



Registry Operator Monthly Report



May 2017

Prepared: June 2017

**Neustar, Inc.
21575 Ridgetop Circle
Sterling, VA 20166**

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 or issues during May 2017.

Locality Update

While Neustar has previously reported on names covered by DM and Registrant agreements, through our upgraded reporting we are able 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 12,115 total locality names of which Neustar manages 4,076 as the Delegated Manager. There are an additional 3,985 covered by Delegated Manager and Registrant agreements. Texas Regional Hostmaster refuses to sign the agreement on 324 names. We have 128 domains which are awaiting return of paperwork. We are issuing additional paperwork to the 3,598 locality names and/or Delegated Managers as part of our internal review.

Policy Update:

The .US Stakeholder Council did not hold a meeting in May.

Marketing Update:

May efforts supported National Small Business week providing tips, classes and resources for small business owners. Dedicated daily posts went out over the week and generated just under 3,000 in total social media impressions. The top performing post was a plug for the SBA and their small business initiatives, “It's National #SmallBusinessWeek and @SBAGov is chock-full of free webinars, events and resources for business owners. Check out the lineup and register.” Promotion for owned content including the blog, “Getting a Small Business Online is Easier Than You Think — Here’s What You Should Know,” went out across all social channels with our strongest performance to-date. May blog traffic saw a highly engaged audience with an average time spent on page of 00:02:20 and 81% new sessions. This signals positive momentum for upcoming efforts around the online small business toolkit launching on about.us next month.

Other Updates

New registrations in May 2017 were 71.1% higher than May 2016. Names under management in May 2017 were 53.3% higher than May 2016. The renewal rate in March 2017 (most current data available due to 45 day grace period) was higher year over year at 75.7% vs. 66.7% in March 2016.

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 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%	99.999% < 3,000ms
Processing Time - Query Domain	1,500 ms for 95%	99.999% < 1,500ms
Processing Time - Whois Query	1,500 ms for 95%	100% < 1,500ms
Processing Time - Nameserver Resolution	1,500 ms for 95%	99.985% < 1,500ms
Update Frequency - Nameserver	15 min. for 95%	99.998% < 15 mins
Update Frequency - Whois	15 min. for 95%	100% < 15 mins

Section 3: Monthly Transaction Statistics

Total Domains Under Management	2,448,408
Totals Nameservers Managed	591,836

Billable Transactions

Transaction Type	# of Transactions
Adds	63,994
Auto-Renews	5,609
Renews	69,245
Transfers	2,962
Deletions for Credit	1,336
Total	143,146

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

Command	# of Transactions
Check Contact	139,650
Create Contact	301,449
Delete Contact	3,789
Info Contact	1,163,418
Transfer Contact	0
Update Contact	303,688
Check Domain	74,009,346
Create Domain	37,050,433
Delete Domain	38,248
Info Domain	4,881,794
Renew Domain	74,752
Transfer Domain	0
Update Domain	655,454
Check Host	304,649
Create Host	18,037
Delete Host	9,061
Info Host	24,518
Update Host	231,719
Totals	119,210,005

Daily EPP Transaction	# of Transactions
Maximum Daily Transactions	4,860,673
Minimum Daily Transactions	2,650,914
Average Daily Transactions	3,845,484

Transaction Type	# of Transactions
Total Billable Transactions	143,146
Total number of Whois Queries	283,279,542
Total number of DNS Queries	33,957,820,721
Total EPP Transactions	119,210,005
Total Registry Transactions	34,360,453,414

Section 4: Monthly Registration Data

See attached spreadsheet.

Section 5: Website Statistics

URL: www.neustar.us	
Page Views	9,946
Visits	5,592
Average Visit Length	54 Secs

Section 6: Accredited Registrar Status

Registrar Status	Count
Operational Registrars	152
Registrars in Ramp Up	16
Registrars in Pre-Ramp Up	0

Section 7: .US Locality Statistics

Statistic	Count
Number of Delegated Managers	3,985
Changes to Delegated Managers	1
Updates to Locality Domains	0

Monthly Progress Report for May 2017



Section 8: WHOIS Complaint Statistics

The following Whois complaints were received during May 2017.

Date	Registrar	Domain Name	Complaint	Action
5/3/2017	NameCheap, Inc.	outletsale.us	Nexus Violation	Registrar Accepted
5/4/2017	NameCheap, Inc.	bubble.us	Nexus Violation	CSR Accepted
5/6/2017	eNom, LLC	laptop.us	Invalid Contact Information	Email Sent to Registrar
5/10/2017	NameCheap, Inc.	tranlogcargo.us	Invalid Contact Information	Registrar Accepted
5/10/2017	NameCheap, Inc.	regionalexpres.us	Invalid Contact Information	Registrar Accepted
5/10/2017	NameCheap, Inc.	speedwaylogistics.us	Invalid Contact Information	Email Sent to Registrar
5/10/2017	NameCheap, Inc.	paramountlogistics.us	Invalid Contact Information	Registrar Accepted
5/11/2017	Domeneshop AS dba domainnameshop. com	christiansen.us	Nexus Violation	Invalid
5/12/2017	NameCheap, Inc.	ayalasiberianhuskyforsale.us	Invalid Contact Information	Email Sent to Registrar
5/12/2017	NameCheap, Inc.	ayalasiberianhuskyforsale.us	Invalid Contact Information	Email Sent to Registrar
5/12/2017	NameCheap, Inc.	globaldeliveryservices.us	Invalid Contact Information	Email Sent to Registrar
5/12/2017	GoDaddy.com, Inc.	hack.us	Nexus Violation	Registrar Accepted
5/12/2017	GoDaddy.com, Inc.	1735.us	Nexus Violation	Registrar Accepted
5/13/2017	NameCheap, Inc.	partyvan.us	Invalid Contact Information	Registrar Accepted
5/13/2017	NameCheap, Inc.	aerospeedlogistics.us	Invalid Contact Information	Email Sent to Registrar
5/14/2017	NameCheap, Inc.	princeteacupmaltese.us	Invalid Contact Information	Registrar Accepted
5/14/2017	NameCheap, Inc.	southernfreightlogistics.us	Invalid Contact Information	Registrar Accepted
5/14/2017	NameCheap, Inc.	miniorkies.us	Invalid Contact Information	Registrar Accepted
5/15/2017	NameCheap, Inc.	quickshipping.us	Invalid Contact Information	Email Sent to Registrar
5/15/2017	NameCheap, Inc.	homeofbeagles.us	Invalid Contact Information	Invalid
5/15/2017	NameCheap, Inc.	iamchinese.us	Nexus Violation	Email Sent to Registrar

Monthly Progress Report for May 2017



5/15/2017	NameCheap, Inc.	guaranteeairexpress.us	Invalid Contact Information	Email Sent to Registrar
5/16/2017	GoDaddy.com, Inc.	anna.us	Invalid Contact Information	Registrar Accepted
5/16/2017	NameCheap, Inc.	asobi.us	Invalid Contact Information	Email Sent to Registrar
5/17/2017	US Locality	state.va.us	Contact Information Update	CSR Rejected
5/17/2017	US Locality	state.va.us	Contact Information Update	Invalid
5/18/2017	NameCheap, Inc.	shoeup.us	Invalid Contact Information	Invalid
5/18/2017	NameCheap, Inc.	mycartons.us	Invalid Contact Information	Invalid
5/19/2017	GoDaddy.com, Inc.	CheapUnderArmourShoes.us	Invalid Contact Information	Registrar Accepted
5/22/2017	NameCheap, Inc.	transpoleshippings.us	Invalid Contact Information	Email Sent to Registrar
5/22/2017	GoDaddy.com, Inc.	suntrust-bank.us	Invalid Contact Information	Registrar Accepted
5/22/2017	NameCheap, Inc.	ecoairways.us	Invalid Contact Information	Email Sent to Registrar
5/22/2017	NameCheap, Inc.	brightrottweilers.us	Invalid Contact Information	Email Sent to Registrar
5/22/2017	Wild West Domains, Inc.	exod.us	Nexus Violation	Registrar Accepted
5/22/2017	NameCheap, Inc.	petvets.us	Invalid Contact Information	Email Sent to Registrar
5/24/2017	NameCheap, Inc.	GETBAREMINERALS.US	Invalid Contact Information	Email Sent to Registrar