

# nominet

ccNSO Meeting Sao Paulo - .uk  
Latest Developments

Lesley Cowley

CEO

## .uk Latest Developments

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- The .uk market
- Scope of Nominet
- .uk policy
- Technical excellence
- Service excellence

## The .uk market

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- 5.4 million names registered, average of 127,000 new registrations per month, average renewal rate of 70%
- Healthy economy and increasing broadband penetration having a positive effect on the market
- .uk is increasingly well known
- Future trends impacted by the growth in new businesses and the 'online generation' possibly wanting personal domain names
- Influenced by .cat, parts of the UK (such as Wales and Scotland) interested in their own gTLD or second level under .uk
- Learning point – developing an understanding of the factors and issues that may impact your future growth

## Scope of Nominet

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- Original scope of 10 years ago was very limited, with good reason
- Nominet was unable to respond to registrar requests, for example, that we bid to run the UK ENUM registry
- Unfortunately, this change required 90% of those who voted to vote for the change
- Change to scope was agreed at our second try
- Participation by registrars in votes is usually 10%, with much work, this rose to 20%
- Nominet's core skill is running a registry and we can now explore opportunities when they arise
- Learning point – check that your constitution and rules enable changes, don't build in a 90% requirement!

# Policy

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- New (faster) policy development process agreed
- IDNs under .uk still being hotly debated
- Currently consulting on improvements to our dispute resolution service
- Discussions planned about:
  - domain names used for phishing
  - system access limits – currently same levels apply to all registrars
  - registration periods of longer than 2 years
  - domaining and dropcatching
- Learning point: the number of policy issues will always exceed the capacity to develop policy

## Technical excellence

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- Working on a complete restructure of our database and rewrite of associated applications
- Back up data centre now on line – housed in an ex-nuclear bunker
- Released as open source a full port to Ruby of the Net:DNS library
- NSEC3, the fix to zone file enumeration in DNSSEC almost complete
- Detected a large scale WHOIS data theft attempt
- Completed the rollout of statistical information gathering machines to all nameserver nodes
- Learning point: Technical excellence is a moving target that requires an ongoing and significant investment of resources

## Service excellence

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- Registrant satisfaction index of 84%
- Registrar satisfaction index 85%
- Introduced mystery shopper research
- Taking all services online
- Awarded Investors in People standard
- Recent awards – short listed for National Service Excellence award, this week advised a finalist in Best of British industry awards
- Increased investment in staff training to £1800 per person (excluding in-house training)
- Learning point: Strong link between well trained and motivated staff and customer satisfaction

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Q & A

[lesley@nominet.org.uk](mailto:lesley@nominet.org.uk)