



Registry Operator Monthly Report



December 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:

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

Section 1: Summary of Major Events

Technical and Operational Update

There were no operational changes during December 2018.

Locality Update

The usTLD Locality space is monitored by Neustar to ensure adherence to policies and procedures. We now have 12,134 total usTLD Locality names. Of those, Neustar manages 9,753 as the Delegated Manager, and the remaining 2,381 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:

For the December 2018 report, which reflects November 2018 activity, we would like to note that there was not a monthly call with NTIA. An update on email was provided. We previously updated NTIA on this year's usTLD Town Hall in the November 2018 report, which is also noted below for reference.

This year's scheduled usTLD Town Hall was held November 29, 2018 at 11am EDT. The Town Hall focused on a review of 2018 Marketing initiatives and the "Voice of .US," as well as a 2018 policy review, state of the usTLD Space, including the Locality space and a Question and Answer session. There was a lively chat discussion with numerous questions ranging from marketing, security to policy. The Town Hall had a total of 51 registrations and was promoted via a blog announcement on the .US site and Internet News, promotion across social media channels and media coverage from Circle ID as well as DomianPulse:

- <https://www.about.us/blog/us-town-hall-live-webcast>
- <https://www.internetnews.me/2018/11/20/dotus-organising-town-hall/>
- <http://www.domainpulse.com/2018/11/07/us-live-town-hall-webcast/>
- http://www.circleid.com/posts/20181106_neustar_and_ustld_stakeholder_council_to_hold_dot_us_webcast/

Marketing Update:

End of year efforts included evergreen marketing promotion on Facebook and LinkedIn, targeting small business interest, as well as a year-end blog post: The Essential Year End Checklist For Businesses (<https://www.about.us/blog/the-essential-year-end-checklist-for-businesses>) that included a custom .US tip sheet available for users to download.

Total website traffic is up 25% from the previous year with a 10% increase in page views. Total year 2018 traffic increased 4% from prior year with a 10% increase in page views. This is our third year of consecutive growth in about.us site traffic demonstrating effectiveness of content

and SEO efforts as well as branding initiatives. Organic search alone increased 79% year over year.

Blog traffic shows an increase of 182% with page views of 18,500 for the year and just over 1,000 downloads of the .US Toolkit.

Other Updates

New registrations in December 2018 were 107.0% higher than December 2017. Names under management in December 2018 were 7.7% lower than December 2017. The renewal rate in October 2018 (most current data available due to 45 day grace period) was higher year over year at 63.4% vs. 14.9% in October 2017.

Section 2: Performance Data

Service Level Agreement Measurements

Service Level Requirement	Requirement	Actual
Service Availability – SRS	99.900%	100%
Service Availability - Nameservers	100.000%	100%
Service Availability- Whois	99.950%	100%
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%	100% < 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

Total Domains Under Management	2,093,708
Totals Nameservers Managed	241,227

Billable Transactions

Transaction Type	# of Transactions
Adds	61,327
Auto-Renews	5,326
Renews	59,851
Transfers	1,687
Deletions for Credit	1,322
Total	129,513

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

Command	# of Transactions
Check Contact	1,411,569
Create Contact	1,367,354
Delete Contact	34,452
Info Contact	3,599,324
Transfer Contact	0
Update Contact	2,444,544
Check Domain	44,144,135
Create Domain	2,829,988
Delete Domain	43,301
Info Domain	3,447,949
Renew Domain	76,402
Transfer Domain	47,843
Update Domain	689,275
Check Host	6,583,263
Create Host	78,643
Delete Host	233,279
Info Host	1,826,030
Update Host	52,730
Totals	68,910,081

Daily EPP Transactions	# of Transactions
Maximum Daily Transactions	2,813,822
Minimum Daily Transactions	1,684,907
Average Daily Transactions	2,222,905

Transaction Type	# of Transactions
Total Billable Transactions	129,513
Total number of Whois Queries	39,063,402
Total number of DNS Queries	41,552,832,462
Total EPP Transactions	68,910,081
Total Registry Transactions	41,660,935,458

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.about.us	
Page Views	9,364
Visits	5,376
Average Visit Length	51 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	375
Changes to Delegated Managers	0
Updates to Locality Domains	48

Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during December 2018.

Date	Registrar	Domain Name	Complaint	Action
12/28/2018	GoDaddy.com, Inc.	unitedstand.us	Registrar Accepted	Registrar Accepted
12/18/2018	NameCheap, Inc.	cheapnikebronshoes.us	Nexus violation	Nexus investigation initiated
12/18/2018	NameCheap, Inc.	cheapnikeshoesonline.us	Nexus violation	Nexus investigation initiated
12/9/2018	NameCheap, Inc.	diehfans.us	Nexus violation	Nexus investigation initiated