

nic//report



nic.at

3rd Edition // ANNIVERSARY EDITION



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Dear reader,

We're really pleased that you have picked up this special anniversary edition of the nic//report. This year we are celebrating our 80th birthday. That can't be right? Well, it is if you add up all of our jubilees: 10 years of CERT.at, 20 years of Stopleveline, 20 years of nic.at and 30 years of .at!

To mark the occasion, we asked the birthday boys and girls to share some of the milestones and their own personal highlights with us (page 2). We have also taken a close look at the .at zone and drawn up a map of Austria with a difference: the nic.at domain map (page 5). It shows how domain savvy your local area is, what the Austrian domain capital is (clue: it's not Vienna) and where the nation's domain hotspots are.

We also have a competition for industry experts and crossword fans with great prizes on page 9. As we are kids of the 80s and 90s we went back to our childhoods for this nic//report. Maybe you are familiar with the photo stories printed in mags like Bravo? If that has pricked your curiosity, head to page 10 first. In our anniversary year we are joined by the star of our jubilee marketing campaign: Granny Elfriede. Make sure to stop by at www.oma-elfriede.at for funny pictures and videos.

Richard Wein & Robert Schischka
Managing Directors





PETER RASTL
 “Father of the Internet”
 in Austria

Interviewing the jubilees

30 Years .at

How did .at become the home of Austrians in the Internet? And what was first: e-mail or Internet? We met Dr Peter Rastl, long-time head of the Vienna University Computer Center, and put all of these questions to him. Click the link below to see the full interview: <https://youtu.be/3juyaS1DNx4>



20 Years nic.at

Why was nic.at founded in the first place?

The domain ending .at was delegated to the University of Vienna in 1998. The Internet really started to catch on in the 1990s and attracted an increasingly large amount of commercial interest. While .at domains were free to begin with and allocations were limited to just one per organisation, the administrative and statutory burden increased so sharply for the university that there was no other option but to introduce fees. At the same time, ISPA was already taking shape as an association that represented service providers in Austria. Together with the University of Vienna, ISPA decided to further professionalise the domain registration. That was the moment that nic.at was born.

What were the key milestones?

The biggest challenges facing nic.at to begin with were all of the legal, technical and administrative grey areas. An entire industry was in its infancy and, as a result, there was a great deal of uncertainty – and question marks. Neither national nor international structures were in place. After we overcame these initial difficulties, we went on to notch up numerous successes: the millionth domain in 2011; becoming backend provider for many of the new gTLDs; and naturally the awards from CENTR and ISO certification.

What moment has stayed with you on a personal level?

There are a few things that instantly spring to mind – positive developments as well as negative. The introduction of the first registrar system back in 2003 was unquestionably a major milestone. The attendance of the then Austrian Chancellor



RICHARD WEIN
 Managing director
 of nic.at



Alfred Gusenbauer at Domain pulse in Vienna, or becoming the first ENUM registry to go into global production. But the worst experience was the sudden death of a young nic.at employee.

Where are things heading?

DNS will continue to exist for many years to come, but major changes are set to come our way in this area, blockchain being a case in point. We are actively working on ideas in this area and developing ways for this innovation to support our business in future. We strongly believe that topics such as security and privacy will become even more high profile in future, and are looking forward to becoming part of this development.

20 Years Stopleveline

Why did you set up Stopleveline?

Stopleveline was an independent initiative set up by the Austrian Internet service providers to combat illegal content online, after images of child abuse were discovered on the server of an Austrian host provider. ISPA (then newly founded), nic.at, representatives of the police reporting centres, legal experts and other national stakeholders were involved in establishing Stopleveline. The challenge at the time was to raise awareness of illegal content online and publicise the existence of the new reporting centre without demonising the Internet as a whole.

What were the key milestones?

Our biggest success has to be the 75,000 reports we have processed since 1998. Another highly gratifying outcome is that the reporting centre in Austria is now networked with more than 50 hotlines worldwide under the INHOPE umbrella – Stopleveline was a founder member 20 years ago alongside seven other hotlines. On a day-to-day level, the

greatest challenge is dealing with the numerous reports which, in some cases, link to extremely shocking material such as sexual abuse of very small children and extremely radical pages glorifying National Socialism.

What moment has stayed with you on a personal level?

The moment that I worked on one of these reports for the very first time and was confronted with sickening images of minors being abused. I.e. what my team has been exposed to on a daily basis for many years, and for which they have my utmost respect.

Where are things heading?

Stopleveline has just undergone a major facelift ahead of its anniversary, is campaigning for a blanket redefinition of child pornography as “child sexual abuse material”, and is upgrading its website. The large number of reports received in 2018 is also ensuring that we have a lot on our plate at the moment.



BARBARA
SCHLOSSBAUER
Project manager **Stopleveline**

Stopleveline is the Austrian Report Centre against Child Sexual Abuse Material and National Socialism on the Internet. Stopleveline takes the 20 year anniversary as an occasion to abolish the phrase “child pornography”. International experts working with underage abuse victims confirm, that the term is trivialising the portrayed sexual act on children, the force and the violence.

10 Years CERT.at

Why was CERT.at founded?

Promoting the Internet in Austria is one of the goals enshrined in the articles of incorporation of the Internet Foundation Austria, nic.at's owner. Over recent decades the Internet has not only become an essential element of numerous business processes, but is also an integral part of many people's daily lives. As a result, we have to ensure that we are ideally placed to meet and counter threats and security risks as they emerge. A national CERT* as an independent information hub presented itself as the ideal opportunity to leverage the available synergies while promoting the goals of the foundation. The greatest challenge that we faced was establishing an effective team to rapidly embed us in national and international networks and help us establish the level of trust required for quality information exchange. As face to face contact and direct communications are an essential part of this, a significant amount of our initial work focused on building up a network of dependable contacts at home and abroad, rather than the technical side of things.

What were the key milestones?

One significant milestone came right at the start – gov-CERT, a partnership with the Office of the Federal Chancellor, which continues to this day. And thanks to the excellent support we receive from our partner organisations such as the University of Vienna and the Swiss registry SWITCH, we were able to establish ourselves on international committees in no time at all and successfully complete the required accreditation process. With a great deal of dedication and hard work from our employees we achieved some impressive results with a small team – we only had four full-time employees to begin with – attracting international recognition along the way. One other important step was the foundation of the Austrian Trust Circle – an information exchange platform for six key infrastructure sectors (energy, industry, financial, health, transport and ISP). This organisation brings together selected representatives once a quarter who report to their peers on current issues and incidents in a confidential environment in which personal allegiances are put to one side. In 2017 we founded the Austrian Energy CERT (AEC) – the first sectoral CERT in the country – mapping out a new path that attracted a great deal of attention on the international stage and generated an overwhelmingly positive response.



ROBERT
SCHISCHKA
Managing
director of
nic.at



What moment has stayed with you on a personal level?

One personal highlight was hosting the annual international FIRST** conference in June 2011 in Vienna, which attracted around 500 participants from all over the world.

Where are things heading?

For us, the next challenge will be to implement the NIS Directive***, which sees the national CERT (to the extent that no sector CERT is in place) assume the role as reporting centre for security incidents. This brings increased demands in terms of availability, as well as heightened security for our infrastructure and internal processes.

* Computer Emergency Response Team

** FIRST: Forum of Incident Response and Security Teams

*** The NIS Directive is the first piece of EU-wide legislation on cybersecurity.

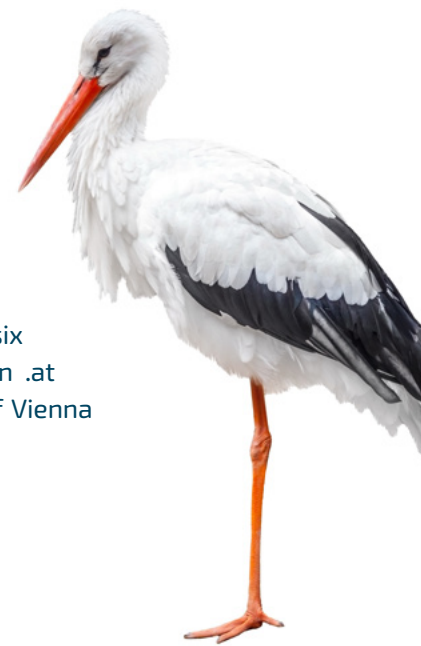
Austrian domain map

No blank spots in Austria

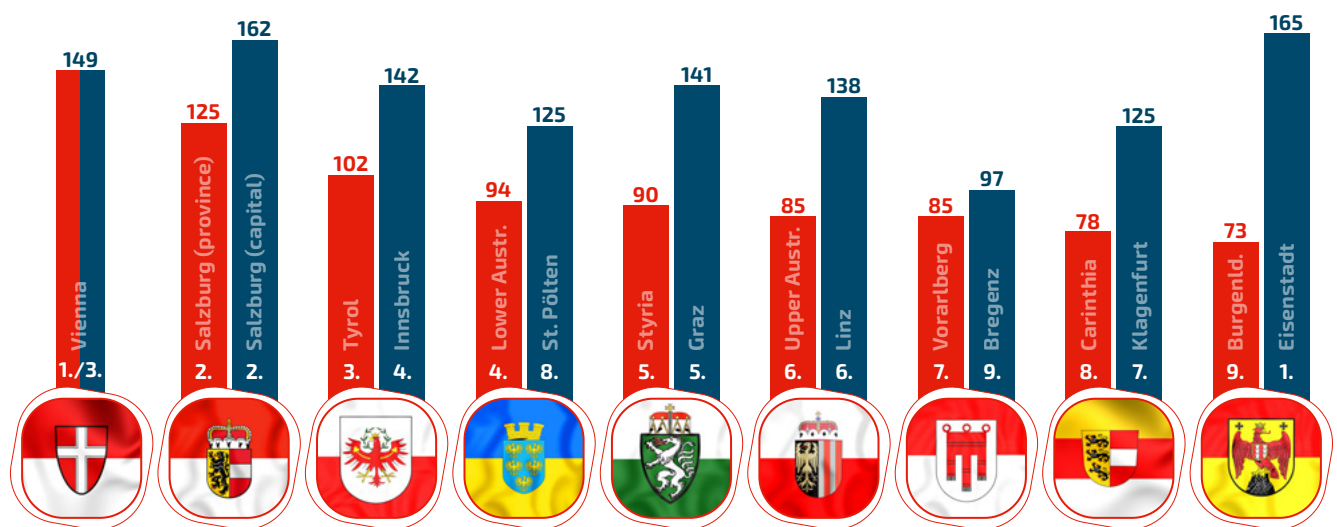
.at is the chosen home for many Austrians online. In fact, 936,857 .at domains are registered to postal addresses in the country – 72.6 % of all .at domains out there*. But which towns, cities and districts lead the way when it comes to domain names? To mark the 30th anniversary of the .at domain, we went off in search of answers. The good news right away: there is not a single district in Austria without at least one .at registration. Even tiny places like Namlos, Tschanigraben, Gramais and Kaisers – each with a population of below 70 – are home to owners of .at domains.

Burgenland leads and lags

While the most domains per 1,000 inhabitants are registered in Vienna (148.8), Salzburg (124.9) and Tirol (102.2), the province of Burgenland brings up the rear with 73.5. But a look at the provincial capitals shows Eisenstadt in Burgenland out in front, with one in six people in the city owning an .at domain – putting it ahead of Vienna and Salzburg.



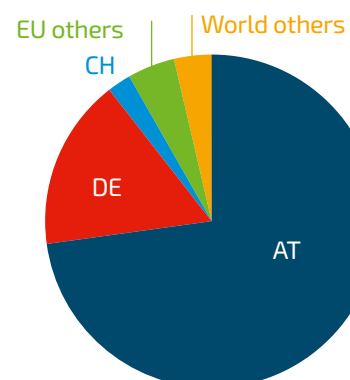
Domains per 1,000 inhabitants per province and capital



International owners of .at domains

Austria	936,857	72.6 %
Germany	213,274	16.5 %
Switzerland	27,694	2.1 %
EU others	60,261	4.7 %
World others	52,866	4.1 %
Overall	1,290,952	100.00 %

Close to 73 % of all registered .at domains have an owner with an Austrian postal address. The other 27 % of the .at domain holders are residing in Germany. Only 9 % of the .at domain portfolio is delegated to domain holder coming from non-German speaking countries.





Vorarlberg

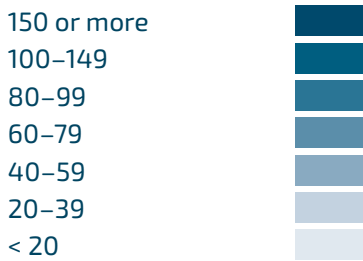
1	Warth	341
2	Damüls	339
3	Lech	321
4	Schröcken	290
5	Schwarzach	261
24	Bregenz	97



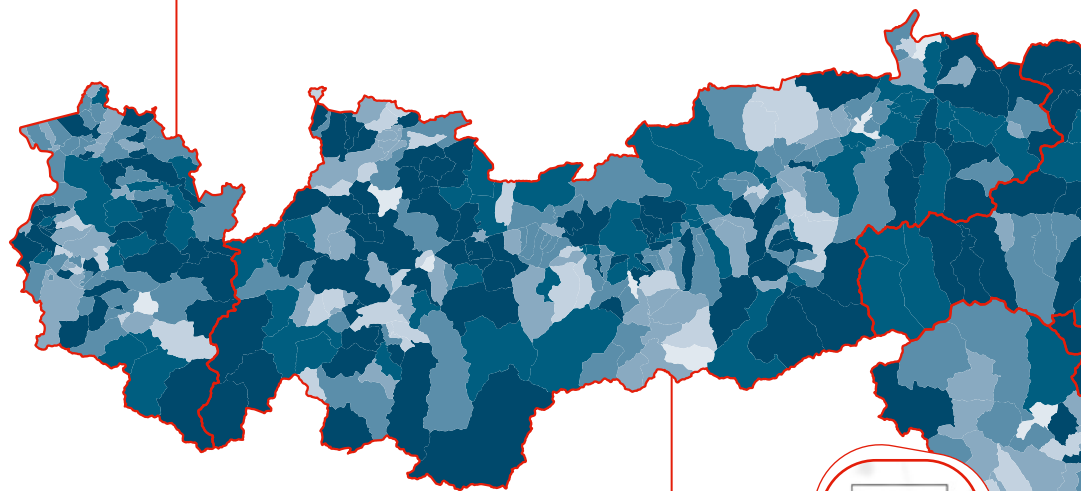
Salzburg

1	Untertauern	938
2	St. Martin b. Lofer	446
3	Saalbach-Hinterglemm	349
4	Eugendorf	322
5	Viehhofen	265
18	Salzburg	162

Domains per 1.000 inhabitants per local community



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Tyrol

1	Ischgl	449
2	Reith bei Seefeld	445
3	Serfaus	378
4	Fiss	375
5	Mayrhofen	346
35	Innsbruck	142



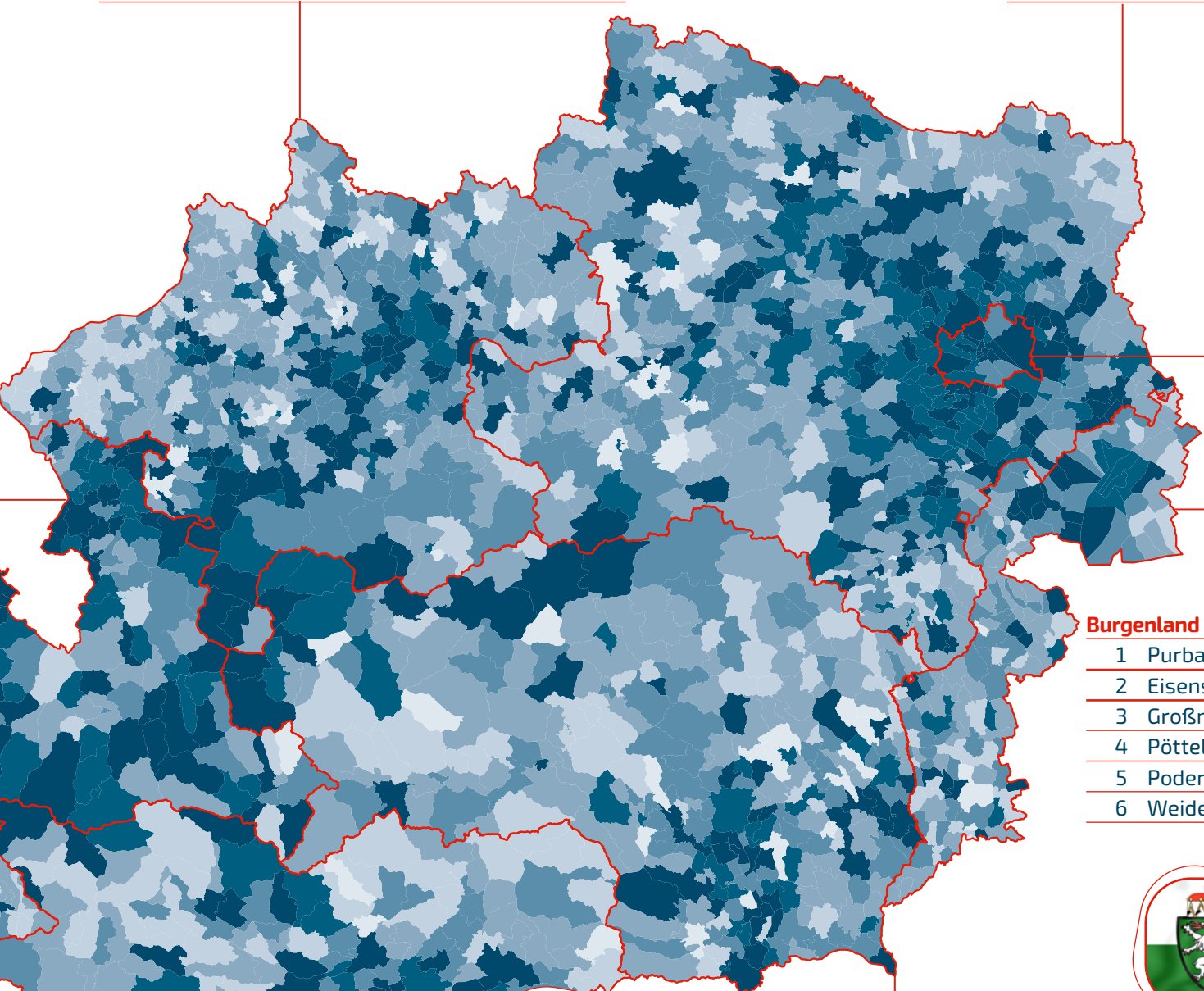


Upper Austria

1	Holzhausen	1,275
2	Mondsee	359
3	Aurolzmünster	215
4	Zell am Moos	194
5	Peuerbach	192
24	Linz	138

Lower Austria

1	Meiseldorf
2	Erlauf
3	Mödling
4	Glinzendorf
5	Aderklaa
70	St. Pölten



Vienna

1
2
3
4
5

Burgenland

1	Purbach am Ne
2	Eisenstadt
3	Großmürbisch
4	Pöttelsdorf
5	Podersdorf am
6	Weiden am See

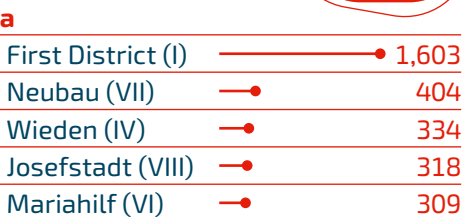
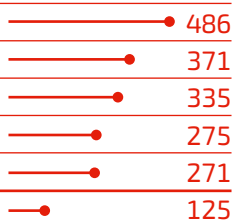


Carinthia

1	Weißensee	267
2	Winklern	210
3	Pörschach am Wörthersee	204
4	Krumpendorf	186
5	Bad Kleinkirchheim	166
9	Klagenfurt	125

Styria

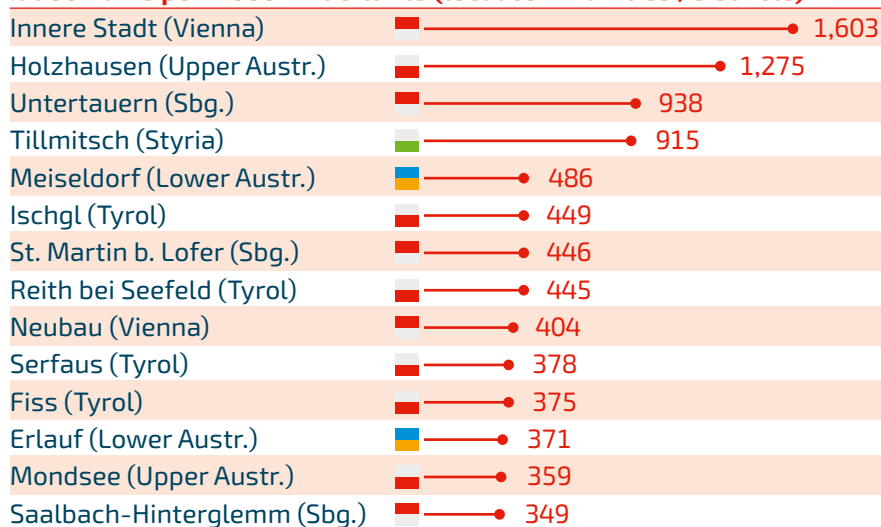
1	Tillmitsch	915
2	Ramsau am Dachstein	255
3	Hartberg	200
4	Leibnitz	186
5	Lebring-St. Margarethen	178
13	Graz	141



Tyrol and Salzburg touristic areas are Austria's domain hotspots

Vienna's first district is out in pole position in the Austrian domain world, with an average of 1.6 domains per inhabitant. This is attributable to the high number of businesses registered there. According to Statistics Austria it has 11,105 places of work **. The top 15 municipalities reflect a broad mix, but with winter sports destinations particularly heavily represented. Although it has a population of just 466, Untertauern in the district of St. Johann im Pongau has a total of 437 .at domains to its credit. This catapults the picture-postcard village to third place on the leader board. It is followed by winter resorts including Ischgl, Reith bei Seefeld, Serfaus, Fiss and Saalbach-Hinterglemm. Domain hotspots such as Holzhausen, Tillmitsch and Meiseldorf make the list due to the presence of domain investors. These are usually private individuals or companies that buy and sell domain names.

.at domains per 1.000 inhabitants (local communities / districts)***

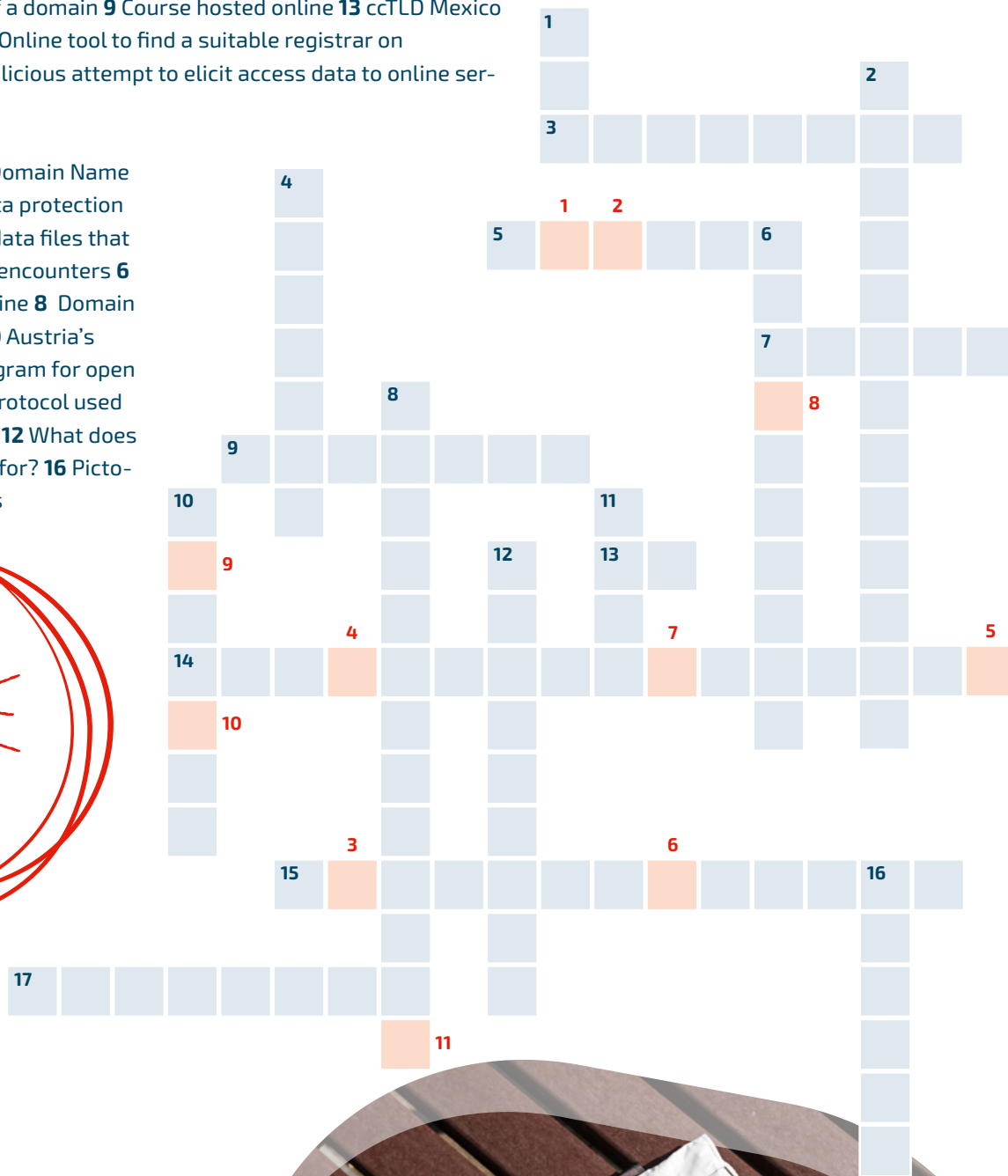
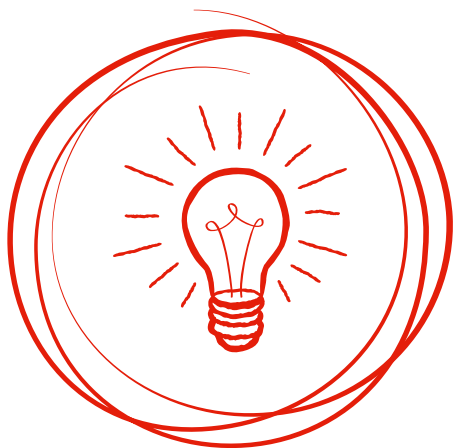


*** number of .at domains per town/city as at July 31st, 2018 divided by population

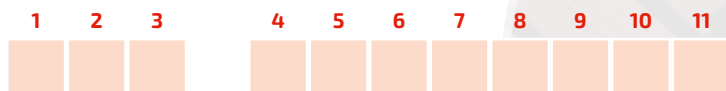
Puzzle & Win!

Horizontal: 3 nic.at headquarters 5 Synonym for Internet address 7 Technical contact of a domain 9 Course hosted online 13 ccTLD Mexico 14 Meaning of IP 15 Online tool to find a suitable registrar on www.nic.at ... 17 Malicious attempt to elicit access data to online services from users.

Vertical: 1 Abbrev. Domain Name System 2 Online data protection notice 4 The small data files that every Internet user encounters 6 Code of conduct online 8 Domain availability query 10 Austria's largest funding program for open source projects 11 Protocol used for sending e-mails 12 What does the E in CERT stand for? 16 Pictograms used in chats



You can also find the missing word in our social media channels or on our website!



Win a piece of nic.at history. Thinking sustainably, we decided to upcycle our old marketing materials and transformed them into hats and bags. And now they are up for grabs – so get puzzling and send us the solution.

E-mail the solution to pr@nic.at until October 31st, 2018!



A day in the life of the nic.at customer service team!

Customer service handles all incoming queries. Calls are taken, written responses composed and inquiries forwarded on to the various departments. The team has already processed 15.000 calls, 30.000 e-mails and 21.000 transactions per September 2018.



In the leading roles:



ELIZA

always wears a smile on her face.



MANISHA
loves to help.



MR. SCHMIDT
has a lot of questions.



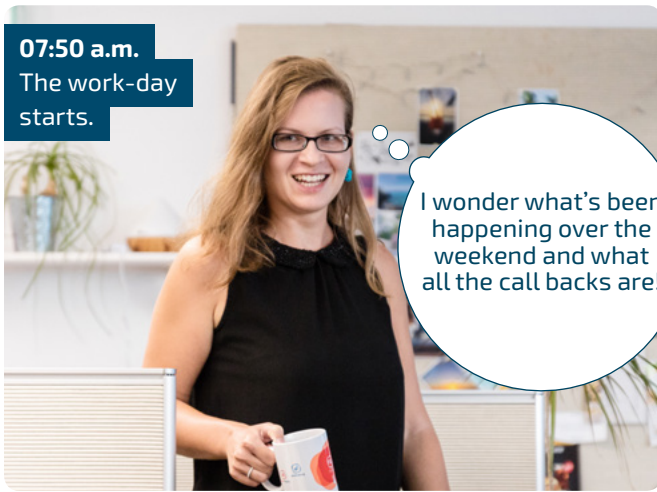
MATTHIAS
Mr. Problem solver.



BARBARA
legal questions are her domain.

07:50 a.m.

The work-day starts.



I wonder what's been happening over the weekend and what all the call backs are!



08:02

Hello there, I need my Authinfo, please!

Can you tell me the domain name, please?

The URL is www.wherismyAuthinfo.at

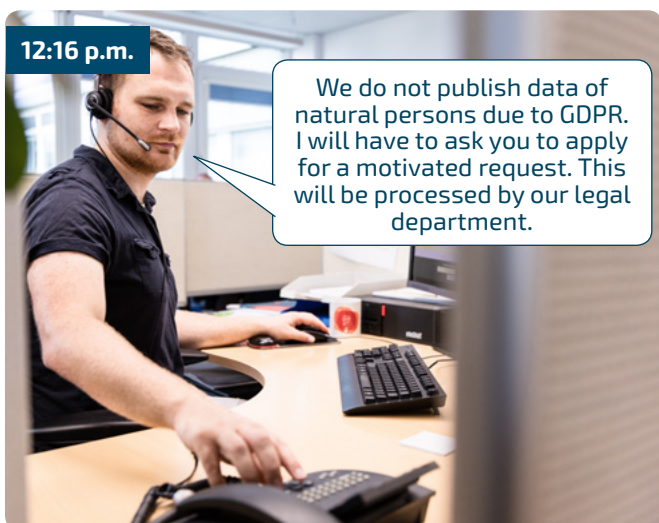
Thank you, just a moment please ...

Eureka!

08:03 a.m.

Right then: Your domain is registered with us directly. This means that all you have to do is login via the customer login window and you can see all the details you need. The customer login can be found top right in the header on www.nic.at.

Many calls later...





Afternoon Break

Are you going on the after-work hike up the Schober tomorrow?

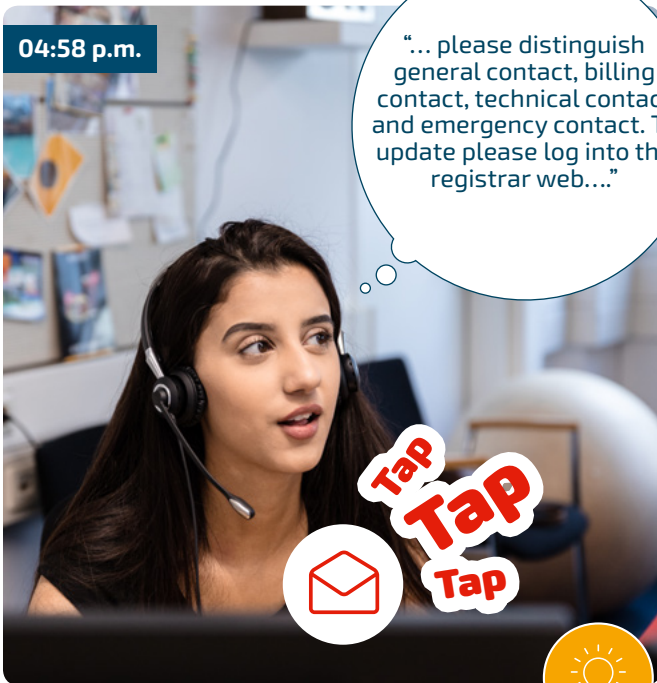
Yeah, definitely! I really enjoy all of the nic.at group activities.



04:58 p.m.

Ping

Ah! A registrar question of updating the owner data!



04:58 p.m.

“... please distinguish general contact, billing contact, technical contact and emergency contact. To update please log into the registrar web...”



06:05 p.m.
The working day draws to an end ...

We get so much satisfaction from helping people.

The service center is open Monday to Friday from 8 a.m. to 6 p.m.

nic.at administers around 400 .at-registrars in over 25 countries. These registrars manage 97 % of all delegated .at domains.

And the moral of the story:
there's no such thing as a stupid question!



Katharina Hackl
Head Customer Service

The End.

nic.at GmbH

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