

Building Confidence in ICANN's Operations Frequently Asked Questions (FAQs)

Global Customer Service Center

When will the Global Customer Service Center be available?

The Customer Service Center is available today, primarily supporting Applicants and Contracted parties, from our regional office in Los Angeles. We are currently implementing Customer Service Centers in our offices in Singapore and Istanbul and those offices will be in operation on or before 1 June 2015.

How can I engage one of the regional Customer Service Centers?

Today you can login to the Customer Service portal, the GDD portal or email customerservice@icann.org from anywhere, in order to reach the Customer Service team. Your inquiry will be serviced by the Customer Service Center in Los Angeles. Upon the launch of the new Customer Service centers in Singapore and Istanbul, these mechanisms will route your inquiry to the appropriate regional team based on time zone coverage.

We are adding telephone support in each of the regional offices and upon availability, phone numbers for each region will be published.

What will be the hours of operation?

The Customer Service Center will be available 5x24 Monday through Friday, in regional business hours for each of the hub offices, excluding ICANN recognized holidays. Inquiries received at a regional hub outside of regional business hours will be rerouted to an open hub office for timely servicing.

Will there be 7x24 hour support?

Not at this time. Support will be available 5x24, Monday through Friday, in regional business-hours for each of the hub offices, excluding ICANN recognized holidays. We will continue to monitor and evaluate activity and where practical, adjust operating hours to suit demand.

What languages will be supported?

During this initial phase, we are staffing to support the main languages in the region for Singapore, Istanbul and the US by 1 June 2015. In addition, we are working to expand language capabilities to support the UN languages. This will be accomplished on an incremental basis and additional language capabilities will be announced as they become available.

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New Venues for Arbitration

Which contracts will be affected by the new arbitration clause options announcement?

With effect from May 1, 2015, the arbitration clause options may be applied to the L-Root Hosting Agreements and Local (Singapore) Vendor Contracts.

Will the local arbitration options be offered to new and existing contracts?

Such options will be available to all relevant parties, but any changes to existing contracts will require a written contract amendment signed by all parties to the agreement.

Will the existing L-Root hosts need to sign a new contract, if they are also offered to alternative venue options?

Any changes to existing contracts will require a written contract amendment signed by all parties to the agreement.

Besides the three arbitration venue options, will ICANN be looking at other locations?

Exceptions to the geographical restrictions may be granted by request if, in ICANN's determination, the L-Root host has demonstrated that an alternative venue would instead provide greater convenience or both parties otherwise mutually agree.

Will this be opened up to local vendor contracts in other ICANN offices? E.g. Istanbul

ICANN already contracts with local vendors under the local terms and conditions regulating the relationship with that vendor.

Currency Options for Payment

ICANN is enabling local currency payments. Where will parties make these payments?

Payments will be issued to ICANN online, in currencies, through a third party service provider. The payments will not be received in the ICANN local hubs. More details will be shared at a later date.

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Does this require a change to the contracts and to the invoices?

There is no change required to the contract and no change to the invoices issued by ICANN, which will remain US dollar denominated. This is simply an option offered to make a payment in a different currency than the US dollar.

What if ICANN receives a lower amount than the invoice amount?

The option offered lets ICANN receive the US dollar amount of the invoice. The transaction is structured as follows:

- The contracted party issues a payment in currency
- The intermediary service provider (financial institution) receives the currency payment and converts it in the US dollar
- The intermediary service provider transfers to ICANN the US dollar amount after conversion.

When is the expected start date?

We need to first finalize the choice of the vendor that we will retain to support this service, which should happen in the next few weeks. We expect to effectively implement this option from May 1, 2015 onwards.

Can you share which are the vendors that you are considering?

To preserve negotiation leverage, we are not sharing the shortlist of vendors at this stage.

Will this arrangement be made available to all countries and all currencies?

The initial phase is likely to include over 30 different currencies for wire payments and additional ones for credit card payments. We will have more details when we finalize the selection of the service provider over the next few weeks.

Can this option be applied to existing contracts or is this for new agreements only?

This will be available independently of the date of contracting and available to any contracted party that makes a payment to ICANN.

Will contracted parties need to sign a new contract to reflect the local currency payment arrangement?

No contract amendment will be necessary.

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Will there be any additional transactional fees that local contracted parties have to bear?

Today, contracted parties outside of the US incur fees in order to issue a USD payment to ICANN. Under this option, it is possible that the contracted party making the payment to ICANN will incur less fees than it would otherwise. This is however dependent upon the relevant countries and commercial relationships between the contracted parties and their banks.

ICANN will not impose any additional fee for this payment option.

How will the currency conversion rate be determined? Who will determine this? Will this be a fixed rate that will be agreed upon on the agreement?

The conversion rate will be determined by the vendor that ICANN is in the process of choosing. The vendor will base the conversion rate on the inter-banking currency exchange rates available at the time of the transaction.