

# EURid's Quarterly update

Q4 2016 PROGRESS REPORT

# Q4

.eu  
Your European Identity



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# At a glance

## General Manager



“We are very optimistic towards our efforts in making our extensions the most secure and trustworthy on the market.”

**Marc Van Wesemael,**  
General Manager at EURid

“EURid has been closely working with various law enforcement agencies in 2016 in order to clean up and identify abusive registrations. The signing of a Memorandum of Understanding with Europol in Q4 2016 further enhances this effort as well as EURid’s ability to swiftly react and mitigate abuse within the .eu sphere.”

## Environmental



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

During Q4 2016, EURid worked with the Italian tailoring social project, Borseggi, to come up with a unique way of recycling the unused materials from the EuroDIG meeting that took place earlier this year. The main idea behind this initiative was to bring the basic mantra of “reduce, reuse, recycle” to life. The recycled materials will be distributed at the various events EURid attends in 2017.

## International



During Q4 2016, EURid participated in **2 events** – SMAU in Milan, Italy and Targi e-Handlu in Warsaw, Poland. EURid representatives gave **three presentations** – on online multilingualism during the EURid-UNESCO workshop at the IGF meeting in Guadalajara, Mexico, on domain name abuse management at ICANN57 in Hyderabad, India, and on IDNs and the future of the domain name industry at HostingCon in Amsterdam, The Netherlands. EURid continued to chair the ICANN ccNSO-SOP and ccNSO EPSRP working groups.



**175 050**  
**NEW .eu REGISTRATIONS**  
in Q4 2016

**TOP GROWTH COUNTRY**  
**BULGARIA**



**+4.5%**  
Q4 2016 vs Q3 2016



**79%**  
**RENEWAL RATE**

The renewal rate during Q4 was 79%. The average renewal rate over the past ten years is 80%.

## Q4 2016 developments

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



### EURid participates in CodeWeek 2016

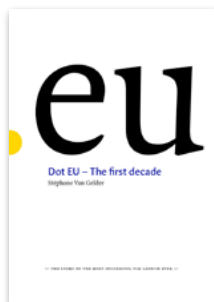
During October 2016, EURid held three workshops around Europe with the goal of teaching children the basics of coding and programming.



OCTOBER

### The 2016 .eu Web Awards

The 2016 .eu Web Awards has come to a close, and we couldn't be happier with the turnout and events that transpired on the evening of November 16 at the Museum of Natural Sciences in Brussels. Visit [www.webawards.eurid.eu](http://www.webawards.eurid.eu) to find out who took the crown!



### EURid unveils their book, .eu: The First Decade

This is a story about perseverance and a vision to making the .eu extension the best around. Claim your free digital copy today on [www.eurid.eu](http://www.eurid.eu)!

NOVEMBER

### The 2016 IDN World Report surges into the Digital Age

Unlike previous renditions, the 2016 report, produced by EURid, with the support of OXIL, Mark McFadden, Emily Taylor, Verisign, and UNESCO, brings on a completely new and unique user experience, expanding the horizons of readership by abandoning the traditional PDF design and giving the report an online identity: [www.idnworldreport.eu](http://www.idnworldreport.eu).



### Memorandum of Understanding inked between EURid and Europol

Europol and EURid signed a memorandum of understanding during Q4 2016 in hopes of further enhancing the security of the .eu web space.



DECEMBER

# Good service is at the heart of everything we do

## About Us

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 allow users to fully express their identity online.

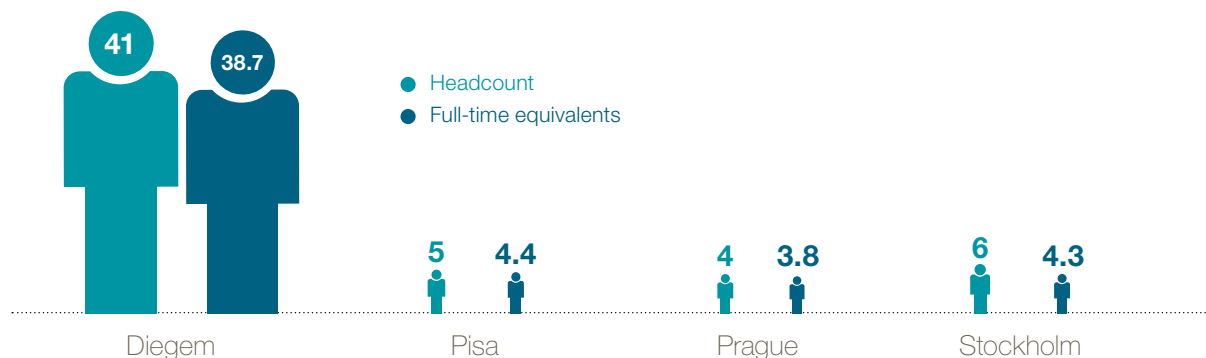


## Human Resources

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 **56 employees working at EURid's four offices** at the end of Q4 2016.

## Headcount per office, Q4 2016



# The .eu domain



## Total registrations

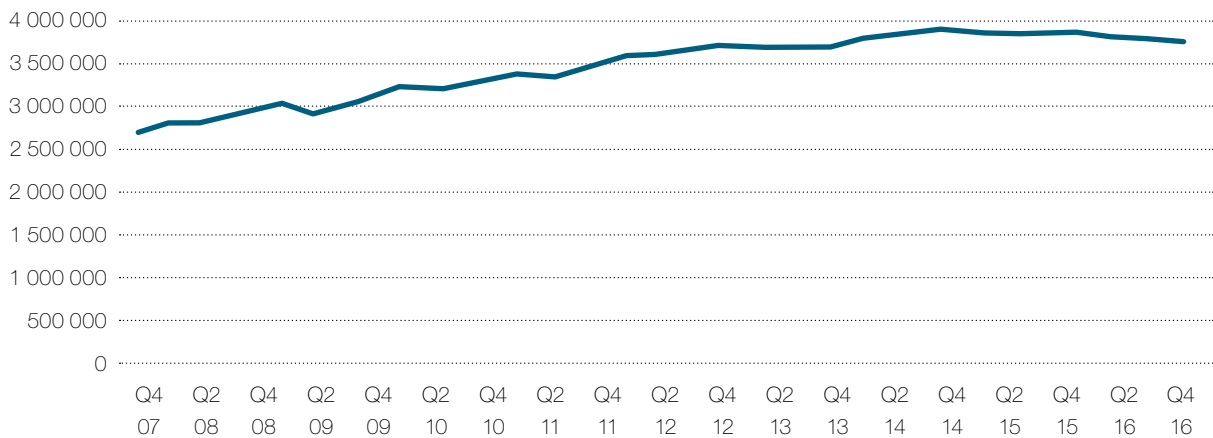
During Q4 2016, the number of .eu registrations decreased by 32 655 domain names, a net decrease of 0.9%, to 3.76 million. The total number of .eu domain names registered at the end of Q4 represented a decrease of 2.6%, or 101 772 registrations, when compared with the total number at the end of Q4 2015.

By the end of the quarter there were **a total of 695 EURid accredited registrars**. The top ten registrars accounted for 36.3% of all .eu registrations.

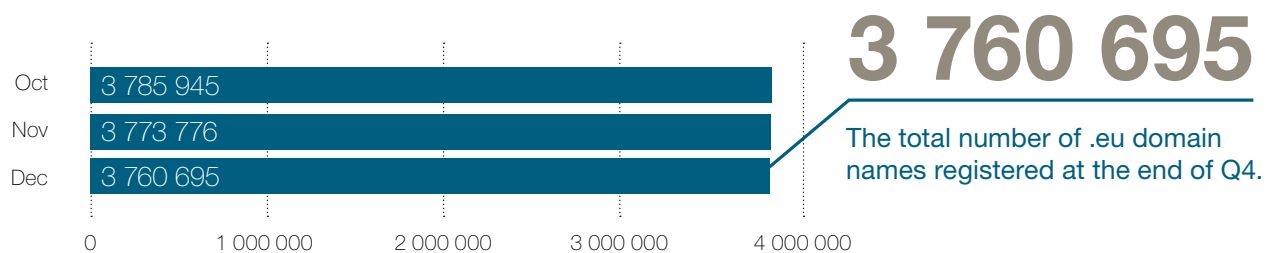
During the fourth quarter, the total number of .eu registrations increased in 13 countries. Bulgaria and Portugal saw growth of more than 3%.

The national ccTLD market in EU countries<sup>1</sup> decreased by 0.4% during Q4 2016, and grew by 1.4% from Q4 2015. Within the EU, the market for gTLD domain names such as .com, .net, .org, .info and .biz decreased by 1.5% during Q4 2016 and grew by 0.4% from Q4 2015, according to statistics from Zooknic.

### Quarterly growth curve for .eu registrations



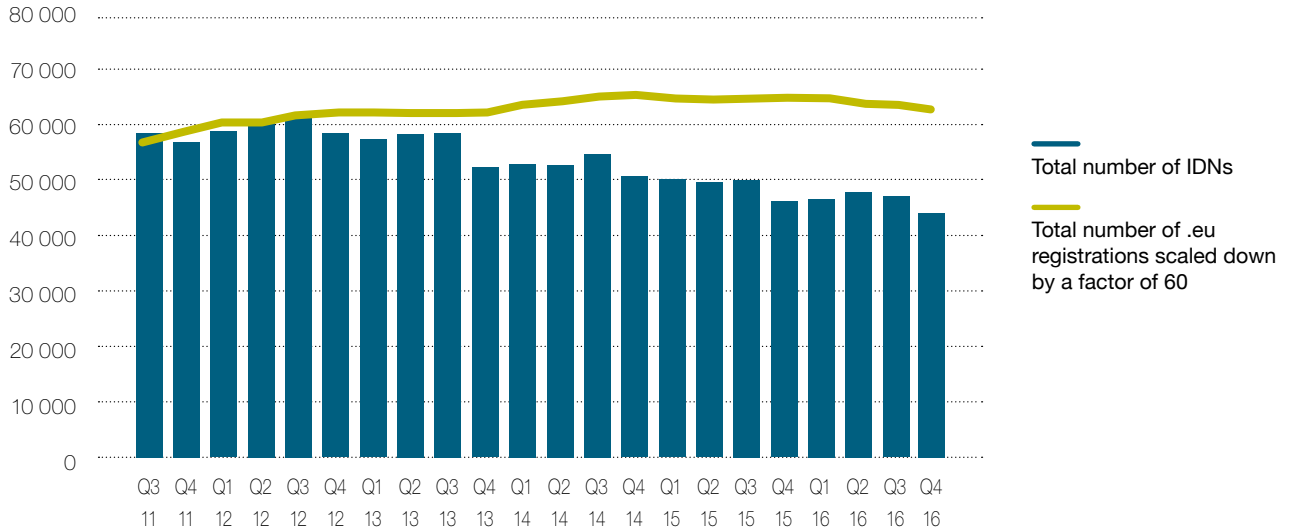
### Total number of .eu registrations at month's end



<sup>[1]</sup> Data from national registry websites was not available for Bulgaria, Cyprus and Malta.



## Internationalised domain names (IDNs)



During the second quarter EURid started offering .eu for Cyrillic domain names. As a part of this 1430 legacy Cyrillic names were transferred to the

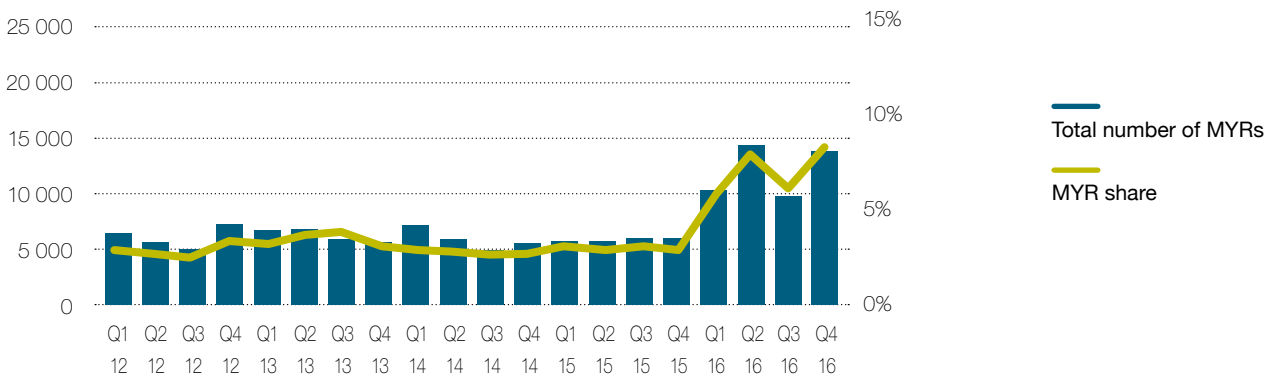
new TLD. In addition 943 new names have been registered under the new TLD.

## Multi-year registrations (MYRs)

Since 7 April 2011 it is possible to register .eu names with a registration period of more than one year. During Q4 2016, 13 535 new registrations with a longer registration period than one year were made. This represented 7.7% of all new registrations in the quarter.

The overall number of MYRs registered in 2016 measured exceptional growth due to EURid's tenth anniversary promotional offer.

## Multi-year registrations (MYRs)

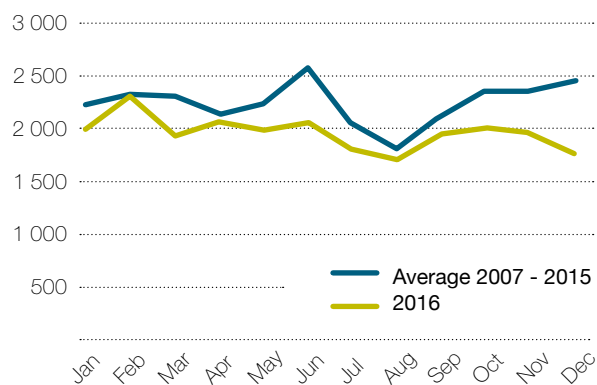




# New registrations, deletions and renewals

There were 175 050 new .eu registrations in Q4 2016. The number of new registrations was 20% lower than during the same months in previous years.

## New .eu registrations per day

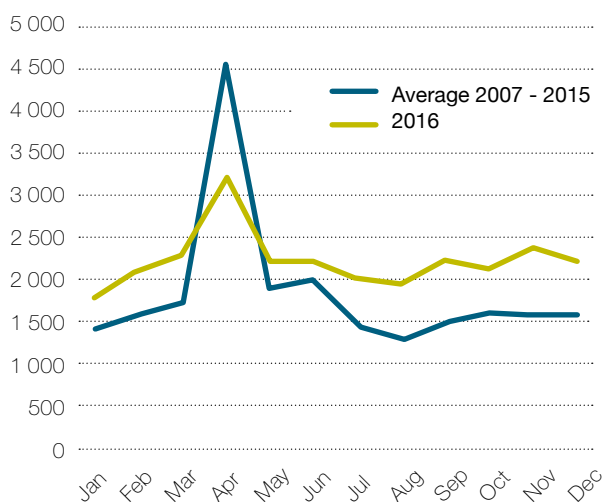


During Q4 2016, there were 206 040 deletions. A domain name headed for deletion is quarantined for 40 days after the date specified in the deletion request. It can be reactivated during that period only at the request of the former registrant. The quarantine period is a safeguard to prevent domain names 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 Q4 resulted in a net loss of around 300 names per day. The renewal rate during Q4 was 79%.

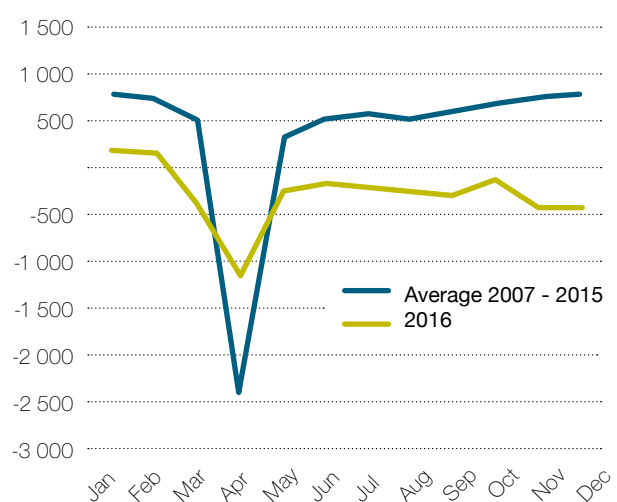
**NEW**  
**175 050**  
**NEW .eu**  
**REGISTRATIONS**  
 in Q4 2016

## Deletions per day



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

## Net growth per day







## Renewal rates by month

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
<b>Jan</b>	80%	77%	79%	79%	79%	75%	77%	78%	79%	100%
<b>Feb</b>	79%	70%	79%	80%	81%	78%	79%	79%	80%	100%
<b>Mar</b>	78%	77%	82%	77%	81%	78%	80%	70%	86%	99%
<b>Apr</b>	84%	85%	88%	87%	85%	83%	85%	84%	82%	78%
<b>May</b>	77%	75%	81%	78%	81%	80%	77%	77%	81%	79%
<b>Jun</b>	78%	77%	81%	79%	83%	81%	79%	67%	78%	84%
<b>Jul</b>	77%	75%	81%	77%	81%	82%	77%	79%	82%	82%
<b>Aug</b>	76%	77%	82%	80%	80%	81%	75%	80%	81%	79%
<b>Sep</b>	75%	78%	82%	77%	79%	81%	78%	78%	82%	82%
<b>Oct</b>	78%	77%	79%	77%	77%	78%	78%	77%	81%	81%
<b>Nov</b>	80%	77%	79%	79%	77%	77%	77%	78%	78%	81%
<b>Dec</b>	78%	75%	78%	74%	75%	77%	73%	77%	79%	82%
<b>Annual average</b>	78.8%	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.



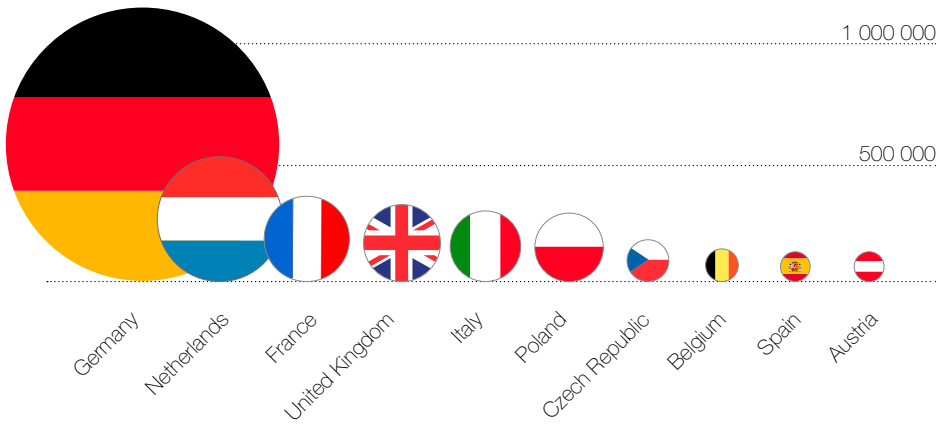
During Q4 the average renewal rate was 79%

# The registrants



The countries in the top ten list account for 85.5% 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



## Total number of .eu domain names by country of registrant, Q4 2016

Country	Names	Country	Names
Aland Island	260	Italy	267 441
Austria	93 981	Latvia	9 150
Belgium	133 433	Liechtenstein	315
Bulgaria	31 523	Lithuania	23 008
Croatia	7 999	Luxembourg	16 039
Cyprus	19 643	Malta	18 109
Czech Republic	157 296	Martinique	162
Denmark	34 735	Netherlands	483 830
Estonia	21 849	Norway	13 846
Finland	16 588	Poland	261 492
France	341 823	Portugal	16 564
French Guiana	55	Reunion	363
Germany	1 054 826	Romania	25 923
Gibraltar	55 473	Slovakia	44 737
Greece	46 067	Slovenia	13 486
Guadeloupe	247	Spain	102 895
Hungary	44 544	Sweden	66 679
Iceland	426	United Kingdom	300 878
Ireland	28 481		

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	42.2	n/a	Denmark	6.1	234.6
Netherlands	28.6	336.1	France	5.2	45.4
Luxembourg	28.5	161.8	United Kingdom	4.6	163.6
Cyprus	23.2	14.8	Latvia	4.6	60.1
Estonia	16.6	95.2	Hungary	4.5	71.0
Czech Republic	14.9	121.5	Italy	4.4	49.4
Germany	13.0	198.5	Bulgaria	4.4	n/a
Belgium	11.9	138.0	Greece	4.3	40.6
Austria	10.9	148.1	Finland	3.0	75.1
Slovakia	8.3	64.8	Norway	2.7	138.7
Lithuania	7.9	61.9	Spain	2.2	39.6
EU	7.3	108.8	Croatia	1.9	23.1
Poland	6.9	71.1	Portugal	1.6	84.1
Sweden	6.8	148.6	Romania	1.3	45.2
Slovenia	6.5	59.1	Iceland	1.3	183.8
Ireland	6.2	48.0			

The figures above show the number of domain names per 1 000 inhabitants at the end of Q4 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	Q4 2016 vs Q3 2016	Q4 2016 vs Q4 2015	Country	Q4 2016 vs Q3 2016	Q4 2016 vs Q4 2015
Austria	1.3%	-36.5%	Italy	-1.6%	-0.5%
Belgium	0.6%	1.9%	Latvia	0.3%	5.6%
Bulgaria	4.5%	16.5%	Lithuania	-2.7%	1.6%
Croatia	0.4%	6.3%	Luxembourg	-0.2%	5.3%
Cyprus	-0.5%	-4.3%	Malta	1.2%	8.6%
Czech Republic	-3.1%	-5.0%	Netherlands	-1.5%	-2.7%
Denmark	-1.7%	-4.7%	Norway	0.9%	-0.8%
Estonia	1.9%	5.8%	Poland	-0.9%	-16.3%
Finland	0.4%	1.1%	Portugal	3.2%	8.1%
France	-1.3%	-0.3%	Romania	-0.9%	-9.1%
Germany	-0.4%	-1.1%	Slovakia	0.0%	0.8%
Greece	-2.7%	-9.4%	Slovenia	0.2%	1.3%
Hungary	0.5%	0.4%	Spain	-1.5%	-3.0%
Iceland	-18.2%	-50.5%	Sweden	-4.2%	-7.8%
Ireland	-16.2%	-17.4%	United Kingdom	1.6%	-2.2%

By the end of Q4 2016, .eu domain name registrations had increased in 13 countries. As shown above, the .eu domain grew in popularity in Bulgaria, Portugal and Estonia.

## TOP GROWTH COUNTRIES

Q4 2016 VS Q3 2016



**+4.5%**

Bulgaria



**+3.2%**

Portugal

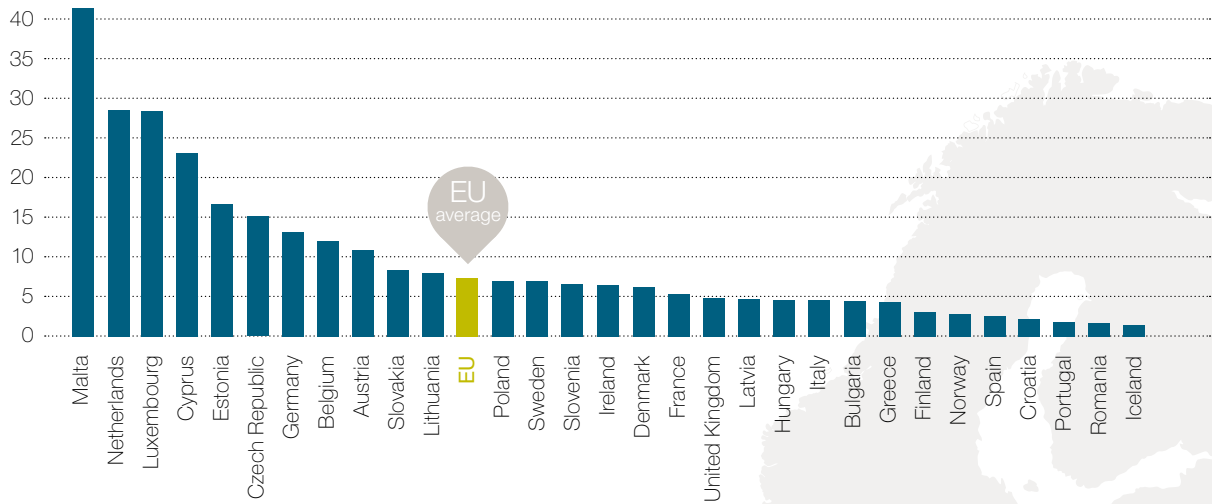


**+1.9%**

Estonia

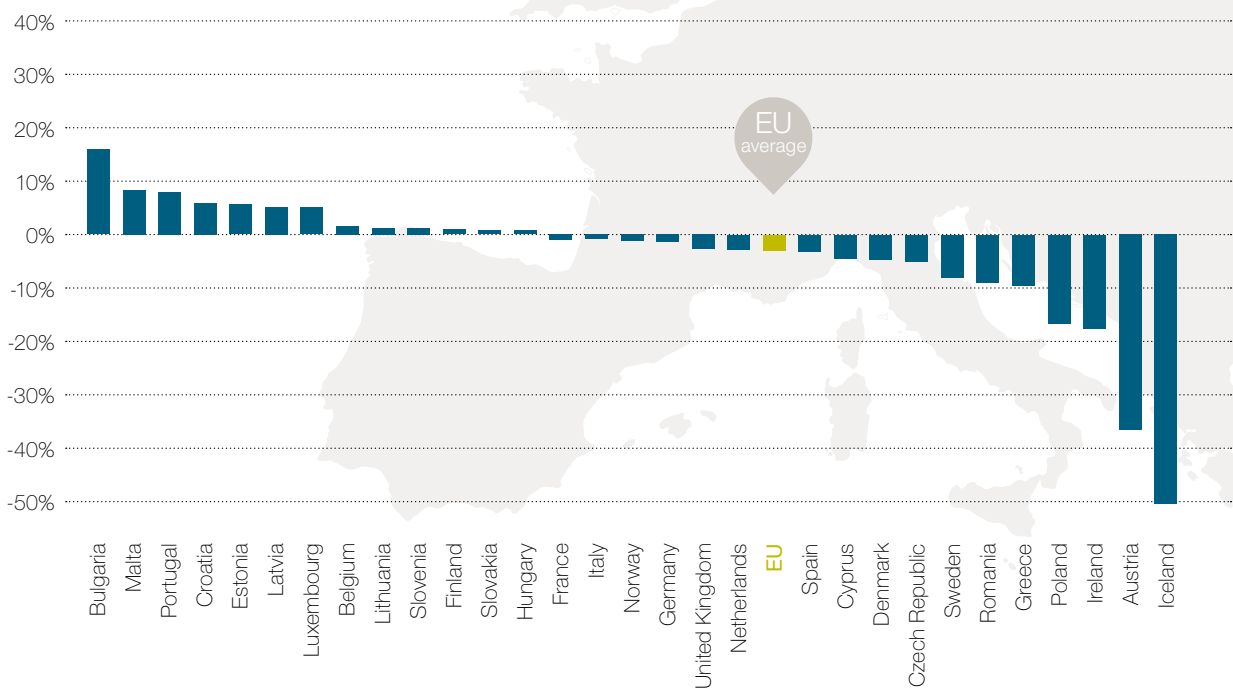


## .eu domain names per 1 000 inhabitants, Q4 2016



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

## Growth by country, Q4 2016 compared to Q4 2015



The countries with the fastest relative growth year over year were Bulgaria (16%), Malta (9%) and Portugal (8%).

# The registrars



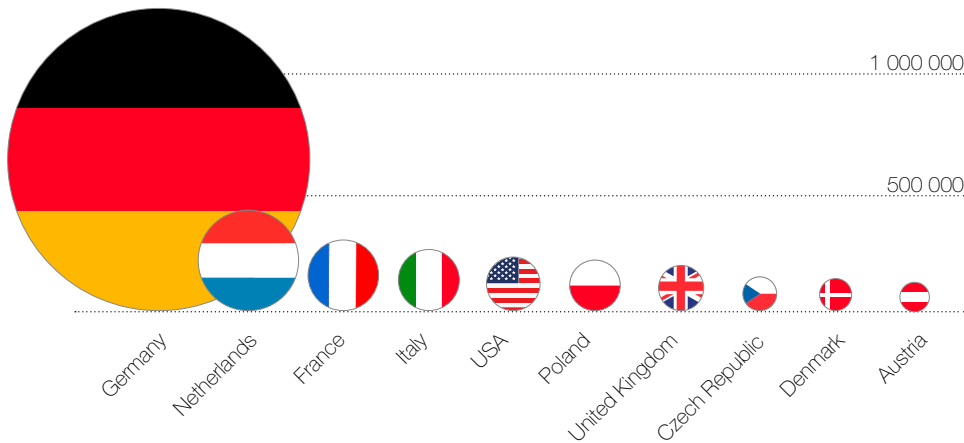
EURid accredited registrars can be located outside the EU. **Categorising registrations by country of registrar shows many similarities with the categorisation by country of registrant** (see previous table Top ten countries with most .eu registrations).

The main difference is that the USA and Denmark are on the top ten list based on country of registrar but not based on country of registrant, while the opposite holds true for Belgium and Spain. **In Q4 2016, the countries in the top ten list of registrations based on country of registrar accounted for 84.6% of all .eu registrations.**



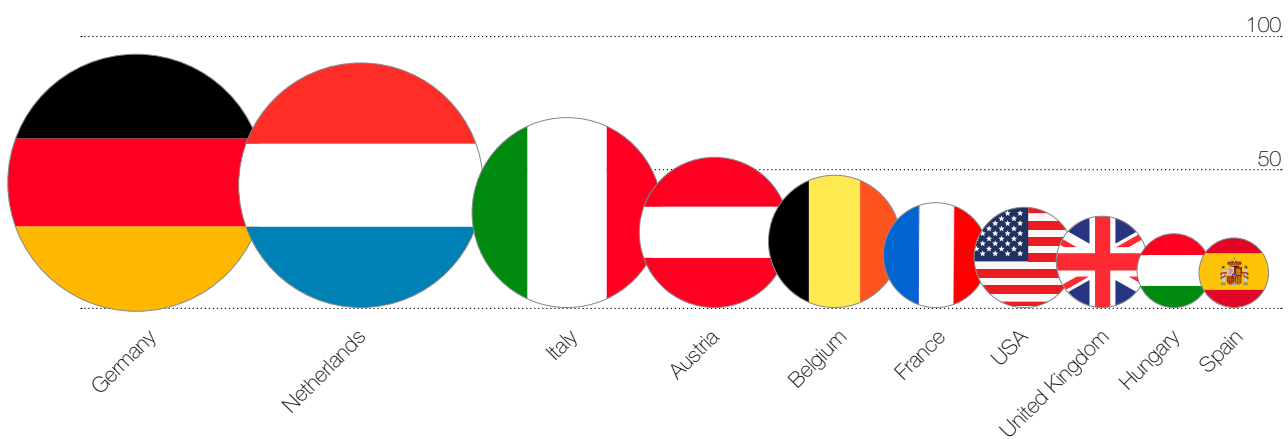
**84.6%**  
**REGISTRATIONS**  
by top ten  
registrar countries  
in Q4 2016

Top ten countries based on registrations by country of registrar



**695**  
**EURID**  
**ACCREDITED**  
**REGISTRARS**  
by the end of Q4 2016

Top ten countries based on the number of EURid accredited registrars



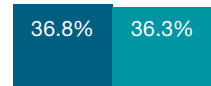


**.eu registrations by country of registrar, Q4 2016**

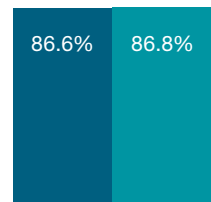
Country	Names managed	Number registrars	Country	Names managed	Number registrars
Anguilla	123	1	Korea	636	3
Australia	13 140	6	Latvia	1 120	2
Austria	80 340	54	Lithuania	19 471	4
Barbados	143	1	Luxembourg	34 830	3
Belgium	67 518	46	Malaysia	79	1
Bulgaria	463	4	Malta	85	1
Canada	78 165	10	Monaco	7 873	1
Cayman Islands		1	Netherlands	413 539	85
China	1 004	4	Norway	13 374	3
Croatia	3 221	4	Poland	212 705	21
Cyprus	11 534	2	Portugal	2 964	5
Czech Republic	146 295	15	Romania	11 480	11
Denmark	138 093	12	Russia	69	1
Estonia	13 716	3	Seychelles	78 833	1
Finland	4 561	8	Singapore	511	1
France	302 886	38	Slovakia	26 909	12
Germany	1248 223	91	Slovenia	2 852	3
Greece	41 860	14	Spain	46 927	24
Hong Kong	17	1	Sweden	45 777	24
Hungary	25 256	25	Switzerland	8 163	4
Ireland	8 958	6	Taiwan	133	1
Israel	575	3	United Kingdom	196 180	31
Italy	227 504	65	USA	217 566	36
Japan	256	2	UAE	4 768	1

A EURid accredited registrar managed an average of 5 411 .eu domain names during Q4.

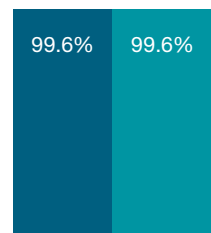
**MARKET SHARE**  
of top 10, top 100 and top 500 registrars



Top 10



Top 100



Top 500

■ Q4 2015 ■ Q4 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 registrars has increased while the market share of the top 10 has decreased.



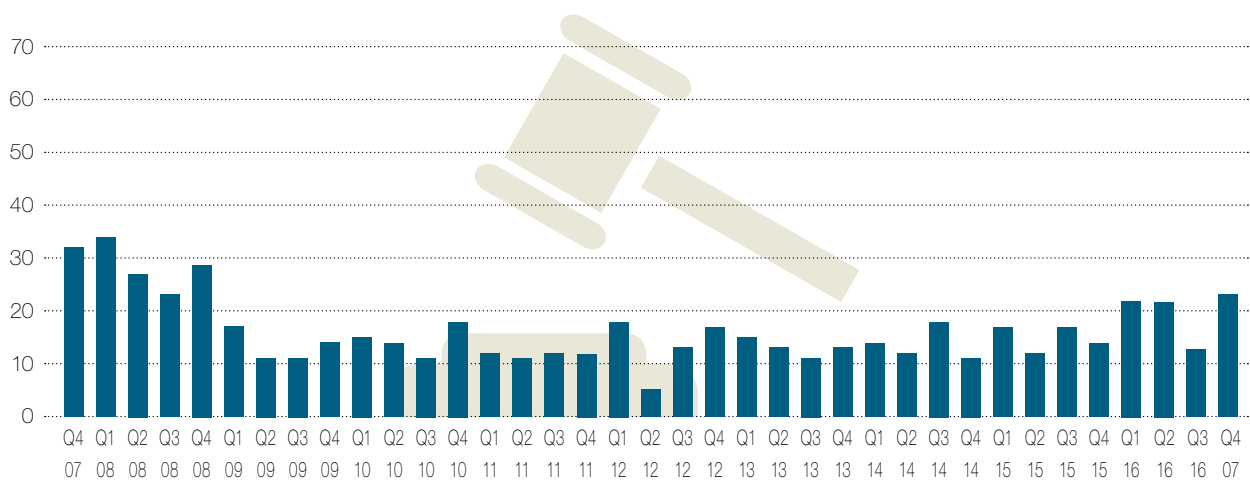
# Domain name disputes

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 21 EU languages.

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.

**The ADR process for disputes is similar to the dispute processes offered by most major toplevel domain registries.**

Domain name disputes filed by quarter



A total of 23 alternative dispute resolution cases were filed during Q4 2016 compared to 14 during Q4 2015. The Czech Arbitration Court published 7 ADR decisions during Q4 all of which resulted in the domain name being transferred to the complainant.



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