

neustar[®]

Registry Operator Monthly Report

.USTM

January 2018

Prepared: February 2018

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Monthly Progress Report for January 2018



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	4
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 January 2018.

Locality Update

While Neustar has previously reported on names covered by DM and Registrant agreements, through our upgraded reporting we are able to begin to report on the total Locality space which, per our contract, is monitored by Neustar to ensure adherence to policies and procedures for the usTLD. We now have 12,132 total locality names of which Neustar manages 9,772 as the Delegated Manager. There are an additional 2,360 covered by Delegated Manager and Registrant agreements. Texas Regional Hostmaster refuses to sign the agreement on 324 names.

Policy Update:

The .US Stakeholder Council did not meet during January 2018.

Marketing Update:

We launched the "This is .US" .US's wedding and engagement campaign. Our legacy for .US being the best method to capture unforgettable moments in the form of a family/wedding website lives on! The goal is to highlight the use case of a wedding domain for everything from displaying wedding photos, to a tool for eternalizing the special day, and even coordinating wedding registries and guest lists – This is .US (<http://www.about.us/thisisus>).

There is a paid media plan in place that encompasses Facebook, Instagram, and Pinterest. In addition to our legacy ads, including a new carousel ad (a slideshow story ad) and animated ads for Instagram and Pinterest. Also, accompanying our creative assets with a content series on our about.us blog (<http://www.about.us/blog/a-wedding-domain-your-family-and-friends-can-remember>) resulting in 67 page views and Facebook sending the most traffic to it.

Campaign Dates

- Start: 1/2/2018
- End: 3/1/2018

Forward looking to February, we are launching a scholarship program with the U.S. State Department and HackerNest, sponsoring Fishackathon February 10-11, 2018, releasing an updated look to zipcode.us and more.

Other Updates

New registrations in January 2018 were 56.8% lower than January 2017. Names under management in January 2018 were 8.1% lower than January 2017. The renewal rate in November 2017 (most current data available due to 45 day grace period) was lower year over year at 37.6% vs. 71.9% in November 2017.

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%	99.941% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.985% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.993% < 15 mins
Update Frequency - Whois	15 min. for 95%	100% < 15 mins

Section 3: Monthly Transaction Statistics

Total Domains Under Management	2,061,793
Totals Nameservers Managed	240,499

Billable Transactions

Transaction Type	# of Transactions
Adds	39,696
Auto-Renews	5,717
Renews	69,325
Transfers	1,742
Deletions for Credit	1,398
Total	117,878

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

Command	# of Transactions
Check Contact	1,118,001
Create Contact	1,832,753
Delete Contact	25,673
Info Contact	3,504,675
Transfer Contact	0
Update Contact	1,545,873
Check Domain	91,317,011
Create Domain	3,071,661
Delete Domain	171,936
Info Domain	8,174,893
Renew Domain	75,372
Transfer Domain	25,991
Update Domain	682,876
Check Host	6,855,984
Create Host	45,062
Delete Host	160,244
Info Host	605,188
Update Host	29,549
Totals	119,242,742

Daily EPP Transactions	# of Transactions
Maximum Daily Transactions	5,107,729
Minimum Daily Transactions	2,638,963
Average Daily Transactions	3,846,540

Transaction Type	# of Transactions
Total Billable Transactions	117,878
Total number of Whois Queries	48,045,446
Total number of DNS Queries	48,970,509,277
Total EPP Transactions	119,242,742
Total Registry Transactions	49,137,915,343

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.about.us	
Page Views	9,950
Visits	5,729
Average Visit Length	52 Secs

Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	151
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	2

Monthly Progress Report for January 2018



Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during January 2018.

Date	Registrar	Domain Name	Complaint	Action
1/10/2018	GoDaddy.com, Inc.	redsecuritas.us	Invalid Contact Information	Registrar Accepted
1/10/2018	GoDaddy.com, Inc.	redjanus.us	Invalid Contact Information	Registrar Accepted
1/10/2018	GoDaddy.com, Inc.	bleuapollo.us	Invalid Contact Information	Registrar Accepted
1/15/2018	GoDaddy.com, Inc.	monclerlife.us	Invalid Contact Information	Registrar Accepted
1/16/2018	NameCheap, Inc.	kdev.us	Invalid Contact Information	Registrar Rejected
1/23/2018	NameCheap, Inc.	usafmil.us	Invalid Contact Information	Invalid
1/24/2018	NameSilo, LLC	bizton.us	Nexus Violation	Email Sent to Registrar
1/24/2018	NameSilo, LLC	paston.us	Nexus Violation	Email Sent to Registrar
1/24/2018	TLD Registrar Solutions Ltd.	pururin.us	Invalid Contact Information	Invalid
1/25/2018	GoDaddy.com, Inc.	nikehyperrev2017.us	Invalid Contact Information	Registrar Accepted
1/29/2018	NameCheap, Inc.	globi.us	Nexus Violation	Email Sent to Registrar
1/29/2018	NameCheap, Inc.	xboxcodes.us	Nexus Violation	Email Sent to Registrar
1/29/2018	NameCheap, Inc.	pann.us	Inaccurate Contact Information	Email Sent to Registrar
1/31/2018	GoDaddy.com, Inc.	discord.us	Nexus Violation	Registrar Accepted