

FAQs

“.eu” Pre-Registration Requests **What is a “.eu” pre-registration request?**

“.eu” pre-registration requests with Network Solutions* allow partners to submit requests on behalf of new and existing customers for “.eu” domain names prior to the opening of the sunrise registration period at the registry. Pre-registration requests will be collected and queued for submission to EURid, the registry for “.eu”. Pre-registration requests are offered at no cost to partners, however, the applicable sunrise and registration fees will be charged to you upon submission and/or review of your customer’s proposed registration request by EURid after the sunrise period begins.

When will the “.eu” sunrise period begin?

An official launch date for the sunrise period has not been announced by EURid, the registry for “.eu”, but sunrise is expected to begin in late 2005. Network Solutions* will notify you via e-mail prior to the launch. When the sunrise period begins, Network Solutions* will submit your customer’s proposed registration requests to the registry in the order they were received during the pre-registration phase.

How much does it cost to pre-register a request for a “.eu” domain name?

At this time, there is no cost to Partners to pre-register your customers’ requests for “.eu” domain names. Sunrise fees, registration fees and other applicable administrative and processing fees will apply and be charged to you either upon the submission of your customers’ proposed registration requests to EURid or upon the initiation of review of your customers’ proposed registration requests by EURid after the sunrise period begins. EURid charges a non-refundable processing fee for all requests for domain names submitted during the sunrise period, whether or not the request is validated or the registration is granted. The entire sunrise fee for requests submitted as Public Bodies is non-refundable, whether or not the request is validated or the registration is granted. If your requests submitted as Trademark Holders or Other Rights are accepted, but never validated by EURid, a portion of the sunrise fee will be refunded. A \$25.00 processing fee will not be refunded. Pricing details are available on the Partner Portal under .eu preregistrations or from the Partner Program.

Why are charges for “.eu” domain names deferred?

By submitting your customers’ “.eu” pre-registration requests, you authorize us to charge you for any proposed registrations that are submitted to EURid. We will not charge you for any “.eu” pre-registration requests at this time. You will, however, be charged when your request is submitted to EURid during the sunrise registration period. Sunrise fees, registration fees and other applicable fees may also apply and be charged to you after the sunrise period begins and if your customers’ proposed registrations are accepted and processed by EURid. Pricing details are available on the Partner Portal under .eu preregistrations or from the Partner Program. To ensure that your customers’ pre-registration requests are processed in a timely fashion, it is important to keep your account information current in the Partner Portal.

Can I submit pre-registration requests for trademarks?

Yes. The sunrise registration period is solely intended for trademark holders, public bodies, and other rights holders. You are encouraged to submit pre-registration requests for eligible customers who hold trademarks – both registered and un-registered – during Phase I and Phase II of the sunrise period. You must submit customer pre-registration requests in the appropriate sunrise category to ensure that their proposed registrations are accepted by EURid and their registrations are successful. If you do not submit your customers’ requests in the appropriate sunrise category, it is likely that their registrations will not be successful and you will be subject to additional charges by EURid.

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All sunrise registrations in Phases I and II will be subject to a validation process, including the submission of supporting prior rights documentation by your customer for review by EURid. EURid will charge a non-refundable sunrise fee for all public body domain name requests. EURid will charge a small non-refundable fee for each submission during all other phases of the sunrise period. Sunrise fees are non-refundable for any sunrise period submission that fails the validation process.

Can I transfer my customer's pre-registration request to another customer?

No. You may not transfer, sell or auction “.eu” pre-registration requests with Network Solutions*.

Why do I have to give you my customer's e-mail address?

To ensure that your customers' proposed sunrise registrations are processed by the registry in a timely manner, we will need your customers' e-mail addresses and contact information when you submit their pre-registration requests in the Partner Portal. The European Union's public policy requires the “.eu” registry to send an e-mail directly to the sunrise applicant in order to start the sunrise registration validation process and request the “prior right” documentation needed for final approval. It is imperative that you provide a valid e-mail address for your customer. Failure to provide current contact information, including an e-mail address to Network Solutions*, may result in EURid rejecting your customers' proposed sunrise registrations.

How will the sunrise period work?

The “.eu” sunrise registration period for domain names will occur in two phases. Each phase will last approximately 60 days. You must submit your customers' pre-registration requests in the appropriate sunrise phase and in the correct rights holder category to ensure their requests are accepted and processed by EURid. If you do not submit customer requests in the appropriate phase and category, it is likely their registrations will not be successful and you could incur additional fees. All sunrise registrations in Phase I and Phase II will be subject to a validation process, including the submission of supporting documentation for review by EURid. EURid will charge all sunrise pre-registration requests claiming public body status a non-refundable sunrise fee. All other requests submitted during the sunrise period will be charged a small administrative fee. EURid will retain the entire sunrise fee for all proposed sunrise registration requests that fail EURid's validation process.

Phase I of the sunrise period is only for public bodies and trademark holders. Phase I will last approximately 60 days. All customers, whose proposed registration requests are accepted by EURid after sunrise, are required to submit written proof of a public body status or prior right such as a legal trademark. EURid will charge a non-refundable sunrise fee for each submission that claims public body status. EURid will also retain a small processing fee for each trademark holder request submitted during Phase I.

Phase II of the sunrise period is for bodies claiming other legal rights protected under national law, such as company names, business identifiers, unregistered trademarks and trade names. Phase II begins when Phase I ends and will last for approximately 60 days. All customers, whose proposed registration requests are accepted by EURid during Phase II, are required to submit written proof of prior legal rights to the name. EURid will retain a processing fee each request submitted during Phase II.

In both Phase I and Phase II, sunrise fees are non-refundable for any requests that fail the validation process. EURid will be providing more information on the sunrise period in the near future. Please monitor the Partner Portal on a regular basis to get additional information on how the sunrise period will work.

Who should apply in Phase I of the sunrise period?

Phase I of the sunrise period is only for public bodies and any trademark holder, which includes registered community or national trademarks. Requested “.eu” names must correspond with registered national trademarks, registered community (EU) trademarks or geographical indications.

Requested “.eu” names must correspond with the full name of a public body, the acronym by which a public body is commonly known, and if applicable, the territory which is governed by a public body. Requested names in the trademark category must correspond with the name on a registered mark.

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EURid will charge a non-refundable sunrise fee for each submission that claims public body status. EURid will also retain a small processing fee for each trademark holder request submitted during Phase I.

Who should apply in Phase II of the sunrise period?

Phase II of the sunrise registration period is only for those who hold other rights to names protected under national law of the member state where they are held. Protected rights include company names, business identifiers, distinctive titles of protected literary and artistic works, unregistered trademarks and trade names. EURid will charge a small processing fee for each request submitted during Phase II of the sunrise period.

What happens if I submit my customer's request in the wrong phase of the sunrise period?

You must submit a ".eu" domain name pre-registration request in the proper phase and in the correct rights holder category in order for your customer's request to be considered by the ".eu" registry. If your customer's request is submitted to the registry during the incorrect phase or if your customer does not have the appropriate documentation to support their prior rights claim to the name, the registry will reject your customer's request. In the event a request fails EURid's validation process, the entire sunrise fee is non-refundable.

If I submit my customer's pre-registration request in the wrong phase, will you submit my request in the right phase?

No. You must submit your customer's request in the proper phase and category and Network Solutions* will submit your customer's proposed registration request in the phase and category that you have selected. Network Solutions* will not validate that you have entered your customer's pre-registration request in the correct phase.

When does open registration begin?

Open registration for ".eu" names is on a first come, first served basis, and begins immediately after the sunrise period has ended. Once open registration begins, domain name requests will be fulfilled immediately. Prior rights documentation will generally not be required.

Can I view a list of the ".eu" names I submitted?

Yes. You will be able to view the ".eu" names you submitted in the Domain Manager section of the Partner Portal.

What happens if there are multiple requests for the same ".eu" domain name?

In the case of multiple requests for a ".eu" domain name during the sunrise period, the first request received at the registry will be considered first, and all other requests will enter a queue. Should the first request be rejected, the second request will be considered, and so on, until a request is validated and the domain name is registered.

What is the validation process?

During the sunrise period of the registration process, EURid will require documentation from your customer ("sunrise applicant") demonstrating their legal rights to that name prior to approving their registration request. EURid will contact your sunrise applicant directly and request this documentation, all of which must be provided within 40 days of EURid's request. If your sunrise applicant for a name sends acceptable proof of their right to the name within the 40 days provided, EURid's validation agent will assess the documentation provided by your applicant. If the documentation proves the right claimed, your customer's registration request will be approved and that name will be registered to the applicant. The approved ".eu" domain name will become usable only after a 40 day period to allow for any errors or appeals. Any later applicants for the same domain name will be notified that their proposed registration request was rejected by EURid because an earlier applicant secured the domain name. Sunrise fees are non-refundable for any sunrise period submissions that fail the validation process.

If your sunrise applicant for a name fails to provide acceptable documentation to EURid within the 40 days allocated, their application will be rejected. The validation agent will start the process of assessing documentation from the sunrise ap-

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plicant whose application for the name was received second and so on until a valid application is found and the name is registered. If none of the sunrise applicants for a name sends adequate proof of their right to the name within the 40 days specified, the name will be unblocked and available for general registration on a first come, first served basis. EURid's validation process may in certain cases take longer than 40 days. In some cases where multiple trademarks are at issue or appeals occur, the validation process for a pre-registration request could take as long as three to six months.

Will I be charged if my customer does not get the “.eu” domain name requested?

EURid will charge a non-refundable sunrise fee for all requests claiming public body status during the sunrise period. All other sunrise applications in Phase I and Phase II will be charged a small non-refundable processing fee by EURid. EURid will retain the entire sunrise fee for all proposed registration requests that fail EURid's validation process. You will be charged if Network Solutions* submits your customer's proposed registration request to EURid, and it is rejected because either the request fails the EURid validation process or your customer did not meet certain EURid established requirements.

Open registration requests do not incur non-refundable fees. Annual registration fees will only be charged upon a successful registration.

When will I know if my customer got the “.eu” domain name that I requested?

The registry will send a notification directly to your customer and Network Solutions if the registration is successful. Network Solutions will send you an e-mail confirmation of the successful registration upon receipt of EURid's notification.

What happens if my customer does not get the “.eu” domain name requested?

Network Solutions*, or any other registrar, cannot guarantee that your customer will receive the registration for the “.eu” domain name requested. When the sunrise period begins, Network Solutions* will submit your customer's proposed registration request to the registry in the phase you select and at the time of pre-registration. In all registration phases, including open registration, requests are considered on a first come, first served basis.

I entered requests for more than one “.eu” domain name. What happens if I get some, but not all of the names requested?

Each pre-registration request is submitted on an individual domain name basis. The success or failure of a specific pre-registration request will have no impact on any other requests that we submit to the registry on your behalf.

What happens when the sunrise period ends?

At the end of the 120 days sunrise period, open registration will begin and “.eu” domain names will be commercially available. Registrants will generally not be required to submit prior rights documentation. However, they must meet the EURid established requirements for registering a “.eu” domain name.

What are EURid established requirements?

EURid, the registry for “.eu” domain names has established eligibility requirements for registering “.eu” domain names. The following categories of companies, organizations and individuals will be able to register a “.eu” domain:

- undertakings having their registered office, central administration or principle place of business within the European Community;
- organizations established anywhere within the European Community; or
- natural persons resident within the European Community.

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What countries belong to the European Union?

The following countries are member states of the European Union:

Austria	Estonia	Hungary	Luxembourg	Slovenia
Belgium	Finland	Ireland	Malta	Spain
Cyprus	France	Italy	Poland	Sweden
Czech Republic	Germany	Latvia	Portugal	The Netherlands
Denmark	Greece	Lithuania	Slovakia	United Kingdom

What do you mean by proposed registration?

Network Solutions*, or any other registrar, cannot guarantee that your customer will receive the registration for the “.eu” domain name requested. Network Solutions* will submit your customer’s pre-registration request to the registry as a proposed registration that is subject to EURid approval. EURid will either approve or reject a proposed registration after a validation process.

If you need more information or additional assistance regarding “.eu” pre-registrations, please contact your partner support representative, or e-mail premiersupport@networksolutions.com.

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