

# ICANN Naming Services portal User's Guide

ICANN Product Team  
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## Revision History

This guide pertains to the ICANN organization's Naming Services portal version 1.0.

## Contact Us

For questions or support requests, please contact the Global Support Center at [globalsupport@icann.org](mailto:globalsupport@icann.org).

You can also log into the Naming Services portal, click the New Case tab, and create a new general inquiry case for the relevant top-level domain (TLD).

# 1 Introduction: The Naming Services portal

The Naming Services portal provides a centralized location for registry operators (ROs) of new generic top-level domains to communicate with the ICANN organization. It helps streamline processes such as registry onboarding and TLD startup.

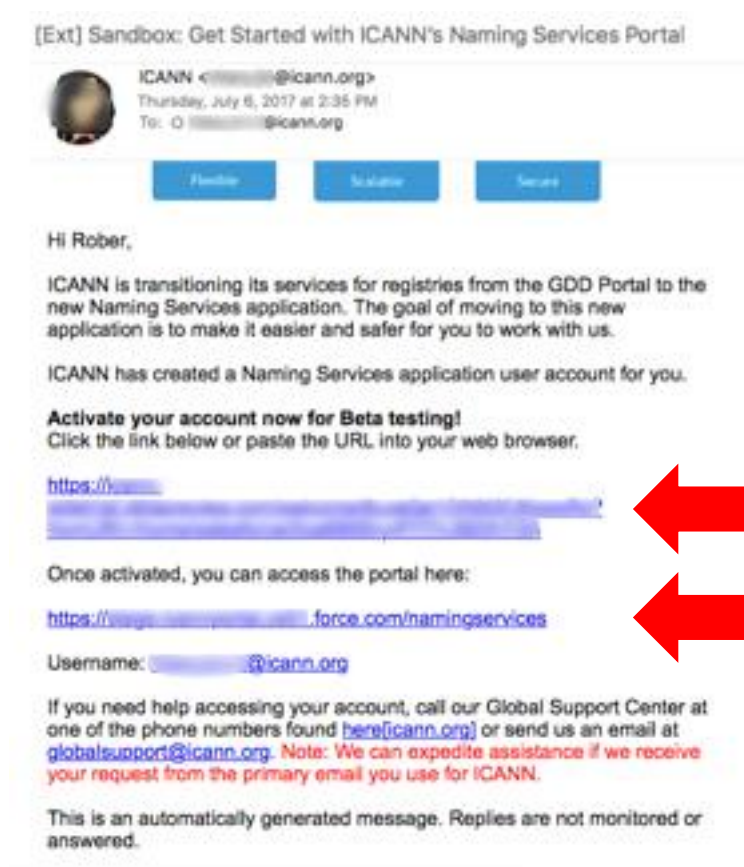
## 1.1 About this Guide

This guide provides information and field descriptions to assist portal users in completing cases on the Naming Services portal.

## 1.2 Logging into the Naming Services portal

### 1.2.1 Initial Login Setup

Before you begin, you'll need to locate the welcome email in your inbox titled "Get Started with ICANN's Naming Services portal."



**Note:** The actual language may be slightly different from this sample.

1. Click the embedded activation link to set up your password with multifactor authentication.

2. Bookmark <http://portal.icann.org/> to log directly into the portal.

## 1.2.2 Set Up Multifactor Authentication

After you have clicked the link in step 1 above, set up multifactor authentication on your smartphone.

1. Create a new password, select a forgot password question, and choose a security image. When finished, click *Create My Account*.
2. On the next screen, click *Setup* under “Okta Verify” to set up multifactor authentication for the first time.
3. Choose the appropriate platform matching your device (Apple, Android, or Blackberry) and click *Next*.
4. Download the application (if you do not already have it) on your smartphone, open it, and use the “Scan Barcode” function to scan the barcode and receive the verification code.
5. Enter the verification code from the application to complete setup.

## 1.2.3 Sign In

1. Open a browser and navigate to <https://portal.icann.org>.
2. Enter your username and password and click *Sign In*.
3. Enter the code from the multifactor authentication application on your smartphone.

## 1.3 The Naming Services portal Tabs

Once logged in to the portal, you will see the tabs described below.



Tabs.

Tab	Description
<b>Home</b>	Click to return home at any time.
<b>Cases</b>	View and edit service requests for a given TLD. Cases are the primary means of communication between you and ICANN. This tab displays all cases related to your registry and/or TLD(s).
<b>TLD</b>	Displays active and pending (going through assignment) TLDs for which you are the Registry Primary Contact. It also displays the status of each TLD's service requests.

Tab	Description
	<p>If you click on a TLD, you can see its service requests in the Associated Cases section under the Related subtab.</p> <p>This tab is not available on Applicant Accounts (see <a href="#">Applicant Accounts</a>).</p>
<b>My Info</b>	Update and change your own details (email or mailing address).
<b>Document Library</b>	<p>Search documents (e.g., the Naming Services portal's User Guide, Frequently Asked Questions, etc.) common to all registry operators.</p> <p>This tab is not available for Applicant Accounts.</p>
<b>New Case</b>	Submit a general inquiry case or service request case for your TLD.

## 1.4 Basic Naming Services portal Terminology

The following terms are used in the Naming Services portal.

Term	Description
<b>Account</b>	Company or Organization - Track their information, like Registry Operators.
<b>Contact</b>	The individuals associated with accounts who do not have login credentials.
<b>Credentialed User or User</b>	A contact from the account that has NSp login credentials issued by ICANN. A credentialed user can see all the TLDs in the account.
<b>List View</b>	A list of records within a tab filtered by common record type (e.g., All Cases, All Cases Open, or All Cases Updated Within Last 7 Days).
<b>Role</b>	A set of responsibilities assigned to a contact or user for a TLD (e.g., Billing Contact, Emergency Contact, or Registry Primary Contact).
<b>Subtab</b>	The navigation groups under a main tab or within a case.
<b>Tab</b>	Used to navigate between objects in the Naming Services portal (e.g., Document Library, Home, Cases, TLDs)

## 2 Cases Overview

The Cases tab displays all cases belonging to the user. There are two types of cases:

- ⦿ General Inquiry (default) cases are for any general questions, account maintenance, or to report problems. See [General Inquiry Cases](#) for more information.
- ⦿ Service Request cases are for more complex processes (e.g., when registry operators must inform or request consent or approval from ICANN, per the rights, obligations, and provisions defined in the [Registry Agreement](#)). See [Service Request Cases](#) for more information. Applicants cannot create service requests.

Clicking on the List View dropdown arrow (▼) allows you to filter cases based on status. Once in a particular view, click on the case number to view the details for the case.

Note: All Dates are in MM/DD/YYYY format

SUBJECT	STATUS	CU
test	Requester Action Required	Inq
Material Subcontracting Arrangement (MSA) Ch...	Requester Action Required	Tec
Technical Onboarding Failure for S1	Requester Action Required	Inq
Technical Onboarding Failure for S1	Requester Action Required	Inq
Technical Onboarding Failure for es	Requester Action Required	Inq
Technical Onboarding Failure for es	Requester Action Required	Inq
Technical Onboarding Failure for es	Requester Action Required	Inq

### 2.1 New Features on Case Details

The Naming Services portal offers the following information on case details regardless of the type of case (general inquiry or service request).

- ⦿ **Alerts** – the two types of alerts are:
  - **Requester Action Required** – When action is required from the portal user.
  - **Past Due** – When case has exceeded its internal Service Level Target (SLT).
- ⦿ **Legacy Case Number** – field contains information only if a case was opened in the Global Domains Division (GDD) portal and migrated to the Naming Services portal. Users can search the legacy case number to pull up the new case number in the Naming Services portal.



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## 3 General Inquiry Cases

You can open a general inquiry case for any questions related to your account(s) or TLD(s) (e.g., I heard this policy was published. What does this mean?). General inquiry cases only have one phase, with a Service Level Target (SLT) of seven days.

### 3.1 Completing a General Inquiry Case

To open and submit a new general inquiry case:

1. In the New Cases tab, select the *Registry Services* and click *Next*.
2. In the Process dropdown menu, select *General Inquiry* and click *Next*.
3. Input the subject and description, select the relevant TLD(s), and click *Submit*.
4. Once the inquiry has been submitted, a case number appears in the upper left corner of the next screen with the Status as “New.”



### 3.2 Expediting a General Inquiry Case

The *Expedite Case* button allows you to expedite a general inquiry case for any reason. **This function is not available for service request cases.** The SLT for expedited cases is adjusted at the discretion of the ICANN team member.

1. In the Cases tab, click on the desired case number. Make sure the case type is general inquiry, not a service request.
2. On the next screen, click the *Expedite Case* button in the upper right corner. A popup window prompts you to provide the reason for expediting the case. Type your response and click *Submit*.

A green “Success” box appears at the top of your screen once the expedite request has been submitted.

## 4 Applicant Accounts

TLDs still in the new gTLD Program will only have access to the following features:

- Only four tabs are available: Home, Cases, My Info, and New Case.
- The application number appends the account name in the “Accounts” column.
- Applicants can only create general inquiry cases.
- Applicants cannot update their contact information in the My Info tab. Create a new general inquiry case (New Case → Registry Services → General Inquiry) to change contact information.

The screenshot shows the ICANN Naming Services portal interface. At the top, there is a search bar and a navigation menu with four tabs: HOME, CASES, MY INFO, and NEW CASE. The CASES tab is highlighted with a red box. Below the navigation menu, there is a text box that says "Only 4 tabs are available." The main content area is divided into two sections: ACCOUNTS and CASE SUMMARY TOTALS. The ACCOUNTS section shows a list of accounts, with one account highlighted: "Domain, -X-XXXX-XXXX". The CASE SUMMARY TOTALS section shows a table with the following data:

Case Summary Total	Count
Open Cases-ICANN Action Required	0
All Cases Updated Within Last 7 Days	0
All Cases Open	0
All Closed Cases	11
All Cases Saved and Not Submitted	0
Closed Cases-Closed Within Last 90 Days	0

## 5 Service Request Cases

Service request cases are for more complex processes (e.g., when registry operators must inform or request consent or approval from ICANN, per the rights, obligations, and provisions defined in the [Registry Agreement](#)). Applicants cannot create service request cases.

A service request case contains four subtabs: Questions, Details, Related, and Comments.



Subtab	Description
<b>Questions</b>	A form that contains all questions (fields) you need to answer to populate the details of the service request. Fields marked with an * (asterisk) are mandatory – you must complete them before submitting the request. ICANN reviews the information once you have submitted the case.
<b>Details</b>	Contains the information required for the service request. Although this subtab is available when creating a new service request, the fields are blank and will be populated once the request has been submitted.
<b>Related</b>	Displays related information pertaining to the case, such as associated TLDs, files, any related cases, and all email correspondence.
<b>Comments</b>	Displays all the comments in the service request. This section allows you to provide input on your case(s) and ask questions. You can also post a comment after you have created a service request to request changes and/or upload files.
<b>Comment Box</b>	Click in the box and type your comment. You can also add attachments by clicking the paperclip symbol (📎) in the lower left corner of the box. When finished, click <i>Share</i> to post your comment. ICANN will be notified of your comment.
<b>Sort By</b>	You can filter comments by: <ul style="list-style-type: none"> <li>🕒 <i>Latest Posts</i> – Sort by the most recent comments submitted/posted by you.</li> <li>🕒 <i>Most Recent Activity</i> – Sort by the most recent update to your posted comment.</li> </ul> <p>The default view is <i>Most Recent Activity</i>. Click the dropdown arrow (▼) to change the view.</p>
<b>Search</b>	To search for specific comments within the feed, type keywords in the search box and press enter on your keyboard.

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## 5.1 Completing a Service Request Case

You must create a New Case to submit a service request for your TLD. See [Types of Service Request Cases](#) for a complete description of service requests. To create a New Case:

1. In the New Case tab, select *Registry Services* and click *Next*.
2. In the Process dropdown menu, select the desired type of service request and click *Next*. See [Types of Service Request Cases](#) for a complete description of service requests.
3. Select one or more TLD(s) from the list and click *Next*.
4. Enter the information in the provided fields and click *Next*.

**Note:** Fields marked with an asterisk (\*) are required.

5. Click *Save* at any time to save your progress or *Cancel* to leave the case without saving.

**Note:** You can save a service request even when all the required fields have not yet been populated.

6. Click *Submit* when you have provided all the required information and the service request is ready for ICANN review.

**Note:** Once you click *Submit*, the service request is locked from further user edits.

## 5.2 Requesting Changes to Submitted Service Request Cases

If you have already submitted a service request and need to add additional information or modify your request, add a comment to alert ICANN of the update. To add a comment:

1. In the Cases tab, click on your case number, then click the Comments subtab.
2. Click inside the comment box and type your comment. You can also add attachments by clicking the paperclip symbol in the lower left corner of the box. When finished, click *Share* and your request will be posted.

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## 5.3 Copying a Service Request Case

The *Copy Case* button allows you to duplicate the service request from one TLD to another. **This function is available only for service requests and does not apply to general inquiry cases.**

1. In the Cases tab, click the desired case number.
2. On the next screen, click the *Copy Case* button in the upper right corner. In the popup window that appears, select one or more TLDs (depending on the type of service request) and click *Copy*.
3. Edit the fields if needed. When finished, click *Submit*.

## 5.4 Viewing Cases by Status

You can filter the progress of your service requests based on status.

1. Click the Home tab.
2. Select the status you want to view:

Status	Description
<b>Not Submitted</b>	The service request stays in this status until all the required questions have been answered and the case has been submitted. Any information entered can be saved in this state (you must manually click <i>Save</i> ) and remains editable.
<b>New</b>	After you have completed all the information and clicked the <i>Submit</i> button, the case status changes to New.
<b>ICANN – In Progress</b>	ICANN has taken ownership of the case and is working on it.
<b>Re-Open Requested</b>	A general inquiry case is automatically re-opened if a portal user adds a comment to a closed case. This status does not apply to service request cases.
<b>Requester Action Required</b>	ICANN has requested information or is requiring action from you.
<b>Canceled</b>	Either ICANN or you have canceled the case.
<b>Closed</b>	Case has been resolved.

# 6 Managing the Contacts Associated with Your Registry Account

## 6.1 Roles on a TLD

ICANN has defined sets of responsibilities assigned to a contact for each TLD. Some responsibilities require more than one contact; these contacts are collectively referred to as roles (e.g., 24x7 Emergency Contact, Billing Contact, and Registry Primary Contact).

## 6.2 Criteria for Contacts

At least one of the three emergency contacts should have an individual's name and email address (e.g., jane\_doe@icann.org as opposed to it\_support@example.com). Distribution group email addresses can also be used. For each contact, provide the following information.

Required	Optional
First Name, Last Name, Address, City, ZIP/Postal Code, Country, Phone Number, Mobile Number, Email Address	Position/Title, State/Province/Region

Contacts may be assigned to multiple roles.

## 6.3 Associating Contacts to TLD Roles

Associating roles to your TLD contacts is a two-step process:

1. Create a new Submit Registry Contacts service request case (New Case → General Inquiry → Submit Registry Contacts → Select TLDs).
  - (a). Click (+) to add a contact. You can click + multiple times to add several contacts in one request.

The screenshot shows a web form for adding contacts. It has a table-like structure with columns: ADD / DELETE, FIRST NAME, LAST NAME (SURNAME), TITLE, ADDRESS LINE 1, ADDRESS LINE 2, and CITY. Each column has a corresponding input field. There are plus (+) and minus (-) icons in the first column for each row. At the bottom of the form are four buttons: Cancel (red), Save (grey), Undo Changes (grey), and Submit (blue).

- Once you click *Submit*, the service request is locked from further user edits. ICANN will review the information and add the contacts to the account.

**Note:** All TLD contacts and their respective roles from the GDD portal have been migrated to the Naming Services portal.

2. Once the contact has been added to the account, the credentialed user can associate the contact to specific roles in the TLD under the TLD Roles subtab. Type the first few letters of the name and select the desired contact.



**Note:** You cannot add or delete TLD contacts from this screen, you can only swap existing TLD contacts into specific TLD roles.

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## 7 Types of Service Request Cases

The Naming Services portal provides online web forms (named *service requests*) for registry operators to submit the following information for each of their TLDs.

### 7.1 Assignment – Change of Control to Affiliate

- Notify ICANN of an “In-Family” Assignment as defined by Section 7.5(f)(iii) of the Registry Agreement. For more information, see <https://www.icann.org/resources/change-of-control>.

### 7.2 Assignment – Change of Control to Another RO (Registry Operator)

- Request approval for a Change of Control Assignment to another existing registry operator, as defined by Section 7.5(f)(iv) of the Registry Agreement. For more information, see <https://www.icann.org/resources/change-of-control>.

### 7.3 Assignment – Change of Control to New-RO

- Request approval for a Change of Control Assignment to an entity that is not currently a registry operator Section 7.5 of the Registry Agreement. For more information, see <https://www.icann.org/resources/change-of-control>.

### 7.4 Assignment – Indirect Change of Control

- Request approval for an Indirect Change of Control Assignment as defined by Section 7.5 of the Registry Agreement. For more information, see <https://www.icann.org/resources/change-of-control>.

### 7.5 BRAND Status (Specification 13) Add

- Request the addition of Specification 13 to a Registry Agreement for "brand" TLDs. More information about the process is available at <https://newgtlds.icann.org/en/applicants/agb/base-agreement-spec-13-application-form-15jul14-en.pdf>.

### 7.6 BRAND Status (Specification 13) Remove

- Request the removal of Specification 13 from the Registry Agreement for a TLD.

### 7.7 Code of Conduct Exemption (Specification 9) Add

- Request the exemption from Specification 9 of the Registry Agreement for a TLD. For more information, see <https://newgtlds.icann.org/en/applicants/agb/ro-code-of-conduct-exemption-28oct13-en.pdf>.



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## 7.8 Code of Conduct Exemption (Specification 9) Remove

- Request the removal of a Code of Conduct Exemption from the Registry Agreement for a TLD.

## 7.9 COI (Continued Operations Instrument) Changes (Letter of Credit and Cash Escrow)

- Submit a general question or issue, replace, amend, or cancel a COI.
- See <https://www.icann.org/resources/pages/coi-2015-09-28-en> for more information.

## 7.10 Continued Operations Instrument (COI) Amendment – Escrow Agreement (EA)

- Request a change to the amount of a COI that is in the form of a cash escrow agreement.
- For more information, see <https://www.icann.org/resources/pages/coi-2015-09-28-en>.

## 7.11 Continued Operations Instrument (COI) Amendment – Letter of Credit (LoC)

- Request a change to the amount of a COI in the form of a Letter of Credit.
- See <https://www.icann.org/resources/pages/coi-2015-09-28-en> for more information.

## 7.12 Cross-Ownership Information

- Disclose cross-ownership interests in registrars and/or registrar resellers for services to be provided under the [New gTLD Registry Agreement](#).

## 7.13 Data Escrow Agent Change

- Request a change in Registry Data Escrow Agent. The current list of approved Data Escrow Agents and the approved Registry Data Escrow Agreement templates are available at <https://newgtlds.icann.org/en/applicants/data-escrow>.

## 7.14 Expedited Registry Security Request (ERSR)

- Inform ICANN of a present or imminent security incident (“*incident*”) to your TLD and/or the DNS to request a contractual waiver for actions you might take or have taken to mitigate or eliminate an incident. The ERSR is exclusively for incidents, requiring immediate action by the registry operator and an expedited response within three business days from ICANN. This process is not intended to replace requests that should be made through the [Registry Services Evaluations Policy \(RSEP\)](#). More information about the process is available at <https://www.icann.org/resources/pages/ersr-2012-02-25-en>.

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## 7.15 Material Subcontracting Arrangement (MSA) Change to Existing RSP (Registry Service Provider)

- Due to the complexity of the process, we highly recommend a consultation call. To schedule one, create a new general inquiry case (New Case → Registry Services → General Inquiry).
- More information about the process is available at <https://www.icann.org/resources/material-subcontracting-arrangement>.

## 7.16 Material Subcontracting Arrangement (MSA) Change to New RSP

- Request approval of a change to a MSA for any of the five critical functions where the intended service provider does NOT currently provide services to the 2012 round of gTLDs. More information about the standard MSA process is available at <https://www.icann.org/resources/material-subcontracting-arrangement>.

## 7.17 Registry Agreement Legal Contact Change

- Update the General Notices contact listed in the Section 7.9 of the Registry Agreement for one or more TLDs.

## 7.18 Registry Agreement Termination

- Request a termination of a Registry Agreement for a TLD.
- For more information, see <https://www.icann.org/resources/pages/gtld-registry-agreement-termination-2015-10-09-en>.

## 7.19 Registry Operator Name Change

- Request a change of registry operator's name when only a name change has occurred and there is no change of control.
- For more information, see <https://www.icann.org/resources/pages/registry-operator-name-change>.

## 7.20 Registry Services Evaluation Policy (RSEP)

- An RSEP request is required to add, modify or remove registry services for a TLD.
- For more information, see <https://www.icann.org/resources/pages/rsep-2014-02-19-en>.

## 7.21 Registry-Registrar Agreement (RRA) Amendment

- Attach a red-lined RRA Amendment.
- Attach a cover note.
- See <https://www.icann.org/resources/pages/rra-amendment-procedure-2015-04-06-en> for more information.

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## 7.22 Submit Additional WHOIS Fields

- If you use additional field(s) in the Registration Data Directory Services (RDDS) output, indicate the corresponding data type. You can add up to 40 new WHOIS records.
- If translation(s) of the "Key Name" are shown, specify the translation(s) as defined in section 4 of the WHOIS Clarification Advisory. See <https://www.icann.org/resources/pages/registry-agreement-raa-rdds-2015-04-27-en>.

## 7.23 Submit Exclusive Registration Period (ERP) Information

Request the release of names from the Second-level Domain (SLD) Block List while complying with all Rights Protection Mechanism requirements. More information about the Exclusive Registration Period is available at <https://www.icann.org/news/announcement-2-2014-11-07-en>.

### 7.23.1 Prerequisites

The Sunrise Period for the TLD must be completed before the ERP start date.

### 7.23.2 Requesting an Exclusive Registration Period (ERP)

To choose your own Exclusive Registration Period:

1. For **Type of ERP**, choose the value (**Start Date** or **End Date**) that matches your TLD's original Sunrise Period type.

You can find your TLD's original Sunrise Period type:

- In the Naming Services portal by clicking the TLD Details → Related subtab → Sunrise Information
- On the [TLD Startup Information](#) page on ICANN's website.

2. Exclusive Registration Period Name:
  - Create your own ERP name.
3. For **Start Date** and **End Date**, choose dates according to the following requirements:

Type of ERP	Description	Submission Date
<b>Start Date</b>	Must be at least 30 days (plus five business days for processing) after the ERP Service Request is submitted on the Naming Services portal.	At least 35 days after the start date.
<b>End Date</b>	To allow for processing, must be at least five business days after the ERP Service Request is submitted on the Naming Services portal.	At least 65 days after the start date.

4. Attach your TLD's Exclusive Registration Period policies.

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## 7.24 Submit Extensible Provisioning Protocol (EPP) Extension Information

- If you are implementing EPP extensions other than [draft-ietf-regext-launchphase](#), provide the relevant documentation of the EPP Objects and Extensions support before deployment (pursuant to Section 1.2 of Specification 6 of the base Registry Agreement).

## 7.25 Submit Public Contact Information

- Add or update the Public Contact Information for a TLD, which is available at <https://www.icann.org/resources/pages/listing-2012-02-25-en>.

### PUBLICLY DISPLAYED INFORMATION

Required	Optional
Registry Name, Registry Point of Contact (specific individual name), Registry Address, Registry City, Registry Country, Registry Postal Code, Registry Telephone, Registry Fax, Registry Email, Registry Web Page URL, Registry WHOIS Directory Protocol Name, Registry WHOIS Resource Name.	Registry State.

## 7.26 Submit Registry Contacts

Request additional contacts to be added to your account. You may add one or more contacts with this request. Once submitted, the contacts will be processed and available to be added to roles for each TLD.

See [Managing the Contacts Associated with Your Registry Account](#) for details on how to add a registry contact to your account.

## 7.27 Submit ONBIR Information for Non-Delegated TLD with AXFR ZFA Method

The registry onboarding process requires all new registry operators to provide various technical data related to the operations of the TLD. The Registry Onboarding Information Request (ONBIR) service request is used to collect data and is a prerequisite for obtaining the IANA token necessary for the transition to delegation.

The AXFR (DNS Zone Transfer Protocol) service request should be used to provide initial technical details to onboard a TLD into ICANN systems (listed below) if you use AXFR for zone transfers. If you have previously submitted ONBIR information, you can directly edit the information from the TLD Detail tab.

### CENTRALIZED ZONE DATA SERVICE (CZDS)

Field	Description	Required?
<b>CZDS Username</b>	The CZDS user name of the person designated as the CZDS Primary Contact.	Yes
<b>CZDS Email</b>	Email account as registered for the user account in CZDS.	No

Field	Description	Required?
<b>CZDS Method</b>	Method for third-party access to zone data. Select one: <ul style="list-style-type: none"> <li>⦿ <b>CZDS Direct download.</b> Registry Operator allows ICANN to use the zone file downloaded with ZFA for purposes pursuant to Section 2.1 "Third-Party Access" of Specification 4 of your Registry Agreement.</li> <li>⦿ <b>Registry Operator provided.</b> Registry Operator provides access to its own zone files to the CZDS users. Per Section 2.1.3 of Specification 4 of your Registry Agreement, ICANN will add a CNAME record "&lt;TLD&gt;.<a href="https://zda.icann.org">zda.icann.org</a>" pointing to the Registry Operator SFTP Server.</li> </ul>	Yes
<b>Registry Operator SFTP Server</b>	Fully qualified domain name of the SFTP Server third-parties will use to download your registry Zone Files for the purposes pursuant to Sections 2.1 of Specification 4 of your Registry Agreement.	Only if "Registry Operator provided" is selected as the CZDS Method

## ZONE FILE ACCESS (ZFA)

Field	Description	Required?
<b>ZFA AXFR Server</b>	Either a hostname or an IP address (v4 or v6).	Yes
<b>ZFA AXFR Port</b>	TCP port, standard default is 53.	Yes
<b>TSIG Key Owner Name</b>	TSIG (Transaction SIGNature) Key Owner name.	Yes
<b>TSIG Algorithm</b>	One of the following: HMAC-MD5, HMAC-SHA1, HMAC-SHA224, HMAC-SHA256, HMAC-SHA384, HMAC-SHA512.	Yes

## THIN BULK REGISTRATION DATA ACCESS (BRDA)

Field	Description	Required?
<b>BRDA Username</b>	Username to be used by ICANN to log into the BRDA SFTP server.	Yes
<b>BRDA Server</b>	The URI that ICANN will use for accessing the Bulk Registration Data, either as a fully qualified domain name or an IP address (v4 or v6).	Yes
<b>BRDA Port</b>	Port number to be used by ICANN to connect to the BRDA SFTP server. Standard default is 22.	Yes
<b>BRDA File Location</b>	Location in the server where the BRDA files will be made available.	No
<b>BRDA Day of the Week</b>	The day of the week (Monday to Thursday) that the bulk Thin Registration Data file should be retrieved.	Yes

Field	Description	Required?
<b>BRDA Public Key</b>	The PGP public key used to sign the bulk Thin Registration Data file (If using RSA/DSA, the PGP key size must be of at least 2048 bits). A link to the PGP public key can be found at the top of the service request.	Yes

## UNIFORM RAPID SUSPENSION (URS)

Field	Description	Required?
<b>URS PGP Public Key</b>	<p>The PGP public key must be in ASCII-armored format, as specified in RFC 4880. (To generate an ASCII-armored file in GnuPG, for example, the following command could be used: <code>gpg --armor --export &lt;email address&gt;</code>.) If using RSA/DSA, the PGP key size must be at least 2048 bits.</p> <p>Only one PGP public key must be provided per TLD. If you are the registry operator or registry service provider for several TLDs, you may provide the same PGP public key for several TLDs.</p>	Yes

## SERVICE LEVEL AGREEMENT (SLA) MONITORING INFORMATION (EPP)

Field	Description	Required?
<b>EPP Server</b>	The fully qualified domain name of your EPP server.	Yes
<b>EPP Port</b>	Port number to be used by ICANN to connect to the EPP server.	Yes
<b>Other Requirements</b>	If there are other EPP system access requirements (e.g. digital certificate from a specific CA, EPP extensions that are required by default to execute, info, create and update commands on domain names), describe them here.	No
<b>Additional Name for Registry Operations</b>	Optional domain name as translation or transliteration of the term “NIC” or “Network Information Center” to allocate for any required registry functions as indicated in the <a href="#">new gTLD Registry Agreement</a> (Specification 5, Section 3.1.1).	No

## 7.28 Submit ONBIR for Non-Delegated TLD with SFTP ZFA Method

Provide initial technical details to onboard a TLD into the ICANN systems (listed below) if you use SFTP (Secure File Transfer Protocol) for ZFA (Zone File Access).

The SFTP ZFA service request should be used to provide initial technical details to onboard a TLD into ICANN systems if you use SFTP for zone transfers. If you have previously submitted ONBIR information, you can directly edit the information from the TLD Detail tab.

### CENTRALIZED ZONE DATA SERVICE (CZDS)

Field	Description	Required?
<b>CZDS Username</b>	The CZDS user name of the person designated as the CZDS Primary Contact.	Yes
<b>CZDS SFTP Server</b>	Fully qualified domain name.	Yes
<b>CZDS Email</b>	Email account as registered for the user account in CZDS.	No
<b>CZDS Method</b>	Method for third-party access to zone data. Select one: <ul style="list-style-type: none"> <li><input type="radio"/> <b>CZDS Direct download.</b> Registry Operator allows ICANN to use the zone file downloaded with ZFA for purposes pursuant to Section 2.1 "Third-Party Access" of Specification 4 of your Registry Agreement.</li> <li><input type="radio"/> <b>Registry Operator provided.</b> Registry Operator provides access to its own zone files to the CZDS users. Per Section 2.1.3 of Specification 4 of your Registry Agreement, ICANN will add a CNAME record "&lt;TLD&gt;.<a href="https://zda.icann.org">zda.icann.org</a>" pointing to the Registry Operator SFTP Server.</li> </ul>	Yes
<b>Registry Operator SFTP Server</b>	Fully qualified domain name of the SFTP Server third-parties will use to download your registry Zone Files for the purposes pursuant to Sections 2.1 of Specification 4 of your Registry Agreement.	Only if "Registry Operator provided" is selected as the CZDS Method

### ZONE FILE ACCESS (ZFA)

Field	Description	Required?
<b>CZDS Username</b>	The CZDS user name of the person designated as the CZDS Primary Contact.	Yes
<b>CZDS SFTP Server</b>	Fully qualified domain name.	Yes
<b>ZFA SFTP Username</b>	Username that ICANN will use to log into the ZFA SFTP server.	Yes

Field	Description	Required?
<b>ZFA SFTP Server</b>	URI that ICANN will use for accessing the Registry Zone Files, either as a fully qualified domain name or an IP address (v4 or v6). Provide a static path; a dynamic path will result in errors.	Yes
<b>ZFA SFTP Port</b>	Port number for ICANN to use to connect to the ZFA SFTP server. Standard default is 22.	Yes
<b>ZFA SFTP File Location</b>	Location in the server where the zone files will be made available.	Yes

### THIN BULK REGISTRATION DATA ACCESS (BRDA)

Field	Description	Required?
<b>BRDA Username</b>	Username to be used by ICANN to log into the BRDA SFTP server.	Yes
<b>BRDA Server</b>	The URI that ICANN will use for accessing the Bulk Registration Data, either as a fully qualified domain name or an IP address (v4 or v6).	Yes
<b>BRDA Port</b>	Port number to be used by ICANN to connect to the BRDA SFTP server. Standard default is 22.	Yes
<b>BRDA File Location</b>	Location in the server where the BRDA files will be made available.	No
<b>BRDA Day of the Week</b>	The day of the week (Monday to Thursday) that the bulk Thin Registration Data file should be retrieved.	Yes
<b>BRDA Public Key</b>	The PGP public key used to sign the bulk Thin Registration Data file (If using RSA/DSA, the PGP key size must be of at least 2048 bits). A link to the PGP public key can be found at the top of the service request.	Yes

### UNIFORM RAPID SUSPENSION (URS)

Field	Description	Required?
<b>URS PGP Public Key</b>	<p>The PGP public key must be in ASCII-armored format, as specified in RFC 4880. (To generate an ASCII-armored file in GnuPG, for example, the following command could be used: <code>gpg --armor --export &lt;email address&gt;</code>.) If using RSA/DSA, the PGP key size must be at least 2048 bits.</p> <p>Only one PGP public key must be provided per TLD. If you are the registry operator or registry service provider for several TLDs, you may provide the same PGP public key for several TLDs.</p>	Yes

### SERVICE LEVEL AGREEMENT (SLA) MONITORING INFORMATION (EPP)

Field	Description	Required?
<b>EPP Server</b>	The fully qualified domain name of your EPP server.	Yes
<b>EPP Port</b>	Port number to be used by ICANN to connect to the EPP server.	Yes



Field	Description	Required?
<b>Other Requirements</b>	If there are other EPP system access requirements (e.g. digital certificate from a specific CA, EPP extensions that are required by default to execute, info, create and update commands on domain names), describe them here.	No
<b>Additional Name for Registry Operations</b>	If Registry Operator offers IDN registrations, you may indicate an optional domain name as translation or transliteration of the term "NIC" or "Network Information Center" to allocate for providing any required registry functions as indicated in the <a href="#">new gTLD Registry Agreement</a> (Specification 5, Section 3.1.1).	No

## 7.29 Submit TLD Startup Information (non-Spec 13)

The TLD Startup Information service request supports the receipt, review, and publication of the scheduled Qualified Launch Program (QLP), Sunrise, Claims, and Limited Registration Periods (if applicable) in accordance with the Trademark Clearinghouse Rights Protection Mechanism (TMCH) Requirements. This service request will only become available after the TLD has been delegated. Completing this service request is a prerequisite for starting the TLD's Sunrise Period.

A *Sunrise Period* is a period of at least 30 days during which trademark holders have an advance opportunity to register domain names corresponding to their marks before names are generally available to the public.

A *Claims Period* is the Trademark Claims Period that follows the Sunrise Period and runs for at least the first 90 days of a general registration. During the Trademark Claims Period, anyone attempting to register a domain name matching a mark that is recorded in the Trademark Clearinghouse will receive a notification displaying the relevant mark information. If the notified party registers the domain name, the Trademark Clearinghouse will send a notice to those trademark holders with matching records in the Clearinghouse, informing them that someone has registered the domain name. For more detailed information about this process, see the following links:

Trademark Clearinghouse Sunrise and Claims Services:

<http://newgtlds.icann.org/en/about/trademark-clearinghouse/scsvcs>

Trademark Clearinghouse (TMCH):

<http://newgtlds.icann.org/en/about/trademark-clearinghouse>

Trademark Clearinghouse Rights Protection Mechanism Requirements:

<https://www.icann.org/resources/pages/tmch-requirements-2014-01-09-en>

### 7.29.1 Case Questions

**Important:** If you need to change start or end dates after you have submitted the TLD Startup Information Service Request, select the case number from the Cases tab and add a comment to the case (see Requesting Changes to Submitted Service Request Cases).

Field	Description	Required?
<b>Registry URL</b>	Registry's URL that contains the TLD registry information.	Yes
<b>URL of Registrars</b>	Optional field with a link to the registry's index of participating registrars.	No
<b>Type of Sunrise</b>	Select one: <ul style="list-style-type: none"> <li><b>Start Date Sunrise</b></li> <li><b>End Date Sunrise</b></li> </ul>	Yes
<b>Sunrise Period Start Date</b>	<ul style="list-style-type: none"> <li><b>Start Date Sunrise:</b> At least 35 days (including 5 business days for processing) after the submission date of this service request</li> <li><b>End Date Sunrise:</b> At least five business days after the submission date of this service request.</li> </ul> <p>Changing the start date:</p> <ul style="list-style-type: none"> <li>After you have submitted TLD Startup Information, the deadline for requesting a new date is 10 days before the rescheduled start date.</li> </ul>	Yes
<b>Sunrise Period End Date</b>	<p>Date restrictions:</p> <ul style="list-style-type: none"> <li><b>Start Date Sunrise:</b> At least 30 days after the start date, and it may not extend past the Trademark Claims Start Date.</li> <li><b>End Date Sunrise:</b> At least 60 days after the start date and may not extend past the Trademark Claims Start Date.</li> </ul> <p>Extending the end date:</p> <ul style="list-style-type: none"> <li>After a Sunrise Period has started, the deadline for requesting a new end date is four days before the current Sunrise Period End Date.</li> </ul>	Yes
<b>Type of Trademark Claims Period</b>	Select one: <ul style="list-style-type: none"> <li><b>Standard:</b> Period has a defined start date and a defined end date.</li> <li><b>Perpetual:</b> Period does not have an end date and is therefore running in perpetuity.</li> </ul>	Yes
<b>Trademark Claims Period Start Date</b>	<p>Date must be:</p> <ul style="list-style-type: none"> <li>After the end date of the Sunrise Period.</li> <li>After the end date of all Limited Registration Periods and any Qualified Launch Programs.</li> </ul> <p>Changing the start date:</p> <ul style="list-style-type: none"> <li>After you have submitted TLD Startup Information, the deadline for requesting a new date is four days before the rescheduled start date.</li> </ul>	Yes
<b>Trademark Claims Period End Date</b>	<p>Date restrictions:</p> <ul style="list-style-type: none"> <li>At least 90 days after the start date of the Trademark Claims Period.</li> </ul> <p>Extending the end date:</p>	No

Field	Description	Required?
	<ul style="list-style-type: none"> <li>After the Trademark Claims Period has started, the deadline for requesting a new end date is four days before the current end date.</li> </ul>	
<b>Other Periods</b>	<ul style="list-style-type: none"> <li>Descriptive name for the additional period (helpful if you have multiple Limited Registration Periods).</li> </ul>	No
<b>Attachments</b>	<ul style="list-style-type: none"> <li>Proof of Trademark Database (TMDB) Certification or Exemption.</li> <li>Complete Sunrise registration policies for the TLD (including all applicable policies related to restrictions to register a domain name in the TLD during the Sunrise Period).</li> <li>TLD's Sunrise Dispute Resolution Policy.</li> </ul>	Yes

## 7.30 Submit TLD Startup Information (Spec 13)

Submit TLD Startup information, including Claims and Other Period Dates, as well as policy documentation for Specification 13 TLDs that have been delegated.

Field	Description	Required?
<b>Registry URL</b>	Registry's URL that contains the TLD registry information.	Yes
<b>URL of Registrars</b>	Optional field with a link to the registry's index of participating registrars.	No
<b>Type of Trademark Claims Period</b>	Select one: <ul style="list-style-type: none"> <li><b>Standard:</b> Period has a defined start date and a defined end date.</li> <li><b>Perpetual:</b> Period does not have an end date and is therefore running in perpetuity.</li> </ul>	Yes
<b>Trademark Claims Period Start Date</b>	Date must be: <ul style="list-style-type: none"> <li>After the end date of the Sunrise Period.</li> <li>After the end date of all Limited Registration Periods and any Qualified Launch Programs.</li> </ul> Changing the start date: <ul style="list-style-type: none"> <li>After you have submitted TLD Startup Information, the deadline for requesting a new date is four days before the rescheduled start date.</li> </ul>	Yes
<b>Trademark Claims Period End Date</b>	Date restrictions: <ul style="list-style-type: none"> <li>At least 90 days after the start date of the Trademark Claims Period.</li> </ul> Extending the end date: <ul style="list-style-type: none"> <li>After the Trademark Claims Period has started, the deadline for requesting a new end date is four days before the current end date.</li> </ul>	No

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Field	Description	Required?
<b>Other Periods</b>	Descriptive name for the additional period (helpful if you have multiple Limited Registration Periods).	No
<b>Attachments</b>	Proof of Trademark Database (TMDB) Certification or Exemption	Yes
<b>Additional Document</b>	Upload any additional policy documents.	No

