
IDN Service Requests Guide

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Version 3.0

This guide provides instructions on submitting a request to ICANN org to “Add, Modify, or Remove an IDN Service” and “Update and Publish IDN Tables”, including what documentation is required and how such requests will be processed. Please read carefully before submitting your request.

Table of Contents

Getting Started	2
IDN Service: Add, Modify, or Remove	3
IDN Tables: Update and Publish	7
Appendix	10

Getting Started

This guide is intended to provide:

- Registry operators with information on how to submit “IDN Service: Add, Modify, or Remove” and “IDN Tables: Update and Publish” service requests and how they are processed in the Naming Services portal (NSp). Registry operators may contact their respective Account Managers or open a General Inquiry case in the [Naming Services portal](#) with any additional questions.
- Registry service providers with information on how to request the “IDN Tables: Update and Publish” service request for one or more of its supported gTLDs. Registry service providers may email globalsupport@icann.org with any additional questions.

This guide also provides helpful tips and identifies what documentation/supporting materials to include (e.g., format and content of IDN tables).

IDN Tables

A key component of an Internationalized Domain Name (IDN) service is its IDN tables. IDN tables represent permitted code points, variant code points, and applicable rules allowed for IDN registrations in a top-level domain (TLD) for a particular language or script. All relevant information related to the IDN table must be included within the IDN table itself. IDN tables are reviewed for Security and Stability considerations based on the information included within the IDN table.

IDN Table Review Tool

To provide more transparency and consistency in the review process, ICANN org has developed an [IDN Table Review Tool](#). Those who create and update tables are encouraged to utilize the tool before an IDN Service request is submitted. The tool reviews submitted tables and compares them to available and corresponding language or script [reference Label Generation Rules \(LGRs\)](#).

To streamline the review and approval process, it is encouraged to use this tool and address any issues raised (e.g., identified as ‘Review’ or ‘Manual Check’) prior to the submission. Where applicable, provide rationale for any remaining issues identified within the proposed IDN tables. Please note that such rationale should either be included within the proposed IDN tables as comments (preferred) or be provided as additional information within the submission.

Format

IDN tables should be formatted according to RFC 7940, although older formats (e.g. RFC 3743 and RFC 4290) are acceptable. The use of older formats may require significantly more time for a detailed manual review of scripts that require contextual rules (e.g., Hindi language, Thai language).

Please include the variant labels management information in each IDN table. It can be encoded in the variant type for the RFC 7940 format or added in the description section of the RFC 3743 and RFC 4290 formats.

In addition to the repertoire (e.g., code points), variant code points (as applicable), and rules for code points and labels (as applicable), IDN tables will include:

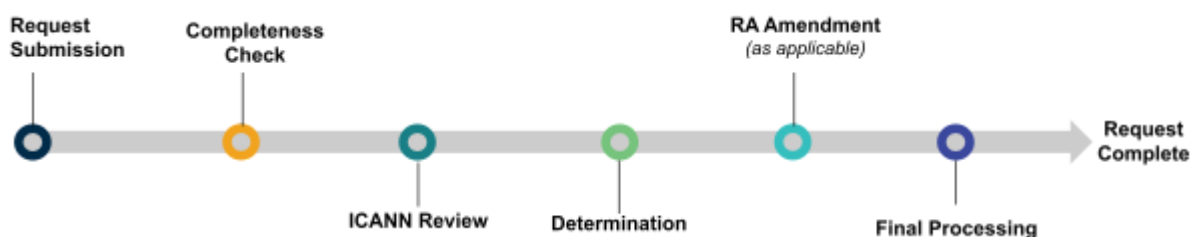
- Language
- Script
- Language or script subtag: pursuant to the [Language subtag registry](#) based on [RFC 5646](#). Note, subtags may preface script with “und-” where the language is undetermined.
- Version: version number (must be incremented when table is modified).
- Contact details (e.g., registry, email and/or phone number).
- Effective date.
- Explanatory notes, additional references to RFC, Reference LGRs, and any supporting documentation for “Review” or “Manual Check” items identified by the [IDN Table Review Tool](#).

Please review [IANA IDN Repository Procedures](#) for further information and examples.

IDN Service: Add, Modify, or Remove

Registry operators can submit an **IDN Service: Add, Modify, or Remove** request within the [Naming Services portal](#) for one or more of their TLDs. The process is based on the Registry Service Evaluation Policy (RSEP) review process, but uses a new and distinct process to add, modify, or remove an IDN Service from Exhibit A of a Registry Agreement (RA). When a request is approved, ICANN org will provide written approval to the registry operator (e.g., Registry Agreement amendment) and facilitate publication of any required updates to the [IANA IDN Repository](#).

High-Level Process



1. Request Submission

Registry operators will log in to the Naming Services portal, select the appropriate IDN Service request type: “add, modify, or remove” (see section 2.1.1. below for examples), and complete the request questionnaire. The IDN Service request questionnaire gathers pertinent information and supporting materials regarding the request, which ICANN org then uses for its review and processing. The questionnaire includes the following:

Select the Type of Request

- **Add an IDN Service:** when the registry operator is not currently approved to offer an IDN service for one or more TLDs.
- **Modify an existing IDN Service:** when the registry operator is modifying an existing IDN service (e.g., adding a language, removing a script, replacing the registry agreement authorization language option).
- **Remove an existing IDN Service:** when the registry operator is removing the IDN service in its entirety.

Provide IDN Tables

- Identify the name of the language or script, the type of table (reference LGR or not), and the version number.
- Attach proposed IDN table files in the formats [listed above](#).
- Utilize the IDN Table Review Tool to identify potential issues with a submitted table and provide rationale for issues raised by the IDN Table Review Tool.
- See additional detail regarding [IDN Tables](#).

Select the Registry Agreement Authorization Language

An IDN service uses standardized language within Exhibit A.

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- Requests to Add an IDN service will need to select from the two standardized language options:
 - a. Add an IDN Service and May Activate Variants, or
 - b. Add an IDN Service and Will Block Variants.
 - Requests that modify an existing IDN service and replace its Exhibit A language option (with an option above) may have an effect on its IDN tables for a TLD. Please identify any affected IDN tables in the request.

For example, a request will replace the “Will Block Variant” standardized language option with the “May Activate Variant” language option in Exhibit A. The registry operator intends to offer an Arabic language table to reflect the change in availability, as well as impacting its Thai, Belarusian, and Greek tables.”

See [IDN Service](#) requests for the current standardized language available to be used in Exhibit A.

Identify Registry Service Provider Changes (if any)

- Identify if a change of any Registry Service Provider is intended. If so, a Material Subcontracting Arrangement (MSA) request must be submitted. More information is available at [Material Subcontracting Arrangement](#).
- Please note, the MSA change process must be completed before the approved service may be deployed.

Describe Impacts to Current Registrations (if any)

- Identify if there are impacted registrations (e.g., where there is a removal or modification to an existing IDN service).
- If current registrations are affected, a transition plan must be provided. For details, see Transition Plan.

Transition Plan

When current registrations are impacted by the removal or modification of an IDN service, ICANN org requires the registry operator to provide a transition plan that demonstrates how a registry operator will address potential security and stability concerns of current registrations. A transition plan must include:

- Overall timeline for the implementation of the requested change.
 - List of the IDN tables affected by the change in service and the specific code points, variants, and rules being updated or removed.
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- Identification of differences between the IDN tables to be replaced by newer versions for the same IDN languages/scripts, e.g., “The new proposed IDN table for Spanish language does not support the LATIN SMALL LETTER A WITH ACUTE (e.g. á, U+00E1).”
 - Explanation of the potential scenarios or issues leading to this change, e.g., removal of insecure registrations or removal of unsupported registrations.
 - Identification of registered domains affected by this change, including:
 - An explanation of how the registry operator will handle those impacted registrations.
 - The expected implementation completion date.
 - A communication plan to inform affected registrants.

A transition plan should be detailed and include the information to ensure affected registrations are considered and state how Security and Stability will be maintained within the TLD. ICANN org will review the transition plan and may follow up with clarifying questions as needed.

Provide Information on Competition

ICANN org will evaluate service changes for potential competition issues in accordance with the Registry Service Evaluation Policy (RSEP).

Authorization for Publication of IDN Tables

Registry operators must authorize ICANN org to facilitate the publication of all approved IDN tables and IDN registration rules in the [IANA Repository of IDN Practices](#).

Provide Signatory Information

Signatory information is used when a request is approved and ICANN org processes an RA amendment.

2. Completeness Check

ICANN org will review the request to ensure the submitted information is complete and then publish it on the [RSEP Process webpage](#) for transparency.

3. ICANN Review

ICANN org will proceed to evaluate the proposed service request to determine if significant security, stability, or competition issues need to be raised with the registry operator.

4. Determination

ICANN org will inform the registry operator of its determination.

5. RA Amendment Execution (if applicable)

ICANN org will initiate the authorization process (e.g., execution of an RA amendment).

6. Final Processing

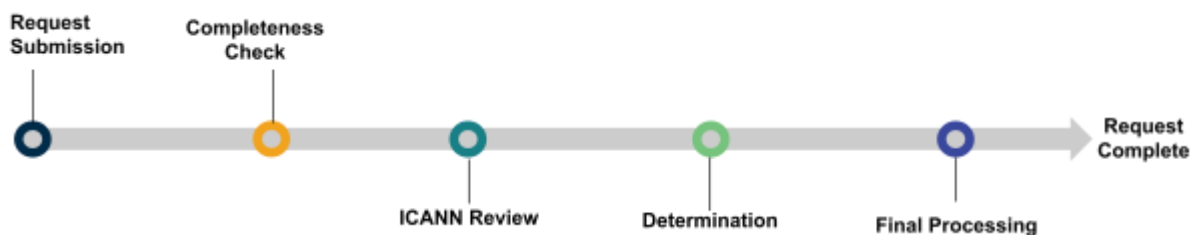
If ICANN org determines that the IDN service request is approved, ICANN org will facilitate the IDN table updates with IANA on the [IANA Repository of IDN Practices](#).

IDN Tables: Update and Publish

As indicated in [Specification 6](#), Section 1.4 of the Base Registry Agreement, gTLD registry operators are required to publish and keep their IDN tables and IDN Registration Rules updated in the [IANA Repository of IDN Practices](#). Registry operators can submit an **IDN Tables: Update and Publish** request within the [Naming Services portal](#) to update previously approved language or script IDN tables.

ICANN org has also established a similar process for registry service providers to submit updated tables on behalf of one or more of its supported gTLDs. Upon completion of the IDN Tables: Update and Publish service request, ICANN org will facilitate the publication of the IDN table(s) to the [IANA Repository of IDN Practices](#).

High-Level Process



1a. Request Submission for Registry Operators

Registry operators will complete a questionnaire that gathers pertinent information about the request and supports ICANN org's review and processing. The questionnaire consists of the following:

Provide IDN Tables

- Identify the updated language and/or script, the type of table (reference LGR or not), and the new version number.
- Attach proposed IDN table files in the formats [listed above](#).
- Utilize the IDN Table Review Tool to identify potential issues with a submitted table and provide rationale for issues raised by the IDN Table Review Tool.
- See additional detail regarding [IDN Tables](#).

Describe Impacts to Current Registration (if any)

- Identify if existing registrations will be impacted by the proposed table update(s).
- If current registrations are affected, a transition plan must be provided. For details, see [Transition Plan](#).

1b. Request Submission for Registry Service Providers

Registry service providers must provide a cover letter and pertinent information about the request to support ICANN org's review and processing. The cover letter and attached spreadsheet must be completed and emailed to ICANN org at globalsupport@icann.org using the subject line, "[Name of RSP] IDN Tables: Update and Publish Request".

Cover Letter

Provide a cover letter on company letterhead, signed by an authorized signatory that attests that the registry service provider has confirmed with all impacted registry operators that ICANN can make such changes on behalf of the registry operator(s) within the IANA Repository. The letter (example in [Appendix](#)) must include:

- A list of all applicable registry operators and the TLDs subject to the change.
- Confirmation that outreach to all impacted registry operators was made.
- Details of the specific change being requested.
- Affirmation that all registry operators have agreed that it may coordinate with ICANN org to perform such updates and that no changes are required to Exhibit A.
- A confirmation that the change in table(s) will not affect existing registrations (*Note: if existing registrations will be affected, a separate request must be submitted by the RO in order to obtain a transition plan, and must be excluded from the bulk request*).

Spreadsheet of IDN Table Details

- Complete and provide a spreadsheet ([see link](#)) with requested details.

Provide IDN Tables

- Identify the updated language and/or script, the type of table (reference LGR or not), and the new version number.
- Attach proposed IDN table files in the formats [listed above](#).
- Utilize the IDN Table Review Tool to identify potential issues with a submitted table and provide rationale for issues raised by the IDN Table Review Tool.
- See additional details regarding [IDN Tables](#).

2. Completeness Check and IDN Table Review

ICANN org reviews the request to ensure the submitted information is complete and evaluates the proposed IDN tables to determine if any significant security or stability issues need to be raised with the registry operator.

3. Determination and Final Processing

ICANN org will provide an outcome of the request and, if approved, will facilitate the IDN table update(s) with IANA.

Appendix

Sample Registry Service Provider Letter

Draft Attestation Language

RE: IDN Tables: Update and Publish - Repository of IDN Practices

Dear ICANN org,

I hereby confirm that [RSP Name], as the provider of backend technical registry services for the TLDs referenced in the attached spreadsheet, has contacted all Registry Operators (ROs) for the referenced TLDs and each has agreed that [RSP Name] is authorized to coordinate the update of its IDN tables for publication on IANA's Repository of IDN Practices with ICANN org on behalf of each impacted RO.

I also confirm that no existing registrations will be affected by these updates. Separately, there are no known changes required to the Registry Agreement's Exhibit A of the referenced TLDs. Both the ROs and [RSP Name] understand that should existing registrations be affected or changes are required to a Registry Agreement's Exhibit A, those updates will not be processed as part of this bulk update.

The IDN tables referenced in the attached spreadsheet are being requested for publication pursuant to the Registry Agreement Specification 6, Section 1.4. [The changes include, optional if provided separately].

[Name]

[Title]

[ATTACH "RSP IDN TABLE UPDATE" SPREADSHEET]

Sample Fields Required in RSP IDN Table Update Spreadsheet

[Link to template](#)

Registry Operator (RO) Name	TLD(s) Subject to the Requested Update (separate w/ comma if more than one)	RO Confirmed RSP May Coordinate Update with ICANN	RO Confirmed No Change to RA Exhibit A	RO Confirmed Agreement to ICANN Facilitating Publication with IANA	RO Confirmed Current Registrations <u>will not</u> be Impacted by this Change
Example Registry Services, LLC	.example	Yes	Yes	Yes	Yes
Test Registry Services Inc.	.test	Yes	Yes	Yes	Yes

Name of Language or Script	IDN Table Type	IDN Table File Name	TLD(s) Subject to the Requested Update (separate w/ comma if more than one)
Arabic	Language	arabic_language.txt	.test, .example
Greek	Script	greek_script_table.txt	.test