



21 April 2011

Lesley Crowley
Chief Executive
Nominet.uk
Sandford Gate, Oxford OX4 6LB
United Kingdom

Dear Lesley:

I wanted to elaborate on my comments at the recent ccNSO-Board meeting in San Francisco on the need for registry operators to consider an effective continuity plan with a robust crisis communications strategy.

ICANN strongly believes that all registry operators should establish and maintain an effective business continuity program for their critical services. An important component of any such continuity plan is the deployment of resources for effective communications following a crisis. Recent natural disasters in Haiti, Chile, and New Zealand, as well as recent political disruptions in Tunisia, Egypt, Libya and elsewhere have all illustrated the need for a robust plan for maintaining communications to sustain registry operations.

As part of a robust crisis communications strategy, satellite phones provide a flexible, inexpensive resource for key operations personnel to remain in contact with the global community.

- Satellite network services are now available on every continent and even across global ocean space. They provide in the truest sense a global telephone link.
- Satellite phones are now compact, lightweight and as easy to use as cellular phones for both voice and data communications.
- Some satellite handsets include dual band capability, allowing them to serve as everyday GSM mobile phones connecting to satellite networks when an emergency arises.
- Data communications over satellite networks, while much slower than 3G and 4G speeds, has become reliable and fast enough for SMS, email and, on certain connections, limited file transfer.
- New technology has greatly reduced the voice echo effects and time delays experienced in past years.
- The costs for satellite handsets have now fallen to levels (approximately under US\$1000) that allow budget-constrained registry operators to deploy them.

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- Increased competition among providers has brought pay-as-you-go service plans below US\$1.30 per minute (average) for most connections.

- ICANN has deployed satellite phones to each of its offices, to key IANA staff and to senior executives with roles in crisis response.

Many of us take for granted that our cellular phones and computer networks will always be available when needed in an emergency. Responsible risk management requires preparation for the temporary loss of these key resources. Deploying satellite phones has become a critical and inexpensive part of these preparations. I hope that the ccNSO Council would seriously consider providing this information as guidance/best practice recommendation to the members of the ccNSO.

Respectfully,

A handwritten signature in black ink, appearing to read "Rod Beckstrom". The signature is fluid and cursive, with a long horizontal stroke at the end.

Rod Beckstrom
President and CEO