

Tuesday, November 27, 2018 at 12:45 PM

From: ICANN Global Support <noreply-globalsupport@icann.org>

Date: Tuesday, November 27, 2018 at 12:45 PM

Subject: ICANN Holiday Closure



Dear ICANN Stakeholder,

In observance of upcoming holidays at ICANN offices, application processing and service requests will be suspended from the period of 01:00 UTC on Saturday, 22 December 2018 through Monday, 01 January 2019. Normal service will resume on 02 January 2019.

To help ensure that all requests are received and processed in a timely manner, please submit any time-sensitive requests as early as possible prior to 14 December 2018 to allow for processing time. ICANN will work to accommodate all requests received but may defer processing of some requests until 02 January 2019.

Critical services and systems will function as normal during the holiday period, including:

- IANA functions (reviewing and processing incoming root zone changes, etc.)
- Continue to lodge and process root zone change requests through our [online interface](#) or contact IANA via email at root-mgmt@iana.org
- Service Level Agreement monitoring
- Emergency Back-end Registry Operator (EBERO) functions
- Trademark Clearinghouse
- Registry Reporting Interface
- Name collision report monitoring

If you have any inquiries regarding this message, please send them to globalsupport@icann.org.

We look forward to working with you in 2019!

Kind regards,

Michaela Quinzy
Sr. Director, Global Support
ICANN – Global Domains Division

To reference past registry operator communications please click [here](#).

To reference past registrar communications please click [here](#).