First Quarter 2009

.eu
Your European Identity

EUR*id*
The European Registry of Internet Domain Names

View over Prague

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Update

The .eu top-level domain and its registry, EURid, saw a variety of developments over the first quarter of 2009. These include the items highlighted below.

New programme launched

The Flexible Promo Credit Programme began automatically on 1 January. The programme is similar to a pilot programme which ran last year. Registrars earn one credit for each .eu domain name registered during a credit-earning period. Each credit can then be used to register one .eu domain name free of charge during a follow-up cash-in period. Registrars choose when they want a cash-in period to occur, which is what makes the programme flexible.

Global traveller

More than 60 people from the domain community attended the registrar dinner hosted by EURid on 2 March in Mexico City. The dinner, which took place during an ICANN meeting, was one of many events EURid took part in during the first quarter.

Other notable activities during this period included a .eu exhibition at the European Parliament premises on 20 - 21 January and participation in the following events:

- Internet Expo, 17-18 February, Stockholm, Sweden
- Innovact, 24-25 March, Reims, France
- 7th European Business Summit, 24-25 March, Brussels, Belgium.

Innovative communication

During the first quarter of the year, EURid continued to explore new forms of communication, including a video tutorial and chat line.

The video tutorial was created to help registrars make the most of the new Flexible Promo Credit Programme. The four-minute streaming video included guidelines to help registrars decide which cash-in period might be best for their companies as well as the terms and conditions of the programme.

A new registrar chat line was added to the registrar extranet as a pilot project. To access the chat line, registrars click on the Live Support icon on the registry.eu home page. The Live Support icon says "online" when a liaison manager is available to chat. This gives registrars yet another way to communicate with EURid in addition to email, telephone and fax.

From the General Manager

The difficult economic times have affected many, including those of us in the domain community. Growth in registrations was somewhat slower over the first quarter of 2009 but .eu registrations did continue to grow.

By the end of the first quarter, .eu domain name registrations had increased in nearly every EU country and grown by 48 048 domain names, or 1.6%, to three million. Within the European Union, the market for .eu and national domain names was similar to the market for gTLD domain names such as .com, .net, .org, .info and .biz.

During downturns it is common for organisations to cut their services or offerings. That is not an option for us. One of our unique challenges as the .eu registry is to support the roughly 900 accredited .eu registrars in the 23 official EU languages. No other registry has a similar challenge.

We welcome meeting that challenge. But we do not want to stop there. We want to continuously improve our service as well as the .eu infrastructure. That is why we commissioned a video tutorial on the new Flexible Promo Credit Programme, a new form of outreach to our registrars. It is also why we introduced a new chat line as a pilot project. We expect to continue to experiment with new and improved forms of communication to both registrars and the public.

Our registrars deserve our best efforts to support them. They, in turn, support registrants who depend on .eu every day. Those users include some of Europe's best-known companies, such as Bridgestone, the MAN Group, Versace and the UniCredit Group. These companies rely on .eu because it puts them on the map. It tells the world they are European.

As these users know, .eu equals quality. Some values are eternal, no matter what the economic climate.

.eu equals quality. "Some values are eternal, no matter what the economic climate."

Marc Van Wesemael

About 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. Technically speaking, .eu has been in existence since then.

Between 7 December, 2005, and 6 April, 2006, the .eu registry began accepting 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.

The three organisations operating the national registries for Belgium, Italy and Sweden founded EURid in April 2003. Later, the organisations operating the TLDs for the Czech Republic and Slovenia also became members. The European Chapter of the Internet Society (ISOC) joined EURid in 2006, followed by the BusinessEurope organisation in 2007.

EURid's head office, which is also the regional office for Western Europe, is located just outside 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 local to its region.

"UniCredit group is the third-biggest European banking group, with a presence in twenty-three European countries. To me, the .eu domain name carries a very strong subconscious connotation of the best in Europe. Any institution or any company that really wants to express its Europeanness should go for it today, rather than tomorrow."

Marc Beckers, Unicreditgroup.eu

International

During the first quarter of 2009, EURid participated in the following events:

- EC workshop on DNSSEC, 5 February, Brussels, Belgium

- Domain Pulse, 12-13 February, Dresden, Germany

- ICANN meeting Mexico City, 1-6 March, Mexico City, Mexico

- 15th CENTR administrative workshop, 18 March, Barcelona, Spain

- 38th CENTR General Assembly, 19-20 March, Barcelona, Spain

- CENTR-IGF breakfast meeting, 20 March, Barcelona, Spain.

EURid continued to provide updates on .eu via presentations at several of the aforementioned meetings. In addition, EURid took the interim lead of the CENTR-IGF working group and presented a workshop proposal for the next IGF meeting in Egypt.

"The .eu domain name was very important to Hyundai Heavy Industries Europe. Our company name says enough: we distribute our machines all over Europe. We moved from Hyundai.be to Hyundai.eu. In recent months we have seen an increase in the number of visitors. The .eu is gaining in popularity."
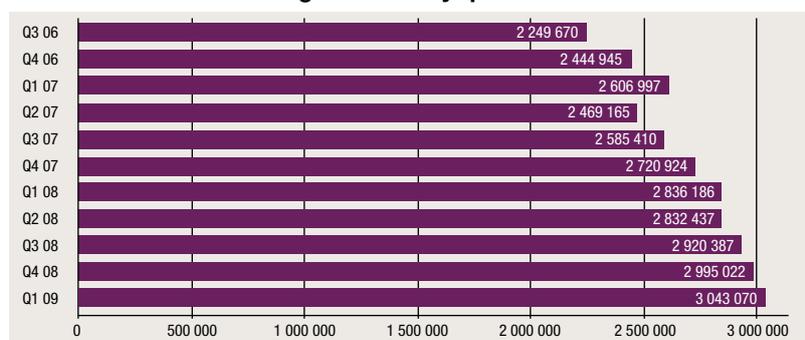
Jan Coemans, Hyundai.eu

The .eu domain

Over the first quarter of 2009, the number of .eu registrations grew by 48 048 domain names, or 1.6%, to three million. The three-millionth .eu domain name was registered on 11 January, 2009. The total number of registrations at the end of the first quarter represented an increase of 7.3%, or 206 884 registrations, when compared with the total at the end of the first quarter of 2008.

The growth in .eu registrations was slower than the growth in the national ccTLD market in the EU countries for which data is available from national registry websites (all except Bulgaria,
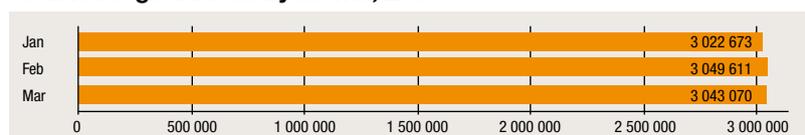
Cyprus, Greece and Malta). That market increased by 2.4% over the first quarter when compared with the fourth quarter of 2008. It grew by 13.4% year over year when the Q1 2009 is compared to Q1 2008.

Within the European Union, the market for .eu and national domain names was similar to the market for gTLD domain names such as .com, .net, .org, .info and .biz. Statistics from Zooknic show that the number of domain registrations for these gTLDs increased by 1.7% over the first quarter when compared with the previous quarter and by 4.4% when compared with Q1 2008.
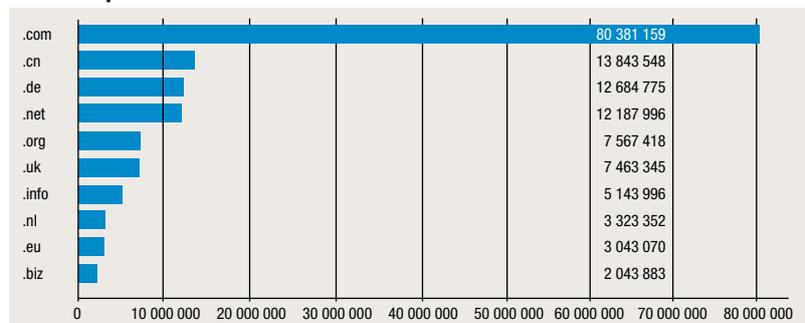
Total .eu domain name registrations by quarter

Quarter	Registrations
Q3 06	2 249 670
Q4 06	2 444 945
Q1 07	2 606 997
Q2 07	2 469 165
Q3 07	2 585 410
Q4 07	2 720 924
Q1 08	2 836 186
Q2 08	2 832 437
Q3 08	2 920 387
Q4 08	2 995 022
Q1 09	3 043 070

Total .eu registrations by month, 2009

Month	Registrations
Jan	3 022 673
Feb	3 049 611
Mar	3 043 070

World top ten TLDs

TLD	Registrations
.com	80 381 159
.cn	13 843 548
.de	12 684 775
.net	12 187 996
.org	7 567 418
.uk	7 463 345
.info	5 143 996
.nl	3 323 352
.eu	3 043 070
.biz	2 043 883

During the first quarter of 2009, .eu maintained its position as the ninth-largest top-level domain in the world.

New registrations, deletions and renewals

There were 172 027 new .eu registrations during the first quarter of 2009. The number of new registrations per day was slightly lower during this quarter compared with Q1 2008.

Registrants can, via their registrars, delete domain names they no longer find useful. A domain name slated for deletion is quarantined for 40 days after the date specified by a 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. After that period, the deleted name becomes available for general registration. During the first quarter of 2009, there were 126 783 deletions.
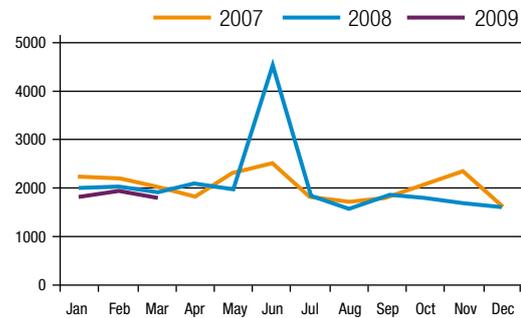
The combination of new registrations and deletions shows a net growth of around 500 names per day. Renewal rates stayed strong during the first quarter at an average of 78%, somewhat higher than the industry norm.

New .eu registrations per day

The registration levels for .eu remained competitive during the first quarter of 2009.

Deletions per day
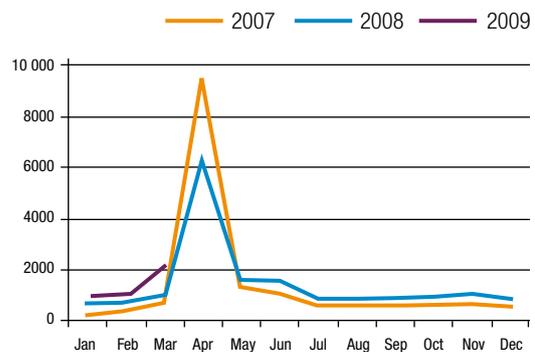
The high number of deletions in April each year is due to the large number of domain names that comes up for renewal every April, the month the .eu domain opened to general registration.

Renewal rates, 2009

Month	2007	2008	2009
January	100%	79%	78%
February	100%	80%	78%
March	99%	83%	79%
April	81%	84%	
May	82%	81%	
June	86%	80%	
July	84%	82%	
August	80%	82%	
September	83%	82%	
October	82%	82%	
November	83%	79%	
December	84%	80%	

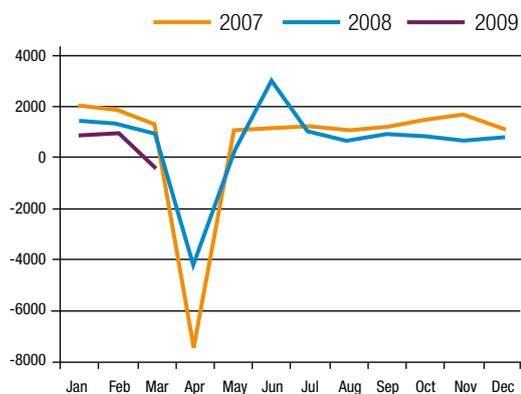The first-year renewal rate of 78% during the first quarter was somewhat higher than the industry norm for the same period.

Net growth per day

Now that .eu is an established top-level domain and more mature, deletions outside April have become more common. That has resulted in a more even growth pattern over the year.

Trades and transfers

When a domain name changes hands, EURid calls the process a trade. The registrar for the new registrant initiates the trade, which must then be confirmed by both the existing and the new registrant. During the first quarter of 2009, 21 595 domains of three million were traded. This means that around one domain in 140 was traded, down from Q1 2008 when one in 90 was traded.

When a domain name holder wishes to change registrars, this is known as a transfer. A transfer is initiated by a registrant's new registrar and must be confirmed by the registrant before it is processed. A current registrar cannot stop a registrant from choosing to use another registrar. During the first quarter around one domain in 170 was transferred, for a total of 17 895 transfers. During the same quarter in 2008, around one in 140 was transferred.

Completed trades and transfers

Month	Trades			Transfers		
	2009	2008	2007	2009	2008	2007
January	5 443	4 941	6 553	4 602	4 313	3 564
February	6 119	8 202	8 656	5 311	4 609	5 278
March	10 033	17 004	15 935	7 982	10 190	36 458
April		55 764	25 869		10 863	69 060
May		20 057	6 481		4 968	12 895
June		9 097	12 957		4 474	4 230
July		5 451	5 034		3 944	3 448
August		3 625	6 010		3 714	3 667
September		4 431	4 177		4 124	4 428
October		6 274	5 344		4 132	3 729
November		4 246	5 746		4 018	3 382
December		6 118	4 419		5 122	3 578

DNS queries per minute
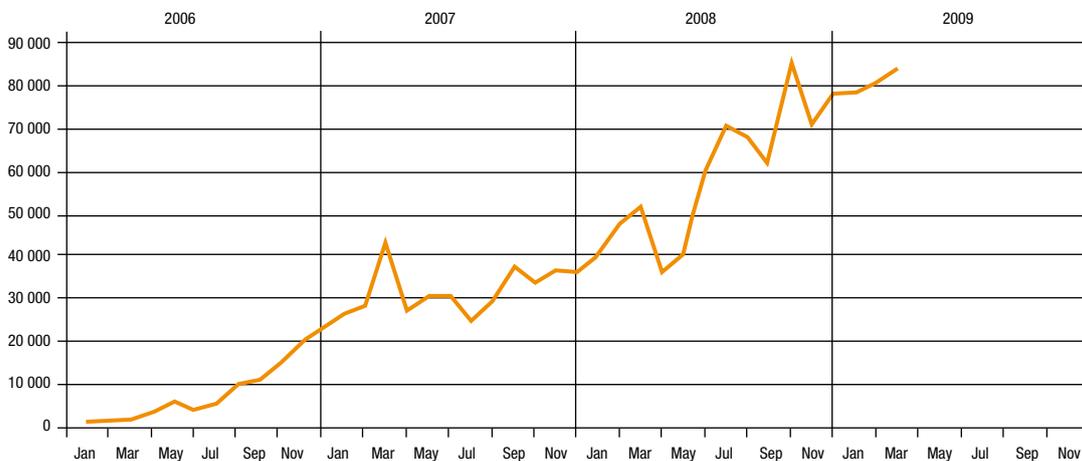
One method of determining the actual use of .eu domain names is by measuring DNS queries to the .eu name servers. This graph shows the average number of queries per minute for each month. The number of DNS queries has grown steadily since the public launch of .eu in 2006.

Domain name disputes

To protect intellectual property rights, an Alternative Dispute Resolution (ADR) policy was established 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 official EU languages.
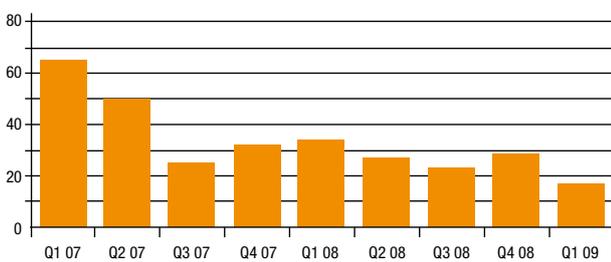
The ADR process for .eu disputes is similar to the dispute processes offered by most major top-level domain registries.

## Domain name disputes filed by quarter

A total of 17 Alternative Dispute Resolution cases were filed during Q1 2009, compared with 29 during Q4 2008 and 34 during Q1 2008. The Czech Arbitration Court published 22 ADR decisions during the first quarter of the year. The vast majority (19 or 86%) were in favour of the complainant.

"".eu is the first step. Every market thinks it is logical, so we have no complaints, we have no questions about it. It is just what we have to do, to use .eu.""

Jo Declerq, Fiesta.ford.eu

The registrants

The countries in the top ten list below account for 86% of all .eu registrations. German residents have by far the most .eu domain name registrations, followed by residents of the Netherlands and the United Kingdom.

Top ten countries with most .eu registrations
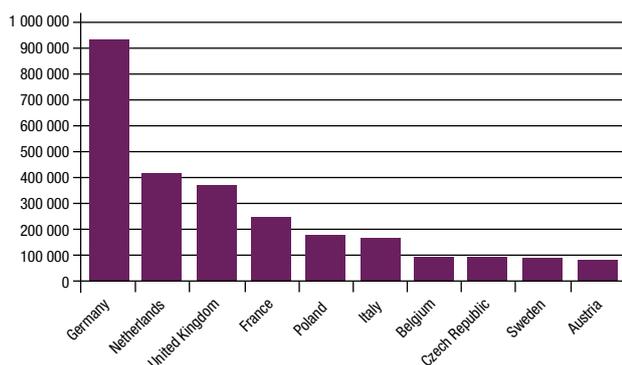
By the end of Q1, registrants in the Czech Republic held more .eu domain names than registrants in Sweden.

Total .eu domain names by country of registrant, Q1 2009

Country	Total names
Aaland Islands	203
Austria	74 788
Belgium	92 398
Bulgaria	9 416
Cyprus	53 050
Czech Republic	81 894
Denmark	44 884
Estonia	8 153
Finland	14 684
France	251 403
French Guiana	21
Germany	930 570
Gibraltar	4 534
Greece	24 924
Guadeloupe	178
Hungary	29 040
Ireland	51 291
Italy	165 770
Latvia	7 132
Lithuania	9 394
Luxembourg	27 257
Malta	2 940
Martinique	86
Netherlands	415 641
Poland	172 929
Portugal	11 736
Réunion	296
Romania	20 069
Slovakia	18 571
Slovenia	6 368
Spain	70 188
Sweden	81 646
United Kingdom	352 865

The table above is based on country codes. Some territories and provinces, such as the Aaland Islands, Gibraltar 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.

Popularity of .eu in comparison with ccTLD registrations

Country	.eu/1000	ccTLD/1000
Cyprus	66.2	N/A
Luxembourg	55.4	89.2
Netherlands	25.2	201.6
Ireland	11.4	27.1
Germany	11.3	154.6
Austria	8.9	101.8
Sweden	8.8	94.3
Belgium	8.6	83.1
Denmark	8.1	179.4
Czech Republic	7.8	51.4
Malta	7.1	N/A
EU	6.1	70.4
Estonia	6.1	49.2
United Kingdom	5.7	121.1
Poland	4.5	35.9
France	4.0	22.4
Slovakia	3.4	33.8
Latvia	3.2	32.1
Slovenia	3.1	32.7
Hungary	2.9	42.9
Lithuania	2.8	29.8
Italy	2.8	27.8
Finland	2.8	38.7
Greece	2.2	N/A
Spain	1.5	24.6
Bulgaria	1.2	N/A
Portugal	1.1	27.5
Romania	0.9	17.1

The figures above show the number of domain names per 1000 inhabitants at the end of Q1 2009. They are based on population data from Eurostat and ccTLD information from national domain registries.

## Growth by country, quarter over quarter and year over year

Country	Q1 2009 vs Q4 2008	Q1 2009 vs Q1 2008
Austria	2.5%	9.8%
Belgium*	-3.2%	5.4%
Bulgaria	6.3%	48.1%
Cyprus	0.1%	-41.3%
Czech Republic	5.9%	29.9%
Denmark	1.7%	5.7%
Estonia	2.2%	23.5%
Finland	2.2%	9.3%
France	4.1%	21.9%
Germany	2.1%	5.1%
Greece	2.7%	14.5%
Hungary	4.1%	21.8%
Ireland	-13.1%	40.3%
Italy	3.0%	14.7%
Latvia	-1.3%	-5.3%
Lithuania	3.6%	52.9%
Luxembourg	0.9%	84.0%
Malta	11.4%	-85.5%
Netherlands	2.1%	9.6%
Poland	1.1%	45.3%
Portugal	2.6%	2.5%
Romania	0.7%	34.0%
Slovakia	5.8%	32.5%
Slovenia	6.2%	26.8%
Spain	3.9%	10.4%
Sweden	1.8%	-13.6%
United Kingdom	-4.7%	-8.2%

By the end of Q1 2009, .eu domain name registrations had increased in 24 countries and decreased in three (Ireland, the United Kingdom and Latvia). The year-over-year shifts in Ireland, Luxembourg and Sweden came as the result of trades rather than new registrations. As shown above, the .eu domain became especially popular in Lithuania, Bulgaria and Poland over the past year.

* The quarterly change in Belgium is due to the administrative removal of internal EURid names. They were previously included in the numbers for Belgium.

.eu domain names per
1000 inhabitants, Q1 2009

The number of registrations per 1000 inhabitants varies
from a high of 25 in the Netherlands to one in Bulgaria,
Portugal and Romania. In general, countries with a large
number of ccTLDs per inhabitant also have a large
number of .eu registrations per inhabitant.
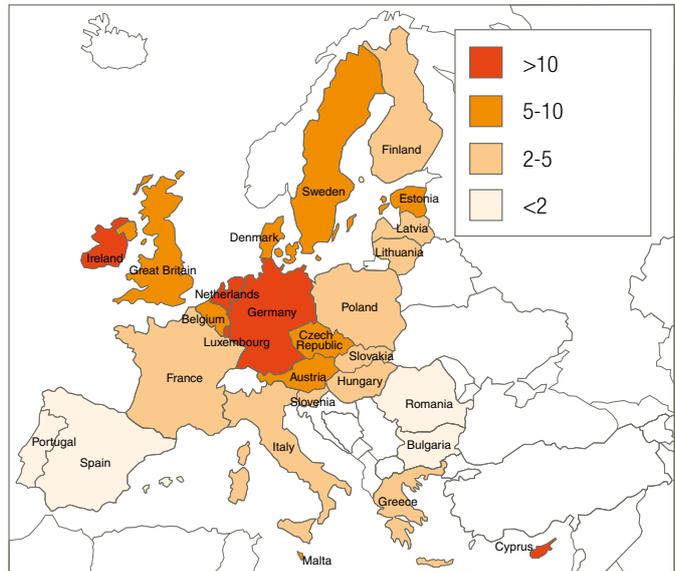
Growth by country, Q1 2009
compared with Q1 2008

The countries with the fastest relative growth year over
year included Lithuania (53%), Bulgaria (48%) and
Poland (45%). The changes in Ireland, Luxembourg and
Sweden came as the result of trades.
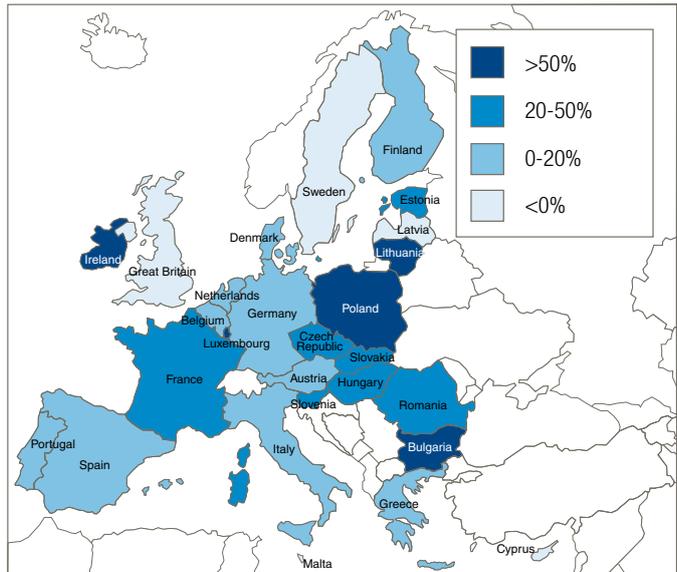
Top ten countries by net growth
of .eu registrations, Q1 2009

When first-quarter registrations are compared with those from the fourth
quarter, the largest net growth of registrations in absolute terms occurred
in Germany, with 19 548 new registrations; in France, with 9 814; and in
the Netherlands, with 8 553.
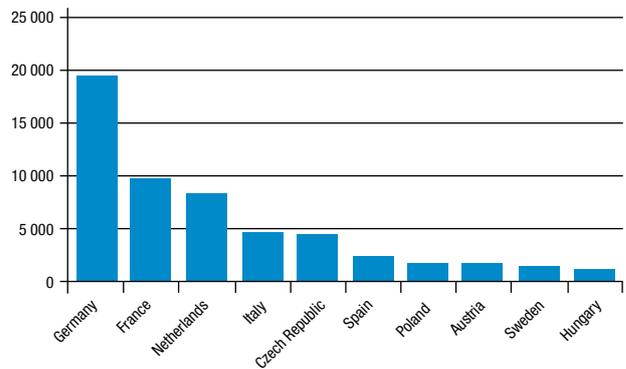
The registrars

In contrast to .eu registrants, .eu registrars can be located anywhere. Categorising registrations by country of registrar shows many similarities to the categorisation by country of registrant. Germany, the Netherlands, France, Poland, Italy, Belgium and the United Kingdom are all among the top ten countries in registrations, both by country of registrar and by country of registrant.

A notable difference is that the USA and Canada are among the top ten countries in registrations by country of registrar even though registrations by residents of those countries are not allowed. In Q1 2009, the countries in the top ten list of registrations based on country of registrar accounted for 84% of all .eu registrations. During Q1 the number of registrations managed by UK registrars passed the number of names managed by registrars in Luxembourg.

Top ten countries based on registrations by country of registrar
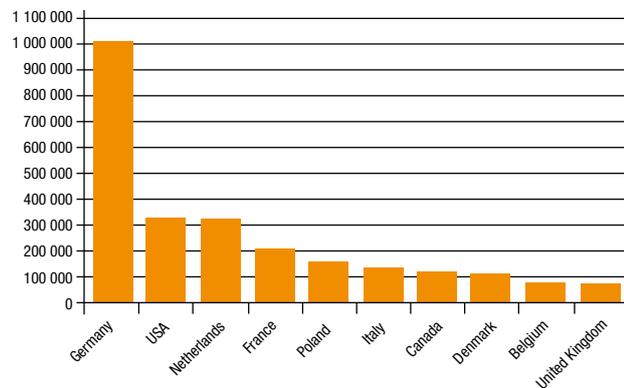
## Top ten countries by number of .eu registrars
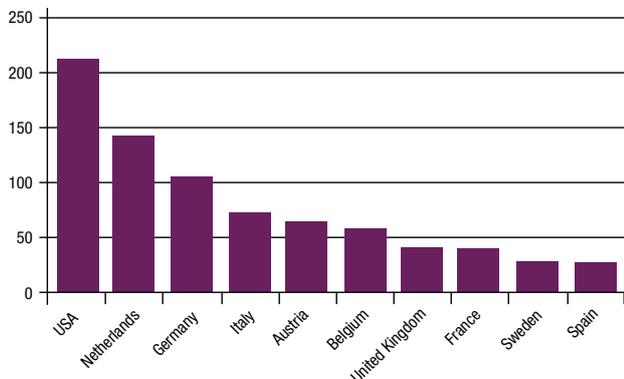
.eu registrations by country of registrar

| Country	Names managed	Number of registrars
Anguilla	727	1
Australia	39 506	10
Austria	33 269	64
Bahamas	7 439	1
Barbados	792	1
Belgium	75 431	59
Bulgaria	104	2
Canada	122 033	23
Cayman Islands	2 180	2
China	5 077	4
Cyprus	492	1
Czech Republic	67 589	13
Denmark	115 573	18
Estonia	5 289	1
Finland	3 739	6
France	212 642	39
Germany	1 023 241	103
Greece	20 499	17
Hungary	18 444	17
India	25 765	1
Ireland	8 114	6
Israel	809	3
Italy	134 609	73
Japan	214	2
Korea	1 137	3
Latvia	2 823	3
Lichtenstein	312	1
Lithuania	7 320	4
Luxembourg	70 384	3
Malaysia	185	1
Malta	69	1
Monaco	8 978	1
Netherlands	315 676	143
Norway	37 349	5
Poland	155 132	13
Portugal	1 466	6
Romania	15 251	9
Singapore	1 037	1
Slovakia	10 606	12
Slovenia	645	2
Spain	36 908	26
Sweden	45 884	27
Switzerland	12 804	3
Taiwan	243	1
United Kingdom	72 908	40
USA	322 830	212

On average, an accredited .eu registrar managed 3 093 .eu domain names at the end of the first quarter of 2009, compared with 3 010 in the fourth quarter of 2008.

Total number of accredited .eu registrars by quarter
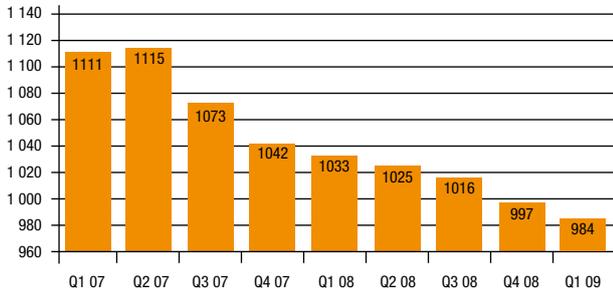
At the end of Q1 2009, there were a total of 984 accredited .eu registrars. The number of registrars has decreased somewhat over recent quarters. That is the result of mergers and acquisitions within the domain name industry as well as decisions by large registrars with subsidiaries to consolidate several .eu accounts.

Market share of top 10, top 100 and top 500 registrars
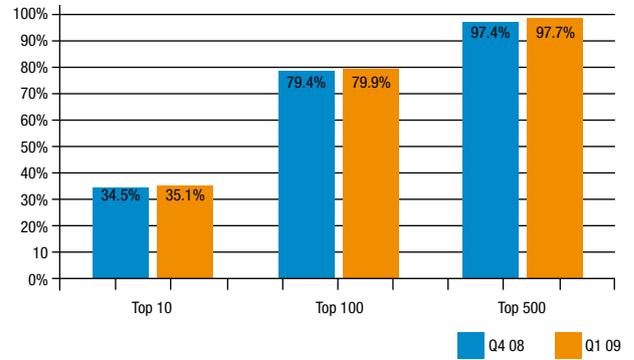
The top 100 accredited .eu registrars manage almost 80% of all registrations, which means that many registrars are small. Compared with the previous quarter, the market shares of the top 10, top 100 and top 500 registrars have increased slightly.
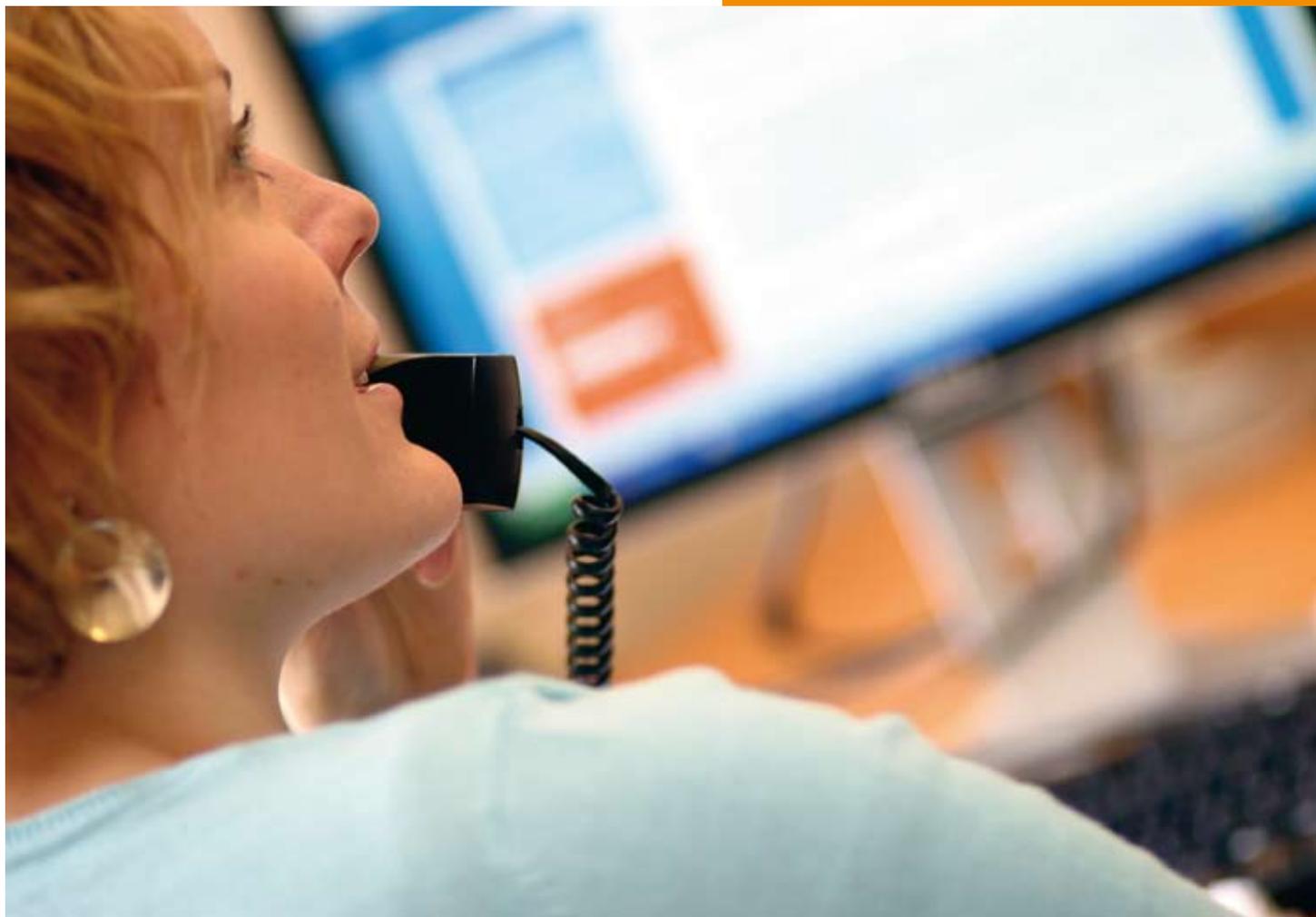
Human resources

At the end of the first quarter, a total staff of 62 was employed at the four offices of EURid.

Headcount per office, first quarter 2009

Office	Headcount	FTE*
Diegem	42	39.3
Pisa	8	5.4
Prague	6	4.6
Stockholm	6	5.4
Total	62	54.7

* Full-time equivalents

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 1 January, 2000, when .be, the top-level domain for Belgium, was transferred from the University of Leuven to the newly created domain name registry.

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.

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 Pricewaterhouse-Coopers before joining EURid in early 2008.

Herman Sobrie, Legal Manager

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

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.

Els Verstappen, Human Resources Manager

Els Verstappen held a variety of HR roles at Scarlet, a telecommunications 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.

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' experience as a senior PR consultant and has previously worked as a journalist and editor.

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.

Danny Aerts, Director of the Board
Danny Aerts is the Managing Director of the Swedish Internet Infrastructure Foundation (IIS), the registry for the .se top-level domain. A native of the Netherlands, Mr Aerts moved to Sweden in the mid 1990s. In 2006 he left his position as CEO at Swedish web portal Spray to join IIS. Mr Aerts has also been employed at several telecom companies, including Unisource Mobile, Telia and PTT Telecom. He graduated cum laude from Utrecht University, where he studied economic geography.

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.

Domenico Laforenza, Director of the Board
Dr. Domenico Laforenza is the head of nic.it, the registry for Italy's .it top-level domain. He is also the Director of the Institute for Informatics and Telematics of the Italian National Research Council in Pisa. Between 2003 and 2007 Dr. Laforenza was a member of the Next Generation Grid Expert Group, which was selected by the European Commission to define the priorities of future research in the grid technologies sector. He has also been a consultant to various EU Member States' research agencies in Austria, France, the United Kingdom, Ireland and the Netherlands. He holds a doctoral degree in computer science from 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 Supériure 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 AGJ Leenaars is Director of Strategy at NLnet foundation, a Netherlands-based charity investor in technology, and Director of the Netherlands chapter of the Internet Society. Mr Leenaars also holds a number of board positions, including Vice Chair of OpenDoc Society and Secretary of the Board of Gridforum.nl. He is a policy advisor for the Netherlands National Computing Facilities foundation, which is a subsidiary of the Netherlands Organisation for Scientific Research. Mr Leenaars has a background in physics at Technische Universiteit Eindhoven and arts at Tilburg University in the Netherlands.

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