

12 December 2023

To Whom It May Concern,

I am writing to inform you that ICANN [launched](#) an important new service for organizations such as yours that may require access to nonpublic domain name registration data. The Registration Data Request Service (RDRS), which became publicly available on 28 November 2023, is a free, global, one-stop shop ticketing system that will connect requestors seeking nonpublic data with the relevant ICANN-accredited registrars for generic top-level domains (gTLDs). This once public data (previously available through WHOIS databases) can include information such as a contact name, home or email address, and phone number related to a domain name.

The RDRS will simplify and standardize the request process for nonpublic data by utilizing a single platform and request form. The service will automatically identify the correct registrar for a gTLD domain name and prevent the need for requestors to complete multiple forms with varying sets of required information managed by different registrars. The RDRS will also allow requestors to conveniently access pending and past requests in one location, create new requests, flag priority requests, develop templates, provide supporting documents, and cancel requests when needed.

All communication and data disclosure between the registrar and requestor will take place outside of the system, and participating registrars are solely responsible for the decision of whether or not to disclose data according to applicable laws. Use of the RDRS is voluntary, but I'm pleased to let you know that we have strong participation from registrars already.

ICANN has a number of resources for requestors to help navigate the service and understand its benefits. These include user guides, Frequently Asked Questions, instructional videos, and flyers available at <https://www.icann.org/rdrs-en>. ICANN will also be publishing monthly reports on usage throughout the pilot period of the service, which is expected to last two years.

I appreciate your attention to this new service and ask that you share this information with the relevant stakeholders in your organization. If you have any questions about the RDRS, please don't hesitate to contact [ICANN Global Support](#).

Sincerely,



Sally Costerton
ICANN Interim CEO and President