

Monday, October 16, 2017

From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Monday, October 16, 2017
Subject: ICANN Naming Service portal Maintenance Notification



Dear [RPC/Credentialed User Name],

As part of our ongoing effort to maintain and enhance the new Naming Services portal, we will be performing periodic maintenance. In some cases we may need to take the portal off line for short increments of time. When we need to take the portal offline, we will plan to do so on Saturdays between 01:00 UTC and 07:00 UTC. The Naming Services portal may not be available during these maintenance window periods.

We will inform you of an upcoming maintenance window via a message upon login to the portal beginning 24 hours in advance. Please plan accordingly.

If maintenance should need to occur outside of the hours noted above, communication will be sent one week prior.

We apologize in advance for any inconvenience this may cause.

If you need assistance accessing your account, call the ICANN Global Support Center at one of the phone numbers found [here](#) or send an email to globalsupport@icann.org.

Thank you,
Neeraj Sood
Sr. Manager, ICANN Product Management