

Tuesday, December 12, 2017 at 4:38 PM

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**From:** ICANN Global Support <[noreply-globalsupport@icann.org](mailto:noreply-globalsupport@icann.org)>

**Date:** Tuesday, December 12, 2017 at 4:38 PM

**Subject:** ICANN Holiday Closure Schedule



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 all ICANN offices will be closed as of 20:00 UTC on Friday 22 December, and will re-open on Tuesday, 02 January 2018. 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 kindly requests that all such requests and related inquiries be submitted either as early as possible prior to the 15th of December to allow for processing time, or upon ICANN's re-opening on the 2nd of January. This will help to ensure that all requests are received and processed in a timely manner.

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

- IANA functions (reviewing and processing incoming root zone changes, etc.)
- Continue to lodge and process root zone change requests through our [online interface\[rzm.iana.org\]](http://onlineinterface.rzm.iana.org) or contact IANA via email at [root-mgmt@iana.org](mailto:root-mgmt@iana.org)
- 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](mailto:globalsupport@icann.org).

We look forward to working with you in 2018!

Kind regards,

Michaela Quinzy  
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