



Dear ICANN Contracted Party:

Preserving ICANN's financial sustainability through adaptability and responsible expense management is a key priority outlined in ICANN's Strategic Plan for Fiscal Years 2026–2030. In this context, ICANN is reviewing its approach to credit card payments.

ICANN incurs significant credit card processing fees, which scale directly with usage. Nearly all credit card usage is attributable to payments from contracted parties, with the vast majority concentrated among a small number of entities.

To address this, and to ensure a fair and sustainable allocation of payment processing costs, ICANN is implementing the following change:

1. Effective all invoices issued on or after 01 October 2026 and paid on or after 1 November 2026, a 3% payment processing fee will be applied to all credit card transactions. This fee will not apply to debit cards, prepaid cards, or payments made via bank transfer (e.g., ACH, Wire).
2. The surcharge applied to all credit card transactions will be presented as a separate line item at the time of payment.
3. The applicable credit card payment processing fee will be clearly disclosed prior to transaction completion. Use of a credit card constitutes acknowledgment and acceptance of this fee. ICANN will provide advance notice of any future adjustments to the applicable rate.

If you have any questions or would like assistance with alternative payment options, please do not hesitate to contact your Account Manager or reach us at globalsupport@icann.org.

Sincerely,

Xavier Calvez
Senior Vice President, Planning and Chief Financial Officer
ICANN