

**neustar**<sup>®</sup>

**Registry Operator Monthly Report**

**.US**<sup>™</sup>

**March 2018**

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# Monthly Progress Report for March 2018

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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

There were no operational changes during March 2018.

### Locality Update

The usTLD Locality space is monitored by Neustar to ensure adherence to policies and procedures. We now have 12,134 total locality names of which Neustar manages 9,774 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 quarterly .usTLD Stakeholder Council meeting was held March 22, 2018.

An announcement was made on the change in Secretariat of the .US Stakeholder Council. The role transitioned from Kimberly Miller to Judy Song effective immediately.

Crystal Peterson, Director Registry Services summarized the marketing events supporting .US at ICANN61. There was an ICANNWiki Sponsorship of the Deck of Cards that featured .US Stakeholder Council Representatives, NTIA Representatives, .US Registrars and .US staff from Neustar. Also, our event “.US Party with a Purpose” was held Tuesday evening during ICANN61. There were approximately 400 attendees, and this event ultimately raised \$10,000 USD for 24weeks.us. A follow up presentation will be delivered to the Council with videos to view from this event.

Becky Burr, Neustar Chief Privacy Officer and ICANN Board Member presented on GDPR as it relates to .US. Ms. Burr reiterated that Neustar is working closely with the Department of Commerce on this topic.

The next meeting will be held June 14, 2018 at 11:00 ET.

### Marketing Update:

.US hosted a community event at ICANN 61 in San Juan, Puerto Rico, on Tuesday, March 13, 2018. The vision of the event was to bring together the domain name and internet communities for a purpose-driven evening at Antiguo Casino San Juan. .US partnered with Americas for Conservation and the Arts’ (24weeks.us). We are grateful to be able to work with the AFC+A team on driving awareness for the communities of Puerto Rico. We selected Americas for Conservation and the Arts because of the Puerto Rican Resilience fund that was launched 24 hours after the natural disasters occurred with a campaign that ran on <http://www.24weeks.us>. For each guest who attended the event, Neustar donated US\$ 25 to Americas for Conservation and the Arts. Neustar donated a total of \$US 10,000.

### **Other Updates**

New registrations in March 2018 were 68.1% lower than March 2017. Names under management in March 2018 were 15.5% lower than March 2017. The renewal rate in January 2018 (most current data available due to 45 day grace period) was lower year over year at 47.4% vs. 76.3% in January 2017. The lower renewal rate is reflective of certain names that did not renew from a registrar growth and awareness co-marketing campaign in October and November 2016. Year over Year unit volume is higher even though the renewal rate showcases lower for the month.

**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%	100% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.987% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.982% < 15 mins
Update Frequency - Whois	15 min. for 95%	99.821% < 15 mins

**Section 3: Monthly Transaction Statistics**

<b>Total Domains Under Management</b>	<b>1,998,874</b>
<b>Totals Nameservers Managed</b>	<b>239,933</b>

**Billable Transactions**

Transaction Type	# of Transactions
Adds	39,846
Auto-Renews	5,601
Renews	79,067
Transfers	2,379
Deletions for Credit	1,717
<b>Total</b>	<b>128,610</b>

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

Command	# of Transactions
Check Contact	1,082,822
Create Contact	1,960,579
Delete Contact	20,364
Info Contact	4,776,847
Transfer Contact	0
Update Contact	1,932,676
Check Domain	66,367,602
Create Domain	4,468,710
Delete Domain	160,875
Info Domain	8,996,049
Renew Domain	87,399
Transfer Domain	31,924
Update Domain	794,703
Check Host	7,682,646
Create Host	55,450
Delete Host	196,323
Info Host	1,436,885
Update Host	33,864
<b>Totals</b>	<b>100,085,718</b>

Daily EPP Transactions	# of Transactions
Maximum Daily Transactions	3,729,261
Minimum Daily Transactions	2,481,365
Average Daily Transactions	3,228,571

Transaction Type	# of Transactions
Total Billable Transactions	128,610
Total number of Whois Queries	53,093,911
Total number of DNS Queries	40,393,980,878
Total EPP Transactions	100,085,718
<b>Total Registry Transactions</b>	<b>40,547,289,117</b>

## Section 4: Monthly Registration Data

See attached spreadsheet.

## Section 5: Website Statistics

URL: www.about.us	
Page Views	7,052
Visits	3,962
Average Visit Length	61 Secs

## Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	158
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

### Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during March 2018.

Date	Registrar	Domain Name	Complaint	Action
3/12/2018	PDR Ltd. d/b/a PublicDomainRegis try.com	relres.us	Invalid Contact Information	Email Sent to Registrar
3/13/2018	Google LLC	cryptosec.us	Invalid Contact Information	Email Sent to Registrar
3/19/2018	US Locality	yelm.wa.us	Question about Contact Information	Registrar Rejected