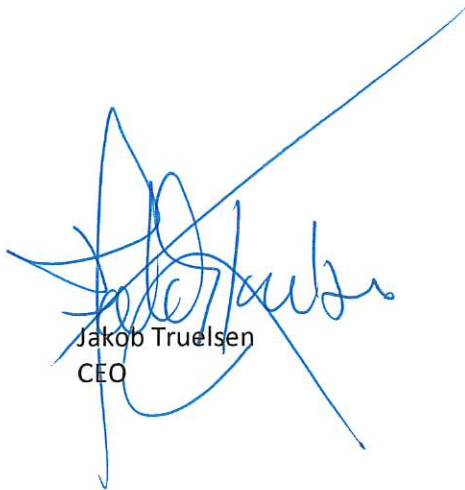


ccNSO council

28. august 2019

Letter of support for participating in the CSC

As a ccTLD registry operator, we at DK Hostmaster are very much aware of what it means to operate critical digital infrastructure. Meeting our customers and users expectations, not just with regard to availability but also to processes for handling changes, is always on the top of our minds. Just as our customers have expectations on how we provide our services to them, so do we have expectations to our upstream provider. In our experience, the only way to satisfy customer expectations is by dialogue between all involved parties to translate reasonable expectations into service levels, that can be measured and reported on. DK Hostmaster is therefore willing to commit Erwin Lansings time to represent the ccNSO on the CSC to assist IANA and the international DNS community in this process.

A handwritten signature in blue ink, appearing to read "Jakob Truelsen".

Jakob Truelsen
CEO