

New gTLD Applicant and GDD Portal Issue
Questions & Answers
2 March 2015

Q1: What is the nature of this issue?

A1: An issue was reported that could potentially affect users of the New gTLD Applicant and GDD (Global Domains Division) portals. Under certain circumstances, an authenticated portal user could potentially view data of, or related to, other users. Access to, and data in, these portals is limited to New gTLD Program applicants and New gTLD registry operators.

Q2: How was the issue addressed?

A2: The configuration was updated to address the reported issue.

Q3: Was any data exposed to an unauthorized party?

A3: There is currently no indication that this issue resulted in any actual exposure of data to an unauthorized party. We are continuing to investigate.

Q4: Did an unauthorized party access the portals?

A4: There is no indication, at this time, that anyone other than those authorized to access the portals did so.

Q5: What type of information is in these portals?

A5: These portals contain information from applicants to ICANN's New gTLD Program and New gTLD registry operators such as attachments to new gTLD applications or other forms submitted by applicants and/or registry operators.

Q6: What are the New gTLD Applicant and GDD portals?

A6: They make up a system that can be accessed only by New gTLD Program applicants and ICANN's New gTLD registry operators. It is not a system that is open and available to the general public. Authenticated applicants use the portals to carry out evaluation and contracting processes.

Q7. Why did you take the portals offline?

A7: An authorized user notified us about the issue on 27 February 2015. Upon notification, the team confirmed the reported issue and took the portals offline to address the issue.

Q8: What is the current status of the system?

A8: Access to the New gTLD Applicant and GDD portals was restored on 2 March 2015.

Q9: When will you give us additional information?

A9: We will provide updates as the investigation continues.

Q10: What if I have further questions?

A10: If you have further questions, please send an email to customerservice@icann.org. Updates will be published at <https://www.icann.org/news> and <http://newgtlds.icann.org/en/announcements-and-media/latest>.