

# **Global Domains Division (GDD) General Operations Handbook for Registry Operators**

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This GDD General Operations Handbook is provided for general education and informational purposes only, and is not intended to modify, alter, amend or otherwise supplement the rights, duties, liabilities or obligations of the registry operator under the terms and conditions of the base Registry Agreement or policies. This GDD General Operations Handbook should not serve as a substitute for the base Registry Agreement. As this document is meant to provide a high-level overview, you should not act or rely upon the information in this GDD General Operations Handbook without first confirming your obligations or rights under the base Registry Agreement itself. The information contained in this GDD General Operations Handbook shall not be deemed as legal advice by ICANN, and ICANN shall not be held liable for indirect, special, incidental, punitive or consequential damages of any kind including loss of profits, arising under or in connection with the registry operator's use of or reliance upon this GDD General Operations Handbook.

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# I. Overview

## Welcome

As a registry operator, there are many obligations at various stages throughout the life of a generic top-level domain (gTLD). The *GDD General Operations Handbook* was initially developed in collaboration with the [Brand Registry Group \(BRG\)](#) as a resource targeted toward .BRAND TLD registry operators. After development, it became apparent that this information may be useful to all registry operators. The *Handbook* has been modified to provide high-level information pertaining to ongoing registry operations required to fulfill the obligations specified in the [base Registry Agreement](#) including [Specification 13](#). As you use this handbook, be sure to click on the links to additional information on services and resources. We hope this document serves as a helpful tool. For gTLDs not on the base Registry Agreement, refer to the language in the respective Registry Agreement as it may differ from what is outlined in this handbook.

The ICANN organization (org) stands ready to assist you with ongoing operations of your gTLD to ensure that it operates as smoothly as possible. Your feedback on the *GDD General Operations Handbook* is encouraged and appreciated. Please email any suggestions or comments to [globalsupport@icann.org](mailto:globalsupport@icann.org) and use “GDD General Operations Handbook Feedback” in the subject line.

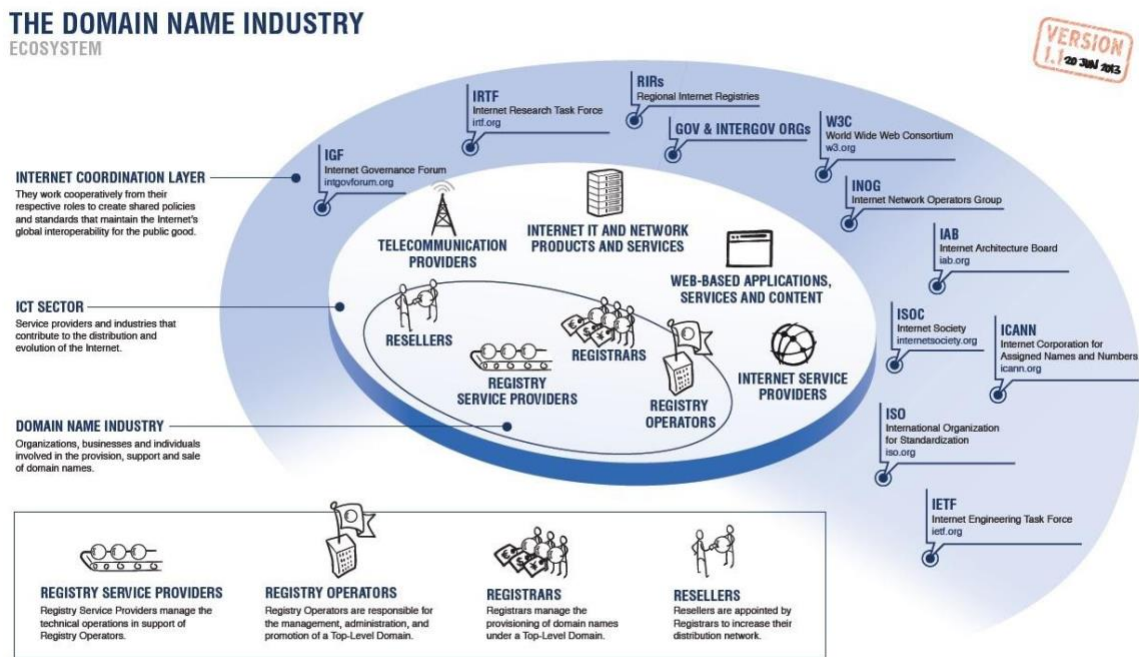
# Revisions in This Release

The table below outlines updates made from v1.1 of the *GDD General Operations Handbook*

Update(s)	Notes
<a href="#">Open Data</a>	Open Data Added to Registry Resources on icann.org
<a href="#">Cross-Ownership Information</a>	Cross-Ownership Information Added to Continuous Obligations

## Domain Name Industry Ecosystem

The diagram below (available at <https://www.icann.org/news/multimedia/163>) illustrates the various stakeholders involved in the domain name industry ecosystem. Note the placement of registry operators in the innermost concentric circle, along with registrars, registry service providers and resellers.



This graphic is a living document, designed to provide a high level view of the relationship between the different parties of the Domain Name Industry. It is for illustrative purposes only and is not intended to be a definitive guide. Some of the names of the documents may vary. Please provide feedback at [www.planitons.com/domainnameindustry](http://www.planitons.com/domainnameindustry).

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## II. Interfaces to Registry Operators

### Global Domains Division (GDD)

ICANN implements domain name policies through contracts and services. The Global Domains Division (GDD) of the org is the unit that engages with the Internet community to implement policies.

The purpose of GDD is to serve the global public interest, the registrants and end-users of the Internet by ensuring a secure and stable Domain Name System (DNS), while promoting trust, choice, and competition in the domain name service industry.

Service Delivery, Technical Services, Global Support Center and GDD Accounts and Services are a few of the teams that you may interact with under the GDS umbrella.

- **Service Delivery** – The mission of the GDD Operations team is to deliver defined, repeatable services and processes to applicants and contracted parties in a timely, consistent and predictable manner. Examples of such services include: Registry Services Evaluation Policy (RSEP) requests, Registry Operator Name Change, Change of Control, and Material Subcontracting Arrangement (MSA) assignments.
- [Technical Services](#) – This team is responsible for managing technical projects and providing subject matter expertise on technical issues related to the DNS.
- [Global Support Center \(GSC\)](#) – The GSC is the first point of contact for questions and concerns pertaining to a registry operator. The team provides global, 5x24 support to ICANN contracted parties and the Internet community at large. If you have a question, open a general inquiry case in the Naming Services portal or email [globalsupport@icann.org](mailto:globalsupport@icann.org).
- [GDD Accounts and Services](#) – This team serves the domain name marketplace by supporting the registry operators to fulfill their contractual obligations. With a global presence, the team collaborates with registry operators to ensure a secure, stable, and resilient domain namespace.

Each registry operator has an assigned account manager who serves as its point of contact for matters of escalation. Account managers are the registry operator's liaison within the org and represent registry operators' needs throughout the organization. Through periodic communications via email, scheduled calls, or in-person meetings at ICANN events, account managers are able to stay abreast of a registry operator's business needs and challenges. By having an open line of communication, either directly with the registry operator or with third parties representing registries, account managers work proactively to address concerns and provide educational resources and opportunities. If you do not know who your account manager is, email [globalsupport@icann.org](mailto:globalsupport@icann.org) for an introduction.

The base Registry Agreement defines the rights, obligations, and provisions for registry operators to operate their top-level domain names. In circumstances where the registry operator must inform or request consent or approval from the org, services have been developed to facilitate these processes. Service managers are responsible for the planning, design, implementation, and maintenance of these registry services.

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Additionally, the GDD Accounts and Services team implements ICANN [consensus policies](#) by creating implementation plans, engaging the [Implementation Review Team](#), providing training, and conducting outreach to the public and relevant stakeholders.

## ICANN Contractual Compliance

The [ICANN Contractual Compliance](#) team monitors and enforces the requirements of registry operators' Registry Agreements, as well as consensus and temporary policies. This team monitors and audits registry operations, per Section 2.11 of the base Registry Agreement, and responds to potential violations. It is imperative that registry operators respond to ICANN Contractual Compliance inquiries and notifications immediately. Failure to do so in a timely fashion may lead to escalation and, if not cured, a breach of contract.

## Organizations for Registry Operators

(alphabetic order)

- [Brand Registry Group \(BRG\)](#) – The BRG is an association of companies that share the goal of empowering dotBrand TLDs in the domain name industry. The BRG's purpose is to support the collective interests of its members and help them derive maximum value from their dotBrand TLD. The BRG is an Associate Member of the gTLD Registries Stakeholder Group (RySG).
- [Generic Names Supporting Organization \(GNSO\)](#) – The GNSO brings together smaller stakeholder groups, which in turn bring together [constituencies](#) and other groups, which together form one [Supporting Organization](#) to develop policies, form consensus, and make recommendations related to gTLDs to the ICANN Board.
- [geoTLD.group](#) – The geoTLD.group is an international not-for-profit membership association that represents the interests of geographic TLDs identifying a city, region, language or culture. Members include government entities, companies and associations. The geoTLD.group is an Associate Member of the gTLD Registries Stakeholder Group (RySG).
- [gTLD Registries Stakeholder Group \(RySG\)](#) – A member of the GNSO, the RySG facilitates communication among gTLD registry operators and conveys the views of the RySG to the GNSO Council, the ICANN Board and other participants in the ICANN community, with an emphasis on consensus policies related to interoperability, technical reliability, and/or stable operation of the Internet or the DNS. The primary role of the RySG is to represent the interests of all registry operators.

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## III. Ongoing Registry Operations

- [Assignments and Changes of Control](#) – Assignments of a registry agreement, and Changes of Control of a registry operator are two types of transactions identified in the base Registry Agreement. Note that Changes of Control can involve a change in the entity controlling the registry operator. Refer to the [Change of Control How to Guide](#) for additional information regarding which ICANN process applies to a particular transaction, and on how to submit a request.
- [Material Subcontracting Arrangement \(MSA\) Change](#) – An MSA change is a change to any subcontracting arrangement related to one or more of the Critical Functions of a gTLD registry, such as DNS resolution. This typically refers to a registry changing its back-end registry operator, also known as a back-end service provider or a registry service provider (RSP). Refer to the [Material Subcontracting Arrangement Change Guide](#) for additional information on submitting a request.
- [Continued Operations Instrument \(COI\) Services](#) – The COI (letter of credit or cash escrow agreement) ensures that sufficient financial resources are in place to support the continued operation of the critical registry functions related to the gTLD in the event of problem with the registry's operation of the gTLD. The COI Obligation Release Service facilitates the release of COI(s) that are no longer required once ROs fulfill their 6-year COI obligation per Specification 8 of the RA. The COI Amendment Service facilitates requests for changes to the value of a COI or its details (e.g. final expiry date).
- [Community gTLD Change Requests](#) – The Community gTLD Change Request procedure permits a Community gTLD registry operator to seek modifications to Specification 12 without removing the Community Registration Policies, excessively broadening or narrowing registrant eligibility and/or name selection requirements, or resulting in significant negative impact to the TLD Community. The [Community gTLD Change Requests How to Guide](#) provides further instructions on how to submit a request, indicates what supporting materials are required, and explains how the org evaluates a request to ensure it is within the scope of the [procedure](#).
- **Data Escrow Agent (DEA) Change Request** – Registry operators must comply with the DEA requirements set forth in Section 2.3 and Specification 2 of the base Registry Agreement. To submit a DEA change, please log into the Naming Services portal and follow the detailed instructions for submitting your request.
- [Registry Agreement Termination](#) – Under the base Registry Agreement, either party may terminate pursuant to certain requirements in the Registry Agreement, including but not limited to the following:
  - Section 4.3 and its subsections – termination by the org
  - Section 4.4 and its subsections – termination by the registry operator
- [Registry Operator Name Change](#) – If a registry operator changes the name of its organization, and it is not the result of a change of control, the registry operator must notify the org of the change using the Registry Operator Name Change service. The process for submitting a request can be found in the [Registry Operator Name Change How to Guide](#).

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- [Registry-Registrar Agreement \(RRA\) Amendment](#) – The RRA Amendment process was developed for consideration of proposed amendments to RRAs where the registry operator is required to obtain org approval of such amendments. This process is designed to ensure registrar input (and public input, where appropriate) before the org approves or otherwise resolves changes to an RRA.
  - [Registry Service Evaluation Policy \(RSEP\)](#) – RSEP was developed through ICANN's consensus policy development process. The RSEP process is the mechanism to add, modify or remove a registry service as defined in the base Registry Agreement and in [Section 1.1 of the RSEP](#). The [RSEP Guide](#) explains how the org [evaluates](#) the proposed service for its potential effect on security, stability and/or competition as they are defined under the RSEP.



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## IV. Useful Tools, Registry Resources, and Additional Information

Ongoing registry operations continue for the life of the gTLD in accordance with the base Registry Agreement. Below are useful tools and registry resources for ongoing operations of the gTLD.

### Useful Tools

- [Centralized Zone Data Service \(CZDS\)](#) – [Zone files](#) are text files that contain mappings between domain names and Internet Protocol (IP) addresses and other resources. The information included in a zone file is publicly available and can be accessed by any Internet user, as mandated by Specification 4 of the base Registry Agreement. Those who access this data include domain name security professionals who track malicious behavior, spam, and malware; legal professionals who identify typosquatting, trademark infringement, or similar misuse; and academicians who use the information for studying market trends and trending words used as domain names.

The [CZDS](#) provides a centralized access point to access and download zone files. Requests for access must be approved or denied by registry operators per the terms defined in Specification 4, Section 2 of the base Registry Agreement. Bulk processing can help process multiple requests simultaneously through the selection boxes on the list of pending requests. By default, access is set to 4,000 days. However, registry operators can change the access period to between 90 and 4,000 days for their gTLDs. CZDS also enables registry operators to auto-approve zone file access requests, which approves each request without additional interaction from the registry operator. It is also possible to download requests to a comma-separated values (CSV) file for processing offline. A [CZDS User Guide](#) and webinar recording are available on the CZDS page of icann.org.

- [Naming Services portal](#) – The Naming Services portal is the primary vehicle for registry operators to communicate with the org. It provides a secure communication channel and enables credentialed users to request various services related to managing their base Registry Agreement and relationship with the org. Thus, it is important that the registry operators ensure that contacts on record are current. A [User Guide](#) and webinar recordings are available on the [Registry Resources](#) page of icann.org. If you are unable to log into the Naming Services portal, please email [globalsupport@icann.org](mailto:globalsupport@icann.org) for assistance.
- [Registry Reporting Interface \(RRI\)](#) – The RRI is an interface provided by the org to registry operators and data escrow agents to comply with the reporting provisions detailed in Specifications 2 and 3 of the base Registry Agreement. Credentials are obtained as part of the onboarding process, prior to delegation of the gTLD. If you do not have access, email [globalsupport@icann.org](mailto:globalsupport@icann.org). **NOTE:** Near the top of the [ICANN Registry Interfaces document](#) are links to each version of the document. Be sure you are viewing the most recent version.
- [Root Zone Management \(RZM\) System](#) – The RZM is used by existing registry operators to submit changes to perform ongoing maintenance of their domain name delegation. This includes updates to the key contacts for the domain name and to the nameserver

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configuration for the gTLD. For additional information on the [process](#) for submitting a change, please email [root-mgmt@iana.org](mailto:root-mgmt@iana.org).

- [Service Level Agreement \(SLA\) Monitoring System API Specification \(MoSAPI\)](#) – ICANN's MoSAPI enables registry operators to monitor the health of their gTLDs in near real-time, take immediate corrective action should the need arise, and retrieve a list of the SLA monitoring system's probe nodes. The system is available to both gTLD and country code TLD (ccTLD) operators.

## [Registry Resources on icann.org](#)

- [icann.org](#) – The icann.org website offers an abundance of resources and information covering everything from [policy updates](#), registry services, upcoming industry events, and more. Visit the [Registry Operator](#) and the [Registry Resources](#) pages, for helpful resources including [Frequently Asked Questions \(FAQs\)](#).
- [Mailing List for Technical Registry Operations](#) – The org hosts a mailing list where you can subscribe to obtain technical announcements, ask questions, and address members' technical issues/questions in a community environment.
- [New gTLD Program Case Studies](#) – As part of the org's global efforts to raise awareness of new gTLDs, all registry operators are invited to partner with us to develop case studies. These case studies tell the story of a gTLD, including its background and business objectives. They are intended for use as educational resources. For information on how to participate and share your story, email [globalsupport@icann.org](mailto:globalsupport@icann.org).
- [Contracted Party Communications](#) – The org provides communications to registry operators and GDD stakeholders in various forms. Please visit the [Contracted Party Communications](#) page to see the email communications and legal notices from GDD to Contracted Parties over the years.
- [Open Data](#) – The ICANN Open Data provides comprehensive access to raw data for the ICANN community including Domain Name Marketplace Indicators, Identifier Technologies Health Indicators, Registry Functions Activity Reports and Per-Registrar Transaction Reports. A user must be logged into their ICANN account to explore these datasets, and to access the latest updates, most downloads, and most API calls.

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## Additional Information

- **Rights of the Child** – ICANN reminds all registry operators of the Governmental Advisory Committee’s (GAC) view expressed in the Buenos Aires Communiqué regarding the importance of protecting children and their rights, consistent with the UN Convention on the Rights of the Child. For more on this important topic, see [entry #13 in Annex 1 to ICANN NGPC Resolution No. 2014.02.05.NG01](#).
- **Trademark Clearinghouse (TMCH) Sunrise and Claims Period** – The purpose of the TMCH is to facilitate the Sunrise and Claims services as defined in Section 1, Specification 7 of the base Registry Agreement. The Sunrise Period provides trademark holders with an opportunity to register domain names prior to general registration. New gTLDs with a .BRAND TLD designation (Specification 13) are not required to provide a Sunrise Period as long as the gTLD continues to be qualified as a .BRAND TLD by the org.

The Claims Period follows the Sunrise Period and runs for at least the first 90 days of general registration. During the Claims Period, anyone attempting to register a domain name matching a trademark recorded in the [Trademark Database \(TMDB\)](#) will receive a notification. If the notified party registers the domain name, the TMCH will send a notice to those trademark holders informing them that a domain name that matches their trademark has been registered.

All registry operators are required to register with the TMDB during the onboarding process. In order to register with the TMDB, the registry operator submits its TMDB contact information via the Naming Services portal. Upon approval, the org will communicate with the TMDB contact about the registration and testing processes with IBM, the TMDB provider. For additional information about the TMDB, refer to the [Sunrise and Claims TMDB Registry User Manual](#) and also [Trademark Clearinghouse Rights Protection Mechanisms Requirements FAQ](#).

- [Universal Acceptance \(UA\)](#) – Universal Acceptance is the concept that all domain names should be treated equally. To achieve Universal Acceptance, Internet applications and systems must treat all TLDs in a consistent manner, including new gTLDs and Internationalized Domain Names (IDNs). Specifically, systems and applications must accept, validate, store, process, and display all domain names. Visit the [Universal Acceptance Steering Group \(UASG\)](#) page for the latest information, as well as to [report instances](#) where an application or webpage is not UA ready. Additionally, questions or concerns about UA may be emailed to [globalsupport@icann.org](mailto:globalsupport@icann.org).

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## V. Registry Operator Obligations

Registry operators are responsible for fulfilling specific ongoing obligations at all times in accordance with their base Registry Agreement. Below is a general summary of these obligations. Many registry operators will use the services of a third party to manage these operational requirements, either directly through their RSP or combined with a registry management provider. However, the obligations under the base Registry Agreement ultimately rest with the registry operator.

**NOTE:** "Daily" frequency means the task is initiated and completed at a certain time each day, e.g., submitting data escrow deposits. "Continuous" frequency means the task is ongoing with no particular time of initiation, e.g., upholding rights protection mechanisms.

### Continuous Obligations

- **Submit New Registry Services for Approval Through a Registry Services Evaluation Policy (RSEP) Request: Article 2.1** – Contemplated new, modified, or removal of registry services may require the org's approval per the [RSEP service](#). Evaluation is performed to determine whether there are security, stability, or competition issues in implementing the registry service.
- **Comply with Consensus & Temporary Policies: Specification 1** – [Consensus policies](#) are developed through the multi-stakeholder process and become contractual requirements for registry operators and accredited registrars. The ICANN organization will send notifications to registry operators announcing the effective date and the requirements of each new policy. Additional information may be found on the [Advisories, Consensus Policies, and Temporary Policies](#) page on icann.org.
- **Grant Zone File Access: Specification 4** – Zone files must be made publicly available and requests for access must be approved or denied by registry operators per the terms defined in Specification 4, Section 2 of the base Registry Agreement. The [Centralized Zone Data Server \(CZDS\)](#) provides a centralized access point to access and download these files.

Registry operators define the Naming Services portal users that should be credentialed for access to CZDS. Further details about how a registry operator user can access and process requests as well as change the settings per TLD is defined on the [ICANN CZDS Naming Services Portal User Guide](#).

- **Publish Certain Registration Data: Specification 4** – Registry operators must operate a publicly available Registration Data Directory Service (RDDS) in accordance with the requirements of Specification 4 of the Registry Agreement. The RDDS is often referred to as WHOIS. Registry operators must publish the following information:
  - WHOIS service available via port 43, and a web-based directory service at <whois.nic.TLD>
  - On the gTLD's website, a link to ICANN's WHOIS policy pageFor additional information, please review the [April 2015 Advisory, Registry Registration Data Directory Services Consistent Labeling and Display Policy](#) and the [Temporary Specification for gTLD Registration Data](#).

- **Reserve Domain Names: Specification 5** – The [Reserved Names page](#) on icann.org provides information regarding domain names which must not be allocated or used by the registry operator.
- **Meet Interoperability/Continuity Standards: Specification 6** – Specification 6 of the base Registry Agreement mandates that there be continuity of registry services, abuse mitigation, and overall registry continuity (just to name a few standards) for the life of the gTLD. Registry operators must also publish DNS Security Extensions (DNSSEC) Practice Statements and Abuse contact information on the gTLD website.
- **Publish Internationalized Domain Name (IDN) Tables: Specification 6** – Registry operators who offer IDNs must comply with the [ICANN IDN Implementation Guidelines](#) and publish IDN tables in the IANA Repository.
- **Uphold Rights Protection Mechanisms (RPMs): Specification 7** – [RPMs](#) are safeguards that help protect trademark owner's intellectual property rights. Some of the RPMs are [Trademark Clearinghouse Requirements](#), [Uniform Rapid Suspension \(URS\)](#), and [Trademark Post-Delegation Dispute Resolution Procedures \(PDDRP\)](#).
- **Maintain Continuing Operations Instrument (COI): Specification 8** – Per Specification 8 of the base Registry Agreement, registry operators must maintain a [COI](#) for six years from the effective date of the Registry Agreement. The COI must provide for sufficient financial resources to cover the five critical registry functions in the event of an emergency transition.
- **Registry Operator Code of Conduct: Specification 9** – The Code of Conduct is a set of guidelines created to protect a gTLD's registrants. Registry operators are mandated to follow the Code of Conduct, as defined in Specification 9 of the new gTLD Registry Agreement, unless an exemption has been granted by the org.
- **Maintain Registry Performance: Specification 10** – To avoid an emergency transition, as defined in Article 2, Section 2.13 of the base Registry Agreement, registry operators must comply with the performance specifications defined in Specification 10.
- **Abide by Public Interest Commitments (PICs): Specification 11** – There are four sections in Specification 11:
  - Section 1 states that the registry operator will only use registrars that have signed the 2013 RRA
  - Section 2\* includes sections of the gTLD application that were requested to be included in the Registry Agreement as a binding commitment
  - Section 3 states that the registry operator must include a provision within the RRA prohibiting abuse, must maintain security threat reports, and must operate in a transparent manner in registration policies. Additional safeguards may be applicable to some gTLDs
  - Section 4\* includes additional commitments that were not included in the application, but that the registry operator requested to be incorporated as binding commitment into their Registry Agreement

\* Optional for applicants, and may not be included in all Registry Agreements.

- **Implement Community Registration Policies, if applicable: Specification 12** – If the gTLD was approved as a community application, Specification 12 mandates that the registry operator must implement and comply with all community registration policies described in the specification.

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- **Abide by Specification 13 .BRAND Requirements:** [Specification 13](#) – Specification 13 provides qualified .BRAND TLDs modifications to the base Registry Agreement. One requirement is that registrants of .BRAND TLDs must only be the registry operator, its affiliates or trademark licensees and they must control the DNS records associated with domain names at any level in the TLD. Annual certification must also be provided to the org to ensure requirements of the definition of a .BRAND TLD are met.
  - **Ensure All Contacts on Record Are Current** – As contacts change within the registry operator’s organization and supporting subcontractors, the registry operator must submit a case via the Naming Services portal to ensure that contacts on record are updated. The org relies on the integrity of this data for providing notifications, sending invoices, etc. Failure to do so could result in unwarranted escalation inquiries.

Additionally, for updates to the sponsoring organization, administrative and/or technical contacts as listed in the IANA record for the TLD, please submit a root zone change request in accordance with IANA's procedures set forth at <http://www.iana.org/domains/root>.

- **Ensure "Notices" Contact on Record Is Accurate** – The base Registry Agreement requires certain notifications related to contractual requirements from the org to registry operators be sent to a contact designated by the registry operator in its agreement. To update this information, submit a case via the Naming Services portal to update this information. Given the importance of this role, [Section 7.9](#) of the base Registry Agreement requires registry operators to notify the org of changes to the contact within 30 days of any change.
- **Ensure “Cross-Ownership Information” on Record is Accurate** - Registry operators are required to provide the org with notification of its Affiliate relationships as required pursuant to Section 2.9(b). To notify the org of such relationship(s), registry operators can use the "Cross-Ownership Information" case type in the Naming Services portal.

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## Daily Obligations

- **Submit Data Escrow Deposits and Send Notification: Specification 2** – Registry operators must engage with an [ICANN approved data escrow agent \(DEA\)](#) to provide data escrow services per the provisions in Specification 2. Additionally, Section 7 of Specification 2 mandates that registry operators deliver a written statement to the org that includes a copy of the report generated upon creation of the deposit, confirming that the deposit has been inspected by the registry operator, and that it is accurate.

## Weekly Obligations

- **Grant Bulk Registration Data Access (BRDA): Specification 4** – On a weekly basis, registry operators must provide the org with up-to-date registration data as described in Specification 4, Section 3.1.

## Monthly Obligations

- **Submit Transactions and Functions Reports: Article 2.4 and Specification 3** – Within twenty (20) calendar days following the end of each calendar month, registry operators must deliver transaction reports via the Registry Reporting Interface (RRI) in the format set forth in Specification 3.

## Quarterly Obligations

- **Pay Registry-Level Fees: Article 6** – Registry operators must pay the registry fixed fee of US\$6,250 per calendar quarter.
- **Pay Registry-Level Transaction Fees: Article 6** – Registry-level transaction fees 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. The registry-level transaction fee does not apply until more than 50,000 transactions have occurred in the gTLD during any calendar quarter or any consecutive four calendar quarter period.
- Fees will appear on quarterly invoices, issued at the end of the month, following the close of the calendar quarter. Beginning 31 July 2018, invoices will be transmitted via email only, unless otherwise requested. Paper invoices will only be mailed upon request. Per Article 6, Section 6.1(b), payment must be remitted within 30 days of the date on the invoice. To continue receiving paper invoices or to make updates to billing contacts, please email [globalsupport@icann.org](mailto:globalsupport@icann.org).
- Please make note of the ICANN bank account number on the invoice as it is **different** than the original account number used to remit payments during the application and pre-delegation phases. Should your organization require updated vendor set-up documentation or require a purchase order be added to invoices, submit your request by opening a general inquiry case in the Naming Services portal. Additional information on fees may be found in the published [Billing FAQ](#).

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## Annual Obligations

- **Submit Annual Certification and Internal Review Results: Specification 9 and Specification 13** – Within 20 calendar days following the end of each calendar year, registry operators must conduct internal reviews and provide results of the reviews to the org. Such reviews are required to ensure that relevant gTLDs meet the requirements of the definition of a .BRAND TLD and maintain compliance with the Code of Conduct, when applicable. An [FAQ](#) is published to provide answers to commonly asked questions.