



Registry Operator Monthly Report



December 2015

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Monthly Progress Report for December 2015



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

The .us TLD Shared Registry Services (SRS) experienced a performance degradation on Dec 11, 2015, for approximately 2 hours. Registrars' ability to consistently submit EPP transactions was delayed during that timeframe but service was never entirely disrupted. Neustar identified the problem as it occurred, immediately notified registrars and undertook corrective action. The service issue occurred at midnight UTC, a time when EPP transactions are consistently low. No complaints or related communications from registrars were received before Neustar resolved the issue.

The service issue resulted from a scheduled application maintenance performed on the SRS production servers which resulted in an increased demand for server resources. Following that maintenance and after the application servers were added into production, the servers began to consume all available memory, which resulted in a system degradation.

The issue was identified by the onsite installation team when the servers were brought online. Transactions were redirected to the Neustar alternate data center while the application support team investigated the cause. The SRS was restored to the pre-maintenance state and the application was reverted to the primary Neustar data center. Neustar ensured that all services were fully recovered and transactions flowed normally. The DNS was not impacted during this incident and domain names continued to resolve.

Neustar conducted a comprehensive incident review and as a result, Neustar is implementing an enhanced QA performance testing by updating system hardware and configurations to ensure this issue does not reoccur.

Locality Update

Progress continues with the locality names and working with the Delegated Managers. We didn't add any locality agreement in December, 2015. We now have 3,980 total locality names covered by Delegated Manager and Registrant agreements. There are no domains unidentified. We now have 129 domains which are awaiting return of paperwork.

Conficker Update

There were [REDACTED] Conficker names deleted during December 2015. The total Conficker domains under management is [REDACTED], following the addition of [REDACTED] new names.

Policy Update:

Neustar submitted the Kids.US Annual Report to the United States Senate Committee on Commerce, Science, and Transportation and the United States House of Representatives Committee on Energy and Commerce on December 4, 2015. Consistent with the mandate of the Dot Kids Act, the annual report includes a summary of the enforcement actions arising from the operation of the Kids.US domain for the period beginning December 1, 2014 and ending November 30, 2015.

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The .usTLD Stakeholder Council held its monthly meeting on December 14, 2015 and discussed the .US marketing partnership with United States Track and Field for the upcoming year, .US nexus policy implementation, the publication of zone file information and the use of privacy and proxy services.

Marketing Update:

The about.us website visitor engagement increased in December, with visitors staying on the site 45% longer, visiting 20% more pages and decreasing the bounce rate by 25% month over month. Its social presence continues to hold steady.

The partnership with USATF continues to draw attention to the shareyourpassion.us program, by sending dedicated holiday emails to their membership database, driving 1,300 visits to the campaign page. We continue to promote the campaign with cobranded social media efforts and integrated outreach.

Other Updates

New registrations in December 2015 were 1.0% higher than December 2014. Names under management in December 2015 were 5.1% lower than December 2014. The renewal rate in October 2015 (most current data available due to 45 day grace period) was higher year over year at 64.9% vs. 61.9% in October 2014.

Section 2: Performance Data

Service Level Agreement Measurements

Service Level Requirement	Requirement	Actual
Service Availability – SRS	99.900%	99.931%
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%	99.982% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.985% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	98.190% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	100.000% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.999% < 15 min
Update Frequency - Whois	15 min. for 95%	100.000% < 15 min

Section 3: Monthly Transaction Statistics

Total Domains Under Management	1,719,857
Totals Nameservers Managed	154,443

Billable Transactions

Transaction Type	# of Transactions
Adds	28,441
Auto-Renews	6,422
Renews	54,301
Transfers	1,849
Deletions for Credit	950
Total	90,063

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

Command	# of Transactions
Check Contact	94,374
Create Contact	108,440
Delete Contact	2,196
Info Contact	2,358,589
Transfer Contact	3
Update Contact	130,963
Check Domain	29,508,958
Create Domain	22,098,529
Delete Domain	29,789
Info Domain	2,652,605
Renew Domain	35,773
Transfer Domain	21,240
Update Domain	346,499
Check Host	152,639
Create Host	8,199
Delete Host	4,379
Info Host	183,959
Update Host	2,653
Totals	57,739,787

Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	4,020,132
Minimum Daily Transactions	215,192
Average Daily Transactions	2,500,745

Transaction Type	# of Transactions
Total Billable Transactions	90,063
Total number of Whois Queries	90,456,813
Total number of DNS Queries	37,487,299,060
Total EPP Transactions	57,739,787
Total Registry Transactions	37,635,585,723

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Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	27,420
Visits	21,548
Average Visit Length	28 Sec

Section 6: Accredited Registrar Status

Registrars Status	Count
Operational Registrars	148
Registrars In Ramp Up	5
Registrars Pre-Ramp Up	8

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,980
Changes to Delegated Managers	0
Updates to Locality Domains	1

Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during December 2015.

Date	Registrar	Domain Name	Complaint	Action
12/24/2015	skyblock.us	eNom, Inc.	Inaccurate Contacts	Registrar Accepted
12/23/2015	zehnder.us	EnCirca, Inc.	Inaccurate Contacts	Pending Registrar
12/19/2015	myairfare.us	eNom, Inc.	Inaccurate Contacts	Registrar Accepted
12/18/2015	md-5.us	GoDaddy.com, Inc.	Inaccurate Contacts	Registrar Accepted
12/17/2015	suvneeds.us	eNom, Inc.	Inaccurate Contacts	CSR Accepted
12/9/2015	freico.in.us	GoDaddy.com, Inc.	Nexus concern	Registrar Rejected
12/7/2015	realty.us	Wild West Domains, Inc.	Inaccurate Contacts	Registrar Accepted
12/2/2015	town.fairfield.ct.us	US Locality	Record Update	Registrar Rejected

