

# ccTLD ICANN Billing Overview & Frequently Asked Questions (FAQ)

[Subject]

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## I. Introduction

This document provides an overview of ICANN organization's billing processes related to ccTLD contributions, the timeline of that process and ICANN points of contact. The document also provides answers to frequently asked questions regarding invoicing and processing of payments for ccTLD contributions.

To learn more about ccTLDs, please visit [ccnso.icann.org](https://ccnso.icann.org).

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## II. ccNSO Guideline for Voluntary Contributions of ccTLDs to ICANN

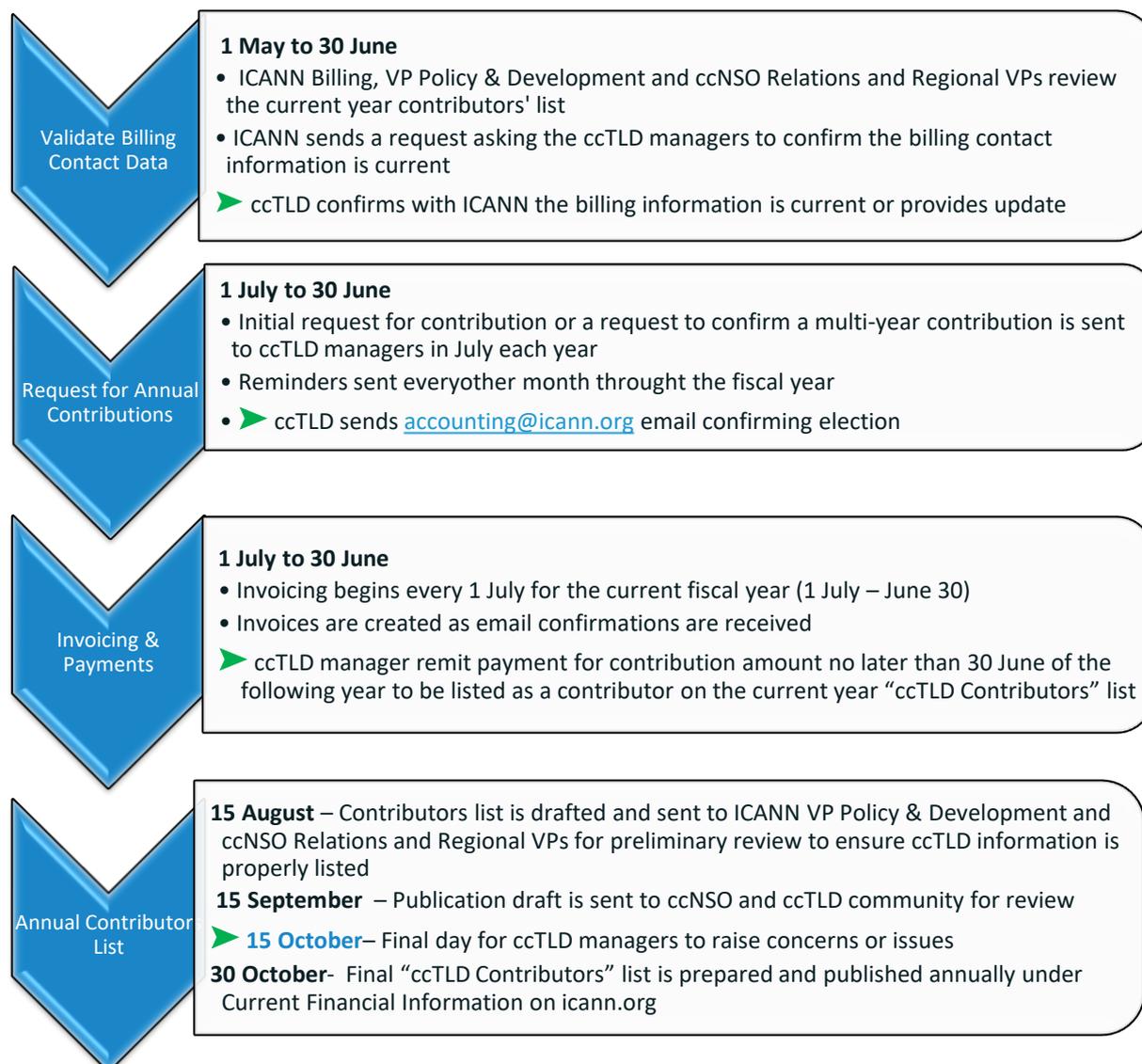
The ccNSO Guideline for Voluntary Contributions of ccTLDs to ICANN was developed by the [ccNSO Finance Working Group](#) and adopted in 2013 by the ccNSO.

The purposes of the ccNSO Guideline for Voluntary Contributions of ccTLDs to ICANN org is to assist ccTLD managers to select a contribution amount, or to assist ccTLD managers in calculating a voluntary annual contribution. It is important to emphasize that this is a guideline to ccTLD managers, and assumes contributions are voluntary.

If a ccTLD manager wishes to contribute to the funding of ICANN org it can look to the recommended self-select “banded model” for voluntary contributions to ICANN. Please see [“Guideline for Voluntary Contributions of ccTLDs to ICANN”](#) for more information.

## Billing Process Overview

### III. Billing Activities and Annual Timeline



## 1. Validating the Billing Contact Data

### A. REVIEW EXISTING BILLING CONTACT INFORMATION

ICANN org regularly reviews billing contact information throughout the year. ccTLD managers are encouraged to inform ICANN org of any billing contact changes as soon as possible by emailing [accounting@icann.org](mailto:accounting@icann.org) with the full name and email address of the billing contact.

### B. CONFIRMING THE BILLING CONTACT INFORMATION WITH THE CCTLD MANAGERS

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In June of each year, ICANN org confirms billing contact information with ccTLD managers prior to sending the initial request for contribution, to ensure all billing contact information is up to date.

Please email [accounting@icann.org](mailto:accounting@icann.org) if the information has changed.

## 2. ccTLD Annual Request for Contribution and Follow-ups

### A. INITIAL REQUEST FOR CONTRIBUTION

In July each year ICANN org sends a request by email to all ccTLD managers for voluntary contributions or to confirm the contribution election.

Additionally, if a ccTLD manager elected to contribute for multiple years at a fixed amount, ICANN org will confirm the amount prior to each fiscal year to ensure accuracy before sending the invoice.

### B. FOLLOW-UP REQUEST FOR CONTRIBUTION

ICANN org will send reminders every other month throughout the fiscal year to ensure all ccTLD managers that wish to support ICANN org have received notification during the current fiscal year.

## 3. Invoicing & Payments

### A. INVOICING THE ANNUAL CONTRIBUTION

ICANN org prepares invoices once confirmation of the elected contribution amount is received to ensure proper maintenance and tracking of these funds. Invoices are sent by email to the billing contacts on record, or by postal mail and email if requested.

Invoicing occurs throughout the year; however, the contribution must be paid prior to 30 June each year for the contribution to appear on that year's "ccTLD Contributions" list.

A ccTLD manager may contribute for prior years by sending an email detailing the contribution amount by contribution year and remitting payment no later than 30 June each year. The "ccTLD Contributions" list will be updated to reflect these amounts provided that the corresponding payment is received by the deadline date.

### B. PAYMENT NOTIFICATION

When remitting payment, ccTLD managers should make sure to list their country code and ICANN org invoice number on the wire transfer notification for quick handling of the contribution. ccTLD managers should also send an email notifying [accounting@icann.org](mailto:accounting@icann.org) that the contribution has been sent.

Upon request, ICANN Billing will confirm that the payment for the ccTLD contribution has been received.

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## 4. Annual ccTLD Contributors List (Publication & Deadlines)

ICANN Billing prepares the current year's "ccTLD Contribution" list in draft format and sends the draft document to the Regional Engagement VPs, and to the ccNSO and ccTLD community for review. This allows the groups an opportunity to review the document and raise any concerns prior to ICANN org finalizing the document for publication on icann.org in mid-October of each year. See below for more information.

### A. PAYMENT NOTIFICATION

The "ccTLD Contributors" list is drafted by 15 August and submitted to the ICANN VP of Policy Development & ccNSO Relations and Regional Engagement VPs for review. The VPs review the document through 15 September and then forward the document to the ccNSO and ccTLD community for review. The ccNSO and ccTLD community reviews the document through 15 October.

### B. CCTLD CONTRIBUTORS - DRAFT

The final "ccTLD Contributors" list is published on the [Current Financial Information](#) page on icann.org by 31 October after any concerns raised during the drafting process have been resolved. Concerns should be raised by 15 October via email to [accounting@icann.org](mailto:accounting@icann.org).

### C. CCTLD CONTRIBUTORS - FINAL

The "ccTLD Contributions" list is prepared annually following ICANN's fiscal year-end of 30 June. This helps ensure all contributions invoiced and paid in the current year have been listed on the "ccTLD Contributions" list and reconcile to the total amount reported in our annual financial reports.

### IV. Frequently Asked Questions (FAQ)

#### 1. Annual Contributions

Where can the ccNSO Guideline for Voluntary Contributions of ccTLDs to ICANN or the recommended contribution tiers be found?

The “ccNSO Guideline for Voluntary Contributions of ccTLDs to ICANN,” including recommended tiers, can be found on the [Quick Links index of the ccnso.icann.org website](#).

When does ICANN bill the current year contribution?

Current year contributions are billed during our fiscal year which begins 1 July and ends 30 June the following year.

How much should our ccTLD contribution be?

Please see the [Guideline for Voluntary Contributions of ccTLDs to ICANN for](#) assistance with calculating your contribution. It is important to emphasize that this is a guideline to ccTLD managers, and it does not contemplate that financial contributions would be mandatory. It is recommended that when a ccTLD manager wishes to contribute to the funding of ICANN org it should do so using the recommended self-select “banded model” for ccTLD voluntary contributions to ICANN.

Do I need to confirm the contribution amount each year?

ICANN recommends that ccTLD managers confirm their voluntary contribution amount and billing information each year to make sure the information is up to date. ICANN org will send a request to confirm this information prior to the initial request for contribution.

How does a ccTLD manager inform ICANN that it wishes to contribute if it has not received a reminder or an invoice?

Please send contribution elections to [accounting@icann.org](mailto:accounting@icann.org). Please include the ccTLD manager’s most recent contact information with the contribution amount so ICANN can update its records if the contact information has changed.

If a ccTLD manager decides not to contribute for the fiscal year but has already received an invoice, who at ICANN is contacted?

Please contact [accounting@icann.org](mailto:accounting@icann.org) so the invoice can be closed.

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## Is it possible to make contributions for previous years?

Yes. To make contributions for previous years, a ccTLD manager should send an email to [accounting@icann.org](mailto:accounting@icann.org) confirming the amount and year it wishes to contribute towards. The payment must be received no later than 30 June of the current fiscal year. ICANN Billing will update the “ccTLD Contributions” list for the relevant fiscal year to reflect the amount paid under the contribution year designated in the ccTLD manager’s email.

## If a ccTLD manager know that it wants to make the same contributions annually can it schedule payments in advance?

Yes. A ccTLD manager may elect to contribute the same amount for multiple years by sending an email to [accounting@icann.org](mailto:accounting@icann.org) indicating the desired contribution for the current year as well as future years.

Each year ICANN org will confirm the amount, which will be reflected on the invoice sent to the ccTLD manager, to ensure the amount and billing contact information is correct.

## 2. Invoicing & Payments to ICANN

### Who should a ccTLD manager contact if it has a billing related question?

Please email [accounting@icann.org](mailto:accounting@icann.org) for any billing related questions. ICANN org recommends that the ccTLD manager copy ICANN’s Regional Vice President of Stakeholder Engagement on these requests. Please visit the [Global Stakeholder Engagement](#) page on [icann.org](https://icann.org) for a list of contacts by region.

### When should a ccTLD manager remit its contribution?

ICANN org recommends that the ccTLD manager remit payment within 30 days from the invoice date and prior to the annual deadline for publication, 30 June of each year. The due date is always listed on the ICANN invoice for the ccTLD manager’s convenience.

### Is there a final payment date for each contribution year?

Contributions must be received by 30 June each fiscal year to be recognized in the annual “ccTLD Contributor” list. Payments received following 30 June will be recognized in the following year’s report under the contribution year designated in your request to be invoiced.

### What forms of payment does ICANN org accept?

ICANN org prefers wire transfer or ACH transfer. ICANN org includes payment instructions on all invoices. For additional information on payments, please visit the [Instructions for Payment to ICANN](#) page on [icann.org](https://icann.org).

Please include the contribution amount, invoice number, country code and ICANN customer account number if available. Please also send an email notifying [accounting@icann.org](mailto:accounting@icann.org) that the contribution

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has been sent. ICANN Billing will confirm that payment for the contribution has been received if requested.

## How does a ccTLD manager request its invoice to be sent via email, postal mail or both?

Invoices are sent by email. If delivery by postal mail is also required, ccTLD managers should request this when sending its annual contribution election to [accounting@icann.org](mailto:accounting@icann.org). ICANN org recommends using both delivery methods when postal mail is required to expedite the accounting process of sending the contribution prior to the 30 June deadline.

## Where can ICANN's Tax Residency Certificate be found?

Please see the "[Tax Residency Certificate and Other Tax Related Documents](#)" page to download these documents.

If a ccTLD manager is unable to locate these documents, requires other forms or has questions regarding ICANN's Tax Residency Certificate, please email [accounting@icann.org](mailto:accounting@icann.org).

## 3. Publication of Annual Contribution Report & Deadlines

The annual "ccTLD Contribution" report is prepared and published on the ICANN website to present the annual contributions received by ICANN from the ccTLD managers for each fiscal year. Please see the "[Current Financial Information](#)" page on [icann.org](http://icann.org) for the annual report.

## What does the asterisks next to the "Country/Region" field on the annual publication indicate?

If the annual publication denotes a ccTLD manager with \*\* in the Country/Region field, that indicates that the ccTLD manager has confirmed a contribution, but payment was not received by 30 June publication deadline.

## How does a ccTLD manager report a discrepancy on the ccTLD Contributors List?

ccTLD managers should email [accounting@icann.org](mailto:accounting@icann.org) at its earliest convenience with details of the discrepancy.

## Who reviews the ccTLD Contributors list prior to publication?

ICANN's VP of Policy Development & ccNSO Relations and the Regional Engagement VPs review the ccTLD Contributors list prior to publication. It is also shared with the ccNSO and ccTLD community. This allows these groups an opportunity to review the document and raise any concerns prior to finalizing the document for publication to [icann.org](http://icann.org) in mid-October of each year.

## 4. Billing Contact Information

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## Who does ICANN contact at the ccTLD manager regarding a ccTLD contribution?

ICANN Billing sends all communication through email to the billing contact provided by the ccTLD manager. The billing contact is typically a principal, treasurer or appointed director.

## How does a ccTLD manager update its billing contact information?

Billing contact information can be updated by email. This information should be sent to [accounting@icann.org](mailto:accounting@icann.org) and should include the country code and ICANN customer account number located on previous invoices or accounting statements, if available.

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## V. ICANN Contacts

### 1. Billing and Accounts Receivable Department

Please email any billing contact updates, requests for invoicing, or confirmation of an annual contribution to: [accounting@icann.org](mailto:accounting@icann.org)

Billing Team Members

- Cecibel Izaguirre, Manager, Billing and Accounts Receivable
- Daniel Stephens
- Sandra Espinoza
  
- Becky Nash, VP Finance, Finance and Procurement

### 2. Resources for Other ccTLD Related Matters

Please contact ICANN's Regional Vice President of Stakeholder Engagement or the ccNSO secretariat using the following links.

Stakeholder Engagement contacts:

Please visit the [Global Stakeholder Engagement](#) page on [icann.org](http://icann.org) for a list of contacts by region.

ccNSO Links

Secretariat email: [cnsossecretariat@icann.org](mailto:cnsossecretariat@icann.org)

Website: [ccnso.icann.org](http://ccnso.icann.org)

Non-billing related [FAQs](#): <https://ccnso.icann.org/en/about/faqs.htm>



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