

Registry Operator Billing Frequently Asked Questions (FAQ)

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I. Introduction

The Billing Frequently Asked Questions (FAQ) document provides answers to commonly asked questions regarding the billing and invoicing processes for registry operators.

For any questions, please contact ICANN Global Support: globalsupport@icann.org

II. General Information

Will I receive an invoice?

An invoice will be sent via postal mail to the mailing address on record for the primary billing contact on record in the [Naming Services portal](#). Invoices may be sent via email, upon request. If you would like to receive an electronic copy via email, please have a credentialed Naming Services portal user submit a general inquiry case. To learn more about credentialed users, please see the [Naming Services portal User's Guide](#).

What is the normal billing cycle?

The ICANN organization issues invoices on the last day of the following month for each quarter. **Example:** Q1 billing ends 31 March, therefore an invoice will be issued on 30 April.

The ICANN organizations quarterly reporting cycles and expected invoicing dates are as follows:

Quarter End Dates	Invoice Dates
Q1: 31 March	30 April
Q2: 30 June	31 July
Q3: 30 September	31 October
Q4: 31 December	31 January

What are the invoice payment terms?

The settlement terms are strictly 30 days from date of invoice. If payment has not been received by the due date, your account will be referred to collections and/or ICANN Contractual Compliance.

What forms of payment are accepted?

The ICANN organization accepts a variety of payment alternatives, including Automated Clearing House (ACH), wire transfers and credit card (Visa, MasterCard, Discover and American Express).

How do I confirm the ICANN organization's bank account for ACH/wire transfers?

To ensure your payment has been sent to the correct bank account, **please review the banking information on the invoice** as it may have changed from previously issued invoices.

How do I update my billing information?

Credentialed Naming Services portal user may make updates to billing information for their account(s). To learn more about credentialed users, please see the [Naming Services portal User's Guide](#). For additional assistance, please submit a general inquiry case in portal or email globalsupport@icann.org.

Who do I contact if I have questions regarding my invoice?

For all questions pertaining to an invoice, please have a credentialed Naming Services portal user submit a general inquiry case. To learn more about credentialed users, please see the [Naming Services portal User's Guide](#). Alternatively, an email may be sent to ICANN Global Support: globalsupport@icann.org.

What action is required if I receive a Credit Memo?

The ICANN organization may issue Credit Memos from time to time in the event there is a credit balance on your account. These memos are provided for your record keeping and may be applied against your next invoice.

How should I submit vendor forms (e.g. W-9)?

To submit vendor form requests, please have a credentialed Naming Services portal user submit a general inquiry case. To learn more about credentialed users, please see the [Naming Services portal User's Guide](#). Alternatively, an email may be sent to ICANN Global Support: globalsupport@icann.org.

Upon completion of the required form(s), ICANN Finance will mail or email the signed document to the requested Accounts Payable Department. Please note the approval process may take longer than two (2) business days.

Who do I contact if I have additional questions?

Please have a credentialed Naming Services portal user submit a general inquiry case or email ICANN Global Support: globalsupport@icann.org

III. Fees

What are the common fees I will see on my invoice?

While there are several types of fees you will see on your invoice, three of the more common fees to be aware of are listed below:

- ⦿ **Rights Protection Mechanism (RPM) Access Fee** – per [Article 6 Section 6.4 of the Registry Agreement](#), registry operators shall pay a *one-time* fee equal to US\$5,000 for access to and use of the Trademark Clearinghouse
- ⦿ **Registry-Level Fee** – per Article 6 Section 6.1 of the Registry Agreement, the registry operator shall pay the registry fixed fee of US\$6,250 per calendar quarter. This fee will appear on your quarterly invoice.
- ⦿ **Registry-Level Transaction Fee** – per Article 6 Section 6.1 of the Registry Agreement, the registry-level transaction fee will be equal to the number of annual increments of an initial or renewal domain name registration, during the applicable calendar quarter multiplied by US\$0.25; provided, that the registry-level transaction fee shall not apply until and unless more than 50,000 Transactions have occurred in the TLD during any calendar quarter or any consecutive four calendar quarter period. This fee will also appear on your quarterly invoice. Please reference Article 6 Section 6.1 of the Registry Agreement for additional information.

Why are the fixed fees on my invoice less than the amount defined in the Registry Agreement?

Per Article 6 Section 6.1 of the Registry Agreement, the registry operator shall pay ICANN a registry-level fee equal to the registry fixed fee of US\$6,250 per calendar quarter. The first quarterly payment of the registry-level fixed fee is prorated based on the number of calendar days between the delegation date and the end of the calendar quarter in which the delegation date falls.

Example: The quarter ending 30 June 2015 had 91 calendar days. If your delegation date fell in the quarter ending 30 June 2015, a proration had been calculated per the example below:

- ⦿ Delegation date – 21 April 2015
- ⦿ Quarter ending 30 June 2015 had 91 calendar days
- ⦿ Fixed fee per quarter \$6,250
- ⦿ From delegation day of 21 April 2015 to 30 June 2015 is 71 days
- ⦿ $\$6,250$ (quarterly fee) / 91 (days in the quarter) * 71 (days delegated in the quarter) = $\$4,876.37$
- ⦿ Invoice would be issued for prorated amount of $\$4,876.37$

I'm still unclear on how registry-level transaction fees are calculated. Are there detailed examples you can provide?

Determining how much and when you will be invoiced for transaction fees is a common question. Please see the three scenarios below for additional insight:

Scenario 1	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	40,000	20,000	10,000	10,000	5,000
4 Quarter Cumulative	40,000	60,000	70,000	80,000	45,000
Rate Applied	\$0	\$0.25	\$0.25	\$0.25	\$0
Amount Invoiced	\$0	\$5,000	\$2,500	\$2,500	\$0
The FY15-Q2 rate increased to \$0.25 because the threshold had been met, the rate was applied to all the transactions in this quarter (20,000).					
The FY16-Q1 rate dropped back to \$0 because the 4-quarter cumulative "look back" dropped below the 50,000 threshold. "Look back" is defined as a 4-quarter cumulative review of transactions added.					

Scenario 2	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	60,000	50,000	65,000	40,000	50,000
4 Quarter Cumulative	60,000	110,000	175,000	215,000	205,000
Rate Applied	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
Amount Invoiced	\$15,000	\$12,500	\$16,250	\$10,000	\$12,500
The threshold was met in FY15-Q1 and at these high transaction quantities they may never drop below the threshold.					

Scenario 3	FY15-Q1	FY15-Q2	FY15-Q3	FY15-Q4	FY16-Q1
Transactions*	1,000	1,500	8,000	4,000	3,000
4 Quarter Cumulative	1,000	2,500	10,500	14,500	16,500
Rate Applied	\$0	\$0	\$0	\$0	\$0
Amount Invoiced	\$0	\$0	\$0	\$0	\$0
The threshold was never met and at these transaction rates they may never meet it.					

Transactions* are defined as the number of adds/renewals multiplied by the number of years.

- ⦿ 1-year-add or renewal is considered 1 transaction
- ⦿ 10-year-add or renewal is considered 10 transactions

Example: If you sell (5) 1-year-adds and (10) 10-year-adds, this would be a total of 105 transactions

Where can I get more information about fees?

Please refer to [Article 6 of the Registry Agreement](#).

