



Registry Operator Monthly Report



August 2015

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Monthly Progress Report for August 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 August, 2015

Locality Update

Progress continues with the locality names and working with the Delegated Managers. We added one (1) new locality agreement in August, 2015. We now have 3,977 total locality names covered by Delegated Manager and Registrant agreements. There are no domains unidentified. We now have 120 domains which are awaiting return of paperwork.

Conficker Update

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

Policy Update:

The Stakeholder Council met on August 17, 2015. The Council discussed and approved the recommendation to continue the suspension of the kids.us domain for the life of the contract, including any extensions. The Council forwarded its recommendation to Neustar.

The Council also discussed the issue of privacy/proxy services in the usTLD. Currently, the use of privacy and proxy services are prohibited in this TLD. The Council believed that action on this issue should be postponed until a working group report on the same subject is presented to ICANN.

Marketing Update:

Neustar attended the American Chamber of Commerce Executive Conference (ACCE) in August. The .US booth attracted hundreds of people which further enhanced .US brand awareness and customer mindshare. Visitors to the booth were given T-shirts, and .US branded luggage tags. We also offered one iWatch as our major give away at the booth. We hosted a 45-minute workshop, where we spoke with Chamber Executives about the importance of getting online, and building relationships with the Chambers Membership base. An email was sent to over 150 prospects, from the leads received during the event. Neustar expects to help educate Chamber of Commerce members about the importance of getting online, and choosing .US as their primary TLD.

The about.us website visits continue to grow, as does .US social presence. Neustar placed two blog posts and grew the social base by 4%.

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Other Updates

New registrations in August, 2015 were 21.6% lower than August, 2014. Names under management in August, 2015 were 6.5% lower than August, 2014. The renewal rate in June, 2015 (most current data available due to 45 day grace period) was unchanged year over year at 63.0% vs. 63.0% in June, 2014.

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%	99.997% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	99.959% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.822% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	100.000% < 15 min
Update Frequency - Whois	15 min. for 95%	100.000% < 15 min

Section 3: Monthly Transaction Statistics

Total Domains Under Management	1,754,559
Totals Nameservers Managed	162,765



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Billable Transactions

Transaction Type	# of Transactions
Adds	30,142
Auto-Renews	6,925
Renews	57,736
Transfers	2,222
Deletions for Credit	1,064
Total	95,961

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

Command	# of Transactions
Check Contact	116,483
Create Contact	135,534
Delete Contact	1,884
Info Contact	2,986,614
Transfer Contact	0
Update Contact	131,750
Check Domain	61,663,762
Create Domain	37,879,652
Delete Domain	55,290
Info Domain	4,000,086
Renew Domain	58,711
Transfer Domain	133,295
Update Domain	607,671
Check Host	369,172
Create Host	10,213
Delete Host	4,756
Info Host	696,451
Update Host	4,329
Totals	108,855,653

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Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	8,544,566
Minimum Daily Transactions	3,453,936
Average Daily Transactions	4,335,612

Transaction Type	# of Transactions
Total Billable Transactions	95,961
Total number of Whois Queries	76,906,351
Total number of DNS Queries	27,235,935,663
Total EPP Transactions	108,855,653
Total Registry Transactions	27,421,793,628

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	28,867
Visits	22,180
Average Visit Length	34 Sec

Section 6: Accredited Registrar Status

Registrars Status	Count
Operational Registrars	147
Registrars In Ramp Up	3
Registrars Pre-Ramp Up	7

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,977
Changes to Delegated Managers	2
Updates to Locality Domains	0



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Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during August, 2015.

Date	Registrar	Domain Name	Complaint	Action
8/28/2015	GoDaddy.com, Inc.	netflix-support.us	Inaccurate Contact	Registrar Accepted
8/22/2015	GoDaddy.com, Inc.	winwith.us	Inaccurate Contact	Corrected
8/21/2015	Network Solutions Inc.	cprit.us	Inaccurate Contact	Pending
8/21/2015	eNom, Inc.	Proopinion.us	Inaccurate Contact	Corrected
8/20/2015	FBS Inc.	weeklyads.us	Inaccurate Contact	Registrar Accepted
8/20/2015	eNom, Inc.	invention.us	Inaccurate Contact	Corrected
8/18/2015	Dynadot LLC	freedom.us	Nexus concern	Registrar Rejected
8/18/2015	US Locality	ci.carmel.ca.us	Inaccurate Contact	CSR Updated
8/17/2015	Dynadot LLC	compiler.us	Nexus concern	Registrar Rejected
8/7/2015	PDR Ltd. d/b/a PublicDomainRegistry.com	nestlepromotioncode.us	Inaccurate Contact	Registrar Accepted
8/3/2015	Safenames Ltd	metric.us	Proxy Registration	Registrar Accepted