The good, the bad and the ugly
Covid-19 impact on .UK

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The good

- Domain registrations buoyant - rolling 21 day normalised YoY growth now at 37%
- Support fund introduced to help registrars support their customers
- Implications for renewals still to be determined – impact will lag – UK Government financial support maintaining ‘zombie’ businesses
- Leading indicators will provide some insight on recent registrations e.g. usage
- Move to remote working without impact on service levels
- No one is talking about Brexit!

- 100% increase in domains including virtual, live, online, video and remote
- Domains including box and delivery up 66%
- 100% increase in domains including aid, community, help, safe, supplies and support
- Domains referencing hygiene and virus management up 600%
The bad

• Deploying existing technology and relationships to address criminality and suspicious activity
• *Domain Watch* identifies domains at the point of registration that are highly likely to be used for phishing
• AI + people = robust response
• Applicants are asked to pass further due diligence checks
• As at 20 May 2,849 ‘Covid’ related domains suspended of which 1,047 have moved through to registration
• Work with established Law Enforcement partners ongoing
The ugly (and the opportunity)

- Existing digital divide amplified
- 1.9m people in the UK without internet access – significant implications for access to critical services and education
- Our response:
  - Zero rate access to healthcare advice services
  - Devices.Now
  - Supporting big business to support communities in need
Build back better

Respond

• Supporting Registrars and Registrants where possible
• Stepping up Domain Watch activity
• Pivoting public benefit work to respond
• Supporting children (and parents) during lockdown through Scouts Great Indoors programme

Adapt

• Establishing the ‘new normal’ for the registry and our staff
• Adapting to the broader mid term economic impact
• Supporting business resilience through Registry activities, support and education
• Moving forwards post Brexit

Reinvent

• What next?
• Must not lose impetus to address key societal issues around digital
• Opportunities for environmental sustainability
Thank you