

# .it REGISTRY YEARBOOK 2009

.it REGISTRY • YEARBOOK 2009



# **.it REGISTRY** **YEARBOOK 2009**

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*.it Registry Yearbook 2009  
is a supplement of*



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Cover  
*Courtesy of Nasa  
(www.nasaimages.org)*

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Printed by  
*Pacini Editore S.p.A.  
Via A. Gherardesca  
56121 Ospedaletto (PI)*

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Registration at Court of Pisa  
n° 17/06 del 21 luglio 2006

Printed on organic paper

Sent to press  
*9 aprile 2010*

**L**ess bureaucracy, more efficiency, maximum speed. In the 20-year history of the Italian Registry, 2009 will be remembered as the year of synchronous: on 28 September, in fact, the Registry finally set in motion a system for automatically registering .it domains. This turning point had long been awaited by operators and users, as demonstrated by the tens of thousands of registration requests in real time right from the first weeks. The streamlining of procedures guaranteed by a synchronous system along with a much more efficient timeframe (activating a domain now requires just a few hours rather than several days) have led the vast majority of users to choose automated registrations, thus greatly reducing the impact of the old asynchronous system on the numbers of new records.

The life cycle of the asynchronous procedure, based on sending letters of acceptance of responsibility (LAR) by fax or traditional post will end by 2011, when the Italian Registry will be fully aligned, in terms of efficiency and speed, with all the major registries in Europe and worldwide.

A better reckoning of the synchronous effect on it. domains will only be possible next year, when we can fully analyze the data for the new service. But it is already apparent that the first three months of automatic registrations have given a significant boost to the growth of Italian domains. In fact, the

average number of new registrations from January to September 2009 was approximately 28,000 domains a month, with the introduction of synchronous (October-December) it rose to 36,000.

Also by virtue of these beneficial effects, the

## the year of the synchronous

*Domenico Laforenza*

Director of the Institute for Informatics and Telematics  
of the Italian National Research Council



Registry closed 2009 with almost 160,000 thousand domain names (up 16,000 from 2007-2008). This net growth of nearly 10% is slightly above the world average for domains (187 million at the beginning of 2010, up 8% over the previous year).

These results are particularly gratifying in light of the difficult economic times in Italy. Aside from this increase in domains, the Regi-

stry wanted to substantially speed up its own reorganization. Through dialogue and transparency our aim is to help raise awareness of the Internet in Italy. In late 2009 we began the campaign, which using special projects, will soon reach Italian high school kids and the so-called "VAT people". These school-goers are the real, major actors of the Net, and deserve to be supported and guided to discover the great potential offered by the Internet and domain name system.

This process has entailed involving teachers and schools. Equally, we will work for the

benefit of professionals, artisans, traders and the self-employed: a significant portion of our economic system which, due to lack of information, has not yet become aware of the advantages of having their own domain. But this is only half the story of the process of technological development of the Italian Registry.

On the horizon are new and important initiatives designed to further facilitate the dissemination of .it domains and enable operators to be more efficient and productive.

As always, we will keep you up to date.

## the .it Registry

The .it Registry is responsible for assigning and managing .it domains. This service has been operating within the IIT of the Italian National Research Council (CNR) since December 1987, with the birth of `cnr.it` - the very first domain in the Italian network. The Registry is responsible for all the activities related to registering and maintaining .it domains. The Registry was authorized to carry out this role by the Internet Assigned Numbers Authority, which has now become ICANN (Internet Corporation for Assigned Names and Numbers) and which has historically been responsible for assigning IP addresses on an international basis, and for managing DNSs.

Assigning and maintaining .it domains is both national and European. We work in direct contact with around 2300 Italian and foreign operators that have contracts with us (Registrars and Main-

tainers) and there are more than 1,800,000 active domains. We give direct support to over 900,000 .it domain name assignors.

Any citizen over

the age of 18 in the European Union can register a .it domain. The norms are covered in the Regulations of assigning and managing domain names, and are subject to periodic revisions by the Registry itself and by the Rules Committee. This committee is responsible for drafting the rules and technical procedures for assigning and managing domain names in the ccTLD.it. All variations, both in terms of regulations and procedures, are as a concerted effort among the various parties and this facilitates free competition amongst those working in this field.

The Registry works closely alongside government departments, particularly with the Italian Ministry of Economic Development overseeing domain name registration in relation to Italian law (art. 15, clause 1 of the Code of Electronic Communication), and is the Guarantor for the protection of personal data in order to ensure harmonious management and useful interchange.



L'anagrafe dei domini .it



## some history

Since its beginnings, the process of registering domain names under the .it country code top level domain has been a particular activity of the Italian National Research Council (CNR). In December 1987 with the birth of the first domain name in the Italian network ("cnr.it"), the Internet Assigned Numbers Authority recognised the ccTLD.it and assigned the CNR with its management given the technical and scientific expertise of its researchers, who had been amongst the first in Europe to adopt the IP protocol. The service of registering and maintaining Italian domains was initially provided by the CNUCE institute of the CNR. In 1997 this role passed to another CNR institute - the Institute for Telematic Applications (IAT), and then



to IIT which was founded in 2002 from a merge between IAT and the Institute of Computational Mathematics. The diffusion of .it domain names has followed in parallel the more general development of the Internet in Italy.

For the first ten years the web was essentially used in academic and research circles, and domain registration was nothing more than a niche activity. With the explosion of the World Wide Web, which in Italy took place in the late 1990s, the process of registering .it domain names really took off. The Registry of the ccTLD.it has gradually enlarged its size to changing workloads and at the same time has adapted the regulation and technological tools to the changing needs of the operators and the market. After the elimination of the limit to the number of domains that could be registered (in 2000 for companies, and in 2004 for private individuals), and the introduction of the synchronous system (September 2009), the rush for .it domain names has progressed rapidly, with more than 36,000 new requests for registration every month.



# 2009 highlights

## February 8

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A consortium between Light s.r.l. and Pragma s.r.l. wins the tender for the development of the Registry's European communication campaign.

## May 11

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The revised Rules of assignment for domain names in ccTLD.it come into force along with the technical guidelines (asynchronous registrations). Among the main innovations are bulk transfers which enable the transfer of a substantial number of domains from one Registrar to another at the same time. A bulk transfer can take place between two Registrars, between a Registrar and Maintainer, and vice versa. Bulk transfers do not entail the transfer of the contract and the Registrar (or Maintainer) that transfers its domains is kept active.

## July 14

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The Registry increases the DNS zone updates from four to six times a day as well as the DNS zones of geographic domain names - these now take place at 1.30, to 5.30 at 9.30 at 13.30 to 17.30 and 21.30. This allows the zones to reduce the time between the registration of a domain name in the database and its actual activation.

## July 20

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A month after their publication, the new Regulations and Technical Guidelines (asynchronous registrations) come into force. Registrars can sign a new contract and start the accreditation procedures. The Registry is given a new name (.it Registry), a new logo and a new website ([www.registro.it](http://www.registro.it)), which is totally revamped in terms of graphics, navigation and content.



## August 26

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The .it Registry is configured as a Local Internet Registry at RIPE-NCC, by deploying its own AS number (AS2597) and its own IPv4 address space (192.12.192.0/23).

## September 28

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The new synchronous system for registering .it domains becomes operative. The operations on domain names (new registrations, changes and deletions) happen in real time and without having to send any paperwork to the Registry. The synchronous system is a protocol based on the EPP (Extensible Provisioning Protocol), commonly used by major international registries. It immediately and significantly speeds up the number of new registrations. The new system will work alongside the old asynchronous system for two years, and the latter will still entail sending paperwork to the Registry. This will allow operators to adapt to the new procedures gradually. With the introduction of the synchronous system, the role of Registrars in Italy will rise in importance: as an Internet service provider, under contract with the Registry, they can manage .it domains in real time. Maintainers continue to operate in the asynchronous system.

## October 20

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The press conference of the communication campaign of the Registry takes place in Rome, at the headquarters of the Italian National Research Council attended by Professor Luciano Maiani, the President of the Council.



# .it and the main european ccTLDs

Once again in 2009 the .it Registry was the fifth in the ranking of country code top level European domains. The top three were Germany (.de), the United Kingdom (.uk), and The Netherlands (.nl).

COUNTRY	EXTENSION	No. DOMAINS
Germany	.de	13,324,120
United Kingdom	.uk	8,082,887
The Netherlands	.nl	3,683,477
European Union	.eu	3,145,755
Italy	.it	1,783,178
Poland	.pl	1,630,872
France	.fr	1,608,374
Switzerland	.ch	1,381,198
Spain	.es	1,199,422
Denmark	.dk	1,036,407

## maintainers and registrars

There are 2,255 Maintainers holding active contracts with the Registry most of which (94%) are Italian. There are 102 active Registrars - of these, 82 are Italian (80%) and 20 foreigner (20%). The introduction of the synchronous system obviously led to an decrease in the number of Maintainer contracts (there were 2,402 in 2008), which was partially compensated by the new Registrar contracts. Nearly a fifth of the Registrars are from outside Italy.

NATIONALITY	No. MAINTAINERS	% MAINTAINERS	No. DOMAINS REGISTERED	% DOMAINS REGISTERED
Italian	2,120	94.01%	1,391,045	94.51%
Foreign	135	5.99%	80,802	5.49%
Total	2,255		1,471,847	

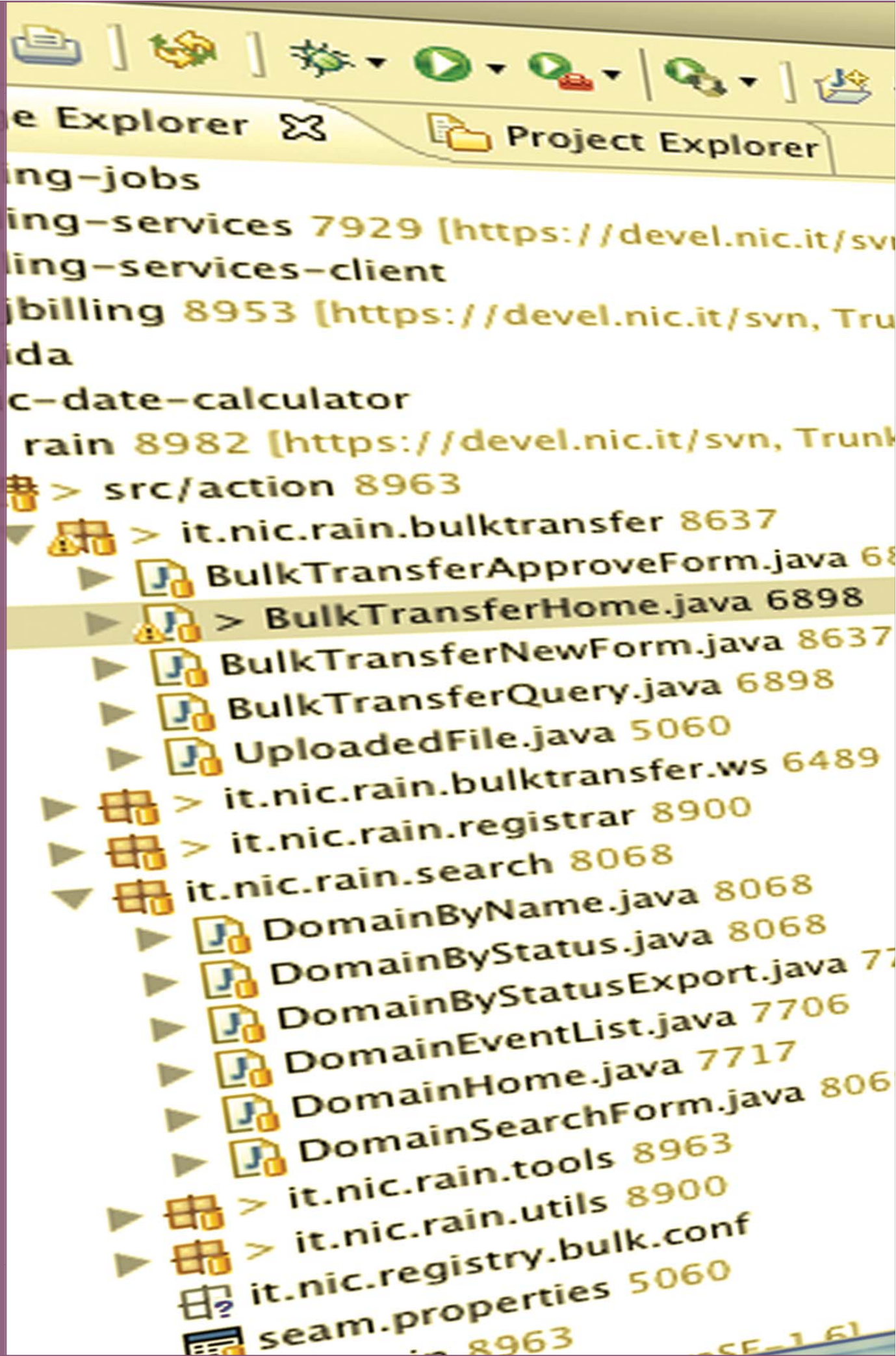
NATIONALITY	No. REGISTRARS	% REGISTRARS	No. DOMAINS REGISTERED	% DOMAINS REGISTERED
Italian	82	80.39%	220,551	83.88%
Foreign	20	19.61%	42,384	16.12%
Total	102		262,935	

## foreign maintainers and registrars

The table shows the breakdown by nationality of foreign Maintainers and Registrars. Germany once again is the leader of Internet service providers both in the asynchronous system and in the new synchronous system. Of the Registrars, doing well are France (second position) and Luxembourg, which with only one Registrar contract maintains more than 65% of the domains managed by foreign operators.

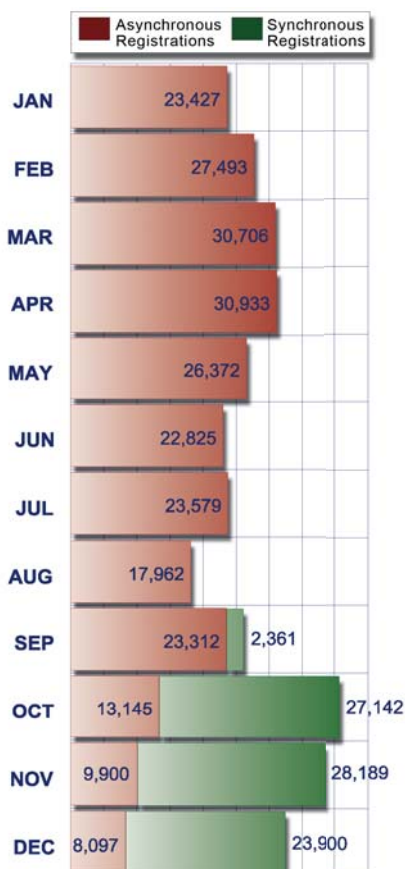
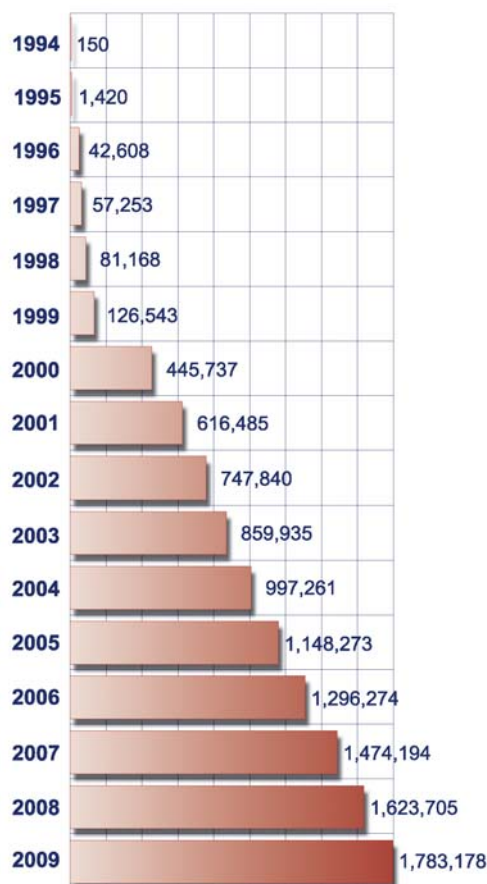
	NATIONALITY	No. MAINTAINERS	No. DOMAINS	% MAINTAINERS	% DOMAINS
1	Germany	30	15,668	22.2%	19.43%
2	United Kingdom	18	9,709	13.33%	12.04%
3	The Netherlands	11	1,745	8.15%	2.16%
4	France	10	7,348	7.41%	9.11%
5	Spain	9	1,292	6.67%	1.60%
5	United States	9	6,027	6.67%	7.48%
6	Switzerland	8	561	5.93%	0.70%
7	Rep. of S. Marino	6	945	4.45%	1.17%
8	Austria	5	4,337	3.70%	5.38%
8	Belgium	5	1,886	3.70%	2.34%
8	Denmark	5	4,362	3.70%	5.41%
8	Sweden	5	2,873	3.70%	3.56%
9	Australia	2	2,769	1.48%	3.43%
9	Rep. of Ireland	2	251	1.48%	0.31%
10	Norway	1	898	0.74%	1.11%
10	Bulgaria	1	300	0.74%	0.37%
10	Canada	1	4,260	0.74%	5.28%
10	Cyprus	1	208	0.74%	0.26%
10	Liechtenstein	1	137	0.74%	0.17%
10	Luxembourg	1	0	0.74%	0%
10	China	1	343	0.74%	0.43%
10	Romania	1	1,107	0.74%	1.37%
10	Slovakia	1	13,517	0.74%	16.76%
10	Hong Kong	1	85	0.74%	0.11%

	NATIONALITY	No. REGISTRARS	No. DOMAINS	% REGISTRARS	% DOMAINS
1	Germany	8	9,434	40.0%	22.26%
2	France	5	4,318	25.0%	10.19%
3	Belgium	1	140	5.0%	0.33%
3	United Kingdom	1	98	5.0%	0.23%
3	Luxembourg	1	27,902	5.0%	65.83%
3	Denmark	1	0	5.0%	0%
3	Sweden	1	266	5.0%	0.63%
3	Australia	1	203	5.0%	0.48%
3	Romania	1	23	5.0%	0.05%



## historical trend of domain names in the Whois database

The graph shows the historical trend of domain names in the Whois database. The number of registered domains saw a huge rise between 1999 and 2000: in this period the .it Registry carried out an initial liberalization of registration policies allowing individuals to register only one name domain and to all entities other than individuals to register an unlimited number - the only constraint being membership of one of the member countries of the European Union. In 2004 individuals were allowed to register more than one domain. In 2009 a total of 159,416 domains were registered, almost 10% more than in 2008.

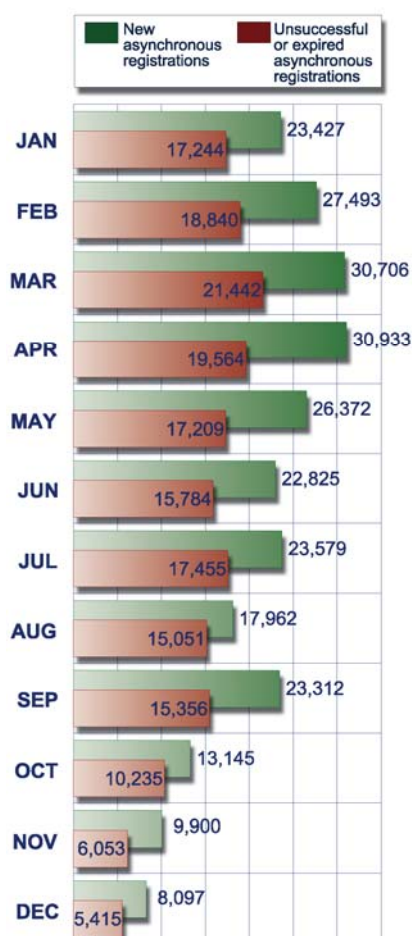


New asynchronous registrations	257,751
New synchronous registrations	81,592
<b>Total</b>	<b>339,343</b>

## registrations on monthly basis

In 2009 more than 339,000 new domain names were activated, at an average monthly rate of over 28,000 compared to 25,000 in 2008. The synchronous system in the last three months of 2009 brought up the average monthly rate to more than 36,000. The number of asynchronous registrations went down significantly.





### comparison between new and failed registrations

The graph and table compare the number of Letters of Assumption of Responsibility (LARs) that led to the registration of a domain name and that of LARs that were either incorrect or made obvious reference to the asynchronous system. Overall, the Registry received 437,000 requests for registration: more than 59% of these were successful with the registration of the name requested domain. Requests that were incorrect or expired amounted to 41% in terms of incomplete LARs, filled in with errors, not aligned with the technical application form, or expired. Again, with the new synchronous system the number of LARs sent but unsuccessfully registered went down significantly.

NEW ASYNCHRONOUS REGISTRATIONS	INCORRECT OR EXPIRED	TOTAL
257,751	179,648	437,399
	2009	2008
Cancellations	179,927	159,153

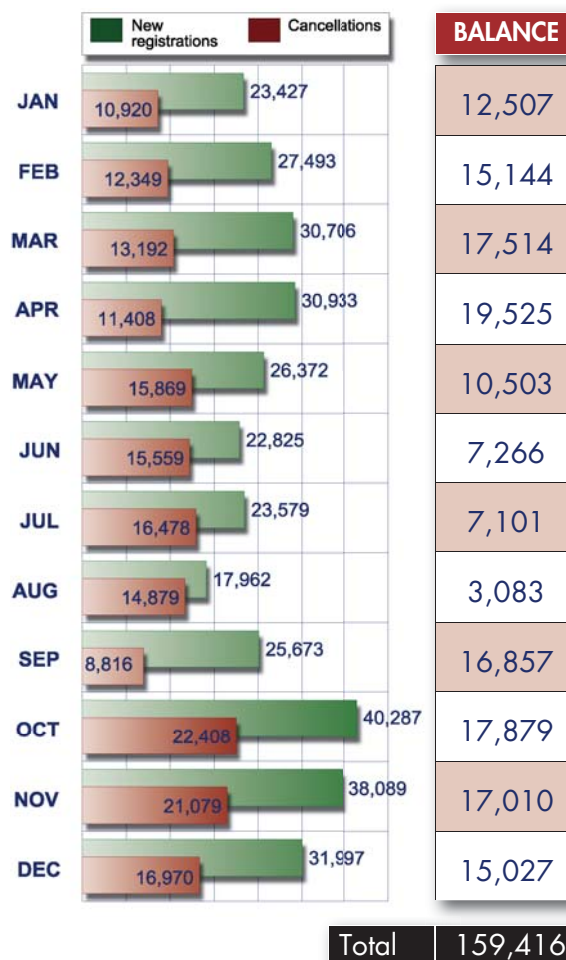
### cancellations

The table details all cancellations - both synchronous and asynchronous. A total of 179,927 domains were deleted (159,153 in 2008). In the asynchronous system, the number of requests cancelled on the request of users was minimal (less than 7,000). Most domains (96%) were cancelled following the ending date of no-provider and redemption-no-provider. In the synchronous system, domains are cancelled directly by the Registrar - there is no equivalent to no-provider status.

	ASYNCHRONOUS		SYNCHRONOUS	TOTAL
	ON REQUEST	NO-PROVIDER		
JAN	252	10,668	-	10,920
FEB	1,367	10,982	-	12,349
MAR	976	12,216	-	13,192
APR	470	10,938	-	11,408
MAY	339	15,530	-	15,869
JUN	456	15,103	-	15,559
JUL	185	16,293	-	16,478
AUG	1,241	13,638	-	14,879
SEP	118	8,698	0	8,816
OCT	293	22,114	1	22,408
NOV	914	19,882	283	21,079
DEC	175	14,187	2,608	16,970
Total	6,786	170,249	2,892	179,927

## comparison between new registrations and cancellations

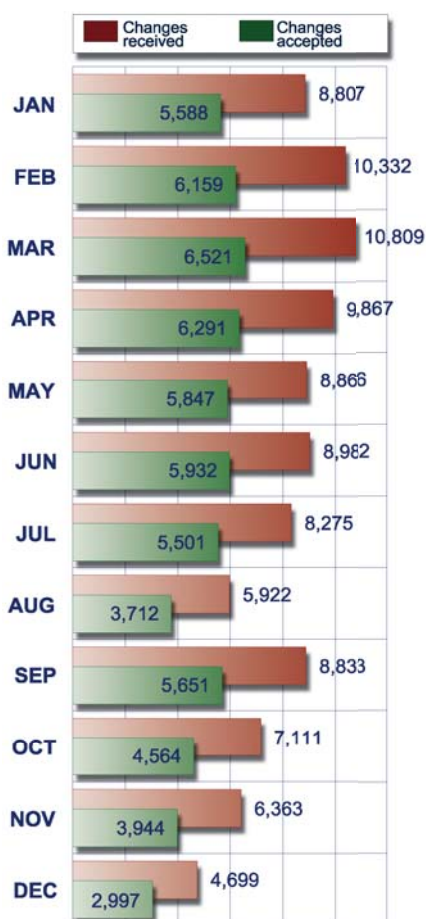
In view of the approximately 28,000 new domains registered each month, the .it Registry cancelled an average of about 15,000 domain names, on a monthly basis and considering both the synchronous and asynchronous systems. The balance between domains recorded and cancelled was on the whole positive, plus 159,416 domains over 2008, when the differential between registered and cancelled domains was positive by around 144,000 units.



	2009	2008
Balance	159,416	144,604

## average registration times (asynchronous system)

The average time for registration is expressed in working days and only regards asynchronous registrations. When the synchronous system was introduced, registration times dropped significantly.



### registrant changes (asynchronous system)

The Registry carried out a total of 18,140 registrant changes using the asynchronous system, the monthly average was 1,511 successful operations, with peaks in March, April and November. Compared to 2008, requests for registrant changes went down slightly (50,135). This operation continues, however, to record high rates of error: errors when compiling the form for the change of the registrant are in addition problems in using LARs.

CHANGES ACCEPTED	CHANGES DECLINED	TOTAL REQUESTS RECEIVED
18,140	29,106	47,246

### maintainer changes (asynchronous system)

Maintainer changes are only asynchronous. The Registry received 98,866 requests for change by Maintainers (more than 8,200 per month, almost 11,000 less than in 2008. There were 62,707 changes carried out (63%).

CHANGES ACCEPTED	CHANGES DECLINED	TOTAL REQUESTS RECEIVED
62,707	36,159	98,866



### registrant changes (synchronous system)

Synchronous changes of registrants take place electronically with no paper requests. As with all synchronous operations, they are done directly by the Registrar who also registers any errors. From 28 September, there were 878 such changes.



### registrar changes with or without registrant changes (synchronous system)

As with the asynchronous system, in the synchronous system too the assignee can request the change of the associated Registrar with or without the change of the registrant. Since the advent of the synchronous system, the Registry has received 263 electronic requests for change in Registrar, 62 to which associated with a change in registrant.

REGISTRAR CHANGES	REGISTRAR AND REGISTRANT CHANGES	TOTAL REQUESTS RECEIVED
201	62	263



	from MNT to REG	from REG to MNT	from MNT to REG with registrant change	from REG to MNT with registrant change
JAN	-	-	-	-
FEB	-	-	-	-
MAR	-	-	-	-
APR	-	-	-	-
MAY	-	-	-	-
JUN	-	-	-	-
LUG	-	-	-	-
AUG	-	-	-	-
SEP	5	0	0	0
OCT	2,192	16	195	0
NOV	2,677	233	1,070	66
DEC	3,011	468	915	86
<b>Total</b>	<b>7,885</b>	<b>717</b>	<b>2,180</b>	<b>152</b>

### hybrid change between maintainers and registrars, and vice versa

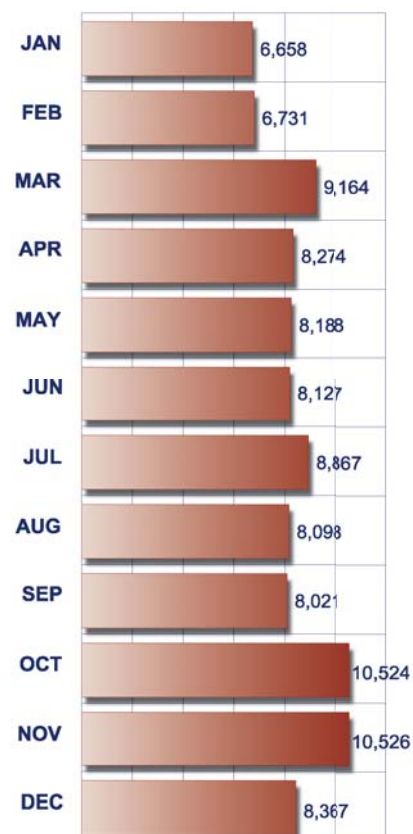
Hybrid changes were introduced with the synchronous system. They are mixed operations that involve both the old and new registration systems. The assignee can request a change from Maintainer to Registrar (and vice versa), with or without a change in registrant. The number of users that requested to be changed from Maintainer to Registrar has grown (a total of 10,065).

	2009	2008
To NO-PROVIDER	220,835	184,577
From NO-PROVIDER	25,149	24,388
From REDEMPTION-NO-PROVIDER	18,503	3,142

### simple changes (asynchronous system)

In the asynchronous system, simple changes allow Maintainers to change some data in the DBNA (the database of assigned domain names) without sending any paper document.

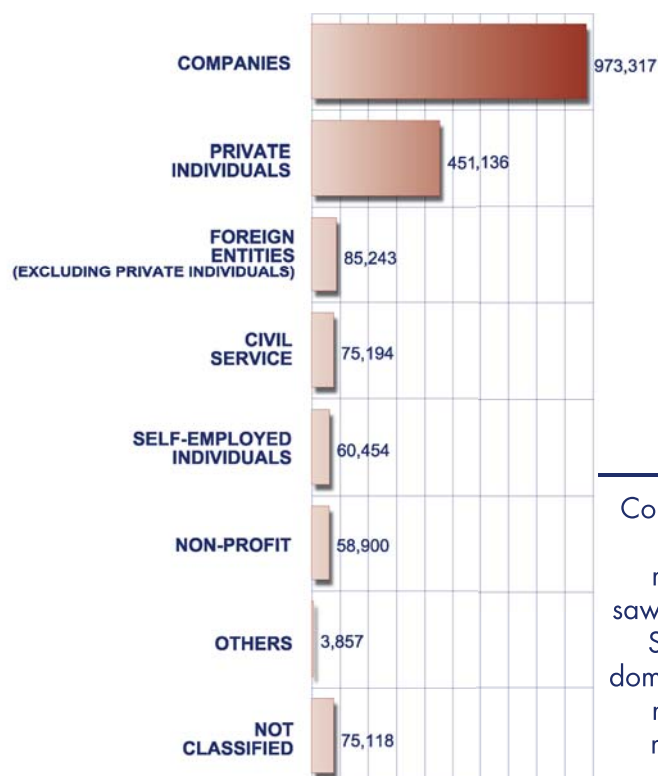
Simple changes can be used to perform transactions such as the recovery of a domain name from the status of a no-provider, redemption no-provider, and redemption-period. The table shows some numerical references to these operations and a comparison with 2008. A total of 18,503 were recovered in 2009 when they were close to being cancelled.



### simple changes (synchronous system)

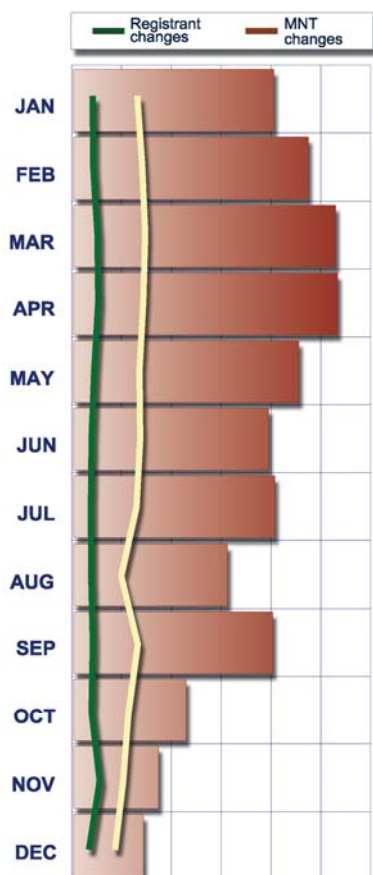
In the synchronous system, simple changes are carried out directly by the Registrar. Very significantly, in just three months 929,786 synchronous changes were carried out, as against the 101,545 asynchronous changes carried out in the whole of 2009.

	CONTACT- UPDATE	DOMAIN- UPDATE- CONTACTS	DOMAIN- UPDATE- HOSTS	DOMAIN- UPDATE- STATUSES	DOMAIN- UPDATE- SIMPLE
JAN	-	-	-	-	-
FEB	-	-	-	-	-
MAR	-	-	-	-	-
APR	-	-	-	-	-
MAY	-	-	-	-	-
JUN	-	-	-	-	-
LUG	-	-	-	-	-
AUG	-	-	-	-	-
SEP	19	0	10	1	0
OCT	1,942	1,021	6,339	1,125	124
NOV	422,833	3,058	9,919	272	2,677
DEC	466,951	2,836	8,686	1,440	533
<b>Total</b>	<b>891,745</b>	<b>6,915</b>	<b>24,954</b>	<b>2,838</b>	<b>3,334</b>



### types of registrants

Companies were the most widespread type of registrant, with nearly one million domains registered. Private individuals also saw a rise, which put them in second place. Self-employed individuals had 60,000 .it domains assigned, thus pushing them above non-profit organizations. Each registrant may be assigned one or more .it domain names.



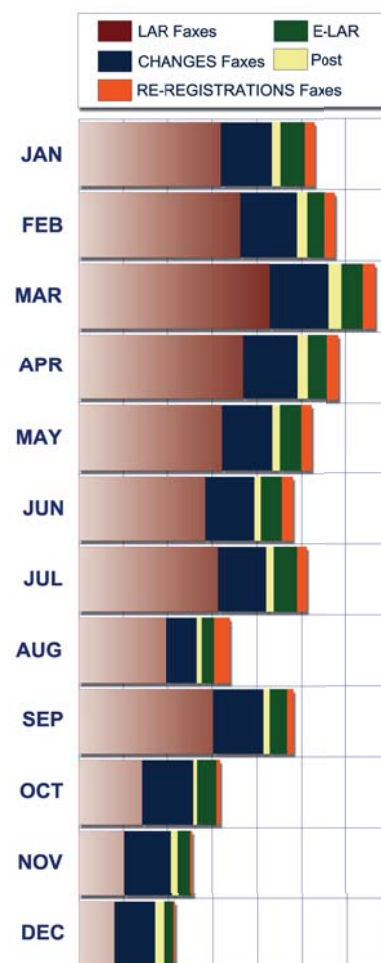
### comparison between new registrants, maintainer changes and registrant changes

The graph and table summarize the trend of the three main operational activities that the .it Registry is involved in. Only successful operations are included here: new registrations (red line), changes of Maintainers (yellow line), and changes of registrants (green line). The table below shows a detailed trend for the synchronous system. Overall, the .it Registry carried out 338,598 asynchronous operations (there were more than 394,000 in 2008). In this case too, the introduction of the synchronous procedure had a big impact, in fact there were 82,671 synchronous operations in just three months. Hybrid procedures are not included in the data in the table.

	ASYNCHRONOUS			SYNCHRONOUS		
	NEW REGISTR.	MNT CHANGES	REGISTRANT CHANGES	NEW REGISTR.	REG CHANGES	REGISTRANT CHANGES
JAN	23,427	5,588	1,421	-	-	-
FEB	27,493	6,159	1,455	-	-	-
MAR	30,706	6,521	1,959	-	-	-
APR	30,933	6,291	2,061	-	-	-
MAY	26,372	5,847	1,593	-	-	-
JUN	22,825	5,932	1,286	-	-	-
JUL	23,579	5,501	1,206	-	-	-
AUG	17,962	3,712	1,238	-	-	-
SEP	23,312	5,651	1,429	2,361	0	0
OCT	13,145	4,564	1,279	27,142	6	136
NOV	9,900	3,944	2,227	28,189	34	406
DEC	8,097	2,997	986	23,900	161	336
Total	257,751	62,707	18,140	81,592	201	878

## requests by means of communication

The “synchronous” effect had the biggest impact on the number of paper-based requests for registration (LARs). The graph and table show that LAR faxes (050 542420) went down dramatically from October onwards simultaneously with the launch of the new procedures. Overall there were 178,000 less documents faxed than in 2008, representing more than a 30% drop. In 2009 the average number of faxes per month was 33,000 from January to September, and around 12,000 for the rest of the year. The number of e-LARs also dropped down to 54,000 with respect to 146,000 in 2008, as did changes made via fax (050 570230) with less than 14,000. Usage of traditional post also went down from 27,037 documents to 21,935. Against this general trend were re-registration faxes of domain names cancelled for less than seven days. In the nine months in 2008 there were 13,649 requests, which went up to 23,942 in 2009.



	LAR Faxes	CHANGES Faxes	POST	eLARs	Re-REGISTRATIONS Faxes
JAN	36,305	13,096	2,016	6,057	2,254
FEB	41,261	14,521	2,441	4,228	2,770
MAR	48,771	15,459	3,016	5,178	2,800
APR	41,987	13,969	2,414	5,076	2,637
MAY	36,613	12,873	1,739	5,350	2,375
JUN	32,343	12,565	1,478	5,216	2,566
LUG	35,597	12,334	1,734	5,832	2,231
AUG	22,404	7,772	1,125	3,021	3,794
SEP	34,334	12,899	1,396	4,316	1,389
OCT	16,058	13,244	838	4,747	726
NOV	11,437	12,171	1,576	3,013	272
DEC	8,876	10,448	2,162	2,201	128
Total	365,986	151,351	21,935	54,235	23,942



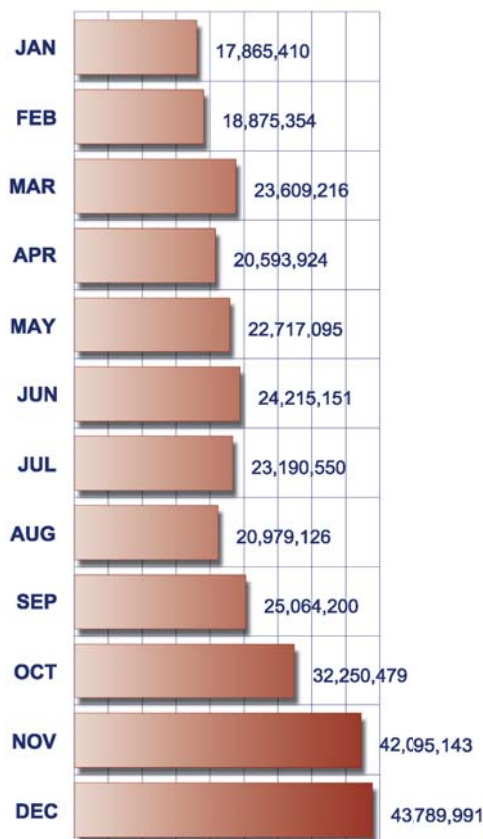


DAS (Domain Availability Service) allows users to check the availability of a domain name but, unlike Whois, it does not show the information on that particular domain and on its contacts, if registered. The service can be consulted on the [das.nic.it](http://das.nic.it) server (port 4343) using the standard whois client, and it only tells the user whether the domain is "Available" or "Not Available". The service is characterized by low bandwidth consumption, the rapidity of responses and for being, at least at currently, available without restriction. With the synchronous service, DAS has been queried much more - from 300 million per month to over 848 million in December. DAS has become crucial - now that there are real time registrations users can immediately find out whether a domain is available and just as quickly make a registration.



	QUERIES	CLIENTS	DOMAINS
JAN	253,845,893	735	2,241,234
FEB	203,633,390	716	1,889,111
MAR	326,672,445	708	1,898,619
APR	303,473,488	742	1,826,344
MAY	309,982,021	705	2,455,701
JUN	316,720,153	689	1,937,909
LUG	344,210,922	608	1,903,240
AUG	363,222,764	514	2,375,611
SEP	297,344,983	500	1,819,153
OCT	501,918,318	528	4,254,040
NOV	796,945,846	609	3,231,765
DEC	848,481,531	567	2,668,429
<b>Total</b>	<b>4,886,451,754</b>	<b>7,621</b>	<b>28,501,156</b>

# whois



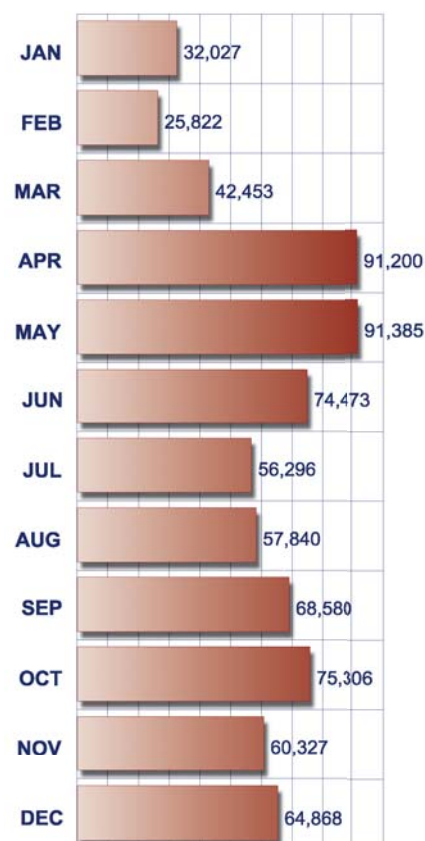
The Whois service allows users to verify whether a domain name has been registered or not. If the domain has been registered, the query returns the information on the domain name desired. Whois queries went up 241% over 2008, following the DAS trend.

	QUERIES	CLIENTS	DOMAINS
JAN	17,865,410	130,827	2,747,551
FEB	18,875,354	178,054	2,661,803
MAR	23,609,216	233,315	2,955,349
APR	20,593,924	205,538	2,454,129
MAY	22,717,095	209,073	2,873,047
JUN	24,215,151	242,779	2,401,476
LUG	23,190,550	266,121	2,193,241
AUG	20,979,126	186,195	2,199,998
SEP	25,064,200	260,805	2,455,396
OCT	32,250,479	348,752	2,588,467
NOV	42,095,143	379,023	2,473,472
DEC	43,789,991	441,315	3,007,780
Total	315,245,639	3,081,797	31,011,709

## authenticated whois

The authenticated Whois service enables Maintainers to carry out Maintainer changes efficiently as well as Registrant changes regarding a particular domain name. In 2009 the authenticated Whois tripled in volume.

	QUERIES	CLIENTS	DOMAINS
JAN	32,027	89	9,602
FEB	25,822	101	9,479
MAR	42,453	102	12,411
APR	91,200	105	55,448
MAY	91,385	113	53,082
JUN	74,473	111	26,905
JUL	56,296	108	21,312
AUG	57,840	102	18,053
SEP	68,580	110	23,335
OCT	75,306	113	25,399
NOV	60,327	116	23,711
DEC	64,868	112	23,200
<b>Total</b>	<b>740,577</b>	<b>1,282</b>	<b>301,937</b>



## summary

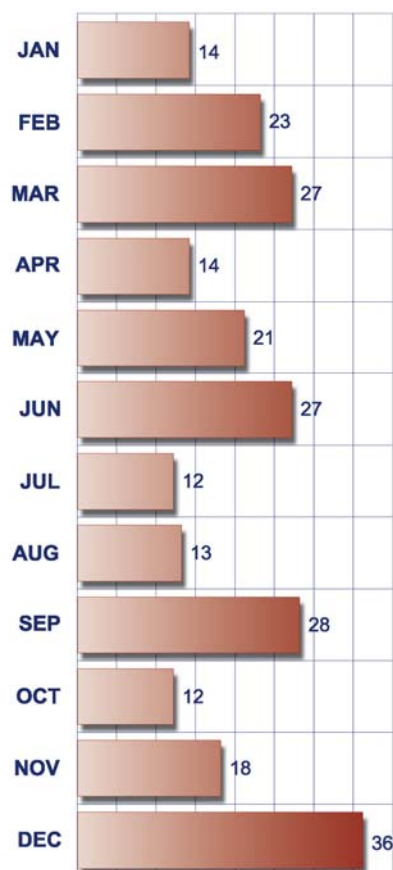
	WHOIS AUTH QUERIES	WHOIS QUERIES	DAS QUERIES	TOTAL QUERIES
JAN	32,027	17,865,410	253,845,893	271,743,330
FEB	25,822	18,875,354	203,633,390	222,534,566
MAR	42,453	23,609,216	326,672,445	350,324,114
APR	91,200	20,593,924	303,473,488	324,158,612
MAY	91,385	22,717,095	309,982,021	332,790,501
JUN	74,473	24,215,151	316,720,153	341,009,777
JUL	56,296	23,190,550	344,210,922	367,457,768
AUG	57,840	20,979,126	363,222,764	384,259,730
SEP	68,580	25,064,200	297,344,983	322,477,763
OCT	75,306	32,250,479	501,918,318	534,244,103
NOV	60,327	42,095,143	796,945,846	839,101,316
DEC	64,868	43,789,991	848,481,531	892,336,390
<b>Total</b>	<b>740,577</b>	<b>315,245,639</b>	<b>4,886,451,754</b>	<b>5,202,437,970</b>





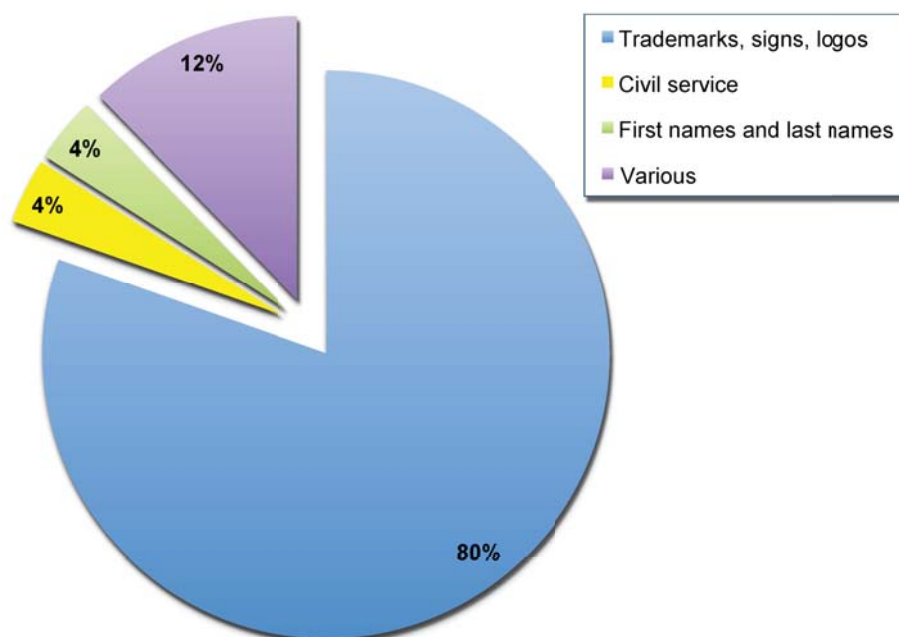
## trends

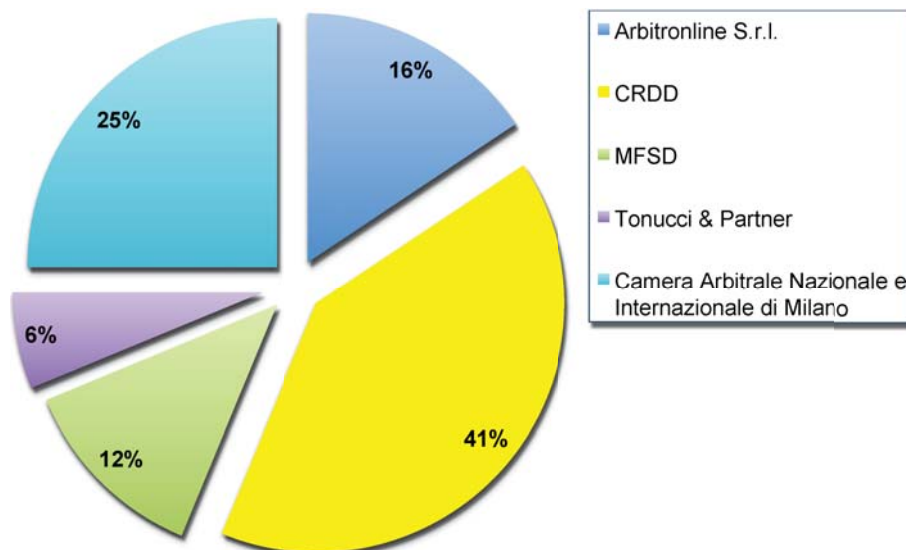
In 2009 the .it Registry activated 245 oppositions with a peak (36) in the month of December. This essentially follows the trend of previous years, with the exception of May and June 2008 which saw an increase due to single subjects.



## reasons for oppositions

The main reasons for oppositions were due to conflicts relating to business distinguishing marks: trademarks, companies, and corporate signs/logos (80%). There were only nine oppositions on first names and surnames.



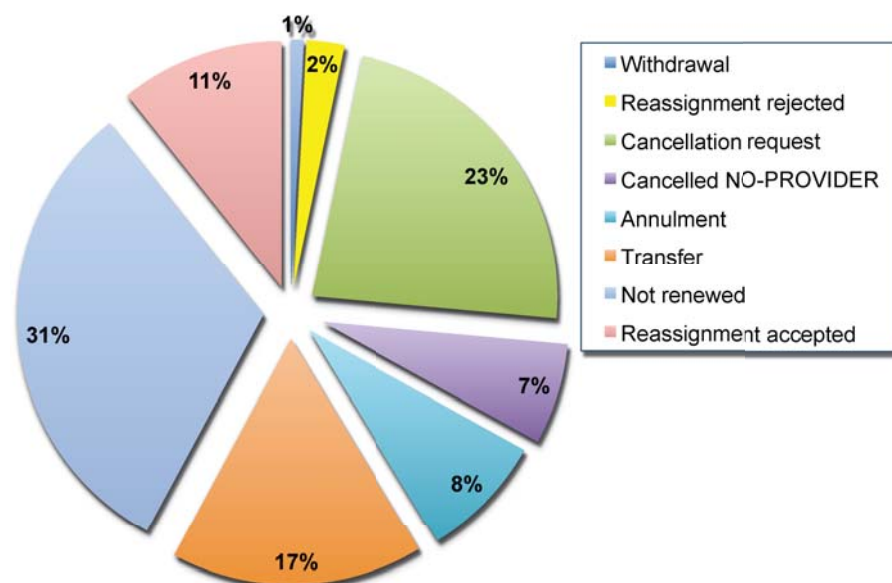


## reassignments

The chart and table show the reassignment procedures and how they are distributed amongst those who provide an extra-judicial dispute resolution service (PSRD). PSRDs were credited at different times and some of them arose from the previous experience of the Operating Body. Specifically, the credits occurred on the dates reported below:

CRDD	02 Apr 2007
Arbitronline S.r.l.	29 Jun 2007
MFSD	20 Jun 2007
Tonucci & Partner	08 Jan 2008
Camera Arbitrale	24 Jun 2008

PSRD	NUMBER	%
Arbitronline S.r.l.	5	15.6%
CRDD	13	40.6%
Camera Arbitrale Nazionale e Internazionale di Milano	8	25.0%
MFSD	4	12.5%
Tonucci & Partner	2	6.3%
<b>Total</b>	<b>32</b>	



### resolution of oppositions

The chart shows the reasons for resolution of oppositions in 2009. As can be seen, the highest percentage comes from the withdrawal of opposition due to it not being renewed (31%) and request for cancellations (23%).

### outcome of reassignment procedures

The data reported below refer to the reassignment procedures in 2009 compared to 2000-2008. There was a decline in the percentage of accepted procedures - down from 67% to 56%.

OUTCOME	2009	% 2009	2000-2008	% 2000-2008
Accepted	18	56.25%	295	67.51%
Refused	4	12.50%	63	14.42%
Extinguished	6	18.75%	78	17.85%
Under consideration	4	12.50%	1 (since 2008)	0.23%
<b>Total</b>	<b>32</b>		<b>437</b>	

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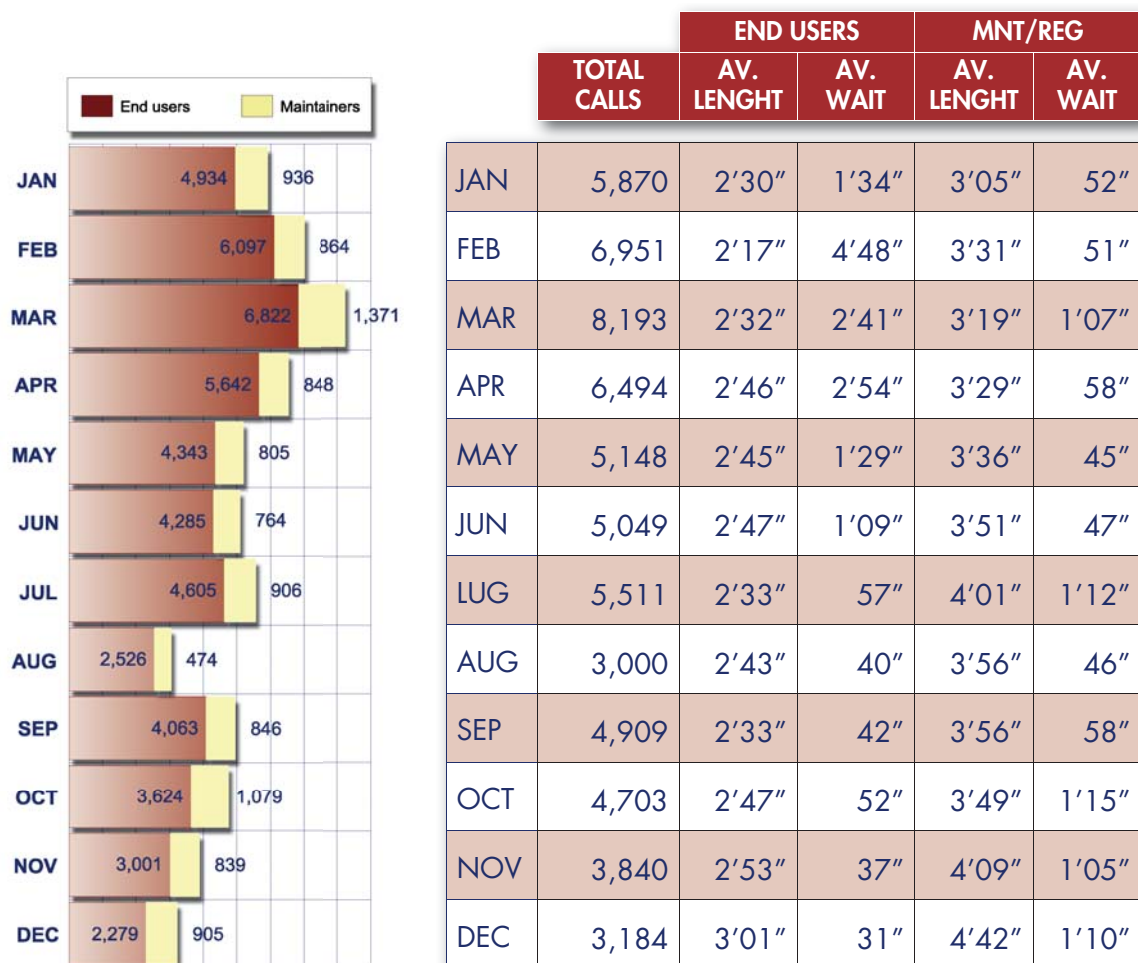


# helpdesk

	No. OF CALLS	TOTAL DURATION
End users	52,225	2,279:08:25 hh:mm:ss
Maintainers/Registrars	10,637	657:09:53 hh:mm:ss
<b>Total</b>	<b>62,862</b>	<b>2,963:18:18</b> hh:mm:ss

The .it Registry offers telephone support to both Maintainers, Registrars, and end users. The switchboard is based on VoIP technology. Operators and end users access the service through two separate telephone numbers.

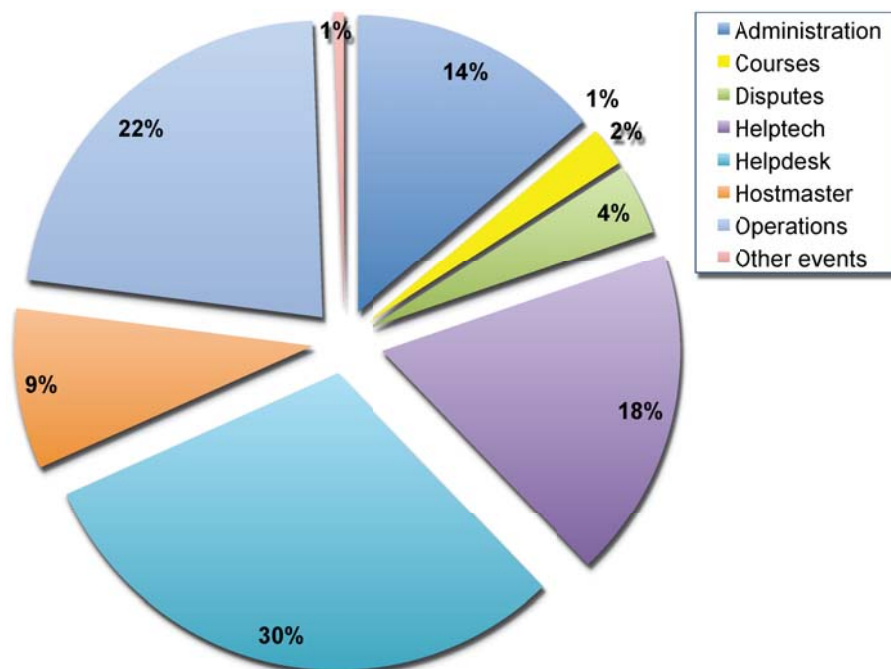
The statistics refer to calls where the registry operators actually answered the call. Overall the number of calls handled increased (nearly 63,000 calls compared to 58,000 in 2008). But in the last two months of 2009, due to the introduction of the synchronous system, the calls made by end users went down considerably. There was, on the other hand, an increase in calls made to the helpdesk by Registrars and Maintainers.



## email

QUEUE	No. OF EMAILS
Helpdesk	7,795
Operations	5,737
Helptech	4,634
Administration	3,539
Hostmaster	2,237
Disputes	971
Courses	536
Other events	139
<b>Total</b>	<b>25,588</b>

Email support of the .it Registry is managed via the Open source Ticket Request System. Each incoming message is associated with a ticket and is sorted into "queues" that correspond to specific groups: technical (helptech), operational (operations), administrative (administration), legal (disputes), general (helpdesk), organizational and training (courses and other events). The hostmaster sorts the mail towards these groups and manages some tickets. Unlike the trend for the phone helpdesk, the number of emails received in 2009 was almost the same as in 2008.



## training

No. COURSES	No. ENROLMENTS	No. ATTENDEES
11	447	318

In 2009 the .it Registry organized eleven courses. These were all free and were for Registrars and Maintainers (four more than in 2008). Training was mainly on the new synchronous system and its technical, operative and legal aspects. Overall 318 people took part, almost twice as many as in 2008.

PLACE	DATE	COURSE	ATTENDEES
Pisa	30 Mar	Towards the synchronous system: operations and legal issues	31
Pisa	31 Mar	Towards the synchronous system: technical issues for Registrars	35
Rome	28 Apr	Towards the synchronous system: operations and legal issues	47
Rome	29 Apr	Towards the synchronous system: technical issues for Registrars	45
Naples	5-8 May	Security	15
Pisa	25 Jun	Towards the synchronous system: operations and legal issues	25
Pisa	26 Jun	Towards the synchronous system: technical issues for Registrars	23
Isola d'Elba (LI)	3 Sep	Towards the synchronous system: operations and legal issues	20
Isola d'Elba (LI)	4 Sep	Towards the synchronous system: technical issues for Registrars	24
Chiusi (SI)	7 Nov	Legal and judicial issues	26
Rome	10-11 Dec	Email	27



