

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 on the generic top-level domain (gTLD) Base Registry Agreement. Registry operators not on the gTLD Base Registry Agreement may have slightly different language and references.

For any questions, please contact ICANN Global Support at globalsupport@icann.org, or have a credentialed [Naming Services portal \(NSp\)](#) user submit a general inquiry case.

To learn more about Naming Services portal credentialed users, please see [the Naming Services portal User Guide](#) on icann.org.

II. Invoices and Billing

How does ICANN deliver invoices?

ICANN organization (ICANN org) delivers quarterly invoices by email. Invoices may also be delivered by postal mail to the billing address designated in the [Naming Services portal](#) if requested by the registry operator.

How do I update my invoice delivery preferences?

Invoice delivery preferences are managed in the Naming Services portal and can be updated by a credentialed user for your account. For instructions on how to update these preferences, please refer to Section 4.2 of the [ICANN Naming Services portal User Guide for Registries](#).

To whom does ICANN deliver invoices?

ICANN org emails invoices to the registry operator's primary and secondary billing contacts (if the secondary contact and email address are provided). Primary billing contact information is required. Invoices delivered by postal mail are sent to the billing address designated in the Naming Services portal.

How do I update my billing information?

Credentialed Naming Services portal users may request updates to billing information for their account(s) by submitting a general inquiry case in the [Naming Services portal](#) or by sending an email to globalsupport@icann.org.

Can I have more than one person in my organization receive invoices?

Yes. A credentialed Naming Services portal user can indicate both a primary and secondary billing contact by opening a general inquiry case in the [Naming Services portal](#) or by sending an email to globalsupport@icann.org. However, if you have more than two invoice recipients, we recommend that you create a distribution list or group email account, which can be managed within your organization and used as the secondary billing contact.

What is the normal billing cycle?

ICANN org delivers invoices for each quarter by the last day of the following month, dated on the last day of the month. Payment is due 30 days from the date of the invoice.

Example: Quarter 1 (Q1) billing ends 31 March, therefore an invoice will be issued by 30 April.

ICANN org's quarterly reporting cycles and expected invoicing dates are as follows:

Quarterly Billing Period	Invoice Dates	Due Dates
Q1: 1 January-31 March	30 April	30 May
Q2: 1 April-30 June	31 July	30 August
Q3: 1 July-30 September	31 October	30 November
Q4: 1 October-31 December	31 January	2 March

*During a leap year, Q4 due dates will be 1 March.

For additional information on variable fees, please refer to [VI. Registry Operator Fees](#).

III. Payments to ICANN

What are the invoice payment terms?

Payment terms, or the dates on which invoiced fees are due to ICANN org, are strictly 30 days from the invoice date. Payment must be received by ICANN org no later than 30 days from the invoice date to be considered timely. If payment is not received by the due date, the account may be referred to ICANN Contractual Compliance. Please refer to the Base gTLD Registry Agreement, [Article 6.1\(b\)](#) for the contractual requirements related to payment of fees.

For a complete overview of the ICANN invoice-to-payment process please review the process flowchart included in [VII. Appendix - Flowcharts](#).

How do I know when an invoice's fees are due?

All invoices show the payment due date in the upper right-hand corner of the invoice and all due dates are 30 days from the date of the invoice, per Section 6.1(b) of the Registry Agreement. See example below.

**Internet Corporation for
Assigned Names and Numbers**
12025 Waterfront Drive Suite 300
Los Angeles, CA 90094-2536
USA
Email: globalsupport@ICANN.org
Tax #: 95-4712218



Page: 1
Invoice Number: **000000000**
Invoice Date: 07/31/2018
Due Date: 08/30/2018
Customer #: ABC000000
Customer PO #:

INVOICE Quarter Ending June 2018

Are my wire fees included in my invoice?

No. Wire fees are established by and payable to your bank directly and are not included in your invoice. Please ensure you pay the full amount due to ICANN without deductions or withholdings.

What forms of payment does ICANN accept?

ICANN org's preferred payment methods are Automated Clearing House (ACH) or wire transfer, as they are the most secure, expeditious, and traceable. Payments can also be made by check in USD (U.S. dollars) and credit card (Visa, MasterCard, Discover, and American Express).

Other third-party money transfer services can be used for transferring payments to ICANN provided the deposit is to the ICANN bank account listed on the ICANN invoice. If a third-party service is used, please ensure the remittance advice includes your ICANN account number and invoice number so that payment can be applied accurately to your invoice.

For detailed payment instructions, please visit the [Instructions for Payment to ICANN](#) page on icann.org. There are also payment instructions on each invoice.

What currency does ICANN accept for invoice payments?

All payments are required to be made to ICANN org in USD (U.S. dollars) or converted into U.S. currency for the full amount due to ICANN without deductions or withholdings.

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

Payment instructions are provided on every invoice. Please review the banking information in the Payment Instructions section located at the bottom of the first page of the invoice, as it may be different from previously issued invoices. See example below.

Payment Instructions

Please remit the total due shown above, denominated in United States currency, to the Internet Corporation for Assigned Names and Numbers (ICANN) at the address given above.

The fee is payable by check, money order, credit card (for invoices up to \$20,000) or wire transfer/ACH. Information on payment by credit card can found at <http://www.icann.org/financials/payments.htm>.

Information for **wire transfers** to ICANN account:

Account Number:	#####
U.S. Routing number:	#####
International SWIFT Account:	MRMDUS33
Branch address:	HSBC BANK TORRANCE, CA 90503, USA

Information for **ACH transfers** to ICANN account:

Account Number:	#####
U.S. Routing number:	#####
Branch address:	HSBC BANK TORRANCE, CA 90503, USA

When making payments please provide the invoice number and customer number as a reference. When paying by Wire or ACH transfer, please send an e-mail to accounting@icann.org with the customer detail and transfer banking information.

For full instructions on payments to ICANN, please visit the [Instructions For Payment to ICANN](#) page on icann.org.

What happens if my credit card is declined?

ICANN Accounting will notify the payor when a credit card is declined. If the payor requests and confirms that the charge will be successful, ICANN Accounting will attempt to charge the same credit card again on the next business day. Alternative methods of payment may be submitted following notice that your credit card was declined.

How can I ensure ICANN applies my payment and credit memos as I intended?

Payments and credit memos are applied based on the payment instructions received by ICANN from the registry operator. To ensure payments and credit memos are applied as intended, including payments for multiple invoices, please send a detailed list of all invoices to which each payment and/or credit memo(s) should apply. Please include the registry operator Customer Number from your invoice along with details on the amount to be applied per invoice and invoice number(s). Please email this information in an excel file to accounting@icann.org.

What information should be included with payments issued by my consultant or other third party?

If a third party or consultant is making a payment for the registry operator, please provide detailed payment instructions to accounting@icann.org once the payment is initiated. The instructions should include the name of the consultant or third party making the payment, the TLD(s), the Customer Number(s) and Invoice Number(s) with details for how the payments should be applied.

ICANN asked me to provide a bank receipt as proof of payment. What is a bank receipt?

A bank receipt (SWIFT confirmation or debit advice) is a confirmation document indicating that the wire transfer or ACH was sent successfully and includes the transaction number. If the transaction is international, the bank receipt will also include a SWIFT code. Your bank can provide the bank receipt which may also be available through your online banking application. Bank receipt formats vary from bank to bank. Be sure that the receipt includes the value date of the wire (this is the date your bank will initiate the payment transfer), wire amount, currency, payee, payor, beneficiary, and operating bank accounts. See below for a sample bank receipt.

Bank Name		
Bank Address		
Bank Telephone		
<u>Settlement Debit Advice (Sample Document)</u>		
Debit Account Number:		Transaction Date:
Debit Name:		
Beneficiary Account Number:		
Account Beneficiary:		
Currency Type:		
Draft Number:		Business Reference Number:
Remitter's Account Number:		Cheque Number:
Remitter's Name:		
Debit Card Number:		
Amount :	Currency USD	
Transfer Buying Rate:		Transfer Selling Rate:
Base Buying Rate:		Base Selling Rate:

How do I confirm a payment I sent to ICANN has been received?

Payment notifications are sent by email to the billing contacts provided in the Naming Services portal each business day after payments for that day have been created in the accounting system. You should expect to receive a notice for each business day payments are processed by ICANN from your organization. If multiple payments are processed on the same day, multiple notices may be received by your organization. This payment notification will include the method of payment, date the payment was received, the amount of the payment, and how the payment was applied.

Payment notifications are generally sent within five (5) business days after the payment has been made depending on the payment method. If you have not received a payment notification

within five (5) business days of remitting payment, please contact accounting@icann.org to confirm the payment details.

Why was a payment I recently sent to ICANN not applied to my account?

The most common reason a payment is not applied to an account is because ICANN org did not receive sufficient information to identify the account or the invoice (see prior question). The payment attempt may also not have been successful. Please confirm your payment was successful with your issuing bank and provide a bank receipt to accounting@icann.org.

What is a statement and why does ICANN send statements?

Account statements contain information reflecting the current status of a registry operator's account with ICANN org, including all outstanding invoice numbers, their due dates, any recent credits or payments, and the balance due per invoice. ICANN org sends statements periodically to notify registry operators of their account balance.

How do I obtain forms to process ICANN as a vendor in our system?

To obtain vendor forms, please have a credentialed [Naming Services portal](#) user submit a general inquiry case or contact globalsupport@icann.org. ICANN Accounting will provide its Vendor/Supplier Information Form, W9 Form, and Bank Account Information Form. In order to ensure accurate and efficient communication of this information, ICANN Accounting does not accept or complete vendor information forms provided by outside parties. Please submit your request well in advance of any invoice due date to ensure timely payment.

How do I provide purchase order information to ICANN?

If your payment process requires a purchase order, a credentialed Naming Services portal user can submit a case that includes the purchase order (PO) information via general inquiry case or by sending an email to globalsupport@icann.org. The PO document should include the PO number(s), PO amount(s), and the PO effective date(s).

The PO should be current and submitted at least one quarter in advance of billing. The PO number provided will appear on all invoices until the ICANN org is notified that the number should be changed or removed. Additionally, if a quotation is needed for a specific period, that request should also be submitted via the [Naming Service portal](#).

How do I request a Tax Residency Certificate (TRC) or other tax forms?

Several tax forms can be found on the [ICANN Billing and Payments](#) page on icann.org. To request any tax or payment-related forms not available on icann.org, please have a credentialed Naming Services portal user submit a general inquiry case or contact globalsupport@icann.org. Receipt of the TRC or other tax forms is not a contingency for making timely payments to ICANN. Per the Registry Agreement Article 6.1(b), payments are due 30 days from the invoice date in whole and without deductions.

How long does it take ICANN to process payments by check?

ICANN org processes United States domestic checks within three (3) business days of receiving payment. International checks must be written in USD (U.S. dollars) typically take between seven (7) to ten (10) business days to process from the date ICANN org receives the payment.

IV. Past Due Invoices

What happens if I am unable to pay my ICANN fees by the invoice due date?

Past due fees are a breach of the Registry Agreement. Accounts with past due amounts are sent past due fees notices from ICANN Accounting and can be escalated to ICANN Contractual Compliance or other resources for resolution. Late fees apply per Article 6, Section 6.6 of the Registry Agreement. Please refer to the [ICANN Contractual Compliance Approach and Process](#) on icann.org for additional information. If past due fees remain unpaid, the Registry Agreement may be terminated.

For a complete overview of the ICANN invoice-to-payment process please review the process flowchart included in [VII. Appendix - Flowcharts](#).

What does ICANN need as proof that an invoice has already been paid?

If you paid by wire transfer or ACH, please instruct your accounting department to email accounting@icann.org a copy of the bank confirmation (SWIFT confirmation, bank receipt or debit advice) document, which includes the transaction number, date, amount credited to the ICANN org's bank account, and the beneficiary account information.

If you paid by check, please instruct your accounting department to email a copy of the front and back of the cleared check to accounting@icann.org along with the customer number(s), invoice number(s), and the amount paid for each invoice included in the check payment.

If you paid by credit card, please submit the credit card statement displaying the charge made by ICANN.

How does ICANN notify me of past due invoices?

All accounts with past due amounts are notified by email. Notices are sent to the primary and secondary billing contacts indicated in the [Naming Services portal](#). The registry primary contact, as well as any other registry operator contacts, will be notified if ICANN is unable to resolve the past due amounts with the primary or secondary billing contacts.

For a complete overview of the ICANN invoice-to-payment process please review the process flowchart included in [VII. Appendix - Flowcharts](#).

V. Billing Adjustments and Credits

What is a credit memo and why did I receive one?

A credit memo is a notification that ICANN org issues regarding adjustments or revisions that have decreased your existing account balance. Credit memos may be issued for billing adjustments submitted by the registry operator or by ICANN org (see question below regarding the adjustment invoices). Credit memo emails are sent as credits occur and include a note explaining the reason for the credit. Credit memos are reflected on account statements until they are applied to an open invoice.

How are credit memos applied or refunded?

ICANN org applies credit memos per the instructions provided by the registry operator. Credit memos will remain unapplied to the registry operator's account until instructions are provided. Credit memos may be used to reduce the amount due on any outstanding invoice(s) when remitting payment. Please have your accounting department include your credit memo number(s) and invoice number(s) on the payment notification or remittance advice for ICANN org along with details for how the credit memo(s) should be applied. The total amount paid should equal the total of all invoices and credits for which the payment is intended to apply. Refunds of credit amounts or overpayments can be issued if there is no outstanding balance on the account. Please contact globalsupport@icann.org for the required forms to request a refund.

Under what circumstances would I receive an adjustment invoice or an adjustment credit memo?

Adjustment invoices and adjustment credit memos are based on additional or updated transaction reporting by registry operators to ICANN org since the close of one or more prior billing periods. Adjustment invoices and adjustment credit memos reflect the net difference between the transactions previously invoiced and newly reported transactions.

Registry operators may provide corrections of previously reported transaction data at any time. Adjustment credit memos may be issued at any time to provide the most accurate and up-to-date billing. Adjustment invoices are not issued during the regular quarterly billing cycle. Timing for issuing these invoices is based on when the registry operator updates and resubmits the Per-Registrar Transaction Reports to the Registry Reporting Interface (RRI).

For additional information on how to request an adjustment to your invoice due to errors in your per Registrar Transaction Report(s), please refer to the question-and-answer item below.

How do I request an invoice adjustment if there was an error in my registry's Per-Registrar Transaction Report(s) to ICANN?

Per Article 2, [Section 2.4](#) of the Registry Agreement, monthly reports are due within twenty (20) calendar days following the end of each calendar month. If you have already submitted your monthly Per-Registrar Transaction Report(s) to ICANN but have found an error for a previously billed period and you need to request an adjustment to the report(s) and your invoice(s), please take the following steps:

1. A credentialed user should submit a general inquiry case in the [Naming Services portal](#) and include a general description of what caused the error, the months affected by the error, the number of registrars affected, and how the error will be mitigated in the future.
2. For each affected month and Per-Registrar Transaction report, provide a financial impact summary statement that includes what the registry operator and registrars were originally billed for that month compared to the new billable values for the adjusted Per-Registrar Transaction reports you will submit for item 3 below. Please include the total domains indicated in data field #3 of the per Registrar Transaction report in your summaries for each as well (see sample below).

TLD	YYYY-MM	Previous Total Domains	Total Invoiced Amount for Previously Submitted Registry Monthly Transactions	Total Invoiced Amount for Previously Submitted Registrar Monthly Transactions	New Total Domains	New Invoice Amount for Registry Monthly Transactions	New Invoice Amount for Registrar Monthly Transactions
.TESTTLD1	2020-08	450	\$125 (500 x \$0.25)	\$90 (500 x \$0.18)	420	\$117.50 (470 x \$0.25)	\$84.60 (470 x \$0.18)
.TESTTLD2	2020-09	425	\$100 (400 X \$0.25)	\$72 (400 x \$0.18)	405	\$95 (380 x \$0.25)	\$68.40 (380 x \$0.18)

3. Attach the updated monthly Per-Registrar Transaction Report(s), which if approved, will be re-uploaded to the Registry Reporting Interface (RRI). Please review [Specification 3](#), Section 1 of the Registry Agreement to ensure that the updated report data is reflected correctly and in the appropriate data fields.
4. We encourage you to notify all registrars affected by your billing adjustment request so they are aware of any pending credits or additional invoices they may receive.

Please note that ICANN must review and approve your request for a Per-Registrar Transaction and/or billing adjustment. Registry operators may be subject to an audit if they submit adjustment requests frequently (e.g., more than once a year) or if they have under-reported transactions as described in [Section 2.11\(b\)](#) of the Registry Agreement.

One of my registrar partners requested an extraordinary circumstance exemption for the Add-Grace Period (AGP) deletions. What do I need to do?

To learn more about how to process Add-Grace Period (AGP) extraordinary circumstance exemption requests and before granting any extraordinary circumstance exemptions to your registrar partner, please review the [AGP Limits Policy](#) on icann.org. You will need to determine whether the event or circumstance is extraordinary based on the requirements and process outlined in the policy. Registry operators are required to follow this policy and must ensure that the registry Per-Registrar Transaction Report(s) accurately reflect any AGP deletions and any extraordinary circumstance exemptions that have been granted to the registrar(s).

In addition to populating all of the standard required data fields for the registry Per-Registrar Transaction Report as specified in [Specification 3](#), Section 1 of the Registry Agreement, please ensure that any domains deleted within five (5) days of initial registration are included in data field #32 as indicated below. If you have granted a registrar's request for an AGP extraordinary circumstance exemption, you will need to ensure that data fields 36, 37, and 38 are populated with the correct data as well. Please see the chart below for an explanation and description of the relevant Per-Registrar Transaction Report data fields:

Data Field #	Data Field Name	Description Label	Data Field Purpose
32	deleted-domains-grace	Domains deleted within the AGP (does not include names deleted while in EPP pendingCreate status). A deletion must be reported in the month the name is purged.	To provide the number of domain names deleted within five (5) days of initial registration.
36	agp-exemption-requests	Total number of AGP exemption requests.	To provide the total number of exemption requests received from a given registrar (e.g., 1, 2, 3).
37	agp-exemptions-granted	Total number of AGP exemption requests granted.	To provide the total number of exemption requests the registry operator grants to a given registrar (e.g., 1, 2, 3).
38	agp-exempted-domains	Total number of names affected by granted AGP exemption requests.	To provide the total quantity of domain names affected by the registry operator granting the exemption request.

Once ICANN org receives the registry operator's Per-Registrar Transaction Report(s) with this information, a credit may be applied to your registry operator account and any registrar accounts indicated as part of the standard billing process.

Please note that the Add Grace Period (AGP) is typically the five-day period following the initial registration of a domain name and extraordinary circumstance exemptions can only be granted for domain names deleted within this timeframe.

VI. Registry Operator Fees

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

While there are several types of fees you may see on your invoice, the most common fees are listed below.

- ⦿ Registry-Level Fixed Fee – per [Article 6 Section 6.1 of the Registry Agreement](#), the registry operator shall pay the registry fixed fee of USD 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 add, renewal, or transfer-gaining of a domain name during the applicable calendar quarter multiplied by USD 0.25. 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.
- ⦿ Excess Delete Fees - Deletions that occur during the Add Grace Period (AGP) which exceed the quantity of deletions allowed by the [AGP Limits Policy](#) will be billed to the registry operator at USD 0.25. Excess Delete Fees are not subject to the 50,000-transaction threshold described for adds, renewals, and transfers above.
- ⦿ AGP Exemptions - If an extraordinary circumstance exemption is granted by the registry operator to the registrar as described in the previous section, a credit for the exempted domains will be included on the quarterly invoice at a rate of USD -0.25. Like any excess delete fees billed, AGP exemptions are not subject to the 50,000-transaction threshold.
- ⦿ Sunrise and Claims Fees - Sunrise and Claims Fees are invoiced at a rate of USD 0.25 per Sunrise Registration or Claims Registration, as described in Article 6, Section 6.4 of the Registry Agreement.
- ⦿ Rights Protection Mechanism (RPM) Access Fee – per [Article 6 Section 6.4 of the Registry Agreement](#), new gTLD registry operators shall pay a one-time fee equal to USD 5,000 for access to and use of the Trademark Clearinghouse (TMCH). Note: [Per Board Resolution 2018.05.13.10](#), this fee was refunded in 2018 to all registry operators who paid the USD 5,000 TMCH access fee, as defined in Section 6.4 of the Registry Agreement.

Why are the fixed fees on my first invoice less than the fixed fee 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 USD 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 of the TLD 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, the proration would be calculated per the example below:

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

I'm still unclear about 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 (all amounts are listed in USD).

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 did not 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.					

*Transactions are defined as the total number of adds, renewals, and transfers-gaining multiplied by the number of years.

- ⦿ 1-year-add or renewal is considered 1 transaction.
- ⦿ 10-year-add or renewal is considered 10 transactions.
- ⦿ A transfer-gaining is considered 1 transaction

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

Why did I receive an invoice for fees not described in the Registry Agreement?

There are several services you may request via the Naming Service portal, including Material Subcontracting Arrangement and Assignment of the Registry Agreement that may require pass-through fees to be paid to a third-party vendor for completion of the service. ICANN org will notify the registry operator in advance for any services that require fees to be billed in advance of completing the service. Invoices for these fees will be provided via email and are due 30 days from the date of the invoice.

Who is responsible for paying invoiced fees to ICANN after the Registry Agreement has been assigned to a new registry operator?

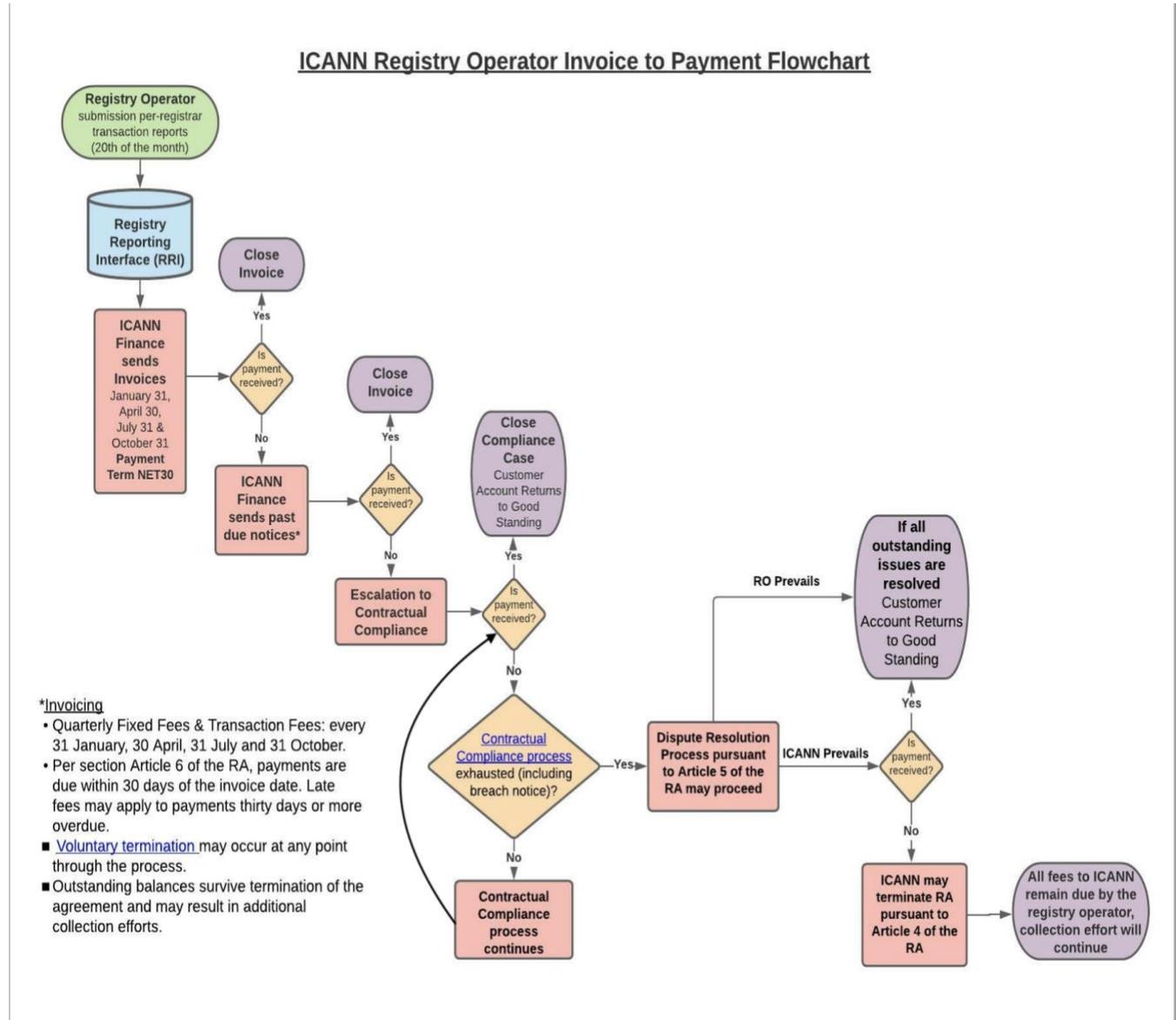
Upon completion of the assignment of the Registry Agreement for a TLD to a new registry operator, the gaining registry operator is responsible for all fees including unpaid, accrued/unbilled, and future fees associated with the TLD. For more information, please reference [Section 7.5](#) of the Registry Agreement and the [Assignment: Change of Control](#) page on icann.org.

Where can I get more information about fees?

To learn more about registry operator fees, please refer to [Article 6 of the gTLD Base Registry Agreement](#). Registry operators not on the gTLD Base Registry Agreement may have slightly different language and references.

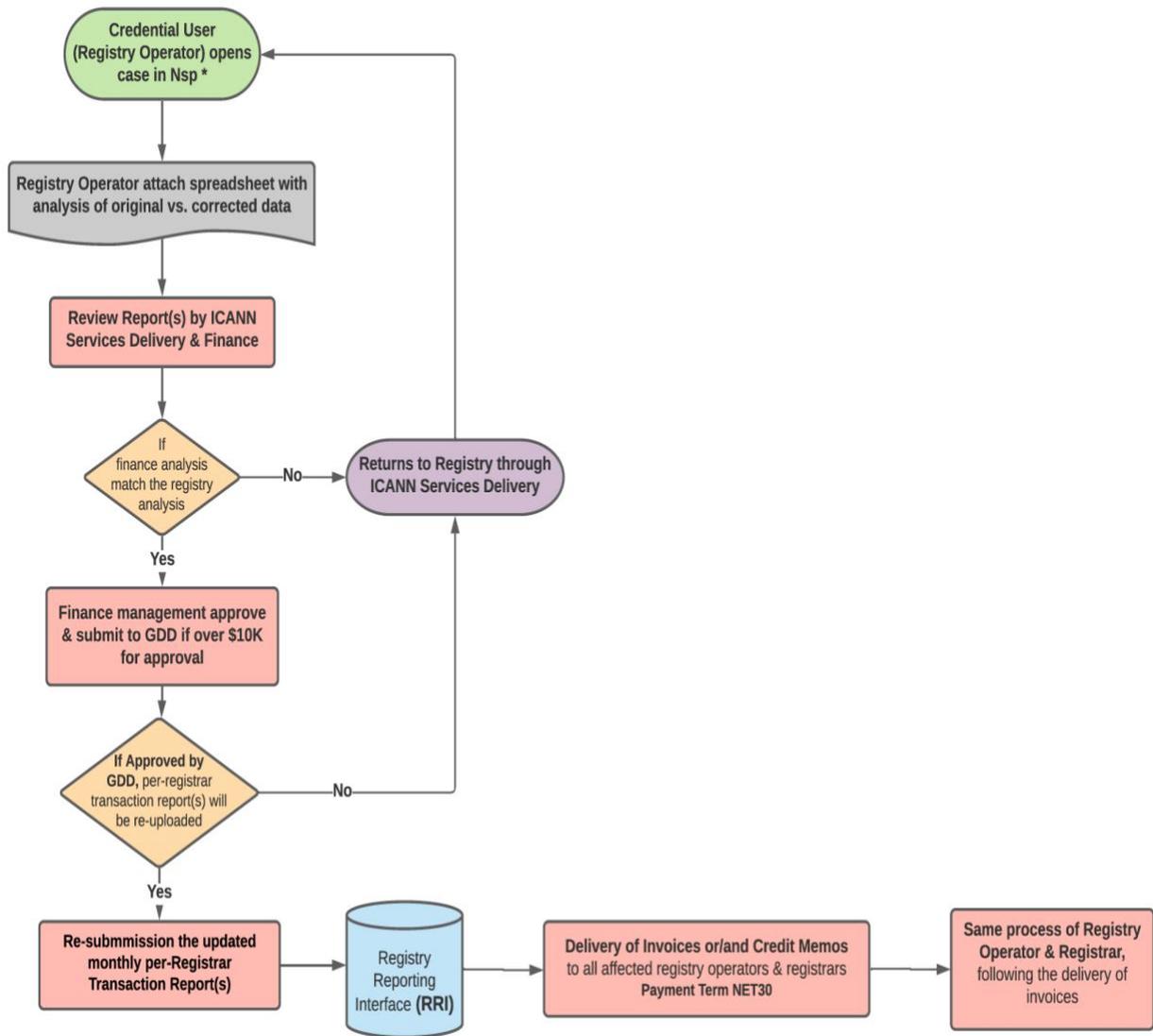
VII. Appendix - Flow Charts

Registry Operator Invoice to Payment Flow Chart



Registry Operator Adjustment Invoice to Payment Flow Chart

ICANN Registry Operator Adjustment Invoice to Payment Flowchart



*Nsp case includes description of what caused the error, the months affected by the error, how the error will be mitigated in the future, the number and name of registrars affected, the amount originally invoiced by ICANN, and the credit/debit amount that you are requesting.

