

2024 was a year of **strategic progress** and **meaningful impact** for EURid, driven by our commitment to **security, sustainability, and service excellence**. One of our key milestones in 2024 was the launch of **EURidity** — an innovative system that automates **Know Your Customer (KYC) verification processes**, marking a significant step forward in our commitment to **data accuracy** and the **prevention of misuse** within the .eu domain name space.

We also strengthened our **technical resilience** with a comprehensive upgrade at the **Amsterdam data centre** in October, complementing the enhancements made at the **Luxembourg data centre** in June. Our registration as an **essential entity under the NIS2 Directive** marked a further step in **cybersecurity maturity**, alongside our **ISO 27001 certification**. On the community and stakeholder side, we continued to foster strong engagement: our **Registrar Satisfaction Survey** yielded a remarkable **Net Promoter Score of 77**, and we met with **over 100 registrars** online, during lunches and events across Europe. Meanwhile, our **CodeWeek 2024** activities reached over **350 students**, helping to equip the next generation with skills in **coding, robotics, and internet fundamentals**.



“Each achievement in 2024 is a testament to our commitment to operational excellence, stakeholder trust, and a secure online environment. As we enter 2025, **EURid remains focused on building a resilient and inclusive internet, one .eu domain name at a time.**”

Peter Janssen, General Manager

3 741 646

TOTAL REGISTRATIONS AT YEAR'S END

81.3%

AVERAGE RENEWAL RATE IN 2024¹

New registrations per quarter

QUARTER	REGISTRATIONS
Q1	181 970
Q2	164 463
Q3	170 211
Q4	165 391

¹ Please note, that the renewal rate is always an interim number till 40 days after the period finishes (and the reactivations from quarantine finish for that period).

Key Developments

EURidity launch

The new EURidity system was launched at the end of May, automating the Know Your Customer (KYC) process—from **detecting potentially suspicious .eu domain names to alerting all relevant parties** and, where necessary, revoking the domain name. EURidity is designed to prevent the delegation of problematic .eu domain names and to streamline the withdrawal process when required. **The system reduces the risk of suspending legitimate domain names without sufficient evidence** and enhances security and compliance through robust KYC validation.

Datacentre modernisation

In 2024, EURid completed a **full maintenance and upgrade of its datacentre infrastructure in both Luxembourg and Amsterdam** to enhance network stability, performance, and overall reliability. In Luxembourg, key improvements included **upgrading hardware and software components** such as Juniper QFX switches and F5 BigIP systems, resolving network link issues, and strengthening redundancy for ESXi hosts to support future scalability. At the Amsterdam datacentre, major **enhancements included firmware updates, legacy hardware replacement, and new system deployments**. Critical services were transitioned seamlessly or supported by redundancy in Luxembourg, ensuring minimal disruption. Comprehensive documentation, updated topology illustrations, and planned follow-ups were put in place to support ongoing optimisation.

NIS2 implementation

EURid has registered as an essential entity within a high-criticality sector under the **NIS2 Directive**. The harmonised standard developed by the Belgian government for compliance is the Cyber Fundamentals Framework. **Under this framework, EURid is required to implement the Essential Assurance Level, achieving an average combined maturity level of 3.5**. An assessment was carried out to identify the gap between EURid's current implementation and the required maturity level, along with a proposed roadmap for compliance.

Top events

Cloudfest 2024

Strengthening visibility and collaboration

To mark the 20th anniversary of the world's largest cloud industry event, EURid took part in Cloudfest 2024 in March. With over 8,000 attendees and more than 250 speakers, the event offered a valuable platform to promote the .eu extension. EURid held over 20 registrar meetings, co-hosted the Booth Party, and ran interactive speedracing sessions at its booth—fostering both visibility and engagement within the industry.



Peter Janssen and .eu golfing competition winner



EURid team at Cloudfest

.eu Day

in the European Parliament

As a result of the liaison with the European Parliament and with support by EIF and EuroDIG, we organised the third edition of .eu Day on 4 December in the European Parliament in Brussels. Disinformation, digital policy and geopolitical concerns were the dominant themes. The event brought together 12 speakers and more than 70 participants for discussions on how to ensure a secure future for an open and trustworthy digital Europe. This reflects .eu's dual focus on technical excellence in internet governance and its alignment with European values and the EC's digital priorities.



EURid team at .eu Day



Marina Kaljurand, Member of the European Parliament

January

EURid continuously offers **discounts on .eu Alternative Dispute Resolution (ADR) fees**, and thanks to this support. This means that the basic ADR fee per complaint stays as low as EUR 100 instead of EUR 1.300.

February

In its **2024 Registrar Satisfaction Survey**, EURid contacted 241 registrars, of which 44% participated, resulting in an **impressive Net Promoter Score (NPS) of 77**.

March



On 28 March, we **celebrated Universal Acceptance Day**, emphasizing inclusivity in the online community through participation in UA Day events.

April

EURid has **partnered with** the prominent global cybersecurity organisation Shadowserver Alliance to collectively enhance cybersecurity measures.

May



EURid introduced a **new data quality system – EURidity** – to prevent the delegation of problematic domains and to streamline the withdrawal process when necessary.

June

EURid **launched a new support platform** to make it easier for stakeholders to find answers and submit requests, providing a more organised and efficient support experience.

July

EURid **successfully passed the EU Eco-Management and Audit Scheme (EMAS) compliance audit**, demonstrating our commitment to the environment in the years ahead.

August



The **EURidity system** plays a critical role in ensuring online security by detecting suspicious domain names. Between January and July, **33,987 domain names were flagged as suspicious**, compared to 18,763 during the same period in 2023.

September

During **CodeWeek 2024**, EURid engaged over 350 students from across Europe in interactive workshops, equipping them with essential skills in coding, robotics, and internet fundamentals, and **fostering digital literacy among young learners.**

October

New policies were introduced in alignment with the **NIS2 Directive**, aiming to enhance transparency and security in domain name management.

November

EURid collaborated with the **Global Cyber Alliance** on the global initiative “More Than A Password Day,” aimed at raising awareness about the critical importance of stronger online authentication.

December



The **3rd .eu Day, held at the European Parliament**, highlighted pressing issues such as combating disinformation and promoting global internet governance. Discussions also focused on EU regulations, youth participation, and the evolving challenges of digital policy in today’s geopolitical landscape.

.eu in Europe

The global domain name market is estimated at between 360 and 370 million registrations across 1,456 recorded top-level domains (TLDs). The distribution is approximately 45% for .com, 38% for country-code TLDs (ccTLDs), and the remainder for other generic TLDs (gTLDs). The .eu domain remains among the top four largest TLDs in Europe.

Largest European Union ccTLD's

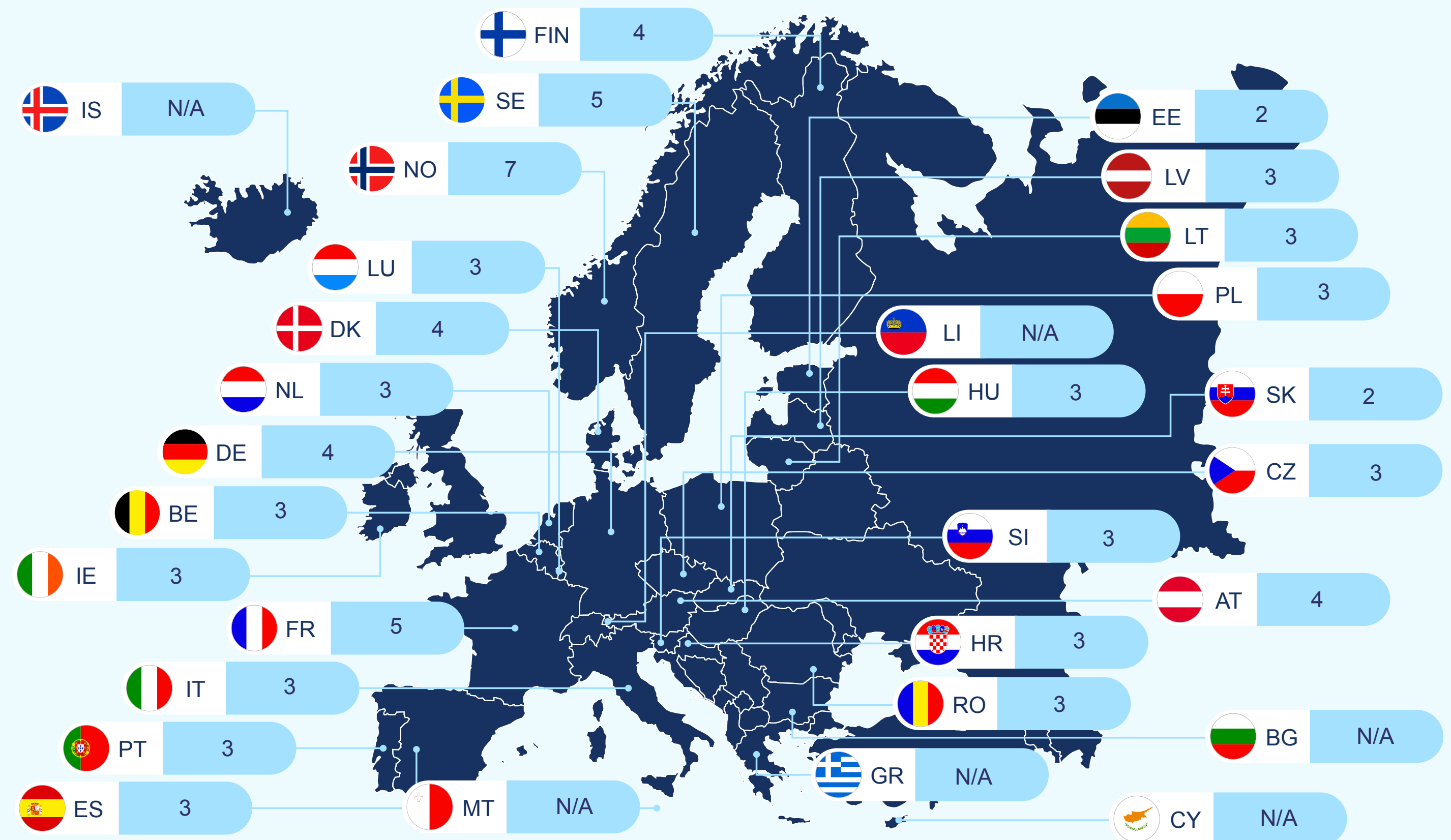
in millions

1	.DE	17,7	
2	.NL	6,2	
3	.FR	4,2	
4	.EU	3,7	

.eu local preference per country

Following recent data from CENTR and Zooknic, the registration preference for .eu domain names across EEA countries has been identified. In most cases, .eu ranks third, typically following the local country-code top-level domain (ccTLD) and .com.

- In Germany, .eu is preceded by .de, .com, and .net. In France, by .com, .fr, .net, and .org.
- In Slovakia and Estonia, .eu is the second most popular choice after the local ccTLD.
- The Nordic countries (Denmark, Norway, Sweden, and Finland) can be considered a collectively underserved market. The use of the euro has proven to be a driving factor in the adoption of .eu domain names.



Registrar relations

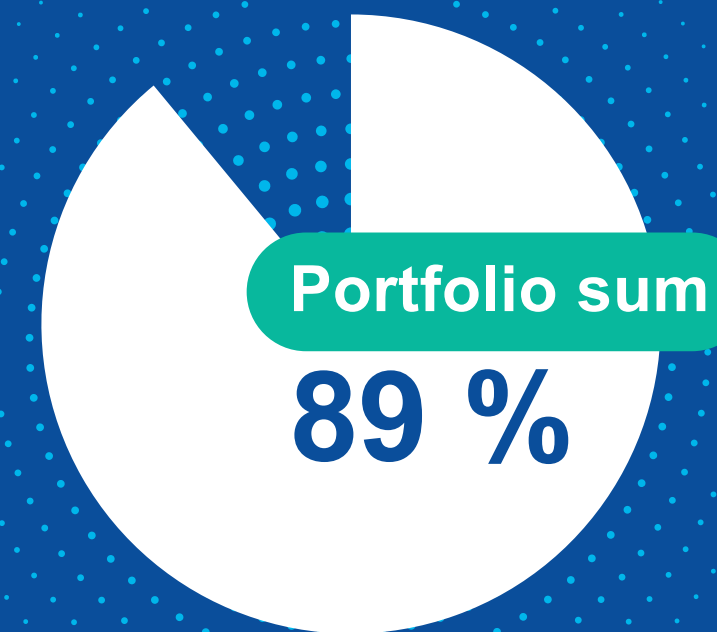
Throughout 2024, EURid undertook several initiatives to enhance the quality and performance of its registrar network. A key focus was the introduction of additional verification checks for both existing and new registrars, aiming to maintain a robust and trustworthy registrar pool. In our ongoing effort to optimise relationships with our network of over 600 registrars, we conducted mystery-style compliance checks to evaluate adherence to our service standards and to monitor broader market consolidation trends. These assessments have provided valuable insights into areas that may benefit from further improvement or intervention.

Preliminary analysis revealed that while 653 registrars are currently accredited for .eu, the top 100 account holders manage nearly 90% of the domain portfolio. The registrar landscape continues to evolve, with noticeable consolidation driven by mergers and acquisitions. Over the course of the year, 45 registrar agreements were terminated—either due to non-compliance with the registry-registrar agreement or at the registrar’s own request, and 20 new accounts accredited.

In addition to our annual registrar event, we strengthened engagement through regular online interactions and in-person gatherings. In 2024, we organised three registrar lunches in Prague, Bologna and Bucharest and held over 100 meetings, fostering stronger collaboration and open dialogue across the registrar community.

Registrar market share

Top 100 largest registrar accounts manage 89% of the .eu portfolio.



Top 10 countries

by number of Registrars

1	GERMANY		96
2	NETHERLANDS		61
3	ITALY		58
4	AUSTRIA		49
5	BELGIUM		37
6	FRANCE		32
7	POLAND		23
8	HUNGARY		23
9	SPAIN		20
10	ROMANIA		14

COUNTRY

REGISTRARS

Abuse prevention

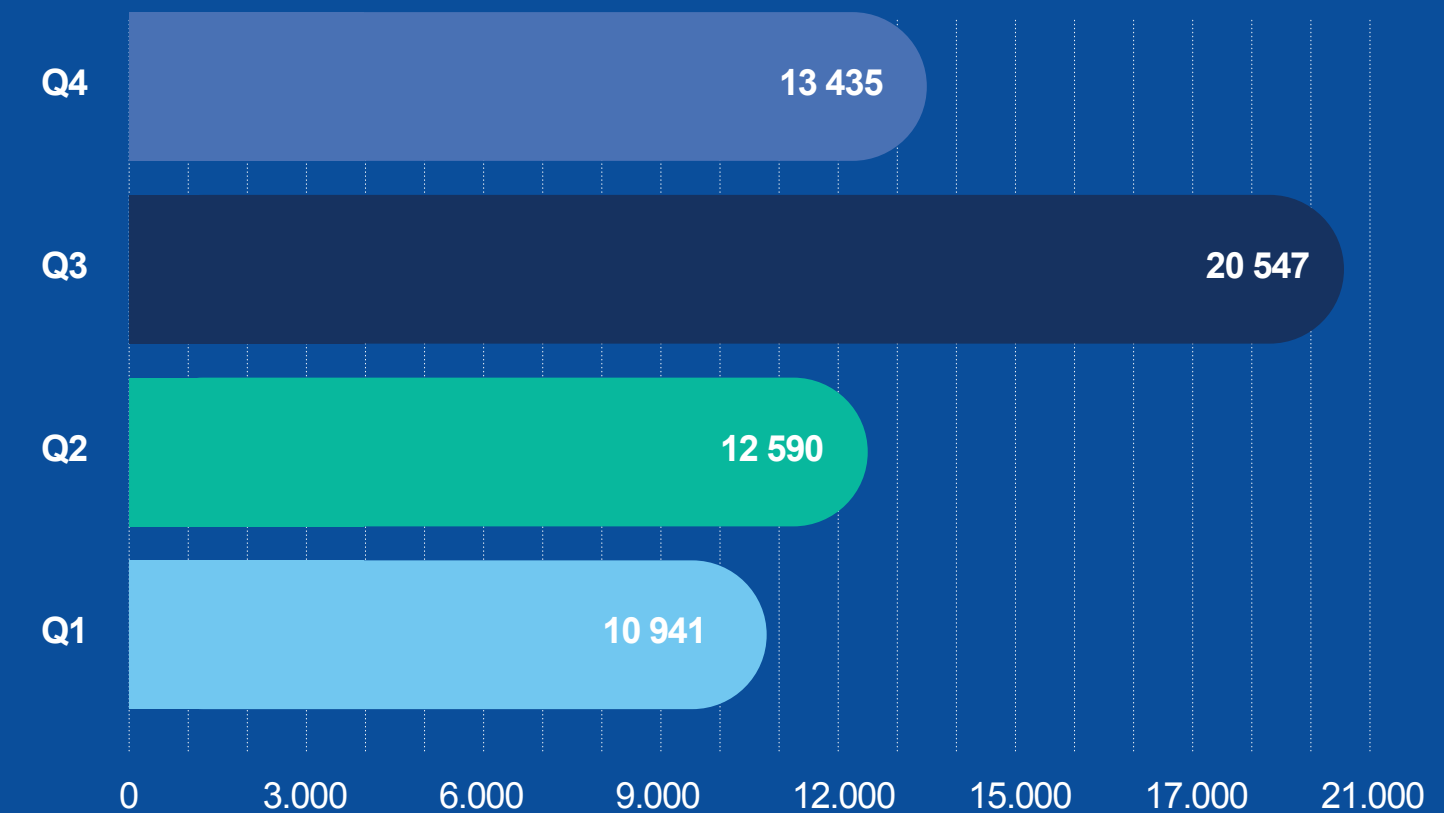
A secure and trustworthy .eu environment depends on the accuracy of registrant data in the registration database. Under the .eu regulatory framework, registrars are responsible for ensuring the correctness of this data. EURid complements their role by operating a layered system of safeguards designed to detect and act upon potentially suspicious domain name registrations.

These safeguards include automated detection tools, such as the Abuse Prevention and Early Warning System (APEWS) and EURidity, as well as alerts from external sources, including complaints, third-party abuse lists, and cooperation with public entities. Additional checks are carried out through internal analysis of content, registration patterns, and website behaviour.

As part of our ongoing collaboration with government authorities and law enforcement, selected flagged domain names are shared with agencies such as EUROPOL, INTERPOL, cert.be, the Belgian FPS Finance (Customs), and the Belgian FPS Economy (Economic Inspection and Consumer Protection).

When a domain name is flagged, our Business Operations team initiates an identity validation process. Registrants are offered a range of verification options, including eIDAS credentials, bank account or credit card validation, or a combination of SMS and MRZ (Machine Readable Zone) scans. If no valid identification is provided, the domain is suspended for six months, after which it is withdrawn. A further six months later, the domain becomes available again to the public on a first-come-first-served basis. Validated domain names are reinstated upon successful verification. In 2024, 21,848 domain names were suspended following identity validation procedures.

Flagged suspicious domain names



Actions on suspicious domain names



Key figures

Top 10 countries

with the most .eu/.euo/.eu registrations

1	GERMANY	958 556	
2	NETHERLANDS	452 467	
3	FRANCE	306 517	
4	ITALY	258 812	
5	POLAND	230 460	
6	PORTUGAL	202 984	
7	CZECH REPUBLIC	174 433	
8	SPAIN	144 189	
9	BELGIUM	143 508	
10	AUSTRIA	139 283	

COUNTRY REGISTRATIONS

Domain name disputes

76

DOMAIN NAME DISPUTES FILED IN 2024



A domain name dispute typically refers to a situation where multiple parties claim rights to the same domain name. This can occur when one party believes they have a legitimate right to use the domain name, but another party has registered or is using it without authorization.

EURid continues to support rightful holders

To keep supporting the interests of right holders EURid has, for several years, discounted the .eu ADR procedure fee. This means that the basic ADR fee per complaint stays as low as EUR 100 instead of EUR 1.300.

Internationalised domain names (IDNs)

38 266

TOTAL INTERNATIONALISED DOMAIN NAMES

34 726

LATIN INTERNATIONALISED DOMAIN NAMES

.eu

1 250

CYRILLIC INTERNATIONALISED DOMAIN NAMES

.euo

2 290

GREEK INTERNATIONALISED DOMAIN NAMES

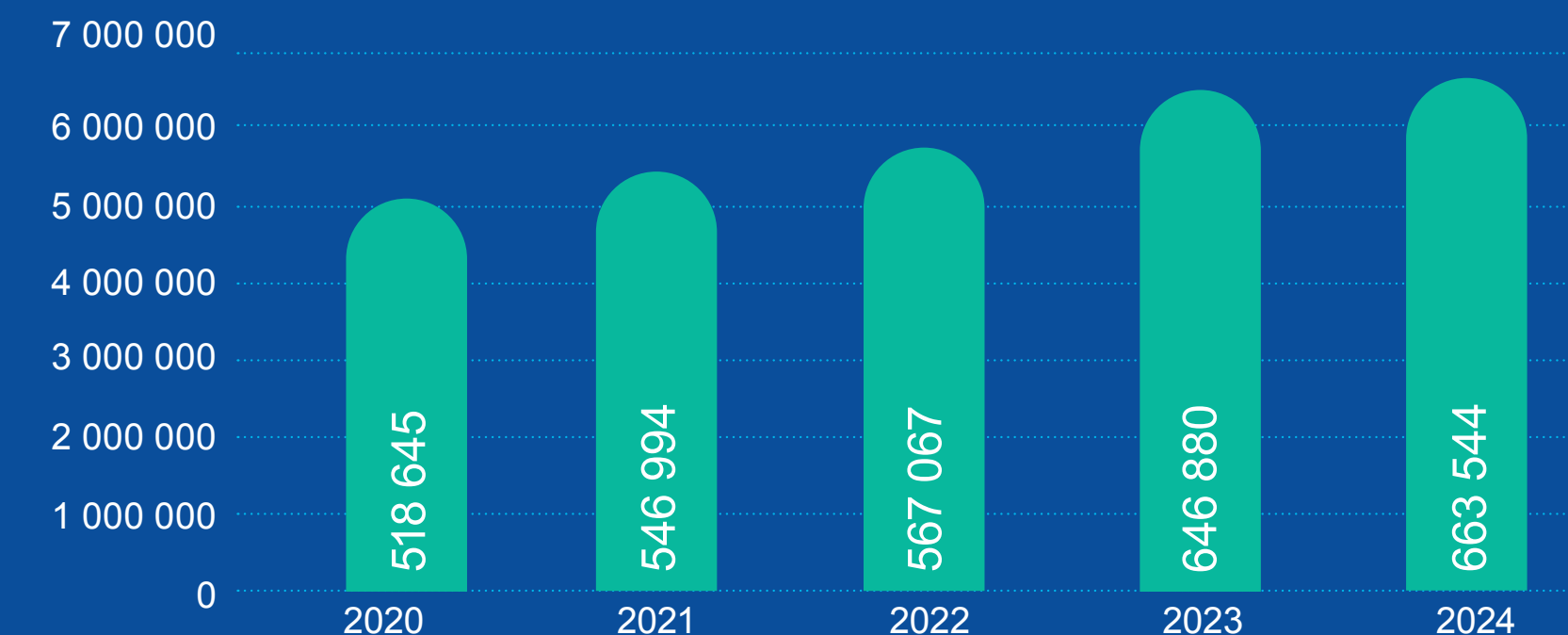
.ΕU

TO LEARN MORE ABOUT IDNS, VISIT [IDNWORLDREPORT.EU](https://idnworldreport.eu).

DNSSEC signed domain names

DNSSEC or Domain Name System Security Extensions helps prevent DNS attacks like DNS cache poisoning and DNS spoofing. It does this by using public key cryptography to authenticate each message, ensuring it originated from the right source, and the content still is unaltered.

In the past two years, the number of DNSSEC-signed domain names under .eu has increased by 18.2%—from 608 910 in Q1 2023 to 719 725 in Q4 2024 and equals 19.25% of the total registrations. This steep increase is due to a combination of discounts offered to registrars per domain name signed, continuous awareness campaigns and large registrars who improved their technical systems to automate the DNSSEC key rollover.



For further statistics, please refer to our dedicated statistics page

[Read more](#)

Financial statement

Profit and loss account

	2024	2023
Revenue from registration rights	13 490 811	13 240 956
Financial revenues & costs	123 735	31 412
Other	-82 801	-150 896
TOTAL REVENUES	13 531 745	13 121 472
General costs	1 130 557	1 053 006
Contract compliance audits	91 671	99 836
Marketing & Communication	1 686 209	2 086 642
Depreciation	158 230	402 987
Human Resources	5 635 297	5 306 985
Operating expenses	2 192 968	2 065 247
Local presence	903 763	883 039
TOTAL COSTS	11 798 695	11 897 742
RESULT	1 733 050	1 223 730

Balance sheet

	2024	2023
Fixed assets	279 253	352 653
Fixed assets	251 021	324 421
Financial fixed assets	28 232	28 232
Amounts receivable	21 585 705	22 340 873
Customers debtors	426 535	387 420
Banks	20 955 945	21 781 782
Other receivables	203 225	171 671
Deferred charges and accrued income	1 103 149	714 026
TOTAL ASSETS	22 968 107	23 407 552
Reserves and profit carried forward	11 172 988	11 010 139
Amounts payable	3 938 735	4 414 019
Suppliers	974 435	692 036
Invoices to be received	153 112	0
Customers creditors	1 259 027	1 173 570
Tax and social liability	660 625	916 086
Registrar pre-payments	891 536	1 632 327
Accrued charges and deferred income	7 856 384	7 983 394
TOTAL LIABILITIES	22 968 107	23 407 552

EURid

55 employees working at EURid's 4 offices at the end of 2024.

HEADCOUNT

FULL-TIME EQUIVALENTS

DIEGEM	44	41.11
PISA	3	2.60
PRAGUE	6	4.80
STOCKHOLM	2	2.00
TOTAL	55	50.51



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POWERED BY EURid

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