



Dear Stakeholder,

As the holiday season is fast approaching, we would like to wish you and your family a happy and safe holiday season and a prosperous new year.

Please be reminded that ICANN org offices will pause operations as of 01:00 UTC on Thursday, 24 December 2020, and will reopen on Monday, 04 January 2021. During this time, the processing of applications and service requests for gTLD registries and registrars will be suspended.

To the extent possible, ICANN org kindly requests that all service requests be submitted prior to 11 December 2020 to allow for processing time, or upon ICANN org's resumption of business on 04 January 2021. This will help to ensure that all requests are processed in a timely manner. ICANN will make efforts to accommodate requests received prior to the office closure, but the processing of some requests may be deferred until 04 January 2021.

Critical operational services will function as normal during the holidays, including:

- The IANA services, including processing root zone changes, will continue to operate during this time. As the team will be operating with reduced staffing, we urge you to submit any change requests for your TLD before the office closure if possible. To submit your request, please use the Root Zone Management System or send an email to root-mgmt@iana.org if you have any questions.
- 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 2021!

Kind regards,

Lamar Faulkner
Director, Global Support
ICANN – Global Domains and Strategy