



Financial Services Department

Valorie Winkelman, Director

Financial Services Staff



- **Val Winkelman**, Director
- **Tammy Rowe**, Accounts Receivable Manager
 - Tanya Gomez, Sr. Account Service Representative
 - Amy Sanchez, Sr. Account Service Representative
 - Amaris Wang, Sr. Collection Specialist
 - Lindsay Norman, Account Service Representative
- The average tenure of our staff is 13 years

Financial Services Help Desk



- There are four FSD staff members that answer the phones from 9:00 AM– 5:00 PM (EST) Monday through Friday (excluding holidays)
- In 2018 FSD received 3,716 calls at the help desk
- The top questions that FSD is asked are:
 - Can I pay with a credit card over the phone?
 - How do I update the billing point of contact?
 - Can you email a copy of my invoice?
- Each organization has the ability to do these functions in the ARIN Online customer portal and can always pay by credit card from our website by logging into your ARIN Online account or using the “Pay Now” button on the home page of our website.

Financial Reviews



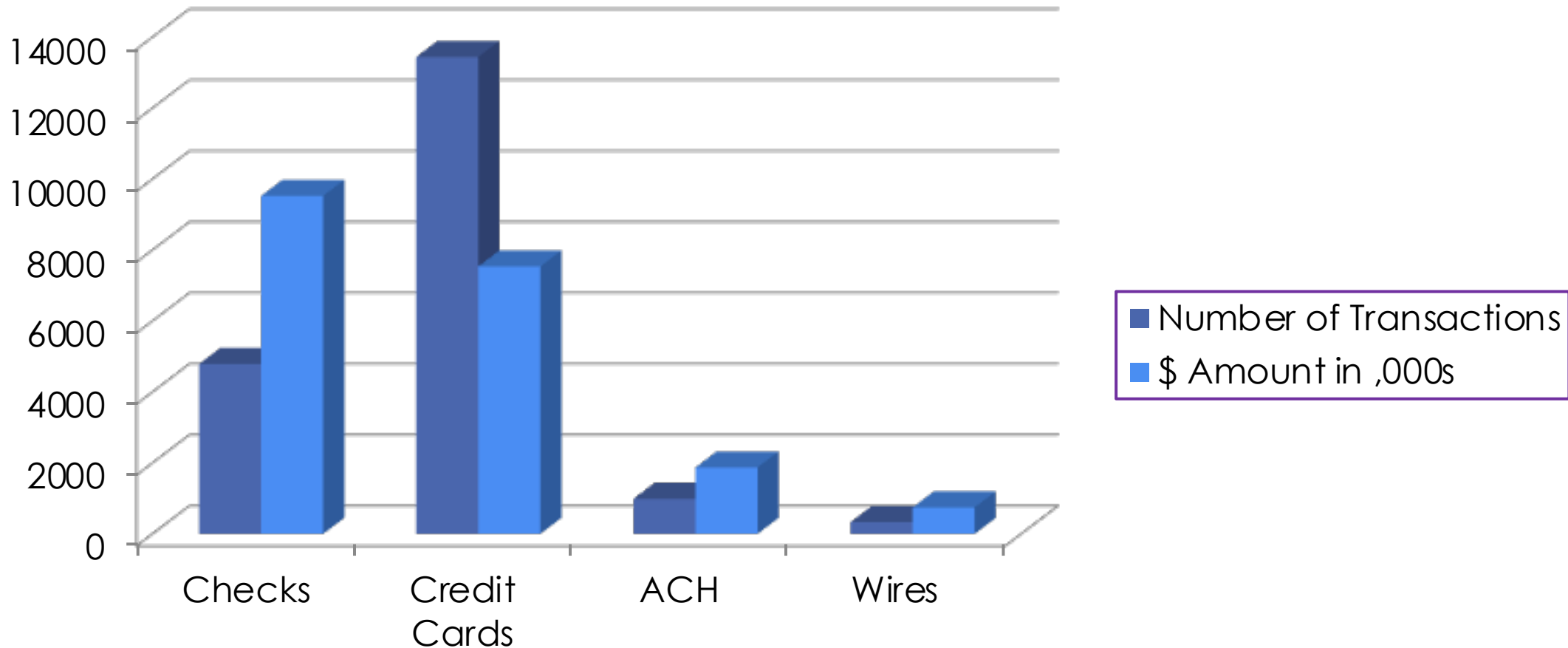
- New fee schedule effective 1 July 2018
- The 2018 financial audit has been completed and has been presented to ARIN's Audit Committee.
- We are in the process of completing the IRS form 990 for review by ARIN's Finance Committee.

New Fee Schedule July 1, 2018

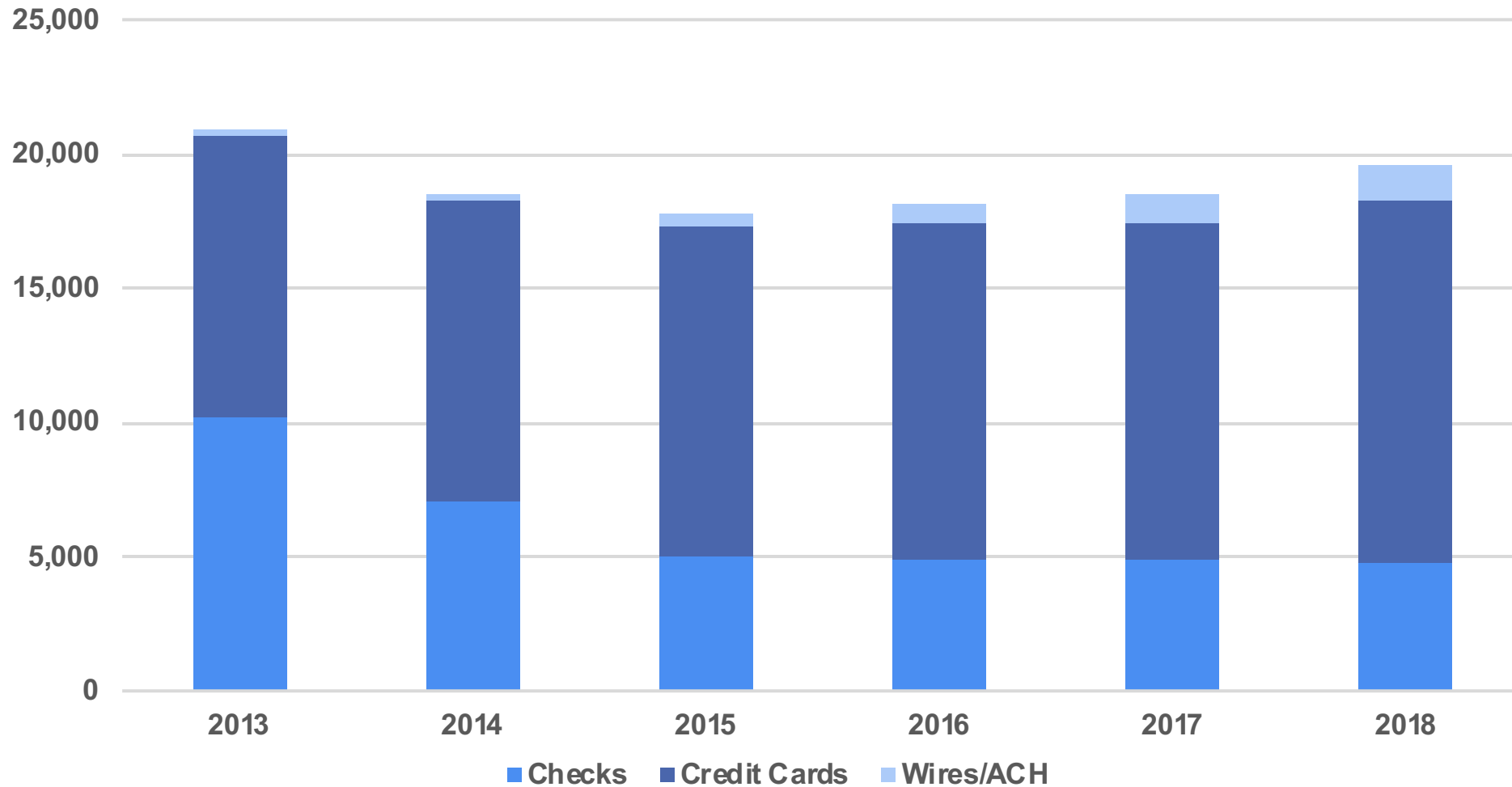


- Increased the annual registry maintenance fees paid by End Users for each IPv4 address block, IPv6 address block, and Autonomous System Number (ASN) from \$100 to \$150 USD per object.
- The annual limit of total maintenance fees for legacy resource holders is set to \$125 USD, regardless of the number of legacy resources held or version of their Legacy Registration Services Agreement (LRSA.)
- Increasing the initial and annual registration fee for ARIN Transfer Facilitators from \$100 to \$1,000 USD, in order to cover rising costs associated with services.

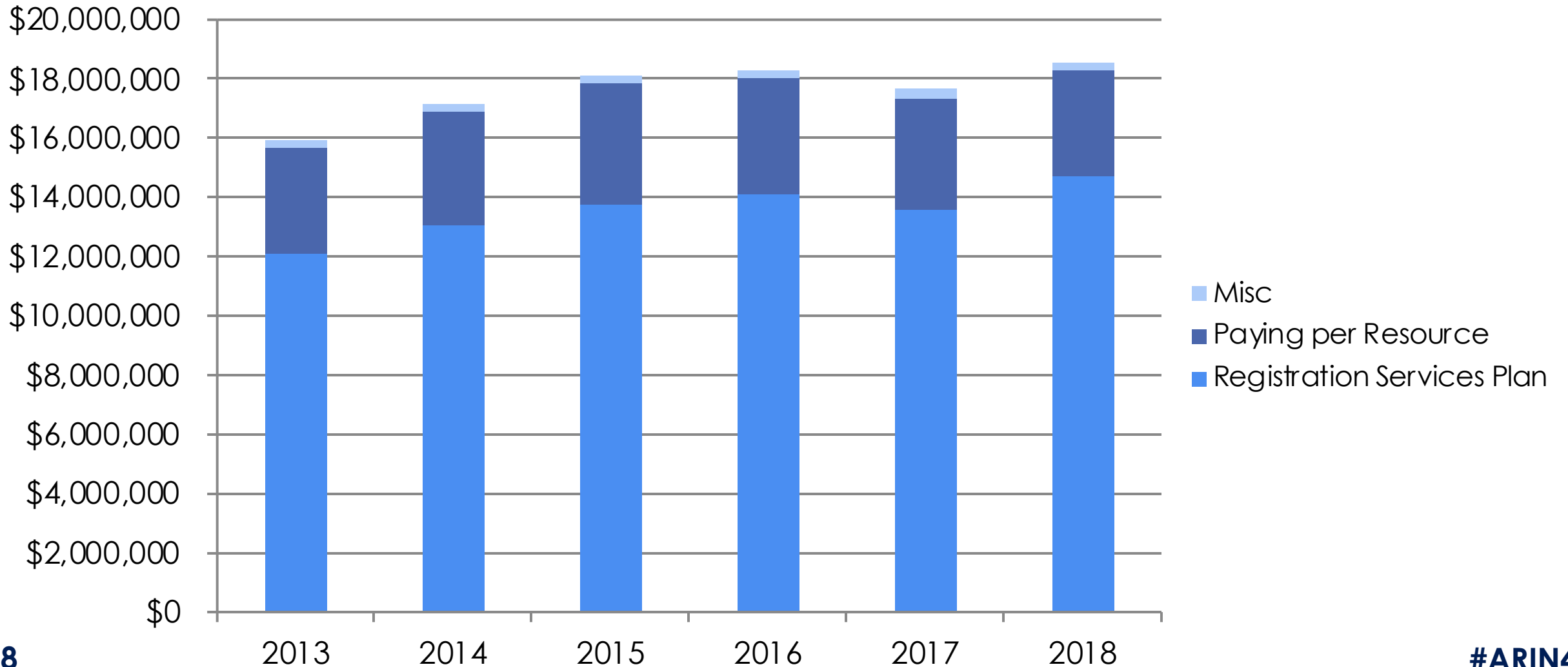
Payment Types 2018



Payment Types



Registration Revenue





Questions?