

Community gTLD Change Requests

How to Submit a Community gTLD Change Request

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I. Introduction

The Procedure for Community gTLD Change Requests ("the procedure") was developed by the Community gTLD Change Request Process Working Group and the ICANN organization, with input from the Registries Stakeholder Group and the ICANN community. [Section 2.19](#) of the Registry Agreement for community-based TLDs states, "Registry Operator shall operate the TLD in a manner that allows the TLD Community to discuss and participate in the development and modification of policies and practices for the TLD." The procedure was created to enable registry operators to seek approval from ICANN to modify the Community Registration Policies enumerated in [Specification 12](#) to the relevant Registry Agreement.

Additional information regarding the Community gTLD Change Request service can be found on the [Community gTLD Change Requests](#) webpage. For general inquiries, submit a case via the [Naming Services portal](#).

II. Instructions

STEP 1 – Am I Eligible?

The guiding principles of the Community gTLD Change Request procedure permit a Community gTLD registry operator to seek modifications to Specification 12 without removing the Community Registration Policies, excessively broadening or narrowing registrant eligibility and/or name selection requirements or resulting in significant negative impact to the TLD Community.

A Community gTLD must meet the following criteria:

1. A gTLD that has a Registry Agreement that includes Specification 12 and
2. The section title of its Specification 12 is "Community Registration Policies" or "TLD Policies."

If the Registry Agreement meets the above criteria, a request to modify Specification 12 may be submitted by opening a “Community gTLD Change Request” case in the [Naming Services portal](#).

STEP 2 – Submitting a Request

To initiate the service, the registry operator must open a “Community gTLD Change Request” case in the Naming Services portal and provide responses to all questions in the Community gTLD Change Request Questionnaire. Additionally, **all** of the following documents must be submitted with the request:

1. Evidence of consultation with the TLD Community
2. Documentation of support for the change by the TLD Community
3. Draft amendment to Specification 12 for the change request

The registry operator may include additional supporting documentation pertaining to the change request. All submitted documentation will be published on the [Community gTLD Change Requests](#) webpage for community consideration according to the [Procedure for Community gTLD Change Requests](#).

STEP 3 – ICANN Completeness Check

Upon completing the change request submission in the Naming Services portal, the request will undergo the **ICANN Completeness Check**. The ICANN org will conduct a review of the submission to ensure all required documentation has been received. If the submission fails the check, the ICANN org will notify the registry operator of the deficiencies within five calendar days of receipt. Note that any requests to the registry operator for additional documentation will restart the ICANN Completeness Check.

STEP 4 – ICANN Preliminary Review

After a successful **ICANN Completeness Check**, the submission will move to **ICANN Preliminary Review**. During this phase, the ICANN org will review the submission in detail to ensure the change request is within the scope of the [procedure](#).

If the preliminary review raises questions or additional clarification is required, the ICANN org may choose to initiate a consultation period with the registry operator. This may be done by either sending clarifying questions via the Naming Services portal case or by scheduling a consultation call with the registry operator. The consultation period pauses the 10-day period for the **ICANN Preliminary Review** phase. If after consulting with the registry operator the ICANN org determines the request is not within scope of the guidelines, the request will not continue through the process. If the request is determined to be within the scope of the guidelines, the 10-day ICANN Preliminary Review phase will continue.

STEP 5 – Comment Period

Following **ICANN Preliminary Review**, the ICANN org will publish the following information for a 30-day comment period:

1. Submitted responses via the Naming Services portal to the Community gTLD Change Request Questionnaire
2. Evidence of the TLD Community's support as provided in the submission
3. Evidence of consultation with the TLD Community and other appropriate stakeholders, if applicable, as provided in the submission
4. The draft amendment provided in the submission
5. Any additional supporting documentation provided in the submission

Interested parties may review and comment on the request by emailing: community-gtld-change-requests-comments@icann.org. The deadline to comment for a particular request is notated in the **Comment Deadline** column of the [Submissions and Status table](#). Comments received after the comment period deadline may not be considered as part of the change request determination.

NOTE: By submitting any personal data to the email address above, the registry operator agrees that personal data will be processed in accordance with the ICANN [Privacy Policy](#), and the registry operator also agrees to abide by the website [Terms of Service](#).

STEP 6 – Response/Consultation Period

In the event questions are raised about the change request as a result of the comment period, the ICANN org will initiate a consultation period with the registry operator to respond to comments received. Within 15 days of being notified, the registry operator must respond to the ICANN org's request to clarify any concerns raised by comment(s). During this consultation period, the ICANN org may also discuss with the registry operator any comments received that may negatively impact approval of the request.

STEP 7 – ICANN Review & Determination

During the 30-day **ICANN Review & Determination** phase, the ICANN org will determine whether to approve or reject the change request based on the criteria of the [procedure](#). The ICANN org's approval or rejection will be provided to the registry operator within a target timeframe of 30 days from the close of the comment period or from the registry operator's response to concerns raised during the comment period. In the case of delay, the ICANN org will provide a written explanation and indication of the new deadline.

The ICANN org will use the following criteria in making its determination:

1. **Description of TLD Community** – Is there a clear description of the TLD's eligibility requirements and how they are impacted by the request?
2. **Evidence of TLD Community Outreach and Support** – Is there reasonable evidence of outreach to the TLD Community showing efforts of the registry operator to "operate the TLD in a manner that allows the TLD Community to discuss and participate in the development and modification of policies and practices for the TLD?" Is there reasonable evidence of TLD Community support for the request?
3. **Benefits to TLD Community** – Do the responses provided in 1.3 and 1.4 of the Change Request Questionnaire adequately explain how the request would benefit the TLD Community? Would allowing the change result in detriment to the TLD Community?
4. **Concerns Raised During the Comment Period** – Were significant concerns raised during the comment period that identified harm to the TLD Community or Internet community? Did the registry operator provide an adequate response to these concerns? An adequate response may include supporting evidence from the registry operator that (1) there will be no reputational damage to the community; (2) there is no interference with the core activities of the community; or (3) there is no economic damage to the community.

The status of the change request will be updated accordingly on the [Submissions and Status table](#):

- ⦿ **Comment Period:** the submission is currently in the 30-day comment period.
- ⦿ **Pending:** the ICANN org is reviewing the change request and any comments received in order to make its determination.
- ⦿ **Approved:** the ICANN org approved the change request. The amendment is either in progress or already published on the gTLD specific [Registry Agreement](#) webpage.
- ⦿ **Rejected:** the ICANN org rejected the change request.
- ⦿ **Withdrawn:** the registry operator withdrew the change request.

If it is determined that the change request is rejected, rationale will be sent to the registry operator via the Naming Services portal case.

An approved change request will result in a contract amendment to its Specification 12. The ICANN org will either:

1. Approve the draft amendment submitted with the change request or
2. Provide the registry operator with an updated redline amendment for approval.

The ICANN org will publish the final decision to the [Community gTLD Change Requests](#) webpage and the contract amendment to Specification 12 will be published to the respective gTLD [Registry Agreement](#) webpage.

III. Service Workflow

Community gTLD Change Requests

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