

# Registry Operator Name Change Service

How to Submit a Registry Operator Name Change Request

Version 2.0  
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# I. Introduction

**This document provides guidance for registry operators on how to submit a Registry Operator Name Change request.** The service provides a method for registry operators to update the name of their organization that is not the result of a change of control of the registry operator. If the change is the result of a direct or indirect change of control of the registry operator, the assigning registry operator needs to utilize the appropriate [Assignment](#) process.

Additional information regarding the Registry Operator Name Change Service can be found on the [Registry Operator Name Change](#) home page

For any questions, please contact the ICANN organization's Global Support: [globalsupport@icann.org](mailto:globalsupport@icann.org)

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## II. Instructions

### STEP 1 – Should I Submit a Registry Operator Name Change Request?

If you have an executed Registry Agreement and your organization has undergone a name change that is not the result of a change of control of the registry operator, please submit a Name Change request to the ICANN organization. You will also be required to update all contractual agreements with the ICANN organization, including an amended Data Escrow Agreement that reflects the name change.

If you are still in the application stage of the New gTLD Program, please refer to the [Application Change Request](#) process to update your application. Per section 1.2.7 of the Applicant Guidebook: *If at any time during the evaluation process information previously submitted by an applicant becomes untrue or inaccurate, the applicant must promptly notify ICANN via submission of the appropriate forms. This includes applicant-specific information such as changes in financial position and changes in ownership or control of the applicant.*

### STEP 2 – Requirements for Submitting a Request

Qualification:

- The requestor must be authorized to submit the request on behalf of the contracted party. Therefore, requests may be submitted by an authorized user via the [Naming Services portal](#).

All of the following documents must be provided at the time of the request:

- Documentation filed with applicable government authority or agency that demonstrates the legal change (e.g. in California would be a certified copy of a name change from the Secretary of State).
- Certificate from the Corporate Secretary of the Company certifying no assignment or change of control.
- Board resolutions confirming that only a name change was/is approved by the board of directors of the company.
- Documentation from a tax authority or official governmental organization; provided that the documentation shows that the name change was processed with no change of shareholding or ownership.
- Legal Notification per section 7.9 of Registry Agreement.
- Novation letter (required to update the Data Escrow Agreement) or amended Data Escrow Agreement.

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## STEP 3 – ICANN Completeness Check

The ICANN organization staff performs a completeness check of the request and required documentation by evaluating the following:

- Were all the required documents outlined in Step 2 submitted?
- Was a novation letter, amended Data Escrow Agreement or other contractual agreements with ICANN organization updated to reflect the name change submitted?

During the completeness check, the ICANN organization may also determine whether additional information or clarification is required to make an informed determination that the name change is not the result of a direct or indirect change of control of the registry operator. The ICANN organization's operational service level target for finishing the completeness check is five days from the date the ICANN organization receives the request.

Should it be determined that an amendment to the Continued Operations Instrument (COI) is required as part of a Name Change Service request, the registry operator will be instructed to follow steps of the [COI Amendment Service](#).

Once the name change is validated by the ICANN organization, an amendment to the registry operator's Registry Agreement will be executed reflecting the change. Updates to the preamble of the Registry Agreement will be published to the [Registry Agreements page](#). In the case of a contracted party requesting a name change for multiple top-level domains (TLDs), the ICANN organization may elect to issue one amendment with an attachment that lists all of the affected TLDs.

## STEP 4 – Implementation of Service

The ICANN organization will communicate completion of milestones via the case. The ICANN organization will also notify the registry primary contact, via the portal case, when the Amendment has been published and the process has been finalized.

# III. Service Workflow

## Registry Operator Name Change Service

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