

Keep it free

INSIDE

*The World Summit on
Information Society*

Meetings

Registries world

Great spirits

Giovanni Seppia,
CENTR General Manager

The Internet is approaching a sort of “Star Wars” episode where two alliances will face each other, looking to frame, regulate, restructure, agree on something that has become the world largest communication tool in the history of the humanity. Will the Tunis World Summit on Information Society have the final word on the battle that started recently? That is hard to say. The best would be to take a ride in the “Back to the future” car and stop in one hundred years time, then click on at some website and see what the impact of the WSIS has been on the Internet history.

However it will go, Internet is going to survive, to stay the same powerful “creature” that makes people come together, talk, exchange information, grow, expand. There is much talk on something that has demonstrated several times to be able to function well without formal legislative cages, without the need of having supranational bodies tasked to sort out conflicts and issues that usually are best settled at local level. Nothing is perfect, Internet is not an exception. If something has to be adjusted, it should be done in the light of the free, transparent and democratic principles that allowed Internet to develop so fast and far ■

“Great Spirits of all who lived before, Take our hands and lead us, Fill our hearts and souls, with all you know, Show us that in your eyes, we are all the same, Brothers to each other, In this world we remain truly, brothers all the same. Give us wisdom to pass to each other, Give us strength so we understand, That the things we do, the choices we make, Give direction to all life’s plans. To look in wonder, at all we’ve been given, In a world that’s not always as it seems, Every corner we turn, only leads to another, A journey ends, but another begins. Great Spirits of all who lived before, Take our hands and lead us, Fill our hearts and souls, with all you know, Show us that in your eyes, we are all the same, Brothers to each other, In this world we remain truly brothers all the same.” (Tina Turner, Great Spirits)

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This publication is produced by CENTR, the Council of European National Top-Level-Domain Registries. CENTR is a peak organisation of registries that manage domains such as .de for Germany, and .no for Norway. It meets regularly, providing a forum for knowledge sharing, as well as for developing common positions amongst its members. It is operated by a fully staffed secretariat, which works on CENTR’s projects, as well as attending international forums on behalf of its members.

Membership in CENTR is open to any operator of a top level domain, not just European ccTLDs. CENTR counts amongst its members registries from around the world, together responsible for over 95% of the world’s domains.

CENTR Ltd
Avenue Louise 327
1050 Brussels
Belgium
Email: secretariat@centr.org
Telephone: +32 2 627 5550
Fax: +32 2 627 5559

The Internet Pavilion at the Tunis WSIS



Ms. Lynn St. Amour,
Internet Society President/CEO

Many of the Internet community organisations that enable the processes for the development and administration of the Internet will host the 'Internet Pavilion' (stand 1323) at the 'ICT 4 all' exhibition at the World Summit on the Information Society (WSIS) in Tunis, 15-19 November 2005. Organisations at the 'Internet Pavilion' will include the Internet Society (ISOC), the Internet Engineering Task Force (IETF), the Number Resource Organization (NRO), the Internet Corporation for Assigned Names and Numbers (ICANN), the London Internet Exchange (LINX), the Council of European National Top level Domain Registries (CENTR) and the African ISP Association (AfrISPA). The pavilion theme is "The Internet - How does it work, Who makes it work". It will offer WSIS attendees a clear understanding of the issues involved in the successful coordination of the Internet's technical infrastructure, including the importance of building on the proven success of the inclusive and established processes that have fostered its incredible growth.

"Coordination and collaboration between the many organisations that play a role in Internet administration and development is vital," commented Axel Pawlik, NRO Chairman. "The industry partners hosting the "Internet



Pavilion" at WSIS will show how cooperation is fundamental to the stability of the Internet."

The "Internet Pavilion" will demonstrate how participating organisations represent the evolving needs of the global Internet community through an open, neutral, bottom-up, collaborative and inclusive multi-stakeholder framework. The specific roles of each organisation in Internet administration and coordination will be highlighted.

"This is a crucial time for all those with an interest in the future of the Internet," explained Lynn St. Amour, President and CEO of the Internet Society (ISOC). "We encourage direct participation of any interested party in reinforcing the success of the existing mechanisms that have been built and driven by the Internet community."

With regard to the results of the WSIS process, Ms. St. Amour asks that governments and other stakeholders remind themselves that decisions should be taken with the interests of Internet users in mind. "At the end of the day, the WSIS

should protect the openness of the Internet and promote ways of facilitating access for those who wish to benefit from this incredibly valuable medium," said Ms. St. Amour. The "Internet Pavilion" brochure can be found at:

<http://www.isoc.org/Internetpavilion.pdf>

Organisations at the "Internet Pavilion" at WSIS are:

◆ Internet Society (ISOC)

<http://www.isoc.org>

The Internet Society (ISOC) is a not-for-profit membership organisation providing leadership in Internet related standards, education, and policy. For over 13 years ISOC has run international network training programs for developing countries and these have played a vital role in setting up the Internet connections and networks in virtually every country connecting to the Internet during this time.

◆ Internet Engineering Task Force (IETF)

<http://www.ietf.org>

The Internet Engineering Task Force (IETF) has provided leadership in the development of Internet standards for nearly 20 years. The IETF is a large open international community of network designers, operators, vendors, and researchers concerned with the

evolution of the Internet architecture and the smooth operation of the Internet. It is open to any interested individual.

◆ Number Resource Organization (NRO)

<http://www.nro.net>

Formed by the Regional Internet Registries to formalise their cooperative efforts, the Number Resource Organization exists to protect the unallocated Number Resource pool. It also promotes and protects the bottom-up policy development process, and acts as a focal point for Internet community input into the RIR system.

◆ Internet Corporation for Assigned Names and Numbers (ICANN)

<http://www.icann.org>

The Internet Corporation for Assigned Names and Numbers (ICANN) is an internationally organized, non-profit

corporation that has responsibility for Internet Protocol (IP) address space allocation, protocol identifier assignment, generic (gTLD) and country code (ccTLD) Top-Level Domain name system management, and root server system management functions.

◆ London Internet Exchange (LINX)

<http://www.linx.org>

LINX is a mutual, not-for-profit organisation, which connects the networks of Content Delivery and Internet Service Providers so that traffic may flow more efficiently between them.

◆ Council of European National Top level domain Registries (CENTR)

<http://www.centr.org>

The Council of European National Top-Level-Domain Registries, CENTR, is an association of Internet

Country Code Top Level Domain Name (TLD) registries (such as .uk for United Kingdom, .it for Italy, .es for Spain). CENTR has a European focus, but no geographical restrictions to membership which includes a number of non-European registries, including some emerging countries. CENTR membership is responsible for 95% of all domain names currently registered worldwide.

◆ African ISP Association (AfrISPA)

<http://www.afrispa.org>

AfrISPA is a continental Association of African Internet Service Provider Associations whose primary objective is to provide industry perspective on policy formulation and regulation as it relates to the Internet industry and to act as an interface with Governmental bodies and the public at large.

A Battle of the Acronyms: WSIS, WGIG and the future of Internet governance

Emily Taylor, Director Legal and Policy, Nominet UK

WSIS: The World Summit on the Information Society

The World Summit on the Information Society (WSIS, <http://www.itu.int/wsisis>) was established by a United Nations' (UN) resolution in December 2001. The UN regularly holds summits to address complex problems that are viewed as of major importance to the global community, such as world poverty and environmental degradation. The first of two WSIS summits took place in Geneva in December 2003, involving many heads of state. Stephen Timms, then e-Commerce Minister, represented the UK and gave a speech endorsing the role that the private sector has played in the development of the Internet. The Plan of Action produced from the summit contained a request to Kofi Anan, UN Secretary General, to set up a working group on Internet governance that would prepare a report for the second stage of the World Summit, to be held in Tunisia this November.

WGIG: The Working Group on Internet Governance

That working group was none other than the WGIG, the Working Group on Internet Governance (<http://www.wgig.org>).

WGIG was charged with defining Internet governance and identifying associated public policy issues. It was to develop a common understanding of the roles and responsibilities of governments, existing intergovernmental and international organisations, the private sector, and civil society from both developing and developed countries. The result would be a report to present at the second phase of WSIS in November.

The Working Group, with representatives from across the board, arranged four open consultation meetings to reflect its instructions for "an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society".

The WGIG Report

The most striking thing about the WGIG report is that the Working Group was unable to agree on a single recommendation. Instead, it outlines options that vary in their complexity and degree of government involvement. However, there is a firm recommendation to create a multi-stakeholder forum, to discuss emerging issues. If created, this forum may be anchored in the United Nations.

Nominet contributes to the debate

Nominet has participated actively in this process, providing written submissions and speaking at many of the open WGIG consultation meeting. Its objectives have remained to emphasise the overriding priority of maintaining the stability and security of the domain name system, and to highlight the extent of private sector investment and commitment to the growth of the Internet. Its stakeholder orientation has been of interest to members of WGIG, who began to encourage others to "learn from successful models at national level".

Markus Kummer, Executive Coordinator of the Working Group, said of Nominet's input: "Your crisp, matter of fact and knowledgeable statements clearly added value to our discussions."

What happens next?

Much of the debate at the Working Group focused on the Domain Name System (DNS), the Root Servers and the systems for IP address allocation. Participants from some developing countries were unhappy at the US Government's oversight of the root and were keen to see the operation of the root "internationalised". Many others were pressing for more governmental control over the Internet, particularly in relation to the root, as well as content issues such as spam, cybersecurity and privacy. Shortly before the Working Group published its final report, the US Government – which had been conspicuous by its absence at many of the public meetings – published a statement making it clear that it had no intention of giving up control of the root. This makes it difficult to see how the majority of options in the WGIG Report (which anticipate "internationalisation" of the root) can progress. Nominet believes that the stakeholder forum will go ahead. The risks are that those pressing for greater governmental oversight of the Internet will exercise irresistible pressure



The logo for Nominet.uk, featuring the text "Nominet.uk" in a stylized font with a series of dots above the "i" and "n". Below it, in smaller capital letters, is "THE UK INTERNET NAMES ORGANISATION".

for the forum to have more “teeth”.

Nominet does not see the EU and US positions as fundamentally incompatible: the EU position does, after all talk about “no replacing existing structures” and emphasises “complementarity” between different actors. However, we prefer the ‘multi-stakeholder’ proposal, suggested by Argentina, which provides a balance between the free market position of the US, and the stance of other nations who wish to see more governmental control over the Internet.



*Emily Taylor,
Director Legal and Policy, Nominet UK*

Impact on the Internet

The UN is not famous for moving quickly and it’s already clear that nothing is going to happen overnight.

The very fact that the World Summit was created, however, marks a coming-of age-for the Internet. It is no longer the exclusive domain of academics and the technical community. With over a 100,000,000 ‘netizens’ in China alone, there is no longer a clear distinction between the Local Internet Community and the population at large. We also have to accept that governments are interested in the future of the Internet – in many developing nations, it is the governments that are at the cutting edge of Internet investment and use.

That said, it would be a great pity if the bottom-up, inclusive processes that currently exist in Internet governance were subsumed into the UN. In a typical UN environment, the debate is dominated by government representatives, with the private sector and civil society consigned to an “observer” role. In practice, this means that those who have invested and innovated in the Internet to date (civil society and the private sector) have limited opportunity to influence its future.

This would be a great loss. At present, those with most to lose from the failure of the Internet have most impact on the governance processes. The current structures, such as ICANN, are sufficiently fluid and flexible to allow for greater participation and influence of governments as their interest in the Internet grows.

The market has not yet stabilised and, in our view, it is too soon to build elaborate structures to govern the Internet more rigidly.

Winners and Losers

The organisers of the Working Group on Internet Governance took seriously their instructions to conduct “an open and inclusive process that ensures a mechanism for

the full and active participation of governments, the private sector and civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums”.

The real success of the Working Group has been its process. All stakeholder have been able to participate in the open consultation meetings on an equal footing and, through this dialogue, some previously entrenched positions have started to shift. The mutual distrust between some governmental and private sector participants has started to thaw. Nominet hopes that this more open process can become a template for future UN activities.

Amidst calls for international intervention to avoid dominance of the Internet by a single state, Nominet believes that we should be looking to take more a pragmatic, incremental approach to Internet governance and not seek to completely overhaul a model that allows for flexibility, innovation and is founded on private sector investment. We hear the political debate with regard to the root zone - our perspective is operational: it should work quickly, be secure and authoritative. Requests for changes must be authenticated and acted on quickly. We believe the key is cooperation between all stakeholders ■

Internet governance – a view from the world's first industry-sponsored domain

Marie Zitkova

On 17 March 2002, the first top level Internet domain to be sponsored and introduced by a specific industry sector opened its doors for business. Called .aero, this was the first time that an industry had sought to adapt the increasingly complex Internet naming structure for the benefit of its own community. Only companies, organizations, associations, government agencies and individuals certified to be working within the aviation and related industries can obtain a .aero domain. As such, many of the broadly spread issues that have been discussed by the Working Group on Internet Governance (WGIG) during the past couple of years have been addressed within this community environment. With the WGIG process extending to the eve of WSIS in Tunis, readers may perhaps be interested to learn more about how the .aero community initiative has been structured and how it is developing.

First, however, some background to the origins of the .aero domain. The project to create the air transport community's own Internet space was initiated by SITA (formally the Société Internationale de Télécommunications Aéronautique, but known universally throughout the industry simply as SITA). This is a co-operative organization owned by more than 700 airlines and related businesses, including airports, aerospace companies, distribution companies and logistics operators. SITA was founded in 1949 by 11 airlines that recognized it would be more cost-efficient to pool the provision of telegraphic resources across their rapidly growing international networks, rather than develop their own. Because of the need to provide accurate and timely information, whether relating to passenger reservations, weather or essential operational flight management data, the air transport community has ensured, through SITA, that the latest technologies are embraced and adapted as necessary, fit for purpose.

The logic of the air transport community running its own domain

Against this background, it was an obvious step for the air transport community to embrace the idea of creating and running its own top level Internet domain. Although the domain is sponsored and operated by SITA, the agreement negotiated by SITA with ICANN was always premised on the basis of a governance system that ensures the air transport community as a whole remains actively involved in the evolution of standards, the maintenance of the domain's

integrity and the pioneering of new services.

The process through which this takes place is the Dot Aero Council (DAC), a forum for the effective exchange of information to ensure the future development of .aero meets the changing needs of the community as a whole.

Members of the DAC are drawn from relevant and respected associations that represent the various interest groups within the air transport community and act on behalf of various registrant groups. They include Airport Council International (ACI); the Civil Air Navigation Services Organization (CANSO); the Federation of Airline General Sales Agents (FAGSA); Fédération Aéronautique Internationale (FAI); International Air Transport Association (IATA); the International Civil Aviation Organization (ICAO – acting as an observer on behalf of civil aviation authorities and based on its status as a UN body); the National Business Aviation Association (NBAA); SITA itself; and ARINC.

SITA signed an agreement with ICANN in December 2001 to establish and manage .aero on behalf of – and in the interest of – the air transport community, openly and transparently.

As part of the agreement, ICANN exceptionally delegated some of its policy formulation powers to SITA, in recognition of the fact that the sponsored community is in a better position to manage the detail of the domain than ICANN:

- SITA can define and enforce policies relating to what names can be registered, by whom, and how those names can be used.
- SITA must ensure that only members of the aviation community register names and can provide “eligibility and names selection services” to the community.
- SITA can determine what .aero services will be provided.
- SITA can autonomously define pricing.
- SITA must operate .aero on a not-for-profit basis.

So how does this fit with WGIG and WSIS?

In the context of .aero, it is worth reminding ourselves of some of the key points that arose from the WGIG Report – and then to see how the experience of operating a sponsored top level domain provides scope for delivering results.

First, the question of definition and interpretation of the phrase “Internet Governance”. The WGIG August 2005 Report provides the following working definition: “Internet governance is the development and application by Governments, the private sector and civil society, in their respective roles, of shared principles, norms, rules, decision-making procedures, and programmes that shape the evolution and use of the Internet”.

The Report goes on to make it clear that Internet governance includes not only issues dealt with by ICANN, but also other significant policy issues, “such as critical Internet resources, the security and safety of the Internet, and developmental aspects and issues pertaining to the use of the Internet”.

In terms of global action, the WGIG Report “identified a vacuum within the context of existing structures, since there is no global multi-stakeholder forum to address Internet-related public policy issues” – and went on to propose the “creation of a new space for dialogue for all stakeholders on an equal footing on all Internet-governance related issues”.

And this is where the air transport community’s experience through a sponsored domain assumes such relevance. We are not suggesting that the sponsored domain can deal with issues related, for example, to the root zone files and system. Nevertheless, many of the issues highlighted by the WGIG are covered in some form or another by the norms, procedures, standards and day-to-day activities of the sponsored .aero domain.

Take the allocation of domain names. In the early 1950s, ICAO, IATA and SITA agreed on the need for industry standards for both telegraphic message content and protocols. The result was the introduction of agreed designators, based on the familiar two-character airline designators (e.g. BA for British Airways), three-character airline codes (e.g. AMR for American Airlines), three- and four-letter airport location identifiers (e.g. LAX for Los Angeles and EDDC for Dresden), flight number identifiers (e.g. BA724) and a number of other designators and identifiers related to specific elements of air transport operation.

When the Internet was first introduced, however, many of the designators and codes were legitimately taken as domains by companies and organizations that had nothing

to do with air transport (e.g. sas.com is not the airline but the software services company). With millions of domains registered using almost every word in the English language, predictability is crucial. So the .aero domain has gradually introduced a structured naming convention based on the long-established designators and codes, without in any way conflicting with those air transport businesses that have a well-established Internet presence via the company name and top level or country domains.

Currently, all existing airport and airline codes are pre-registered by SITA and reserved for the use of designated code holders.

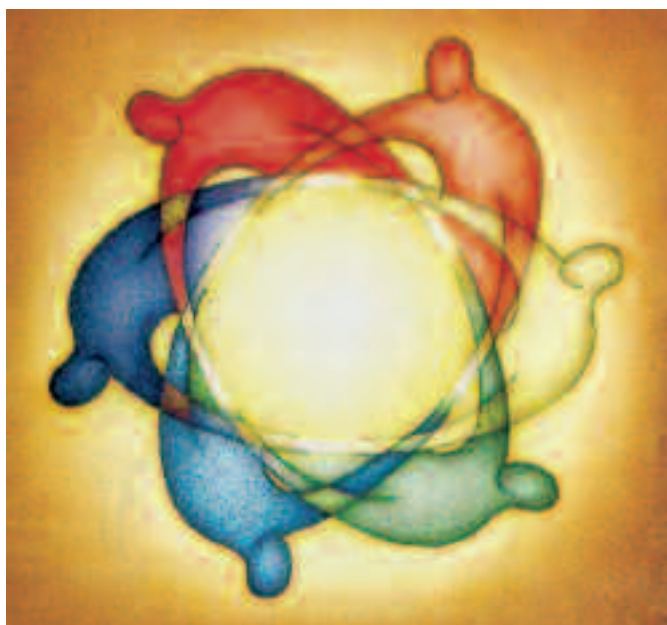
Thanks to these conventions and the strict eligibility verification processes, implemented by SITA on behalf of the community, there has been little evidence of any hijacking of domain names in the .aero domain, and little evidence of cybersquatting or domain name speculation in the three and a half years since the .aero domain was introduced.

The advantages of a predictable environment for passengers was demonstrated through a prototype service introduced at Geneva Airport to coincide with the International Telecommunication Union’s Telecom World conference late in 2003. The service enabled passengers to access flight information simply by keying the relevant flight number, followed by .aero (for example <http://lx1751.aero>) into a Web-enabled PDA, mobile phone or PC. Passengers could also check airport information by keying in <http://gva.airport.aero>. The reaction of passengers was uniformly enthusiastic.

So what will happen in the future?

Magical as the Internet undoubtedly is, the public domain structure is a mass-market solution that can be inflexible, inconsistent and secure. By leveraging the advantages of the domain name system (DNS), even greater certainty, predictability and flexibility can be achieved for the benefit of those using .aero domains. For those within the industry, for anyone having contact with an air transport community-related business, the guaranteed convention for airlines and provides certainty, transparency and predictability.

For example, one domain name - gva.bm.lh.aero (industry accepted code designating Lufthansa’s baggage operation



at Geneva Airport) can serve as a single unique identifier for different means of access to bag management desk service. The holders of the domain can configure relevant information – how to reach people via VoIP, how to use e-mail, the location of the name server, the URI for Web services or the public key required for sending an encrypted message. Armed with the DNS, there is no need to inform partners about changes in individual addresses (for example a new supplier) – they are automatically distributed by the DNS.

Take another example. If all ICAO airport codes (this time, four-letter codes that are known and used by all civil aviation pilots) are allocated as code.airport.aero. Behind each name each airport configures pointers to an authoritative weather service provider (perhaps one pointer for SIP record to place a VoIP call to the airport and another for a Web service providing the data). A pilot using a mobile device connected to the Internet can plan the route and then use the device to download weather data from the relevant airports. If in doubt about local conditions, the pilot simply presses a button on the device to place a VoIP call or send an instant message to the airport to get more detail. Predictable for the user, creating a normative space, accessible simply by knowing the long-established ICAO airport codes.

And the future...

"I have always imagined the information space as something to which everyone has immediate and intuitive access," wrote World Wide Web inventor Tim Berners Lee in his book *Weaving the Web*, (HarperSanFrancisco 1999). Thanks in large measure to the predictability of the naming structure and the exclusive nature of the .aero domain, that expectation could be met in a variety of ways to the benefit of passengers and operators. These are just some of the

ideas that we have been considering in recent months:

- Passengers could complete transactions from any Web-enabled device relating to a specific flight and date, including flight alteration and payment.
- Passengers could access and pay for services such as airport parking and duty free goods – simply by knowing the three letter airport identifier and .aero suffix.
- Passengers, airlines and airports could administer and process elements such as lost luggage through the use of predictable e-mail addresses.
- Aircraft themselves can become a network: an engine can have its own IP address and communicate remotely with ground maintenance.
- Containers for cargo (known as unit load devices) can be given their own .aero addresses.

The ability to present this level of joined-up thinking over the development and evolution of the Internet depends on the operation of a domain that offers security and predictability to domain name owners, together with transparency and predictability for users.

The option of a sponsored domain for global communities run along the lines of .aero – based on the needs and aspirations of that community within the broader community, run by that community for the benefit of its members and for the broader community at large – has much to recommend it in resolving issues of governance and future development.

Of course, what suits the air transport community will not necessarily suit other communities. And there is no doubt that issues of root server security, stability and interoperability need global coordination. But it is surely better for an identifiable community, to be able to retain the maximum freedom for innovation and the evolution of communal standards, than to be governed wholly by a dominant global body applying generic standards and policies. That was the basis on which ICANN agreed to endorse the introduction of the .aero domain – and it remains the guiding light for the .aero domain, its sponsor and its community as a whole ■

The author is the Head of .aero, SITA SC and can be contacted through marie.zitkova@sita.aero. For more general information on the .aero domain, visit www.information.aero or get in touch through aero.enquiries@sita.aero.

Tinkering with Internet Governance is too Risk

Mark A. Shiffrin, Avi Silberschatz

There are people of good will who believe that the Internet, which has become as necessary for our national and international lives as physical infrastructures are to our respective countries, should become subject to international governance rather than the current ICANN/U.S. Department of Commerce arrangement. This is a well intentioned idea that starts us down a treacherous and risky road.

As imperfect as any society may be – even the United States – a basic strain in American thought is the mythology of freedom. Each society has its own mythologies, its own essential creeds, but the mythology of freedom is particularly well-suited to Internet governance, because it seeks to leave well enough alone.

We find it hard to believe that any nation or group of nations would not give in to the temptation to perfect the Internet through regulation and, in that pursuit of perfection, cause a growing imperfection as a cancer on this great gift of our time.

The American tradition of personal freedom and constitutionally protected rights of free expression and political dissent has given the United States a prejudice in favour of diversity, even when at odds with both America and Americans. Such a society is a steward dedicated to the ideal of tolerance of diverse and often offensive online speech. Would any other government have handed the Internet infrastructure to the world community to freely compete against it? Would any other government now have the wisdom to leave the Internet alone?

American governance of the Internet implements as policy what America always believes best – freedom, whether or not that ideal best serves it at any given moment. Any international governance of the Internet would ultimately supplant freedom with the rule of what another governing elite would believe best. We submit that even well intentioned international governance would meddle with the Internet, a risk none of our nations can afford ■

Mark A. Shiffrin is a New Haven lawyer and former Consumer Protection Commissioner of Connecticut.

Avi Silberschatz is a Professor and Chair of Computer Science at Yale University.

The domain name industry keeps growing

At the end of the second quarter of 2005, the number of domain names worldwide reached 82,9 million. This reflects an 8% growth in the base over the first quarter of 2005. In terms of the total registrations, .com remained the largest Top Level Domain (TLD). The German country code TLD (ccTLD), .de, was the second largest with .net and the British ccTLD, .uk, taking the next two spots.

That means that more than 8,1 million new domain names were registered in the second quarter of 2005.

At 46% of all domain names, .com maintained its position as the largest TLD. The ccTLDs, as a group, accounted for 35%, followed by .net at 7%.

The vast majority of ccTLD registrations are attributable to a small number of ccTLD registries. Out of more than 240 ccTLDs, the top ten account for 71% of all ccTLD registrations. With an impressive 23% growth in domain names quarter over quarter, the Chinese ccTLD (.cn) entered the top ten. Together, .de and .uk represent 44% of the ccTLD base. (data from the "The Domain Name Industry Brief", VeriSign newsletter, volume 2, issue 3, August 2005) ■

Internet Society Publications

Internet Society Publications: IETF Journal

ISOC has started the release of the first issue of the "IETF Journal", a new Internet Society publication produced in cooperation with the Internet Engineering Task Force. The aim is to provide an easily understandable overview of what is happening in the world of Internet standards with a particular focus on the activities of the IETF Working Groups (WG). Each issue of the "IETF Journal" will highlight some of the hot issues being discussed in IETF meetings and in the IETF mailing lists. The first issue takes a look back at the recent 63rd meeting of the IETF in Paris ■

The on-line version can be found at:

<http://ietfjournal.isoc.org/>

Domain Pulse: The European Internet Summit

In Europe – especially in the German speaking area – Domain Pulse has become one of the most significant events dealing with contemporary issues, tendencies and trends with regard to domains and the Internet. This annual symposium is a co-initiative of the registries of Austria (nic.at), Germany (DENIC), Liechtenstein and Switzerland (SWITCH).

It all began with the first event in Zurich in 2004, where the first meeting took place. Due to its great success and acceptance among the participants, the three registries decided to organise and hold this meeting in one of these countries each year with an annual rotation. In February 2005, Voesendorf near Vienna became the meeting point for more than 150 top level representatives of the IT business and international organisations for 2 days. Among others, the most significant topics were Internet regulation, Spam, VoIP, IPv6 or DNSSec.

Traditionally, the local registry took the center stage on the first day of the meeting. The Domain Pulse 2005 was inaugurated by Helmut Kukacka, the State Secretary of the Austrian Ministry of Infrastructure, who praised the exemplary character of the Austrian registration model. Georg Serentschy, CEO of the Austrian regulator “Rundfunk- und Telekom-Regulierungs GmbH” (RTR), commented on the issues of a global web and national regulation. Other subject-matters were WSIS and ICANN. The final part of the first day of the symposium was a discussion between high-ranking business representatives and IT managers about a networked future from an economy-based point of view. As a matter of course, there was also the possibility to get into contact – especially during the evening in a typical Austrian wine tavern.

The second day focussed on ENUM, and the German speaking registries could exchange their current experiences. Unlike Germany, Liechtenstein and Switzerland, where ENUM was still being tested, Austria already had the possibility to present its first experiences of a live ENUM operation. Even entertainment wasn't missed out at this symposium, with the Austrian cabaret artist Dolores Schmidinger presenting her first experience with the Internet.

Domain Pulse 2006

The date of the next Domain Pulse has already been scheduled: From 9th – 10th February 2006 Berlin will become the European Internet capital for two days. DENIC, which is the world's largest country-specific registry, will be the host, and the situation in Germany will be a main focus. Thus, DENIC will also comment on the plans regarding ENUM and CRISP. As a matter of course, the international outlook will also be a subject-matter. The discussions regarding both the Internet governance after the WSIS summit in Tunis and the role of ICANN will be continued. Further topics are already on schedule: Internet security, the purpose of new top level domains, exchange of experience regarding IDN, as well as future Internet trends. However, the Domain Pulse 2006 will also focus on legal and economical questions. High-ranking international lecturers have been invited again, so a visit to the next Domain Pulse will be quite worthwhile ■

Domain Pulse 2006 - key information:

Time: 9th and 10th February 2006

Location: Berlin, Radisson SAS Hotel Berlin

Organiser: DENIC eG

Target group: Registrars, ISPs, IT companies, academic community, interested parties

Detailed information and registration:

www.domainpulse.org



ISOC workshops for ccTLD: achieving together development goals

In September 2005, ISOC conducted another workshop for country code Top Level Domain (ccTLD) registries. This time it was held in Nairobi, Kenya and brought together operators of ccTLDs in the following countries: Ethiopia, Kenya, Mozambique, Lesotho, Malawi, and Zimbabwe.

This four-day hands-on workshop helps participants to maintain stable, secure and reliable services for their respective Internet communities. Another key outcome of these events is building relationships with peers and colleagues in the same industry.

CENTR participated in the event both providing financial support and making a presentation on registry-registrar-registrant relationships.

ISOC is currently working to translate the workshop materials into French. In December 2005 another ccTLD workshop will be held in Dakar, Senegal for French speaking African ccTLDs. This activity is made possible with the help of .org funds ■

More information can be found at:
<http://ws.edu.isoc.org/workshops/2005/ccTLD-Nairobi/>



CENTR at “Internetdagarna” in Stockholm, Sweden

Every year the oversight board of the Swedish registry, the Foundation Internet Infrastructure board (IIS), arranges the “Internetdagarna” in Stockholm. The meeting is a two-day event, aimed at the major players on the Swedish internet market. This year's meeting attracted almost 650 participants.

To satisfy the variety of attendees, a broad range of seminars are offered, covering issues such as DNSSEC, IP telephony or internet crime. In the wake of the WSIS process, much of this year's discussions also focused on internet governance.

Markus Kummer (WGIG secretariat) was one of the key note speakers, and CENTR was also invited to speak on the topic together with representatives from ICANN, ITU and the Swedish government. The whole discussion, which was held in English, was recorded and can be listened to at <http://www.iis.se/Internetdagarna/2005/14-styra/id05-14-ljud.mp3>

A rough conclusion of the discussion is that it would be wise to continue to build on current existing models, whilst also trying to continue to overcome the US government's influence.

CENTR was also invited to give a presentation on how CENTR and its members work. Much interest was shown in how the ccTLD market grows in comparison to gTLDs and their status internationally. The recordings of this meeting can also be listened to at <http://www.iis.se/Internetdagarna/2005/14-styra/id05-14-ljud.mp3>

Finally, CENTR paid the Swedish registry a visit and was impressed to see not only the “employee friendly”, but also the “customer friendly” environment. The IIS has, for instance, a standing offer where any Swedish internet-related organisation is entitled to access a fully equipped meeting room in .se's premises, for free, at any time.

Next year's “Internetdagarna” are planned to be held in late October/early November 2006 ■

CENTR's "A-level" survey, first cut

Gabriella Schitteck

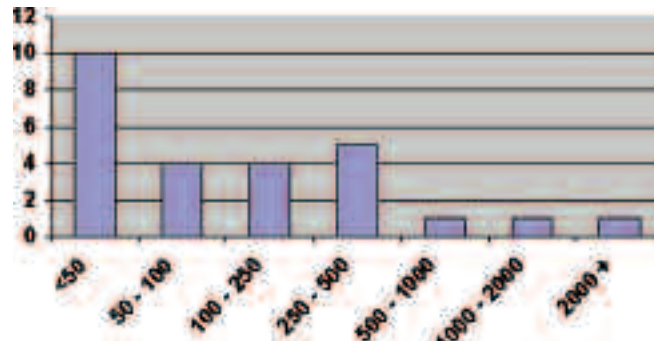
In summer 2005, the CENTR secretariat launched the so called "A-level survey", which seeks to collect data on the registries registration procedures in all different aspects. Only CENTR's full members were invited to reply to the survey, and only full members have access to the complete set of data.

However, the interested public will have access to a special compilation of the data, where the replies are presented anonymously in tables and charts instead. We can already provide a short glimpse of the initial results:

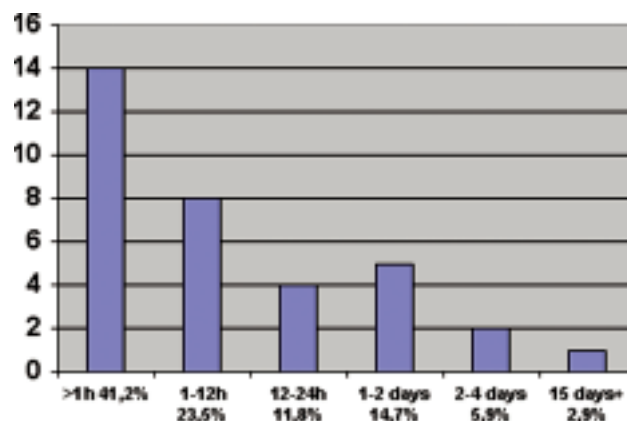
- 35 of CENTR's 40 full members participated in the survey, which equals a participation rate of 87,5%.
- The biggest unit, 26,5% of all registries define themselves as a "private company". This is followed by "foundation" (20,6%). Only 5,9% are a part of an academic network today.



- 80% of the registries strictly follow the "first-come-first-served" principle. 14,3% mostly follow it, but with some exceptions. Only 5,7% follow a different principle.
- 62,9% of all registries have a registrar system in place today.
- Of these, the biggest group (38,5%) have less than 50 registrars



- Most registries (65,7%) don't have any restrictions on who is allowed to hold a domain name.
- 41,2% registries register domain names within the first hour upon receiving the registration request.



- 48,6% of all registries allow IDN registrations today.
- Of these, 55,6% are registered in their IDN form (44,4% are registered in the xn-- form).
- 88,6% of all registries provide a WHOIS service.
- 48,5% of all registries are involved in their country's ENUM registry ■

CENTR's full members can view the full results at <http://www.cent.r.org/surveys/alevel200506/results> (password protected).

Parties interested in the general compilation can email: secretariat@cent.r.org for a copy.

NIC Mexico toward customer orientation

Carmen Reyes, Network Information Center Mexico

For NIC Mexico to be customer oriented means that our organization really should be committed to meet the customer needs in order to have our customers more satisfied and therefore be more competitive against our main competition (gTLDs) which at the end will result in an increase .mx domain name registrations. We believed the following activities have helped us in doing so:

First things first: Analyzing customer info.

To get to know our potential and current customers and what they really needed, we performed some market studies and analyze our customer base. After analyzing the info we found out, among other things, that users registered .mx domain names to get Internet presence and that they needed a lot of information about how to get it. Also, we realized that our online processes needed to be improved to be easier than they were. And finally, we needed to show to our current customers the different uses they could give to the .mx domain names in order to promote renewals.

Differentiating our customers.

The information we gathered and analyze also helped us identify two groups of customers with very specific characteristics:

- Customers who registered domain names for their own use.
- Customers who registered domain names for their own customers (Resellers).

So, we divided our organization in two different business units so that each unit could focus on each segment needs.

Improving the processes that really matter to our customers.

We improved our key processes like: registration and payment in order to be shorter and easier to the customers. In addition, we reorganized and redesigned our homepage to offer quick links to relevant information to the user.

Positioning our brands.

We wanted the .mx domain names and NIC Mexico be recognized by the Mexican market, so we launched an advertising campaign in different media to position the brands and to inform potential customers the benefits of register .mx domain names.

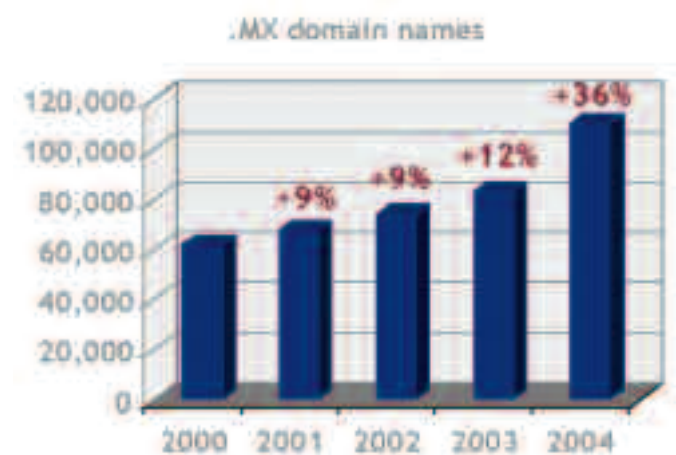
Integrating our communication efforts.

We also integrate all the communication efforts to be consistent. We integrate public relations, price promotions and

communications with current and potential customers; also we worked together with our resellers to launch promotions and communications campaigns. With this integration with could get consistent messages in different channels.

The result: Strategies based on Customer Orientation really worked!

After two years working to give better services and improve our communication efforts to our customers we could achieve a better growth rate:



And we had an impact no only in the number of domain names registered but also:

- We could attract different customer profiles and we could establish a relationship with our current customers, so that they could always give us their recommendations.
- We could improve our customer satisfaction levels and now we have a monitoring system that helps us identify areas of improvement in our processes.
- We could improve our brand recognition and positing not only for the .mx domain names but also as an organization.

So, for us to know our customers and what they need have helped us making better business decisions that have help our organization to grow ■

Contact information:

Network Information Center México
www.nic.mx

Carmen Reyes.
 Marketing Manager
creyes@nic.mx



.CN and .TW: Online gateways to the Asia-Pacific region's most dynamic marketplaces

John Sheeran, NeuStar, Inc.

As new and innovative frontiers of global e-business, China and Taiwan present unprecedented opportunities for success and growth. Today, international businesspeople everywhere can begin to establish a presence in these enormous and potentially lucrative markets by harnessing the power of the .CN and .TW Internet domains.

Liberalization and Globalization

In recent years, both China and Taiwan have acceded to the World Trade Organization (WTO) - proof that both economies are taking significant strides toward accessibility and becoming major players on a global scale.

The increased activity in .CN and .TW mirrors a trend that has been occurring worldwide with country-code top level domains (ccTLDs) for years: Countries are realizing the good business sense of opening their ccTLDs to international registration and making their ccTLDs "brands" in their own right. Conversely, corporate entities are recognizing

that while commerce has become truly global, individual transactions are often local -- and that protecting their own brands in a variety of ccTLDs is a sound strategic maneuver.

.CN and .TW enjoy widespread recognition and usage among the populations of China and Taiwan. The domains offer registrants the convenience of well-established brand names, giving consumers the security of dealing with businesses that have both a substantial local presence and an international one.

Statistics

.CN is the dominant and fastest-growing TLD in China. Second-level and third-level registrations in .CN comprise approximately 60% of the more than 622,000 registered domain names in China as of July 2005.* Conversely, the market share of .COM is approximately one-third of the domain name universe in China -- and is declining. In Taiwan, total English domain name registrations in .TW as of January 2005 stood at 150,337 across all third-level domains (.com.tw, .net.tw, .org.tw, idv.tw, game.tw, club.tw, ebiz.tw, gov.tw and edu.tw). Chinese domain name registrations in .TW totaled 114,802.**

NeuLevel As Global Registry Gateway

NeuLevel, a subsidiary of American company NeuStar (www.neustar.biz), is the official worldwide registry gateway for both .CN and .TW, as designated by the China Network Information Center (CNNIC) and the Taiwan Network Information Center (TWNIC), respectively. While CNNIC administers and manages the .CN domain name registry within China, and TWNIC does the same for .TW within Taiwan, NeuLevel oversees all .CN and .TW domain name registration activity outside of these regions.

Getting Started In .CN And .TW

Businesses and organizations worldwide can now register second-level and third-level .CN and .TW names on a "first come, first served" basis. Lists of accredited registrars can be found online at www.neulevel.cn or www.neulevel.com.tw. For more information about .CN or .TW, contact the .CN and .TW support teams at support@neulevel.biz.

* Source: CNNIC

** Source: TWNIC ■



LIBERALIZATION OF “.ES” DOMAIN NAMES

Alberto Perez

On November 8 2005, the registration of domain names under “.es” will be fully liberalized. This is a sea change from the restrictive registration rules which were previously being applied. This change stems from the new Spanish Government’s view that “.es” domain names should be used to accelerate the benefits of Information Society in Spain, and, for that purpose, they should be affordable and easy to apply for.

This philosophy has been reflected in the new National Plan on Internet Domain Names under “.es”, approved by means of the Ministerial Order ITC 1542/2005 of May 19 2005. The new Plan significantly simplifies the requirements for the assignment of “.es” domain names, along the lines of registration rules applied by other European ccTLD Registries.

This new Plan will be implemented by Red.es (<http://www.red.es>), a public body which, among other tasks, is in charge of managing the “.es” Registry.

1. New rules

The main aspects of this Plan are the following:

- “First come, first served” principle.
- No prior manual checks, except for registration under the SLDs “.gov.es” and “.edu.es”.
- It is no longer necessary to be established in Spain to be able to register a domain name directly under the “.es” TLD. Applicants are only required to have interests in, or maintain links with, Spain, independently of their geographical situation.
- The administrative contact does not need to be located in Spain.
- Elimination of derivation rules: “.es” domain names must no longer bear any relation to a trademark or to the applicant’s name.
- Elimination of some prohibitions: toponyms and generic terms.
- Registrants can freely transfer “.es” domain names to third parties. The Registry will only require the authorization of the last administrative contact.

In order to prevent cybersquatting, there has been a sunrise period, and some names have been protected through lists of reserved domain names, which cover Internet terms and the denomination of some Constitutional bodies, regional and local authorities and international organizations.

2. “.es” dispute resolution policy

The liberalization of “.es” domain names should not be detrimental to holders of prior legitimate rights protected in

Spain (e.g. commercial names, trademarks companies names or official denominations of Spanish Public Administrations)...

The new Plan establishes that Red.es, as “.es” Registry, shall establish a dispute resolution procedure which provides efficient protection against speculative or abusive domain name registration. This procedure will be administered by Dispute Resolution Providers designated by Red.es following objective and transparent criteria.

3. Fees.

The new National Plan includes a reduction of fees up to 92%. The registration and renewal fees for accredited “.es” registrars are 4,09 € for second level domain names, and 1,29 € for domain names under “.com.es”, “.nom.es” and “.org.es”.

.es	New Fees	Current Fees
End-user	37,89 €	94,83 €
Registrar**	4,09 €	51,72 €
End-user (name and surname)	27,59 €	34,48 €
Registrar** (name and surname)	4,09 €	17,24 €
“.edu.es” y “.gov.es”	New Fees	Current Fees
End-user	38,17 €	51,72 €
Registrar**	18,34 €	17,24 €
“.com.es”, “.org.es” y “.nom.es”	New Fees	Current Fees
End-user	11,64 €	21,55 €
Registrar**	1,29 €	5,17 €
Special domain names	New Fees	Current Fees
End-user	27,59 €	172,41 €
Registrar**	4,09 €	193,17 €

**This is the wholesale price charged by the Registry to the accredited “ac” Registrar, which sets their retail prices.

Before the liberalization there were approx. 120.000 “.es” domain names registered. After the approval of the new prices and registration rules. Red.es estimates that the number of “.es” domain names may double within a year, up to 250.000 at the end of 2006.

4. Registrars.

Registrars play a key role in the promotion of “.es” domain names, and the “.es” Registry actively promotes them as its preferred distribution channel.

In order to be accredited as a “.es” Registrar, applicants must fulfil the following requirements:

- Deposit of 6.000 .
- Admission fee of 2.000.
- Fulfil technical requirements.
- Civil liability insurance certification.

You may find more information regarding the registrars’

The final countdown for .eu

accreditation procedure at
<https://www.nic.es/ingles/agentes/index.html>.

Red.es provides several services to registrars, like support centre, training and EPP interface.

Red.es has established a co-marketing Plan for Registrars which, depending on the Registrar turnover, could result in a subsidy of up to 50% of its investment on the promotion of ".es" domain names.

Red.es, in collaboration with public and private entities, also promotes ".es" domain names among companies and individuals, and these campaigns are channelled through the accredited ".es" Registrars ■

You may find more information at
<https://www.nic.es/ingles/index.html> or through our Contact Centre (phone: +34 912030142 - e-mail address, es-nic@red.es).

Departamento Registro de Dominios ESNIC
 Entidad Pública Empresarial RED.ES
 Edificio Bronce
 Plaza Manuel Gómez Moreno, s/n
 28020 Madrid (SPAIN)

EURid has announced that its first phase of registrations for the new Top Level Domain .eu will begin on 7 December 2005. This marks the start of a 4-month "sunrise" period during which only the holders of existing trademarks or other prior rights may register. Registrations for .eu will be fully open to the public from the beginning of April 2006.

EURid is the independent organization selected by the European Commission to operate the new registry for ".eu". At the beginning of October 2005, according to the data EURid made available, 475 companies and organisations in 40 countries completed the procedure and are recognised as .eu registrars ■



For a complete overview of the .eu timetable, visit www.eurid.org

CALENDAR OF EVENTS - 2006

5-10 November	IETF 67	TBD
30 October – 3 November	ICANN meetings	Latin America
10-11 October	31st CENTR General Assembly	Toronto, Canada
October	ARIN XVIII	TBD
9-14 July	IETF 66	TBD
26-30 June	ICANN meetings	Marrakesh, Morocco
25-26 May	30th CENTR General Assembly	Madrid, Spain
24-28 April	RIPE 52	Istanbul, Turkey
9-12 April	ARIN XVII	Montreal, Canada
27-31 March	ICANN meetings	Wellington, New Zealand
19-24 March	IETF 65	Dallas, USA
2-3 March	29th CENTR General Assembly	London, United Kingdom
15-25 February	APRICOT 2006 - APNIC 21	Bangalore, India
8 February	CENTR L&R workshop	Berlin, Germany
16-24 January	SANOG VII	Mumbai, India