



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 be closed as of 01:00 UTC on Tuesday, 24 December 2019, and will reopen on Thursday, 02 January 2020. During this time, the processing of New gTLD 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 as early as possible prior to 13 December 2019 to allow for processing time, or upon ICANN org's resumption of business on 02 January 2020. 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 02 January 2020.

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

- The IANA Services staff will continue to operate on a modified schedule during this time. This includes processing incoming and pending root zone change requests as well as processing requests for other IANA Services. We urge you to submit any change requests for your TLD that need to be implemented in the root zone before the office closure or as soon as possible. To lodge your request, please use the Root Zone Management System or by email at 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 2020!

Kind regards,

Lamar Faulkner
Director, Global Support
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