

# EURid's Quarterly update

Q3 2016 PROGRESS REPORT

# Q3

.eu  
Your European Identity



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# At a glance

## General Manager



“By the end of Q3 2016, .eu registrations increased in 12 countries.”

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

“While .eu registrations continued to grow in 12 countries, the third quarter of 2016 measured a decrease in overall registrations when compared to that in 2015. Portugal, Malta and Luxembourg all saw considerable growth over the quarter, which can be attributed to our increased awareness building efforts in those states. As we head into autumn, we look forward to continuing to provide a stable and secure environment for both 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. In Q3 2016, EURid investigated various options to recycle the unused corporate merchandise that was produced for the EuroDIG meeting.

## International



EURid participated in **1 event** – WebExpo 2016 – and held **1 presentation** at the CENTR Administrative Workshop in Q3 2016. In addition, EURid played a key role in the planning of EuroDIG 2017 at the preparatory meeting held in Tallinn on 19 September.



**166 631**  
NEW .eu REGISTRATIONS  
in Q3 2016

## TOP GROWTH COUNTRY PORTUGAL



**+5.5%**  
Q3 2016 vs Q2 2016



**77%**  
RENEWAL RATE

The renewal rate during Q3 was 77%. The average renewal rate over the past ten years is 80%.

## Q3 2016 developments

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

### JULY



#### Fabio Fognini takes the crown in Umag!

The decorated tennis player and EURid testimonial, Fabio Fognini, defeated many skilled players including both Gastao Elias and Andrej Martin en route to taking home the first place trophy at the Konzum Croatia Open UMAG, marking his first title of the year and his fourth overall.



#### EURid and EUIPO sign letter of collaboration

EUIPO, the European Union Intellectual Property Office, and EURid signed a letter of collaboration during Q3 2016, committing both institutions to join forces in raising awareness about trademarks and domain names.

### AUGUST

#### EURid participates in WebExpo 2016

EURid participated in this year's WebExpo, which is Central Europe's largest conference dedicated to the web. There were over 1 600 web professionals and 70 influential speakers from around the world in attendance.

#### The 2016 .eu Web Awards

The 2016 .eu Web Awards closes in with the announcement of this year's 15 nominees and media partner – [The EUobserver](#)! Visit [www.webawards.eurid.eu](http://www.webawards.eurid.eu) to see who made the cut and stay tuned to find out who will take the crown during the Gala event on 16 November 2016!



### SEPTEMBER



#### Fall issue of the .eu Illustrated

The latest issue of the .eu Illustrated puts emphasis on Internet Governance and delves into specifics through an exclusive interview with two of the most important figures in the domain name industry, Göran Marby and Megan Richards.



# 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.

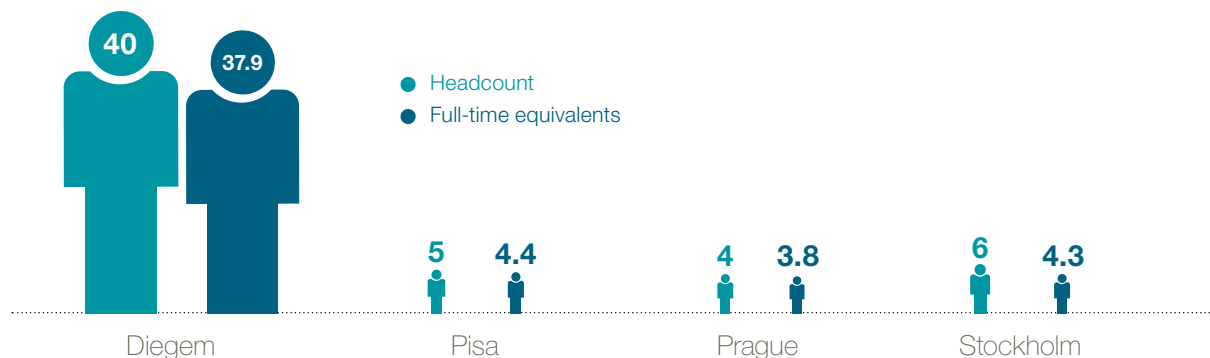


## Human Resources

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 **55 employees working at EURid's four offices** at the end of Q3 2016.

## Headcount per office, Q3 2016



# The .eu domain



## Total registrations

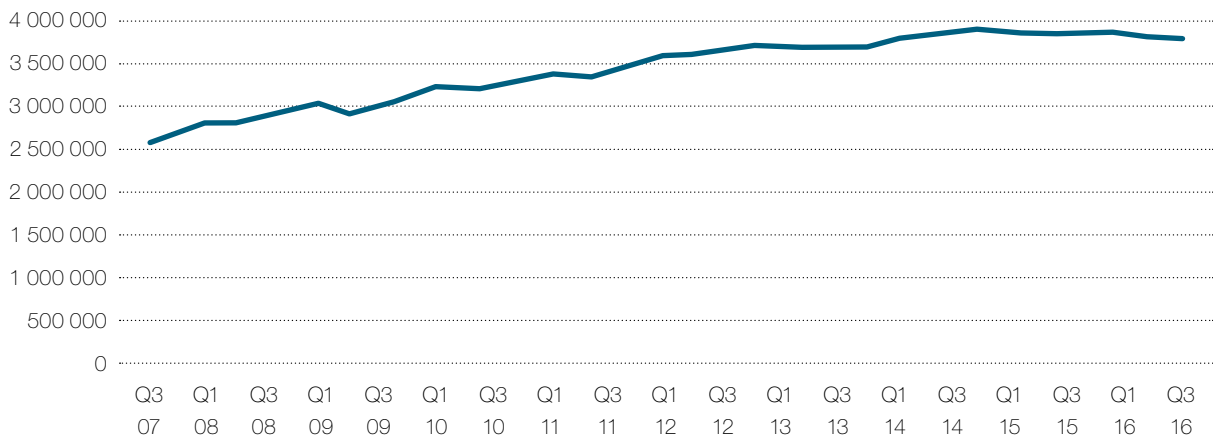
During Q3 2016, the number of .eu registrations decreased by 22 251 domain names, a net decrease of 0.6%, to 3.79 million. The total number of .eu domain names registered at the end of Q3 measured a decrease of 1.6%, or 61 180 registrations, when compared to Q3 2015.

By the end of the quarter there were a total of **716 EURid accredited registrars**. The top ten registrars accounted for 36.3% of all .eu registrations. Additionally, the total number of .eu

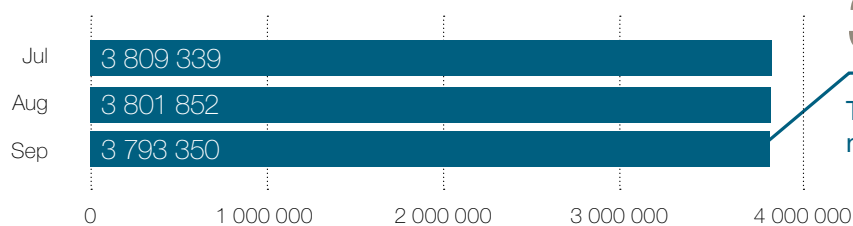
registrations increased in 12 countries. Portugal saw growth of more than 5%.

The national ccTLD market in EU countries<sup>1</sup> increased by 0.8% during Q3 2016, and grew by 2.5% from Q3 2015. Within the EU, the market for gTLD domain names such as .com, .net, .org, .info and .biz grew by 0.3% during Q3 2016 and by 5.5% from Q3 2015, according to statistics from Zooknic.

### Quarterly growth curve for .eu registrations



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



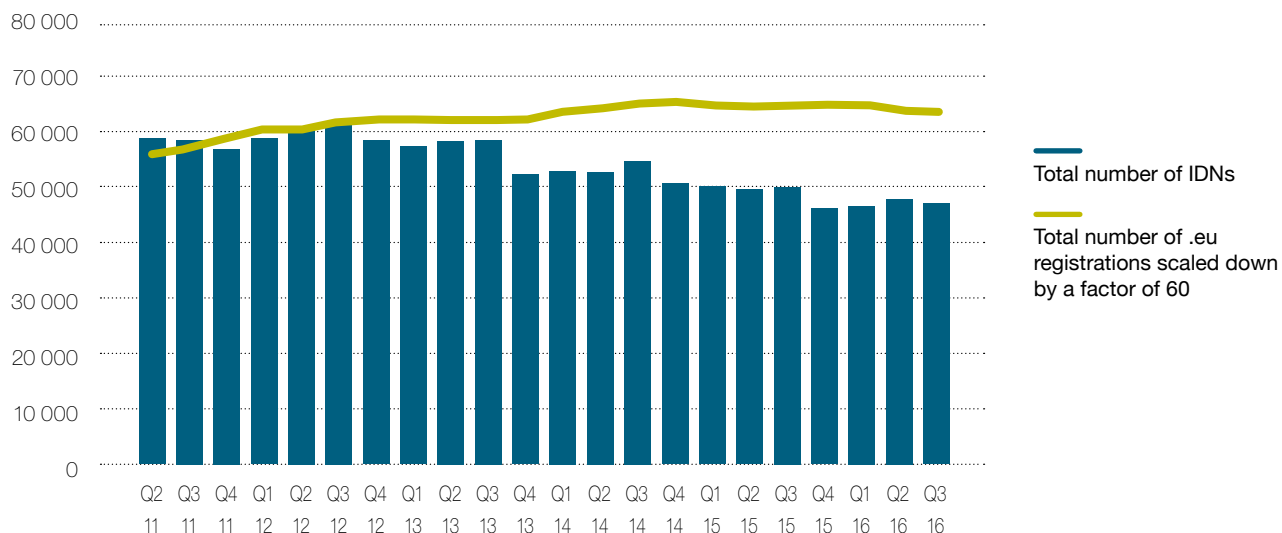
# 3 793 350

The total number of .eu domain names registered at the end of Q3.

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



## Internationalised domain names (IDNs)



During Q2 2016, EURid began offering the .eu extension in the Cyrillic script. As a part of this, 1 430 legacy Cyrillic domain names were

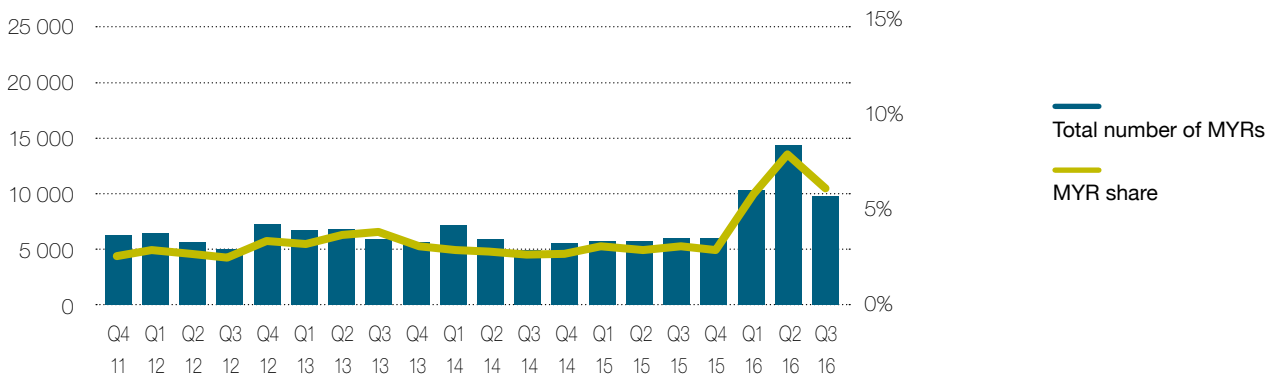
transferred to the new TLD. Additionally, 883 new domain names have been registered under the new TLD.

## Multi-year registrations (MYRs)

Since 7 April 2011 it is possible to register .eu domain names with a registration period of more than one year, which are otherwise known as multi-year registrations. During Q3 2016, 9 854 multi-year registrations were made. This represented 5.9% of all new registrations in the quarter.

During Q1 2016 and Q2 2016 the number of MYRs increased thanks to two promotions launched by EURid to celebrate the tenth anniversary of the opening of the .eu registration.

## Multi-year registrations (MYRs)

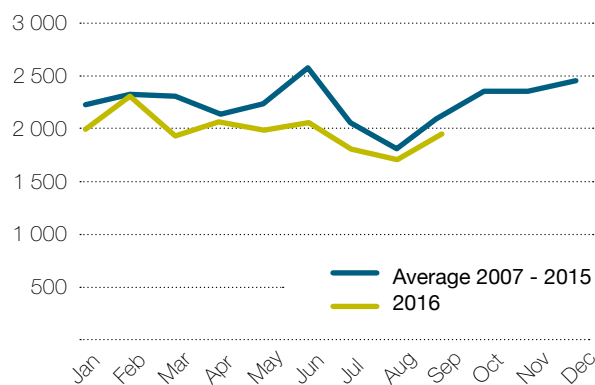




# New registrations, deletions and renewals

There were a total of 166 631 new .eu registrations in Q3 2016. The number of new registrations was 9% lower than that of the same months in previous years.

## New .eu registrations per day

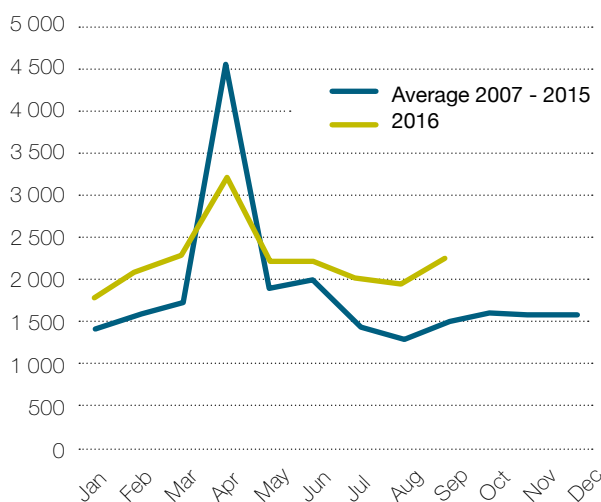


During Q3 2016, there were 189 989 deletions. A domain name headed for deletion is quarantined for 40 days after the date specified in the deletion request. It can be reactivated during that period only at the request of the former registrant. The quarantine period is a safeguard to prevent domain names from being deleted by mistake. The deleted domain name becomes available for general registration after the quarantine period.

When combined, the new registrations and deletions for Q3 resulted in a net loss of around 300 names per day. The renewal rate during Q3 was 77%.

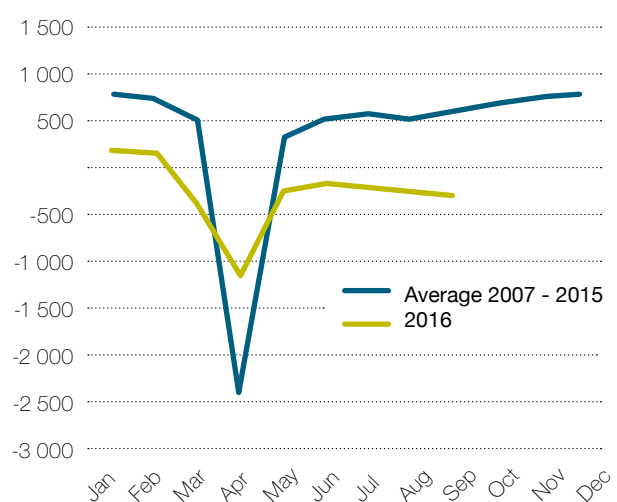
**NEW**  
**166 631**  
**NEW .eu**  
**REGISTRATIONS**  
 in Q3 2016

## 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>	77%	78%	82%	77%	79%	81%	78%	78%	82%	82%
<b>Oct</b>		77%	79%	77%	77%	78%	78%	77%	81%	81%
<b>Nov</b>		77%	79%	79%	77%	77%	77%	78%	78%	81%
<b>Dec</b>		76%	78%	74%	75%	77%	73%	77%	79%	82%
<b>Annual average</b>	79.0%	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.



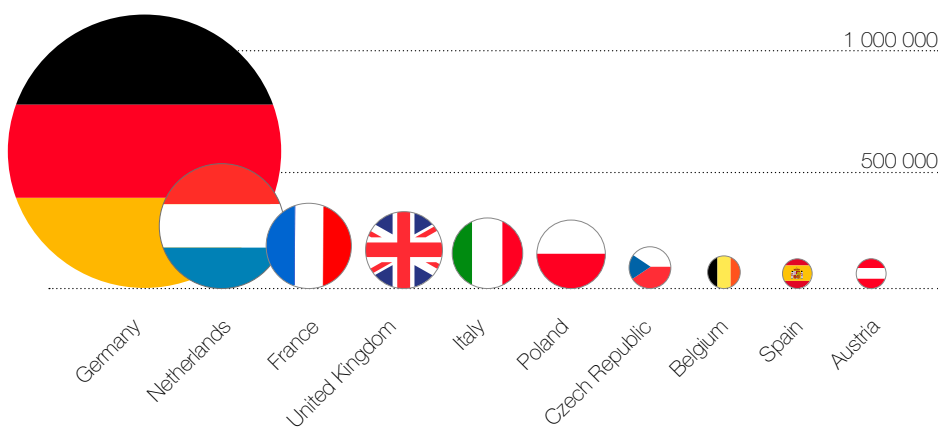
During Q3 the average renewal rate was 77%

# The registrants



The countries in the top ten list account for 85.4% 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, Q3 2016

Country	Names	Country	Names
Aland Island	297	Italy	271 868
Austria	92 797	Latvia	9 124
Belgium	132 639	Liechtenstein	327
Bulgaria	30 166	Lithuania	23 651
Croatia	7 969	Luxembourg	16 068
Cyprus	19 746	Malta	17 886
Czech Republic	162 311	Martinique	158
Denmark	35 328	Netherlands	491 381
Estonia	21 447	Norway	13 729
Finland	16 525	Poland	263 954
France	346 168	Portugal	16 057
French Guiana	60	Reunion	400
Germany	1 058 612	Romania	26 151
Gibraltar	57 898	Slovakia	44 746
Greece	47 341	Slovenia	13 462
Guadeloupe	241	Spain	104 472
Hungary	44 340	Sweden	69 587
Iceland	521	United Kingdom	296 055
Ireland	34 004		

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	41.7	n/a	Denmark	6.2	233.4
Netherlands	29.1	335.0	France	5.2	44.9
Luxembourg	28.5	160.6	Latvia	4.6	59.7
Cyprus	23.3	n/a	United Kingdom	4.6	170.0
Estonia	16.3	93.4	Hungary	4.5	70.5
Czech Republic	15.4	120.5	Italy	4.5	48.9
Germany	13.0	199.0	Greece	4.4	40.6
Belgium	11.8	137.6	Bulgaria	4.2	n/a
Austria	10.8	147.9	Finland	3.0	73.4
Slovakia	8.3	64.0	Norway	2.7	136.8
Lithuania	8.1	61.6	Spain	2.2	39.5
Ireland	7.4	47.5	Croatia	1.9	23.0
EU	7.3	109.2	Iceland	1.6	180.8
Sweden	7.1	142.6	Portugal	1.5	81.8
Poland	6.9	71.2	Romania	1.3	44.7
Slovenia	6.5	58.5			

The figures above show the number of domain names per 1 000 inhabitants at the end of Q3 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	Q3 2016 vs Q2 2016	Q3 2016 vs Q3 2015	Country	Q3 2016 vs Q2 2016	Q3 2016 vs Q3 2015
Austria	0.9%	-37.0%	Italy	-0.9%	3.7%
Belgium	1.1%	-0.3%	Latvia	0.6%	8.0%
Bulgaria	0.4%	13.4%	Lithuania	1.0%	5.6%
Croatia	-1.8%	13.5%	Luxembourg	1.5%	10.3%
Cyprus	-2.1%	-5.4%	Malta	1.6%	8.7%
Czech Republic	-0.3%	1.6%	Netherlands	-0.2%	-0.8%
Denmark	-2.1%	-2.2%	Norway	-0.1%	2.8%
Estonia	0.2%	5.5%	Poland	-6.2%	-17.7%
Finland	0.7%	2.3%	Portugal	5.5%	8.5%
France	1.0%	2.7%	Romania	-1.0%	-6.6%
Germany	-0.3%	-1.3%	Slovakia	-0.5%	2.1%
Greece	-2.3%	-9.4%	Slovenia	-1.1%	2.0%
Hungary	-0.3%	-0.1%	Spain	-1.2%	0.0%
Iceland	-27.6%	-30.6%	Sweden	-1.4%	-2.3%
Ireland	-1.2%	-0.9%	United Kingdom	0.5%	-4.9%

By the end of Q3 2016, .eu domain name registrations had increased in 12 countries. As shown above, the .eu domain grew in popularity in Portugal, Malta and Luxembourg.

## TOP GROWTH COUNTRIES

Q3 2016 VS Q2 2016



**+5.5%**  
Portugal



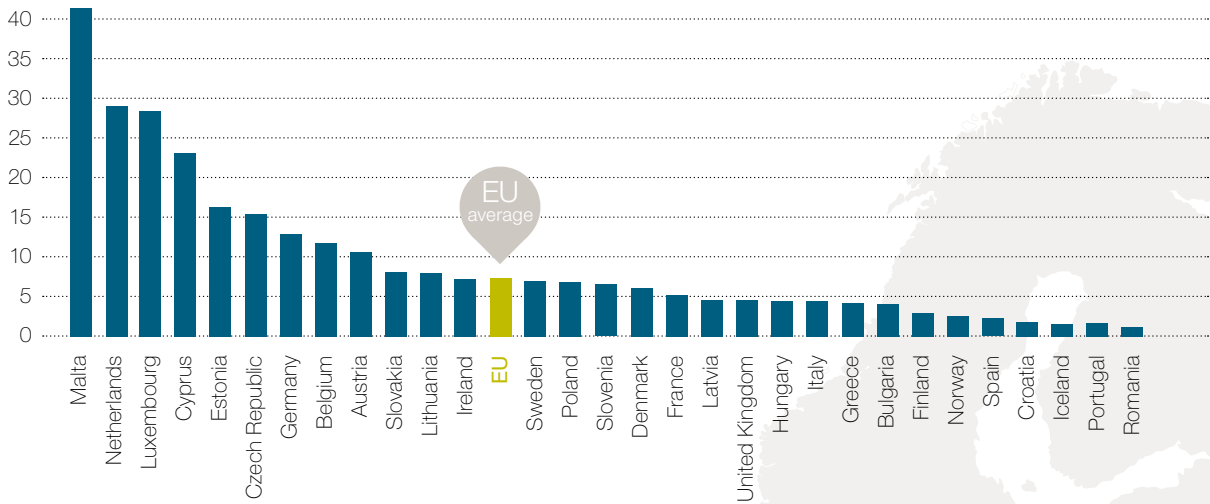
**+1.6%**  
Malta



**+1.5%**  
Luxembourg

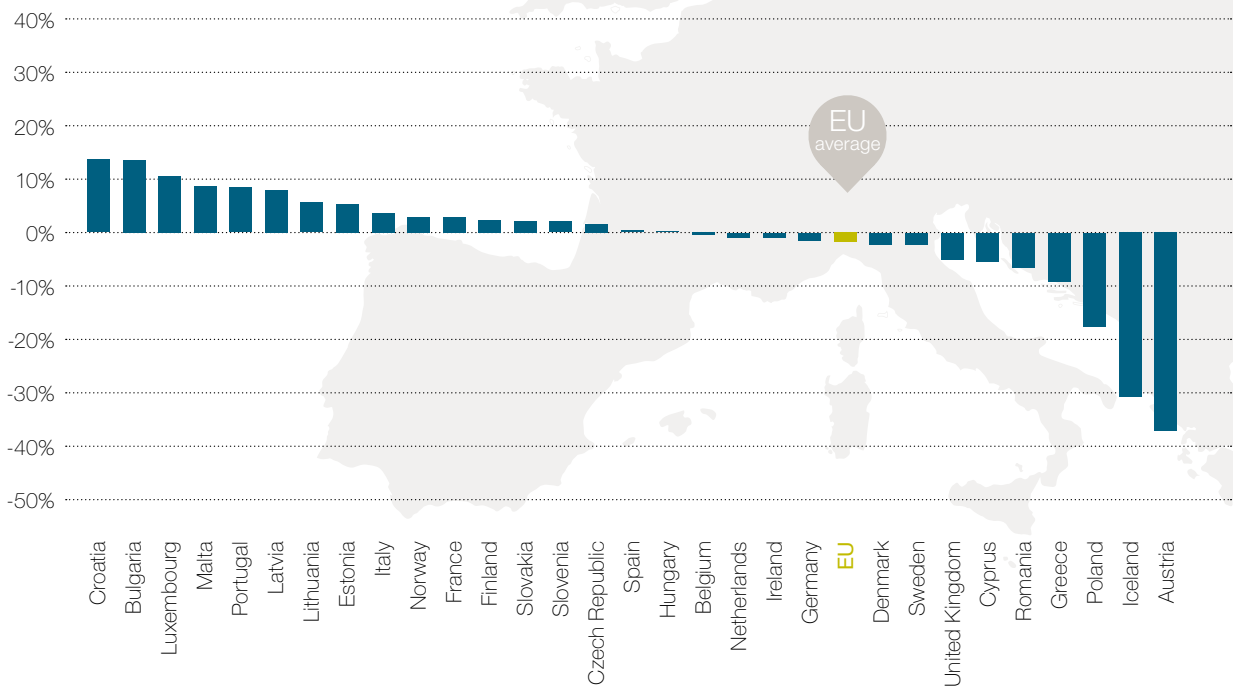


## .eu domain names per 1 000 inhabitants, Q3 2016



The number of .eu registrations per 1 000 inhabitants varies from a high around 40 in Malta to a low of 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, Q3 2016 compared to Q3 2015



The countries with the fastest relative growth year over year were Croatia (14%), Bulgaria (13%) and Luxembourg (10%).

# The registrars



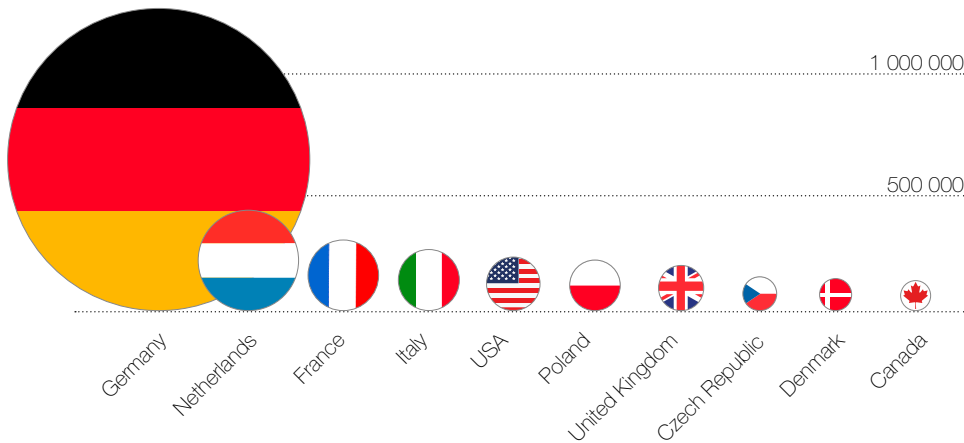
EURid registrars can be located outside the EU. **Categorising registrations by country of registrar shows many similarities with the categorisation by country of registrant** (see previous table Top ten countries with most .eu registrations).

The main difference is that the USA, Denmark and Canada 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, Austria and Spain. **In Q3 2016, the countries in the top ten list of registrations based on country of registrar accounted for 85.6% of all .eu registrations.**



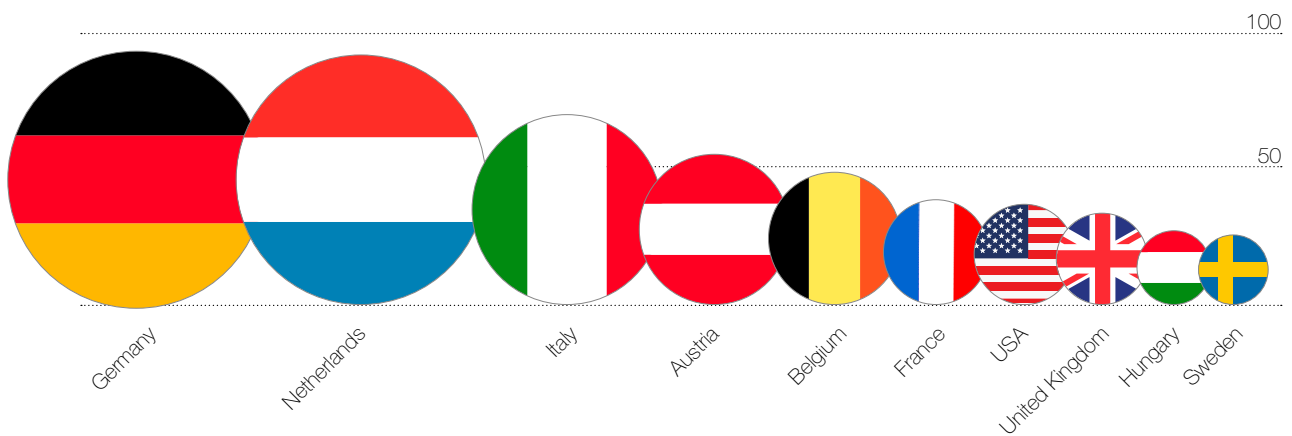
**85.6%**  
**REGISTRATIONS**  
by top ten  
registrar countries  
in Q3 2016

## Top ten countries based on registrations by country of registrar



**716**  
**EURID**  
**ACCREDITED**  
**REGISTRARS**  
by the end of Q3 2016

## Top ten countries based on the number of EURid accredited registrars



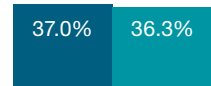


**.eu registrations by country of registrar, Q3 2016**

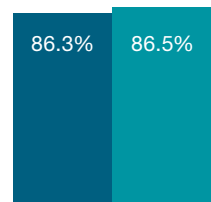
Country	Names managed	Number registrars	Country	Names managed	Number registrars
Anguilla	124	1	Korea	636	3
Australia	12 891	6	Latvia	1 118	2
Austria	73 051	54	Lithuania	19 378	4
Barbados	145	1	Luxembourg	34 282	3
Belgium	66 358	48	Malaysia	83	1
Bulgaria	422	4	Malta	85	1
Canada	79 404	23	Monaco	8 000	1
Cayman Islands		1	Netherlands	421 437	86
China	1 007	5	Norway	13 830	3
Croatia	3 178	4	Poland	214 381	21
Cyprus	12 264	2	Portugal	2 664	5
Czech Republic	150 285	15	Romania	11 494	11
Denmark	140 315	12	Russia	75	1
Estonia	13 268	3	Seychelles	72 888	1
Finland	4 469	7	Singapore	550	1
France	302 377	38	Slovakia	26 690	12
Germany	1252 785	91	Slovenia	2 898	2
Greece	42 505	14	Spain	46 673	23
Hong Kong	17	1	Sweden	48 016	24
Hungary	25 234	26	Switzerland	8 221	4
Ireland	8 920	6	Taiwan	135	1
Israel	580	3	United Kingdom	206 802	33
Italy	233 485	67	USA	224 791	38
Japan	255	2	UAE	4 884	1

A EURid accredited registrar managed an average of 5 298 .eu domain names during Q3.

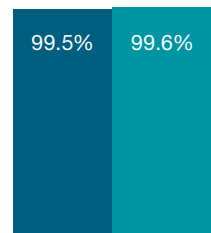
**MARKET SHARE**  
of top 10, top 100 and top 500 registrars



Top 10



Top 100



Top 500

■ Q3 2015 ■ Q3 2016

The top 100 EURid accredited registrars manage about 87% of all registrations which means that many registrars are small businesses. Compared to 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.



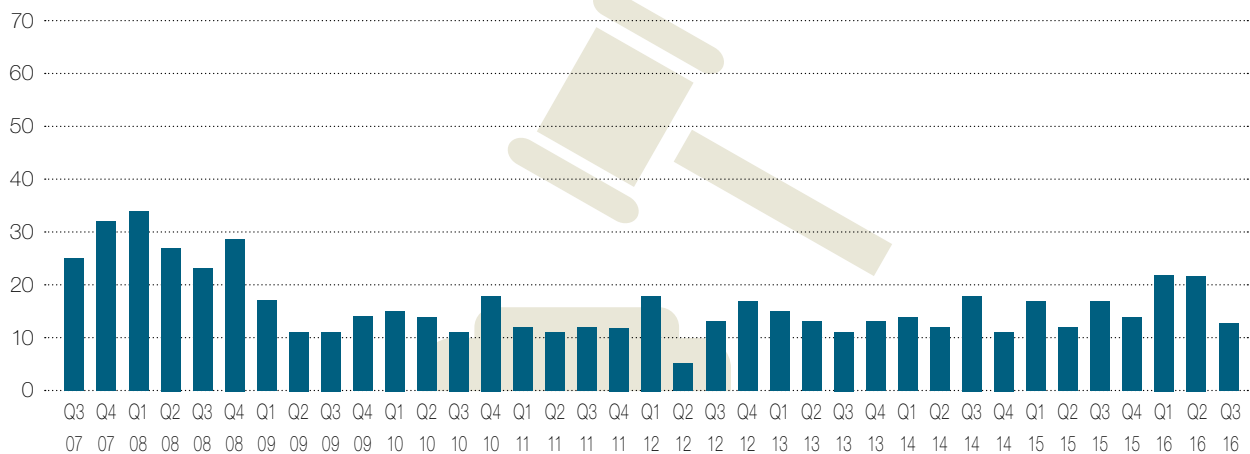
# Domain name disputes

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 21 EU languages.

**The ADR process for 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 13 alternative dispute resolution cases were filed during Q3 2016 compared with 17 during Q3 2015. The Czech Arbitration Court published 17 ADR decisions during Q3 14 of which resulted in the domain name being transferred to the complainant.



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