

Letter to Viewers

Dear New gTLD Applicant,

As you are most likely aware, ICANN took the TLD application system offline on 12 April 2012 following reports that some users might have been able to see some file names and user names of other users.

A description of the glitch and its effects are described in announcements ICANN has made and posted on its web page <<http://newgtlds.icann.org/en/applicants/tas/interruption-updates>>. Even as late as yesterday, 7 May 2012, our packet-level research uncovered a new set of instances (in addition to the previously announced instances) where a set of system-generated file names might have been viewed by another applicant.

Based on our analysis, you are one of the users who might have been able to see other users' file names and possibly user names.

We have no evidence that any TAS user intentionally did anything wrong in order to be able to see other users' information. The information was displayed as a result of a technical glitch in the application system. To the best of our knowledge no users were able to download or view the contents of other users' attachments.

If you did see any other user's information, you should treat it as confidential and not act on it.

We continue to review the system logs and system traffic for additional information. If any new data affects our analysis, we will notify you immediately.

For more details on the glitch please review the announcements and the FAQs posted on our site at <<http://newgtlds.icann.org/en/applicants/tas/interruption-updates>>.

We sincerely apologize for the inconvenience caused by this glitch and the delayed closing of the application window.

Please let us know if you have any questions or if we can be of any assistance by contacting us via the Customer Service portal at <<http://newgtlds.icann.org>>.

Sincerely,
Akram Atallah
Chief Operating Officer
ICANN