



# Registry Operator Monthly Report



**March 2016**

**Prepared: April 2016**

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# Monthly Progress Report for March 2016

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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

In early March, Neustar performed planned, previously-announced maintenance on the Operational Testing & Evaluation (OT&E) environment (on March 1<sup>st</sup>) and Production environment (on March 5<sup>th</sup>) of the Shared Registry System (SRS). This maintenance had no impact on WHOIS or DNS availability. The maintenance stayed within the planned window and did not exceed our allowed planned outage duration for the SRS.

### Locality Update

Progress continues with the locality names and working with the Delegated Managers. One (1) domain was added in March 2016. We now have 3,981 total locality names covered by Delegated Manager and Registrant agreements. Texas Regional Hostmaster refuses to sign the agreement on 324 names. We have 129 domains which are awaiting return of paperwork.

### Policy Update:

The .usTLD Stakeholder Council held its monthly meeting on March 30, 2016. Scott Blake Harris and Shane Tews will continue in their respective roles as Chair and Co-Chair of the Council for another year. The Council Secretariat presented the result of Neustar's poll of the Council members' opinions on the implementation of privacy and proxy services for .usTLD. Most Council members expressed favorable opinion with extensive discussion on concerns of law enforcement and whether to extend privacy and proxy services to commercial entities. The Council decided to form a subcommittee for continued discussion and policy development. Also during the Council meeting, Neustar presented the results of its internal Nexus procedures review. Neustar identified three areas in which it will improve customer service and overall policy application. These areas involve Neustar conducting preliminary research of URLs prior to customer contact, adding an emphasis to customer support in its communications with registrants, and implementing an escalation process. Overall, Neustar will provide a better customer experience and, in turn, better understand the overall impact of the Nexus policy on .usTLD registration. Finally the Council discussed holding a 2016 Stakeholder Council Town Hall in the October time frame.

### Marketing Update:

In March, web traffic to About.US continued its upward trend in site visits and attracting new visitors. Marketing efforts are still focused on the back-end work to refresh About.US and its content, with an expected launch for the updated site in late Q2.

### Other Updates

New registrations in March 2016 were 15.2% lower than March 2015. Names under management in March 2016 were 4.5% lower than March 2015. The renewal rate in January 2016 (most current data available due to 45 day grace period) was higher year over year at 69.5% vs. 63.4% in January 2015.

## 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          | 3.5 hours         |
| 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%  | 99.997% < 3,000ms |
| Processing Time - Query Domain                       | 1,500 ms for 95% | 99.996% < 1,500ms |
| Processing Time - Whois Query                        | 1,500 ms for 95% | 99.963% < 1,500ms |
| Processing Time - Nameserver Resolution              | 1,500 ms for 95% | 99.646% < 1,500ms |
| Update Frequency - Nameserver                        | 15 min. for 95%  | 99.877% < 15 mins |
| Update Frequency - Whois                             | 15 min. for 95%  | 99.940% < 15 mins |

## Section 3: Monthly Transaction Statistics

|                                       |                  |
|---------------------------------------|------------------|
| <b>Total Domains Under Management</b> | <b>1,715,757</b> |
| <b>Totals Nameservers Managed</b>     | <b>151,490</b>   |

### Billable Transactions

| Transaction Type     | # of Transactions |
|----------------------|-------------------|
| Adds                 | 32,552            |
| Auto-Renews          | 6,056             |
| Renews               | 77,660            |
| Transfers            | 2,720             |
| Deletions for Credit | 1,545             |
| <b>Total</b>         | <b>120,533</b>    |

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

| Command          | # of Transactions |
|------------------|-------------------|
| Check Contact    | 156,505           |
| Create Contact   | 196,726           |
| Delete Contact   | 3,330             |
| Info Contact     | 1,144,611         |
| Transfer Contact | 0                 |
| Update Contact   | 212,957           |
| Check Domain     | 48,233,226        |
| Create Domain    | 34,840,917        |
| Delete Domain    | 43,384            |
| Info Domain      | 5,274,732         |
| Renew Domain     | 89,326            |
| Transfer Domain  | 58,364            |
| Update Domain    | 569,639           |
| Check Host       | 236,654           |
| Create Host      | 14,414            |
| Delete Host      | 5,975             |
| Info Host        | 484,667           |
| Update Host      | 3,220             |
| <b>Totals</b>    | <b>91,568,647</b> |

| Daily EPP Transaction      | # of Transactions |
|----------------------------|-------------------|
| Maximum Daily Transactions | 3,406,633         |
| Minimum Daily Transactions | 2,337,428         |
| Average Daily Transactions | 2,953,827         |

| Transaction Type                   | # of Transactions     |
|------------------------------------|-----------------------|
| Total Billable Transactions        | 120,533               |
| Total number of Whois Queries      | 1,039,138,841         |
| Total number of DNS Queries        | 28,878,126,988        |
| Total EPP Transactions             | 91,568,647            |
| <b>Total Registry Transactions</b> | <b>30,008,955,009</b> |

# Monthly Progress Report for March 2016



## Section 4: Monthly Registration Data

See attached spreadsheet.

## Section 5: Website Statistics

| URL: www.neustar.us  |         |
|----------------------|---------|
| Page Views           | 40,835  |
| Visits               | 24,062  |
| Average Visit Length | 36 Secs |

## Section 6: Accredited Registrar Status

| Registrars Status      | Count |
|------------------------|-------|
| Operational Registrars | 177   |
| Registrars In Ramp Up  | 13    |
| Registrars Pre-Ramp Up | 0     |

## Section 7: .US Locality Statistics

| Statistic                     | Count |
|-------------------------------|-------|
| Number of Delegated Managers  | 3,981 |
| Changes to Delegated Managers | 1     |
| Updates to Locality Domains   | 1     |

## Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during March 2016.

| Date      | Registrar                                  | Domain Name          | Complaint          | Action             |
|-----------|--|----------------------|--------------------|--------------------|
| 3/6/2016  | GoDaddy.com, Inc.                          | priorityhosting.us   | Inaccurate Contact | Registrar Accepted |
| 3/7/2016  | US Locality                                | ICIOUDMAP.US         | Nexus Accuracy     | CSR Accepted       |
| 3/10/2016 | US Locality                                | VALENTINOSALE<br>.US | Inaccurate Contact | Registrar Accepted |
| 3/11/2016 | PDR Ltd. d/b/a<br>PublicDomainRegistry.com | GUCCI-<br>OUTLET.US  | Inaccurate Contact | Registrar Accepted |
| 3/14/2016 | GoDaddy.com, Inc.                          | btfree.us            | Inaccurate Contact | Registrar Accepted |
| 3/17/2016 | eNom, Inc.                                 | lovelive.us          | Nexus Accuracy     | Registrar Accepted |
| 3/30/2016 | GoDaddy.com, Inc.                          | americanfluids.us    | Inaccurate Contact | Registrar Accepted |



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|           |  |                          |                    |                    |
|-----------|--|--------------------------|--------------------|--------------------|
| 3/30/2016 | Moniker Online Services, LLC               | mbgroup.us               | Inaccurate Contact | Registrar Accepted |
| 3/31/2016 | Corporate Domains, Inc.                    | co.surry.nc.us           | Contact Change     | CSR Rejected       |
| 3/31/2016 | PDR Ltd. d/b/a<br>PublicDomainRegistry.com | MBTSHOESWHO<br>LESALE.US | Inaccurate Contact | Invalid            |