



Dear Registry Operator,

ICANN org is writing to inform you about updates made to the existing Expedited Registry Security Request (ERSR) service. The ERSR service was established for gTLD registries to request a contractual waiver for actions it might take, or has taken, to mitigate or eliminate a present or imminent security incident to a gTLD and/or the DNS.

The ERSR is a process that has been frequently used by registry operators in coordination with law enforcement to allow the registry operators to successfully disrupt botnet command and control infrastructure, as part of threat mitigation and containment efforts. In some cases, the botnets disrupted consisted of hundreds of thousands of compromised devices. As a by-product, the ERSR also helps facilitate victim identification and remediation following sinkholing of the corresponding domain names.

In [August 2021](#), ICANN org expanded the ERSR service to also enable registrars to submit waiver requests. As part of this effort, the service has been renamed as the Security Response Waiver (SRW) service to cover both gTLD registry operators and ICANN-accredited registrars. In addition, certain improvements have been made to the process, including:

- Updates to the request form in the [Naming Services portal](#) (NSp) to capture additional details on how the registry plans to respond, or has responded, to the incident.
- The ability for registries to identify the urgency level of a security incident, and/or if an expedited response is needed from ICANN org.
- Updates to the SRW [webpage](#) to provide better instructions and insight into the process.

Further information about the SRW service and the process to submit a request can be found here: <https://www.icann.org/resources/pages/srw-registries-requests-en>

If you have any questions about the updates to this service, please submit them via email to [globalsupport@icann.org](mailto:globalsupport@icann.org).

Sincerely,

Amanda Fessenden  
Director, GDD Services  
Internet Corporation for Assigned Names and Numbers (ICANN)