



Dear Contracted Party,

You may have noticed that each new compliance case in the Naming Services portal (NSp) triggers two consecutive emails. The first notifies you that a new case has been created, and the second includes the detailed information about the case and requests information we need from you regarding the case. Beginning on 19 December 2020, you will only receive one email that will notify you of the new case and include details about the information ICANN org is requesting relating to the complaint.

This duplicity resulted from requests from contracted parties to continue to work their cases via email and not solely through logging into the portal. After the launch of the compliance functionality in NSp, a number of contracted parties have informed us that the first email notification is not needed and, in some circumstances, causes confusion. After further assessment, we have arranged to eliminate this first email.

We appreciate the suggestions for improvement and your patience while we implemented this change. Please share any further suggestions with your account manager or with globalsupport@icann.org.

Kind Regards,

Internet Corporation for Assigned Names and Numbers (ICANN)