

# Tailoring the .eu registrar relations

First International conference for  
ccTLD registries and registrars of CIS

*Sofia , 9 September 2008*

# EURid: the .eu registry

- EURid (The European Registry of Internet Domain Names) manages the .eu top-level Internet domain under contract with the European Commission
- Terms of operation set by EU regulations 733/2002, 874/2004, 1654/2005 and 1255/2007
- Headquarters in Diegem (BE) and regional offices in Pisa (IT), Prague (CZ) and Stockholm (SE)
- Support in all official EU languages to the public and over 1000 accredited registrars worldwide

# Enhancing the services offered to our .eu Registrars

- Promo campaign
- Registrar satisfaction survey
- Registrar lunches
- Hands on .eu courses
- Registrar Advisory Board & Requirements Reference Panel
- 24/7 support
- New system releases with enhanced functionality
- Internationalised Domain Names
- Participation in international fora

# Credit Promo Campaign

## What?

- Registrars received 1 credit point for every new .eu domain name registered between 01/01/08 and 31/05/08
- Credit points to be used in June 2008

## Statistics?

- Nr of registrations increased by 84% vs June '07
- 42% of all awarded credit points were consumed
- 61% of all registrars received credit points

# Registrar satisfaction survey

- Live from May to June 2008
- 108 registrars participated
  - 49% manages > 10.000 domain names
  - 33% : between 1000 and 10.000 domain names (different TLD's)
  - 18% : < 1000 domain names

## Main Outcome:

- 86% likes the current registration system, but the procedures for Trades&Transfers need to be improved according to 58% of the respondents
- Direct contact with registrars is highly appreciated

# 24/7 support

- Dedicated to registrars during non office hours
- First level to act as a filter of incoming calls
- Escalation to EURid staff on call in case a crisis/emergency arises
- All calls ticketed
- Review of the service after six months from its starting date
- Timeline to be launched: September 2008

## Requirements Reference Panel

- To rank the technical registrar requirements
- To give advice on the relevance of the collected requirements
- To give recommendations regarding the implementation priority

## Registrar Advisory Board

- To serve as a consultative body to the Board
- To enlarge registrar representativeness
- To have a different look at the services we provide
- To better understand the community we serve
- Timeline to be launched: Q4 2008

# Introduction of IDN under .eu

## Preparation process:

- CENTR Survey
- IDN Advisory Board
- On-line consultation via [www.eurid.eu](http://www.eurid.eu)
- EURid's proposal sent to the European Commission

## Next steps:

- All scripts of the 23 EU official languages will be made available
- Timeline to be launched: after the necessary amendments to the EU regulations are made

# Hands on .eu courses

- Targeted to registrar staff
- Available at any of the four EURid offices
- No fixed dates, but on request
- Focused on .eu basic policies and procedures
- Pick up the sessions on the topics registrars wish to know more

# Code of Conduct

## What?

- Quality label, Principle of self-regulation by registrars
- Outlines the level of service quality registrars are expected to provide
- ± 70 EURid registrars subscribed

## Why?

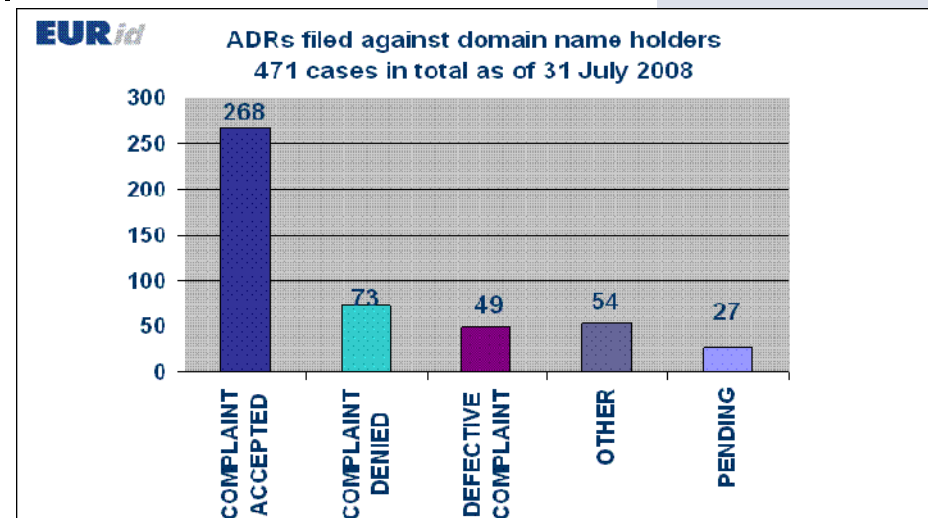
- To distinguish registrars offering a “best in class” service
- Contractual obligation for EURid
- Voluntary supplement to the RRA
- Best Practice Guidelines, governed by self-regulation

## Content?

- Principles regarding Registration Policy and Service Policy
- Quality aspects and Privacy Policy Principles
- Cooperation

# Dispute Resolution

- Registrations can be challenged in a regular court, or via the Alternative Dispute Resolution (ADR) process as outlined in EC 874/2004
- ADR handled by the Prague-based Czech Arbitration Court, an independent body selected by EURid
  - services offered in all EU languages
  - decisions are legally binding, appeal via a conventional court of law
  - average processing time: 4 months



## Valid grounds for ADR?

Registration for speculative or abusive purposes.

(Art.21 EC 874/2004)

- The .eu domain name registered is identical or confusingly similar to another name for which a prior right already exists
- AND The holder of the domain name has no legitimate interest in the name
- OR the holder is using it in bad faith

## How does ADR Work?

- Rulings are made by panelists
- Cases conducted online
- In the language of the domain name holder
- Transfer to complainant, if eligible

# Position of .eu in world top 10 TLDs

TLD	Number of registrations
.com	77 073 753
.de	12 115 259
.cn	11 821 635
.net	11 666 760
.org	6 907 890
.uk	6 880 775
.info	5 007 867
.nl	2 984 720
<u>.eu</u>	<u>2 832 437</u>
.biz	1 980 569

Source: EURid, Q2 2008

## .eu in Q2 2008

- 1025 accredited .eu registrars
- 14,8% yearly growth of registrations (Q2/08 vs. Q2/07)
- 2907 new .eu domains per day on average
- 71% renewal rate
- 27 ADRs filed

# EURid in Central and Eastern Europe

- Office in Prague serves BG, CZ, HU, PL, RO and SK
- 64 registrars with 229 388 domain names (Q2 2008)
- 280 027 registrations by registrants (Q2 2008)
- 18% of registrations with registrars outside the region
- 21 registrars in top 200
- 61% yearly growth in .eu registrations (whole EU: 14.8%)
- 68.7 % usage of credit points  
(Poland 74%, all registrars 42%)



# Key figures in Central Europe I.

	.eu Q2 2008	yearly growth vs. Q2 2007	.eu rank Q2 2008	Share of national market Q2 08
Bulgaria	7 171	126.1%	5/6	n/a
Czech Republic	68 571	36.1%	3	10.4%
Hungary	24 415	27.1%	3	5.0%
Poland	147 244	83.6%	2	10.1%
Romania	17 162	67.0%	3	n/a
Slovakia	15 464	43.0%	2	7.9%
Total	280 027	60.9%		

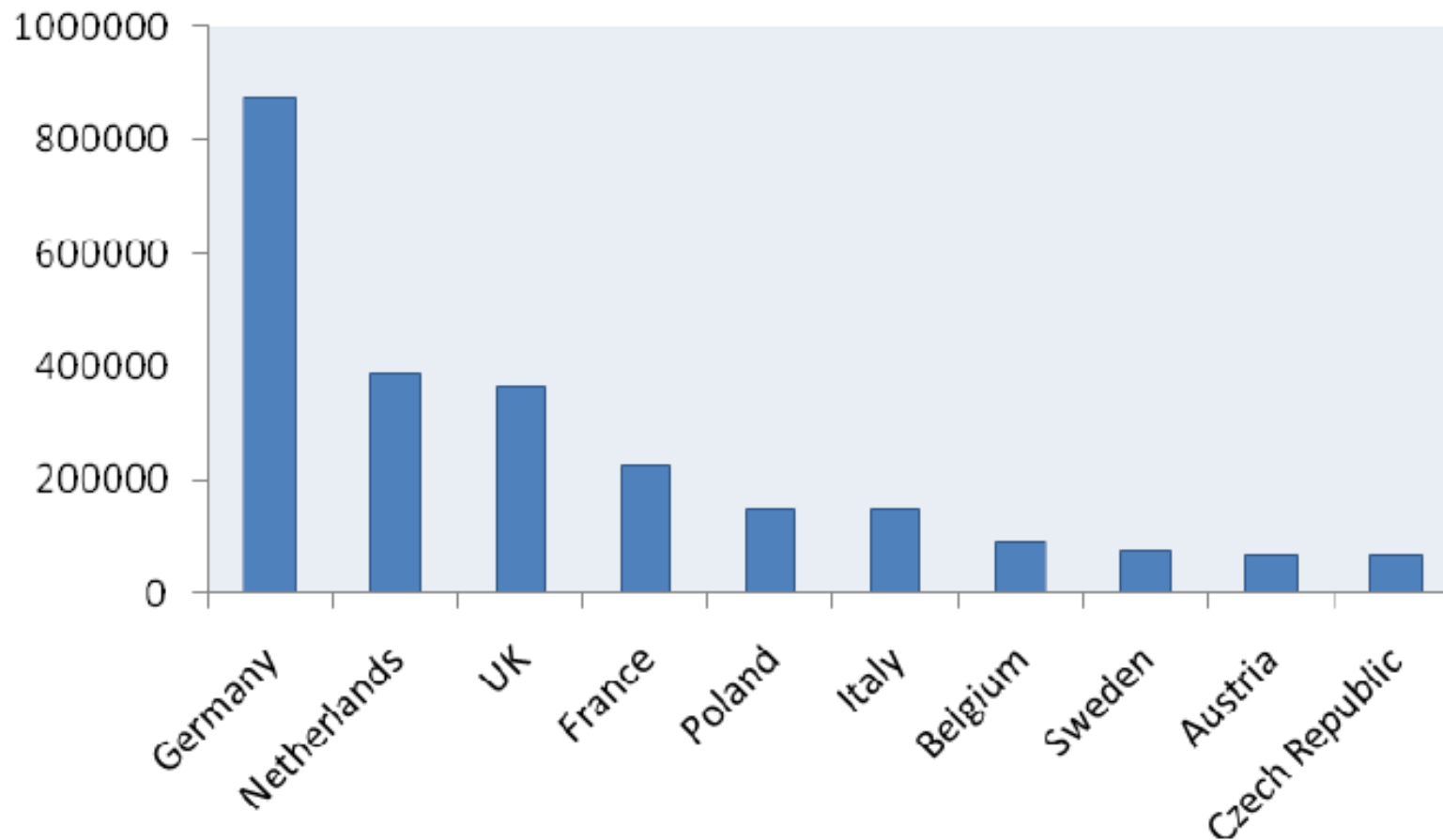
Source: EURid Q2 2008

## Key figures in Central Europe II.

	% EU population	% .eu registrations	population	.eu /1000	ccTLD / 1000	broadband access / 100
Bulgaria	1.5%	0.3%	7 640 238	0.94	n/a	5.7
Czech Republic	2.1%	2.4%	10 381 130	6.61	42.30	12.2
Hungary	2.0%	0.9%	10 045 000	2.43	38.83	11.6
Poland	7.7%	5.2%	38 115 641	3.86	28.15	6.8
Romania	4.3%	0.6%	21 528 627	0.80	n/a	6.6
Slovakia	1.1%	0.5%	5 400 998	2.86	29.28	6.9
Total			93 111 634			

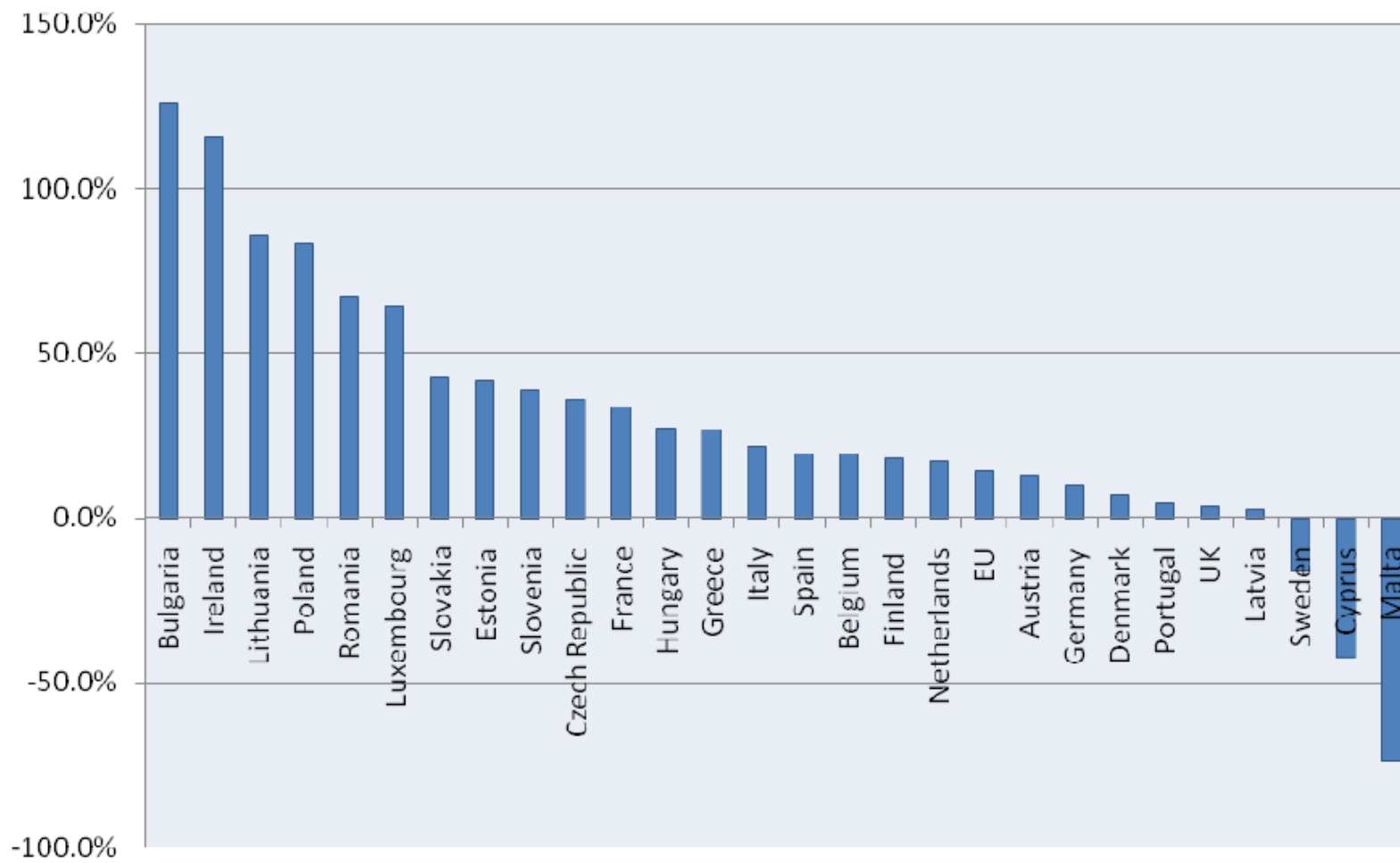
Source: EURid Q2 2008, EUROSTAT

# Position in top 10 countries with the most .eu registrations



Source: EURid Q2 2008

# Growth per country: Q2 '07 - Q2 '08



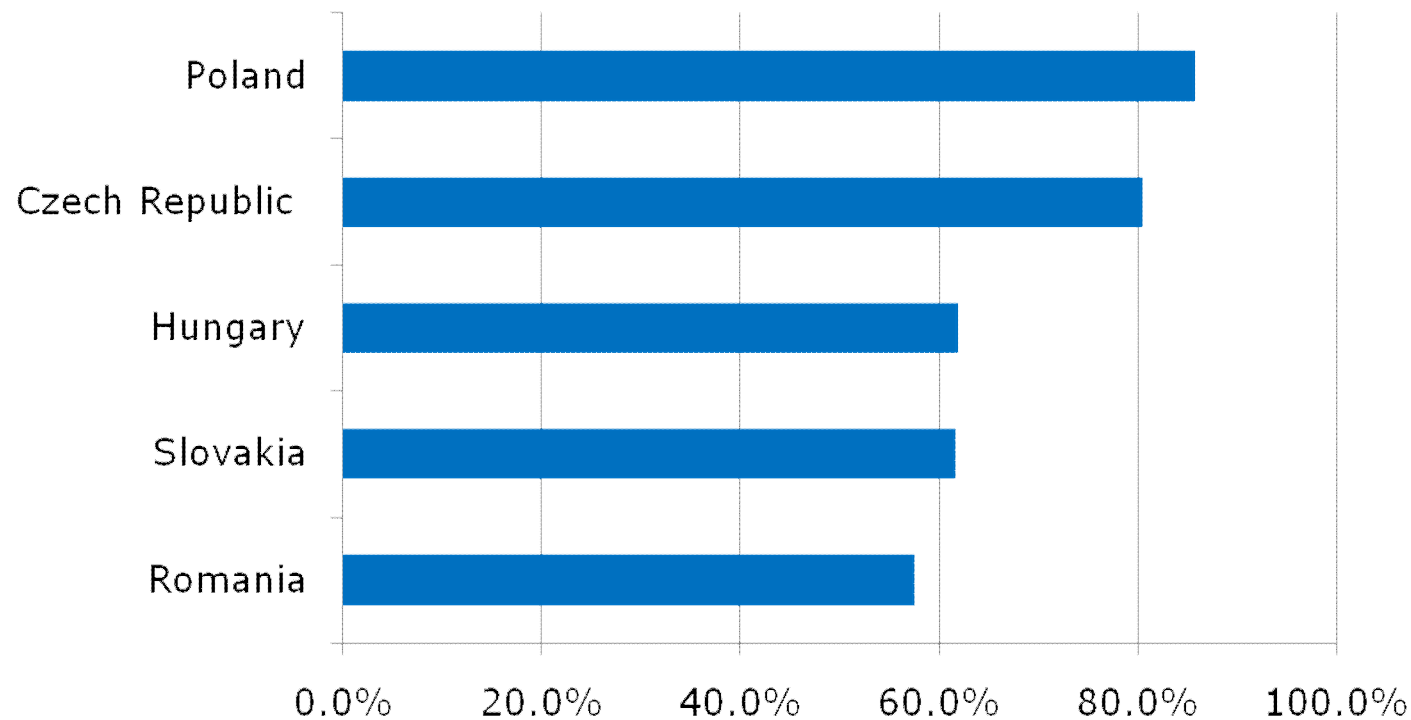
Source: EURid Q2 2008

# Registrars in Central Europe exporting clients?

	Registrations according to registrar	Registrations according to registrant	Share
Czech Republic	57 966	68 571	0.845
Slovakia	8 978	15 464	0.581
Poland	132 730	147 244	0.901
Hungary	16 237	24 415	0.665
Romania	13 460	17 162	0.784
Bulgaria	17	7 171	0.002
Total	229 388	280 027	0.819

Source: EURid Q2 2008

# Registrants using Registrars from the same country



Source: EURid, January 2008

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ако сте в един и същ самолет?

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Thank you!

Questions?

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