



## **Registry Operator Monthly Report**



**August 2018**

**Prepared: September 2018**

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# Monthly Progress Report for August 2018

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As required by the Department of Commerce/Neustar Registry Agreements, this report provides an overview of Neustar Registry activity during the reporting month.

## Table of Contents:

<b>Section 1: Summary of Major Events .....</b>	<b>3</b>
<b>Section 2: Performance Data .....</b>	<b>4</b>
<b>Section 3: Monthly Transaction Statistics .....</b>	<b>4</b>
<b>Section 4: Monthly Registration Data.....</b>	<b>6</b>
<b>Section 5: Website Statistics.....</b>	<b>6</b>
<b>Section 6: Accredited Registrar Status .....</b>	<b>6</b>
<b>Section 7: .US Locality Statistics .....</b>	<b>6</b>
<b>Section 8: WHOIS Complaint Statistics .....</b>	<b>7</b>

## Section 1: Summary of Major Events

### Technical and Operational Update

The SRS and WHOIS had an unscheduled site switchover resulting in an SLA of 99.815% for the month of August.

### Locality Update

The usTLD Locality space is monitored by Neustar to ensure adherence to policies and procedures. We now have 12,135 total usTLD Locality names. Of those, Neustar manages 9,753 as the Delegated Manager, and the remaining 2,382 are covered by external Delegated Manager Agreements. The Texas Regional Hostmaster contacted Neustar to terminate his usTLD Delegated Manager duties for the management of 324 delegated names which zone files confirm is over 850 Locality domain names. Communications and a migration plan are in process to ensure continuity of services for the affected registrants.

### Policy Update:

Neustar's August update meeting with the Dept of Commerce was held by Webex on August 22. Agenda items included a Locality Space subcommittee update by Crystal Peterson and an industry update by Becky Burr. Judy Song briefly discussed the change of IANA contact with Susan Chalmers and subsequently emailed the notification to Vernita Harris.

### Marketing Update:

Site traffic remains strong, despite the end of the Thankful for .US campaign which wrapped the end of July. Paid evergreen marketing efforts continue in order to drive top-of-mind awareness with our target audience segments the new, fresh blog content was added to the site to support engagement and SEO efforts. Evergreen efforts provided just over 20k impressions with Facebook still our strongest performing platform for driving engagement. Two new blogs were posted in August:

Landing Page Essentials: Tips for Creating Pages that Work <<https://www.about.us/blog/landing-page-essentials-tips-for-creating-pages-that-work>>

On a Budget? Here are 5 DIY Tips to Grow Your Business Online <<https://www.about.us/blog/on-a-budget-here-are-5-diy-tips-to-grow-your-business-online>>

Blog views remain comparable to previous months with an average time on page of 1 minute 33 seconds. Content services to engage users as well as build SEO authority for www.about.us. When looking at organic traffic only, we see a steady increase month over month, and a 30% jump in August when compared to July. Content continues to be a fundamental structure to support all of our marketing efforts.

### Other Updates

New registrations in August 2018 were 6.8% higher than August 2017. Names under management in August 2018 were 24.9% lower than August 2017. The renewal rate in June 2018 (most current data available due to 45 day grace period) was lower year over year at 50.1% vs. 71.6% in June 2017.

## Section 2: Performance Data

### Service Level Agreement Measurements

Service Level Requirement	Requirement	Actual
Service Availability – SRS	99.900%	99.815%
Service Availability - Nameservers	100.000%	100.000%
Service Availability- Whois	99.950%	99.815%
Planned Outage Duration - SRS	8 hours	0 hours
Planned Outage Duration - Nameservers	None	0 min
Planned Outage Duration - Whois	8 hours	0 hours
Extended Planned Outage Duration - SRS	18 hours	0 hours
Extended Planned Outage Duration - Nameservers	None	0 min
Extended Planned Outage Duration - Whois	18 hours	0 hours
Processing Time - Add, Modify, Delete of all objects	3,000ms for 95%	100% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.23% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	100% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	100% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	100% < 15 mins
Update Frequency - Whois	15 min. for 95%	100% < 15 mins

## Section 3: Monthly Transaction Statistics

<b>Total Domains Under Management</b>	<b>2,008,604</b>
<b>Totals Nameservers Managed</b>	<b>236,307</b>

### Billable Transactions

Transaction Type	# of Transactions
Adds	66,122
Auto-Renews	5,533
Renews	66,061
Transfers	2,079
Deletions for Credit	1,710
<b>Total</b>	<b>141,505</b>

## Total Extensible Provisioning Protocol (EPP) Transactions during the Month (Includes failed transactions)

Command	# of Transactions
Check Contact	1,183,449
Create Contact	2,325,714
Delete Contact	80,715
Info Contact	5,738,989
Transfer Contact	0
Update Contact	1,911,986
Check Domain	68,400,470
Create Domain	2,684,253
Delete Domain	79,805
Info Domain	3,796,899
Renew Domain	75,289
Transfer Domain	26,816
Update Domain	743,695
Check Host	7,372,716
Create Host	57,866
Delete Host	251,831
Info Host	1,561,543
Update Host	46,093
<b>Totals</b>	<b>96,338,129</b>

Daily EPP Transactions	# of Transactions
Maximum Daily Transactions	3,719,228
Minimum Daily Transactions	2,228,048
Average Daily Transactions	3,107,681

Transaction Type	# of Transactions
Total Billable Transactions	141,505
Total number of Whois Queries	34,761,453
Total number of DNS Queries	44,171,994,670
Total EPP Transactions	96,338,129
<b>Total Registry Transactions</b>	<b>44,303,235,757</b>

## Section 4: Monthly Registration Data

See attached spreadsheet.

## Section 5: Website Statistics

URL: www.about.us	
Page Views	12,002
Visits	7,413
Average Visit Length	41 Secs

## Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	223
Registrars in Ramp Up	0
Registrars in Pre-Ramp Up	0

## Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	374
Changes to Delegated Managers	0
Updates to Locality Domains	20

## Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during August 2018.

Date	Registrar	Domain Name	Complaint	Action
8/31/2018	Tucows Domains Inc.	innotek.us	Nameserver Update Request Filed Inaccurately	Email Sent to Registrar
8/31/2018	NameCheap, Inc.	foxgloves.us	Falsified Registration Data	Email Sent to Registrar
8/31/2018	NameCheap, Inc.	doomiest.us	Malicious Activity	Email Sent to Registrar
8/31/2018	NameCheap, Inc.	doomiest.us	Malicious Activity	Email Sent to Registrar
8/26/2018	NameCheap, Inc.	sumrical.us	Suspected Nexus Violation	Email Sent to Registrar
8/20/2018	NameCheap, Inc.	c2cme.us	Falsified Registration Data	Email Sent to Registrar
8/18/2018	GoDaddy.com, Inc.	teruel.us	"This domain was stolen by SAGA PONAMA"	Complainant did not pursue further
8/16/2018	NameCheap, Inc.	firmermarch.us	SPAM Botnet generated	Suspected Nexus Violation
8/16/2018	NameCheap, Inc.	duelavancer.us	SPAM Botnet generated	Suspected Nexus Violation
8/10/2018	NameCheap, Inc.	zx8.us	Spam Text Referencing Domain	No Action
8/10/2018	NameCheap, Inc.	urcacherve.us	SPAM Botnet generated	Suspected Nexus Violation
8/10/2018	NameCheap, Inc.	amliorerdr.us	SPAM Botnet generated	No Action
8/9/2018	NameCheap, Inc.	stratifintg.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	stratifgrer.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	rengagereu.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	queavancer.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	occuperdie.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	ndproposer.us	SPAM Botnet generated	Suspected Nexus Violation
8/9/2018	NameCheap, Inc.	eajouterpr.us	SPAM Botnet generated	Suspected Nexus Violation
8/7/2018	Key-Systems GmbH	fedwireonline.us	Falsified Registration Data	Email Sent to Registrar
8/3/2018	NameCheap, Inc.	knead.us	"Appears to be non-US/fraudulent registration"	Complainant did not pursue further