

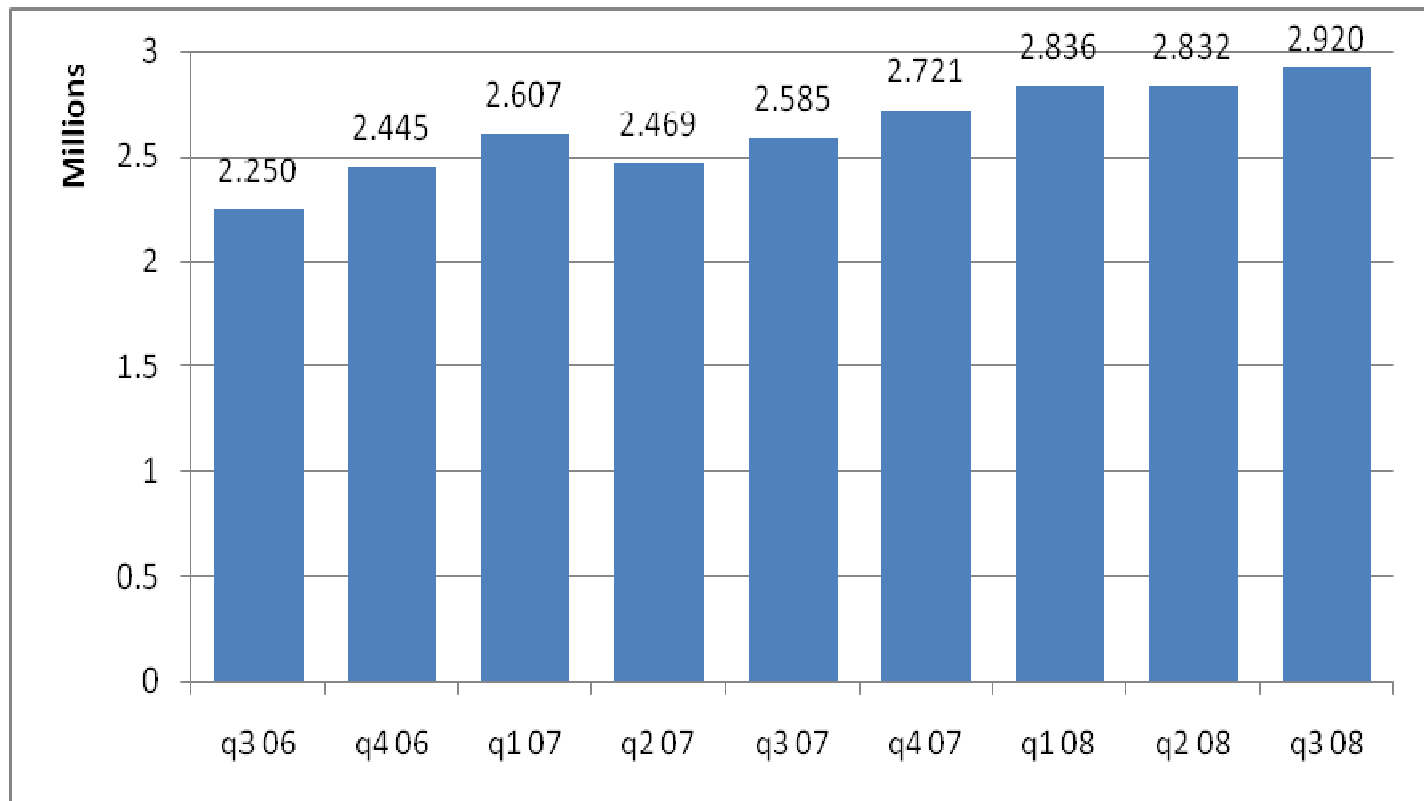


Expanding our services towards the registrar community

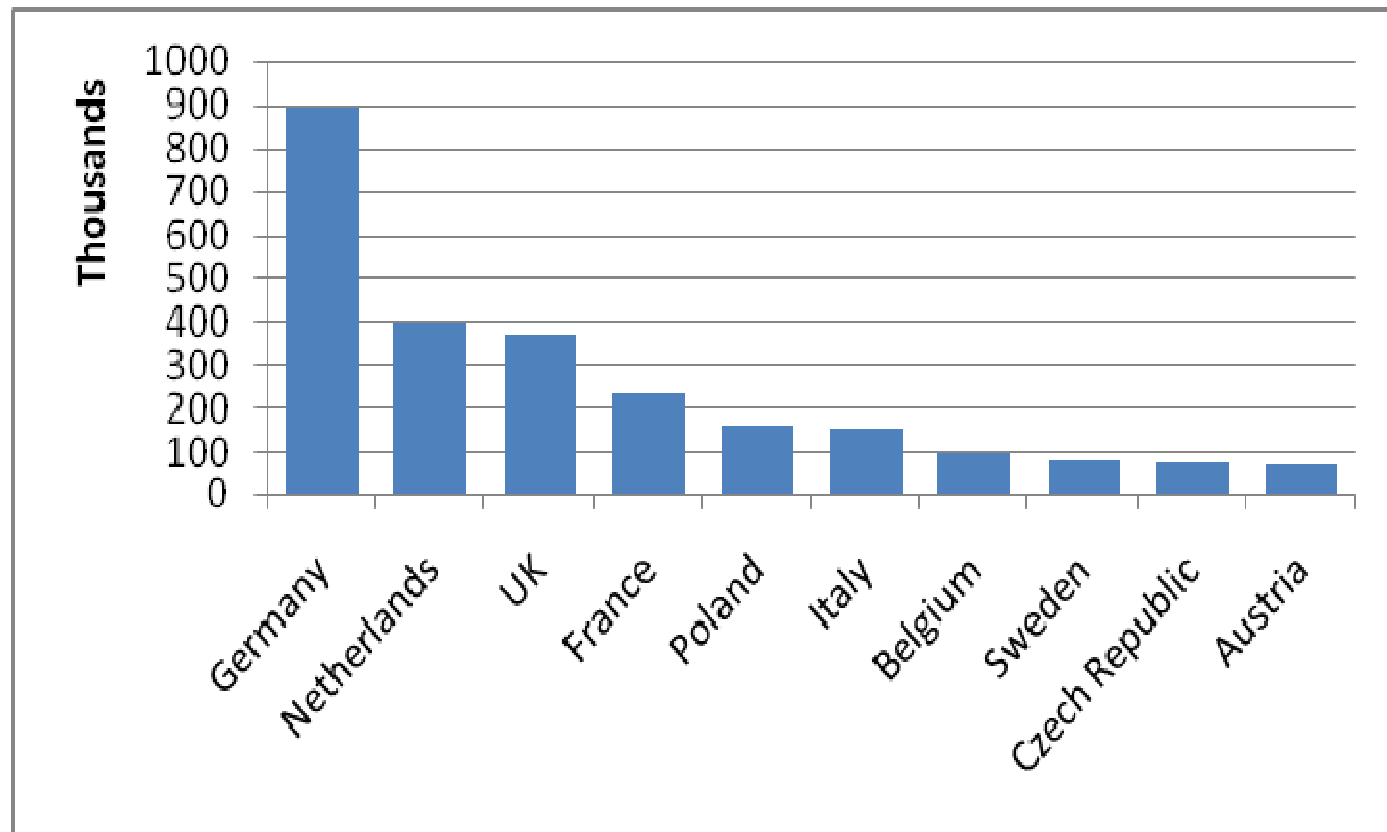
Giovanni Seppia

ccNSO meeting, Cairo, 4 November 2008

Statistics, .eu growth



Statistics, .eu registrants



Liaison Management

- 4 offices covering the EURid registrar community with a tailor-made and multilingual approach
- Regional and liaison managers to look after the top-200 registrars (for registration volumes)
- Regular meetings at the registrar premises or on the occasion of the Internet community events

24/7 service

- Dedicated to registrars during non office hours
- First level to filter out incoming calls
- Escalation to EURid staff in case of crisis/emergency
- All calls ticketed
- Review of the service after six months from its starting date
- Launched on 8 September 2008

Registrar Advisory Board

- To serve as a consultative body to the EURid Board
- To enlarge registrar representativeness
- To have a different look at the services we provide
- To better understand the community we serve
- First meeting on 8 October 2008

Hands-on .eu courses

- Targeted to registrar staff
- Available at any of the four EURid offices
- No fixed dates, but on request
- Focused on .eu policies, procedures, technical features
- Availability of 60 min sessions



New logo and new registry.eu

- New logo from beginning of November
- Only small changes
- New look and structure for registry.eu including:
 - *Enriched library section*
 - *Business intelligence*

In the pipeline: *IDNs*

Preparation process:

- CENTR Survey
- IDNs Advisory Board
- On-line consultation via www.eurid.eu
- EURid's proposal sent to the European Commission

Next steps:

- All scripts of the 23 EU official languages will be made available
- Timeline to be launched: after the necessary amendments to the EU regulations are made

In the pipeline: *chatline*

- Available to registrars during EURid office hours
- In English only at the beginning
- Extension of the service to non-office hours for registrars not located in the European time zone
- Expected to be launched in Q1 2009



Thank you

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