

Frequently Asked Questions

.EU Domain Registration Service



Q: Are there eligibility requirements for registering .eu domain names?

A: Yes. EURid, the registry for .eu, established eligibility requirements for registering .eu domain names. To register for a .eu domain name, the registrant must be an/a:

- entity having their registered office, central administration or principle place of business within the European Union;
- organization established anywhere within the European Union; or
- naturalized citizen resident within the European Union.

Q: What countries belong to the European Union?

A: The following countries are member states of the European Union. Registrants must have a physical address located in one of the member states listed below:

Aland Islands
Austria
Belgium
Cyprus
Czech Republic
Denmark
Estonia
Finland

France
French Guiana
Germany
Gibraltar
Greece
Guadeloupe
Hungary
Ireland

Italy
Latvia
Lithuania
Luxembourg
Malta
Martinique
Poland
Portugal

Reunion
Slovakia
Slovenia
Spain
Sweden
The Netherlands
United Kingdom

Q: When did the .eu extension become available for general registrations?

A: The .eu extension became available for general registrations on April 7, 2006.

Q: What are the registration terms for .eu domain names?

A: Domain names with the .eu extension can only be registered for a period of one (1) year. The registration term begins when the domain name becomes active.

Q: Can I transfer .eu domain names from one registrar to another registrar?

A: Yes. You can execute a Change of Registrar Agreement (CRA) for .eu domain names when the domain name becomes active. Please note that when a .eu domain name is transferred to Network Solutions, the domain's creation date changes to the day of its transfer, which means the remaining time on the domain's existing term is not transferred. CRAs for .eu domain names are not supported through the Partner Portal. To initiate a CRA for .eu domain names, e-mail premiersupport@networksolutions.com. A Partner Support representative will send you instructions and the required forms that need to be signed by the registrant and faxed back to Network Solutions*.

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Q: Can I transfer .eu domain names from one customer to another customer?

A: Yes. You can execute a Registrant Name Change Agreement (RNCA) for .eu domain names when the domain name becomes active. RNCAs can be used if the registrant wishes to:

- correct a typographical or other minor error in their name;
- add or correct their organizational identifier; or
- reflect a change to a legal name; or
- transfer the domain name registration to another party.

RNCAs for .eu domain names are not supported through the Partner Portal. To initiate an RNCA for .eu domain names, e-mail premiersupport@networksolutions.com. A Partner Support representative will send you the required forms that need to be signed by the registrant and faxed back to Network Solutions*.

Q: Can I change contact information on .eu domain names?

A: Yes. You can make contact modifications on any active .eu domain name. However, you will not be able to change contact information on a .eu domain name linked to a pending sunrise application. A contact modification refers to changes to the registrant's physical address (as long as the address resides in a member state of the European Union), and their associated e-mail address(es) and phone number(s). Please note that you will not be able to make changes to the registrant's name. If you need to make a name change, please e-mail premiersupport@networksolutions.com and request a Registrant Name Change Agreement (RNCA) fax form.

Q: Are there rules unique to renewing .eu domain names?

A: Yes. You must **renew .eu domain names prior to its expiration date**, and you should not rely on a grace period to renew .eu domains and their associated services after the expiration date has passed. You are strongly encouraged to set .eu domains on Auto Renew to protect customer Web sites from an unintended interruption of service.

Q: Will I be able to add Private Registration to a .eu domain name?

A: No. Private Registrations are not supported at the registry level for .eu domains.

Q: Will I be able to add Web Forwarding to a .eu domain name?

A: Yes. You can add Web Forwarding to .eu domain names as long as the domains are registered through Network Solutions* as an "Advance DNS" account.

Q: Can I still submit sunrise applications for .eu domain names?

A: No. The registry no longer accepts sunrise applications for .eu domain names. Sunrise applications were accepted during the registry's "sunrise period", which occurred before registrations were opened to all eligible parties. The sunrise period was instituted by the registry to protect organizations and companies with prior rights to a name against abusive domain registration tactics. The sunrise period concluded on April 6, 2006.

Q: Can I view my sunrise applications still pending at the registry?

A: Yes. You can view all your pending sunrise applications by logging into the Partner Portal and clicking on the "View .EU Sunrise Requests" link under the Domain Manager tab. When the .eu domain name is activated by the registry, it will automatically move to the Manage Domains View/Update page.

Q: How can I find the status of my pending sunrise applications?

A: The registry posted a WHOIS directory for all .eu domains. To find the status of your pending sunrise applications, go to <http://www.whois.eu/whois/GetDomainStatus.htm> and type in the domain name in the search field provided. One of the following status codes for sunrise applications will appear.

INITIAL	Status when a sunrise application accepted by the registry, whether or not the documentary evidence has been received. The presence of the tag <domain:docsReceivedDate> indicates that the documentation has been received by the validation agent.
EXPIRED	Status when the documentary evidence was not received by the validation agent on time.
ACCEPTED	Status when the validation agent approved the documentary evidence for the prior right claimed. The domain request keeps this status during a 40 day quarantine period to allow for errors and appeals.

REJECTED	Status when the validation agent rejects the documentary evidence for the prior right claimed.
ACTIVATED	Status when the validation agent approved documentary evidence submitted for prior right claim and the 40 day quarantine period expired. The domain request is approved and officially active.
NOT CONSIDERED	Status when the documentary evidence was not considered by the validation agent because a preceding sunrise application for the same domain name was approved.

Q: Will you send me a notification when the registry makes a final determination on my sunrise applications?

A: No. Network Solutions* does not send notifications to Partners regarding the final determination of their sunrise applications. However, the registry sends a notification directly to your customer ("registrant") regarding the final determination of their specific sunrise application.

Q: What is the registry's validation process for sunrise applications?

A: A validation procedure has been established by the registry to ensure that all requests filed during the sunrise period are indeed supported by a prior right. The registry appointed a third-party validation agent to authenticate documentary evidence to a prior right and to advise the registry if a domain request should be approved or rejected. The registry's validation process is as follows:

- The validation process begins when the sunrise application is accepted by the registry.
- Within 24 hours of receipt of a sunrise application, the registry sends an e-mail notification directly to the applicant to advise them of where their application sits in the registry's queue, the specific documentation required to prove their right to the name, and how to access a form which must be completed, signed and returned to the registry within 40 days of receipt of the registry's e-mail.
- If the sunrise applicant sends acceptable proof of their right to the name within the 40 days allocated, the registry's validation agent will assess the documentation provided. If the documentation proves the right claimed, the application will be approved.
- The .eu domain name in an approved application will be activated only after a 40 day quarantine period to allow for any errors or appeals. Any later applicants for the same domain name will be notified that their application will not be considered by the registry because an earlier applicant secured the domain name.
- If the sunrise applicant fails to provide acceptable documentation to the registry within the 40 days allocated, their application will be rejected. The validation agent will start the process of assessing documentation from the sunrise applicant whose request for the same domain name was received second and so on until a valid application is found and the name is registered.
- If none of the sunrise applicants sends adequate proof of their right to the name within the 40 days specified, the domain name will be released and available for general registration on a first come, first served basis.

Please note that the 40 day quarantine period that begins after a sunrise application is approved, may take longer than 40 days. In some cases, where multiple trademarks are at issue or appeals occur, the process could take longer.

Q: When will domain names associated with rejected sunrise applications be released for general registrations by the registry?

A: At this time, the registry will be holding domain names associated with rejected sunrise applications until further notice. We will notify all Partners when the registry plans to release these domains for general registrations.

Do you have more questions about this service?

Please contact your Partner Support representative or send an e-mail to:
premiersupport@networksolutions.com

* Network Solutions Europe, LLC is the registrar for all .eu domain names.

** EURid, the .eu registry, will only register domain names on a first come, first served basis from eligible parties that submitted technically correct sunrise applications that meet EURid's established eligibility requirements and, if necessary, were appropriately validated by the registry. EURid reserves the right to revoke sunrise applications on a number of grounds including, but not limited to, the domain names are defamatory, racist or contrary to public policy.

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