



Registry Operator Monthly Report



April 2015

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Monthly Progress Report for April 2015



As required by the Department of Commerce/Neustar Registry Agreements, this report provides an overview of Neustar Registry activity during the reporting month. The information is primarily presented in table and chart format with text explanations as deemed necessary.

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Section 1: Summary of Major Events

Technical and Operational Update

There were no operational changes or issues during April, 2015

Locality Update

Progress continues with the locality names and working with the Delegated Managers. We added no new locality agreements in April, 2015, the total remains at 3,975 domains. There are no domains unidentified, 324 domains are unsigned legacy names held by the Texas Host Master, with whom we are in discussions on resolving their delay in signing. There were 191 pending receipt of paperwork in April, 2105, 604 domains were deleted.

Conficker Update

There were [REDACTED] Conficker names deleted during April, 2015. [REDACTED] names were added, which brings the total Conficker domains under management to [REDACTED].

Policy Updates

On April 20 the council held a dry run of the usTLD Public Stakeholder Town Hall to discuss the script, presentation deck, and resolve any issues in advance of the presentation. At the meeting, it was determined that the number of speakers should be kept low to improve flow between the slides and agenda items. The Council also decided to introduce additional slides summarizing the input received to the Public Survey circulated in advance of the Town Hall.

On April 22, the Council held its first annual Public Stakeholder Town Hall to solicit community feedback into .US, its policy, its brand, and other matters from a wider range of stakeholders with interests in the .US Top Level Domain. The Town Hall had fifty attendees, including nine councilors and twelve Neustar employees. A range of suggestions for future Council discussions or other improvements to .US emerged from the Town Hall including:

- Creating a public listserv to allow interested stakeholders to provide continued input into Council ongoing and other policy activities in .US;
- Marketing alternative usages of .US, such as domain hacks, particularly to potential users in foreign markets;
- Outreach to international Chambers of Commerce in addition to current initiatives with national Chambers of Commerce to promote .US to registrants eligible under Nexus Category III;
- Reviewing Seven Dirty Words Policy and potential implications for freedom of speech on the Internet;
- Reconsidering appropriateness of the requirement that name servers be located in the United States, given the high usage of Anycast servers;
- Introducing non-ASCII registrations to .US.
- Revising Nexus Category III to improve clarity to foreign registrants with interests in registering in .US;

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- Introducing an additional Nexus Category to permit registration by individuals or entities with interests in the United States;
- Revising to Nexus Category I to enable registrations by United States registrants that were neither United States citizens nor permanent residents;
- Reviewing on Privacy/Proxy services in .US and implications for the safety and privacy of .US registrants; and
- Undertaking activities to educate the public about cyber risks and cyber bullying.

The .US Stakeholder Council will take the question of how to address these recommendations at its next meeting on May 4.

Marketing

The approved USATF 2015 .US runner website development is in the beginning stages. We estimate the site will be live in 3rd quarter of 2015.

.US National 12K has begun promotion and the Registration for the race are underway.

In support of National Small Business Week, the marketing promotion direct mailing are to launch in early May.

Other Updates

New registrations in April, 2015 were 14.5% lower than April, 2014. Names under management in April, 2015 were 4.8% lower than April, 2014. The renewal rate in February, 2015 (most current data available due to 45 day grace period) was at 62.5% vs. 63.0% in February, 2014.

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Section 2: Performance Data

Service Level Agreement Measurements

Service Level Requirement	Requirement	Actual
Service Availability – SRS	99.900%	100.000%
Service Availability - Nameservers	100.000%	100.000%
Service Availability- Whois	99.950%	100.000%
Planned Outage Duration - SRS	8 hours	0 min
Planned Outage Duration - Nameservers	None	0 min
Planned Outage Duration - Whois	8 hours	0 min
Extended Planned Outage Duration - SRS	18 hours	0 min
Extended Planned Outage Duration - Nameservers	None	0 min
Extended Planned Outage Duration - Whois	18 hours	0 min
Processing Time - Add, Modify, Delete of all objects	3,000ms for 95%	100.000% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.999% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	99.891% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.660% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	100.00% < 15 min
Update Frequency - Whois	15 min. for 95%	100.00% < 15 min

Section 3: Monthly Transaction Statistics

Total Domains Under Management	1,792,465
Totals Nameservers Managed	164,863

Billable Transactions

Transaction Type	# of Transactions
Adds	36,776
Auto-Renews	6,322
Renews	74,865
Transfers	3,539
Deletions for Credit	1,222
Total	120,280



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

Command	# of Transactions
Check Contact	169,376
Create Contact	149,718
Delete Contact	4,219
Info Contact	1,667,246
Transfer Contact	0
Update Contact	189,403
Check Domain	44,359,546
Create Domain	127,783,442
Delete Domain	89,720
Info Domain	3,387,584
Renew Domain	80,688
Transfer Domain	58,099
Update Domain	728,877
Check Host	676,059
Create Host	32,331
Delete Host	22,932
Info Host	194,801
Update Host	2,029
Totals	179,596,070

Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	8,626,161
Minimum Daily Transactions	4,475,993
Average Daily Transactions	6,855,433

Transaction Type	# of Transactions
Total Billable Transactions	120,280
Total number of Whois Queries	67,495,886
Total number of DNS Queries	31,549,878,637
Total EPP Transactions	179,596,070
Total Registry Transactions	31,797,090,873

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Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	30,633
Visits	23,354
Average Visit Length	33 Sec.

Section 6: Accredited Registrar Status

Registrars Status	Count
Operational Registrars	147
Registrars In Ramp Up	3
Registrars Pre-Ramp Up	4

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,975
Changes to Delegated Managers	0
Updates to Locality Domains	123

Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during April, 2015.

Date	Registrar	Domain Name	Complaint	Action
4/27/2015	GoDaddy.com, Inc.	deckheadboats.us	Incorrect email	Registrar Accepted
4/21/2015	GoDaddy.com, Inc.	boat.us	Incorrect email	Registrar Rejected
4/15/2015	GoDaddy.com, Inc.	christiansteven.us	Nexus violation	Registrar Rejected
4/15/2015	GoDaddy.com, Inc.	girlkieu.us	Invalid Contact	Registrar Rejected
4/8/2015	UDomainName.com LLC	miui.us	Invalid Contact	CSR Accepted
4/6/2015	GoDaddy.com, Inc.	cnyem.us	Invalid Contact	Registrar Rejected
4/2/2015	eNom, Inc.	freefoodwarning.us	Invalid Contact	CSR Accepted

