

**neustar**<sup>®</sup>

**Registry Operator Monthly Report**

**.US**<sup>™</sup>

**April 2018**

**Prepared: May 2018**

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# Monthly Progress Report for April 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.

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## Section 1: Summary of Major Events

### Technical and Operational Update

There were no operational changes during April 2018.

### Locality Update

The usTLD Locality space is monitored by Neustar to ensure adherence to policies and procedures. We now have 12,136 total locality names of which Neustar manages 9,753 as the Delegated Manager. There are an additional 2,383 covered by Delegated Manager and Registrant agreements. Texas Regional Hostmaster continues a refusal to sign the Delegated Manager agreement for the management of 324 names. Further discussions with the Department of Commerce is underway to resolve this particular Delegated Manager matter.

### Policy Update:

The Privacy Proposal was presented to the Department of Commerce on Monday April 9, 2018 by Becky Burr. Written submission was provided via email on Tuesday April 10, 2018.

The .US Stakeholder Council did not meet this month. The Council has moved to a Quarterly Meeting Schedule.

The next .US Stakeholder Council meeting will be held June 14, 2018 at 11:00 ET.

### Marketing Update:

National Small Business week was April 29 through May 5, and we promoted SMB optimization tips and tricks to our social community in support of this nation-wide campaign. .US has a brand ambassador tweeting and creating content from his journey across America. Dustin Phillips, a member of the usTLD Stakeholder Council is driving nationwide April through May using parks.us, zipcode.us and other online properties to connect with small business owners and .US users during his journey. You can follow along at <https://twitter.com/aboutdotus>.

Paid efforts resulted in an additional 125 visitors and 13 website conversions for the month of April, a 10% online conversion rate. Our best performing target continues to be the website lookalike clone audience. Creative and content assets were updated end of month with new efforts going out in May.

### Other Updates

New registrations in April 2018 were 11.7% lower than April 2017. Names under management in April 2018 were 17.8% lower than April 2017. The renewal rate in February 2018 (most current data available due to 45 day grace period) was lower year over year at 53.1% vs. 74.0% in February 2017. The lower renewal rate is reflective of certain names that did not renew from a registrar growth and awareness co-marketing campaign in October 2016. Year over Year unit volume is higher even though the renewal rate showcases lower for the month.

**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 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%	99.983% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.999% < 15 mins
Update Frequency - Whois	15 min. for 95%	100% < 15 mins

**Section 3: Monthly Transaction Statistics**

<b>Total Domains Under Management</b>	<b>2,094,005</b>
<b>Totals Nameservers Managed</b>	<b>240,205</b>

**Billable Transactions**

Transaction Type	# of Transactions
Adds	65,484
Auto-Renews	5,578
Renews	82,558
Transfers	2,405
Deletions for Credit	1,277
<b>Total</b>	<b>157,302</b>

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

Command	# of Transactions
Check Contact	1,062,634
Create Contact	1,866,749
Delete Contact	17,597
Info Contact	3,156,339
Transfer Contact	0
Update Contact	1,726,485
Check Domain	62,993,091
Create Domain	4,980,334
Delete Domain	116,209
Info Domain	7,431,065
Renew Domain	90,398
Transfer Domain	30,273
Update Domain	772,814
Check Host	7,379,330
Create Host	62,437
Delete Host	188,605
Info Host	1,177,755
Update Host	27,774
<b>Totals</b>	<b>93,079,889</b>

Daily EPP Transactions	# of Transactions
Maximum Daily Transactions	3,605,062
Minimum Daily Transactions	2,357,287
Average Daily Transactions	3,102,662

Transaction Type	# of Transactions
Total Billable Transactions	157,302
Total number of Whois Queries	29,778,951
Total number of DNS Queries	39,157,648,832
Total EPP Transactions	93,079,889
<b>Total Registry Transactions</b>	<b>39,280,664,974</b>

## Section 4: Monthly Registration Data

See attached spreadsheet.

## Section 5: Website Statistics

URL: www.about.us	
Page Views	8,223
Visits	5,084
Average Visit Length	84 Secs

## Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	158
Registrars in Ramp Up	58
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	25

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### Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during April 2018.

Date	Registrar	Domain Name	Complaint	Action
4/3/2018	Beltane Web Services	beloit.wi.us	Locality Domain Question	Registrar Rejected
4/4/2018	GoDaddy.com, Inc.	watchover.us	Nexus Violation	Registrar Accepted
4/7/2018	NameCheap, Inc.	s-Shell.us	Invalid Contact Information	Registrar Accepted
4/9/2018	City of Janesville, WI	ci.janesville.wi.us	Request to Update Contact Information	Registrar Accepted
4/10/2018	NameCheap, Inc.	onitsukastore.us	Nexus Violation	Email Sent to Registrar
4/12/2018	GoDaddy.com, Inc.	High5.us	Contact Information Question	Registrar Accepted
4/19/2018	NameCheap, Inc.	ceobackoffice.us	Email Spoofing Complaint	Registrar Rejected
4/22/2018	Misk.com, Inc.	purp.us	Invalid Contact Information	Registrar Accepted
4/30/2018	GoDaddy.com, Inc.	thepuppycut.us	Incorrect Registration Information	Email Sent to Registrar
4/30/2018	US Locality	co.morgan.al.us	Request to Update Contact Information	Email Sent to Registrar