

Public consultation on the revision of the .EU regulation

Fields marked with * are mandatory.

Objective of the public consultation

The purpose of this consultation is to collect views on the performance of the Regulations that are governing the .eu top-level domain.

The .eu domain is the country code top level domain (ccTLD) for the European Union. Initiated by the Commission, it was formally established by Regulation 733/2002 of 22 April 2002 (as amended). The EC Regulation 874/2004 set the rules for the registry and the .eu. The .eu TLD was delegated by ICANN (Internet Corporation for Assigned Names and Numbers) in 2005.

The main aim of the .eu (and .eu in Cyrillic script - hereafter '.eu') is to contribute effectively to the Digital Single Market by encouraging and increasing secure and reliable e-commerce and build a strong digital identity for people and organisations in the European Union.

The .eu TLD ranks among the largest top-level domains. It is operated by EURid, a Belgian not-for-profit organisation, upon appointment of the European Commission. Therefore EURid is the current .eu registry. The .eu domain names can be registered through a network of approximately 700 companies, called "accredited registrars".

Over a decade after their entry into force, the .eu Regulations should be reviewed to take into account the developments and challenges of the current domain name industry and to become more flexible and future-proof. The Commission's 2017 Work Programme provides that the revision of the .eu Regulations fall under the Regulatory Fitness and Performance Programme (REFIT) and that it should be preceded by an evaluation to assess whether the current regulatory framework is fit-for-purpose.

On the basis of the findings, the Commission will define policy options to be pursued with the review the .eu Regulations. Examples of areas for which future options may be developed are:

- facilitate operational management (e.g. the introduction of a much easier process for reserving .eu domain names for the European Institutions and Member/Candidate Countries);
- update the Regulations in view of changed market circumstances. That might entail the introduction of a possibility for the .eu registry to sell directly to end-users in currently underserved markets where end-users have difficulties in finding a local domain name provider;
- ensure the rules are future-proof, and allow the .eu TLD registry to introduce new services, if appropriate, that complement the management of the .eu TLD and its variants in other scripts (without having to amend the Regulations each time to do so);
- promote EU priorities in Internet Governance, possibly by including provisions which would explicitly orient the .eu Registry's activities to that direction;
- enhance the use of .eu as an online European identity. This might include among others consideration on changing the eligibility criteria for end-users.

Privacy Statements

Do you agree to your contribution being published? (see specific privacy statement hereunder)

* Your contribution

- can be published with your personal information:** I consent to the publication of all information in my contribution in whole or in part including my name or my organisation's name, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication
- can be published provided that you remain anonymous :** I consent to the publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that it is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent the publication

Please note that regardless of the option chosen, your contribution may be subject to a request for access to documents under [Regulation 1049/2001](#) on public access to European Parliament, Council and Commission documents. In this case the request will be assessed against the conditions set out in the Regulation and in accordance with applicable data protection rules.

About you

* You answer as:

- Citizen / private individual
- Business representative
- Association
- Public sector
- Other

Other (please specify):

Public sector (please specify sector):

Age group

- Age <25
- 25<age<65
- 65>age

Country of residence

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom

Nationality

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom

Business sectors

- Manufacturing
- IT services
- Agriculture and Food
- Health and Care
- Energy
- Automotive and Transport
- Financial services/banking/insurance
- Retail/electronic commerce
- Public sector
- Research, scientific, education
- Consumer protection group
- Other (please specify)

Other business sector (Please specify)

If domain name registration service (please specify):

- Registry
- Registrar
- Both

Registry

- ccTLD registry
- gTLD registry

The turnover of your company/organisation in 2016 was:

- < 2 million EUR
- 2-10 million EUR
- 11-50 million EUR
- >50 million EUR

The size of your company/organisation in 2016 was:

- Less than 10 employees
- 10-50 employees
- 51-250 employees
- >250 employees

Your company/ organisation was created:

- Within the past year
- Between 1 and 5 years ago
- Between 5 and 10 years ago
- More than 10 years ago

Please indicate the place(s) of operation of your business/organisation:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom
- Other

Country (association legal seat):

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom
- Other

Type of association

- Consumer association
- User association
- Other (please specify)

Other (please specify)

Please specify sector

Country (legal seat):

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovak Republic
- Slovenia
- Spain
- Sweden
- United Kingdom
- Other

Scale of operations

- Local
- Regional
- National
- European
- International

Is your organisation registered in the Transparency Register of the European Commission and the European Parliament

- Yes
- No
- Not applicable (I am replying as an individual in my personal capacity)

Please indicate your organisation's registration number in the Transparency Register:

If you are an entity not registered in the Transparency Register, please register in the Transparency Register before answering this questionnaire. If your entity responds without being registered, the Commission will consider its input as that of an individual.

Please enter the name of your institution/organisation/business:

Do you have a .eu domain name?

- Yes
- No

When did you register it? (please provide the year)

Are you actively using it?

- Yes
- No, it is just registered
- No, I cancelled my registration

Please provide information about usage frequency

Do you have a domain name, other than a .eu domain name?

- Yes
- No

Please specify the domain name

Overall functioning of the current regulatory framework

This section seeks to assess the relevance of the regulatory framework for the .eu

1) Do you consider that the current objectives of the regulatory framework for the .eu are still **relevant** in order to address today's needs of EU citizens and businesses?

The main aim of the .eu top-level domain is to contribute effectively to the Digital Single Market by encouraging and increasing secure and reliable e-commerce and build a strong digital identity for people and organisations in the European Union.

- Yes
- No
- I do not know

Please explain

2) Do you consider that the aforementioned set objectives of the .eu top-level domain should be complemented?

- Yes
- No

Please explain

This section seeks to assess the effectiveness of the regulatory framework for the .eu.

3) Did .eu help your online business to expand cross-border?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

4) Did you note an increase in turnover of your business with the use of .eu?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

5) Did .eu help your business attract customers from different countries than the one you are established?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

If you replied positively, please provide examples of countries of origin of customers attracted to your business after the use of .eu

6) As a consumer, to what extent would you rather buy from a website with a .eu extension compared to a website with a generic extension (e.g. .com, .net, .biz)?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

7) To what extent would you rather buy from a website with .eu extension compared to a website with a country code extension (e.g. .be, .es)?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

If you replied positively, please explain whether this increases or decreases your level of trust

8) When a website has a .eu extension , does that affect how much you trust it?

- significantly
- moderately
- little
- not at all
- do not know
- do not use a .eu domain name

This section seeks to assess the efficiency of the regulatory Framework for the .eu.

9) In your view to what extent has the .eu promoted:

(a) cross-border access to the online market place

- significantly
- moderately
- little
- not at all
- do not know

(b) secure and reliable e-commerce in the EU

- significantly
- moderately
- little
- not at all
- do not know

(c) a clearly identifiable digital identity for citizens and businesses in the EU?

- significantly
- moderately
- little
- not at all
- do not know

10) In your opinion, have the costs for holding a .eu domain name been significant?

- Yes
- No

If yes, can you provide a cost figure?

11) If you compare the overall costs for you/your organisation to hold a .eu with the results achieved, how do you rate the cost-benefit ratio on a scale 1 to 5 (1 = costs exceed significantly benefits, 5 = benefits exceed significantly costs)?

Costs include costs of registering and renewing annually a .eu domain name.

- 1
- 2
- 3
- 4
- 5
- Do not know
- Do not have a .eu

Why?

- It is expensive, therefore I cancelled registration
- I cancelled registration for other reasons
- Not interested / never had registered a .eu domain name

Please provide the reasons

12) Are you aware of any areas in the .eu regulatory framework that could be simplified?

- No
- Yes - Please explain
- Do not know

Please explain your answer

13) Are you aware of any areas in the .eu regulatory framework that could be changed or eliminated, to reduce regulatory burdens?

- No
- Yes - Please explain
- Do not know

Please explain your answer

This section seeks to assess the coherence of the regulatory Framework for the .eu.

14) To what extent is the .eu regulatory framework coherent with the EU priority for the completion of a European Digital Single Market?

- significantly
- moderately
- little
- not at all
- do not know

Please explain your answer

15) To what extent is the .eu regulatory framework coherent with global domain name industry best practices?

Registries (trustees delegated to administer and control a TLD) are responsible for the policies and operation of a TLD. There is a variety of practises among individual TLDs, as well as differences between ccTLDs and gTLDs.

- significantly
- moderately
- little
- not at all
- do not know

Please explain your answer

16) To what extent is the .eu regulatory framework coherent with domain name policies set for other European country code Top Level Domains (such as .be, .es, etc.)?

- significantly
- moderately
- little
- not at all
- do not know

Please explain your answer

This section seeks to assess the EU added value of the regulatory Framework for the .eu.

17) Did the EU action in this area (with the establishment of legislation on the .eu) provide an added-value, in terms of encouraging cross-border secure and reliable e-commerce?

- Yes
- No

If yes, what is the added-value resulting from the implementation of the .eu regulatory framework for citizens and organizations in the EU?

Why not?

18) Did the EU action in this area (with the establishment of legislation on the .eu) provide an added-value, in terms of building a stronger digital identity for people and organisations in the EU?

- Yes
- No

If yes, what is the added-value resulting from the implementation of the .eu regulatory framework for citizens and organizations in the EU?

Why not?

Possible future options for the .eu regulatory framework

.eu domain name eligibility criteria

Under the current eligibility criteria for registration, the .eu domain is available for residents of and organisations/companies established in EU member states plus Iceland, Norway or Lichtenstein (EEA).

19) To what extent do you agree or disagree with the following statements?

	0 - Strongly disagree	1	2	3	4	5 - Strongly agree
A .eu domain name should be available for registration by any European Union citizen, regardless of whether or not they are resident in the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A .eu domain name should be available for registration by any company /organisation, regardless of whether or not they are established in the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A .eu domain name should be available for registration by anyone regardless of their residency or nationality criteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide further input in case you have expressed a negative opinion on any of the above questions

20) If you believe a .eu domain name should not be available for anyone, are there in your view other criteria - apart from residency and/or nationality - that should be considered to determine eligibility for .eu registration?

- Yes
- No

Please explain

.eu domain name registry

21) To what extent do you agree or disagree with the following statements?

(provide short description about the level of detail with regard to procedures and policies in the current .eu regulations)

	0 - Strongly disagree	1	2	3	4	5 - Strongly agree
The .eu regulatory framework should set policies and procedures to be followed by the .eu registry operator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The .eu registry operator should be free to offer .eu domain names directly to end users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>The .eu registry operator should be free to offer .eu domain names directly to end users in underserved markets where end-users have difficulties in finding a local domain name provider</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<p>Allowing the .eu registry operator to offer domain names directly to end users is likely to benefit end users</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<p>Allowing the .eu registry operator to offer domain names directly to end users could have unintended positive side effects, e.g. eliminating currently existing distortions of competition.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<p>Allowing the .eu registry operator to offer domain names directly to end users could have unintended negative side effects, e.g. increasing any risk of distortions of competition.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<p>At present the .eu registry operator is a not-for-profit company. The.eu TLD should continue to be operated by a non-for profit organisation/association.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

If you agree, which measures would be useful to minimise the risk of unintended negative side-effects?

Please choose alternatives regarding who should continue to operate the .eu TLD (you can choose more than one option)

- a private company
- the public sector
- an existing EU country code top-level domain name registry
- other

Please provide an answer

22) Given that the domain name ecosystem is fast-changing, what is in your view the most suitable governance framework to determine detailed policies and procedures to be followed by the .eu registry operator? Please rank following options in order of preference.

	1st - More preferable	2nd	3rd	4th	5th	6th - Least preferable
EU Regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Published policies and procedures determined by the European Commission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Published policies and procedures developed by the .eu registry operator through a multistakeholder process and approved by the European Commission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Published policies and procedures developed through a multistakeholder process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies and procedures developed and approved by the .eu registry operator's board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide details

Under the current .eu Regulations the .eu registry is not allowed to sell .eu domain names directly to end users. End users can register a .eu domain name through a registrar (an accredited by the .eu registry company). In the years following the adoption of the .eu Regulations the legal separation between a registry, the registrars and the end users (previously imposed by ICANN) was abolished. Nowadays other registries sell directly TLD names to end-users and therefore act both as registries and registrars.

Internet Governance wider ecosystem

23) At present any surplus generated by the fee associated to the .eu domain name that is not spent by the .eu registry operator goes back to the European Union budget. Should it be used allocated for supporting EU priorities in internet governance and EU internet governance related projects?

- Yes
- No

If yes, what kind of activities and/or projects should be supported?

24) Within the wider internet governance ecosystem, is there in your view a role for the .eu registry beyond the smooth and secure operation of the .eu domain name?

- Yes
- No
- I do not know

If yes, please explain