



Registry Operator Monthly Report



March 2015

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Monthly Progress Report for March 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 March, 2015

Locality Update

Progress continues with the locality names and working with the Delegated Managers. We added one (1) locality agreement in March, 2015, the total is 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 lame delegations being reviewed for March, 2105.

Conficker Update

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

Policy Updates

The Stakeholder Council conducted an electronic vote to approve the proposed Council Work Plan and Operating Procedures. Both documents were approved by a majority vote of the Council, with no objections logged to either document.

The Stakeholder Council held two calls during March, on March 2 and March 30.

On the March 2 call Alex Deacon, Senior Vice President of Internet Technology was approved to join the Council as a replacement for Linda Kinney.

At this meeting, the Council affirmed its three topics for the .US Public Stakeholder Town Hall:

- Me, you & .US: the .US brand and how it can support and engage your community or business;
- Multi-stakeholderism at the local level: public participation in .US policymaking as a window for participating in Internet governance; and
- Beyond kids.us: the next generation of youth engagement and participation in .US.

The Secretariat provided an overview of inputs received from the Policy Survey. The highest-interest topics were the .US Nexus Policy and the Privacy/Proxy Restriction. In both instances the general perspective was that the policies should not be done away with, but could be updated to better meet the needs of users.

Michele Neylon provided an update of Blacknight Solutions' Experience using .US. One issue identified in the presentation was a lack of clarity in the current framing of Nexus Category 3, which could discourage foreign registrants eligible for registration due to a commercial presence in the United States from choosing .US.

At the March 30 meeting the council ran through the draft presentation for the usTLD Public Stakeholder Town Hall, providing suggestions on how to improve the language and the examples cited. Updates made as a result of the meeting included:

- Updating the language on introductory slides to more clearly differentiate the market for .US from that of .GOV and making it friendlier rather than emphasizing restrictions on the namespace;
- Updating the examples of .US users provided to focus on the mission of the namespace rather than upon target markets and featuring current active .US users rather than prospective users;
- Adding direct references to input received through the public survey to drive Open Floor discussion; and
- Introducing a slide that referenced key policies with a link to policy overview document.

During March a survey was published and circulated to stakeholders for .US in order to provide input into the Public Town Hall as well as future work of the Stakeholder Council. As of March 31, 18 responses were received to the Survey. Recommendations emerging from this survey included:

- Improving processes for multistakeholder input;
- Demonstrating policy activism in ICANN;
- Demonstrating thought leadership at local internet-related events;
- Clarifying the nexus requirement;
- Engaging in partnerships with large companies or organizations and highlighting these usages of the namespace;
- Getting involved with associations or organizations with a domestic focus or local chapter presence to emphasize the national character of the namespace;
- Expanding the role of the public in managing the namespace; and
- Engaging in identity campaigns, such as around the value of “buying American.”

The Stakeholder Council and Secretariat are continuing to review and incorporate input through the date of the Public Stakeholder Town Hall.

Marketing

The USATF 2015 marketing and distribution plan for the .US runner website was presented and approved by USATF. Next steps are to identify a distribution partner and start the development of the website.

The 2015 sponsorship for the Association of Chamber of Commerce Executives was finalized and the annual convention project is underway.

Finally, the National Small Business Week marketing promotion has been started. We plan to utilize Neustar Localeze data, and target organizations, people and companies that don't have

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websites. These customers will receive a direct mail, and be served distribution partner website bundles aimed to establish them on a .US web address.

Other Updates

New registrations in March, 2015 were 30.8% lower than March, 2014. Names under management in March, 2015 were 4.4% lower than March, 2014. The renewal rate in January, 2015 (most current data available due to 45 day grace period) was at 63.4% vs. 64.1% in January, 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%	99.998% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.995% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	99.949% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.700% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	100.00% < 15 min
Update Frequency - Whois	15 min. for 95%	100.00% < 15 min



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Section 3: Monthly Transaction Statistics

Total Domains Under Management	1,796,528
Totals Nameservers Managed	165,974

Billable Transactions

Transaction Type	# of Transactions
Adds	37,985
Auto-Renews	6,640
Renews	77,827
Transfers	3,122
Deletions for Credit	1,190
Total	124,384

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

Command	# of Transactions
Check Contact	170,633
Create Contact	152,953
Delete Contact	2,242
Info Contact	2,477,621
Transfer Contact	1
Update Contact	225,002
Check Domain	48,008,943
Create Domain	12,175,340
Delete Domain	102,373
Info Domain	4,016,274
Renew Domain	80,774
Transfer Domain	86,727
Update Domain	632,227
Check Host	722,321
Create Host	16,794
Delete Host	7,355
Info Host	550,887
Update Host	2,847
Totals	69,431,314

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Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	7,136,367
Minimum Daily Transactions	2,345,289
Average Daily Transactions	3,102,192

Transaction Type	# of Transactions
Total Billable Transactions	124,384
Total number of Whois Queries	75,945,641
Total number of DNS Queries	29,262,818,372
Total EPP Transactions	69,431,314
Total Registry Transactions	29,408,319,711

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	31,613
Visits	24,620
Average Visit Length	31 Sec.

Section 6: Accredited Registrar Status

Registrars Status	Count
Operational Registrars	146
Registrars In Ramp Up	3
Registrars Pre-Ramp Up	5

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,975
Changes to Delegated Managers	1
Updates to Locality Domains	46



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Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during March, 2015.

Date	Registrar	Domain Name	Complaint	Action
3/30/2015	Key-Systems GmbH	prof.c.us	Inaccurate Contact	Registrar Reviewing
3/27/2015	DNC Holdings, Inc.	the.us	Inaccurate Contact	Registrar Reviewing
3/25/2015	eNom, Inc.	letwatch.us	Inaccurate Contact	Registrar Reviewing
3/5/2015	GoDaddy.com, Inc.	instapasswordcheck.us	Inaccurate Contact	Registrar Rejected
3/4/2015	eNom, Inc.	imisland.us	Inaccurate Contact	Registrar Accepted