EURid's Quarterly update

.eu
Your European Identity

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At a glance

General Manager

"The total number of .eu registrations increased in 18 countries during Q1 2016."

Marc Van Wesemael,
General Manager at EURid

"During the first quarter, the total number of .eu registrations increased in 18 countries. Croatia, Malta, Bulgaria, Luxembourg and Lithuania all saw growth of more than 2%. While we are seeing considerable changes in the worldwide TLD market, we are delighted to have the .eu TLD confirmed as one of the strongest extensions."

Environmental

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

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

International

EURid attended **5 events** and gave **4 presentations** during Q1 2016. The final findings of the study on DNS in the MEAC region were presented during the ICANN 55 meeting in Marrakech in early March. EURid continues to engage with ICANN staff to improve the IDN Fast Track linguist panel process.

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185 212
NEW .eu REGISTRATIONS
in Q1 2016

TOP GROWTH COUNTRY
CROATIA

+3.9%
Q1 2016 vs Q4 2015

80%
RENEWAL RATE

The renewal rate during Q1 was 80%. The average renewal rate over the past nine years also was 80%.

Highlights

2016 Q1 developments

The .eu top-level domain (TLD) and its registry EURid saw a variety of developments during the first quarter of 2016. Highlights include:

JANUARY

FEBRUARY

EuroDIG 2016 in the heart of Europe

EURid, the .eu registry, proudly announced its hosting of the European Dialogue on Internet Governance (EuroDIG) in cooperation with the European Commission in Brussels on 9-10 June 2016. The European Dialogue on Internet Governance is an open platform for informal and inclusive discussions on public policy issues related to Internet Governance across Europe and integrates issues from national Internet Governance platforms in Europe as well as contributes to the global Internet Governance Forum (IGF).
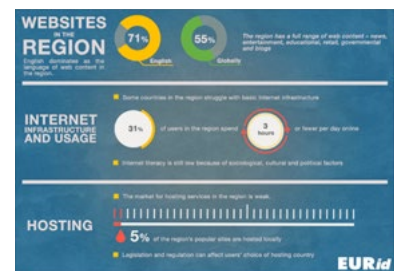
Study on DNS in MEAC countries published

The final version of the Middle East and Adjoining Countries Study produced by EURid, in cooperation with Emily Taylor, Oxil and AGIP was published by ICANN.

MARCH

.ею, .eu in Cyrillic, launch date on 1 June 2016

Preparations for the launch of .eu in Cyrillic are nearing completion. The official launch date for .ею is 1 June 2016. As of that date, EURid will fully enforce the basic rule that the second level script must match the top-level script. This means that the current domain names registered in Cyrillic under .eu (Latin string) will undergo a "script adjustment" phase.

The launch of the .eu in Cyrillic represents a milestone in .eu history as well as in the ongoing support for online multilingualism.

"The implementation of .eu in Cyrillic is a huge step for .eu, specifically with regards to our vision to supply users, living or working within the EU and/or EEA, with a platform on which they can establish their unique online identity. The addition of .eu in Cyrillic is in alignment with this vision and considerably broadens our users' ability to enjoy the full Internationalised Domain Names experience as they will be able to register a domain name in Cyrillic under a Cyrillic extension", commented EURid External Relations Manager, Giovanni Seppia.

EURid.eu

Good service is at the heart of everything we do

About

EURid is the **not-for-profit organisation appointed by the European Commission to manage the .eu top-level 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 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.
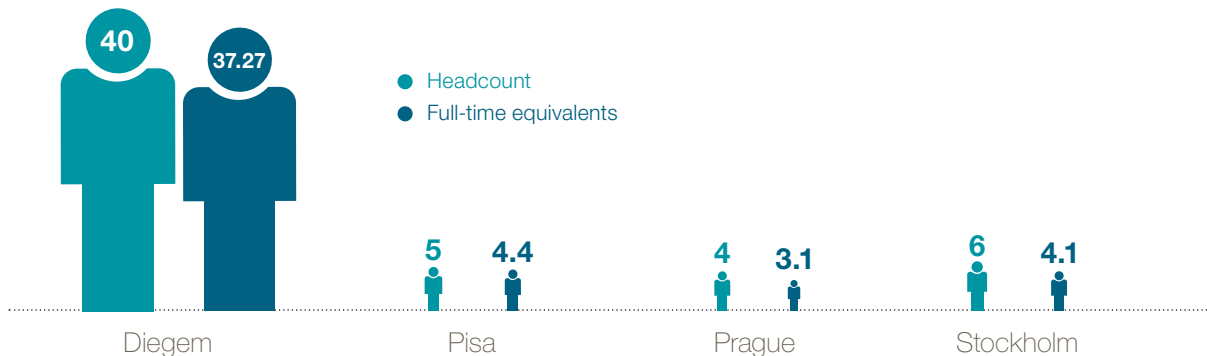
Human Resources

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 Q1 2016.

Headcount per office, Q1 2016

● Headcount
● Full-time equivalents

|	Diegem	Pisa	Prague	Stockholm
Headcount	40	5	4	6
Full-time equivalents	37.27	4.4	3.1	4.1

The .eu domain

Total registrations

During Q1 2016, the number of .eu registrations decreased by 846 domain names, a net decrease of 0.0%, to 3.86 million. The total number of .eu domain name registered at the end of Q1 represented a decrease of 0.4%, or 16 113 registrations, when compared to the total number at the end of Q1 2015.

By the end of the quarter, there were a total of **709 .eu accredited registrars**. The top ten registrars accounted for 36.7% of all .eu

registrations. During the first quarter, the total number of .eu registrations increased in 18 countries. Croatia, Malta, Bulgaria, Luxembourg and Lithuania all saw growth of more than 2%.

The national ccTLD market in EU countries [1] increased by 0.9% during Q1 2016, and grew by 2.6% from Q1 2015. Within the EU, the market for gTLD domain names such as .com, .net, .org, .info and .biz grew by 1.6% during Q1 2016 and by 6.4% from Q1 2015, according to statistics from Zooknic.

Total .eu domain name registrations by quarter
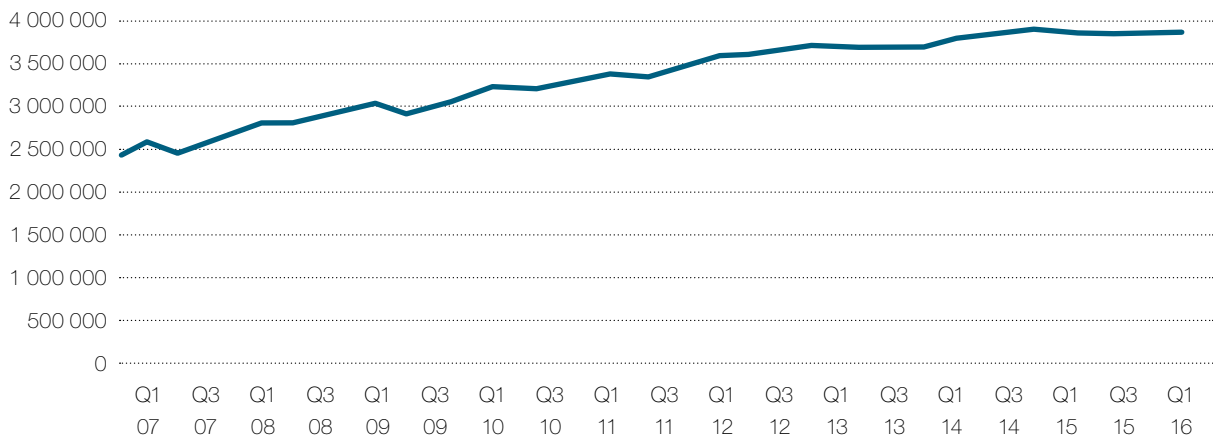
Total .eu registrations by month, 2016

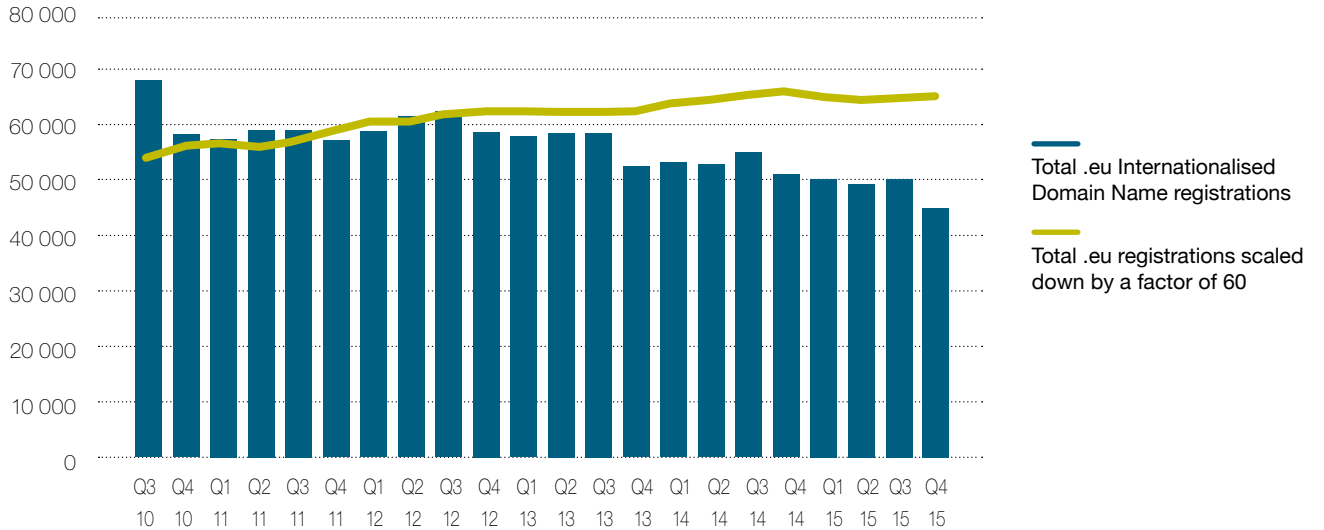|	
Jan	3 863 793
Feb	3 872 938
Mar	3 861 621
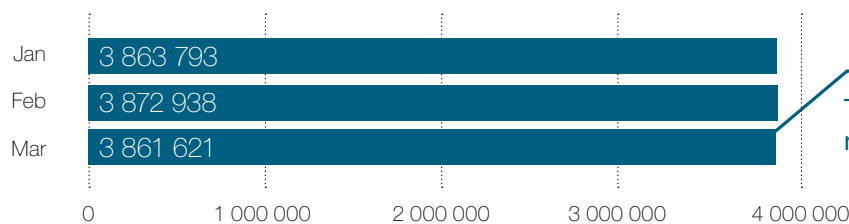
3 861 621

The total number of .eu domain names registered at the end of Q1.

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

Total .eu Internationalised
Domain Name registrations

Total .eu registrations scaled
down by a factor of 60

Multiyear registrations (MYRs)

Since 7 April 2011, it is possible to register .eu names for a period of more than one year. During Q1 2016, 10 226 registrations of one year or more were made. This represented 5.5% of all new registrations in the quarter.

The number of MYRs registered in Q2 2011 was particularly high due to the promotional offer EURid ran following the MYR launch. While the offer ran, registrars received a 50% discount on .eu domain names that they registered for two, five or ten years.
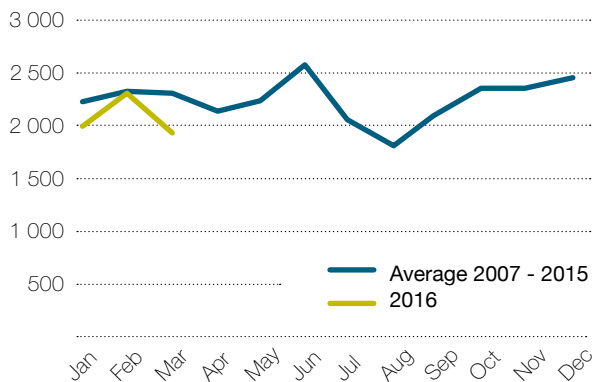
Multiyear registrations (MYRs)

MYR names

MYR share
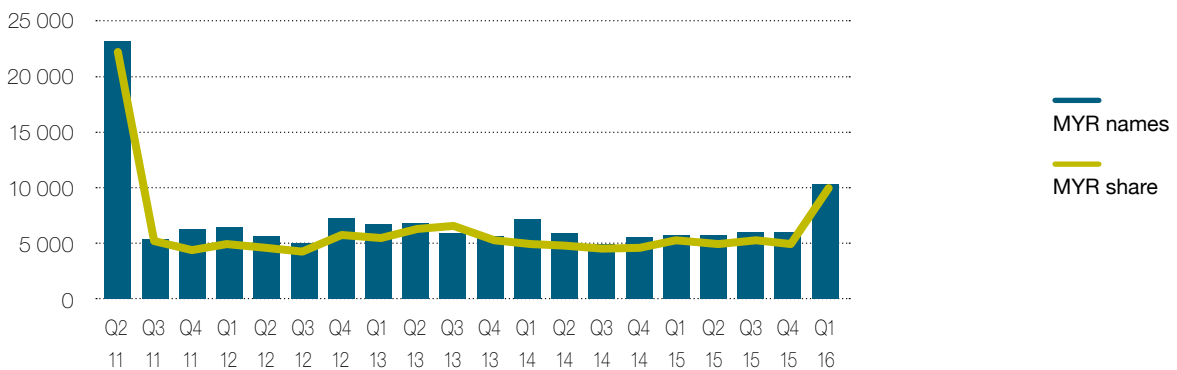
New registrations,
deletions and renewals

There were 185 212 new .eu registrations in Q1 2016. The number of new registrations was 9% lower than that seen during the same months in previous years.

During Q1 2016, there were 185 729 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 Q1 were almost exactly the same during Q1. The renewal rate during Q1 was 80%.

New .eu registrations per day

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

NEW

185 212
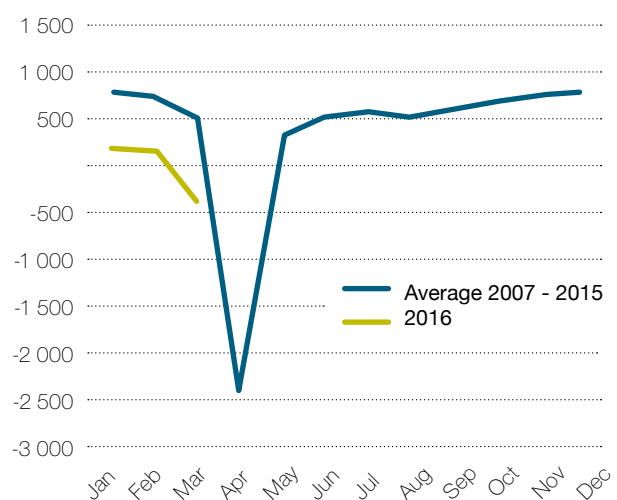**NEW .eu
REGISTRATIONS**
in Q1 2016

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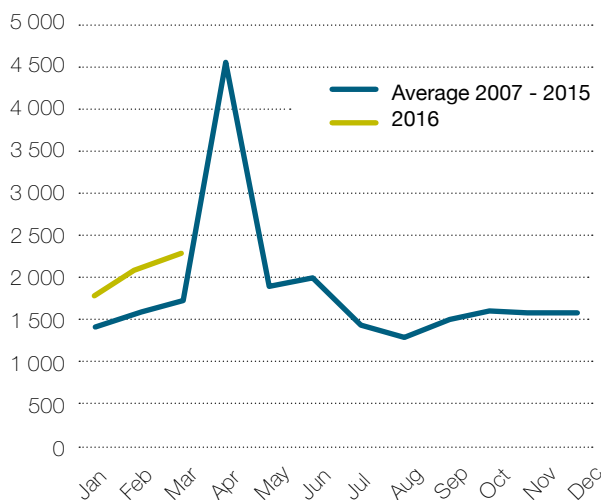
The month of April sees a spike in deletions each year, as many domain names come up for renewal then. April is the month the .eu domain was officially launched. Over time the deletions have become more evenly spread out over the year.

Net growth per day

As stated above, Q1 saw practically no change in the number of domain names.

Renewal rates by month

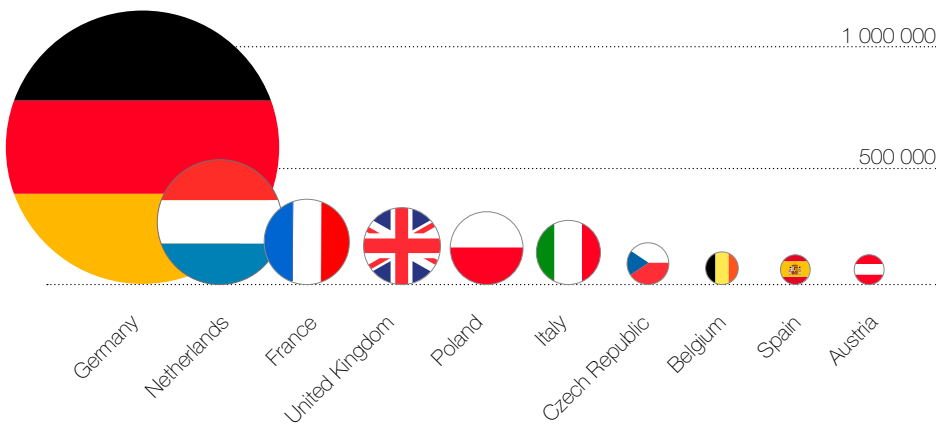|	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Jan	80%	77%	79%	79%	79%	75%	77%	78%	79%	100%
Feb	79%	70%	79%	80%	81%	78%	79%	79%	80%	100%
Mar	81%	77%	82%	77%	81%	78%	80%	70%	86%	99%
Apr		85%	88%	87%	85%	83%	85%	84%	82%	78%
May		75%	81%	78%	81%	80%	77%	77%	81%	79%
Jun		77%	81%	79%	83%	81%	79%	67%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

80%
RENEWAL RATE

During Q1 the average renewal rate was 80%

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

1 000 000

500 000

Germany · Netherlands · France · United Kingdom · Poland · Italy · Czech Republic · Belgium · Spain · Austria

1 Germany

2 The Netherlands

3 France

Total number of .eu domain names by country of registrant, Q1 2016

Country	Names	Country	Names
Aland Island	573	Italy	273 508
Austria	91 535	Latvia	8 797
Belgium	131 537	Liechtenstein	294
Bulgaria	27 839	Lithuania	23 127
Croatia	7 817	Luxembourg	15 651
Cyprus	19 865	Malta	17 156
Czech Republic	164 668	Martinique	166
Denmark	36 361	Netherlands	497 412
Estonia	20 883	Norway	13 519
Finland	16 587	Poland	302 462
France	341 014	Portugal	15 385
French Guiana	69	Reunion	449
Germany	1 067 646	Romania	27 978
Gibraltar	60 158	Slovakia	44 981
Greece	51 773	Slovenia	13 376
Guadeloupe	281	Spain	106 225
Hungary	44 316	Sweden	72 064
Iceland	842	United Kingdom	307 141
Ireland	34 763		

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	38.8	n/a	Slovenia	6.5	57.3
Netherlands	29.4	331.6	Denmark	6.4	232.2
Luxembourg	27.1	154.7	France	5.2	44.3
Cyprus	24.2	n/a	United Kingdom	4.7	165.4
Austria	17.2	147.7	Greece	4.7	39.0
Estonia	15.7	80.0	Hungary	4.5	68.7
Czech Republic	15.7	117.0	Italy	4.4	47.2
Germany	13.1	197.5	Latvia	4.4	58.0
Belgium	11.6	136.4	Bulgaria	3.8	n/a
Poland	8.2	70.7	Finland	3.0	69.5
Slovakia	8.2	61.7	Norway	2.7	131.9
Lithuania	7.8	59.6	Iceland	2.6	170.4
EU	7.6	107.3	Spain	2.3	38.7
Ireland	7.5	45.8	Croatia	1.8	21.7
Sweden	7.4	143.5	Portugal	1.5	75.4
Liechtenstein	6.9	1 709.0	Romania	1.4	42.5

The figures above show the number of domain names per 1 000 inhabitants at the end of Q1 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	Q1 2016 vs Q4 2015	Q1 2016 vs Q1 2015	Country	Q1 2016 vs Q4 2015	Q1 2016 vs Q1 2015
Austria	-38.1%	-38.2%	Italy	1.7%	5.8%
Belgium	0.4%	-1.9%	Latvia	1.5%	5.6%
Bulgaria	2.8%	8.6%	Lithuania	2.1%	3.5%
Croatia	3.9%	26.7%	Luxembourg	2.8%	0.7%
Cyprus	-3.2%	26.4%	Malta	2.9%	10.4%
Czech Republic	-0.6%	4.2%	Netherlands	0.0%	-0.7%
Denmark	-0.2%	-7.7%	Norway	-3.2%	5.1%
Estonia	1.2%	4.4%	Poland	-3.2%	8.0%
Finland	1.1%	-6.0%	Portugal	0.4%	1.0%
France	-0.6%	-1.2%	Romania	-1.9%	-2.3%
Germany	0.1%	-4.3%	Slovakia	1.3%	0.4%
Greece	1.8%	-2.2%	Slovenia	0.5%	2.2%
Hungary	-0.1%	-1.4%	Spain	0.1%	1.5%
Iceland	-2.1%	172.5%	Sweden	0.0%	-0.3%
Ireland	0.8%	6.1%	United Kingdom	-0.4%	2.8%

By the end of Q1 2016, .eu domain name registrations had increased in 18 countries.
As shown above, the .eu domain became especially popular in Croatia, Malta and Bulgaria.

TOP GROWTH COUNTRIES
Q4 2015 VS Q3 2015
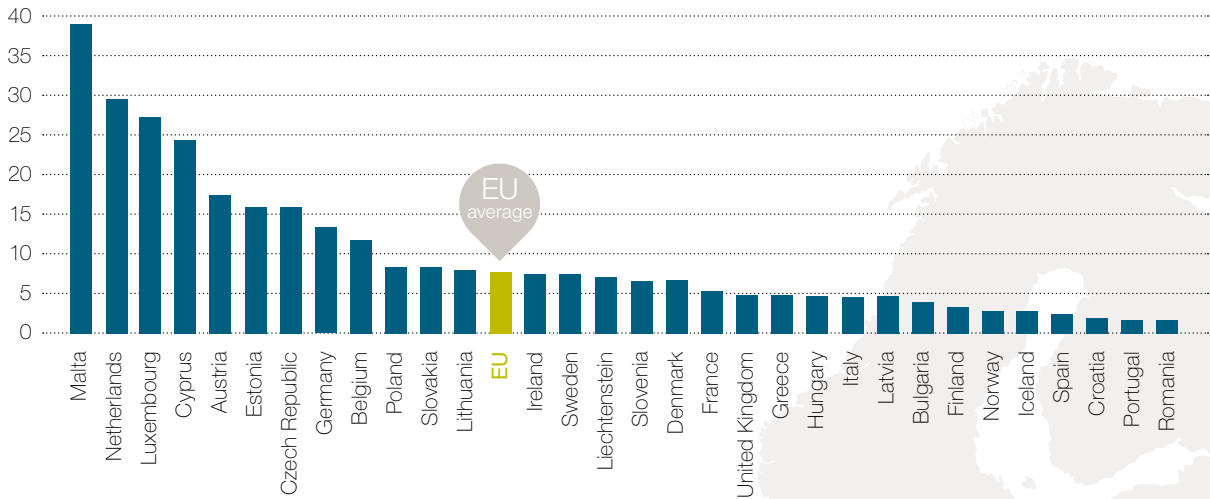

+3.9%
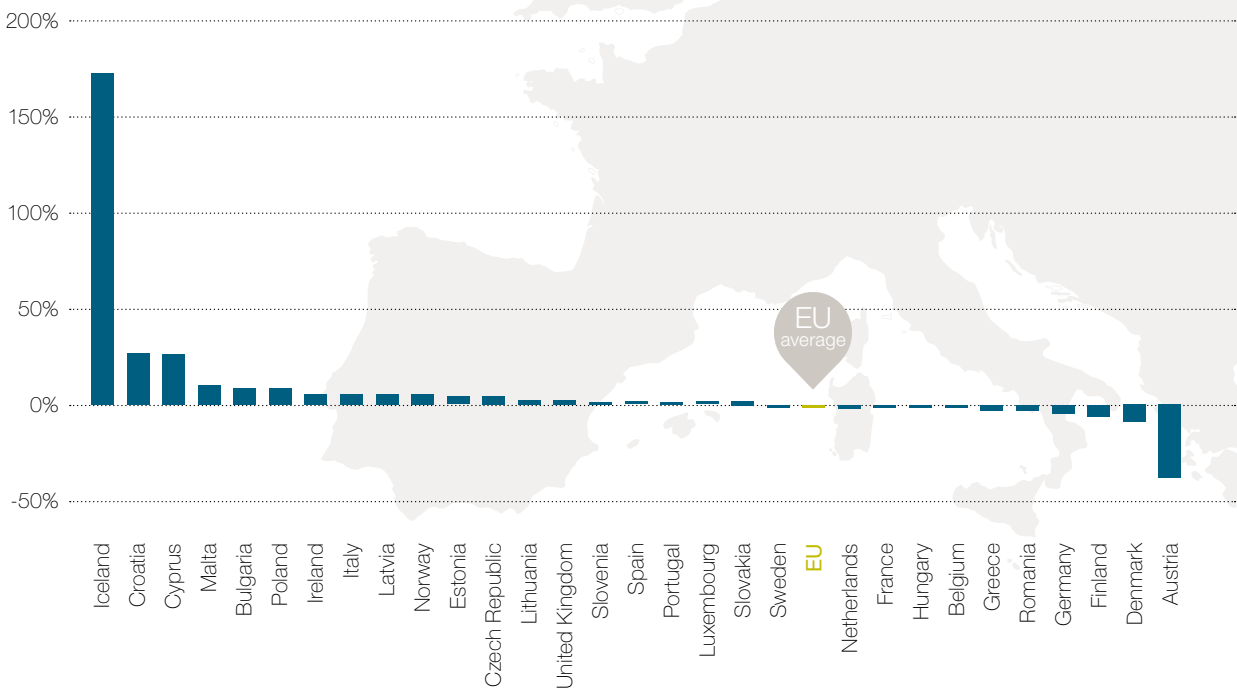Croatia

+2.9%
Malta

+2.8%
Bulgaria

.eu domain names per 1 000 inhabitants, Q1 2016

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

Growth by country, Q1 2016 compared to Q1 2015

The countries with the fastest relative growth year over year were Iceland (173%), Croatia (27%) and Cyprus (26%).
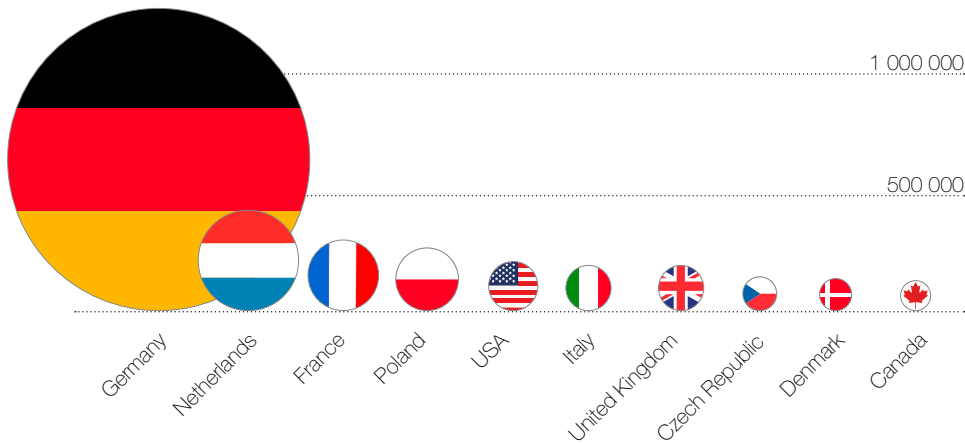
The registrars

.eu registrars can be located outside the EU. **Categorising registrations based on the country of the registrar somewhat correlates to registrations based on the country of the 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 the country of the registrar but not based on the country of the registrant, while the opposite holds true for Belgium, Austria and Spain. In Q1 2016, the countries in the top ten list of registrations based on the country of the registrar accounted for 86.0% of all .eu registrations.
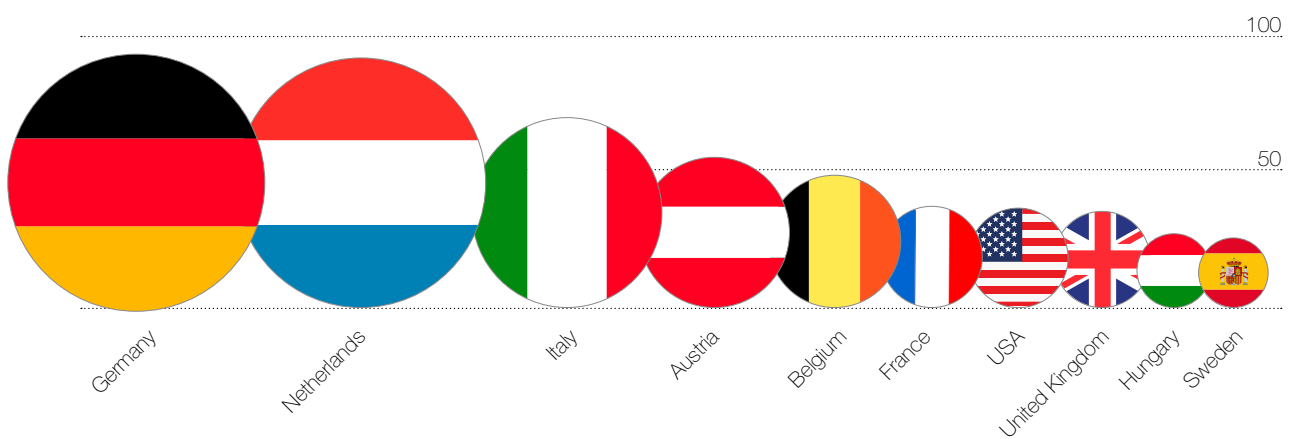
85.4%
REGISTRATIONS
by top ten
registrar countries
in Q1 2016

Top ten countries based on registrations by country of registrar

1 000 000

500 000

Germany | Netherlands | France | Poland | USA | Italy | United Kingdom | Czech Republic | Denmark | Canada

709
.eu ACCREDITED REGISTRARS
by the end of Q1 2016

Top ten countries based on number of .eu registrars

100

50

Germany | Netherlands | Italy | Austria | Belgium | France | USA | United Kingdom | Hungary | Sweden

.eu registrations by country of registrar, Q1 2016

Country	Names managed	Number registrars	Country	Names managed	Number registrars
Anguilla	144	1	Japan	270	2
Australia	14 762	7	Korea	663	4
Austria	56 260	53	Latvia	1 142	2
Bahamas		1	Lithuania	18 281	4
Barbados	149	1	Luxembourg	33 152	3
Belgium	63 400	48	Malaysia	94	1
Bulgaria	272	2	Malta	85	1
Canada	80 648	23	Monaco	8 597	1
Cayman Islands		1	Netherlands	430 666	86
China	1 007	5	Norway	14 628	4
Croatia	2 829	4	Poland	264 408	20
Cyprus	11 656	2	Portugal	2 367	6
Czech Republic	153 904	15	Romania	11 176	12
Denmark	144 119	12	Russia	63	1
Estonia	12 527	3	Seychelles	58 654	1
Finland	4 595	7	Singapore	559	1
France	297 698	36	Slovakia	25 236	11
Germany	1 253 162	88	Slovenia	2 840	2
Greece	45 425	15	Spain	45 736	25
Hong Kong	16	1	Sweden	51 428	25
Hungary	26 428	25	Switzerland	9 705	3
Ireland	8 870	6	Taiwan	136	1
Israel	610	3	United Kingdom	229 500	33
Italy	231 089	70	USA	238 048	56

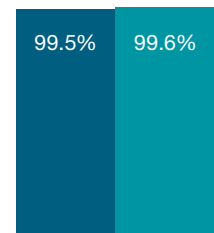A .eu accredited registrar managed an average of 5 447 .eu domain names during Q1.

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

	Q1 2015	Q1 2016
Top 10	37.6%	36,7%
Top 100	86.0%	86.6%
Top 500	99.5%	99.6%
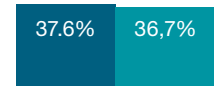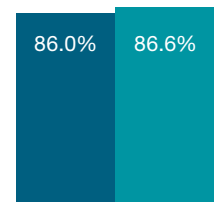
■ Q1 2015　■ Q1 2016

The top 100 .eu 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.
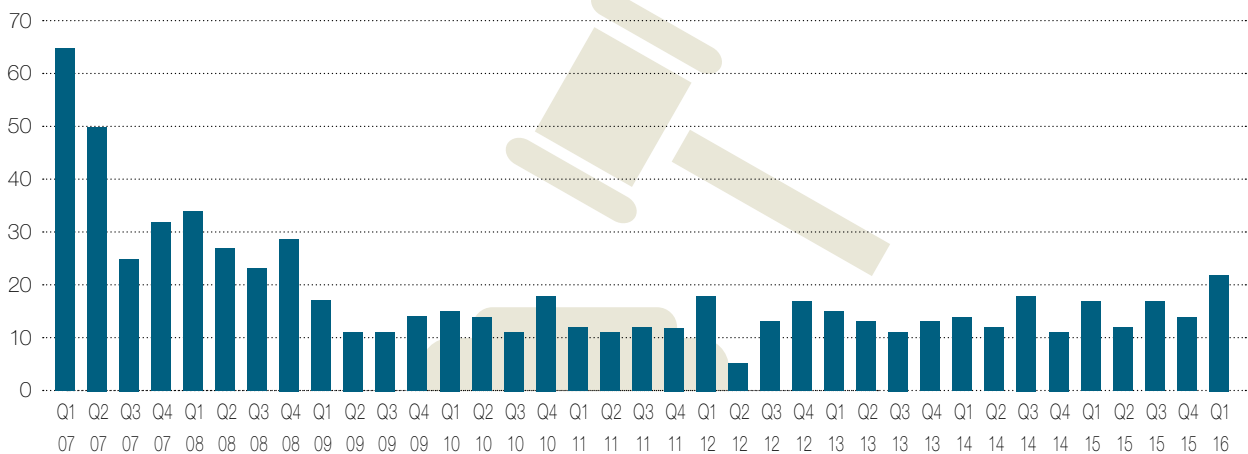
Domain name disputes

To protect intellectual property rights, an Alternative Dispute Resolution (ADR) policy was established for .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 23 EU languages.
The ADR process for .eu 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 .eu registry EURid announced a special fee reduction to make the .eu 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 .eu ADR service prepared for EURid.

Domain name disputes filed by quarter

A total of 22 alternative dispute resolution cases were filed during Q1 2016 compared with 17 during Q1 2015. The Czech Arbitration Court published ten .eu ADR decisions during Q1 eight of which resulted in the domain name being transferred to the complainant.

EURid

www.eurid.eu

bsi. ISO/IEC
27001
Information Security
Management

EMAS
Verified
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