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Science fiction does not remain fiction for long. And certainly not on the internet.

Vinton Cerf, computer scientist and 'father of the internet'



13-01-2010

Google considers pulling out of China following an attack on the Gmail accounts of various human rights activists, apparently by the Chinese authorities. Research reveals that, as well as Google, at least twenty other large companies have been attacked. Google accordingly withdraws from the agreement on censorship of its Chinese search engine. In early March, the corporation announces that its local search service will be relocated to Hong Kong, so that Chinese internet users can continue to use Google, but without restrictions. China responds by blocking access to Google's Chinese website. On 30 June, Google ceases operations in China and places a notice on its site referring users to Google in Hong Kong.



4-3-10 THE DAWNING OF iPad TECHNOLOGY



27-01-2010

Apple chief Steve Jobs presents a new consumer gadget. The iPad is a tablet computer with a touch screen. A sort of cross between an e-reader and a netbook. It uses the same apps as an iPhone and is linked to an iTunes account. The response is mixed, however, especially considering the success of the iPhone. Critics are unsure where the new gadget belongs. You can use it to read books, watch films, visit websites and use apps. But not to make calls or take photos. The iPad isn't terribly good for running business applications and the touchscreen isn't convenient for writing long e-mails. But it turns out that it's the critics who have misjudged the market. Businesses and consumers love the iPad, and two million are sold in just two months. In the last quarter of 2010, more tablets are sold than laptops. Apple appears to have started a new trend. Samsung quickly launches the Galaxy Tab, and other competitors scramble to follow suit. But can any of them match the success of the iPad?



Eddy Schuyer
Chairman of the Supervisory Board

Supervisory Board's Report 2010

The Supervisory Board, which has been active since 2005, supervises and reviews the policy of the Executive Board and provides advice whenever needed. The main focuses of the Board's supervision and review activities are SIDN's business strategy and the associated risks, realisation of the organisation's objectives and the design and effectiveness of the internal risk management and control systems. In 2010, the Supervisory Board had seven members and was chaired by Eddy Schuyer. Matters approved and/or decided at the four meetings of the Supervisory Board held in 2010 included the following:

- Annual report and accounts for 2009
- Annual plan and budget for 2010
- Annual reports of the Supervisory Board, the Appointments Subcommittee, the Audit Subcommittee and the Security & Stability Subcommittee in the context of corporate governance
- The reappointment of Mr F Eisner and Mr MC Westermann, each for a period of three years
- The plans to re-establish the former Council of Registrars in the form of a new Registrars' Association
- The purchase of a building plot and the conclusion of a turnkey contract in connection with SIDN's move to new premises
- The proposed continuation of SIDN's pricing policy in 2011

In addition, the Supervisory Board was kept informed about a variety of matters, such as the introduction of DRS5/EPP, signing of the .nl domain with DNSSEC, system availability, the hosting of IETF78 and the

SIDN-sponsored World Congress of IT in Amsterdam.

The Audit Subcommittee met on two occasions and considered matters such as the annual accounts for 2009, the prognoses and quarterly reports for 2010, change and release management audit and the interim annual audit. The Security & Stability Subcommittee also met twice, focusing mainly on service availability and ISO27001.

In addition to its regular meetings, the Supervisory Board held a strategic session in Paris in January. The session was followed by a meeting and discussion with the CEO and Board of Afnic, the French national registry. Knowledge was exchanged regarding topics such as management processes, governance and organisational structures and strategy. At its June meeting, the Supervisory Board held its first discussions with the Staff Council. It was decided that in future there should be a regular meeting with the Staff Council each June.

At the very end of the year, the Supervisory Board learnt that SIDN had secured ISO certification. Award of the certificate confirmed what the Supervisory Board had itself observed, namely that the quality of the organisation had again improved over the course of the year. Naturally, that also means even better services for our clients.

Eddy Schuyer
Chairman, Supervisory Board

Introduction

2010 was a remarkable year for the internet. And you didn't have to read technical journals or websites to realise it – because developments involving the net were mainstream news. The launch of Apple's iPad was widely discussed on current affairs programmes, the digital agenda of European Commissioner Neelie Kroes featured in all the papers, Facebook founder Mark Zuckerberg was the inspiration for a successful movie and the revelations by whistleblowing site Wikileaks dominated the headlines for months (as they look like doing for some time to come). Journalists provided a constant stream of news via Twitter, and in March it was announced that the internet had been nominated for the Nobel Peace Prize.

Mobile internet comes of age

In the field of mobile internet, developments gathered even more pace. While 2009 was the year that mobile internet devices made their breakthrough, by the middle of 2010, mobile data traffic was already outstripping voice traffic. Global data traffic in 2010 was three times what all internet traffic had been ten years earlier. Nearly half of all Europeans have a mobile device capable of accessing the internet, and about 14 per cent make active use of the capability. People in that group devote more time to 'internet on the move' than they do to reading newspapers or magazines. During the year, there were more than five billion mobile application downloads. Apple and Android smartphones are the big drivers of this trend.

The growing number of hotspots and mobile contracts

offering 'unlimited' internet access mean that mobile internet use will only increase in the years ahead.

[↪ See table page 14](#)

Still more videos watched

Watching and downloading films and video clips were two of the most popular on-line activities for mobile internet users. That was one of the reasons why YouTube continued to gain ground in 2010. Globally, more than 700 billion films and clips were watched. In addition, 13 million hours of videos were uploaded. In the Netherlands, Ben Saunders' audition on the TV programme Voice of Holland was viewed nearly 1.2 million times on YouTube.

The world's most popular YouTube videos in 2010

1	Bed Intruder Song
2	Tik Tok Kesha Parody
3	Greyson Chance 'Paparazzi'
4	Annoying Orange Wazzup
5	The Man Your Man Could Smell Like (Old Spice)
6	Giant Double Rainbow
7	This Too Shall Pass OK Go
8	The Twilight Saga Eclipse Trailer
9	Jimmy Surprises Bieber Fan
10	Gymkhana Three, Part 2

iPads and other ways of accessing the internet

No one can have failed to notice the launch of the iPad. Apple's internet tablet was single-handedly responsible for the breakthrough of the tablet PC. Like a mobile

phone, the iPad makes use of apps. Which has implications for the way we use the internet. Browsing becomes less important, because the user doesn't have to visit any websites to get the information he or she wants. All one has to do is start an app to access information from various sources – often a large number of them – in a user-friendly way. This parallels the development evident on social networking sites such as Facebook: more and more items are clustered on profile pages, so that users don't have to visit so many pages.

Social networking

In 2010, Dutch people spent more time on social networking than on e-mail. Membership of the Dutch Hyves network grew from 9.7 to 10.8 million, and 335 million photos were uploaded to the site. Worldwide, however, 2010 was very much the year of Facebook. Not only was facebook.com the globe's most visited website, but 'facebook' was entered into Google more often than anything else. Facebook's founder, Mark Zuckerberg, was chosen as Time magazine's 'Person of the Year 2010'. Having started 2010 with 350 million members, the social networking site had 600 million by the end of the year. In the Netherlands, the number of people with a Facebook profile rose during the year from 1.5 million to 3.5 million. However, amidst all the success stories, concerns were also raised. The European Commission considered legal action against Facebook when it changed its privacy policy. In various countries, including the USA, complaints were made to trade regulators and privacy authorities, and the site received a lot of criticism in weblogs and other media. This ultimately resulted in better safeguards for users' privacy.

Cyber crime, viruses and malware

Banking, shopping, working and keeping in touch with friends. Increasingly, we do it all on line. As a result, the internet is increasingly attractive to criminals. Internet banking fraud cost Dutch people 4.3 million euros in 2010 (source: Dutch Banking Association NVB). While that represents a small fraction of the total value of all transactions, the amount involved is growing year on year. In October, the National Criminal Investigation Service took down the Bredolab botnet. It was estimated that this network of compromised PCs contained thirty million machines around the world and was earning its operators 100,000 euros a month. The year's most striking example of cyber crime, however, was Stuxnet – a virus discovered at an Iranian nuclear plant in the summer. Stuxnet was, apparently, the first malicious program to hit such an essential and sensitive part of a nation's infrastructure.

More political interest

Cyber crime, child pornography, hackers, piracy. Governments have good reasons for wanting to exercise more control over what happens on the internet. But intervention can sometimes take other forms, such as censorship and invasion of privacy. In January, Google announced that it was considering withdrawing from China because of hacker attacks on its infrastructure and increasing censorship. Meanwhile, in the USA, plans are being drawn up that would make it possible to take down websites that don't respect intellectual property rights, without obtaining a court order. Such a far-reaching step would have implications for internet

users well beyond the States. In France, a so-called ‘three-strikes’ law was introduced for intellectual property rights offenders: after three offences, illegal downloaders can be denied access to the internet for up to a year. The ACTA treaty – intended to combat internet piracy and other problems – also attracted a lot of attention during the year. In the Netherlands, the government organised an internet consultation exercise to gauge opinion regarding the Computer Criminality Countermeasures Reinforcement Bill. That Bill would, for example, allow the police to require a service provider to take down internet content that was considered to be illegal, without needing a court order. The proposal met with a great deal of opposition, but it is not yet known what the outcome will be. SIDN is monitoring developments in this field closely.

Discussion topics

SIDN acts as a discussion partner for – and makes its expertise available to – the government and other stakeholders. During the year under review, for example, SIDN took part in government-initiated discussions intended to lead to the formulation of a National Cyber-Security Strategy in 2011. In the context of such discussions, SIDN always advocates freedom of expression, the right of publication and free access to information. One of the topics of discussion in 2010 was cloud computing. It is increasingly common for data – including sensitive commercial data – to be stored not in a central repository, but in a ‘cloud’. In practical terms, that means on the servers of an internet service provider. The attraction of cloud computing is that it facilitates user mobility and flexibility. But

what are the risks? Is sensitive information likely to fall into the hands of hackers or government agencies? What happens to stored information if a service provider ceases trading? If individuals and businesses are to enjoy a sustainable, problem-free digital world, such questions need to be addressed. On the international stage, SIDN debates topics such as these within the IGF (Internet Governance Forum).

The Netherlands continues to lead the way

The Netherlands continues to head the European league table for internet visits and time spent on line. Ninety-four per cent of households now have internet access. In September 2010, Dutch internet users made an average of 78.2 internet visits – about twenty times the European average. They also spent an average of 31.9 hours on line that month. In terms of both internet connections and broadband connections, the Netherlands is the European leader. On the ICT Development Index, which compares the level of information and communications technological development in 150 countries, the Netherlands occupies fifth place. Although, at 10 per cent, growth was a little lower than that seen in recent years, the number of on-line consumers and the amount of on-line spending increased again in 2010.

[↪ See table page 15](#)

.nl continues to grow

In 2010, the .nl domain recorded the biggest net growth in its existence: the number of registered domain names rose by about 514,230 to stand at 4,192,454 by the end of the year. The value attached to

domain names also increased, as evidenced by the numbers bought and sold and the prices paid for certain .com domain names. Various papers reported that the domain sex.com had changed hands for 13 million dollars. Other notable sales included slots.com for 5.5 million dollars and dating.com for 1.75 million. Meanwhile, the so-called 'secondary market' in .nl domain names also grew, although the prices paid for .nl domain names were not as high. The domain names gezocht.nl and progress.nl fetched the biggest sums, both selling at auction for € 20,000.

➔ [See table page 15](#)

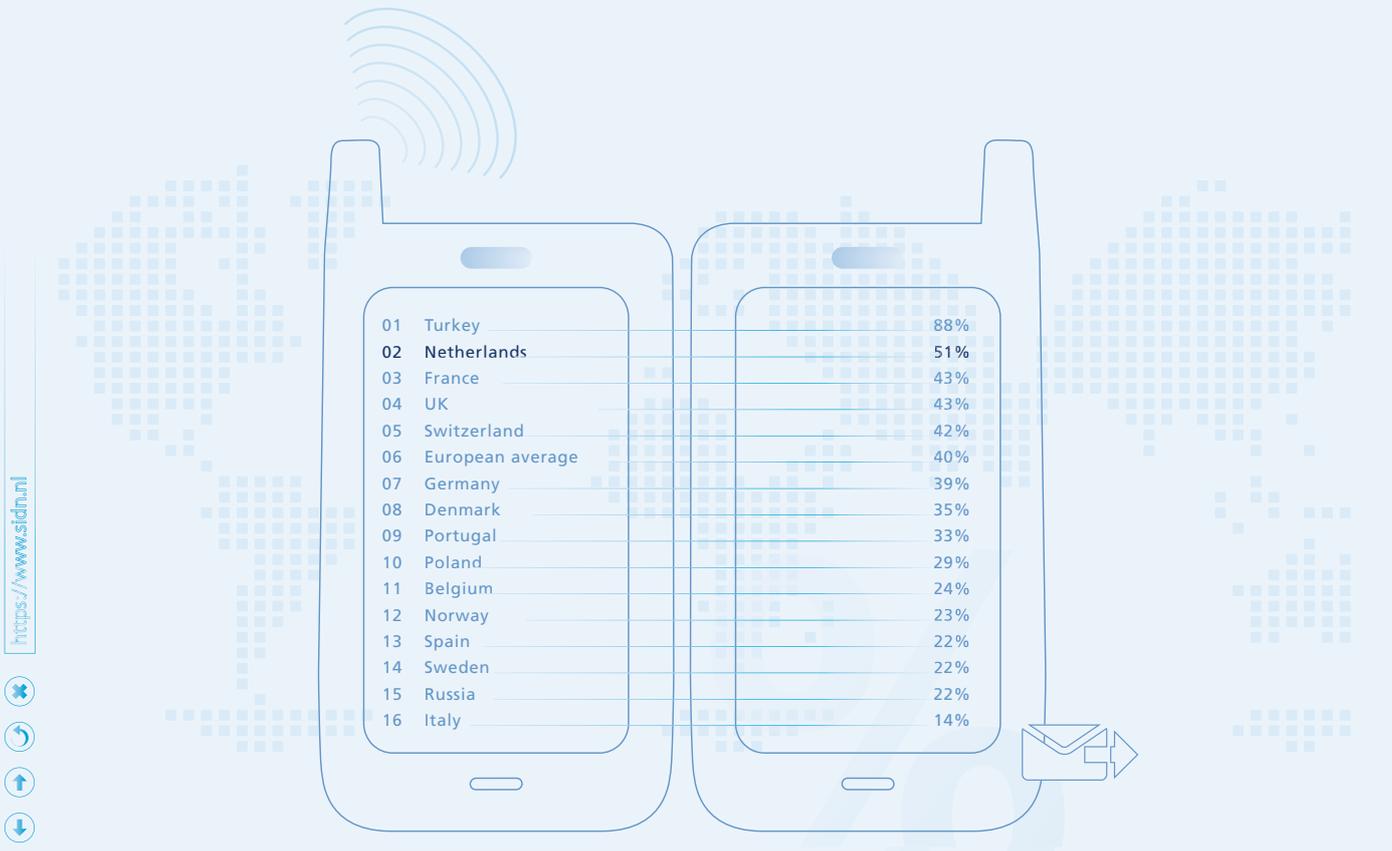
.nl even more secure

The security of the .nl domain is SIDN's top priority. In that context, there were two notable successes in 2010. First, for the fourth year in a row, the .nl domain scored well in McAfee's annual security survey. The survey findings also showed the Dutch domain to be a lot more secure than any TLD of comparable size. Second, in December, it was announced that SIDN would be issued with an ISO27001 certificate in January 2011. SIDN began 2010 with a long 'to do' list. Various modernisations, such as introduction of a new version of the Domain Registration System, the launch of a new website and signing of the .nl zone with DNSSEC, were implemented in 2010 after years of preparation. With those tasks completed, SIDN is now able to concentrate on the future. So 2011 will be characterised by extension and enhancement of the services provided to registrars and registrants, the development of new products and the expansion of our role as an expert partner.



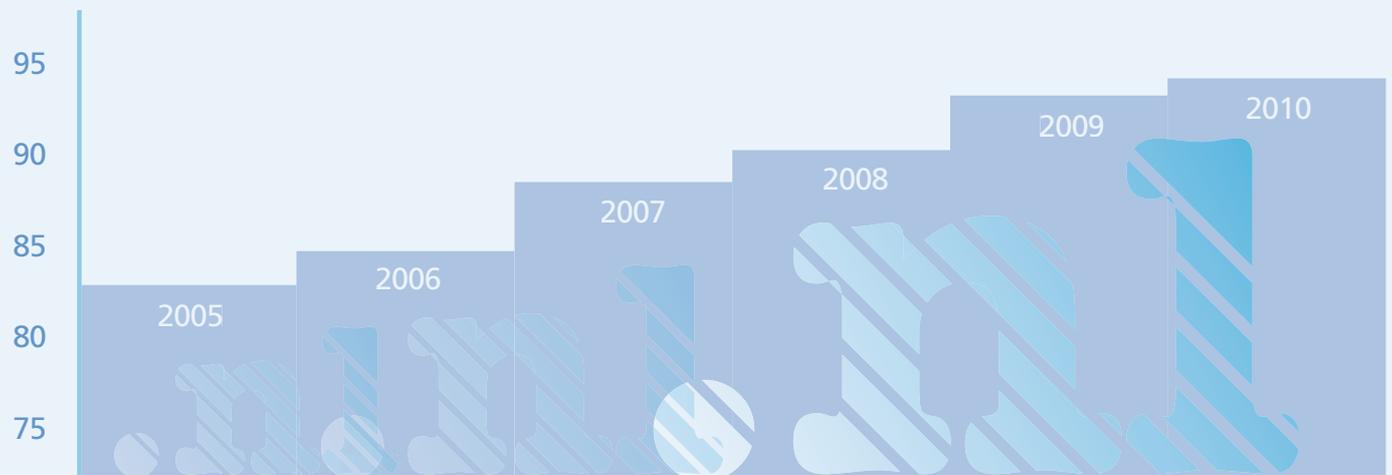
Roelof Meijer
CEO, SIDN

Facts and figures



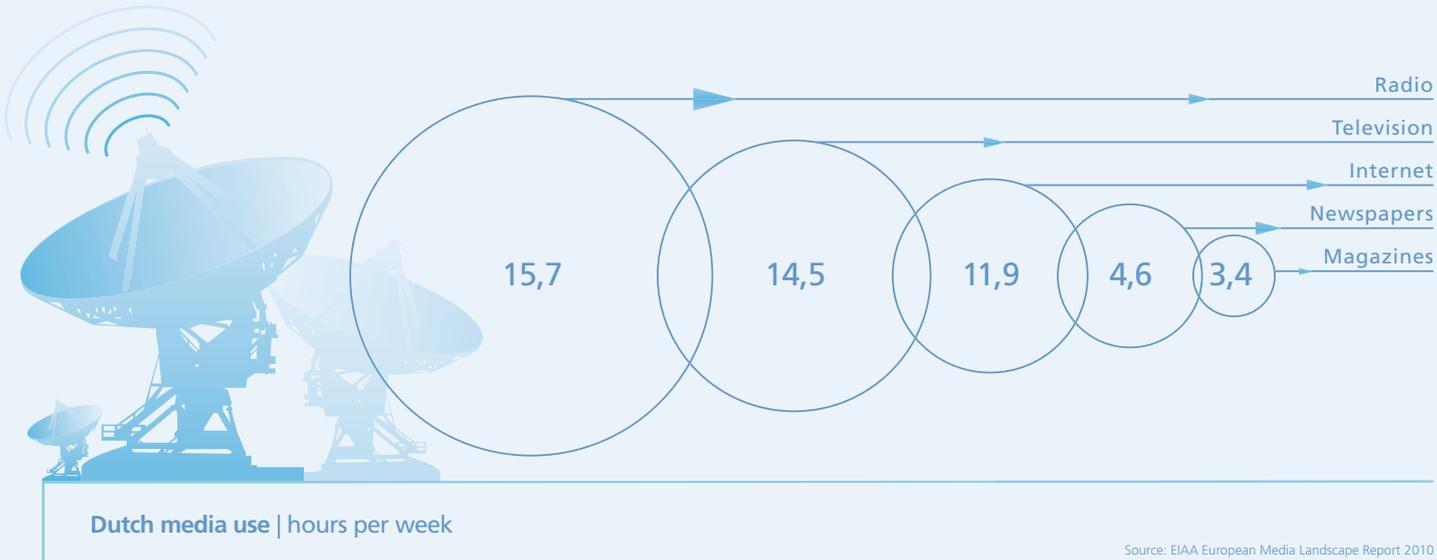
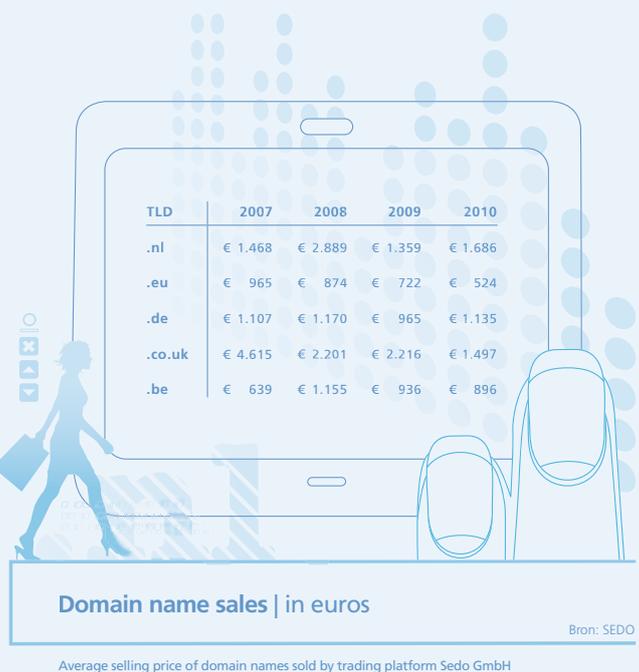
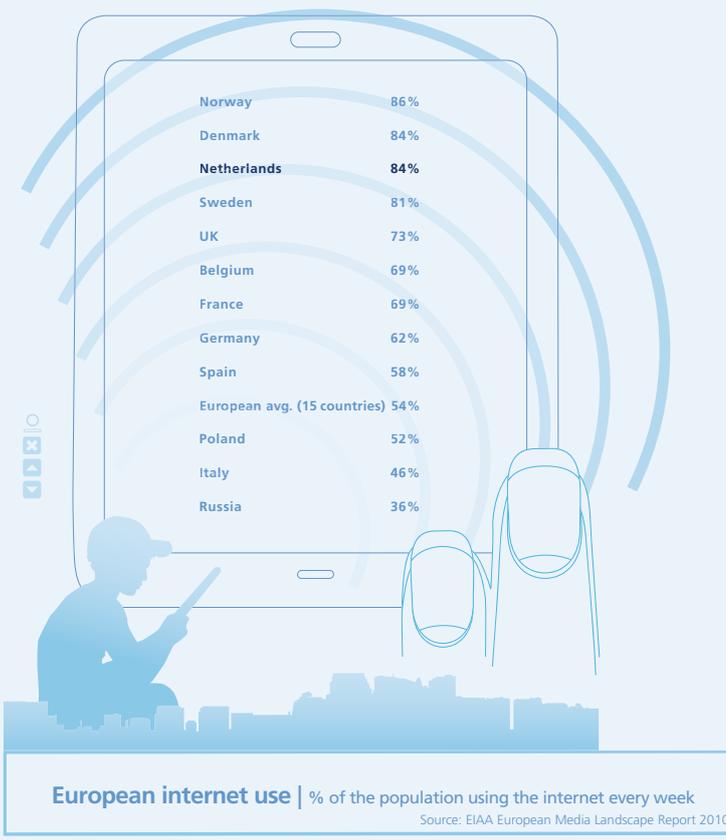
Mobile internet | % of the mobile internet users on-line every day using mobile device

Source: EIAA European Media Landscape Report 2010



% Dutch people with internet access | percentage

Source: CBS



Profile SIDN

Services

Since its creation in 1996, SIDN has been ensuring that e-mail can always be delivered to .nl mailboxes and that all .nl websites can be found by internet users everywhere. As well as assigning and registering a daily average of 2,900 new domain names, SIDN handles roughly a billion search queries a day. As well as .nl domains, SIDN registers ENUM domains. ENUM technology makes it possible to link the internet to traditional landline and mobile telephony at the individual user level.

Mission and core values

As an independent authority within its sector, SIDN supports a sustainable and problem-free digital world by providing high-grade, innovative domain registration services. Working for and from within the Netherlands, SIDN invests in the internet's technical and social development. It excels in delivering reliability and value to its clients and the wider internet community. Five core values underpin SIDN's thinking and operations: professionalism, reliability, innovation, client focus and impartiality. SIDN does not pursue the maximisation of profit or corporate value; generated surpluses are partly invested in the organisation, partly used to fund internet-related programmes and partly reserved as a buffer.

Vision

SIDN believes in a unified internet spanning the entire world, which is open and accessible to all and reflects the global diversity in cultures, languages and scripts. An internet on which freedom of expression, the right

of publication and unrestricted access to information are the norm. And an internet on which the responsible user is entitled to feel safe. SIDN is not responsible or liable for the meaning or use of .nl domain names, or for the content or nature of associated websites or e-mails. Nevertheless, SIDN sees itself as having a part to play in promoting security and tackling criminality within the domains under its supervision. SIDN particularly wishes to see an appropriate balance struck between, on the one hand, freedom, openness and accessibility and, on the other, the exclusion of criminality. In other words, between the key factors in the internet's success and the need to protect the public from crime.

Independent expert

SIDN invests in the utilisation, application, quality and security of the internet in the Netherlands and beyond. Building on its expertise, SIDN wishes to broaden and deepen its role as an independent expert consultant to the government and to national and international players in the sector. It sees that role as embracing not only technical matters, such as DNS and IP, but also themes such as safety, privacy, identity management and internet governance. Knowledge is acquired and developed partly through applied research, undertaken with or by partners. SIDN then disseminates this knowledge.

Business model

SIDN markets its services through approximately 1,850 registrars based in the Netherlands and other countries, who in turn serve the .nl registrant community. Many registrars are internet service providers, who offer .nl domain registration as part of a package of

services, which may also include e-mail, web hosting, broadband internet access, VoIP and so forth. The registrants of .nl domain names are drawn from all sectors of the economy and include an increasing number of private individuals. For service providers and end users alike, the .nl domain is a familiar and dependable feature of the global internet landscape. It is the first-choice top-level domain for the vast majority of Dutch people, Dutch businesses and Dutch organisations.

International role

SIDN plays an influential role in international forums, such as ICANN (the Internet Corporation for Assigned Names and Numbers), CENTR (the Council of European National Top Level Domain Registries), the IGF (Internet Governance Forum), the IETF (Internet Engineering Taskforce) and RIPE NCC (Réseaux IP Européens Network Coordination Centre). SIDN is already one of the world's leading registries and intends to further consolidate its position.

Good corporate citizenship

SIDN seeks to demonstrate its commitment to the community through good corporate citizenship and sustainable commerce. Being a leading internet organisation, SIDN believes that it can make a significant contribution to the further development and general availability of the internet. SIDN therefore initiates, encourages and sponsors activities that enhance security, promote application and use and deter abuse. In the Netherlands and internationally, SIDN is both proactive and committed to encouraging and supporting the activities of others in the fields of internet

governance and sustainability. In this context, SIDN regards cooperation with public and private sector partners as the preferred basis for effective and coherent action.

Dispute resolution

SIDN has an independent Complaints & Appeals Board (C&AB). Under certain circumstances defined in the General Terms and Conditions, it is possible to appeal to the C&AB against decisions made by SIDN. As well as handling appeals, the C&AB considers complaints regarding domain names whose registration is considered to be inconsistent with public order or decency, in light of the way the name is used. In 2010, SIDN reviewed the existing Complaints and Appeals Regulations in consultation with the C&AB. This led to amendment, enabling a registrar to appeal if SIDN decides to unilaterally end its relationship with the registrar. SIDN also operates a dispute resolution system, which can be used in the event of a dispute between two registrants. This low-threshold option often enables people to avoid potentially costly court proceedings. In conjunction with the University of Tilburg, SIDN additionally runs the website www.domjur.nl, where details of legal cases involving domain names are published.

Developments and prospects

Internet use is an increasingly important part of everyday life in the Netherlands. Thirty-eight out of every hundred people have broadband, a higher proportion than in any other country. Over the last two years, average use increased by twelve minutes to 104 minutes per day. Often, internet use is combined with other forms of media consumption, such as TV viewing – so-called media meshing. Growth has been driven almost entirely by new internet activities, such as radio, social networking, TV (Uitzending Gemist – on-demand viewing of previously broadcast programmes) and watching movies. Dutch people spend an average of six hours a month on social networking sites, which are especially popular with young people. Thirteen-to-sixteen-year-olds are on sites such as MSN Messenger, Hyves and Facebook for more than an hour a day. That compares with less than five minutes a day that the average person in this age group spends reading newspapers or magazines.

[↪ see table page 20](#)

Continuing growth

The number of .nl domain names increased further in 2010. The rate of growth for the year was 14 per cent, in keeping with the general pattern of expansion seen in Europe's country-code domains. The largest relative growth was achieved by Montenegro, whose .me domain increased by 24.34 per cent.

Four-millionth .nl domain name registered

On Wednesday 18 August, at about noon, tomgoesusa.nl was registered. It brought the number of registered .nl domain names up to four million, just thirteen months after the threemillionth name was added. Between .nl's creation in April 1986 and December 2010, about six million unique domain names have been registered in total. About 1.8 million of these have not been kept in use by their registrants.

World's third biggest country-code domain

With more than four million registrations, the .nl domain is the third biggest of the world's 250 'country-code domains'. Only .de and .uk are larger. What's more, with almost one .nl domain name for every four people and 35 domains of all kinds for every hundred people, the Netherlands has the second highest domain name density in the world. Montenegro, which has 65 .me domains for every hundred people, is the only country with a higher ratio. The biggest concentrations of .nl registrants are in Amsterdam and around large university cities. The registrants of .nl domain names are based in more than 175 different countries.

Growing market share and increasing personal use

In 2010, .nl's share of the Dutch domain name market increased by almost 0.52 percentage points to 72 per cent. After .nl come .com, with 14 per cent of the Dutch market, and .eu, with 8 per cent. Every day, roughly 2,900 new .nl domain names are registered. In 2010 the .nl domain's net daily growth averaged 1,500

domain names: more than at any time in .nl's history. The ratio between personal and business registrations remained much the same in 2010. However, the use of a domain name to create a personal e-mail address increased by 25 per cent during the year.

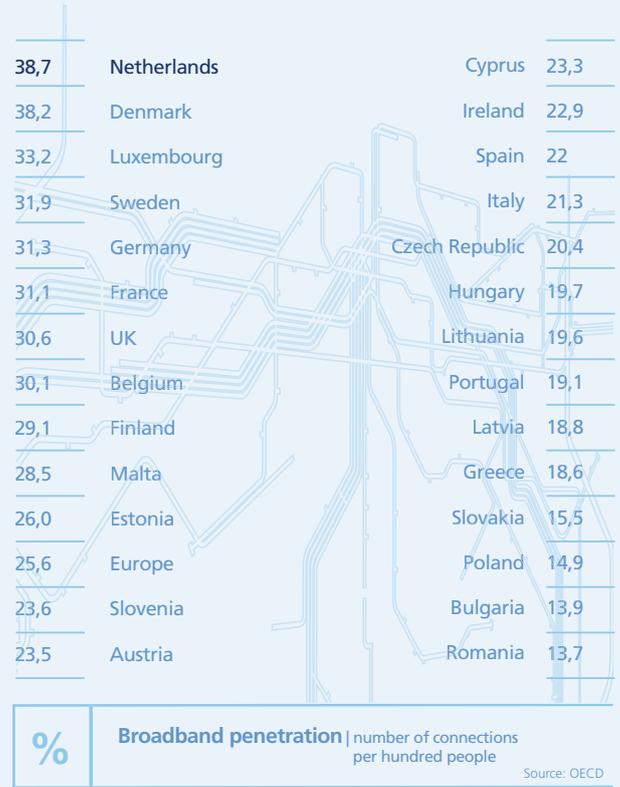
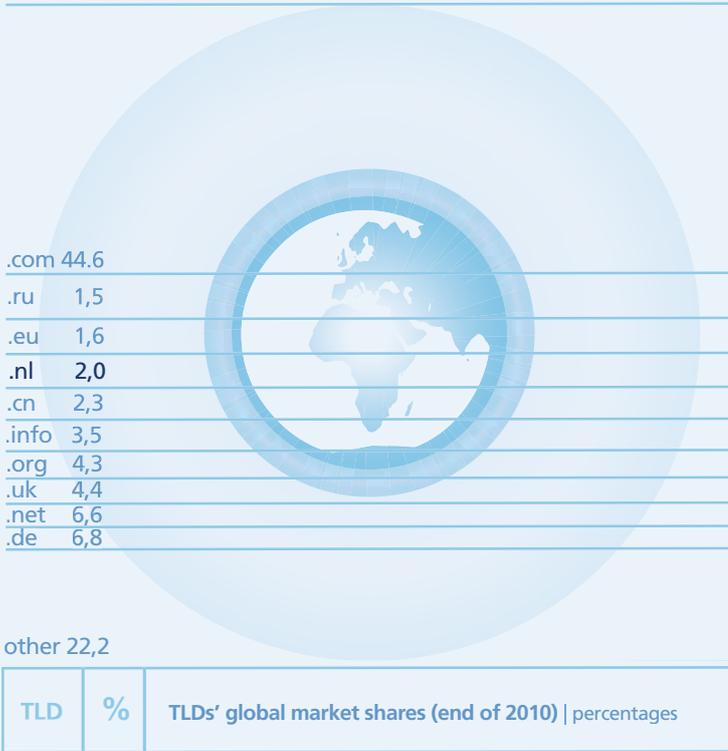
[↪ see table page 21](#)

Again one of the most secure TLDs

For the fourth year in a row, the Netherlands' top-level domain received a very positive security rating from McAfee. The US security software developer carries out an annual survey to establish how often internet users are confronted by malware, browser abuse, phishing, spam and suspect links in each of the TLDs. In 2010, McAfee looked at 27 million active domains, 600,000 of them within .nl. Compared with other TLDs of similar size, .nl is the most secure by far. The findings endorse SIDN's efforts to make .nl more secure. However, cyber criminals are resourceful and will always come up with new ways of continuing their fraudulent activities. SIDN is therefore committed to ongoing investment in the security of .nl.

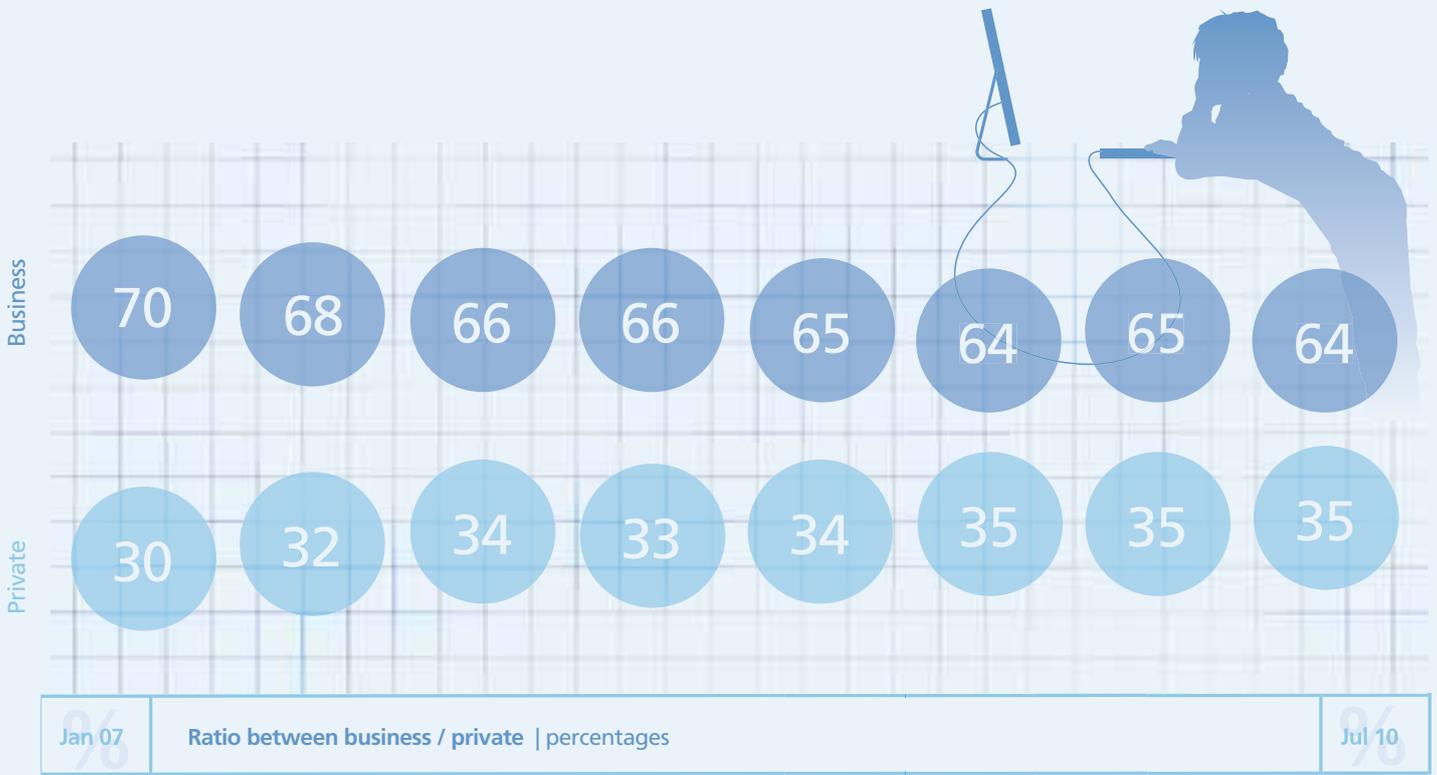
[↪ see table page 21](#)

Developments and prospects



Poland 87% Italy 82% Germany 58% Belgium 94%
 France 58% Denmark 94% UK 80%
 Russia 82% Norway 96% Sweden 93%
 Netherlands 84% European average (15 countries) 76%





0,1	Guernsey	GG	0,3	Greece	GR	0,4	France	FR	0,6	Czech Republic	CZ	2,1	Montenegro	ME
0,1	Croatia	HR	0,3	Luxembourg	LU	0,4	Austria	AT	0,7	UK	UK	3,2	Montserrat	MS
0,1	Ireland	IE	0,3	Italy	IT	0,4	Israel	IL	0,7	Moldavia	MD	3,4	Poland	PL
0,1	Switzerland	CH	0,3	Estonia	EE	0,4	Turkey	TR	0,7	Byelorussia	BY	3,5	Georgia	GE
0,2	Portugal	PT	0,3	South Africa	ZA	0,4	Sweden	SE	0,8	European Union	EU	3,7	Sao Tomé and Pr.	ST
0,2	Netherlands	NL	0,4	Hungary	HU	0,5	Iran	IR	0,8	Ukraine	UA	3,7	Romania	RO
0,2	Bulgaria	BG	0,4	Germany	DE	0,5	Lithuania	LT	0,9	Slovakia	SK	4,6	Former USSR	SU
0,2	Denmark	DK	0,4	Saudi Arabia	SA	0,5	UAE	AE	0,9	Serbia	RS	10,1	Russia	RU
0,2	Iceland	IS	0,4	Bosnia and Herzeg.	BA	0,5	Belgium	BE	1,1	Latvia	LV	12,1	Armenia	AM
0,2	Slovenia	SI	0,4	Finland	FI	0,5	Liechtenstein	LI	1,5	Kazakhstan	KZ	22,2	Cameroon	CM
0,3	Norway	NO	0,4	Spain	ES	0,6	S Georgia & S Sandw. Is.	GS	1,5	Morocco	MA			

% Weighted risk ratio (EMEA-region) from very secure to very insecure

Source: McAfee, Mapping the Mal-Web



10-03-2010

The Dutch Pirate Party is officially founded. The party campaigns on a small number of policy issues: restriction of intellectual property rights, reform of patent law and reinforcement of digital civil rights. The Pirate Party is affiliated to the Pirate Parties International (PPI), which supports similar groups in forty countries. The Dutch party models itself substantially on the Swedish Pirate Party – Sweden's second biggest political party in terms of member numbers. Although it has no seats in its national parliament, the Swedish Pirate Party secured 7.1 per cent of the vote in the European elections, thus winning a seat in the European Parliament. In the parliamentary elections on 9 June, the Dutch Pirate Party received 10,471 votes – not enough to secure any representation.



05-04-2010

Wikileaks publishes a video of a US helicopter attack in Bagdad in 2007. The video shows twelve Iraqi civilians, including a journalist, being killed. From 25 July, Wikileaks dominates the news. First, the whistle-blowing site releases 92,201 documents about the war in Afghanistan. On 23 October, it follows up with 391,832 items connected to the war in Iraq. Then the biggest revelation of all: 250,000 cables originally exchanged between Washington and US embassies around the world are released on 28 November. The disclosure is immediately condemned by the White House. Wikileaks' founder, Julian Assange, is subsequently arrested in the UK. Nevertheless, Wikileaks promises more revelations in 2011. Governments everywhere are undoubtedly feeling nervous.

Review of 2010

Introduction of DRS5

.nl domain names are registered using the Domain Registration System (DRS). The development of a new version of the DRS has been one of SIDN's key projects over the last few years. On 17 March 2010, the new system entered use. DRS5 featured fundamental changes to numerous processes; in total, about three quarters of the system was new. With real-time transaction processing, DRS5 represented a huge step forwards in terms of performance. Almost everyone at SIDN contributed to the finished product in one way or another. Extensive tests were performed throughout the development process and reviews and audits by external consultants were commissioned. A select group of registrars was invited to join the DRS-EPP Taskforce, which provided the developers with input. Their advice contributed significantly to the functionality and quality of the finished system. A blog was created and regional sessions were organised, thus enabling the wider registrar community to have a say as well. The feedback helped SIDN to ensure that DRS5 was aligned as closely as possible with the wishes of the registrar community.

EPP interface

The major new feature of DRS5 was its EPP interface, based on a global protocol for communication between registrars and registries. In the run-up to the launch of DRS5, SIDN identified several organisations willing to develop open-source EPP clients for .nl. An EPP client is a program that enables registrars to connect to the DRS's EPP interface quickly and easily. With the arrival of DRS5, the e-mail domain registration interface was

withdrawn, although transitional arrangements were put in place for six months. Since the new system came in, registrars have had the option of submitting applications and updates via the new EPP interface or the existing web interface.

EPP

EPP stands for Extensible Provisioning Protocol: an XML-based standard designed to improve communication between registrars and registries. DRS5 was developed following the protocol as closely as possible. Where departures from or additions to the protocol were required, the best practices of peer-group registries also active in the Dutch market (such as .eu, .com and .org) were followed.

No more forms

Since the introduction of DRS5, a signed form no longer has to be submitted to the registrar when a registration needs updating. That means no more paperwork when a domain name is transferred to another registrar, conveyed to a new registrant or its registration cancelled. Putting through such updates is therefore much quicker and easier.

Successful introduction of DNSSEC

Following ICANN's signing of the root zone with DNSSEC in June 2010, SIDN followed suit by signing the .nl zone at 26 minutes past midnight during the night of

22 to 23 August. The move – which entailed adding new records to the zone, including signatures and a public key – means that the authenticity and integrity of the data can be verified. Several weeks after the .nl zone was signed, its public key was published in the root. The operation went very smoothly.

SIDN started preparing for the introduction of DNSSEC as early as the latter part of 2008. In principle, the security extension could have been adopted sooner, but SIDN decided to wait until the root zone was signed. The strategy avoided the need for interim solutions and meant that the entire chain could be signed at one go. It was therefore regarded as the most efficient and secure way of bringing DNSSEC to the .nl zone. The introduction of DNSSEC is a significant event in the development of the internet. It also supports SIDN's strategy of making .nl one of the world's most secure internet domains and SIDN's determination to use its expertise to play a lead role in ongoing development of the DNS.



Friends & Fans-programme and OpenDNSSEC

For the benefit of people and organisations who already had experience with DNSSEC, SIDN launched a Friends & Fans programme in October. The programme gave registrants the opportunity to provide public keys for a small number of their domain names, which were

then added to the .nl zone file by SIDN. The first signed .nl domain names to be included in the .nl zone were sidn.nl, gigaport.nl and surfnnet.nl.

What is DNSSEC?

The existing DNS contains a number of vulnerabilities. As a result, it is possible for fraudsters to direct internet users to fake websites or to divert e-mail into the wrong hands. DNSSEC is an extension to the existing DNS, which enables internet service providers to check whether incoming DNS data is trustworthy. With DNSSEC, a digital signature is attached to DNS data that is sent over the internet. So, if a user's ISP has a DNSSEC resolver, the user can be sure that his or her computer is working with reliable information. DNSSEC therefore increases the reliability of the DNS. However, it is not a security panacea. DNSSEC cannot prevent typosquatting or phishing, for example. Internet users should always remain alert to the possibility of abuse.

The Friends and Fans Programme will continue until it is possible to secure all .nl domain names using DNSSEC. In addition, SIDN is participating in the international DNSSEC Industry Coalition and plays an active role in opendnssec.org, the organisation that is developing open source software for DNSSEC. The registry is involved in defining the parameters for the software and makes test capacity available.

However, added security cannot be achieved merely by the signing of domain names; it is also necessary for the signatures to be validated. That requires internet service providers to modify their DNS software. SIDN is working with various ISPs to promote DNSSEC validation.

Service availability

SIDN is committed to maximising the availability of its systems. In 2010, the availability of SIDN's resolving services was 100 per cent, as indeed it has been in all previous years. Implementation of the new domain registration system on 17 March 2010 necessitated a scheduled maintenance window of 26 hours. While the maintenance was in progress, it was not possible to register domain names. The Is, Whois and DNS check services remained available, however. On Monday and Tuesday 29 and 30 November, SIDN's domain registration system was hit by a number of serious faults, which affected both the primary and fallback systems. As a result, it was not possible to register domain names or to update existing registrations on the Monday evening or from the Tuesday morning through to the Wednesday morning. The prolonged duration of the outage was due to an unfortunate combination of events. The lessons learned have since led to a more adaptable contingency plan. Outside the scheduled maintenance windows, the DRS availability averaged 99.6 per cent in 2010.

Dispute resolution system fully digitised

SIDN amended the Dispute Resolution Regulations for .nl Domain Names with effect from 4 March. SIDN's dispute resolution system provides a swift, straightfor-

ward and inexpensive alternative to legal action for settling disputes involving .nl domain names. Under the system, disputes are decided by recognised, independent Dutch specialists in the law governing domain names and intellectual property. Following the regulation changes, much of the correspondence that was previously conducted by letter is now conducted by e-mail.

ISO27001 nomination

On 17 December 2010, SIDN was nominated for certification under ISO27001, an information security standard. In order to obtain ISO certification, SIDN has adopted a process-oriented approach to information security, which is now integral to the way the company works. SIDN is one of the first registries in the world to qualify for this prestigious recognition.



TÜViT certificate for DRS5

The software that forms the basis of the DRS5 domain registration system was awarded a TÜViT certificate in 2010. The certificate was issued by TÜV Informationstechnik GmbH (TÜViT) and the Software Improvement Group (SIG). The DRS5 software received four stars out of five and was highly rated for maintainability – reflecting how well the volume and complexity of the code had been managed. For registrars, the DRS's certification serves to highlight that they are working with a well-built and reliable system, which forms a solid basis for future development.

Research

During 2010, SIDN started two research projects in collaboration with Netherlands Organisation for Applied Scientific Research TNO. The first concerned the behaviour of applications in response to normal DNS error messages when DNSSEC is used. The second

focused on the attitude of major brand owners to new generic top-level domains. Both studies are still in progress.

Relocation drill

If SIDN's offices in Arnhem were rendered unusable by

Relocation drill report

On Saturday 13 November, SIDN held its annual relocation drill at COIN in Barneveld. The drill involves simulating and practising the emergency relocation of SIDN personnel.

07:45: fire

During the absence of CEO Roelof Meijer (part of the drill), a member of the management team is informed that part of SIDN's premises have been lost to fire. Following a conference call with the other MT members and staff present, the relocation procedure is set in motion. Personnel are updated and the relocation team logs on at relocation partner COIN. KPN is contacted and asked to divert calls to the alternative site. Because of a national problem (not part of the test) it takes 20 minutes to get through to KPN.

09:00: congregation

All the relevant personnel gather in SIDN's car park, then set off for Barneveld by car.

10:00: rapid log-in

The first of the relocated personnel have logged back in and R&S reachable by phone via the relocation centre's switchboard. Fictional clients start putting all kinds of questions to R&S, whose personnel provide appropriate answers. Within an hour, ICT has all the necessary equipment operating. Meanwhile, Communications has published information on the SIDN website and is ready to field press enquiries.

13:30: end of drill

fire or some other circumstance, service provision could be affected. Registration and resolving would continue uninterrupted, but services such as the helpdesk and complaint processing could suffer. Arrangements are therefore in place for SIDN to relocate its offices in an emergency. On 13 November, SIDN carried out a relocation drill to validate its switchover procedures. Inevitably, a few minor issues arose, but generally the drill was a success. Within three hours, SIDN's services were up and running from the alternative site.

Improved information provision

In 2010, SIDN further improved the provision of information to registrars and other stakeholders in the .nl domain. Innovations included the complete redesign of SIDN's website, the launch of a magazine called The.nlyst and the use of Twitter to communicate information about faults.

New SIDN website

On 4 March, SIDN rolled out a completely revamped version of its website. The primary aim was to provide information about SIDN's services in a more structured way, tailored to the various target groups. The new site has all the familiar features of its predecessor, plus a

number of new items, such as the SIDN Health Monitor. The Monitor is a utility that provides visitors with information about the performance of SIDN systems such as the Whois and the zone file update. The restricted-access registrars' area has been extended to include reports and performance summaries and, for example, lists of registrars that have been declared insolvent or struck off by SIDN. Invoices are now made available on-line as well. The implementation of a new content management system has also made the site considerably easier to maintain.

The.nlyst

The.nlyst

In October, SIDN launched The.nlyst, a magazine for everyone with a professional or personal interest in the .nl domain and the internet. The magazine provides a wealth of information about the .nl domain and the wider domain name world. The magazine also covers topical themes, such as DNSSEC and IPv6. The.nlyst is distributed free of charge to registrars and other stakeholders. Each edition is made available in digital form on the SIDN website as well.

Phishing Site Alert for registrars

Phishing – fraudulently attempting to obtain private information from people – is a serious threat. So, in 2010, SIDN introduced a SIDN Phishing Site Alert service. Provided at no extra charge, the service alerts registrars whenever websites that they host are





suspected of being linked to phishing activities. In 2010, nearly four thousand alerts went out. Rapid response by alerted registrars meant that numerous phishing sites were taken down, saving internet users a great deal of grief.

Revamped C&AB and DomJur sites

The C&AB has its own website at www.cvkb.nl, providing comprehensive information about the C&AB and its activities. During 2010, the website received a complete overhaul. So too did www.domjur.nl, a site where jurisprudence relating to domain name disputes is published. DomJur is the product of collaboration between SIDN and Tilburg University.

Construction on new office complex started

During the year under review, the Supervisory Board laid down and approved all the plans for purchase of a building plot for SIDN's new office complex, as well as for construction and fitting of the new premises on the IJsseloord 2 business park in Arnhem. On 6 September 2010, SIDN was therefore able to give the go-ahead for

work to start. The occasion was marked by unveiling of the project signboard at the development site. At the end of 2009, it had become apparent that suitable alternative premises could not be found on Arnhem's Buiten Business Park. Construction of new offices on IJ2 offered the greatest scope and the greatest flexibility going forward.

Expansion of services to registrars

The predominance of the .nl domain is down to the collective quality and continuity of the services provided by SIDN and its registrars. By expanding its services to registrars, SIDN wishes to increase the value of a .nl domain name to the registrant.

Consultation groups

SIDN wishes to involve registrars in important policy changes and to utilise input from this very important stakeholder group. Two consultation groups were therefore set up in 2010: the Technology Consultation Group and the Marketing & Communication Consultation Group. These groups give interested registrars the opportunity to talk to SIDN about its plans in the relevant fields.

New registrars' advisory body

During 2010, SIDN and representatives of the .nl registrars worked hard to develop proposals for the creation of a new registrars' advisory body. The registrars' representatives initiated the process of setting up a Registrars' Association (RA) to succeed SIDN's defunct Council of Registrars. The purpose of the new body will be to represent the registrars' interests in dealings with



19-05-2010

European Commissioner Neelie Kroes presents her Digital Agenda, intended to continue spreading the benefits of the digital era within Europe. Half of all European productivity growth achieved in the last fifteen years is down to the use of ICT. The Digital Agenda defines seven objectives, including faster connection speeds, enhanced security and more investment in R&D. About a hundred initiatives are planned for the first two to three years. They are expected to deliver numerous practical benefits, including quicker electronic transactions and billing. Although the Digital Agenda may be less prestigious than Kroes's previous Competition portfolio, it is nevertheless a very important field of policy: one of the European Union's focus initiatives.



26-09-2010

Iranian press agency IRNA confirms that the country's first nuclear power plant, currently under construction, has been hit by the Stuxnet virus. It is the first recorded incident of an industrial installation being affected by malware. Globally, Stuxnet infects more than 45,000 machines, most of them in Iran and Indonesia. The enormous amount of work needed to develop this sophisticated computer worm leads many people to suspect that its creation was state-sponsored. On the basis of information from certain anonymous US experts, the New York Times claims that Israel developed the virus with the object of frustrating Iran's nuclear programme. The virus fails to damage any important systems at the plant, but Iran's nuclear military ambitions are put back years. Stuxnet's deployment appears to mark the first outbreak of cyber warfare, raising the question: will international conflict one day be digital?

SIDN. The RA will be able to provide SIDN with advice, either on request or when the registrars consider it appropriate. The new body will also be involved in the appointment of one member of SIDN's Supervisory Board, with specific knowledge of the registrar community. Talks with a view to getting the new body off the ground will continue in 2011.

Amended Complaints & Appeals Regulation

Last year, SIDN and the Complaints & Appeals Board (C&AB) together took a critical look at the Board's existing procedures. They identified where procedural improvements could be made, how the grounds on which the C&AB judges cases could be clarified and whether changes were required in the C&AB's powers. The result was amended Complaints & Appeals Regulations. Under the new regime, registrars can appeal if SIDN decides to unilaterally end its contract with a registrar. Striking off a registrar can have a far-reaching impact on the registrar's business, so SIDN wanted to offer registrars a low-threshold procedure for having SIDN's decisions independently reviewed.

Registry fees reduced from 1 April

On 1 April 2010, SIDN revised its fee structure. A number of special fees, such as the fee for making an unfounded objection to a transfer, were withdrawn because they had been made redundant. In addition, the fees for various other transactions were cut.

New DNS check

SIDN has for a long time had a DNS check utility on its website, for verifying the technical set-up of a delegated

or as yet undelegated domain name. The utility checks whether the name servers are configured correctly and working properly. On 16 March, the old DNS checker was replaced with a new and considerably more sophisticated open-source utility. Features of the new utility include full support for IPv6 and DNSSEC. The DNS checker also verifies TCP connectivity and establishes whether the name servers support EDNS. What's more, it can be used to check domain names that don't end in .nl.

New products and services

New generic top-level domains

SIDN has been closely monitoring developments involving the opening of the root to new generic top-level domains. As the registry for .nl, SIDN – along with the Dutch government – is responsible for looking after Dutch interests in the context of those developments. During the year, SIDN also continued to prepare to enter the market as a registry service provider for new gTLDs. The preparations included working with TNO on the research projects described elsewhere in this report. SIDN maintains close contact with prospective gTLD operators in the Netherlands and elsewhere. SIDN currently supports such organisations in a consultancy role, but may in due course act for them as a back-end service provider.

Product versioning

In the development of new .nl-related products, features and services, SIDN's primary focus in 2010 was on enhanced services for registrars. The innovations will

enable registrars to offer improved services to their clients. Work was done on services in the fields of security, trademark and brand name protection and tools for suggesting available .nl domain names. The first of these new products will come on line in 2011.



ENUM

The internet and telephony are distinct worlds, each with its own systems. ENUM brings these two worlds together. The ENUM Foundation of the Netherlands administers the Dutch ENUM zone using SIDN's facilities. ENUM has been operational in the Netherlands since 26 March 2008.

Introduction of ENUM Discoverer

In January, SIDN presented ENUM Discoverer, the product of an open source project involving Catalyst (NZ), SIDN and the Internet Society of the Netherlands. The free Android application uses ENUM to expand the potential of a mobile phone's address book. Running in the background, ENUM Discoverer keeps the user updated when anyone in the phone's address book publishes new information about him/herself. The application also has various professional features for business users and privacy-conscious internet surfers, including automatic retrieval of public encryption keys. So users can be sure that their calls and messages aren't being intercepted.

ENUM survey

Between 2 and 22 February, SIDN surveyed developers and other stakeholders about their experience with ENUM and related communications media. The feedback showed that, amongst professionals, familiarity with ENUM was high. However, the continuing difficulty converting concepts into practical applications meant that respondents were still not entirely satisfied with the information available about ENUM. About half of them anticipated that technological developments and the rise of smartphones would drive demand for ENUM. The survey findings were presented at an information meeting on 2 March entitled ENUM Business Opportunities.

Development and promotion halted

Around the world, the public ENUM service has not fulfilled the great expectations that people had. Despite all the efforts of SIDN and its partners, the situation in the Netherlands reflects the global picture: the technology is available and works, the registration of ENUM domains is possible and has been widely promoted, and the potential for applications has been studied. Yet successful applications have not been developed and the technology therefore remains largely unused. About three years into the project, there are still very few ENUM registrations. During 2010, the decision was therefore taken to halt development and promotion activities. Naturally, resolving of registered ENUM domains continues and new domains can still be registered.

Implementation of 2008 Domain Name

Debate conclusions

In 2008, SIDN organised a Domain Name Debate to gauge opinion amongst .nl stakeholders regarding various policy issues. SIDN worked hard on implementation of the debate's conclusions throughout 2009. The process was to a large extent completed with the rollout of DRS5 in 2010.

Availability of Whois-data

As announced in 2009, SIDN introduced various changes to the Whois with effect from January 2010. The changes mean that less information about .nl registrants is publicly available.

Reservation of domain names

SIDN has made it possible to register a domain name without immediately having it included in the zone file. Details of such domain names are, however, published in the Whois.

Compulsory identity verification for updates

In 2010, in line with earlier announcements, SIDN changed the rules on compulsory identity verification in connection with updates to .nl registrations. Under the new rules, a registrar is still responsible for the accuracy of the information recorded at the time of registration and thereafter. Registrars must never register information that they know or suspect to be incorrect. They must also be able to demonstrate that registered data are correct if asked to do so by SIDN.

Revision of General Terms and Conditions

for .nl Registrants

The domicile address rules for .nl registrants based outside the Netherlands were revised. Since 17 March 2010, such registrants have automatically been deemed to have chosen SIDN's registered office address as their domicile address. Summonses and the like can therefore be served at that address. If a registrant is based outside the Netherlands, that fact is shown in the Whois.

International role

SIDN plays a leading role in international forums, such as ICANN (the Internet Corporation for Assigned Names and Numbers), CENTR (the Council of European National Top Level Domain Registries), the IGF (Internet Governance Forum), the IETF (Internet Engineering Taskforce) and RIPE NCC (Réseaux IP Européens Network Coordination Centre). In 2010, SIDN again attended meetings of these organisations and was involved in the organisation of several major international gatherings.



ICANN meeting in Brussels

ICANN administers the root zone and plays a leading role in the development of internet policy. For SIDN, ICANN is an important partner. ICANN meetings, which take place three times a year, give the Dutch registry the opportunity not only to influence global internet policy, but also to network and to exchange knowledge. The meetings, whose location is rotated

amongst the continents, are visited by roughly 1,500 internet stakeholders from all over world. Between 20 and 25 June, the 38th ICANN meeting took place in Brussels, with SIDN as one of the sponsors.



NGF and IGF

Once a year, the IGF organises a meeting, at which topics such as internet security, openness and privacy are debated on a global stage. To increase Dutch involvement in the IGF, and in preparation for the global forum, SIDN, ECPEPN and the then Ministry of Economic Affairs joined forces to organise a National Internet Governance Forum in 2010. The IGF was held in Vilnius in September, when – because of all the preparatory work – the Netherlands was well represented by politicians and others. In Vilnius, SIDN, the Ministry and ECP-EPN organised a workshop on the importance of public-private cooperation on internet security.



IETF78

The IETF (Internet Engineering Task Force) is the leading international community for open standards and is responsible for many of the most important internet protocols, such as TCP/IP, e-mail, instant messaging, VoIP, 3G and IPv6. The group is concerned with the evolution of internet architecture and with making the

internet work better. The IETF meets three times a year. From 25 to 30 July, the 78th IETF meeting was held in Maastricht – the second time the IETF had met in the Netherlands. SIDN supports the IETF and was the event's principal sponsor and host. Previous hosts have included Google and Microsoft. Topics discussed included the optimisation of IPv6, DNS and peer-to-peer networks, and the internationalisation of domain names and e-mail addresses. Another important item on the agenda was the security and vulnerability of an open internet. Over the meeting's five days, numerous working groups addressed specific problems and solutions in morning and afternoon sessions.

World Congress on Information Technology

SIDN was one of the partners at the seventeenth World Congress on Information Technology (WCIT), held in Amsterdam in May. The WCIT is the world's biggest gathering devoted to IT. The three-day congress was attended by 2,000 captains of industry, academics and politicians from more than eighty countries, who exchanged views regarding the various challenges that imply global ICT change. Speakers included Maria van der Hoeven, then Minister of Economic Affairs, European Commissioner Neelie Kroes and India's Minister for Communication and Technology.

GOVCERT Symposium

Since 2009, SIDN has been a member of GOVCERT, the Dutch government's Computer Emergency Response Team. GOVCERT provides government organisations with ICT and information security support services, such as prevention, alerting, advice, knowledge sharing and monitoring. It is also active in security incident prevention and response. As a member of GOVCERT, SIDN has access to an international network of CERT organisations. SIDN was a sponsor of and provided a speaker for the two-day GOVCERT Symposium, held in Rotterdam in November 2010.

Internal organisation

Personnel policy

SIDN aims to bring out the best in people by providing an inspiring working environment, in which it is a pleasure to work, cooperate and develop as individuals, while also bringing added value to the organisation and its clients. In keeping with this goal, SIDN continued to strive for enhanced employee satisfaction in 2010. Large sums were invested in personnel development through education and training and further steps were taken to modernise the terms and conditions of employment. Naturally, every effort is being made to create an inspiring and effective working environment in the new office complex.



15th in Best Employer Awards 2010

SIDN places a lot of emphasis on employee satisfaction and aims to create a working environment in which people can take pleasure in what they do. Therefore, every so often, the organisation commissions an independent survey to gauge the actual level of satisfaction in the workforce. It is an approach that is clearly bearing fruit. In 2008, SIDN's employee satisfaction score was 7.2 out of 10, but by 2010 it had gone up to 8. That score earned SIDN fifteenth place in the Best Employer Awards 2010, for organisations with fewer than a thousand staff. The awards are based on the results of an independent survey by research bureau Effectory. SIDN was also in the top twenty on the leadership and engagement themes. Further evidence that SIDN is a positive, stimulating place to work comes from the weblogs written by the organisation's employees. At www.werkenbijsidn.nl, a number of contributors provide personal insights into life at SIDN. The site gives outsiders an impression of the atmosphere and culture at 'the company behind .nl'.



Staff Council

In 2010, the Staff Council dealt with six approval requests and three requests for advice. In some cases, SIDN was not under a legal obligation to consult the

Staff Council. The fact that SIDN nevertheless did so emphasises that the Council is perceived as a useful discussion partner on a general level. Topics considered by the Staff Council included SIDN's relocation and the performance appraisal system used within the organisation. For its part, the Council seeks to optimise working conditions within the organisation, for the benefit of employee and employer alike. With a view to enhancing the Council's ability to contribute to SIDN's operational wellbeing, several members attended a two-day training course in March. In addition, the secretary followed a special course for people in that particular role.

CRM, new intranet and document information system

In 2009, SIDN implemented a new CRM system for the centralised storage and retrieval of registrars' details. The new system improves SIDN's client knowledge, thus creating a basis for enhanced service provision. Development of the CRM continued in 2010. SIDN also began work on setting up a new intranet and associated document information system. These new systems will enhance SIDN's readiness for future developments.



20-10-2010

Zeist witnesses the first entirely crowd-sourced and crowd-funded marriage. René Hoksbergen and Jannetta Dorsman make their vows at a 'twedding', planned and organised entirely using Twitter. The extraordinary sequence of events begins when René proposes to Jannetta in a tweet. And she accepts the same way. Spontaneous offers to help with the wedding soon start arriving from the couple's Twitter followers. Wedding planners and photographers offer their services. And the social networking medium is used to arrange outfits, a cake, a reception venue and a honeymoon. Not to mention a party for hundreds of twitterers. Naturally, coverage of the ceremony and the party are streamed live. And the wedding is simulated in Second Life. The proceedings secure media attention from all over the world, prompting people to wonder whether other tweddings will follow.

17-11-2010

Sex.com, perhaps the best-known domain name in the world, is sold for 13 million dollars (9.5 million euros) to Clover Holdings, based on the Caribbean island of St Vincent. However, Escom – the company selling the name – paid 14 million dollars for it back in 2006. So the resale does not represent a profitable transaction. Indeed, it follows Escom being declared bankrupt. Sex.com has previously been the subject of several court cases, enabling internet journalist Kieren McCarthy to devote a whole book to the subject. What the new owner plans to do with the domain name, remains unclear.

Quercus



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s Online, he is a noted blogger, having co-
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Community involvement

SIDN is responsible for the functional stability and development of the .nl internet domain. Because .nl domain names are so important to the economy and to the fabric of society in the Netherlands and beyond, this role carries great social responsibility. SIDN is at the very heart of the community and seeks to demonstrate its commitment to the community through activities in the fields of internet governance, technology and a sustainable and secure internet. As well as continuing its partnerships with groups such as the Reporting Hotline for Internet Child Pornography, BIND10 and the Advertising Fraud Support Centre, in 2010 SIDN

introduced the SIDN Internet Awards.

SIDN Internet Awards 2010

SIDN believes that it has a social responsibility to invest in the technical and social development of the internet. Important themes include the security and reliability of the internet and widening internet access and use. The SIDN Internet Awards were introduced to reward and encourage such development. On 25 November, the first SIDN Internet Awards were presented during the ECP-EPN Annual Congress. The awards were divided across five categories.

The winners of the SIDN Internet Awards



'Government and citizens in dialogue' category: Verbeterdebuurt.nl (a website whose name means 'Improve the neighbourhood') provides an application that allows people to draw attention to local problems and share them over the internet. The site facilitates communication between local people and the municipal authorities.

'Everyone on line' category: SNS Bank's no-threshold internet banking service provides access to online financial services for people with functional disabilities.

'The power of the network' category: Zwolle Sports Foundation publicises everything sports and exercise-related that local people are involved in: from entertaining live commentaries and announcements about club evenings, to video and photographic reviews.

'A secure internet' category: MyBee is a browser that enables children up to the age of about eight to surf the net easily and safely. The MyBee editorial team maintains a whitelist of websites that are suitable for the age group.

'The internet and the environment' category: The jury decided not to award a prize in this category. Nevertheless, the entry 'SRE for data centres' did receive a commendation.



Winners of the IPv6 Awards

'Internet Service Providers' category: XS4ALL In its ISP role, XS4ALL offers native IPv6 to its clients. Both the pilot project and the main launch attracted a lot of media interest. The initiative has therefore boosted awareness of IPv6.

'Business' category: GeenStijl This popular site has been running on IPv6 since 2009. In 2010, affiliated sites such as Dumpert.nl were migrated to native IPv6 as well.

'Government & Not-for-profit' category: Ministry of General Affairs The new pan-governmental website www.rijksoverheid.nl, which replaces the sixteen corporate websites operated by the separate government ministries on 1 January 2011, is supporting IPv6 from the outset.

'Education & Research' category: Twente Students' Net Twente Students' Net migrated the University of Twente students' internet access services to IPv6 and documented the project in a way that won the jury's praise.

'Publication & Educational Curriculum' category: NGN The network for ICT professionals produced 'The IPv6 Manual for the IT Professional'. The publication was admired by the jurors for its relevance, scope and impact.

Commendation award: Pieter-Tjerk de Boer De Boer's efforts in the field of telematics at the University of Twente deserved a commendation award. The jury was particularly impressed by his original idea of making study material accessible only using IPv6.

IPv6 Awards

At the start of February 2011, the last blocks of IPv4 addresses were allocated to the regional internet registries (RIRs) by IANA. By the end of 2011, the stocks held by the RIRs will have run out, after which the shortage of IPv4 addresses will start to be felt. As the successor to IPv4, IPv6 is the solution to this problem. Dutch businesses, internet service providers, government bodies, educational establishments and private individuals must recognise that they are going to have to switch over to the new system very soon and that they can and should take appropriate action. The IPv6 Taskforce

introduced the IPv6 Awards as a way of rewarding the achievements of IPv6 pioneers and thus raising awareness of the need to adopt the new protocol. 2010 was the second year of the IPv6 Awards, with SIDN sponsoring the 'Internet Service Provider' category prize. At the award ceremony, it was announced that IPv6 had been added to the government's 'apply or explain' list for open standards. This means that IPv6 functionality has to be considered in the context of all government purchasing and modification plans. SIDN was naturally very pleased to hear of this latest initiative to promote the use of IPv6.

Summer School on Internet Governance

Over the years, SIDN has built up a great deal of valuable knowledge, which it is happy to share within the Netherlands and internationally. One way that this is done is by sponsoring and providing didactic input to the Summer School on Internet Governance (SSIG). The SSIG helps students, academics and others to gain a better understanding of global internet governance and to build up a comprehensive, structured picture of the issues involved. Since 2008, SIDN has sponsored the EURO-SSIG in Meissen, Germany; since 2009 we have also sponsored the SOUTH-SSIG in South America. At each Summer School, an SIDN lecturer describes our vision of corporate governance. In addition, SIDN funds a bursary scheme that enables several students from developing countries to attend the school.

ECP-EPN Annual Congress

SIDN is a member of ECP-EPN, a platform for government bodies, businesses and community institutions, which works to create the conditions and parameters necessary for development of the information society. SIDN sponsored and was represented at the ECP-EPN Annual Congress, held in Scheveningen on 17 November. The Congress also incorporated the SIDN Internet Awards and the IPv6 Awards.

Digivaardig & Digibewust

Digivaardig & Digibewust is an ECPEPN programme designed to reduce the number of people with low levels of computer literacy and to promote the responsible and safe use of digital resources. The programme is supported by SIDN, the Ministry of Economic Affairs,



Agriculture and Innovation, the European Commission and various companies. In 2010, Digivaardig & Digibewust developed a game called 'Think before you post' to make young people more aware of the risks associated with sharing personal information on the internet. The game was developed in connection with Safer Internet Day, an annual pan-European event that focuses attention on safe internet use by young people.

SplitsZ

Since the end of 2009, SIDN has sponsored SplitsZ, an educational game involving social media and Web 2.0 applications for pupils and teachers in primary and secondary education. SplitsZ is intended to let young people see what skills they need to make good use of social networks. SplitsZ was launched on 30 November 2010 at a seminar devoted to media awareness, young people and creativity.

BIND10

In 2010, SIDN continued to contribute financially to the development of BIND10, the open-source freeware for name servers. The existing version of BIND, version 9, is used on millions of name servers around the world, but is increasingly out of step with modern user expectations, software, technology and computer architecture. BIND10 will have a modular structure, in order to take full advantage of the opportunities afforded by open-source development and to address certain shortcomings. SIDN also sits on the BIND10 steering

committee which monitors the progress and quality of the project.

Survey of 'green-hosted'.nl domain names

Increasing internet use is one of the factors driving up the global demand for energy. In April 2010, SIDN teamed up with Cleanbits, the organisation that works to promote a green internet, to investigate what proportion of .nl domain names were hosted on a green or CO2-neutral basis. The results show a strong trend towards the 'greening' of the .nl internet zone. Nearly 30 per cent of .nl names were found to have green hosts. That is more than twice the percentage identified in the 2009 survey, which revealed that 11% of the .nl zone was green-hosted. To be counted as green, a host had to use only green energy, or offset its CO2 emissions by, for example, afforestation. Cleanbits and SIDN continue to monitor progress towards a sustainable internet closely and therefore intend to repeat their survey in 2011. Many of SIDN's own servers run on green energy run on green energy, and the organisation's 'grey' energy consumption is offset by funding afforestation.

Platform for Internet Security and the Notice and Take Down Working Group

SIDN is a member of the Platform for Internet Security, a public-private partnership that seeks to make a structural contribution to internet security. Focusing on strategic issues, the platform seeks to define the agenda and set an example by translating social trends into concrete initiatives. So, for instance, the platform is investigating the scope for filtering and blocking the

distribution of child pornography. The Notice and Take Down Working Group comes under the platform's umbrella. Its function is to administer the Notice and Take Down Code introduced in 2008 and to share knowledge and experience relating to the Code. SIDN was one of the prime movers behind the Code.

Staff-led sponsorship

Every year, SIDN makes available € 500 for each member of staff, to be used in the sponsorship of a community project that the individual staff member feels an affinity with. In this way, SIDN develops ties with its workers' social settings. These small-scale local activities also help to create familiarity with the SIDN name in the region, which is valuable in the context of personnel recruitment. Local programmes that benefited from this scheme in 2010 include the Spieren voor Spieren (Muscles for Muscles) foundation, the library-centred campaign Nederland leest ('The Netherlands Reads'), the Clinipilots Foundation and a project to purchase new computers for a primary school.



Reporting Hotline for Internet Child Pornography

SIDN sponsors the Reporting Hotline for Internet Child Pornography, a private foundation that works to tackle the distribution of child pornography on the internet. The Hotline is the only organisation other than the police working in this field in the Netherlands. It is also supported by the Ministry of Security and Justice and the European Commission.

Bits of Freedom

Since 2010, SIDN has sponsored the foundation Bits of Freedom, which works to promote freedom and privacy on the internet.

SIDN achieved a great deal in 2010. The realisation of DRS5 and the implementation of DNSSEC brought two major projects to a close. SIDN also completed a variety of other tasks that it had set itself in preceding years. As a result, SIDN is in a position to turn its full attention to the future. Nevertheless, 2011 will inevitably be a year when thoughts also return to the past. Because, in 2011, SIDN celebrates reaching two important milestones: the organisation's own fifteenth anniversary and the .nl domain's silver jubilee.

Plans for 2011

New accommodation

Before the end of 2011, SIDN expects to move into new premises. The complex on Arnhem's IJsseloord 2 Business Park will form an inspiring setting to work in. The accommodation will be designed and equipped to provide good facilities, to support flexibility, openness and collaboration and to ensure first-rate security. Sustainability will be an important architectural criterion: SIDN's new home will have various energy-saving and carbon footprint-reducing features.

Operational excellence

In 2011, SIDN will continue to work on the optimisation of its services. Steps will be taken to create a flatter and more stable infrastructure, for example, and there will be considerable investment in new hardware. In connection with the ISO27001 certification process, it will be necessary to embed procedures and assure the necessary quality levels.

Registrar satisfaction in 2011

In 2010, registrar satisfaction was a lot higher than it had been the previous year. Both the introduction of DR55 and communication concerning the new registration system contributed significantly to the improvement. Communication regarding faults and the user-friendliness of the web interface and transfer process were highlighted as points that still require attention. SIDN has taken note of the feedback received and immediately addressed various issues. Projects aimed at improving the transfer process and web interface have already been set in motion. Furthermore, registrars will in future be more closely involved in the plan-

History of the internet in the Netherlands

SIDN will mark .nl's silver jubilee on 25 April 2011 in various ways. A special website www.de25jaarvan.nl has been created, where well known Dutch people and ordinary members of the community can post anecdotes describing their experiences with .nl and the internet. This will gradually lead to the compilation of a unique history of the internet in the Netherlands. The best stories from the site will be included in a special magazine, due to appear in the summer of 2011.



ning of changes; there will be contact with the various consultation groups at all appropriate junctures and the registrar community as a whole will have the opportunity to express its opinion of proposed process changes through questionnaires. The survey of registrars' satisfaction with SIDN's services and the performance of SIDN's products will be repeated in 2011.

Development of new products

SIDN is working hard to expand its service offering and develop new products. A number of those products are already at an advanced stage of development, including an application that provides registrars with an up-to-date summary of all the domain names that have been registered in the past, but subsequently cancelled. This application will work as a suggestion tool,

providing registrars with new domain name ideas that can be put to clients. Another innovative service will automatically alert a registrant whenever a .nl domain name is registered incorporating the service-user's brand name. By providing such distinctive products and services to registrars, SIDN hopes to make .nl domain names even more attractive.

DNSSEC

All around the world, interest in DNSSEC is increasing. At the start of 2011, only twenty top-level domains had been signed, but within a few months the number had risen to sixty. In March 2011, .com is being signed and the expectation is that use of the protocol will continue to grow. SIDN intends to proceed with the introduction of DNSSEC on a staged basis, with a view to ensuring that the .nl zone always remains accessible. The process should be completed before the end of 2011.

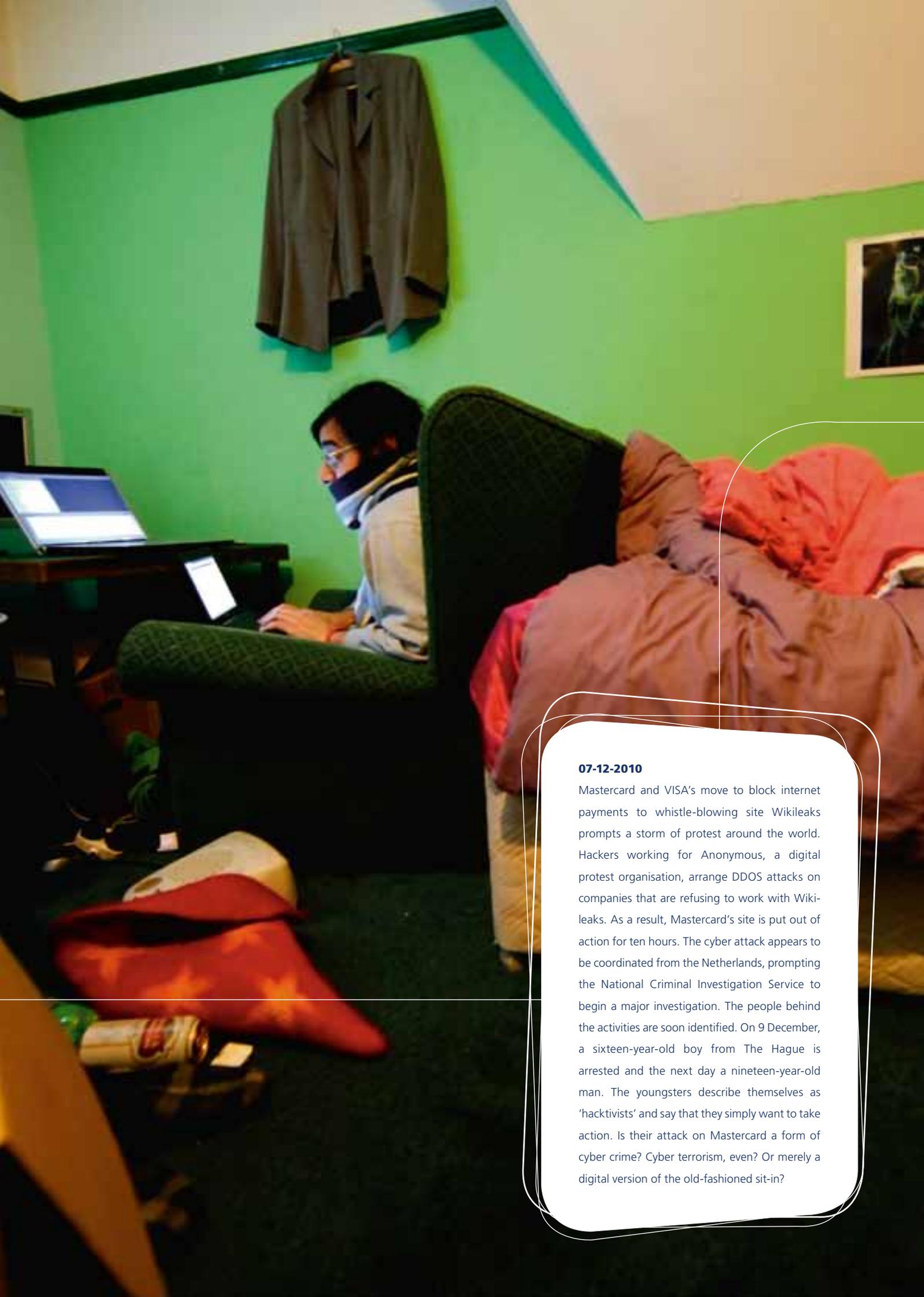
R&D programme

SIDN is committed to using its knowledge and skill to help enhance the quality and security of the internet in general and the .nl domain in particular. The research undertaken in conjunction with TNO is an example of this philosophy at work. In 2011, SIDN will expand its role as an expert partner for stakeholders by establishing an R&D programme. A research manager will be appointed and partnerships sought with external knowledge institutes.

Employee satisfaction

In 2011, employee satisfaction will once more be a focus for SIDN. The points identified in 2010 as war-

ranting attention will be addressed and a fresh satisfaction survey organised. The aim is to repeat the achievement of the last two years and once more figure amongst the best employers in the Netherlands. In addition, a Fit & Healthy programme will be developed during the year.



07-12-2010

Mastercard and VISA's move to block internet payments to whistle-blowing site Wikileaks prompts a storm of protest around the world. Hackers working for Anonymous, a digital protest organisation, arrange DDOS attacks on companies that are refusing to work with Wikileaks. As a result, Mastercard's site is put out of action for ten hours. The cyber attack appears to be coordinated from the Netherlands, prompting the National Criminal Investigation Service to begin a major investigation. The people behind the activities are soon identified. On 9 December, a sixteen-year-old boy from The Hague is arrested and the next day a nineteen-year-old man. The youngsters describe themselves as 'hacktivists' and say that they simply want to take action. Is their attack on Mastercard a form of cyber crime? Cyber terrorism, even? Or merely a digital version of the old-fashioned sit-in?

15-12-2010

Facebook founder Mark Zuckerberg is chosen as Time magazine's Person of The Year. Other nominees include Sarah Palin, Julian Assange, the Chilean miners, Lady Gaga, Apple chief Steve Jobs and Afghan president Hamid Karzai. Time commends the 26-year-old Zuckerberg for, amongst other things, bringing more than a half billion people in contact with one another. According to the magazine, Facebook has changed the way we live. Time's accolade is by no means the only attention that Zuckerberg gets in 2010. On 1 October, *The Social Network*, a film about Facebook's early days, has its premiere. And, on 3 October, Mark Zuckerberg's voice features in the popular cartoon series, *The Simpsons*. Meanwhile, the number of Facebook users rises every day.



Financial summary

In 2010, SIDN secured a positive result of € 3,178,494 after tax (2008: € 2,783,639). The surplus is to be allocated to the general reserve, thus increasing SIDN's equity capital at the close of 2010 to € 17,703,195, compared with € 14,524,701 twelve months earlier. The equity capital serves as a financial buffer, which helps to assure the organisation's continuity. The size of the financial buffer needed is related to the organisation's structural cost base. Because that cost base has risen over the years, as the organisation has grown and the quality and stability requirements placed upon it have become greater, so it has been necessary to increase the financial buffer.

The operating result for 2010 was € 543,000 higher than the 2009 result. Turnover rose by € 1,829,000 (+13 per cent) year on year, thus exceeding the organisation's cost growth of € 1,286,000 (+12 per cent).

The annual turnover growth of 13 per cent was attributable largely to the increase in the number of registered domain names. At the end of 2010, there were approximately 4,200,000 names in the register, compared with about 3,700,000 a year earlier (+14 per cent). The associated turnover growth was € 1,848,000. As a result of a decline in the number of registrars (-5 per cent), registrarship fee income fell by € 90,000 compared with 2009. The turnover generated by other types of transaction was up by € 128,000 on 2009. In 2010, € 335,000 was paid to registrars in the context of the discount scheme (2009 € 240,000).

Overall personnel costs rose by € 493,000 (+10 per cent). Wages and salaries (including pension and social security costs) rose by € 440,000, mainly because of the increased average size of the workforce (up from 57 people at the end of 2009 to 66 by the end of 2010). In 2010, more use was made of temporary agency staff, due to the need to replace people on prolonged sick leave and the temporary need for additional capacity (+ € 162,000). Other personnel costs fell

(- € 109,000), mainly because SIDN received a payment from its health insurer in respect of the loss of income suffered by personnel on prolonged sick leave. The average number of people in service during the year was 58, compared with 53 in 2009. A year-on-year fall of € 145,000 was recorded in depreciation costs, reflecting the accelerated depreciation of DRS4 components included in the 2009 accounts, ahead of that system's withdrawal from service on 17 March 2010.

SIDN's other operating expenses rose by € 938,000. The contracting out of ICT services resulted in higher system costs (+ € 502,000). Expenditure on marketing and communication activities also went up sharply (+ € 429,000) due to the launch of a new website and sponsorship of a number of events and initiatives, including ICANN and IETF. Preparations for the celebration of .nl's silver jubilee and fifteen years of SIDN were also started. A net fall of € 198,000 was recorded in expenditure on consultancy services in 2010. In 2009, a lot of expenses were incurred in connection with the development of DRS5. Relatively little expense was incurred in connection with the implementation of DRS5 in March 2010. The increase in other consultancy services is attributable to the commissioning of outside support in connection with the establishment of a Registrars' Association; consultancy in connection with ICT projects (including DNSSEC) and ISO27001 certification. Other expenses rose (+ € 205,000), primarily on account of the insolvency of a debtor and devaluation of the loan to ENUM.

The reported value of the tangible fixed assets under development includes the purchase of the site for business premises and the realisation of those premises on the IJsseloord 2 Business Park. The purchase price of the site and the instalments of the realisation costs already invoiced together amount to € 2,410,000. The off-balance-sheet liabilities associated with realisation of the premises total € 3,957,000.

Balance sheet as at 31 December 2010 (before appropriation of profit)

	31 December 2010		31 December 2009	
	€	€	€	€
<i>Fixed assets</i>				
Tangible fixed assets				
Machinery and equipment	1,560,560		844,528	
Other fixed business assets	722,991		562,851	
Tangible fixed assets under development	2,439,406		815,073	
		4,722,957		2,222,452
Financial fixed assets		0		0
<i>Current assets</i>				
Receivables				
Debtors	156,261		104,875	
Taxes and social security contributions	570,147		0	
Other receivables	1,067,103		932,955	
		1,793,511		1,037,830
Liquid assets		14,169,013		13,695,138
		20,685,481		16,955,420

Liabilities as at 31 December 2010 (before appropriation of profit)

	31 December 2010		31 December 2009	
	€	€	€	€
Equity capital				
General reserve	14,524,701		11,741,062	
Annual result	3,178,494		2,783,639	
		17,703,195		14,524,701
Provisions		0		0
Short-term liabilities				
Liabilities to suppliers	1,780,077		862,160	
Taxes and social security contributions	630,403		811,216	
Other liabilities	571,806		757,343	
		2,982,286		2,430,719
		20,685,481		16,955,420

Profit-and-loss account for 2010

	2010		2009	
	€	€	€	€
Net turnover		16,056,566		14,227,235
Cost				
Wages and salaries	4,233,906		3,887,114	
Pension charges	524,104		467,608	
Other social costs	437,493		347,934	
Depreciation of tangible fixed assets	915,556		1,060,630	
Other operating expenses	5,980,353		5,041,815	
		12,091,412		10,805,101
Operating result		3,965,154		3,422,134
Financial income and expenditure		260,581		298,086
Result from ordinary operations before taxation		4,225,735		3,720,220
Taxes		(1,047,241)		(936,581)
Net result		3,178,494		2,783,639

Cash-flow statement for 2010

	2010		2009	
	€	€	€	€
Cash flow from operating activities				
Operating result		3,965,154		3,422,134
<i>Adjustments for</i>				
Depreciation of tangible fixed assets	915,556		1,060,630	
Movement in provisions	0		0	
		915,556		1,060,630
<i>Movement in working capital</i>				
Receivables	(755,681)		114,951	
Short-term liabilities	551,567		554,129	
		(204,114)		669,080
Operating cash flow		4,676,596		5,151,844
Interest received	260,581		298,086	
Corporation tax (paid) / received	(1,047,241)		(936,581)	
		(786,660)		(638,495)
Cash flow from operating activities (to carry forward)		3,889,936		4,513,349

Cash-flow statement for 2010				
	2010		2009	
	€	€	€	€
Cash flow from operating activities (carried forward)		3,889,936		4,513,349
Cash flow from investment activities				
Investments in tangible fixed assets	(3,416,061)		(1,124,943)	
Long-term lending	0		0	
Cash flow from investment activities		(3,416,061)		(1,124,943)
Increase / (decrease) in funds		473,875		3,388,406
Movement in funds				
Funds as at 1 January		13,695,138		10,306,732
Increase / (decrease) in funds		473,875		3,388,406
Funds as at 31 December		14,169,013		13,695,138

Auditor's report

To: the Executive Board and Supervisory Board of the Foundation for Internet Domain Registration in the Netherlands

The accompanying financial summary, consisting of the balance sheet as at 31 December 2010, the profit-and-loss account for 2010 and the cash flow statement for 2010, plus accompanying notes, are based upon the annual accounts of the Foundation for Internet Domain Registration in the Netherlands, of Arnhem, for 2010, which we have previously audited, and regarding which we issued an unqualified auditor's report on 30 March 2011. Neither the said annual accounts nor this summary of them contain any reference to events that have occurred since we issued our auditor's report on 30 March 2011. The financial summary does not contain all the information that is required under Title 9, Book 2, of the Dutch Civil Code (BW). Hence, perusal of the summarised annual accounts does not suffice as an alternative to perusal of the audited annual accounts of the Foundation for Internet Domain Registration in the Netherlands.

Responsibilities of Executive Board and Supervisory Board

The Executive Board and Supervisory Board of the foundation were responsible for production of the summary of the audited annual accounts, in accordance with the accounting principles used for preparation of the annual accounts of the Foundation for Internet Domain Registration in the Netherlands for 2010.

Responsibilities of the auditor

It has been our responsibility to form an independent opinion of the financial summary on the basis of the audit activities that we undertook in accordance with Dutch law, including Standard 810, 'Orders pertaining to the reporting of financial summaries'.

Opinion

It is our opinion that the said financial summary is consistent in all material respects with the audited annual accounts of the Foundation for Internet Domain Registration in the Netherlands for the year ended 31 December 2010 and with the principles upon which those annual accounts are based.

Arnhem, 30 March 2011, PricewaterhouseCoopers Accountants N.V.

Original signed by
A.Th. van den Berg RA

Directors and officers

Directors and officers as
at 31 December 2010

Chief Executive Officer

Roelof Meijer

Supervisory Board

Eddy Schuyer, Chairman

Fred Eisner

Erik Huizer

Rob Matthijssen

Hanneke Slager

Christiaan van der Valk

Michiel Westermann

Complaints & Appeals Board

Ary-Jan van de Meer, Chairman

Remy Chavannes

Dick van Engelen

Bert-Jaap Koops

Dirk van Roode

Huib Gardeniers, Secretary

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