

Annual Report

2009

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.SE IN 2009

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VISION

VISION FOR DOMAIN ADMINISTRATION

.se – the obvious choice!

.SE is the obvious route to the Internet for everyone with a connection to Sweden. Everyone should have a unique, secure and personal Internet address.

FOR INTERNET DEVELOPMENT

Internet for All!

All Swedes dare to, know how, and want to use the Internet.

The Internet has a stable and secure infrastructure that meets today's requirements in Sweden and are also future-proof.

Everyone in Sweden has the knowledge and ability to benefit from the Internet in order to capitalize on their interests and to actively contribute to social development.

BUSINESS CONCEPT

FOR DOMAIN ADMINISTRATION

We supply a unique and attractive domain name that provides companies and private customers with a secure and unique identity on the Internet.

We work in a cost-conscious and efficient manner and identify new ways to supply our services, thus creating resources for the research and development of products and services to expand .SE's operations and to improve and facilitate the use of the Internet. New products and services can be geared toward a DNS-proficient customer segment within and outside Sweden.

We conduct sales through highly qualified and high-performing registrars who package domains in accordance with customer needs.

FOR INTERNET EXPANSION

User benefit

.SE provides products that educate, facilitate and promote increased Internet usage, primarily in Sweden. We work to advance existing Internet users' ability to use the Internet and enable non-Internet users to become active Internet users.



Infrastructure

.SE contributes to the development of the Internet's infrastructure through evaluations and the development of new products, as well as by measuring and spreading information regarding solutions for a more secure, stable and scalable Internet. We work together with all of the players contributing to the Internet's infrastructure, primarily in Sweden.

Information and vision

.SE disseminates information regarding the Internet and its usage with the help of publications, seminars, training courses and by participating in discussions. .SE promotes a visionary approach to the Internet and social development. Different information initiatives are directed toward a broad general public and toward the specialists who work with the Internet and social development.

.SE's initiatives pertaining to the development of the Internet contribute to the foundation's success by:

- developing new products,
- strengthening the .SE brand,
- increasing domain name sales,
- increasing the value of a domain name by spreading the use of new domain-name applications, and
- increasing trust in .SE as a supplier of Internet-infrastructure services.

VALUES

We appreciate and believe in the Internet

We value the opportunities that the Internet offers individuals and believe that the Internet can make a positive contribution to the development of individuals and society.

We want a stable and scalable Internet

The infrastructure of the internet must be secure, stable and scalable to benefit users in the best possible way.

We want one Internet for all

All people in Sweden shall have the same rights and opportunities to use the services offered by the Internet. The Internet shall be secure – users shall feel secure and be able to trust services on the Internet.

We strive for openness and sharing

We also share our knowledge of the Internet and are receptive to the ideas and requests of others regarding Internet development. Open flows of information and open standards contribute to the long-term, stable and scalable development of the Internet and its services.



.SE IN BRIEF

.SE (The Internet Infrastructure Foundation) is an independent non-profit organization with two areas of operation. We are responsible for the Internet's Swedish top-level domain .se, including registration of .se domain names and administration and technical operation of the national domain name registry. We also promote the positive development of the Internet in Sweden.

The charter of foundation states that .SE shall promote the positive development of the Internet, good infrastructure stability and that .SE shall also promote research, development, education and training within the areas of data and telecommunications, with a special focus on the Internet.

The charter is fulfilled by .SE investing its surplus from domain name sales on projects that benefit Internet development in Sweden. The goal of .SE's research and development efforts is to create utility for the end users of the Internet, ensuring that they are better able to take advantage of all the possibilities the Internet has to offer. Read more about research and development work on page 28.

During 2009, a total of 209,224 new .se domain names were registered, with the total number of active .se domain names numbering 936,428 at year-end. The growth rate has been strong ever since a liberalization of the rules for registration of .se domain names occurred in 2003. During 2009, a total of SEK 38.5 M was set aside for research and development activities.



CHAIRMAN OF THE BOARD:

“What i have seen over the past four years is only the start of an even more exciting journey.”

After slightly more than four years as Chairman of .SE Board of Directors, I am resigning from my post as of June 1, 2010 and handing over the gavel to a successor whose name we do not yet know. It will be an enviable person, however. The job as Chairman of .SE is the most exciting a person can have. And going back in time, I have about 60 other posts as chairman with which to compare.

No degrees of freedom in DNS operations

.SE is not like any other company with which I have come into contact in the Internet sphere, either in Sweden or internationally. It is absolutely unique. The demands on operations range from zero tolerance to a freedom that borders on anarchy. In DNS operations, there are no degrees of freedom and no room for mistakes at all. We received a healthy reminder of that on October 12 last year, when we sent out an incorrect zone file. The mistake was rectified within 20 minutes, but we will never forget it.

Freedom in access to the Net

On the other hand, we are prepared to fight for almost total freedom with respect to access to the Net. On this issue, .SE and its supervisory authority, the Post and Telecom Agency (PTS), had different opinions last year. The PTS ordered us to introduce certain restrictions on the Net, which we refused to do. Eventually,

the PTS realized that there was probably some merit to our arguments.

Open development work

“The Internet is the world’s largest computer network and a system for simple and effective communication of text, sound and images” (Swedish Wikipedia). The technical prerequisites for the world’s largest computer network are created under forms that according to all organizational experience, research and practice should not be able to work. It is the IETF, the Internet Engineering Task Force, that is responsible for this work. Nearly all development work is conducted completely openly via the Internet, and anyone is welcome to submit their views on what is being done. If these views are sound, they are also taken into consideration.

This is not supposed to work. Where are the procedures and work routines, the hierarchy, the bosses, the organization plans, the job descriptions and the bonuses?

.SE hosted IETF

Last summer, .SE was host to one of the IETF’s three annual physical meetings. The rest of its work is conducted via the Net. Some 1,100 engineers from around the world divided into 107 working groups gathered for an intensive week in Stockholm. Everyone was welcomed by the City of Stockholm in City Hall. I was the only one who wore a tie.

This made me think that the time was

perhaps right to hand over the gavel to younger and less tie-encumbered talents. Four years is a short journey, but they have been incredibly rich.

World-class competence

I have had the pleasure of seeing at least the contours of a completely fascinating world that I, despite many IT assignments, knew little about. Above all, however, I have had the tremendous privilege of meeting the people behind .SE. This has definitely been a plus in my life. I have probably never met a group of people who combine world-class competence with so much commitment, loyalty and enthusiasm. During these four years, I have also watched how the confidence and pride in the company has grown, while at the same time never seeing any sign of complacency.

I leave .SE with regret but also assurance that what I have seen during these four years is only the beginning of an even more exciting journey. Good luck in your travels!

Rune Brandinger, Chairman of the Board

CEO:

“I am pleased that the change of business model went so well.”



Domain operations have shown net growth of at least 100,000 domain names per year over the past five years. We can simply conclude that we have a top-level domain that shows a strongly positive trend. Our closest competitors are losing ground, while .SE is both winning market share and strengthening its position as the primary choice. I would dare to say that it has become the self-evident choice for companies and private persons in Sweden.

The most important contributing factor to the strong growth this year was continued growth of such services as www, e-mail and blogs among companies, but more recently also among private persons. During 2009, the trend towards registering domain names for being able to make money on Internet advertising, for example through Pay Per Click and search engine optimization, was strengthened.

Successful transition to a new business model

As planned, .SE transitioned to a new business model on March 9 last year. .SE is increasingly assuming the role of a wholesaler, while end-customer contracts are retained by our resellers, who are called registrars.

The transition proceeded smoothly and without problems. .SE now works only with accredited registrars and personnel who have completed our certification. I am pleased to note that the number of new registrars is increasing steadily and

exceeding our expectations. .SE has become more attractive for major international players, which will result in better competition in the Swedish market.

In accordance with the end-customer’s preference, we made it possible for those who do not want to move the end-customer relation from .SE to remain with us. .SE Direkt, which is .SE’s own registrar, takes care of these customers. At year-end 2009, 346,480 domains remained with .SE’s registrar .SE Direkt, corresponding to 37 percent of all registered domain names. This market share is expected to gradually decline, since 99 percent of all new registrations take place through our external registrars.

In summary, we are very pleased that a project that had been in progress for three years could be concluded in such a successful manner. Our registrars deserve great praise for all the support and hard work that created better prerequisites for more and more satisfied customers in the future.

Strong focus on improvement of the core process

A serious incident occurred in October 2009 that reminded us of the importance of continuous improvement in our core process. Skills enhancement, routine and process transparency, system improvements and above all communication between departments are essential for .SE.

The year 2009 was one of abrupt changes. In the same month as we experienced

this incident, .SE was judged the most innovative registry in a study comparing European registries. The following month, .SE was selected as a finalist in the Swedish Quality Award.

Development activities

Through the foundation charter, .SE has an assignment to promote good stability in the infrastructure for the Internet in Sweden and to promote “research, education and training in data and telecommunications with a particular focus on the Internet.”

In 2009, we saw many results of our initiatives. Broadband Check (Bredbandskollen) was a true success. Web Star (Webbstjärnan) exceeded all expectations. DNSSEC achieved an international breakthrough, anti-spam research gained momentum, and 100,000 of our .SE guides found their way to readers.

Future development

Over the coming years, we expect continued stable growth in the number of registered .se domains. They will exceed one million before the end of 2010.

Danny Aerts, CEO

A BRIEF LOOK BACK

1983

The domain name system (DNS) is created by Paul Mockapetris.

On Thursday, April 7, Björn Eriksen receives Sweden's first e-mail.

1989

World Wide Web, www, is created by Timothy Berners-Lee.

1986

Björn Eriksen registered the country code .se for Swedish domain names. The first .se-domain names were:
enea.se
luth.se
chalmers.se
lu.se
sema.se

1991

The first website based on www is published online.

During the year, more than 100 .se domains are registered.

1994

The number of .se domains exceeds 1,000.

The result of the Swedish parliamentary election is sent for the first time over the Internet to the mass media.

1997

On August 26, the Internet Infrastructure Foundation and the operating company NIC-SE are formed.

In conjunction with this, Björn Eriksen transfers administration of the top domain .se to the new organization.

1998

The first domain name rules are introduced on January 1.

1999

NIC-SE assumes full responsibility for the technical operation of .se from the Royal Institute of Technology (KTH) and Björn Eriksen.

The Internet Days conference is arranged for the first time.

2002

The 100,000th .se-domain is registered.

The first blogs begin to appear.

2003

In April, new liberal rules are introduced for registration of .se domains and it becomes possible for private individuals to register .se domain names.

Alternative Dispute Resolution (ADR) is introduced in conjunction with the new rules.

As of October, it is possible to register .se domain names with the characters å, ä, ö, ü and é, known as IDN domain names.

The Internet Fund opens for the first time and finances non-commercial Internet projects.

2005

.SE becomes the first country top domain to sign its zone with DNSSEC.

The subsidiaries NIC-SE and IIS Sverige Services are merged into what was then the Internet Infrastructure Foundation.

2006

The Top-level Domain Act comes into force on July 1 and PTS (Post and Telecom Agency) becomes the supervisory authority for .SE.

The Internet Infrastructure Foundation begins using the name .SE.

Numerical domain names are launched, meaning domain names that comprise only figures.

2007

.SE launches the world's first DNSSEC service for end users.

It becomes possible to register .se domains using characters from the official Swedish minority languages.

Broadband Check, which is a web-based consumer tool, is launched.

.SE's research and development operations commence.

2008

.SE's Webbstjärnan (Web Star) school competition commences.

.SE begins providing publications on Internet-related subjects free of charge.

.SE's focus area Internet for All, aimed at Internet outsiders, is started.

THE YEAR 2009 IN REVIEW

OCTOBER

.SE sends out an erroneous zone file in conjunction with scheduled maintenance on October 12 at 9:45PM. The cause is a flawed program update, which despite our testing routines, goes unnoticed. Thanks to a well functioning monitoring system, the error is discovered immediately and a new file with the DNS information (zone file) is produced and quickly distributed.

.SE is the most innovative registry with the best organizational structure in Europe – that is the conclusion drawn by Pascal Ars at Twente University in a report where he compares all sister organizations in Europe.

.SE is one of five finalists for the Swedish Quality Award granted by the Swedish Institute for Quality (SIQ).

AUGUST

The second round of Webbstjärnan ("Internet Star") opens and this time even primary school students are also welcome to participate.

JUNE

A much anticipated decision from the United States – the root zone, the highest level in the domain name system, will be signed with DNSSEC before the end of the year. This has not yet occurred but plans call for it to happen in summer 2010.

Broadband Check launches its new mapping service as the vacation season gets underway, offering users the ability to easily check average speeds for mobile broadband.

APRIL

Launch of the statistics portal www.internetstatistik.se where we collect statistics from five independent suppliers of Internet statistics: World Internet Institute, SCB, Nordicom (Mediebarometern), the communications authority PTS and .SE.

In order to extend discussions from the Internet Days conference year around, a new debate forum is launched at www.internetdagarna.se

FEBRUARY

Following the engagement of Crown Princess Victoria and Daniel Westling, there is increased interest in .se domain names linked to the upcoming royal

NOVEMBER

Internet Days is inaugurated on November 3 for the tenth time. A host of reports are released, including "Swedes and the Internet 2009", "The health of .se 2009" and "The Internet 15 years".

.SE issues a pre-release version of MAILCheck, a new free Internet service that provides a comprehensive overview of factors that impact security, speed and reliability for an e-mail server.

DECEMBER

.SE implements multi-year payment, which means that all registrars can choose to register and renew domain names for up to ten years at a time.

There are 936,428 active .se domains at the end of December, of which 37 percent are through our own registry .SE Direkt.

1,907 .se domains are signed with DNSSEC.

There are 46,412 IDN domains – .se domains with the characters å, ä, ö, é and ü as well as characters from the official Swedish minority languages.

During the year 100,000 Internet guides are distributed.

SEPTEMBER

.SE supports the development of reliable e-mail and will contribute a total of SEK 6 M over a three-year period to Swedish research projects that aim to find new methods to counteract things such as malware, spyware and spam.

The 900,000th .se domain name – www.forstarktafamiljehem.se – is registered.

.SE responds to a PTS notification demanding that .SE prescreen domain names containing the letter combination "bank". This notification is the result of .SE's response to not follow PTS recommendations in the spring supervisory report. In a press release, PTS withdraws its demand and a dialog is initiated to find an effective and legally sound post-screening model. .SE receives significant support from, among others, our registrars on the "bank" issue. Binero starts a petition, gathering more than 8,000 signatures.

MAY

Within the framework of the Internet for All initiative, .SE signs a cooperative agreement with Kista Folk High School, offering training for new Swedish citizens in computer and Internet skills.

Four students from the Fredrika Bremer school in Haninge are named the first ever winners of the first round of the Webbstjärnan ("Internet Star") contest. Nearly 4,000 students from 769 teams throughout Sweden participate and create their own websites showcasing schoolwork of their choice.

JULY

During the last week in July .SE hosts the year's largest international Internet event in Sweden – the 75th gathering of the IETF meeting, where 1,100 people who work on the development of Internet architecture and stable operation of the Internet gather.

A preview version of the software tool Open DNSSEC, which makes it easier for top-level domains, Internet suppliers, web hotels and name server operators to implement secure DNS, is released.

MARCH

On March 9, .SE switches its business model and some 400,000 customer domain names are transferred from .SE to our registrars.

Anne-Marie Eklund-Löwinder, quality and security manager at .SE receives the Kjell Hultman scholarship for having "actively worked for the sound development and use of IT for society through her involvement in IT security issues for companies, organizations and individuals."

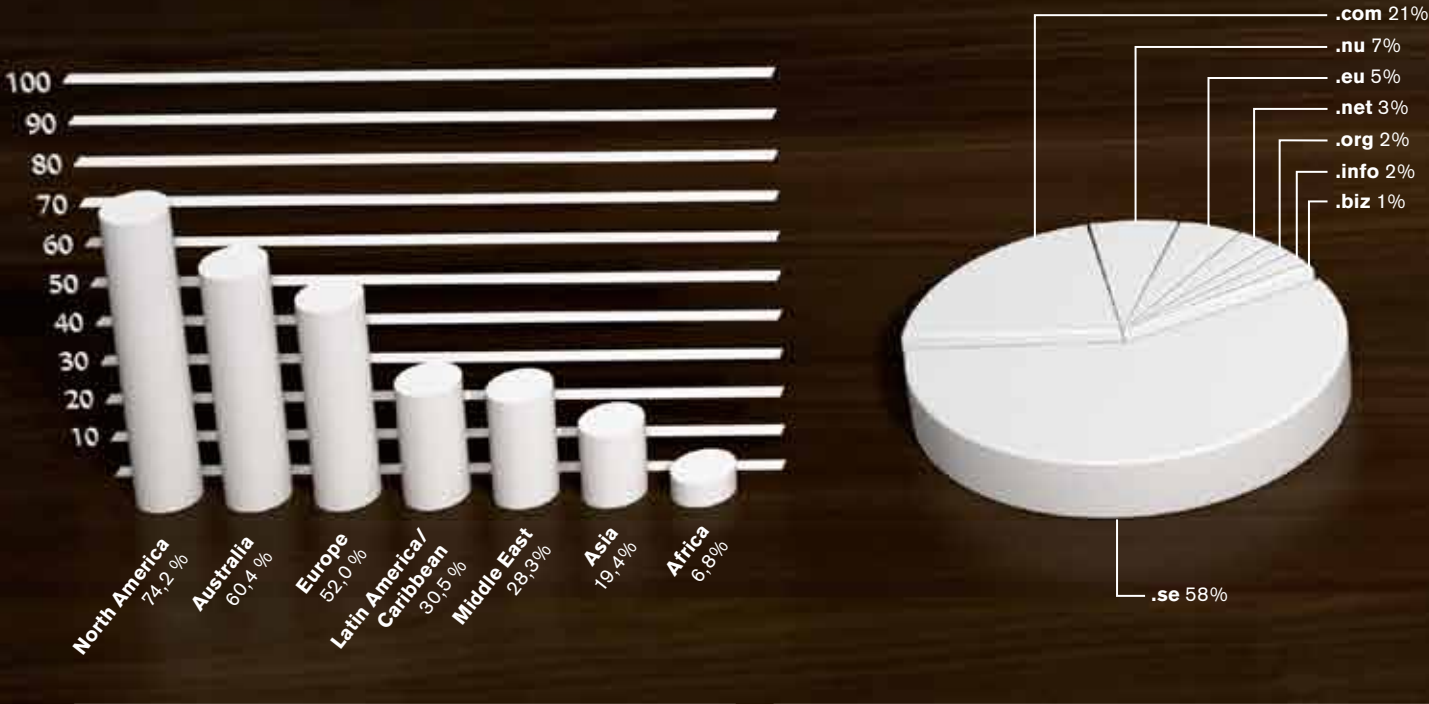
The 100,000th test using Broadband Check via iPhone is made following its launch in December 2008.

JANUARY

Effective January 14, Broadband Check is operated by .SE independently, without cooperation from PTS or the Swedish Consumer Agency, both of which have been involved for a long time.

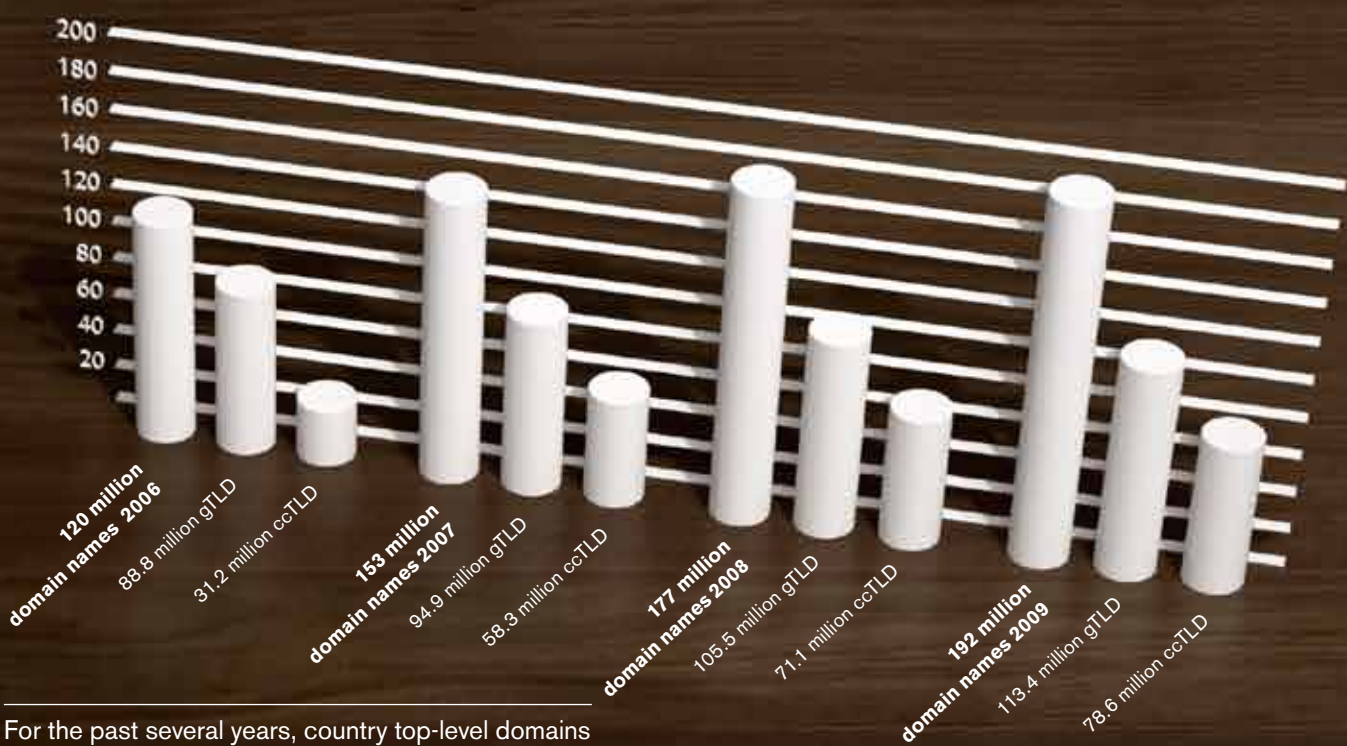
.SE becomes the first top-level domain to publish its DNSSEC keys in the registry that IANA has created for top-level domains.





Global Internet coverage distributed by continent. North America has the greatest coverage, while Asia has the most users, despite having considerably less coverage. Source: Verisign, adapted by .SE

.SE's market share is 58 percent, compared with 56 percent in 2008. Source: ZookNIC, adapted by .SE



For the past several years, country top-level domains (ccTLD) have been growing faster than generic top-level domains (gTLD). At the end of 2009, country top-level domains accounted for slightly more than 40 percent of the world's top-level domains. Source: Verisign, adapted by .SE

THE INTERNET IN SWEDEN AND THE WORLD

The increase in the number of Internet users in the world has been strong over the past decade. During the years from 2000 to 2009, the number of persons in the world with access to the Internet increased by 380 percent. The corresponding statistical increase in Europe over the same period was 298 percent. The greatest growth in new users over the past ten years has been in the Middle East with a full 1,648 percent. Internet penetration in the world as a whole was 25.6 percent at the end of 2009, meaning that 1.7 billion people regularly use the Internet.

Asia is the continent with the most connected citizens totaling about 740 million users and corresponding to 43 percent of the total number of users in the world. The corresponding figures for North America are about 15 percent and 252 million Internet users. However, North America has the highest Internet penetration with 72 percent of the total population of the US and Canada having access to the Internet. The continent with the lowest penetration is Africa, where only 7 percent of the population uses the Internet regularly.

Every other European uses the Net
At the end of last year, nearly half of Europe's slightly more than 804 million citizens used the Internet regularly. The country with the lowest Internet usage in Europe was the State of the Vatican City at 17.1 percent, followed by Moldavia with 19.7 percent. Iceland had the highest proportion of users at slightly more than 93 percent of the population. Average Internet

penetration within the EU was 52 percent, compared with the total world average of 22 percent. Every fourth Internet user in the world lived in Europe in December 2009.

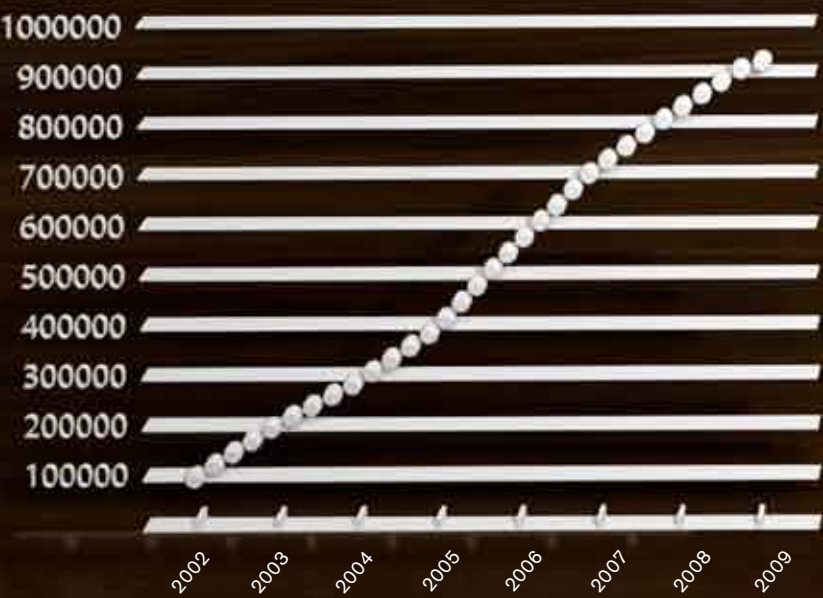
Eight of ten Swedes have access to the Internet
In 15 years, Internet usage in Sweden first increased dramatically and then showed a slower growth rate toward the end of the first decade of the 2000s. In 2009, about 83 percent of the Swedish population over the age of 16 had access to the Internet, which was an increase of 2 percent, compared with 2008. About 62 percent of persons residing in Sweden use the Internet daily. Most active on the Net are young people between the ages of 16 and 35, where more than 80 percent are daily users. Only 2 percent of Swedish Internet users have access only at work.

Some 3.2 million Swedes are outsiders or seldom use the Internet
Sweden is usually considered one of the foremost IT countries. However, according to the World Internet Institute, there are 1.7 million Swedes who do not use the Internet and as many as 3.2 million, if those who use the Internet only to a very limited extent are counted. The 1.5 million who use the Internet rarely – a few times per month – use it mostly for e-mail or to search for timetables and other information.

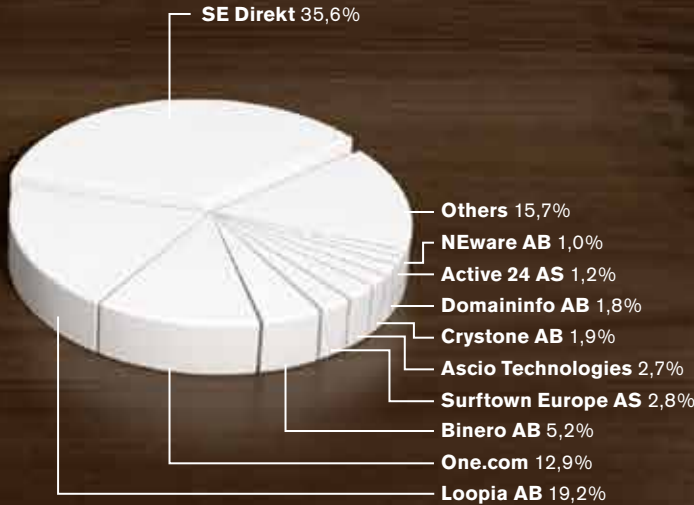
Country top-level domains increasing fastest, but .com is largest
The world market for domain names is growing in pace with increasing usage. On December 31, 2009, there were 192 million domain names registered around the world. This was an increase of 15 million domains, compared with the preceding year. Country top-level domains (ccTLD), to which .se belongs, account for 41.5 percent of the total number of domains in the world. At the end of last year, there were 79 million registered country top-level domains, an increase of about 10 percent, compared with the preceding year. The largest country top-level domain measured in the number of registered addresses is the Chinese .cn with 13.5 million domain names. What are termed generic top-level domains (.com, .net, .org, etc.) are the market leader when combined. The top-level domain .com remained the largest among generic top-level domains during

2009 with 84.2 million active domain names and a total market share of 44 percent.

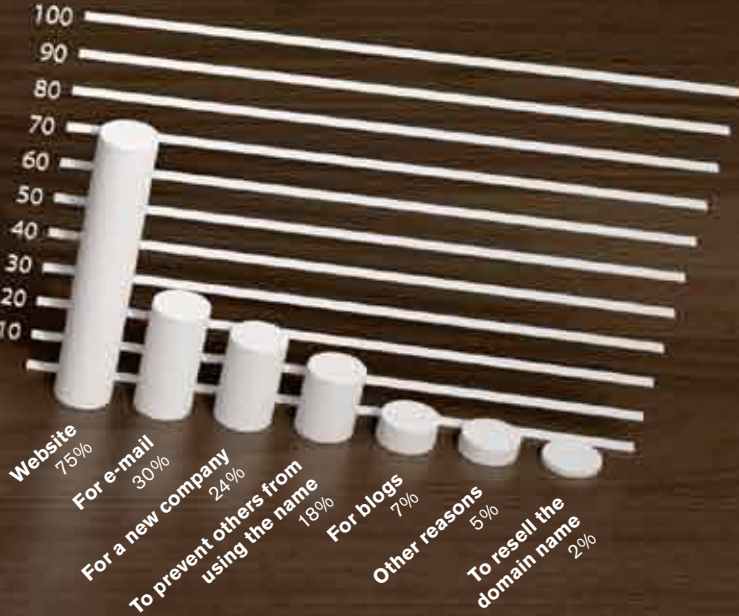
.se is largest in the Swedish market
On December 31, 2009, there were 936,428 active .se domains. This can be compared with 834,004 at the end of 2008. The number of .se domains thus increased by 102,424 during 2009, corresponding to a 12-percent increase. At year-end, .se had a 58-percent share of the Swedish domain market.
The closest competitor is the generic top-level domain .com, which is losing ground in Sweden. The market share for registered .com domain names in 2009 corresponded to 21 percent. The country top-level domain .nu was the third largest in the Swedish domain market with a share of 7 percent. In fourth place was .eu with a 5-percent share of the market. The proportion of Swedish companies that choose .se is 88 percent, according to Statistics Sweden's report Company usage of IT in 2009. At the same time, the number of companies with more than ten employees that registered a .com domain name declined from 42 percent in 2008 to 36 percent in 2009. ●



The number of active .se domains has increased throughout the entire first decade of the 2000s. In 2003, the number of new registrations increased sharply as a result of liberalization of the regulations that took effect then. *Source: .SE*



.SE's ten largest registrars during 2009. Of .SE's 140 registrars, the ten largest account for 80 percent of the market. *Source: .SE*



Reasons for registering a .se-domain. Respondents were able to specify several reasons. *Source: Mistat*

CUSTOMERS AND REGISTRARS

During 2009, .SE implemented a change in its business model. We moved from a model in which all customers registered .se domain names via registrars but were then .SE customers to letting those customers who so wished instead become customers of our resellers, i.e. registrars. Such an extensive change can result in instability, but both customers and registrars are satisfied with the new model.

.SE's strong position in Sweden is confirmed by the fact that 94 percent of surveyed business customers and 91 percent of private customers regard .se as the self-evident top-level domain for everyone with a connection to Sweden.

Domain name holders are also satisfied. Our customer satisfaction index (CSI) increased in 2009 from an already high level in the previous year for both business customers (from 79.2 to 81.4) and private customers (from 80.9 to 82.9). The new business model is appreciated not least for the invoicing procedure. Customer satisfaction increased by about 20 percent for both categories on this item.

Three of four Swedish companies choose .se as their primary address

A major survey by Statistics Sweden in 2009 showed that 87 percent of Swedish companies with ten employees or more have their own website. To an increasing extent, both large and small companies choose .se. Among companies with ten or more employees, 89 percent chose .se for their Internet address,

while the figure for companies with fewer than ten employees was 86 percent.

Many companies registering a domain choose to do so under several top-level domains, but .se dominates as the primary domain in Sweden. On average, 76 percent of all Swedish companies choose .se as their primary Internet address.

Website the primary reason

In another survey from 2009, companies registering a .se domain were asked to specify the reasons for doing so. By far the most common reason was for a website (77 percent), but many also indicated that they had started a new company (28 percent), wanted a personal/independent e-mail address (27 percent) or wanted to prevent others from registering the domain name (21 percent).

Growth potential among private persons

Statistics Sweden's survey shows that a total of 13 percent of private persons have registered a domain name. Of these, 60

percent have a .se domain as the primary domain.

Domain registrants are most common in the age group from 25 to 34 (16 percent), 35-44 and 45-54 (15 percent in both cases). In the age group from 65 to 74, only six persons have registered an own domain. Own domains are somewhat more common among men than women, particularly among younger persons. In the age group from 25 to 34, the proportion of men is nearly double (20 percent) that of women (11 percent).

Even among private persons, the most common reason for obtaining a domain name is to use it for a website (73 percent), although one third are also seeking a personal and independent e-mail address, 20 percent are starting a new company, 14 percent want to prevent others from registering the name and 9 percent intend to use it for a blog.

Successful transition

One objective of the transition to a new business model was to increase customer satisfaction through a clearer customer relation. Other objectives were to handle the rapid growth of .se domains and to increase efficiency. In addition, we wanted to standardize our model according to how other top-level domains operate, which increases opportunities for international competition in the market for .se domains.

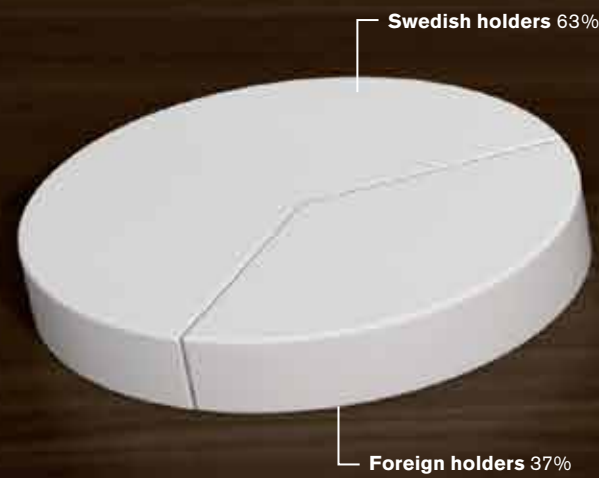
.SE went from having 202 resellers to 130 authorized registrars that meet higher requirements. The ten largest registrars still account for nearly three fourths of new registrations, but as

noted, new international players have been added.

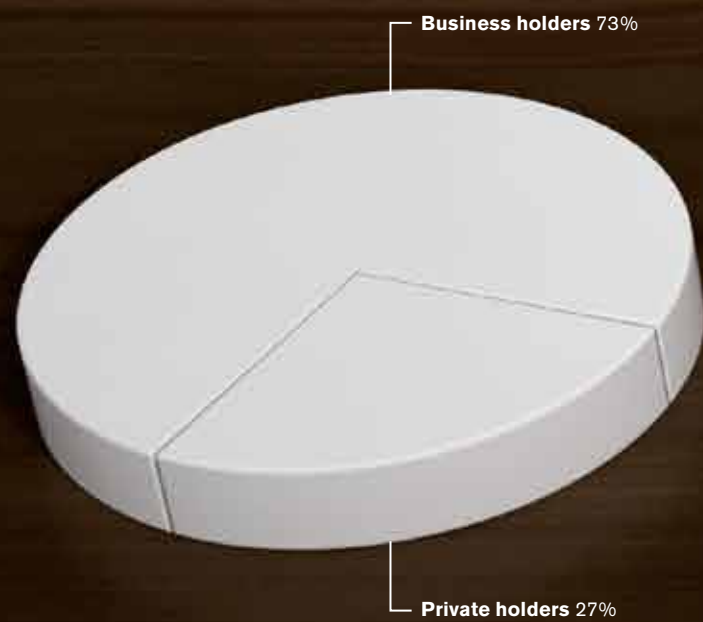
"The transition was a much longed-for event for which we in Registrars.se have worked for some time. Many of us registrars work not only with .SE. That the model has now become the same for many of the registrars with which we work is great. The transition entailed a great deal of work for us, but on the whole, it went well. We look forward to a good working relation with .SE in the future. We are also pleased that .SE took a step in the right direction by increasing the difference between the reseller price and the direct customer price, meaning via .SE Direkt," says Jan Säll, chairman of Registrars.se.

.SE Direkt

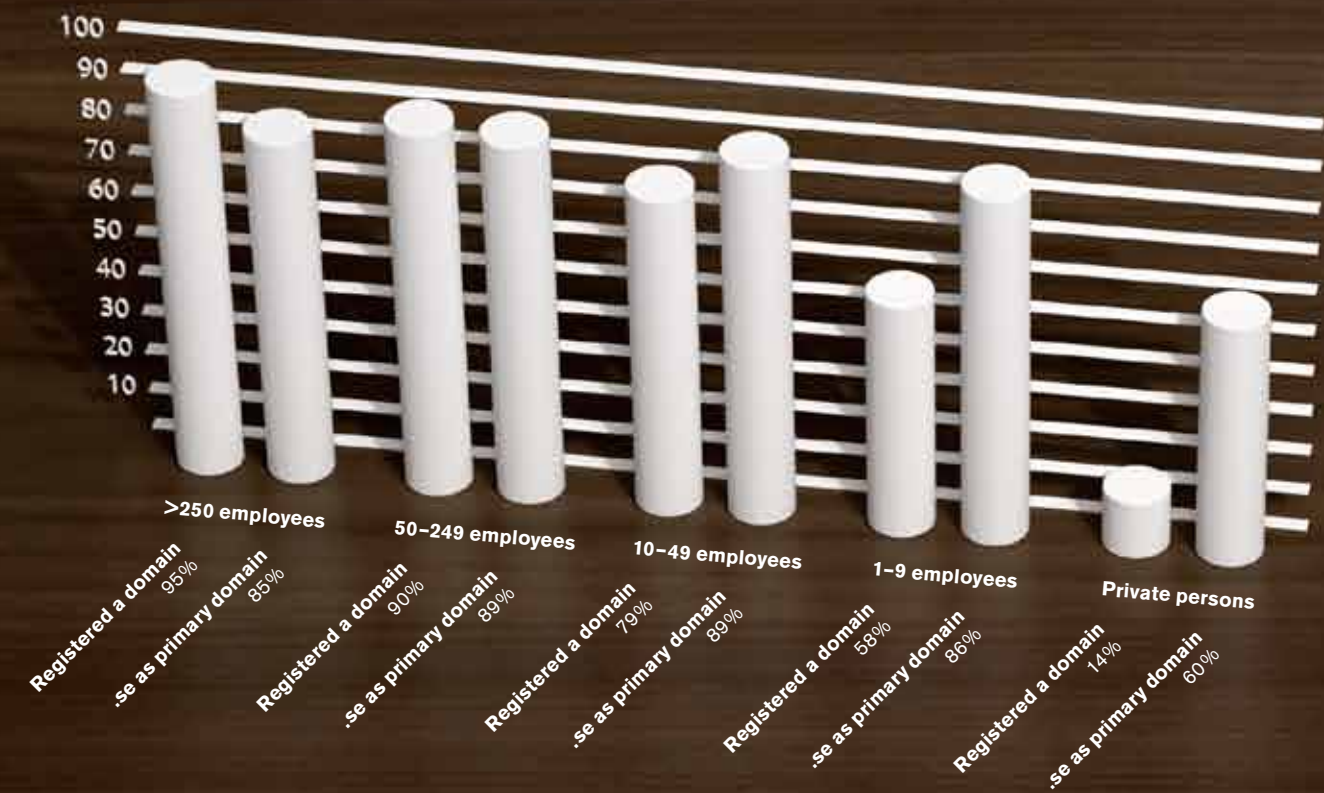
For domain name holders that want to manage their own name servers or freely select suppliers of supplementary services, there is .SE Direkt. Customers that choose .SE Direkt may either manage their own servers or choose another supplier of name server operation, web hotel, e-mail, etc. The domain registrants that had not signed a contract with some other registrar in conjunction with the transition remained with .SE Direkt. Currently, .SE Direkt handles slightly more than 330,000 registered domains, corresponding to 35 percent of all active .se domains. To ensure that .SE does not compete with its resellers, it is more expensive to have a domain with .SE Direkt than with other registrars. The price will be increased by an additional SEK 20 in April 2010. ●



Distribution of Swedish and foreign holders of .se domains. The proportion of Swedish holders is 63 percent, while foreign holders account for 37 percent.
Source: .SE



Distribution of private and business holders with .SE in 2009. The proportion of business holders was 73 percent, while private holders accounted for 27 percent.
Source: .SE



Percentage of Swedish companies and private individuals who have registered a domain and what percentage use .se as their primary domain.
Source: Statistics Sweden, adapted by .SE



ADR FOR RAPID DISPUTE RESOLUTION

Registration of .se domains have occurred without advanced authorization since 2003. Since that time, .SE has used the alternative dispute resolution (ADR) process for disputes, which is also commonplace among many other top-level domain administrators. Since July 2006, the Swedish Top-level Domains for Sweden on the Internet Act (2006:24), requires that there be a functional dispute resolution system.

During 2009, a total of 40 disputes regarding domain names were resolved using .SE's alternative dispute resolution system (ADR). This compares with a total of 936,428 active .se domain names at year-end. In other words, there are very few registrations that result in disputes. Our alternative dispute resolution system is an alternative to lengthy and costly court proceedings.

Quick and inexpensive solution

The costs for ADR are heavily subsidized by .SE and a dispute takes approximately two months to resolve. There are currently 13 lawyers who have agreed to serve as independent ADR providers, which means that they determine the outcome of disputes completely independently. In most cases, one ADR provider is retained, however should one of the parties wish to pay a higher fee, a dispute can be determined by three ADR providers.

In order for the applicant to be successful and the current registrant to lose their right to the domain name in dispute, the applicant must:

- Hold rights that are applicable in Sweden, such as to a brand or company.
- Show that the registrant does not have any right or justified interest in the domain name.
- Show that the registrant of the domain name has acted in bad faith when he/she registered or used the domain name.

In order to facilitate things for those who wish to view previous ADR decisions, a searchable Internet database of previous cases was created in autumn 2009.

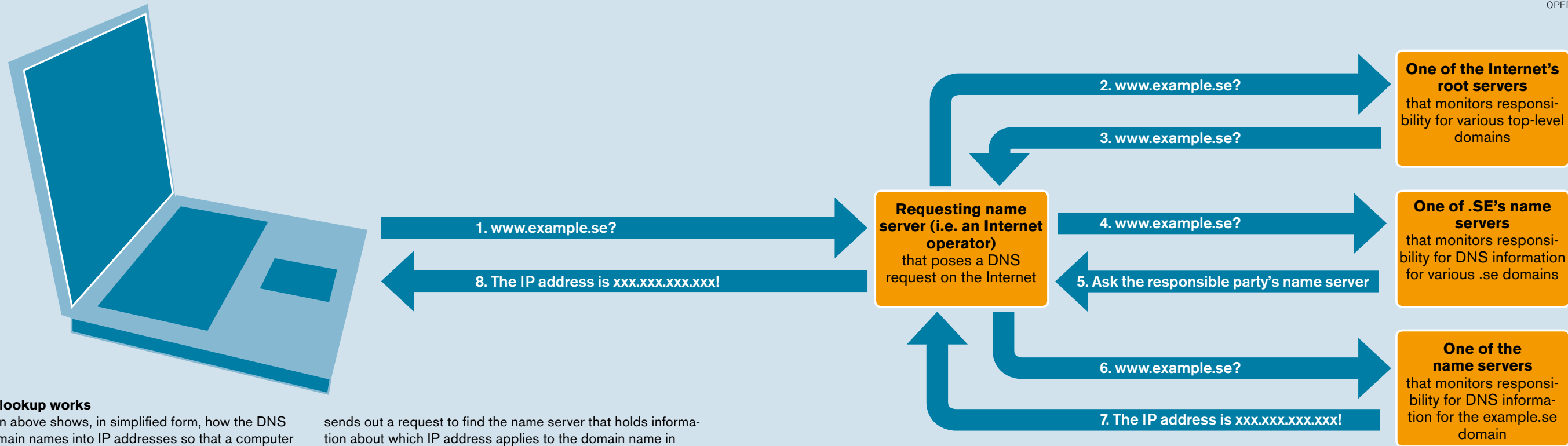
Planned review of ADR

In order to ensure that resolutions are efficient, predictable and legally sound, we regularly conduct reviews of the dispute resolution. In addition to a planned review in 2009 by .SE, the PTS announced in its oversight report (PTS-ER-2009:17) that, among other things, the letter combination "bank" should be added to .SE's blocked list, requiring pre-approval for affected domain names. In the report that we issued regarding ADR in November 2009, we added a section detailing special regulations related to the letter combination "bank" in domain names. We received many good viewpoints as a result of the report and we decide during 2010 how to improve the dispute process. ●

How a DNS lookup works

The illustration above shows, in simplified form, how the DNS translates domain names into IP addresses so that a computer connected to the Internet can connect to another computer – for example a web server or an e-mail server. When you type an Internet address into your web browser or send an e-mail, a DNS lookup is performed. Your Internet operator’s name server

sends out a request to find the name server that holds information about which IP address applies to the domain name in question. .SE’s role in this is to keep track of who is responsible for the respective .se domain names and to refer to the name server that contains this information.



OPERATION AND SECURITY

.SE has responsibility for Sweden’s national top-level domain on the Internet. That means we ensure the .se zone is accessible on the Internet. Today, access to Internet and e-mail addresses is a critical part of society’s infrastructure. Operational security is of the highest priority to us.

The Internet is a large network of linked computers that are all identified by a unique series of numbers, a so-called IP address. The Internet’s DNS (domain name system) catalog service has been created so that, for example, it is possible to connect to a website or send an e-mail without having to recall a specific IP address. Thanks to DNS, domain names (for example `iis.se`) can be used to navigate the Internet. DNS translates those domain names into IP addresses in a similar fashion to the way a telephone catalog translates names into telephone numbers.

Before a website can be downloaded onto your computer when you type an Internet address into your browser, your computer must determine the IP address for the web server where that content is located. The domain name is translated into an IP address through a DNS lookup, which is performed with the help of name servers on the Internet (the image above shows how this is accomplished). The same technique is used to ensure that e-mail messages end up where they should as well as a host of other Internet services. The registry that we provide via our name servers plays a key role for all domain names ending in .se.

Monitoring delegations

.SE does not need to keep track of exactly which IP addresses correspond to the more than 950,000 .se domain names. Responsibility for the individual domain names under .se is delegated to the respective domain-name registrants. They can, in turn, delegate their responsibility for maintaining the domain’s name servers to entities like web hotels and Internet providers. .SE’s registry does, however, always contain up-to-date information about all of those delegations. It is possible to find the name server that has the information regarding the respective IP address for all .se domain names via our name servers.

Should .SE’s name servers not be accessible on the Internet, within a few hours it would be impossible to retrieve information about any .se domain names. Consequently, our DNS operations are of great importance to all Internet users and for modern Swedish society in general. Operation of the .se domains has been regulated through a special law since 2006 – the Swedish Top-level Domains for Sweden on the Internet Act (2006:24). The Swedish Post and Telecom Agency (PTS) is the regulatory authority for .SE.

Quality work is key

Given the critical social function that the .se domain provides today, quality work is the key to its operation. Our goal is for the DNS service to always have 100-percent accessibility and the shortest possible response time for DNS lookups. To achieve this, we have more than 100 secondary name servers, often referred to as slave servers, throughout the world. These can manage an average of 4,500 DNS requests a second, although traffic peaks corresponding to 20,000 DNS requests a second are common. In order to be on the safe side, .SE name servers can handle significantly more than that.

Around the clock, all year round, .SE monitors the accessibility of the .se domain to ensure that DNS requests can be answered. DNS operation is based on a combination of various suppliers, hardware platforms, name server programs and distribution technologies – unicast and anycast – which result in high capacity, a high degree of resistance against overload attacks and a high level of redundancy. The principle is simple. If one part of the information stream is disabled, another part is always operational.

Improvements made after incident

Despite our exacting quality requirements, an incident occurred in October 2009 in which erroneous information was sent out to .SE’s name servers, resulting in operational disruptions for

all .se domains during a short period of time. The incident was due to a faulty program update and it was the first such incident in a decade.

“The chain of events that resulted in the erroneous information being sent out has been thoroughly investigated and the incident has resulted in extensive improvement efforts. Among other things, we have reviewed our routines and test environments as well as increased personnel resources,” says Anne-Marie Eklund-Löwinder, quality and safety manager at .SE.

One problem was being able to quickly reach out internationally with information. To that end, discussions are now being held at the European level regarding gathering contact information for all relevant parties should a similar incident occur again somewhere in the world. ●



.SE'S RESEARCH AND DEVELOPMENT OPERATIONS

According to our foundation’s charter, the purpose of .SE is to “promote positive stability in Internet infrastructure in Sweden and to promote research, training and education in data and telecommunication, with a specific focus on the Internet.” That is the background to our research and development work.

Part of the fee that .SE charges for domain name registration goes towards projects that contribute in various ways to the positive development of the Internet in Sweden. The aim of research and development work is to create benefits for all Internet users, and to provide them with better prerequisites to take advantage of all the opportunities that the Internet offers.

We conduct operations in four areas: User utility, Information and vision, Internet infrastructure and .SE’s Internet Fund. Operations within the first three categories are conducted internally, while the Internet Fund project is freestanding from .SE.

Internet in the schools

The area of focus here is aimed at supporting the long-term positive development and utilization of the Internet in Sweden’s schools. Webbstjärnan (“Internet Star”) is an Internet publishing contest that was a big hit the first time it was held in 2008-2009, with almost 4,000 participating upper secondary school students from 769 teams throughout Sweden.

For the 2009-2010 school year, the Webbstjärnan contest was also opened to primary school students and at present there are 1,534 teams with a total of 7,455 students registered. The contest provides students support to start utilizing the Internet for presenting their schoolwork. The emphasis is not on advanced technical solutions, but rather on creativity and innovation in schools.

Internet for all

As society becomes increasingly digitized and as new opportunities open up to us via the Internet, there is a growing need to foster digital participation, even among groups that, for various reasons, have a difficult time accessing Internet technology. In several instances, access to the Internet is a prerequisite for participating in today’s society.

We started our Internet for all initiative in 2009 to increase awareness about the Internet among people who, for whatever reason, are either completely lacking in or have poor computer and Internet skills.

Around 2,000 participants in our pilot project have received training to date, most of whom were entirely lacking in Internet skills. Experience has shown that participants feel that their new skills enrich them and give them improved self-confidence. Seven projects are currently ongoing.

Internet guides

In order to disseminate information and our vision of the Internet and its use, .SE distributes Internet guides. These free guides are aimed at the general public and are written in an easy-to-understand language, although they are packed full of

information. All of them can be downloaded in PDF format at our website and printed versions of a number of them can also be ordered.

During 2009, nine new Internet guides were published. Among the most popular are “Digitalis filosofi”, which is aimed mainly at primary and secondary school teachers, discussing the changes that today’s information society has resulted in, and the somewhat more concrete guide “Creating a website using Wordpress.” Three previously published guides were also issued in printed editions. Working together with Utbudet AB, which offers free teaching materials to Swedish schools, almost 100,000 guides were distributed to schools around the country.

Internet Days

Internet Days is .SE’s annual conference that celebrated its 10th anniversary in 2009. The conference is the largest of its kind in Sweden, and a major meeting place for industry employees, political decisionmakers, users and technical experts. Each year, during Internet Days, a wealth of new information and findings relating to the Internet and its development is presented.

New for the year was a special media section where such aspects as copyright issues relating to the Internet were discussed. The conference was also extended to a third day of international workshops that were held in conjunction with the Swedish Post and Telecom Agency’s EU conference on Internet security.

In April 2009, a new blog was also started up, www.internetdagarna.se, to complement the conference and to serve as a forum for debate and discussion throughout the year. Postings are being added on a host of important issues, not only by our own employees but also by outside experts and commentators. The blog has quickly become a success, with many visitors and a constantly ongoing discussion.

Facts and statistics

The goal behind the Internet statistics initiative is to ensure access to current, reliable and relevant statistics for everyone who wishes to monitor or analyze Internet trends in Sweden.

In May 2009, we took the logical next step of launching a new portal, www.internetsstatistik.se, where statistics are collected from four other independent research institutes and producers of Internet statistics: Nordicom-Mediabarometern, the communications agency PTS (Post and Telecom Agency), Statistics Sweden and World Internet Institute.

DNSSEC and OpenDNSSEC

DNSSEC is an additional layer of security for the domain name system that has been created to secure domains against attacks where responses to DNS lookups are falsified. We were the first in the world to offer a commercial DNSSEC service when we

launched in February 2007. Since then, things have snowballed and more and more top-level domains are implementing this technology.

.SE is working on several fronts to promote the implementation of secure DNS to more domains, partly through informational and training efforts. An important part of this effort is the development of OpenDNSSEC, a free administrative tool with open source code that makes it possible to administer DNSSEC entirely without manual involvement. OpenDNSSEC was released in February 2010 and was the result of an international development project with .SE as one of the initiators.

IPv6

Addresses in IPv4, which still completely dominates today’s Internet, are anticipated to run out within a couple of years, if not before. To support an early and smooth implementation of IPv6 in Sweden, .SE has made this an area of focus.

Among other things, we have conducted a test of IPv6 compatibility with firewalls from various suppliers and developed a written guide with information and advice to companies that wish to implement IPv6 into their existing network environments. A portal with news and other information regarding IPv6 has also been started at <http://ipv6forum.se>.

Health status of the Internet

We strive to ensure that the Internet infrastructure in Sweden has good functionality and a high degree of accessibility. In order to monitor the quality of this infrastructure – and when necessary draw attention to shortcomings and unsatisfactory conditions – we have created this area of focus.

During 2009, we tested and evaluated .SE for the third year in a row regarding the quality of Internet infrastructure in Sweden. The quality of society’s most important domains was investigated with the help of software in our DNSCheck service and the results issued in a special report, “The Health status of .se”. The 2009 study also included, for the first time, a control group of 10,000 randomly selected .se domains. A slightly positive trend could be detected over the previous year, although many major quality problems remain to be dealt with.

Reliable e-mail

E-mail is of great importance to people’s communications, especially in their work. At the same time, there are serious challenges to the reliability of e-mail. Abuse such as spam, phishing and falsifying DNS lookup responses can cause problems for network operators, individuals and companies alike.

In order to help make e-mail more reliable, .SE has established this as an area of focus. Included among the initiatives is the free network service MAILcheck, which is a tool to test e-mail servers, designed primarily for operators and IT departments. It provides a comprehensive overview of factors that can impact e-mail server security, speed and reliability. We are also focusing heavily on Swedish research to develop new counter-measures against spam and malware. Three two-year projects at separate universities have been financed, establishing e-mail as a research area in Sweden.

Broadband Check

Broadband Check is Sweden’s only independent consumer service to test broadband connections directly using a web browser. It has become a huge hit with millions of tests conducted by users of mobile and fixed broadband connections as well as iPhones.

During 2009, Broadband Check was expanded with a mapping service, through which it is possible to check average speeds for mobile broadband connections at various locations around the country, based on measurements that other users have taken. It is possible to get not only average speeds for larger areas but also individual measurements down to the street level, and to compare various operators within the same area.

Internet of Things

Another area that we are focusing on is one that is usually referred to as the Internet of Things, that is, new technologies that make things smarter and link them up to the Internet. Both big and small things in the physical world are included and can be manipulated in the virtual world, which opens up a diverse range of applications and business opportunities.

This is a development where every individual will be surrounded by hundreds of connected things that will have the potential to transform society to a much greater degree than the Internet of computers and mobile phones has done over the past 15 years. The Internet of Things offers significant opportunities, but also involves challenges that we cannot overlook, such as integrity and environmental aspects. .SE wants to work towards a future-oriented debate about both opportunities and challenges. During 2009, the report “Connected Things” was released and an all-day seminar was held during Internet Days, highlighting this trend from various vantage points.

IETF

In July 2009, an IETF meeting was organized with .SE as the host. It was the year’s largest international Internet event in Sweden, with more than 1,100 participants gathering in Stockholm. The IETF (Internet Engineering Task Force) is an international organization that regularly holds discussions and comes to an agreement about which technical standards are going to be used on the Internet. The IETF meets three times a year to work during an intensive weeklong gathering. The last time the meeting was held in Stockholm was 1995.

Internet Fund

.SE’s Internet Fund supports Internet development in Sweden through financing of independent projects. Project ideas are submitted through an open application process and the projects to be financed are determined by an evaluation committee that meets twice a year. Applications are judged according to various criteria such as scope, outcome, user utility, dissemination and management plans.

During 2009, the Internet Fund awarded a total of SEK 5 M for 23 different projects. Projects included everything from development of a communications platform for preschools to a study of Internet content filtering to development of classification support for routers based on open source code. ●

CUSTOMER-ORIENTED OPERATIONAL DEVELOPMENT

For the past three years, we have been working according to the Swedish Institute for Quality's (SIQ) model for customer-oriented operational development. Our quality policy was adopted by the Board in spring 2007. Right from the outset we decided to measure ourselves against other quality-conscious organizations. In 2009, we participated for the first time in the Swedish Quality Award (USK) program, which is sponsored by SIQ. USK gave us the opportunity to gain an independent and qualified evaluation of our operation. We made it to the final round during our first try. Since then, we have further developed our quality work and are participating again this year.

Our method for interpreting the model for customer-oriented operational development has resulted in a management process with a philosophy based on five cornerstones: Choose the way; Show the way; Organize resources; Follow up and Improve.

We have a clearly defined and process-oriented operation with employees who work towards common goals. The company wide annual goals are well defined and there are also goals broken down according to department and employee. All processes have a clearly defined owner and the person with overall responsibility for quality efforts is the Head of Quality and Security.

Dialog with customers and stakeholders

Supporting this operational development is an ongoing dialogue that we conduct with our customers and stakeholders. We have reference groups, including a policy-advising group where fundamental issues are discussed. We also take up questions, ideas, proposals and criticism from our customers and stakeholders via social media sources. We want to be where our users are, and that is why we are active on Twitter, Facebook, YouTube and other channels.

When it comes to larger changes, for example the review of dispute procedures, we circulate reports for comments in order to gather opinions. All goals are followed up on, analyzed and evaluated every quarter as well as during annual strategy work.

Information security is conducted in line with ISO 27001, the Information Security Management System standard. IT and information security is routinely reviewed by outside parties.

Involved employees

Quality work is based on all employees being involved and participatory. The ongoing improvement efforts are occurring both within the line and process organizations as well as in our quality program .SE Upp!, which consists of, among other things, companywide activities and exercises as well as benchmarking trips in smaller groups.

Strong social involvement

According to our charter of foundation, we shall promote Internet development in Sweden. Our social involvement is therefore strong and we are conducting a dozen or so projects promoting Internet development and use, and are financing external projects via the Internet Fund. This work was highlighted by the Royal Swedish Academy of Engineering Sciences (IVA) when they awarded our CEO Danny Aerts the Ambient Sweden Award in early 2010 in the category Agency/ Organization Personality of the Year, calling him a citizens' hero of the future for his contributions to creating more easily accessible and effective services on the Internet. ●

.SE'S MANAGEMENT PROCESS







FOCUS ON A SUSTAINABLE SOCIETY

It is .SE’s ambition that, through its environmental efforts, it will contribute to a more sustainable society. We shall reduce our negative impact on the environment and compensate for the carbon dioxide emissions we generate, by offsetting that same amount of carbon dioxide.

.SE’s environmental initiative got underway in autumn 2007. The Board adopted the environmental policy that employees had jointly created, and an environmental group was formed. Since then, a host of improvements have been implemented to reduce .SE’s negative impact on the environment. For example, all contracts regarding such services as cleaning, deliveries and food were renegotiated. Waste sorting was implemented and all employees were offered annual transit passes for the Stockholm transit system as a salary benefit.

Climate compensation

Last year, the next phase of this environmental effort was started – a climate analysis of operations was completed in conjunction with The Natural Step and U&W [you&we]. This showed that our total impact on the environment was 290 tons of carbon dioxide during 2009. We shall be paying climate compensation for that, and this year we will reduce our climate impact. All measures are followed up on at the end of the year.

Areas for improvement

Our improvement areas are business travel, which accounted for 38 percent of carbon dioxide emissions in 2009, our slave servers around the world, which accounted for 37 percent and publications, 20 percent.

- SE operates in a global industry with many international gatherings during the year. In order to reduce our environmental impact, we will reduce the number of international trips in 2010. We are also trying to influence our joint venture partners to reduce the number of meetings and to promote video conferencing to a greater degree.
- The technical operation of the Swedish top-level domain .se is part of the mission of .SE. Our goal is for the DNS service to always be fully accessible and to have the shortest possible response times for inquiries to our domain name system, so that all .se addresses will be accessible. In order to manage this, we have more than 100 secondary name servers, so-called slave servers, spread throughout the world. During 2010, we are initiating a dialog with the companies that we purchase those services from to attempt to reduce our energy utilization and to ensure that the right energy sources are being used.
- Since 2007, .SE has offered free publications regarding various Internet-related subjects, everything from integrity on the Internet to the technology behind it. We want to disseminate information and knowledge about the Internet. In order to reduce the environmental impact that printed matter causes, we will be printing fewer publications during 2010 and developing Internet guides for the web instead. ●

PERSONNEL POLICY

Our operations are largely knowledge-based and we gladly share our expertise and our experiences since we believe that will benefit the development of the Internet. Consequently, our personnel are our most important resource.

At the end of 2009 we had 43 full-time employees, of whom 17 were women and 26 men. Since 2006, the number of employees has increased by ten people, as our operations have expanded.

Focus on knowledge and expertise

With our combined expertise and knowledge about the Internet, we are able to contribute to the development of the Internet both in Sweden as well as internationally. In order for all employees to be able to grow with the company and keep up with the rapid pace of development in general, we continuously invest in competence development. All employees have individual development plans that are followed up on each year. We also have the internal quality control program .SE Upp!, which involves working in teams, field trips to .SE’s sister organizations and .SE Days. Within the quality team and during .SE Days, discussions involve .SE’s goals and strategies as well as current projects in our ongoing improvement efforts.

Involvement and results rewarded

During 2009, a new system for goal fulfillment was implemented. The company’s goals were broken down into individual goals that were linked to the compensation system with the option for a 13th monthly salary for all employees who fulfilled theirs and the company’s common goals.

Healthy workplace and healthy employees

Since operations have grown significantly in recent years, our office eventually became overcrowded. During 2009, we doubled the size of our office space, creating in the process a better physical workplace environment in every respect: sound, lighting, ventilation as well as meeting areas and cozy spaces. Last year, we conducted our first workplace environment and health analysis for the entire company. Follow-up will occur on an annual basis in the future.

Flat organization

.SE has a flat organization with short decision-making paths, where creativity and ideas are embraced. The door to our CEO is always open, which describes our operational style in general. The fact that the management team, which consists of nine department managers and the CEO, is relatively large, contributes to effective communication within the organization.

The organization consists of five departments: .SE Registry, .SE Direkt, Research and Development, IT Operations and Systems Development. The staff includes the CEO, head of quality and security, assistant to the CEO/HR manager and Internet governance manager, along with the finance, legal and communications departments. ●



THE BOARD OF DIRECTORS

.SE is a foundation and is governed according to its charter of foundation and its bylaws. The foundation is led by a Board of Directors, whose decisions are carried out by management. .SE's Board consists of a broad collection of representatives for both users and experts within the Internet field. The current Chairman of the Board, Rune Brandinger, took up duties in 2006 and will be handing over the post to the new chairman **Anders Flodström** on June 1, 2010.

The Board from left: **Mikael von Otter**, appointed by the Confederation of Swedish Enterprise, **Mikael Abrahamsson**, appointed by SOF (Swedish Internet Operators Forum), **Lars Lindgren**, appointed by the Swedish Bankers' Association, **Robert Malmgren**, appointed by ISOC-SE, **Rune Brandinger**, Chairman of the Board, appointed by ISOC-SE, **Inger Persson**, appointed by the Swedish Consumers' Association, **Ove Ivarsen**, Swedish Trade Union Confederation (LO), appointed by other Board members, **Marzena Doberhof Platin**, secretary, **Andreas Hedlund**, appointed by Swedish Trade Federation. Missing from photo: **Amar Andersson**, deputy, appointed by SOF.

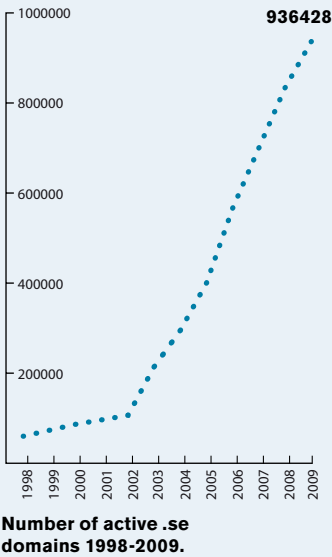
MANAGEMENT

The .SE management group now comprises nine department heads and CEO Danny Aerts, who took up duties in 2006. Gender distribution is even with five men and five women.

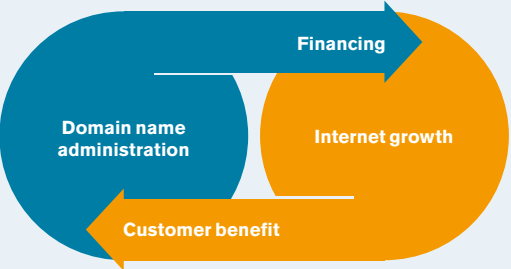
Management from left: **Monica Åhl**, Chief Financial Officer, **Anette Hall**, Head of .SE Direkt, **Torbjörn Carlsson**, Head of .SE Registry, **Elisabeth Ekstrand**, General Counsel, **Maria Ekelund**, Head of Communications, **Staffan Hagnell**, Head of Research and Development, **Andreas Fredriksson**, Head of IT Operations, **Danny Aerts**, CEO, **Mikael Jonker**, Head of Systems Development, **Anne-Marie Eklund Löwinder**, Head of Quality and Security.



ADMINISTRATION REPORT



Operations
Operations within .SE (The Internet Infrastructure Foundation) showed continued strong expansion, similar to the most recent years. Growth within administration and operation of the Swedish top-level domain .se finance new initiatives and projects that promote Internet development in Sweden.



The increased use of the Internet is the basis for the domain name development.
The recorded operating loss of SEK 11 M requires a comment. Domain administration – see the figure above – provided financing of SEK 27 M for Internet development. However, our Internet investments amounted SEK 38 M, thereof the loss of SEK 11 M. There were two reasons for this. Firstly, everyone participating in our development project must know that we consider our undertakings as long-term ventures. Promised funds will be available regardless of the operating result. Secondly, we have the resources to do this. .SE has substantial financial reserves for unforeseen events. The Board of Directors considers that these reserves are too large and must be reduced by SEK 20-30 M over time. We began this year.

Domain administration
Since 2004, domain operations have shown strong and stable growth, with more than 100,000 domain names per year. At the end of 2009, there were 936,428 registered .se domain names, a 12-percent increase compared with 2008. The country top-level domain .se thus showed clearly stronger growth than such generic top-level domains as .com, .net, and .org, which was confirmed in the most recent statistics from Statistics Sweden.
As in the most recent years, the most important factors contributing to strong expansion

were continued growth of such services as www, e-mail and blog among companies and now also private customers. During 2009, the trend to register domain names grew stronger in order to earn money in Internet advertising (e.g. PPC) and for search engine optimization (SEO).

Successful transition to a registry/ registrar model
As planned, a transition to a different business model took place on March 9, 2009, resulting in .SE increasingly assuming a role as a wholesaler and letting resellers, normally called registrars in the domain world, retain customer contracts. The transition was smooth and without problems. .SE now works only with accredited registrars that must have staff who have undergone our certification. It is gratifying to note that the number of new registrars is steadily increasing (130 at year-end 2009) and exceeds our expectations. We have become more attractive to larger foreign players, which will probably lead to better competition in the Swedish market.

In accordance with the end customers’ requests, we made it possible for customers who did not want to transfer from an end-customer relationship with .SE to remain. .SE Direkt, which is .SE’s own registrar, takes care of these customers. At year-end 2009, there were 346,480 domains at .SE Direkt, corresponding to 37 percent of all registered domain names. This market share is expected to gradually decline, since 99 percent of all new registrations are through our external registrars.

Strong focus on improvement of the core process
A serious incident in October 2009, the first in ten years, reminded us of the importance of continuous improvement work in our core process. Qualification improvement, routine and process analysis, system improvements and in particular communication across division borders are vital to .SE. Since 2006, we have conducted a systematic quality effort and comply with the SIQ model for Customer Oriented Operations Development. It is gratifying to state that we were a finalist in the Swedish Quality Award, USK, in November 2009.

Development operations
Through the charter of foundation, .SE has an assignment to promote good stability in the Swedish Internet infrastructure and to promote “research, education and training in data and telecommunications, with a particular focus on the Internet.”
During 2009, most of the areas that started in 2008 matured and advanced to an administration phase. The costs for development operations during the year amounted to slightly more than SEK 30 M (SEK 16 M in the preceding year).

A brief summary of our most important areas:
• Broadband Check (Bredbandskollen), launched in October 2007, has grown to become the established standard in Sweden for measuring broadband speed. With 25 million measurements since the start, it has exceeded all expectations and influenced Swedish Internet operators to change their product packaging. In 2009, Bredbandskollen iPhone was launched and became another success.
• Our investment in DNSSEC was a strategic success. Interest for DNSSEC exploded during 2009. Most top-level domain operators worked hard to catch up with .SE. Our pioneering work within DNSSEC was rewarded during 2009, when .SE was recognized in an international study as the most innovative registry. Hosting IETF in July 2009 emphasized the international attention generated by DNSSEC. We now arrange courses and workshops and assist other organizations in Sweden and other countries. Together with Nominet and NLnetLabs, work is in progress on development of OpenDNSSEC, a turnkey system for key generation and signing.
• Our Web Star (Webbstjärnan) initiative was a great success with nearly 900 teams in 2009 in the first round of the competition, which is intended to provide teachers and students with support, materials and tools for being able to use domains and web services in instruction. The goal for 2010 is more than 1,500 participating teams.
• The Internet Days that .SE arranged in 2009 for the tenth consecutive year were well-attended (1,200 participants). This year, they were arranged in partnership with the Post and Telecom Agency (PTS) whereby the Internet Days

were coordinated with an EU conference. The conference provided .SE with an excellent opportunity to show all of our Internet initiatives. New for this year was our initiative to make the conference live through the blog internetdagarna.se.

- .SE continued to offer opportunities to receive development assistance through the Internet Fund and the Internet for All project.
- During 2009, research assignments relating to anti-spam began with three universities and colleges. Trust and user-friendliness in e-mail services are important for .SE. The strong growth in domain names is in part the result of e-mail. Another focus area is the spread of IPv6. .SE operates a well-established IPv6 forum that includes seminars and courses.

Subsidiaries
The Internet Infrastructure Foundation owns 100 percent of the subsidiary NIC-SE Network Information Centre Sweden AB. At the end of the fiscal year, the company had no operations and no employed personnel.

Future development
Over the coming years, we expect continued stable growth in the number of registered .se domain names. The number of .se domain names will exceed one million before the end of 2010. There are certain trends that indicate lower growth after 2011.
During 2010, we will see an increase in new registrars and increased interest from other countries for .se domain names. Completely according to plan, .SE’s own registry will have a market share of less than 30 percent at year-end 2010.
We will continue to expand existing Internet initiatives. However, success and the growth rate mean that an evaluation is necessary from an administration standpoint.

Other
One Board member received a consulting fee of SEK 48,000 for his role in the Internet Fund’s assessment committee.

Consolidated income statement for the Internet Infrastructure Foundation			
Amounts in SEK	Note	Dec. 31, 2009	Dec. 31, 2008
Operating revenues			
Net sales	1,2	91 624 860	88 245 084
Other operating revenues		580 813	284 559
		92 205 673	88 529 643
Operating expenses			
Other external costs	2,3	-65 163 526	-52 500 406
Personnel costs	2,4	-37 272 250	-31 302 511
Depreciation and amortization of tangible and intangible fixed assets	9,10	-1 132 069	-725 245
		-103 567 845	-84 528 163
Operating profit		-11 362 172	4 001 480
Income from financial items			
Income from shares in Group companies	5	-	1 000 000
Other interest income and similar profit and loss items	6	6 824 731	1 141 462
Interest expenses and similar profit and loss items	7	-255 902	-4 879 381
		6 568 828	-2 737 919
Profit after financial items		-4 793 344	1 263 561
Profit before tax		-4 793 344	1 263 561
Tax on profit for the year	8	-	-1 834 193
Profit for the year		-4 793 344	-570 632

Consolidated balance sheet for the Internet Infrastructure Foundation: Assets			
Amounts in SEK	Note	Dec. 31, 2009	Dec. 31, 2008
Fixed assets			
<i>Intangible fixed assets</i>			
Costs defrayed on another party's property	9	2 336 370	1 738 185
		2 336 370	1 738 185
<i>Tangible fixed assets</i>			
Equipment, tools, fixtures and fittings	10	4 062 430	1 483 146
		4 062 430	1 483 146
<i>Financial fixed assets</i>			
Shares in Group companies	11	100 000	100 000
Other long-term securities holdings	12	17 232 538	-
		17 332 538	100 000
Total fixed assets		23 731 339	3 321 330
Current assets			
<i>Current receivables</i>			
Accounts receivables		3 878 315	198 378
Other receivables	13	2 059 169	1 710 965
Prepaid expenses and accrued income	14	3 748 281	1 596 036
		9 685 765	3 505 379
<i>Short-term investments</i>			
Other short-term investments	15	70 156 127	92 780 798
		70 156 127	92 780 798
<i>Cash and bank balances</i>			
		5 972 821	10 260 730
Total current assets		85 814 713	106 546 908
Total assets		109 546 052	109 868 238

Consolidated balance sheet for the Internet Infrastructure Foundation: Equity and liabilities

Amounts in SEK	Note	Dec. 31, 2009	Dec. 31, 2008
Equity			
<i>Restricted equity</i>	16		
Foundation capital		200 000	200 000
		200 000	200 000
<i>Unrestricted equity</i>			
Unappropriated funds		46 343 801	47 425 479
Profit/loss for the year		-4 793 344	-570 632
		41 550 457	46 854 847
Total equity		41 750 457	47 054 847
Current liabilities			
Deposits from customers		1 346 712	1 843 804
Accounts payable		7 789 184	8 542 319
Other liabilities		931 721	1 376 258
Accrued expenses and prepaid income	17	57 727 978	51 051 009
Total current liabilities		67 795 595	62 813 391
Total equity and liabilities		109 546 052	109 868 238

Pledged assets and contingent liabilities

Amounts in SEK	Dec. 31, 2009	Dec. 31, 2008
Pledged assets		
Pledged bank deposits for rental guarantee	1 107 000	1 107 000
Total pledged assets	1 107 000	1 107 000
Contingent liabilities	none	none

Consolidated cash-flow statement

Amounts in SEK	Dec. 31, 2009	Dec. 31, 2008
Operating activities		
Income after financial items	-4 793 344	1 263 561
Adjustments for items not included in cash flow, etc.	-2 594 127	4 463 296
	-7 387 471	5 726 856
Paid tax	-	-1 834 193
Cash flow from operating activities before changes in working capital	-7 387 471	3 892 663
<i>Cash flow from changes in working capital</i>		
Increase(-)/decrease(+) in operating receivables	-7 767 349	3 372 315
Increase(-)/decrease(+) in operating liabilities	6 081 347	12 105 779
Cash flow from operating activities	-9 073 473	19 370 756
Investing activities		
Acquisition of tangible/intangible fixed assets	-4 309 538	-972 096
Sale of tangible fixed assets	-	-
Acquisition of financial assets	-17 495 312	-15 045 114
Sale of financial assets	27 101 460	-
Cash flow from investing activities	5 296 610	-16 017 210
Grants		
Grants issued	-511 046	-728 128
Cash flow from grants issued	-511 046	-728 128
Cash flow for the year	-4 287 909	2 625 418
Cash and cash equivalents, opening balance	10 260 730	7 635 313
Cash and cash equivalents, closing balance	5 972 821	10 260 730

Supplementary information to the cash-flow statement		
Amounts in SEK	Dec. 31, 2009	Dec. 31, 2008
Adjustments for items not included in cash flow, etc.		
Reversal of impaired assets	-2 594 127	4 451 441
Loss on sales of fixed assets	–	11 855
	-2 594 127	4 463 296
Cash, cash equivalents and bank balances	5 972 821	10 260 730

Supplementary information for the consolidated accounts		
Accounting principles		
The Annual Report was prepared in accordance with the Swedish Annual Accounts Act and the general recommendations of the Swedish Accounting Standards Board.	Financial instruments were measured according to the portfolio method and recognized at the lower of cost and market value.	
Consolidated accounts were not prepared, since the subsidiary's operations and scope are insignificant in comparison with the parent Foundation. The subsidiary does not currently conduct any operations.	Operating revenues consisted primarily of domain name revenues recognized in the period in which payment was received and accrued over the number of months they apply.	
The Foundation's assets were recognized at cost.	Fixed assets and accrued costs on another party's property were depreciated according to plan.	
Fordringar och skulder i utländsk valuta värderas till balansdagens kurs.	Accrued costs on another party's property	10 years
Receivables and liabilities in foreign currencies are measured at the closing-date rate.	Equipment	5 years
Grants issued were charged directly against equity.	Computers	3 years

NOTE 1 NET OPERATING SALES		
	Dec. 31, 2009	Dec. 31, 2008
Net sales	91 624 860	88 245 084

NOTE 2 INCOME STATEMENT DISTRIBUTED BETWEEN DOMAIN AND DEVELOPMENT OPERATIONS			
	Dec. 31, 2009	Dec. 31, 2009	Dec. 31, 2009
	Development	Domain	Total
Operating revenues			
Net sales	2 438 893	89 185 967	91 624 860
Other operating revenues	–	580 813	580 813
	2 438 893	89 766 780	92 205 673

Operating expenses			
Other external costs	-32 499 149	-32 664 377	-65 163 526
Personnel costs	-8 072 818	-29 199 432	-37 272 250
Depreciation and amortization of tangible and intangible fixed assets	-197 279	-934 790	-1 132 069
	-40 769 246	-62 798 599	-103 567 845
Operating profit/loss	-38 330 353	26 968 181	-11 362 172

Total costs for development operations amounted to SEK 40,769,246. In addition, SEK 688,000 was paid through equity.

NOTE 3 INFORMATION ON AUDITORS' REMUNERATION		
	Dec. 31, 2009	Dec. 31, 2008
KPMG AB		
Auditing assignments	154 000	130 000
Other assignments	3 000	–
	157 000	130 000

NOTE 4 AVERAGE NUMBER OF EMPLOYEES		
	Dec. 31, 2009	Dec. 31, 2008
Average number of employees		
Men	30	28
Women	16	15
Total	46	43

Salaries, other remuneration and social costs		
Board of Directors and President	1 938 911	2 048 424
Other employees	21 958 509	18 007 860
Total	23 897 420	20 056 284
Social costs	11 116 201	9 303 771
(of which pension costs)	(2 875 999)	(2 286 700)

Of the Group's pension costs, SEK 385,991 (314,816) relate to the group Board of Directors and President. Salaries and remuneration apply only to personnel in Sweden.

Report on sickness absence as a percentage of employees' total ordinary working hours		
Men	2,1%	2,0%
Women	1,3%	4,0%
Total employees	1,8%	2,0%

Sickness absence distributed by age category		
29 years or younger	–	–
30-49 years	1,8%	2,6%
50 years or older	–	–

Number of Board members and President, gender distribution		
Women	1	0
Men	7	8
Total	8	9

Other senior executives, gender distribution		
Women	6	5
Men	6	5
Total	12	10

NOTE 5 PROFIT FROM SHARES IN GROUP COMPANIES

	Dec. 31, 2009	Dec. 31, 2008
Dividend from wholly owned subsidiary	–	1 000 000
	–	1 000 000

NOTE 6 INTEREST INCOME AND SIMILAR INCOME STATEMENT ITEMS

	Dec. 31, 2009	Dec. 31, 2008
Interest income, other	419 662	369 279
Exchange-rate gains	–	2 365
Capital gains	1 148 422	91 520
Dividends from shares and participations	1 042 631	678 298
Reversal of impairment of shares	4 214 015	–
	6 824 731	1 141 462

NOT 7 INTEREST EXPENSES AND SIMILAR INCOME STATEMENT ITEMS

	Dec. 31, 2009	Dec. 31, 2008
Interest expenses, other	4 435	1 137 611
Exchange-rate losses	36 232	15 574
Capital losses	215 235	–
Impairment of shares	–	3 726 196
	255 902	4 879 381

NOTE 8 TAX ON PROFIT FOR THE YEAR

There are temporary differences in the Foundation relating to short-term investments. Available loss carryforwards in the Group amount to SEK 1,312,332. Deferred tax assets relating to available loss carryforwards are not recognized, since it is uncertain if, when and to what extent they can be utilized.

Current tax

The difference between tax costs and tax costs based on applicable tax rate.

	Dec. 31, 2009	Dec. 31, 2008
Recognized profit before tax	-4 793 344	1 263 561
Tax according to applicable tax rate	0	353 797
Non-deductible expenses	1 490 871	2 615 723
Reversal of impairment of shares	-4 214 015	3 726 196
Non-deductible income	-596	-54 790
Tax-free dividend	0	-1 000 000
Total	-2 723 740	5 287 129

Recognized profit before tax	-4 793 344	1 263 561
Adjustment as above	-2 723 740	5 287 129
Tax base	-7 517 084	6 550 691

Recognized tax 0 1 834 193

NOTE 9 COSTS DEFRAID ON ANOTHER PARTY'S PROPERTY

	Dec. 31, 2009	Dec. 31, 2008
Accumulated costs		
Opening balance	2 433 357	2 139 357
New acquisitions	884 664	294 000
	3 318 021	2 433 357

Accumulated depreciation according to plan		
Opening balance	-695 172	-457 141
Depreciation for the year according to plan	-286 479	-238 031
	-981 651	-695 172

Planned residual value at the year-end 2 336 370 1 738 185

NOTE 10 EQUIPMENT, TOOLS, FIXTURES AND FITTINGS

	Dec. 31, 2009	Dec. 31, 2008
Accumulated costs		
Opening balance	2 535 915	1 917 687
New acquisitions	3 424 884	678 096
Divestments and disposals	-238 789	-59 868
	5 722 010	2 535 915

Accumulated depreciation according to plan		
Opening balance	-1 052 769	-613 569
Divestments and disposals	238 789	–
Depreciation for the year according to plan	-845 599	-439 200
	-1 659 580	-1 052 769

Planned residual value at the year-end 4 062 430 1 483 146

Costs for leasing of equipment amounted to SEK 568,425.

NOTE 11 PARTICIPATION IN GROUP COMPANIES

	Dec. 31, 2009	Dec. 31, 2008
Accumulated costs		
Opening balance	100 000	100 000
Carrying value at year-end	100 000	100 000

Specification of the Foundation's holdings of shares and participations in Group companies.

Subsidiary/Corporation. reg. no./Registered.office	Numbers of shares	Shares as percentage
Network Information Centre Sweden AB 556542-8033	2 500	100,0

NOTE 12 FINANCIAL FIXED ASSETS

	Dec. 31, 2009	Dec. 31, 2008
Bonds and interest-bearing securities	17 232 538	17 401 136

NOTE 13 OTHER RECEIVABLES

	Dec. 31, 2009	Dec. 31, 2008
Other receivables include a deferred tax asset amounting to	1 160 859	280 593

NOTE 14 PREPAID EXPENSES AND ACCRUED INCOME

	Dec. 31, 2008	Dec. 31, 2007
Rental of premises, first quarter of 2010	1 043 671	793 478
Company insurance	169 699	155 520
Other prepaid expenses	1 371 093	647 310
Accrued interest income	460 262	–
Accrued domain revenues	703 556	–
	3 748 281	1 596 308

NOTE 15 SHORT-TERM INVESTMENTS

	Dec. 31, 2009	Dec. 31, 2009
	Carrying value	Market value
Shares	15 319 482	16 342 850
Interest-bearing securities	49 199 013	53 251 715
Other investments	5 637 632	5 513 769
	70 156 127	75 108 334

NOT 16 EQUITY

	Foundation capital	Unrestricted reserves	Profit for the year	Total
Opening balance	200 000	47 425 479	-570 632	47 054 847
Appropriation of preceding year's profit		-570 632	570 632	–
Grants issued		-511 046		-511 046
Profit for the year			-4 793 344	-4 793 344
At the year-end	200 000	46 343 801	-4 793 344	41 750 457

NOT 17 ACCURED EXPENSES AND PREPAID INCOME

	Dec. 31, 2009	Dec. 31, 2008
Accrued salaries/Board fees, incl. social fees	4 094 445	2 912 192
Prepaid income	2 200	72 864
Prepaid domain revenues	48 855 032	43 048 334
Other items	2 742 301	5 017 619
	55 693 978	51 051 009

AUDITOR'S REPORT

To the Board of Directors of the Internet Infrastructure Foundation,
Corp. reg. no. 802405-0190

I examined the Annual Report, consolidated accounts and book-keeping and administration by the Board of Directors of the Internet Infrastructure Foundation for fiscal 2009. The Board is responsible for the accounting documents and administration, and for the application of the Annual Accounts Act when preparing the Annual Report and consolidated accounts. My responsibility is to express an opinion on the Annual Report and administration based on my audit.

I conducted my audit in accordance with generally accepted auditing standards in Sweden. These standards require that I plan and perform the audit to obtain reasonable but not absolute assurance that the Annual Report is free of material misstatement. An audit involves examining a selection of the documentation for the amounts and other information in the accounting documents. An audit also includes assessing the accounting principles used and their application by the Board of Directors, as well as evaluating any significant estimates made by the Board in preparing the Annual Report and consolidated accounts and evaluating the overall information in the Annual Report and consolidated accounts. I examined significant decisions, actions taken and circumstances of the Foundation in order to be able to determine the liability, if any, to the Foundation of any Board member, whether there was any reason for dismissal and whether any Board member performed any other act in contravention of the Foundation Act or the .SE charter of foundation. I believe that my audit provides a reasonable basis for my statement below.

The Annual Report and consolidated accounts were prepared in accordance with the Annual Accounts Act and provide a fair and accurate view of the Foundation's profits and position in accordance with generally accepted accounting standards in Sweden. The Board of Directors' Report is consistent with the other parts of the Annual Report and consolidated accounts.

The Board members did not act in contravention of the Foundation Act or the .SE charter of foundation.

Stockholm, March 22, 2010

Gunilla Wernelind
Authorized public accountant

Stockholm, March 12, 2010

Rune Brandinger Chairman	Mikael von Otter Member	Ove Ivarsen Member	Robert Malmgren Member	<i>auditor's report was submitted on March 22, 2010</i>
Lars Lindgren Member	Andreas Hedlund Member	Mikael Abrahamsson Member	Inger Persson Member	Gunilla Wernelind Authorized public accountant

VOCABULARY

Anycast

Anycast is used in computer communications and is a way of installing servers in several locations with the same IP address. Data are sent to the nearest (or “best”) receiver in accordance with predefined criteria. Compare with unicast.

ADR

Domain name registrants can use the Alternative Dispute Resolution Procedure (Alternativt Tvistlösningsförfarande, or ATF) to appeal the allocation of a domain name after the fact without having to go to court. The costs are subsidized by .SE, and it normally takes about a month to resolve a dispute.

**Broadband Check
(Bredbandskollen)**

Broadband Check is a free service that measures the speed at which users’ web browsers can send and receive data, i.e. the speed which users can attain in practice. www.bredbandskollen.se.

Country code top-level domain, ccTLD

Country code top-level domains (ccTLDs) are based on the country codes of the International Organization for Standardization (ISO) and are used by countries. Country code top-level domains comprise two letters, such as .se for Sweden.

DNS

The Domain Name System is an international, hierarchical, distributed database that is used to translate between domain names and IP addresses and to locate information on resources on the Internet.

DNSCheck

A tool for DNS quality control which describes in detail any errors or problems in the configuration of name servers.

DNSSEC

DNSSEC (DNS Security Extensions) is an extension of DNS which makes it possible to ensure that responses to DNS requests sent originate from the correct sender and have not been altered during transmission. This reduces the risk of manipulation and falsification of information in the DNS.

Domain name

A unique name that is usually linked to such services as websites or e-mail. In DNS, the domain name is translated into the corresponding IP address before communication via the Internet can occur. A registered domain name is a domain name which is held by a

specific registrant after allocation.

A domain name must comprise a minimum of two and a maximum of 63 characters.

ENUM

ENUM (Telephone Number Mapping) is a technical standard which uses the domain name system (DNS) to convert telephone numbers to URLs.

EPP

EPP (Extensible Provisioning Protocol) is a standard protocol used by many registries (see Registry) for registry management. It was implemented in conjunction with .SE’s change of business model on March 9, 2009 and is used by all accredited registrars to manage the registry of domain name registrants.

Generic top-level domain, gTLD

Generic top-level domains (gTLDs), such as .com, .net and .org, are top-level domains which are not tied to a country or geographical territory. Most are accessible throughout the world.

IDN

Internationalized domain names contain characters that do not fall within the domain name system’s character set, which includes only the characters a–z, 0–9 and the hyphen.

Internet for Everyone

.SE is investigating what can be done to improve the Internet’s accessibility for various groups of people that are now underrepresented online, including the disabled, the elderly and others. This area of focus is called Internet for Everyone.

Internet Fund

Through the Internet Fund, .SE finances independent projects that support the Internet’s development.

IP address

A numerical address allocated to every resource (such as a server or computer) that must be accessible on the Internet.

IP

Internet Protocol, a shared communications architecture used for addressing and route selection for data packets in such IP-based networks as the Internet. For computers and other equipment to be able to communicate on the Internet, they must use the same set of rules for communication – the same protocol. IP is available in version 4 (IPv4, which is now primarily used) and version 6 (IPv6).

IPv6

To resolve the shortage of addresses that has occurred on the Internet using the current protocol (IPv4), IPv6 – the sixth version of the protocol – has been developed. IPv6 uses addresses that are 128 bits long. This provides a theoretical possibility of 3.4 x 1038 addresses.

Name server

A computer containing programs that store and/or distribute zones and receive and respond to requests for resources allocated to a specific domain. For example, when you type in the address www.iis.se, your computer sends a request to a name server where information about iis.se is located.

Name server operator

The entity providing a DNS function for Internet users. A name server operator can be a web hotel or Internet service provider, for example.

Numerical domains

Domain names comprising only digits – a minimum of two and a maximum of 63.

Registrant

The physical or legal entity named as the registrant of a domain name.

Registrar

In the new business model to which .SE transferred on March 9, 2009, accredited distributors are known as registrars. This is an international term for the party responsible for administration and management of a domain name. A registrar handles the registration and maintenance of a registrant’s domain name in relation to .SE. Registrants may also choose to enter direct agreements with .SE’s registrar, .SE Direkt.

Registry

The company or organization responsible for the administration and operation of a top-level domain. .SE is the registry for and administers the .se domain and ensures that the .se zone is available, meaning that all .se domains are accessible on the Internet.

Resolver

The software that translates names into IP addresses, and vice versa.

.SE Direkt

.SE Direkt is .SE’s own registrar, which was established in conjunction with the transition to a new business model on March 9, 2009.

.SE Registry

In conjunction with the change of business model in 2009, the current operations were divided into two units: .SE Registry and .SE Direkt. .SE Registry is responsible for the administration and technical operation of the national domain name registry. Registrars register the domain names of registrants with the .SE Registry.

Subdomain

One or possibly several elements in a domain name that come before the primary domain. For example, “dsv” in dsv.kth.se is a subdomain.

Top-level domain

The part of the domain name that comes last, such as “.se”. This is the second-highest level in the Internet’s domain name system (DNS). The root, which is indicated with a period, is located at the top.

Unicast

This term is used in computer communications and means that all users send data to or receive data from the same server. Compare with anycast.

Webbstjärnan (Web Star)

.SE organizes Webbstjärnan, an Internet publication competition for students Swedish schools. The competition’s purpose is to develop the use of the Internet in schoolwork.

Whois

Whois is the lookup function used to search for information on domain names. This is normally handled through the Internet protocol for Whois, but the information can also be provided in other ways, such as through a web application. Details displayed include the name of the domain’s registrant and when the domain name was registered.

Zone

Delimitation of the administrative responsibility for the domain name tree. A zone comprises a continuous part of the domain name tree which is administered by an organization such as a web hotel and stored on its name servers. For example, in riksdagen.se, .se and riksdagen.se are two different zones on different levels.

Zone file

data file containing the information required about a zone so that DNS addressing can be used. Zone files are stored on authoritative servers distributed throughout the Internet.



FOLLOW US ON THE WEB – www.iis.se

At .SE we strive for a long-term and positive development and use of the Internet. On our website, you can read more about all of the projects that we conduct, find free books and seminars, et cetera. Meet the people in the projects.

MAJOR BREAKTHROUGH FOR DNSSEC IN THE WORLD

“Many adults don’t know and have no desire to know about teenagers’ Internet usage.”

“...EVENTS LIKE THIS
STRENGTHEN OUR
OPEN SOCIETY AND
DEMOCRACY.”

”RECEIVING MONEY FOR AN
INTERNET PROJECT SUCH AS A
CHILDREN’S INTERNET LIBRARY IS
OF GREAT IMPORTANCE FOR THE
DEVELOPMENT OF SMALL CHILDREN.”

”Web Star opens the
classroom to the world.”

”It was like not being
able to read or write.”

“The Internet is fantastic!”
Gun, age 78

In its largest-ever research initiative,
.SE is focusing on supporting the
development of secure e-mail.

Violence against women website – Web 2.0 helps vulnerable women

THE DIGITAL DIVIDE IN KISTA
WHERE MANY IMMIGRANTS
LIVE MUST BE REDUCED.



