



EURID'S QUARTERLY PROGRESS REPORT
TO THE EUROPEAN COMMISSION



All Souls Church, Langham Place, London



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IN BRIEF

During the first quarter of 2008, EURid lowered the registration fee from 5 to 4 euro. During this time the total number of .eu registrations reached 2.8 million. Approximately 2500 new domain names were registered every business day, and the active use of .eu domain names continued to grow as measured by the average number of DNS queries.

The number of .eu domain name disputes remained small. Only 34 new ADR (Alternative Dispute Resolution) com-

plaints were initiated against domain name holders during the first quarter of 2008.

Finally, seven new employees were added to EURid's staff during the first quarter, the equivalent of 4.67 full time positions.



COMMENTS FROM THE MANAGING DIRECTOR

The first quarter of 2008 saw continued growth for .eu, not only in number of registrations but also in actual use as measured by the increasing number of DNS queries. The healthy renewal rate for .eu domain names is yet another indicator that domain name holders have come to appreciate the many benefits of .eu, which offers 490 million people in 27 countries a single European identity on the Internet.

Looking only at the numbers is always risky, though. Every April, for example, we see a drop in total numbers due to the large number of names coming up for renewal then. Even with a very high renewal rate, the total number of .eu domain names drop temporarily.

That is why I am pleased to see other signs of usage as well. For instance, I have noticed that many of the lorries I see on the ring road around Brussels prominently display .eu domain names on their sides as advertisements for their companies. The logistics industry offers a good example of the value of using a .eu domain name to reach out to customers across all of Europe.

This value is not limited to the logistics industry, of course. Any European company or organisation that has a market outside its own country can make good use of .eu in this era

of the Internet. The open borders within the European Union itself—along with the growth in online shopping, marketing and advertising—has created enormous opportunities. More and more businesses are recognising these opportunities through the use of .eu domain names.

Young Digital Planet, for example, is a Polish company that publishes interactive educational programs. The company chose a .eu domain name, an executive told us, because “the .eu domain is an important element in our marketing communication strategy for foreign markets. Young Digital Planet cooperates with companies from all over the world, and we want to be identified as a European company.” In short, .eu is a good choice for reaching the customers you want.

Finally, in January ICANN recognised the expertise of the Czech Arbitration Court by approving it as a new UDRP (Uniform Dispute Resolution Policy) service provider for disputes involving generic top-level domains such as .com and .net. EURid was happy to see this development. It confirms our experience with the Czech Arbitration Court, which we selected in 2005 to oversee .eu domain name disputes, as a highly competent body.



MARC VAN WESEMAEL
Managing Director of EURid

“The logistics industry offers
a good example of the value of using a .eu
domain name to reach out to customers
across all of Europe.”

BACKGROUND ON EURID AND .EU

EURid is the not-for-profit organisation appointed by the European Commission to operate the .eu top-level Internet domain. 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 operator of the .eu registry. The actual service contract was signed in October 2004.

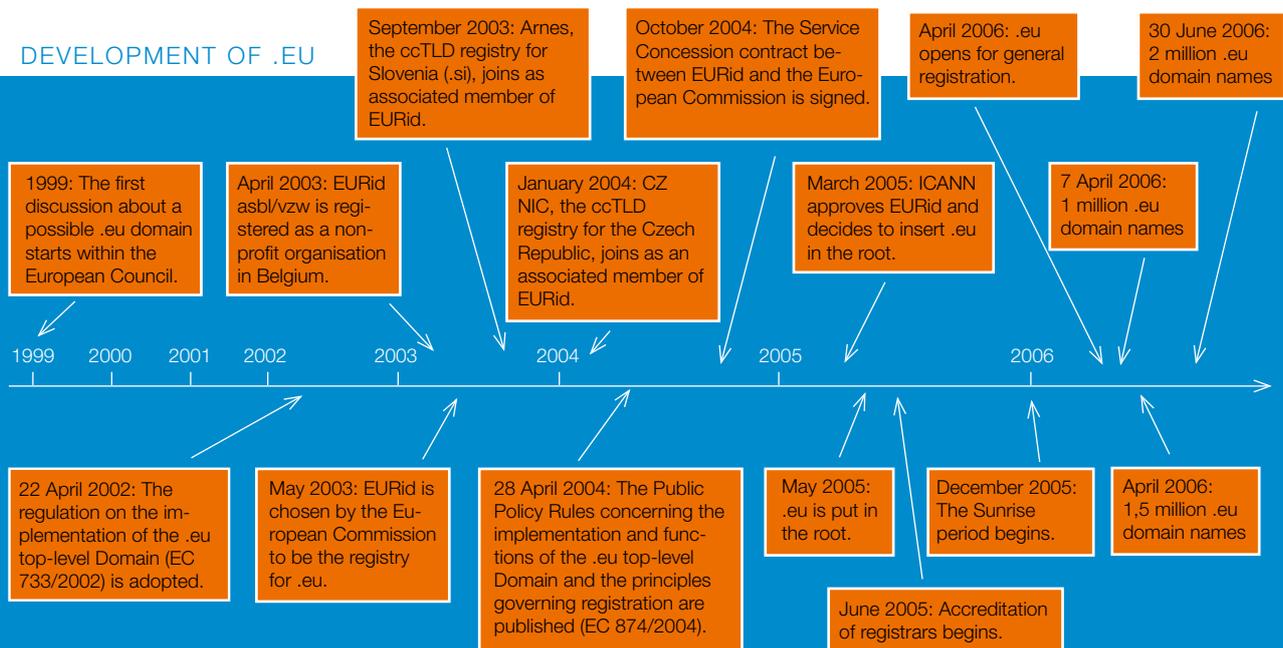
The .eu TLD was added to the root zone of the Internet Domain Name System in May 2005. That means that, technically speaking, .eu has been in existence since then.

EURid was founded in April 2003 by the three organisations operating the national registries for Belgium, Italy and Sweden. Later the organisations operating the TLDs for the

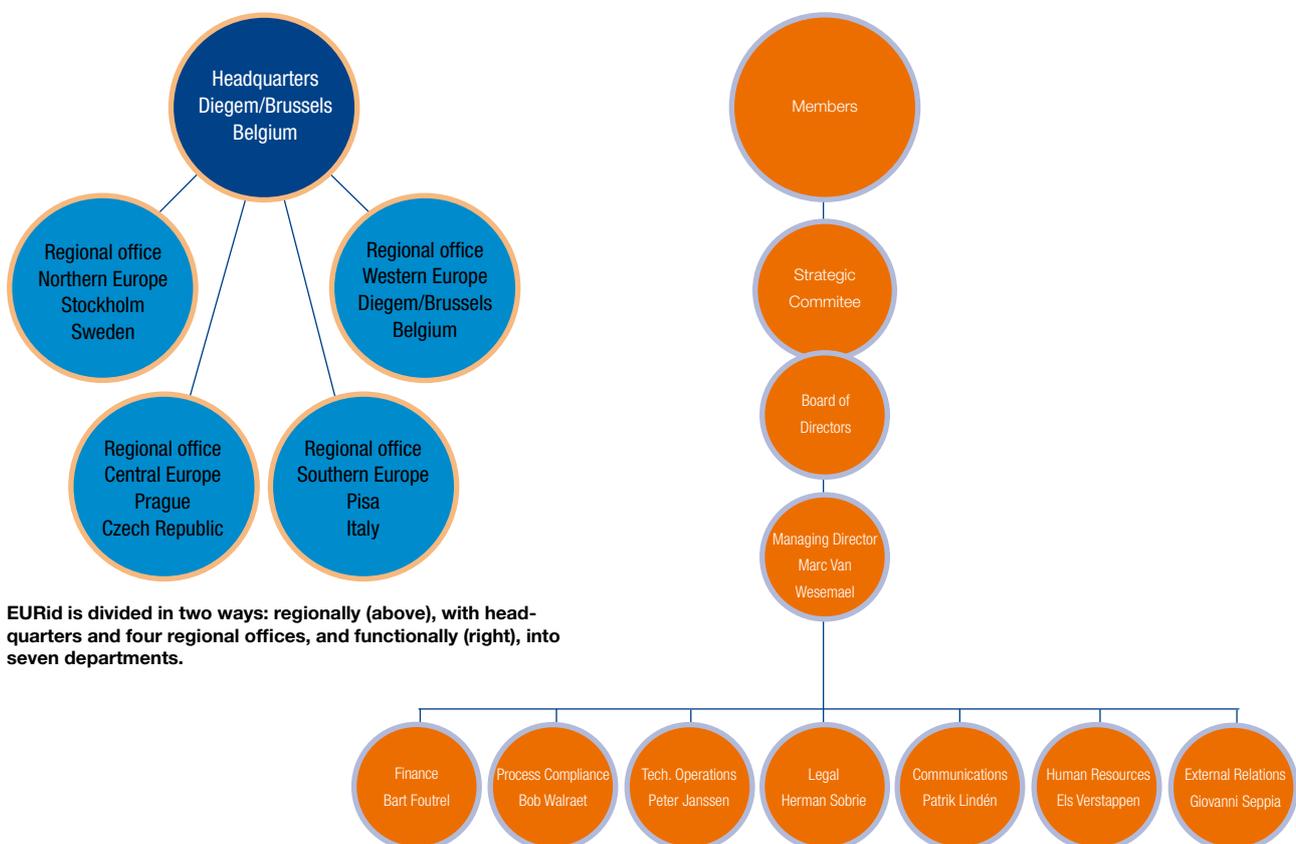
Czech Republic and for Slovenia also became members. The European Chapter of the Internet Society (ISOC) joined EURid in 2006, followed by the BusinessEurope organisation in 2007.

Between December 7, 2005, and April 6, 2006, the .eu registry began accepting applications for domain names on a limited basis. Only those individuals and organisations holding some type of legal protection for a name within a Member State of the European Union was eligible to apply for domain names during that time. This period of phased registration is referred to as the Sunrise period. On April 7, 2006, EURid opened the .eu TLD for general registration on a strictly first-come, first-served basis.

DEVELOPMENT OF .EU



ORGANISATION



As a not-for-profit organisation, EURid does not have owners. Instead it has stakeholders that are members of the organisation. By the end of the first quarter of 2008, EURid had seven members: The five organisations operating the ccTLDs for Belgium, Sweden, Italy, the Czech Republic and Slovenia; the European Chapter of the Internet Society (ISOC); and the organisation BusinessEurope. Each of the members has a seat on the Strategic Committee, which discusses all major issues. Via the General Assembly, the members also elect the board (see page 22) to which the managing director reports.

The largest department, by far, is External Relations. External Relations is responsible for support to the .eu registrars and the general public in all EU languages, as well as EURid's relations with international organisations such as CENTR and ICANN. The department spans EURid's four regional offices, which together cover the entire European Union. Each office provides support in the languages local to its region. EURid's headquarters, which is also the regional office for Western Europe, is located just outside of Brussels in Diegem, Belgium. The three other regional offices are located in Stockholm, Sweden; Prague, the Czech Republic; and Pisa, Italy.

UPDATE

Improved privacy protection introduced for .eu WHOIS database

To improve privacy protection, EURid has made a minor change to the web WHOIS service. Now when you search for a name in the .eu WHOIS database, you will immediately see only if the name is Available, Not available for registration or Not allowed.

To get more information you need to enter the so-called Captcha code and click the "more information" button. The results show more precise details about the status of the name: if it is registered, on-hold, reserved and so forth. As before, you will also see the public contact data of the domain name holder and registrar. (Please note, no changes have been made to the Port 43 WHOIS and DAS lookup services.)

EURid lowered the .eu registration fee to €4 on February 1

EURid has lowered the registration and renewal fees from €5 to €4. The trade and transfer fees were also lowered to €4. Other fees remain unchanged. Please note that this is the price EURid charges its registrars. Each registrar

decides what price to charge customers. Often the price for registration includes more than a domain name and includes additional services such as web hosting and email.

Czech Arbitration Court new UDRP provider

Following a unanimous vote by the ICANN board of directors, the Czech Arbitration Court was recently approved as a UDRP (Uniform Dispute Resolution Policy) provider. The court, which handles disputes for .eu and .cz, will now also handle disputes for all the generic TLDs, including .net, .org and .com. The Czech Arbitration Court is the fourth and newest UDRP provider worldwide.

"We are very happy to be able to make this significant contribution to the Internet community and to further develop the position of the Czech Arbitration Court among the progressive and innovative dispute resolution centres worldwide," commented Mr. Bohuslav Klein, president of the Czech Arbitration Court.



"Imooty satisfies the demand for a pan-European news reference and transcends the national media perspectives. Accordingly, it was important for us to find a common denominator for our brands and the .eu extension is a perfect fit. Imooty.eu immediately signals a European connection and contributes to a redefinition of European media access."

Kristoffer J. Lassen, cofounder of Imooty, European News platform

INTERNATIONAL

During the first quarter of 2008, EURid attended the following meetings:

- 31st ICANN meeting, New Delhi, India, 10-15 February
- 35th CENTR General Assembly, Brussels, Belgium, 6-7 March
- The review of the Internet Governance Forum, EIF breakfast, Brussels, Belgium, 5 March
- The Future of the Internet, Slovenian Presidency of the EU, Bled, Slovenia, 31 March.

Updates on EURid and on relations with the registrar community were given on the occasion of the CENTR General Assembly in Brussels. The presentation on expanding .eu services to registrars generated a lot of interest, mainly in the future outcome of the 24/7/365 help desk and the hands-on .eu courses for registrar staff members.

At the ICANN-ccNSO level, EURid continued to chair the ccNSO Improving Communication Sub-Working Group of the ccNSO Participation Working Group. On the basis of the document drafted by the group, a flyer was published on the occasion of the ICANN meeting in New Delhi in February. The flyer highlighted some distinguishing elements of the ccNSO and the regional organisations, including membership and fees. Further information is available at <http://ccnso.icann.org/workinggroups/participationwg.htm>.

In view of the future launch of Internationalised Domain Names (IDNs) under .eu, EURid has continued to monitor IDN implementations by other top-level domains. That is why, at the end of 2007, EURid launched a survey among CENTR members to gather inputs and views on the introduction of IDNs at the second level. The survey was closed at the end of January.

A total of 18 CENTR members replied to the survey questions. Of the participating registries, nine were offering IDN registrations at the time of the survey, three registries had plans to launch IDN registrations within the next 12 months and six registries did not offer IDNs and had no plan to do so in the near future. IDN registrations covered, at the time of the survey, about 3.8 percent of the total number of registrations of all the participants.

Of the registries that had implemented IDNs, two had organised a Sunrise period, three had used a Landrush period and two registries used both a Sunrise and a Landrush period for the launch of IDNs. Only one registry implemented IDNs without any Sunrise or Landrush period whatsoever.

EURid also ran a second survey on IDN implementation on its public website. The survey was available in 20 languages; 430 stakeholders participated in the survey. While most of the respondents would like to have IDNs under .eu as soon as possible, there was no strong indication regarding an actual time frame for the introduction of IDNs. The Sunrise option and Landrush option were supported by about the same percentage of participants.

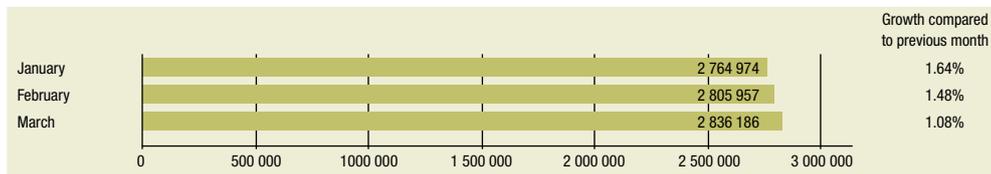
In preparation for the next Internet Governance Forum, to be held at the end of 2008, EURid engaged in discussions on the IGF-CENTR mailing list to put forward workshop proposals as was done in 2007.

For 2008, EURid intends to be present not only at ICANN meetings, CENTR General Assemblies and workshops but also at other important events, including the ICANN Studienkreis, EUGENI in Paris, the Internet Festival in Italy, the IGF in India, the Internet Governance Summer School in Germany, several events related to the European Internet Foundation in Brussels, RIPE and other TLD regional organisation meetings.

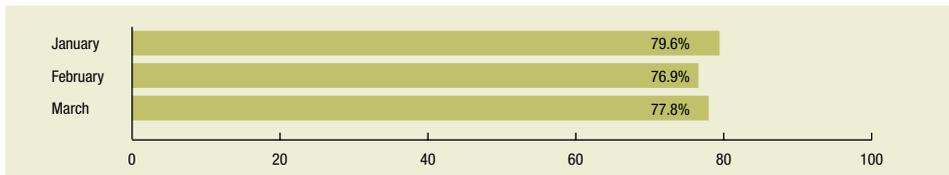
THE .EU DOMAIN

During the first quarter of 2008, total .eu domain name registrations rose by 4.3 percent and passed 2.8 million names. About 2500 new .eu domain names were registered every business day. The use of .eu domain names continues to rise as measured by the average number of DNS queries.

Number of registered .eu domain names by month

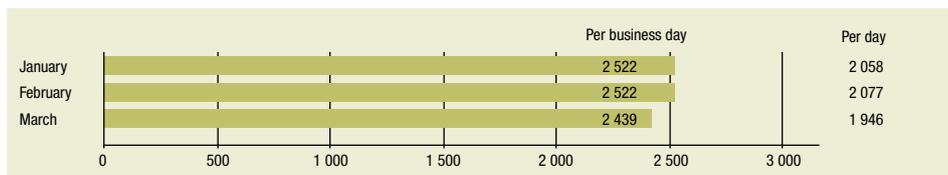


Renewal rates 2008

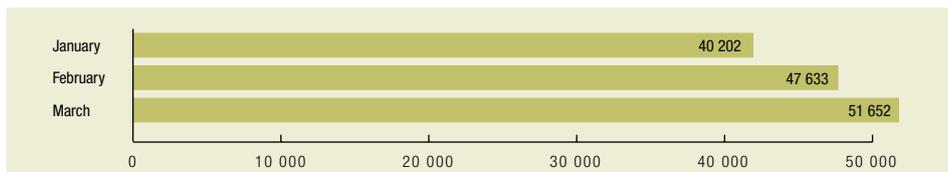


The renewal rate shows the percentage of .eu domain names that were renewed for another year during a specific month.

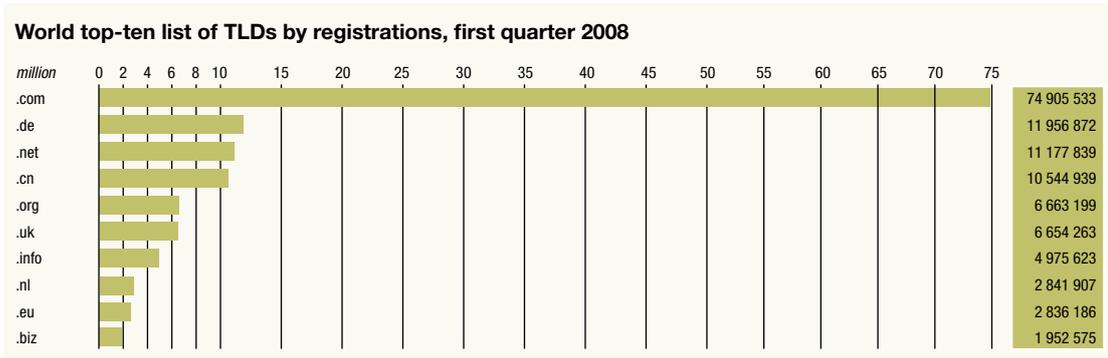
New registrations 2008



DNS queries per minute

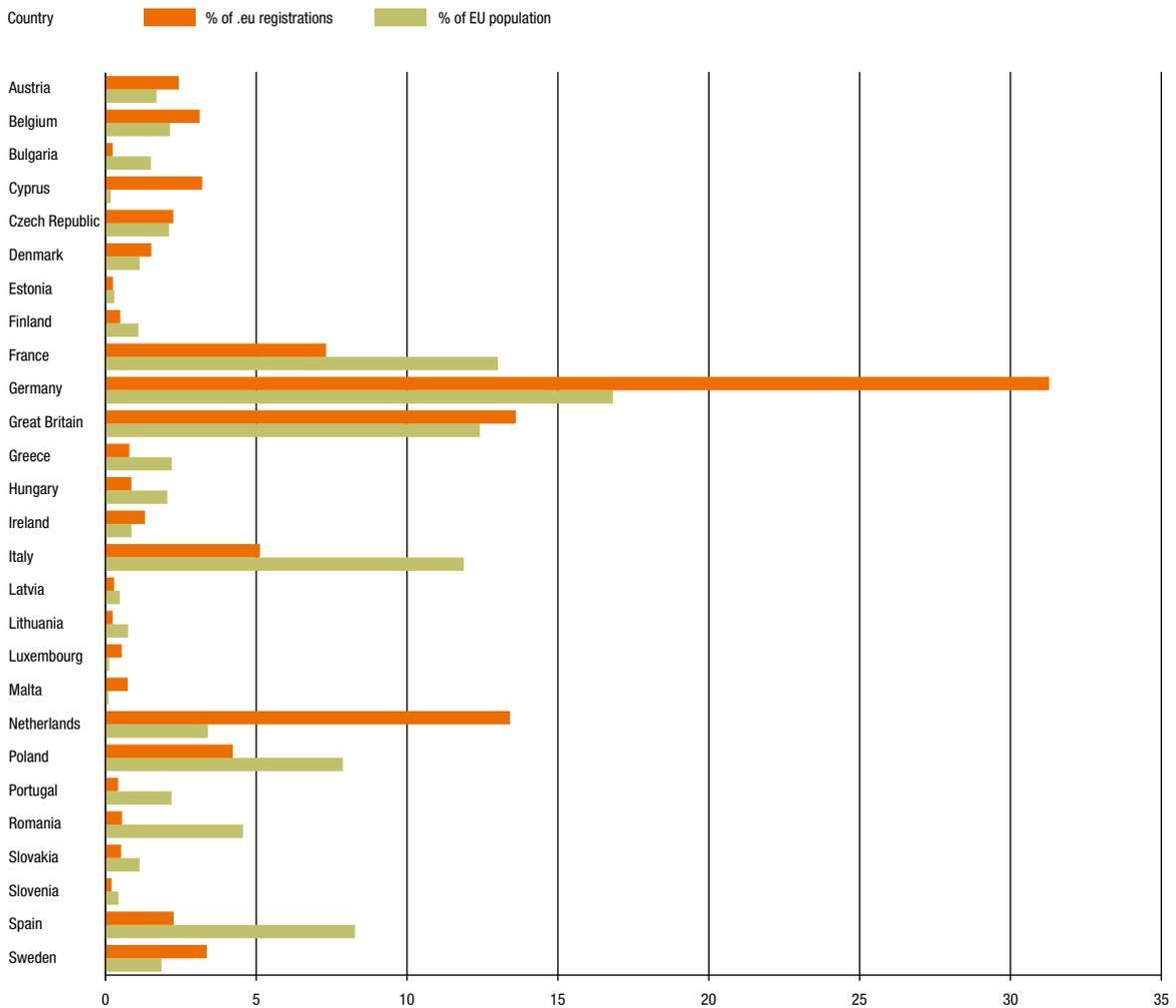


The data is based on the average number of queries per minute during the last week of January and February. The March estimated average reflects an adjustment for one-time non-typical activity.



The statistics above reflect total registrations at the end of the first quarter of 2008. The statistics were obtained from the websites of the aforementioned TLDs and from Zooknic.

Percentage of .eu registrations by country compared to percentage of EU population



The data above show the interest in .eu in comparison to each country's population size.

Comparison between interest in national TLDs and .eu

.cc, Country	No. of ccTLD/1000	No. of .eu/1000
.at, Austria	90.69	8.31
.be, Belgium	74.05	8.44
.bg, Bulgaria	n/a	0.87
.cy, Cyprus	n/a	114.66
.cz, Czech Republic	39.72	6.16
.de, Germany	145.11	10.74
.dk, Denmark	163.29	7.76
.ee, Estonia	42.56	5.02
.es, Spain	21.90	1.57
.fi, Finland	33.37	2.57
.fr, France	17.25	3.24
.uk, Great Britain	109.49	6.33
.gr, Greece	n/a	2.03
.hu, Hungary	36.16	2.40
.ie, Ireland	23.90	8.90
.it, Italy	25.93	2.49
.lt, Lithuania	20.53	1.72
.lu, Luxembourg	75.25	30.84
.lv, Latvia	n/a	3.33
.mt, Malta	n/a	50.45
.nl, Netherlands	171.50	22.88
.pl, Poland	24.55	3.09
.pt, Portugal	19.26	1.08
.ro, Romania	n/a	0.67
.se, Sweden	79.18	10.46
.si, Slovenia	26.93	2.50
.sk, Slovakia	27.71	2.57

The table above indicates the popularity of each country's top-level domain, such as .de for Germany, by showing, in the middle column, the number of registered national domain names per 1000 inhabitants of each country. The right-hand column shows the number of .eu domain names registered per 1000 inhabitants. Countries having a small population, such as Cyprus, Malta and Luxembourg, create anomalies in the table, but for countries with a larger population this can be a useful comparison.

Trades, transfers and deletions of .eu domain names

When a registrant (the holder of a domain name) wants to change the registrar he or she uses, this is known as a domain name transfer. Transfers can be carried out at any time. They are initiated by the registrant's new registrar and must be confirmed by the registrant before they are processed. A current registrar cannot stop a registrant from choosing to use another registrar.

When a domain name changes ownership, the process is called a trade. The registrar for the new domain name holder initiates the trade, which must then be confirmed by both the existing domain name holder and the new holder of the domain name.

Registrants can, via their registrars, delete domain names they no longer find useful from the .eu registry. A domain name slated for deletion is quarantined for 40 days after a deletion request. It can be reactivated during that period only at the request of the registrant. The quarantine period is a safeguard to prevent domain names from becoming deleted by mistake. After that period the deleted name becomes available for general registration.

When EURid receives a request for a trade or a transfer during business hours, it is normally handled within an hour or two. The complete process will take longer, however, as registrants have 14 days to give their consent.

Number of executed trades, transfers and deletes during first quarter 2008

Month	Trades	Transfers	Deletions
January	4 941	4 313	20 333
February	8 202	4 609	19 833
March	17 004	10 190	30 780



“Young Digital Planet has been operating in the software industry since 1990 as a producer and publisher of interactive educational programs and e-learning technology. The moment the introduction of .eu was announced, we knew that we wanted a corporate .eu address. The .eu domain is an important element in our marketing communication strategy for foreign markets. YDP cooperates with companies from all over the world, and we want to be identified as a European company.”

Tomasz Bolcun, marketing communication specialist, Young Digital Planet

DOMAIN NAME DISPUTES

To protect intellectual property rights, an Alternative Dispute Resolution (ADR) policy was put in place for .eu 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 all EU languages. Additional information about the .eu dispute process is available on the official website of the court at www.adr.eu.

The ADR procedure is appropriate for those who believe that they enjoy legal protection, in one or more Member States, for a name that has been registered as a .eu domain name by another party who:

1. Has no right to or interest in the name or
2. Has registered it in bad faith.

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

Number of ADRs initiated during the first quarter of 2008

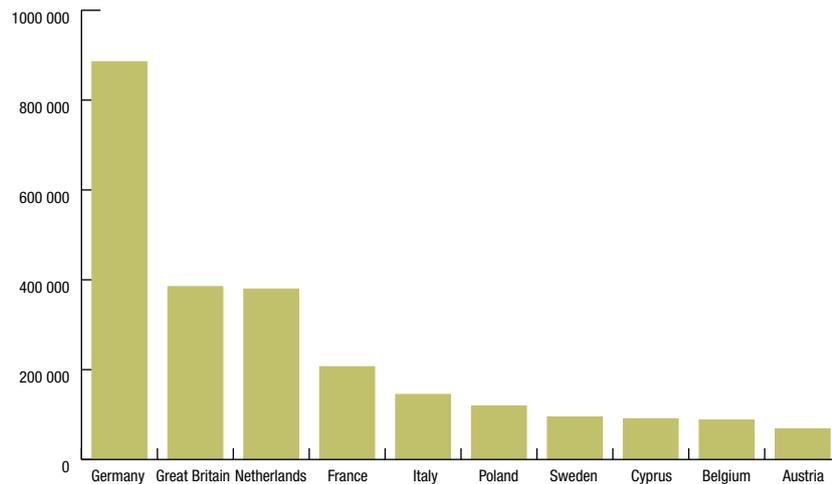
Month	No. of initiated ADRs
January	9
February	10
March	15

At 34, the total number of ADRs remained small during the first quarter of 2008. By comparison 65 ADRs were initiated during the first quarter of 2007. During the first quarter of 2008, the Czech Arbitration Court, which handles the .eu ADR process, published 32 ADR decisions. Fully 88 percent of the cases were decided in favour of the complainant.



THE REGISTRANTS

Top ten countries with most .eu domain names based on country of registrant by the end of first quarter 2008



The ten countries with the most .eu registrations represent 86.7 percent of all registered .eu domain names.

Total number of .eu domain names by country of registrant by the end of first quarter 2008

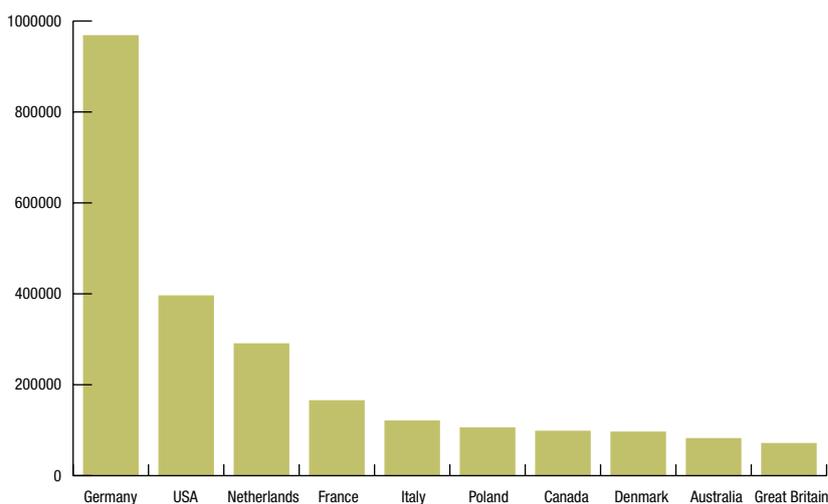
Country	Number of .eu domain names
Aaland Islands	180
Austria	68 131
Belgium	87 702
Bulgaria	6 356
Cyprus	90 405
Czech Republic	63 031
Denmark	42 446
Estonia	6 603
Finland	13 439
France	206 319
French Guiana	14
Germany	885 199
Gibraltar	4 282
Great Britain	384 540
Greece	21 760
Guadeloupe	132
Hungary	23 849

Country	Number of .eu domain names
Ireland	36 559
Italy	144 514
Latvia	7 530
Lithuania	6 145
Luxembourg	14 810
Malta	20 276
Martinique	64
Netherlands	379 157
Poland	119 003
Portugal	11 450
Reunion Islands	211
Romania	14 978
Slovakia	14 016
Slovenia	5 024
Spain	63 560
Sweden	94 501

This table is based on country codes. Some territories and provinces, such as Gibraltar, the Aaland Islands and Guadeloupe, have their own country code. That is why they are included in the list even though they are not individual EU Member States.

THE REGISTRARS

Top-ten countries by total .eu registrations by country of registrar, first quarter 2008

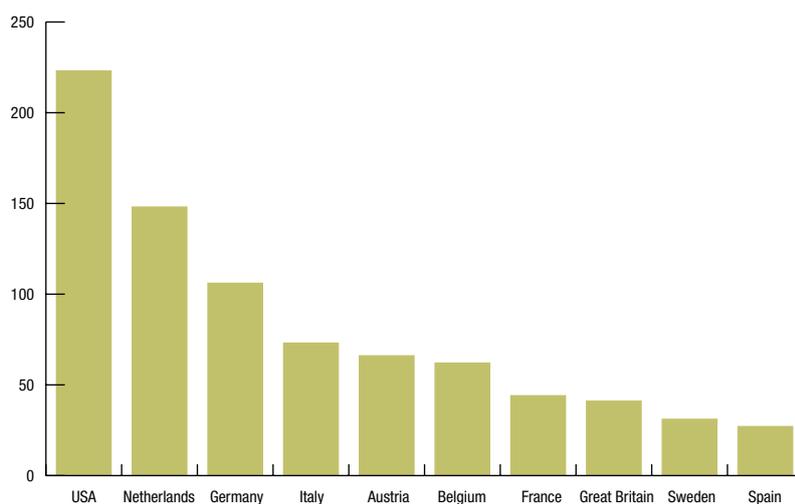


.eu registrations by country of registrar, alphabetically

Country	Number of names
Australia	81 267
Austria	30 889
Barbados	1 074
Belgium	68 704
Canada	97 455
Cayman Islands	2 187
China	13 769
Cyprus	366
Czech Republic	56 666
Denmark	95 511
Estonia	4 404
Finland	3 900
France	164 597
Germany	967 554
Gibraltar	967
Great Britain	70 394
Greece	18 076
Hungary	14 908
Ireland	7 928
Israel	2 237
Italy	119 973
Japan	200

Country	Number of names
Korea	1 206
Latvia	3 976
Lichtenstein	261
Lithuania	4 456
Luxembourg	68 447
Malaysia	198
Malta	69
Monaco	8 358
Netherlands	289 713
Norway	26 967
Poland	104 948
Portugal	1 248
Romania	13 063
Singapore	981
Slovakia	8 622
Slovenia	681
Spain	32 922
Sweden	38 281
Switzerland	13 435
Taiwan	127
USA	395 201

Top-ten list of countries by number of .eu registrars by the end of first quarter 2008



Number of .eu registrars per country by the end of first quarter 2008 alphabetically

Country	Number of registrars
Australia	15
Austria	66
Barbados	1
Belgium	62
Canada	22
Cayman Islands	2
China	4
Cyprus	1
Czech Republic	14
Denmark	20
Estonia	1
Finland	6
France	44
Germany	106
Gibraltar	1
Great Britain	41
Greece	18
Hungary	17
Ireland	6
Israel	3
Italy	73
Japan	2

Country	Number of registrars
Korea	3
Latvia	4
Lichtenstein	1
Lithuania	4
Luxembourg	11
Malaysia	1
Malta	1
Monaco	1
Netherlands	148
New Zealand	1
Norway	5
Poland	12
Portugal	6
Romania	9
Singapore	1
Slovakia	13
Slovenia	2
Spain	27
Sweden	31
Switzerland	3
Taiwan	1
USA	223

HUMAN RESOURCES

During the first quarter of 2008, the number of staff grew by seven people equal to 4.67 full-time equivalents. This was mainly within the IT and External Relations departments. The number of EURid's interim contracts decreased during the same time period.

Headcount per department at the end of first quarter 2008

Department	Headcount	FTE*
General Manager	1	1
Communication	5	4.8
External Relations	27	18.37
Finance	2	2
Human Resources	1	0.9
IT	13	12.5
Legal	3	3
Process Compliance	4	3.6
Total	56	46.17

* Full-time equivalent

Headcount per office at the end of first quarter 2008

Office	Headcount	FTE*
Diegem, Belgium	39	34.9
Pisa, Italy	5	3.37
Prague, Czech Republic	5	2.7
Stockholm, Sweden	7	5.2
Total	56	46.17

* Full-time equivalent



“We are a Czech company using the .eu domain for our business in Poland, where we run a portal serving foreigners coming or staying in Warsaw for business. Being a portal, the decision about our Internet address and domain was, in fact, an important part of our branding. We went for the .eu domain as it basically relates to the part of the world we do business in and it has proved to be a good choice indeed.”

Kamil Virag, marketing manager of www.GOWarsaw.eu

THE MANAGEMENT TEAM

**Marc Van Wesemael, General Manager**

Marc Van Wesemael has an MBA and a degree in electronic engineering. He has worked in the telecom and software industries as a consultant and as a manager in software engineering, general sales and marketing. He has been the managing director of not-for-profit DNS Belgium since January 1, 2000, when .be, the top-level domain for Belgium, was transferred from the University of Leuven to the newly created domain name registry.

**Bart Foutrel, Finance Manager**

Bart Foutrel has a masters degree in business sciences from Lessius Hogeschool, where he focused on finance and insurance plus accountancy and tax law. During his studies, he worked as an accountant at MENSURA, an insurance company. After graduation he worked as an adviser on Global Compliance Service at PricewaterhouseCoopers before joining EURid in early 2008.

**Peter Janssen, Technical Manager**

Peter Janssen has a masters degree in computer science from the University of Leuven. He joined the Belgian registry for .be in 2000 in the guise of technical director and was responsible for the domain's liberalisation in December 2002.

**Patrik Lindén, Communications Manager**

Patrik Lindén joined EURid in January 2006 after working as communications manager for the Swedish registry for .se. He also has four years of experience as a senior PR consultant and has previously worked as a journalist and editor.

**Giovanni Seppia, External Relations Manager**

Giovanni Seppia previously worked at ICANN as European regional liaison. Prior to that, he was general manager at CENTR. He has also served as head of external relations for the Italian Registry (ITT CNR) and has three years of experience in various roles at the European Commission.

**Herman Sobrie, Legal Manager**

Herman Sobrie studied law and notary studies at several Belgian universities. He worked as attorney at the Bar of Gent, Belgium, until 1983. Since then he has held positions as legal counsel with Elsevier, Campbell Soup and Siemens.

**Els Verstappen, Human Resources Manager**

Els Verstappen held a variety of HR roles at Scarlet, a telecommunication company, before joining EURid. Most recently, as HR business advisor, she was responsible for HR support for line management, selection and recruitment, among other things. Before working at Scarlet she was employed at KPN Belgium and at a European non-governmental organisation.

**Bob Walraet, Process Compliance Manager**

Bob Walraet has a masters in electronic engineering from the University of Liège. He has experience in IT development from working at Philips and Siemens, IT methodology from PWC, customer service and consultancy from Cullinet, Ethica and MSB and ITIL-based service management from Banksys.

THE BOARD AND STRATEGIC COMMITTEE



Pierre Verbaeten, Chairman of the board

Pierre Verbaeten is chairman of the Computer Science department of the Catholic University of Leuven, where he lectures on networking and distributed systems. He also leads the DistriNet research group, which conducts basic and applied research in computer networks, security, middleware, multi-agent systems and embedded systems. In 1989 Mr Verbaeten became the first manager of the .be registry, which was transferred to the not-for-profit organisation DNS Belgium on January 1, 2000.



Marko Bonač, Director of the board

Marko Bonač received a Bachelor of Science degree in mathematics (1981) and a masters in computer science (1988) from the University of Ljubljana. Between 1981 and 1992 he worked as a researcher and project leader in the field of computer networks. Since 1992 he has been the director of Arnes, the Academic and Research Network of Slovenia, which is also the registry for the Slovenian top-level domain, .si.



Östen Frånberg, Director of the board

Östen Frånberg is the chairman of the Swedish branch of the Internet Society, ISOC-SE. He is the founder of the Swedish Internet Infrastructure Foundation (IIS), the registry for the .se top-level domain. Mr Frånberg has also been a corporate director within corporate technology at Ericsson headquarters in Stockholm. He studied computer science and artificial intelligence for an uncompleted doctorate at Boston University.



Enrico Gregori, Director of the board

Enrico Gregori was a member of the team that developed the first Italian Internet node in 1985. He is now the director of the Institute for Informatics and Telematics and the director of the Italian top-level domain, .it. He sits on the board of the CREATE-NET Association, an international association with the aim of the development of the Internet. He is both a member of the editorial board of the Computer Networks, Cluster Computing eWireless Network journals and a member of the committee that supervises and coordinates the masters in Internet Technologies of the University of Pisa.

**Tomáš Maršálek, Director of the board**

Tomáš Maršálek has a masters degree in radio electronic science from the Czech Technical University in Prague. He founded and manages MARIAS s.r.o., an IT consultancy specialising in the development and integration of network operation centres. He is on the board of CZ.NIC, which oversees the .cz top-level domain. Mr Maršálek was one of the founders of GTS, the third commercial Internet service provider in the country.

**Philippe de Buck, Member of the Strategic Committee**

Philippe de Buck received a doctorate in law from the University of Leuven. After a post-graduate course in tax studies at the Ecole Supérieure de Sciences Fiscales (ICHEC) in Brussels, he joined Agoria, the Belgian multisectoral federation for the technology industry. There he filled various functions until 2001, when he left the CEO position at the federation to join Business Europe in the role of Secretary General. Mr de Buck is also a member of the board of directors for both ING Belgium and BASF Antwerp and sits on the advisory board of the European Policy Center.

**Michiel Leenaars, Member of the Strategic Committee**

Michiel Leenaars is director of the Internet Society Netherlands. In EURid's Strategic Committee he represents ISOC-ECC, the joint European Chapters of the Internet Society. Since 2002 Mr Leenaars has worked for the Dutch Organisation for Scientific Research as an advisor on e-science, e-infrastructure and grid technology. In recent years he has been active within the e-Infrastructures Reflection Group, the European policy body coordinating the introduction of a grid-based infrastructure for e-science. Since 2005 he has served as the lead editor of the e-Infrastructures Roadmap, a policy document published by e-IRG.

