%	- -	- -	- -	- -	- -	- -	3 60%	1 100%	6 50%	1 100%	3 30%	4 80%	4 67%	7 70%
Fulfil its obligations as a responsible employer	27 54%	- -	27 54%	- -	- -	- -	- -	- -	- -	3 60%	1 100%	7 58%	1 100%	3 30%	2 40%	3 50%	7 70%
Make commercial investments	6 12%	- -	6 12%	- -	- -	- -	- -	- -	- -	1 20%	- -	2 17%	- -	- -	1 20%	1 17%	1 10%

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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	50 100%	- -	- -	- -	- -	- -	1 100%	10 100%	9 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Support internet governance	41 82%	- -	- -	- -	- -	- -	1 100%	7 70%	8 89%	5 63%	18 90%	- -	- -	- -	- -	- -	- -	- -
Manage the .UK registry	40 80%	- -	- -	- -	- -	- -	1 100%	6 60%	6 67%	7 88%	18 90%	- -	- -	- -	- -	- -	- -	- -
Protect the .UK domain name space	39 78%	- -	- -	- -	- -	- -	1 100%	6 60%	5 56%	6 75%	19 95%	- -	- -	- -	- -	- -	- -	- -
Develop and manage .UK policy	38 76%	- -	- -	- -	- -	- -	1 100%	5 50%	6 67%	7 88%	17 85%	- -	- -	- -	- -	- -	- -	- -
Keep the .UK domain space a hostile space for criminal activity	37 74%	- -	- -	- -	- -	- -	1 100%	6 60%	6 67%	5 63%	18 90%	- -	- -	- -	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	36 72%	- -	- -	- -	- -	- -	1 100%	4 40%	5 56%	5 63%	19 95%	- -	- -	- -	- -	- -	- -	- -
Provide support for domain name owners (registrants)	34 68%	- -	- -	- -	- -	- -	1 100%	3 30%	5 56%	7 88%	16 80%	- -	- -	- -	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	33 66%	- -	- -	- -	- -	- -	1 100%	7 70%	7 78%	4 50%	14 70%	- -	- -	- -	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	33 66%	- -	- -	- -	- -	- -	1 100%	4 40%	6 67%	5 63%	15 75%	- -	- -	- -	- -	- -	- -	- -
Promote and expand the market for .UK domain names	33 66%	- -	- -	- -	- -	- -	1 100%	4 40%	5 56%	3 38%	18 90%	- -	- -	- -	- -	- -	- -	- -
Treat Members fairly	31 62%	- -	- -	- -	- -	- -	- -	6 60%	7 78%	5 63%	12 60%	- -	- -	- -	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	31 62%	- -	- -	- -	- -	- -	1 100%	2 20%	5 56%	6 75%	15 75%	- -	- -	- -	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	30 60%	- -	- -	- -	- -	- -	1 100%	4 40%	6 67%	5 63%	12 60%	- -	- -	- -	- -	- -	- -	- -

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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	50 100%	- -	- -	- -	- -	- -	1 100%	10 100%	9 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Provide effective cybersecurity services	29 58%	- -	- -	- -	- -	- -	1 100%	3 30%	6 67%	4 50%	14 70%	- -	- -	- -	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	27 54%	- -	- -	- -	- -	- -	- -	4 40%	6 67%	3 38%	13 65%	- -	- -	- -	- -	- -	- -	- -
Make commercial investments	6 12%	- -	- -	- -	- -	- -	- -	- -	2 22%	- -	3 15%	- -	- -	- -	- -	- -	- -	- -

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Support internet governance	41 82%	24 96%	2 100%	37 88%	1 100%	25 89%	2 67%	31 89%	- -	30 83%	1 50%	- -	- -	- -	- -
Manage the .UK registry	40 80%	23 92%	2 100%	35 83%	1 100%	25 89%	3 100%	30 86%	- -	29 81%	2 100%	- -	- -	- -	- -
Protect the .UK domain name space	39 78%	22 88%	2 100%	34 81%	1 100%	23 82%	3 100%	29 83%	- -	29 81%	2 100%	- -	- -	- -	- -
Develop and manage .UK policy	38 76%	23 92%	1 50%	34 81%	- -	26 93%	1 33%	29 83%	- -	31 86%	- -	- -	- -	- -	- -
Keep the .UK domain space a hostile space for criminal activity	37 74%	23 92%	2 100%	34 81%	1 100%	23 82%	3 100%	30 86%	- -	26 72%	2 100%	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	36 72%	23 92%	2 100%	31 74%	1 100%	22 79%	3 100%	28 80%	- -	27 75%	2 100%	- -	- -	- -	- -
Provide support for domain name owners (registrants)	34 68%	17 68%	2 100%	28 67%	1 100%	19 68%	3 100%	25 71%	- -	25 69%	2 100%	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	33 66%	21 84%	1 50%	32 76%	- -	21 75%	1 33%	27 77%	- -	25 69%	- -	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	33 66%	21 84%	1 50%	31 74%	- -	21 75%	1 33%	25 71%	- -	25 69%	- -	- -	- -	- -	- -
Promote and expand the market for .UK domain names	33 66%	20 80%	2 100%	29 69%	1 100%	22 79%	2 67%	25 71%	- -	24 67%	1 50%	- -	- -	- -	- -
Treat Members fairly	31 62%	20 80%	1 50%	28 67%	- -	18 64%	- -	24 69%	- -	23 64%	- -	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	31 62%	17 68%	1 50%	26 62%	- -	18 64%	2 67%	21 60%	- -	23 64%	1 50%	- -	- -	- -	- -

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	30 60%	18 72%	1 50%	27 64%	- -	18 64%	1 33%	22 63%	- -	22 61%	- -	- -	- -	- -	- -
Provide effective cybersecurity services	29 58%	18 72%	1 50%	26 62%	- -	18 64%	1 33%	23 66%	- -	25 69%	- -	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	27 54%	17 68%	1 50%	24 57%	- -	15 54%	2 67%	21 60%	- -	20 56%	1 50%	- -	- -	- -	- -
Make commercial investments	6 12%	3 12%	- -	3 7%	- -	3 11%	1 33%	3 9%	- -	3 8%	1 50%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
50	-	50	-	-	-	-	-	-	-	5	1	12	1	10	5	6	10
100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
4	-	4	-	-	-	-	-	-	-	1	-	1	1	-	-	1	-
8%	-	8%	-	-	-	-	-	-	-	20%	-	8%	100%	-	-	17%	-
3	-	3	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1
6%	-	6%	-	-	-	-	-	-	-	-	-	8%	-	-	-	17%	10%
3	-	3	-	-	-	-	-	-	-	1	1	-	-	-	-	1	-
6%	-	6%	-	-	-	-	-	-	-	20%	100%	-	-	-	-	17%	-
2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
4%	-	4%	-	-	-	-	-	-	-	-	-	8%	-	-	-	17%	-
2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
4%	-	4%	-	-	-	-	-	-	-	-	-	8%	-	-	-	17%	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
2%	-	2%	-	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10%
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
2%	-	2%	-	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
2%	-	2%	-	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																	
Total	50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Provide support for domain name owners (registrants)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Protect the .UK domain name space	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Promote and expand the market for .UK domain names	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	50 100%	- -	- -	- -	- -	- -	1 100%	10 100%	9 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	4 8%	- -	- -	- -	- -	- -	- -	- 11%	- 11%	1 13%	2 10%	- -	- -	- -	- -	- -	- -	- -
Treat Members fairly	3 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 15%	- -	- -	- -	- -	- -	- -	- -
Make commercial investments	3 6%	- -	- -	- -	- -	- -	- -	- 11%	- 11%	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Provide effective cybersecurity services	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Keep the .UK domain space a hostile space for criminal activity	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Develop and manage .UK policy	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Support internet governance	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Manage the .UK registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	50 100%	-	-	-	-	-	1 100%	10 100%	9 100%	8 100%	20 100%	-	-	-	-	-	-	-
Provide support for domain name owners (registrants)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Protect the .UK domain name space	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Promote and expand the market for .UK domain names	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Take into account Members' views in making key decisions about the .UK namespace	4 8%	1 4%	1 50%	1 2%	1 100%	- -	2 67%	4 11%	- -	2 6%	2 100%	- -	- -	- -	- -
Treat Members fairly	3 6%	1 4%	1 50%	1 2%	1 100%	- -	3 100%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Make commercial investments	3 6%	1 4%	1 50%	1 2%	1 100%	1 4%	1 33%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
Deliver on its public benefit commitment (including charitable work)	2 4%	- -	1 50%	- -	1 100%	- -	2 67%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Act in the interests of all stakeholders in .UK	2 4%	- -	1 50%	- -	1 100%	- -	2 67%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Provide effective cybersecurity services	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Keep the .UK domain space a hostile space for criminal activity	1 2%	1 4%	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Manage the dispute resolution service (DRS)	1 2%	- -	- -	1 2%	- -	1 4%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
Provide technical support/registry services for registry (TLD) owners	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Develop and manage .UK policy	1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Support internet governance	1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Fulfil its obligations as a responsible employer	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -

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

Significance Level: 95%

Total

Manage the .UK registry

Provide support for domain name owners (registrants)

Protect the .UK domain name space

Promote and expand the market for .UK domain names

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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
50	25	2	42	1	28	3	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	23 46%	- -	23 46%	- -	- -	- -	- -	- -	- -	2 40%	1 100%	8 67%	- -	3 30%	4 80%	1 17%	4 40%
Trust a little	(4.0)	8 16%	- -	8 16%	- -	- -	- -	- -	- -	- -	2 40%	- -	2 17%	1 100%	1 10%	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	4 8%	- -	4 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	1 20%	- -	- -	2 20%
Distrust a little	(2.0)	2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	1 10%
Distrust a lot	(1.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		12 24%	- -	12 24%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	5 50%	- -	3 50%	2 20%
NET: Trust		31 62%	- -	31 62%	- -	- -	- -	- -	- -	- -	4 80%	1 100%	10 83%	1 100%	4 40%	4 80%	2 33%	5 50%
NET: Distrust		3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	1 17%	1 10%
Base for stats		38	-	38	-	-	-	-	-	-	4	1	11	1	5	5	3	8
Mean Score		4.32	-	4.32	-	-	-	-	-	-	4.50	5.00	4.55	4.00	4.40	4.60	3.33	4.00
Standard Deviation		1.042	-	1.042	-	-	-	-	-	-	.577	-	.934	-	.894	.894	2.082	1.195
Standard Error		.169	-	.169	-	-	-	-	-	-	.289	-	.282	-	.400	.400	1.202	.423
Error variance		.03	-	.03	-	-	-	-	-	-	.08	-	.08	-	.16	.16	1.44	.18

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	23	-	-	-	-	-	-	5	4	3	10	-	-	-	-	-	-	-
		46%	-	-	-	-	-	-	50%	44%	38%	50%	-	-	-	-	-	-	-
Trust a little	(4.0)	8	-	-	-	-	-	-	1	3	2	2	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	10%	33%	25%	10%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	4	-	-	-	-	-	-	1	-	-	2	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	10%	-	-	10%	-	-	-	-	-	-	-
Distrust a little	(2.0)	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		12	-	-	-	-	-	1	3	2	3	3	-	-	-	-	-	-	-
		24%	-	-	-	-	-	100%	30%	22%	38%	15%	-	-	-	-	-	-	-
NET: Trust		31	-	-	-	-	-	-	6	7	5	12	-	-	-	-	-	-	-
		62%	-	-	-	-	-	-	60%	78%	63%	60%	-	-	-	-	-	-	-
NET: Distrust		3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	-	-	15%	-	-	-	-	-	-	-
Base for stats		38	-	-	-	-	-	-	7	7	5	17	-	-	-	-	-	-	-
Mean Score		4.32	-	-	-	-	-	-	4.57	4.57	4.60	4.06	-	-	-	-	-	-	-
Standard Deviation		1.042	-	-	-	-	-	-	.787	.535	.548	1.345	-	-	-	-	-	-	-
Standard Error		.169	-	-	-	-	-	-	.297	.202	.245	.326	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.09	.04	.06	.11	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot		(5.0) 23 46%	15 60%	- -	21 50%	- -	16 57%	- -	17 49%	- -	15 42%	- -	- -	- -	- -	- -
Trust a little		(4.0) 8 16%	5 20%	1 50%	7 17%	- -	2 7%	- -	7 20%	- -	8 22%	- -	- -	- -	- -	- -
Neither trust nor distrust		(3.0) 4 8%	- -	- -	4 10%	- -	3 11%	- -	2 6%	- -	3 8%	- -	- -	- -	- -	- -
Distrust a little		(2.0) 2 4%	1 4%	- -	1 2%	- -	- -	2 67%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a lot		(1.0) 1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		12 24%	4 16%	- -	9 21%	- -	7 25%	- -	7 20%	- -	10 28%	- -	- -	- -	- -	- -
NET: Trust		31 62%	20 80%	1 50%	28 67%	- -	18 64%	- -	24 69%	- -	23 64%	- -	- -	- -	- -	- -
NET: Distrust		3 6%	1 4%	1 50%	1 2%	1 100%	- -	3 100%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Base for stats		38	21	2	33	1	21	3	28	-	26	2	-	-	-	-
Mean Score		4.32	4.62	2.50	4.45	1.00	4.62	1.67	4.36	-	4.46	1.50	-	-	-	-
Standard Deviation		1.042	.740	2.121	.833	-	.740	.577	1.026	-	.706	.707	-	-	-	-
Standard Error		.169	.161	1.500	.145	-	.161	.333	.194	-	.138	.500	-	-	-	-
Error variance		.03	.03	2.25	.02	-	.03	.11	.04	-	.02	.25	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	22	-	22	-	-	-	-	-	-	2	-	7	-	2	5	1	5
		44%	-	44%	-	-	-	-	-	-	40%	-	58%	-	20%	100%	17%	50%
Trust a little	(4.0)	8	-	8	-	-	-	-	-	-	1	1	3	-	1	-	1	1
		16%	-	16%	-	-	-	-	-	-	20%	100%	25%	-	10%	-	17%	10%
Neither trust nor distrust	(3.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	1	2
		6%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	17%	20%
Distrust a little	(2.0)	3	-	3	-	-	-	-	-	-	1	-	1	1	-	-	-	-
		6%	-	6%	-	-	-	-	-	-	20%	-	8%	100%	-	-	-	-
Distrust a lot	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		13	-	13	-	-	-	-	-	-	1	-	1	-	7	-	2	2
		26%	-	26%	-	-	-	-	-	-	20%	-	8%	-	70%	-	33%	20%
NET: Trust		30	-	30	-	-	-	-	-	-	3	1	10	-	3	5	2	6
		60%	-	60%	-	-	-	-	-	-	60%	100%	83%	-	30%	100%	33%	60%
NET: Distrust		4	-	4	-	-	-	-	-	-	1	-	1	1	-	-	1	-
		8%	-	8%	-	-	-	-	-	-	20%	-	8%	100%	-	-	17%	-
Base for stats		37	-	37	-	-	-	-	-	-	4	1	11	1	3	5	4	8
Mean Score		4.27	-	4.27	-	-	-	-	-	-	4.00	4.00	4.45	2.00	4.67	5.00	3.25	4.38
Standard Deviation		1.097	-	1.097	-	-	-	-	-	-	1.414	-	.934	-	.577	-	1.708	.916
Standard Error		.180	-	.180	-	-	-	-	-	-	.707	-	.282	-	.333	-	.854	.324
Error variance		.03	-	.03	-	-	-	-	-	-	.50	-	.08	-	.11	-	.73	.10

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	22	-	-	-	-	-	-	3	4	4	9	-	-	-	-	-	-	-
		44%	-	-	-	-	-	-	30%	44%	50%	45%	-	-	-	-	-	-	-
Trust a little	(4.0)	8	-	-	-	-	-	1	1	2	1	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	100%	10%	22%	13%	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	-	-	15%	-	-	-	-	-	-	-
Distrust a little	(2.0)	3	-	-	-	-	-	-	-	1	1	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	11%	13%	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		13	-	-	-	-	-	-	6	2	2	3	-	-	-	-	-	-	-
		26%	-	-	-	-	-	-	60%	22%	25%	15%	-	-	-	-	-	-	-
NET: Trust		30	-	-	-	-	-	1	4	6	5	12	-	-	-	-	-	-	-
		60%	-	-	-	-	-	100%	40%	67%	63%	60%	-	-	-	-	-	-	-
NET: Distrust		4	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	-	11%	13%	10%	-	-	-	-	-	-	-
Base for stats		37	-	-	-	-	-	1	4	7	6	17	-	-	-	-	-	-	-
Mean Score		4.27	-	-	-	-	-	4.00	4.75	4.29	4.33	4.06	-	-	-	-	-	-	-
Standard Deviation		1.097	-	-	-	-	-	-	.500	1.113	1.211	1.249	-	-	-	-	-	-	-
Standard Error		.180	-	-	-	-	-	-	.250	.421	.494	.303	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.06	.18	.24	.09	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Trust a lot	(5.0)	22	12	-	19	-	14	-	16	-	15	-	-	-	-	-
		44%	48%	-	45%	-	50%	-	46%	-	42%	-	-	-	-	-
Trust a little	(4.0)	8	6	1	8	-	4	1	6	-	7	-	-	-	-	-
		16%	24%	50%	19%	-	14%	33%	17%	-	19%	-	-	-	-	-
Neither trust nor distrust	(3.0)	3	1	-	3	-	3	-	2	-	3	-	-	-	-	-
		6%	4%	-	7%	-	11%	-	6%	-	8%	-	-	-	-	-
Distrust a little	(2.0)	3	1	-	1	-	-	1	3	-	2	1	-	-	-	-
		6%	4%	-	2%	-	-	33%	9%	-	6%	50%	-	-	-	-
Distrust a lot	(1.0)	1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
		2%	-	50%	-	100%	-	33%	3%	-	-	50%	-	-	-	-
Don't know		13	5	-	11	-	7	-	7	-	9	-	-	-	-	-
		26%	20%	-	26%	-	25%	-	20%	-	25%	-	-	-	-	-
NET: Trust		30	18	1	27	-	18	1	22	-	22	-	-	-	-	-
		60%	72%	50%	64%	-	64%	33%	63%	-	61%	-	-	-	-	-
NET: Distrust		4	1	1	1	1	-	2	4	-	2	2	-	-	-	-
		8%	4%	50%	2%	100%	-	67%	11%	-	6%	100%	-	-	-	-
Base for stats		37	20	2	31	1	21	3	28	-	27	2	-	-	-	-
Mean Score		4.27	4.45	2.50	4.45	1.00	4.52	2.33	4.18	-	4.30	1.50	-	-	-	-
Standard Deviation		1.097	.826	2.121	.810	-	.750	1.528	1.188	-	.953	.707	-	-	-	-
Standard Error		.180	.185	1.500	.145	-	.164	.882	.225	-	.183	.500	-	-	-	-
Error variance		.03	.03	2.25	.02	-	.03	.78	.05	-	.03	.25	-	-	-	-

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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	4 8%	- -	4 8%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	1 20%	1 17%	1 10%
Trust a little	(4.0)	2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	15 30%	- -	15 30%	- -	- -	- -	- -	- -	- -	2 40%	- -	4 33%	1 100%	2 20%	2 40%	- -	4 40%
Distrust a little	(2.0)	2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		26 52%	- -	26 52%	- -	- -	- -	- -	- -	- -	1 20%	- -	6 50%	- -	8 80%	2 40%	4 67%	5 50%
NET: Trust		6 12%	- -	6 12%	- -	- -	- -	- -	- -	- -	1 20%	- -	2 17%	- -	- -	1 20%	1 17%	1 10%
NET: Distrust		3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	- -	- -	- -	- -	1 17%	- -
Base for stats		24	-	24	-	-	-	-	-	-	4	1	6	1	2	3	2	5
Mean Score		3.25	-	3.25	-	-	-	-	-	-	3.00	2.00	3.50	3.00	3.00	3.67	3.00	3.40
Standard Deviation		.989	-	.989	-	-	-	-	-	-	.816	-	.837	-	-	1.155	2.828	.894
Standard Error		.202	-	.202	-	-	-	-	-	-	.408	-	.342	-	-	.667	2.000	.400
Error variance		.04	-	.04	-	-	-	-	-	-	.17	-	.12	-	-	.44	4.00	.16

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	4	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	-	11%	-	10%	-	-	-	-	-	-	-
Trust a little	(4.0)	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	11%	-	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	15	-	-	-	-	-	-	3	2	3	6	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	30%	22%	38%	30%	-	-	-	-	-	-	-
Distrust a little	(2.0)	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	11%	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		26	-	-	-	-	-	1	7	4	5	9	-	-	-	-	-	-	-
		52%	-	-	-	-	-	100%	70%	44%	63%	45%	-	-	-	-	-	-	-
NET: Trust		6	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	-	22%	-	15%	-	-	-	-	-	-	-
NET: Distrust		3	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	11%	-	10%	-	-	-	-	-	-	-
Base for stats		24	-	-	-	-	-	-	3	5	3	11	-	-	-	-	-	-	-
Mean Score		3.25	-	-	-	-	-	-	3.00	3.40	3.00	3.18	-	-	-	-	-	-	-
Standard Deviation		.989	-	-	-	-	-	-	-	1.140	-	1.168	-	-	-	-	-	-	-
Standard Error		.202	-	-	-	-	-	-	-	.510	-	.352	-	-	-	-	-	-	-
Error variance		.04	-	-	-	-	-	-	-	.26	-	.12	-	-	-	-	-	-	-

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

		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		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	4 8%	2 8%	- -	2 5%	- -	3 11%	- -	2 6%	- -	3 8%	- -	- -	- -	- -	- -
Trust a little	(4.0)	2 4%	1 4%	- -	1 2%	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	15 30%	8 32%	1 50%	15 36%	- -	7 25%	1 33%	10 29%	- -	11 31%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	2 4%	1 4%	- -	1 2%	- -	1 4%	- -	2 6%	- -	2 6%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		26 52%	13 52%	- -	23 55%	- -	17 61%	- -	19 54%	- -	20 56%	- -	- -	- -	- -	- -
NET: Trust		6 12%	3 12%	- -	3 7%	- -	3 11%	1 33%	3 9%	- -	3 8%	1 50%	- -	- -	- -	- -
NET: Distrust		3 6%	1 4%	1 50%	1 2%	1 100%	1 4%	1 33%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
Base for stats		24	12	2	19	1	11	3	16	-	16	2	-	-	-	-
Mean Score		3.25	3.33	2.00	3.21	1.00	3.45	2.67	3.06	-	3.25	2.50	-	-	-	-
Standard Deviation		.989	.888	1.414	.713	-	1.036	1.528	.998	-	.931	2.121	-	-	-	-
Standard Error		.202	.256	1.000	.164	-	.312	.882	.249	-	.233	1.500	-	-	-	-
Error variance		.04	.07	1.00	.03	-	.10	.78	.06	-	.05	2.25	-	-	-	-

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%																	
Total		50	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	35	35	-	-	-	-	-	-	2	1	9	1	4	5	4	9
		70%	70%	-	-	-	-	-	-	40%	100%	75%	100%	40%	100%	67%	90%
Trust a little	(4.0)	5	5	-	-	-	-	-	-	1	-	2	-	1	-	1	-
		10%	10%	-	-	-	-	-	-	20%	-	17%	-	10%	-	17%	-
Neither trust nor distrust	(3.0)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	9	-	-	-	-	-	-	1	-	1	-	5	-	1	1
		18%	18%	-	-	-	-	-	-	20%	-	8%	-	50%	-	17%	10%
NET: Trust		40	40	-	-	-	-	-	-	3	1	11	1	5	5	5	9
		80%	80%	-	-	-	-	-	-	60%	100%	92%	100%	50%	100%	83%	90%
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		41	41	-	-	-	-	-	-	4	1	11	1	5	5	5	9
Mean Score		4.83	4.83	-	-	-	-	-	-	4.25	5.00	4.82	5.00	4.80	5.00	4.80	5.00
Standard Deviation		.442	.442	-	-	-	-	-	-	.957	-	.405	-	.447	-	.447	-
Standard Error		.069	.069	-	-	-	-	-	-	.479	-	.122	-	.200	-	.200	-
Error variance		*	*	-	-	-	-	-	-	.23	-	.01	-	.04	-	.04	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	35	-	-	-	-	-	1	6	4	7	15	-	-	-	-	-	-	-
		70%	-	-	-	-	-	100%	60%	44%	88%	75%	-	-	-	-	-	-	-
Trust a little	(4.0)	5	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	-	22%	-	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	11%	-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	-	-	4	2	1	2	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	40%	22%	13%	10%	-	-	-	-	-	-	-
NET: Trust		40	-	-	-	-	-	1	6	6	7	18	-	-	-	-	-	-	-
		80%	-	-	-	-	-	100%	60%	67%	88%	90%	-	-	-	-	-	-	-
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		41	-	-	-	-	-	1	6	7	7	18	-	-	-	-	-	-	-
Mean Score		4.83	-	-	-	-	-	5.00	5.00	4.43	5.00	4.83	-	-	-	-	-	-	-
Standard Deviation		.442	-	-	-	-	-	-	-	.787	-	.383	-	-	-	-	-	-	-
Standard Error		.069	-	-	-	-	-	-	-	.297	-	.090	-	-	-	-	-	-	-
Error variance		*	-	-	-	-	-	-	-	.09	-	.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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust 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	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Trust a lot	(5.0)	35	22	-	32	-	24	1	26	-	26	-	-	-	-	-
		70%	88%	-	76%	-	86%	33%	74%	-	72%	-	-	-	-	-
Trust a little	(4.0)	5	1	2	3	1	1	2	4	-	3	2	-	-	-	-
		10%	4%	100%	7%	100%	4%	67%	11%	-	8%	100%	-	-	-	-
Neither trust nor distrust	(3.0)	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-
		2%	-	-	-	-	-	-	3%	-	3%	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	2	-	7	-	3	-	4	-	6	-	-	-	-	-
		18%	8%	-	17%	-	11%	-	11%	-	17%	-	-	-	-	-
NET: Trust		40	23	2	35	1	25	3	30	-	29	2	-	-	-	-
		80%	92%	100%	83%	100%	89%	100%	86%	-	81%	100%	-	-	-	-
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		41	23	2	35	1	25	3	31	-	30	2	-	-	-	-
Mean Score		4.83	4.96	4.00	4.91	4.00	4.96	4.33	4.81	-	4.83	4.00	-	-	-	-
Standard Deviation		.442	.209	-	.284	-	.200	.577	.477	-	.461	-	-	-	-	-
Standard Error		.069	.043	-	.048	-	.040	.333	.086	-	.084	-	-	-	-	-
Error variance		*	*	-	*	-	*	.11	.01	-	.01	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	28	-	28	-	-	-	-	-	-	4	1	7	-	-	5	1	10
		56%	-	56%	-	-	-	-	-	-	80%	100%	58%	-	-	100%	17%	100%
Trust a little	(4.0)	6	-	6	-	-	-	-	-	-	1	-	2	1	-	-	2	-
		12%	-	12%	-	-	-	-	-	-	20%	-	17%	100%	-	-	33%	-
Neither trust nor distrust	(3.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-
		6%	-	6%	-	-	-	-	-	-	-	-	-	-	30%	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	-	13	-	-	-	-	-	-	-	-	3	-	7	-	3	-
		26%	-	26%	-	-	-	-	-	-	-	-	25%	-	70%	-	50%	-
NET: Trust		34	-	34	-	-	-	-	-	-	5	1	9	1	-	5	3	10
		68%	-	68%	-	-	-	-	-	-	100%	100%	75%	100%	-	100%	50%	100%
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		37	-	37	-	-	-	-	-	-	5	1	9	1	3	5	3	10
Mean Score		4.68	-	4.68	-	-	-	-	-	-	4.80	5.00	4.78	4.00	3.00	5.00	4.33	5.00
Standard Deviation		.626	-	.626	-	-	-	-	-	-	.447	-	.441	-	-	-	.577	-
Standard Error		.103	-	.103	-	-	-	-	-	-	.200	-	.147	-	-	-	.333	-
Error variance		.01	-	.01	-	-	-	-	-	-	.04	-	.02	-	-	-	.11	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
28	-	-	-	-	-	-	2	5	5	14	-	-	-	-	-	-	-
56%	-	-	-	-	-	-	20%	56%	63%	70%	-	-	-	-	-	-	-
6	-	-	-	-	-	1	1	-	2	2	-	-	-	-	-	-	-
12%	-	-	-	-	-	100%	10%	-	25%	10%	-	-	-	-	-	-	-
3	-	-	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-
6%	-	-	-	-	-	-	20%	11%	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	-	-	-	-	-	-	5	3	1	4	-	-	-	-	-	-	-
26%	-	-	-	-	-	-	50%	33%	13%	20%	-	-	-	-	-	-	-
34	-	-	-	-	-	1	3	5	7	16	-	-	-	-	-	-	-
68%	-	-	-	-	-	100%	30%	56%	88%	80%	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
37	-	-	-	-	-	1	5	6	7	16	-	-	-	-	-	-	-
4.68	-	-	-	-	-	4.00	4.00	4.67	4.71	4.88	-	-	-	-	-	-	-
.626	-	-	-	-	-	-	1.000	.816	.488	.342	-	-	-	-	-	-	-
.103	-	-	-	-	-	-	.447	.333	.184	.085	-	-	-	-	-	-	-
.01	-	-	-	-	-	-	.20	.11	.03	.01	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust 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%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	28 56%	14 56%	1 50%	24 57%	- -	18 64%	1 33%	20 57%	- -	22 61%	- -	- -	- -	- -	- -
Trust a little	(4.0)	6 12%	3 12%	1 50%	4 10%	1 100%	1 4%	2 67%	5 14%	- -	3 8%	2 100%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	3 6%	1 4%	- -	3 7%	- -	1 4%	- -	2 6%	- -	2 6%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		13 26%	7 28%	- -	11 26%	- -	8 29%	- -	8 23%	- -	9 25%	- -	- -	- -	- -	- -
NET: Trust		34 68%	17 68%	2 100%	28 67%	1 100%	19 68%	3 100%	25 71%	- -	25 69%	2 100%	- -	- -	- -	- -
NET: Distrust		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		37	18	2	31	1	20	3	27	-	27	2	-	-	-	-
Mean Score		4.68	4.72	4.50	4.68	4.00	4.85	4.33	4.67	-	4.74	4.00	-	-	-	-
Standard Deviation		.626	.575	.707	.653	-	.489	.577	.620	-	.594	-	-	-	-	-
Standard Error		.103	.135	.500	.117	-	.109	.333	.119	-	.114	-	-	-	-	-
Error variance		.01	.02	.25	.01	-	.01	.11	.01	-	.01	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	35	-	35	-	-	-	-	-	-	2	1	11	1	3	5	4	8
		70%	-	70%	-	-	-	-	-	-	40%	100%	92%	100%	30%	100%	67%	80%
Trust a little	(4.0)	4	-	4	-	-	-	-	-	-	1	-	1	-	1	-	1	-
		8%	-	8%	-	-	-	-	-	-	20%	-	8%	-	10%	-	17%	-
Neither trust nor distrust	(3.0)	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		10	-	10	-	-	-	-	-	-	1	-	-	-	6	-	1	2
		20%	-	20%	-	-	-	-	-	-	20%	-	-	-	60%	-	17%	20%
NET: Trust		39	-	39	-	-	-	-	-	-	3	1	12	1	4	5	5	8
		78%	-	78%	-	-	-	-	-	-	60%	100%	100%	100%	40%	100%	83%	80%
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		40	-	40	-	-	-	-	-	-	4	1	12	1	4	5	5	8
Mean Score		4.85	-	4.85	-	-	-	-	-	-	4.25	5.00	4.92	5.00	4.75	5.00	4.80	5.00
Standard Deviation		.427	-	.427	-	-	-	-	-	-	.957	-	.289	-	.500	-	.447	-
Standard Error		.067	-	.067	-	-	-	-	-	-	.479	-	.083	-	.250	-	.200	-
Error variance		*	-	*	-	-	-	-	-	-	.23	-	.01	-	.06	-	.04	-

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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		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	35	-	-	-	-	-	1	6	3	6	17	-	-	-	-	-	-	-
		70%	-	-	-	-	-	100%	60%	33%	75%	85%	-	-	-	-	-	-	-
Trust a little	(4.0)	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	-	22%	-	10%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	11%	-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		10	-	-	-	-	-	-	4	3	2	1	-	-	-	-	-	-	-
		20%	-	-	-	-	-	-	40%	33%	25%	5%	-	-	-	-	-	-	-
NET: Trust		39	-	-	-	-	-	1	6	5	6	19	-	-	-	-	-	-	-
		78%	-	-	-	-	-	100%	60%	56%	75%	95%	-	-	-	-	-	-	-
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		40	-	-	-	-	-	1	6	6	6	19	-	-	-	-	-	-	-
Mean Score		4.85	-	-	-	-	-	5.00	5.00	4.33	5.00	4.89	-	-	-	-	-	-	-
Standard Deviation		.427	-	-	-	-	-	-	-	.816	-	.315	-	-	-	-	-	-	-
Standard Error		.067	-	-	-	-	-	-	-	.333	-	.072	-	-	-	-	-	-	-
Error variance		*	-	-	-	-	-	-	-	.11	-	.01	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust 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%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	35 70%	20 80%	2 100%	31 74%	1 100%	21 75%	2 67%	26 74%	- -	26 72%	1 50%	- -	- -	- -	- -
Trust a little	(4.0)	4 8%	2 8%	- -	3 7%	- -	2 7%	1 33%	3 9%	- -	3 8%	1 50%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	1 2%	- -	- -	- -	- -	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		10 20%	3 12%	- -	8 19%	- -	5 18%	- -	5 14%	- -	6 17%	- -	- -	- -	- -	- -
NET: Trust		39 78%	22 88%	2 100%	34 81%	1 100%	23 82%	3 100%	29 83%	- -	29 81%	2 100%	- -	- -	- -	- -
NET: Distrust		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		40	22	2	34	1	23	3	30	-	30	2	-	-	-	-
Mean Score		4.85	4.91	5.00	4.91	5.00	4.91	4.67	4.83	-	4.83	4.50	-	-	-	-
Standard Deviation		.427	.294	-	.288	-	.288	.577	.461	-	.461	.707	-	-	-	-
Standard Error		.067	.063	-	.049	-	.060	.333	.084	-	.084	.500	-	-	-	-
Error variance		*	*	-	*	-	*	.11	.01	-	.01	.25	-	-	-	-

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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	26 52%	- -	26 52%	- -	- -	- -	- -	- -	- -	3 60%	- -	6 50%	1 100%	3 30%	4 80%	3 50%	6 60%
Trust a little	(4.0)	3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	1 17%	1 10%
Neither trust nor distrust	(3.0)	6 12%	- -	6 12%	- -	- -	- -	- -	- -	- -	1 20%	- -	3 25%	- -	1 10%	1 20%	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Don't know		14 28%	- -	14 28%	- -	- -	- -	- -	- -	- -	1 20%	- -	3 25%	- -	6 60%	- -	1 17%	3 30%
NET: Trust		29 58%	- -	29 58%	- -	- -	- -	- -	- -	- -	3 60%	1 100%	6 50%	1 100%	3 30%	4 80%	4 67%	7 70%
NET: Distrust		1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -
Base for stats		36	-	36	-	-	-	-	-	-	4	1	9	1	4	5	5	7
Mean Score		4.47	-	4.47	-	-	-	-	-	-	4.50	4.00	4.33	5.00	4.50	4.60	4.00	4.86
Standard Deviation		.971	-	.971	-	-	-	-	-	-	1.000	-	1.000	-	1.000	.894	1.732	.378
Standard Error		.162	-	.162	-	-	-	-	-	-	.500	-	.333	-	.500	.400	.775	.143
Error variance		.03	-	.03	-	-	-	-	-	-	.25	-	.11	-	.25	.16	.60	.02

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	26	-	-	-	-	-	1	3	6	4	11	-	-	-	-	-	-	-
		52%	-	-	-	-	-	100%	30%	67%	50%	55%	-	-	-	-	-	-	-
Trust a little	(4.0)	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	-	-	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	6	-	-	-	-	-	-	2	-	1	2	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	20%	-	13%	10%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		14	-	-	-	-	-	-	5	3	3	3	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	50%	33%	38%	15%	-	-	-	-	-	-	-
NET: Trust		29	-	-	-	-	-	1	3	6	4	14	-	-	-	-	-	-	-
		58%	-	-	-	-	-	100%	30%	67%	50%	70%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		36	-	-	-	-	-	1	5	6	5	17	-	-	-	-	-	-	-
Mean Score		4.47	-	-	-	-	-	5.00	4.20	5.00	4.60	4.35	-	-	-	-	-	-	-
Standard Deviation		.971	-	-	-	-	-	-	1.095	-	.894	1.115	-	-	-	-	-	-	-
Standard Error		.162	-	-	-	-	-	-	.490	-	.400	.270	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.24	-	.16	.07	-	-	-	-	-	-	-

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		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	26 52%	16 64%	1 50%	23 55%	- -	15 54%	1 33%	21 60%	- -	22 61%	- -	- -	- -	- -	- -
Trust a little	(4.0)	3 6%	2 8%	- -	3 7%	- -	3 11%	- -	2 6%	- -	3 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	6 12%	2 8%	- -	5 12%	- -	3 11%	1 33%	4 11%	- -	2 6%	1 50%	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		14 28%	5 20%	- -	11 26%	- -	7 25%	- -	7 20%	- -	9 25%	- -	- -	- -	- -	- -
NET: Trust		29 58%	18 72%	1 50%	26 62%	- -	18 64%	1 33%	23 66%	- -	25 69%	- -	- -	- -	- -	- -
NET: Distrust		1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		36	20	2	31	1	21	3	28	-	27	2	-	-	-	-
Mean Score		4.47	4.70	3.00	4.58	1.00	4.57	3.00	4.50	-	4.74	2.00	-	-	-	-
Standard Deviation		.971	.657	2.828	.765	-	.746	2.000	1.000	-	.594	1.414	-	-	-	-
Standard Error		.162	.147	2.000	.137	-	.163	1.155	.189	-	.114	1.000	-	-	-	-
Error variance		.03	.02	4.00	.02	-	.03	1.33	.04	-	.01	1.00	-	-	-	-

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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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	34 68%	- -	34 68%	- -	- -	- -	- -	- -	- -	2 40%	1 100%	9 75%	1 100%	5 50%	5 100%	4 67%	7 70%
Trust a little	(4.0)	3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	- -	- -	1 17%	- -
Neither trust nor distrust	(3.0)	3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	2 20%
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Don't know		9 18%	- -	9 18%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	5 50%	- -	1 17%	1 10%
NET: Trust		37 74%	- -	37 74%	- -	- -	- -	- -	- -	- -	3 60%	1 100%	10 83%	1 100%	5 50%	5 100%	5 83%	7 70%
NET: Distrust		1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		41	-	41	-	-	-	-	-	-	4	1	11	1	5	5	5	9
Mean Score		4.68	-	4.68	-	-	-	-	-	-	4.25	5.00	4.55	5.00	5.00	5.00	4.80	4.56
Standard Deviation		.820	-	.820	-	-	-	-	-	-	.957	-	1.214	-	-	-	.447	.882
Standard Error		.128	-	.128	-	-	-	-	-	-	.479	-	.366	-	-	-	.200	.294
Error variance		.02	-	.02	-	-	-	-	-	-	.23	-	.13	-	-	-	.04	.09

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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
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	34	-	-	-	-	-	-	6	5	5	17	-	-	-	-	-	-	-
		68%	-	-	-	-	-	-	60%	56%	63%	85%	-	-	-	-	-	-	-
Trust a little	(4.0)	3	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	100%	-	11%	-	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	3	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	11%	-	5%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	-	-	4	2	2	1	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	40%	22%	25%	5%	-	-	-	-	-	-	-
NET: Trust		37	-	-	-	-	-	1	6	6	5	18	-	-	-	-	-	-	-
		74%	-	-	-	-	-	100%	60%	67%	63%	90%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-
Base for stats		41	-	-	-	-	-	1	6	7	6	19	-	-	-	-	-	-	-
Mean Score		4.68	-	-	-	-	-	4.00	5.00	4.57	4.33	4.84	-	-	-	-	-	-	-
Standard Deviation		.820	-	-	-	-	-	-	-	.787	1.633	.501	-	-	-	-	-	-	-
Standard Error		.128	-	-	-	-	-	-	-	.297	.667	.115	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	-	.09	.44	.01	-	-	-	-	-	-	-

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		50	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Trust a lot	(5.0)	34	22	2	32	1	22	2	28	-	24	1	-	-	-	-
		68%	88%	100%	76%	100%	79%	67%	80%	-	67%	50%	-	-	-	-
Trust a little	(4.0)	3	1	-	2	-	1	1	2	-	2	1	-	-	-	-
		6%	4%	-	5%	-	4%	33%	6%	-	6%	50%	-	-	-	-
Neither trust nor distrust	(3.0)	3	-	-	1	-	1	-	1	-	3	-	-	-	-	-
		6%	-	-	2%	-	4%	-	3%	-	8%	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
		2%	4%	-	2%	-	4%	-	3%	-	3%	-	-	-	-	-
Don't know		9	1	-	6	-	3	-	3	-	6	-	-	-	-	-
		18%	4%	-	14%	-	11%	-	9%	-	17%	-	-	-	-	-
NET: Trust		37	23	2	34	1	23	3	30	-	26	2	-	-	-	-
		74%	92%	100%	81%	100%	82%	100%	86%	-	72%	100%	-	-	-	-
NET: Distrust		1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
		2%	4%	-	2%	-	4%	-	3%	-	3%	-	-	-	-	-
Base for stats		41	24	2	36	1	25	3	32	-	30	2	-	-	-	-
Mean Score		4.68	4.79	5.00	4.78	5.00	4.72	4.67	4.75	-	4.60	4.50	-	-	-	-
Standard Deviation		.820	.833	-	.760	-	.891	.577	.803	-	.932	.707	-	-	-	-
Standard Error		.128	.170	-	.127	-	.178	.333	.142	-	.170	.500	-	-	-	-
Error variance		.02	.03	-	.02	-	.03	.11	.02	-	.03	.25	-	-	-	-

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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	33	-	33	-	-	-	-	-	-	3	1	12	1	1	5	3	7
		66%	-	66%	-	-	-	-	-	-	60%	100%	100%	100%	10%	100%	50%	70%
Trust a little	(4.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	2	-
		6%	-	6%	-	-	-	-	-	-	-	-	-	-	10%	-	33%	-
Neither trust nor distrust	(3.0)	2	-	2	-	-	-	-	-	-	1	-	-	-	1	-	-	-
		4%	-	4%	-	-	-	-	-	-	20%	-	-	-	10%	-	-	-
Distrust a little	(2.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	10%
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		11	-	11	-	-	-	-	-	-	1	-	-	-	7	-	1	2
		22%	-	22%	-	-	-	-	-	-	20%	-	-	-	70%	-	17%	20%
NET: Trust		36	-	36	-	-	-	-	-	-	3	1	12	1	2	5	5	7
		72%	-	72%	-	-	-	-	-	-	60%	100%	100%	100%	20%	100%	83%	70%
NET: Distrust		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	10%
Base for stats		39	-	39	-	-	-	-	-	-	4	1	12	1	3	5	5	8
Mean Score		4.74	-	4.74	-	-	-	-	-	-	4.50	5.00	5.00	5.00	4.00	5.00	4.60	4.63
Standard Deviation		.677	-	.677	-	-	-	-	-	-	1.000	-	-	-	1.000	-	.548	1.061
Standard Error		.108	-	.108	-	-	-	-	-	-	.500	-	-	-	.577	-	.245	.375
Error variance		.01	-	.01	-	-	-	-	-	-	.25	-	-	-	.33	-	.06	.14

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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		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	33	-	-	-	-	-	-	4	4	5	18	-	-	-	-	-	-	-
		66%	-	-	-	-	-	-	40%	44%	63%	90%	-	-	-	-	-	-	-
Trust a little	(4.0)	3	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	100%	-	11%	-	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	10%	11%	-	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		11	-	-	-	-	-	-	5	3	3	-	-	-	-	-	-	-	-
		22%	-	-	-	-	-	-	50%	33%	38%	-	-	-	-	-	-	-	-
NET: Trust		36	-	-	-	-	-	1	4	5	5	19	-	-	-	-	-	-	-
		72%	-	-	-	-	-	100%	40%	56%	63%	95%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		39	-	-	-	-	-	1	5	6	5	20	-	-	-	-	-	-	-
Mean Score		4.74	-	-	-	-	-	4.00	4.60	4.50	5.00	4.80	-	-	-	-	-	-	-
Standard Deviation		.677	-	-	-	-	-	-	.894	.837	-	.696	-	-	-	-	-	-	-
Standard Error		.108	-	-	-	-	-	-	.400	.342	-	.156	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.16	.12	-	.02	-	-	-	-	-	-	-

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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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	33 66%	20 80%	2 100%	28 67%	1 100%	19 68%	3 100%	25 71%	- -	24 67%	2 100%	- -	- -	- -	- -
Trust a little	(4.0)	3 6%	3 12%	- -	3 7%	- -	3 11%	- -	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	2 4%	- -	- -	1 2%	- -	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	- -	1 2%	- -	1 4%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		11 22%	2 8%	- -	9 21%	- -	5 18%	- -	6 17%	- -	7 19%	- -	- -	- -	- -	- -
NET: Trust		36 72%	23 92%	2 100%	31 74%	1 100%	22 79%	3 100%	28 80%	- -	27 75%	2 100%	- -	- -	- -	- -
NET: Distrust		1 2%	- -	- -	1 2%	- -	1 4%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
Base for stats		39	23	2	33	1	23	3	29	-	29	2	-	-	-	-
Mean Score		4.74	4.87	5.00	4.76	5.00	4.74	5.00	4.83	-	4.72	5.00	-	-	-	-
Standard Deviation		.677	.344	-	.663	-	.689	-	.468	-	.702	-	-	-	-	-
Standard Error		.108	.072	-	.115	-	.144	-	.087	-	.130	-	-	-	-	-
Error variance		.01	.01	-	.01	-	.02	-	.01	-	.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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	26	-	26	-	-	-	-	-	-	4	1	5	-	1	4	2	9
		52%	-	52%	-	-	-	-	-	-	80%	100%	42%	-	10%	80%	33%	90%
Trust a little	(4.0)	5	-	5	-	-	-	-	-	-	-	-	2	1	-	-	2	-
		10%	-	10%	-	-	-	-	-	-	-	-	17%	100%	-	-	33%	-
Neither trust nor distrust	(3.0)	5	-	5	-	-	-	-	-	-	1	-	2	-	2	-	-	-
		10%	-	10%	-	-	-	-	-	-	20%	-	17%	-	20%	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		13	-	13	-	-	-	-	-	-	-	-	3	-	7	1	1	1
		26%	-	26%	-	-	-	-	-	-	-	-	25%	-	70%	20%	17%	10%
NET: Trust		31	-	31	-	-	-	-	-	-	4	1	7	1	1	4	4	9
		62%	-	62%	-	-	-	-	-	-	80%	100%	58%	100%	10%	80%	67%	90%
NET: Distrust		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Base for stats		37	-	37	-	-	-	-	-	-	5	1	9	1	3	4	5	9
Mean Score		4.49	-	4.49	-	-	-	-	-	-	4.60	5.00	4.33	4.00	3.67	5.00	3.80	5.00
Standard Deviation		.932	-	.932	-	-	-	-	-	-	.894	-	.866	-	1.155	-	1.643	-
Standard Error		.153	-	.153	-	-	-	-	-	-	.400	-	.289	-	.667	-	.735	-
Error variance		.02	-	.02	-	-	-	-	-	-	.16	-	.08	-	.44	-	.54	-

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

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50 100%	- -	- -	- -	- -	- -	1 100%	10 100%	9 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Trust a lot	(5.0)	26 52%	- -	- -	- -	- -	- -	- 20%	2 56%	5 63%	5 60%	12 60%	- -	- -	- -	- -	- -	- -	- -
Trust a little	(4.0)	5 10%	- -	- -	- -	- -	1 100%	- -	- -	- 13%	1 15%	3 15%	- -	- -	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	5 10%	- -	- -	- -	- -	- -	2 20%	1 11%	1 13%	1 5%	1 5%	- -	- -	- -	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Don't know		13 26%	- -	- -	- -	- -	- -	6 60%	3 33%	1 13%	1 15%	3 15%	- -	- -	- -	- -	- -	- -	- -
NET: Trust		31 62%	- -	- -	- -	- -	1 100%	2 20%	5 56%	6 75%	6 75%	15 75%	- -	- -	- -	- -	- -	- -	- -
NET: Distrust		1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Base for stats		37	-	-	-	-	-	1	4	6	7	17	-	-	-	-	-	-	-
Mean Score		4.49	-	-	-	-	-	4.00	4.00	4.67	4.57	4.47	-	-	-	-	-	-	-
Standard Deviation		.932	-	-	-	-	-	-	1.155	.816	.787	1.068	-	-	-	-	-	-	-
Standard Error		.153	-	-	-	-	-	-	.577	.333	.297	.259	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.33	.11	.09	.07	-	-	-	-	-	-	-

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	26 52%	14 56%	- -	22 52%	- -	16 57%	1 33%	16 46%	- -	19 53%	- -	- -	- -	- -	- -
Trust a little	(4.0)	5 10%	3 12%	1 50%	4 10%	- -	2 7%	1 33%	5 14%	- -	4 11%	1 50%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	5 10%	3 12%	- -	5 12%	- -	3 11%	- -	5 14%	- -	4 11%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		13 26%	5 20%	- -	11 26%	- -	7 25%	- -	8 23%	- -	9 25%	- -	- -	- -	- -	- -
NET: Trust		31 62%	17 68%	1 50%	26 62%	- -	18 64%	2 67%	21 60%	- -	23 64%	1 50%	- -	- -	- -	- -
NET: Distrust		1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		37	20	2	31	1	21	3	27	-	27	2	-	-	-	-
Mean Score		4.49	4.55	2.50	4.55	1.00	4.62	3.33	4.30	-	4.56	2.50	-	-	-	-
Standard Deviation		.932	.759	2.121	.768	-	.740	2.082	1.031	-	.751	2.121	-	-	-	-
Standard Error		.153	.170	1.500	.138	-	.161	1.202	.198	-	.145	1.500	-	-	-	-
Error variance		.02	.03	2.25	.02	-	.03	1.44	.04	-	.02	2.25	-	-	-	-

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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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	26	-	26	-	-	-	-	-	-	1	-	4	-	8	4	4	5
		52%	-	52%	-	-	-	-	-	-	20%	-	33%	-	80%	80%	67%	50%
Trust a little	(4.0)	7	-	7	-	-	-	-	-	-	1	-	3	1	1	-	-	1
		14%	-	14%	-	-	-	-	-	-	20%	-	25%	100%	10%	-	-	10%
Neither trust nor distrust	(3.0)	8	-	8	-	-	-	-	-	-	1	1	2	-	1	1	-	2
		16%	-	16%	-	-	-	-	-	-	20%	100%	17%	-	10%	20%	-	20%
Distrust a little	(2.0)	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
		2%	-	2%	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
Distrust a lot	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		7	-	7	-	-	-	-	-	-	2	-	2	-	-	-	1	2
		14%	-	14%	-	-	-	-	-	-	40%	-	17%	-	-	-	17%	20%
NET: Trust		33	-	33	-	-	-	-	-	-	2	-	7	1	9	4	4	6
		66%	-	66%	-	-	-	-	-	-	40%	-	58%	100%	90%	80%	67%	60%
NET: Distrust		2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
		4%	-	4%	-	-	-	-	-	-	-	-	8%	-	-	-	17%	-
Base for stats		43	-	43	-	-	-	-	-	-	3	1	10	1	10	5	5	8
Mean Score		4.30	-	4.30	-	-	-	-	-	-	4.00	3.00	4.00	4.00	4.70	4.60	4.20	4.38
Standard Deviation		1.013	-	1.013	-	-	-	-	-	-	1.000	-	1.054	-	.675	.894	1.789	.916
Standard Error		.154	-	.154	-	-	-	-	-	-	.577	-	.333	-	.213	.400	.800	.324
Error variance		.02	-	.02	-	-	-	-	-	-	.33	-	.11	-	.05	.16	.64	.10

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	26	-	-	-	-	-	1	5	6	2	12	-	-	-	-	-	-	-
		52%	-	-	-	-	-	100%	50%	67%	25%	60%	-	-	-	-	-	-	-
Trust a little	(4.0)	7	-	-	-	-	-	-	2	1	2	2	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	20%	11%	25%	10%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	8	-	-	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	20%	11%	-	15%	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		7	-	-	-	-	-	-	1	1	4	1	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	10%	11%	50%	5%	-	-	-	-	-	-	-
NET: Trust		33	-	-	-	-	-	1	7	7	4	14	-	-	-	-	-	-	-
		66%	-	-	-	-	-	100%	70%	78%	50%	70%	-	-	-	-	-	-	-
NET: Distrust		2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	-	-
Base for stats		43	-	-	-	-	-	1	9	8	4	19	-	-	-	-	-	-	-
Mean Score		4.30	-	-	-	-	-	5.00	4.33	4.63	4.50	4.21	-	-	-	-	-	-	-
Standard Deviation		1.013	-	-	-	-	-	-	.866	.744	.577	1.228	-	-	-	-	-	-	-
Standard Error		.154	-	-	-	-	-	-	.289	.263	.289	.282	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.08	.07	.08	.08	-	-	-	-	-	-	-

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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

		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		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	26 52%	16 64%	- -	25 60%	- -	19 68%	1 33%	21 60%	- -	19 53%	- -	- -	- -	- -	- -
Trust a little	(4.0)	7 14%	5 20%	1 50%	7 17%	- -	2 7%	- -	6 17%	- -	6 17%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	8 16%	3 12%	- -	7 17%	- -	4 14%	- -	3 9%	- -	5 14%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		7 14%	1 4%	- -	3 7%	- -	3 11%	- -	3 9%	- -	6 17%	- -	- -	- -	- -	- -
NET: Trust		33 66%	21 84%	1 50%	32 76%	- -	21 75%	1 33%	27 77%	- -	25 69%	- -	- -	- -	- -	- -
NET: Distrust		2 4%	- -	1 50%	- -	1 100%	- -	2 67%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Base for stats		43	24	2	39	1	25	3	32	-	30	2	-	-	-	-
Mean Score		4.30	4.54	2.50	4.46	1.00	4.60	2.67	4.41	-	4.47	1.50	-	-	-	-
Standard Deviation		1.013	.721	2.121	.790	-	.764	2.082	1.012	-	.776	.707	-	-	-	-
Standard Error		.154	.147	1.500	.126	-	.153	1.202	.179	-	.142	.500	-	-	-	-
Error variance		.02	.02	2.25	.02	-	.02	1.44	.03	-	.02	.25	-	-	-	-

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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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	25	-	25	-	-	-	-	-	-	2	-	6	-	3	4	3	7
		50%	-	50%	-	-	-	-	-	-	40%	-	50%	-	30%	80%	50%	70%
Trust a little	(4.0)	8	-	8	-	-	-	-	-	-	1	1	2	1	-	1	1	1
		16%	-	16%	-	-	-	-	-	-	20%	100%	17%	100%	-	20%	17%	10%
Neither trust nor distrust	(3.0)	5	-	5	-	-	-	-	-	-	2	-	1	-	1	-	-	1
		10%	-	10%	-	-	-	-	-	-	40%	-	8%	-	10%	-	-	10%
Distrust a little	(2.0)	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
		2%	-	2%	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
Distrust a lot	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		10	-	10	-	-	-	-	-	-	-	-	2	-	6	-	1	1
		20%	-	20%	-	-	-	-	-	-	-	-	17%	-	60%	-	17%	10%
NET: Trust		33	-	33	-	-	-	-	-	-	3	1	8	1	3	5	4	8
		66%	-	66%	-	-	-	-	-	-	60%	100%	67%	100%	30%	100%	67%	80%
NET: Distrust		2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
		4%	-	4%	-	-	-	-	-	-	-	-	8%	-	-	-	17%	-
Base for stats		40	-	40	-	-	-	-	-	-	5	1	10	1	4	5	5	9
Mean Score		4.38	-	4.38	-	-	-	-	-	-	4.00	4.00	4.30	4.00	4.50	4.80	4.00	4.67
Standard Deviation		.979	-	.979	-	-	-	-	-	-	1.000	-	1.059	-	1.000	.447	1.732	.707
Standard Error		.155	-	.155	-	-	-	-	-	-	.447	-	.335	-	.500	.200	.775	.236
Error variance		.02	-	.02	-	-	-	-	-	-	.20	-	.11	-	.25	.04	.60	.06

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50 100%	- -	- -	- -	- -	- -	1 100%	10 100%	9 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Trust a lot	(5.0)	25 50%	- -	- -	- -	- -	- -	1 100%	3 30%	5 56%	4 50%	11 55%	- -	- -	- -	- -	- -	- -	- -
Trust a little	(4.0)	8 16%	- -	- -	- -	- -	- -	- -	1 10%	1 11%	1 13%	4 20%	- -	- -	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	5 10%	- -	- -	- -	- -	- -	- -	1 10%	1 11%	2 25%	1 5%	- -	- -	- -	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Don't know		10 20%	- -	- -	- -	- -	- -	- -	5 50%	2 22%	1 13%	2 10%	- -	- -	- -	- -	- -	- -	- -
NET: Trust		33 66%	- -	- -	- -	- -	- -	1 100%	4 40%	6 67%	5 63%	15 75%	- -	- -	- -	- -	- -	- -	- -
NET: Distrust		2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Base for stats		40	-	-	-	-	-	1	5	7	7	18	-	-	-	-	-	-	-
Mean Score		4.38	-	-	-	-	-	5.00	4.40	4.57	4.29	4.28	-	-	-	-	-	-	-
Standard Deviation		.979	-	-	-	-	-	-	.894	.787	.951	1.179	-	-	-	-	-	-	-
Standard Error		.155	-	-	-	-	-	-	.400	.297	.360	.278	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.16	.09	.13	.08	-	-	-	-	-	-	-

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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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	25 50%	16 64%	- -	23 55%	- -	18 64%	- -	20 57%	- -	19 53%	- -	- -	- -	- -	- -
Trust a little	(4.0)	8 16%	5 20%	1 50%	8 19%	- -	3 11%	1 33%	5 14%	- -	6 17%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	5 10%	1 4%	- -	4 10%	- -	2 7%	- -	4 11%	- -	4 11%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a lot	(1.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Don't know		10 20%	3 12%	- -	7 17%	- -	5 18%	- -	4 11%	- -	7 19%	- -	- -	- -	- -	- -
NET: Trust		33 66%	21 84%	1 50%	31 74%	- -	21 75%	1 33%	25 71%	- -	25 69%	- -	- -	- -	- -	- -
NET: Distrust		2 4%	- -	1 50%	- -	1 100%	- -	2 67%	2 6%	- -	- -	2 100%	- -	- -	- -	- -
Base for stats		40	22	2	35	1	23	3	31	-	29	2	-	-	-	-
Mean Score		4.38	4.68	2.50	4.54	1.00	4.70	2.33	4.35	-	4.52	1.50	-	-	-	-
Standard Deviation		.979	.568	2.121	.701	-	.635	1.528	1.050	-	.738	.707	-	-	-	-
Standard Error		.155	.121	1.500	.118	-	.132	.882	.189	-	.137	.500	-	-	-	-
Error variance		.02	.01	2.25	.01	-	.02	.78	.04	-	.02	.25	-	-	-	-

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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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	34 68%	- -	34 68%	- -	- -	- -	- -	- -	- -	3 60%	1 100%	9 75%	1 100%	1 10%	5 100%	4 67%	10 100%
Trust a little	(4.0)	4 8%	- -	4 8%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	2 20%	- -	- -	- -
Neither trust nor distrust	(3.0)	2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- 10%	1 -	- -	1 17%	- -
Distrust a little	(2.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		9 18%	- -	9 18%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	6 60%	- -	1 17%	- -
NET: Trust		38 76%	- -	38 76%	- -	- -	- -	- -	- -	- -	4 80%	1 100%	10 83%	1 100%	3 30%	5 100%	4 67%	10 100%
NET: Distrust		1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		41	-	41	-	-	-	-	-	-	4	1	11	1	4	5	5	10
Mean Score		4.73	-	4.73	-	-	-	-	-	-	4.75	5.00	4.64	5.00	4.00	5.00	4.60	5.00
Standard Deviation		.672	-	.672	-	-	-	-	-	-	.500	-	.924	-	.816	-	.894	-
Standard Error		.105	-	.105	-	-	-	-	-	-	.250	-	.279	-	.408	-	.400	-
Error variance		.01	-	.01	-	-	-	-	-	-	.06	-	.08	-	.17	-	.16	-

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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		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	34	-	-	-	-	-	1	4	4	7	16	-	-	-	-	-	-	-
		68%	-	-	-	-	-	100%	40%	44%	88%	80%	-	-	-	-	-	-	-
Trust a little	(4.0)	4	-	-	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	10%	22%	-	5%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	2	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	10%	-	-	5%	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	-	-	4	3	1	1	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	40%	33%	13%	5%	-	-	-	-	-	-	-
NET: Trust		38	-	-	-	-	-	1	5	6	7	17	-	-	-	-	-	-	-
		76%	-	-	-	-	-	100%	50%	67%	88%	85%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		41	-	-	-	-	-	1	6	6	7	19	-	-	-	-	-	-	-
Mean Score		4.73	-	-	-	-	-	5.00	4.50	4.67	5.00	4.68	-	-	-	-	-	-	-
Standard Deviation		.672	-	-	-	-	-	-	.837	.516	-	.820	-	-	-	-	-	-	-
Standard Error		.105	-	-	-	-	-	-	.342	.211	-	.188	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.12	.04	-	.04	-	-	-	-	-	-	-

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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		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	34 68%	22 88%	- -	30 71%	- -	24 86%	1 33%	26 74%	- -	27 75%	- -	- -	- -	- -	- -
Trust a little	(4.0)	4 8%	1 4%	1 50%	4 10%	- -	2 7%	- -	3 9%	- -	4 11%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	2 4%	- -	1 50%	1 2%	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		9 18%	2 8%	- -	7 17%	- -	2 7%	- -	4 11%	- -	5 14%	- -	- -	- -	- -	- -
NET: Trust		38 76%	23 92%	1 50%	34 81%	- -	26 93%	1 33%	29 83%	- -	31 86%	- -	- -	- -	- -	- -
NET: Distrust		1 2%	- -	- -	- -	- -	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		41	23	2	35	1	26	3	31	-	31	2	-	-	-	-
Mean Score		4.73	4.96	3.50	4.83	3.00	4.92	3.33	4.74	-	4.87	2.50	-	-	-	-
Standard Deviation		.672	.209	.707	.453	-	.272	1.528	.682	-	.341	.707	-	-	-	-
Standard Error		.105	.043	.500	.077	-	.053	.882	.122	-	.061	.500	-	-	-	-
Error variance		.01	*	.25	.01	-	*	.78	.01	-	*	.25	-	-	-	-

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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		50 100%	- -	50 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	12 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Trust a lot	(5.0)	34 68%	- -	34 68%	- -	- -	- -	- -	- -	- -	3 60%	- -	8 67%	1 100%	6 60%	5 100%	4 67%	7 70%
Trust a little	(4.0)	7 14%	- -	7 14%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	1 8%	- -	1 10%	- -	1 17%	2 20%
Neither trust nor distrust	(3.0)	2 4%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	1 10%	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		6 12%	- -	6 12%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 8%	- -	2 20%	- -	1 17%	1 10%
NET: Trust		41 82%	- -	41 82%	- -	- -	- -	- -	- -	- -	4 80%	1 100%	9 75%	1 100%	7 70%	5 100%	5 83%	9 90%
NET: Distrust		1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -
Base for stats		44	-	44	-	-	-	-	-	-	4	1	11	1	8	5	5	9
Mean Score		4.68	-	4.68	-	-	-	-	-	-	4.75	4.00	4.45	5.00	4.63	5.00	4.80	4.78
Standard Deviation		.674	-	.674	-	-	-	-	-	-	.500	-	1.036	-	.744	-	.447	.441
Standard Error		.102	-	.102	-	-	-	-	-	-	.250	-	.312	-	.263	-	.200	.147
Error variance		.01	-	.01	-	-	-	-	-	-	.06	-	.10	-	.07	-	.04	.02

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	34	-	-	-	-	-	-	6	7	5	15	-	-	-	-	-	-	-
		68%	-	-	-	-	-	-	60%	78%	63%	75%	-	-	-	-	-	-	-
Trust a little	(4.0)	7	-	-	-	-	-	1	1	1	-	3	-	-	-	-	-	-	-
		14%	-	-	-	-	-	100%	10%	11%	-	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	2	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	10%	-	13%	-	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	1	2	1	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	20%	11%	25%	5%	-	-	-	-	-	-	-
NET: Trust		41	-	-	-	-	-	1	7	8	5	18	-	-	-	-	-	-	-
		82%	-	-	-	-	-	100%	70%	89%	63%	90%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		44	-	-	-	-	-	1	8	8	6	19	-	-	-	-	-	-	-
Mean Score		4.68	-	-	-	-	-	4.00	4.63	4.88	4.67	4.68	-	-	-	-	-	-	-
Standard Deviation		.674	-	-	-	-	-	-	.744	.354	.816	.749	-	-	-	-	-	-	-
Standard Error		.102	-	-	-	-	-	-	.263	.125	.333	.172	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.07	.02	.11	.03	-	-	-	-	-	-	-

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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		50	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Trust a lot	(5.0)	34	21	1	32	1	22	1	26	-	24	1	-	-	-	-
		68%	84%	50%	76%	100%	79%	33%	74%	-	67%	50%	-	-	-	-
Trust a little	(4.0)	7	3	1	5	-	3	1	5	-	6	-	-	-	-	-
		14%	12%	50%	12%	-	11%	33%	14%	-	17%	-	-	-	-	-
Neither trust nor distrust	(3.0)	2	1	-	2	-	2	-	2	-	2	-	-	-	-	-
		4%	4%	-	5%	-	7%	-	6%	-	6%	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	1	1	-	-	1	-	-	-	-
		2%	-	-	-	-	-	33%	3%	-	-	50%	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	3	-	1	-	1	-	4	-	-	-	-	-
		12%	-	-	7%	-	4%	-	3%	-	11%	-	-	-	-	-
NET: Trust		41	24	2	37	1	25	2	31	-	30	1	-	-	-	-
		82%	96%	100%	88%	100%	89%	67%	89%	-	83%	50%	-	-	-	-
NET: Distrust		1	-	-	-	-	-	1	1	-	-	1	-	-	-	-
		2%	-	-	-	-	-	33%	3%	-	-	50%	-	-	-	-
Base for stats		44	25	2	39	1	27	3	34	-	32	2	-	-	-	-
Mean Score		4.68	4.80	4.50	4.77	5.00	4.74	3.67	4.65	-	4.69	3.50	-	-	-	-
Standard Deviation		.674	.500	.707	.536	-	.594	1.528	.734	-	.592	2.121	-	-	-	-
Standard Error		.102	.100	.500	.086	-	.114	.882	.126	-	.105	1.500	-	-	-	-
Error variance		.01	.01	.25	.01	-	.01	.78	.02	-	.01	2.25	-	-	-	-

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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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	22	-	22	-	-	-	-	-	-	2	1	4	1	3	2	2	7
		44%	-	44%	-	-	-	-	-	-	40%	100%	33%	100%	30%	40%	33%	70%
Trust a little	(4.0)	5	-	5	-	-	-	-	-	-	1	-	3	-	-	-	1	-
		10%	-	10%	-	-	-	-	-	-	20%	-	25%	-	-	-	17%	-
Neither trust nor distrust	(3.0)	3	-	3	-	-	-	-	-	-	-	-	1	-	1	1	-	-
		6%	-	6%	-	-	-	-	-	-	-	-	8%	-	10%	20%	-	-
Distrust a little	(2.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		19	-	19	-	-	-	-	-	-	2	-	4	-	6	2	2	3
		38%	-	38%	-	-	-	-	-	-	40%	-	33%	-	60%	40%	33%	30%
NET: Trust		27	-	27	-	-	-	-	-	-	3	1	7	1	3	2	3	7
		54%	-	54%	-	-	-	-	-	-	60%	100%	58%	100%	30%	40%	50%	70%
NET: Distrust		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Base for stats		31	-	31	-	-	-	-	-	-	3	1	8	1	4	3	4	7
Mean Score		4.55	-	4.55	-	-	-	-	-	-	4.67	5.00	4.38	5.00	4.50	4.33	4.00	5.00
Standard Deviation		.810	-	.810	-	-	-	-	-	-	.577	-	.744	-	1.000	1.155	1.414	-
Standard Error		.145	-	.145	-	-	-	-	-	-	.333	-	.263	-	.500	.667	.707	-
Error variance		.02	-	.02	-	-	-	-	-	-	.11	-	.07	-	.25	.44	.50	-

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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		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	22	-	-	-	-	-	-	3	5	3	10	-	-	-	-	-	-	-
		44%	-	-	-	-	-	-	30%	56%	38%	50%	-	-	-	-	-	-	-
Trust a little	(4.0)	5	-	-	-	-	-	-	1	1	-	3	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	10%	11%	-	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	3	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	10%	-	-	5%	-	-	-	-	-	-	-
Distrust a little	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		19	-	-	-	-	-	1	5	3	5	5	-	-	-	-	-	-	-
		38%	-	-	-	-	-	100%	50%	33%	63%	25%	-	-	-	-	-	-	-
NET: Trust		27	-	-	-	-	-	-	4	6	3	13	-	-	-	-	-	-	-
		54%	-	-	-	-	-	-	40%	67%	38%	65%	-	-	-	-	-	-	-
NET: Distrust		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Base for stats		31	-	-	-	-	-	-	5	6	3	15	-	-	-	-	-	-	-
Mean Score		4.55	-	-	-	-	-	-	4.40	4.83	5.00	4.47	-	-	-	-	-	-	-
Standard Deviation		.810	-	-	-	-	-	-	.894	.408	-	.915	-	-	-	-	-	-	-
Standard Error		.145	-	-	-	-	-	-	.400	.167	-	.236	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.16	.03	-	.06	-	-	-	-	-	-	-

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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		50 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	22 44%	15 60%	- -	20 48%	- -	14 50%	1 33%	17 49%	- -	16 44%	- -	- -	- -	- -	- -
Trust a little	(4.0)	5 10%	2 8%	1 50%	4 10%	- -	1 4%	1 33%	4 11%	- -	4 11%	1 50%	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	3 6%	1 4%	- -	3 7%	- -	2 7%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Distrust a little	(2.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		19 38%	7 28%	- -	15 36%	- -	11 39%	- -	12 34%	- -	15 42%	- -	- -	- -	- -	- -
NET: Trust		27 54%	17 68%	1 50%	24 57%	- -	15 54%	2 67%	21 60%	- -	20 56%	1 50%	- -	- -	- -	- -
NET: Distrust		1 2%	- -	1 50%	- -	1 100%	- -	1 33%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		31	18	2	27	1	17	3	23	-	21	2	-	-	-	-
Mean Score		4.55	4.78	3.00	4.63	2.00	4.71	3.67	4.61	-	4.71	3.00	-	-	-	-
Standard Deviation		.810	.548	1.414	.688	-	.686	1.528	.783	-	.561	1.414	-	-	-	-
Standard Error		.145	.129	1.000	.132	-	.166	.882	.163	-	.122	1.000	-	-	-	-
Error variance		.02	.02	1.00	.02	-	.03	.78	.03	-	.01	1.00	-	-	-	-

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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		50	-	50	-	-	-	-	-	-	5	1	12	1	10	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Trust a lot	(5.0)	28	-	28	-	-	-	-	-	-	1	1	7	-	4	4	3	8
		56%	-	56%	-	-	-	-	-	-	20%	100%	58%	-	40%	80%	50%	80%
Trust a little	(4.0)	5	-	5	-	-	-	-	-	-	1	-	1	-	-	-	2	1
		10%	-	10%	-	-	-	-	-	-	20%	-	8%	-	-	-	33%	10%
Neither trust nor distrust	(3.0)	4	-	4	-	-	-	-	-	-	2	-	1	-	1	-	-	-
		8%	-	8%	-	-	-	-	-	-	40%	-	8%	-	10%	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	-	13	-	-	-	-	-	-	1	-	3	1	5	1	1	1
		26%	-	26%	-	-	-	-	-	-	20%	-	25%	100%	50%	20%	17%	10%
NET: Trust		33	-	33	-	-	-	-	-	-	2	1	8	-	4	4	5	9
		66%	-	66%	-	-	-	-	-	-	40%	100%	67%	-	40%	80%	83%	90%
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		37	-	37	-	-	-	-	-	-	4	1	9	-	5	4	5	9
Mean Score		4.65	-	4.65	-	-	-	-	-	-	3.75	5.00	4.67	-	4.60	5.00	4.60	4.89
Standard Deviation		.676	-	.676	-	-	-	-	-	-	.957	-	.707	-	.894	-	.548	.333
Standard Error		.111	-	.111	-	-	-	-	-	-	.479	-	.236	-	.400	-	.245	.111
Error variance		.01	-	.01	-	-	-	-	-	-	.23	-	.06	-	.16	-	.06	.01

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		50	-	-	-	-	-	1	10	9	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Trust a lot	(5.0)	28	-	-	-	-	-	-	4	4	3	15	-	-	-	-	-	-	-
		56%	-	-	-	-	-	-	40%	44%	38%	75%	-	-	-	-	-	-	-
Trust a little	(4.0)	5	-	-	-	-	-	1	-	1	-	3	-	-	-	-	-	-	-
		10%	-	-	-	-	-	100%	-	11%	-	15%	-	-	-	-	-	-	-
Neither trust nor distrust	(3.0)	4	-	-	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	10%	22%	-	5%	-	-	-	-	-	-	-
Distrust a little	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust a lot	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	-	-	-	-	-	-	5	2	5	1	-	-	-	-	-	-	-
		26%	-	-	-	-	-	-	50%	22%	63%	5%	-	-	-	-	-	-	-
NET: Trust		33	-	-	-	-	-	1	4	5	3	18	-	-	-	-	-	-	-
		66%	-	-	-	-	-	100%	40%	56%	38%	90%	-	-	-	-	-	-	-
NET: Distrust		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		37	-	-	-	-	-	1	5	7	3	19	-	-	-	-	-	-	-
Mean Score		4.65	-	-	-	-	-	4.00	4.60	4.29	5.00	4.74	-	-	-	-	-	-	-
Standard Deviation		.676	-	-	-	-	-	-	.894	.951	-	.562	-	-	-	-	-	-	-
Standard Error		.111	-	-	-	-	-	-	.400	.360	-	.129	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.16	.13	-	.02	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust 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%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Trust a lot	(5.0)	28 56%	16 64%	1 50%	24 57%	1 100%	20 71%	1 33%	22 63%	- -	21 58%	1 50%	- -	- -	- -	- -
Trust a little	(4.0)	5 10%	4 16%	1 50%	5 12%	- -	2 7%	1 33%	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Neither trust nor distrust	(3.0)	4 8%	- -	- -	2 5%	- -	- -	1 33%	3 9%	- -	3 8%	1 50%	- -	- -	- -	- -
Distrust a little	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust a lot	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		13 26%	5 20%	- -	11 26%	- -	6 21%	- -	7 20%	- -	9 25%	- -	- -	- -	- -	- -
NET: Trust		33 66%	20 80%	2 100%	29 69%	1 100%	22 79%	2 67%	25 71%	- -	24 67%	1 50%	- -	- -	- -	- -
NET: Distrust		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		37	20	2	31	1	22	3	28	-	27	2	-	-	-	-
Mean Score		4.65	4.80	4.50	4.71	5.00	4.91	4.00	4.68	-	4.67	4.00	-	-	-	-
Standard Deviation		.676	.410	.707	.588	-	.294	1.000	.670	-	.679	1.414	-	-	-	-
Standard Error		.111	.092	.500	.106	-	.063	.577	.127	-	.131	1.000	-	-	-	-
Error variance		.01	.01	.25	.01	-	*	.33	.02	-	.02	1.00	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members and Stakeholders

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		47 100%	- -	47 100%	- -	- -	- -	- -	- -	- -	4 100%	1 100%	12 100%	1 100%	8 100%	5 100%	6 100%	10 100%
Very satisfied	(5.0)	14	-	14	-	-	-	-	-	-	1	-	3	-	1	3	2	4
		30%	-	30%	-	-	-	-	-	-	25%	-	25%	-	13%	60%	33%	40%
Quite satisfied	(4.0)	14	-	14	-	-	-	-	-	-	-	1	4	-	4	1	2	2
		30%	-	30%	-	-	-	-	-	-	-	100%	33%	-	50%	20%	33%	20%
Neither satisfied nor dissatisfied	(3.0)	10	-	10	-	-	-	-	-	-	2	-	3	1	1	1	-	2
		21%	-	21%	-	-	-	-	-	-	50%	-	25%	100%	13%	20%	-	20%
Quite dissatisfied	(2.0)	2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	-	1
		4%	-	4%	-	-	-	-	-	-	-	-	8%	-	-	-	-	10%
Very dissatisfied	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		6	-	6	-	-	-	-	-	-	1	-	1	-	2	-	1	1
		13%	-	13%	-	-	-	-	-	-	25%	-	8%	-	25%	-	17%	10%
NET: Satisfied		28 60%	- -	28 60%	- -	- -	- -	- -	- -	- -	1 25%	1 100%	7 58%	- -	5 63%	4 80%	4 67%	6 60%
NET: Dissatisfied		3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	1 17%	1 10%
Base for stats		41	-	41	-	-	-	-	-	-	3	1	11	1	6	5	5	9
Mean Score		3.93	-	3.93	-	-	-	-	-	-	3.67	4.00	3.82	3.00	4.00	4.40	3.80	4.00
Standard Deviation		1.010	-	1.010	-	-	-	-	-	-	1.155	-	.982	-	.632	.894	1.643	1.118
Standard Error		.158	-	.158	-	-	-	-	-	-	.667	-	.296	-	.258	.400	.735	.373
Error variance		.02	-	.02	-	-	-	-	-	-	.44	-	.09	-	.07	.16	.54	.14

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members and Stakeholders

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		47	-	-	-	-	-	1	8	8	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	14	-	-	-	-	-	-	3	2	3	6	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	38%	25%	38%	30%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	14	-	-	-	-	-	1	2	2	2	6	-	-	-	-	-	-	-
		30%	-	-	-	-	-	100%	25%	25%	25%	30%	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	(3.0)	10	-	-	-	-	-	-	2	2	2	3	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	25%	25%	25%	15%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	13%	25%	13%	10%	-	-	-	-	-	-	-
NET: Satisfied		28	-	-	-	-	-	1	5	4	5	12	-	-	-	-	-	-	-
		60%	-	-	-	-	-	100%	63%	50%	63%	60%	-	-	-	-	-	-	-
NET: Dissatisfied		3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	-	-	15%	-	-	-	-	-	-	-
Base for stats		41	-	-	-	-	-	1	7	6	7	18	-	-	-	-	-	-	-
Mean Score		3.93	-	-	-	-	-	4.00	4.14	4.00	4.14	3.78	-	-	-	-	-	-	-
Standard Deviation		1.010	-	-	-	-	-	-	.900	.894	.900	1.215	-	-	-	-	-	-	-
Standard Error		.158	-	-	-	-	-	-	.340	.365	.340	.286	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.12	.13	.12	.08	-	-	-	-	-	-	-

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
			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%		47	24	2	39	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	14	9	-	12	-	14	-	11	-	12	-	-	-	-	-
		30%	38%	-	31%	-	50%	-	31%	-	33%	-	-	-	-	-
Quite satisfied	(4.0)	14	9	-	14	-	14	-	12	-	11	-	-	-	-	-
		30%	38%	-	36%	-	50%	-	34%	-	31%	-	-	-	-	-
Neither satisfied nor dissatisfied	(3.0)	10	4	1	8	-	-	-	8	-	9	-	-	-	-	-
		21%	17%	50%	21%	-	-	-	23%	-	25%	-	-	-	-	-
Quite dissatisfied	(2.0)	2	1	-	1	-	-	2	1	-	-	1	-	-	-	-
		4%	4%	-	3%	-	-	67%	3%	-	-	50%	-	-	-	-
Very dissatisfied	(1.0)	1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
		2%	-	50%	-	100%	-	33%	3%	-	-	50%	-	-	-	-
Don't know		6	1	-	4	-	-	-	2	-	4	-	-	-	-	-
		13%	4%	-	10%	-	-	-	6%	-	11%	-	-	-	-	-
NET: Satisfied		28	18	-	26	-	28	-	23	-	23	-	-	-	-	-
		60%	75%	-	67%	-	100%	-	66%	-	64%	-	-	-	-	-
NET: Dissatisfied		3	1	1	1	1	-	3	2	-	-	2	-	-	-	-
		6%	4%	50%	3%	100%	-	100%	6%	-	-	100%	-	-	-	-
Base for stats		41	23	2	35	1	28	3	33	-	32	2	-	-	-	-
Mean Score		3.93	4.13	2.00	4.06	1.00	4.50	1.67	3.94	-	4.09	1.50	-	-	-	-
Standard Deviation		1.010	.869	1.414	.838	-	.509	.577	.998	-	.818	.707	-	-	-	-
Standard Error		.158	.181	1.000	.142	-	.096	.333	.174	-	.145	.500	-	-	-	-
Error variance		.02	.03	1.00	.02	-	.01	.11	.03	-	.02	.25	-	-	-	-

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
46	3	7	7	13	16	17	30	2.30
100%	7%	15%	15%	28%	35%	37%	65%	
46	2	3	15	7	19	20	27	2.17
100%	4%	7%	33%	15%	41%	43%	59%	
46	2	4	7	12	21	13	25	2.00
100%	4%	9%	15%	26%	46%	28%	54%	
46	2	4	5	5	30	11	16	1.76
100%	4%	9%	11%	11%	65%	24%	35%	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
46	-	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
17	-	17	-	-	-	-	-	-	-	1	3	1	2	3	3	4
37%	-	37%	-	-	-	-	-	-	-	100%	27%	100%	25%	60%	50%	40%
20	-	20	-	-	-	-	-	-	-	1	4	1	3	3	4	4
43%	-	43%	-	-	-	-	-	-	-	100%	36%	100%	38%	60%	67%	40%
13	-	13	-	-	-	-	-	-	-	-	2	1	2	2	3	3
28%	-	28%	-	-	-	-	-	-	-	-	18%	100%	25%	40%	50%	30%
11	-	11	-	-	-	-	-	-	-	1	2	1	2	-	2	3
24%	-	24%	-	-	-	-	-	-	-	100%	18%	100%	25%	-	33%	30%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	46 100%	- -	- -	- -	- -	- -	1 100%	7 100%	8 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
The publication of Board meeting reports	17 37%	- -	- -	- -	- -	- -	- -	- -	4 50%	2 25%	10 50%	- -	- -	- -	- -	- -	- -	- -
Increased financial reporting	20 43%	- -	- -	- -	- -	- -	- -	1 14%	5 63%	2 25%	11 55%	- -	- -	- -	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	13 28%	- -	- -	- -	- -	- -	- -	- -	4 50%	2 25%	7 35%	- -	- -	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	11 24%	- -	- -	- -	- -	- -	- -	- -	3 38%	1 13%	7 35%	- -	- -	- -	- -	- -	- -	- -

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	46 100%	23 100%	2 100%	38 100%	1 100%	27 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
The publication of Board meeting reports	17 37%	11 48%	1 50%	16 42%	- -	12 44%	1 33%	13 37%	- -	12 33%	- -	- -	- -	- -	- -
Increased financial reporting	20 43%	12 52%	2 100%	18 47%	1 100%	15 56%	1 33%	17 49%	- -	15 42%	1 50%	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	13 28%	7 30%	1 50%	12 32%	- -	9 33%	- -	12 34%	- -	12 33%	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	11 24%	6 26%	1 50%	10 26%	- -	7 26%	1 33%	9 26%	- -	9 25%	- -	- -	- -	- -	- -

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		46	-	46	-	-	-	-	-	-	-	4	1	11	1	8	5	6	10	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Know very well	(5.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	
		7%	-	7%	-	-	-	-	-	-	-	-	-	-	100%	-	20%	17%	-	
Know a fair amount	(4.0)	7	-	7	-	-	-	-	-	-	-	-	1	1	-	1	1	1	2	
		15%	-	15%	-	-	-	-	-	-	-	-	100%	9%	-	13%	20%	17%	20%	
Know just a little	(3.0)	7	-	7	-	-	-	-	-	-	-	-	-	2	-	1	1	1	2	
		15%	-	15%	-	-	-	-	-	-	-	-	-	18%	-	13%	20%	17%	20%	
Heard of but know nothing about it	(2.0)	13	-	13	-	-	-	-	-	-	-	-	-	5	-	3	2	-	3	
		28%	-	28%	-	-	-	-	-	-	-	-	-	45%	-	38%	40%	-	30%	
Never heard of	(1.0)	16	-	16	-	-	-	-	-	-	-	4	-	3	-	3	-	3	3	
		35%	-	35%	-	-	-	-	-	-	-	100%	-	27%	-	38%	-	50%	30%	
NET: Know		17	-	17	-	-	-	-	-	-	-	-	1	3	1	2	3	3	4	
		37%	-	37%	-	-	-	-	-	-	-	-	100%	27%	100%	25%	60%	50%	40%	
NET: At least heard of		30	-	30	-	-	-	-	-	-	-	-	1	8	1	5	5	3	7	
		65%	-	65%	-	-	-	-	-	-	-	-	100%	73%	100%	63%	100%	50%	70%	
Base for stats		46	-	46	-	-	-	-	-	-	-	4	1	11	1	8	5	6	10	
Mean Score		2.30	-	2.30	-	-	-	-	-	-	-	1.00	4.00	2.09	5.00	2.00	3.20	2.50	2.30	
Standard Deviation		1.280	-	1.280	-	-	-	-	-	-	-	-	-	.944	-	1.069	1.304	1.761	1.160	
Standard Error		.189	-	.189	-	-	-	-	-	-	-	-	-	.285	-	.378	.583	.719	.367	
Error variance		.04	-	.04	-	-	-	-	-	-	-	-	-	.08	-	.14	.34	.52	.13	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	3	-	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	-	-	25%	5%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	7	-	-	-	-	-	-	-	3	-	4	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	-	38%	-	20%	-	-	-	-	-	-	-
Know just a little	(3.0)	7	-	-	-	-	-	-	-	1	-	5	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	-	13%	-	25%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	13	-	-	-	-	-	-	1	1	4	7	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	14%	13%	50%	35%	-	-	-	-	-	-	-
Never heard of	(1.0)	16	-	-	-	-	-	1	6	3	2	3	-	-	-	-	-	-	-
		35%	-	-	-	-	-	100%	86%	38%	25%	15%	-	-	-	-	-	-	-
NET: Know		17	-	-	-	-	-	-	-	4	2	10	-	-	-	-	-	-	-
		37%	-	-	-	-	-	-	-	50%	25%	50%	-	-	-	-	-	-	-
NET: At least heard of		30	-	-	-	-	-	-	1	5	6	17	-	-	-	-	-	-	-
		65%	-	-	-	-	-	-	14%	63%	75%	85%	-	-	-	-	-	-	-
Base for stats		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
Mean Score		2.30	-	-	-	-	-	1.00	1.14	2.50	2.50	2.65	-	-	-	-	-	-	-
Standard Deviation		1.280	-	-	-	-	-	-	.378	1.414	1.604	1.137	-	-	-	-	-	-	-
Standard Error		.189	-	-	-	-	-	-	.143	.500	.567	.254	-	-	-	-	-	-	-
Error variance		.04	-	-	-	-	-	-	.02	.25	.32	.06	-	-	-	-	-	-	-

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			
		Trust board	Distrust board	Trust organisation	Distrust 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		46	23	2	38	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Know very well	(5.0)	3	2	-	2	-	2	-	2	-	2	-	-	-	-
		7%	9%	-	5%	-	7%	-	6%	-	6%	-	-	-	-
Know a fair amount	(4.0)	7	4	1	7	-	5	-	7	-	7	-	-	-	-
		15%	17%	50%	18%	-	19%	-	20%	-	19%	-	-	-	-
Know just a little	(3.0)	7	5	-	7	-	5	1	4	-	3	-	-	-	-
		15%	22%	-	18%	-	19%	33%	11%	-	8%	-	-	-	-
Heard of but know nothing about it	(2.0)	13	8	-	12	-	8	1	13	-	11	1	-	-	-
		28%	35%	-	32%	-	30%	33%	37%	-	31%	50%	-	-	-
Never heard of	(1.0)	16	4	1	10	1	7	1	9	-	13	1	-	-	-
		35%	17%	50%	26%	100%	26%	33%	26%	-	36%	50%	-	-	-
NET: Know		17	11	1	16	-	12	1	13	-	12	-	-	-	-
		37%	48%	50%	42%	-	44%	33%	37%	-	33%	-	-	-	-
NET: At least heard of		30	19	1	28	-	20	2	26	-	23	1	-	-	-
		65%	83%	50%	74%	-	74%	67%	74%	-	64%	50%	-	-	-
Base for stats		46	23	2	38	1	27	3	35	-	36	2	-	-	-
Mean Score		2.30	2.65	2.50	2.45	1.00	2.52	2.00	2.43	-	2.28	1.50	-	-	-
Standard Deviation		1.280	1.229	2.121	1.224	-	1.282	1.000	1.243	-	1.301	.707	-	-	-
Standard Error		.189	.256	1.500	.198	-	.247	.577	.210	-	.217	.500	-	-	-
Error variance		.04	.07	2.25	.04	-	.06	.33	.04	-	.05	.25	-	-	-

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		46	-	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-
		4%	-	4%	-	-	-	-	-	-	-	-	-	100%	-	-	17%	-
Know a fair amount	(4.0)	3	-	3	-	-	-	-	-	-	-	-	1	-	1	-	1	-
		7%	-	7%	-	-	-	-	-	-	-	-	9%	-	13%	-	17%	-
Know just a little	(3.0)	15	-	15	-	-	-	-	-	-	-	1	3	-	2	3	2	4
		33%	-	33%	-	-	-	-	-	-	-	100%	27%	-	25%	60%	33%	40%
Heard of but know nothing about it	(2.0)	7	-	7	-	-	-	-	-	-	-	-	3	-	2	-	-	2
		15%	-	15%	-	-	-	-	-	-	-	-	27%	-	25%	-	-	20%
Never heard of	(1.0)	19	-	19	-	-	-	-	-	-	4	-	4	-	3	2	2	4
		41%	-	41%	-	-	-	-	-	-	100%	-	36%	-	38%	40%	33%	40%
NET: Know		20	-	20	-	-	-	-	-	-	-	1	4	1	3	3	4	4
		43%	-	43%	-	-	-	-	-	-	-	100%	36%	100%	38%	60%	67%	40%
NET: At least heard of		27	-	27	-	-	-	-	-	-	-	1	7	1	5	3	4	6
		59%	-	59%	-	-	-	-	-	-	-	100%	64%	100%	63%	60%	67%	60%
Base for stats		46	-	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
Mean Score		2.17	-	2.17	-	-	-	-	-	-	1.00	3.00	2.09	5.00	2.13	2.20	2.83	2.00
Standard Deviation		1.180	-	1.180	-	-	-	-	-	-	-	-	1.044	-	1.126	1.095	1.602	.943
Standard Error		.174	-	.174	-	-	-	-	-	-	-	-	.315	-	.398	.490	.654	.298
Error variance		.03	-	.03	-	-	-	-	-	-	-	-	.10	-	.16	.24	.43	.09

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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		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	13%	5%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	3	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	-	13%	-	10%	-	-	-	-	-	-	-
Know just a little	(3.0)	15	-	-	-	-	-	-	1	4	1	8	-	-	-	-	-	-	-
		33%	-	-	-	-	-	-	14%	50%	13%	40%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	7	-	-	-	-	-	-	2	-	2	3	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	29%	-	25%	15%	-	-	-	-	-	-	-
Never heard of	(1.0)	19	-	-	-	-	-	1	4	3	4	6	-	-	-	-	-	-	-
		41%	-	-	-	-	-	100%	57%	38%	50%	30%	-	-	-	-	-	-	-
NET: Know		20	-	-	-	-	-	-	1	5	2	11	-	-	-	-	-	-	-
		43%	-	-	-	-	-	-	14%	63%	25%	55%	-	-	-	-	-	-	-
NET: At least heard of		27	-	-	-	-	-	-	3	5	4	14	-	-	-	-	-	-	-
		59%	-	-	-	-	-	-	43%	63%	50%	70%	-	-	-	-	-	-	-
Base for stats		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
Mean Score		2.17	-	-	-	-	-	1.00	1.57	2.38	2.00	2.45	-	-	-	-	-	-	-
Standard Deviation		1.180	-	-	-	-	-	-	.787	1.188	1.414	1.191	-	-	-	-	-	-	-
Standard Error		.174	-	-	-	-	-	-	.297	.420	.500	.266	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.09	.18	.25	.07	-	-	-	-	-	-	-

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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			
		Trust board	Distrust board	Trust organisation	Distrust 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		46	23	2	38	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Know very well	(5.0)	2	1	-	1	-	1	-	1	-	1	-	-	-	-
		4%	4%	-	3%	-	4%	-	3%	-	3%	-	-	-	-
Know a fair amount	(4.0)	3	1	1	3	-	1	-	3	-	3	-	-	-	-
		7%	4%	50%	8%	-	4%	-	9%	-	8%	-	-	-	-
Know just a little	(3.0)	15	10	1	14	1	13	1	13	-	11	1	-	-	-
		33%	43%	50%	37%	100%	48%	33%	37%	-	31%	50%	-	-	-
Heard of but know nothing about it	(2.0)	7	3	-	6	-	3	1	7	-	5	1	-	-	-
		15%	13%	-	16%	-	11%	33%	20%	-	14%	50%	-	-	-
Never heard of	(1.0)	19	8	-	14	-	9	1	11	-	16	-	-	-	-
		41%	35%	-	37%	-	33%	33%	31%	-	44%	-	-	-	-
NET: Know		20	12	2	18	1	15	1	17	-	15	1	-	-	-
		43%	52%	100%	47%	100%	56%	33%	49%	-	42%	50%	-	-	-
NET: At least heard of		27	15	2	24	1	18	2	24	-	20	2	-	-	-
		59%	65%	100%	63%	100%	67%	67%	69%	-	56%	100%	-	-	-
Base for stats		46	23	2	38	1	27	3	35	-	36	2	-	-	-
Mean Score		2.17	2.30	3.50	2.24	3.00	2.33	2.00	2.31	-	2.11	2.50	-	-	-
Standard Deviation		1.180	1.146	.707	1.125	-	1.109	1.000	1.105	-	1.166	.707	-	-	-
Standard Error		.174	.239	.500	.183	-	.214	.577	.187	-	.194	.500	-	-	-
Error variance		.03	.06	.25	.03	-	.05	.33	.03	-	.04	.25	-	-	-

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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		46	-	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-
		4%	-	4%	-	-	-	-	-	-	-	-	-	100%	-	-	17%	-
Know a fair amount	(4.0)	4	-	4	-	-	-	-	-	-	-	-	1	-	1	1	-	1
		9%	-	9%	-	-	-	-	-	-	-	-	9%	-	13%	20%	-	10%
Know just a little	(3.0)	7	-	7	-	-	-	-	-	-	-	-	1	-	1	1	2	2
		15%	-	15%	-	-	-	-	-	-	-	-	9%	-	13%	20%	33%	20%
Heard of but know nothing about it	(2.0)	12	-	12	-	-	-	-	-	-	-	1	3	-	1	2	2	3
		26%	-	26%	-	-	-	-	-	-	-	100%	27%	-	13%	40%	33%	30%
Never heard of	(1.0)	21	-	21	-	-	-	-	-	-	4	-	6	-	5	1	1	4
		46%	-	46%	-	-	-	-	-	-	100%	-	55%	-	63%	20%	17%	40%
NET: Know		13	-	13	-	-	-	-	-	-	-	-	2	1	2	2	3	3
		28%	-	28%	-	-	-	-	-	-	-	-	18%	100%	25%	40%	50%	30%
NET: At least heard of		25	-	25	-	-	-	-	-	-	-	1	5	1	3	4	5	6
		54%	-	54%	-	-	-	-	-	-	-	100%	45%	100%	38%	80%	83%	60%
Base for stats		46	-	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
Mean Score		2.00	-	2.00	-	-	-	-	-	-	1.00	2.00	1.73	5.00	1.75	2.40	2.67	2.00
Standard Deviation		1.174	-	1.174	-	-	-	-	-	-	-	-	1.009	-	1.165	1.140	1.366	1.054
Standard Error		.173	-	.173	-	-	-	-	-	-	-	-	.304	-	.412	.510	.558	.333
Error variance		.03	-	.03	-	-	-	-	-	-	-	-	.09	-	.17	.26	.31	.11

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	13%	5%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	4	-	-	-	-	-	-	-	3	-	1	-	-	-	-	-	-	-
		9%	-	-	-	-	-	-	-	38%	-	5%	-	-	-	-	-	-	-
Know just a little	(3.0)	7	-	-	-	-	-	-	-	1	1	5	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	-	13%	13%	25%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	12	-	-	-	-	-	1	2	-	4	5	-	-	-	-	-	-	-
		26%	-	-	-	-	-	100%	29%	-	50%	25%	-	-	-	-	-	-	-
Never heard of	(1.0)	21	-	-	-	-	-	-	5	4	2	8	-	-	-	-	-	-	-
		46%	-	-	-	-	-	-	71%	50%	25%	40%	-	-	-	-	-	-	-
NET: Know		13	-	-	-	-	-	-	-	4	2	7	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	-	50%	25%	35%	-	-	-	-	-	-	-
NET: At least heard of		25	-	-	-	-	-	1	2	4	6	12	-	-	-	-	-	-	-
		54%	-	-	-	-	-	100%	29%	50%	75%	60%	-	-	-	-	-	-	-
Base for stats		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
Mean Score		2.00	-	-	-	-	-	2.00	1.29	2.38	2.25	2.10	-	-	-	-	-	-	-
Standard Deviation		1.174	-	-	-	-	-	-	.488	1.506	1.282	1.165	-	-	-	-	-	-	-
Standard Error		.173	-	-	-	-	-	-	.184	.532	.453	.261	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.03	.28	.21	.07	-	-	-	-	-	-	-

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			
		Trust board	Distrust board	Trust organisation	Distrust 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		46	23	2	38	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Know very well	(5.0)	2	1	-	1	-	1	-	1	-	1	-	-	-	-
		4%	4%	-	3%	-	4%	-	3%	-	3%	-	-	-	-
Know a fair amount	(4.0)	4	1	1	4	-	2	-	4	-	4	-	-	-	-
		9%	4%	50%	11%	-	7%	-	11%	-	11%	-	-	-	-
Know just a little	(3.0)	7	5	-	7	-	6	-	7	-	7	-	-	-	-
		15%	22%	-	18%	-	22%	-	20%	-	19%	-	-	-	-
Heard of but know nothing about it	(2.0)	12	8	-	11	-	8	-	11	-	10	-	-	-	-
		26%	35%	-	29%	-	30%	-	31%	-	28%	-	-	-	-
Never heard of	(1.0)	21	8	1	15	1	10	3	12	-	14	2	-	-	-
		46%	35%	50%	39%	100%	37%	100%	34%	-	39%	100%	-	-	-
NET: Know		13	7	1	12	-	9	-	12	-	12	-	-	-	-
		28%	30%	50%	32%	-	33%	-	34%	-	33%	-	-	-	-
NET: At least heard of		25	15	1	23	-	17	-	23	-	22	-	-	-	-
		54%	65%	50%	61%	-	63%	-	66%	-	61%	-	-	-	-
Base for stats		46	23	2	38	1	27	3	35	-	36	2	-	-	-
Mean Score		2.00	2.09	2.50	2.08	1.00	2.11	1.00	2.17	-	2.11	1.00	-	-	-
Standard Deviation		1.174	1.083	2.121	1.124	-	1.121	-	1.124	-	1.141	-	-	-	-
Standard Error		.173	.226	1.500	.182	-	.216	-	.190	-	.190	-	-	-	-
Error variance		.03	.05	2.25	.03	-	.05	-	.04	-	.04	-	-	-	-

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							
		Member	Stakeholder	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		46	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	2	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-
		4%	4%	-	-	-	-	-	-	-	-	-	100%	-	-	17%	-
Know a fair amount	(4.0)	4	4	-	-	-	-	-	-	-	-	1	-	1	-	1	1
		9%	9%	-	-	-	-	-	-	-	-	9%	-	13%	-	17%	10%
Know just a little	(3.0)	5	5	-	-	-	-	-	-	-	1	1	-	1	-	-	2
		11%	11%	-	-	-	-	-	-	-	100%	9%	-	13%	-	-	20%
Heard of but know nothing about it	(2.0)	5	5	-	-	-	-	-	-	-	-	1	-	1	-	1	2
		11%	11%	-	-	-	-	-	-	-	-	9%	-	13%	-	17%	20%
Never heard of	(1.0)	30	30	-	-	-	-	-	-	4	-	8	-	5	5	3	5
		65%	65%	-	-	-	-	-	-	100%	-	73%	-	63%	100%	50%	50%
NET: Know		11	11	-	-	-	-	-	-	-	1	2	1	2	-	2	3
		24%	24%	-	-	-	-	-	-	-	100%	18%	100%	25%	-	33%	30%
NET: At least heard of		16	16	-	-	-	-	-	-	-	1	3	1	3	-	3	5
		35%	35%	-	-	-	-	-	-	-	100%	27%	100%	38%	-	50%	50%
Base for stats		46	46	-	-	-	-	-	-	4	1	11	1	8	5	6	10
Mean Score		1.76	1.76	-	-	-	-	-	-	1.00	3.00	1.55	5.00	1.75	1.00	2.33	1.90
Standard Deviation		1.214	1.214	-	-	-	-	-	-	-	-	1.036	-	1.165	-	1.751	1.101
Standard Error		.179	.179	-	-	-	-	-	-	-	-	.312	-	.412	-	.715	.348
Error variance		.03	.03	-	-	-	-	-	-	-	-	.10	-	.17	-	.51	.12

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		46 100%	- -	- -	- -	- -	- -	1 100%	7 100%	8 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Know very well		(5.0) 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
Know a fair amount		(4.0) 9%	- -	- -	- -	- -	- -	- -	- -	2 25%	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Know just a little		(3.0) 11%	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	4 20%	- -	- -	- -	- -	- -	- -	- -
Heard of but know nothing about it		(2.0) 11%	- -	- -	- -	- -	- -	- -	1 14%	- -	2 25%	2 10%	- -	- -	- -	- -	- -	- -	- -
Never heard of		(1.0) 65%	- -	- -	- -	- -	- -	1 100%	6 86%	5 63%	5 63%	11 55%	- -	- -	- -	- -	- -	- -	- -
NET: Know		11 24%	- -	- -	- -	- -	- -	- -	- -	3 38%	1 13%	7 35%	- -	- -	- -	- -	- -	- -	- -
NET: At least heard of		16 35%	- -	- -	- -	- -	- -	- -	1 14%	3 38%	3 38%	9 45%	- -	- -	- -	- -	- -	- -	- -
Base for stats		46	-	-	-	-	-	1	7	8	8	20	-	-	-	-	-	-	-
Mean Score		1.76	-	-	-	-	-	1.00	1.14	2.00	1.75	2.00	-	-	-	-	-	-	-
Standard Deviation		1.214	-	-	-	-	-	-	.378	1.414	1.389	1.298	-	-	-	-	-	-	-
Standard Error		.179	-	-	-	-	-	-	.143	.500	.491	.290	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.02	.25	.24	.08	-	-	-	-	-	-	-

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			
		Trust board	Distrust board	Trust organisation	Distrust 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		46	23	2	38	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Know very well	(5.0)	2	1	-	1	-	1	-	1	-	1	-	-	-	-
		4%	4%	-	3%	-	4%	-	3%	-	3%	-	-	-	-
Know a fair amount	(4.0)	4	1	1	4	-	2	-	4	-	4	-	-	-	-
		9%	4%	50%	11%	-	7%	-	11%	-	11%	-	-	-	-
Know just a little	(3.0)	5	4	-	5	-	4	1	4	-	4	-	-	-	-
		11%	17%	-	13%	-	15%	33%	11%	-	11%	-	-	-	-
Heard of but know nothing about it	(2.0)	5	2	1	4	1	3	1	5	-	3	1	-	-	-
		11%	9%	50%	11%	100%	11%	33%	14%	-	8%	50%	-	-	-
Never heard of	(1.0)	30	15	-	24	-	17	1	21	-	24	1	-	-	-
		65%	65%	-	63%	-	63%	33%	60%	-	67%	50%	-	-	-
NET: Know		11	6	1	10	-	7	1	9	-	9	-	-	-	-
		24%	26%	50%	26%	-	26%	33%	26%	-	25%	-	-	-	-
NET: At least heard of		16	8	2	14	1	10	2	14	-	12	1	-	-	-
		35%	35%	100%	37%	100%	37%	67%	40%	-	33%	50%	-	-	-
Base for stats		46	23	2	38	1	27	3	35	-	36	2	-	-	-
Mean Score		1.76	1.74	3.00	1.79	2.00	1.78	2.00	1.83	-	1.75	1.50	-	-	-
Standard Deviation		1.214	1.176	1.414	1.189	-	1.188	1.000	1.200	-	1.204	.707	-	-	-
Standard Error		.179	.245	1.000	.193	-	.229	.577	.203	-	.201	.500	-	-	-
Error variance		.03	.06	1.00	.04	-	.05	.33	.04	-	.04	.25	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

The publication of Board meeting reports

Increased financial reporting

Meeting reports from the .UK Registry Advisory Council

Monthly calls with the acting Chair and interim CEO

		Scale							
Total		Strongly support	Tend to support	Tend to oppose	Strongly oppose	Don't know	NET: Support	NET: Oppose	Mean Score
		*a	*b	*c	*d	*e	*f	*g	*h
45		23	18	-	-	4	41	-	3.56
100%		51%	40%	-	-	9%	91%	-	
45		18	12	2	-	13	30	2	3.50
100%		40%	27%	4%	-	29%	67%	4%	
45		19	13	-	-	13	32	-	3.59
100%		42%	29%	-	-	29%	71%	-	
45		14	14	-	-	17	28	-	3.50
100%		31%	31%	-	-	38%	62%	-	

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	45 100%	- -	45 100%	- -	- -	- -	- -	- -	- -	4 100%	1 100%	11 100%	1 100%	7 100%	5 100%	6 100%	10 100%
The publication of Board meeting reports	41 91%	- -	41 91%	- -	- -	- -	- -	- -	- -	3 75%	1 100%	11 100%	1 100%	5 71%	5 100%	6 100%	9 90%
Increased financial reporting	30 67%	- -	30 67%	- -	- -	- -	- -	- -	- -	2 50%	1 100%	9 82%	1 100%	3 43%	3 60%	6 100%	5 50%
Meeting reports from the .UK Registry Advisory Council	32 71%	- -	32 71%	- -	- -	- -	- -	- -	- -	1 25%	1 100%	9 82%	1 100%	3 43%	5 100%	6 100%	6 60%
Monthly calls with the acting Chair and interim CEO	28 62%	- -	28 62%	- -	- -	- -	- -	- -	- -	2 50%	1 100%	8 73%	1 100%	4 57%	3 60%	5 83%	4 40%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	45 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
The publication of Board meeting reports	41 91%	- -	- -	- -	- -	- -	1 100%	6 86%	6 86%	7 88%	19 95%	- -	- -	- -	- -	- -	- -	- -
Increased financial reporting	30 67%	- -	- -	- -	- -	- -	1 100%	4 57%	6 86%	5 63%	13 65%	- -	- -	- -	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	32 71%	- -	- -	- -	- -	- -	1 100%	4 57%	4 57%	7 88%	14 70%	- -	- -	- -	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	28 62%	- -	- -	- -	- -	- -	- -	5 71%	6 86%	5 63%	12 60%	- -	- -	- -	- -	- -	- -	- -

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	45 100%	22 100%	2 100%	37 100%	1 100%	27 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
The publication of Board meeting reports	41 91%	20 91%	2 100%	33 89%	1 100%	24 89%	3 100%	32 91%	- -	34 94%	2 100%	- -	- -	- -	- -
Increased financial reporting	30 67%	17 77%	2 100%	25 68%	1 100%	18 67%	3 100%	25 71%	- -	23 64%	2 100%	- -	- -	- -	- -
Meeting reports from the .UK Registry Advisory Council	32 71%	17 77%	2 100%	26 70%	1 100%	19 70%	2 67%	26 74%	- -	26 72%	2 100%	- -	- -	- -	- -
Monthly calls with the acting Chair and interim CEO	28 62%	16 73%	2 100%	23 62%	1 100%	17 63%	3 100%	24 69%	- -	23 64%	2 100%	- -	- -	- -	- -

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	45	-	45	-	-	-	-	-	-	4	1	11	1	7	5	6	10
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
The publication of Board meeting reports	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-		-	-	-	-	-	-	-	-	-	-	-	-	-	
Increased financial reporting	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1
	4%	-	4%	-	-	-	-	-	-	-	-	-	-	14%	-	-	10%
Meeting reports from the .UK Registry Advisory Council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly calls with the acting Chair and interim CEO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	45 100%	-	-	-	-	-	1 100%	7 100%	7 100%	8 100%	20 100%	-	-	-	-	-	-	-
The publication of Board meeting reports	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased financial reporting	2 4%	-	-	-	-	-	-	-	-	-	2 10%	-	-	-	-	-	-	-
Meeting reports from the .UK Registry Advisory Council	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Monthly calls with the acting Chair and interim CEO	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
45	22	2	37	1	27	3	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	1	-	2	-	1	-	2	-	2	-	-	-	-	-
4%	5%	-	5%	-	4%	-	6%	-	6%	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		45	-	45	-	-	-	-	-	-	4	1	11	1	7	5	6	10
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	23	-	23	-	-	-	-	-	-	-	1	6	1	2	3	5	5
		51%	-	51%	-	-	-	-	-	-	-	100%	55%	100%	29%	60%	83%	50%
Tend to support	(3.0)	18	-	18	-	-	-	-	-	-	3	-	5	-	3	2	1	4
		40%	-	40%	-	-	-	-	-	-	75%	-	45%	-	43%	40%	17%	40%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		4	-	4	-	-	-	-	-	-	1	-	-	-	2	-	-	1
		9%	-	9%	-	-	-	-	-	-	25%	-	-	-	29%	-	-	10%
NET: Support		41	-	41	-	-	-	-	-	-	3	1	11	1	5	5	6	9
		91%	-	91%	-	-	-	-	-	-	75%	100%	100%	100%	71%	100%	100%	90%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		41	-	41	-	-	-	-	-	-	3	1	11	1	5	5	6	9
Mean Score		3.56	-	3.56	-	-	-	-	-	-	3.00	4.00	3.55	4.00	3.40	3.60	3.83	3.56
Standard Deviation		.502	-	.502	-	-	-	-	-	-	-	-	.522	-	.548	.548	.408	.527
Standard Error		.078	-	.078	-	-	-	-	-	-	-	-	.157	-	.245	.245	.167	.176
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.02	-	.06	.06	.03	.03

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		45 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Strongly support	(4.0)	23 51%	- -	- -	- -	- -	- -	1 100%	2 29%	1 14%	5 63%	13 65%	- -	- -	- -	- -	- -	- -	- -
Tend to support	(3.0)	18 40%	- -	- -	- -	- -	- -	- -	4 57%	5 71%	2 25%	6 30%	- -	- -	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		4 9%	- -	- -	- -	- -	- -	- -	1 14%	1 14%	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
NET: Support		41 91%	- -	- -	- -	- -	- -	1 100%	6 86%	6 86%	7 88%	19 95%	- -	- -	- -	- -	- -	- -	- -
NET: Oppose		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		41	-	-	-	-	-	1	6	6	7	19	-	-	-	-	-	-	-
Mean Score		3.56	-	-	-	-	-	4.00	3.33	3.17	3.71	3.68	-	-	-	-	-	-	-
Standard Deviation		.502	-	-	-	-	-	-	.516	.408	.488	.478	-	-	-	-	-	-	-
Standard Error		.078	-	-	-	-	-	-	.211	.167	.184	.110	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.03	.03	.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			
		Trust board	Distrust board	Trust organisation	Distrust 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		45	22	2	37	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	23	13	2	20	1	15	3	20	-	17	2	-	-	-
		51%	59%	100%	54%	100%	56%	100%	57%	-	47%	100%	-	-	-
Tend to support	(3.0)	18	7	-	13	-	9	-	12	-	17	-	-	-	-
		40%	32%	-	35%	-	33%	-	34%	-	47%	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		4	2	-	4	-	3	-	3	-	2	-	-	-	-
		9%	9%	-	11%	-	11%	-	9%	-	6%	-	-	-	-
NET: Support		41	20	2	33	1	24	3	32	-	34	2	-	-	-
		91%	91%	100%	89%	100%	89%	100%	91%	-	94%	100%	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		41	20	2	33	1	24	3	32	-	34	2	-	-	-
Mean Score		3.56	3.65	4.00	3.61	4.00	3.63	4.00	3.63	-	3.50	4.00	-	-	-
Standard Deviation		.502	.489	-	.496	-	.495	-	.492	-	.508	-	-	-	-
Standard Error		.078	.109	-	.086	-	.101	-	.087	-	.087	-	-	-	-
Error variance		.01	.01	-	.01	-	.01	-	.01	-	.01	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
		Member	Stakeholder	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		45	45	-	-	-	-	-	-	4	1	11	1	7	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	18	18	-	-	-	-	-	-	-	1	7	1	2	2	3	2
		40%	40%	-	-	-	-	-	-	-	100%	64%	100%	29%	40%	50%	20%
Tend to support	(3.0)	12	12	-	-	-	-	-	-	2	-	2	-	1	1	3	3
		27%	27%	-	-	-	-	-	-	50%	-	18%	-	14%	20%	50%	30%
Tend to oppose	(2.0)	2	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1
		4%	4%	-	-	-	-	-	-	-	-	-	-	14%	-	-	10%
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	13	-	-	-	-	-	-	2	-	2	-	3	2	-	4
		29%	29%	-	-	-	-	-	-	50%	-	18%	-	43%	40%	-	40%
NET: Support		30	30	-	-	-	-	-	-	2	1	9	1	3	3	6	5
		67%	67%	-	-	-	-	-	-	50%	100%	82%	100%	43%	60%	100%	50%
NET: Oppose		2	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1
		4%	4%	-	-	-	-	-	-	-	-	-	-	14%	-	-	10%
Base for stats		32	32	-	-	-	-	-	-	2	1	9	1	4	3	6	6
Mean Score		3.50	3.50	-	-	-	-	-	-	3.00	4.00	3.78	4.00	3.25	3.67	3.50	3.17
Standard Deviation		.622	.622	-	-	-	-	-	-	-	-	.441	-	.957	.577	.548	.753
Standard Error		.110	.110	-	-	-	-	-	-	-	-	.147	-	.479	.333	.224	.307
Error variance		.01	.01	-	-	-	-	-	-	-	-	.02	-	.23	.11	.05	.09

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
	Total	45 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Strongly support	(4.0)	18 40%	- -	- -	- -	- -	- -	- -	2 29%	2 29%	4 50%	10 50%	- -	- -	- -	- -	- -	- -	- -
Tend to support	(3.0)	12 27%	- -	- -	- -	- -	- -	1 100%	2 29%	4 57%	1 13%	3 15%	- -	- -	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		13 29%	- -	- -	- -	- -	- -	- -	3 43%	1 14%	3 38%	5 25%	- -	- -	- -	- -	- -	- -	- -
NET: Support		30 67%	- -	- -	- -	- -	- -	1 100%	4 57%	6 86%	5 63%	13 65%	- -	- -	- -	- -	- -	- -	- -
NET: Oppose		2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	- -	- -	- -	- -	- -
Base for stats		32	-	-	-	-	-	1	4	6	5	15	-	-	-	-	-	-	-
Mean Score		3.50	-	-	-	-	-	3.00	3.50	3.33	3.80	3.53	-	-	-	-	-	-	-
Standard Deviation		.622	-	-	-	-	-	-	.577	.516	.447	.743	-	-	-	-	-	-	-
Standard Error		.110	-	-	-	-	-	-	.289	.211	.200	.192	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.08	.04	.04	.04	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		45	22	2	37	1	27	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	18	11	2	15	1	11	3	16	-	12	2	-	-	-	-
		40%	50%	100%	41%	100%	41%	100%	46%	-	33%	100%	-	-	-	-
Tend to support	(3.0)	12	6	-	10	-	7	-	9	-	11	-	-	-	-	-
		27%	27%	-	27%	-	26%	-	26%	-	31%	-	-	-	-	-
Tend to oppose	(2.0)	2	1	-	2	-	1	-	2	-	2	-	-	-	-	-
		4%	5%	-	5%	-	4%	-	6%	-	6%	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	4	-	10	-	8	-	8	-	11	-	-	-	-	-
		29%	18%	-	27%	-	30%	-	23%	-	31%	-	-	-	-	-
NET: Support		30	17	2	25	1	18	3	25	-	23	2	-	-	-	-
		67%	77%	100%	68%	100%	67%	100%	71%	-	64%	100%	-	-	-	-
NET: Oppose		2	1	-	2	-	1	-	2	-	2	-	-	-	-	-
		4%	5%	-	5%	-	4%	-	6%	-	6%	-	-	-	-	-
Base for stats		32	18	2	27	1	19	3	27	-	25	2	-	-	-	-
Mean Score		3.50	3.56	4.00	3.48	4.00	3.53	4.00	3.52	-	3.40	4.00	-	-	-	-
Standard Deviation		.622	.616	-	.643	-	.612	-	.643	-	.645	-	-	-	-	-
Standard Error		.110	.145	-	.124	-	.140	-	.124	-	.129	-	-	-	-	-
Error variance		.01	.02	-	.02	-	.02	-	.02	-	.02	-	-	-	-	-

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
Significance Level: 95%																	
Total		45	45	-	-	-	-	-	-	4	1	11	1	7	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	19	19	-	-	-	-	-	-	-	1	6	1	3	2	4	2
		42%	42%	-	-	-	-	-	-	-	100%	55%	100%	43%	40%	67%	20%
Tend to support	(3.0)	13	13	-	-	-	-	-	-	1	-	3	-	-	3	2	4
		29%	29%	-	-	-	-	-	-	25%	-	27%	-	-	60%	33%	40%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	13	-	-	-	-	-	-	3	-	2	-	4	-	-	4
		29%	29%	-	-	-	-	-	-	75%	-	18%	-	57%	-	-	40%
NET: Support		32	32	-	-	-	-	-	-	1	1	9	1	3	5	6	6
		71%	71%	-	-	-	-	-	-	25%	100%	82%	100%	43%	100%	100%	60%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	32	-	-	-	-	-	-	1	1	9	1	3	5	6	6
Mean Score		3.59	3.59	-	-	-	-	-	-	3.00	4.00	3.67	4.00	4.00	3.40	3.67	3.33
Standard Deviation		.499	.499	-	-	-	-	-	-	-	-	.500	-	-	.548	.516	.516
Standard Error		.088	.088	-	-	-	-	-	-	-	-	.167	-	-	.245	.211	.211
Error variance		.01	.01	-	-	-	-	-	-	-	-	.03	-	-	.06	.04	.04

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		45	-	-	-	-	-	1	7	7	8	20	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Strongly support	(4.0)	19	-	-	-	-	-	1	2	1	4	10	-	-	-	-	-	-	-
		42%	-	-	-	-	-	100%	29%	14%	50%	50%	-	-	-	-	-	-	-
Tend to support	(3.0)	13	-	-	-	-	-	-	2	3	3	4	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	29%	43%	38%	20%	-	-	-	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	-	-	-	-	-	-	3	3	1	6	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	43%	43%	13%	30%	-	-	-	-	-	-	-
NET: Support		32	-	-	-	-	-	1	4	4	7	14	-	-	-	-	-	-	-
		71%	-	-	-	-	-	100%	57%	57%	88%	70%	-	-	-	-	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	-	-	-	-	-	1	4	4	7	14	-	-	-	-	-	-	-
Mean Score		3.59	-	-	-	-	-	4.00	3.50	3.25	3.57	3.71	-	-	-	-	-	-	-
Standard Deviation		.499	-	-	-	-	-	-	.577	.500	.535	.469	-	-	-	-	-	-	-
Standard Error		.088	-	-	-	-	-	-	.289	.250	.202	.125	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.08	.06	.04	.02	-	-	-	-	-	-	-

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		45	22	2	37	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	19	10	2	16	1	13	2	17	-	14	2	-	-	-
		42%	45%	100%	43%	100%	48%	67%	49%	-	39%	100%	-	-	-
Tend to support	(3.0)	13	7	-	10	-	6	-	9	-	12	-	-	-	-
		29%	32%	-	27%	-	22%	-	26%	-	33%	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		13	5	-	11	-	8	1	9	-	10	-	-	-	-
		29%	23%	-	30%	-	30%	33%	26%	-	28%	-	-	-	-
NET: Support		32	17	2	26	1	19	2	26	-	26	2	-	-	-
		71%	77%	100%	70%	100%	70%	67%	74%	-	72%	100%	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	17	2	26	1	19	2	26	-	26	2	-	-	-
Mean Score		3.59	3.59	4.00	3.62	4.00	3.68	4.00	3.65	-	3.54	4.00	-	-	-
Standard Deviation		.499	.507	-	.496	-	.478	-	.485	-	.508	-	-	-	-
Standard Error		.088	.123	-	.097	-	.110	-	.095	-	.100	-	-	-	-
Error variance		.01	.02	-	.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							
		Member	Stakeholder	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		45	45	-	-	-	-	-	-	4	1	11	1	7	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	14	14	-	-	-	-	-	-	-	-	5	1	2	1	2	3
		31%	31%	-	-	-	-	-	-	-	-	45%	100%	29%	20%	33%	30%
Tend to support	(3.0)	14	14	-	-	-	-	-	-	2	1	3	-	2	2	3	1
		31%	31%	-	-	-	-	-	-	50%	100%	27%	-	29%	40%	50%	10%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		17	17	-	-	-	-	-	-	2	-	3	-	3	2	1	6
		38%	38%	-	-	-	-	-	-	50%	-	27%	-	43%	40%	17%	60%
NET: Support		28	28	-	-	-	-	-	-	2	1	8	1	4	3	5	4
		62%	62%	-	-	-	-	-	-	50%	100%	73%	100%	57%	60%	83%	40%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		28	28	-	-	-	-	-	-	2	1	8	1	4	3	5	4
Mean Score		3.50	3.50	-	-	-	-	-	-	3.00	3.00	3.63	4.00	3.50	3.33	3.40	3.75
Standard Deviation		.509	.509	-	-	-	-	-	-	-	-	.518	-	.577	.577	.548	.500
Standard Error		.096	.096	-	-	-	-	-	-	-	-	.183	-	.289	.333	.245	.250
Error variance		.01	.01	-	-	-	-	-	-	-	-	.03	-	.08	.11	.06	.06

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		45 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	20 100%	- -	- -	- -	- -	- -	- -	- -
Strongly support	(4.0)	14 31%	- -	- -	- -	- -	- -	- -	2 29%	1 14%	4 50%	7 35%	- -	- -	- -	- -	- -	- -	- -
Tend to support	(3.0)	14 31%	- -	- -	- -	- -	- -	- -	3 43%	5 71%	1 13%	5 25%	- -	- -	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		17 38%	- -	- -	- -	- -	- -	1 100%	2 29%	1 14%	3 38%	8 40%	- -	- -	- -	- -	- -	- -	- -
NET: Support		28 62%	- -	- -	- -	- -	- -	- -	5 71%	6 86%	5 63%	12 60%	- -	- -	- -	- -	- -	- -	- -
NET: Oppose		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		28	-	-	-	-	-	-	5	6	5	12	-	-	-	-	-	-	-
Mean Score		3.50	-	-	-	-	-	-	3.40	3.17	3.80	3.58	-	-	-	-	-	-	-
Standard Deviation		.509	-	-	-	-	-	-	.548	.408	.447	.515	-	-	-	-	-	-	-
Standard Error		.096	-	-	-	-	-	-	.245	.167	.200	.149	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.06	.03	.04	.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

		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		45	22	2	37	1	27	3	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	14	7	2	11	1	6	3	12	-	10	2	-	-	-
		31%	32%	100%	30%	100%	22%	100%	34%	-	28%	100%	-	-	-
Tend to support	(3.0)	14	9	-	12	-	11	-	12	-	13	-	-	-	-
		31%	41%	-	32%	-	41%	-	34%	-	36%	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		17	6	-	14	-	10	-	11	-	13	-	-	-	-
		38%	27%	-	38%	-	37%	-	31%	-	36%	-	-	-	-
NET: Support		28	16	2	23	1	17	3	24	-	23	2	-	-	-
		62%	73%	100%	62%	100%	63%	100%	69%	-	64%	100%	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		28	16	2	23	1	17	3	24	-	23	2	-	-	-
Mean Score		3.50	3.44	4.00	3.48	4.00	3.35	4.00	3.50	-	3.43	4.00	-	-	-
Standard Deviation		.509	.512	-	.511	-	.493	-	.511	-	.507	-	-	-	-
Standard Error		.096	.128	-	.106	-	.119	-	.104	-	.106	-	-	-	-
Error variance		.01	.02	-	.01	-	.01	-	.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	18	18	-	-	-	-	-	-	-	1	8	1	1	2	3	2
	100%	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
Publish more detailed minutes and reports (regular, including investment decisions)	5	5	-	-	-	-	-	-	-	-	3	-	1	1	-	-
	28%	28%	-	-	-	-	-	-	-	-	38%	-	100%	50%	-	-
Explain decisions (make info and data available)	3	3	-	-	-	-	-	-	-	-	1	1	-	1	-	-
	17%	17%	-	-	-	-	-	-	-	-	13%	100%	-	50%	-	-
Public benefit over commercial activity	2	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	11%	11%	-	-	-	-	-	-	-	-	13%	-	-	-	33%	-
New long term strategy	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	6%	6%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Member involvement (on board/strategy/decisions)	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	6%	6%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Financial transparency	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	6%	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	50%
Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow recommendations from EGM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support all members (large and small)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Open Member forum	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	5	5	-	-	-	-	-	-	-	-	3	-	-	-	1	1
	28%	28%	-	-	-	-	-	-	-	-	38%	-	-	-	33%	50%
Other	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	6%	6%	-	-	-	-	-	-	-	-	-	-	-	-	33%	-
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	18 100%	- -	- -	- -	- -	- -	1 100%	2 100%	1 100%	4 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Publish more detailed minutes and reports (regular, including investment decisions)	5 28%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	4 40%	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	3 17%	- -	- -	- -	- -	- -	- -	1 50%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Public benefit over commercial activity	2 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	- -	- -	- -	- -	- -	- -
New long term strategy	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Member involvement (on board/strategy/decisions)	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Financial transparency	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open Member forum	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 28%	- -	- -	- -	- -	- -	- -	1 50%	- -	2 50%	2 20%	- -	- -	- -	- -	- -	- -	- -
Other	1 6%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	18 100%	13 100%	1 100%	14 100%	1 100%	10 100%	2 100%	16 100%	- -	14 100%	2 100%	- -	- -	- -	- -
Publish more detailed minutes and reports (regular, including investment decisions)	5 28%	5 38%	- -	5 36%	- -	4 40%	- -	5 31%	- -	3 21%	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	3 17%	3 23%	- -	3 21%	- -	1 10%	- -	3 19%	- -	3 21%	- -	- -	- -	- -	- -
Public benefit over commercial activity	2 11%	- -	1 100%	- -	1 100%	- -	2 100%	2 13%	- -	- -	2 100%	- -	- -	- -	- -
New long term strategy	1 6%	1 8%	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Member involvement (on board/strategy/decisions)	1 6%	1 8%	- -	1 7%	- -	- -	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Financial transparency	1 6%	- -	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open Member forum	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 28%	3 23%	- -	3 21%	- -	2 20%	- -	3 19%	- -	5 36%	- -	- -	- -	- -	- -
Other	1 6%	1 8%	- -	1 7%	- -	1 10%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Publish more detailed minutes and reports (regular, including investment decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Explain decisions (make info and data available)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement (on board/strategy/decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Financial transparency	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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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	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

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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Public benefit over commercial activity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New long term strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Publish more detailed minutes and reports (regular, including investment decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Explain decisions (make info and data available)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Member involvement (on board/strategy/decisions)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Financial transparency	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Change board members/directors	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
18	-	18	-	-	-	-	-	-	-	1	8	1	1	2	3	2
100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%
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28%	-	28%	-	-	-	-	-	-	-	-	38%	-	100%	50%	-	-
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17%	-	17%	-	-	-	-	-	-	-	-	13%	100%	-	50%	-	-
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Total	18 100%	- -	- -	- -	- -	- -	1 100%	2 100%	1 100%	4 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Publish more detailed minutes and reports (regular, including investment decisions)	5 28%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	4 40%	- -	- -	- -	- -	- -	- -	- -
Explain decisions (make info and data available)	3 17%	- -	- -	- -	- -	- -	- -	1 50%	1 100%	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Public benefit over commercial activity	2 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	- -	- -	- -	- -	- -	- -
New long term strategy	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Member involvement (on board/strategy/decisions)	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Financial transparency	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Change board members/directors	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow recommendations from EGM	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Support all members (large and small)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Open Member forum	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	5 28%	- -	- -	- -	- -	- -	- -	1 50%	- -	2 50%	2 20%	- -	- -	- -	- -	- -	- -	- -
Other	1 6%	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Scale						
	Total	Know very well	Know a fair amount	Know just a little	Heard of but know nothing about it	Never heard of	NET: Know	NET: At least heard of
		*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%								
Social impact programme	43	12	6	7	4	14	25	29
	100%	28%	14%	16%	9%	33%	58%	67%
Policy development	43	14	10	9	6	4	33	39
	100%	33%	23%	21%	14%	9%	77%	91%
Criminal domain suspension	43	16	9	7	5	6	32	37
	100%	37%	21%	16%	12%	14%	74%	86%
Dispute resolution	43	24	4	8	2	5	36	38
	100%	56%	9%	19%	5%	12%	84%	88%

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							
	Member	Stakeholder	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	43	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Social impact programme	25	25	-	-	-	-	-	-	1	1	3	1	7	2	4	6
	58%	58%	-	-	-	-	-	-	25%	100%	27%	100%	100%	50%	67%	67%
Policy development	33	33	-	-	-	-	-	-	1	1	7	1	7	3	6	7
	77%	77%	-	-	-	-	-	-	25%	100%	64%	100%	100%	75%	100%	78%
Criminal domain suspension	32	32	-	-	-	-	-	-	-	1	9	1	3	4	5	9
	74%	74%	-	-	-	-	-	-	-	100%	82%	100%	43%	100%	83%	100%
Dispute resolution	36	36	-	-	-	-	-	-	2	1	11	1	4	4	5	8
	84%	84%	-	-	-	-	-	-	50%	100%	100%	100%	57%	100%	83%	89%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	43 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	19 100%	- -	- -	- -	- -	- -	- -	- -
Social impact programme	25 58%	- -	- -	- -	- -	- -	- -	4 57%	5 71%	4 50%	12 63%	- -	- -	- -	- -	- -	- -	- -
Policy development	33 77%	- -	- -	- -	- -	- -	1 100%	5 71%	5 71%	4 50%	18 95%	- -	- -	- -	- -	- -	- -	- -
Criminal domain suspension	32 74%	- -	- -	- -	- -	- -	1 100%	3 43%	3 43%	6 75%	18 95%	- -	- -	- -	- -	- -	- -	- -
Dispute resolution	36 84%	- -	- -	- -	- -	- -	1 100%	5 71%	5 71%	6 75%	18 95%	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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%	21 100%	2 100%	35 100%	1 100%	26 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Social impact programme	25 58%	12 57%	2 100%	22 63%	1 100%	16 62%	2 100%	24 69%	- -	20 56%	2 100%	- -	- -	- -	- -
Policy development	33 77%	16 76%	2 100%	28 80%	1 100%	21 81%	2 100%	29 83%	- -	27 75%	2 100%	- -	- -	- -	- -
Criminal domain suspension	32 74%	16 76%	2 100%	25 71%	1 100%	19 73%	2 100%	26 74%	- -	27 75%	2 100%	- -	- -	- -	- -
Dispute resolution	36 84%	19 90%	2 100%	29 83%	1 100%	22 85%	2 100%	31 89%	- -	31 86%	2 100%	- -	- -	- -	- -

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		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	12	-	12	-	-	-	-	-	-	-	-	-	1	6	2	2	1
		28%	-	28%	-	-	-	-	-	-	-	-	-	100%	86%	50%	33%	11%
Know a fair amount	(4.0)	6	-	6	-	-	-	-	-	-	-	1	-	-	1	-	1	3
		14%	-	14%	-	-	-	-	-	-	-	100%	-	-	14%	-	17%	33%
Know just a little	(3.0)	7	-	7	-	-	-	-	-	-	1	-	3	-	-	-	1	2
		16%	-	16%	-	-	-	-	-	-	25%	-	27%	-	-	-	17%	22%
Heard of but know nothing about it	(2.0)	4	-	4	-	-	-	-	-	-	-	-	3	-	-	-	1	-
		9%	-	9%	-	-	-	-	-	-	-	-	27%	-	-	-	17%	-
Never heard of	(1.0)	14	-	14	-	-	-	-	-	-	3	-	5	-	-	2	1	3
		33%	-	33%	-	-	-	-	-	-	75%	-	45%	-	-	50%	17%	33%
NET: Know		25	-	25	-	-	-	-	-	-	1	1	3	1	7	2	4	6
		58%	-	58%	-	-	-	-	-	-	25%	100%	27%	100%	100%	50%	67%	67%
NET: At least heard of		29	-	29	-	-	-	-	-	-	1	1	6	1	7	2	5	6
		67%	-	67%	-	-	-	-	-	-	25%	100%	55%	100%	100%	50%	83%	67%
Base for stats		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9
Mean Score		2.95	-	2.95	-	-	-	-	-	-	1.50	4.00	1.82	5.00	4.86	3.00	3.33	2.89
Standard Deviation		1.647	-	1.647	-	-	-	-	-	-	1.000	-	.874	-	.378	2.309	1.633	1.537
Standard Error		.251	-	.251	-	-	-	-	-	-	.500	-	.263	-	.143	1.155	.667	.512
Error variance		.06	-	.06	-	-	-	-	-	-	.25	-	.07	-	.02	1.33	.44	.26

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	12	-	-	-	-	-	-	2	4	2	4	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	29%	57%	25%	21%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	6	-	-	-	-	-	-	1	1	1	3	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	14%	14%	13%	16%	-	-	-	-	-	-	-
Know just a little	(3.0)	7	-	-	-	-	-	-	1	-	1	5	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	14%	-	13%	26%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	4	-	-	-	-	-	1	-	-	-	3	-	-	-	-	-	-	-
		9%	-	-	-	-	-	100%	-	-	-	16%	-	-	-	-	-	-	-
Never heard of	(1.0)	14	-	-	-	-	-	-	3	2	4	4	-	-	-	-	-	-	-
		33%	-	-	-	-	-	-	43%	29%	50%	21%	-	-	-	-	-	-	-
NET: Know		25	-	-	-	-	-	-	4	5	4	12	-	-	-	-	-	-	-
		58%	-	-	-	-	-	-	57%	71%	50%	63%	-	-	-	-	-	-	-
NET: At least heard of		29	-	-	-	-	-	1	4	5	4	15	-	-	-	-	-	-	-
		67%	-	-	-	-	-	100%	57%	71%	50%	79%	-	-	-	-	-	-	-
Base for stats		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
Mean Score		2.95	-	-	-	-	-	2.00	2.86	3.71	2.63	3.00	-	-	-	-	-	-	-
Standard Deviation		1.647	-	-	-	-	-	-	1.864	1.890	1.847	1.453	-	-	-	-	-	-	-
Standard Error		.251	-	-	-	-	-	-	.705	.714	.653	.333	-	-	-	-	-	-	-
Error variance		.06	-	-	-	-	-	-	.50	.51	.43	.11	-	-	-	-	-	-	-

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
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		43	21	2	35	1	26	2	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Know very well	(5.0)	12	8	-	11	-	10	-	11	-	10	-	-	-	-
		28%	38%	-	31%	-	38%	-	31%	-	28%	-	-	-	-
Know a fair amount	(4.0)	6	2	1	5	1	2	1	6	-	5	1	-	-	-
		14%	10%	50%	14%	100%	8%	50%	17%	-	14%	50%	-	-	-
Know just a little	(3.0)	7	2	1	6	-	4	1	7	-	5	1	-	-	-
		16%	10%	50%	17%	-	15%	50%	20%	-	14%	50%	-	-	-
Heard of but know nothing about it	(2.0)	4	4	-	4	-	4	-	4	-	4	-	-	-	-
		9%	19%	-	11%	-	15%	-	11%	-	11%	-	-	-	-
Never heard of	(1.0)	14	5	-	9	-	6	-	7	-	12	-	-	-	-
		33%	24%	-	26%	-	23%	-	20%	-	33%	-	-	-	-
NET: Know		25	12	2	22	1	16	2	24	-	20	2	-	-	-
		58%	57%	100%	63%	100%	62%	100%	69%	-	56%	100%	-	-	-
NET: At least heard of		29	16	2	26	1	20	2	28	-	24	2	-	-	-
		67%	76%	100%	74%	100%	77%	100%	80%	-	67%	100%	-	-	-
Base for stats		43	21	2	35	1	26	2	35	-	36	2	-	-	-
Mean Score		2.95	3.19	3.50	3.14	4.00	3.23	3.50	3.29	-	2.92	3.50	-	-	-
Standard Deviation		1.647	1.692	.707	1.611	-	1.657	.707	1.526	-	1.663	.707	-	-	-
Standard Error		.251	.369	.500	.272	-	.325	.500	.258	-	.277	.500	-	-	-
Error variance		.06	.14	.25	.07	-	.11	.25	.07	-	.08	.25	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group										
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers		
Significance Level: 95%			*a	b	*c		*a	*b	*c	*d	*e		*a	*b	*c	*d	*e	*f	*g	*h
Total		43	-	43	-	-	-	-	-	-	-	4	1	11	1	7	4	6	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Know very well	(5.0)	14	-	14	-	-	-	-	-	-	-	-	-	-	1	2	2	3	6	
		33%	-	33%	-	-	-	-	-	-	-	-	-	-	100%	29%	50%	50%	67%	
Know a fair amount	(4.0)	10	-	10	-	-	-	-	-	-	-	-	1	4	-	4	-	-	1	
		23%	-	23%	-	-	-	-	-	-	-	-	100%	36%	-	57%	-	-	11%	
Know just a little	(3.0)	9	-	9	-	-	-	-	-	-	1	-	3	-	1	1	3	-		
		21%	-	21%	-	-	-	-	-	-	25%	-	27%	-	14%	25%	50%	-		
Heard of but know nothing about it	(2.0)	6	-	6	-	-	-	-	-	-	1	-	3	-	-	1	-	1		
		14%	-	14%	-	-	-	-	-	-	25%	-	27%	-	-	25%	-	11%		
Never heard of	(1.0)	4	-	4	-	-	-	-	-	-	2	-	1	-	-	-	-	1		
		9%	-	9%	-	-	-	-	-	-	50%	-	9%	-	-	-	-	11%		
NET: Know		33	-	33	-	-	-	-	-	-	1	1	7	1	7	3	6	7		
		77%	-	77%	-	-	-	-	-	-	25%	100%	64%	100%	100%	75%	100%	78%		
NET: At least heard of		39	-	39	-	-	-	-	-	-	2	1	10	1	7	4	6	8		
		91%	-	91%	-	-	-	-	-	-	50%	100%	91%	100%	100%	100%	100%	89%		
Base for stats		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9		
Mean Score		3.56	-	3.56	-	-	-	-	-	-	1.75	4.00	2.91	5.00	4.14	3.75	4.00	4.11		
Standard Deviation		1.333	-	1.333	-	-	-	-	-	-	.957	-	1.044	-	.690	1.500	1.095	1.537		
Standard Error		.203	-	.203	-	-	-	-	-	-	.479	-	.315	-	.261	.750	.447	.512		
Error variance		.04	-	.04	-	-	-	-	-	-	.23	-	.10	-	.07	.56	.20	.26		

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	14	-	-	-	-	-	-	-	3	3	8	-	-	-	-	-	-	-
		33%	-	-	-	-	-	-	-	43%	38%	42%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	10	-	-	-	-	-	-	2	2	1	5	-	-	-	-	-	-	-
		23%	-	-	-	-	-	-	29%	29%	13%	26%	-	-	-	-	-	-	-
Know just a little	(3.0)	9	-	-	-	-	-	1	3	-	-	5	-	-	-	-	-	-	-
		21%	-	-	-	-	-	100%	43%	-	-	26%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	6	-	-	-	-	-	-	1	1	2	1	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	14%	14%	25%	5%	-	-	-	-	-	-	-
Never heard of	(1.0)	4	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-
		9%	-	-	-	-	-	-	14%	14%	25%	-	-	-	-	-	-	-	-
NET: Know		33	-	-	-	-	-	1	5	5	4	18	-	-	-	-	-	-	-
		77%	-	-	-	-	-	100%	71%	71%	50%	95%	-	-	-	-	-	-	-
NET: At least heard of		39	-	-	-	-	-	1	6	6	6	19	-	-	-	-	-	-	-
		91%	-	-	-	-	-	100%	86%	86%	75%	100%	-	-	-	-	-	-	-
Base for stats		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
Mean Score		3.56	-	-	-	-	-	3.00	2.86	3.71	3.13	4.05	-	-	-	-	-	-	-
Standard Deviation		1.333	-	-	-	-	-	-	1.069	1.604	1.808	.970	-	-	-	-	-	-	-
Standard Error		.203	-	-	-	-	-	-	.404	.606	.639	.223	-	-	-	-	-	-	-
Error variance		.04	-	-	-	-	-	-	.16	.37	.41	.05	-	-	-	-	-	-	-

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		43	21	2	35	1	26	2	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Know very well	(5.0)	14	7	1	12	1	9	1	12	-	12	1	-	-	-
		33%	33%	50%	34%	100%	35%	50%	34%	-	33%	50%	-	-	-
Know a fair amount	(4.0)	10	6	1	10	-	8	-	10	-	8	-	-	-	-
		23%	29%	50%	29%	-	31%	-	29%	-	22%	-	-	-	-
Know just a little	(3.0)	9	3	-	6	-	4	1	7	-	7	1	-	-	-
		21%	14%	-	17%	-	15%	50%	20%	-	19%	50%	-	-	-
Heard of but know nothing about it	(2.0)	6	4	-	4	-	3	-	5	-	6	-	-	-	-
		14%	19%	-	11%	-	12%	-	14%	-	17%	-	-	-	-
Never heard of	(1.0)	4	1	-	3	-	2	-	1	-	3	-	-	-	-
		9%	5%	-	9%	-	8%	-	3%	-	8%	-	-	-	-
NET: Know		33	16	2	28	1	21	2	29	-	27	2	-	-	-
		77%	76%	100%	80%	100%	81%	100%	83%	-	75%	100%	-	-	-
NET: At least heard of		39	20	2	32	1	24	2	34	-	33	2	-	-	-
		91%	95%	100%	91%	100%	92%	100%	97%	-	92%	100%	-	-	-
Base for stats		43	21	2	35	1	26	2	35	-	36	2	-	-	-
Mean Score		3.56	3.67	4.50	3.69	5.00	3.73	4.00	3.77	-	3.56	4.00	-	-	-
Standard Deviation		1.333	1.278	.707	1.301	-	1.282	1.414	1.165	-	1.340	1.414	-	-	-
Standard Error		.203	.279	.500	.220	-	.252	1.000	.197	-	.223	1.000	-	-	-
Error variance		.04	.08	.25	.05	-	.06	1.00	.04	-	.05	1.00	-	-	-

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		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	16	-	16	-	-	-	-	-	-	-	-	2	1	1	3	4	5
		37%	-	37%	-	-	-	-	-	-	-	-	18%	100%	14%	75%	67%	56%
Know a fair amount	(4.0)	9	-	9	-	-	-	-	-	-	-	1	4	-	-	1	-	3
		21%	-	21%	-	-	-	-	-	-	-	100%	36%	-	-	25%	-	33%
Know just a little	(3.0)	7	-	7	-	-	-	-	-	-	-	-	3	-	2	-	1	1
		16%	-	16%	-	-	-	-	-	-	-	-	27%	-	29%	-	17%	11%
Heard of but know nothing about it	(2.0)	5	-	5	-	-	-	-	-	-	1	-	1	-	2	-	1	-
		12%	-	12%	-	-	-	-	-	-	25%	-	9%	-	29%	-	17%	-
Never heard of	(1.0)	6	-	6	-	-	-	-	-	-	3	-	1	-	2	-	-	-
		14%	-	14%	-	-	-	-	-	-	75%	-	9%	-	29%	-	-	-
NET: Know		32	-	32	-	-	-	-	-	-	-	1	9	1	3	4	5	9
		74%	-	74%	-	-	-	-	-	-	-	100%	82%	100%	43%	100%	83%	100%
NET: At least heard of		37	-	37	-	-	-	-	-	-	1	1	10	1	5	4	6	9
		86%	-	86%	-	-	-	-	-	-	25%	100%	91%	100%	71%	100%	100%	100%
Base for stats		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9
Mean Score		3.56	-	3.56	-	-	-	-	-	-	1.25	4.00	3.45	5.00	2.43	4.75	4.17	4.44
Standard Deviation		1.452	-	1.452	-	-	-	-	-	-	.500	-	1.214	-	1.397	.500	1.329	.726
Standard Error		.221	-	.221	-	-	-	-	-	-	.250	-	.366	-	.528	.250	.543	.242
Error variance		.05	-	.05	-	-	-	-	-	-	.06	-	.13	-	.28	.06	.29	.06

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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		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	16	-	-	-	-	-	1	-	2	5	8	-	-	-	-	-	-	-
		37%	-	-	-	-	-	100%	-	29%	63%	42%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	9	-	-	-	-	-	-	1	-	-	7	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	14%	-	-	37%	-	-	-	-	-	-	-
Know just a little	(3.0)	7	-	-	-	-	-	-	2	1	1	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	29%	14%	13%	16%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	5	-	-	-	-	-	-	1	3	-	1	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	14%	43%	-	5%	-	-	-	-	-	-	-
Never heard of	(1.0)	6	-	-	-	-	-	-	3	1	2	-	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	43%	14%	25%	-	-	-	-	-	-	-	-
NET: Know		32	-	-	-	-	-	1	3	3	6	18	-	-	-	-	-	-	-
		74%	-	-	-	-	-	100%	43%	43%	75%	95%	-	-	-	-	-	-	-
NET: At least heard of		37	-	-	-	-	-	1	4	6	6	19	-	-	-	-	-	-	-
		86%	-	-	-	-	-	100%	57%	86%	75%	100%	-	-	-	-	-	-	-
Base for stats		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
Mean Score		3.56	-	-	-	-	-	5.00	2.14	2.86	3.75	4.16	-	-	-	-	-	-	-
Standard Deviation		1.452	-	-	-	-	-	-	1.215	1.574	1.832	.898	-	-	-	-	-	-	-
Standard Error		.221	-	-	-	-	-	-	.459	.595	.648	.206	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.21	.35	.42	.04	-	-	-	-	-	-	-

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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		43	21	2	35	1	26	2	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Know very well	(5.0)	16	10	2	14	1	12	1	15	-	14	1	-	-	-
		37%	48%	100%	40%	100%	46%	50%	43%	-	39%	50%	-	-	-
Know a fair amount	(4.0)	9	5	-	8	-	4	-	7	-	8	-	-	-	-
		21%	24%	-	23%	-	15%	-	20%	-	22%	-	-	-	-
Know just a little	(3.0)	7	1	-	3	-	3	1	4	-	5	1	-	-	-
		16%	5%	-	9%	-	12%	50%	11%	-	14%	50%	-	-	-
Heard of but know nothing about it	(2.0)	5	4	-	4	-	4	-	5	-	4	-	-	-	-
		12%	19%	-	11%	-	15%	-	14%	-	11%	-	-	-	-
Never heard of	(1.0)	6	1	-	6	-	3	-	4	-	5	-	-	-	-
		14%	5%	-	17%	-	12%	-	11%	-	14%	-	-	-	-
NET: Know		32	16	2	25	1	19	2	26	-	27	2	-	-	-
		74%	76%	100%	71%	100%	73%	100%	74%	-	75%	100%	-	-	-
NET: At least heard of		37	20	2	29	1	23	2	31	-	31	2	-	-	-
		86%	95%	100%	83%	100%	88%	100%	89%	-	86%	100%	-	-	-
Base for stats		43	21	2	35	1	26	2	35	-	36	2	-	-	-
Mean Score		3.56	3.90	5.00	3.57	5.00	3.69	4.00	3.69	-	3.61	4.00	-	-	-
Standard Deviation		1.452	1.338	-	1.539	-	1.490	1.414	1.451	-	1.460	1.414	-	-	-
Standard Error		.221	.292	-	.260	-	.292	1.000	.245	-	.243	1.000	-	-	-
Error variance		.05	.09	-	.07	-	.09	1.00	.06	-	.06	1.00	-	-	-

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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	Government	*d	*e	*f	*g	*h
Total		43	-	43	-	-	-	-	-	-	-	4	1	11	1	7	4	6	9		
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%		
Know very well	(5.0)	24	-	24	-	-	-	-	-	-	1	1	10	1	-	3	3	5			
		56%	-	56%	-	-	-	-	-	-	25%	100%	91%	100%	-	75%	50%	56%			
Know a fair amount	(4.0)	4	-	4	-	-	-	-	-	-	1	-	1	-	-	-	1	1			
		9%	-	9%	-	-	-	-	-	-	25%	-	9%	-	-	-	17%	11%			
Know just a little	(3.0)	8	-	8	-	-	-	-	-	-	-	-	-	-	4	1	1	2			
		19%	-	19%	-	-	-	-	-	-	-	-	-	-	57%	25%	17%	22%			
Heard of but know nothing about it	(2.0)	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-			
		5%	-	5%	-	-	-	-	-	-	-	-	-	-	14%	-	17%	-			
Never heard of	(1.0)	5	-	5	-	-	-	-	-	-	2	-	-	-	2	-	-	1			
		12%	-	12%	-	-	-	-	-	-	50%	-	-	-	29%	-	-	11%			
NET: Know		36	-	36	-	-	-	-	-	-	2	1	11	1	4	4	5	8			
		84%	-	84%	-	-	-	-	-	-	50%	100%	100%	100%	57%	100%	83%	89%			
NET: At least heard of		38	-	38	-	-	-	-	-	-	2	1	11	1	5	4	6	8			
		88%	-	88%	-	-	-	-	-	-	50%	100%	100%	100%	71%	100%	100%	89%			
Base for stats		43	-	43	-	-	-	-	-	-	4	1	11	1	7	4	6	9			
Mean Score		3.93	-	3.93	-	-	-	-	-	-	2.75	5.00	4.91	5.00	2.29	4.50	4.00	4.00			
Standard Deviation		1.421	-	1.421	-	-	-	-	-	-	2.062	-	.302	-	.951	1.000	1.265	1.414			
Standard Error		.217	-	.217	-	-	-	-	-	-	1.031	-	.091	-	.360	.500	.516	.471			
Error variance		.05	-	.05	-	-	-	-	-	-	1.06	-	.01	-	.13	.25	.27	.22			

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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		43 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	19 100%	- -	- -	- -	- -	- -	- -	- -
Know very well		(5.0) 24 56%	- -	- -	- -	- -	- -	- -	3 43%	2 29%	5 63%	14 74%	- -	- -	- -	- -	- -	- -	- -
Know a fair amount		(4.0) 4 9%	- -	- -	- -	- -	- -	1 100%	- -	1 14%	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
Know just a little		(3.0) 8 19%	- -	- -	- -	- -	- -	- -	2 29%	2 29%	- -	3 16%	- -	- -	- -	- -	- -	- -	- -
Heard of but know nothing about it		(2.0) 2 5%	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Never heard of		(1.0) 5 12%	- -	- -	- -	- -	- -	- -	2 29%	1 14%	2 25%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Know		36 84%	- -	- -	- -	- -	- -	1 100%	5 71%	5 71%	6 75%	18 95%	- -	- -	- -	- -	- -	- -	- -
NET: At least heard of		38 88%	- -	- -	- -	- -	- -	1 100%	5 71%	6 86%	6 75%	19 100%	- -	- -	- -	- -	- -	- -	- -
Base for stats		43	-	-	-	-	-	1	7	7	8	19	-	-	-	-	-	-	-
Mean Score		3.93	-	-	-	-	-	4.00	3.29	3.29	3.88	4.47	-	-	-	-	-	-	-
Standard Deviation		1.421	-	-	-	-	-	-	1.799	1.496	1.808	.964	-	-	-	-	-	-	-
Standard Error		.217	-	-	-	-	-	-	.680	.565	.639	.221	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.46	.32	.41	.05	-	-	-	-	-	-	-

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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			
		Trust board	Distrust board	Trust organisation	Distrust 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		43	21	2	35	1	26	2	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Know very well	(5.0)	24	16	2	21	1	16	1	22	-	20	1	-	-	-
		56%	76%	100%	60%	100%	62%	50%	63%	-	56%	50%	-	-	-
Know a fair amount	(4.0)	4	1	-	2	-	2	1	4	-	3	1	-	-	-
		9%	5%	-	6%	-	8%	50%	11%	-	8%	50%	-	-	-
Know just a little	(3.0)	8	2	-	6	-	4	-	5	-	8	-	-	-	-
		19%	10%	-	17%	-	15%	-	14%	-	22%	-	-	-	-
Heard of but know nothing about it	(2.0)	2	2	-	2	-	2	-	2	-	1	-	-	-	-
		5%	10%	-	6%	-	8%	-	6%	-	3%	-	-	-	-
Never heard of	(1.0)	5	-	-	4	-	2	-	2	-	4	-	-	-	-
		12%	-	-	11%	-	8%	-	6%	-	11%	-	-	-	-
NET: Know		36	19	2	29	1	22	2	31	-	31	2	-	-	-
		84%	90%	100%	83%	100%	85%	100%	89%	-	86%	100%	-	-	-
NET: At least heard of		38	21	2	31	1	24	2	33	-	32	2	-	-	-
		88%	100%	100%	89%	100%	92%	100%	94%	-	89%	100%	-	-	-
Base for stats		43	21	2	35	1	26	2	35	-	36	2	-	-	-
Mean Score		3.93	4.48	5.00	3.97	5.00	4.08	4.50	4.20	-	3.94	4.50	-	-	-
Standard Deviation		1.421	1.030	-	1.445	-	1.354	.707	1.232	-	1.393	.707	-	-	-
Standard Error		.217	.225	-	.244	-	.266	.500	.208	-	.232	.500	-	-	-
Error variance		.05	.05	-	.06	-	.07	.25	.04	-	.05	.25	-	-	-

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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
29	11	6	8	1	1	2	17	2	3.93
100%	38%	21%	28%	3%	3%	7%	59%	7%	
39	16	12	5	-	-	6	28	-	4.33
100%	41%	31%	13%	-	-	15%	72%	-	
37	17	7	7	-	-	6	24	-	4.32
100%	46%	19%	19%	-	-	16%	65%	-	
38	22	7	3	-	-	6	29	-	4.59
100%	58%	18%	8%	-	-	16%	76%	-	

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
Significance Level: 95%																
Total	41	41	-	-	-	-	-	-	2	1	11	1	7	4	6	9
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Nominet's social impact programme	17	17	-	-	-	-	-	-	1	-	1	1	5	2	3	4
	59%	59%	-	-	-	-	-	-	100%	-	17%	100%	71%	100%	60%	67%
Nominet's Policy development	28	28	-	-	-	-	-	-	1	1	5	1	5	3	5	7
	72%	72%	-	-	-	-	-	-	50%	100%	50%	100%	71%	75%	83%	88%
Nominet's Criminal domain suspension	24	24	-	-	-	-	-	-	-	1	6	1	2	4	4	6
	65%	65%	-	-	-	-	-	-	-	100%	60%	100%	40%	100%	67%	67%
Nominet's Dispute resolution	29	29	-	-	-	-	-	-	2	1	11	1	1	3	4	6
	76%	76%	-	-	-	-	-	-	100%	100%	100%	100%	20%	75%	67%	75%

P013002 Nominet Listening Process 2021 Phase 2

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

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

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
41	-	-	-	-	-	1	7	6	7	19	-	-	-	-	-	-	-
100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
17	-	-	-	-	-	-	2	5	3	7	-	-	-	-	-	-	-
59%	-	-	-	-	-	-	50%	100%	75%	47%	-	-	-	-	-	-	-
28	-	-	-	-	-	1	2	5	5	15	-	-	-	-	-	-	-
72%	-	-	-	-	-	100%	33%	83%	83%	79%	-	-	-	-	-	-	-
24	-	-	-	-	-	1	2	3	5	13	-	-	-	-	-	-	-
65%	-	-	-	-	-	100%	50%	50%	83%	68%	-	-	-	-	-	-	-
29	-	-	-	-	-	1	3	4	6	15	-	-	-	-	-	-	-
76%	-	-	-	-	-	100%	60%	67%	100%	79%	-	-	-	-	-	-	-

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	41 100%	21 100%	2 100%	33 100%	1 100%	26 100%	2 100%	35 100%	- -	35 100%	2 100%	- -	- -	- -	- -
Nominet's social impact programme	17 59%	10 63%	- -	16 62%	- -	14 70%	- -	16 57%	- -	15 63%	- -	- -	- -	- -	- -
Nominet's Policy development	28 72%	17 85%	2 100%	26 81%	1 100%	21 88%	1 50%	26 76%	- -	23 70%	1 50%	- -	- -	- -	- -
Nominet's Criminal domain suspension	24 65%	16 80%	2 100%	22 76%	1 100%	17 74%	1 50%	23 74%	- -	22 71%	1 50%	- -	- -	- -	- -
Nominet's Dispute resolution	29 76%	18 86%	2 100%	24 77%	1 100%	19 79%	2 100%	27 82%	- -	24 75%	2 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

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

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	41	-	41	-	-	-	-	-	-	2	1	11	1	7	4	6	9
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Nominet's social impact programme	2	-	2	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	7%	-	7%	-	-	-	-	-	-	-	100%	-	-	-	-	20%	-
Nominet's Policy development	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

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

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	41 100%	-	-	-	-	-	1 100%	7 100%	6 100%	7 100%	19 100%	-	-	-	-	-	-	-
Nominet's social impact programme	2 7%	-	-	-	-	-	-	-	-	-	2 13%	-	-	-	-	-	-	-
Nominet's Policy development	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	41 100%	21 100%	2 100%	33 100%	1 100%	26 100%	2 100%	35 100%	- -	35 100%	2 100%	- -	- -	- -	- -
Nominet's social impact programme	2 7%	1 6%	1 50%	1 4%	1 100%	1 5%	1 50%	2 7%	- -	1 4%	1 50%	- -	- -	- -	- -
Nominet's Policy development	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Criminal domain suspension	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Nominet's Dispute resolution	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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		29 100%	- -	29 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	6 100%	1 100%	7 100%	2 100%	5 100%	6 100%
Very satisfied	(5.0)	11	-	11	-	-	-	-	-	-	-	-	-	1	5	1	2	2
		38%	-	38%	-	-	-	-	-	-	-	-	-	100%	71%	50%	40%	33%
Quite satisfied	(4.0)	6	-	6	-	-	-	-	-	-	1	-	1	-	-	1	1	2
		21%	-	21%	-	-	-	-	-	-	100%	-	17%	-	-	50%	20%	33%
Neither satisfied no dissatisfied	(3.0)	8	-	8	-	-	-	-	-	-	-	-	5	-	2	-	-	1
		28%	-	28%	-	-	-	-	-	-	-	-	83%	-	29%	-	-	17%
Quite dissatisfied	(2.0)	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
		3%	-	3%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	20%	-
Don't know		2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1
		7%	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	20%	17%
NET: Satisfied		17	-	17	-	-	-	-	-	-	1	-	1	1	5	2	3	4
		59%	-	59%	-	-	-	-	-	-	100%	-	17%	100%	71%	100%	60%	67%
NET: Dissatisfied		2	-	2	-	-	-	-	-	-	-	1	-	-	-	-	1	-
		7%	-	7%	-	-	-	-	-	-	-	100%	-	-	-	-	20%	-
Base for stats		27	-	27	-	-	-	-	-	-	1	1	6	1	7	2	4	5
Mean Score		3.93	-	3.93	-	-	-	-	-	-	4.00	2.00	3.17	5.00	4.43	4.50	3.75	4.20
Standard Deviation		1.107	-	1.107	-	-	-	-	-	-	-	-	.408	-	.976	.707	1.893	.837
Standard Error		.213	-	.213	-	-	-	-	-	-	-	-	.167	-	.369	.500	.946	.374
Error variance		.05	-	.05	-	-	-	-	-	-	-	-	.03	-	.14	.25	.90	.14

P013002 Nominet Listening Process 2021 Phase 2

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

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

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		29	-	-	-	-	-	1	4	5	4	15	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	11	-	-	-	-	-	-	1	5	1	4	-	-	-	-	-	-	-
		38%	-	-	-	-	-	-	25%	100%	25%	27%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	6	-	-	-	-	-	-	1	-	2	3	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	25%	-	50%	20%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	8	-	-	-	-	-	-	2	-	1	5	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	50%	-	25%	33%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		3%	-	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		3%	-	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-
Don't know		2	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
		7%	-	-	-	-	-	100%	-	-	-	7%	-	-	-	-	-	-	-
NET: Satisfied		17	-	-	-	-	-	-	2	5	3	7	-	-	-	-	-	-	-
		59%	-	-	-	-	-	-	50%	100%	75%	47%	-	-	-	-	-	-	-
NET: Dissatisfied		2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-
Base for stats		27	-	-	-	-	-	-	4	5	4	14	-	-	-	-	-	-	-
Mean Score		3.93	-	-	-	-	-	-	3.75	5.00	4.00	3.57	-	-	-	-	-	-	-
Standard Deviation		1.107	-	-	-	-	-	-	.957	-	.816	1.222	-	-	-	-	-	-	-
Standard Error		.213	-	-	-	-	-	-	.479	-	.408	.327	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.23	-	.17	.11	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

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

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Significance Level: 95%		29	16	2	26	1	20	2	28	-	24	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	11	7	-	10	-	9	-	10	-	9	-	-	-	-	-
		38%	44%	-	38%	-	45%	-	36%	-	38%	-	-	-	-	-
Quite satisfied	(4.0)	6	3	-	6	-	5	-	6	-	6	-	-	-	-	-
		21%	19%	-	23%	-	25%	-	21%	-	25%	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	8	4	1	7	-	3	1	8	-	6	1	-	-	-	-
		28%	25%	50%	27%	-	15%	50%	29%	-	25%	50%	-	-	-	-
Quite dissatisfied	(2.0)	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
		3%	6%	-	4%	-	5%	-	4%	-	4%	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
		3%	-	50%	-	100%	-	50%	4%	-	-	50%	-	-	-	-
Don't know		2	1	-	2	-	2	-	2	-	2	-	-	-	-	-
		7%	6%	-	8%	-	10%	-	7%	-	8%	-	-	-	-	-
NET: Satisfied		17	10	-	16	-	14	-	16	-	15	-	-	-	-	-
		59%	63%	-	62%	-	70%	-	57%	-	63%	-	-	-	-	-
NET: Dissatisfied		2	1	1	1	1	1	1	2	-	1	1	-	-	-	-
		7%	6%	50%	4%	100%	5%	50%	7%	-	4%	50%	-	-	-	-
Base for stats		27	15	2	24	1	18	2	26	-	22	2	-	-	-	-
Mean Score		3.93	4.07	2.00	4.04	1.00	4.22	2.00	3.88	-	4.05	2.00	-	-	-	-
Standard Deviation		1.107	1.033	1.414	.955	-	.943	1.414	1.107	-	.950	1.414	-	-	-	-
Standard Error		.213	.267	1.000	.195	-	.222	1.000	.217	-	.203	1.000	-	-	-	-
Error variance		.05	.07	1.00	.04	-	.05	1.00	.05	-	.04	1.00	-	-	-	-

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		39 100%	- -	39 100%	- -	- -	- -	- -	- -	- -	2 100%	1 100%	10 100%	1 100%	7 100%	4 100%	6 100%	8 100%
Very satisfied	(5.0)	16	-	16	-	-	-	-	-	-	-	-	1	1	3	3	3	5
		41%	-	41%	-	-	-	-	-	-	-	-	10%	100%	43%	75%	50%	63%
Quite satisfied	(4.0)	12	-	12	-	-	-	-	-	-	1	1	4	-	2	-	2	2
		31%	-	31%	-	-	-	-	-	-	50%	100%	40%	-	29%	-	33%	25%
Neither satisfied no dissatisfied	(3.0)	5	-	5	-	-	-	-	-	-	1	-	3	-	1	-	-	-
		13%	-	13%	-	-	-	-	-	-	50%	-	30%	-	14%	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	6	-	-	-	-	-	-	-	-	2	-	1	1	1	1
		15%	-	15%	-	-	-	-	-	-	-	-	20%	-	14%	25%	17%	13%
NET: Satisfied		28	-	28	-	-	-	-	-	-	1	1	5	1	5	3	5	7
		72%	-	72%	-	-	-	-	-	-	50%	100%	50%	100%	71%	75%	83%	88%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	33	-	-	-	-	-	-	2	1	8	1	6	3	5	7
Mean Score		4.33	-	4.33	-	-	-	-	-	-	3.50	4.00	3.75	5.00	4.33	5.00	4.60	4.71
Standard Deviation		.736	-	.736	-	-	-	-	-	-	.707	-	.707	-	.816	-	.548	.488
Standard Error		.128	-	.128	-	-	-	-	-	-	.500	-	.250	-	.333	-	.245	.184
Error variance		.02	-	.02	-	-	-	-	-	-	.25	-	.06	-	.11	-	.06	.03

P013002 Nominet Listening Process 2021 Phase 2

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

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

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		39	-	-	-	-	-	1	6	6	6	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	16	-	-	-	-	-	1	-	4	4	7	-	-	-	-	-	-	-
		41%	-	-	-	-	-	100%	-	67%	67%	37%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	12	-	-	-	-	-	-	2	1	1	8	-	-	-	-	-	-	-
		31%	-	-	-	-	-	-	33%	17%	17%	42%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	5	-	-	-	-	-	-	2	1	-	2	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	33%	17%	-	11%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	-	1	2	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	33%	-	17%	11%	-	-	-	-	-	-	-
NET: Satisfied		28	-	-	-	-	-	1	2	5	5	15	-	-	-	-	-	-	-
		72%	-	-	-	-	-	100%	33%	83%	83%	79%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	-	-	-	-	1	4	6	5	17	-	-	-	-	-	-	-
Mean Score		4.33	-	-	-	-	-	5.00	3.50	4.50	4.80	4.29	-	-	-	-	-	-	-
Standard Deviation		.736	-	-	-	-	-	-	.577	.837	.447	.686	-	-	-	-	-	-	-
Standard Error		.128	-	-	-	-	-	-	.289	.342	.200	.166	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.08	.12	.04	.03	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

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

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%		39	20	2	32	1	24	2	34	-	33	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	16	10	-	15	-	13	-	15	-	15	-	-	-	-	-
		41%	50%	-	47%	-	54%	-	44%	-	45%	-	-	-	-	-
Quite satisfied	(4.0)	12	7	2	11	1	8	1	11	-	8	1	-	-	-	-
		31%	35%	100%	34%	100%	33%	50%	32%	-	24%	50%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	5	2	-	3	-	1	1	5	-	4	1	-	-	-	-
		13%	10%	-	9%	-	4%	50%	15%	-	12%	50%	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	1	-	3	-	2	-	3	-	6	-	-	-	-	-
		15%	5%	-	9%	-	8%	-	9%	-	18%	-	-	-	-	-
NET: Satisfied		28	17	2	26	1	21	1	26	-	23	1	-	-	-	-
		72%	85%	100%	81%	100%	88%	50%	76%	-	70%	50%	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	19	2	29	1	22	2	31	-	27	2	-	-	-	-
Mean Score		4.33	4.42	4.00	4.41	4.00	4.55	3.50	4.32	-	4.41	3.50	-	-	-	-
Standard Deviation		.736	.692	-	.682	-	.596	.707	.748	-	.747	.707	-	-	-	-
Standard Error		.128	.159	-	.127	-	.127	.500	.134	-	.144	.500	-	-	-	-
Error variance		.02	.03	-	.02	-	.02	.25	.02	-	.02	.25	-	-	-	-

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		37	-	37	-	-	-	-	-	-	1	1	10	1	5	4	6	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(5.0)	17	-	17	-	-	-	-	-	-	-	-	3	1	1	3	4	5
		46%	-	46%	-	-	-	-	-	-	-	-	30%	100%	20%	75%	67%	56%
Quite satisfied	(4.0)	7	-	7	-	-	-	-	-	-	-	1	3	-	1	1	-	1
		19%	-	19%	-	-	-	-	-	-	-	100%	30%	-	20%	25%	-	11%
Neither satisfied no dissatisfied	(3.0)	7	-	7	-	-	-	-	-	-	1	-	2	-	1	-	-	3
		19%	-	19%	-	-	-	-	-	-	100%	-	20%	-	20%	-	-	33%
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	6	-	-	-	-	-	-	-	-	2	-	2	-	2	-
		16%	-	16%	-	-	-	-	-	-	-	-	20%	-	40%	-	33%	-
NET: Satisfied		24	-	24	-	-	-	-	-	-	-	1	6	1	2	4	4	6
		65%	-	65%	-	-	-	-	-	-	-	100%	60%	100%	40%	100%	67%	67%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	-	31	-	-	-	-	-	-	1	1	8	1	3	4	4	9
Mean Score		4.32	-	4.32	-	-	-	-	-	-	3.00	4.00	4.13	5.00	4.00	4.75	5.00	4.22
Standard Deviation		.832	-	.832	-	-	-	-	-	-	-	-	.835	-	1.000	.500	-	.972
Standard Error		.149	-	.149	-	-	-	-	-	-	-	-	.295	-	.577	.250	-	.324
Error variance		.02	-	.02	-	-	-	-	-	-	-	-	.09	-	.33	.06	-	.10

P013002 Nominet Listening Process 2021 Phase 2

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

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

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		37	-	-	-	-	-	1	4	6	6	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	17	-	-	-	-	-	1	-	2	4	10	-	-	-	-	-	-	-
		46%	-	-	-	-	-	100%	-	33%	67%	53%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	-	-	-	-	-	-	2	1	1	3	-	-	-	-	-	-	-
		19%	-	-	-	-	-	-	50%	17%	17%	16%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	7	-	-	-	-	-	-	-	2	1	3	-	-	-	-	-	-	-
		19%	-	-	-	-	-	-	-	33%	17%	16%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	50%	17%	-	16%	-	-	-	-	-	-	-
NET: Satisfied		24	-	-	-	-	-	1	2	3	5	13	-	-	-	-	-	-	-
		65%	-	-	-	-	-	100%	50%	50%	83%	68%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	-	-	-	-	-	1	2	5	6	16	-	-	-	-	-	-	-
Mean Score		4.32	-	-	-	-	-	5.00	4.00	4.00	4.50	4.44	-	-	-	-	-	-	-
Standard Deviation		.832	-	-	-	-	-	-	-	1.000	.837	.814	-	-	-	-	-	-	-
Standard Error		.149	-	-	-	-	-	-	-	.447	.342	.203	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	-	.20	.12	.04	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust 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		37	20	2	29	1	23	2	31	-	31	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	17	12	1	15	1	13	1	16	-	15	1	-	-	-
		46%	60%	50%	52%	100%	57%	50%	52%	-	48%	50%	-	-	-
Quite satisfied	(4.0)	7	4	1	7	-	4	-	7	-	7	-	-	-	-
		19%	20%	50%	24%	-	17%	-	23%	-	23%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	7	3	-	4	-	4	-	4	-	4	-	-	-	-
		19%	15%	-	14%	-	17%	-	13%	-	13%	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	1	-	3	-	2	1	4	-	5	1	-	-	-
		16%	5%	-	10%	-	9%	50%	13%	-	16%	50%	-	-	-
NET: Satisfied		24	16	2	22	1	17	1	23	-	22	1	-	-	-
		65%	80%	100%	76%	100%	74%	50%	74%	-	71%	50%	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	19	2	26	1	21	1	27	-	26	1	-	-	-
Mean Score		4.32	4.47	4.50	4.42	5.00	4.43	5.00	4.44	-	4.42	5.00	-	-	-
Standard Deviation		.832	.772	.707	.758	-	.811	-	.751	-	.758	-	-	-	-
Standard Error		.149	.177	.500	.149	-	.177	-	.145	-	.149	-	-	-	-
Error variance		.02	.03	.25	.02	-	.03	-	.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		38 100%	- -	38 100%	- -	- -	- -	- -	- -	- -	2 100%	1 100%	11 100%	1 100%	5 100%	4 100%	6 100%	8 100%
Very satisfied	(5.0)	22	-	22	-	-	-	-	-	-	1	1	8	1	-	3	3	5
		58%	-	58%	-	-	-	-	-	-	50%	100%	73%	100%	-	75%	50%	63%
Quite satisfied	(4.0)	7	-	7	-	-	-	-	-	-	1	-	3	-	1	-	1	1
		18%	-	18%	-	-	-	-	-	-	50%	-	27%	-	20%	-	17%	13%
Neither satisfied no dissatisfied	(3.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	-	2
		8%	-	8%	-	-	-	-	-	-	-	-	-	-	20%	-	-	25%
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	6	-	-	-	-	-	-	-	-	-	-	3	1	2	-
		16%	-	16%	-	-	-	-	-	-	-	-	-	-	60%	25%	33%	-
NET: Satisfied		29	-	29	-	-	-	-	-	-	2	1	11	1	1	3	4	6
		76%	-	76%	-	-	-	-	-	-	100%	100%	100%	100%	20%	75%	67%	75%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	-	32	-	-	-	-	-	-	2	1	11	1	2	3	4	8
Mean Score		4.59	-	4.59	-	-	-	-	-	-	4.50	5.00	4.73	5.00	3.50	5.00	4.75	4.38
Standard Deviation		.665	-	.665	-	-	-	-	-	-	.707	-	.467	-	.707	-	.500	.916
Standard Error		.118	-	.118	-	-	-	-	-	-	.500	-	.141	-	.500	-	.250	.324
Error variance		.01	-	.01	-	-	-	-	-	-	.25	-	.02	-	.25	-	.06	.10

P013002 Nominet Listening Process 2021 Phase 2

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

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

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	5	6	6	19	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	22	-	-	-	-	-	1	2	2	5	12	-	-	-	-	-	-	-
		58%	-	-	-	-	-	100%	40%	33%	83%	63%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	-	-	-	-	-	-	1	2	1	3	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	20%	33%	17%	16%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	3	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	-	17%	-	5%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	40%	17%	-	16%	-	-	-	-	-	-	-
NET: Satisfied		29	-	-	-	-	-	1	3	4	6	15	-	-	-	-	-	-	-
		76%	-	-	-	-	-	100%	60%	67%	100%	79%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	-	-	-	-	-	1	3	5	6	16	-	-	-	-	-	-	-
Mean Score		4.59	-	-	-	-	-	5.00	4.67	4.20	4.83	4.69	-	-	-	-	-	-	-
Standard Deviation		.665	-	-	-	-	-	-	.577	.837	.408	.602	-	-	-	-	-	-	-
Standard Error		.118	-	-	-	-	-	-	.333	.374	.167	.151	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.11	.14	.03	.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

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%		38	21	2	31	1	24	2	33	-	32	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	22	16	1	21	-	17	-	21	-	19	-	-	-	-	-
		58%	76%	50%	68%	-	71%	-	64%	-	59%	-	-	-	-	-
Quite satisfied	(4.0)	7	2	1	3	1	2	2	6	-	5	2	-	-	-	-
		18%	10%	50%	10%	100%	8%	100%	18%	-	16%	100%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	3	1	-	2	-	2	-	1	-	2	-	-	-	-	-
		8%	5%	-	6%	-	8%	-	3%	-	6%	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	2	-	5	-	3	-	5	-	6	-	-	-	-	-
		16%	10%	-	16%	-	13%	-	15%	-	19%	-	-	-	-	-
NET: Satisfied		29	18	2	24	1	19	2	27	-	24	2	-	-	-	-
		76%	86%	100%	77%	100%	79%	100%	82%	-	75%	100%	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	19	2	26	1	21	2	28	-	26	2	-	-	-	-
Mean Score		4.59	4.79	4.50	4.73	4.00	4.71	4.00	4.71	-	4.65	4.00	-	-	-	-
Standard Deviation		.665	.535	.707	.604	-	.644	-	.535	-	.629	-	-	-	-	-
Standard Error		.118	.123	.500	.118	-	.140	-	.101	-	.123	-	-	-	-	-
Error variance		.01	.02	.25	.01	-	.02	-	.01	-	.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
54	11	6	8	1	1	2	25	17	2	3.93
100%	20%	11%	15%	2%	2%	4%	46%	31%	4%	
54	16	12	5	-	-	6	15	28	-	4.33
100%	30%	22%	9%	-	-	11%	28%	52%	-	
54	17	7	7	-	-	6	17	24	-	4.32
100%	31%	13%	13%	-	-	11%	31%	44%	-	
54	22	7	3	-	-	6	16	29	-	4.59
100%	41%	13%	6%	-	-	11%	30%	54%	-	

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	54 100%	- -	54 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Nominet's social impact programme	17 31%	- -	17 31%	- -	- -	- -	- -	- -	- -	1 20%	- -	1 6%	1 100%	5 50%	2 40%	3 50%	4 40%
Nominet's Policy development	28 52%	- -	28 52%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	5 31%	1 100%	5 50%	3 60%	5 83%	7 70%
Nominet's Criminal domain suspension	24 44%	- -	24 44%	- -	- -	- -	- -	- -	- -	- -	1 100%	6 38%	1 100%	2 20%	4 80%	4 67%	6 60%
Nominet's Dispute resolution	29 54%	- -	29 54%	- -	- -	- -	- -	- -	- -	2 40%	1 100%	11 69%	1 100%	1 10%	3 60%	4 67%	6 60%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		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	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Nominet's social impact programme	17 31%	- -	- -	- -	- -	- -	- -	2 18%	5 56%	3 38%	7 32%	- -	- -	- -	- -	- -	- -	- -
Nominet's Policy development	28 52%	- -	- -	- -	- -	- -	1 100%	2 18%	5 56%	5 63%	15 68%	- -	- -	- -	- -	- -	- -	- -
Nominet's Criminal domain suspension	24 44%	- -	- -	- -	- -	- -	1 100%	2 18%	3 33%	5 63%	13 59%	- -	- -	- -	- -	- -	- -	- -
Nominet's Dispute resolution	29 54%	- -	- -	- -	- -	- -	1 100%	3 27%	4 44%	6 75%	15 68%	- -	- -	- -	- -	- -	- -	- -

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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Nominet's social impact programme	17 31%	10 40%	- -	16 38%	- -	14 50%	- -	16 46%	- -	15 42%	- -	- -	- -	- -	- -
Nominet's Policy development	28 52%	17 68%	2 100%	26 62%	1 100%	21 75%	1 33%	26 74%	- -	23 64%	1 50%	- -	- -	- -	- -
Nominet's Criminal domain suspension	24 44%	16 64%	2 100%	22 52%	1 100%	17 61%	1 33%	23 66%	- -	22 61%	1 50%	- -	- -	- -	- -
Nominet's Dispute resolution	29 54%	18 72%	2 100%	24 57%	1 100%	19 68%	2 67%	27 77%	- -	24 67%	2 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	54	-	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Nominet's social impact programme	2	-	2	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	4%	-	4%	-	-	-	-	-	-	-	100%	-	-	-	-	17%	-
Nominet's Policy development	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	54 100%	-	-	-	-	-	1 100%	11 100%	9 100%	8 100%	22 100%	-	-	-	-	-	-	-
Nominet's social impact programme	2 4%	-	-	-	-	-	-	-	-	-	2 9%	-	-	-	-	-	-	-
Nominet's Policy development	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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			
	Trust board	Distrust board	Trust organisation	Distrust 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	54	25	2	42	1	28	3	35	-	36	2	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Nominet's social impact programme	2	1	1	1	1	1	2	-	1	1	-	-	-	-
	4%	4%	50%	2%	100%	4%	33%	6%	3%	50%	-	-	-	-
Nominet's Policy development	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Criminal domain suspension	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nominet's Dispute resolution	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		54 100%	- -	54 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Very satisfied	(5.0)	11	-	11	-	-	-	-	-	-	-	-	-	1	5	1	2	2
		20%	-	20%	-	-	-	-	-	-	-	-	100%	50%	20%	33%	20%	
Quite satisfied	(4.0)	6	-	6	-	-	-	-	-	-	1	-	1	-	-	1	1	2
		11%	-	11%	-	-	-	-	-	-	20%	-	6%	-	-	20%	17%	20%
Neither satisfied no dissatisfied	(3.0)	8	-	8	-	-	-	-	-	-	-	-	5	-	2	-	-	1
		15%	-	15%	-	-	-	-	-	-	-	-	31%	-	20%	-	-	10%
Quite dissatisfied	(2.0)	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
		2%	-	2%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-
Don't know		2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1
		4%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	17%	10%
Never heard of		25	-	25	-	-	-	-	-	-	4	-	10	-	3	3	1	4
		46%	-	46%	-	-	-	-	-	-	80%	-	63%	-	30%	60%	17%	40%
NET: Satisfied		17	-	17	-	-	-	-	-	-	1	-	1	1	5	2	3	4
		31%	-	31%	-	-	-	-	-	-	20%	-	6%	100%	50%	40%	50%	40%
NET: Dissatisfied		2	-	2	-	-	-	-	-	-	-	1	-	-	-	-	1	-
		4%	-	4%	-	-	-	-	-	-	-	100%	-	-	-	-	17%	-
Base for stats		27	-	27	-	-	-	-	-	-	1	1	6	1	7	2	4	5
Mean Score		3.93	-	3.93	-	-	-	-	-	-	4.00	2.00	3.17	5.00	4.43	4.50	3.75	4.20
Standard Deviation		1.107	-	1.107	-	-	-	-	-	-	-	-	.408	-	.976	.707	1.893	.837
Standard Error		.213	-	.213	-	-	-	-	-	-	-	-	.167	-	.369	.500	.946	.374
Error variance		.05	-	.05	-	-	-	-	-	-	-	-	.03	-	.14	.25	.90	.14

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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		54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	11	-	-	-	-	-	-	1	5	1	4	-	-	-	-	-	-	-
		20%	-	-	-	-	-	-	9%	56%	13%	18%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	6	-	-	-	-	-	-	1	-	2	3	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	9%	-	25%	14%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	8	-	-	-	-	-	-	2	-	1	5	-	-	-	-	-	-	-
		15%	-	-	-	-	-	-	18%	-	13%	23%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-
Don't know		2	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-
		4%	-	-	-	-	-	100%	-	-	-	5%	-	-	-	-	-	-	-
Never heard of		25	-	-	-	-	-	-	7	4	4	7	-	-	-	-	-	-	-
		46%	-	-	-	-	-	-	64%	44%	50%	32%	-	-	-	-	-	-	-
NET: Satisfied		17	-	-	-	-	-	-	2	5	3	7	-	-	-	-	-	-	-
		31%	-	-	-	-	-	-	18%	56%	38%	32%	-	-	-	-	-	-	-
NET: Dissatisfied		2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		4%	-	-	-	-	-	-	-	-	-	9%	-	-	-	-	-	-	-
Base for stats		27	-	-	-	-	-	-	4	5	4	14	-	-	-	-	-	-	-
Mean Score		3.93	-	-	-	-	-	-	3.75	5.00	4.00	3.57	-	-	-	-	-	-	-
Standard Deviation		1.107	-	-	-	-	-	-	.957	-	.816	1.222	-	-	-	-	-	-	-
Standard Error		.213	-	-	-	-	-	-	.479	-	.408	.327	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.23	-	.17	.11	-	-	-	-	-	-	-

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

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	11	7	-	10	-	9	-	10	-	9	-	-	-	-	-
		20%	28%	-	24%	-	32%	-	29%	-	25%	-	-	-	-	-
Quite satisfied	(4.0)	6	3	-	6	-	5	-	6	-	6	-	-	-	-	-
		11%	12%	-	14%	-	18%	-	17%	-	17%	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	8	4	1	7	-	3	1	8	-	6	1	-	-	-	-
		15%	16%	50%	17%	-	11%	33%	23%	-	17%	50%	-	-	-	-
Quite dissatisfied	(2.0)	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
		2%	4%	-	2%	-	4%	-	3%	-	3%	-	-	-	-	-
Very dissatisfied	(1.0)	1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
		2%	-	50%	-	100%	-	33%	3%	-	-	50%	-	-	-	-
Don't know		2	1	-	2	-	2	-	2	-	2	-	-	-	-	-
		4%	4%	-	5%	-	7%	-	6%	-	6%	-	-	-	-	-
Never heard of		25	9	-	16	-	8	1	7	-	12	-	-	-	-	-
		46%	36%	-	38%	-	29%	33%	20%	-	33%	-	-	-	-	-
NET: Satisfied		17	10	-	16	-	14	-	16	-	15	-	-	-	-	-
		31%	40%	-	38%	-	50%	-	46%	-	42%	-	-	-	-	-
NET: Dissatisfied		2	1	1	1	1	1	1	2	-	1	1	-	-	-	-
		4%	4%	50%	2%	100%	4%	33%	6%	-	3%	50%	-	-	-	-
Base for stats		27	15	2	24	1	18	2	26	-	22	2	-	-	-	-
Mean Score		3.93	4.07	2.00	4.04	1.00	4.22	2.00	3.88	-	4.05	2.00	-	-	-	-
Standard Deviation		1.107	1.033	1.414	.955	-	.943	1.414	1.107	-	.950	1.414	-	-	-	-
Standard Error		.213	.267	1.000	.195	-	.222	1.000	.217	-	.203	1.000	-	-	-	-
Error variance		.05	.07	1.00	.04	-	.05	1.00	.05	-	.04	1.00	-	-	-	-

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		54 100%	- -	54 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Very satisfied	(5.0)	16	-	16	-	-	-	-	-	-	-	-	1	1	3	3	3	5
		30%	-	30%	-	-	-	-	-	-	-	-	6%	100%	30%	60%	50%	50%
Quite satisfied	(4.0)	12	-	12	-	-	-	-	-	-	1	1	4	-	2	-	2	2
		22%	-	22%	-	-	-	-	-	-	20%	100%	25%	-	20%	-	33%	20%
Neither satisfied no dissatisfied	(3.0)	5	-	5	-	-	-	-	-	-	1	-	3	-	1	-	-	-
		9%	-	9%	-	-	-	-	-	-	20%	-	19%	-	10%	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	6	-	-	-	-	-	-	-	-	2	-	1	1	1	1
		11%	-	11%	-	-	-	-	-	-	-	-	13%	-	10%	20%	17%	10%
Never heard of		15	-	15	-	-	-	-	-	-	3	-	6	-	3	1	-	2
		28%	-	28%	-	-	-	-	-	-	60%	-	38%	-	30%	20%	-	20%
NET: Satisfied		28	-	28	-	-	-	-	-	-	1	1	5	1	5	3	5	7
		52%	-	52%	-	-	-	-	-	-	20%	100%	31%	100%	50%	60%	83%	70%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	33	-	-	-	-	-	-	2	1	8	1	6	3	5	7
Mean Score		4.33	-	4.33	-	-	-	-	-	-	3.50	4.00	3.75	5.00	4.33	5.00	4.60	4.71
Standard Deviation		.736	-	.736	-	-	-	-	-	-	.707	-	.707	-	.816	-	.548	.488
Standard Error		.128	-	.128	-	-	-	-	-	-	.500	-	.250	-	.333	-	.245	.184
Error variance		.02	-	.02	-	-	-	-	-	-	.25	-	.06	-	.11	-	.06	.03

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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		54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	16	-	-	-	-	-	1	-	4	4	7	-	-	-	-	-	-	-
		30%	-	-	-	-	-	100%	-	44%	50%	32%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	12	-	-	-	-	-	-	2	1	1	8	-	-	-	-	-	-	-
		22%	-	-	-	-	-	-	18%	11%	13%	36%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	5	-	-	-	-	-	-	2	1	-	2	-	-	-	-	-	-	-
		9%	-	-	-	-	-	-	18%	11%	-	9%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	-	1	2	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	18%	-	13%	9%	-	-	-	-	-	-	-
Never heard of		15	-	-	-	-	-	-	5	3	2	3	-	-	-	-	-	-	-
		28%	-	-	-	-	-	-	45%	33%	25%	14%	-	-	-	-	-	-	-
NET: Satisfied		28	-	-	-	-	-	1	2	5	5	15	-	-	-	-	-	-	-
		52%	-	-	-	-	-	100%	18%	56%	63%	68%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	-	-	-	-	1	4	6	5	17	-	-	-	-	-	-	-
Mean Score		4.33	-	-	-	-	-	5.00	3.50	4.50	4.80	4.29	-	-	-	-	-	-	-
Standard Deviation		.736	-	-	-	-	-	-	.577	.837	.447	.686	-	-	-	-	-	-	-
Standard Error		.128	-	-	-	-	-	-	.289	.342	.200	.166	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.08	.12	.04	.03	-	-	-	-	-	-	-

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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
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	16	10	-	15	-	13	-	15	-	15	-	-	-	-	-
		30%	40%	-	36%	-	46%	-	43%	-	42%	-	-	-	-	-
Quite satisfied	(4.0)	12	7	2	11	1	8	1	11	-	8	1	-	-	-	-
		22%	28%	100%	26%	100%	29%	33%	31%	-	22%	50%	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	5	2	-	3	-	1	1	5	-	4	1	-	-	-	-
		9%	8%	-	7%	-	4%	33%	14%	-	11%	50%	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	1	-	3	-	2	-	3	-	6	-	-	-	-	-
		11%	4%	-	7%	-	7%	-	9%	-	17%	-	-	-	-	-
Never heard of		15	5	-	10	-	4	1	1	-	3	-	-	-	-	-
		28%	20%	-	24%	-	14%	33%	3%	-	8%	-	-	-	-	-
NET: Satisfied		28	17	2	26	1	21	1	26	-	23	1	-	-	-	-
		52%	68%	100%	62%	100%	75%	33%	74%	-	64%	50%	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	19	2	29	1	22	2	31	-	27	2	-	-	-	-
Mean Score		4.33	4.42	4.00	4.41	4.00	4.55	3.50	4.32	-	4.41	3.50	-	-	-	-
Standard Deviation		.736	.692	-	.682	-	.596	.707	.748	-	.747	.707	-	-	-	-
Standard Error		.128	.159	-	.127	-	.127	.500	.134	-	.144	.500	-	-	-	-
Error variance		.02	.03	-	.02	-	.02	.25	.02	-	.02	.25	-	-	-	-

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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							
		Member	Stakeholder	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															
Total		54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(5.0)	17	17	-	-	-	-	-	-	-	-	3	1	1	3	4	5
		31%	31%	-	-	-	-	-	-	-	-	19%	100%	10%	60%	67%	50%
Quite satisfied	(4.0)	7	7	-	-	-	-	-	-	-	1	3	-	1	1	-	1
		13%	13%	-	-	-	-	-	-	-	100%	19%	-	10%	20%	-	10%
Neither satisfied no dissatisfied	(3.0)	7	7	-	-	-	-	-	-	1	-	2	-	1	-	-	3
		13%	13%	-	-	-	-	-	-	20%	-	13%	-	10%	-	-	30%
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	6	-	-	-	-	-	-	-	-	2	-	2	-	2	-
		11%	11%	-	-	-	-	-	-	-	-	13%	-	20%	-	33%	-
Never heard of		17	17	-	-	-	-	-	-	4	-	6	-	5	1	-	1
		31%	31%	-	-	-	-	-	-	80%	-	38%	-	50%	20%	-	10%
NET: Satisfied		24	24	-	-	-	-	-	-	-	1	6	1	2	4	4	6
		44%	44%	-	-	-	-	-	-	-	100%	38%	100%	20%	80%	67%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	31	-	-	-	-	-	-	1	1	8	1	3	4	4	9
Mean Score		4.32	4.32	-	-	-	-	-	-	3.00	4.00	4.13	5.00	4.00	4.75	5.00	4.22
Standard Deviation		.832	.832	-	-	-	-	-	-	-	-	.835	-	1.000	.500	-	.972
Standard Error		.149	.149	-	-	-	-	-	-	-	-	.295	-	.577	.250	-	.324
Error variance		.02	.02	-	-	-	-	-	-	-	-	.09	-	.33	.06	-	.10

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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		54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	17	-	-	-	-	-	1	-	2	4	10	-	-	-	-	-	-	-
		31%	-	-	-	-	-	100%	-	22%	50%	45%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	-	-	-	-	-	-	2	1	1	3	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	18%	11%	13%	14%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	7	-	-	-	-	-	-	-	2	1	3	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	-	22%	13%	14%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	18%	11%	-	14%	-	-	-	-	-	-	-
Never heard of		17	-	-	-	-	-	-	7	3	2	3	-	-	-	-	-	-	-
		31%	-	-	-	-	-	-	64%	33%	25%	14%	-	-	-	-	-	-	-
NET: Satisfied		24	-	-	-	-	-	1	2	3	5	13	-	-	-	-	-	-	-
		44%	-	-	-	-	-	100%	18%	33%	63%	59%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	-	-	-	-	-	1	2	5	6	16	-	-	-	-	-	-	-
Mean Score		4.32	-	-	-	-	-	5.00	4.00	4.00	4.50	4.44	-	-	-	-	-	-	-
Standard Deviation		.832	-	-	-	-	-	-	-	1.000	.837	.814	-	-	-	-	-	-	-
Standard Error		.149	-	-	-	-	-	-	-	.447	.342	.203	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	-	.20	.12	.04	-	-	-	-	-	-	-

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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		54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	17	12	1	15	1	13	1	16	-	15	1	-	-	-	-
		31%	48%	50%	36%	100%	46%	33%	46%	-	42%	50%	-	-	-	-
Quite satisfied	(4.0)	7	4	1	7	-	4	-	7	-	7	-	-	-	-	-
		13%	16%	50%	17%	-	14%	-	20%	-	19%	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	7	3	-	4	-	4	-	4	-	4	-	-	-	-	-
		13%	12%	-	10%	-	14%	-	11%	-	11%	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	1	-	3	-	2	1	4	-	5	1	-	-	-	-
		11%	4%	-	7%	-	7%	33%	11%	-	14%	50%	-	-	-	-
Never heard of		17	5	-	13	-	5	1	4	-	5	-	-	-	-	-
		31%	20%	-	31%	-	18%	33%	11%	-	14%	-	-	-	-	-
NET: Satisfied		24	16	2	22	1	17	1	23	-	22	1	-	-	-	-
		44%	64%	100%	52%	100%	61%	33%	66%	-	61%	50%	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		31	19	2	26	1	21	1	27	-	26	1	-	-	-	-
Mean Score		4.32	4.47	4.50	4.42	5.00	4.43	5.00	4.44	-	4.42	5.00	-	-	-	-
Standard Deviation		.832	.772	.707	.758	-	.811	-	.751	-	.758	-	-	-	-	-
Standard Error		.149	.177	.500	.149	-	.177	-	.145	-	.149	-	-	-	-	-
Error variance		.02	.03	.25	.02	-	.03	-	.02	-	.02	-	-	-	-	-

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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		54 100%	- -	54 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Very satisfied	(5.0)	22 41%	- -	22 41%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	8 50%	1 100%	- -	3 60%	3 50%	5 50%
Quite satisfied	(4.0)	7 13%	- -	7 13%	- -	- -	- -	- -	- -	- -	1 20%	- -	3 19%	- -	1 10%	- -	1 17%	1 10%
Neither satisfied no dissatisfied	(3.0)	3 6%	- -	3 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	2 20%
Quite dissatisfied	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		6 11%	- -	6 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 30%	1 20%	2 33%	- -
Never heard of		16 30%	- -	16 30%	- -	- -	- -	- -	- -	- -	3 60%	- -	5 31%	- -	5 50%	1 20%	- -	2 20%
NET: Satisfied		29 54%	- -	29 54%	- -	- -	- -	- -	- -	- -	2 40%	1 100%	11 69%	1 100%	1 10%	3 60%	4 67%	6 60%
NET: Dissatisfied		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		32	-	32	-	-	-	-	-	-	2	1	11	1	2	3	4	8
Mean Score		4.59	-	4.59	-	-	-	-	-	-	4.50	5.00	4.73	5.00	3.50	5.00	4.75	4.38
Standard Deviation		.665	-	.665	-	-	-	-	-	-	.707	-	.467	-	.707	-	.500	.916
Standard Error		.118	-	.118	-	-	-	-	-	-	.500	-	.141	-	.500	-	.250	.324
Error variance		.01	-	.01	-	-	-	-	-	-	.25	-	.02	-	.25	-	.06	.10

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: 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		54	-	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Very satisfied	(5.0)	22	-	-	-	-	-	1	2	2	5	12	-	-	-	-	-	-	-
		41%	-	-	-	-	-	100%	18%	22%	63%	55%	-	-	-	-	-	-	-
Quite satisfied	(4.0)	7	-	-	-	-	-	-	1	2	1	3	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	9%	22%	13%	14%	-	-	-	-	-	-	-
Neither satisfied no dissatisfied	(3.0)	3	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		6%	-	-	-	-	-	-	-	11%	-	5%	-	-	-	-	-	-	-
Quite dissatisfied	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very dissatisfied	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	1	-	3	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	18%	11%	-	14%	-	-	-	-	-	-	-
Never heard of		16	-	-	-	-	-	-	6	3	2	3	-	-	-	-	-	-	-
		30%	-	-	-	-	-	-	55%	33%	25%	14%	-	-	-	-	-	-	-
NET: Satisfied		29	-	-	-	-	-	1	3	4	6	15	-	-	-	-	-	-	-
		54%	-	-	-	-	-	100%	27%	44%	75%	68%	-	-	-	-	-	-	-
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		32	-	-	-	-	-	1	3	5	6	16	-	-	-	-	-	-	-
Mean Score		4.59	-	-	-	-	-	5.00	4.67	4.20	4.83	4.69	-	-	-	-	-	-	-
Standard Deviation		.665	-	-	-	-	-	-	.577	.837	.408	.602	-	-	-	-	-	-	-
Standard Error		.118	-	-	-	-	-	-	.333	.374	.167	.151	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.11	.14	.03	.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

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
			Total	Trust board	Distrust board	Trust 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		54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Very satisfied	(5.0)	22 41%	16 64%	1 50%	21 50%	- -	17 61%	- -	21 60%	- -	19 53%	- -	- -	- -	- -	- -
Quite satisfied	(4.0)	7 13%	2 8%	1 50%	3 7%	1 100%	2 7%	2 67%	6 17%	- -	5 14%	2 100%	- -	- -	- -	- -
Neither satisfied no dissatisfied	(3.0)	3 6%	1 4%	- -	2 5%	- -	2 7%	- -	1 3%	- -	2 6%	- -	- -	- -	- -	- -
Quite dissatisfied	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Very dissatisfied	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		6 11%	2 8%	- -	5 12%	- -	3 11%	- -	5 14%	- -	6 17%	- -	- -	- -	- -	- -
Never heard of		16 30%	4 16%	- -	11 26%	- -	4 14%	1 33%	2 6%	- -	4 11%	- -	- -	- -	- -	- -
NET: Satisfied		29 54%	18 72%	2 100%	24 57%	1 100%	19 68%	2 67%	27 77%	- -	24 67%	2 100%	- -	- -	- -	- -
NET: Dissatisfied		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		32	19	2	26	1	21	2	28	-	26	2	-	-	-	-
Mean Score		4.59	4.79	4.50	4.73	4.00	4.71	4.00	4.71	-	4.65	4.00	-	-	-	-
Standard Deviation		.665	.535	.707	.604	-	.644	-	.535	-	.629	-	-	-	-	-
Standard Error		.118	.123	.500	.118	-	.140	-	.101	-	.123	-	-	-	-	-
Error variance		.01	.02	.25	.01	-	.02	-	.01	-	.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	2 100%	- -	2 100%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	1 100%	- -
Link to the role of Nominet	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Fund training on DNS and security	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Lack of investment	1 50%	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -
Poor investments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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	2 100%	-	-	-	-	-	-	-	-	-	2 100%	-	-	-	-	-	-	-
Link to the role of Nominet	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Fund training on DNS and security	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Lack of investment	1 50%	-	-	-	-	-	-	-	-	-	1 50%	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Activity is just a PR exercise/ Reporting of benefits is disingenuous/distrust numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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	2 100%	1 100%	1 100%	1 100%	1 100%	1 100%	1 100%	2 100%	- -	1 100%	1 100%	- -	- -	- -	- -
Link to the role of Nominet	1 50%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 100%	- -	- -	- -	- -	- -
Fund training on DNS and security	1 50%	1 100%	- -	1 100%	- -	1 100%	- -	1 50%	- -	1 100%	- -	- -	- -	- -	- -
Lack of investment	1 50%	- -	1 100%	- -	1 100%	- -	1 100%	1 50%	- -	- -	1 100%	- -	- -	- -	- -
Poor investments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Activity is just a PR exercise/ Reporting of benefits is disengenuous/distrust numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Distrust Nominet in general	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Should not be Nominet's job	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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 Members dissatisfied with Nominet's social impact programme

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Distrust Nominet in general	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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

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

P013002 Nominet Listening Process 2021 Phase 2

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

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

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

P013002 Nominet Listening Process 2021 Phase 2

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

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

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

P013002 Nominet Listening Process 2021 Phase 2

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

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

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Link to the role of Nominet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Should not be Nominet's job	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

	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
Significance Level: 95%									
Development of a dedicated Scouts badge focused on improving online safety	42 100%	4 10%	6 14%	3 7%	3 7%	26 62%	13 31%	16 38%	2.02
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	42 100%	2 5%	4 10%	9 21%	4 10%	23 55%	15 36%	19 45%	2.00
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	42 100%	3 7%	4 10%	9 21%	8 19%	18 43%	16 38%	24 57%	2.19
Working with Micro:bit Educational Foundation to launch micro:bit classroom	42 100%	1 2%	3 7%	5 12%	2 5%	31 74%	9 21%	11 26%	1.60
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	42 100%	5 12%	3 7%	5 12%	6 14%	23 55%	13 31%	19 45%	2.07

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
		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%	42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Development of a dedicated Scouts badge focused on improving online safety	13	-	13	-	-	-	-	-	-	-	1	1	-	7	1	1	2
	31%	-	31%	-	-	-	-	-	-	-	100%	9%	-	100%	25%	20%	22%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	15	-	15	-	-	-	-	-	-	1	1	2	-	6	1	1	3
	36%	-	36%	-	-	-	-	-	-	25%	100%	18%	-	86%	25%	20%	33%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	16	-	16	-	-	-	-	-	-	-	1	2	-	5	2	2	4
	38%	-	38%	-	-	-	-	-	-	-	100%	18%	-	71%	50%	40%	44%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	9	-	9	-	-	-	-	-	-	-	1	1	-	4	1	1	1
	21%	-	21%	-	-	-	-	-	-	-	100%	9%	-	57%	25%	20%	11%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	13	-	13	-	-	-	-	-	-	-	1	2	-	6	1	2	1
	31%	-	31%	-	-	-	-	-	-	-	100%	18%	-	86%	25%	40%	11%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	13 31%	- -	- -	- -	- -	- -	- -	3 43%	4 57%	2 25%	4 22%	- -	- -	- -	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	15 36%	- -	- -	- -	- -	- -	- -	3 43%	4 57%	2 25%	6 33%	- -	- -	- -	- -	- -	- -	- -
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	16 38%	- -	- -	- -	- -	- -	- -	1 14%	5 71%	3 38%	7 39%	- -	- -	- -	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	9 21%	- -	- -	- -	- -	- -	- -	1 14%	4 57%	1 13%	3 17%	- -	- -	- -	- -	- -	- -	- -
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	13 31%	- -	- -	- -	- -	- -	- -	2 29%	4 57%	1 13%	6 33%	- -	- -	- -	- -	- -	- -	- -

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	42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	13 31%	7 33%	1 50%	13 37%	- -	9 36%	- -	13 37%	- -	12 33%	- -	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	15 36%	8 38%	1 50%	14 40%	- -	10 40%	1 50%	15 43%	- -	13 36%	1 50%	- -	- -	- -	- -
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	16 38%	8 38%	2 100%	14 40%	1 100%	11 44%	2 100%	16 46%	- -	13 36%	2 100%	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	9 21%	5 24%	1 50%	9 26%	- -	7 28%	- -	9 26%	- -	8 22%	- -	- -	- -	- -	- -
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	13 31%	6 29%	2 100%	11 31%	1 100%	8 32%	2 100%	13 37%	- -	10 28%	2 100%	- -	- -	- -	- -

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		42	-	42	-	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	4	-	4	-	-	-	-	-	-	-	-	-	-	-	3	-	-	1	-
		10%	-	10%	-	-	-	-	-	-	-	-	-	-	-	43%	-	-	20%	-
Know a fair amount	(4.0)	6	-	6	-	-	-	-	-	-	-	-	-	1	-	3	1	-	-	1
		14%	-	14%	-	-	-	-	-	-	-	-	-	100%	-	43%	25%	-	-	11%
Know just a little	(3.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1
		7%	-	7%	-	-	-	-	-	-	-	-	-	-	9%	-	14%	-	-	11%
Heard of but know nothing about it	(2.0)	3	-	3	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1
		7%	-	7%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	20%	11%
Never heard of	(1.0)	26	-	26	-	-	-	-	-	-	-	-	4	-	10	-	-	3	3	6
		62%	-	62%	-	-	-	-	-	-	-	-	100%	-	91%	-	-	75%	60%	67%
NET: Know		13	-	13	-	-	-	-	-	-	-	-	-	1	1	-	7	1	1	2
		31%	-	31%	-	-	-	-	-	-	-	-	-	100%	9%	-	100%	25%	20%	22%
NET: At least heard of		16	-	16	-	-	-	-	-	-	-	-	-	1	1	1	7	1	2	3
		38%	-	38%	-	-	-	-	-	-	-	-	-	100%	9%	100%	100%	25%	40%	33%
Base for stats		42	-	42	-	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9
Mean Score		2.02	-	2.02	-	-	-	-	-	-	-	-	1.00	4.00	1.18	2.00	4.29	1.75	2.00	1.67
Standard Deviation		1.473	-	1.473	-	-	-	-	-	-	-	-	-	-	.603	-	.756	1.500	1.732	1.118
Standard Error		.227	-	.227	-	-	-	-	-	-	-	-	-	-	.182	-	.286	.750	.775	.373
Error variance		.05	-	.05	-	-	-	-	-	-	-	-	-	-	.03	-	.08	.56	.60	.14

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	4	-	-	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	14%	29%	-	6%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	6	-	-	-	-	-	-	2	-	2	2	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	29%	-	25%	11%	-	-	-	-	-	-	-
Know just a little	(3.0)	3	-	-	-	-	-	-	-	2	-	1	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	-	29%	-	6%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	3	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-	-
		7%	-	-	-	-	-	100%	-	-	13%	6%	-	-	-	-	-	-	-
Never heard of	(1.0)	26	-	-	-	-	-	-	4	3	5	13	-	-	-	-	-	-	-
		62%	-	-	-	-	-	-	57%	43%	63%	72%	-	-	-	-	-	-	-
NET: Know		13	-	-	-	-	-	-	3	4	2	4	-	-	-	-	-	-	-
		31%	-	-	-	-	-	-	43%	57%	25%	22%	-	-	-	-	-	-	-
NET: At least heard of		16	-	-	-	-	-	1	3	4	3	5	-	-	-	-	-	-	-
		38%	-	-	-	-	-	100%	43%	57%	38%	28%	-	-	-	-	-	-	-
Base for stats		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
Mean Score		2.02	-	-	-	-	-	2.00	2.43	2.71	1.88	1.72	-	-	-	-	-	-	-
Standard Deviation		1.473	-	-	-	-	-	-	1.813	1.799	1.356	1.320	-	-	-	-	-	-	-
Standard Error		.227	-	-	-	-	-	-	.685	.680	.479	.311	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.47	.46	.23	.10	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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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		42	21	2	35	1	25	2	35	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Know very well	(5.0)	4	2	-	4	-	3	-	4	-	4	-	-	-	-
		10%	10%	-	11%	-	12%	-	11%	-	11%	-	-	-	-
Know a fair amount	(4.0)	6	4	-	6	-	4	-	6	-	6	-	-	-	-
		14%	19%	-	17%	-	16%	-	17%	-	17%	-	-	-	-
Know just a little	(3.0)	3	1	1	3	-	2	-	3	-	2	-	-	-	-
		7%	5%	50%	9%	-	8%	-	9%	-	6%	-	-	-	-
Heard of but know nothing about it	(2.0)	3	3	-	3	-	2	-	3	-	3	-	-	-	-
		7%	14%	-	9%	-	8%	-	9%	-	8%	-	-	-	-
Never heard of	(1.0)	26	11	1	19	1	14	2	19	-	21	2	-	-	-
		62%	52%	50%	54%	100%	56%	100%	54%	-	58%	100%	-	-	-
NET: Know		13	7	1	13	-	9	-	13	-	12	-	-	-	-
		31%	33%	50%	37%	-	36%	-	37%	-	33%	-	-	-	-
NET: At least heard of		16	10	1	16	-	11	-	16	-	15	-	-	-	-
		38%	48%	50%	46%	-	44%	-	46%	-	42%	-	-	-	-
Base for stats		42	21	2	35	1	25	2	35	-	36	2	-	-	-
Mean Score		2.02	2.19	2.00	2.23	1.00	2.20	1.00	2.23	-	2.14	1.00	-	-	-
Standard Deviation		1.473	1.504	1.414	1.536	-	1.555	-	1.536	-	1.533	-	-	-	-
Standard Error		.227	.328	1.000	.260	-	.311	-	.260	-	.256	-	-	-	-
Error variance		.05	.11	1.00	.07	-	.10	-	.07	-	.07	-	-	-	-

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		42	-	42	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Know very well	(5.0)	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-		
		5%	-	5%	-	-	-	-	-	-	-	-	-	-	14%	-	20%	-		
Know a fair amount	(4.0)	4	-	4	-	-	-	-	-	-	-	-	1	-	3	-	-	-		
		10%	-	10%	-	-	-	-	-	-	-	-	100%	-	43%	-	-	-		
Know just a little	(3.0)	9	-	9	-	-	-	-	-	-	-	1	-	2	-	2	1	-	3	
		21%	-	21%	-	-	-	-	-	-	-	25%	-	18%	-	29%	25%	-	33%	
Heard of but know nothing about it	(2.0)	4	-	4	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	
		10%	-	10%	-	-	-	-	-	-	-	-	-	9%	100%	-	-	20%	11%	
Never heard of	(1.0)	23	-	23	-	-	-	-	-	-	-	3	-	8	-	1	3	3	5	
		55%	-	55%	-	-	-	-	-	-	-	75%	-	73%	-	14%	75%	60%	56%	
NET: Know		15	-	15	-	-	-	-	-	-	-	1	1	2	-	6	1	1	3	
		36%	-	36%	-	-	-	-	-	-	-	25%	100%	18%	-	86%	25%	20%	33%	
NET: At least heard of		19	-	19	-	-	-	-	-	-	-	1	1	3	1	6	1	2	4	
		45%	-	45%	-	-	-	-	-	-	-	25%	100%	27%	100%	86%	25%	40%	44%	
Base for stats		42	-	42	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
Mean Score		2.00	-	2.00	-	-	-	-	-	-	-	1.50	4.00	1.45	2.00	3.43	1.50	2.00	1.78	
Standard Deviation		1.269	-	1.269	-	-	-	-	-	-	-	1.000	-	.820	-	1.272	1.000	1.732	.972	
Standard Error		.196	-	.196	-	-	-	-	-	-	-	.500	-	.247	-	.481	.500	.775	.324	
Error variance		.04	-	.04	-	-	-	-	-	-	-	.25	-	.06	-	.23	.25	.60	.10	

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Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	2	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
		5%	-	-	-	-	-	-	-	14%	-	6%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	4	-	-	-	-	-	-	1	2	-	1	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	14%	29%	-	6%	-	-	-	-	-	-	-
Know just a little	(3.0)	9	-	-	-	-	-	-	2	1	2	4	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	29%	14%	25%	22%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	4	-	-	-	-	-	1	-	-	1	2	-	-	-	-	-	-	-
		10%	-	-	-	-	-	100%	-	-	13%	11%	-	-	-	-	-	-	-
Never heard of	(1.0)	23	-	-	-	-	-	-	4	3	5	10	-	-	-	-	-	-	-
		55%	-	-	-	-	-	-	57%	43%	63%	56%	-	-	-	-	-	-	-
NET: Know		15	-	-	-	-	-	-	3	4	2	6	-	-	-	-	-	-	-
		36%	-	-	-	-	-	-	43%	57%	25%	33%	-	-	-	-	-	-	-
NET: At least heard of		19	-	-	-	-	-	1	3	4	3	8	-	-	-	-	-	-	-
		45%	-	-	-	-	-	100%	43%	57%	38%	44%	-	-	-	-	-	-	-
Base for stats		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
Mean Score		2.00	-	-	-	-	-	2.00	2.00	2.71	1.63	1.94	-	-	-	-	-	-	-
Standard Deviation		1.269	-	-	-	-	-	-	1.291	1.704	.916	1.259	-	-	-	-	-	-	-
Standard Error		.196	-	-	-	-	-	-	.488	.644	.324	.297	-	-	-	-	-	-	-
Error variance		.04	-	-	-	-	-	-	.24	.41	.10	.09	-	-	-	-	-	-	-

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%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Know very well	(5.0)	2 5%	1 5%	- -	2 6%	- -	1 4%	- -	2 6%	- -	2 6%	- -	- -	- -	- -	- -
Know a fair amount	(4.0)	4 10%	3 14%	- -	4 11%	- -	4 16%	- -	4 11%	- -	3 8%	- -	- -	- -	- -	- -
Know just a little	(3.0)	9 21%	4 19%	1 50%	8 23%	- -	5 20%	1 50%	9 26%	- -	8 22%	1 50%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	4 10%	3 14%	- -	4 11%	- -	3 12%	- -	4 11%	- -	4 11%	- -	- -	- -	- -	- -
Never heard of	(1.0)	23 55%	10 48%	1 50%	17 49%	1 100%	12 48%	1 50%	16 46%	- -	19 53%	1 50%	- -	- -	- -	- -
NET: Know		15 36%	8 38%	1 50%	14 40%	- -	10 40%	1 50%	15 43%	- -	13 36%	1 50%	- -	- -	- -	- -
NET: At least heard of		19 45%	11 52%	1 50%	18 51%	- -	13 52%	1 50%	19 54%	- -	17 47%	1 50%	- -	- -	- -	- -
Base for stats		42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
Mean Score		2.00	2.14	2.00	2.14	1.00	2.16	2.00	2.20	-	2.03	2.00	-	-	-	-
Standard Deviation		1.269	1.315	1.414	1.309	-	1.313	1.414	1.302	-	1.276	1.414	-	-	-	-
Standard Error		.196	.287	1.000	.221	-	.263	1.000	.220	-	.213	1.000	-	-	-	-
Error variance		.04	.08	1.00	.05	-	.07	1.00	.05	-	.05	1.00	-	-	-	-

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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		42 100%	- -	42 100%	- -	- -	- -	- -	- -	- -	4 100%	1 100%	11 100%	1 100%	7 100%	4 100%	5 100%	9 100%
Know very well		(5.0) 3 7%	- -	3 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	1 20%	1 11%
Know a fair amount		(4.0) 4 10%	- -	4 10%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	2 29%	1 25%	- -	- -	- -
Know just a little		(3.0) 9 21%	- -	9 21%	- -	- -	- -	- -	- -	- -	- -	- -	2 18%	2 29%	1 25%	1 20%	3 33%	
Heard of but know nothing about it		(2.0) 8 19%	- -	8 19%	- -	- -	- -	- -	- -	- -	- -	- -	3 27%	1 100%	- -	1 25%	2 40%	1 11%
Never heard of		(1.0) 18 43%	- -	18 43%	- -	- -	- -	- -	- -	- -	4 100%	- -	6 55%	- -	2 29%	1 25%	1 20%	4 44%
NET: Know		16 38%	- -	16 38%	- -	- -	- -	- -	- -	- -	- -	1 100%	2 18%	- -	5 71%	2 50%	2 40%	4 44%
NET: At least heard of		24 57%	- -	24 57%	- -	- -	- -	- -	- -	- -	- -	1 100%	5 45%	1 100%	5 71%	3 75%	4 80%	5 56%
Base for stats		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
Mean Score		2.19	-	2.19	-	-	-	-	-	-	1.00	4.00	1.64	2.00	3.00	2.50	2.60	2.22
Standard Deviation		1.292	-	1.292	-	-	-	-	-	-	-	-	.809	-	1.528	1.291	1.517	1.394
Standard Error		.199	-	.199	-	-	-	-	-	-	-	-	.244	-	.577	.645	.678	.465
Error variance		.04	-	.04	-	-	-	-	-	-	-	-	.06	-	.33	.42	.46	.22

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	3	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	-	14%	-	11%	-	-	-	-	-	-	-
Know a fair amount	(4.0)	4	-	-	-	-	-	-	1	1	1	1	-	-	-	-	-	-	-
		10%	-	-	-	-	-	-	14%	14%	13%	6%	-	-	-	-	-	-	-
Know just a little	(3.0)	9	-	-	-	-	-	-	-	3	2	4	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	-	43%	25%	22%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	8	-	-	-	-	-	1	-	-	1	6	-	-	-	-	-	-	-
		19%	-	-	-	-	-	100%	-	-	13%	33%	-	-	-	-	-	-	-
Never heard of	(1.0)	18	-	-	-	-	-	-	6	2	4	5	-	-	-	-	-	-	-
		43%	-	-	-	-	-	-	86%	29%	50%	28%	-	-	-	-	-	-	-
NET: Know		16	-	-	-	-	-	-	1	5	3	7	-	-	-	-	-	-	-
		38%	-	-	-	-	-	-	14%	71%	38%	39%	-	-	-	-	-	-	-
NET: At least heard of		24	-	-	-	-	-	1	1	5	4	13	-	-	-	-	-	-	-
		57%	-	-	-	-	-	100%	14%	71%	50%	72%	-	-	-	-	-	-	-
Base for stats		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
Mean Score		2.19	-	-	-	-	-	2.00	1.43	2.86	2.00	2.39	-	-	-	-	-	-	-
Standard Deviation		1.292	-	-	-	-	-	-	1.134	1.464	1.195	1.290	-	-	-	-	-	-	-
Standard Error		.199	-	-	-	-	-	-	.429	.553	.423	.304	-	-	-	-	-	-	-
Error variance		.04	-	-	-	-	-	-	.18	.31	.18	.09	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Know very well	(5.0)	3 7%	2 10%	- -	3 9%	- -	3 12%	- -	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Know a fair amount	(4.0)	4 10%	3 14%	- -	4 11%	- -	4 16%	- -	4 11%	- -	4 11%	- -	- -	- -	- -	- -
Know just a little	(3.0)	9 21%	3 14%	2 100%	7 20%	1 100%	4 16%	2 100%	9 26%	- -	6 17%	2 100%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	8 19%	7 33%	- -	8 23%	- -	5 20%	- -	8 23%	- -	7 19%	- -	- -	- -	- -	- -
Never heard of	(1.0)	18 43%	6 29%	- -	13 37%	- -	9 36%	- -	11 31%	- -	16 44%	- -	- -	- -	- -	- -
NET: Know		16 38%	8 38%	2 100%	14 40%	1 100%	11 44%	2 100%	16 46%	- -	13 36%	2 100%	- -	- -	- -	- -
NET: At least heard of		24 57%	15 71%	2 100%	22 63%	1 100%	16 64%	2 100%	24 69%	- -	20 56%	2 100%	- -	- -	- -	- -
Base for stats		42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
Mean Score		2.19	2.43	3.00	2.31	3.00	2.48	3.00	2.43	-	2.19	3.00	-	-	-	-
Standard Deviation		1.292	1.326	-	1.323	-	1.447	-	1.290	-	1.348	-	-	-	-	-
Standard Error		.199	.289	-	.224	-	.289	-	.218	-	.225	-	-	-	-	-
Error variance		.04	.08	-	.05	-	.08	-	.05	-	.05	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	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		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Know very well	(5.0)	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
		2%	-	2%	-	-	-	-	-	-	-	-	-	14%	-	-	-	-
Know a fair amount	(4.0)	3	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
		7%	-	7%	-	-	-	-	-	-	-	-	-	43%	-	-	-	-
Know just a little	(3.0)	5	-	5	-	-	-	-	-	-	-	1	1	-	-	1	1	1
		12%	-	12%	-	-	-	-	-	-	-	100%	9%	-	-	25%	20%	11%
Heard of but know nothing about it	(2.0)	2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-
		5%	-	5%	-	-	-	-	-	-	-	-	-	100%	-	-	20%	-
Never heard of	(1.0)	31	-	31	-	-	-	-	-	-	4	-	10	-	3	3	3	8
		74%	-	74%	-	-	-	-	-	-	100%	-	91%	-	43%	75%	60%	89%
NET: Know		9	-	9	-	-	-	-	-	-	-	1	1	-	4	1	1	1
		21%	-	21%	-	-	-	-	-	-	-	100%	9%	-	57%	25%	20%	11%
NET: At least heard of		11	-	11	-	-	-	-	-	-	-	1	1	1	4	1	2	1
		26%	-	26%	-	-	-	-	-	-	-	100%	9%	100%	57%	25%	40%	11%
Base for stats		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
Mean Score		1.60	-	1.60	-	-	-	-	-	-	1.00	3.00	1.18	2.00	2.86	1.50	1.60	1.22
Standard Deviation		1.106	-	1.106	-	-	-	-	-	-	-	-	.603	-	1.773	1.000	.894	.667
Standard Error		.171	-	.171	-	-	-	-	-	-	-	-	.182	-	.670	.500	.400	.222
Error variance		.03	-	.03	-	-	-	-	-	-	-	-	.03	-	.45	.25	.16	.05

P013002 Nominet Listening Process 2021 Phase 2

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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		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Know very well	(5.0)	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	14%	-	-	-	-	-	-	-	-	-
Know a fair amount	(4.0)	3	-	-	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-
		7%	-	-	-	-	-	-	14%	29%	-	-	-	-	-	-	-	-	-
Know just a little	(3.0)	5	-	-	-	-	-	-	-	1	1	3	-	-	-	-	-	-	-
		12%	-	-	-	-	-	-	-	14%	13%	17%	-	-	-	-	-	-	-
Heard of but know nothing about it	(2.0)	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-
		5%	-	-	-	-	-	100%	-	-	13%	-	-	-	-	-	-	-	-
Never heard of	(1.0)	31	-	-	-	-	-	-	6	3	6	15	-	-	-	-	-	-	-
		74%	-	-	-	-	-	-	86%	43%	75%	83%	-	-	-	-	-	-	-
NET: Know		9	-	-	-	-	-	-	1	4	1	3	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	14%	57%	13%	17%	-	-	-	-	-	-	-
NET: At least heard of		11	-	-	-	-	-	1	1	4	2	3	-	-	-	-	-	-	-
		26%	-	-	-	-	-	100%	14%	57%	25%	17%	-	-	-	-	-	-	-
Base for stats		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
Mean Score		1.60	-	-	-	-	-	2.00	1.43	2.71	1.38	1.33	-	-	-	-	-	-	-
Standard Deviation		1.106	-	-	-	-	-	-	1.134	1.704	.744	.767	-	-	-	-	-	-	-
Standard Error		.171	-	-	-	-	-	-	.429	.644	.263	.181	-	-	-	-	-	-	-
Error variance		.03	-	-	-	-	-	-	.18	.41	.07	.03	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		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		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Know very well	(5.0)	1 2%	-	-	1 3%	-	-	-	1 3%	-	1 3%	-	-	-	-	-
Know a fair amount	(4.0)	3 7%	2 10%	-	3 9%	-	3 12%	-	3 9%	-	2 6%	-	-	-	-	-
Know just a little	(3.0)	5 12%	3 14%	1 50%	5 14%	-	4 16%	-	5 14%	-	5 14%	-	-	-	-	-
Heard of but know nothing about it	(2.0)	2 5%	2 10%	-	2 6%	-	1 4%	-	2 6%	-	2 6%	-	-	-	-	-
Never heard of	(1.0)	31 74%	14 67%	1 50%	24 69%	1 100%	17 68%	2 100%	24 69%	-	26 72%	2 100%	-	-	-	-
NET: Know		9 21%	5 24%	1 50%	9 26%	-	7 28%	-	9 26%	-	8 22%	-	-	-	-	-
NET: At least heard of		11 26%	7 33%	1 50%	11 31%	-	8 32%	-	11 31%	-	10 28%	-	-	-	-	-
Base for stats		42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
Mean Score		1.60	1.67	2.00	1.71	1.00	1.72	1.00	1.71	-	1.61	1.00	-	-	-	-
Standard Deviation		1.106	1.065	1.414	1.178	-	1.137	-	1.178	-	1.103	-	-	-	-	-
Standard Error		.171	.232	1.000	.199	-	.227	-	.199	-	.184	-	-	-	-	-
Error variance		.03	.05	1.00	.04	-	.05	-	.04	-	.03	-	-	-	-	-

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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
5	-	5	-	-	-	-	-	-	-	-	-	-	4	-	1	-	
12%	-	12%	-	-	-	-	-	-	-	-	-	-	57%	-	20%	-	
3	-	3	-	-	-	-	-	-	-	1	-	-	2	-	-	-	
7%	-	7%	-	-	-	-	-	-	-	100%	-	-	29%	-	-	-	
5	-	5	-	-	-	-	-	-	-	-	2	-	-	1	1	1	
12%	-	12%	-	-	-	-	-	-	-	-	18%	-	-	25%	20%	11%	
6	-	6	-	-	-	-	-	-	-	-	-	1	-	-	2	3	
14%	-	14%	-	-	-	-	-	-	-	-	-	100%	-	-	40%	33%	
23	-	23	-	-	-	-	-	-	4	-	9	-	1	3	1	5	
55%	-	55%	-	-	-	-	-	-	100%	-	82%	-	14%	75%	20%	56%	
13	-	13	-	-	-	-	-	-	-	1	2	-	6	1	2	1	
31%	-	31%	-	-	-	-	-	-	-	100%	18%	-	86%	25%	40%	11%	
19	-	19	-	-	-	-	-	-	-	1	2	1	6	1	4	4	
45%	-	45%	-	-	-	-	-	-	-	100%	18%	100%	86%	25%	80%	44%	
42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
2.07	-	2.07	-	-	-	-	-	-	1.00	4.00	1.36	2.00	4.14	1.50	2.60	1.56	
1.438	-	1.438	-	-	-	-	-	-	-	-	.809	-	1.464	1.000	1.517	.726	
.222	-	.222	-	-	-	-	-	-	-	-	.244	-	.553	.500	.678	.242	
.05	-	.05	-	-	-	-	-	-	-	-	.06	-	.31	.25	.46	.06	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Know very well		(5.0) 5 12%	- -	- -	- -	- -	- -	- -	2 29%	2 29%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
Know a fair amount		(4.0) 3 7%	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	2 11%	- -	- -	- -	- -	- -	- -	- -
Know just a little		(3.0) 5 12%	- -	- -	- -	- -	- -	- -	- -	1 14%	1 13%	3 17%	- -	- -	- -	- -	- -	- -	- -
Heard of but know nothing about it		(2.0) 6 14%	- -	- -	- -	- -	- -	1 100%	- -	- -	2 25%	3 17%	- -	- -	- -	- -	- -	- -	- -
Never heard of		(1.0) 23 55%	- -	- -	- -	- -	- -	- -	5 71%	3 43%	5 63%	9 50%	- -	- -	- -	- -	- -	- -	- -
NET: Know		13 31%	- -	- -	- -	- -	- -	- -	2 29%	4 57%	1 13%	6 33%	- -	- -	- -	- -	- -	- -	- -
NET: At least heard of		19 45%	- -	- -	- -	- -	- -	1 100%	2 29%	4 57%	3 38%	9 50%	- -	- -	- -	- -	- -	- -	- -
Base for stats		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
Mean Score		2.07	-	-	-	-	-	2.00	2.14	2.86	1.50	2.06	-	-	-	-	-	-	-
Standard Deviation		1.438	-	-	-	-	-	-	1.952	1.864	.756	1.305	-	-	-	-	-	-	-
Standard Error		.222	-	-	-	-	-	-	.738	.705	.267	.308	-	-	-	-	-	-	-
Error variance		.05	-	-	-	-	-	-	.54	.50	.07	.09	-	-	-	-	-	-	-

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

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Know very well	(5.0)	5 12%	3 14%	- -	5 14%	- -	4 16%	- -	5 14%	- -	4 11%	- -	- -	- -	- -	- -
Know a fair amount	(4.0)	3 7%	2 10%	- -	3 9%	- -	2 8%	- -	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Know just a little	(3.0)	5 12%	1 5%	2 100%	3 9%	1 100%	2 8%	2 100%	5 14%	- -	3 8%	2 100%	- -	- -	- -	- -
Heard of but know nothing about it	(2.0)	6 14%	5 24%	- -	6 17%	- -	4 16%	- -	6 17%	- -	6 17%	- -	- -	- -	- -	- -
Never heard of	(1.0)	23 55%	10 48%	- -	18 51%	- -	13 52%	- -	16 46%	- -	20 56%	- -	- -	- -	- -	- -
NET: Know		13 31%	6 29%	2 100%	11 31%	1 100%	8 32%	2 100%	13 37%	- -	10 28%	2 100%	- -	- -	- -	- -
NET: At least heard of		19 45%	11 52%	2 100%	17 49%	1 100%	12 48%	2 100%	19 54%	- -	16 44%	2 100%	- -	- -	- -	- -
Base for stats		42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
Mean Score		2.07	2.19	3.00	2.17	3.00	2.20	3.00	2.29	-	2.03	3.00	-	-	-	-
Standard Deviation		1.438	1.504	-	1.505	-	1.555	-	1.487	-	1.424	-	-	-	-	-
Standard Error		.222	.328	-	.254	-	.311	-	.251	-	.237	-	-	-	-	-
Error variance		.05	.11	-	.06	-	.10	-	.06	-	.06	-	-	-	-	-

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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
Development of a dedicated Scouts badge focused on improving online safety	42	19	15	-	-	8	34	-	3.56
	100%	45%	36%	-	-	19%	81%	-	
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	42	24	8	1	-	9	32	1	3.70
	100%	57%	19%	2%	-	21%	76%	2%	
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	42	27	6	-	-	9	33	-	3.82
	100%	64%	14%	-	-	21%	79%	-	
Working with Micro:bit Educational Foundation to launch micro:bit classroom	42	16	9	-	-	17	25	-	3.64
	100%	38%	21%	-	-	40%	60%	-	
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	42	23	11	1	-	7	34	1	3.63
	100%	55%	26%	2%	-	17%	81%	2%	

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	42	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Development of a dedicated Scouts badge focused on improving online safety	34	34	-	-	-	-	-	-	1	1	11	1	7	4	4	5
81%	-	81%	-	-	-	-	-	-	25%	100%	100%	100%	100%	100%	80%	56%
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	32	32	-	-	-	-	-	-	1	1	10	1	7	4	3	5
76%	-	76%	-	-	-	-	-	-	25%	100%	91%	100%	100%	100%	60%	56%
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	33	33	-	-	-	-	-	-	1	1	10	1	7	4	4	5
79%	-	79%	-	-	-	-	-	-	25%	100%	91%	100%	100%	100%	80%	56%
Working with Micro:bit Educational Foundation to launch micro:bit classroom	25	25	-	-	-	-	-	-	1	-	9	1	5	4	3	2
60%	-	60%	-	-	-	-	-	-	25%	-	82%	100%	71%	100%	60%	22%
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	34	34	-	-	-	-	-	-	1	1	11	1	7	4	4	5
81%	-	81%	-	-	-	-	-	-	25%	100%	100%	100%	100%	100%	80%	56%

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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

	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	42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	34 81%	- -	- -	- -	- -	- -	1 100%	6 86%	5 71%	7 88%	14 78%	- -	- -	- -	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	32 76%	- -	- -	- -	- -	- -	1 100%	6 86%	5 71%	6 75%	13 72%	- -	- -	- -	- -	- -	- -	- -
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	33 79%	- -	- -	- -	- -	- -	1 100%	6 86%	5 71%	7 88%	14 78%	- -	- -	- -	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	25 60%	- -	- -	- -	- -	- -	1 100%	4 57%	5 71%	5 63%	10 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	34 81%	- -	- -	- -	- -	- -	1 100%	6 86%	5 71%	6 75%	15 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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	34 81%	20 95%	2 100%	29 83%	1 100%	22 88%	2 100%	31 89%	- -	29 81%	2 100%	- -	- -	- -	- -
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	32 76%	20 95%	1 50%	30 86%	- -	22 88%	1 50%	31 89%	- -	28 78%	1 50%	- -	- -	- -	- -
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	33 79%	20 95%	2 100%	30 86%	1 100%	23 92%	2 100%	32 91%	- -	28 78%	2 100%	- -	- -	- -	- -
Working with Micro:bit Educational Foundation to launch micro:bit classroom	25 60%	17 81%	2 100%	24 69%	1 100%	18 72%	1 50%	25 71%	- -	21 58%	1 50%	- -	- -	- -	- -
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	34 81%	20 95%	2 100%	30 86%	1 100%	22 88%	2 100%	32 91%	- -	29 81%	2 100%	- -	- -	- -	- -

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	42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Development of a dedicated Scouts badge focused on improving online safety	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	20%	-
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Working with Micro:bit Educational Foundation to launch micro:bit classroom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	11%

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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	42 100%	-	-	-	-	-	1 100%	7 100%	7 100%	8 100%	18 100%	-	-	-	-	-	-	-
Development of a dedicated Scouts badge focused on improving online safety	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	1 2%	-	-	-	-	-	-	-	-	-	1 6%	-	-	-	-	-	-	-
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Working with Micro:bit Educational Foundation to launch micro:bit classroom	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	1 2%	-	-	-	-	-	-	-	-	1 13%	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Development of a dedicated Scouts badge focused on improving online safety	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Developing accelerated mobile capability so the Samaritans could reach young people in distress at the start of the pandemic	1	-	1	-	1	-	1	1	-	-	1	-	-	-	-
	2%	-	50%	-	100%	-	50%	3%	-	-	50%	-	-	-	-
Launch of the Countering Online Harm tech innovation fund available to the Internet Watch Foundation and the National Crime Agency to improve children's online safety	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Working with Micro:bit Educational Foundation to launch micro:bit classroom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Providing funding to the Good Things Foundation for the 'Everyone Connected' programme which aims to help people whose lives are affected by digital exclusion and the Covid-19 pandemic	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-
	2%	-	-	-	-	4%	-	-	-	3%	-	-	-	-	-

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%			*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	19	-	19	-	-	-	-	-	-	-	1	5	1	5	3	3	1
		45%	-	45%	-	-	-	-	-	-	-	100%	45%	100%	71%	75%	60%	11%
Tend to support	(3.0)	15	-	15	-	-	-	-	-	-	1	-	6	-	2	1	1	4
		36%	-	36%	-	-	-	-	-	-	25%	-	55%	-	29%	25%	20%	44%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		8	-	8	-	-	-	-	-	-	3	-	-	-	-	-	1	4
		19%	-	19%	-	-	-	-	-	-	75%	-	-	-	-	-	20%	44%
NET: Support		34	-	34	-	-	-	-	-	-	1	1	11	1	7	4	4	5
		81%	-	81%	-	-	-	-	-	-	25%	100%	100%	100%	100%	100%	80%	56%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		34	-	34	-	-	-	-	-	-	1	1	11	1	7	4	4	5
Mean Score		3.56	-	3.56	-	-	-	-	-	-	3.00	4.00	3.45	4.00	3.71	3.75	3.75	3.20
Standard Deviation		.504	-	.504	-	-	-	-	-	-	-	-	.522	-	.488	.500	.500	.447
Standard Error		.086	-	.086	-	-	-	-	-	-	-	-	.157	-	.184	.250	.250	.200
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.02	-	.03	.06	.06	.04

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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		42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Strongly support	(4.0)	19 45%	- -	- -	- -	- -	- -	1 100%	2 29%	3 43%	4 50%	9 50%	- -	- -	- -	- -	- -	- -	- -
Tend to support	(3.0)	15 36%	- -	- -	- -	- -	- -	- -	4 57%	2 29%	3 38%	5 28%	- -	- -	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		8 19%	- -	- -	- -	- -	- -	- -	1 14%	2 29%	1 13%	4 22%	- -	- -	- -	- -	- -	- -	- -
NET: Support		34 81%	- -	- -	- -	- -	- -	1 100%	6 86%	5 71%	7 88%	14 78%	- -	- -	- -	- -	- -	- -	- -
NET: Oppose		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		34	-	-	-	-	-	1	6	5	7	14	-	-	-	-	-	-	-
Mean Score		3.56	-	-	-	-	-	4.00	3.33	3.60	3.57	3.64	-	-	-	-	-	-	-
Standard Deviation		.504	-	-	-	-	-	-	.516	.548	.535	.497	-	-	-	-	-	-	-
Standard Error		.086	-	-	-	-	-	-	.211	.245	.202	.133	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.06	.04	.02	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Strongly support	(4.0)	19 45%	13 62%	1 50%	18 51%	- -	14 56%	- -	18 51%	- -	18 50%	- -	- -	- -	- -	- -
Tend to support	(3.0)	15 36%	7 33%	1 50%	11 31%	1 100%	8 32%	2 100%	13 37%	- -	11 31%	2 100%	- -	- -	- -	- -
Tend to oppose	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		8 19%	1 5%	- -	6 17%	- -	3 12%	- -	4 11%	- -	7 19%	- -	- -	- -	- -	- -
NET: Support		34 81%	20 95%	2 100%	29 83%	1 100%	22 88%	2 100%	31 89%	- -	29 81%	2 100%	- -	- -	- -	- -
NET: Oppose		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		34	20	2	29	1	22	2	31	-	29	2	-	-	-	-
Mean Score		3.56	3.65	3.50	3.62	3.00	3.64	3.00	3.58	-	3.62	3.00	-	-	-	-
Standard Deviation		.504	.489	.707	.494	-	.492	-	.502	-	.494	-	-	-	-	-
Standard Error		.086	.109	.500	.092	-	.105	-	.090	-	.092	-	-	-	-	-
Error variance		.01	.01	.25	.01	-	.01	-	.01	-	.01	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group										
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers		
Significance Level: 95%			*a	b	*c		*a	*b	*c	*d	*e		*a	*b	*c	*d	*e	*f	*g	*h
Total		42	-	42	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Strongly support	(4.0)	24	-	24	-	-	-	-	-	-	-	1	1	7	1	6	4	2	2	
		57%	-	57%	-	-	-	-	-	-	-	25%	100%	64%	100%	86%	100%	40%	22%	
Tend to support	(3.0)	8	-	8	-	-	-	-	-	-	-	-	-	3	-	1	-	1	3	
		19%	-	19%	-	-	-	-	-	-	-	-	-	27%	-	14%	-	20%	33%	
Tend to oppose	(2.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%	-	
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know		9	-	9	-	-	-	-	-	-	-	3	-	1	-	-	-	1	4	
		21%	-	21%	-	-	-	-	-	-	-	75%	-	9%	-	-	-	20%	44%	
NET: Support		32	-	32	-	-	-	-	-	-	-	1	1	10	1	7	4	3	5	
		76%	-	76%	-	-	-	-	-	-	-	25%	100%	91%	100%	100%	100%	60%	56%	
NET: Oppose		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%	-	
Base for stats		33	-	33	-	-	-	-	-	-	-	1	1	10	1	7	4	4	5	
Mean Score		3.70	-	3.70	-	-	-	-	-	-	-	4.00	4.00	3.70	4.00	3.86	4.00	3.25	3.40	
Standard Deviation		.529	-	.529	-	-	-	-	-	-	-	-	-	.483	-	.378	-	.957	.548	
Standard Error		.092	-	.092	-	-	-	-	-	-	-	-	-	.153	-	.143	-	.479	.245	
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	-	.02	-	.02	-	.23	.06	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Strongly support	(4.0)	24	-	-	-	-	-	1	4	4	5	10	-	-	-	-	-	-	-
		57%	-	-	-	-	-	100%	57%	57%	63%	56%	-	-	-	-	-	-	-
Tend to support	(3.0)	8	-	-	-	-	-	-	2	1	1	3	-	-	-	-	-	-	-
		19%	-	-	-	-	-	-	29%	14%	13%	17%	-	-	-	-	-	-	-
Tend to oppose	(2.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	-	-	1	2	2	4	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	14%	29%	25%	22%	-	-	-	-	-	-	-
NET: Support		32	-	-	-	-	-	1	6	5	6	13	-	-	-	-	-	-	-
		76%	-	-	-	-	-	100%	86%	71%	75%	72%	-	-	-	-	-	-	-
NET: Oppose		1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	-
Base for stats		33	-	-	-	-	-	1	6	5	6	14	-	-	-	-	-	-	-
Mean Score		3.70	-	-	-	-	-	4.00	3.67	3.80	3.83	3.64	-	-	-	-	-	-	-
Standard Deviation		.529	-	-	-	-	-	-	.516	.447	.408	.633	-	-	-	-	-	-	-
Standard Error		.092	-	-	-	-	-	-	.211	.200	.167	.169	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.04	.03	.03	-	-	-	-	-	-	-

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	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
		42 100%	21 100%	2 100%	35 100%	1 100%	25 100%	2 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Strongly support	(4.0)	24 57%	15 71%	1 50%	23 66%	- -	17 68%	1 50%	24 69%	- -	22 61%	1 50%	- -	- -	- -	- -
Tend to support	(3.0)	8 19%	5 24%	- -	7 20%	- -	5 20%	- -	7 20%	- -	6 17%	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	1 2%	- -	1 50%	- -	1 100%	- -	1 50%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		9 21%	1 5%	- -	5 14%	- -	3 12%	- -	3 9%	- -	8 22%	- -	- -	- -	- -	- -
NET: Support		32 76%	20 95%	1 50%	30 86%	- -	22 88%	1 50%	31 89%	- -	28 78%	1 50%	- -	- -	- -	- -
NET: Oppose		1 2%	- -	1 50%	- -	1 100%	- -	1 50%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
Base for stats		33	20	2	30	1	22	2	32	-	28	2	-	-	-	-
Mean Score		3.70	3.75	3.00	3.77	2.00	3.77	3.00	3.72	-	3.79	3.00	-	-	-	-
Standard Deviation		.529	.444	1.414	.430	-	.429	1.414	.523	-	.418	1.414	-	-	-	-
Standard Error		.092	.099	1.000	.079	-	.091	1.000	.092	-	.079	1.000	-	-	-	-
Error variance		.01	.01	1.00	.01	-	.01	1.00	.01	-	.01	1.00	-	-	-	-

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		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	27	-	27	-	-	-	-	-	-	1	1	6	1	7	4	3	4
		64%	-	64%	-	-	-	-	-	-	25%	100%	55%	100%	100%	100%	60%	44%
Tend to support	(3.0)	6	-	6	-	-	-	-	-	-	-	-	4	-	-	-	1	1
		14%	-	14%	-	-	-	-	-	-	-	-	36%	-	-	-	20%	11%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	9	-	-	-	-	-	-	3	-	1	-	-	-	1	4
		21%	-	21%	-	-	-	-	-	-	75%	-	9%	-	-	-	20%	44%
NET: Support		33	-	33	-	-	-	-	-	-	1	1	10	1	7	4	4	5
		79%	-	79%	-	-	-	-	-	-	25%	100%	91%	100%	100%	100%	80%	56%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	33	-	-	-	-	-	-	1	1	10	1	7	4	4	5
Mean Score		3.82	-	3.82	-	-	-	-	-	-	4.00	4.00	3.60	4.00	4.00	4.00	3.75	3.80
Standard Deviation		.392	-	.392	-	-	-	-	-	-	-	-	.516	-	-	-	.500	.447
Standard Error		.068	-	.068	-	-	-	-	-	-	-	-	.163	-	-	-	.250	.200
Error variance		*	-	*	-	-	-	-	-	-	-	-	.03	-	-	-	.06	.04

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Strongly support	(4.0)	27	-	-	-	-	-	1	5	5	6	10	-	-	-	-	-	-	-
		64%	-	-	-	-	-	100%	71%	71%	75%	56%	-	-	-	-	-	-	-
Tend to support	(3.0)	6	-	-	-	-	-	-	1	-	1	4	-	-	-	-	-	-	-
		14%	-	-	-	-	-	-	14%	-	13%	22%	-	-	-	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	-	-	1	2	1	4	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	14%	29%	13%	22%	-	-	-	-	-	-	-
NET: Support		33	-	-	-	-	-	1	6	5	7	14	-	-	-	-	-	-	-
		79%	-	-	-	-	-	100%	86%	71%	88%	78%	-	-	-	-	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	-	-	-	-	-	1	6	5	7	14	-	-	-	-	-	-	-
Mean Score		3.82	-	-	-	-	-	4.00	3.83	4.00	3.86	3.71	-	-	-	-	-	-	-
Standard Deviation		.392	-	-	-	-	-	-	.408	-	.378	.469	-	-	-	-	-	-	-
Standard Error		.068	-	-	-	-	-	-	.167	-	.143	.125	-	-	-	-	-	-	-
Error variance		*	-	-	-	-	-	-	.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

		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		42	2	35	1	25	2	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	27	1	27	-	21	-	27	-	26	-	-	-	-	-
		64%	81%	50%	77%	84%	-	77%	-	72%	-	-	-	-	-
Tend to support	(3.0)	6	3	3	1	2	2	5	-	2	2	-	-	-	-
		14%	14%	50%	9%	8%	100%	14%	-	6%	100%	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	1	5	-	2	-	3	-	8	-	-	-	-	-
		21%	5%	14%	-	8%	-	9%	-	22%	-	-	-	-	-
NET: Support		33	2	30	1	23	2	32	-	28	2	-	-	-	-
		79%	95%	86%	100%	92%	100%	91%	-	78%	100%	-	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		33	2	30	1	23	2	32	-	28	2	-	-	-	-
Mean Score		3.82	3.85	3.50	3.90	3.91	3.00	3.84	-	3.93	3.00	-	-	-	-
Standard Deviation		.392	.366	.707	.305	.288	-	.369	-	.262	-	-	-	-	-
Standard Error		.068	.082	.500	.056	.060	-	.065	-	.050	-	-	-	-	-
Error variance		*	.01	.25	*	*	-	*	-	*	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	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		42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Strongly support	(4.0)	16	-	16	-	-	-	-	-	-	-	-	4	1	5	3	2	1
		38%	-	38%	-	-	-	-	-	-	-	-	36%	100%	71%	75%	40%	11%
Tend to support	(3.0)	9	-	9	-	-	-	-	-	-	1	-	5	-	-	1	1	1
		21%	-	21%	-	-	-	-	-	-	25%	-	45%	-	-	25%	20%	11%
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		17	-	17	-	-	-	-	-	-	3	1	2	-	2	-	2	7
		40%	-	40%	-	-	-	-	-	-	75%	100%	18%	-	29%	-	40%	78%
NET: Support		25	-	25	-	-	-	-	-	-	1	-	9	1	5	4	3	2
		60%	-	60%	-	-	-	-	-	-	25%	-	82%	100%	71%	100%	60%	22%
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		25	-	25	-	-	-	-	-	-	1	-	9	1	5	4	3	2
Mean Score		3.64	-	3.64	-	-	-	-	-	-	3.00	-	3.44	4.00	4.00	3.75	3.67	3.50
Standard Deviation		.490	-	.490	-	-	-	-	-	-	-	-	.527	-	-	.500	.577	.707
Standard Error		.098	-	.098	-	-	-	-	-	-	-	-	.176	-	-	.250	.333	.500
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.03	-	-	.06	.11	.25

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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		42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Strongly support	(4.0)	16 38%	- -	- -	- -	- -	- -	1 100%	1 14%	3 43%	4 50%	7 39%	- -	- -	- -	- -	- -	- -	- -
Tend to support	(3.0)	9 21%	- -	- -	- -	- -	- -	- -	3 43%	2 29%	1 13%	3 17%	- -	- -	- -	- -	- -	- -	- -
Tend to oppose	(2.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Strongly oppose	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		17 40%	- -	- -	- -	- -	- -	- -	3 43%	2 29%	3 38%	8 44%	- -	- -	- -	- -	- -	- -	- -
NET: Support		25 60%	- -	- -	- -	- -	- -	1 100%	4 57%	5 71%	5 63%	10 56%	- -	- -	- -	- -	- -	- -	- -
NET: Oppose		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Base for stats		25	-	-	-	-	-	1	4	5	5	10	-	-	-	-	-	-	-
Mean Score		3.64	-	-	-	-	-	4.00	3.25	3.60	3.80	3.70	-	-	-	-	-	-	-
Standard Deviation		.490	-	-	-	-	-	-	.500	.548	.447	.483	-	-	-	-	-	-	-
Standard Error		.098	-	-	-	-	-	-	.250	.245	.200	.153	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.06	.06	.04	.02	-	-	-	-	-	-	-

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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	42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	16	11	1	16	-	12	-	16	-	15	-	-	-	-	-
		38%	52%	50%	46%	-	48%	-	46%	-	42%	-	-	-	-	-
Tend to support	(3.0)	9	6	1	8	1	6	1	9	-	6	1	-	-	-	-
		21%	29%	50%	23%	100%	24%	50%	26%	-	17%	50%	-	-	-	-
Tend to oppose	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		17	4	-	11	-	7	1	10	-	15	1	-	-	-	-
		40%	19%	-	31%	-	28%	50%	29%	-	42%	50%	-	-	-	-
NET: Support		25	17	2	24	1	18	1	25	-	21	1	-	-	-	-
		60%	81%	100%	69%	100%	72%	50%	71%	-	58%	50%	-	-	-	-
NET: Oppose		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		25	17	2	24	1	18	1	25	-	21	1	-	-	-	-
Mean Score		3.64	3.65	3.50	3.67	3.00	3.67	3.00	3.64	-	3.71	3.00	-	-	-	-
Standard Deviation		.490	.493	.707	.482	-	.485	-	.490	-	.463	-	-	-	-	-
Standard Error		.098	.119	.500	.098	-	.114	-	.098	-	.101	-	-	-	-	-
Error variance		.01	.01	.25	.01	-	.01	-	.01	-	.01	-	-	-	-	-

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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		42	-	42	-	-	-	-	-	-	-	4	1	11	1	7	4	5	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Strongly support	(4.0)	23	-	23	-	-	-	-	-	-	1	-	6	1	6	3	3	3		
		55%	-	55%	-	-	-	-	-	-	25%	-	55%	100%	86%	75%	60%	33%		
Tend to support	(3.0)	11	-	11	-	-	-	-	-	-	-	1	5	-	1	1	1	2		
		26%	-	26%	-	-	-	-	-	-	-	100%	45%	-	14%	25%	20%	22%		
Tend to oppose	(2.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	11%		
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Don't know		7	-	7	-	-	-	-	-	-	3	-	-	-	-	-	1	3		
		17%	-	17%	-	-	-	-	-	-	75%	-	-	-	-	-	20%	33%		
NET: Support		34	-	34	-	-	-	-	-	-	1	1	11	1	7	4	4	5		
		81%	-	81%	-	-	-	-	-	-	25%	100%	100%	100%	100%	100%	80%	56%		
NET: Oppose		1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
		2%	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	11%		
Base for stats		35	-	35	-	-	-	-	-	-	1	1	11	1	7	4	4	6		
Mean Score		3.63	-	3.63	-	-	-	-	-	-	4.00	3.00	3.55	4.00	3.86	3.75	3.75	3.33		
Standard Deviation		.547	-	.547	-	-	-	-	-	-	-	-	.522	-	.378	.500	.500	.816		
Standard Error		.092	-	.092	-	-	-	-	-	-	-	-	.157	-	.143	.250	.250	.333		
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.02	-	.02	.06	.06	.11		

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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		42	-	-	-	-	-	1	7	7	8	18	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Strongly support	(4.0)	23	-	-	-	-	-	1	4	3	4	10	-	-	-	-	-	-	-
		55%	-	-	-	-	-	100%	57%	43%	50%	56%	-	-	-	-	-	-	-
Tend to support	(3.0)	11	-	-	-	-	-	-	2	2	2	5	-	-	-	-	-	-	-
		26%	-	-	-	-	-	-	29%	29%	25%	28%	-	-	-	-	-	-	-
Tend to oppose	(2.0)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		7	-	-	-	-	-	-	1	2	1	3	-	-	-	-	-	-	-
		17%	-	-	-	-	-	-	14%	29%	13%	17%	-	-	-	-	-	-	-
NET: Support		34	-	-	-	-	-	1	6	5	6	15	-	-	-	-	-	-	-
		81%	-	-	-	-	-	100%	86%	71%	75%	83%	-	-	-	-	-	-	-
NET: Oppose		1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
		2%	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-	-
Base for stats		35	-	-	-	-	-	1	6	5	7	15	-	-	-	-	-	-	-
Mean Score		3.63	-	-	-	-	-	4.00	3.67	3.60	3.43	3.67	-	-	-	-	-	-	-
Standard Deviation		.547	-	-	-	-	-	-	.516	.548	.787	.488	-	-	-	-	-	-	-
Standard Error		.092	-	-	-	-	-	-	.211	.245	.297	.126	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.06	.09	.02	-	-	-	-	-	-	-

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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			
		Trust board	Distrust board	Trust organisation	Distrust 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	21	2	35	1	25	2	35	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Strongly support	(4.0)	23	13	1	21	-	15	1	22	21	1	-	-	-	-
		55%	62%	50%	60%	-	60%	50%	63%	58%	50%	-	-	-	-
Tend to support	(3.0)	11	7	1	9	1	7	1	10	8	1	-	-	-	-
		26%	33%	50%	26%	100%	28%	50%	29%	22%	50%	-	-	-	-
Tend to oppose	(2.0)	1	-	-	-	-	1	-	-	1	-	-	-	-	-
		2%	-	-	-	-	4%	-	-	3%	-	-	-	-	-
Strongly oppose	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		7	1	-	5	-	2	-	3	6	-	-	-	-	-
		17%	5%	-	14%	-	8%	-	9%	17%	-	-	-	-	-
NET: Support		34	20	2	30	1	22	2	32	29	2	-	-	-	-
		81%	95%	100%	86%	100%	88%	100%	91%	81%	100%	-	-	-	-
NET: Oppose		1	-	-	-	-	1	-	-	1	-	-	-	-	-
		2%	-	-	-	-	4%	-	-	3%	-	-	-	-	-
Base for stats		35	20	2	30	1	23	2	32	30	2	-	-	-	-
Mean Score		3.63	3.65	3.50	3.70	3.00	3.61	3.50	3.69	3.67	3.50	-	-	-	-
Standard Deviation		.547	.489	.707	.466	-	.583	.707	.471	.547	.707	-	-	-	-
Standard Error		.092	.109	.500	.085	-	.122	.500	.083	.100	.500	-	-	-	-
Error variance		.01	.01	.25	.01	-	.01	.25	.01	.01	.25	-	-	-	-

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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	42	-	42	-	-	-	-	-	-	4	1	11	1	7	4	5	9
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Nominet's role is compatible with their public benefit activities	35	-	35	-	-	-	-	-	-	2	1	10	1	7	4	4	6
	83%	-	83%	-	-	-	-	-	-	50%	100%	91%	100%	100%	100%	80%	67%
Nominet's role is incompatible with their public benefit activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	-	7	-	-	-	-	-	-	2	-	1	-	-	-	1	3
	17%	-	17%	-	-	-	-	-	-	50%	-	9%	-	-	-	20%	33%

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Q19. Which of the following statements best fits 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	42 100%	- -	- -	- -	- -	- -	1 100%	7 100%	7 100%	8 100%	18 100%	- -	- -	- -	- -	- -	- -	- -
Nominet's role is compatible with their public benefit activities	35 83%	- -	- -	- -	- -	- -	1 100%	6 86%	6 86%	6 75%	16 89%	- -	- -	- -	- -	- -	- -	- -
Nominet's role is incompatible with their public benefit activities	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	7 17%	- -	- -	- -	- -	- -	- -	1 14%	1 14%	2 25%	2 11%	- -	- -	- -	- -	- -	- -	- -

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

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
42	21	2	35	1	25	2	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
35	21	2	32	1	23	2	35	-	30	2	-	-	-	-
83%	100%	100%	91%	100%	92%	100%	100%	-	83%	100%	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	3	-	2	-	-	-	6	-	-	-	-	-
17%	-	-	9%	-	8%	-	-	-	17%	-	-	-	-	-

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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	16	16	-	-	-	-	-	-	1	1	5	-	2	2	2	3
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	-	100%	100%	100%	100%
Protect uk domain space	8	8	-	-	-	-	-	-	1	1	-	-	1	2	2	1
50%	-	50%	-	-	-	-	-	-	100%	100%	-	-	50%	100%	100%	33%
Act as registrar - with other things	6	6	-	-	-	-	-	-	-	-	2	-	1	1	-	2
38%	-	38%	-	-	-	-	-	-	-	-	40%	-	50%	50%	-	67%
Profit for purpose	5	5	-	-	-	-	-	-	-	-	1	-	1	-	1	2
31%	-	31%	-	-	-	-	-	-	-	-	20%	-	50%	-	50%	67%
Bring stability	3	3	-	-	-	-	-	-	-	1	2	-	-	-	-	-
19%	-	19%	-	-	-	-	-	-	-	100%	40%	-	-	-	-	-
Act as registrar - only	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
6%	-	6%	-	-	-	-	-	-	-	-	20%	-	-	-	-	-
Diversify outside remit	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
6%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	33%
Profit generation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member input/act in interests of members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not for profit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know / None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	16 100%	- -	- -	- -	- -	- -	1 100%	3 100%	2 100%	4 100%	6 100%	- -	- -	- -	- -	- -	- -	- -
Protect uk domain space	8 50%	- -	- -	- -	- -	- -	1 100%	2 67%	1 50%	1 25%	3 50%	- -	- -	- -	- -	- -	- -	- -
Act as registrar - with other things	6 38%	- -	- -	- -	- -	- -	- -	1 33%	1 50%	3 75%	1 17%	- -	- -	- -	- -	- -	- -	- -
Profit for purpose	5 31%	- -	- -	- -	- -	- -	- -	- -	1 50%	1 25%	3 50%	- -	- -	- -	- -	- -	- -	- -
Bring stability	3 19%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	2 33%	- -	- -	- -	- -	- -	- -	- -
Act as registrar - only	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -
Diversify outside remit	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member input/act in interests of members	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not for profit	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	16 100%	11 100%	- -	15 100%	- -	14 100%	1 100%	16 100%	- -	15 100%	1 100%	- -	- -	- -	- -
Protect uk domain space	8 50%	5 45%	- -	8 53%	- -	8 57%	- -	8 50%	- -	8 53%	- -	- -	- -	- -	- -
Act as registrar - with other things	6 38%	4 36%	- -	6 40%	- -	5 36%	- -	6 38%	- -	6 40%	- -	- -	- -	- -	- -
Profit for purpose	5 31%	2 18%	- -	4 27%	- -	4 29%	1 100%	5 31%	- -	4 27%	1 100%	- -	- -	- -	- -
Bring stability	3 19%	3 27%	- -	3 20%	- -	3 21%	- -	3 19%	- -	3 20%	- -	- -	- -	- -	- -
Act as registrar - only	1 6%	1 9%	- -	1 7%	- -	1 7%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Diversify outside remit	1 6%	1 9%	- -	1 7%	- -	- -	- -	1 6%	- -	1 7%	- -	- -	- -	- -	- -
Profit generation	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member input/act in interests of members	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not for profit	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know / None	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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								
		Total	Member	Stakeholder	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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a lot	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to some extent	(3.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a small amount	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not support at all	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Support		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Significance Level: 95%	Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a lot (4.0)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to some extent (3.0)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a small amount (2.0)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not support at all (1.0)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Support		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All Members

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a lot	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support to some extent	(3.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Support a small amount	(2.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not support at all	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Support		-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Base for stats		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Deviation		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Standard Error		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error variance		-	-	-	-	-	-	-	-	-	-	-	-	-	-

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
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marketing/promotion of namespace/comarketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Discounts/offers for members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base pricing for members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Give surplus back to members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information and best practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fair treatment of members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Marketing/promotion of namespace/comarketing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Discounts/offers for members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base pricing for members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Give surpluss back to members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information and best practice	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fair treatment of members	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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								
	Total	Member	Stakeholder	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be fair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Promote competitiveness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Create disadvantages for small businesses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on proper domain registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not Nominet's job/not appropriate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be fair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Promote competitiveness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Create disadvantages for small businesses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on proper domain registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not Nominet's job/not appropriate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be fair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Promote competitiveness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Create disadvantages for small businesses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Focus on proper domain registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not Nominet's job/not appropriate	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
40	-	40	-	-	-	-	-	-	4	1	10	1	6	4	5	9	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
34	-	34	-	-	-	-	-	-	3	1	10	1	3	3	4	9	
85%	-	85%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	100%	
33	-	33	-	-	-	-	-	-	3	1	9	1	3	3	4	9	
83%	-	83%	-	-	-	-	-	-	75%	100%	90%	100%	50%	75%	80%	100%	
33	-	33	-	-	-	-	-	-	3	1	10	1	3	3	4	8	
83%	-	83%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	89%	
31	-	31	-	-	-	-	-	-	2	1	10	-	2	3	4	9	
78%	-	78%	-	-	-	-	-	-	50%	100%	100%	-	33%	75%	80%	100%	
29	-	29	-	-	-	-	-	-	2	1	10	1	3	3	4	5	
73%	-	73%	-	-	-	-	-	-	50%	100%	100%	100%	50%	75%	80%	56%	
27	-	27	-	-	-	-	-	-	2	1	8	-	3	2	4	7	
68%	-	68%	-	-	-	-	-	-	50%	100%	80%	-	50%	50%	80%	78%	
26	-	26	-	-	-	-	-	-	2	1	8	1	2	3	3	6	
65%	-	65%	-	-	-	-	-	-	50%	100%	80%	100%	33%	75%	60%	67%	
24	-	24	-	-	-	-	-	-	2	1	6	1	2	2	4	6	
60%	-	60%	-	-	-	-	-	-	50%	100%	60%	100%	33%	50%	80%	67%	
24	-	24	-	-	-	-	-	-	2	1	9	-	3	3	1	5	
60%	-	60%	-	-	-	-	-	-	50%	100%	90%	-	50%	75%	20%	56%	
22	-	22	-	-	-	-	-	-	1	1	4	1	2	2	4	7	
55%	-	55%	-	-	-	-	-	-	25%	100%	40%	100%	33%	50%	80%	78%	
21	-	21	-	-	-	-	-	-	2	1	5	-	1	3	3	6	
53%	-	53%	-	-	-	-	-	-	50%	100%	50%	-	17%	75%	60%	67%	
7	-	7	-	-	-	-	-	-	1	-	-	-	-	2	1	3	
18%	-	18%	-	-	-	-	-	-	25%	-	-	-	-	50%	20%	33%	
1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	
3%	-	3%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
40	-	40	-	-	-	-	-	-	4	1	10	1	6	4	5	9
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
6	-	6	-	-	-	-	-	-	1	-	-	-	3	1	1	-
15%	-	15%	-	-	-	-	-	-	25%	-	-	-	50%	25%	20%	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34	-	34	-	-	-	-	-	-	3	1	10	1	3	3	4	9
85%	-	85%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	100%
34	-	34	-	-	-	-	-	-	3	1	10	1	3	3	4	9
85%	-	85%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	100%
30	-	30	-	-	-	-	-	-	3	1	10	1	3	3	4	5
75%	-	75%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	56%
34	-	34	-	-	-	-	-	-	3	1	10	1	3	3	4	9
85%	-	85%	-	-	-	-	-	-	75%	100%	100%	100%	50%	75%	80%	100%
7	-	7	-	-	-	-	-	-	1	-	-	-	-	2	1	3
18%	-	18%	-	-	-	-	-	-	25%	-	-	-	-	50%	20%	33%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	40 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	8 100%	17 100%	- -	- -	- -	- -	- -	- -	- -
Managing the .UK registry	34 85%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	7 88%	16 94%	- -	- -	- -	- -	- -	- -	- -
Protecting the .UK domain name space	33 83%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	7 88%	15 88%	- -	- -	- -	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	33 83%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	7 88%	15 88%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	31 78%	- -	- -	- -	- -	- -	1 100%	4 57%	3 50%	6 75%	16 94%	- -	- -	- -	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	29 73%	- -	- -	- -	- -	- -	1 100%	5 71%	3 50%	5 63%	15 88%	- -	- -	- -	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	27 68%	- -	- -	- -	- -	- -	1 100%	4 57%	2 33%	5 63%	14 82%	- -	- -	- -	- -	- -	- -	- -
Internet governance	26 65%	- -	- -	- -	- -	- -	1 100%	3 43%	4 67%	6 75%	12 71%	- -	- -	- -	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	24 60%	- -	- -	- -	- -	- -	1 100%	2 29%	3 50%	6 75%	12 71%	- -	- -	- -	- -	- -	- -	- -
Contributing to the wider public benefit	24 60%	- -	- -	- -	- -	- -	- -	4 57%	4 67%	4 50%	12 71%	- -	- -	- -	- -	- -	- -	- -
Operating Critical National Infrastructure	22 55%	- -	- -	- -	- -	- -	1 100%	1 14%	3 50%	4 50%	12 71%	- -	- -	- -	- -	- -	- -	- -
Providing technical services to other registry owners	21 53%	- -	- -	- -	- -	- -	- -	2 29%	4 67%	3 38%	11 65%	- -	- -	- -	- -	- -	- -	- -
Helping members grow their business	7 18%	- -	- -	- -	- -	- -	- -	- -	2 33%	2 25%	3 18%	- -	- -	- -	- -	- -	- -	- -
Other	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
Don't know	6 15%	- -	- -	- -	- -	- -	- -	2 29%	2 33%	1 13%	1 6%	- -	- -	- -	- -	- -	- -	- -

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	40 100%	-	-	-	-	-	1	7	6	8	17	-	-	-	-	-	-	-
		-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Registry	34 85%	-	-	-	-	-	1	5	4	7	16	-	-	-	-	-	-	-
		-	-	-	-	-	100%	71%	67%	88%	94%	-	-	-	-	-	-	-
NET: Security	34 85%	-	-	-	-	-	1	5	4	7	16	-	-	-	-	-	-	-
		-	-	-	-	-	100%	71%	67%	88%	94%	-	-	-	-	-	-	-
NET: Public benefit	30 75%	-	-	-	-	-	1	5	4	5	15	-	-	-	-	-	-	-
		-	-	-	-	-	100%	71%	67%	63%	88%	-	-	-	-	-	-	-
NET: Policy	34 85%	-	-	-	-	-	1	5	4	7	16	-	-	-	-	-	-	-
		-	-	-	-	-	100%	71%	67%	88%	94%	-	-	-	-	-	-	-
NET: Member support	7 18%	-	-	-	-	-	-	-	2	2	3	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	33%	25%	18%	-	-	-	-	-	-	-

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	40 100%	19 100%	2 100%	33 100%	1 100%	23 100%	2 100%	33 100%	- -	36 100%	2 100%	- -	- -	- -	- -	- -
Managing the .UK registry	34 85%	18 95%	2 100%	28 85%	1 100%	21 91%	2 100%	29 88%	- -	31 86%	2 100%	- -	- -	- -	- -	- -
Protecting the .UK domain name space	33 83%	18 95%	2 100%	28 85%	1 100%	21 91%	1 50%	28 85%	- -	31 86%	1 50%	- -	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	33 83%	18 95%	2 100%	27 82%	1 100%	20 87%	2 100%	29 88%	- -	30 83%	2 100%	- -	- -	- -	- -	- -
.UK policy development	31 78%	17 89%	2 100%	26 79%	1 100%	21 91%	2 100%	26 79%	- -	28 78%	2 100%	- -	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	29 73%	17 89%	2 100%	26 79%	1 100%	19 83%	2 100%	27 82%	- -	26 72%	2 100%	- -	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	27 68%	14 74%	2 100%	23 70%	1 100%	19 83%	1 50%	23 70%	- -	25 69%	1 50%	- -	- -	- -	- -	- -
Internet governance	26 65%	15 79%	2 100%	22 67%	1 100%	17 74%	1 50%	23 70%	- -	25 69%	1 50%	- -	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	24 60%	13 68%	2 100%	20 61%	1 100%	17 74%	2 100%	22 67%	- -	22 61%	2 100%	- -	- -	- -	- -	- -
Contributing to the wider public benefit	24 60%	12 63%	2 100%	20 61%	1 100%	15 65%	2 100%	22 67%	- -	22 61%	2 100%	- -	- -	- -	- -	- -
Operating Critical National Infrastructure	22 55%	12 63%	1 50%	18 55%	1 100%	15 65%	2 100%	18 55%	- -	20 56%	2 100%	- -	- -	- -	- -	- -
Providing technical services to other registry owners	21 53%	11 58%	2 100%	16 48%	1 100%	13 57%	2 100%	18 55%	- -	19 53%	2 100%	- -	- -	- -	- -	- -
Helping members grow their business	7 18%	3 16%	1 50%	6 18%	1 100%	4 17%	1 50%	6 18%	- -	6 17%	1 50%	- -	- -	- -	- -	- -

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	40 100%	19 100%	2 100%	33 100%	1 100%	23 100%	2 100%	33 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Other	1 3%	1 5%	-	1 3%	-	1 4%	-	1 3%	-	1 3%	-	- -	- -	- -	- -
Don't know	6 15%	1 5%	-	5 15%	-	2 9%	-	4 12%	-	5 14%	-	- -	- -	- -	- -
None of these	- -	- -	-	-	-	- -	-	- -	-	- -	-	- -	- -	- -	- -
NET: Registry	34 85%	18 95%	2 100%	28 85%	1 100%	21 91%	2 100%	29 88%	-	31 86%	2 100%	- -	- -	- -	- -
NET: Security	34 85%	18 95%	2 100%	28 85%	1 100%	21 91%	2 100%	29 88%	-	31 86%	2 100%	- -	- -	- -	- -
NET: Public benefit	30 75%	17 89%	2 100%	26 79%	1 100%	19 83%	2 100%	28 85%	-	27 75%	2 100%	- -	- -	- -	- -
NET: Policy	34 85%	18 95%	2 100%	28 85%	1 100%	21 91%	2 100%	29 88%	-	31 86%	2 100%	- -	- -	- -	- -
NET: Member support	7 18%	3 16%	1 50%	6 18%	1 100%	4 17%	1 50%	6 18%	-	6 17%	1 50%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	b	*c		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
39	-	39	-		-	-	-	-	-	4	1	9	1	6	4	5	9
100%	-	100%	-		-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
30	-	30	-		-	-	-	-	-	2	1	7	1	4	4	3	8
77%	-	77%	-		-	-	-	-	-	50%	100%	78%	100%	67%	100%	60%	89%
30	-	30	-		-	-	-	-	-	2	1	7	1	4	4	3	8
77%	-	77%	-		-	-	-	-	-	50%	100%	78%	100%	67%	100%	60%	89%
28	-	28	-		-	-	-	-	-	3	1	7	1	3	4	3	6
72%	-	72%	-		-	-	-	-	-	75%	100%	78%	100%	50%	100%	60%	67%
28	-	28	-		-	-	-	-	-	2	1	7	1	3	4	3	7
72%	-	72%	-		-	-	-	-	-	50%	100%	78%	100%	50%	100%	60%	78%
27	-	27	-		-	-	-	-	-	2	1	6	-	3	4	3	8
69%	-	69%	-		-	-	-	-	-	50%	100%	67%	-	50%	100%	60%	89%
27	-	27	-		-	-	-	-	-	2	1	7	1	3	4	3	6
69%	-	69%	-		-	-	-	-	-	50%	100%	78%	100%	50%	100%	60%	67%
25	-	25	-		-	-	-	-	-	3	-	7	-	4	4	2	5
64%	-	64%	-		-	-	-	-	-	75%	-	78%	-	67%	100%	40%	56%
23	-	23	-		-	-	-	-	-	2	1	6	1	2	2	3	6
59%	-	59%	-		-	-	-	-	-	50%	100%	67%	100%	33%	50%	60%	67%
23	-	23	-		-	-	-	-	-	1	1	4	1	3	3	3	7
59%	-	59%	-		-	-	-	-	-	25%	100%	44%	100%	50%	75%	60%	78%
23	-	23	-		-	-	-	-	-	1	1	5	-	3	3	3	7
59%	-	59%	-		-	-	-	-	-	25%	100%	56%	-	50%	75%	60%	78%
19	-	19	-		-	-	-	-	-	2	1	2	-	3	4	2	5
49%	-	49%	-		-	-	-	-	-	50%	100%	22%	-	50%	100%	40%	56%
9	-	9	-		-	-	-	-	-	1	-	-	-	2	2	1	3
23%	-	23%	-		-	-	-	-	-	25%	-	-	-	33%	50%	20%	33%
1	-	1	-		-	-	-	-	-	-	1	-	-	-	-	-	-
3%	-	3%	-		-	-	-	-	-	-	100%	-	-	-	-	-	-

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							
	Member	Stakeholder	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	39	39	-	-	-	-	-	-	4	1	9	1	6	4	5	9
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	8	8	-	-	-	-	-	-	1	-	2	-	2	-	2	1
	21%	21%	-	-	-	-	-	-	25%	-	22%	-	33%	-	40%	11%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Registry	30	30	-	-	-	-	-	-	2	1	7	1	4	4	3	8
	77%	77%	-	-	-	-	-	-	50%	100%	78%	100%	67%	100%	60%	89%
NET: Security	30	30	-	-	-	-	-	-	2	1	7	1	4	4	3	8
	77%	77%	-	-	-	-	-	-	50%	100%	78%	100%	67%	100%	60%	89%
NET: Public benefit	29	29	-	-	-	-	-	-	3	1	7	1	4	4	3	6
	74%	74%	-	-	-	-	-	-	75%	100%	78%	100%	67%	100%	60%	67%
NET: Policy	31	31	-	-	-	-	-	-	3	1	7	1	4	4	3	8
	79%	79%	-	-	-	-	-	-	75%	100%	78%	100%	67%	100%	60%	89%
NET: Member support	9	9	-	-	-	-	-	-	1	-	-	-	2	2	1	3
	23%	23%	-	-	-	-	-	-	25%	-	-	-	33%	50%	20%	33%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	39 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	8 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Managing the .UK registry	30 77%	- -	- -	- -	- -	- -	- -	5 71%	4 67%	7 88%	13 81%	- -	- -	- -	- -	- -	- -	- -
Protecting the .UK domain name space	30 77%	- -	- -	- -	- -	- -	- -	5 71%	4 67%	7 88%	13 81%	- -	- -	- -	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	28 72%	- -	- -	- -	- -	- -	- -	5 71%	4 67%	6 75%	12 75%	- -	- -	- -	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	28 72%	- -	- -	- -	- -	- -	- -	4 57%	4 67%	7 88%	12 75%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	27 69%	- -	- -	- -	- -	- -	- -	4 57%	4 67%	5 63%	13 81%	- -	- -	- -	- -	- -	- -	- -
Internet governance	27 69%	- -	- -	- -	- -	- -	- -	5 71%	3 50%	7 88%	12 75%	- -	- -	- -	- -	- -	- -	- -
Contributing to the wider public benefit	25 64%	- -	- -	- -	- -	- -	- -	6 86%	4 67%	5 63%	10 63%	- -	- -	- -	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	23 59%	- -	- -	- -	- -	- -	- -	2 29%	3 50%	7 88%	11 69%	- -	- -	- -	- -	- -	- -	- -
Operating Critical National Infrastructure	23 59%	- -	- -	- -	- -	- -	- -	2 29%	3 50%	5 63%	12 75%	- -	- -	- -	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	23 59%	- -	- -	- -	- -	- -	- -	3 43%	2 33%	6 75%	11 69%	- -	- -	- -	- -	- -	- -	- -
Providing technical services to other registry owners	19 49%	- -	- -	- -	- -	- -	- -	2 29%	4 67%	4 50%	9 56%	- -	- -	- -	- -	- -	- -	- -
Helping members grow their business	9 23%	- -	- -	- -	- -	- -	- -	2 29%	2 33%	3 38%	2 13%	- -	- -	- -	- -	- -	- -	- -
Other	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
Don't know	8 21%	- -	- -	- -	- -	- -	1 100%	1 14%	2 33%	1 13%	3 19%	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	39 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	8 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
None of these	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Registry	30 77%	- -	- -	- -	- -	- -	- -	5 71%	4 67%	7 88%	13 81%	- -	- -	- -	- -	- -	- -	- -
NET: Security	30 77%	- -	- -	- -	- -	- -	- -	5 71%	4 67%	7 88%	13 81%	- -	- -	- -	- -	- -	- -	- -
NET: Public benefit	29 74%	- -	- -	- -	- -	- -	- -	6 86%	4 67%	6 75%	12 75%	- -	- -	- -	- -	- -	- -	- -
NET: Policy	31 79%	- -	- -	- -	- -	- -	- -	6 86%	4 67%	7 88%	13 81%	- -	- -	- -	- -	- -	- -	- -
NET: Member support	9 23%	- -	- -	- -	- -	- -	- -	2 29%	2 33%	3 38%	2 13%	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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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	39 100%	18 100%	2 100%	32 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -	- -
Managing the .UK registry	30 77%	15 83%	1 50%	25 78%	1 100%	19 83%	2 100%	26 81%	- -	28 78%	2 100%	- -	- -	- -	- -	- -
Protecting the .UK domain name space	30 77%	15 83%	1 50%	25 78%	1 100%	19 83%	2 100%	26 81%	- -	28 78%	2 100%	- -	- -	- -	- -	- -
Keeping the .UK domain space free of criminal activity	28 72%	15 83%	1 50%	24 75%	1 100%	17 74%	2 100%	26 81%	- -	26 72%	2 100%	- -	- -	- -	- -	- -
Managing the domain name dispute resolution service (DRS)	28 72%	15 83%	1 50%	23 72%	1 100%	17 74%	2 100%	25 78%	- -	26 72%	2 100%	- -	- -	- -	- -	- -
.UK policy development	27 69%	13 72%	1 50%	22 69%	1 100%	17 74%	2 100%	23 72%	- -	25 69%	2 100%	- -	- -	- -	- -	- -
Internet governance	27 69%	15 83%	1 50%	24 75%	1 100%	19 83%	2 100%	25 78%	- -	25 69%	2 100%	- -	- -	- -	- -	- -
Contributing to the wider public benefit	25 64%	12 67%	1 50%	22 69%	1 100%	16 70%	2 100%	24 75%	- -	23 64%	2 100%	- -	- -	- -	- -	- -
Providing Protective Domain Name System Service (PDNS) for the UK Government	23 59%	13 72%	1 50%	19 59%	1 100%	16 70%	2 100%	21 66%	- -	21 58%	2 100%	- -	- -	- -	- -	- -
Operating Critical National Infrastructure	23 59%	12 67%	1 50%	19 59%	1 100%	15 65%	2 100%	19 59%	- -	21 58%	2 100%	- -	- -	- -	- -	- -
Promoting and expanding the market for .UK domain names	23 59%	12 67%	1 50%	20 63%	1 100%	16 70%	1 50%	20 63%	- -	22 61%	1 50%	- -	- -	- -	- -	- -
Providing technical services to other registry owners	19 49%	8 44%	1 50%	15 47%	1 100%	12 52%	2 100%	17 53%	- -	17 47%	2 100%	- -	- -	- -	- -	- -
Helping members grow their business	9 23%	2 11%	1 50%	7 22%	1 100%	5 22%	1 50%	7 22%	- -	8 22%	1 50%	- -	- -	- -	- -	- -

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

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	39 100%	18 100%	2 100%	32 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Other	1 3%	1 6%	- -	1 3%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Don't know	8 21%	3 17%	1 50%	6 19%	- -	3 13%	- -	5 16%	- -	7 19%	- -	- -	- -	- -	- -
None of these	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Registry	30 77%	15 83%	1 50%	25 78%	1 100%	19 83%	2 100%	26 81%	- -	28 78%	2 100%	- -	- -	- -	- -
NET: Security	30 77%	15 83%	1 50%	25 78%	1 100%	19 83%	2 100%	26 81%	- -	28 78%	2 100%	- -	- -	- -	- -
NET: Public benefit	29 74%	15 83%	1 50%	25 78%	1 100%	18 78%	2 100%	27 84%	- -	27 75%	2 100%	- -	- -	- -	- -
NET: Policy	31 79%	15 83%	1 50%	26 81%	1 100%	20 87%	2 100%	27 84%	- -	29 81%	2 100%	- -	- -	- -	- -
NET: Member support	9 23%	2 11%	1 50%	7 22%	1 100%	5 22%	1 50%	7 22%	- -	8 22%	1 50%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q25/26 analysis

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	29	29	-	-	-	-	-	-	3	1	7	1	3	3	3	8
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Net: Have the right remit	20	20	-	-	-	-	-	-	1	-	4	1	2	3	2	7
69%	-	69%	-	-	-	-	-	-	33%	-	57%	100%	67%	100%	67%	88%
Net: Have the wrong remit	9	9	-	-	-	-	-	-	2	1	3	-	1	-	1	1
31%	-	31%	-	-	-	-	-	-	67%	100%	43%	-	33%	-	33%	13%
Net: Want larger remit	6	6	-	-	-	-	-	-	1	1	3	-	-	-	1	-
21%	-	21%	-	-	-	-	-	-	33%	100%	43%	-	-	-	33%	-
Net: Want smaller remit	9	9	-	-	-	-	-	-	1	-	2	-	2	1	1	2
31%	-	31%	-	-	-	-	-	-	33%	-	29%	-	67%	33%	33%	25%

P013002 Nominet Listening Process 2021 Phase 2

Q25/26 analysis

BASE: All respondents

Significance Level: 95%

Total

Net: Have the right remit

Net: Have the wrong remit

Net: Want larger remit

Net: Want smaller remit

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
29	-	-	-	-	-	-	5	4	7	12	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
20	-	-	-	-	-	-	1	3	6	10	-	-	-	-	-	-	-
69%	-	-	-	-	-	-	20%	75%	86%	83%	-	-	-	-	-	-	-
9	-	-	-	-	-	-	4	1	1	2	-	-	-	-	-	-	-
31%	-	-	-	-	-	-	80%	25%	14%	17%	-	-	-	-	-	-	-
6	-	-	-	-	-	-	3	-	1	2	-	-	-	-	-	-	-
21%	-	-	-	-	-	-	60%	-	14%	17%	-	-	-	-	-	-	-
9	-	-	-	-	-	-	2	1	3	3	-	-	-	-	-	-	-
31%	-	-	-	-	-	-	40%	25%	43%	25%	-	-	-	-	-	-	-

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
29	15	1	24	1	19	2	25	-	27	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
20	10	1	17	1	14	2	17	-	18	2	-	-	-	-
69%	67%	100%	71%	100%	74%	100%	68%	-	67%	100%	-	-	-	-
9	5	-	7	-	5	-	8	-	9	-	-	-	-	-
31%	33%	-	29%	-	26%	-	32%	-	33%	-	-	-	-	-
6	5	-	6	-	5	-	6	-	6	-	-	-	-	-
21%	33%	-	25%	-	26%	-	24%	-	22%	-	-	-	-	-
9	4	-	6	-	5	1	8	-	8	1	-	-	-	-
31%	27%	-	25%	-	26%	50%	32%	-	30%	50%	-	-	-	-

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	25	7	7	5	4	1	-	1	-	-	-	-	-	-	7	19
	100%	28%	28%	20%	16%	4%	-	4%	-	-	-	-	-	-	28%	76%
The general public	24	8	5	6	5	-	-	-	-	-	-	-	-	-	8	19
	100%	33%	21%	25%	21%	-	-	-	-	-	-	-	-	-	33%	79%
Third party stakeholders	13	1	4	-	-	3	1	3	1	-	-	-	-	-	1	5
	100%	8%	31%	-	-	23%	8%	23%	8%	-	-	-	-	-	8%	38%
The UK Government	17	3	5	4	3	1	1	-	-	-	-	-	-	-	3	12
	100%	18%	29%	24%	18%	6%	6%	-	-	-	-	-	-	-	18%	71%
The Nominet Board	13	3	1	3	1	2	3	-	-	-	-	-	-	-	3	7
	100%	23%	8%	23%	8%	15%	23%	-	-	-	-	-	-	-	23%	54%
Third party commercial interests	8	-	-	3	-	-	1	1	3	-	-	-	-	-	-	3
	100%	-	-	38%	-	-	13%	13%	38%	-	-	-	-	-	-	38%
Employees (beyond the Board)	12	-	-	2	3	3	1	2	1	-	-	-	-	-	-	2
	100%	-	-	17%	25%	25%	8%	17%	8%	-	-	-	-	-	-	17%
The domain name industry	21	7	7	4	1	1	1	-	-	-	-	-	-	-	7	18
	100%	33%	33%	19%	5%	5%	5%	-	-	-	-	-	-	-	33%	86%
Other	2	1	-	-	1	-	-	-	-	-	-	-	-	-	1	1
	100%	50%	-	-	50%	-	-	-	-	-	-	-	-	-	50%	50%

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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
54	-	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
7	-	7	-	-	-	-	-	-	-	1	5	-	-	-	-	1	
13%	-	13%	-	-	-	-	-	-	-	100%	31%	-	-	-	-	10%	
8	-	8	-	-	-	-	-	-	-	-	2	-	1	2	-	3	
15%	-	15%	-	-	-	-	-	-	-	-	13%	-	10%	40%	-	30%	
1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
2%	-	2%	-	-	-	-	-	-	20%	-	-	-	-	-	-	-	
3	-	3	-	-	-	-	-	-	-	-	1	-	-	1	-	1	
6%	-	6%	-	-	-	-	-	-	-	-	6%	-	-	20%	-	10%	
3	-	3	-	-	-	-	-	-	-	-	1	1	-	-	1	-	
6%	-	6%	-	-	-	-	-	-	-	-	6%	100%	-	-	17%	-	
7	-	7	-	-	-	-	-	-	1	-	-	-	1	-	2	3	
13%	-	13%	-	-	-	-	-	-	20%	-	-	-	10%	-	33%	30%	
1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	
2%	-	2%	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Members	7 13%	- -	- -	- -	- -	- -	- -	2 18%	- -	- -	5 23%	- -	- -	- -	- -	- -	- -	- -
The general public	8 15%	- -	- -	- -	- -	- -	- -	- -	2 22%	3 38%	2 9%	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	1 2%	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	3 6%	- -	- -	- -	- -	- -	- -	- -	1 11%	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	3 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	2 9%	- -	- -	- -	- -	- -	- -	- -
The domain name industry	7 13%	- -	- -	- -	- -	- -	1 100%	1 9%	1 11%	1 13%	3 14%	- -	- -	- -	- -	- -	- -	- -
Other	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Members	7 13%	5 20%	- -	6 14%	- -	5 18%	- -	6 17%	- -	7 19%	- -	- -	- -	- -	- -
The general public	8 15%	4 16%	1 50%	7 17%	- -	3 11%	- -	7 20%	- -	8 22%	- -	- -	- -	- -	- -
Third party stakeholders	1 2%	- -	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
The UK Government	3 6%	1 4%	- -	2 5%	- -	2 7%	1 33%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
The Nominet Board	3 6%	2 8%	1 50%	2 5%	1 100%	1 4%	1 33%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
The domain name industry	7 13%	3 12%	- -	6 14%	- -	5 18%	- -	6 17%	- -	7 19%	- -	- -	- -	- -	- -
Other	1 2%	1 4%	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
54	-	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
19	-	19	-	-	-	-	-	-	1	1	7	-	2	2	1	5	
35%	-	35%	-	-	-	-	-	-	20%	100%	44%	-	20%	40%	17%	50%	
19	-	19	-	-	-	-	-	-	-	-	5	1	1	3	1	8	
35%	-	35%	-	-	-	-	-	-	-	-	31%	100%	10%	60%	17%	80%	
5	-	5	-	-	-	-	-	-	1	-	3	-	-	-	-	1	
9%	-	9%	-	-	-	-	-	-	20%	-	19%	-	-	-	-	10%	
12	-	12	-	-	-	-	-	-	1	1	3	-	1	1	1	4	
22%	-	22%	-	-	-	-	-	-	20%	100%	19%	-	10%	20%	17%	40%	
7	-	7	-	-	-	-	-	-	1	-	3	1	-	-	2	-	
13%	-	13%	-	-	-	-	-	-	20%	-	19%	100%	-	-	33%	-	
3	-	3	-	-	-	-	-	-	-	-	1	-	-	1	-	1	
6%	-	6%	-	-	-	-	-	-	-	-	6%	-	-	20%	-	10%	
2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-	
4%	-	4%	-	-	-	-	-	-	-	-	-	-	10%	-	17%	-	
18	-	18	-	-	-	-	-	-	2	1	3	1	2	2	3	4	
33%	-	33%	-	-	-	-	-	-	40%	100%	19%	100%	20%	40%	50%	40%	
1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	
2%	-	2%	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Members	19 35%	- -	- -	- -	- -	- -	- -	3 27%	3 33%	2 25%	11 50%	- -	- -	- -	- -	- -	- -	- -
The general public	19 35%	- -	- -	- -	- -	- -	1 100%	1 9%	3 33%	6 75%	7 32%	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	5 9%	- -	- -	- -	- -	- -	- -	2 18%	- -	- -	3 14%	- -	- -	- -	- -	- -	- -	- -
The UK Government	12 22%	- -	- -	- -	- -	- -	- -	1 9%	2 22%	3 38%	5 23%	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	7 13%	- -	- -	- -	- -	- -	1 100%	1 9%	1 11%	1 13%	3 14%	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	3 6%	- -	- -	- -	- -	- -	- -	- -	1 11%	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	2 4%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
The domain name industry	18 33%	- -	- -	- -	- -	- -	1 100%	3 27%	1 11%	5 63%	8 36%	- -	- -	- -	- -	- -	- -	- -
Other	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -

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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Members	19 35%	11 44%	1 50%	18 43%	- -	14 50%	- -	17 49%	- -	19 53%	- -	- -	- -	- -	- -
The general public	19 35%	10 40%	1 50%	17 40%	- -	11 39%	- -	16 46%	- -	19 53%	- -	- -	- -	- -	- -
Third party stakeholders	5 9%	2 8%	- -	4 10%	- -	3 11%	- -	4 11%	- -	5 14%	- -	- -	- -	- -	- -
The UK Government	12 22%	6 24%	- -	9 21%	- -	7 25%	1 33%	11 31%	- -	11 31%	1 50%	- -	- -	- -	- -
The Nominet Board	7 13%	4 16%	1 50%	4 10%	1 100%	3 11%	2 67%	7 20%	- -	5 14%	2 100%	- -	- -	- -	- -
Third party commercial interests	3 6%	2 8%	- -	2 5%	- -	1 4%	1 33%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
Employees (beyond the Board)	2 4%	- -	1 50%	1 2%	1 100%	- -	1 33%	2 6%	- -	1 3%	1 50%	- -	- -	- -	- -
The domain name industry	18 33%	10 40%	2 100%	16 38%	1 100%	12 43%	1 33%	17 49%	- -	17 47%	1 50%	- -	- -	- -	- -
Other	1 2%	1 4%	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -

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	25 100%	- -	25 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	8 100%	1 100%	2 100%	3 100%	2 100%	7 100%
Rank 1	7 28%	- -	7 28%	- -	- -	- -	- -	- -	- -	- -	1 100%	5 63%	- -	- -	- -	- -	1 14%
Rank 2	7 28%	- -	7 28%	- -	- -	- -	- -	- -	- -	1 100%	- -	1 13%	- -	1 50%	2 67%	1 50%	1 14%
Rank 3	5 20%	- -	5 20%	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	1 50%	- -	- -	3 43%
Rank 4	4 16%	- -	4 16%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 33%	1 50%	1 14%
Rank 5	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -
Rank 7	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
NET: Top Rank	7 28%	- -	7 28%	- -	- -	- -	- -	- -	- -	- -	1 100%	5 63%	- -	- -	- -	- -	1 14%
NET: Top 3 Rank	19 76%	- -	19 76%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	7 88%	- -	2 100%	2 67%	1 50%	5 71%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	25 100%	- -	- -	- -	- -	- -	- -	3 100%	3 100%	6 100%	13 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	7 28%	- -	- -	- -	- -	- -	- -	2 67%	- -	- -	5 38%	- -	- -	- -	- -	- -	- -	- -
Rank 2	7 28%	- -	- -	- -	- -	- -	- -	1 33%	2 67%	1 17%	3 23%	- -	- -	- -	- -	- -	- -	- -
Rank 3	5 20%	- -	- -	- -	- -	- -	- -	- -	1 33%	1 17%	3 23%	- -	- -	- -	- -	- -	- -	- -
Rank 4	4 16%	- -	- -	- -	- -	- -	- -	- -	- -	3 50%	1 8%	- -	- -	- -	- -	- -	- -	- -
Rank 5	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -
Rank 7	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	7 28%	- -	- -	- -	- -	- -	- -	2 67%	- -	- -	5 38%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	19 76%	- -	- -	- -	- -	- -	- -	3 100%	3 100%	2 33%	11 85%	- -	- -	- -	- -	- -	- -	- -

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	25 100%	15 100%	2 100%	23 100%	1 100%	17 100%	1 100%	23 100%	- -	24 100%	1 100%	- -	- -	- -	- -
Rank 1	7 28%	5 33%	- -	6 26%	- -	5 29%	- -	6 26%	- -	7 29%	- -	- -	- -	- -	- -
Rank 2	7 28%	4 27%	1 50%	7 30%	- -	5 29%	- -	7 30%	- -	7 29%	- -	- -	- -	- -	- -
Rank 3	5 20%	2 13%	- -	5 22%	- -	4 24%	- -	4 17%	- -	5 21%	- -	- -	- -	- -	- -
Rank 4	4 16%	2 13%	1 50%	3 13%	1 100%	2 12%	1 100%	4 17%	- -	3 13%	1 100%	- -	- -	- -	- -
Rank 5	1 4%	1 7%	- -	1 4%	- -	1 6%	- -	1 4%	- -	1 4%	- -	- -	- -	- -	- -
Rank 7	1 4%	1 7%	- -	1 4%	- -	- -	- -	1 4%	- -	1 4%	- -	- -	- -	- -	- -
NET: Top Rank	7 28%	5 33%	- -	6 26%	- -	5 29%	- -	6 26%	- -	7 29%	- -	- -	- -	- -	- -
NET: Top 3 Rank	19 76%	11 73%	1 50%	18 78%	- -	14 82%	- -	17 74%	- -	19 79%	- -	- -	- -	- -	- -

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	24 100%	- -	24 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	7 100%	1 100%	2 100%	3 100%	2 100%	8 100%
Rank 1	8 33%	- -	8 33%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	- -	1 50%	2 67%	- -	3 38%
Rank 2	5 21%	- -	5 21%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	- -	1 50%	2 25%
Rank 3	6 25%	- -	6 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	1 100%	- -	1 33%	- -	3 38%
Rank 4	5 21%	- -	5 21%	- -	- -	- -	- -	- -	- -	1 100%	- -	2 29%	- -	1 50%	- -	1 50%	- -
NET: Top Rank	8 33%	- -	8 33%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	- -	1 50%	2 67%	- -	3 38%
NET: Top 3 Rank	19 79%	- -	19 79%	- -	- -	- -	- -	- -	- -	- -	- -	5 71%	1 100%	1 50%	3 100%	1 50%	8 100%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	24 100%	- -	- -	- -	- -	- -	1 100%	3 100%	3 100%	6 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	8 33%	- -	- -	- -	- -	- -	- -	- -	2 67%	3 50%	2 20%	- -	- -	- -	- -	- -	- -	- -
Rank 2	5 21%	- -	- -	- -	- -	- -	1 100%	1 33%	1 33%	- -	2 20%	- -	- -	- -	- -	- -	- -	- -
Rank 3	6 25%	- -	- -	- -	- -	- -	- -	- -	- -	3 50%	3 30%	- -	- -	- -	- -	- -	- -	- -
Rank 4	5 21%	- -	- -	- -	- -	- -	- -	2 67%	- -	- -	3 30%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	8 33%	- -	- -	- -	- -	- -	- -	- -	2 67%	3 50%	2 20%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	19 79%	- -	- -	- -	- -	- -	1 100%	1 33%	3 100%	6 100%	7 70%	- -	- -	- -	- -	- -	- -	- -

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%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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
24	14	1	22	-	16	-	21	-	24	-	-	-	-	-
100%	100%	100%	100%	-	100%	-	100%	-	100%	-	-	-	-	-
8	4	1	7	-	3	-	7	-	8	-	-	-	-	-
33%	29%	100%	32%	-	19%	-	33%	-	33%	-	-	-	-	-
5	3	-	5	-	4	-	4	-	5	-	-	-	-	-
21%	21%	-	23%	-	25%	-	19%	-	21%	-	-	-	-	-
6	3	-	5	-	4	-	5	-	6	-	-	-	-	-
25%	21%	-	23%	-	25%	-	24%	-	25%	-	-	-	-	-
5	4	-	5	-	5	-	5	-	5	-	-	-	-	-
21%	29%	-	23%	-	31%	-	24%	-	21%	-	-	-	-	-
8	4	1	7	-	3	-	7	-	8	-	-	-	-	-
33%	29%	100%	32%	-	19%	-	33%	-	33%	-	-	-	-	-
19	10	1	17	-	11	-	16	-	19	-	-	-	-	-
79%	71%	100%	77%	-	69%	-	76%	-	79%	-	-	-	-	-

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							
	Member	Stakeholder	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	13 100%	- 100%	13 -	- -	- -	- -	- -	- -	1 100%	- -	4 100%	1 100%	2 100%	2 100%	- -	3 100%
Rank 1	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -
Rank 2	4 31%	- 31%	4 -	- -	- -	- -	- -	- -	- -	- -	3 75%	- -	- -	- -	- -	1 33%
Rank 5	3 23%	- 23%	3 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 100%	1 50%	- -	- -
Rank 6	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -
Rank 7	3 23%	- 23%	3 -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 50%	- -	1 33%
Rank 8	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%
NET: Top Rank	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	5 38%	- 38%	5 -	- -	- -	- -	- -	- -	1 100%	- -	3 75%	- -	- -	- -	- -	1 33%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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%	1 100%	3 100%	7 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	1 8%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	4 31%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	3 43%	- -	- -	- -	- -	- -	- -	- -
Rank 5	3 23%	- -	- -	- -	- -	- -	- -	- -	1 100%	1 33%	1 14%	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -
Rank 7	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	2 67%	1 14%	- -	- -	- -	- -	- -	- -	- -
Rank 8	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	1 8%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	5 38%	- -	- -	- -	- -	- -	- -	2 100%	- -	- -	3 43%	- -	- -	- -	- -	- -	- -	- -

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	13 100%	8 100%	- -	12 100%	- -	9 100%	- -	12 100%	- -	13 100%	- -	- -	- -	- -	- -
Rank 1	1 8%	- -	- -	1 8%	- -	1 11%	- -	1 8%	- -	1 8%	- -	- -	- -	- -	- -
Rank 2	4 31%	2 25%	- -	3 25%	- -	2 22%	- -	3 25%	- -	4 31%	- -	- -	- -	- -	- -
Rank 5	3 23%	2 25%	- -	3 25%	- -	2 22%	- -	3 25%	- -	3 23%	- -	- -	- -	- -	- -
Rank 6	1 8%	1 13%	- -	1 8%	- -	1 11%	- -	1 8%	- -	1 8%	- -	- -	- -	- -	- -
Rank 7	3 23%	3 38%	- -	3 25%	- -	2 22%	- -	3 25%	- -	3 23%	- -	- -	- -	- -	- -
Rank 8	1 8%	- -	- -	1 8%	- -	1 11%	- -	1 8%	- -	1 8%	- -	- -	- -	- -	- -
NET: Top Rank	1 8%	- -	- -	1 8%	- -	1 11%	- -	1 8%	- -	1 8%	- -	- -	- -	- -	- -
NET: Top 3 Rank	5 38%	2 25%	- -	4 33%	- -	3 33%	- -	4 33%	- -	5 38%	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
17	-	17	-	-	-	-	-	-	1	1	3	1	1	2	1	7
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
3	-	3	-	-	-	-	-	-	-	-	1	-	-	1	-	1
18%	-	18%	-	-	-	-	-	-	-	-	33%	-	-	50%	-	14%
5	-	5	-	-	-	-	-	-	1	-	-	-	1	-	-	3
29%	-	29%	-	-	-	-	-	-	100%	-	-	-	100%	-	-	43%
4	-	4	-	-	-	-	-	-	-	1	2	-	-	-	1	-
24%	-	24%	-	-	-	-	-	-	-	100%	67%	-	-	-	100%	-
3	-	3	-	-	-	-	-	-	-	-	-	-	-	1	-	2
18%	-	18%	-	-	-	-	-	-	-	-	-	-	-	50%	-	29%
1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
6%	-	6%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
6%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	14%
3	-	3	-	-	-	-	-	-	-	-	1	-	-	1	-	1
18%	-	18%	-	-	-	-	-	-	-	-	33%	-	-	50%	-	14%
12	-	12	-	-	-	-	-	-	1	1	3	-	1	1	1	4
71%	-	71%	-	-	-	-	-	-	100%	100%	100%	-	100%	50%	100%	57%

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

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	17 100%	- -	- -	- -	- -	- -	- -	1 100%	2 100%	5 100%	8 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	3 18%	- -	- -	- -	- -	- -	- -	- -	1 50%	1 20%	1 13%	- -	- -	- -	- -	- -	- -	- -
Rank 2	5 29%	- -	- -	- -	- -	- -	- -	1 100%	1 50%	2 40%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 3	4 24%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 50%	- -	- -	- -	- -	- -	- -	- -
Rank 4	3 18%	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	2 25%	- -	- -	- -	- -	- -	- -	- -
Rank 5	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	3 18%	- -	- -	- -	- -	- -	- -	- -	1 50%	1 20%	1 13%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	12 71%	- -	- -	- -	- -	- -	- -	1 100%	2 100%	3 60%	5 63%	- -	- -	- -	- -	- -	- -	- -

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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%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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
17	9	-	14	-	10	1	16	-	16	1	-	-	-	-
100%	100%	-	100%	-	100%	100%	100%	-	100%	100%	-	-	-	-
3	1	-	2	-	2	1	3	-	2	1	-	-	-	-
18%	11%	-	14%	-	20%	100%	19%	-	13%	100%	-	-	-	-
5	1	-	3	-	1	-	4	-	5	-	-	-	-	-
29%	11%	-	21%	-	10%	-	25%	-	31%	-	-	-	-	-
4	4	-	4	-	4	-	4	-	4	-	-	-	-	-
24%	44%	-	29%	-	40%	-	25%	-	25%	-	-	-	-	-
3	1	-	3	-	2	-	3	-	3	-	-	-	-	-
18%	11%	-	21%	-	20%	-	19%	-	19%	-	-	-	-	-
1	1	-	1	-	-	-	1	-	1	-	-	-	-	-
6%	11%	-	7%	-	-	-	6%	-	6%	-	-	-	-	-
1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
6%	11%	-	7%	-	10%	-	6%	-	6%	-	-	-	-	-
3	1	-	2	-	2	1	3	-	2	1	-	-	-	-
18%	11%	-	14%	-	20%	100%	19%	-	13%	100%	-	-	-	-
12	6	-	9	-	7	1	11	-	11	1	-	-	-	-
71%	67%	-	64%	-	70%	100%	69%	-	69%	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

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	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	
13	-	13	-	-	-	-	-	-	1	-	3	1	1	2	2	3	
100%	-	100%	-	-	-	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	
3	-	3	-	-	-	-	-	-	-	-	1	1	-	-	1	-	
23%	-	23%	-	-	-	-	-	-	-	-	33%	100%	-	-	50%	-	
1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
8%	-	8%	-	-	-	-	-	-	-	-	33%	-	-	-	-	-	
3	-	3	-	-	-	-	-	-	1	-	1	-	-	-	1	-	
23%	-	23%	-	-	-	-	-	-	100%	-	33%	-	-	-	50%	-	
1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	
8%	-	8%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	
2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
15%	-	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	67%	
3	-	3	-	-	-	-	-	-	-	-	-	-	-	2	-	1	
23%	-	23%	-	-	-	-	-	-	-	-	-	-	-	100%	-	33%	
3	-	3	-	-	-	-	-	-	-	-	1	1	-	-	1	-	
23%	-	23%	-	-	-	-	-	-	-	-	33%	100%	-	-	50%	-	
7	-	7	-	-	-	-	-	-	1	-	3	1	-	-	2	-	
54%	-	54%	-	-	-	-	-	-	100%	-	100%	100%	-	-	100%	-	

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	13 100%	- -	- -	- -	- -	- -	1 100%	1 100%	2 100%	4 100%	5 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	2 40%	- -	- -	- -	- -	- -	- -	- -
Rank 2	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -
Rank 3	3 23%	- -	- -	- -	- -	- -	1 100%	1 100%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 8%	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	2 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	1 20%	- -	- -	- -	- -	- -	- -	- -
Rank 6	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	2 50%	1 20%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	2 40%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	7 54%	- -	- -	- -	- -	- -	1 100%	1 100%	1 50%	1 25%	3 60%	- -	- -	- -	- -	- -	- -	- -

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		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
13 100%	8 100%	1 100%	10 100%	1 100%	7 100%	2 100%	13 100%	- -	11 100%	2 100%	- -	- -	- -	- -
3 23%	2 25%	1 100%	2 20%	1 100%	1 14%	1 50%	3 23%	- -	2 18%	1 50%	- -	- -	- -	- -
1 8%	- -	- -	- -	- -	- -	1 50%	1 8%	- -	- -	1 50%	- -	- -	- -	- -
3 23%	2 25%	- -	2 20%	- -	2 29%	- -	3 23%	- -	3 27%	- -	- -	- -	- -	- -
1 8%	- -	- -	1 10%	- -	- -	- -	1 8%	- -	1 9%	- -	- -	- -	- -	- -
2 15%	2 25%	- -	2 20%	- -	1 14%	- -	2 15%	- -	2 18%	- -	- -	- -	- -	- -
3 23%	2 25%	- -	3 30%	- -	3 43%	- -	3 23%	- -	3 27%	- -	- -	- -	- -	- -
3 23%	2 25%	1 100%	2 20%	1 100%	1 14%	1 50%	3 23%	- -	2 18%	1 50%	- -	- -	- -	- -
7 54%	4 50%	1 100%	4 40%	1 100%	3 43%	2 100%	7 54%	- -	5 45%	2 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	8 100%	- -	8 100%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	1 100%	- -	3 100%	- -	3 100%
Rank 3	3 38%	- -	3 38%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 33%	- -	1 33%
Rank 6	1 13%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -
Rank 7	1 13%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%
Rank 8	3 38%	- -	3 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 67%	- -	1 33%
NET: Top 3 Rank	3 38%	- -	3 38%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 33%	- -	1 33%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

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

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	8 100%	6 100%	-	7 100%	-	5 100%	1 100%	8 100%	-	7 100%	1 100%	-	-	-	-
Rank 3	3 38%	2 33%	-	2 29%	-	1 20%	1 100%	3 38%	-	2 29%	1 100%	-	-	-	-
Rank 6	1 13%	1 17%	-	1 14%	-	-	-	1 13%	-	1 14%	-	-	-	-	-
Rank 7	1 13%	-	-	1 14%	-	1 20%	-	1 13%	-	1 14%	-	-	-	-	-
Rank 8	3 38%	3 50%	-	3 43%	-	3 60%	-	3 38%	-	3 43%	-	-	-	-	-
NET: Top 3 Rank	3 38%	2 33%	-	2 29%	-	1 20%	1 100%	3 38%	-	2 29%	1 100%	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	12 100%	- 100%	12 -	- -	- -	- -	- -	- -	- -	- -	3 100%	1 100%	1 100%	2 100%	1 100%	4 100%
Rank 3	2 17%	- 17%	2 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 100%	- -
Rank 4	3 25%	- 25%	3 -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	2 50%
Rank 5	3 25%	- 25%	3 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	2 50%
Rank 6	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -
Rank 7	2 17%	- 17%	2 -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	1 50%	- -	- -
Rank 8	1 8%	- 8%	1 -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -
NET: Top 3 Rank	2 17%	- 17%	2 -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 100%	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	12 100%	-	-	-	-	-	-	-	1 100%	4 100%	7 100%	-	-	-	-	-	-	-
Rank 3	2 17%	-	-	-	-	-	-	-	1 100%	-	1 14%	-	-	-	-	-	-	-
Rank 4	3 25%	-	-	-	-	-	-	-	-	1 25%	2 29%	-	-	-	-	-	-	-
Rank 5	3 25%	-	-	-	-	-	-	-	-	1 25%	2 29%	-	-	-	-	-	-	-
Rank 6	1 8%	-	-	-	-	-	-	-	-	-	1 14%	-	-	-	-	-	-	-
Rank 7	2 17%	-	-	-	-	-	-	-	-	1 25%	1 14%	-	-	-	-	-	-	-
Rank 8	1 8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Top 3 Rank	2 17%	-	-	-	-	-	-	-	1 100%	-	1 14%	-	-	-	-	-	-	-

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%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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
12 100%	7 100%	1 100%	10 100%	1 100%	6 100%	1 100%	11 100%	- -	11 100%	1 100%	- -	- -	- -	- -
2 17%	- -	1 100%	1 10%	1 100%	- -	1 100%	2 18%	- -	1 9%	1 100%	- -	- -	- -	- -
3 25%	2 29%	- -	2 20%	- -	1 17%	- -	2 18%	- -	3 27%	- -	- -	- -	- -	- -
3 25%	1 14%	- -	3 30%	- -	2 33%	- -	3 27%	- -	3 27%	- -	- -	- -	- -	- -
1 8%	1 14%	- -	1 10%	- -	1 17%	- -	1 9%	- -	1 9%	- -	- -	- -	- -	- -
2 17%	2 29%	- -	2 20%	- -	2 33%	- -	2 18%	- -	2 18%	- -	- -	- -	- -	- -
1 8%	1 14%	- -	1 10%	- -	- -	- -	1 9%	- -	1 9%	- -	- -	- -	- -	- -
2 17%	- -	1 100%	1 10%	1 100%	- -	1 100%	2 18%	- -	1 9%	1 100%	- -	- -	- -	- -

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

	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	21 100%	- -	21 100%	- -	- -	- -	- -	- -	2 100%	1 100%	5 100%	1 100%	2 100%	2 100%	3 100%	5 100%
Rank 1	7 33%	- -	7 33%	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	2 67%	3 60%
Rank 2	7 33%	- -	7 33%	- -	- -	- -	- -	- -	- -	1 100%	1 20%	1 100%	1 50%	1 50%	1 33%	1 20%
Rank 3	4 19%	- -	4 19%	- -	- -	- -	- -	- -	1 50%	- -	2 40%	- -	- -	1 50%	- -	- -
Rank 4	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -
Rank 5	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -
Rank 6	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
NET: Top Rank	7 33%	- -	7 33%	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	2 67%	3 60%
NET: Top 3 Rank	18 86%	- -	18 86%	- -	- -	- -	- -	- -	2 100%	1 100%	3 60%	1 100%	2 100%	2 100%	3 100%	4 80%

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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

	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	21 100%	- -	- -	- -	- -	- -	1 100%	3 100%	1 100%	6 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	7 33%	- -	- -	- -	- -	- -	1 100%	1 33%	1 100%	1 17%	3 30%	- -	- -	- -	- -	- -	- -	- -
Rank 2	7 33%	- -	- -	- -	- -	- -	- -	- -	- -	3 50%	4 40%	- -	- -	- -	- -	- -	- -	- -
Rank 3	4 19%	- -	- -	- -	- -	- -	- -	2 67%	- -	1 17%	1 10%	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Rank 5	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	7 33%	- -	- -	- -	- -	- -	1 100%	1 33%	1 100%	1 17%	3 30%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	18 86%	- -	- -	- -	- -	- -	1 100%	3 100%	1 100%	5 83%	8 80%	- -	- -	- -	- -	- -	- -	- -

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

BASE: All respondents

Significance Level: 95%

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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
21 100%	13 100%	2 100%	19 100%	1 100%	14 100%	1 100%	20 100%	- -	20 100%	1 100%	- -	- -	- -	- -
7 33%	3 23%	- -	6 32%	- -	5 36%	- -	6 30%	- -	7 35%	- -	- -	- -	- -	- -
7 33%	5 38%	1 50%	6 32%	1 100%	5 36%	1 100%	7 35%	- -	6 30%	1 100%	- -	- -	- -	- -
4 19%	2 15%	1 50%	4 21%	- -	2 14%	- -	4 20%	- -	4 20%	- -	- -	- -	- -	- -
1 5%	1 8%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 5%	- -	- -	- -	- -	- -
1 5%	1 8%	- -	1 5%	- -	1 7%	- -	1 5%	- -	1 5%	- -	- -	- -	- -	- -
1 5%	1 8%	- -	1 5%	- -	- -	- -	1 5%	- -	1 5%	- -	- -	- -	- -	- -
7 33%	3 23%	- -	6 32%	- -	5 36%	- -	6 30%	- -	7 35%	- -	- -	- -	- -	- -
18 86%	10 77%	2 100%	16 84%	1 100%	12 86%	1 100%	17 85%	- -	17 85%	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

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

Significance Level: 95%

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

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			
	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	2	-	2	-	2	-	2	-	2	-	-	-	-	-
	100%	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-
Rank 1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	50%	-	50%	-	50%	-	50%	-	50%	-	-	-	-	-
Rank 4	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	50%	-	50%	-	50%	-	50%	-	50%	-	-	-	-	-
NET: Top Rank	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	50%	-	50%	-	50%	-	50%	-	50%	-	-	-	-	-
NET: Top 3 Rank	1	-	1	-	1	-	1	-	1	-	-	-	-	-
	50%	-	50%	-	50%	-	50%	-	50%	-	-	-	-	-

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	27 100%	13 48%	4 15%	5 19%	2 7%	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	13 48%
The general public	34 100%	17 50%	12 35%	3 9%	1 3%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	17 50%
Third party stakeholders	18 100%	- -	4 22%	3 17%	2 11%	3 17%	2 11%	4 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
The UK Government	21 100%	1 5%	4 19%	9 43%	3 14%	2 10%	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%
The Nominet Board	13 100%	- -	1 8%	- -	3 23%	2 15%	2 15%	1 8%	4 31%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	11 100%	- -	- -	- -	1 9%	- -	3 27%	3 27%	4 36%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	21 100%	1 5%	1 5%	5 24%	3 14%	6 29%	4 19%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%
The domain name industry	24 100%	1 4%	6 25%	4 17%	8 33%	3 13%	1 4%	1 4%	- -	- -	- -	- -	- -	- 4%	- -	- -	- -	- -	- -	1 4%
Other 1	1 100%	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other 6	2 100%	1 50%	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%

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	27 100%	22 81%
The general public	34 100%	32 94%
Third party stakeholders	18 100%	7 39%
The UK Government	21 100%	14 67%
The Nominet Board	13 100%	1 8%
Third party commercial interests	11 100%	- -
Employees (beyond the Board)	21 100%	7 33%
The domain name industry	24 100%	11 46%
Other 1	1 100%	- -
Other 6	2 100%	1 50%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	54 100%	- -	54 100%	- -	- -	- -	- -	- -	- -	5 100%	1 100%	16 100%	1 100%	10 100%	5 100%	6 100%	10 100%
Members	13 24%	- -	13 24%	- -	- -	- -	- -	- -	- -	1 20%	- -	6 38%	- -	2 20%	1 20%	- -	3 30%
The general public	17 31%	- -	17 31%	- -	- -	- -	- -	- -	- -	1 20%	1 100%	2 13%	1 100%	3 30%	3 60%	3 50%	3 30%
The UK Government	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%
Employees (beyond the Board)	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -
The domain name industry	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 10%
Other 6	1 2%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Members	13 24%	- -	- -	- -	- -	- -	- -	4 36%	1 11%	2 25%	6 27%	- -	- -	- -	- -	- -	- -	- -
The general public	17 31%	- -	- -	- -	- -	- -	1 100%	2 18%	2 22%	5 63%	6 27%	- -	- -	- -	- -	- -	- -	- -
The UK Government	1 2%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	1 2%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -
The domain name industry	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -
Other 6	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -

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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	-	36 100%	2 100%	-	-	-	-
Members	13 24%	5 20%	1 50%	12 29%	-	8 29%	-	11 31%	-	13 36%	-	-	-	-	-
The general public	17 31%	11 44%	1 50%	14 33%	1 100%	11 39%	2 67%	16 46%	-	15 42%	2 100%	-	-	-	-
The UK Government	1 2%	-	-	1 2%	-	1 4%	-	1 3%	-	1 3%	-	-	-	-	-
Employees (beyond the Board)	1 2%	-	-	-	-	-	-	1 3%	-	1 3%	-	-	-	-	-
The domain name industry	1 2%	-	-	1 2%	-	1 4%	-	-	-	1 3%	-	-	-	-	-
Other 6	1 2%	1 4%	-	1 2%	-	1 4%	-	1 3%	-	1 3%	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members	22	22	-	-	-	-	-	-	3	1	8	-	3	2	-	5
	41%	41%	-	-	-	-	-	-	60%	100%	50%	-	30%	40%	-	50%
The general public	32	32	-	-	-	-	-	-	3	1	8	1	4	4	3	8
	59%	59%	-	-	-	-	-	-	60%	100%	50%	100%	40%	80%	50%	80%
Third party stakeholders	7	7	-	-	-	-	-	-	2	-	2	-	2	-	-	1
	13%	13%	-	-	-	-	-	-	40%	-	13%	-	20%	-	-	10%
The UK Government	14	14	-	-	-	-	-	-	-	1	1	1	1	2	2	6
	26%	26%	-	-	-	-	-	-	-	100%	6%	100%	10%	40%	33%	60%
The Nominet Board	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	2%	2%	-	-	-	-	-	-	-	-	-	-	10%	-	-	-
Employees (beyond the Board)	7	7	-	-	-	-	-	-	1	-	1	-	2	1	-	2
	13%	13%	-	-	-	-	-	-	20%	-	6%	-	20%	20%	-	20%
The domain name industry	11	11	-	-	-	-	-	-	-	-	3	1	1	3	2	1
	20%	20%	-	-	-	-	-	-	-	-	19%	100%	10%	60%	33%	10%
Other 6	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	2%	2%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-

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

	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	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Members	22 41%	- -	- -	- -	- -	- -	- -	5 45%	5 56%	3 38%	9 41%	- -	- -	- -	- -	- -	- -	- -
The general public	32 59%	- -	- -	- -	- -	- -	1 100%	5 45%	5 56%	7 88%	13 59%	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	7 13%	- -	- -	- -	- -	- -	- -	3 27%	1 11%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -
The UK Government	14 26%	- -	- -	- -	- -	- -	1 100%	1 9%	1 11%	6 75%	4 18%	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	1 2%	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	7 13%	- -	- -	- -	- -	- -	- -	1 9%	3 33%	1 13%	1 5%	- -	- -	- -	- -	- -	- -	- -
The domain name industry	11 20%	- -	- -	- -	- -	- -	1 100%	1 9%	- -	4 50%	5 23%	- -	- -	- -	- -	- -	- -	- -
Other 6	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -

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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Members	22 41%	9 36%	1 50%	19 45%	- -	14 50%	1 33%	20 57%	- -	21 58%	1 50%	- -	- -	- -	- -
The general public	32 59%	16 64%	2 100%	27 64%	1 100%	20 71%	2 67%	28 80%	- -	30 83%	2 100%	- -	- -	- -	- -
Third party stakeholders	7 13%	3 12%	- -	7 17%	- -	5 18%	- -	6 17%	- -	7 19%	- -	- -	- -	- -	- -
The UK Government	14 26%	8 32%	- -	12 29%	- -	10 36%	- -	12 34%	- -	14 39%	- -	- -	- -	- -	- -
The Nominet Board	1 2%	- -	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Employees (beyond the Board)	7 13%	3 12%	- -	4 10%	- -	3 11%	1 33%	6 17%	- -	6 17%	1 50%	- -	- -	- -	- -
The domain name industry	11 20%	8 32%	1 50%	11 26%	- -	7 25%	- -	10 29%	- -	11 31%	- -	- -	- -	- -	- -
Other 6	1 2%	1 4%	- -	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
27	-	27	-	-	-	-	-	-	3	1	8	1	4	3	-	7
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	-	100%
13	-	13	-	-	-	-	-	-	1	-	6	-	2	1	-	3
48%	-	48%	-	-	-	-	-	-	33%	-	75%	-	50%	33%	-	43%
4	-	4	-	-	-	-	-	-	1	-	1	-	-	1	-	1
15%	-	15%	-	-	-	-	-	-	33%	-	13%	-	-	33%	-	14%
5	-	5	-	-	-	-	-	-	1	1	1	-	1	-	-	1
19%	-	19%	-	-	-	-	-	-	33%	100%	13%	-	25%	-	-	14%
2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1
7%	-	7%	-	-	-	-	-	-	-	-	-	100%	-	-	-	14%
3	-	3	-	-	-	-	-	-	-	-	-	-	1	1	-	1
11%	-	11%	-	-	-	-	-	-	-	-	-	-	25%	33%	-	14%
13	-	13	-	-	-	-	-	-	1	-	6	-	2	1	-	3
48%	-	48%	-	-	-	-	-	-	33%	-	75%	-	50%	33%	-	43%
22	-	22	-	-	-	-	-	-	3	1	8	-	3	2	-	5
81%	-	81%	-	-	-	-	-	-	100%	100%	100%	-	75%	67%	-	71%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	27 100%	- -	- -	- -	- -	- -	- -	5 100%	5 100%	6 100%	10 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	13 48%	- -	- -	- -	- -	- -	- -	4 80%	1 20%	2 33%	6 60%	- -	- -	- -	- -	- -	- -	- -
Rank 2	4 15%	- -	- -	- -	- -	- -	- -	1 20%	2 40%	- -	1 10%	- -	- -	- -	- -	- -	- -	- -
Rank 3	5 19%	- -	- -	- -	- -	- -	- -	- -	2 40%	1 17%	2 20%	- -	- -	- -	- -	- -	- -	- -
Rank 4	2 7%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 5	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	2 33%	1 10%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	13 48%	- -	- -	- -	- -	- -	- -	4 80%	1 20%	2 33%	6 60%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	22 81%	- -	- -	- -	- -	- -	- -	5 100%	5 100%	3 50%	9 90%	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	27 100%	13 100%	1 100%	23 100%	- -	16 100%	1 100%	24 100%	- -	26 100%	1 100%	- -	- -	- -	- -
Rank 1	13 48%	5 38%	1 100%	12 52%	- -	8 50%	- -	11 46%	- -	13 50%	- -	- -	- -	- -	- -
Rank 2	4 15%	1 8%	- -	3 13%	- -	3 19%	1 100%	4 17%	- -	3 12%	1 100%	- -	- -	- -	- -
Rank 3	5 19%	3 23%	- -	4 17%	- -	3 19%	- -	5 21%	- -	5 19%	- -	- -	- -	- -	- -
Rank 4	2 7%	1 8%	- -	1 4%	- -	- -	- -	1 4%	- -	2 8%	- -	- -	- -	- -	- -
Rank 5	3 11%	3 23%	- -	3 13%	- -	2 13%	- -	3 13%	- -	3 12%	- -	- -	- -	- -	- -
NET: Top Rank	13 48%	5 38%	1 100%	12 52%	- -	8 50%	- -	11 46%	- -	13 50%	- -	- -	- -	- -	- -
NET: Top 3 Rank	22 81%	9 69%	1 100%	19 83%	- -	14 88%	1 100%	20 83%	- -	21 81%	1 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	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	34	-	34	-	-	-	-	-	3	1	8	1	5	4	4	8
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Rank 1	17	-	17	-	-	-	-	-	1	1	2	1	3	3	3	3
50%	-	50%	-	-	-	-	-	-	33%	100%	25%	100%	60%	75%	75%	38%
Rank 2	12	-	12	-	-	-	-	-	2	-	5	-	1	-	-	4
35%	-	35%	-	-	-	-	-	-	67%	-	63%	-	20%	-	-	50%
Rank 3	3	-	3	-	-	-	-	-	-	-	1	-	-	1	-	1
9%	-	9%	-	-	-	-	-	-	-	-	13%	-	-	25%	-	13%
Rank 4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	25%	-
Rank 6	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-
3%	-	3%	-	-	-	-	-	-	-	-	-	-	20%	-	-	-
NET: Top Rank	17	-	17	-	-	-	-	-	1	1	2	1	3	3	3	3
50%	-	50%	-	-	-	-	-	-	33%	100%	25%	100%	60%	75%	75%	38%
NET: Top 3 Rank	32	-	32	-	-	-	-	-	3	1	8	1	4	4	3	8
94%	-	94%	-	-	-	-	-	-	100%	100%	100%	100%	80%	100%	75%	100%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	34 100%	- -	- -	- -	- -	- -	1 100%	6 100%	5 100%	7 100%	14 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	17 50%	- -	- -	- -	- -	- -	1 100%	2 33%	2 40%	5 71%	6 43%	- -	- -	- -	- -	- -	- -	- -
Rank 2	12 35%	- -	- -	- -	- -	- -	- -	3 50%	2 40%	2 29%	5 36%	- -	- -	- -	- -	- -	- -	- -
Rank 3	3 9%	- -	- -	- -	- -	- -	- -	- -	1 20%	- -	2 14%	- -	- -	- -	- -	- -	- -	- -
Rank 4	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 3%	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	17 50%	- -	- -	- -	- -	- -	1 100%	2 33%	2 40%	5 71%	6 43%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	32 94%	- -	- -	- -	- -	- -	1 100%	5 83%	5 100%	7 100%	13 93%	- -	- -	- -	- -	- -	- -	- -

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

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
34 100%	17 100%	2 100%	29 100%	1 100%	22 100%	2 100%	30 100%	- -	32 100%	2 100%	- -	- -	- -	- -
17 50%	11 65%	1 50%	14 48%	1 100%	11 50%	2 100%	16 53%	- -	15 47%	2 100%	- -	- -	- -	- -
12 35%	4 24%	1 50%	10 34%	- -	7 32%	- -	9 30%	- -	12 38%	- -	- -	- -	- -	- -
3 9%	1 6%	- -	3 10%	- -	2 9%	- -	3 10%	- -	3 9%	- -	- -	- -	- -	- -
1 3%	1 6%	- -	1 3%	- -	1 5%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
1 3%	- -	- -	1 3%	- -	1 5%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
17 50%	11 65%	1 50%	14 48%	1 100%	11 50%	2 100%	16 53%	- -	15 47%	2 100%	- -	- -	- -	- -
32 94%	16 94%	2 100%	27 93%	1 100%	20 91%	2 100%	28 93%	- -	30 94%	2 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group				Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	18 100%	- -	18 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	3 100%	1 100%	4 100%	3 100%	- -	3 100%
Rank 2	4 22%	- -	4 22%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	2 50%	- -	- -	1 33%
Rank 3	3 17%	- -	3 17%	- -	- -	- -	- -	- -	- -	2 67%	- -	1 33%	- -	- -	- -	- -	- -
Rank 4	2 11%	- -	2 11%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	1 33%	- -	- -
Rank 5	3 17%	- -	3 17%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	1 25%	1 33%	- -	- -
Rank 6	2 11%	- -	2 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	1 33%
Rank 7	4 22%	- -	4 22%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 100%	- -	1 33%	- -	1 33%
NET: Top 3 Rank	7 39%	- -	7 39%	- -	- -	- -	- -	- -	- -	2 67%	- -	2 67%	- -	2 50%	- -	- -	1 33%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	18 100%	-	-	-	-	-	-	5 100%	3 100%	4 100%	6 100%	-	-	-	-	-	-	-
Rank 2	4 22%	-	-	-	-	-	-	1 20%	-	-	3 50%	-	-	-	-	-	-	-
Rank 3	3 17%	-	-	-	-	-	-	2 40%	1 33%	-	-	-	-	-	-	-	-	-
Rank 4	2 11%	-	-	-	-	-	-	-	1 33%	1 25%	-	-	-	-	-	-	-	-
Rank 5	3 17%	-	-	-	-	-	-	2 40%	-	1 25%	-	-	-	-	-	-	-	-
Rank 6	2 11%	-	-	-	-	-	-	-	1 33%	-	1 17%	-	-	-	-	-	-	-
Rank 7	4 22%	-	-	-	-	-	-	-	-	2 50%	2 33%	-	-	-	-	-	-	-
NET: Top 3 Rank	7 39%	-	-	-	-	-	-	3 60%	1 33%	-	3 50%	-	-	-	-	-	-	-

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

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	18 100%	10 100%	- -	17 100%	- -	11 100%	- -	17 100%	- -	18 100%	- -	- -	- -	- -	- -
Rank 2	4 22%	2 20%	- -	4 24%	- -	3 27%	- -	4 24%	- -	4 22%	- -	- -	- -	- -	- -
Rank 3	3 17%	1 10%	- -	3 18%	- -	2 18%	- -	2 12%	- -	3 17%	- -	- -	- -	- -	- -
Rank 4	2 11%	1 10%	- -	1 6%	- -	1 9%	- -	2 12%	- -	2 11%	- -	- -	- -	- -	- -
Rank 5	3 17%	2 20%	- -	3 18%	- -	2 18%	- -	3 18%	- -	3 17%	- -	- -	- -	- -	- -
Rank 6	2 11%	1 10%	- -	2 12%	- -	2 18%	- -	2 12%	- -	2 11%	- -	- -	- -	- -	- -
Rank 7	4 22%	3 30%	- -	4 24%	- -	1 9%	- -	4 24%	- -	4 22%	- -	- -	- -	- -	- -
NET: Top 3 Rank	7 39%	3 30%	- -	7 41%	- -	5 45%	- -	6 35%	- -	7 39%	- -	- -	- -	- -	- -

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	21 100%	- -	21 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	3 100%	1 100%	3 100%	3 100%	2 100%	7 100%
Rank 1	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
Rank 2	4 19%	- -	4 19%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 33%	- -	2 29%
Rank 3	9 43%	- -	9 43%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	1 100%	1 33%	1 33%	2 100%	3 43%
Rank 4	3 14%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	1 33%	- -	- -	1 14%
Rank 5	2 10%	- -	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	1 33%	- -	- -	- -
Rank 6	2 10%	- -	2 10%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	1 33%	- -	- -
NET: Top Rank	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 14%
NET: Top 3 Rank	14 67%	- -	14 67%	- -	- -	- -	- -	- -	- -	- -	1 100%	1 33%	1 100%	1 33%	2 67%	2 100%	6 86%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	21 100%	- -	- -	- -	- -	- -	1 100%	2 100%	3 100%	6 100%	8 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	1 5%	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rank 2	4 19%	- -	- -	- -	- -	- -	- -	- -	- -	2 33%	1 13%	- -	- -	- -	- -	- -	- -	- -
Rank 3	9 43%	- -	- -	- -	- -	- -	1 100%	1 50%	- -	4 67%	3 38%	- -	- -	- -	- -	- -	- -	- -
Rank 4	3 14%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	2 25%	- -	- -	- -	- -	- -	- -	- -
Rank 5	2 10%	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -
Rank 6	2 10%	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	1 5%	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	14 67%	- -	- -	- -	- -	- -	1 100%	1 50%	1 33%	6 100%	4 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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	21 100%	10 100%	- -	18 100%	- -	13 100%	1 100%	18 100%	- -	20 100%	1 100%	- -	- -	- -	- -
Rank 1	1 5%	- -	- -	1 6%	- -	1 8%	- -	1 6%	- -	1 5%	- -	- -	- -	- -	- -
Rank 2	4 19%	3 30%	- -	3 17%	- -	2 15%	- -	3 17%	- -	4 20%	- -	- -	- -	- -	- -
Rank 3	9 43%	5 50%	- -	8 44%	- -	7 54%	- -	8 44%	- -	9 45%	- -	- -	- -	- -	- -
Rank 4	3 14%	- -	- -	2 11%	- -	1 8%	1 100%	3 17%	- -	2 10%	1 100%	- -	- -	- -	- -
Rank 5	2 10%	2 20%	- -	2 11%	- -	2 15%	- -	2 11%	- -	2 10%	- -	- -	- -	- -	- -
Rank 6	2 10%	- -	- -	2 11%	- -	- -	- -	1 6%	- -	2 10%	- -	- -	- -	- -	- -
NET: Top Rank	1 5%	- -	- -	1 6%	- -	1 8%	- -	1 6%	- -	1 5%	- -	- -	- -	- -	- -
NET: Top 3 Rank	14 67%	8 80%	- -	12 67%	- -	10 77%	- -	12 67%	- -	14 70%	- -	- -	- -	- -	- -

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	13 100%	- -	13 100%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	1 100%	1 100%	2 100%	3 100%	1 100%	3 100%
Rank 2	1 8%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -
Rank 4	3 23%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	2 67%
Rank 5	2 15%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 33%	- -	- -
Rank 6	2 15%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	1 100%	- -
Rank 7	1 8%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 33%	- -	- -
Rank 8	4 31%	- -	4 31%	- -	- -	- -	- -	- -	- -	1 100%	1 100%	- -	- -	1 50%	- -	- -	1 33%
NET: Top 3 Rank	1 8%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	13 100%	-	-	-	-	-	-	1 100%	2 100%	5 100%	5 100%	-	-	-	-	-	-	-
Rank 2	1 8%	-	-	-	-	-	-	1 100%	-	-	-	-	-	-	-	-	-	-
Rank 4	3 23%	-	-	-	-	-	-	-	-	3 60%	-	-	-	-	-	-	-	-
Rank 5	2 15%	-	-	-	-	-	-	-	-	1 20%	1 20%	-	-	-	-	-	-	-
Rank 6	2 15%	-	-	-	-	-	-	-	-	-	2 40%	-	-	-	-	-	-	-
Rank 7	1 8%	-	-	-	-	-	-	-	-	1 20%	-	-	-	-	-	-	-	-
Rank 8	4 31%	-	-	-	-	-	-	-	2 100%	-	2 40%	-	-	-	-	-	-	-
NET: Top 3 Rank	1 8%	-	-	-	-	-	-	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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	13 100%	8 100%	- -	12 100%	- -	9 100%	- -	11 100%	- -	13 100%	- -	- -	- -	- -	- -
Rank 2	1 8%	- -	- -	1 8%	- -	1 11%	- -	1 9%	- -	1 8%	- -	- -	- -	- -	- -
Rank 4	3 23%	2 25%	- -	2 17%	- -	2 22%	- -	2 18%	- -	3 23%	- -	- -	- -	- -	- -
Rank 5	2 15%	1 13%	- -	2 17%	- -	- -	- -	2 18%	- -	2 15%	- -	- -	- -	- -	- -
Rank 6	2 15%	2 25%	- -	2 17%	- -	2 22%	- -	2 18%	- -	2 15%	- -	- -	- -	- -	- -
Rank 7	1 8%	1 13%	- -	1 8%	- -	1 11%	- -	1 9%	- -	1 8%	- -	- -	- -	- -	- -
Rank 8	4 31%	2 25%	- -	4 33%	- -	3 33%	- -	3 27%	- -	4 31%	- -	- -	- -	- -	- -
NET: Top 3 Rank	1 8%	- -	- -	1 8%	- -	1 11%	- -	1 9%	- -	1 8%	- -	- -	- -	- -	- -

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	11 100%	- -	11 100%	- -	- -	- -	- -	- -	- -	2 100%	1 100%	- -	1 100%	2 100%	3 100%	- -	2 100%
Rank 4	1 9%	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -
Rank 6	3 27%	- -	3 27%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	1 33%	- -	1 50%
Rank 7	3 27%	- -	3 27%	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -	1 50%	- -	- -	1 50%
Rank 8	4 36%	- -	4 36%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	1 50%	2 67%	- -	- -

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

Significance Level: 95%

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	11 100%	-	-	-	-	-	-	1 100%	3 100%	4 100%	3 100%	-	-	-	-	-	-	-
Rank 4	1 9%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
Rank 6	3 27%	-	-	-	-	-	-	-	1 33%	2 50%	-	-	-	-	-	-	-	-
Rank 7	3 27%	-	-	-	-	-	-	-	2 67%	-	1 33%	-	-	-	-	-	-	-
Rank 8	4 36%	-	-	-	-	-	-	1 100%	-	2 50%	1 33%	-	-	-	-	-	-	-

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

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
11	6	-	10	-	6	-	10	-	11	-	-	-	-	-
100%	100%	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-
1	1	-	1	-	1	-	1	-	1	-	-	-	-	-
9%	17%	-	10%	-	17%	-	10%	-	9%	-	-	-	-	-
3	2	-	2	-	1	-	3	-	3	-	-	-	-	-
27%	33%	-	20%	-	17%	-	30%	-	27%	-	-	-	-	-
3	1	-	3	-	2	-	2	-	3	-	-	-	-	-
27%	17%	-	30%	-	33%	-	20%	-	27%	-	-	-	-	-
4	2	-	4	-	2	-	4	-	4	-	-	-	-	-
36%	33%	-	40%	-	33%	-	40%	-	36%	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Group			Member sub-group					Stakeholder sub-group								
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	21 100%	- -	21 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	4 100%	1 100%	2 100%	4 100%	1 100%	5 100%
Rank 1	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Rank 2	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	- -	- -
Rank 3	5 24%	- -	5 24%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	1 50%	1 25%	- -	2 40%
Rank 4	3 14%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	2 50%	- -	- -	1 25%	- -	- -
Rank 5	6 29%	- -	6 29%	- -	- -	- -	- -	- -	- -	2 67%	- -	- -	- -	- -	- -	1 100%	3 60%
Rank 6	4 19%	- -	4 19%	- -	- -	- -	- -	- -	- -	- -	1 100%	1 25%	1 100%	- -	1 25%	- -	- -
Rank 7	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -
NET: Top Rank	1 5%	- -	1 5%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	7 33%	- -	7 33%	- -	- -	- -	- -	- -	- -	1 33%	- -	1 25%	- -	2 100%	1 25%	- -	2 40%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	21 100%	-	-	-	-	-	-	3 100%	4 100%	5 100%	8 100%	-	-	-	-	-	-	-
Rank 1	1 5%	-	-	-	-	-	-	-	1 25%	-	-	-	-	-	-	-	-	-
Rank 2	1 5%	-	-	-	-	-	-	-	1 25%	-	-	-	-	-	-	-	-	-
Rank 3	5 24%	-	-	-	-	-	-	1 33%	1 25%	1 20%	1 13%	-	-	-	-	-	-	-
Rank 4	3 14%	-	-	-	-	-	-	1 33%	-	-	2 25%	-	-	-	-	-	-	-
Rank 5	6 29%	-	-	-	-	-	-	1 33%	1 25%	1 20%	3 38%	-	-	-	-	-	-	-
Rank 6	4 19%	-	-	-	-	-	-	-	-	2 40%	2 25%	-	-	-	-	-	-	-
Rank 7	1 5%	-	-	-	-	-	-	-	-	1 20%	-	-	-	-	-	-	-	-
NET: Top Rank	1 5%	-	-	-	-	-	-	-	1 25%	-	-	-	-	-	-	-	-	-
NET: Top 3 Rank	7 33%	-	-	-	-	-	-	1 33%	3 75%	1 20%	1 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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	21 100%	11 100%	- -	17 100%	- -	12 100%	1 100%	18 100%	- -	20 100%	1 100%	- -	- -	- -	- -
Rank 1	1 5%	-	-	-	-	-	-	1 6%	-	1 5%	-	-	-	-	-
Rank 2	1 5%	1 9%	-	1 6%	-	1 8%	-	1 6%	-	1 5%	-	-	-	-	-
Rank 3	5 24%	2 18%	-	3 18%	-	2 17%	1 100%	4 22%	-	4 20%	1 100%	-	-	-	-
Rank 4	3 14%	2 18%	-	3 18%	-	1 8%	-	3 17%	-	3 15%	-	-	-	-	-
Rank 5	6 29%	1 9%	-	5 29%	-	4 33%	-	4 22%	-	6 30%	-	-	-	-	-
Rank 6	4 19%	4 36%	-	4 24%	-	3 25%	-	4 22%	-	4 20%	-	-	-	-	-
Rank 7	1 5%	1 9%	-	1 6%	-	1 8%	-	1 6%	-	1 5%	-	-	-	-	-
NET: Top Rank	1 5%	-	-	-	-	-	-	1 6%	-	1 5%	-	-	-	-	-
NET: Top 3 Rank	7 33%	3 27%	-	4 24%	-	3 25%	1 100%	6 33%	-	6 30%	1 100%	-	-	-	-

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	24 100%	- -	24 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	5 100%	1 100%	4 100%	3 100%	2 100%	5 100%
Rank 1	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
Rank 2	6 25%	- -	6 25%	- -	- -	- -	- -	- -	- -	- -	- -	1 20%	1 100%	- -	2 67%	2 100%	- -
Rank 3	4 17%	- -	4 17%	- -	- -	- -	- -	- -	- -	- -	- -	2 40%	- -	1 25%	1 33%	- -	- -
Rank 4	8 33%	- -	8 33%	- -	- -	- -	- -	- -	- -	2 67%	- -	1 20%	- -	2 50%	- -	- -	3 60%
Rank 5	3 13%	- -	3 13%	- -	- -	- -	- -	- -	- -	1 33%	1 100%	1 20%	- -	- -	- -	- -	- -
Rank 6	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
Rank 7	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -
NET: Top Rank	1 4%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
NET: Top 3 Rank	11 46%	- -	11 46%	- -	- -	- -	- -	- -	- -	- -	- -	3 60%	1 100%	1 25%	3 100%	2 100%	1 20%

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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	24 100%	- -	- -	- -	- -	- -	1 100%	4 100%	4 100%	6 100%	9 100%	- -	- -	- -	- -	- -	- -	- -
Rank 1	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
Rank 2	6 25%	- -	- -	- -	- -	- -	1 100%	- -	- -	3 50%	2 22%	- -	- -	- -	- -	- -	- -	- -
Rank 3	4 17%	- -	- -	- -	- -	- -	- -	1 25%	- -	1 17%	2 22%	- -	- -	- -	- -	- -	- -	- -
Rank 4	8 33%	- -	- -	- -	- -	- -	- -	2 50%	3 75%	1 17%	2 22%	- -	- -	- -	- -	- -	- -	- -
Rank 5	3 13%	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	2 22%	- -	- -	- -	- -	- -	- -	- -
Rank 6	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Rank 7	1 4%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Top Rank	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
NET: Top 3 Rank	11 46%	- -	- -	- -	- -	- -	1 100%	1 25%	- -	4 67%	5 56%	- -	- -	- -	- -	- -	- -	- -

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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	24 100%	12 100%	1 100%	22 100%	-	17 100%	-	21 100%	-	24 100%	-	-	-	-	-
Rank 1	1 4%	-	-	1 5%	-	1 6%	-	-	-	1 4%	-	-	-	-	-
Rank 2	6 25%	5 42%	-	6 27%	-	4 24%	-	6 29%	-	6 25%	-	-	-	-	-
Rank 3	4 17%	3 25%	1 100%	4 18%	-	2 12%	-	4 19%	-	4 17%	-	-	-	-	-
Rank 4	8 33%	2 17%	-	8 36%	-	6 35%	-	7 33%	-	8 33%	-	-	-	-	-
Rank 5	3 13%	2 17%	-	2 9%	-	2 12%	-	3 14%	-	3 13%	-	-	-	-	-
Rank 6	1 4%	-	-	-	-	1 6%	-	-	-	1 4%	-	-	-	-	-
Rank 7	1 4%	-	-	1 5%	-	1 6%	-	1 5%	-	1 4%	-	-	-	-	-
NET: Top Rank	1 4%	-	-	1 5%	-	1 6%	-	-	-	1 4%	-	-	-	-	-
NET: Top 3 Rank	11 46%	8 67%	1 100%	11 50%	-	7 41%	-	10 48%	-	11 46%	-	-	-	-	-

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

BASE: All respondents

Significance Level: 95%

Total

Rank 4

	Group			Member sub-group					Stakeholder sub-group							
Total	Member	Stakeholder	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	-	-	-	-	-	-	-	-	-	-	1	-	-	-
100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-

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

BASE: All respondents

Significance Level: 95%

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

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

BASE: All respondents

Significance Level: 95%

Total

Rank 4

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust 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%	-	-	-	-	-

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

BASE: All respondents

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

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

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	54 100%	54 100%	54 100%	54 100%
Members	7 28%	19 76%	13 48%	22 81%
The general public	8 33%	19 79%	17 50%	32 94% c
Third party stakeholders	1 8%	5 38%	- -	7 39%
The UK Government	3 18%	12 71%	1 5%	14 67%
The Nominet Board	3 23%	7 54%	- -	1 8%
Third party commercial interests	- -	3 38%	- -	- -
Employees (beyond the Board)	- -	2 17%	1 5%	7 33%
The domain name industry	7 33%	18 86%	1 4%	11 46%

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	54	-	54	-	-	-	-	-	5	1	16	1	10	5	6	10
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Acts in the right interests																
Members	18	-	18	-	-	-	-	-	1	1	7	1	1	2	-	5
33%	-	33%	-	-	-	-	-	-	20%	100%	44%	100%	10%	40%	-	50%
The general public	21	-	21	-	-	-	-	-	1	-	6	1	1	3	2	7
39%	-	39%	-	-	-	-	-	-	20%	-	38%	100%	10%	60%	33%	70%
Third party stakeholders	9	-	9	-	-	-	-	-	1	-	2	1	1	2	-	2
17%	-	17%	-	-	-	-	-	-	20%	-	13%	100%	10%	40%	-	20%
The UK Government	15	-	15	-	-	-	-	-	-	1	3	1	1	2	1	6
28%	-	28%	-	-	-	-	-	-	-	100%	19%	100%	10%	40%	17%	60%
The Nominet Board	6	-	6	-	-	-	-	-	-	-	1	1	-	2	-	2
11%	-	11%	-	-	-	-	-	-	-	-	6%	100%	-	40%	-	20%
Third party commercial interests	5	-	5	-	-	-	-	-	-	-	-	1	-	2	-	2
9%	-	9%	-	-	-	-	-	-	-	-	-	100%	-	40%	-	20%
Employees (beyond the Board)	8	-	8	-	-	-	-	-	-	-	2	1	-	2	-	3
15%	-	15%	-	-	-	-	-	-	-	-	13%	100%	-	40%	-	30%
The domain name industry	18	-	18	-	-	-	-	-	2	1	5	1	2	2	2	3
33%	-	33%	-	-	-	-	-	-	40%	100%	31%	100%	20%	40%	33%	30%
Acts in the wrong interests																
Members	36	-	36	-	-	-	-	-	4	-	9	-	9	3	6	5
67%	-	67%	-	-	-	-	-	-	80%	-	56%	-	90%	60%	100%	50%
The general public	33	-	33	-	-	-	-	-	4	1	10	-	9	2	4	3
61%	-	61%	-	-	-	-	-	-	80%	100%	63%	-	90%	40%	67%	30%
Third party stakeholders	45	-	45	-	-	-	-	-	4	1	14	-	9	3	6	8
83%	-	83%	-	-	-	-	-	-	80%	100%	88%	-	90%	60%	100%	80%
The UK Government	39	-	39	-	-	-	-	-	5	-	13	-	9	3	5	4
72%	-	72%	-	-	-	-	-	-	100%	-	81%	-	90%	60%	83%	40%
The Nominet Board	48	-	48	-	-	-	-	-	5	1	15	-	10	3	6	8
89%	-	89%	-	-	-	-	-	-	100%	100%	94%	-	100%	60%	100%	80%
Third party commercial interests	49	-	49	-	-	-	-	-	5	1	16	-	10	3	6	8
91%	-	91%	-	-	-	-	-	-	100%	100%	100%	-	100%	60%	100%	80%
Employees (beyond the Board)	46	-	46	-	-	-	-	-	5	1	14	-	10	3	6	7
85%	-	85%	-	-	-	-	-	-	100%	100%	88%	-	100%	60%	100%	70%

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
Significance Level: 95%																
Total	54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
The domain name industry	36	36	-	-	-	-	-	-	3	-	11	-	8	3	4	7
	67%	67%	-	-	-	-	-	-	60%	-	69%	-	80%	60%	67%	70%
NET: Acts in the right interests	26	26	-	-	-	-	-	-	2	1	8	1	2	3	2	7
	48%	48%	-	-	-	-	-	-	40%	100%	50%	100%	20%	60%	33%	70%
NET: Acts in the wrong interests	54	54	-	-	-	-	-	-	5	1	16	1	10	5	6	10
	100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%

P013002 Nominet Listening Process 2021 Phase 2

Q27/28 analysis

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	54 100%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	8 100%	22 100%	- -	- -	- -	- -	- -	- -	- -
Acts in the right interests																		
Members	18 33%	- -	- -	- -	- -	- -	- -	3 27%	2 22%	5 63%	8 36%	- -	- -	- -	- -	- -	- -	- -
The general public	21 39%	- -	- -	- -	- -	- -	1 100%	3 27%	2 22%	6 75%	8 36%	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	9 17%	- -	- -	- -	- -	- -	- -	2 18%	- -	3 38%	4 18%	- -	- -	- -	- -	- -	- -	- -
The UK Government	15 28%	- -	- -	- -	- -	- -	- -	1 9%	1 11%	5 63%	7 32%	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	6 11%	- -	- -	- -	- -	- -	- -	- -	- -	4 50%	2 9%	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	5 9%	- -	- -	- -	- -	- -	- -	- -	- -	4 50%	1 5%	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	8 15%	- -	- -	- -	- -	- -	- -	- -	- -	4 50%	4 18%	- -	- -	- -	- -	- -	- -	- -
The domain name industry	18 33%	- -	- -	- -	- -	- -	1 100%	3 27%	1 11%	5 63%	8 36%	- -	- -	- -	- -	- -	- -	- -
Acts in the wrong interests																		
Members	36 67%	- -	- -	- -	- -	- -	1 100%	8 73%	7 78%	3 38%	14 64%	- -	- -	- -	- -	- -	- -	- -
The general public	33 61%	- -	- -	- -	- -	- -	- -	8 73%	7 78%	2 25%	14 64%	- -	- -	- -	- -	- -	- -	- -
Third party stakeholders	45 83%	- -	- -	- -	- -	- -	1 100%	9 82%	9 100%	5 63%	18 82%	- -	- -	- -	- -	- -	- -	- -
The UK Government	39 72%	- -	- -	- -	- -	- -	1 100%	10 91%	8 89%	3 38%	15 68%	- -	- -	- -	- -	- -	- -	- -
The Nominet Board	48 89%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	4 50%	20 91%	- -	- -	- -	- -	- -	- -	- -
Third party commercial interests	49 91%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	4 50%	21 95%	- -	- -	- -	- -	- -	- -	- -
Employees (beyond the Board)	46 85%	- -	- -	- -	- -	- -	1 100%	11 100%	9 100%	4 50%	18 82%	- -	- -	- -	- -	- -	- -	- -

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
Total	54	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
	100%	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
The domain name industry	36	-	-	-	-	-	8	8	3	14	-	-	-	-	-	-	-
	67%	-	-	-	-	-	73%	89%	38%	64%	-	-	-	-	-	-	-
NET: Acts in the right interests	26	-	-	-	-	1	4	3	6	11	-	-	-	-	-	-	-
	48%	-	-	-	-	100%	36%	33%	75%	50%	-	-	-	-	-	-	-
NET: Acts in the wrong interests	54	-	-	-	-	1	11	9	8	22	-	-	-	-	-	-	-
	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			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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	54 100%	25 100%	2 100%	42 100%	1 100%	28 100%	3 100%	35 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Acts in the right interests															
Members	18 33%	12 48%	1 50%	18 43%	- -	13 46%	- -	18 51%	- -	18 50%	- -	- -	- -	- -	- -
The general public	21 39%	13 52%	1 50%	20 48%	- -	15 54%	- -	19 54%	- -	21 58%	- -	- -	- -	- -	- -
Third party stakeholders	9 17%	6 24%	- -	9 21%	- -	7 25%	- -	9 26%	- -	9 25%	- -	- -	- -	- -	- -
The UK Government	15 28%	8 32%	- -	13 31%	- -	9 32%	1 33%	14 40%	- -	14 39%	1 50%	- -	- -	- -	- -
The Nominet Board	6 11%	5 20%	- -	6 14%	- -	4 14%	- -	6 17%	- -	6 17%	- -	- -	- -	- -	- -
Third party commercial interests	5 9%	4 16%	- -	5 12%	- -	3 11%	- -	5 14%	- -	5 14%	- -	- -	- -	- -	- -
Employees (beyond the Board)	8 15%	6 24%	- -	8 19%	- -	5 18%	- -	8 23%	- -	8 22%	- -	- -	- -	- -	- -
The domain name industry	18 33%	11 44%	1 50%	17 40%	- -	13 46%	- -	17 49%	- -	18 50%	- -	- -	- -	- -	- -
Acts in the wrong interests															
Members	36 67%	13 52%	1 50%	24 57%	1 100%	15 54%	3 100%	17 49%	- -	18 50%	2 100%	- -	- -	- -	- -
The general public	33 61%	12 48%	1 50%	22 52%	1 100%	13 46%	3 100%	16 46%	- -	15 42%	2 100%	- -	- -	- -	- -
Third party stakeholders	45 83%	19 76%	2 100%	33 79%	1 100%	21 75%	3 100%	26 74%	- -	27 75%	2 100%	- -	- -	- -	- -
The UK Government	39 72%	17 68%	2 100%	29 69%	1 100%	19 68%	2 67%	21 60%	- -	22 61%	1 50%	- -	- -	- -	- -
The Nominet Board	48 89%	20 80%	2 100%	36 86%	1 100%	24 86%	3 100%	29 83%	- -	30 83%	2 100%	- -	- -	- -	- -
Third party commercial interests	49 91%	21 84%	2 100%	37 88%	1 100%	25 89%	3 100%	30 86%	- -	31 86%	2 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q27/28 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
54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
46	19	2	34	1	23	3	27	-	28	2	-	-	-	-
85%	76%	100%	81%	100%	82%	100%	77%	-	78%	100%	-	-	-	-
36	14	1	25	1	15	3	18	-	18	2	-	-	-	-
67%	56%	50%	60%	100%	54%	100%	51%	-	50%	100%	-	-	-	-
26	15	1	23	-	17	1	24	-	25	1	-	-	-	-
48%	60%	50%	55%	-	61%	33%	69%	-	69%	50%	-	-	-	-
54	25	2	42	1	28	3	35	-	36	2	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

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

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

Nominet should be run at the lowest cost possible

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

Total	Scale							
	1	2	3	4	5	N/A	NET: Code 1, 2	NET: Code 4, 5
	*a	*b	*c	*d	*e	*f	*g	*h
38	14	15	3	1	2	3	29	3
100%	37%	39%	8%	3%	5%	8%	76%	8%
38	2	7	4	16	3	6	9	19
100%	5%	18%	11%	42%	8%	16%	24%	50%
38	-	2	7	10	15	4	2	25
100%	-	5%	18%	26%	39%	11%	5%	66%
38	-	-	3	14	18	3	-	32
100%	-	-	8%	37%	47%	8%	-	84%

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
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	-	1
5%	-	5%	-	-	-	-	-	-	-	-	11%	-	-	-	-	11%
7	-	7	-	-	-	-	-	-	2	-	1	1	1	1	-	1
18%	-	18%	-	-	-	-	-	-	67%	-	11%	100%	17%	25%	-	11%
10	-	10	-	-	-	-	-	-	1	1	3	-	1	-	1	3
26%	-	26%	-	-	-	-	-	-	33%	100%	33%	-	17%	-	20%	33%
15	-	15	-	-	-	-	-	-	-	-	3	-	4	2	3	3
39%	-	39%	-	-	-	-	-	-	-	-	33%	-	67%	50%	60%	33%
4	-	4	-	-	-	-	-	-	-	-	1	-	-	1	1	1
11%	-	11%	-	-	-	-	-	-	-	-	11%	-	-	25%	20%	11%
2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	-	1
5%	-	5%	-	-	-	-	-	-	-	-	11%	-	-	-	-	11%
25	-	25	-	-	-	-	-	-	1	1	6	-	5	2	4	6
66%	-	66%	-	-	-	-	-	-	33%	100%	67%	-	83%	50%	80%	67%

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
1 Nominet should be run at the lowest cost possible	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
3	7 18%	- -	- -	- -	- -	- -	- -	1 14%	2 33%	2 29%	1 6%	- -	- -	- -	- -	- -	- -	- -
4	10 26%	- -	- -	- -	- -	- -	- -	4 57%	- -	2 29%	4 25%	- -	- -	- -	- -	- -	- -	- -
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	15 39%	- -	- -	- -	- -	- -	1 100%	1 14%	4 67%	1 14%	8 50%	- -	- -	- -	- -	- -	- -	- -
N/A	4 11%	- -	- -	- -	- -	- -	- -	1 14%	- -	1 14%	2 13%	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	25 66%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	3 43%	12 75%	- -	- -	- -	- -	- -	- -	- -

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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
1 Nominet should be run at the lowest cost possible	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2	2 5%	1 6%	-	2 6%	-	2 9%	-	1 3%	-	2 6%	-	- -	- -	- -	- -
3	7 18%	2 11%	1 50%	5 16%	-	1 4%	-	5 16%	-	7 19%	-	- -	- -	- -	- -
4	10 26%	5 28%	-	9 29%	-	7 30%	1 50%	10 31%	-	9 25%	1 50%	- -	- -	- -	- -
5 Nominet should make a surplus to invest in the .UK infrastructure and public benefit (social impact) activities	15 39%	10 56%	1 50%	14 45%	1 100%	12 52%	1 50%	15 47%	-	14 39%	1 50%	- -	- -	- -	- -
N/A	4 11%	-	-	1 3%	-	1 4%	-	1 3%	-	4 11%	-	- -	- -	- -	- -
NET: Code 1, 2	2 5%	1 6%	-	2 6%	-	2 9%	-	1 3%	-	2 6%	-	- -	- -	- -	- -
NET: Code 4, 5	25 66%	15 83%	1 50%	23 74%	1 100%	19 83%	2 100%	25 78%	-	23 64%	2 100%	- -	- -	- -	- -

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
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
14	-	14	-	-	-	-	-	-	-	1	3	-	2	1	3	4
37%	-	37%	-	-	-	-	-	-	-	100%	33%	-	33%	25%	60%	44%
15	-	15	-	-	-	-	-	-	2	-	2	1	4	1	1	4
39%	-	39%	-	-	-	-	-	-	67%	-	22%	100%	67%	25%	20%	44%
3	-	3	-	-	-	-	-	-	1	-	2	-	-	-	-	-
8%	-	8%	-	-	-	-	-	-	33%	-	22%	-	-	-	-	-
1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
3%	-	3%	-	-	-	-	-	-	-	-	11%	-	-	-	-	-
2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
5%	-	5%	-	-	-	-	-	-	-	-	-	-	-	50%	-	-
3	-	3	-	-	-	-	-	-	-	-	1	-	-	-	1	1
8%	-	8%	-	-	-	-	-	-	-	-	11%	-	-	-	20%	11%
29	-	29	-	-	-	-	-	-	2	1	5	1	6	2	4	8
76%	-	76%	-	-	-	-	-	-	67%	100%	56%	100%	100%	50%	80%	89%
3	-	3	-	-	-	-	-	-	-	-	1	-	-	2	-	-
8%	-	8%	-	-	-	-	-	-	-	-	11%	-	-	50%	-	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%																		
Total	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	14 37%	- -	- -	- -	- -	- -	1 100%	- -	3 50%	- -	9 56%	- -	- -	- -	- -	- -	- -	- -
2	15 39%	- -	- -	- -	- -	- -	- -	4 57%	2 33%	4 57%	5 31%	- -	- -	- -	- -	- -	- -	- -
3	3 8%	- -	- -	- -	- -	- -	- -	2 29%	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
4	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	- -	- -	- -	- -	- -	- -
N/A	3 8%	- -	- -	- -	- -	- -	- -	1 14%	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	29 76%	- -	- -	- -	- -	- -	1 100%	4 57%	5 83%	4 57%	14 88%	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	3 8%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	1 6%	- -	- -	- -	- -	- -	- -	- -

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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
1 Nominet should be at the forefront of technical innovation and excellence in the products and services it delivers and should invest appropriately	14 37%	8 44%	2 100%	12 39%	1 100%	9 39%	1 50%	13 41%	- -	13 36%	1 50%	- -	- -	- -	- -
2	15 39%	6 33%	- -	14 45%	- -	10 43%	- -	14 44%	- -	15 42%	- -	- -	- -	- -	- -
3	3 8%	2 11%	- -	3 10%	- -	1 4%	- -	2 6%	- -	3 8%	- -	- -	- -	- -	- -
4	1 3%	- -	- -	- -	- -	- -	1 50%	1 3%	- -	- -	1 50%	- -	- -	- -	- -
5 Nominet should be an efficient administrator of the registry systems, investing only when necessary	2 5%	2 11%	- -	2 6%	- -	2 9%	- -	2 6%	- -	2 6%	- -	- -	- -	- -	- -
N/A	3 8%	- -	- -	- -	- -	1 4%	- -	- -	- -	3 8%	- -	- -	- -	- -	- -
NET: Code 1, 2	29 76%	14 78%	2 100%	26 84%	1 100%	19 83%	1 50%	27 84%	- -	28 78%	1 50%	- -	- -	- -	- -
NET: Code 4, 5	3 8%	2 11%	- -	2 6%	- -	2 9%	1 50%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -

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
		*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
38	-	38	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
5%	-	5%	-	-	-	-	-	-	-	-	-	11%	-	-	-	20%	-
7	-	7	-	-	-	-	-	-	-	1	1	3	-	1	-	1	-
18%	-	18%	-	-	-	-	-	-	-	33%	100%	33%	-	17%	-	20%	-
4	-	4	-	-	-	-	-	-	-	-	-	1	-	-	-	-	3
11%	-	11%	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	33%
16	-	16	-	-	-	-	-	-	-	2	-	2	1	4	3	1	3
42%	-	42%	-	-	-	-	-	-	-	67%	-	22%	100%	67%	75%	20%	33%
3	-	3	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
8%	-	8%	-	-	-	-	-	-	-	-	-	-	-	17%	-	-	22%
6	-	6	-	-	-	-	-	-	-	-	-	2	-	-	1	2	1
16%	-	16%	-	-	-	-	-	-	-	-	-	22%	-	-	25%	40%	11%
9	-	9	-	-	-	-	-	-	-	1	1	4	-	1	-	2	-
24%	-	24%	-	-	-	-	-	-	-	33%	100%	44%	-	17%	-	40%	-
19	-	19	-	-	-	-	-	-	-	2	-	2	1	5	3	1	5
50%	-	50%	-	-	-	-	-	-	-	67%	-	22%	100%	83%	75%	20%	56%

P013002 Nominet Listening Process 2021 Phase 2

Q29.3. If domain name revenues decline, Nominet's revenues and reserves should decline | If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue: Which of the following statements best describes your view?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	38 100%	-	-	-	-	-	1 100%	7 100%	6 100%	7 100%	16 100%	-	-	-	-	-	-	-
1 If domain name revenues decline, Nominet's revenues and reserves should decline	2 5%	-	-	-	-	-	-	-	-	-	2 13%	-	-	-	-	-	-	-
2	7 18%	-	-	-	-	-	-	2 29%	1 17%	-	4 25%	-	-	-	-	-	-	-
3	4 11%	-	-	-	-	-	-	-	-	-	3 19%	-	-	-	-	-	-	-
4	16 42%	-	-	-	-	-	1 100%	3 43%	4 67%	4 57%	4 25%	-	-	-	-	-	-	-
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	3 8%	-	-	-	-	-	-	-	1 17%	1 14%	1 6%	-	-	-	-	-	-	-
N/A	6 16%	-	-	-	-	-	-	2 29%	-	2 29%	2 13%	-	-	-	-	-	-	-
NET: Code 1, 2	9 24%	-	-	-	-	-	-	2 29%	1 17%	-	6 38%	-	-	-	-	-	-	-
NET: Code 4, 5	19 50%	-	-	-	-	-	1 100%	3 43%	5 83%	5 71%	5 31%	-	-	-	-	-	-	-

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?

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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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -	- -
1 If domain name revenues decline, Nominet's revenues and reserves should decline	2	1	1	1	1	1	1	2	-	1	1	-	-	-	-	-
	5%	6%	50%	3%	100%	4%	50%	6%	-	3%	50%	-	-	-	-	-
2	7	4	-	6	-	4	1	6	-	6	1	-	-	-	-	-
	18%	22%	-	19%	-	17%	50%	19%	-	17%	50%	-	-	-	-	-
3	4	-	1	3	-	1	-	2	-	4	-	-	-	-	-	-
	11%	-	50%	10%	-	4%	-	6%	-	11%	-	-	-	-	-	-
4	16	8	-	15	-	12	-	16	-	16	-	-	-	-	-	-
	42%	44%	-	48%	-	52%	-	50%	-	44%	-	-	-	-	-	-
5 If domain name revenues decline, Nominet should diversify so that it can sustain its revenues and reserves regardless of domain name revenue	3	2	-	3	-	2	-	3	-	3	-	-	-	-	-	-
	8%	11%	-	10%	-	9%	-	9%	-	8%	-	-	-	-	-	-
N/A	6	3	-	3	-	3	-	3	-	6	-	-	-	-	-	-
	16%	17%	-	10%	-	13%	-	9%	-	17%	-	-	-	-	-	-
NET: Code 1, 2	9	5	1	7	1	5	2	8	-	7	2	-	-	-	-	-
	24%	28%	50%	23%	100%	22%	100%	25%	-	19%	100%	-	-	-	-	-
NET: Code 4, 5	19	10	-	18	-	14	-	19	-	19	-	-	-	-	-	-
	50%	56%	-	58%	-	61%	-	59%	-	53%	-	-	-	-	-	-

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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
3	-	3	-	-	-	-	-	-	-	-	1	-	-	-	-	2	
8%	-	8%	-	-	-	-	-	-	-	-	11%	-	-	-	-	22%	
14	-	14	-	-	-	-	-	-	3	-	2	1	4	1	1	2	
37%	-	37%	-	-	-	-	-	-	100%	-	22%	100%	67%	25%	20%	22%	
18	-	18	-	-	-	-	-	-	-	1	5	-	2	3	3	4	
47%	-	47%	-	-	-	-	-	-	-	100%	56%	-	33%	75%	60%	44%	
3	-	3	-	-	-	-	-	-	-	-	1	-	-	-	1	1	
8%	-	8%	-	-	-	-	-	-	-	-	11%	-	-	-	20%	11%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
32	-	32	-	-	-	-	-	-	3	1	7	1	6	4	4	6	
84%	-	84%	-	-	-	-	-	-	100%	100%	78%	100%	100%	100%	80%	67%	

P013002 Nominet Listening Process 2021 Phase 2

Q29.4. Nominet should only focus on developing and delivering services that benefit .UK domain name registrars | Nominet should focus on developing and delivering services that benefit all .UK stakeholders: Which of the following statements best describes your view?

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%																		
Total	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
3	3 8%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
4	14 37%	- -	- -	- -	- -	- -	- -	5 71%	3 50%	2 29%	4 25%	- -	- -	- -	- -	- -	- -	- -
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	18 47%	- -	- -	- -	- -	- -	1 100%	1 14%	3 50%	3 43%	10 63%	- -	- -	- -	- -	- -	- -	- -
N/A	3 8%	- -	- -	- -	- -	- -	- -	1 14%	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
NET: Code 1, 2	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	32 84%	- -	- -	- -	- -	- -	1 100%	6 86%	6 100%	5 71%	14 88%	- -	- -	- -	- -	- -	- -	- -

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Q29.4. Nominet should only focus on developing and delivering services that benefit .UK domain name registrars | Nominet should focus on developing and delivering services that benefit all .UK stakeholders: Which of the following statements best describes your view?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
1 Nominet should only focus on developing and delivering services that benefit .UK domain name registrars	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
3	3 8%	1 6%	- -	2 6%	- -	2 9%	- -	1 3%	- -	3 8%	- -	- -	- -	- -	- -
4	14 37%	4 22%	- -	12 39%	- -	7 30%	1 50%	13 41%	- -	13 36%	1 50%	- -	- -	- -	- -
5 Nominet should focus on developing and delivering services that benefit all .UK stakeholders	18 47%	13 72%	2 100%	17 55%	1 100%	13 57%	1 50%	18 56%	- -	17 47%	1 50%	- -	- -	- -	- -
N/A	3 8%	- -	- -	- -	- -	1 4%	- -	- -	- -	3 8%	- -	- -	- -	- -	- -
NET: Code 1, 2	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Code 4, 5	32 84%	17 94%	2 100%	29 94%	1 100%	20 87%	2 100%	31 97%	- -	30 83%	2 100%	- -	- -	- -	- -

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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	38 100%	38 100%	38 100%	38 100%
1	- -	14 37% acd	2 5%	- -
2	2 5%	15 39% acd	7 18% d	- -
3	7 18%	3 8%	4 11%	3 8%
4	10 26% b	1 3%	16 42% b	14 37% b
5	15 39% bc	2 5%	3 8%	18 47% bc
N/A	4 11%	3 8%	6 16%	3 8%
NET: Code 1, 2	2 5%	29 76% acd	9 24% ad	- -
NET: Code 4, 5	25 66% b	3 8%	19 50% b	32 84% bc

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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	-	-	-	-
	-	-	-	-
1	-	-	-	-
	-	-	-	-
2	-	-	-	-
	-	-	-	-
3	-	-	-	-
	-	-	-	-
4	-	-	-	-
	-	-	-	-
5	-	-	-	-
	-	-	-	-
N/A	-	-	-	-
	-	-	-	-
NET: Code 1, 2	-	-	-	-
	-	-	-	-
NET: Code 4, 5	-	-	-	-
	-	-	-	-

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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	38	-	19	8	5	6	19	27	2.44
	100%	-	50%	21%	13%	16%	50%	71%	
Commercial decisions (e.g. those relating to domain prices)	38	-	9	17	4	8	9	26	2.17
	100%	-	24%	45%	11%	21%	24%	68%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	38	1	20	9	2	6	21	30	2.63
	100%	3%	53%	24%	5%	16%	55%	79%	
Public benefit (inc. charitable) activities	38	-	18	11	3	6	18	29	2.47
	100%	-	47%	29%	8%	16%	47%	76%	
Nominet's company strategy	38	-	15	14	1	8	15	29	2.47
	100%	-	39%	37%	3%	21%	39%	76%	
.UK policy development	38	-	20	11	1	6	20	31	2.59
	100%	-	53%	29%	3%	16%	53%	82%	
Internet governance	38	-	18	7	5	8	18	25	2.43
	100%	-	47%	18%	13%	21%	47%	66%	

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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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
19	-	19	-	-	-	-	-	-	2	-	6	1	4	2	2	2	
50%	-	50%	-	-	-	-	-	-	67%	-	67%	100%	67%	50%	40%	22%	
9	-	9	-	-	-	-	-	-	2	-	1	1	1	1	1	2	
24%	-	24%	-	-	-	-	-	-	67%	-	11%	100%	17%	25%	20%	22%	
21	-	21	-	-	-	-	-	-	1	-	6	1	3	3	2	5	
55%	-	55%	-	-	-	-	-	-	33%	-	67%	100%	50%	75%	40%	56%	
18	-	18	-	-	-	-	-	-	1	-	7	1	2	2	2	3	
47%	-	47%	-	-	-	-	-	-	33%	-	78%	100%	33%	50%	40%	33%	
15	-	15	-	-	-	-	-	-	-	-	5	1	4	2	2	1	
39%	-	39%	-	-	-	-	-	-	-	-	56%	100%	67%	50%	40%	11%	
20	-	20	-	-	-	-	-	-	2	-	7	1	3	2	2	3	
53%	-	53%	-	-	-	-	-	-	67%	-	78%	100%	50%	50%	40%	33%	
18	-	18	-	-	-	-	-	-	1	-	7	1	2	2	2	3	
47%	-	47%	-	-	-	-	-	-	33%	-	78%	100%	33%	50%	40%	33%	

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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	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Governance decisions	19 50%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	3 43%	5 31%	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	9 24%	- -	- -	- -	- -	- -	- -	2 29%	2 33%	2 29%	3 19%	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	21 55%	- -	- -	- -	- -	- -	1 100%	3 43%	2 33%	6 86%	8 50%	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	18 47%	- -	- -	- -	- -	- -	1 100%	4 57%	1 17%	5 71%	6 38%	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	15 39%	- -	- -	- -	- -	- -	1 100%	3 43%	1 17%	4 57%	6 38%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	20 53%	- -	- -	- -	- -	- -	1 100%	4 57%	2 33%	5 71%	8 50%	- -	- -	- -	- -	- -	- -	- -
Internet governance	18 47%	- -	- -	- -	- -	- -	1 100%	3 43%	2 33%	5 71%	6 38%	- -	- -	- -	- -	- -	- -	- -

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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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Governance decisions	19 50%	10 56%	1 50%	16 52%	- -	11 48%	1 50%	18 56%	- -	18 50%	1 50%	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	9 24%	3 17%	- -	7 23%	- -	5 22%	1 50%	9 28%	- -	8 22%	1 50%	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	21 55%	12 67%	- -	18 58%	- -	12 52%	1 50%	19 59%	- -	20 56%	1 50%	- -	- -	- -	- -
Public benefit (inc. charitable) activities	18 47%	10 56%	1 50%	15 48%	- -	11 48%	1 50%	17 53%	- -	17 47%	1 50%	- -	- -	- -	- -
Nominet's company strategy	15 39%	9 50%	1 50%	14 45%	- -	9 39%	1 50%	15 47%	- -	14 39%	1 50%	- -	- -	- -	- -
.UK policy development	20 53%	13 72%	1 50%	18 58%	- -	13 57%	1 50%	20 63%	- -	19 53%	1 50%	- -	- -	- -	- -
Internet governance	18 47%	10 56%	1 50%	15 48%	- -	10 43%	1 50%	17 53%	- -	17 47%	1 50%	- -	- -	- -	- -

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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%																		
Total		38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	19	-	19	-	-	-	-	-	-	2	-	6	1	4	2	2	2
		50%	-	50%	-	-	-	-	-	-	67%	-	67%	100%	67%	50%	40%	22%
Members should have a limited say	(2.0)	8	-	8	-	-	-	-	-	-	1	1	2	-	1	1	-	2
		21%	-	21%	-	-	-	-	-	-	33%	100%	22%	-	17%	25%	-	22%
Members should have no say at all	(1.0)	5	-	5	-	-	-	-	-	-	-	-	-	-	-	-	1	4
		13%	-	13%	-	-	-	-	-	-	-	-	-	-	-	-	20%	44%
Don't know		6	-	6	-	-	-	-	-	-	-	-	1	-	1	1	2	1
		16%	-	16%	-	-	-	-	-	-	-	-	11%	-	17%	25%	40%	11%
NET: More than limited say		19	-	19	-	-	-	-	-	-	2	-	6	1	4	2	2	2
		50%	-	50%	-	-	-	-	-	-	67%	-	67%	100%	67%	50%	40%	22%
NET: At least some say		27	-	27	-	-	-	-	-	-	3	1	8	1	5	3	2	4
		71%	-	71%	-	-	-	-	-	-	100%	100%	89%	100%	83%	75%	40%	44%
Base for stats		32	-	32	-	-	-	-	-	-	3	1	8	1	5	3	3	8
Mean Score		2.44	-	2.44	-	-	-	-	-	-	2.67	2.00	2.75	3.00	2.80	2.67	2.33	1.75
Standard Deviation		.759	-	.759	-	-	-	-	-	-	.577	-	.463	-	.447	.577	1.155	.886
Standard Error		.134	-	.134	-	-	-	-	-	-	.333	-	.164	-	.200	.333	.667	.313
Error variance		.02	-	.02	-	-	-	-	-	-	.11	-	.03	-	.04	.11	.44	.10

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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		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	19	-	-	-	-	-	1	5	4	3	5	-	-	-	-	-	-	-
		50%	-	-	-	-	-	100%	71%	67%	43%	31%	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	8	-	-	-	-	-	-	-	1	2	5	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	-	17%	29%	31%	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	5	-	-	-	-	-	-	-	1	1	3	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	-	17%	14%	19%	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	2	-	1	3	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	29%	-	14%	19%	-	-	-	-	-	-	-
NET: More than limited say		19	-	-	-	-	-	1	5	4	3	5	-	-	-	-	-	-	-
		50%	-	-	-	-	-	100%	71%	67%	43%	31%	-	-	-	-	-	-	-
NET: At least some say		27	-	-	-	-	-	1	5	5	5	10	-	-	-	-	-	-	-
		71%	-	-	-	-	-	100%	71%	83%	71%	63%	-	-	-	-	-	-	-
Base for stats		32	-	-	-	-	-	1	5	6	6	13	-	-	-	-	-	-	-
Mean Score		2.44	-	-	-	-	-	3.00	3.00	2.50	2.33	2.15	-	-	-	-	-	-	-
Standard Deviation		.759	-	-	-	-	-	-	-	.837	.816	.801	-	-	-	-	-	-	-
Standard Error		.134	-	-	-	-	-	-	-	.342	.333	.222	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	-	.12	.11	.05	-	-	-	-	-	-	-

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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			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	19	10	1	16	-	11	1	18	-	18	1	-	-	-
		50%	56%	50%	52%	-	48%	50%	56%	-	50%	50%	-	-	-
Members should have a limited say	(2.0)	8	6	-	8	-	5	-	7	-	8	-	-	-	-
		21%	33%	-	26%	-	22%	-	22%	-	22%	-	-	-	-
Members should have no say at all	(1.0)	5	1	1	4	1	4	1	4	-	4	1	-	-	-
		13%	6%	50%	13%	100%	17%	50%	13%	-	11%	50%	-	-	-
Don't know		6	1	-	3	-	3	-	3	-	6	-	-	-	-
		16%	6%	-	10%	-	13%	-	9%	-	17%	-	-	-	-
NET: More than limited say		19	10	1	16	-	11	1	18	-	18	1	-	-	-
		50%	56%	50%	52%	-	48%	50%	56%	-	50%	50%	-	-	-
NET: At least some say		27	16	1	24	-	16	1	25	-	26	1	-	-	-
		71%	89%	50%	77%	-	70%	50%	78%	-	72%	50%	-	-	-
Base for stats		32	17	2	28	1	20	2	29	-	30	2	-	-	-
Mean Score		2.44	2.53	2.00	2.43	1.00	2.35	2.00	2.48	-	2.47	2.00	-	-	-
Standard Deviation		.759	.624	1.414	.742	-	.813	1.414	.738	-	.730	1.414	-	-	-
Standard Error		.134	.151	1.000	.140	-	.182	1.000	.137	-	.133	1.000	-	-	-
Error variance		.02	.02	1.00	.02	-	.03	1.00	.02	-	.02	1.00	-	-	-

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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		38	-	38	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Members should have some say	(3.0)	9	-	9	-	-	-	-	-	-	2	-	1	1	1	1	1	1	2	
		24%	-	24%	-	-	-	-	-	-	67%	-	11%	100%	17%	25%	20%	22%		
Members should have a limited say	(2.0)	17	-	17	-	-	-	-	-	-	1	1	6	-	3	2	2	2	2	
		45%	-	45%	-	-	-	-	-	-	33%	100%	67%	-	50%	50%	40%	22%		
Members should have no say at all	(1.0)	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
		11%	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	44%	
Don't know		8	-	8	-	-	-	-	-	-	-	-	2	-	2	1	2	1	1	
		21%	-	21%	-	-	-	-	-	-	-	-	22%	-	33%	25%	40%	11%		
NET: More than limited say		9	-	9	-	-	-	-	-	-	2	-	1	1	1	1	1	1	2	
		24%	-	24%	-	-	-	-	-	-	67%	-	11%	100%	17%	25%	20%	22%		
NET: At least some say		26	-	26	-	-	-	-	-	-	3	1	7	1	4	3	3	3	4	
		68%	-	68%	-	-	-	-	-	-	100%	100%	78%	100%	67%	75%	60%	44%		
Base for stats		30	-	30	-	-	-	-	-	-	3	1	7	1	4	3	3	3	8	
Mean Score		2.17	-	2.17	-	-	-	-	-	-	2.67	2.00	2.14	3.00	2.25	2.33	2.33	1.75		
Standard Deviation		.648	-	.648	-	-	-	-	-	-	.577	-	.378	-	.500	.577	.577	.886		
Standard Error		.118	-	.118	-	-	-	-	-	-	.333	-	.143	-	.250	.333	.333	.313		
Error variance		.01	-	.01	-	-	-	-	-	-	.11	-	.02	-	.06	.11	.11	.10		

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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		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	9	-	-	-	-	-	-	2	2	2	3	-	-	-	-	-	-	-
		24%	-	-	-	-	-	-	29%	33%	29%	19%	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	17	-	-	-	-	-	1	2	4	2	7	-	-	-	-	-	-	-
		45%	-	-	-	-	-	100%	29%	67%	29%	44%	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	4	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	-	-	29%	13%	-	-	-	-	-	-	-
Don't know		8	-	-	-	-	-	-	3	-	1	4	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	43%	-	14%	25%	-	-	-	-	-	-	-
NET: More than limited say		9	-	-	-	-	-	-	2	2	2	3	-	-	-	-	-	-	-
		24%	-	-	-	-	-	-	29%	33%	29%	19%	-	-	-	-	-	-	-
NET: At least some say		26	-	-	-	-	-	1	4	6	4	10	-	-	-	-	-	-	-
		68%	-	-	-	-	-	100%	57%	100%	57%	63%	-	-	-	-	-	-	-
Base for stats		30	-	-	-	-	-	1	4	6	6	12	-	-	-	-	-	-	-
Mean Score		2.17	-	-	-	-	-	2.00	2.50	2.33	2.00	2.08	-	-	-	-	-	-	-
Standard Deviation		.648	-	-	-	-	-	-	.577	.516	.894	.669	-	-	-	-	-	-	-
Standard Error		.118	-	-	-	-	-	-	.289	.211	.365	.193	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.08	.04	.13	.04	-	-	-	-	-	-	-

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			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	2	31	1	23	2	32	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	9	3	7	-	5	1	9	-	8	1	-	-	-	-
		24%	17%	23%	-	22%	50%	28%	-	22%	50%	-	-	-	-
Members should have a limited say	(2.0)	17	2	15	1	11	1	15	-	16	1	-	-	-	-
		45%	67%	48%	100%	48%	50%	47%	-	44%	50%	-	-	-	-
Members should have no say at all	(1.0)	4	1	4	-	2	-	3	-	4	-	-	-	-	-
		11%	6%	13%	-	9%	-	9%	-	11%	-	-	-	-	-
Don't know		8	2	5	-	5	-	5	-	8	-	-	-	-	-
		21%	11%	16%	-	22%	-	16%	-	22%	-	-	-	-	-
NET: More than limited say		9	3	7	-	5	1	9	-	8	1	-	-	-	-
		24%	17%	23%	-	22%	50%	28%	-	22%	50%	-	-	-	-
NET: At least some say		26	15	22	1	16	2	24	-	24	2	-	-	-	-
		68%	83%	71%	100%	70%	100%	75%	-	67%	100%	-	-	-	-
Base for stats		30	16	26	1	18	2	27	-	28	2	-	-	-	-
Mean Score		2.17	2.13	2.12	2.00	2.17	2.50	2.22	-	2.14	2.50	-	-	-	-
Standard Deviation		.648	.500	.653	-	.618	.707	.641	-	.651	.707	-	-	-	-
Standard Error		.118	.125	.128	-	.146	.500	.123	-	.123	.500	-	-	-	-
Error variance		.01	.02	.02	-	.02	.25	.02	-	.02	.25	-	-	-	-

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Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	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		38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	20%	-
Members should have some say	(3.0)	20	-	20	-	-	-	-	-	-	1	-	6	1	3	3	1	5
		53%	-	53%	-	-	-	-	-	-	33%	-	67%	100%	50%	75%	20%	56%
Members should have a limited say	(2.0)	9	-	9	-	-	-	-	-	-	2	1	2	-	1	1	-	2
		24%	-	24%	-	-	-	-	-	-	67%	100%	22%	-	17%	25%	-	22%
Members should have no say at all	(1.0)	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1
		5%	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	20%	11%
Don't know		6	-	6	-	-	-	-	-	-	-	-	1	-	2	-	2	1
		16%	-	16%	-	-	-	-	-	-	-	-	11%	-	33%	-	40%	11%
NET: More than limited say		21	-	21	-	-	-	-	-	-	1	-	6	1	3	3	2	5
		55%	-	55%	-	-	-	-	-	-	33%	-	67%	100%	50%	75%	40%	56%
NET: At least some say		30	-	30	-	-	-	-	-	-	3	1	8	1	4	4	2	7
		79%	-	79%	-	-	-	-	-	-	100%	100%	89%	100%	67%	100%	40%	78%
Base for stats		32	-	32	-	-	-	-	-	-	3	1	8	1	4	4	3	8
Mean Score		2.63	-	2.63	-	-	-	-	-	-	2.33	2.00	2.75	3.00	2.75	2.75	2.67	2.50
Standard Deviation		.660	-	.660	-	-	-	-	-	-	.577	-	.463	-	.500	.500	1.528	.756
Standard Error		.117	-	.117	-	-	-	-	-	-	.333	-	.164	-	.250	.250	.882	.267
Error variance		.01	-	.01	-	-	-	-	-	-	.11	-	.03	-	.06	.06	.78	.07

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Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
		3%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	20	-	-	-	-	-	-	3	2	6	8	-	-	-	-	-	-	-
		53%	-	-	-	-	-	-	43%	33%	86%	50%	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	9	-	-	-	-	-	-	1	4	-	4	-	-	-	-	-	-	-
		24%	-	-	-	-	-	-	14%	67%	-	25%	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
		5%	-	-	-	-	-	-	-	-	-	13%	-	-	-	-	-	-	-
Don't know		6	-	-	-	-	-	-	3	-	1	2	-	-	-	-	-	-	-
		16%	-	-	-	-	-	-	43%	-	14%	13%	-	-	-	-	-	-	-
NET: More than limited say		21	-	-	-	-	-	1	3	2	6	8	-	-	-	-	-	-	-
		55%	-	-	-	-	-	100%	43%	33%	86%	50%	-	-	-	-	-	-	-
NET: At least some say		30	-	-	-	-	-	1	4	6	6	12	-	-	-	-	-	-	-
		79%	-	-	-	-	-	100%	57%	100%	86%	75%	-	-	-	-	-	-	-
Base for stats		32	-	-	-	-	-	1	4	6	6	14	-	-	-	-	-	-	-
Mean Score		2.63	-	-	-	-	-	4.00	2.75	2.33	3.00	2.43	-	-	-	-	-	-	-
Standard Deviation		.660	-	-	-	-	-	-	.500	.516	-	.756	-	-	-	-	-	-	-
Standard Error		.117	-	-	-	-	-	-	.250	.211	-	.202	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.06	.04	-	.04	-	-	-	-	-	-	-

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Q31.3.Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Comptability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	-	36 100%	2 100%	-	-	-	-
Members should have the ultimate say	(4.0)	1 3%	1 6%	-	1 3%	-	1 4%	-	1 3%	-	1 3%	-	-	-	-	-
Members should have some say	(3.0)	20 53%	11 61%	-	17 55%	-	11 48%	1 50%	18 56%	-	19 53%	1 50%	-	-	-	-
Members should have a limited say	(2.0)	9 24%	4 22%	1 50%	9 29%	-	6 26%	-	8 25%	-	9 25%	-	-	-	-	-
Members should have no say at all	(1.0)	2 5%	1 6%	1 50%	1 3%	1 100%	1 4%	1 50%	2 6%	-	1 3%	1 50%	-	-	-	-
Don't know		6 16%	1 6%	-	3 10%	-	4 17%	-	3 9%	-	6 17%	-	-	-	-	-
NET: More than limited say		21 55%	12 67%	-	18 58%	-	12 52%	1 50%	19 59%	-	20 56%	1 50%	-	-	-	-
NET: At least some say		30 79%	16 89%	1 50%	27 87%	-	18 78%	1 50%	27 84%	-	29 81%	1 50%	-	-	-	-
Base for stats		32	17	2	28	1	19	2	29	-	30	2	-	-	-	-
Mean Score		2.63	2.71	1.50	2.64	1.00	2.63	2.00	2.62	-	2.67	2.00	-	-	-	-
Standard Deviation		.660	.686	.707	.621	-	.684	1.414	.677	-	.606	1.414	-	-	-	-
Standard Error		.117	.166	.500	.117	-	.157	1.000	.126	-	.111	1.000	-	-	-	-
Error variance		.01	.03	.25	.01	-	.02	1.00	.02	-	.01	1.00	-	-	-	-

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Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																		
Total		38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	18	-	18	-	-	-	-	-	-	1	-	7	1	2	2	2	3
		47%	-	47%	-	-	-	-	-	-	33%	-	78%	100%	33%	50%	40%	33%
Members should have a limited say	(2.0)	11	-	11	-	-	-	-	-	-	2	1	1	-	2	1	-	4
		29%	-	29%	-	-	-	-	-	-	67%	100%	11%	-	33%	25%	-	44%
Members should have no say at all	(1.0)	3	-	3	-	-	-	-	-	-	-	-	-	1	-	-	1	1
		8%	-	8%	-	-	-	-	-	-	-	-	-	17%	-	-	20%	11%
Don't know		6	-	6	-	-	-	-	-	-	-	-	1	-	1	1	2	1
		16%	-	16%	-	-	-	-	-	-	-	-	11%	-	17%	25%	40%	11%
NET: More than limited say		18	-	18	-	-	-	-	-	-	1	-	7	1	2	2	2	3
		47%	-	47%	-	-	-	-	-	-	33%	-	78%	100%	33%	50%	40%	33%
NET: At least some say		29	-	29	-	-	-	-	-	-	3	1	8	1	4	3	2	7
		76%	-	76%	-	-	-	-	-	-	100%	100%	89%	100%	67%	75%	40%	78%
Base for stats		32	-	32	-	-	-	-	-	-	3	1	8	1	5	3	3	8
Mean Score		2.47	-	2.47	-	-	-	-	-	-	2.33	2.00	2.88	3.00	2.20	2.67	2.33	2.25
Standard Deviation		.671	-	.671	-	-	-	-	-	-	.577	-	.354	-	.837	.577	1.155	.707
Standard Error		.119	-	.119	-	-	-	-	-	-	.333	-	.125	-	.374	.333	.667	.250
Error variance		.01	-	.01	-	-	-	-	-	-	.11	-	.02	-	.14	.11	.44	.06

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Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	18 47%	- -	- -	- -	- -	- -	1 100%	4 57%	1 17%	5 71%	6 38%	- -	- -	- -	- -	- -	- -	- -
Members should have a limited say	(2.0)	11 29%	- -	- -	- -	- -	- -	- -	1 14%	4 67%	1 14%	5 31%	- -	- -	- -	- -	- -	- -	- -
Members should have no say at all	(1.0)	3 8%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	2 13%	- -	- -	- -	- -	- -	- -	- -
Don't know		6 16%	- -	- -	- -	- -	- -	- -	2 29%	- -	1 14%	3 19%	- -	- -	- -	- -	- -	- -	- -
NET: More than limited say		18 47%	- -	- -	- -	- -	- -	1 100%	4 57%	1 17%	5 71%	6 38%	- -	- -	- -	- -	- -	- -	- -
NET: At least some say		29 76%	- -	- -	- -	- -	- -	1 100%	5 71%	5 83%	6 86%	11 69%	- -	- -	- -	- -	- -	- -	- -
Base for stats		32	-	-	-	-	-	1	5	6	6	13	-	-	-	-	-	-	-
Mean Score		2.47	-	-	-	-	-	3.00	2.80	2.00	2.83	2.31	-	-	-	-	-	-	-
Standard Deviation		.671	-	-	-	-	-	-	.447	.632	.408	.751	-	-	-	-	-	-	-
Standard Error		.119	-	-	-	-	-	-	.200	.258	.167	.208	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.07	.03	.04	-	-	-	-	-	-	-

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Q31.4.Public benefit (inc. charitable) activities: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	18	10	1	15	-	11	1	17	-	17	1	-	-	-
		47%	56%	50%	48%	-	48%	50%	53%	-	47%	50%	-	-	-
Members should have a limited say	(2.0)	11	6	-	11	-	7	-	9	-	11	-	-	-	-
		29%	33%	-	35%	-	30%	-	28%	-	31%	-	-	-	-
Members should have no say at all	(1.0)	3	1	1	2	1	2	1	3	-	2	1	-	-	-
		8%	6%	50%	6%	100%	9%	50%	9%	-	6%	50%	-	-	-
Don't know		6	1	-	3	-	3	-	3	-	6	-	-	-	-
		16%	6%	-	10%	-	13%	-	9%	-	17%	-	-	-	-
NET: More than limited say		18	10	1	15	-	11	1	17	-	17	1	-	-	-
		47%	56%	50%	48%	-	48%	50%	53%	-	47%	50%	-	-	-
NET: At least some say		29	16	1	26	-	18	1	26	-	28	1	-	-	-
		76%	89%	50%	84%	-	78%	50%	81%	-	78%	50%	-	-	-
Base for stats		32	17	2	28	1	20	2	29	-	30	2	-	-	-
Mean Score		2.47	2.53	2.00	2.46	1.00	2.45	2.00	2.48	-	2.50	2.00	-	-	-
Standard Deviation		.671	.624	1.414	.637	-	.686	1.414	.688	-	.630	1.414	-	-	-
Standard Error		.119	.151	1.000	.120	-	.153	1.000	.128	-	.115	1.000	-	-	-
Error variance		.01	.02	1.00	.01	-	.02	1.00	.02	-	.01	1.00	-	-	-

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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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	15	-	15	-	-	-	-	-	-	-	-	-	-	5	1	4	2	2	1
		39%	-	39%	-	-	-	-	-	-	-	-	-	-	56%	100%	67%	50%	40%	11%
Members should have a limited say	(2.0)	14	-	14	-	-	-	-	-	-	-	-	1	1	3	-	1	1	1	6
		37%	-	37%	-	-	-	-	-	-	-	-	33%	100%	33%	-	17%	25%	20%	67%
Members should have no say at all	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11%
Don't know		8	-	8	-	-	-	-	-	-	-	-	2	-	1	-	1	1	2	1
		21%	-	21%	-	-	-	-	-	-	-	-	67%	-	11%	-	17%	25%	40%	11%
NET: More than limited say		15	-	15	-	-	-	-	-	-	-	-	-	-	5	1	4	2	2	1
		39%	-	39%	-	-	-	-	-	-	-	-	-	-	56%	100%	67%	50%	40%	11%
NET: At least some say		29	-	29	-	-	-	-	-	-	-	-	1	1	8	1	5	3	3	7
		76%	-	76%	-	-	-	-	-	-	-	-	33%	100%	89%	100%	83%	75%	60%	78%
Base for stats		30	-	30	-	-	-	-	-	-	-	-	1	1	8	1	5	3	3	8
Mean Score		2.47	-	2.47	-	-	-	-	-	-	-	-	2.00	2.00	2.63	3.00	2.80	2.67	2.67	2.00
Standard Deviation		.571	-	.571	-	-	-	-	-	-	-	-	-	-	.518	-	.447	.577	.577	.535
Standard Error		.104	-	.104	-	-	-	-	-	-	-	-	-	-	.183	-	.200	.333	.333	.189
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	-	-	.03	-	.04	.11	.11	.04

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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		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	15 39%	- -	- -	- -	- -	- -	1 100%	3 43%	1 17%	4 57%	6 38%	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	14 37%	- -	- -	- -	- -	- -	- -	1 14%	4 67%	1 14%	7 44%	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		8 21%	- -	- -	- -	- -	- -	- -	3 43%	1 17%	1 14%	3 19%	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: More than limited say		15 39%	- -	- -	- -	- -	- -	1 100%	3 43%	1 17%	4 57%	6 38%	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: At least some say		29 76%	- -	- -	- -	- -	- -	1 100%	4 57%	5 83%	5 71%	13 81%	- -	- -	- -	- -	- -	- -	- -
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Base for stats		30	-	-	-	-	-	1	4	5	6	13	-	-	-	-	-	-	-
Mean Score		2.47	-	-	-	-	-	3.00	2.75	2.20	2.50	2.46	-	-	-	-	-	-	-
Standard Deviation		.571	-	-	-	-	-	-	.500	.447	.837	.519	-	-	-	-	-	-	-
Standard Error		.104	-	-	-	-	-	-	.250	.200	.342	.144	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.06	.04	.12	.02	-	-	-	-	-	-	-

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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			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	15	9	1	14	-	9	1	15	-	14	1	-	-	-
		39%	50%	50%	45%	-	39%	50%	47%	-	39%	50%	-	-	-
Members should have a limited say	(2.0)	14	8	1	12	1	9	1	11	-	13	1	-	-	-
		37%	44%	50%	39%	100%	39%	50%	34%	-	36%	50%	-	-	-
Members should have no say at all	(1.0)	1	-	-	1	-	1	-	1	-	1	-	-	-	-
		3%	-	-	3%	-	4%	-	3%	-	3%	-	-	-	-
Don't know		8	1	-	4	-	4	-	5	-	8	-	-	-	-
		21%	6%	-	13%	-	17%	-	16%	-	22%	-	-	-	-
NET: More than limited say		15	9	1	14	-	9	1	15	-	14	1	-	-	-
		39%	50%	50%	45%	-	39%	50%	47%	-	39%	50%	-	-	-
NET: At least some say		29	17	2	26	1	18	2	26	-	27	2	-	-	-
		76%	94%	100%	84%	100%	78%	100%	81%	-	75%	100%	-	-	-
Base for stats		30	17	2	27	1	19	2	27	-	28	2	-	-	-
Mean Score		2.47	2.53	2.50	2.48	2.00	2.42	2.50	2.52	-	2.46	2.50	-	-	-
Standard Deviation		.571	.514	.707	.580	-	.607	.707	.580	-	.576	.707	-	-	-
Standard Error		.104	.125	.500	.112	-	.139	.500	.112	-	.109	.500	-	-	-
Error variance		.01	.02	.25	.01	-	.02	.25	.01	-	.01	.25	-	-	-

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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%																		
Total		38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	20	-	20	-	-	-	-	-	-	2	-	7	1	3	2	2	3
		53%	-	53%	-	-	-	-	-	-	67%	-	78%	100%	50%	50%	40%	33%
Members should have a limited say	(2.0)	11	-	11	-	-	-	-	-	-	1	1	1	-	2	1	1	4
		29%	-	29%	-	-	-	-	-	-	33%	100%	11%	-	33%	25%	20%	44%
Members should have no say at all	(1.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	11%
Don't know		6	-	6	-	-	-	-	-	-	-	-	1	-	1	1	2	1
		16%	-	16%	-	-	-	-	-	-	-	-	11%	-	17%	25%	40%	11%
NET: More than limited say		20	-	20	-	-	-	-	-	-	2	-	7	1	3	2	2	3
		53%	-	53%	-	-	-	-	-	-	67%	-	78%	100%	50%	50%	40%	33%
NET: At least some say		31	-	31	-	-	-	-	-	-	3	1	8	1	5	3	3	7
		82%	-	82%	-	-	-	-	-	-	100%	100%	89%	100%	83%	75%	60%	78%
Base for stats		32	-	32	-	-	-	-	-	-	3	1	8	1	5	3	3	8
Mean Score		2.59	-	2.59	-	-	-	-	-	-	2.67	2.00	2.88	3.00	2.60	2.67	2.67	2.25
Standard Deviation		.560	-	.560	-	-	-	-	-	-	.577	-	.354	-	.548	.577	.577	.707
Standard Error		.099	-	.099	-	-	-	-	-	-	.333	-	.125	-	.245	.333	.333	.250
Error variance		.01	-	.01	-	-	-	-	-	-	.11	-	.02	-	.06	.11	.11	.06

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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		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Members should have the ultimate say	(4.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	20 53%	- -	- -	- -	- -	- -	1 100%	4 57%	2 33%	5 71%	8 50%	- -	- -	- -	- -	- -	- -	- -
Members should have a limited say	(2.0)	11 29%	- -	- -	- -	- -	- -	- -	1 14%	3 50%	1 14%	5 31%	- -	- -	- -	- -	- -	- -	- -
Members should have no say at all	(1.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know		6 16%	- -	- -	- -	- -	- -	- -	2 29%	- -	1 14%	3 19%	- -	- -	- -	- -	- -	- -	- -
NET: More than limited say		20 53%	- -	- -	- -	- -	- -	1 100%	4 57%	2 33%	5 71%	8 50%	- -	- -	- -	- -	- -	- -	- -
NET: At least some say		31 82%	- -	- -	- -	- -	- -	1 100%	5 71%	5 83%	6 86%	13 81%	- -	- -	- -	- -	- -	- -	- -
Base for stats		32	-	-	-	-	-	1	5	6	6	13	-	-	-	-	-	-	-
Mean Score		2.59	-	-	-	-	-	3.00	2.80	2.17	2.83	2.62	-	-	-	-	-	-	-
Standard Deviation		.560	-	-	-	-	-	-	.447	.753	.408	.506	-	-	-	-	-	-	-
Standard Error		.099	-	-	-	-	-	-	.200	.307	.167	.140	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.04	.09	.03	.02	-	-	-	-	-	-	-

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Q31.6..UK policy development: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	20	13	1	18	-	13	1	20	-	19	1	-	-	-
		53%	72%	50%	58%	-	57%	50%	63%	-	53%	50%	-	-	-
Members should have a limited say	(2.0)	11	4	1	9	1	6	1	8	-	10	1	-	-	-
		29%	22%	50%	29%	100%	26%	50%	25%	-	28%	50%	-	-	-
Members should have no say at all	(1.0)	1	-	-	1	-	1	-	1	-	1	-	-	-	-
		3%	-	-	3%	-	4%	-	3%	-	3%	-	-	-	-
Don't know		6	1	-	3	-	3	-	3	-	6	-	-	-	-
		16%	6%	-	10%	-	13%	-	9%	-	17%	-	-	-	-
NET: More than limited say		20	13	1	18	-	13	1	20	-	19	1	-	-	-
		53%	72%	50%	58%	-	57%	50%	63%	-	53%	50%	-	-	-
NET: At least some say		31	17	2	27	1	19	2	28	-	29	2	-	-	-
		82%	94%	100%	87%	100%	83%	100%	88%	-	81%	100%	-	-	-
Base for stats		32	17	2	28	1	20	2	29	-	30	2	-	-	-
Mean Score		2.59	2.76	2.50	2.61	2.00	2.60	2.50	2.66	-	2.60	2.50	-	-	-
Standard Deviation		.560	.437	.707	.567	-	.598	.707	.553	-	.563	.707	-	-	-
Standard Error		.099	.106	.500	.107	-	.134	.500	.103	-	.103	.500	-	-	-
Error variance		.01	.01	.25	.01	-	.02	.25	.01	-	.01	.25	-	-	-

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Q31.7. Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%																		
Total		38 100%	- -	38 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Members should have the ultimate say	(4.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Members should have some say	(3.0)	18 47%	- -	18 47%	- -	- -	- -	- -	- -	- -	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
Members should have a limited say	(2.0)	7 18%	- -	7 18%	- -	- -	- -	- -	- -	- -	1 33%	1 100%	1 11%	- -	2 33%	1 25%	1 20%	- -
Members should have no say at all	(1.0)	5 13%	- -	5 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	5 56%
Don't know		8 21%	- -	8 21%	- -	- -	- -	- -	- -	- -	1 33%	- -	1 11%	- -	2 33%	1 25%	2 40%	1 11%
NET: More than limited say		18 47%	- -	18 47%	- -	- -	- -	- -	- -	- -	1 33%	- -	7 78%	1 100%	2 33%	2 50%	2 40%	3 33%
NET: At least some say		25 66%	- -	25 66%	- -	- -	- -	- -	- -	- -	2 67%	1 100%	8 89%	1 100%	4 67%	3 75%	3 60%	3 33%
Base for stats		30	-	30	-	-	-	-	-	-	2	1	8	1	4	3	3	8
Mean Score		2.43	-	2.43	-	-	-	-	-	-	2.50	2.00	2.88	3.00	2.50	2.67	2.67	1.75
Standard Deviation		.774	-	.774	-	-	-	-	-	-	.707	-	.354	-	.577	.577	.577	1.035
Standard Error		.141	-	.141	-	-	-	-	-	-	.500	-	.125	-	.289	.333	.333	.366
Error variance		.02	-	.02	-	-	-	-	-	-	.25	-	.02	-	.08	.11	.11	.13

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Q31.7.Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	18	-	-	-	-	-	1	3	2	5	6	-	-	-	-	-	-	-
		47%	-	-	-	-	-	100%	43%	33%	71%	38%	-	-	-	-	-	-	-
Members should have a limited say	(2.0)	7	-	-	-	-	-	-	-	3	-	4	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	-	50%	-	25%	-	-	-	-	-	-	-
Members should have no say at all	(1.0)	5	-	-	-	-	-	-	-	1	1	3	-	-	-	-	-	-	-
		13%	-	-	-	-	-	-	-	17%	14%	19%	-	-	-	-	-	-	-
Don't know		8	-	-	-	-	-	-	4	-	1	3	-	-	-	-	-	-	-
		21%	-	-	-	-	-	-	57%	-	14%	19%	-	-	-	-	-	-	-
NET: More than limited say		18	-	-	-	-	-	1	3	2	5	6	-	-	-	-	-	-	-
		47%	-	-	-	-	-	100%	43%	33%	71%	38%	-	-	-	-	-	-	-
NET: At least some say		25	-	-	-	-	-	1	3	5	5	10	-	-	-	-	-	-	-
		66%	-	-	-	-	-	100%	43%	83%	71%	63%	-	-	-	-	-	-	-
Base for stats		30	-	-	-	-	-	1	3	6	6	13	-	-	-	-	-	-	-
Mean Score		2.43	-	-	-	-	-	3.00	3.00	2.17	2.67	2.23	-	-	-	-	-	-	-
Standard Deviation		.774	-	-	-	-	-	-	-	.753	.816	.832	-	-	-	-	-	-	-
Standard Error		.141	-	-	-	-	-	-	-	.307	.333	.231	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	-	.09	.11	.05	-	-	-	-	-	-	-

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Q31.7. Internet governance: To what extent, if at all, do you think Nominet's Membership should have a say in each of the following decisions?

BASE: All respondents

		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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Members should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Members should have some say	(3.0)	18	10	1	15	-	10	1	17	-	17	1	-	-	-
		47%	56%	50%	48%	-	43%	50%	53%	-	47%	50%	-	-	-
Members should have a limited say	(2.0)	7	5	1	6	1	5	1	6	-	6	1	-	-	-
		18%	28%	50%	19%	100%	22%	50%	19%	-	17%	50%	-	-	-
Members should have no say at all	(1.0)	5	2	-	5	-	3	-	4	-	5	-	-	-	-
		13%	11%	-	16%	-	13%	-	13%	-	14%	-	-	-	-
Don't know		8	1	-	5	-	5	-	5	-	8	-	-	-	-
		21%	6%	-	16%	-	22%	-	16%	-	22%	-	-	-	-
NET: More than limited say		18	10	1	15	-	10	1	17	-	17	1	-	-	-
		47%	56%	50%	48%	-	43%	50%	53%	-	47%	50%	-	-	-
NET: At least some say		25	15	2	21	1	15	2	23	-	23	2	-	-	-
		66%	83%	100%	68%	100%	65%	100%	72%	-	64%	100%	-	-	-
Base for stats		30	17	2	26	1	18	2	27	-	28	2	-	-	-
Mean Score		2.43	2.47	2.50	2.38	2.00	2.39	2.50	2.48	-	2.43	2.50	-	-	-
Standard Deviation		.774	.717	.707	.804	-	.778	.707	.753	-	.790	.707	-	-	-
Standard Error		.141	.174	.500	.158	-	.183	.500	.145	-	.149	.500	-	-	-
Error variance		.02	.03	.25	.02	-	.03	.25	.02	-	.02	.25	-	-	-

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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	38	-	12	11	11	4	12	23	2.03
	100%	-	32%	29%	29%	11%	32%	61%	
Commercial decisions (e.g. those relating to domain prices)	38	-	10	9	15	4	10	19	1.85
	100%	-	26%	24%	39%	11%	26%	50%	
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	38	1	10	9	14	4	11	20	1.94
	100%	3%	26%	24%	37%	11%	29%	53%	
Public benefit (inc. charitable) activities	38	-	15	12	7	4	15	27	2.24
	100%	-	39%	32%	18%	11%	39%	71%	
Nominet's company strategy	38	-	14	10	11	3	14	24	2.09
	100%	-	37%	26%	29%	8%	37%	63%	
.UK policy development	38	1	15	16	3	3	16	32	2.40
	100%	3%	39%	42%	8%	8%	42%	84%	
Internet governance	38	1	16	15	3	3	17	32	2.43
	100%	3%	42%	39%	8%	8%	45%	84%	

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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	38 100%	- -	38 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Governance decisions	12 32%	- -	12 32%	- -	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%
Commercial decisions (e.g. those relating to domain prices)	10 26%	- -	10 26%	- -	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	- -	2 50%	2 40%	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	11 29%	- -	11 29%	- -	- -	- -	- -	- -	- -	1 33%	- -	2 22%	1 100%	1 17%	2 50%	2 40%	2 22%
Public benefit (inc. charitable) activities	15 39%	- -	15 39%	- -	- -	- -	- -	- -	- -	1 33%	- -	3 33%	1 100%	3 50%	2 50%	2 40%	3 33%
Nominet's company strategy	14 37%	- -	14 37%	- -	- -	- -	- -	- -	- -	- -	- -	3 33%	1 100%	3 50%	2 50%	3 60%	2 22%
.UK policy development	16 42%	- -	16 42%	- -	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	2 33%	3 75%	3 60%	2 22%
Internet governance	17 45%	- -	17 45%	- -	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	2 33%	3 75%	4 80%	2 22%

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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	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Governance decisions	12 32%	- -	- -	- -	- -	- -	1 100%	1 14%	1 17%	3 43%	6 38%	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	10 26%	- -	- -	- -	- -	- -	1 100%	1 14%	1 17%	3 43%	4 25%	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	11 29%	- -	- -	- -	- -	- -	1 100%	1 14%	- -	4 57%	5 31%	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	15 39%	- -	- -	- -	- -	- -	1 100%	1 14%	2 33%	5 71%	6 38%	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	14 37%	- -	- -	- -	- -	- -	1 100%	1 14%	1 17%	4 57%	7 44%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	16 42%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	8 50%	- -	- -	- -	- -	- -	- -	- -
Internet governance	17 45%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	9 56%	- -	- -	- -	- -	- -	- -	- -

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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
Significance Level: 95%		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Governance decisions	12 32%	7 39%	1 50%	9 29%	1 100%	8 35%	2 100%	12 38%	- -	10 28%	2 100%	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	10 26%	7 39%	- -	8 26%	- -	7 30%	1 50%	10 31%	- -	9 25%	1 50%	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	11 29%	6 33%	1 50%	8 26%	1 100%	8 35%	2 100%	10 31%	- -	9 25%	2 100%	- -	- -	- -	- -
Public benefit (inc. charitable) activities	15 39%	7 39%	1 50%	11 35%	1 100%	10 43%	2 100%	14 44%	- -	13 36%	2 100%	- -	- -	- -	- -
Nominet's company strategy	14 37%	8 44%	1 50%	11 35%	1 100%	10 43%	2 100%	13 41%	- -	12 33%	2 100%	- -	- -	- -	- -
.UK policy development	16 42%	8 44%	1 50%	12 39%	1 100%	10 43%	2 100%	15 47%	- -	14 39%	2 100%	- -	- -	- -	- -
Internet governance	17 45%	9 50%	1 50%	13 42%	1 100%	11 48%	2 100%	16 50%	- -	15 42%	2 100%	- -	- -	- -	- -

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Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group								
		Total	Member	Stakeholder	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		38 100%	- -	38 100%	- -	- -	- -	- -	- -	- -	3 100%	1 100%	9 100%	1 100%	6 100%	4 100%	5 100%	9 100%
Stakeholders should have the ultimate say	(4.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	12 32%	- -	12 32%	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%	
Stakeholders should have a limited say	(2.0)	11 29%	- -	11 29%	- -	- -	- -	- -	- -	- -	1 100%	3 33%	- -	2 33%	1 25%	- -	4 44%	
Stakeholders should have no say at all	(1.0)	11 29%	- -	11 29%	- -	- -	- -	- -	- -	1 33%	- -	2 22%	- -	2 33%	1 25%	1 20%	4 44%	
Don't know		4 11%	- -	4 11%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	1 17%	- -	2 40%	- -	
NET: More than limited say		12 32%	- -	12 32%	- -	- -	- -	- -	- -	2 67%	- -	3 33%	1 100%	1 17%	2 50%	2 40%	1 11%	
NET: At least some say		23 61%	- -	23 61%	- -	- -	- -	- -	- -	2 67%	1 100%	6 67%	1 100%	3 50%	3 75%	2 40%	5 56%	
Base for stats		34	-	34	-	-	-	-	-	3	1	8	1	5	4	3	9	
Mean Score		2.03	-	2.03	-	-	-	-	-	2.33	2.00	2.13	3.00	1.80	2.25	2.33	1.67	
Standard Deviation		.834	-	.834	-	-	-	-	-	1.155	-	.835	-	.837	.957	1.155	.707	
Standard Error		.143	-	.143	-	-	-	-	-	.667	-	.295	-	.374	.479	.667	.236	
Error variance		.02	-	.02	-	-	-	-	-	.44	-	.09	-	.14	.23	.44	.06	

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Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	12	-	-	-	-	-	1	1	1	3	6	-	-	-	-	-	-	-
		32%	-	-	-	-	-	100%	14%	17%	43%	38%	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	11	-	-	-	-	-	-	1	2	3	4	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	14%	33%	43%	25%	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	11	-	-	-	-	-	-	3	3	1	4	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	43%	50%	14%	25%	-	-	-	-	-	-	-
Don't know		4	-	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	29%	-	-	13%	-	-	-	-	-	-	-
NET: More than limited say		12	-	-	-	-	-	1	1	1	3	6	-	-	-	-	-	-	-
		32%	-	-	-	-	-	100%	14%	17%	43%	38%	-	-	-	-	-	-	-
NET: At least some say		23	-	-	-	-	-	1	2	3	6	10	-	-	-	-	-	-	-
		61%	-	-	-	-	-	100%	29%	50%	86%	63%	-	-	-	-	-	-	-
Base for stats		34	-	-	-	-	-	1	5	6	7	14	-	-	-	-	-	-	-
Mean Score		2.03	-	-	-	-	-	3.00	1.60	1.67	2.29	2.14	-	-	-	-	-	-	-
Standard Deviation		.834	-	-	-	-	-	-	.894	.816	.756	.864	-	-	-	-	-	-	-
Standard Error		.143	-	-	-	-	-	-	.400	.333	.286	.231	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.16	.11	.08	.05	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q33.1. Governance decisions: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	12	7	1	9	1	8	2	12	-	10	2	-	-	-
		32%	39%	50%	29%	100%	35%	100%	38%	-	28%	100%	-	-	-
Stakeholders should have a limited say	(2.0)	11	5	1	9	-	6	-	9	-	11	-	-	-	-
		29%	28%	50%	29%	-	26%	-	28%	-	31%	-	-	-	-
Stakeholders should have no say at all	(1.0)	11	5	-	11	-	7	-	9	-	11	-	-	-	-
		29%	28%	-	35%	-	30%	-	28%	-	31%	-	-	-	-
Don't know		4	1	-	2	-	2	-	2	-	4	-	-	-	-
		11%	6%	-	6%	-	9%	-	6%	-	11%	-	-	-	-
NET: More than limited say		12	7	1	9	1	8	2	12	-	10	2	-	-	-
		32%	39%	50%	29%	100%	35%	100%	38%	-	28%	100%	-	-	-
NET: At least some say		23	12	2	18	1	14	2	21	-	21	2	-	-	-
		61%	67%	100%	58%	100%	61%	100%	66%	-	58%	100%	-	-	-
Base for stats		34	17	2	29	1	21	2	30	-	32	2	-	-	-
Mean Score		2.03	2.12	2.50	1.93	3.00	2.05	3.00	2.10	-	1.97	3.00	-	-	-
Standard Deviation		.834	.857	.707	.842	-	.865	-	.845	-	.822	-	-	-	-
Standard Error		.143	.208	.500	.156	-	.189	-	.154	-	.145	-	-	-	-
Error variance		.02	.04	.25	.02	-	.04	-	.02	-	.02	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q33.2. Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group										
		Total	Member	Stakeholder	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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	10	-	10	-	-	-	-	-	-	-	-	2	-	3	1	-	2	2	-
		26%	-	26%	-	-	-	-	-	-	-	-	67%	-	33%	100%	-	50%	40%	-
Stakeholders should have a limited say	(2.0)	9	-	9	-	-	-	-	-	-	-	-	-	1	3	-	1	1	1	2
		24%	-	24%	-	-	-	-	-	-	-	-	-	100%	33%	-	17%	25%	20%	22%
Stakeholders should have no say at all	(1.0)	15	-	15	-	-	-	-	-	-	-	-	1	-	2	-	3	1	1	7
		39%	-	39%	-	-	-	-	-	-	-	-	33%	-	22%	-	50%	25%	20%	78%
Don't know		4	-	4	-	-	-	-	-	-	-	-	-	-	1	-	2	-	1	-
		11%	-	11%	-	-	-	-	-	-	-	-	-	-	11%	-	33%	-	20%	-
NET: More than limited say		10	-	10	-	-	-	-	-	-	-	-	2	-	3	1	-	2	2	-
		26%	-	26%	-	-	-	-	-	-	-	-	67%	-	33%	100%	-	50%	40%	-
NET: At least some say		19	-	19	-	-	-	-	-	-	-	-	2	1	6	1	1	3	3	2
		50%	-	50%	-	-	-	-	-	-	-	-	67%	100%	67%	100%	17%	75%	60%	22%
Base for stats		34	-	34	-	-	-	-	-	-	-	-	3	1	8	1	4	4	4	9
Mean Score		1.85	-	1.85	-	-	-	-	-	-	-	-	2.33	2.00	2.13	3.00	1.25	2.25	2.25	1.22
Standard Deviation		.857	-	.857	-	-	-	-	-	-	-	-	1.155	-	.835	-	.500	.957	.957	.441
Standard Error		.147	-	.147	-	-	-	-	-	-	-	-	.667	-	.295	-	.250	.479	.479	.147
Error variance		.02	-	.02	-	-	-	-	-	-	-	-	.44	-	.09	-	.06	.23	.23	.02

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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		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	10	-	-	-	-	-	1	1	1	3	4	-	-	-	-	-	-	-
		26%	-	-	-	-	-	100%	14%	17%	43%	25%	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	9	-	-	-	-	-	-	2	1	1	5	-	-	-	-	-	-	-
		24%	-	-	-	-	-	-	29%	17%	14%	31%	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	15	-	-	-	-	-	-	1	4	3	6	-	-	-	-	-	-	-
		39%	-	-	-	-	-	-	14%	67%	43%	38%	-	-	-	-	-	-	-
Don't know		4	-	-	-	-	-	-	3	-	-	1	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	43%	-	-	6%	-	-	-	-	-	-	-
NET: More than limited say		10	-	-	-	-	-	1	1	1	3	4	-	-	-	-	-	-	-
		26%	-	-	-	-	-	100%	14%	17%	43%	25%	-	-	-	-	-	-	-
NET: At least some say		19	-	-	-	-	-	1	3	2	4	9	-	-	-	-	-	-	-
		50%	-	-	-	-	-	100%	43%	33%	57%	56%	-	-	-	-	-	-	-
Base for stats		34	-	-	-	-	-	1	4	6	7	15	-	-	-	-	-	-	-
Mean Score		1.85	-	-	-	-	-	3.00	2.00	1.50	2.00	1.87	-	-	-	-	-	-	-
Standard Deviation		.857	-	-	-	-	-	-	.816	.837	1.000	.834	-	-	-	-	-	-	-
Standard Error		.147	-	-	-	-	-	-	.408	.342	.378	.215	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.17	.12	.14	.05	-	-	-	-	-	-	-

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Q33.2. Commercial decisions (e.g. those relating to domain prices): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

			Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%			*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Total		38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Stakeholders should have the ultimate say	(4.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Stakeholders should have some say	(3.0)	10 26%	7 39%	- -	8 26%	- -	7 30%	1 50%	10 31%	- -	9 25%	1 50%	- -	- -	- -	- -
Stakeholders should have a limited say	(2.0)	9 24%	4 22%	2 100%	7 23%	1 100%	6 26%	1 50%	8 25%	- -	8 22%	1 50%	- -	- -	- -	- -
Stakeholders should have no say at all	(1.0)	15 39%	7 39%	- -	14 45%	- -	8 35%	- -	12 38%	- -	15 42%	- -	- -	- -	- -	- -
Don't know		4 11%	- -	- -	2 6%	- -	2 9%	- -	2 6%	- -	4 11%	- -	- -	- -	- -	- -
NET: More than limited say		10 26%	7 39%	- -	8 26%	- -	7 30%	1 50%	10 31%	- -	9 25%	1 50%	- -	- -	- -	- -
NET: At least some say		19 50%	11 61%	2 100%	15 48%	1 100%	13 57%	2 100%	18 56%	- -	17 47%	2 100%	- -	- -	- -	- -
Base for stats		34	18	2	29	1	21	2	30	-	32	2	-	-	-	-
Mean Score		1.85	2.00	2.00	1.79	2.00	1.95	2.50	1.93	-	1.81	2.50	-	-	-	-
Standard Deviation		.857	.907	-	.861	-	.865	.707	.868	-	.859	.707	-	-	-	-
Standard Error		.147	.214	-	.160	-	.189	.500	.159	-	.152	.500	-	-	-	-
Error variance		.02	.05	-	.03	-	.04	.25	.03	-	.02	.25	-	-	-	-

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		38	-	38	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9	
		100%	-	100%	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
Stakeholders should have the ultimate say	(4.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-		
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	20%	-		
Stakeholders should have some say	(3.0)	10	-	10	-	-	-	-	-	-	1	-	2	1	1	2	1	2		
		26%	-	26%	-	-	-	-	-	-	33%	-	22%	100%	17%	50%	20%	22%		
Stakeholders should have a limited say	(2.0)	9	-	9	-	-	-	-	-	-	-	1	3	-	2	1	-	2		
		24%	-	24%	-	-	-	-	-	-	-	100%	33%	-	33%	25%	-	22%		
Stakeholders should have no say at all	(1.0)	14	-	14	-	-	-	-	-	-	2	-	3	-	2	1	1	5		
		37%	-	37%	-	-	-	-	-	-	67%	-	33%	-	33%	25%	20%	56%		
Don't know		4	-	4	-	-	-	-	-	-	-	-	1	-	1	-	2	-		
		11%	-	11%	-	-	-	-	-	-	-	-	11%	-	17%	-	40%	-		
NET: More than limited say		11	-	11	-	-	-	-	-	-	1	-	2	1	1	2	2	2		
		29%	-	29%	-	-	-	-	-	-	33%	-	22%	100%	17%	50%	40%	22%		
NET: At least some say		20	-	20	-	-	-	-	-	-	1	1	5	1	3	3	2	4		
		53%	-	53%	-	-	-	-	-	-	33%	100%	56%	100%	50%	75%	40%	44%		
Base for stats		34	-	34	-	-	-	-	-	-	3	1	8	1	5	4	3	9		
Mean Score		1.94	-	1.94	-	-	-	-	-	-	1.67	2.00	1.88	3.00	1.80	2.25	2.67	1.67		
Standard Deviation		.919	-	.919	-	-	-	-	-	-	1.155	-	.835	-	.837	.957	1.528	.866		
Standard Error		.158	-	.158	-	-	-	-	-	-	.667	-	.295	-	.374	.479	.882	.289		
Error variance		.02	-	.02	-	-	-	-	-	-	.44	-	.09	-	.14	.23	.78	.08		

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Q33.3. Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		3%	-	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	10	-	-	-	-	-	1	1	-	4	4	-	-	-	-	-	-	-
		26%	-	-	-	-	-	100%	14%	-	57%	25%	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	9	-	-	-	-	-	-	3	1	1	4	-	-	-	-	-	-	-
		24%	-	-	-	-	-	-	43%	17%	14%	25%	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	14	-	-	-	-	-	-	1	5	2	5	-	-	-	-	-	-	-
		37%	-	-	-	-	-	-	14%	83%	29%	31%	-	-	-	-	-	-	-
Don't know		4	-	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	29%	-	-	13%	-	-	-	-	-	-	-
NET: More than limited say		11	-	-	-	-	-	1	1	-	4	5	-	-	-	-	-	-	-
		29%	-	-	-	-	-	100%	14%	-	57%	31%	-	-	-	-	-	-	-
NET: At least some say		20	-	-	-	-	-	1	4	1	5	9	-	-	-	-	-	-	-
		53%	-	-	-	-	-	100%	57%	17%	71%	56%	-	-	-	-	-	-	-
Base for stats		34	-	-	-	-	-	1	5	6	7	14	-	-	-	-	-	-	-
Mean Score		1.94	-	-	-	-	-	3.00	2.00	1.17	2.29	2.07	-	-	-	-	-	-	-
Standard Deviation		.919	-	-	-	-	-	-	.707	.408	.951	.997	-	-	-	-	-	-	-
Standard Error		.158	-	-	-	-	-	-	.316	.167	.360	.267	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.10	.03	.13	.07	-	-	-	-	-	-	-

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Q33.3. Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected): To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		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		38	2	31	1	23	2	32	-	36	2	-	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	1	1	-	1	-	1	1	-	-	1	-	-	-	-
		3%	50%	-	100%	-	50%	3%	-	-	50%	-	-	-	-
Stakeholders should have some say	(3.0)	10	-	8	-	8	1	9	-	9	1	-	-	-	-
		26%	33%	26%	-	35%	50%	28%	-	25%	50%	-	-	-	-
Stakeholders should have a limited say	(2.0)	9	1	9	-	5	-	9	-	9	-	-	-	-	-
		24%	28%	29%	-	22%	-	28%	-	25%	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	14	-	12	-	8	-	11	-	14	-	-	-	-	-
		37%	33%	39%	-	35%	-	34%	-	39%	-	-	-	-	-
Don't know		4	-	2	-	2	-	2	-	4	-	-	-	-	-
		11%	6%	6%	-	9%	-	6%	-	11%	-	-	-	-	-
NET: More than limited say		11	1	8	1	8	2	10	-	9	2	-	-	-	-
		29%	33%	26%	100%	35%	100%	31%	-	25%	100%	-	-	-	-
NET: At least some say		20	2	17	1	13	2	19	-	18	2	-	-	-	-
		53%	61%	55%	100%	57%	100%	59%	-	50%	100%	-	-	-	-
Base for stats		34	2	29	1	21	2	30	-	32	2	-	-	-	-
Mean Score		1.94	2.00	1.86	4.00	2.00	3.50	2.00	-	1.84	3.50	-	-	-	-
Standard Deviation		.919	.866	.833	-	.894	.707	.910	-	.847	.707	-	-	-	-
Standard Error		.158	.210	.155	-	.195	.500	.166	-	.150	.500	-	-	-	-
Error variance		.02	.04	.02	-	.04	.25	.03	-	.02	.25	-	-	-	-

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Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
		Member	Stakeholder	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		38	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	15	15	-	-	-	-	-	-	1	-	3	1	3	2	2	3
		39%	39%	-	-	-	-	-	-	33%	-	33%	100%	50%	50%	40%	33%
Stakeholders should have a limited say	(2.0)	12	12	-	-	-	-	-	-	1	1	2	-	1	1	1	5
		32%	32%	-	-	-	-	-	-	33%	100%	22%	-	17%	25%	20%	56%
Stakeholders should have no say at all	(1.0)	7	7	-	-	-	-	-	-	1	-	3	-	1	1	-	1
		18%	18%	-	-	-	-	-	-	33%	-	33%	-	17%	25%	-	11%
Don't know		4	4	-	-	-	-	-	-	-	-	1	-	1	-	2	-
		11%	11%	-	-	-	-	-	-	-	-	11%	-	17%	-	40%	-
NET: More than limited say		15	15	-	-	-	-	-	-	1	-	3	1	3	2	2	3
		39%	39%	-	-	-	-	-	-	33%	-	33%	100%	50%	50%	40%	33%
NET: At least some say		27	27	-	-	-	-	-	-	2	1	5	1	4	3	3	8
		71%	71%	-	-	-	-	-	-	67%	100%	56%	100%	67%	75%	60%	89%
Base for stats		34	34	-	-	-	-	-	-	3	1	8	1	5	4	3	9
Mean Score		2.24	2.24	-	-	-	-	-	-	2.00	2.00	2.00	3.00	2.40	2.25	2.67	2.22
Standard Deviation		.781	.781	-	-	-	-	-	-	1.000	-	.926	-	.894	.957	.577	.667
Standard Error		.134	.134	-	-	-	-	-	-	.577	-	.327	-	.400	.479	.333	.222
Error variance		.02	.02	-	-	-	-	-	-	.33	-	.11	-	.16	.23	.11	.05

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Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status				
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	15	-	-	-	-	-	1	1	2	5	6	-	-	-	-	-	-	-
		39%	-	-	-	-	-	100%	14%	33%	71%	38%	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	12	-	-	-	-	-	-	2	2	1	6	-	-	-	-	-	-	-
		32%	-	-	-	-	-	-	29%	33%	14%	38%	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	7	-	-	-	-	-	-	2	2	1	2	-	-	-	-	-	-	-
		18%	-	-	-	-	-	-	29%	33%	14%	13%	-	-	-	-	-	-	-
Don't know		4	-	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-
		11%	-	-	-	-	-	-	29%	-	-	13%	-	-	-	-	-	-	-
NET: More than limited say		15	-	-	-	-	-	1	1	2	5	6	-	-	-	-	-	-	-
		39%	-	-	-	-	-	100%	14%	33%	71%	38%	-	-	-	-	-	-	-
NET: At least some say		27	-	-	-	-	-	1	3	4	6	12	-	-	-	-	-	-	-
		71%	-	-	-	-	-	100%	43%	67%	86%	75%	-	-	-	-	-	-	-
Base for stats		34	-	-	-	-	-	1	5	6	7	14	-	-	-	-	-	-	-
Mean Score		2.24	-	-	-	-	-	3.00	1.80	2.00	2.57	2.29	-	-	-	-	-	-	-
Standard Deviation		.781	-	-	-	-	-	-	.837	.894	.787	.726	-	-	-	-	-	-	-
Standard Error		.134	-	-	-	-	-	-	.374	.365	.297	.194	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.14	.13	.09	.04	-	-	-	-	-	-	-

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Q33.4. Public benefit (inc. charitable) activities: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	15	7	1	11	1	10	2	14	-	13	2	-	-	-
		39%	39%	50%	35%	100%	43%	100%	44%	-	36%	100%	-	-	-
Stakeholders should have a limited say	(2.0)	12	5	1	11	-	7	-	10	-	12	-	-	-	-
		32%	28%	50%	35%	-	30%	-	31%	-	33%	-	-	-	-
Stakeholders should have no say at all	(1.0)	7	5	-	7	-	4	-	6	-	7	-	-	-	-
		18%	28%	-	23%	-	17%	-	19%	-	19%	-	-	-	-
Don't know		4	1	-	2	-	2	-	2	-	4	-	-	-	-
		11%	6%	-	6%	-	9%	-	6%	-	11%	-	-	-	-
NET: More than limited say		15	7	1	11	1	10	2	14	-	13	2	-	-	-
		39%	39%	50%	35%	100%	43%	100%	44%	-	36%	100%	-	-	-
NET: At least some say		27	12	2	22	1	17	2	24	-	25	2	-	-	-
		71%	67%	100%	71%	100%	74%	100%	75%	-	69%	100%	-	-	-
Base for stats		34	17	2	29	1	21	2	30	-	32	2	-	-	-
Mean Score		2.24	2.12	2.50	2.14	3.00	2.29	3.00	2.27	-	2.19	3.00	-	-	-
Standard Deviation		.781	.857	.707	.789	-	.784	-	.785	-	.780	-	-	-	-
Standard Error		.134	.208	.500	.147	-	.171	-	.143	-	.138	-	-	-	-
Error variance		.02	.04	.25	.02	-	.03	-	.02	-	.02	-	-	-	-

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Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group										
		Total	Member	Stakeholder	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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	14	-	14	-	-	-	-	-	-	-	-	-	-	3	1	3	2	3	2
		37%	-	37%	-	-	-	-	-	-	-	-	-	-	33%	100%	50%	50%	60%	22%
Stakeholders should have a limited say	(2.0)	10	-	10	-	-	-	-	-	-	-	-	1	1	4	-	1	1	-	2
		26%	-	26%	-	-	-	-	-	-	-	-	33%	100%	44%	-	17%	25%	-	22%
Stakeholders should have no say at all	(1.0)	11	-	11	-	-	-	-	-	-	-	-	2	-	1	-	1	1	1	5
		29%	-	29%	-	-	-	-	-	-	-	-	67%	-	11%	-	17%	25%	20%	56%
Don't know		3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-
		8%	-	8%	-	-	-	-	-	-	-	-	-	-	11%	-	17%	-	20%	-
NET: More than limited say		14	-	14	-	-	-	-	-	-	-	-	-	-	3	1	3	2	3	2
		37%	-	37%	-	-	-	-	-	-	-	-	-	-	33%	100%	50%	50%	60%	22%
NET: At least some say		24	-	24	-	-	-	-	-	-	-	-	1	1	7	1	4	3	3	4
		63%	-	63%	-	-	-	-	-	-	-	-	33%	100%	78%	100%	67%	75%	60%	44%
Base for stats		35	-	35	-	-	-	-	-	-	-	-	3	1	8	1	5	4	4	9
Mean Score		2.09	-	2.09	-	-	-	-	-	-	-	-	1.33	2.00	2.25	3.00	2.40	2.25	2.50	1.67
Standard Deviation		.853	-	.853	-	-	-	-	-	-	-	-	.577	-	.707	-	.894	.957	1.000	.866
Standard Error		.144	-	.144	-	-	-	-	-	-	-	-	.333	-	.250	-	.400	.479	.500	.289
Error variance		.02	-	.02	-	-	-	-	-	-	-	-	.11	-	.06	-	.16	.23	.25	.08

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Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		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		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	14	-	-	-	-	-	1	1	1	4	7	-	-	-	-	-	-	-
		37%	-	-	-	-	-	100%	14%	17%	57%	44%	-	-	-	-	-	-	-
Stakeholders should have a limited say	(2.0)	10	-	-	-	-	-	-	3	2	1	4	-	-	-	-	-	-	-
		26%	-	-	-	-	-	-	43%	33%	14%	25%	-	-	-	-	-	-	-
Stakeholders should have no say at all	(1.0)	11	-	-	-	-	-	-	1	3	2	4	-	-	-	-	-	-	-
		29%	-	-	-	-	-	-	14%	50%	29%	25%	-	-	-	-	-	-	-
Don't know		3	-	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-	-
		8%	-	-	-	-	-	-	29%	-	-	6%	-	-	-	-	-	-	-
NET: More than limited say		14	-	-	-	-	-	1	1	1	4	7	-	-	-	-	-	-	-
		37%	-	-	-	-	-	100%	14%	17%	57%	44%	-	-	-	-	-	-	-
NET: At least some say		24	-	-	-	-	-	1	4	3	5	11	-	-	-	-	-	-	-
		63%	-	-	-	-	-	100%	57%	50%	71%	69%	-	-	-	-	-	-	-
Base for stats		35	-	-	-	-	-	1	5	6	7	15	-	-	-	-	-	-	-
Mean Score		2.09	-	-	-	-	-	3.00	2.00	1.67	2.29	2.20	-	-	-	-	-	-	-
Standard Deviation		.853	-	-	-	-	-	-	.707	.816	.951	.862	-	-	-	-	-	-	-
Standard Error		.144	-	-	-	-	-	-	.316	.333	.360	.223	-	-	-	-	-	-	-
Error variance		.02	-	-	-	-	-	-	.10	.11	.13	.05	-	-	-	-	-	-	-

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Q33.5. Nominet's company strategy: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Stakeholders should have the ultimate say	(4.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Stakeholders should have some say	(3.0)	14	8	1	11	1	10	2	13	-	12	2	-	-	-
		37%	44%	50%	35%	100%	43%	100%	41%	-	33%	100%	-	-	-
Stakeholders should have a limited say	(2.0)	10	7	1	10	-	6	-	10	-	10	-	-	-	-
		26%	39%	50%	32%	-	26%	-	31%	-	28%	-	-	-	-
Stakeholders should have no say at all	(1.0)	11	3	-	9	-	6	-	8	-	11	-	-	-	-
		29%	17%	-	29%	-	26%	-	25%	-	31%	-	-	-	-
Don't know		3	-	-	1	-	1	-	1	-	3	-	-	-	-
		8%	-	-	3%	-	4%	-	3%	-	8%	-	-	-	-
NET: More than limited say		14	8	1	11	1	10	2	13	-	12	2	-	-	-
		37%	44%	50%	35%	100%	43%	100%	41%	-	33%	100%	-	-	-
NET: At least some say		24	15	2	21	1	16	2	23	-	22	2	-	-	-
		63%	83%	100%	68%	100%	70%	100%	72%	-	61%	100%	-	-	-
Base for stats		35	18	2	30	1	22	2	31	-	33	2	-	-	-
Mean Score		2.09	2.28	2.50	2.07	3.00	2.18	3.00	2.16	-	2.03	3.00	-	-	-
Standard Deviation		.853	.752	.707	.828	-	.853	-	.820	-	.847	-	-	-	-
Standard Error		.144	.177	.500	.151	-	.182	-	.147	-	.147	-	-	-	-
Error variance		.02	.03	.25	.02	-	.03	-	.02	-	.02	-	-	-	-

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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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%	-	
Stakeholders should have some say	(3.0)	15	-	15	-	-	-	-	-	-	-	-	2	-	3	1	2	3	2	2
		39%	-	39%	-	-	-	-	-	-	-	-	67%	-	33%	100%	33%	75%	40%	22%
Stakeholders should have a limited say	(2.0)	16	-	16	-	-	-	-	-	-	-	-	-	1	5	-	2	1	1	6
		42%	-	42%	-	-	-	-	-	-	-	-	-	100%	56%	-	33%	25%	20%	67%
Stakeholders should have no say at all	(1.0)	3	-	3	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1
		8%	-	8%	-	-	-	-	-	-	-	-	33%	-	-	-	17%	-	-	11%
Don't know		3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-
		8%	-	8%	-	-	-	-	-	-	-	-	-	-	11%	-	17%	-	20%	-
NET: More than limited say		16	-	16	-	-	-	-	-	-	-	-	2	-	3	1	2	3	3	2
		42%	-	42%	-	-	-	-	-	-	-	-	67%	-	33%	100%	33%	75%	60%	22%
NET: At least some say		32	-	32	-	-	-	-	-	-	-	-	2	1	8	1	4	4	4	8
		84%	-	84%	-	-	-	-	-	-	-	-	67%	100%	89%	100%	67%	100%	80%	89%
Base for stats		35	-	35	-	-	-	-	-	-	-	-	3	1	8	1	5	4	4	9
Mean Score		2.40	-	2.40	-	-	-	-	-	-	-	-	2.33	2.00	2.38	3.00	2.20	2.75	3.00	2.11
Standard Deviation		.695	-	.695	-	-	-	-	-	-	-	-	1.155	-	.518	-	.837	.500	.816	.601
Standard Error		.117	-	.117	-	-	-	-	-	-	-	-	.667	-	.183	-	.374	.250	.408	.200
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.44	-	.03	-	.14	.06	.17	.04

P013002 Nominet Listening Process 2021 Phase 2

Q33.6. .UK policy development: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status					
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present	
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d	
Total		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have the ultimate say	(4.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have some say	(3.0)	15 39%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	7 44%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have a limited say	(2.0)	16 42%	- -	- -	- -	- -	- -	- -	3 43%	3 50%	3 43%	7 44%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have no say at all	(1.0)	3 8%	- -	- -	- -	- -	- -	- -	- -	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know		3 8%	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	
NET: More than limited say		16 42%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	8 50%	- -	- -	- -	- -	- -	- -	- -	
NET: At least some say		32 84%	- -	- -	- -	- -	- -	1 100%	5 71%	4 67%	7 100%	15 94%	- -	- -	- -	- -	- -	- -	- -	
Base for stats		35	-	-	-	-	-	1	5	6	7	15	-	-	-	-	-	-	-	
Mean Score		2.40	-	-	-	-	-	3.00	2.40	1.83	2.57	2.60	-	-	-	-	-	-	-	
Standard Deviation		.695	-	-	-	-	-	-	.548	.753	.535	.632	-	-	-	-	-	-	-	
Standard Error		.117	-	-	-	-	-	-	.245	.307	.202	.163	-	-	-	-	-	-	-	
Error variance		.01	-	-	-	-	-	-	.06	.09	.04	.03	-	-	-	-	-	-	-	

P013002 Nominet Listening Process 2021 Phase 2

Q33.6. .UK policy development: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
Stakeholders should have the ultimate say	(4.0)	1	-	1	-	1	-	1	-	-	1	-	-	-	-
		3%	-	50%	-	100%	-	50%	3%	-	50%	-	-	-	-
Stakeholders should have some say	(3.0)	15	8	-	12	-	10	1	14	-	14	1	-	-	-
		39%	44%	-	39%	-	43%	50%	44%	-	39%	50%	-	-	-
Stakeholders should have a limited say	(2.0)	16	9	1	16	-	11	-	15	-	16	-	-	-	-
		42%	50%	50%	52%	-	48%	-	47%	-	44%	-	-	-	-
Stakeholders should have no say at all	(1.0)	3	1	-	2	-	1	-	1	-	3	-	-	-	-
		8%	6%	-	6%	-	4%	-	3%	-	8%	-	-	-	-
Don't know		3	-	-	1	-	1	-	1	-	3	-	-	-	-
		8%	-	-	3%	-	4%	-	3%	-	8%	-	-	-	-
NET: More than limited say		16	8	1	12	1	10	2	15	-	14	2	-	-	-
		42%	44%	50%	39%	100%	43%	100%	47%	-	39%	100%	-	-	-
NET: At least some say		32	17	2	28	1	21	2	30	-	30	2	-	-	-
		84%	94%	100%	90%	100%	91%	100%	94%	-	83%	100%	-	-	-
Base for stats		35	18	2	30	1	22	2	31	-	33	2	-	-	-
Mean Score		2.40	2.39	3.00	2.33	4.00	2.41	3.50	2.48	-	2.33	3.50	-	-	-
Standard Deviation		.695	.608	1.414	.606	-	.590	.707	.626	-	.645	.707	-	-	-
Standard Error		.117	.143	1.000	.111	-	.126	.500	.112	-	.112	.500	-	-	-
Error variance		.01	.02	1.00	.01	-	.02	.25	.01	-	.01	.25	-	-	-

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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%	-	-
Stakeholders should have some say	(3.0)	16	-	16	-	-	-	-	-	-	-	2	-	3	1	2	3	3	3	2
		42%	-	42%	-	-	-	-	-	-	-	67%	-	33%	100%	33%	75%	60%	60%	22%
Stakeholders should have a limited say	(2.0)	15	-	15	-	-	-	-	-	-	-	-	1	5	-	3	1	-	-	5
		39%	-	39%	-	-	-	-	-	-	-	-	100%	56%	-	50%	25%	-	-	56%
Stakeholders should have no say at all	(1.0)	3	-	3	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2
		8%	-	8%	-	-	-	-	-	-	-	33%	-	-	-	-	-	-	-	22%
Don't know		3	-	3	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-
		8%	-	8%	-	-	-	-	-	-	-	-	-	11%	-	17%	-	20%	-	-
NET: More than limited say		17	-	17	-	-	-	-	-	-	-	2	-	3	1	2	3	4	4	2
		45%	-	45%	-	-	-	-	-	-	-	67%	-	33%	100%	33%	75%	80%	80%	22%
NET: At least some say		32	-	32	-	-	-	-	-	-	-	2	1	8	1	5	4	4	4	7
		84%	-	84%	-	-	-	-	-	-	-	67%	100%	89%	100%	83%	100%	80%	80%	78%
Base for stats		35	-	35	-	-	-	-	-	-	-	3	1	8	1	5	4	4	4	9
Mean Score		2.43	-	2.43	-	-	-	-	-	-	-	2.33	2.00	2.38	3.00	2.40	2.75	3.25	3.25	2.00
Standard Deviation		.698	-	.698	-	-	-	-	-	-	-	1.155	-	.518	-	.548	.500	.500	.500	.707
Standard Error		.118	-	.118	-	-	-	-	-	-	-	.667	-	.183	-	.245	.250	.250	.250	.236
Error variance		.01	-	.01	-	-	-	-	-	-	-	.44	-	.03	-	.06	.06	.06	.06	.06

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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		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have the ultimate say	(4.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have some say	(3.0)	16 42%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	8 50%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have a limited say	(2.0)	15 39%	- -	- -	- -	- -	- -	- -	3 43%	4 67%	2 29%	5 31%	- -	- -	- -	- -	- -	- -	- -	
Stakeholders should have no say at all	(1.0)	3 8%	- -	- -	- -	- -	- -	- -	- -	1 17%	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -	
Don't know		3 8%	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	
NET: More than limited say		17 45%	- -	- -	- -	- -	- -	1 100%	2 29%	1 17%	4 57%	9 56%	- -	- -	- -	- -	- -	- -	- -	
NET: At least some say		32 84%	- -	- -	- -	- -	- -	1 100%	5 71%	5 83%	6 86%	14 88%	- -	- -	- -	- -	- -	- -	- -	
Base for stats		35	-	-	-	-	-	1	5	6	7	15	-	-	-	-	-	-	-	
Mean Score		2.43	-	-	-	-	-	3.00	2.40	2.00	2.43	2.60	-	-	-	-	-	-	-	
Standard Deviation		.698	-	-	-	-	-	-	.548	.632	.787	.737	-	-	-	-	-	-	-	
Standard Error		.118	-	-	-	-	-	-	.245	.258	.297	.190	-	-	-	-	-	-	-	
Error variance		.01	-	-	-	-	-	-	.06	.07	.09	.04	-	-	-	-	-	-	-	

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Q33.7. Internet governance: To what extent, if at all, do you think non-Member Stakeholders should have a say in each of the following decisions?

BASE: All respondents

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
		Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Total		*a	*b	c	*d	*a	*b	a	*b	a	*b	*a	*b	*c	*d
Significance Level: 95%															
Total		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stakeholders should have the ultimate say	(4.0)	1	-	1	-	1	-	1	-	-	1	-	-	-	-
		3%	-	50%	-	100%	-	50%	3%	-	50%	-	-	-	-
Stakeholders should have some say	(3.0)	16	9	-	13	-	11	1	15	-	15	1	-	-	-
		42%	50%	-	42%	-	48%	50%	47%	-	42%	50%	-	-	-
Stakeholders should have a limited say	(2.0)	15	8	1	14	-	9	-	13	-	15	-	-	-	-
		39%	44%	50%	45%	-	39%	-	41%	-	42%	-	-	-	-
Stakeholders should have no say at all	(1.0)	3	1	-	3	-	2	-	2	-	3	-	-	-	-
		8%	6%	-	10%	-	9%	-	6%	-	8%	-	-	-	-
Don't know		3	-	-	1	-	1	-	1	-	3	-	-	-	-
		8%	-	-	3%	-	4%	-	3%	-	8%	-	-	-	-
NET: More than limited say		17	9	1	13	1	11	2	16	-	15	2	-	-	-
		45%	50%	50%	42%	100%	48%	100%	50%	-	42%	100%	-	-	-
NET: At least some say		32	17	2	27	1	20	2	29	-	30	2	-	-	-
		84%	94%	100%	87%	100%	87%	100%	91%	-	83%	100%	-	-	-
Base for stats		35	18	2	30	1	22	2	31	-	33	2	-	-	-
Mean Score		2.43	2.44	3.00	2.33	4.00	2.41	3.50	2.48	-	2.36	3.50	-	-	-
Standard Deviation		.698	.616	1.414	.661	-	.666	.707	.677	-	.653	.707	-	-	-
Standard Error		.118	.145	1.000	.121	-	.142	.500	.122	-	.114	.500	-	-	-
Error variance		.01	.02	1.00	.01	-	.02	.25	.01	-	.01	.25	-	-	-

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	15 100%	11 73%	4 27%
Commercial decisions (e.g. those relating to domain prices)	15 100%	12 80%	3 20%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	19 100%	17 89%	2 11%
Public benefit (inc. charitable) activities	14 100%	10 71%	4 29%
Nominet's company strategy	12 100%	10 83%	2 17%
.UK policy development	14 100%	11 79%	3 21%
Internet governance	14 100%	8 57%	6 43%

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	27 100%	- -	27 100%	- -	- -	- -	- -	- -	- -	3 100%	- -	6 100%	- -	4 100%	3 100%	3 100%	8 100%
Members have a greater say																	
Governance decisions	11 41%	- -	11 41%	- -	- -	- -	- -	- -	- -	1 33%	- -	4 67%	- -	3 75%	1 33%	1 33%	1 13%
Commercial decisions (e.g. those relating to domain prices)	12 44%	- -	12 44%	- -	- -	- -	- -	- -	- -	1 33%	- -	2 33%	- -	4 100%	- -	1 33%	4 50%
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	17 63%	- -	17 63%	- -	- -	- -	- -	- -	- -	2 67%	- -	4 67%	- -	3 75%	1 33%	2 67%	5 63%
Public benefit (inc. charitable) activities	10 37%	- -	10 37%	- -	- -	- -	- -	- -	- -	1 33%	- -	4 67%	- -	2 50%	- -	1 33%	2 25%
Nominet's company strategy	10 37%	- -	10 37%	- -	- -	- -	- -	- -	- -	1 33%	- -	3 50%	- -	1 25%	- -	1 33%	4 50%
.UK policy development	11 41%	- -	11 41%	- -	- -	- -	- -	- -	- -	1 33%	- -	4 67%	- -	2 50%	- -	1 33%	3 38%
Internet governance	8 30%	- -	8 30%	- -	- -	- -	- -	- -	- -	1 33%	- -	4 67%	- -	1 25%	- -	- -	2 25%
Non-member stakeholders have a greater say																	
Governance decisions	4 15%	- -	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	1 25%	1 33%	1 33%	- -
Commercial decisions (e.g. those relating to domain prices)	3 11%	- -	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	1 33%	1 33%	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	2 7%	- -	2 7%	- -	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -	- -	1 33%	- -
Public benefit (inc. charitable) activities	4 15%	- -	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 50%	- -	1 33%	1 13%

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	27 100%	- -	27 100%	- -	- -	- -	- -	- -	- -	3 100%	- -	6 100%	- -	4 100%	3 100%	3 100%	8 100%
Nominet's company strategy	2 7%	- -	2 7%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	1 33%	- -
.UK policy development	3 11%	- -	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	1 33%	1 13%
Internet governance	6 22%	- -	6 22%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	1 33%	4 50%
NET: Members have a greater say	22 81%	- -	22 81%	- -	- -	- -	- -	- -	- -	2 67%	- -	5 83%	- -	4 100%	2 67%	2 67%	7 88%
NET: Non-member stakeholders have a greater say	4 15%	- -	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	1 25%	1 33%	1 33%	- -

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Summary Table

BASE: All respondents

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	27 100%	- -	- -	- -	- -	- -	1 100%	4 100%	6 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -
Members have a greater say																		
Governance decisions	11 41%	- -	- -	- -	- -	- -	- -	3 75%	4 67%	1 25%	2 18%	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	12 44%	- -	- -	- -	- -	- -	- -	2 50%	4 67%	1 25%	4 36%	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	17 63%	- -	- -	- -	- -	- -	1 100%	3 75%	5 83%	3 75%	4 36%	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	10 37%	- -	- -	- -	- -	- -	- -	3 75%	2 33%	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	10 37%	- -	- -	- -	- -	- -	- -	2 50%	2 33%	1 25%	4 36%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	11 41%	- -	- -	- -	- -	- -	- -	2 50%	3 50%	2 50%	3 27%	- -	- -	- -	- -	- -	- -	- -
Internet governance	8 30%	- -	- -	- -	- -	- -	- -	2 50%	2 33%	2 50%	1 9%	- -	- -	- -	- -	- -	- -	- -
Non-member stakeholders have a greater say																		
Governance decisions	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	3 11%	- -	- -	- -	- -	- -	1 100%	- -	- -	1 25%	1 9%	- -	- -	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	2 7%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	4 15%	- -	- -	- -	- -	- -	- -	- -	2 33%	- -	2 18%	- -	- -	- -	- -	- -	- -	- -

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	27 100%	- -	- -	- -	- -	- -	1 100%	4 100%	6 100%	4 100%	11 100%	- -	- -	- -	- -	- -	- -	- -
Nominet's company strategy	2 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 18%	- -	- -	- -	- -	- -	- -	- -
.UK policy development	3 11%	- -	- -	- -	- -	- -	- -	1 25%	1 17%	- -	1 9%	- -	- -	- -	- -	- -	- -	- -
Internet governance	6 22%	- -	- -	- -	- -	- -	- -	- -	1 17%	1 25%	4 36%	- -	- -	- -	- -	- -	- -	- -
NET: Members have a greater say	22 81%	- -	- -	- -	- -	- -	1 100%	3 75%	6 100%	3 75%	8 73%	- -	- -	- -	- -	- -	- -	- -
NET: Non-member stakeholders have a greater say	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	3 27%	- -	- -	- -	- -	- -	- -	- -

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	27 100%	13 100%	2 100%	24 100%	1 100%	16 100%	1 100%	24 100%	- -	26 100%	1 100%	- -	- -	- -	- -
Members have a greater say															
Governance decisions	11 41%	6 46%	1 50%	10 42%	- -	5 31%	- -	9 38%	- -	11 42%	- -	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	12 44%	6 46%	- -	11 46%	- -	7 44%	- -	10 42%	- -	12 46%	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	17 63%	8 62%	- -	15 63%	- -	9 56%	- -	14 58%	- -	17 65%	- -	- -	- -	- -	- -
Public benefit (inc. charitable) activities	10 37%	6 46%	1 50%	9 38%	- -	5 31%	- -	8 33%	- -	10 38%	- -	- -	- -	- -	- -
Nominet's company strategy	10 37%	4 31%	1 50%	9 38%	- -	5 31%	- -	7 29%	- -	10 38%	- -	- -	- -	- -	- -
.UK policy development	11 41%	7 54%	1 50%	10 42%	- -	5 31%	- -	9 38%	- -	11 42%	- -	- -	- -	- -	- -
Internet governance	8 30%	3 23%	1 50%	7 29%	- -	3 19%	- -	6 25%	- -	8 31%	- -	- -	- -	- -	- -
Non-member stakeholders have a greater say															
Governance decisions	4 15%	3 23%	1 50%	3 13%	1 100%	3 19%	1 100%	4 17%	- -	3 12%	1 100%	- -	- -	- -	- -
Commercial decisions (e.g. those relating to domain prices)	3 11%	3 23%	- -	3 13%	- -	3 19%	- -	3 13%	- -	3 12%	- -	- -	- -	- -	- -
Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)	2 7%	- -	1 50%	1 4%	1 100%	1 6%	1 100%	2 8%	- -	1 4%	1 100%	- -	- -	- -	- -

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	27 100%	13 100%	2 100%	24 100%	1 100%	16 100%	1 100%	24 100%	- -	26 100%	1 100%	- -	- -	- -	- -
Public benefit (inc. charitable) activities	4 15%	1 8%	1 50%	3 13%	1 100%	2 13%	1 100%	4 17%	- -	3 12%	1 100%	- -	- -	- -	- -
Nominet's company strategy	2 7%	1 8%	1 50%	1 4%	1 100%	1 6%	1 100%	2 8%	- -	1 4%	1 100%	- -	- -	- -	- -
.UK policy development	3 11%	- -	1 50%	2 8%	1 100%	1 6%	1 100%	3 13%	- -	2 8%	1 100%	- -	- -	- -	- -
Internet governance	6 22%	2 15%	1 50%	5 21%	1 100%	3 19%	1 100%	5 21%	- -	5 19%	1 100%	- -	- -	- -	- -
NET: Members have a greater say	22 81%	11 85%	1 50%	20 83%	- -	13 81%	- -	19 79%	- -	22 85%	- -	- -	- -	- -	- -
NET: Non-member stakeholders have a greater say	4 15%	3 23%	1 50%	3 13%	1 100%	3 19%	1 100%	4 17%	- -	3 12%	1 100%	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

		Group			Member sub-group					Stakeholder sub-group							
	Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	15	-	15	-	-	-	-	-	-	1	-	5	-	4	2	2	1
	100%	-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	100%	100%	100%
Net: Members have a greater say	11	-	11	-	-	-	-	-	-	1	-	4	-	3	1	1	1
	73%	-	73%	-	-	-	-	-	-	100%	-	80%	-	75%	50%	50%	100%
Net: Non-member stakeholders have a greater say	4	-	4	-	-	-	-	-	-	-	-	1	-	1	1	1	-
	27%	-	27%	-	-	-	-	-	-	-	-	20%	-	25%	50%	50%	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
15	-	-	-	-	-	-	3	4	2	5	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
11	-	-	-	-	-	-	3	4	1	2	-	-	-	-	-	-	-
73%	-	-	-	-	-	-	100%	100%	50%	40%	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-	1	3	-	-	-	-	-	-	-
27%	-	-	-	-	-	-	-	-	50%	60%	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Governance decisions

BASE: All respondents

Significance Level: 95%

Total

Net: Members have a greater say

Net: Non-member stakeholders have a greater say

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
	*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
15	9	2	13	1	8	1	13	-	14	1	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
11	6	1	10	-	5	-	9	-	11	-	-	-	-	-
73%	67%	50%	77%	-	63%	-	69%	-	79%	-	-	-	-	-
4	3	1	3	1	3	1	4	-	3	1	-	-	-	-
27%	33%	50%	23%	100%	38%	100%	31%	-	21%	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								
	Total	Member	Stakeholder	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	15	-	15	-	-	-	-	-	-	1	-	3	-	4	1	2	4
	100%	-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	100%	100%	100%
Net: Members have a greater say	12	-	12	-	-	-	-	-	-	1	-	2	-	4	-	1	4
	80%	-	80%	-	-	-	-	-	-	100%	-	67%	-	100%	-	50%	100%
Net: Non-member stakeholders have a greater say	3	-	3	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	20%	-	20%	-	-	-	-	-	-	-	-	33%	-	-	100%	50%	-

P013002 Nominet Listening Process 2021 Phase 2

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

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
15	-	-	-	-	-	1	2	4	2	5	-	-	-	-	-	-	-
100%	-	-	-	-	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-
12	-	-	-	-	-	-	2	4	1	4	-	-	-	-	-	-	-
80%	-	-	-	-	-	-	100%	100%	50%	80%	-	-	-	-	-	-	-
3	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-	-
20%	-	-	-	-	-	100%	-	-	50%	20%	-	-	-	-	-	-	-

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
15	9	-	14	-	10	-	13	-	15	-	-	-	-	-
100%	100%	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-
12	6	-	11	-	7	-	10	-	12	-	-	-	-	-
80%	67%	-	79%	-	70%	-	77%	-	80%	-	-	-	-	-
3	3	-	3	-	3	-	3	-	3	-	-	-	-	-
20%	33%	-	21%	-	30%	-	23%	-	20%	-	-	-	-	-

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	19	19	-	-	-	-	-	-	3	-	4	-	3	1	3	5
	100%	100%	-	-	-	-	-	-	100%	-	100%	-	100%	100%	100%	100%
Net: Members have a greater say	17	17	-	-	-	-	-	-	2	-	4	-	3	1	2	5
	89%	89%	-	-	-	-	-	-	67%	-	100%	-	100%	100%	67%	100%
Net: Non-member stakeholders have a greater say	2	2	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	11%	11%	-	-	-	-	-	-	33%	-	-	-	-	-	33%	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Board composition (e.g. balance between different directors - executive, non-executive, appointed, elected)

BASE: All respondents

		Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
	Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	19 100%	- -	- -	- -	- -	- -	1 100%	4 100%	5 100%	3 100%	5 100%	- -	- -	- -	- -	- -	- -	- -
Net: Members have a greater say	17 89%	- -	- -	- -	- -	- -	1 100%	3 75%	5 100%	3 100%	4 80%	- -	- -	- -	- -	- -	- -	- -
Net: Non-member stakeholders have a greater say	2 11%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -

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			
	Trust board	Distrust board	Trust organisation	Distrust 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
	19	8	1	16	1	10	16	-	18	1	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
	17	8	-	15	9	-	14	-	17	-	-	-	-	-
	89%	100%	-	94%	90%	-	88%	-	94%	-	-	-	-	-
	2	-	1	1	1	1	2	-	1	1	-	-	-	-
	11%	-	100%	6%	10%	100%	13%	-	6%	100%	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Public benefit (inc. charitable) activities

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	14	-	14	-	-	-	-	-	-	1	-	4	-	4	-	2	3
	100%	-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	10	-	10	-	-	-	-	-	-	1	-	4	-	2	-	1	2
	71%	-	71%	-	-	-	-	-	-	100%	-	100%	-	50%	-	50%	67%
Net: Non-member stakeholders have a greater say	4	-	4	-	-	-	-	-	-	-	-	-	-	2	-	1	1
	29%	-	29%	-	-	-	-	-	-	-	-	-	-	50%	-	50%	33%

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
14	-	-	-	-	-	-	3	4	1	5	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
10	-	-	-	-	-	-	3	2	1	3	-	-	-	-	-	-	-
71%	-	-	-	-	-	-	100%	50%	100%	60%	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-
29%	-	-	-	-	-	-	-	50%	-	40%	-	-	-	-	-	-	-

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
14	7	2	12	1	7	1	12	-	13	1	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
10	6	1	9	-	5	-	8	-	10	-	-	-	-	-
71%	86%	50%	75%	-	71%	-	67%	-	77%	-	-	-	-	-
4	1	1	3	1	2	1	4	-	3	1	-	-	-	-
29%	14%	50%	25%	100%	29%	100%	33%	-	23%	100%	-	-	-	-

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	12	-	12	-	-	-	-	-	-	1	-	4	-	1	-	2	4
	100%	-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	10	-	10	-	-	-	-	-	-	1	-	3	-	1	-	1	4
	83%	-	83%	-	-	-	-	-	-	100%	-	75%	-	100%	-	50%	100%
Net: Non-member stakeholders have a greater say	2	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	17%	-	17%	-	-	-	-	-	-	-	-	25%	-	-	-	50%	-

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - Nominet's company strategy

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
12	-	-	-	-	-	-	2	2	1	6	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
10	-	-	-	-	-	-	2	2	1	4	-	-	-	-	-	-	-
83%	-	-	-	-	-	-	100%	100%	100%	67%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
17%	-	-	-	-	-	-	-	-	-	33%	-	-	-	-	-	-	-

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
12	5	2	10	1	6	1	9	-	11	1	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
10	4	1	9	-	5	-	7	-	10	-	-	-	-	-
83%	80%	50%	90%	-	83%	-	78%	-	91%	-	-	-	-	-
2	1	1	1	1	1	1	2	-	1	1	-	-	-	-
17%	20%	50%	10%	100%	17%	100%	22%	-	9%	100%	-	-	-	-

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	14	-	14	-	-	-	-	-	-	1	-	4	-	3	-	2	4
	100%	-	100%	-	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	11	-	11	-	-	-	-	-	-	1	-	4	-	2	-	1	3
	79%	-	79%	-	-	-	-	-	-	100%	-	100%	-	67%	-	50%	75%
Net: Non-member stakeholders have a greater say	3	-	3	-	-	-	-	-	-	-	-	-	-	1	-	1	1
	21%	-	21%	-	-	-	-	-	-	-	-	-	-	33%	-	50%	25%

P013002 Nominet Listening Process 2021 Phase 2

Q31 vs Q33. Analysis - .UK policy development

BASE: All respondents

Significance Level: 95%

	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
14	-	-	-	-	-	-	3	4	2	4	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
11	-	-	-	-	-	-	2	3	2	3	-	-	-	-	-	-	-
79%	-	-	-	-	-	-	67%	75%	100%	75%	-	-	-	-	-	-	-
3	-	-	-	-	-	-	1	1	-	1	-	-	-	-	-	-	-
21%	-	-	-	-	-	-	33%	25%	-	25%	-	-	-	-	-	-	-

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
14	7	2	12	1	6	1	12	-	13	1	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
11	7	1	10	-	5	-	9	-	11	-	-	-	-	-
79%	100%	50%	83%	-	83%	-	75%	-	85%	-	-	-	-	-
3	-	1	2	1	1	1	3	-	2	1	-	-	-	-
21%	-	50%	17%	100%	17%	100%	25%	-	15%	100%	-	-	-	-

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	14	14	-	-	-	-	-	-	1	-	4	-	2	-	1	6
	100%	100%	-	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%
Net: Members have a greater say	8	8	-	-	-	-	-	-	1	-	4	-	1	-	-	2
	57%	57%	-	-	-	-	-	-	100%	-	100%	-	50%	-	-	33%
Net: Non-member stakeholders have a greater say	6	6	-	-	-	-	-	-	-	-	-	-	1	-	1	4
	43%	43%	-	-	-	-	-	-	-	-	-	-	50%	-	100%	67%

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
14	-	-	-	-	-	-	2	3	3	5	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	-	-	-
8	-	-	-	-	-	-	2	2	2	1	-	-	-	-	-	-	-
57%	-	-	-	-	-	-	100%	67%	67%	20%	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	1	1	4	-	-	-	-	-	-	-
43%	-	-	-	-	-	-	-	33%	33%	80%	-	-	-	-	-	-	-

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
14	5	2	12	1	6	1	11	-	13	1	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
8	3	1	7	-	3	-	6	-	8	-	-	-	-	-
57%	60%	50%	58%	-	50%	-	55%	-	62%	-	-	-	-	-
6	2	1	5	1	3	1	5	-	5	1	-	-	-	-
43%	40%	50%	42%	100%	50%	100%	45%	-	38%	100%	-	-	-	-

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		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
		100%	-	100%	-	-	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(5.0)	29	-	29	-	-	-	-	-	-	-	-	2	1	5	1	6	4	4	6
		76%	-	76%	-	-	-	-	-	-	-	-	67%	100%	56%	100%	100%	100%	80%	67%
Somewhat satisfied	(4.0)	7	-	7	-	-	-	-	-	-	-	-	1	-	3	-	-	-	-	3
		18%	-	18%	-	-	-	-	-	-	-	-	33%	-	33%	-	-	-	-	33%
Not very satisfied	(3.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	-	-
Not at all satisfied	(2.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
		3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20%	-
I have no engagement with Nominet	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		36	-	36	-	-	-	-	-	-	-	-	3	1	8	1	6	4	4	9
		95%	-	95%	-	-	-	-	-	-	-	-	100%	100%	89%	100%	100%	100%	80%	100%
NET: Dissatisfied		2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
		5%	-	5%	-	-	-	-	-	-	-	-	-	-	11%	-	-	-	20%	-
Base for stats		38	-	38	-	-	-	-	-	-	-	-	3	1	9	1	6	4	5	9
Mean Score		4.68	-	4.68	-	-	-	-	-	-	-	-	4.67	5.00	4.44	5.00	5.00	5.00	4.40	4.67
Standard Deviation		.662	-	.662	-	-	-	-	-	-	-	-	.577	-	.726	-	-	-	1.342	.500
Standard Error		.107	-	.107	-	-	-	-	-	-	-	-	.333	-	.242	-	-	-	.600	.167
Error variance		.01	-	.01	-	-	-	-	-	-	-	-	.11	-	.06	-	-	-	.36	.03

P013002 Nominet Listening Process 2021 Phase 2

Q35. How would you describe your overall satisfaction with the engagement you have with Nominet?

BASE: All respondents

			Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Total	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total		38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Very satisfied	(5.0)	29 76%	- -	- -	- -	- -	- -	1 100%	6 86%	5 83%	6 86%	11 69%	- -	- -	- -	- -	- -	- -	- -
Somewhat satisfied	(4.0)	7 18%	- -	- -	- -	- -	- -	- -	1 14%	1 17%	1 14%	3 19%	- -	- -	- -	- -	- -	- -	- -
Not very satisfied	(3.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
Not at all satisfied	(2.0)	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -
I have no engagement with Nominet	(1.0)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied		36 95%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	14 88%	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied		2 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 13%	- -	- -	- -	- -	- -	- -	- -
Base for stats		38	-	-	-	-	-	1	7	6	7	16	-	-	-	-	-	-	-
Mean Score		4.68	-	-	-	-	-	5.00	4.86	4.83	4.86	4.50	-	-	-	-	-	-	-
Standard Deviation		.662	-	-	-	-	-	-	.378	.408	.378	.894	-	-	-	-	-	-	-
Standard Error		.107	-	-	-	-	-	-	.143	.167	.143	.224	-	-	-	-	-	-	-
Error variance		.01	-	-	-	-	-	-	.02	.03	.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			
		Trust board	Distrust board	Trust organisation	Distrust 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		38	18	2	31	1	23	2	32	-	36	2	-	-	-
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Very satisfied	(5.0)	29	14	1	25	-	20	-	26	-	29	-	-	-	-
		76%	78%	50%	81%	-	87%	-	81%	-	81%	-	-	-	-
Somewhat satisfied	(4.0)	7	4	-	6	-	3	-	4	-	7	-	-	-	-
		18%	22%	-	19%	-	13%	-	13%	-	19%	-	-	-	-
Not very satisfied	(3.0)	1	-	-	-	-	-	1	1	-	-	1	-	-	-
		3%	-	-	-	-	-	50%	3%	-	50%	-	-	-	-
Not at all satisfied	(2.0)	1	-	1	-	1	-	1	1	-	-	1	-	-	-
		3%	-	50%	-	100%	-	50%	3%	-	50%	-	-	-	-
I have no engagement with Nominet	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied		36	18	1	31	-	23	-	30	-	36	-	-	-	-
		95%	100%	50%	100%	-	100%	-	94%	-	100%	-	-	-	-
NET: Dissatisfied		2	-	1	-	1	-	2	2	-	2	-	-	-	-
		5%	-	50%	-	100%	-	100%	6%	-	100%	-	-	-	-
Base for stats		38	18	2	31	1	23	2	32	-	36	2	-	-	-
Mean Score		4.68	4.78	3.50	4.81	2.00	4.87	2.50	4.72	-	4.81	2.50	-	-	-
Standard Deviation		.662	.428	2.121	.402	-	.344	.707	.683	-	.401	.707	-	-	-
Standard Error		.107	.101	1.500	.072	-	.072	.500	.121	-	.067	.500	-	-	-
Error variance		.01	.01	2.25	.01	-	.01	.25	.01	-	*	.25	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Members - 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: Members - 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: Members - 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: Members - 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: Members - 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: Members - 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: Members - 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: Members - 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: Members - 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

Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%																
Total	27	27	-	-	-	-	-	-	3	1	5	1	4	4	4	5
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
Responsive	5	5	-	-	-	-	-	-	-	-	1	-	1	1	1	1
19%	-	19%	-	-	-	-	-	-	-	-	20%	-	25%	25%	25%	20%
Good past experience	5	5	-	-	-	-	-	-	1	-	1	-	1	1	1	-
19%	-	19%	-	-	-	-	-	-	33%	-	20%	-	25%	25%	25%	-
Open communication	4	4	-	-	-	-	-	-	-	-	-	-	1	2	1	-
15%	-	15%	-	-	-	-	-	-	-	-	-	-	25%	50%	25%	-
Good customer service	4	4	-	-	-	-	-	-	1	-	-	-	1	-	-	2
15%	-	15%	-	-	-	-	-	-	33%	-	-	-	25%	-	-	40%
Good contacts within Nominet	3	3	-	-	-	-	-	-	-	-	1	1	-	-	-	1
11%	-	11%	-	-	-	-	-	-	-	-	20%	100%	-	-	-	20%
Nominet do their job/No issues	2	2	-	-	-	-	-	-	-	-	1	-	1	-	-	-
7%	-	7%	-	-	-	-	-	-	-	-	20%	-	25%	-	-	-
Good information/marketing	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
4%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	20%
More regular contact	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
4%	-	4%	-	-	-	-	-	-	-	-	20%	-	-	-	-	-
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
4%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	25%	-
Other	2	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-
7%	-	7%	-	-	-	-	-	-	33%	100%	-	-	-	-	-	-
NET: Satisfied	25	25	-	-	-	-	-	-	3	1	4	1	4	4	3	5
	93%	93%	-	-	-	-	-	-	100%	100%	80%	100%	100%	100%	75%	100%
NET: Dissatisfied	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
4%	-	4%	-	-	-	-	-	-	-	-	20%	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	27 100%	- -	- -	- -	- -	- -	1 100%	4 100%	6 100%	6 100%	9 100%	- -	- -	- -	- -	- -	- -	- -
Responsive	5 19%	- -	- -	- -	- -	- -	1 100%	- -	1 17%	- -	3 33%	- -	- -	- -	- -	- -	- -	- -
Good past experience	5 19%	- -	- -	- -	- -	- -	- -	1 25%	2 33%	1 17%	1 11%	- -	- -	- -	- -	- -	- -	- -
Open communication	4 15%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	3 33%	- -	- -	- -	- -	- -	- -	- -
Good customer service	4 15%	- -	- -	- -	- -	- -	- -	1 25%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Good contacts within Nominet	3 11%	- -	- -	- -	- -	- -	- -	- -	- -	2 33%	1 11%	- -	- -	- -	- -	- -	- -	- -
Nominet do their job/No issues	2 7%	- -	- -	- -	- -	- -	- -	1 25%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
Good information/marketing	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -
More regular contact	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
Don't know	1 4%	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 7%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	25 93%	- -	- -	- -	- -	- -	1 100%	3 75%	6 100%	6 100%	8 89%	- -	- -	- -	- -	- -	- -	- -
NET: Dissatisfied	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - satisfied, excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	27 100%	15 100%	- -	22 100%	- -	18 100%	- -	22 100%	- -	27 100%	- -	- -	- -	- -	- -
Responsive	5 19%	4 27%	- -	5 23%	- -	5 28%	- -	5 23%	- -	5 19%	- -	- -	- -	- -	- -
Good past experience	5 19%	3 20%	- -	5 23%	- -	3 17%	- -	4 18%	- -	5 19%	- -	- -	- -	- -	- -
Open communication	4 15%	3 20%	- -	4 18%	- -	3 17%	- -	4 18%	- -	4 15%	- -	- -	- -	- -	- -
Good customer service	4 15%	1 7%	- -	3 14%	- -	3 17%	- -	3 14%	- -	4 15%	- -	- -	- -	- -	- -
Good contacts within Nominet	3 11%	2 13%	- -	2 9%	- -	- -	- -	2 9%	- -	3 11%	- -	- -	- -	- -	- -
Nominet do their job/No issues	2 7%	1 7%	- -	2 9%	- -	2 11%	- -	2 9%	- -	2 7%	- -	- -	- -	- -	- -
Good information/marketing	1 4%	- -	- -	- -	- -	1 6%	- -	- -	- -	1 4%	- -	- -	- -	- -	- -
More regular contact	1 4%	1 7%	- -	1 5%	- -	1 6%	- -	1 5%	- -	1 4%	- -	- -	- -	- -	- -
Don't know	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	- -
Other	2 7%	1 7%	- -	1 5%	- -	1 6%	- -	2 9%	- -	2 7%	- -	- -	- -	- -	- -
NET: Satisfied	25 93%	14 93%	- -	21 95%	- -	17 94%	- -	21 95%	- -	25 93%	- -	- -	- -	- -	- -
NET: Dissatisfied	1 4%	1 7%	- -	1 5%	- -	1 6%	- -	1 5%	- -	1 4%	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

	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	2	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
100%	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	-
More regular contact	2	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
100%	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	-
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-
100%	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

Significance Level: 95%

Total

More regular contact

NET: Dissatisfied

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	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - dissatisfied, excluding no response

Significance Level: 95%

Total

More regular contact

NET: Dissatisfied

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

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

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

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

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

P013002 Nominet Listening Process 2021 Phase 2

Q36. Why is this?

BASE: Stakeholders - no engagement, excluding no response

Significance Level: 95%

Total

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

P013002 Nominet Listening Process 2021 Phase 2

Q38. In your role at Nominet do you currently have any contact with Nominet Members?

BASE: All respondents

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

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust 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
			*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
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

		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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9	
100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
15	-	15	-	-	-	-	-	-	1	-	4	-	6	1	2	1	
39%	-	39%	-	-	-	-	-	-	33%	-	44%	-	100%	25%	40%	11%	
9	-	9	-	-	-	-	-	-	-	1	4	1	1	-	1	1	
24%	-	24%	-	-	-	-	-	-	-	100%	44%	100%	17%	-	20%	11%	
8	-	8	-	-	-	-	-	-	-	1	2	1	-	2	1	1	
21%	-	21%	-	-	-	-	-	-	-	100%	22%	100%	-	50%	20%	11%	
8	-	8	-	-	-	-	-	-	2	-	2	-	1	2	1	-	
21%	-	21%	-	-	-	-	-	-	67%	-	22%	-	17%	50%	20%	-	
7	-	7	-	-	-	-	-	-	-	1	3	1	-	-	1	1	
18%	-	18%	-	-	-	-	-	-	-	100%	33%	100%	-	-	20%	11%	
5	-	5	-	-	-	-	-	-	1	1	2	-	-	-	1	-	
13%	-	13%	-	-	-	-	-	-	33%	100%	22%	-	-	-	20%	-	
5	-	5	-	-	-	-	-	-	-	-	1	1	-	1	2	-	
13%	-	13%	-	-	-	-	-	-	-	-	11%	100%	-	25%	40%	-	
4	-	4	-	-	-	-	-	-	-	1	1	-	-	-	1	1	
11%	-	11%	-	-	-	-	-	-	-	100%	11%	-	-	-	20%	11%	
3	-	3	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
8%	-	8%	-	-	-	-	-	-	-	-	-	-	-	25%	20%	11%	
3	-	3	-	-	-	-	-	-	-	1	1	-	-	-	1	-	
8%	-	8%	-	-	-	-	-	-	-	100%	11%	-	-	-	20%	-	
2	-	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-	
5%	-	5%	-	-	-	-	-	-	-	-	-	100%	-	-	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
	*a	b	*c		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
t	38	-	38	-	-	-	-	-	-	3	1	9	1	6	4	5	9
	100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%
	2	-	2	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	5%	-	5%	-	-	-	-	-	-	-	100%	-	-	-	-	20%	-
	2	-	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-
	5%	-	5%	-	-	-	-	-	-	-	-	-	-	17%	-	20%	-
	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	3%	-	3%	-	-	-	-	-	-	33%	-	-	-	-	-	-	-
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	4	-	4	-	-	-	-	-	-	-	-	1	-	-	1	-	2
	11%	-	11%	-	-	-	-	-	-	-	-	11%	-	-	25%	-	22%
	12	-	12	-	-	-	-	-	-	1	-	3	-	-	1	2	5
	32%	-	32%	-	-	-	-	-	-	33%	-	33%	-	-	25%	40%	56%
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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	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
Increase public benefit (charity) work	15 39%	- -	- -	- -	- -	- -	1 100%	4 57%	3 50%	1 14%	6 38%	- -	- -	- -	- -	- -	- -	- -
Provide more detail on board decisions and meetings	9 24%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	7 44%	- -	- -	- -	- -	- -	- -	- -
Increase involvement in cyber security work for Government	8 21%	- -	- -	- -	- -	- -	1 100%	- -	1 17%	4 57%	2 13%	- -	- -	- -	- -	- -	- -	- -
Increase involvement in cyber security work for private companies and individuals	8 21%	- -	- -	- -	- -	- -	1 100%	2 29%	2 33%	2 29%	1 6%	- -	- -	- -	- -	- -	- -	- -
Share more financial information	7 18%	- -	- -	- -	- -	- -	- -	- -	- -	2 29%	5 31%	- -	- -	- -	- -	- -	- -	- -
Lower executive and board remuneration	5 13%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	4 25%	- -	- -	- -	- -	- -	- -	- -
Relaunch a member forum	5 13%	- -	- -	- -	- -	- -	1 100%	- -	1 17%	1 14%	2 13%	- -	- -	- -	- -	- -	- -	- -
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	4 11%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	3 19%	- -	- -	- -	- -	- -	- -	- -
Change the voting structure, e.g. to one member one vote	3 8%	- -	- -	- -	- -	- -	- -	- -	1 17%	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
Increase domain name prices	3 8%	- -	- -	- -	- -	- -	1 100%	- -	- -	1 14%	1 6%	- -	- -	- -	- -	- -	- -	- -
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	2 5%	- -	- -	- -	- -	- -	1 100%	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -
Change the current composition of the Senior Management Team	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 13%	- -	- -	- -	- -	- -	- -	- -

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	38 100%	-	-	-	-	-	1 100%	7 100%	6 100%	7 100%	16 100%	-	-	-	-	-	-	-
Reduce involvement in cyber security work for private companies and individuals	2 5%	-	-	-	-	-	-	1 14%	-	-	1 6%	-	-	-	-	-	-	-
Reduce domain name prices	1 3%	-	-	-	-	-	-	-	1 17%	-	-	-	-	-	-	-	-	-
Run more domain name promotions	1 3%	-	-	-	-	-	-	-	-	1 14%	-	-	-	-	-	-	-	-
Reduce public benefit (charity) work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reduce involvement in cyber security work for Government	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other 1	5 13%	-	-	-	-	-	-	-	-	1 14%	4 25%	-	-	-	-	-	-	-
Other 2	1 3%	-	-	-	-	-	-	-	-	-	1 6%	-	-	-	-	-	-	-
Other 3	1 3%	-	-	-	-	-	-	-	-	-	1 6%	-	-	-	-	-	-	-
Other 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other 5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not think Nominet needs to do anything differently	4 11%	-	-	-	-	-	-	1 14%	1 17%	1 14%	1 6%	-	-	-	-	-	-	-
Don't know	12 32%	-	-	-	-	-	-	2 29%	1 17%	1 14%	7 44%	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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		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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Increase public benefit (charity) work	15 39%	7 39%	2 100%	13 42%	1 100%	9 39%	2 100%	15 47%	- -	13 36%	2 100%	- -	- -	- -	- -
Provide more detail on board decisions and meetings	9 24%	6 33%	2 100%	7 23%	1 100%	4 17%	2 100%	9 28%	- -	7 19%	2 100%	- -	- -	- -	- -
Increase involvement in cyber security work for Government	8 21%	8 44%	- -	8 26%	- -	6 26%	- -	8 25%	- -	8 22%	- -	- -	- -	- -	- -
Increase involvement in cyber security work for private companies and individuals	8 21%	5 28%	- -	7 23%	- -	7 30%	- -	8 25%	- -	8 22%	- -	- -	- -	- -	- -
Share more financial information	7 18%	4 22%	2 100%	5 16%	1 100%	2 9%	2 100%	7 22%	- -	5 14%	2 100%	- -	- -	- -	- -
Lower executive and board remuneration	5 13%	2 11%	1 50%	2 6%	1 100%	2 9%	2 100%	5 16%	- -	3 8%	2 100%	- -	- -	- -	- -
Relaunch a member forum	5 13%	3 17%	2 100%	4 13%	1 100%	2 9%	1 50%	5 16%	- -	4 11%	1 50%	- -	- -	- -	- -
Change the current composition of the Board (e.g. balance between different directors - executive, non-executive, appointed, elected)	4 11%	2 11%	1 50%	2 6%	1 100%	1 4%	2 100%	4 13%	- -	2 6%	2 100%	- -	- -	- -	- -
Change the voting structure, e.g. to one member one vote	3 8%	2 11%	1 50%	2 6%	1 100%	1 4%	1 50%	3 9%	- -	2 6%	1 50%	- -	- -	- -	- -
Increase domain name prices	3 8%	3 17%	- -	3 10%	- -	3 13%	- -	3 9%	- -	3 8%	- -	- -	- -	- -	- -
Change the voting structure, e.g. remove or increase the voting caps so voting is more closely aligned to domains under management	2 5%	2 11%	- -	2 6%	- -	1 4%	- -	2 6%	- -	2 6%	- -	- -	- -	- -	- -

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		38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
Change the current composition of the Senior Management Team		2 5%	1 6%	1 50%	1 3%	1 100%	1 4%	1 50%	2 6%	- -	1 3%	1 50%	- -	- -	- -	- -
Reduce involvement in cyber security work for private companies and individuals		2 5%	- -	1 50%	1 3%	1 100%	1 4%	1 50%	2 6%	- -	1 3%	1 50%	- -	- -	- -	- -
Reduce domain name prices		1 3%	- -	- -	- -	- -	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Run more domain name promotions		1 3%	1 6%	- -	1 3%	- -	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Reduce public benefit (charity) work		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reduce involvement in cyber security work for Government		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other 1		5 13%	2 11%	1 50%	2 6%	1 100%	3 13%	2 100%	4 13%	- -	3 8%	2 100%	- -	- -	- -	- -
Other 2		1 3%	1 6%	- -	1 3%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Other 3		1 3%	1 6%	- -	1 3%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	- -	- -	- -
Other 4		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other 5		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I do not think Nominet needs to do anything differently		4 11%	3 17%	- -	4 13%	- -	4 17%	- -	4 13%	- -	4 11%	- -	- -	- -	- -	- -
Don't know		12 32%	3 17%	- -	9 29%	- -	5 22%	- -	7 22%	- -	12 33%	- -	- -	- -	- -	- -
None of the above		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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	
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
4	-	4	-	-	-	-	-	-	-	1	1	-	-	-	1	1	
100%	-	100%	-	-	-	-	-	-	-	100%	100%	-	-	-	100%	100%	
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25%	-	25%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
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P013002 Nominet Listening Process 2021 Phase 2

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BASE: All respondents, would like Nominet to change the current composition of the Board. Excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	4 100%	-	-	-	-	-	-	-	-	1 100%	3 100%	-	-	-	-	-	-	-
Independent remuneration Committee	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
Diversity (different backgrounds)	1 25%	-	-	-	-	-	-	-	-	1 100%	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
Other	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

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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	4 100%	2 100%	1 100%	2 100%	1 100%	1 100%	2 100%	4 100%	- -	2 100%	2 100%	- -	- -	- -	- -
Independent remuneration Committee	1 25%	1 50%	- -	1 50%	- -	1 100%	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Diversity (different backgrounds)	1 25%	1 50%	- -	1 50%	- -	- -	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Less elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow EGM recommendations	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Remove current members (whole or specific)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 25%	- -	- -	- -	- -	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
Other	1 25%	- -	1 100%	- -	1 100%	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All 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
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

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
	*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 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			
	Trust board	Distrust board	Trust organisation	Distrust 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

Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
4	-	4	-	-	-	-	-	-	-	1	1	-	-	-	1	1	
100%	-	100%	-	-	-	-	-	-	-	100%	100%	-	-	-	100%	100%	
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25%	-	25%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
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25%	-	25%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	
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P013002 Nominet Listening Process 2021 Phase 2

Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

	Total	Member length of membership					Stakeholder length of relationship					DUM			EGM vote status			
		Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	Within the last year	1-2 years	3-5 years	6-10 years	More than 10 years	0-999	1000-9999	10,000+	For	Against	Abstain	Not present
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*c	*d
Total	4 100%	-	-	-	-	-	-	-	-	1 100%	3 100%	-	-	-	-	-	-	-
Independent remuneration Committee	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
Diversity (different backgrounds)	1 25%	-	-	-	-	-	-	-	-	1 100%	-	-	-	-	-	-	-	-
Less elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Focus on registry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Follow EGM recommendations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remove current members (whole or specific)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Member involvement on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
New chair	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More elected directors/NEDs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
Other	1 25%	-	-	-	-	-	-	-	-	-	1 33%	-	-	-	-	-	-	-
No response given	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

P013002 Nominet Listening Process 2021 Phase 2

Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Stakeholders, would like Nominet to change the current composition of the Board. Excluding no response

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	4 100%	2 100%	1 100%	2 100%	1 100%	1 100%	2 100%	4 100%	- -	2 100%	2 100%	- -	- -	- -	- -
Independent remuneration Committee	1 25%	1 50%	- -	1 50%	- -	1 100%	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Diversity (different backgrounds)	1 25%	1 50%	- -	1 50%	- -	- -	- -	1 25%	- -	1 50%	- -	- -	- -	- -	- -
Less elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Focus on registry	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Follow EGM recommendations	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Remove current members (whole or specific)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Member involvement on board	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
New chair	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More elected directors/NEDs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 25%	- -	- -	- -	- -	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
Other	1 25%	- -	1 100%	- -	1 100%	- -	1 50%	1 25%	- -	- -	1 50%	- -	- -	- -	- -
No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

P013002 Nominet Listening Process 2021 Phase 2

Q43. You said you would like Nominet to change the current composition of the Board. What changes would you like to see?

BASE: All Employees, would like Nominet to change the current composition of the Board. Excluding no response

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

	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 Employees, would like Nominet to change the current composition of the Board. Excluding no response

	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Trust board	Distrust board	Trust organisation	Distrust 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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

Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.

BASE: All respondents, Would like Nominet to launch a new forum

	Group			Member sub-group					Stakeholder sub-group							
	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers
	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h
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100%	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	100%	-
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50%	-	50%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
50%	-	50%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
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P013002 Nominet Listening Process 2021 Phase 2

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P013002 Nominet Listening Process 2021 Phase 2

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BASE: All respondents, Would like Nominet to launch a new forum

	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%														
Total	2	1	1	1	1	1	2	-	1	1	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	-	-	-
Well moderated/respectful	1	1	-	1	1	-	1	-	1	-	-	-	-	-
	50%	100%	-	100%	100%	-	50%	-	100%	-	-	-	-	-
Include board/staff	1	-	1	-	-	1	1	-	-	1	-	-	-	-
	50%	-	100%	-	100%	-	50%	-	-	100%	-	-	-	-
Different topic areas	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Publish some of the discussions	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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 Members, 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

Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.

BASE: All Members, 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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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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P013002 Nominet Listening Process 2021 Phase 2

Q45. Nominet has committed to launching a new online space - a forum - where Members can easily connect with each other and exchange views and ideas. Please describe how you would expect this forum to operate and how you would use it. This can include what rules you would expect it to operate within, suitable hosting platforms, moderation, how to make it an inclusive space and your expectations of the role of members and Nominet.

BASE: All Stakeholders, Would like Nominet to launch a new forum

	Group			Member sub-group					Stakeholder sub-group								
Total	Member	Stakeholder	Employee	Retail	Domain investor	Wholesale	Brand protection	Corporate	Customer	Customer/ Member	DRS expert	Government	Public benefit	Law enforcement	Special interest/ Lobby groups	Tech peers	
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50%	-	50%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	
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50%	-	50%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	
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P013002 Nominet Listening Process 2021 Phase 2

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BASE: All Stakeholders, 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 Stakeholders, Would like Nominet to launch a new forum

		Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members			
	Total	Trust board	Distrust board	Trust organisation	Distrust organisation	Satisfied	Dissatisfied	Public benefit is compatible	Public benefit is incompatible	Satisfied	Dissatisfied	Contact in role	No contact	Contact not in role	Any contact
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	*c	*d
Total	2 100%	1 100%	1 100%	1 100%	1 100%	1 100%	1 100%	2 100%	- -	1 100%	1 100%	- -	- -	- -	- -
Well moderated/respectful	1 50%	1 100%	-	1 100%	-	1 100%	-	1 50%	-	1 100%	-	- -	- -	- -	- -
Include board/staff	1 50%	-	1 100%	-	1 100%	-	1 100%	1 50%	-	-	1 100%	- -	- -	- -	- -
Different topic areas	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Publish some of the discussions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Aimed at finding solutions	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Free/open discussion/independent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Launch quickly	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Use to spread information	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
High involvement/ participative	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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No response given	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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
	*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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	Trust in Nominet				Satisfaction with transparency		Compatability of Nominet's public benefit work		Satisfaction with engagement		Employees contact with members				
	Total	Trust board	Distrust board	Trust organisation	Distrust 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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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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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	
	*a	b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	
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100%	-	100%	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	
11	-	11	-	-	-	-	-	-	-	1	3	-	1	2	2	2	
29%	-	29%	-	-	-	-	-	-	-	100%	33%	-	17%	50%	40%	22%	
27	-	27	-	-	-	-	-	-	3	-	6	1	5	2	3	7	
71%	-	71%	-	-	-	-	-	-	100%	-	67%	100%	83%	50%	60%	78%	

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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

		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	38 100%	- -	- -	- -	- -	- -	1 100%	7 100%	6 100%	7 100%	16 100%	- -	- -	- -	- -	- -	- -	- -
I would be willing to be re-contacted for an in-depth interview	11 29%	- -	- -	- -	- -	- -	- -	2 29%	- -	3 43%	6 38%	- -	- -	- -	- -	- -	- -	- -
I would not be willing to be re-contacted for an in-depth interview	27 71%	- -	- -	- -	- -	- -	1 100%	5 71%	6 100%	4 57%	10 63%	- -	- -	- -	- -	- -	- -	- -

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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	38 100%	18 100%	2 100%	31 100%	1 100%	23 100%	2 100%	32 100%	- -	36 100%	2 100%	- -	- -	- -	- -
I would be willing to be re-contacted for an in-depth interview	11 29%	5 28%	1 50%	7 23%	1 100%	8 35%	2 100%	9 28%	- -	9 25%	2 100%	- -	- -	- -	- -
I would not be willing to be re-contacted for an in-depth interview	27 71%	13 72%	1 50%	24 77%	- -	15 65%	- -	23 72%	- -	27 75%	- -	- -	- -	- -	- -