



Dear gTLD Registries and Registrars,

We have heard from contracted parties and various community members that the troubling and tragic events unfolding in Ukraine and the surrounding region may affect the ability of some registrants to renew their domain names.

To help affected registrants, the events in Ukraine and the surrounding region are now considered an extenuating circumstance under Section 3.7.5.1 of the [2013 Registrar Accreditation Agreement](#) (RAA). You may recall, ICANN previously invoked this in response to disruptions caused by [Hurricane Maria](#) in 2017 and the [COVID-19 pandemic](#) in 2020.

Based on this approval, registrars will be permitted to temporarily forebear from canceling domain registrations that are unable to be renewed as a result of the troubling and tragic events unfolding in Ukraine and the surrounding region.

The RAA section 3.7.5.1. reads:

*3.7.5.1 Extenuating circumstances are defined as: UDRP action, valid court order, failure of a Registrar's renewal process (which does not include failure of a registrant to respond), the domain name is used by a nameserver that provides DNS service to third-parties (additional time may be required to migrate the records managed by the nameserver), the registrant is subject to bankruptcy proceedings, payment dispute (where a registrant claims to have paid for a renewal, or a discrepancy in the amount paid), billing dispute (where a registrant disputes the amount on a bill), domain name subject to litigation in a court of competent jurisdiction, or **other circumstance as approved specifically by ICANN.***

The impacts of events such as these once again highlight the potential need for a policy initiative to protect registrants when they are unable to renew their domains as a result of natural disasters or other extraordinary circumstances. In the interim, we encourage both registries and registrars to take these circumstances into consideration when reviewing renewal delinquencies.

ICANN continues to monitor the situation and evaluate additional methods of supporting impacted registrants, and contracted parties. For more about how ICANN is responding to the situation, please see [this announcement from 6 March 2022](#). If you have questions regarding this assistance or suggestions for future help, please email globalsupport@icann.org.

Sincerely,

Russ Weinstein, Vice President, GDD Accounts and Services