

Dear New gTLD Applicant,

You are receiving this email from ICANN as the first step in our process of notifying all applicants whether they were directly affected by the software glitch that caused us to take the TLD Application System offline.

In a limited number of instances, some users could have seen file names or user names belonging to other users. ICANN will inform you whether you fall into either of those groups, or if you are among the majority of applicants unaffected by the glitch.

New target dates for reopening the application system and completing the application period will be announced shortly.

To continue with the notification process, please visit ICANN's new gTLD microsite at newgtlds.icann.org and login to the notification system as directed.

If you have any questions, please contact New gTLD Customer Service via the CSC portal at <https://crm-gtld.icann.org/portal-icann/>.

Sincerely,
Akram Atallah
Chief Operating Officer
ICANN