

EURid's Quarterly update

2016 Q2 PROGRESS REPORT

Q2

.eu
Your European Identity



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At a glance

General Manager



“By the end of Q2 2016, .eu registrations increased in 14 countries.”

Marc Van Wesemael,
General Manager at EURid

“The second quarter of 2016 measures lower registration trends among all TLDs. Bulgaria, Croatia and the Baltics continue to represent growing markets for the .eu TLD which doubled itself in June 2016 thanks to the launch of the Cyrillic extension. Our ultimate goal remains to ensure a stable, secure and qualitative environment for our registrars and registrants.”

Environmental



“Our objective is to incorporate principles of sustainability into as many business decisions and activities as possible.”

EURid has received confirmation that its EMAS registration has been renewed and that its 2015-2017 Environmental Statement has been approved after having successfully undergone its yearly EMAS audit. The yearly audit serves to assess EURid's environmental performance with regards to the six environmental core indicators that EMAS has defined. Many efforts have been made to ensure that the events planned in 2016 are fully environmentally compatible.

International



EURid attended **4 events** and gave **5 presentations** during Q2 2016. Together with the European Commission, EURid hosted EuroDIG 2016 in Brussels on 8-10 June 2016. Following the successful 2015 MEAC DNS Study, EURid is now part of a team seeking to study the DNS market in both Latin America and the Caribbean. EURid is responsible for surveying international registrars active in the region and for providing a written section on the global registrar perspective. EURid continues to engage with ICANN staff in order to improve the IDN Fast Track linguist panel process. Simultaneously, EURid continues to chair the ICANN ccNSO Strategy and Operating working group.



183 223
NEW .eu REGISTRATIONS
in Q2 2016

TOP GROWTH COUNTRY BULGARIA



+7.9%
Q2 2016 vs Q1 2016



81%
RENEWAL RATE

The renewal rate during Q2 was 81%. The average renewal rate over the past ten years was 80%.

2016 Q2 developments

EURid saw a variety of developments during the second quarter of 2016. Highlights include:

MAY



CENTR Jamboree

EURid had the honour of hosting the 2016 CENTR Jamboree, arranging a multitude of interactive workshops and constructive meetings.



Europe Day

EURid made a splash at Europe Day 2016 by handing out prizes and administering an entertaining quiz on everything .eu!

JUNE



The .eu TLD in action

EURid launched the .eu TLD on 1 June 2016 in an ongoing effort to support online multilingualism and to allow users to fully express their identity online.



EuroDIG

EURid was the proud host of EuroDIG 2016 in Brussels, Belgium. The event held many lively discussions on Internet Governance and welcomed many keynote speakers, some of those being Günther Oettinger, Megan Richards and Marc Van Wesemael.



2015 CO₂ Compensation

To compensate for its 2015 CO₂ emissions, EURid is supporting the Dak Rung Hydropower Project in Vietnam. This renewable energy project is based around the construction of an 8MW hydro plant on the Dak Rung stream in order to generate renewable electricity for both the local population and Vietnam's electrical grid, reduce greenhouse gas emissions in the region and support the development of the local community.



EURid granted its ISO/IEC 27001 recertification

In response to its continual pursuit to provide secure, high-quality and trustworthy services to accredited registrars and the general public, EURid has been granted its ISO/IEC 27001 recertification following an audit by BSI, the British Standards Institution.

Good service is at the heart of everything we do

About

EURid is the **not-for-profit organisation appointed by the European Commission to manage the .eu and .europa top-level domains**. The first initiative to establish .eu as a European top-level domain (TLD) was taken in 1999 by the European Council. Subsequently, EURid was appointed in May 2003 as the manager of the .eu registry for the first time. Following a call for expression of interest published in 2013, EURid was re-appointed as the .eu registry manager on 11 April 2014. The new service contract was signed in October 2014. The .eu TLD was added to the root zone of the Internet Domain Name System in May 2005. Technically speaking, .eu has been in existence since then.

Between 7 December 2005 and 6 April 2006, the .eu registry accepted applications for domain names on a limited basis. Only those individuals and organisations holding legal protection for a name within a Member State of the European Union were eligible to apply during that time. This stage of phased registration is referred to as the Sunrise Period.

On 7 April 2006, EURid opened the .eu TLD for general registration on a strictly first-come, first-served basis.

On 1 June 2016, following approval by ICANN and the European Commission, EURid implemented the .europa domain (.eu TLD in Cyrillic) in an effort to enhance online multilingualism and to allow users to fully express their identity online.

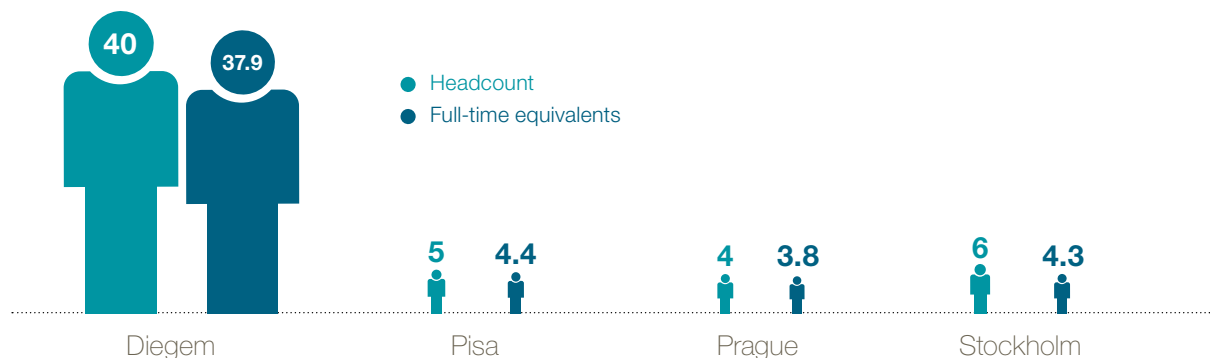


Human Resources

EURid's head office, which is also the regional office for Western Europe, is located just outside of Brussels in Diegem, Belgium. There are three other regional offices located in Pisa, Italy; Prague, the Czech Republic; and Stockholm, Sweden. **Each office provides support for registrars and the general public in languages corresponding to their region.**

In terms of human resources, there were a total of **55 employees working at EURid's four offices** at the end of Q2 2016.

Headcount per office, Q2 2016



The .eu domain



Total registrations

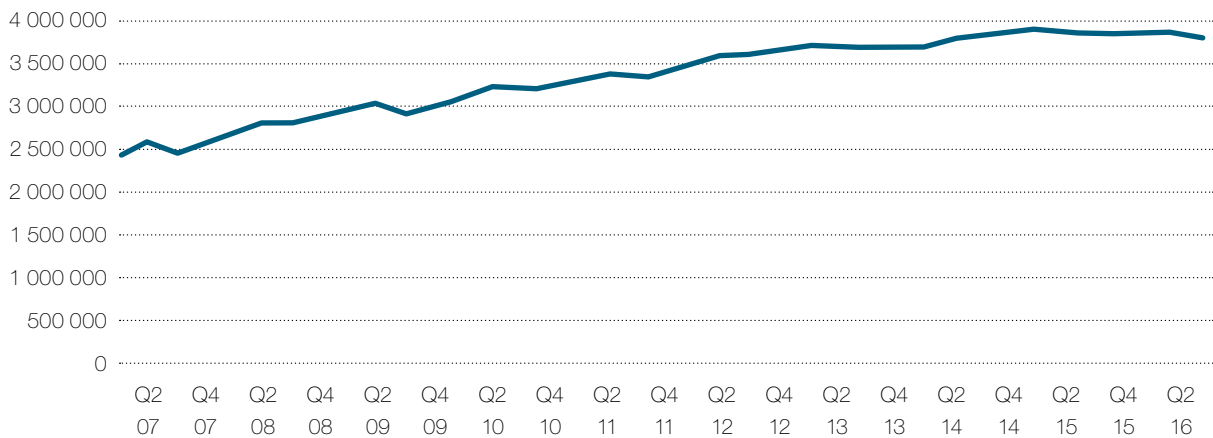
During Q2 2016, the number of .eu registrations decreased by 46 020 domain names, a net decrease of 1.2%, to 3.82 million. The total number of .eu domain name registered at the end of Q2 represented a decrease of 0.9%, or 36 457 registrations, when compared with the total number at the end of Q2 2015.

By the end of the quarter there were a total of **713 EURid accredited registrars**, the top ten registrars accounted for 36.8% of all .eu registrations. During the first quarter, the total

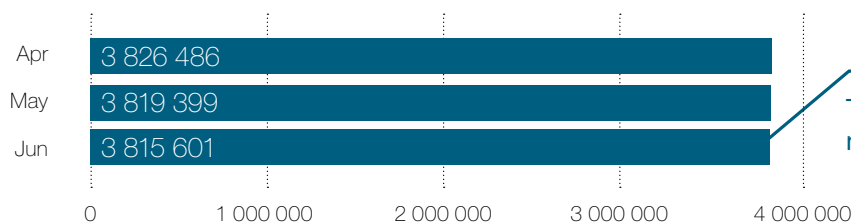
number of .eu registrations increased in 14 countries. Bulgaria, Croatia and Latvia all saw growth of more than 3%.

The national ccTLD market in EU countries^[1] increased by 0.1% during Q2 2016, and grew by 2.4% from Q2 2015. Within the EU, the market for gTLD domain names such as .com, .net, .org, .info and .biz grew by 0.1% during Q2 2016 and by 6.2% from Q2 2015, according to statistics from Zooknic.

Total .eu domain name registrations by quarter



Total .eu registrations by month, 2016



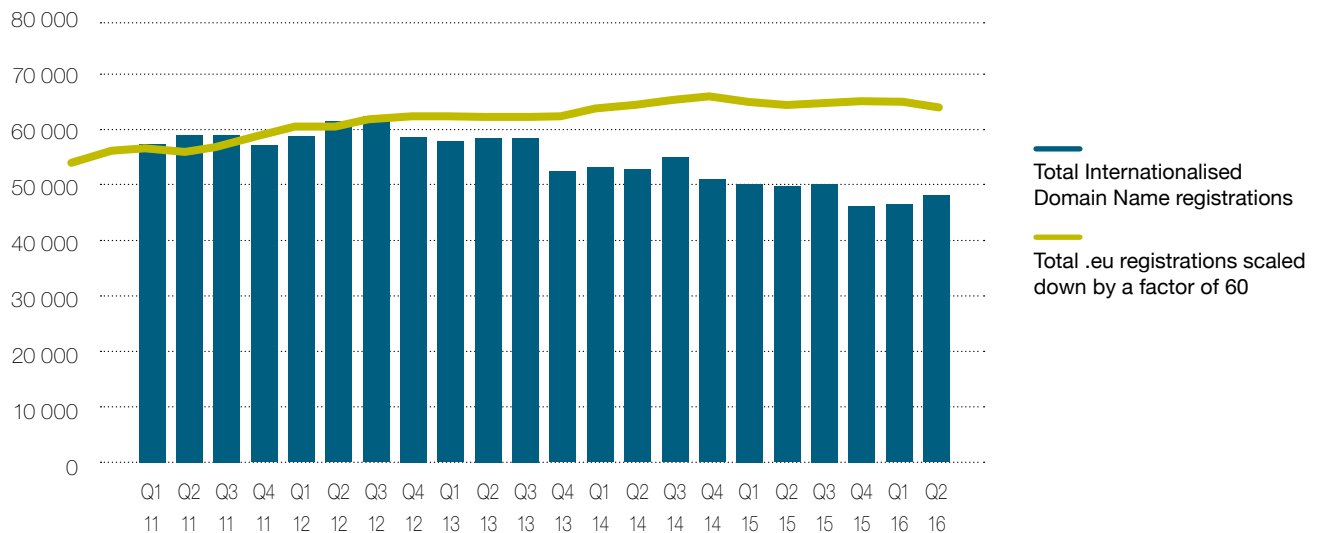
3 815 601

The total number of .eu domain names registered at the end of Q2.

^[1] Data from national registry websites was not available for Bulgaria, Cyprus and Malta.



Total Internationalised Domain Name registrations by quarter



During the second quarter EURid began offering .eu in the Cyrillic script. As a part of this, 1 430 Cyrillic legacy domain names were cloned under the new TLD.

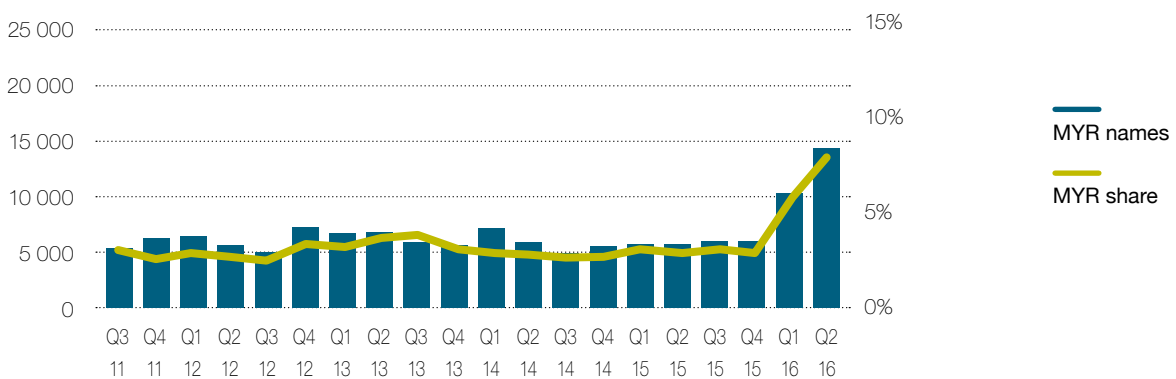
In addition, 780 new domain names were registered under the new TLD, .eю, in June.

Multi-year registrations (MYRs)

Since 7 April 2011, it's been possible to register .eu domain names for a period of more than one year, otherwise known as multi-year registrations. During Q2 2016, 14 298 multi-year registrations were made. This represented 7.80 % of all new registrations in the quarter.

During Q1 2016 and Q2 2016 the number of MYR increased thanks to two promotions launched by EURid, the latter one – the 10-10-10 campaign – to celebrate the tenth anniversary of the opening of the .eu registration.

Multi-year registrations (MYRs)

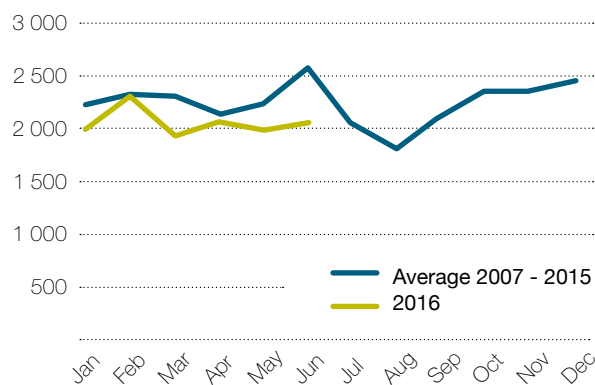




New registrations, deletions and renewals

There were 183 223 new .eu registrations in Q2 2016. The number of new registrations was 17% lower than that during the same months in previous years.

New .eu registrations per month



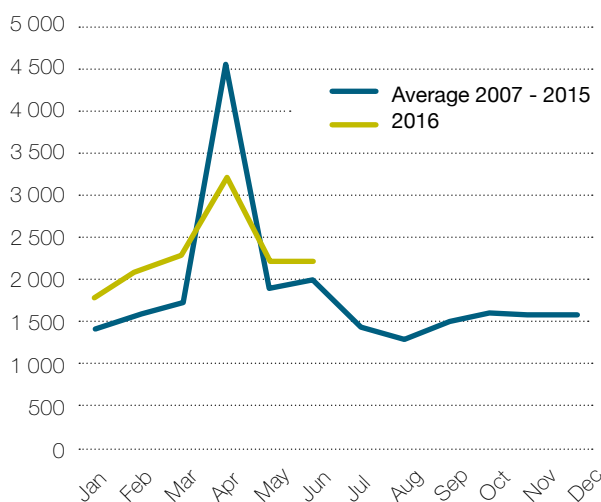
The number of new registrations per day was the same as that of the same months in previous years.

During Q2 2016, there were 231 831 deletions. A domain name headed for deletion is quarantined for 40 days after the date specified in the deletion request. It can be reactivated during that period only at the request of the former registrant. The quarantine period is a safeguard to prevent domain names from being deleted by mistake. The deleted name becomes available for general registration after the quarantine period.

When combined, the new registrations and deletions for Q2 resulted in a net loss of around 500 domain names per day. The renewal rate during Q2 was 81%.

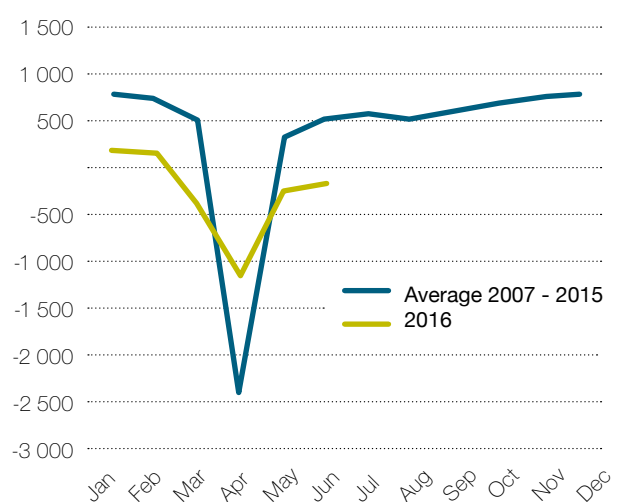
NEW
183 223
NEW .eu
REGISTRATIONS
in Q2 2016

Deletions per month



The month of April sees a spike in deletions each year, as many domain names come up for renewal then. This can be attributed to the fact that .eu was officially launched during the month of April. Over time, deletions have become more evenly spread out over the year.

Net growth per month



In Q2, the net growth per month was slightly lower when compared to that in Q1 2016.



Renewal rates by month

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Jan	80%	77%	79%	79%	79%	75%	77%	78%	79%	100%
Feb	79%	70%	79%	80%	81%	78%	79%	79%	80%	100%
Mar	78%	77%	82%	77%	81%	78%	80%	70%	86%	99%
Apr	84%	85%	88%	87%	85%	83%	85%	84%	82%	78%
May	77%	75%	81%	78%	81%	80%	77%	77%	81%	79%
Jun	78%	77%	81%	79%	83%	81%	79%	67%	78%	84%
Jul		75%	81%	77%	81%	82%	77%	79%	82%	82%
Aug		77%	82%	80%	80%	81%	75%	80%	81%	79%
Sep		78%	82%	77%	79%	81%	78%	78%	82%	82%
Oct		77%	79%	77%	77%	78%	78%	77%	81%	81%
Nov		77%	79%	79%	77%	77%	77%	78%	78%	81%
Dec		76%	78%	74%	75%	77%	73%	77%	79%	82%
Annual average	80.0%	77.7%	81.6%	79.5%	80.5%	80.1%	79.4%	78.6%	81.1%	79.3%

Please note that these figures might change until 40 days after the end of the month. Therefore, numbers of the previous quarter may be adjusted.



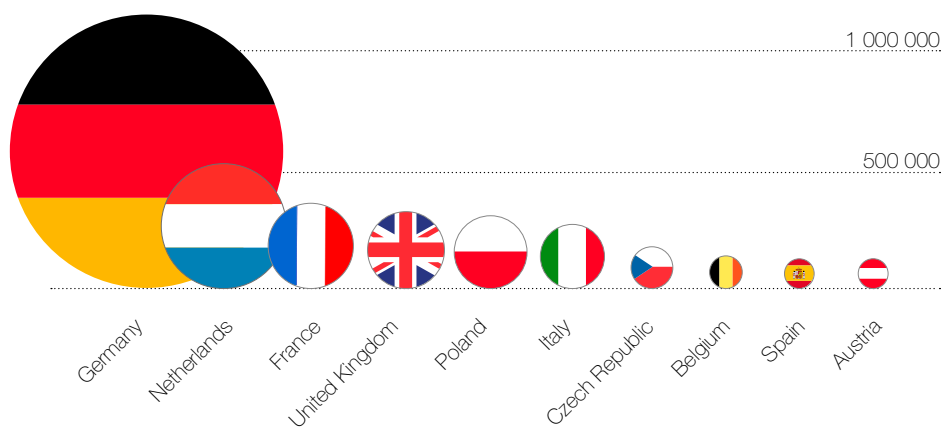
During Q2 the average renewal rate was 81%

The registrants



The countries in the top ten list account for 85.3% of all .eu registrations. **German residents have by far the most .eu domain name registrations**, followed by residents of the Netherlands and France.

Top ten countries with the most .eu registrations



.eu domain name registrations TOP 3 COUNTRIES



Germany



The Netherlands



France

Total number of .eu domain names by country of registrant, Q2 2016

Country	Names	Country	Names
Aland Island	358	Italy	274 208
Austria	91 994	Latvia	9 067
Belgium	131 221	Liechtenstein	310
Bulgaria	30 047	Lithuania	23 424
Croatia	8 114	Luxembourg	15 828
Cyprus	20 175	Malta	17 607
Czech Republic	162 867	Martinique	161
Denmark	36 068	Netherlands	492 267
Estonia	21 399	Norway	13 741
Finland	16 415	Poland	281 305
France	342 775	Portugal	15 227
French Guiana	67	Reunion	423
Germany	1 061 916	Romania	26 418
Gibraltar	59 787	Slovakia	44 960
Greece	48 464	Slovenia	13 615
Guadeloupe	264	Spain	105 788
Hungary	44 482	Sweden	70 580
Iceland	720	United Kingdom	294 436
Ireland	34 405		

The table on the left is based on country codes. Some EU Member State territories (such as Gibraltar, the Åland Islands and Guadeloupe) have their own country codes, which is why they are included in the list.



Popularity of .eu compared to ccTLD registrations

Country	.eu/1000	cctld/1000	Country	.eu/1000	cctld/1000
Malta	41.0	n/a	Denmark	6.4	233.4
Netherlands	29.1	333.9	France	5.2	44.4
Luxembourg	28.1	159.2	Latvia	4.6	59.3
Cyprus	23.8	n/a	United Kingdom	4.5	166.4
Estonia	16.3	91.5	Hungary	4.5	70.1
Czech Republic	15.5	119.7	Italy	4.5	48.7
Germany	13.1	198.9	Greece	4.5	40.4
Belgium	11.7	137.6	Bulgaria	4.2	n/a
Austria	10.7	148.2	Finland	3.0	71.3
Slovakia	8.3	63.3	Norway	2.7	135.2
Lithuania	8.0	61.0	Spain	2.3	39.2
Ireland	7.4	47.0	Iceland	2.2	176.7
Poland	7.4	71.2	Croatia	1.9	22.6
EU	7.4	108.4	Portugal	1.5	79.9
Sweden	7.2	140.7	Romania	1.3	44.2
Slovenia	6.6	58.2			

The figures above show the number of domain names per 1 000 inhabitants at the end of Q2 2016. They are based on population data from Eurostat and ccTLD information from national registries.

Growth by country, quarter over quarter and year over year

Country	Q2 2016 vs Q1 2016	Q2 2016 vs Q2 2015	Country	Q2 2016 vs Q1 2016	Q2 2016 vs Q2 2015
Austria	0.5%	-37.9%	Italy	0.3%	8.4%
Belgium	-0.2%	-2.2%	Latvia	3.1%	11.0%
Bulgaria	7.9%	15.5%	Lithuania	1.3%	5.2%
Croatia	3.8%	22.4%	Luxembourg	1.1%	7.5%
Cyprus	1.6%	27.9%	Malta	2.6%	10.4%
Czech Republic	-1.1%	1.9%	Netherlands	-1.0%	-0.8%
Denmark	-0.8%	-1.7%	Norway	1.6%	-2.7%
Estonia	2.5%	5.8%	Poland	-7.0%	-6.1%
Finland	-1.0%	1.9%	Portugal	-1.0%	3.7%
France	0.5%	1.3%	Romania	-5.6%	-4.7%
Germany	-0.5%	-2.8%	Slovakia	0.0%	4.6%
Greece	-6.4%	-8.1%	Slovenia	1.8%	4.1%
Hungary	0.4%	0.1%	Spain	-0.4%	1.9%
Iceland	-14.5%	36.1%	Sweden	-2.1%	0.3%
Ireland	-1.0%	3.9%	United Kingdom	-4.1%	-6.3%

By the end of Q2 2016, .eu domain name registrations had increased in 14 countries. As shown above, the .eu domain became especially popular in Bulgaria, Croatia and Latvia.

TOP GROWTH COUNTRIES

Q2 2016 VS Q1 2016



+7.9%

Bulgaria



+3.8%

Croatia

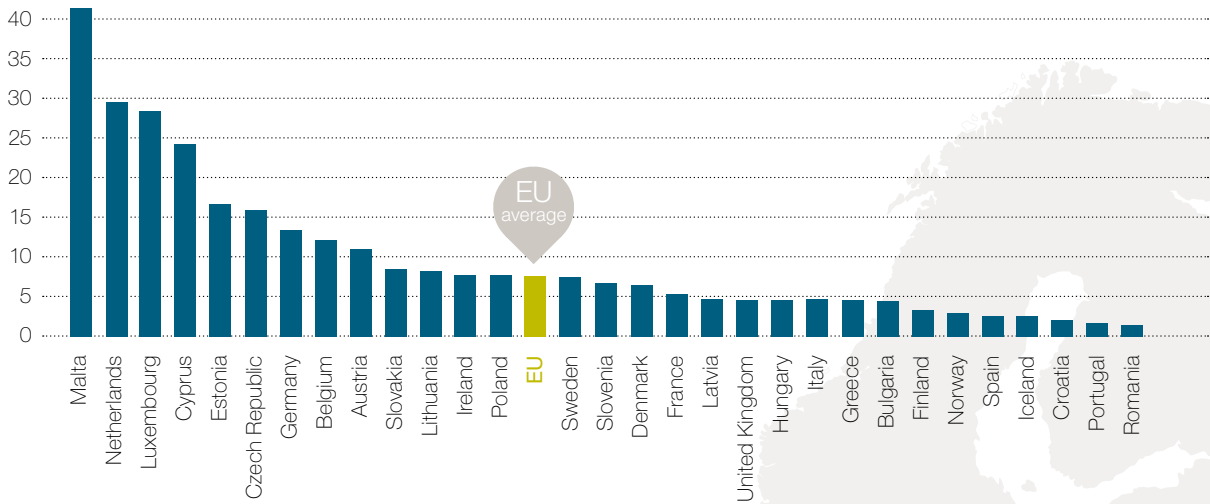


+3.1%

Latvia

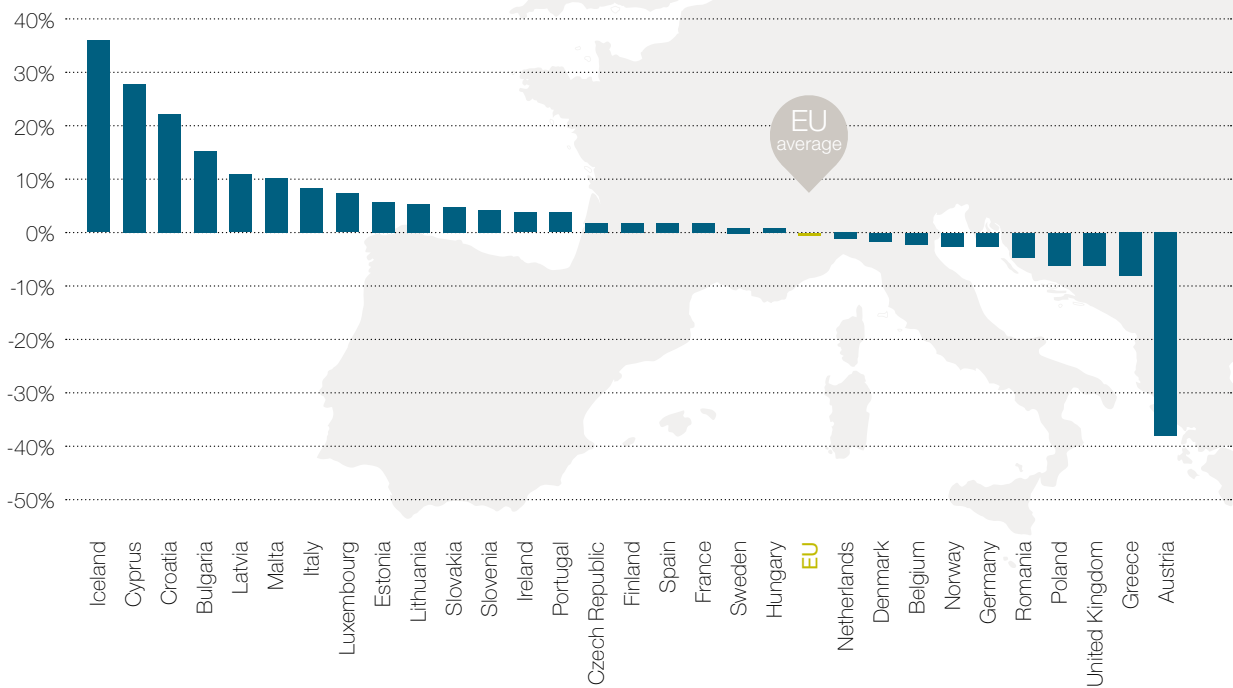


.eu domain names per 1 000 inhabitants, Q2 2016



The number of .eu registrations per 1 000 inhabitants varies from a high around 40 in Malta to around 1 in Romania. In general, countries with a large number of ccTLDs per inhabitant also have a large number of .eu registrations per inhabitant.

Growth by country, Q2 2016 compared to Q2 2015



The countries with the fastest relative growth year over year were Iceland (36%), Cyprus (28%) and Croatia (22%).

The registrars



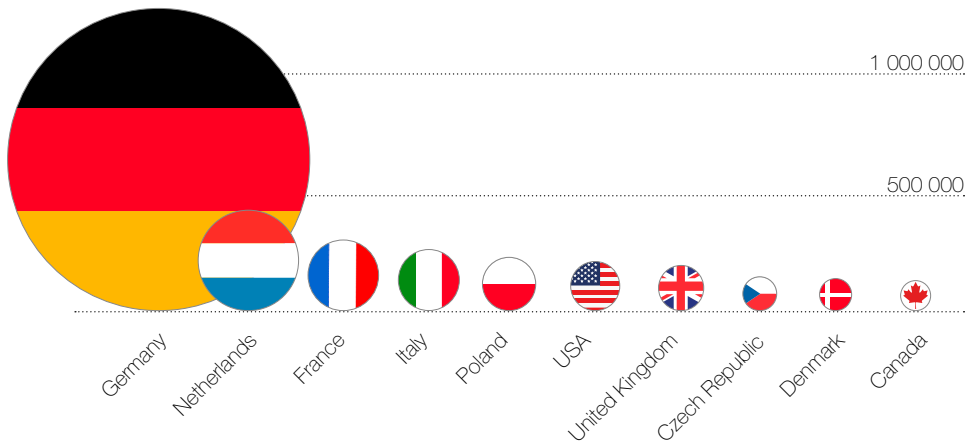
EURid registrars can be located outside the EU. **Categorising registrations by the country of the registrar shows many similarities with the categorisation by the country of the registrant** (see "Top ten countries with most .eu registrations" table).

The main difference is that the USA, Denmark and Canada are on the top ten list based on the country of the registrar but not based on the country of the registrant, while the opposite holds true for Belgium, Austria and Spain. **In Q2 2016, the countries in the top ten list of registrations based on the country of the registrar accounted for 85.6% of all .eu registrations.**



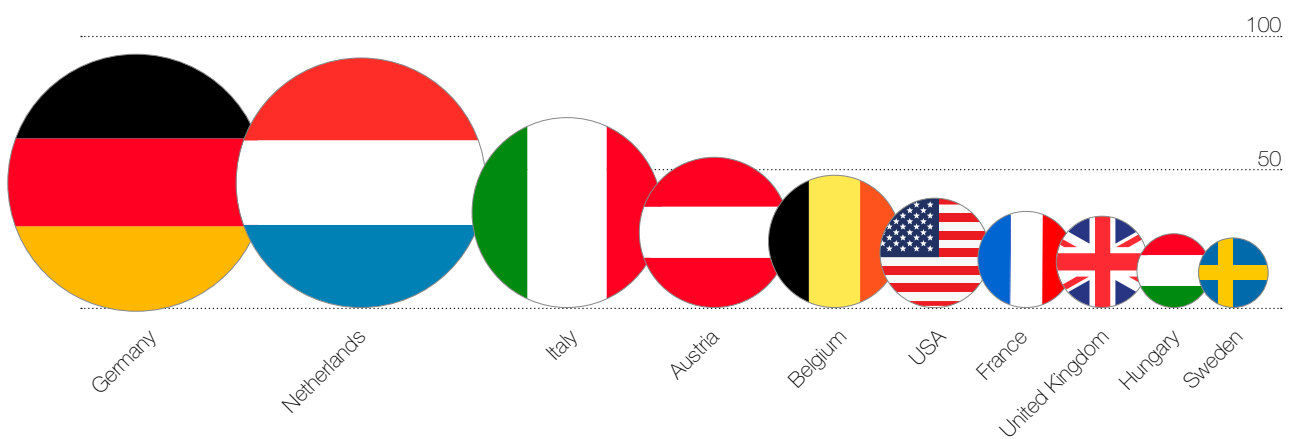
85.6%
REGISTRATIONS
by top ten
registrar countries
in Q2 2016

Top ten countries based on registrations by country of registrar



713
EURID
ACCREDITED
REGISTRARS
by the end of Q2 2016

Top ten countries based on the number of .eu registrars



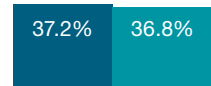


.eu registrations by country of registrar, Q2 2016

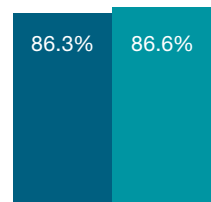
Country	Names managed	Number registrars	Country	Names managed	Number registrars
Anguilla	125	1	Korea	652	3
Australia	13 254	6	Latvia	1 122	2
Austria	67 283	54	Lithuania	18 815	4
Barbados	146	1	Luxembourg	33 843	3
Belgium	62 956	49	Malaysia	89	1
Bulgaria	359	4	Malta	85	1
Canada	80 621	23	Monaco	8 238	1
Cayman Islands		1	Netherlands	425 091	85
China	1 008	5	Norway	13 953	3
Croatia	3 117	4	Poland	231 015	22
Cyprus	12 676	2	Portugal	2 570	5
Czech Republic	151 469	15	Romania	11 369	11
Denmark	142 078	12	Russia	67	1
Estonia	13 222	3	Seychelles	64 947	1
Finland	4 509	7	Singapore	555	1
France	297 633	37	Slovakia	26 403	11
Germany	1259 105	89	Slovenia	2 928	2
Greece	43 128	14	Spain	46 104	23
Hong Kong	17	1	Sweden	48 329	24
Hungary	25 377	26	Switzerland	8 330	4
Ireland	8 991	6	Taiwan	136	1
Israel	574	3	United Kingdom	214 063	33
Italy	235 357	67	USA	228 433	38
Japan	261	2	UAE	5 198	1

A EURid accredited registrar managed an average of 5 351 .eu domain names during Q2.

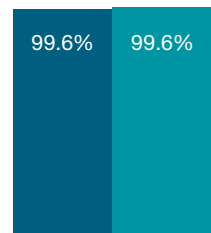
MARKET SHARE
of top 10, top 100 and top 500 registrars



Top 10



Top 100



Top 500

■ Q2 2015 ■ Q2 2016

The top 100 EURid accredited registrars manage about 87% of all registrations which means that many registrars are small businesses. Compared with the previous year, the market share of the top 100 and 500 registrars has increased while the market share of the top 10 has decreased.



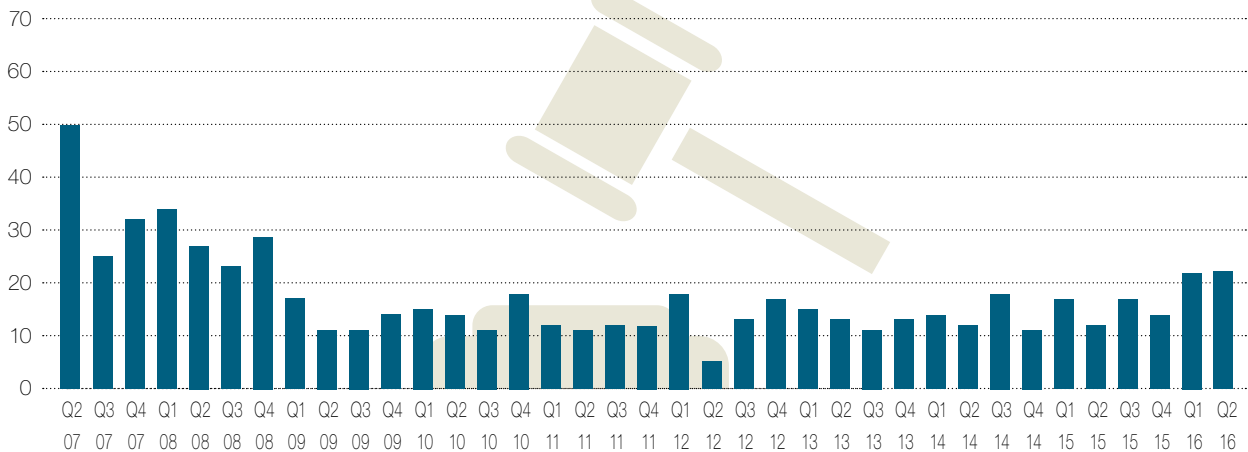
Domain name disputes

To protect intellectual property rights, an Alternative Dispute Resolution (ADR) policy was established for domain name disputes. This policy is described in more detail in EC Regulation 874/2004. The dispute resolution procedure is administered by the Czech Arbitration Court, an independent body offering its services in 23 EU languages.

The ADR process for domain name disputes is similar to the dispute processes offered by most major top-level domain registries.

On 27 June 2012, the Czech Arbitration Court (CAC) and EURid announced a special fee reduction to make the Alternative Dispute Resolution (ADR) process even more accessible to the European public. The cost of a basic proceeding was cut by 50%. The reduction was continued for the fifth year in a row in January 2016. This move comes in response to recommendations made as a result of an external audit of the ADR service prepared for EURid.

Domain name disputes filed by quarter



A total of 22 alternative dispute resolution cases were filed during Q2 2016. The Czech Arbitration Court terminated 18 ADR during Q2, nine of which resulted in the domain name being transferred to the complainant.



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